



## WASTE REMOVAL COVID RESPONSE



Recently Util Auditors hosted a webinar to provide valuable insight on how companies can be prepared to manage costs as a result of the changes from Covid-19. Here is a brief overview of some of the highlights from this call:

Marshall is one of the Lead Waste Removal Auditors to Util Auditors with close to 40 years of industry experience.

### ***Marshall, what are the changes in the industry since Covid -19?***

Although some ancillary and recycling services have been temporarily interrupted the Industry is continuing to deliver vital waste disposal functions, while trying to manage safety concerns of employees, customers, and communities.

### ***What are the vendors responses?***

Waste Industry vendors are allowing some flexibility with service changes as a response to Covid-19. This can be increases, decreases, or suspension of services. These changes need to be initiated by the customer. Vendors do not proactively review and adjust your service levels. If you are over-serviced, they are happy to charge you to pick up empty dumpsters, and if you are under-serviced, they happily charge overage fees.

In addition, waste vendors are getting stricter on their Accounts Receivable. Specifically, they are strictly enforcing payment terms, liberally applying late fees, and shutting off service for overdue invoices.

### ***What do these changes mean for businesses?***

Now more than ever, your waste bill can come back and bite you! I urge you to evaluate and adjust your current services as needed. Waste and recycling expenses are often at the very bottom of your operating expense list. But there is an urgency that you should not be ignoring. Use this time NOW to review the usage of your waste containers and reduce service, accordingly, thereby preserving savings that can be easily measured in thousands or tens of thousands of dollars. If you wait, there will be no recovering the cost of these unneeded services, no refunds, no credits.

### ***Do you Expect these changes to be temporary or permanent moving forward?***

Vendors are not doing anything that hasn't already been in their bag of tricks. You can expect that this tighter enforcement will stay on as part of the new normal. This should be a wake-up call to us all, to evaluate our business continuity plans and how nimble and fast acting we can be to adjust to change.



## WASTE REMOVAL COVID RESPONSE



Recently Util Auditors hosted a webinar to provide valuable insight on how companies can be prepared to manage costs as a result of the changes from Covid-19. Here is a brief overview of some of the highlights from this call:

### ***What are the recommended steps a business can take to protect itself/mitigate risk/stop losses/save money/cut cost?***

#### **DO NOT MAKE A LONG-TERM PROBLEM OUT OF A SHORT-TERM SOLUTIONS!**

##### **TO DO:**

- AS THE SITUATION CHANGES ADDITIONAL DECREASES MAY BE INDICATED
- EVALUATE SERVICE NEEDS AND ADJUST IMMEDIATELY
- FOCUS FIRST ON DUMPSTERS SERVICED MULTIPLE DAYS PER WEEK
- ADJUST PICK UP DAYS, NOT CONTAINER SIZES TO AVOID DELIVERY ISSUES AND DELAYS

##### **AVOID SIGNING:**

- 
- CONTRACTS THAT ALLOW FOR ADDITIONAL FEES. [EVALUATE SERVICE NEEDS AND ADJUST IMMEDIATELY]
- CONTRACTS THAT INCLUDE AUTO-RENEWS
- PAPERWORK THAT EXTENDS YOUR CONTRACT DATE
- CONTRACTS THAT GRANT EXCLUSIVE RIGHTS TO YOUR HAULER

##### **WHAT TO WATCH OUT FOR**

- DELAYS IN GETTING SERVICE LEVEL ADJUSTMENTS DUE TO INCREASED VOLUME
- EXCESSIVE DELIVERY CHARGES OR FEES FOR ADJUSTING SERVICES IMMEDIATELY
- WHEN REDUCING SERVICE BE MINDFUL THAT YOUR PRICE REDUCTION SHOULD BE COMMENSURATE WITH YOUR SERVICE REDUCTION
- HAULERS REMOVING DUMPSTERS WITHOUT YOUR AUTHORIZATION



[Listen to the audio for this segment of our webinar](#)