

Billing for Residential Trash & Recycling Services

Dear Rialto Homeowners and Residents,

Effective July 2017, charges for your trash and recycling barrel collection services are processed through your annual property tax bill. Residents 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.

Why are trash and recycling services billed on the County Property Tax Bill?

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 did this change take effect?

The property tax billing for trash and recycling services went into effect with the Fiscal 2017-2018 San Bernardino County Property Tax Bill.

Can I opt out of the property tax billing program?

Property owners must complete and submit a property tax billing opt out application form, to receive a quarterly invoice. Contact Burrtec for the opt out application. Customers who opt out of tax roll billing will not receive the discounted rates. Applications must be submitted prior to August of each year.

Does this affect the cost of trash and recycling collection for customers?

Yes, customers on tax roll billing will save approximately \$7.00 per year on their trash and recycling collection services. Property owners who opt out of tax roll billing will not receive the savings discount.

How do 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 billed through the property tax 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 commercial trash and recycling service options available.

Does this affect the two bulky item pick-ups per year?

No, residents will still have the bulky item pick up service available. Simply call Burrtec to schedule the bulky item pick-up.

Do renters receive a bill?

Renters do not receive a bill, and cannot 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?

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.

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 do trash and recycling service billing work in this case?

If the property tax bill is paid by your lender, you 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.