



Commercial Carting ("Trade Waste") Customer Bill of Rights

AS A BUSINESS IN NYC, YOU HAVE THE RIGHT TO:

- Service from a **private carter of your choice**, free from intimidation or retaliation.
- A competitive price for removal of putrescible waste and recyclables that is **at or below the BIC maximum rates**:
 - **\$26.87** per cubic yard
 - **\$17.64** per 100 pounds
- **A written survey of your business' waste stream** from any carter that proposes to charge a "flat fee."
- A waste-removal contract for **two years or less** with a particular carter.
- A written contract that clearly describes the agreement that you negotiated with your carter.
- Service on the days and at the times agreed to by your carter in the contract.
- Consistent, **uninterrupted service**, with 14 days written notice if service is to be terminated by your carter for any reason.
- **Written bills** that conform to the rate in your contract and comply with the maximum rate set by BIC.
- A clean sidewalk, curb, and street adjoining your property, with no leftover debris from removal
- **For more information**, visit: <https://www.nyc.gov/site/bic/industries/customer-information.page>

These rights apply to any business that hires a carter to haul TRADE WASTE, which includes:

- On-call bulk waste removal
- Paper to be shredded or destroyed
- Yellow and brown grease/ used cooking oil
- Organic waste collected by a micro hauler
- Yard waste collected by landscapers
- Construction and demolition debris
- Fill material
- Electronic waste
- Textiles
- Medical Waste

- Regular putrescible waste
- Recyclable glass, metal, plastic, and cardboard
- Organic waste (compost)

COMMERCIAL WASTE ZONES (CWZ)

NYC Department of Sanitation (DSNY) is implementing **CWZ** for collection of regular putrescible waste, recyclables, and organics from businesses (*NOT* other types of trade waste listed above).

For more information, to find your zone, find out if your zone's implementation has started, to identify carters authorized to work in your zone, and to compare maximum rates under CWZ for your zone, visit:

<https://www.nyc.gov/assets/dsny/forms/commercial-waste-zones-map>

CONTACT BIC Complaints or Questions:



BIC Main : (212) 437-0500
Complaints: (212) 437-0600

