COUNTY of YOLO

Marissa Juhler
Division Director

Department of Community Services
Division of Integrated Waste Management

44090 County Road 28H
Woodland, CA 95776
www.YoloCounty.org • (530) 666-8852

July 1st, 2025

Yolo County Central Landfill Account Policy for Customers

Purpose:
This policy outlines the procedures and requirements for new customers requesting to open an account with **Yolo County Central Landfill (YCCL).** It aims to ensure a smooth onboarding process while safeguarding the integrity and security of our operations.

Scope:
This policy applies to all new and existing customers seeking to establish or to retain an account with Integrated Waste Management - Landfill. To qualify for a charge, account a customer must bring materials worth $4,500 per month, over a 12-month period.

Policy Guidelines:

1. **Eligibility Criteria:**
   - Customers must provide valid identification (e.g., government-issued ID).
   - Businesses must provide appropriate documentation (e.g., business license, tax ID).

2. **Account Application Process:**
   - Customers must complete an account application form, providing accurate and complete information.
   - Customers are required to provide personal information such as name, address, phone number, and email.
   - For business accounts, additional information such as business type, owners, and officers may be required.
   - If an existing account has not been used for more than two (2) years, the customer must reapply.

3. **Verification Process:**
   - All applications will undergo a verification process to confirm the identity and eligibility of the customer. Please allow up to 2 weeks for processing.
   - Verification may include background checks and cross-referencing with references provided and public databases.

COUNTY of YOLO

Marissa Juhler
Division Director

Department of Community Services
Division of Integrated Waste Management

44090 County Road 28H
Woodland, CA 95776
www.YoloCounty.org • (530) 666-8852

4. **Right to Deny Services:**
   - **Yolo County Integrated Waste Management Division** reserves the right to deny account applications based on the results of the verification process or if the applicant does not meet eligibility criteria.

5. **Terms and Conditions:**
   - New customers must review and accept the terms and conditions associated with account ownership.
   - Important details such as fees, service levels, and responsibilities will be outlined.

6. **Privacy Policy:**
   - Customers will be provided with a copy of our Privacy Policy detailing how their personal information will be collected, used, and protected.
   - Customers must consent to the terms of the Privacy Policy to proceed with account opening.

7. **Account Maintenance and Access:**
   - Customers are responsible for maintaining up-to-date information on their account.
   - Any changes to personal or business information must be reported to **Yolo County Integrated Waste Management Division** promptly.

8. **Account Monitoring:**
   - **Yolo County Integrated Waste Management Division** reserves the right to monitor accounts for suspicious or fraudulent activity.
   - Customers will be notified of any account activity that requires their attention
   - A 5% service charge will be accessed to all accounts with any 60-day balance as of the date ending statement. Accounts with balances over the past 60 days may have their credit privileges suspended. Any open balance will be due immediately, and if not paid, collected through a credit agency or legal action.
   - Violations of rules and regulations established for the disposal Site shall be sufficient cause to cancel accounts and may prohibit the applicant from any further use of the site.

44090 County Road 28H
Woodland, CA 95776
www.YoloCounty.org • (530) 666-8852

9. **Fees**
   - All fees for the **Yolo County Integrated Waste Management Division** are approved by the board. Please refer to the current Yolo County Landfill Fee Schedule. https://www.yolocounty.gov/business/county-fees

10. **Load Inspection:**
    - Each load will be inspected upon arrival at YCCL by landfill staff to determine its cost based on the fee schedule. It is the responsibility of the drivers to verify the price before dumping. It is vital to coordinate with Landfill and potential project staff to ensure accuracy in billing. Additionally, the driver is responsible for signing the receipt to confirm the material type and cost.

11. **Customer Support:**
    - Assistance with the account opening process is available through our Customer Support team at phone contact: 530-666-8574 OR 530-981-6122 and EMAIL: IWM@YOLOCOUNTY.GOV
    - FAQs and guidance can be accessed on our website at https://www.yolocounty.org/government/general-government-departments/community-services/integrated-waste-management-division/central-landfill
    - https://www.yolocounty.org/home/showpublisheddocument/62757/637217726379030000

12. **Review and Modifications:**
    - This policy will be reviewed annually and may be modified as needed. Customers will be notified of significant changes to the policy. Effective Date: 9/1/2025

COUNTY of YOLO
Department of Community Services
Division of Integrated Waste Management

Marissa Juhler
Division Director

44090 County Road 28H
Woodland, CA 95776
www.YoloCounty.org • (530) 666-8852

New Customer Evaluation Rubric

Criteria	Excellent (4)	Rate	Good (3)	Rate	Acceptable (2)	Rate	Need Improvement (1)
Customer Information Accuracy	All required information (contact, business, and payment details) is accurate and complete		Customer information is mostly complete with only minor omissions		Basic customer details are provided but lack necessary specifics (e.g., contact information, business details).		Customer information is incomplete or incorrect
Compliance with Policies and Regulations	Full compliance with landfill policies, complete understanding, and all required documentation submitted		Customer complies with most policies and provides documentation with minor gaps		Customer is aware of regulations but lacks documentation or understanding		The customer is unaware of or is not compliant with landfill regulations.
Waste Type Declaration	Comprehensive and accurate waste type declaration, meeting all landfill requirements		Clear declaration of waste type with minor missing details		Waste type is declared but lacks detail or clarity		No clear declaration of waste type; non-acceptable waste types submitted
Payment Setup	Payment setup is fully completed and verified without issues		Payment setup is complete with minor delays		Payment setup is initiated but not finalized		Payment method not set up or incomplete
Orientation and Training	Customer has fully completed orientation, understood procedures, and followed processes independently		Customer has attended orientation and understands most procedures		Basic orientation provided but lacks depth or clarity		Customers have not attended orientation or received training
Communication and Support	Open, clear, and consistent communication with all questions addressed promptly		Communication is clear and regular, with minor lapses		Communication is inconsistent or unclear		Limited or no communication with the customer

44090 County Road 28H
Woodland, CA 95776
www.YoloCounty.org • (530) 666-8852

Reference	Relevance, Credibility, Timeliness and Accuracy		References enthusiastic and confirm reliability		Generally positive references		Mixed or vague feedback
Account Activation and System Access	Accounts are fully activated, and the customer has seamless access to all required systems		Accounts are fully activated but with minor system access issues		Accounts are partially set up, with limited functionality		Accounts are not activated or accessible to the customer
Total							

Scoring Guidelines:

- **Excellent (23-32)**: The customer is fully onboard and ready to use landfill services without issues.
- **Good (17–22)**: Most onboarding criteria are met with minor gaps to address.
- **Acceptable (9–16)**: Some criteria are met, but key areas require attention.
- **Needs Improvement (Below 8)**: Significant gaps in onboarding that must be resolved immediately.

This rubric ensures consistency, efficiency, and compliance in onboarding new landfill customers.

Sincerely,

Division of Integrated Waste Management