

CITY AND BOROUGH OF SITKA
FINANCE DEPARTMENT POLICY NO. 26-01

ROLLOFF CONTAINER SERVICE — ELIGIBILITY, RATE TIERS, AND ADMINISTRATION

PURPOSE

This policy establishes the criteria, processes, and administrative responsibilities governing rolloff container service for the City and Borough of Sitka under three rate tiers: (1) standard commercial; (2) public good; and (3) neighborhood cost-share. It implements the rate structure established by the Assembly in SGC 15.15.035 and ensures that all rolloff service is administered equitably, at full cost recovery, and without discretionary deviation from the ordinance-established rate schedule.

GENERAL PROVISIONS

- a. **Scope:** This policy applies to all accounts requesting or currently receiving rolloff container service within the CBS solid waste collection service area. It does not apply to temporary construction and demolition debris containers governed under SGC 15.15.050 or general transfer station drop-off arrangements under SGC 15.15.045, except as those provisions establish the disposal weight rate applicable to public good accounts.
- b. **Authority to promulgate:** The Finance Director maintains authority under SGC 15.15.035(D) to administer eligibility and billing for rolloff container service, consistent with the Finance Director's existing authority under SGC 15.15.035(B) to maintain eligibility lists for special rate categories. Nothing in this policy limits the Municipal Administrator's authority under SGC 15.15.070(B) to make binding decisions on ambiguous classifications of structures or properties.
- c. **Effective date:** November 1, 2026.
- d. **Review/Revision Interval:** Annually, in conjunction with the Assembly's January rate review under SGC 15.15.035(C).

REFERENCES

SGC 15.15.020 — Solid Waste Disposal Policy and Rates

SGC 15.15.030 — Receptacles Available

SGC 15.15.035 — Rates for Treatment and Collection

SGC 15.15.045 — Transfer Station Drop-Off Charges

SGC 15.15.050 — Construction and Demolition Debris

SGC 15.15.070 — Definitions

Appendix A, Rolloff Container Service Application

Appendix B, CBS Neighborhood Rolloff Customer Agreement

CBS Records Retention Policy

AUTHORIZATION



Date: 10/22/2026

Finance Director
City and Borough of Sitka

DOCUMENT REVISION LOG

Date	Author	Description of Changes
9/1/2026	Leach	Original

PROCEDURES FOR ROLLOFF CONTAINER SERVICE — ELIGIBILITY, RATE TIERS, AND ADMINISTRATION

The City and Borough of Sitka (CBS) provides rolloff container service to eligible accounts through its refuse collection contractor (Alaska Waste). CBS administers eligibility, billing, and rate tier assignment for all rolloff accounts. The following procedures govern each service tier.

APPLICATION REQUIRED

Rolloff container service is not established by informal request or by arrangement with the refuse collection contractor. An account seeking to establish rolloff container service under any rate tier, to change rate tiers, to add a second rolloff container, or to resume service following suspension shall first submit a completed Rolloff Container Service Application in the form attached as Appendix A. Applications are submitted to the Finance Director.

An application is not complete until the applicant has provided all information required by the form and any additional information the Finance Director reasonably requires to verify eligibility. The Finance Director shall issue a written determination within 15 business days of receipt of a complete application. A denial shall state the basis for denial and may be appealed to the Municipal Administrator within 10 business days; the Municipal Administrator's decision is final.

No rolloff container shall be placed and no rolloff account shall be established or billed until the Finance Director has approved the application in writing. Accounts placed on the Finance Director's initial public good list under the Existing Locations provision of this policy are not required to submit an application.

STANDARD COMMERCIAL ROLLOFF ACCOUNTS

- A. **Eligibility.** Standard commercial rolloff service shall be authorized only upon a written determination by the Finance Director, or designee, that the account meets all of the following conditions:
- (1) The account's demonstrated or projected weekly waste volume consistently exceeds the capacity of the largest standard commercial container available under SGC 15.15.030, and excess volume cannot be reasonably accommodated by increased pickup frequency;
 - (2) Increased pickup frequency for a standard container would result in operational disruption, unreasonable cost to CBS, or an unsustainable service level within the Alaska Waste contract schedule;
 - (3) Placement of a rolloff container at the applicant's location is physically feasible and does not create a safety, traffic, or aesthetic hazard inconsistent with surrounding land use and applicable zoning; and
 - (4) Approval will not result in a rate arrangement that cross-subsidizes the applicant's disposal costs at the expense of other rate payers.

