

# Unified Franchise Agreement Delinquent Accounts Public Hearing

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# Public Hearing

Conduct a Public Hearing to Collect Delinquent Fees for Solid Waste Collection and:

- a. Hear any objections or protests of landowners liable to be assessed for delinquent fees, as indicated on the report of delinquent fees from Waste Management, Inc. DBA Carmel Marina Corporation for solid waste hauling fees in the amount of \$1,941,822.75; and
- b. Make revisions or corrections to the report of delinquent accounts by staff as the Board of Supervisors deems just, and to thereafter;
- c. Adopt a resolution to:
  - i. Confirm the report of delinquent solid waste hauling fees for the unincorporated area as identified in the “Report of 2023-2024 Delinquent Waste Hauling Fees in the Unincorporated Area”; and
  - ii. Authorize the delinquent solid waste hauling fees, as set forth in the confirmed report, to constitute special assessments against the respective parcels of land to be collected at the same time and in the same manner as ordinary County ad valorem property taxes are collected; and
  - iii. Authorize the Clerk of the Board to file a certified copy of the report with the Auditor-Controller.



# Background

- On December 3, 2024, the Monterey County Board of Supervisors approved a new Unified Franchise Agreement (UFA) with Waste Management, DBA Carmel Marina Corporation, for waste hauling services in the unincorporated areas of the County.
- Received direction from the Board to eliminate debt from the rate setting process.
  - Initiated **Special Assessment Process** to address amounts owed by customers.

# Notice Timelines

- **January to April 2025:** Four notices sent to property owners and/or billing addresses.
- **June 2025:** Public Hearing Notice mailed by the County to parcel owners.
- Notifications targeted both **residential** and **commercial** accounts.



# Statistics

## Notification Round 1 (January-April)

- Residential Accounts:
  - 3,606 accounts/\$3,281,997.24 total due
- Commercial Accounts:
  - 120 accounts/\$778,890.84 total due

## Public Hearing Notice

- Residential Accounts:
  - 1,492 accounts/\$1,616,199.38 total due
- Commercial Accounts:
  - 62 accounts/\$476,435.97 total due

# Hearing Notice Dispute Process

- Property Owner Responsibilities
- If disputing at Public Hearing, owners must provide:
  - Proof of vacancy
  - Proof of change in ownership
  - Proof of payment
  - Or pay the outstanding balance
- **Deadline:** July 10, 2025
- **Submit to:** [wmcmcsa@wm.com](mailto:wmcmcsa@wm.com)



# New Past Due Notice Procedure

- Routine Past Due Notices for current year invoices to property owner in addition to account holder (Started May 2025)
- Sent by WM to:
  - Account holder
  - Added in notification to Property owner (if different from billing address)
- Triggered at 30+ days past due
- Goal:
  - Promote timely payments
  - Inform owners early
  - Reduce future special assessments

# Recommendation

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Questions?