

Durango West 1 Community Newsletter

May / June 2026

1. Durango West Metro District #1 Is Moving to a Single Trash and Recycling Hauler

Durango West Metropolitan District No. 1 will transition to a single approved hauler for regular trash and recycling services. Beginning **October 1, 2026**, Phoenix Recycling will be the only hauler permitted to provide regular trash and recycling pickup within Durango West 1.

We understand this is a meaningful change. Some residents value the ability to choose their own provider, and the Board does not take that lightly. This decision is not based on dissatisfaction with any current company or service provider. It is about protecting our roads. Multiple heavy trash trucks operating throughout the subdivision create significant wear on District roads, especially in winter, when road maintenance and access are the most difficult. Heavy trucks making frequent stops and starts, along with the added use of chains during winter conditions, accelerate road damage. **The District is currently facing multi-million-dollar road rehabilitation estimates**, and the Board must take steps to reduce avoidable road impacts wherever possible.

As part of this change, the District is adopting policies to prohibit and limit overweight vehicles such as waste-hauling trucks, unless specially permitted by the Board. At this time, **Phoenix Recycling** has been selected to provide Dw1's waste hauling services, largely because they use one truck that makes one stop to remove both trash and recycles. We will continue to be the first stop on Phoenix's normal Monday morning route, keeping truckloads as light as possible at the start of service.

This change applies **only to Durango West 1** and all addresses accessed by Dw1 roads, which are on the south side of Highway 160. Durango West 1 and Durango West 2 are legally separate districts.

Dw1 residents who prefer to haul their own trash and recycling **may still do so.** **Mandatory service is not required** (assuming trash is not allowed to accumulate, causing nuisance odors or attracting wildlife/pests).

2. Transition Timeline

Residents will have a transition period from **June through September 2026** to change service providers. Waste Management and Republic Services have been notified of our new policy and effective date. Please work with your current provider to end regular at-home trash service no later than the deadline of **September 30, 2026**. Other providers should retrieve their carts no later than **October 31, 2026**.

Beginning **October 1, 2026**, regular at-home trash and recycling service within Durango West 1 must be provided by Phoenix Recycling. Special roll-off dumpsters for one-time services may still be permitted, subject to case-by-case pre-approval by the District.

3. Phoenix Recycling Rates – Dw1 Bulk Discount Effective July 1, 2026

All Durango West #1 residents will receive a **25% discount** from regular rates beginning on July 1, 2026.

As of July 1, 2026, these are Dw1's discounted rates effective until April 1, 2027:

Service Option	Monthly Rate
96-gallon trash cart with 64-gallon recycle cart	\$42.00
64-gallon trash cart with 64-gallon recycle cart	\$37.50
96-gallon manual bear cart with recycle cart	\$48.75
96-gallon automatic bear cart with recycle cart	\$56.25

Phoenix reviews its company-wide rates annually. Dw1 residents will continue to receive a bulk discount as long as Phoenix provides our single-hauler services. The District has not entered into a fixed-term or a permanent agreement. Services and prices will be reviewed and compared regularly.

Residents will be billed individually by Phoenix, not by the District. Invoicing is billed quarterly, but customers can set up to pay monthly. Phoenix offers various additional services as well, such as glass collection, bulky/oversized items, and extra organics. We know many residents like to keep up with pine needles and fire mitigation. Residents can always call to inquire or receive an advance quote: (970) 375-1300.

Phoenix charges a **\$20 refundable deposit per cart**, which is returned when carts are returned in good condition. Phoenix does not charge fees to deliver or remove carts at the beginning and end of service. No minimum service term is required. There are no fees for Dw1 residents to cancel services at any time.

There are no rules prohibiting a shared service if you and a neighbor rarely fill your carts to capacity. However, Phoenix will not split a bill for one service. One household must be responsible for an account.