- B. **Application.** A commercial account seeking rolloff eligibility shall submit a completed Rolloff Container Service Application on the form attached as Appendix A. The application shall include: business name and service address; nature of the business and waste stream description; estimated weekly waste volume with supporting documentation; and a statement explaining why standard commercial container service is insufficient.
- C. **Decision and Appeal.** The Finance Director shall issue a written determination within 15 business days of a complete application. Approved determinations shall specify the authorized container size, service frequency, and applicable monthly rate. Denied determinations shall state the basis for denial with sufficient specificity to allow the applicant to address identified deficiencies. Determinations may be appealed to the Municipal Administrator within 10 business days; the Municipal Administrator's decision is final.
- D. **Billing.** Standard commercial rolloff accounts shall be billed the monthly rate established in SGC 15.15.035(A). Extra pickups shall be charged at the extra pickup rate for the 15-yard rolloff established in SGC 15.15.035(A). All billing and collection shall be administered consistent with SGC 15.15.045(B).
- E. **Annual Review.** Approved standard commercial rolloff accounts shall be subject to annual review by the Finance Director to confirm that eligibility conditions remain present. Authorization may be revoked upon 30 days written notice and opportunity to respond if those conditions no longer exist.

PUBLIC GOOD ROLLOFF ACCOUNTS

- A. **Policy Basis.** Qualifying public good locations maintain container service directly with Alaska Waste. CBS's cost of service for these accounts is limited to disposal weight at the transfer station. These accounts are billed at cost only (the transfer station disposal rate under SGC 15.15.045(A)) with no monthly container fee assessed by CBS.
- B. **Qualifying Categories.** The following entity types are eligible for the public good rate upon a demonstration of need as determined by the Finance Director:
 - (1) Public schools and Sitka School District facilities;
 - (2) Grocery stores whose primary business is the retail sale of food and household consumables to the general public for off-premises consumption; restaurants, cafeterias, and other prepared-food or food-service establishments do not qualify; and
 - (3) State of Alaska and federal government facilities operating within the CBS solid waste service area.
- C. **Application.** An entity seeking public good rate treatment shall submit a completed Rolloff Container Service Application on the form attached as Appendix A, identifying the qualifying category claimed under Section B and describing the need supporting the request. The Finance Director shall issue a written determination and, upon approval, add the account to the list maintained under Section D.
- D. **Finance Director's List.** The Finance Director shall maintain a current list of qualifying public good rolloff accounts, make eligibility determinations for accounts not expressly enumerated in Section B, and review the list annually. The Finance Director shall notify the Municipal Administrator of any additions, removals, or eligibility disputes.
- E. **Existing Locations.** Qualifying rolloff accounts in active service as of this policy's effective date shall be placed on the Finance Director's list without a new application. The Finance Director shall compile the initial list within 30 days of this policy's effective date.
- F. **Billing.** Public good rolloff accounts shall not be assessed a monthly container rate by CBS. CBS shall bill such accounts for disposal weight at the rate established in SGC 15.15.045(A). Container service costs are the responsibility of the account holder, arranged directly with Alaska Waste.

- G. **Removal from List.** The Finance Director may remove an account upon a finding that it no longer meets qualifying criteria, with 30 days written notice and opportunity to respond. Removal decisions may be appealed to the Municipal Administrator within 10 business days.

