



**The City of New York**  
**BUSINESS INTEGRITY COMMISSION**  
100 Church Street · 20th Floor  
New York · New York 10007  
Tel. (212) 437-0500

Elizabeth Crotty  
*Commissioner and Chair*

**FOR IMMEDIATE RELEASE:** February 20, 2024  
**CONTACT:** [nmathias@bic.nyc.gov](mailto:nmathias@bic.nyc.gov), (212) 437-0523

**BUSINESS INTEGRITY COMMISSION RESOLVES COMPLAINTS OF COMMERCIAL  
TRADE WASTE CARTER OVERCHARGING RESULTING IN EIGHTEEN MONTHS OF  
RESTITUTION RECOVERED FOR CUSTOMERS**

The New York City Business Integrity Commission (“BIC”) conducted an investigation into a licensed commercial trade waste carting company in response to customer complaints of overcharging by the company, and as a result two customers received more than eighteen months of restitution. BIC’s review of numerous records found that the complainants, a commercial business located in Manhattan and a separate commercial business located in Brooklyn, had been overbilled by the company for waste collection services.

As a result of BIC’s efforts, one customer received more than \$11,000 in restitution from the carter, in addition to a lower monthly collection bill moving forward, while the second customer received approximately \$2,000 in restitution and a lower monthly collection bill.

BIC regulates the trade waste industry in NYC, including enforcing the legal maximum rate, set by the agency, for trade waste collection. The current maximum rates that private carters may charge their customers are \$24.21 per cubic yard of loose refuse (volume), or \$15.89 per 100 pounds of refuse (weight).

If you believe your business is being overcharged for trade waste service, or to report other service or contract issues, submit a complaint directly to BIC through our hotline (212) 437-0600 or website: <https://www.nyc.gov/site/bic/complaints/complaints.page>

###