4. Existing Phoenix Customers & New Customers

If Phoenix is your current trash company, do nothing. Your rate will automatically be adjusted with the 25% bulk discount starting July 1. This is a transition, not an overnight change. Residents who have already been billed or have prepaid will receive a prorated credit on their next statement starting from July 1. Phoenix has a map of all addresses. You do not need to call to verify that your address qualifies; the discount will be applied automatically. Existing customers: to change cart size or cart type, please call **(970) 375-1300**

Need New Service with Phoenix? Call (970) 375-1300. They look forward to hearing from you and answering your questions.

Price Matching Phoenix has agreed to match or beat the current pricing from another provider for comparable service at the time of transition for the first year. If you currently pay less with WM or Republic, please locate a copy of your current invoice and proof of payment. With that documentation, call Phoenix to get a price match.

5. How to Contact & Cancel WM or Republic Services

The District cannot cancel service on your behalf – you will need to call. If you want help to coordinate new service, please call Janet or Brian. They're happy to meet you to call together from the District's office.

WM Customers: WM recommends calling (866) 849-0076 for customer service. Service requests and cancellations might be available online www.wm.com. There is a WM office at 258 Steward Street in Bodo (970) 247-1821, but the WM website says to use the 866 number for customer service. The website also notes cart removal charges, taxes, and surcharges may apply.

Republic Customer Service: **(505)-444-2410**, www.republicservices.com Their offices location is listed as 201 Idaho Avenue, Bloomfield, NM 87413

If you've had service with either company for an extended period, you might want to ask about a reduced rate for cart removal. Agreements at the time of sign-up could be different than their current policies.

When contacting either company, we recommend asking for:

- Agreed upon final service date. Needs to be no later than September 30, 2026.
- Written confirmation that service has been canceled and confirmation that carts will be retrieved.
- If fees will be charged for any cart removals or early termination.

Keep copies of final and prior invoices, payment records, and any cancellation or cart collection charges. These may be needed for Phoenix price matching or possible fee assistance. We do not want this change to cause a financial burden on low-income residents. Contact our staff if needed.

6. Keeping the Neighborhood Clean and Wildlife Safe

To help keep Durango West 1 clean and reduce harm to wildlife, loved ones, and pets, carts should be taken out the morning of collection with lids fully closed, but not locked. Carts should be removed from roadways as soon as possible after pickup. Although we always recommend using bear-proof carts, you are allowed to modify Phoenix's carts. You can use straps and/or design your own system to minimize wildlife access. Modifications should not interfere with efficient dumping. Most modifications are not an issue, but please call Phoenix for questions. They have years of experience with what works. Dw1, Phoenix, and Bear Smart Durango are well acquainted. Bear Smart's website is excellent; there are rebates for bear carts, and grant funds are often available during various funding cycles. www.bearsmartdurango.org Dw1 has made great progress in reducing bear sightings – we can all work together to keep ourselves and our wildlife safer.

Winter Weather: The primary focus of this change is to reduce your costs. A rare schedule interruption might happen if the District and Phoenix jointly determine conditions are unsafe or will cause plowing problems. If any pickups change, the District will post details on our website and the front entrance. We're all prepared for snow, and we don't anticipate it often, but it is a real benefit and comfort to know we can now avoid unnecessary stress or hassle, and reduce plowing costs when it makes sense.

7. Questions?

We know this is a significant change, and we appreciate residents' patience during the transition. The goal is simple: fewer heavy trucks on our roads, less damage, less plowing, and safer conditions. This is a more sustainable approach to maintaining the infrastructure residents depend on every day.

If you run into any problems or if you have further questions, please feel free to reach out.

District Manager, Janet Anderson, janeta@durangowest.org (970) 946-2310

Public Works & Operations, Brian Davies, briand@durangowest.org, (970) 560-0007

Email the Board: dw1boardmembers@durangowest.org

Attend a monthly meeting: Normal schedule 6pm, 4th Wed, Office, come by to say hello or zoom.

We're pleased to share Phoenix has also invited residents to tour their facilities; a sign-up sheet will be posted to assess interest in a field trip. After confirming available dates, we will announce a fire station meeting; our target date is late June. It's time to discuss our roads and what to do with CCRs.

The station offers a convenient spot, and we anticipate strong attendance. **Please Stay Tuned!**

Warmly,

The DW1 Board of Directors

May 2026