NEIGHBORHOOD COST-SHARE ROLLOFF ACCOUNTS

- A. **Purpose.** The neighborhood cost-share tier allows a defined group of residential households to collectively utilize a single 15-yard rolloff container in lieu of individual curbside collection service. Participation replaces standard curbside service; participants are responsible for transporting their waste to the rolloff. Each participant retains a CBS utility account, but no curbside collection fee is assessed on individual participant accounts. Collection charges for the arrangement are billed exclusively to the designated account holder. Participants may still incur other solid waste charges, such as transfer station or scrap yard disposal, on their own accounts. To qualify, all participating residential units must be located within one-quarter mile (1,320 feet) of a single rolloff container placement site approved by the refuse collection contractor, measured along the public road or established access serving the units. CBS does not guarantee the availability of a rolloff container; establishment and continuation of service are contingent on container availability from the refuse collection contractor.
- B. **Minimum and Maximum Participation.**
- (1) A minimum of 40 participating residential households is required to establish or maintain a neighborhood rolloff arrangement. This minimum reflects the participation level at which each household's proportional share of the full rolloff rate established in SGC 15.15.035 approximates the standard 96-gallon residential rate; below this level, the arrangement no longer approximates standard-service cost. This minimum is not subject to administrative waiver.
 - (2) No single rolloff arrangement may serve more than 80 households. A second rolloff is required upon enrollment of the 81st household. The account holder must apply to the Finance Director for authorization of a second rolloff before the 81st household is enrolled. Each rolloff in a multi-rolloff arrangement is subject to all provisions of this section independently.
- C. **Application.** A neighborhood group seeking to establish a cost-share arrangement shall submit a completed Rolloff Container Service Application on the form attached as Appendix A, signed by the proposed designated account holder. The application shall be accompanied by the participant list required under Section E and an executed customer agreement in the form attached as Appendix B for each participating household as required under Section F. An application to authorize a second rolloff container under Section B.2 shall be submitted on the same form.
- D. **Designated Account Holder.** Each neighborhood rolloff arrangement must designate a single account holder of record. The designated account holder is responsible for: submitting the initial participant list and all executed customer agreements to the Finance Director; paying CBS the full monthly rolloff rate; paying over-minimum household charges for each household beyond 40; paying any extra pickup charges assessed under SGC 15.15.035; and notifying the Finance Director promptly of any change in participant count or any participant delinquency. CBS has no obligation to administer internal cost-recovery arrangements between the designated account holder and other participants. The designated account holder is solely and fully liable to CBS for all charges billed to the arrangement, whether or not the account holder recovers proportional shares from other participants. CBS is not a party to, and has no responsibility for administering, policing, or enforcing, any cost-sharing, access, or use arrangement among participants; the security and proper use of the container and the resolution of any disputes among participants are the sole responsibility of the participants and the designated account holder.
- E. **Participant List.** Prior to commencement of service, the designated account holder must submit to the Finance Director a complete list of all addresses participating in the arrangement. The list must

identify a minimum of 40 active CBS utility accounts and must be signed by the account holders of record for each participating address. The Finance Director shall verify that each listed address holds an active CBS utility account in good standing before approving the arrangement.

- F. **Customer Agreement.** All participating households, including the designated account holder, must execute the CBS Neighborhood Rolloff Customer Agreement in the form attached as Appendix B prior to commencement of service. The agreement shall bind each participant to the following:
- (1) The household will not receive individual curbside collection service, a CBS-provided container, or any other CBS refuse pickup service for the duration of the arrangement;
 - (2) The household is fully responsible for transporting its waste to the rolloff container;
 - (3) The household will not be assessed a curbside collection fee on its CBS utility account for the duration of the arrangement; collection costs for the arrangement are the responsibility of the designated account holder; the household may still incur other solid waste charges, such as transfer station or scrap yard disposal, on its own account;
 - (4) Joint responsibility with all other participants for ensuring the full rolloff rate is covered each month;
 - (5) Joint responsibility for proper security of the rolloff container, including prevention of unauthorized use, overfilling, and disposal of unacceptable waste as defined in SGC 15.15.020(B); and
 - (6) The obligation to maintain current payment status on the participant's CBS utility account and to promptly notify the Finance Director and designated account holder of any circumstance that may affect the participant's ability to remain current.
 - (7) The household waives the 200-pound per month free residential transfer station disposal allowance under SGC 15.15.045(A) for the duration of the arrangement.

The standard customer agreement is attached as Appendix B. Executed agreements shall be retained in the customer file for the duration of service and for five years following termination.

