

Solid Waste Transition FAQ

Q: Who will I report missed pick-ups to?

A: Missed pickups or other pickup issues should be directed to Ace Disposal via email at customerservice@acedisposal.com or via call or text to (801) 363-9995.

Q: Who will manage garbage can services, including replacement cans, additional cans, or broken cans?

A: Requests for additional containers, replacement of broken containers, or pickup of containers you no longer need should continue to be directed to Draper City Utility Billing. Online forms for these requests are available on our [Garbage Services](#) web page.

Q: Will we continue to use Xpress Bill Pay to make payments online?

A: Yes, Draper City Utility Billing will continue to manage billing for garbage/recycling service and is contracted with Xpress Bill Pay for online payments. You do not need to change anything with your Xpress Bill Pay account.

Q: I live on a private street. Why is my rate higher than that of those who live on a public street, with both being serviced by ACE?

A: The private road service is a separate contract. That determination was made because the private roads, as a whole, are more difficult to access and present a higher liability risk. Because of that, the contract includes a second employee in the vehicle to act as a spotter. Those two factors contribute to the higher rate.

Residents on private roads can contract their own service, as the City is only obligated to provide service on public streets. For residents using the City's service, the rates will remain what you are currently paying.

Q: Will my pickup day change?

A: No, pickup days will stay the same.

Q: Will recycling pickup change to weekly?

A: No, recycling pickup will stay on the same schedule, bi-weekly.

Q: Will there be an option for curbside glass recycling or green waste?

A: No, not at this time.

Q: What is my responsibility as a renter?

A: It is the renter's responsibility to promptly inform the property owner or landlord of this service and rate change. Failure to provide timely notification may result in billing discrepancies or service interruption.

Q: How much were the operational cost increases that prompted this change?

A: Operational costs, including personnel costs, have increased significantly since the current rate was established in 2010. Over the past two years alone, the City has seen an average increase in operational and personnel costs of 18% per year. The largest increases over the past few years have been due to personnel (24%), tipping fees (40%), vehicle maintenance (125%), fuel (15%), and insurance costs (306%).

Q: How did liability claims play a role in the decision?

A: The City is in a pool for insurance costs that have increased by over 300% in the past couple of years because of prior claims.

Q: Why were rates not adjusted gradually over time?

A: For many years, the solid waste division has performed strongly, allowing the City to keep rates the same and avoid burdening residents with frequent increases. We regularly reviewed rates internally. This year, facing substantial cost pressures, we explored every option for delivering services at the lowest possible cost before proposing the rate adjustments. Our goal is a sustainable fund that ensures reliable service for the long term.

Q: Will there be additional increases to help fund the proposed new public works building?

A: The City is currently considering options for how to fund a public works building. It is not anticipated that garbage rates will be increased for this.