



Water and Waste Department

Rolling out your garbage

YOUR GUIDE
to automated
garbage collection





Cart Options

One 240-litre cart is provided to each property as part of our automated garbage collection service.

You can choose to upgrade your service for an annual fee. Three options are available:

	2010 Fees
Option 1 Switch your 240-litre cart for a 360-litre cart	\$33.00
Option 2 Get a second cart, 240-litre size	\$93.00
Option 3 Get a second cart, 360-litre size	\$116.00

Note: You cannot change your option part way through the year.

To sign up for one of these options

Contact our 311 Centre, open 24 hours every day, by phone at 311 or by email at 311@winnipeg.ca

Getting your new cart

After you sign up, we will contact you to make arrangements. Either you can pick up your cart from our office or we can deliver your cart for \$25.00.

Using your new cart

You can start using your new cart on the next scheduled collection day after receiving the cart.

Payment method

We will add the charge to your water bill. Please have your water account information (i.e., address, name of account holder) ready when you contact our 311 Centre to sign up.

Payment conditions

- There are no refunds if you cancel your service part way through the year.
- We will add the charge automatically each year unless you cancel the service.
- If the cost to provide the additional service goes up, the annual fees could increase to recover these costs.



Protecting your cart

- Write your address on the cart with a permanent marker in the space provided.
- Record the serial number in the space below. It is stamped on the side of the cart. This will help identify your cart if there is a problem.

_____ # _____

Getting ready for collection

- Put your cart out by 7:00 am, but no earlier than the night before.
- If you have front street collection now, you will continue to have front street collection.
- If you have back lane collection now, you will continue to have back lane collection.

Moving your cart

- Make sure the cart lid is closed.
- Grab the handle with both hands and tilt the cart towards you.
- Push or pull the cart to roll it. Do not drag the cart.
- Push the cart when going downhill and pull the cart when going uphill.

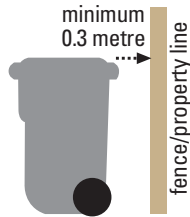
Placing your cart

The driver does not leave the truck, so please put your cart in the proper place.

Back Lane Collection

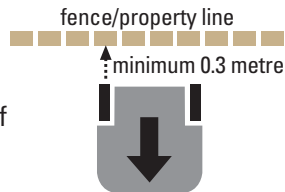
1. Place it

Place the cart on the same side of the lane as your property, as far back from the path of vehicles as possible.



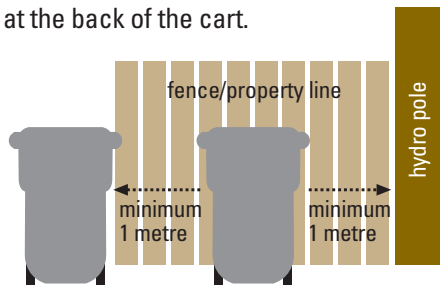
2. Point it

Point the arrow on the cart lid to the centre of the lane.



3. Space it

- Allow one metre (three feet) clearance on both sides of the cart.
- Allow 0.3 metre (one foot) clearance at the back of the cart.



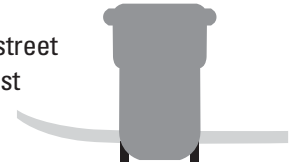
4. Return it

Take your cart back onto your property by the end of collection day.

Front Street Collection

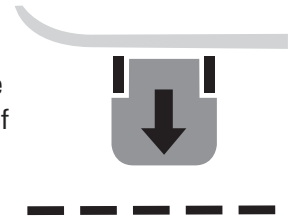
1. Place it

Place the cart on the street with the wheels against the curb or the edge of the road.



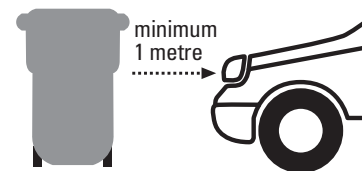
2. Point it

Point the arrow on the cart lid to the centre of the street.



3. Space it

Allow one metre (three feet) clearance on both sides of the cart.



4. Return it

Take your cart back onto your property by the end of collection day.



Be cart smart

1. Do not overfill the cart. Overfilled carts will not be emptied.
2. Keep the lid closed at all times. Lids that are left open on collection day can be damaged when the cart is emptied.
3. Do not jam garbage into the cart. Garbage must be able to fall freely when the cart is tipped.
4. Do not leave garbage beside or on top of your cart. Only garbage inside the cart will be collected.
5. Small kitchen garbage bags do **not** have to be placed into a large garbage bag.
6. If there is no space on the street in front of your house, place your cart at the end of your driveway.
7. Bag all messy or smelly garbage before putting it in your cart.
8. Regularly rinse out your cart with a hose or a vinegar/water solution to control odours.
9. Do not allow children to sit, climb or stand on the cart lid, or to play in or around the cart.
10. Place only your regular household garbage inside the cart. Do not place banned materials in your cart (see next page).
11. Keep the cart as far back from the path of vehicles as possible.

Winter cart tips

1. Bring the cart back onto your property as soon as possible after collection.
2. Make sure the area around and under your cart is clear.
3. Clear the snow and ice off your cart to ensure the lid opens when the cart is tipped into the truck.
4. If there are snowbanks along the curb, place your cart a little further out from the curb. Please make sure your cart is not blocking traffic.
5. Don't place the cart behind or on top of a snowbank.
6. Be careful when moving your cart if the ground is slippery.



