



Burrtec Waste Industries, Inc.

City of Upland Trash Bill

Frequently Asked Questions

Why am I getting a trash bill from Burrtec? Effective July 1, 2023, Burrtec Waste assumed residential trash billing (formerly “refuse” billing) and customer service functions on behalf of the City.

Why is trash being billed separately from water and sewer? It’s an efficiency that will benefit residential waste customers. (Commercial waste customers have been billed directly through Burrtec for many years.) Previously, customers had to call one phone number to request special services, and another number to ask questions about their bill which often required City staff to contact Burrtec and then follow up with the customer. Now, customers will be able to take care of their waste-related business with one phone call.

Will my account number through the City for water and sewer still be the same? Yes, your account number for your water and sewer bill through the City will remain the same. However, Burrtec has issued you a new account number for trash service which appeared on your first Burrtec bill at the end of August. You will now have two separate accounts, one with the City for water and sewer, and a new account through Burrtec for trash only.

Didn’t I pay for my trash this month with the City of Upland? The final portion of all trash billings from the City of Upland were prorated through June 30, 2023, and in most cases, would not have been the full billing amount. The remainder of your trash billing cycle (ending either July or August) will appear on your first Burrtec bill.

Will any water, sewer, or trash overpayments that I made to the City previously be applied to my trash bill or my water and sewer bills? If you made the payment on your City of Upland account, your overpayment will be applied to your next water or sewer bill.

Why are there different trash billing amounts from resident to resident if it’s all the same service? Billed amounts are based on the size and number of barrels each resident has. A listing of barrel sizes and their associated costs will be published in the quarterly residential newsletter sent with your bill. The newsletter can also be viewed at <https://www.burrtec.com/city/service-location/upland/>. Now is a good time to review your needs and contact Burrtec if you’d like to change the quantity or size of your barrels.

My new bill from Burrtec still says to make out the checks to “CITY OF UPLAND” but the address is in Buena Park. Is that right? Yes, this will help Burrtec quickly identify that your payment is coming from an Upland customer when they receive your payment at their payment processing facility in Buena Park. This is especially helpful when a customer accidentally



does not include their account number. Please include your new Burrtec account number on your check, along with your payment stub, to assist in expediting payment processing.

Will I need to set up a new autopay, even if I already have autopay through the City? Yes, customers who would like to setup automatic payments for their trash bill will need to sign-up through Burrtec's online portal at <https://www.evokepay.com/burrtec/login>.

I already have the City of Upland setup as a payee through my financial institution. Will this pay both my City water and sewer bill and my new Burrtec trash bill? No, you will need to create a new payee for Burrtec Waste through your financial institution to ensure that your trash payment is correctly applied to your Burrtec account.

Can I still pay my trash bill through the City of Upland? No, all residential trash payments should be made through Burrtec. The City of Upland cannot accept a payment with your new Burrtec account number. *(An early version of the Burrtec bill stated incorrectly that payment could be made at City Hall.)*

Can I have my trash service with another company other than Burrtec? No, Burrtec Waste Industries has a contract with the City to provide trash and recyclable collection services.

Will I still receive any bills from the City? Yes, the City of Upland will continue to bill for your water and sewer services. You will receive a monthly bill from the City alternating between water and sewer so that each bill is for a two month service period.

Why doesn't the City have sewer and water on the same bill? It takes a full two months to canvass every home in Upland and check each meter, which means that each property will receive a water bill every two months. The City will continue to bill sewer and water bimonthly to keep the costs separate and transparent for customers, and to prevent customers from having to pay the full amount for both services at the same time, spreading the payments out over two months.

Will my trash bill still be mailed every two months? Yes, although your new trash bill may not arrive based on your previous billing cycle. Expect that your billing cycle for trash may change.

Can I close my trash account since it's no longer billed by Upland? No, every residence and business will still be required to have trash, water, and sewer service. This has not changed.

The City of Upland wishes to thank you for your patience during this transition. This updated billing process connects Burrtec trash service with Burrtec billing and customer service, an efficiency which will provide integrated service for residents going forward.