- G. **Over-Minimum Household Charges.** For each household participating beyond the minimum 40, the designated account holder shall be charged an additional amount equal to the 96-gallon monthly rate established in SGC 15.15.035(A) per over-minimum household per month. If the Finance Director determines, based on documented service records from Alaska Waste, that over-minimum usage is generating extra pickups, those pickups shall be assessed to the designated account holder at the extra pickup rate for the 15-yard rolloff established in SGC 15.15.035.
- H. **Cure Period and Suspension.** If participation falls below 40 households for any reason, the Finance Director shall provide written notice to the designated account holder and all remaining participants that the arrangement has entered a 30-day cure period. The group may restore eligibility only by recruiting additional qualifying households to meet the 40-household minimum. The minimum may not be satisfied by adjusting individual charges or by any other means. If the minimum is not restored and documented within 30 days of notice, rolloff service shall be suspended. Service may be reinstated upon demonstration of restored eligibility and payment of any outstanding balance.
- I. **Individual Participant Withdrawal.** A participant may withdraw from a neighborhood rolloff arrangement upon 30 days written notice to the Finance Director and the designated account holder. Withdrawal does not relieve the departing participant of any obligations accrued prior to the effective date of withdrawal. Upon withdrawal, the household's individual solid waste service and applicable rate under SGC 15.15.035 shall be restored, and the household shall resume individual curbside collection service. The Finance Director shall reassess the arrangement's viability following any withdrawal and initiate the cure period under Section H if participation falls below the minimum.

RATE APPLICATION — NO DISCRETIONARY DEVIATION

No CBS employee, including the Finance Director or the Municipal Administrator, has authority to assess a rolloff account at any rate other than the rates established in SGC 15.15.035 and, for public good accounts, SGC 15.15.045(A). No discount, waiver, negotiated rate, or alternative billing arrangement outside the ordinance-established rate structure is permitted. Any request for a rate accommodation outside these provisions shall be referred to the Municipal Administrator, who may present the matter to the Assembly if a code amendment is warranted.

RELATIONSHIP TO SGC 15.15.070(B)

Nothing in this policy limits the Municipal Administrator's authority under SGC 15.15.070(B) to make binding decisions on ambiguous classifications. Where classification questions arise in connection with any rolloff eligibility or public good determination, the Municipal Administrator shall resolve the classification question prior to the Finance Director acting on the underlying request.

APPENDIX A

ROLLOFF CONTAINER SERVICE APPLICATION

Submit the completed application to the City and Borough of Sitka Finance Department, 100 Lincoln Street, Sitka, Alaska 99835, or electronically to utilities@cityofsitka.org. Complete Sections 1, 2, and 6, and the supplemental section(s) corresponding to the rate tier requested. The Finance Director will issue a written determination within 15 business days of receipt of a complete application. Incomplete applications will be returned without a determination. Service is limited to available containers; if no container is available, an approved applicant will be placed on a waitlist.

SECTION 1. APPLICANT INFORMATION

Applicant or business name	
Service address (container location)	
Mailing address	
CBS utility account number	
Contact name and title	
Telephone	
Email	
Property owner name, if different from applicant	

SECTION 2. SERVICE REQUESTED

Rate tier requested (select one):

- ☐ Standard commercial (SGC 15.15.035). Complete Sections 3 and 6.
- ☐ Public good (disposal weight only). Complete Sections 3, 4 and 6.
- ☐ Neighborhood cost-share. Complete Sections 5 and 6.

Type of request (select one):

- ☐ New rolloff service
- ☐ Change of rate tier
- ☐ Additional rolloff container for an existing arrangement
- ☐ Reinstatement following suspension
- ☐ Resumption of rolloff service following voluntary discontinuance (including seasonal)

Requested service start date	
Proposed container placement site	
Requested pickup frequency	

SECTION 3. STANDARD COMMERCIAL SUPPLEMENT

Required for both standard commercial and public good applicants.

