



FOR IMMEDIATE RELEASE

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## **TFC Recycling Curbside Recycling Media Statement**

TFC Recycling ("TFC") is a locally owned and operated family business founded in 1973, with third, fourth, and fifth generation family members now involved in this recycling business. For more than 20 of the last 25 years, including the last 6+ years, TFC has been providing curbside recycling services to households throughout James City County, York County, the City of Williamsburg, and the City of Poquoson.

Throughout the many years, our relationship with the Virginia Peninsulas Public Service Authority ("VPPSA") has been a true partnership, with both sides working together to provide sustainable recycling services to the community. Together, we recycled over 300 million pounds of materials, turning unwanted waste products into valuable new resources. We are passionate about recycling and keeping waste out of our overburdened landfills.

Recently, to our surprise, VPPSA began unreasonably scrutinizing TFC's performance and, in some cases, making demands well above the required contractual terms and conditions. It is important to note that certain contractual terms could not be fulfilled because VPPSA failed to provide necessary information in a timely manner.

To further complicate the situation, VPPSA then chose to unfairly leverage its position by withholding payments dating back to January 2025. As many would understand, this created a hardship on TFC as we worked to maintain our high level of performance. VPPSA's failure to pay amounts past due gave TFC the legal right to suspend or cancel services. We chose not to take this drastic action so that we could continue to serve our customers, who share our passion for environmental stewardship.

Furthermore, VPPSA demanded that TFC agree to modify the contract, which included a demand to significantly lower payments to TFC, presenting a "take it or leave it" offer. TFC was willing to modify the contract, but not under such unreasonable terms. TFC also communicated its willingness to continue fulfilling the contract under the existing terms and conditions. VPPSA declined.

We at TFC Recycling are client driven. We have a saying: "It's not how many customers we serve, but how we serve our customers. When it rains, we will be there to hold an umbrella over your head." Our solid reputation is underscored thanks to VPPSA's own records showing the outstanding collection services provided by TFC to its customers. For example, TFC provided curbside recycling services every other week to over 35,000 households in July and received 131 claims of missed pick-ups. In August, service improved, with just 103 missed pick-ups. In most service industries, a 99% service completion rate is viewed as an impressive metric.

Striving for service perfection, TFC presented VPPSA with a follow-up to action items in early September. This was in direct response to VPPSA's request. VPPSA did not accept this plan nor assist TFC, but continued to demand that TFC perform to standards not required by the contract.

TFC was willing to continue to provide services in the spirit of a true partnership and was working diligently to resolve all outstanding issues. However, VPPSA chose to abruptly terminate TFC's contract, leaving residents frustrated with unanswered questions.

"TFC Recycling has built a solid reputation for service and sustainability," TFC Recycling's President and Owner Michael "Recycle" Benedetto said. "Residents have clearly shared their disappointment with the decision to abruptly cancel the contract, which will increase landfilled waste and compromise our environmental practices. All of us at TFC Recycling, from management to drivers to maintenance technicians and machine operators, share the goal of offering exemplary services and real recycling solutions."

To accommodate James City County and its residents that wish to continue curbside recycling, TFC is immediately launching a subscription-based service whereby residents can sign up directly with TFC Recycling and save money. For more information, visit our web site at [www.tfcrecycling.com](http://www.tfcrecycling.com). You can also call us at 757-543-5766 and follow us on Facebook and social media.