



How You're Making Your Hauler Rich

90% of companies nationwide are overspending on waste and recycling expenses by 10-35% every month. Most companies are making their hauler rich by not:

- Eliminating price hikes
- Evaluating service levels and equipment
- Knowing market rates
- Eliminating hauler invoice fees
- Eliminating the auto-renewal clause
- Systematically reviewing waste invoices for errors
- Having a service provision clause

These are the problems we have seen over and over again working with our clients. By the end of this document you'll know exactly what these problems are, how to determine if you have them, and what you can do to stop overspending.

Let's take the first step towards savings!

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1. You're making your hauler rich by not eliminating price hikes on your contract.

Let's talk about what price spikes are, how they affect your bills, and how to tell whether your contract limits them.

What are price hikes? Haulers count on raising profits by consistently increasing or hiking up the rates of service.

Most haulers will not enter an agreement unless they are making at least a 15% profit, and their profit margins will almost always increase every year. (Some haulers make as much as 100% or more in profit!)

Hauler Profit Centers

Haulers typically increase rates every six to twelve months.

Haulers don't usually give notice prior to hikes, the additional charges just happen. And most people don't fight them because either they can't, or they don't notice them.

Or, they do notice and think it's normal!



Hauler Price Hikes

We've seen haulers raise prices as much as four times a year at a 5-10% increase. These incremental increases add up.



Say you've employed a hauler for four years. You started paying them \$1,000 a month. Four years later, you could be paying as much \$1,500 a month or more!

That's a 50% increase - at just one property. Think about how much you'll be paying a year from now, or two, or ten.



How much will price spikes affect my bills over time?

For most companies, a 50% increase over 4 years may actually be the best case scenario. Let us show you what we mean. Take a look at the picture below.

Invoice #	Invoice Due Date 🔺	Amount Due
	04/30/2020	\$573.15
	03/30/2020	\$499.73
	03/01/2020	\$499.73
	01/30/2020	\$386.78
	12/30/2019	\$779.36
	11/30/2019	\$386.78
	10/30/2019	\$944.96
	09/30/2019	\$386.78
	08/30/2019	\$386.78
	07/30/2019	\$386.78
	06/30/2019	\$386.78
	05/30/2019	\$386.78
	04/30/2019	\$386.78
	03/30/2019	\$668.74
	03/02/2019	\$668.72
	01/30/2019	\$663.70
	12/30/2018	\$329.35
	11/30/2018	\$329.35
	10/30/2018	\$637.19
	09/30/2018	\$329.35
	08/20/2018	\$329.45

This is a screenshot we took in April of 2020 from Republic's website. Notice what has happened in the past two years?

They started paying \$275.42 for service. Now they're paying almost \$300 more - \$573.15.

That's a 200% increase at a single location!



If this increase occurred in a portfolio of many locations, this client would in effect be overpaying by thousands.

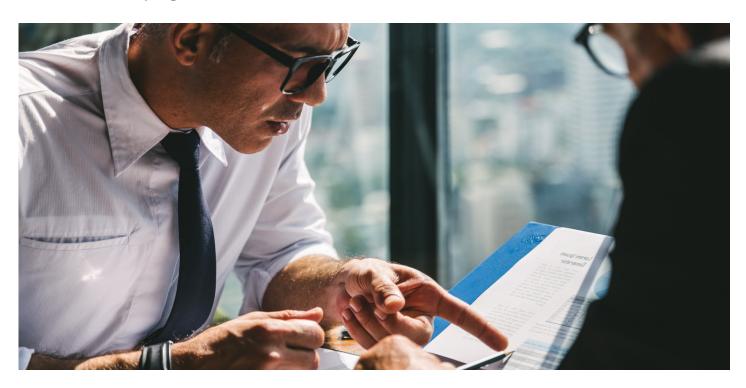
This is something they could have prevented by just a few additional lines on their contract



How To Tell If Your Hauler Contract Prohibits Price Spikes

Not sure if your contract limits these hikes? Ask your accounting team to log on to your hauler portal and review the invoices from the past year. Are there noticeable increases?

