

January 14, 2025

To the Citizens of the City of Berryville:

The 5-year contract with LiveOak Environmental, LLC, (LiveOak) signed at the end of 2019, has expired. Following are the terms of the new contract with LiveOak and a summary of the major changes for Residential and Commercial customers of their services.

2025

RESIDENTIAL:

- Residential trash collection will be available only once per week going forward
- Homeowners can rent additional containers for trash, should one container not be sufficient due to the elimination of the second pick up during the week
- The new charge(s) for weekly pickup will commence after January 14, 2025
- Single residential container rental will cost **\$23.00** per month; additional containers are **\$6.00** more each per month (e.g. two containers would be charged at a rate of \$29.00 per month)

COMMERCIAL:

- Commercial collection of dumpsters and Roll-Off services will be charged as follows in the table below, plus **\$19.25/month** per dumpster/roll-off container:

Front load or Rear load Dumpsters	Once Weekly Pickup	Twice Weekly Pickup	Additional Pickup
2-yd	\$78.75	\$99.75	\$45.00
3-yd	\$94.50	\$141.75	\$55.00
4-yd	\$110.25	\$162.75	\$65.00
6-yd	\$126.00	\$189.00	\$75.00
8-yd (only front load)	\$157.50	\$231.00	\$95.00

Roll-off Service	Daily Rental Fee	Delivery Fee	Haul Fee	Fee over 6-tons
20-yd	\$3.50	\$75.00	\$435.75	\$45.00/ton
30-yd	\$3.50	\$75.00	\$514.50	\$45.00/ton

2026 through 2030:

RESIDENTIAL AND COMMERCIAL – Starting in 2026 and commencing each year thereafter until this contract expires, the fees above will be modified by the Consumer Price Index (CPI) plus 1% and will also increase based on increases in LiveOak’s disposal fees.

I wish there was better news regarding this essential service, but I do not think there are any surprises about the costs going up and services changing, especially since costs have not changed for five (5) years.

We at the City will continue to look for ways to keep costs down for all of the citizens of Berryville. I have included some questions and answers below which may further explain these changes. As always, if you have any questions, you can contact me at City Hall at 903-876-3763.

Sincerely,

Mayor, Susan (Sue) Morgan

Questions & Answers:

- **Why do I have to take trash service from LiveOak?**

The trash agreement which the City of Berryville has with LiveOak is exclusive and is the contract for use by those who live inside the city limits of Berryville. Everyone inside the city limits, as well as those in our extra-territorial jurisdiction (ETJ), get reduced rates as a result of the volume of customers being serviced by LiveOak along our roadways. This saves all citizens significant monies as opposed to going out into the open market and seeking trash service individually.

- **Why are the rates going up from LiveOak?**

It has been 5 years since any rate increase has been sought by LiveOak. They have faced fuel cost increases, insurance increases, utility cost increases, labor cost increases – just like all of us in Berryville – and they must work to continue to be profitable to remain in business and provide this necessary service to us.

- **Why is LiveOak discontinuing bi-weekly trash collection?**

LiveOak has been studying our habits regarding trash collection and realized that nearly every person who gets twice weekly trash collection now has a container that is only ½ full most of the time, so having the trash picked up once a week should be fitting for most residences. A few families, however, may feel the need to rent a secondary trash container. Running trash pickup twice per week in an area also increases the cost per stop.

- **Is LiveOak going to provide us with dumpsters for the City-Wide cleanup again in the Spring like they have the past 4-5 years?**

Yes, and since we exceeded expectations last year at the cleanup with the amount collected, they have added one (1) additional dumpster to our contract for our City-Wide Spring Clean Up – so we will have three (3) dumpsters this spring. Our city is growing and citizens are stepping forward and taking advantage of this benefit more-fully each year!

- **What is LiveOak's policy for trash collection, if I did everything right, but they miss picking up my trash can?**

Contact the City of Berryville at 903-876-3763 within 24 hours and LiveOak will send a truck to pick up your trash. If you wait more than 24 hours, you will have to wait until the next week to have your trash collected.