Current container size and pickup frequency	
Requested rolloff container size	
Estimated weekly waste volume (cubic yards)	

Description of the business and its waste stream:

Explain why standard commercial container service, including increased pickup frequency, is insufficient:

Supporting documentation attached (waste volume documentation is required):

- ☐ Waste volume records or hauler service records
- ☐ Site plan or photograph showing proposed placement
- ☐ Other (describe): _____

SECTION 4. PUBLIC GOOD SUPPLEMENT

Public good applicants must also complete Section 3. Qualifying category alone does not establish eligibility; the applicant must demonstrate a waste volume need under the same criteria that apply to standard commercial applicants.

Qualifying category claimed (select one):

- ☐ Public school or Sitka School District facility
- ☐ Grocery store whose primary business is the retail sale of food and household consumables to the general public for off-premises consumption (restaurants, cafeterias, and other prepared-food or food-service establishments do not qualify)
- ☐ Government facility operating within the CBS solid waste service area

Describe the need supporting public good treatment:

Applicant acknowledges:

- ☐ Container service is arranged directly with and paid to the refuse collection contractor. CBS assesses no monthly container fee.
- ☐ CBS will bill the account for disposal weight at the transfer station rate established in SGC 15.15.045(A).
- ☐ Eligibility is reviewed annually and may be revoked on 30 days written notice with opportunity to respond.

Applicant initials: _____

SECTION 5. NEIGHBORHOOD COST-SHARE SUPPLEMENT

The designated account holder is the applicant and must complete Section 1 and sign Section 6.

Neighborhood arrangement name	
Designated account holder name	
Designated account holder service address	
CBS utility account number	
Telephone and email	
Number of participating households (minimum 40, maximum 80)	
Proposed container placement site	

Required attachments:

- ☐ Participant list identifying every participating address and CBS utility account, signed by the account holder of record for each address
- ☐ Executed Neighborhood Rolloff Customer Agreement for each participating household, including the designated account holder
- ☐ Written confirmation from the refuse collection contractor approving the proposed placement site
- ☐ Map or description showing that every participating residential unit lies within one-quarter mile (1,320 feet) of the proposed placement site, measured along the public road or established access serving the units

Applicant acknowledges:

- ☐ Sole and full liability to CBS for all charges billed to the arrangement, including the full monthly rolloff rate, over-minimum household charges, and extra pickup charges
- ☐ Participating households surrender individual curbside collection service and waive the 200 pound per month free residential transfer station disposal allowance under SGC 15.15.045(A) for the duration of the arrangement
- ☐ If participation falls below 40 households, service is subject to a 30 day cure period and suspension, and the minimum may be restored only by recruiting additional qualifying households
- ☐ CBS is not a party to and has no responsibility for any cost-sharing, access, or use arrangement among participants

Applicant initials: _____

SECTION 6. CERTIFICATION AND SIGNATURE

Applicant or business name	
CBS utility account number	

Supplemental section(s) completed: ☐ Section 3 ☐ Section 4 ☐ Section 5

I certify that the information provided in this application, including Sections 1 and 2, the supplemental section(s) indicated above, and all attachments, is true and complete to the best of my knowledge. I have reviewed Finance Department Policy No. 26-01 and SGC 15.15 and understand that rolloff container service is billed at the rates established by ordinance, that no discount, waiver, or negotiated rate is available, and that service may not begin until the Finance Director approves this application in writing. I further understand that authorization is subject to annual review and may be revoked if eligibility conditions no longer exist.

Signature	
Printed name and title	
Date	

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Date application received	
Date application complete	

Determination:

- ☐ Approved. Rate tier: _____ Container size: _____
- ☐ Approved with conditions (state conditions below)
- ☐ Approved; placed on waitlist pending container availability. Waitlist date: _____
- ☐ Denied (state basis below)

Conditions or basis for denial:

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Authorized service frequency	
Applicable monthly rate	
Service effective date	

Finance Director signature	
Date of determination	

A denial may be appealed to the Municipal Administrator within 10 business days of the date of determination. The Municipal Administrator's decision is final.

