

BOROUGH OF CONWAY

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Conway, PA 15027-1598

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November 22, 2021

Subject: Residential Refuse / Recycling Changes

Dear Conway Residents,

Conway Council wants to notify residents in advance of changes to Conway's Refuse and Recycling program that will be effective Jan 1, 2022.

Conway's contract with Valley Waste was set to expire at the end of 2021. Council advertised for bids to provide the garbage service and received only one back – from Valley Waste. In the interest of full transparency, Waste Management did attempt to submit a bid, but for some reason, hand delivered it to the old borough building and the documents weren't discovered until after the bid opening deadline had passed. In any case, their bid was higher than Valley's.

We understand that there have been some issues with Valley's service this year, primarily as a result of personnel shortages. Council proactively communicated with Valley and both sides now have a process in place so that we're informed as soon as they realize they might have an issue that will impact pickup in Conway. The Borough then attempts to notify residents through the Borough Facebook page (Conway Borough, PA) and our website (www.conwaypa.org). Council is confident that Valley will continue to do their best to provide the best possible service to the Borough and all of our residents.

Conway's scheduled pickup day will continue to be Friday, and a new calendar will be available shortly.

Unlike many municipalities, Conway's service will continue to include the weekly pickup of unlimited amounts of Waste and Recyclables as well as the periodic collection of Hazardous Waste and E-Waste.

The biggest change for 2022 is that Conway Borough will NO LONGER bill or accept payment for Refuse Service. For the years 2022, 2023 with an option year of 2024, billing will be to each residence directly from Valley Waste and you will make your payment directly to them via any of the options they provide. We expect that Valley will begin sending more information as well as the initial 2022 bills sometime in December and we will post additional information on our website and Facebook page as it becomes available.

We considered a number of factors in making this decision, but in the end, Council determined that having Valley handle the billing is best for our residents and for the Borough.

The major factors that went in to this decision include:

- Despite an increase in costs in the new contract compared to what we were paying under the old contract, having Valley care for the billing and payment collection will result in a lower overall cost to residents than what it would have cost for Conway to continue doing the billing.
 - Current monthly cost is \$20 per residence
 - New cost per residence over the 3-year course of the contract will average out to \$23.68 per month.
 - The average cost per month IF Conway had continued to do the billing would have been a minimum of \$24.17.

**Council realizes that this isn't a huge amount of difference, but savings is savings.

- In addition to these direct savings to residents, this change will also reduce Borough cost, helping to save tax dollars.
 - The Borough is experiencing the same impact of the high inflation and increasing costs that all of you are also dealing with.
 - Having Valley handle the billing eliminates the need for the Borough to print and mail bills, receive and process payments, make monthly payments to Valley, and collect late or delinquent payments. All of that leads to additional costs that Valley will now assume instead of the Borough.
 - The reduced workload will allow our staff to focus on other things that will ultimately make Conway government more efficient and effective.

Please feel free to attend a Council meeting (1st^t and 3rd^d Wednesdays of each month at 7:00 p.m.) if you have any questions. There will also be an information packet being mailed to the residents during the month of December 2021. This information will also be posted on the Borough Website.

Sincerely,

Conway Council

PS – We strongly encourage each resident to participate in the weekly recycling program.

1. It's good for the environment.
2. It doesn't cost you anything.
3. The amount of tonnage Conway, as a community, recycles annually can help the Borough to receive direct payments from the State as well as make us eligible for substantial grants to replace aging or broken equipment (things like trucks, leaf collectors, etc....)

The more everyone recycles, the more resources we'll have to improve our community!!