- **Why does LiveOak require that the trash be placed into the container in bags?**
 Placing the trash into the container in bags helps to contain the trash when it is being placed into the trash truck, especially on windy days. Additionally, placing trash in approved trash bags is more sanitary, helps keep the containers clean, and many times, if there is only 1 or 2 bags in the can, the loader will reach in and grab the bags to increase pickup efficiencies.
- **Why won't LiveOak pick up trash placed on top of the trash containers?**
 LiveOak sometimes uses automated equipment to pick up and empty cans; bags on the top of the containers do not allow the equipment to work correctly. This is also a situation where the bag is more susceptible to fall or and break open or for animals to get into it and spread its contents around the property and roadway.
- **Why does LiveOak sometimes reject my trash?**
 Their contract requires us to bag up trash and not place large appliances in the container. We are also supposed to place the container within 3 feet of the street with a minimum of 2 feet of clearance on each side with the front of the cart facing the street. If we fail to follow the contract, LiveOak has the right to refuse to pick up our trash. LiveOak will almost always pick up all trash. But if there are larger items that cannot fit, have the potential of damaging their trucks, or are hazardous items, they cannot be collected by LiveOak.
- **Why doesn't the City of Berryville have a recycle dumpster anymore?**
 LiveOak was informed by their recycle contractor, River Recycling, that their facility caught on fire and burned down. There is nowhere local to take recycling. Now, LiveOak must load up recycling dumpsters and carry them to the collection site. However, the cost of doing that is prohibitive as the nearest collection site is in the DFW area and, due to the cost of fuel, labor and the funds the recycler is willing to pay, LiveOak has discontinued that service.
- **Why is LiveOak increasing costs each year in the future when our costs did not go up for 5 years?**
 The business environment has changed a lot during the last 5 years and finding workforce who will show up and perform the services required for Waste Management requires pay increases annually in today's world. Additionally, insurance costs are going up annually and equipment maintenance is expensive to keep their fleet operational. Linking their contract increase to the Consumer Price

Index is consistent with how other cities are handling business matters such as this and typical contract language.

- **What day will trash services be provided to Berryville citizens?**

Trash will be collected every Tuesday, unless a Christmas or New Year's Day fall upon that day.

- **When do these new rates go into effect?**

The new rates go into effect February 1, 2025, as it was approved at the January City Council Meeting, and will show up on water bills received the first week of March of 2025.

- **What if I do not want to pay the increased rates?**

Trash service is *required* within the city limits (reference: Berryville Ordinance 4-4-77 regarding trash on properties). The increased rate for pickup is something we all must accept and pay.

- **Why does the contract with LiveOak state the customer is to pay \$19.00 for one (1) residential container to be picked up per week, but you have stated our bill will be \$23.00?**

In the previous contract, part of the fees paid to LiveOak by residential customers included a franchise fee of \$3.00. That franchise fee was then paid each month to the City of Berryville from LiveOak for the administrative cost associated with handling their monthly billing, taking their payments, handling complaints and concerns, etc. LiveOak decided to stop taking in those charges with their billing then cutting a check to the City of Berryville for the administrative work performed by City Staff, but rather let the City bill for it directly. That administrative work is still being performed by City Staff and that cost has not been updated for over 5 years. So, it was updated and will be added to LiveOak's cost, resulting in a cost of \$4.00 (an increase of \$1.00/month for administrative handling) to be added to LiveOak's charge.

- **How do we know when trash will be picked up when Holidays fall during the week on or near our pickup day?**

LiveOak gives the City of Berryville an update and that information is placed on the city's webpage for everyone to see. (Ref: cityofberryville.org) Also, the city sends an email out to everyone who has registered and gives them the Holiday schedules. If

you have not submitted your email to the City Staff, you can do so at berryvillecityof@gmail.com and you will receive those notices via email.

- **When does this change in rate and service commence and on what day will they be picking up our trash canisters?**

LiveOak will begin charging the new rates effective February 1, 2025, so this will show up on your water bill to be received the first week of March, covering services for the month of February (since you pay for those services in arrears). They will begin emptying our trash containers every Tuesday of the week, commencing February 4, 2025.