APPENDIX B

NEIGHBORHOOD ROLLOFF CUSTOMER AGREEMENT

This agreement is between the City and Borough of Sitka and the participating household identified in Section 1, in connection with the neighborhood cost-share rolloff arrangement described below. A separate agreement must be executed by every participating household, including the designated account holder, and submitted to the Finance Director before service commences. Terms not defined here have the meaning given in Finance Department Policy No. 26-01 and SGC 15.15.

SECTION 1. ARRANGEMENT AND PARTICIPANT INFORMATION

Neighborhood arrangement name	
Designated account holder	
Approved container placement site	
Participating household name	
Service address	
CBS utility account number	
Mailing address, if different	
Telephone	
Email	

SECTION 2. TERMS AND CONDITIONS

The participating household agrees to the following for the duration of this agreement:

1. **No individual curbside collection service.** The household will not receive individual curbside collection service, a CBS-provided container, or any other CBS refuse pickup service at the service address identified in Section 1.
2. **Transportation of waste.** The household is fully responsible for transporting its waste to the rolloff container at the approved placement site.
3. **Billing.** No curbside collection fee will be assessed on the household's CBS utility account. Collection charges for the arrangement are billed exclusively to the designated account holder. The household may still incur other solid waste charges, such as transfer station or scrap yard disposal, on its own account.
4. **Joint responsibility for the rolloff rate.** The household is jointly responsible with all other participants for ensuring that the full monthly rolloff rate is covered each month. The designated account holder remains solely and fully liable to CBS for all charges billed to the arrangement. CBS is not a party to, and has no responsibility for administering, policing, or enforcing, any cost-sharing, access, or use arrangement among participants.
5. **Container security and proper use.** The household is jointly responsible with all other participants for proper security of the rolloff container, including prevention of unauthorized use, overfilling, and disposal of unacceptable waste as defined in SGC 15.15.020(B). Resolution of disputes among participants regarding access to and use of the container is the sole responsibility of the participants and the designated account holder.
6. **Account status.** The household shall maintain current payment status on its CBS utility account and shall promptly notify the Finance Director and the designated account holder of any circumstance that may affect the household's ability to remain current.
7. **Waiver of free transfer station allowance.** The household waives the 200 pound per month free residential transfer station disposal allowance under SGC 15.15.045(A).

8. **Minimum participation, cure, and suspension.** The arrangement requires a minimum of 40 participating households. This minimum is not subject to administrative waiver. If participation falls below 40, the arrangement enters a 30 day cure period, and the minimum may be restored only by recruiting additional qualifying households. If the minimum is not restored and documented within 30 days of notice, rolloff service will be suspended.
9. **Term and withdrawal.** This agreement takes effect on the date rolloff service commences and remains in effect until the household withdraws, the arrangement terminates, or service is suspended. The household may withdraw upon 30 days written notice to the Finance Director and the designated account holder. Withdrawal does not relieve the household of any obligation accrued before the effective date of withdrawal. Upon withdrawal, individual curbside collection service and the applicable rate under SGC 15.15.035 are restored.
10. **Container availability.** CBS does not guarantee the availability of a rolloff container. Establishment and continuation of service are contingent on container availability from the refuse collection contractor.
11. **Rates.** Service is billed at the rates established by ordinance in SGC 15.15.035. No discount, waiver, negotiated rate, or alternative billing arrangement outside the ordinance-established rate structure is available.

SECTION 3. PARTICIPATING HOUSEHOLD SIGNATURE

I am the CBS utility account holder of record for the service address identified in Section 1. I have read this agreement and Finance Department Policy No. 26-01, and I agree to be bound by the terms above. I understand that my household will not receive individual curbside collection service while this agreement is in effect.

Signature	
Printed name	
Date	

SECTION 4. DESIGNATED ACCOUNT HOLDER ACKNOWLEDGMENT

I am the designated account holder for the arrangement identified in Section 1. I acknowledge the addition of this household to the arrangement and confirm that I remain solely and fully liable to CBS for all charges billed to the arrangement.

Signature	
Printed name	
Date	

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Date agreement received	
Arrangement participant count on receipt	

CBS utility account verified active and in good standing: ☐ Yes ☐ No

Finance Director or designee signature	
Date	

Retain the executed agreement in the customer file for the duration of service and for five years following termination.