Another way to know is by looking on your waste contract. Look at the "comments" or "notes" portion of the contract on the first or second page.



If you don't see language to this effect, you garbage hauler will almost certainly increase your rates at will - and you won't be able to do anything about it.



How to Find Your Price Hikes

Pull out every waste contract for every location, and you'll be able to easily tell if you have a clause that limits or eliminates them.



Ask your accounting team to log on to your hauler portal and review the invoices from the past year. Are there noticeable increases?

If you don't have a copy of your waste hauler contract, ask your hauler to send you a copy.



2. You're making your hauler rich by not evaluating service levels and equipment.

Evaluate these aspects of your waste streams, and you'll likely find savings opportunities!

Your waste equipment comprises every waste and recycling receptacle serviced by your hauler. These include:

- Compactors
- Front Load Dumpsters
- Open Top Dumpsters
- Balers
- Toters

The efficiency of your waste equipment has a direct impact on your waste spend. If you don't have the equipment you truly need, or if you have too much equipment, you'll overpay.

You'll also overpay if your service levels are incorrect. "Service levels" indicate how often trash and recycling is picked up at your locations.

About 70% of the clients we've worked with in the past 18 years have been serviced too frequently!

Are you one of them?







How Your Service Levels are Ineffective

Your hauler is paid to pick up your trash, not to find cost-cutting waste solutions.

As a result, in the 18 years we've been in business we've seen inaccurate service levels occur in almost every state - regardless of which waste vendor was employed.

What exactly do we mean by inaccurate service levels?

We mean that your real waste disposal needs have no correlation with what you're paying for.

You may be paying for 5 pick-ups a week when you only actually need 2.

Or, alternatively, your dumpsters are too big.

How would we know the difference?

Let's walk through an example that shows the level of detail we frequently use to maximize savings.



Thorough Audits Reveal Savings Opportunities

Suppose you have a location in Raleigh, NC with two-6 yard dumpsters that is serviced three times a week by Waste Management.



We would find out:

- How full those containers are when serviced
- The equipment history for the site
- Pricing options for larger dumpsters
- Pricing options for less frequent service
- Whether the materials in these containers can be recycled
- Whether the hauler frequently misses pick ups
- If there is a history of overage fees



Our Analysis

The questions on page 10 would give us the full picture of your current waste process.



These questions would give us the full picture of your current waste process. Let's assume we find that your dumpsters are only about half full when serviced, and that it's more cost-effective to pay for larger dumpsters that get serviced fewer times per week. A typical client in this scenario could save as much \$3000 over the lifetime of their waste hauler contract.



3: You're making your hauler rich because you don't know market waste rates.

How do you know you're paying fair waste prices?

Let's look at the third way you may be overspending: you don't know market rates for waste and recycling services.

We'll go behind the scenes of the waste hauler industry and show you how haulers can take advantage of what you don't know.

Let's talk about what market rates are, why knowing them creates accountability, and how that accountability results in savings.

Market rates means the going rate of waste and recycling services in your area.

We wish there were uniform rates throughout the country, but this just isn't the case.

A "good" rate in Virginia may be an astronomically "bad" rate in Idaho.

Your average market rates are dependent on three aspects:

- The number of haulers in your area.
- Your geographic location.
- Consumer tolerance for price hikes.

Your market rates can also be affected by other factors like fuel and equipment prices.



Your Market Rates

An important note when researching your market rates.



Keep in mind that market rates are average rates, but not the required rate. We find most of our savings for clients through capping price spikes, eliminating ancillary fees, and implementing ideal service levels. The "market rate" can almost always be improved by an independent auditor. We know how to work within industry constraints to find every savings opportunity available to you!



