

## Timeline of Events Regarding Union County Increases

June 8, 2022 – Meeting with Jeff Caton, Union County official, Chris Medlin, Union County staff, John Glauda, CEO of Active Waste Solutions and John Yvars, Consultant for Active Waste Solutions at Active Waste Solutions Headquarters in Monroe, N.C. to discuss potential increases in disposal fees.

### Pertinent Meeting Notes:

Disposal fees would be increased \$2 per ton for MSW and \$4 per ton for C&D due to Landfill rate increases beginning Sept. 1, 2022.

### Relevant information:

Active Waste Solutions' contract with the Village of Marvin began April 1, 2022 and allows for NO INCREASES until April 1, 2023.

Active Waste Solutions had no notification from Union County prior to the meeting on June 8<sup>th</sup>, 2022, that there would be disposal increases in 2022.

Active Waste Solutions absorbed the 2022 MSW disposal increase from Union County and did not reach out to the Village of Marvin to amend the contract and increase the rate for trash per household.

Timeline cont. pg. 2

February 8, 2023 – Meeting with Caleb Sinclair, Solid Waste Director for Union County, Chris Medlin, staff of Union County, John Gluada, CEO of Active Waste Solutions, John Yvars, consultant for Active Waste Solutions, Heather Hamilton, Sales Director and Municipal Manager for Active Waste Solutions at Union County Solid Waste Offices in Monroe, N.C.

Pertinent Meeting Notes:

John Gluada asked Caleb Sinclair if there would be any increases in disposal in 2023 or the near future. He referenced the fact that up until the September 2022 disposal increases on MSW and C&D, there had been no increases for several years. Caleb answered, “No.”

Relevant Information:

The only communication we received directly from Union County about upcoming increases after the meeting on February 8, 2023, came in the form of a letter to John Gluada in June of 2024, two weeks before they were to go into effect.

Active Waste Solutions is one of the highest volume customers Union County has to date and has been one of the highest volume customers for the past 3 years.

Timeline cont. pg. 3

June 19, 2024 – Meeting with Caleb Sinclair, Union County Solid Waste Director, John Gluada, CEO of Active Waste Solutions, Lanai Norris, Controller for Active Waste Solutions at Union County Solid Waste offices in Monroe, N.C.

June 19, 2024 – Letter received from Union County Solid Waste director notifying Active Waste Solutions' CEO, John Gluada, of disposal increases going into effect July 1, 2024.

## Marvin NC Manager

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**From:** Heather Hamilton <HHamilton@activewastesolutions.com>  
**Sent:** Tuesday, July 23, 2024 12:24 PM  
**To:** Marvin NC Manager; Jill Carilli; Davy Broom  
**Cc:** John Glauda  
**Subject:** Fw: Solid Waste Increases - All emails between Active Waste Solutions and Union County Management regarding increases

This includes all the email correspondence. I also called Patrick but did not receive a return phone call.



Best thoughts  
Heather Hamilton  
hhamilton@activewastesolutions.com  
[704-303-3234](tel:704-303-3234)

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**From:** Heather Hamilton <HHamilton@activewastesolutions.com>  
**Sent:** Tuesday, July 23, 2024 12:00 PM  
**To:** Marvin NC Manager <manager@marvinncc.gov>; Patrick Niland <Patrick.Niland@unioncountync.gov>  
**Cc:** Brian Matthews <brian.matthews@unioncountync.gov>  
**Subject:** Re: Solid Waste Increases - follow up from Active Waste Solutions

I am truly grateful for the clarification, Christina.

Patrick,

What Christina fully described is exactly what we need. I am grateful to you for answering on vacation.

Active Waste Solutions needs to understand as fully as possible the potential for any increases that will impact our servicing the Village of Marvin, or any municipalities we service as well as our other valued customers.

Again, we appreciate your time.



Best thoughts  
Heather Hamilton  
hhamilton@activewastesolutions.com  
[704-303-3234](tel:704-303-3234)

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**From:** Marvin NC Manager <manager@marvinncc.gov>  
**Sent:** Tuesday, July 23, 2024 11:44 AM  
**To:** Patrick Niland <Patrick.Niland@unioncountync.gov>; Heather Hamilton <HHamilton@activewastesolutions.com>  
**Cc:** Brian Matthews <brian.matthews@unioncountync.gov>  
**Subject:** RE: Solid Waste Increases - follow up from Active Waste Solutions

Patrick,  
She is referring to any rate study projections you may have done in house or by a consultant understanding nothing therein would be official until adopted in future budgets, but would at least give them some tentative projections for their contract negotiations.



**Village of  
Marvin**

NORTH CAROLINA

**Christina L. Amos | MPA | IMCA-Credentialed Manager**

**Village Manager**

**Village of Marvin, North Carolina**

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**From:** Patrick Niland <Patrick.Niland@unioncountync.gov>  
**Sent:** Tuesday, July 23, 2024 10:18 AM  
**To:** Heather Hamilton <HHamilton@activewastesolutions.com>  
**Cc:** Brian Matthews <brian.matthews@unioncountync.gov>; Marvin NC Manager <manager@marvinncc.gov>  
**Subject:** Re: Solid Waste Increases - follow up from Active Waste Solutions

Heather,  
I am on vacation this week, but when I get back we can discuss this in further detail.

