



Virginia Peninsulas Public Service Authority

FOR IMMEDIATE RELEASE

September 24, 2025

VPPSA Curbside Recycling Media Statement

The Virginia Peninsulas Public Service Authority (VPPSA) Board of Directors voted Tuesday, Sept. 23, 2025, to terminate its curbside recycling contract with Tidewater Fibre Corporation (TFC), effective Sept. 30, 2025, due to significant performance deficiencies.

With this termination, TFC will no longer serve as the curbside recycling provider for James City County, York County, the City of Williamsburg, and the City of Poquoson.

VPPSA sent notice of termination to TFC today, Wednesday, Sept. 24, citing noncompliance with the authority's agreement with TFC and TFC's unwillingness to remedy the compliance issues.

VPPSA has repeatedly requested records to verify the accuracy of its billing but has not received satisfactory documentation. VPPSA has continued paying TFC for the number of households collected but has withheld payment of the disputed portions of invoices. Since February 2025, VPPSA has offered recommendations, a corrective action plan, and proposed contract amendments to help the provider achieve compliance. However, TFC has not addressed adequate corrective actions.

VPPSA has notified TFC of the following high-priority noncompliance issues:

- Inaccurate weight tracking procedures and records
- Missing records/failure to maintain records for five years
- Commingling of routes, making it impossible to accurately allocate weights
- Inaccurate reports supplied with invoices, resulting in inaccurate billing
- Failure to meet customer service performance standards, indicated by a high number of misses, consecutive misses, and missed special service collections
- High frequency of routes running past normal working hours and rollovers to next-day collections without proper notification
- Increasing amounts of spilled recyclables, oil, and vehicle fluids on roadways due to the poor condition of vehicles
- Improper cleanup of spilled recyclables, oil, and vehicle fluids, some of which are considered hazardous waste materials
- Lack of proper documentation for route sheets, cart counts, or address lists
- Property damage incidents without proper notification to residents
- Failure to complete route audits and waste composition studies

The curbside recycling contract between VPPSA and TFC was first signed in December 2018 and last amended in December 2023. VPPSA is a regional waste authority whose member jurisdictions also include the City of Hampton and the counties of Mathews, Middlesex, Essex, King and Queen, and King William.

"Waste diversion is important for reducing landfill waste and promoting environmental sustainability," VPPSA Executive Director Jennifer Wheeler said. "However, it is imperative that we conduct this work responsibly. We recognize that terminating our contract with TFC may cause an inconvenience for residents of James City County, York County, Williamsburg, and Poquoson, and we appreciate your patience in this transition. VPPSA is committed to finding recycling solutions that fit the needs of each community and ensure proper compliance and accountability as quickly as possible."

As VPPSA seeks long-term options for waste diversion, the affected municipalities are working on recycling solutions for their communities.

To learn more about your locality's plan, visit the following pages:

- James City County: jamescitycountyva.gov
- York County: www.yorkcounty.gov/recycle
- City of Poquoson: www.poquoson-va.gov/214/recycling.
- City of Williamsburg: williamsburgva.gov

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