

## **FURTHER INFORMATION ON THE VILLAGE'S REFUSE COLLECTION CONTRACT**

March 6, 2008

The Mayor and Board of Trustees have heard from a number of residents that there have been some glitches in making the transition from Veolia to Jensen/Mundelein Disposal. This letter is intended to give some additional information.

The Village Board began contacting Veolia in May of last year in anticipation of the September ending of the contract that was then in effect. We were disheartened to be mostly ignored for most of the summer, which resulted in our seeking a contract extension from Veolia. A period of fairly intensive discussions then took place, with several proposals. We were presented originally with a contract that would have cost much more than we ended up with, and which had escalator clauses for both inflation and a fuel surcharge. We projected that over the life of the contract, we would have uncontrolled costs with no means of capping it. For that reason, we submitted the matter to bids.

Jensen's bid came in lower than Veolia's. There was no fuel surcharge. They offered a tag option suitable for "snow birds" and a senior citizen discount. Jensen's reputation for customer service was much better than Veolia's. Additionally, we were frustrated not only with the long delays in Veolia's negotiating, but also with the poor service we got during fall leaf pickup. All told, Jensen's bid was better in almost every category.

Transitions are difficult at best, and this is no different. Veolia wasn't very prompt in picking up its carts. Some residents didn't get Jensen carts right away. The brochure that we asked Jensen to develop and mail out wasn't delivered to many residents due to an error at the post office. The result of all this was a lack of communication and confusion for which we apologize.

Copies of the brochure are available on the Village's website for those who didn't get them. Residents may also stop in at Village Hall and get a copy or call the Clerk's office and have one mailed to them. It's important to read this brochure, since it outlines the entire program and explains the tag service and senior discount. These services could provide a significant way to save money for some residents.

**The Village has also just learned that Jensen was purchased by Groot Disposal.** This news came as a surprise to us, but to the best of our knowledge, Groot is a well-established company that has the capacity to fully and competently service our community. We are informed that Groot has agreed to keep most of the Jensen personnel on, and that we should see little change initially, although it will eventually centralize some operations such as customer service. Ultimately, we will hold Groot to the terms and conditions of the contract we just signed with Jensen, so the change of haulers should have little practical effect on our residents.

We appreciate your understanding as we work through this transition. We are committed to making this process as easy on you and all of us as possible. We thank you for your patience and understanding. We welcome any questions that you may still have.