Billing Changes for Trash & Recycling Services

Dear Rialto Homeowners and Residents,

Effective July 2017, you will no longer receive an invoice from Burrtec Waste Industries for your trash and recycling barrel collection services. Your annual property tax bill will now include the amount for trash and recycling services. Residents will receive an annual newsletter that includes important dates, residential service program information, recycling tips and important contact information. Below are frequently asked questions and answers to assist you with the transition.

Why is the current trash and recycling billing system changing to bill on the County Property Tax Bill?
In April 2017, the City of Rialto approved a plan for placing the trash and recycling services billing on the San Bernardino County Property Tax Bill. The property tax billing alternative was determined to be more cost-effective, and environmentally responsible.

When will this change take effect?
The first property tax bill to include trash and recycling services will be on the Fiscal 2017-2018 San Bernardino County Property Tax Bill, which covers services for July 2017 through June 2018. The last quarterly bill from Burrtec is for April through June 2017 services.

Will this affect the cost of trash and recycling collection for customers?
Yes, customers on tax roll billing will save $7.20 per year on their trash and recycling collection services. Property owners who opt out of tax roll billing will not receive the discount.

How will customers know of future rate changes?
Notices of proposed service rate adjustments will be mailed to property owners. All rate changes will continue to require City Council approval.

Why are bin serviced customers not switching to the new property tax billing method?
Billing through the Property Tax Bill is too complicated for these customers due to the frequently changing occupancy rates and the wide variety of trash and recycling service options available.

Will this affect the two bulky item pick-ups per year?
No, residents will still have that service available. Simply call Burrtec to schedule the bulky item pick-up.
Will renters still receive a bill?  
Renters will no longer receive a bill, and can no longer directly pay Burrtec for trash and recycling collection services. Property owners may choose to address reimbursement with their renters.

Who do I contact for billing, service questions or concerns? 
Customers can contact the Burrtec Customer Service Department at (909) 877-1596 or email at rivmail@burrtec.com.

What happens if I change my trash or recycling service throughout the year? 
After July 2017, customers who request a larger trash cart or subscribe to additional services during the year will receive a bill for additional services directly from Burrtec. The complete service level charges will be included in the following year’s property tax bill. Customers who downsize to a smaller trash cart will receive a credit towards the next year’s property tax bill, or they may request a refund directly from Burrtec.

Do I need to discontinue automatic or recurring payments? 
No action is required for automatic or recurring payments signed up through Burrtec. If you signed up for automatic or recurring payment with your bank, you will need to ask your bank to discontinue the payment.

Can I opt out of the property tax billing program? 
Property owners must complete and submit the property tax billing opt out application form by August 4, 2017, to continue receiving a quarterly invoice. Contact Burrtec for the opt out application. Customers who opt out of tax roll billing will not receive the discounted rates.

What happens when I sell my house? 
When you sell your home, any refund due will be sorted out by the title company during escrow, just as your property tax and other fees on the property tax bill are handled.

I have property taxes paid through an escrow account with my lender. How will trash and recycling service billing work in this case? 
If the property tax bill is paid by your lender, you will pay for your trash and recycling services through the same process, similar to how you pay for other fees and assessments that appear on the property tax bill.

Are trash and recycling charges tax deductible since they are now on the property tax bill? 
Consult with your tax advisor.

If you have any further questions, please contact us at 909- 877-1596 or rivmail@burrtec.com.