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Market Rates and Accountability Measures

Haulers know you're not likely to consult with the restaurant across the street when you set up your service contract.

They know that you're not going to ask that restaurant what their disposal rate is, or how often they get price spikes.

They also know that you don't know what other area haulers are charging, and so you can't know if they're overcharging you.

This is exactly what allows price gouging to happen. If you're in the dark about hauler pricing, how can you tell what is fair?

Example: Client in Roanoke, VA

We just worked with a client in Roanoke, Virginia that was charged almost \$235 a month for one 8-yard dumpster by Republic Services. We found another area hauler that charged \$120 a month for the same service - which amounted to a \$4140 in savings over the 3-year term of that contract. And that was just at one site!



4. You're making your hauler rich by not eliminating hauler invoice fees.

Let's look at what these fees look like, and how you can reduce or eliminate them.

Your hauler would rather keep you in the dark about negotiable fees.

With our assistance, the majority of our clients pay a reduced fuel fee and administrative fee on their contract. If your contract prohibits fees, you don't have to pay them.

Here are two of the most common fees.

Container Service Plan: This is a fee that was automatically added

to most Waste Management accounts a few years ago.

Enrollment in this plan allows you to replace your container at will.

Fuel/environmental fee: Almost everyone gets this charge on their invoice.

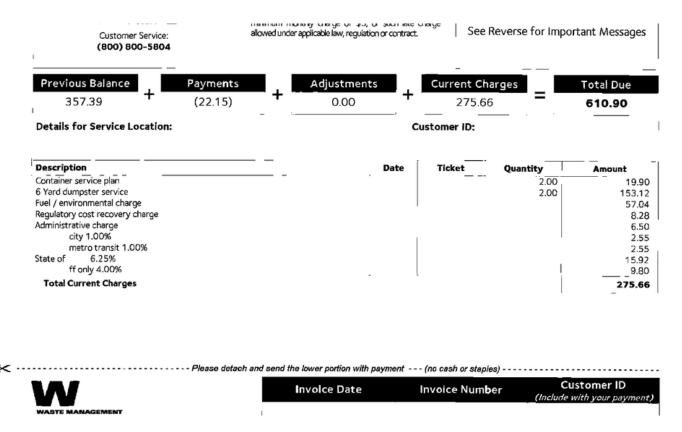
Basically, the hauler is charging you for the gas it takes to get to your site and deliver your trash to the dump. But here's the thing - they charge everyone on their route a fuel fee.

They are more than recouping the cost of gas. And with no limits in place on your agreement, your fuel and environment fees are likely to skyrocket at will.



Fuel Fees: A Closer Look

And those fuel charges add up. The location that got the invoice below is being charged almost \$60 a month for fuel.



Supposing this is a three year contract, this location could save \$2160 over the term of their contract, but they're not.

If you have a bad contract, you'll pay these fees in addition to your price spikes, overages, and extra trip fees - for every location in your portfolio. These little fees add up fast. This is why our clients rarely pay the entirety of these fees. We close all the loopholes in our clients contract that allow haulers to charge these fees.



5. You're making your hauler rich by not eliminating the auto-renewal clause on your contract.

We don't want you to be like most companies nationwide who are massively overpaying on their waste and recycling expenses.

In this section, we'll look at what an auto-renewal term clause is, where you can find it in your contract, and why it's important to eradicate it.

Most haulers are betting on the fact that you're not going to remember when your contract expires - typically three or five years from the day you sign it.



They know that if you are aware of this date you may choose to go with a different hauler or change your contract. So most contracts have what is called an automatic renewal clause.

It means that unless someone intervenes, your contract will automatically renew without notice and without your input.

