

Frequently Asked Questions about the Kealakehe Mulch Loading Program

1. Is there mulch available today? I don't want to drive there only to find no mulch is available.
 - a) Please call Hawaiian Earth Products (**HEP**) at 935-2277 for updates on mulch availability at this site. Mulch is available on an as-is, first-come-first-served, while supplies last basis.

2. Is the loading equipment working today? I don't want to drive there only to find the equipment is down.
 - a) Please call HEP at 935-2277 for updates on loading availability at this site. However, loading equipment may unexpectedly break down and require maintenance or repair at any time. There will always be the option for manual self-loading of mulch at this site.

3. Can I bring my own front loader/bobcat equipment and load my vehicle?
 - a) No.

4. I cannot afford those loading fees, how am I supposed to get any mulch?
 - a) There are no fees for manual self-loading of mulch at this site. Bring your shovel, pitchfork and a tarp to cover your load. The West Hawai'i Organics Facility in Pu'uana'hulu offers free mechanized mulch loading assistance.

5. There are rocks and debris in the mulch that I didn't want, what am I supposed to do with that?
 - a) The mulch is available on an as-is basis, we make no guarantees to composition, quality or quantity.

6. Why are we being charged?
 - a) The County needs to offset some of the cost for this service (labor, equipment, etc.). If you don't want to pay a loading fee for the service, this facility provides an area for free manual self-loading and free assisted mechanical loading is available at the WHOF.

7. Can we just pay a daily fee and get as many loads as we can in one day?
 - a) No.

8. Why just Thursdays and Saturdays?

- a) The schedule was created to offer one week day and one weekend day for the convenience of the public. In the future, the County may consider revising the schedule if needed.

9. My truck got scratched when they dumped the load in it, as I paid for this service I feel that someone should fix my truck.

- a) This service is being provided by a contractor, Hawaiian Earth Products and any claims for damage resulting from this operation shall be directed to them. They can be reached at 935-2277. If the damage was a result of a County employee or County equipment, the procedure for filing a claim is through the County Clerk's office. The link to the claim form is <http://records.co.hawaii.hi.us/Weblink8/DocView.aspx?dbid=1&id=24872&page=1&>. The County phone # is 961-8255