

25th March 2026

Dear Customer,

Important Notice: Implementation of a Temporary Fuel Surcharge

Thank you for your continued partnership with Hills Waste Solutions and for the trust you place in us to manage your waste collection services.

As you may be aware, recent instability in the Middle East—particularly the escalating situation involving Iran—has led to significant disruption across global fuel markets. These events have caused rapid and unpredictable increases in the cost of diesel, HVO and related transport fuels, which directly impacts the cost of operating our collection fleet and service infrastructure.

We have absorbed these increases in full to date, maintaining service levels without passing additional costs on to customers. However, the scale and volatility of the current price rises mean that continuing to absorb these costs is no longer sustainable without jeopardising the reliability and quality of the services we provide.

What this means for you

To ensure continuity of service, we will be introducing a **temporary fuel surcharge**, effective from **26th March 2026**. This surcharge will be applied to all waste collection services and will be shown as a separate line on your invoice.

Fuel Surcharge:

£1.00 per visit / job on wheeled bins services

£10.00 per skip and REL services

£15.00 per hooklift

How long will this last?

This surcharge is intended purely to offset the extraordinary and unforeseen increases in fuel costs. We will:

- Review the surcharge **monthly**, in line with market conditions
- Reduce or remove it as soon as fuel pricing stabilises
- Remain transparent about any further changes

Our commitment

Hills Waste Solutions remains committed to:

- Maintaining high service standards

- Minimising cost impacts wherever possible
- Communicating clearly and promptly with customers
- Supporting your business during what is a challenging period for the whole UK logistics and waste management sector

If you have any questions or would like to discuss how this affects your account, please contact our Customer Service team at waste.sales@hills-group.co.uk or **01793 714950**, or contact your account manager directly.

Thank you for your understanding and continued support.

Yours sincerely,



Caroline Wilde

Divisional Director – Commercial & Industrial

Hills Waste Solutions