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Iomaíocht agus  
Cosaint Tomhaltóirí

Competition and  
Consumer Protection  
Commission

# The CCPC and Waste Markets in Ireland

**Fergal O' Leary - Member**

# The CCPC

## Enforce

Enforce competition law

Enforce consumer protection law

Assess specific mergers

Enforce product safety regulations

## Inform

Inform consumers about their rights

Foster business compliance

Provide personal finance information & education

Advise Government & influence policy

## Protect & Regulate

Monitor compliance with Grocery sector regulations

Alternative Dispute Resolution

Authorise credit intermediaries

# CCPC - Waste Sector

741 emails/calls  
from consumers  
*2015-2017*

Allegations of  
anti-competitive  
behavior

Ministerial  
request &  
subsequent study

Unfair terms  
Undertakings - 7  
providers

Submissions on  
proposed  
legislation

Consumer  
research into  
utilities switching

Assessment of  
various mergers &  
acquisitions

# Consumer Contacts

- Contacts are a vital indicator of scale and nature of issues concerning consumers
- 741 contacts between 2015 & 2017
- Direct correlation between policy decisions and volume e.g. 2016 - 37% of contacts received in a 4 week period

## Waste Collection Issues 2017

Contracts - Charges/Payments/Deposits

Contracts - Performance T&Cs

Contracts - Cancellation

Contracts - General

Goods & Services - Sale of Goods/Service Issues

@CCPCIreland

fail to pick up my bin min. 3 times p.a. No reason given. When I ring up they give me an alternative collection date which is never kept. No communication. The truck has broken down, again! I pay for a service I do not receive.

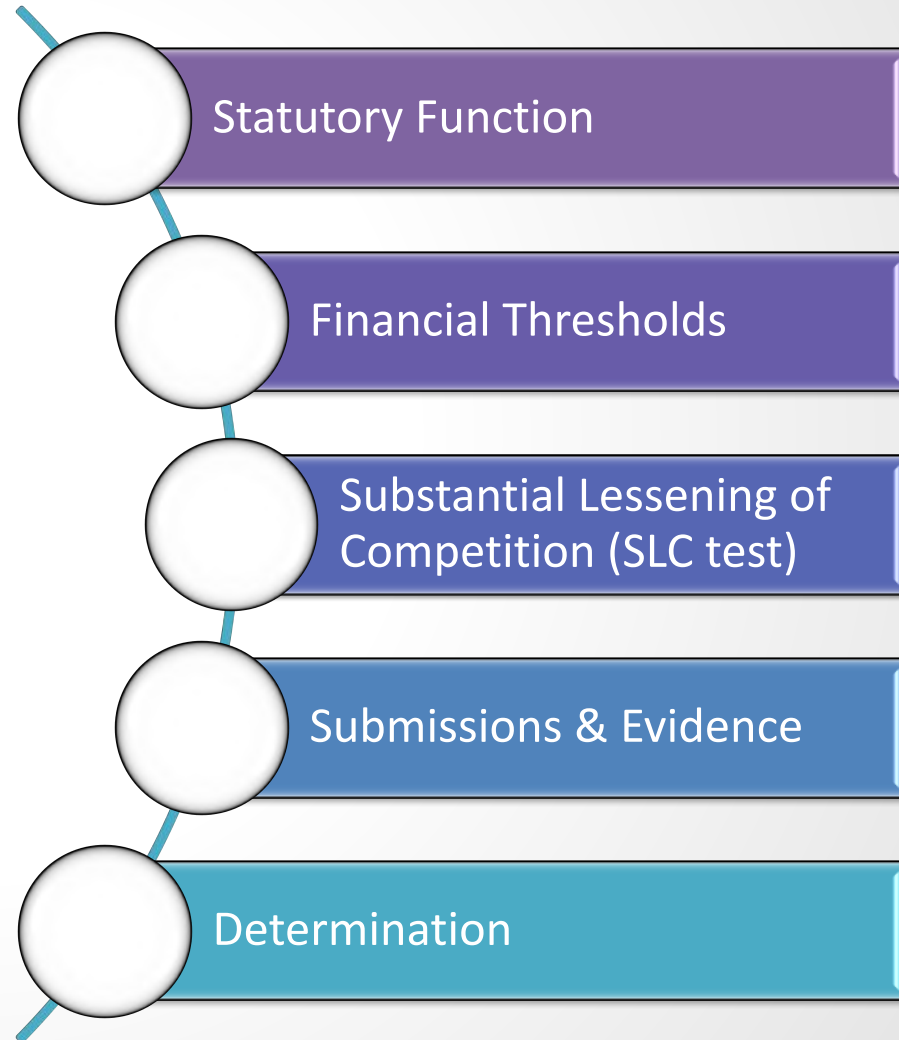
@rteliveline

3:02 PM - 21 Nov 2018

# Unfair Terms – Consumer Protection Law

- Specific protections to consumers entering into standard form contracts for goods or services
- Ensure that consumers are not bound by unfair terms, and that terms provided to consumers are plain and understandable
- 2012 - review by the NCA into the standard form contracts providers had with consumers
- Review resulted in the identification of a number of contract terms that the NCA considered to be unfair to consumers
- Seven waste providers entered into voluntary Undertakings
- 2016/2017 - letters issued reminding about obligations

# CCPC Merger Assessments



# CCPC Merger Examinations

- 2016 – PandaGreen/Greenstar
- Legally binding commitments required PandaGreen to sell Greenstar’s domestic waste collection businesses in Fingal and Dun Laoghaire-Rathdown
- Currently, two relevant mergers in the waste sector:
  - Enva/Rialta
  - PandaGreen/Knockharley Landfill and Natureford
- We welcome views – all details on [ccpc.ie](http://ccpc.ie)
- Anticipate further consolidation



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# The Operation of the Household Waste Collection Market

CCPC Study



# CCPC Study

- Backdrop of years of engagement across various functions
- Dáil motion – 4 July 2017
- Formal request by Minister for Business, Enterprise and Innovation, in accordance with Section 10(4) of the Competition and Consumer Protection Act 2014, 25 September 2017
- CCPC undertook a scoping exercise and set out the terms of reference for the study

# Recommendations

1. Conduct a review of 2012 Policy
2. Establish an economic regulator for household waste collection
3. Ensure that all of the State's resources are co-ordinated to deliver optimal outcomes for this market

# Benefits of Economic Regulation

- Expertise
- Balance
- Informed decision-making
- Increase State influence
- Planned and phased change
- Stability

# What is Ahead?

- Waste report – continue to engage with stakeholders
- Two ongoing merger transactions currently under review
- Enforce consumer and competition law



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Thank you