



January 22, 2025

Dear Residents, Businesses and Customers of the City of Hillsboro,

Last year the City of Hillsboro's contract with our solid waste provider, Republic Services, came up for renewal. Instead of renewing a five-year contract, the Council voted to go out for new bids – to “request proposals” from the market and find out what company would offer the Citizens of Hillsboro the best quality service for the lowest price. Two companies responded, Republic and Frontier. Both companies proposed to provide “cart service” for residential pickup and offered additional details and pricing.

On January 7, 2025, the Hillsboro City Council authorized the City Manager to execute a new solid waste agreement with Frontier Texas Ventures for city-wide waste collection services, ensuring the best pricing, value, and services for our residents and commercial businesses.

The contract with Frontier will go into effect April 1, 2025, and the company will assume all hauling of solid waste duties in the city limits, which includes trash, recycling, special waste, and other waste. Frontier is working with the City to make the transition as seamless as possible.

In the coming months, you will begin to receive mailings, email notifications, phone calls, and/or a visit from Frontier Texas Ventures representative(s). When they contact you, they will discuss your service needs, show you what their billing will look like, and discuss any concerns or updates you might have regarding your solid waste service(s).

The City of Hillsboro is excited about the new contract. Frontier has a Hillsboro location and is a member of our own business community. They are committed to excellent service. They will increase the level of service provided to our citizens, by adding a monthly pickup of brush or bulky items from residential customers. In addition to all this, their pricing is slightly lower than the previous pricing, so customers' trash bills will go down while their service level goes up.

There will be another change with this transition: switching to cart service. The switch to cart service isn't because we chose Frontier – staying with Republic would also have meant switching to cart service, as that is the way the solid waste industry is moving. What that means for residents and smaller businesses is that Frontier will provide carts for curbside solid waste and recycling materials, and your old trash containers will no longer be serviced. All trash and recycling materials must be in the carts except for the once-monthly brush and bulky waste pickup. Frontier will be communicating with all customers with more details.

Frontier Texas Ventures will work closely with Republic Services during this transition to deliver new poly carts for residents and dark green dumpsters, remove existing dumpsters for commercial and industrial customers, and ensure no disruption to your routine service.

The City of Hillsboro is excited to partner with Frontier and looks forward to building this new relationship. Frontier is committed to quality service for all residents and has a local Customer Service team here in Hillsboro. Our Public Works team will also monitor Frontier's services to ensure our partnership continues to meet your expectations.

Please feel free to contact us with any questions you may have regarding this change, (254) 582-3271.

Best,

A handwritten signature in blue ink, appearing to read 'Megan Henderson', is positioned above the printed name.

Megan Henderson
City Manager



City of Hillsboro
City Manager
214 E. Elm St.
P.O. Box 568
Hillsboro, TX 76645



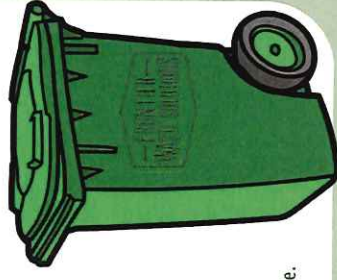
On January 7, 2025, the Hillsboro City Council approved a new city-wide solid waste collection contract with Frontier Texas Ventures, **effective April 1, 2025**. Frontier will handle all trash, recycling, special waste, and other waste services within city limits. The company is collaborating with the City to ensure a smooth transition. Residents and businesses can expect communication from Frontier in the coming months, including mailings, emails, calls, or visits to discuss service needs, billing details, and any concerns.

Please contact the City of Hillsboro with any questions you may have regarding this change at (254) 582-3271.

CITY OF HILLSBORO'S NEW TRASH & RECYCLING PROVIDER!



COLLECTION REMINDERS!



- Set out cart by 7 a.m. on your collection day. Pick-ups will occur between the hours of 7 a.m. - 7 p.m.
- Trash is collected once a week. All trash must be bagged and tied before placing it in your Frontier Waste cart(s).
- Recycling is collected once every two weeks.
- For extra trash or recycle carts, please call the City of Hillsboro at (254) 582-3271.
- Place cart at least three feet from any other objects such as mailboxes, carts, or other carts.
- Place cart facing the street with the handle facing towards your home.