The language of this clause often looks like this:

Agreement is entered into on the Effective Date as reflected on the reverse side of this page. The term of this Agreement will be 60 months be Agreement is entered into on the Effective Date as reflected on the reverse side of this page. The term of this Agreement will be 60 months be begins (the "Service Date") as reflected on the first page of this agreement. This Agreement will automatically be renewed for successive 60 rection by You or Us unless canceled by either party in writing sent by certified mail, hand delivery, or nationally recognized overnight express due to more than 180 days, prior to the end of the initial term or any renewal term. We may terminate or suspend the Agreement immediately if verndered within the payment terms, or if You breach any other term of this Agreement. Upon termination of the Agreement for any reason, We rety and remove the Equipment at any time. Repossession of the Equipment may be accomplished without judicial process and without prior needs of any provision of this Agreement, You may terminate the Agreement before the expiration of the term if You pay as liquidated damages equal to the total amount of fees and charges charged to You and all related Recyclable Materials revenues received by Us with respect therefore the expected monthly fees, charges and Our related Recyclable Materials revenues. You and We acknowledge and agree that Our actual day of the Agreement would be impossible to accurately estimate or calculate and the amount stated herein as liquidated damages is a fair an probable loss that We would sustain if You terminate this Agreement early.

RST REFUSAL: You bereby grant to Use a right of first refusal to make any effect relating to services similar to those provided by Us hereument of make) upon termination of this Agreement for any reason, and You will give Us prompt written police of any such offer and a reasonable of the prompt written police of any such offer and a reasonable of the prompt written police of any such offer and a reasonable of the prompt written police of any such offer and a reasonable of the prompt written police of any such offer and a reasonable of the prompt written poli

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EOUS: The provisions of this Agreement will be binding upon and inure to the benefit of You and Us and our respective successors and perm contained herein will survive the termination of this Agreement. Signatures to this Agreement are valid whether original, copied or faxed and the besigned in counterparts, all of which will constitute one original. This Agreement will be binding on the party on the reverse side of this page horized officer or an agent of the party. You may not assign this Agreement or any of Your rights or obligations hereunder without Our prior we poses of this Agreement, "assignment" will include sale of more than 50% of Your voting securities, merger, or other assignment by operation Agreement which is unenforceable under applicable law will be ineffective to the extent that it is prohibited or unenforceable without invalidation or provision of this Agreement. The parties hereto agree that this Agreement is made and entered into in the State of North Carolina controlled under the laws of North Carolina. We will not be deemed to have waived any of Our rights or remedies unless the waiver is in writing its Agreement may not be waived, changed, discharged or terminated orally or by any course of dealing between the parties, but only by an in the party against whom any waiver, change, discharge or termination is sought. This Agreement supersedes all prior and contemporaneous a discharge to termination is sought. This Agreement supersedes all prior and contemporaneous a distinct the sole and entire agreement between the parties hereto with respect to the subject matter hereof.

S: The following terms, as used in this Agreement, will have the meanings specified in this paragraph: in the parties of TransWaste as it applies; in means all containers, stationary and self-contained compactors and other equipment provided to You by Us as specified on the reverse side of emain Our sole and exclusive property; (laterials" means any substance that is toxic, ignitable, reactive, corrosive, acidic, radioac

Waste needs often change over time, and waste service levels may need adjusting. When we cancel the auto-renewal clauses for our clients, it allows us the opportunity to find better pricing with another hauler or to renegotiate new contracts with your current hauler. Both options can contribute to thousands of dollars in savings over time.



Stopping the auto-renewal clause

Why we eradicate inefficient clauses

Suppose we stop a client's auto renewal clause and are able to find \$1000 in savings each month by renegotiating their contract with better rates and capped price increases.

Over the three year life of the contract, the client will save over \$35,000.

All because we are able to edit the contract to stop the autorenewal, which gave us the time we needed to find better pricing.

And we don't just do this once for you - we track contract

expiration dates for the duration of our partnership.

This lets us revisit pricing and find the very best rate options available for all locations in your portfolio.

Getting a waste ally that will track contract expiration dates can save you thousands over time.

Can you afford not to have one?





