County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

SOLID WASTE ADVISORY

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SWA 20-005 – Reminder of Change-in-Service Notification Requirements

The purpose of this Solid Waste Advisory (SWA) is to remind licensed collectors that notification of changes in service being made during the COVID-19 emergency must still be sent to the County ***and*** all affected customers in writing prior to changes being made.

At time of writing, only a few licensed collectors have notified the County of their intent to suspend yard waste, and the Solid Waste Management Program is now receiving numerous complaints from residents who report missed yard waste pick-ups, suggesting that their collectors have suspended service without adequate notice.

All collectors are reminded as follows:

A. If you want to suspend ***ANY*** service, you ***MUST*** notify customers ***AND*** the County.

B. If you want to alter collection days, you ***MUST*** notify customers ***AND*** the County.

Collectors are also reminded that the required 30-day notice for any increase in rates is still in effect. Any increase in rates must be notified to the customers ***AND*** the County no less than 30 days prior to the increase taking effect. In accordance with Chapter 109.1-5-9 (b), any rate change will be deemed invalid if the collector fails to provide these notifications.

This is the fifth in a series of SWAs being distributed to the County's solid waste industry during the COVID-19 emergency. Initially issued on a weekly basis, the publication frequency is being reduced, reflecting the excellent response and continued reliable service being provided by the waste collections community. Collectors are advised to closely review these Advisories upon receipt, and to share their contents with customers as appropriate.

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