LET'S TALK RECYCLING

Collected every two weeks on the same day as your trash

ACCEPTED MATERIALS • PLACE THESE ITEMS IN YOUR RECYCLE CART

Do not bag items • Place empty, clean items in your recycling cart. Break down cardboard and place it loosely in the cart to prevent items from getting stuck in your cart during collection.



DO NOT RECYCLE PLACE THESE ITEMS IN YOUR TRASH CART



(254) 582-3271



(254) 221-0705

BULK & BRUSH PICKUP

picked up once a month on day TBD



PLACE THESE ITEMS 3FT. AWAY FROM YOUR CARTS

- Bulky Items are large items that do not fit in your trash cart.
- All appliances containing freon must be professionally removed by a contractor, certified with a tag confirming freon removal, and only then placed by the curb for collection.
- Limbs **cannot exceed 4-ft in length or 3-ft diameter**. Limbs greater than 3-ft in diameter should be cut into smaller lengths to limit their weight. Must be tied with string or twine (no tape or wire) in bundles.
- Bulk/Brush is limited to three (3) cubic yards per collection
- All grass clippings and leaves must be placed in bags.
- No Household Hazardous waste is accepted.
- No tires are accepted.
- No commercial debris is allowed.



CUSTOMER CONVENIENCE STATION



- Up to 4 cubic yards of household bagged trash per drop off.
- No Household Hazardous Waste is allowed.
- No Electronics are allowed.
- Proof of residency is required. (ID / water bill)
- NO TIRES are accepted.
- The Citizens Collection Center will be available on one designated Saturday each month from 7 a.m. - 12 p.m. Schedule details coming soon.
- Citizens Collection Center is located at 5736 SH 22 Hillsboro, Texas 76645.

www.frontierwaste.com



(254) 582-3271



(254) 221-0705

MEET YOUR NEW TRASH & RECYCLING PROVIDER!

HERE'S WHAT TO KNOW

- Frontier Waste Solutions is the contractor for trash, recycling, yard waste, and bulky item collections.
- Frontier Waste Solutions can be contacted at (254) 221-0705.
- For all billing related questions, please contact the City of Hillsboro at (254) 582-3271.
- Frontier will observe three holidays a year; If your service day falls on a holiday, your service will shift by one day.
- Some residential collection days are changing. Letters are being sent separately to notify residents of their collection schedule.

QUESTIONS AND ANSWERS

- **Why did the city switch trash and recycling contractors?** The City's contract gives one company the exclusive right to operate in the city limits, so it's important they verify they're getting the best service for the lowest cost. This is done by issuing a Request for Proposals to see what services and prices are available from different providers. Frontier offered the citizens of Hillsboro a better level of service at a lower price, so they got the contract. All the responding companies, including Frontier and Republic, based their proposals on switching to cart service – where the waste company provides rolling carts which residents use for waste and recycling. So that change is happening when we switch providers, but it would have happened no matter what provider had been selected. Frontier will share more details about cart service in the coming months.
- **Will my trash and recycling collection day change?** Several service routes may be adjusted to enhance efficiency, improve service quality, and optimize routing. Notification letters are being sent separately to residents impacted by these changes.
- **How do the holiday's affect my trash/recycle service?** Trash and recycling services will not operate on the following holidays: New Year's Day, Thanksgiving Day, and Christmas Day. If a holiday falls on a weekday, that day's collection and all following collections for the week will shift to the next day (e.g., Monday's collection will move to Tuesday, Tuesday to Wednesday, and so on). For questions about the holiday collection schedule, please contact Frontier Waste Solutions at (254) 221-0705.
- **What happens to services during inclement weather?** In the event of inclement weather, conditions will be assessed daily to ensure safety. If it is determined to be unsafe to provide services to the City, operations will be delayed by one day. Updates will be communicated promptly with residents and the City.
- **How do I contact Frontier Waste Solutions?** Frontier Waste can be contacted at (254) 221-0705.
- **How do I get an extra cart?** Please contact the City of Hillsboro at (254) 582-3271.
- **What do I do if I have a billing question?** Contact the City of Hillsboro at (254) 582-3271.