We are currently in FY25 and the rates that were sent a few weeks ago will be in place till June 30th of 2025. Sometime this winter we will begin having discussions with our board about FY26 rates. As rate recommendations are developed we can certainly share that information.

**Patrick Niland**  
Deputy County Manager

**Union County Government**  
**Central Administration**  
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On Jul 23, 2024, at 9:58 AM, Heather Hamilton <[HHamilton@activewastesolutions.com](mailto:HHamilton@activewastesolutions.com)> wrote:

**WARNING: This email originated from outside of Union County Government, be cautious when clicking on links or opening attachments.**

Good Morning, Patrick,

I hope you are doing well. I called you yesterday. Monday, July 22nd, and left a message on your work phone. I was hoping you would call me back so that we might talk before my CEO, John Glauda, and I met with the manager of Marvin and her staff at 1:00 p.m.

I realize that my request did not change your daily schedule, but I did not hear from you.

I will call you again today to try to speak about your follow up with Caleb and Brian regarding their lack of communication with us about the increases.

Patrick, I would also like to request your rate increase estimates/projections for 2024 and 2025. I would like for you to send me these today. This is extremely time sensitive as they are needed for a meeting with the Marvin Council.

I would also like for us to set up quarterly meetings going forward to improve our communication. Thank you in advance for considering our request.

Again, feel free to call me at any time or respond here. We appreciate your time.

<Outlook-cuuollh5.png>

Best thoughts  
Heather Hamilton  
[hhamilton@activewastesolutions.com](mailto:hhamilton@activewastesolutions.com)  
[704-303-3234](tel:704-303-3234)



**From:** Heather Hamilton <[HHamilton@activewastesolutions.com](mailto:HHamilton@activewastesolutions.com)>

**Sent:** Monday, July 15, 2024 12:16 PM

**To:** Patrick Niland <[Patrick.Niland@unioncountync.gov](mailto:Patrick.Niland@unioncountync.gov)>

**Cc:** Brian Matthews <[brian.matthews@unioncountync.gov](mailto:brian.matthews@unioncountync.gov)>;  
[manager@marvinnc.gov](mailto:manager@marvinnc.gov) <[manager@marvinnc.gov](mailto:manager@marvinnc.gov)>

**Subject:** Re: Solid Waste Increases

Hello Patrick,

First, I want to issue a written invitation to you and Brian to always feel free to reach out to me by phone or email regarding any matters concerning solid waste. You may also reach out to our CEO, John Glauada by phone or email.

We appreciate your concern with our current situation.

Patrick, as a small but growing company, one of your highest volume customers, we work hard and thoughtfully every day to ensure our customers are serviced well. We have a full-time customer service department and dispatch staff, as well as designated account managers, all of whom communicate directly with our customers and take care of them daily.

While all of our operational costs have dramatically increased in the past 2 years, none more dramatically than this disposal cost from Union County. As we do not own or manage any landfills or transfer stations, we rely on consistent and clear communication from management of the facilities we utilize to be able to budget well and communicate with our customers.

The Village of Marvin and the Town of Weddington are two of our largest customers and our contracts with them require us to notify them in advance of any increases. Brokers we have substantial business with, have caps on increases. I hope you can understand our need for clear and consistent communication about any and all increases. In a meeting on Feb 8<sup>th</sup> of 2023 with your director, our CEO asked if there were going to be any increases in the future and he was told there were not.

In a meeting with your director and our CEO and controller on June 19<sup>th</sup> of 2024, no increase was mentioned.

After the June meeting, our CEO received notice in the mail of the increase, effective July 1, 2024. Our timeline to communicate and negotiate any increases with the Village of Marvin and the Town of Weddington had already passed. We bill in advance for residential and commercial services and had already billed our customers.

The negative impact this increase is having on our ability to operate and cover our costs is demonstrable. The negative impact this is having on our relationships with our customers is not measurable.

Again, we want to welcome you to communicate directly with us. John Gluada has years of experience owning solid waste and recycling companies and good working relationships



Dear Solid Waste customer,

Union County continues to experience rapid population growth, and as a result, our Solid Waste department has seen a surge in our waste stream.

The Union County Solid Waste department has seen unprecedented increases in Construction and Demolition (C&D) and Municipal Household Waste (MSW) tonnage. In order to improve service, and meet this growing demand, we are making investments in infrastructure while continuing to respond to the volatile economic conditions that have affected the business of solid waste management.

In response to industry cost increases and in an effort to maintain adequate solid waste management infrastructure for Union County, it is necessary to increase our C&D and MSW tiered rate structure per the attached new fee schedule. The new fee schedule reflects a \$5 to \$11 per ton increase for C&D material and a \$5 to \$7 per ton increase for MSW material. Our Yard Waste rate reflects a \$10 per ton increase. These rates will go into effect July 1, 2024.

We appreciate your continued business, and we assure you that every effort is being made to keep our costs down and our customer service high. If you have any questions regarding these changes, please contact our office at 704.296.4260.

Sincerely,

A handwritten signature in blue ink that reads 'Caleb M. Sinclair'.

Caleb Sinclair  
Solid Waste Director  
Union County Government

**Solid Waste**  
500 N. Main Street  
Monroe, NC 28112  
T 704.283.3576

[unioncountync.gov](http://unioncountync.gov)