6. You're making your hauler rich by not systematically reviewing waste expenses.

Let's talk about:

- What kinds of errors happen.
- How they can cost you.
- What you can do about it.

The more you know about billing errors, the more equipped you'll be to spot them.

What kinds of errors can occur on waste and recycling invoices?

Sometimes errors happen when service changes occur at your site. Suppose we do a waste review for you and we learn that you need to reduce your dumpster sizes from 8 yards to 6 yards to reduce costs. It's possible that your hauler may continue to charge you for the 8 yard dumpsters after your 6 yard replacements are on site. If you don't carefully check your monthly invoices, you won't find these kinds of mistakes.



Other times, your hauler will charge you despite certain stipulations in your contract to the contrary. We recently worked with a client who had about a dozen hotels in the midwest.

They had recently signed a new contract that prohibited regulatory fees on their waste disposal expenses. But we found out they were continuing to be charged for this fee - and were paying for it.

So we made sure they got the credits they were due. You can follow this exact process with your hauler. Hold them accountable when their charges are not in accordance with your contract and you'll protect your bottom line.

How much can these errors cost me?

Typically, waste and invoice errors will cost you about 5% of the amount invoiced. Waste and recycling invoice errors will actually cost you in two ways. They can be expensive monetarily, of course. But they can also drain other resources, like your time.



If the company is one of the few more responsive haulers, only two communications via phone (or email) will be necessary. Unfortunately, this is not necessarily the case with significant billing errors. Depending on the hauler and the significance of the error, it can take months to fully resolve.

What can you do about it?

You and your staff need to carefully review your waste hauler invoices. Look for price hikes and inexplicable fees. How different is this month's invoice from last month's? Are there any charges that seem high or shouldn't be there? When you find these errors, you'll need to call your hauler and ask for a billing credit for the next invoice cycle.

Prepare to be persistent! We have found that many haulers are reticent to provide credits to you that may adversely affect them. Second, you'll need to be fairly familiar with your waste hauler contract. Are you allowed to be charged ancillary fees? Does it prohibit price hikes or cap them at a certain rate? Your contract will specify what can and cannot appear on your invoices.



7. You're making your hauler rich by not having a service provision

Let's talk about what a service provision is, why you need it, and where you can find it in your contract. You need a service provision so that if your vendor repeatedly fails to resolve an issue you can terminate the contract with no penalty.

Waste haulers vary in their ability to provide quality service to clients. Some have excellent customer service, are easy to get in touch with, and are quick to resolve waste issues as they arise.

Others are incredibly difficult to get a hold of, won't resolve problems in a timely manner, and cannot permanently provide a solution.

When repeated waste issues occur - and especially when they occur in conjunction with other common waste hauler problems - you need the ability to terminate the contract.

A service provision keeps the hauler accountable for promptly resolving issues.



If they know you have the right to cancel their contract if they don't resolve problems, they are going to be far more motivated to quickly provide solutions.

This kind of clause ultimately ensures that you aren't stuck paying for terrible service. If you don't have this clause in your contract, you will have very little recourse when these issues arise.

If a hauler is less than amenable to providing permanent solutions, you will almost certainly be stuck with them for the remainder of your contract until it expires.

How can I tell if I have a service clause?

Take a look at the first page of your contract.

Email andrea@wasteconsultantsinc.net				Email andrea@wasteconsultantsinc.net	
SERVICE	S AND RATE	s			Effective Date: 6/15/20
Type	Quantity	Bin Size	Service Frequency	Service Type	Price
On Call	1.00	35 YARD		COMPACTOR HAUL 35 YD-RO	\$150.00
On Call	1.00			DISPOSAL FEE BY TON-RO	\$49.00
ADDITION	NAL COMME	ENTS			
			,	t to exceed 8% per year.	
For the 1:	st year, the Ch	arges will n	ot increase by more than	10%.	



There will almost always be a section for notes somewhere on this first page. If you have a service provision clause, it will likely be here. In the picture above, the notes section is in the bold black square.

