July 2023

To Our Valued Sanitation Customers:

In early 2023, town staff performed an analysis regarding escalating sanitation costs. Several options were presented to Town Council for consideration. Based on the information provided and recommendations made by staff and Council, the Town Council adopted the following policies and changes to help control costs while providing the same level of service for a majority of the town's sanitation customers.

Regarding landfill services, on July 1, 2023, the Town's contract with Republic Services to provide landfill services to town residents began. Additionally, an annual landfill trip limit of 18 trips per calendar year went into effect. Customers that are undergoing a home remodeling or similar project can seek a 5-day trip waiver if they have already met the 18-trip limit. Waivers can be requested at Town Hall, located at 775 N. Main St., Florence, AZ 85132.

In regard to trash services, beginning September 1, 2023, residential trash customers will no longer be able to place their account on temporary hold and any accounts with a hold in place will be removed. Because the costs to provide trash services are fixed and do not decrease when customers place their account on hold, the hold option is being discontinued to minimize future rate increases. We understand this change may be frustrating for some customers, however, it's important to note that all operating, maintenance, and capital costs associated with providing sanitation services are fully supported by user fees. These services are not subsidized by other sources such as sales or property taxes. Therefore, in order to equitably allocate these fixed costs and minimize future rate increases, monthly sanitation costs will be uniformly applied to all residents going forward.

Finally, if approved by Council, new Trash-only accounts will be charged an establishment fee of $20 beginning September 7, 2023. Currently, new customers signing up for Trash and Water pay a $20 establishment fee while Trash-only customers do not. Because the staff time needed to establish both types of accounts is equivalent, this change is being recommended for uniformity.

We apologize for any inconvenience caused by these changes. Like many public utilities, the cost to provide sanitation services has increased significantly. This presents a challenge as we strive to maintain a consistent level of service while keeping customer costs as low as possible. Both staff and Town Council believe these changes will help further those goals and ensure the long-term health and stability of the town's sanitation operations.

Should you have any additional questions, please contact us at utilities@florenceaz.gov.