



RATE INCREASE NOTIFICATION

On May 23, 2023, the Kern County Board of Supervisors approved the following rate increases which are **effective July 1, 2023**. Please note that the Kern County Admin Fee is calculated as per living space or unit per month for all residential and multi-family accounts. All special service rates such as a bear cart, rural road, permit area, walk-in, etc. which you may subscribe to have also changed and are found on the back of this notification.

RESIDENTIAL AND MULTI-FAMILY CART RATES

SERVICE	DESCRIPTION	MONTHLY RATE
STD RES SVC 1XW	TRASH REMOVAL	\$28.48
ADDITIONAL CART	TRASH REMOVAL	\$13.61
KC ADMIN FEE	KC ADMIN FEE	\$1.00*

**KC ADMIN FEE IS CALCULATED PER LIVING SPACE/UNIT PER MONTH*

RESIDENTIAL AND MULTI-FAMILY BIN RATES

SERVICE	DESCRIPTION	MONTHLY RATE	EA ADDITIONAL SVC PICKUP
1.5Y RES BIN 1XW	TRASH REMOVAL	\$116.24	\$68.89
2Y RES BIN 1XW	TRASH REMOVAL	\$141.16	\$81.53
3Y RES BIN 1XW	TRASH REMOVAL	\$179.75	\$91.22
KC ADMIN FEE	KC ADMIN FEE	\$1.00*	

**KC ADMIN FEE IS CALCULATED PER LIVING SPACE/UNIT PER MONTH*

BILLING CHANGES

Effective July 1, 2023, all billing will be monthly. Due dates will be 30 days from the date of the invoice.

OTHER SERVICES

BULKY ITEM REMOVAL

Included in your service is the removal of your large household items like e-waste, refrigerators, couches, or water heaters. You may request the removal of up to two (2) items per month. Contact us today to add your bulky item(s) to our schedule.

SEPTIC PUMPING

Did you know that we pump septic tanks too? Most septic tanks should be pumped every 3-5 years to maintain a healthy septic system. Waiting too long in between services could lead to septic back-ups and costly repairs. Contact us today to discuss your septic system.

PORTABLE TOILET SERVICE AND RENTALS

Whether you are hosting a party, remodeling your house, or heading to the river or lake to camp, renting a portable toilet and hand wash unit is the perfect way to meet your bathroom needs. Contact us today!

HOLIDAY SERVICE SCHEDULES

Effective July 1, 2023, we observe the following holidays: **New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day**. On these days our offices will be closed, and no services will be provided. If a collection day falls on an observed holiday, that day and the following collection days during that week will move to the following day. For example, if Monday is a holiday, the collection will move to Tuesday and Tuesday's collection will move to Wednesday, etc.

BILL PAY OPTIONS

We offer several ways to pay your bill: Online at www.ThomasRefuse.com; AutoPay; by mail; over the phone; in the office; or drop box. We accept all major credit cards, checks, mail orders, and cash. E-check payments will be available beginning July 1, 2023.



OFFICE HOURS

Our office is open Monday through Friday from 8:00 AM to 5:00 PM. Our office closes early the day before observed holidays and is closed on all observed holidays.

SPECIAL SERVICES - 2023 Zones 1, 2 and 3 (Universal and Non-Universal Areas)		
SERVICE	RATE	NOTES
Account Restart Fee	\$ 30.00	
Bear Proof Cart	\$ 6.00	\$/month
Bear Proof Cart Replacement	\$ 300.00	
Bin Rental Fee	\$ 20.00	\$/month
Bin Delivery Fee	\$ 55.00	each
Cart Replacement (96-gal)	\$ 85.00	
Cart Redelivery Fee (96-gal)	\$ 30.00	
Certification (Customer Req'd)	\$ 50.00	\$/hr/employee (FAA, Facility Safety Cert. etc)
Commercial Off-County Maintained Road	\$ 9.00	\$/mo - Distance > 0.25 miles
	\$ 5.00	\$/mo - Every additional 0.25 mile
Gravity Bin Service Fee	\$ 8.00	\$/month, No installation fee
Individually Scheduled Bin Service	\$ 50.00	\$/pick-up
Individually Scheduled/Extra Cart Service	\$ 30.00	\$/pick-up (may apply to contaminated cart)
Individually Dispatched Bin Service	\$ 85.00	\$/pick-up
Lock/unlock Customer Enclosure	\$ 12.00	\$/month
Install Manual Bar Lock	\$ 55.00	No monthly service fee
Install Gravity Lock	\$ 165.00	No monthly service fee
Manually Rolling Bins	\$ 10.00	\$/month/20'
Packer Truck Rate with Driver	\$ 180.00	\$/hour
Residential Off-County Maintained Road (Must be on public access easement road)	\$ 1.00	\$/pick-up
Residential Walk-in Service	\$ 5.00	\$/pick-up (No charge with Medical Exemption)
NOTE: If a Special Service is required - it will be directly billed by the Franchise Hauler.		