



Things to Consider When Choosing a Trash Hauler



1. **Is the hauler permitted by HRRRA and registered to work in your municipality?** [\(Click here for a list of permitted haulers.\)](#)
 - Trash haulers permitted by HRRRA use the regional transfer stations which meet CT Department of Environmental Protection regulations.
 - Trash haulers permitted by HRRRA must maintain adequate general liability, motor vehicle and workers compensation insurance.
 - Trash haulers are required by State law to register with every municipality in which they collect.
2. **Does the hauler encourage recycling and collect recyclables in proportion to the amount of garbage collected?** [\(Click here for HRRRA's top ten recycling haulers.\)](#)
3. **Have many complaints been made to HRRRA about the hauler?** [\(Click here for a list of hauler complaints made to HRRRA in the past year.\)](#)
4. **Does the hauler ask you to sign a contract for service?**
 - Carefully check the language of any contract you are asked to sign for trash collection services. In Connecticut, these contracts may legally contain automatic renewal clauses which could limit your ability to change haulers if you are unhappy with the service you receive.
5. **How much work does the hauler do in your municipality?** (Check out the market share by tons by hauler in each HRRRA municipality for both [MSW \(municipal solid waste\)](#) and [recycling](#).)
6. **How much experience does the hauler have in the HRRRA region?** [\(Click here for haulers new to the region.\)](#)