

Division of Environmental Assistance and Customer Service

Service Offerings

for Local Government Recycling Programs

The N.C. Division of Environmental Assistance and Customer Service (DEACS) is a non-regulatory division of N.C. DEQ that provides technical and financial assistance to local governments and others to improve recycling and sustainable materials management across the state.

1 Grant Funding

The annual [Community Waste Reduction and Recycling Grant program](#) offers funding to implement or improve waste reduction and recycling efforts.

2 Service Reframing

The N.C. Recycling Program staff can advise local recycling programs on the best options for their communities – whether you are having to change service frequency, making changes to your drop sites, adding curbside composting or being required to make budget cuts. Staff can give you information for local budget meetings, assist in locating markets for your recyclable materials and provide data-driven best practices based on annual report data from each North Carolina community.

3 Recycling Facts for Elected Officials

North Carolina's Recycling Program staff can provide [information](#) and statistics to educate your elected officials and ensure they understand the importance of [keeping your recycling program](#). [Saving recycling](#) has never been more necessary, and we have recommendations if you are looking at program changes. Residents are invested in recycling and demand the service. By providing elected officials with the service recommendations, talking points and [facts about recycling](#), they will see the full picture and recognize the value of recycling as an essential service, economic generator, and public need. Visit the [Outreach Materials page](#) for more recycling information.

4 Contract Best Practices

Under the new market conditions, communities are considering how to best structure their recycling service contracts for collection and material processing. DEACS maintains a library of recycling requests for proposals and contracts that communities can use as examples. DEACS can also provide best practices based on industry standards. Recycling staff is also available to assist with contracts for [electronics](#), [fluorescent lights](#) and other special wastes.

5 Budget Assistance

To sustainably fund solid waste management programs, it's important to understand the full budget picture. DEACS offers a [Full Cost Accounting tool](#) and personalized assistance to account for the costs of solid waste, recycling, yard waste/composting, and household hazardous waste programs. Full cost accounting will help set user fees and determine budget requests, as well as meet the requirement to inform your residents of full program costs as required by G.S. 130A-309.08. DEACS also offers financial support through grants and can help you evaluate various funding mechanisms.

6 Education and Outreach

The Division provides templates for brochures, postcards, signs and other tools to support local outreach and education campaigns. DEACS staff can [customize materials](#) to meet your needs. New ideas are always welcome for outreach material development. DEACS also has grant funding available to help cover the costs of printing and distributing.

7 Anti-contamination Education and Resources

Recycling education needs to motivate, and not just inform, citizens about recycling right. Successful recycling programs take a “carrot and stick” approach by pairing outreach and education with recycling ordinances and enforcement to reduce contamination in the recycling stream. Communities can enact ordinances against recycling contamination and institute cart tagging programs to enforce anti-contamination education. DEACS can assist your government program with messaging and designing a cart tagging program.

8 Messaging to the Public

DEACS has educational tools and best practices to help inform your community about changes in your specific recycling program. We have everything from information on how other communities have navigated similar territory to ready-made and customizable education materials to inform your residents about specific changes in acceptable recyclables.

9 Meetings and Trainings

DEACS’ Recycling Program offers meeting and trainings about messaging, MRFsheds, current markets, budgets, contracts, anti-contamination strategies, or local/state/national changes. DEACS will provide presentations and/or facilitate small focus meetings with staff, government leaders, and/or decision makers to provide information, troubleshoot problem areas or challenges, plan strategy, and offer technical support.

10 Recycling Markets Information

DEACS conducts ongoing research for the latest information on recycling markets, pricing for basic recyclable commodities and [MRF operations](#) in North Carolina. Staff are available to help find recyclers for traditional recyclables, electronics, special wastes, [food waste and other organics](#). In addition, the [NC Recycling Markets Directory](#) lists recycling companies that collect, transport, broker, process or remanufacture recovered materials in North Carolina. This tool provides essential links between businesses, industries and local governments searching for markets for recyclables and the companies that accept the materials for reprocessing and reuse.

Reach out to a [DEACS staff member](#) anytime for assistance.



The N.C. Division of Environmental Assistance and Customer Service (DEACS) is a non-regulatory division of N.C. DEQ offering technical and financial assistance to businesses, manufacturers, local governments, institutions, economic developers and citizens in environmental management. For questions, call 1-877-623-6748.