As you can see, no service provision exists on this contract.

This clause is not something that comes on standard hauler contracts, so it is almost always something you need to proactively request.

Look through your contract and see what, if any, service provision is provided. If you can't find one, call your hauler and ask them to confirm.





Waste Audits: Your Solution to Egregious Waste Expenses

Solve your waste problems and save!



There's a 90% chance that you are currently overspending on your waste expenses in one of the ways we've discussed. But you can stop.

In this section, we'll go through what our audit process is, our pricing, our partnership process, and show how it can permanently reduce your waste audit process.

You can save 10-35% on your waste spend - just like hundreds of our clients!

Click here to schedule a free, no-obligation consult today!



Our Waste Audit Process

We find the root issues of your waste problems:

- We look for unexplained price hikes, and we look at usage trends.
- We also look at your service agreements.
- We'll note contract expiration dates.
- We'll check to see if ancillary fees are limited or exempt.
- We'll also look for language that prohibits auto-renewals, and limits price increases to a certain percentage.

One of our waste experts will meet with you and ask you about any unique issues or concerns, and give you a general timeline of completion.

Solving your waste issues

Then, we'll find other pricing options. We keep records of nationwide haulers, and we know equitable rates when we see them. Some of our clients profit from switching waste haulers, but for others, we renegotiate existing contracts for better rates. Our post-audit analysis will make it clear which option is more financially sound for you.

How long does a waste audit take?

Our audits take 60-90 days.

This length of time allows us to be extraordinarily thorough as we review every possible aspect of your waste and recycling streams.

The vast majority of our audits are remote. We use google maps and google earth to look at the location of dumpsters on your property.

In addition, we typically call each site's manager to verify service levels and equipment on site.

We'll ask questions about seasonal variance and what your real waste and recycling needs are at a particular site.

"The cost reduction opportunities you identified were substantial and welcomed!"
- Jen Morrow, Tenant Services Coordinator at The Simpson Org.

We often find that site
managers can give a level of
detail that open up other
avenues of savings.
it must answer basic questions
like what is the purpose of the
project, what activities are
involved, who will be
responsible for what, and when
is it expected to be completed?
It is not to be confused with the
Gantt chart, which shows
project deliverables against the
timeline. The said chart is only
one part of the project plan.



What documents do you need for the audit?

We ask for pertinent documents that will show us your current waste management process.

We review:

- A current service agreement for every location. Your contracts tell us everything we need to know about your terms, pricing, and auto-renewal clauses.
- **Historic invoices.** These show us the hauler's record of service levels, equipment, rates, and fees.
- Hauler website log-on information. Not all clients track their invoices online, but many do. This information allows us to access current and future invoices so that we can assess and monitor them.

It takes most companies just a few hours to retrieve and send us the necessary information.

These documents are the foundation of what we do. They let us see what your real waste needs are and show us your savings possibilities.

Schedule a completely free, no-obligation consult today.



Revealing Your Savings Solutions

After we have completed our analysis, we show you the steps we'll take to make an impact on your bottom line and the amount you'll save over time at each location.

Then we discuss implementation timelines. On rare occasions, there are valid reasons for not implementing certain savings.

Maybe a location is about to be sold, or perhaps construction makes immediate implementation impossible.

We want to find the solutions that are right for you, so we amend as necessary.



Getting a New Contract

For many of our clients, we are able to renegotiate waste contracts at better pricing. So no vendor switch-out is necessary

But for others, they save by finding less expensive vendors. When there are service changes, we coordinate with your staff to ensure a smooth transition.

We manage contract cancellations and arbitrate any resulting push back we get from current haulers. When a significant issue arises, we'll bring it to your attention. But for the most part we are able to do what we do with minimal inconvenience to you and your staff.

