

Joel Esler, Mayor  
Karen Jennings, Councilwoman  
John Ness, Councilman  
Dwain A. Haines, Councilman  
Jermaine Hatton, Councilman



Fred Townsend, III, Town Attorney  
Thomas Wilkes, Town Engineer  
Dawson Green, Town Manager  
Azure DeShields, Finance Officer  
Cathy Beaver, Executive Secretary

April 26, 2013

### IMPORTANT NOTICE REGARDING TRASH/RECYCLING SERVICES

Pursuant to *Section 46-26 (a)* of the Town Code, trash collection is mandatory for all residents within the incorporated town limits. In addition, State legislation (DE Universal Recycling Program) requires all Delaware residents to participate in recycling.

The Town of Townsend has a contractual agreement with Waste Industries to provide for curbside collection of trash and recycling.

Per the contract, the town is required to pay Waste Industries monthly for these services up front. In turn, the town seeks reimbursement from the residents quarterly through the town administered billing process; which allows for the town to negotiate these services to our residents at a discounted rate.

The Town Council is grateful to those who pay their quarterly invoices on a timely basis.

Unfortunately, the Town's trash and recycling collection service consistently runs at a deficit due to a significant number of delinquent accounts.

It's very unfortunate, however due to the increase in the costs to the town for these services, along with upcoming modifications to our current billing and collection services; there will be an increase in your monthly bill.

Effective July 1, 2013, the following changes will be implemented:

- Monthly services fees to the residents will increase to \$25
- Recycling services will be every Monday
- Monthly billing, as opposed to quarterly billing
- On-line payment options
- Full payment is due by the DUE DATE. Trash and recycling services shall be suspended for any past due account balances that exceed 30 days past due
- A late fee shall be assessed to your account if it is not paid in full by the due date. Partial payments made will be applied towards your account; however it will not prevent late fees from being assessed.
- Any accounts already in the "arrears" and are not anticipated to be paid in full by June 30, 2013 are strongly encouraged to call the Town Hall and make payment arrangements.

In an effort to move forward with monthly billing, as opposed to billing quarterly for the services already rendered, the upcoming invoices shall be mailed as follows:

3<sup>rd</sup> Quarter Billing (April, May, June) will be mailed out the first week of June in the amount of \$65.25 and due June 30<sup>th</sup>.

Next invoice mailed out first week of July in the amount of \$25 and due July 31<sup>st</sup>.

**Resident are encouraged to attend the May 1, 2013 Town Council Meeting @ 7:30 pm at the Townsend Fire Station located at 107 Main Street, Townsend, DE, for further discussion.**

Respectfully,

*Mayor & Council of Townsend*