



CITY OF ORANGE

NEWS RELEASE

FOR IMMEDIATE RELEASE
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CR&R Takes Over Solid Waste Disposal Billing For Customers in the City of Orange

ORANGE, CA -- Effective July 1, 2011, residents and businesses in the City of Orange will be billed for trash and recycling services directly from CR&R, the City of Orange's trash and recycling services provider.

Prior to this change, the City included trash and recycling service charges on *bi-monthly* utility bill in the amount of \$22.84 (\$11.42 per month). These charges were for trash and recycling services already received. Because the City bills for past services, customers will continue to receive a prorated bill for trash services through August. Once any outstanding City trash service charges are paid, they will no longer show up on City utility bills.

Customers will notice two significant changes in their bill from CR&R: Bills are sent by CR&R *quarterly*, in advance of service, as opposed to the City's *bi-monthly* billing for service already received. If a customer terminates trash service for any time period already paid in advance, CR&R will prorate the bill and refund the difference.

Also, the first *quarterly* bill customers will receive in August will be for the July, August, and September quarter, and will be at \$35.94, or \$11.98 per month, for the standard set of carts. In the future, customer's quarterly bills from CR&R will arrive in October, January, April, and July.

This new rate represents a 56¢ per month increase to customers, which primarily reflects increases associated with CR&R's disposal, labor, fuel and other operational costs. Even with the increase, the solid waste disposal rate in the City of Orange is still in the lowest third of all trash rates in Orange County.

If customers have any questions or concerns about the transition from the City of Orange billing to CR&R billing for trash and recycling, they can contact the CR&R Customer Service Department at (714) 372-8272, 8:00 a.m. to 5:00 p.m., Monday through Friday.

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