Banned materials

Examples of banned materials are:

- hazardous waste – the danger symbols on labels can help you identify many hazardous waste products (e.g., oil, oil filters, paint, solvents, propane tanks, batteries),
- electronic equipment (e.g., televisions, DVD players, computers, printers, cell phones),
- dirt, sod, or rocks,
- bricks, metal, or concrete,
- construction/renovation materials, and
- auto parts (e.g., tires, brake drums).

For a complete list, visit our web site at winnipeg.ca/waterandwaste/garbage/specialhandle.stm

Biweekly Spring and Fall Yard Waste Collection

Your yard waste collection days

2010

Type of yard waste containers

1. Any reusable container without a lid (e.g., plastic tubs, metal or plastic garbage cans)
Please don't overfill the containers – keep them light enough so that you can carry them easily to the curb or lane.
2. Cardboard boxes
3. Paper yard waste bags
They are made from weather-resistant paper, yet break down at the composting site over time. You can buy them at many stores.
4. Any certified compostable bag with either of the following logos.



No plastic garbage bags, please!

The plastic contaminates the compost.



Materials accepted in our program

Put the following items inside your yard waste container:

- grass clippings, leaves, plants, flowers
- tree/hedge prunings

Put small branches beside your yard waste container in bundles that are no more than:

- 1 metre long (39 inches),
- 100 millimetres (4 inches) in diameter, and
- 34 kilograms (75 pounds).



Materials not accepted in our program.

- branches more than one metre long (39 inches)
- logs, stumps
- garbage of any kind (including animal waste)
- rocks, dirt, sod
- painted or treated wood
- flower pots

Yard waste collection tips

- Put your yard waste containers out by 7:00 am on your spring and fall collection dates.
- Leave some space between your yard waste containers and your garbage cart.
- Yard waste that is set out in plastic garbage bags is considered garbage and will not be collected.

Frequently asked Questions

Do I have to place my cart out every collection day?

No. You can place your cart out on any of your collection days.

Why do the arrows on the cart lid have to face the road?

The automated collection truck cannot turn the cart around as it picks it up. Dumping the cart “backwards” can break or damage the lid.

Why do I need to allow space on all sides of the cart?

The collection arm on the automated truck requires space so it will not tip over other carts or damage property (e.g., parked vehicles, fences).

Where do I store my cart?

You can store your cart where you now store your garbage container (e.g., carport, garage, at the side of your house, just inside your fence). You must store your cart on your property between collections. Carts left in the back lane are more at risk of theft, vandalism, and damage from snowplows.

What should I do with the extra yard waste that doesn't fit in the cart?

You can do other things with yard waste that are better for the environment, such as:

- grasscycling/mulching – simply leave the grass clippings on the lawn after mowing. The clippings dry out, decompose, and recycle the nutrients back into your lawn.
- backyard composting.
- taking part in our spring and fall yard waste programs so that we can compost the yard waste.

Can I chain my cart to my fence in between collection days so that my cart doesn't go missing?

Yes, but it must be unlocked and moved to your collection point before 7:00 am on collection day.

What happens to the cart if I move?

Do not take the cart with you if you move. The cart is the property of the City of Winnipeg and is assigned to each address through a serial number and an electronic tag. If you move, store the cart in a safe place for the next resident.

What happens if my cart is damaged, lost or stolen?

Phone 311. We will look at the circumstances and arrange for you to receive a replacement cart or have your cart repaired (e.g., lids, wheels). If your cart is stolen or damaged through neglect or misuse, we will replace it at your expense.

Who is responsible for maintaining the cart?

Residents are responsible for keeping their cart clean and secure. If the cart is damaged or vandalized from neglect, residents will be responsible for the cost of replacing the cart.

What if I can't get my cart to the road due to health limitations?

The wheeled carts are in many ways easier to roll than lifting a garbage container. However, if you are unable to move the cart and have no one living in the home that is able to do so, you can apply for our walk-up service.

To obtain an application form, call 311 or visit our web site at winnipeg.ca/waterandwaste/garbage/walk-upservice.stm

Can I purchase and use a cart from a home improvement store?

No. The collection trucks will not empty carts sold by home improvement stores.

Now you're ready to roll!

Top reasons why your cart might not be serviced

1. Garbage piled on top of your cart.
2. Extra garbage piled around your cart.
3. Garbage placed in containers other than the cart we provided (e.g., garbage bags, garbage cans).
4. Cart placed too close to other items (e.g., car, fence, sheds, garage, tree, blue boxes).

Phone 311 or visit our web site at winnipeg.ca/waterandwaste/garbage to find out:

- How to get rid of bulky items that don't fit in the cart (e.g., mattresses, furniture). A charge may apply.
- What to do if you have difficulty placing your cart on collection day (e.g., due to trees, vehicles, telephone poles).
- Details on household hazardous waste depots and electronic waste depots.
- How to recycle your old garbage containers.

You can find the collection calendar at the back of the MTS White Pages Phone Book and on our web site at winnipeg.ca/waterandwaste

english fsc logo here

Si vous désirez recevoir cette brochure en français, veuillez composer le 311.