



City of Bristol
DEPARTMENT OF PUBLIC WORKS
BRISTOL, CONNECTICUT 06010

MEMORANDUM

Date: January 14, 2013
To: BOARD OF PUBLIC WORKS
From: W. E. Yeselka, P.E., DIRECTOR OF PUBLIC WORKS
RE: Pay As You Throw Training Period

We are moving forward with preparations for implementation of the Pay As You Throw system at the Transfer Station. There are many activities under way that will ensure we are ready for full system implementation on March 1, 2013.

Since March 1 falls on a Friday, we are going to begin charging users on Monday, March 4, 2013. This will allow us time to ensure everything is functioning properly without impacting Saturday traffic, which is typically the busiest day of the week at the Transfer Station.

We had intended to begin showing per load charges beginning the month of January through late February to assist residents in getting used to the rates and fees. The intention was to display the cost of the load without actually charging fees to the residents account.

In testing the system to do this and speaking with our vendor, it has been determined that if we allow the system to calculate and display a load fee, it will debit the account that has been created for each customer. There is no "training" mode that can be set. We could artificially put money in each account and let the system draw down off the funds but this would affect our ability to have the residents actually begin putting money into their accounts beginning February 1st.

We have our vendors, Unipay Direct & PC Scale, working to have the program automatically update funds available on a daily basis as funds are given to our credit card vendor. Additionally, residents that come to City Hall and make cash payments would have funds immediately credited to their accounts. This crediting of actual funds to accounts cannot occur at the same time we had artificial funds assigned to the accounts.

In an effort to ensure resident's confidence in the system, we feel it would be better not to display rates until implementation to avoid affecting account balances. Additionally, we do not want to risk the perception that we are actually charging fees to their account before the true go live date. We believe the best course of action is to not calculate or display fees at all.

In lieu of displaying per load fees, we will be providing each Transfer Station user with a handout showing the approved rates and a sign will be posted at the entrance to the scale displaying the same information. In addition, our Transfer Station attendants can assist any resident who wishes to calculate what their per load fee would have been in the new system if they wish to do so.