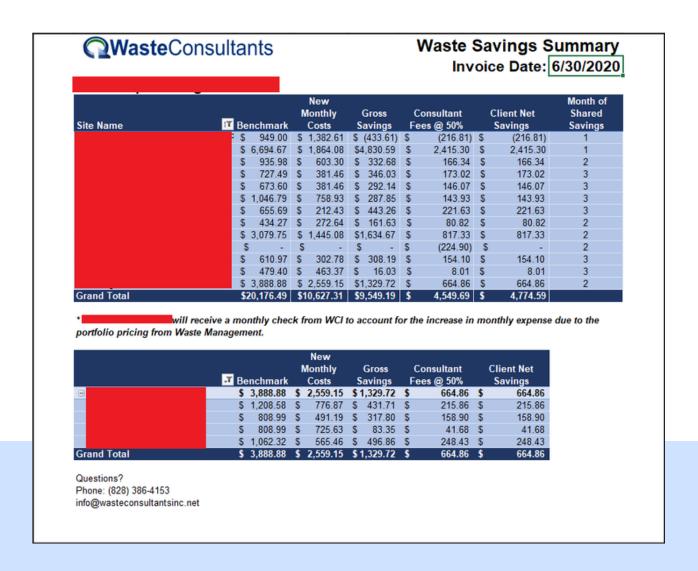
After all cost-cutting solutions have been put into place, we provide a monthly savings report. It shows the savings status at every location we've reviewed.





Our Waste Savings Summary

Our Monthly Waste Savings Summary looks like this:



This summary shows the gross savings, and our share in the savings.

It allows you to see exactly what you're being charged for every location in your portfolio, and the savings rate at each.



Our Pricing

We charge 50% of the savings we find for you.

Performance-based pricing means we share in the quantifiable cost reductions that our clients realize upon execution of our recommendations.

You only pay us out of the savings we find for you, so our services are not an added expense. That means if we find you \$20,000 in savings a year, you'll keep \$10,000 and we will be compensated \$10,000.

This model makes us better partners and it provides you with better services - we have a huge incentive to produce results.

"Your recommendations resulted in a 25% reduction in waste expenses.
Additionally, I appreciate your excellent communication..."

Scott Alderman,President of LanduraProperty Management

Client since 2015

And on the rare occasion we find no savings, you don't owe us a dime. When this happens, you get a free audit and the assurance that you're managing your waste costs efficiently.



Why pay for a service you don't benefit from?

Our services are guaranteed to be cash-flow positive. This means you only pay us when we find savings.

If we don't find any savings whatsoever on your account, you don't pay us a dime. You will only pay us when we find and implement precise solutions for you.

We take on all the risk to find you savings. You, on the other hand, take on zero risk to see if you are one of the 90% of companies nationwide who can stand to cut their waste expenses by 10-35%. Your odds are better than good that you'll save - in fact, they're great.

Schedule a completely free, noobligation consult today.



Our Partnership Process

You deserve to know exactly what is and isn't working in your waste disposal process.



You deserve to know whether your waste streams are operating at maximum efficiency.

You deserve to have the assurance that your savings are secure. A free consultation, or a Discovery Call, is the first step towards finding savings.



The Discovery Call

A Discovery Call is the first step towards finding savings.

It's a quick, no-obligation consult where a WCI representative will ask you questions about your current waste management system.

It's easy and informal; a time for you to ask whatever questions are on your mind and for us to learn more about your unique needs.

Schedule one at your convenience using the link below:

Click here to schedule a 15 minute call!

Questions We Ask

- How much do you spend on waste and recycling? We are able to bring the most value to the table for companies who spend a total of more than \$10,000 each month.
- How many locations are in your portfolio?
- How many waste streams do you currently have?
- What problems are you currently experiencing with your waste hauler?
- What are your growth plans over the next 1-3 years?



We're here to help!



If there was a possibility that a 15 minute phone call could save you over \$100,000 each year, would you make time for it?

Click here to schedule a call with us today!

