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# Memorandum

## MONTEREY REGIONAL WASTE MANAGEMENT DISTRICT

Reviewed by Wmm Date 10/10/08  
General Manager

DATE: October 7, 2008  
TO: General Manager  
FROM: HHW/LCM Manager  
SUBJECT: Update on the District's Hazardous Materials Policy/Punitive Measures for Non-Compliant Customers

### BACKGROUND

At the March 21<sup>st</sup> Board Meeting, the Board of Directors adopted Resolution 2008-03, establishing punitive measures for non-compliance with the District's Hazardous Materials Policy and Upgraded Waste Screening Program, as modified by legal counsel to include language that the punitive measures would be applied on a case-by-case basis within the discretion of the General Manager or his designee. At the September Board meeting, staff presented an update on the status of the Hazardous Materials Policy and the Upgraded Waste Screening Program. During the discussion on the Hazardous Materials Policy, staff reported that 80 charge account customers had not signed the "customer compliance certification" document. The Board directed staff to report on the status of the 80 non-compliant charge account customers.

### SUMMARY

As of October 1, 2008, 432 out of the 512 charge account customers have signed and returned the "customer compliance certification" document, related to the management of hazardous waste. The letter has been signed by all of the franchise haulers and large account customers that deliver the majority of the refuse to the landfill. Also, all new account customers are required to sign the document before the account is opened.

After reviewing District records, staff found that only 32 of the 80 non-compliant customers have "active" accounts. The other 48 customers have not used their charge privileges within a two year period, or the accounts have been closed by District staff. Only 23 of the 32 non-compliant customers have used their account within this calendar year.

### CONCLUSION

As stated in Resolution 2008-03, one of the punitive measures was the loss of charge account privileges to non-compliant customers. District staff, on two separate occasions, gave all charge account customers the opportunity to sign and return the "customer compliance certification" document. A total of 32 "active" charge account customers failed to comply with District policy. As a result, District staff will close the accounts of the remaining 32 "active" non-compliant customers effective October 31<sup>st</sup>, 2008. Also, District staff will conduct targeted waste screening checks on refuse loads brought to the District by these customers, as outlined in the resolution.

The 32 customers will be notified why their accounts have been closed, and that by signing the "customer compliance certification" document and meeting their charge account provisions, their account may be reopened.

District staff continues to take an aggressive approach to ensure the safety of its employees and customers by keeping hazardous materials from entering the landfill and the Materials Recovery Facility.

Glen Evett