

# Collection service standards for commercial properties

## 1.0 Definitions

1.1 When used in this document:

**Collection day;** means the scheduled day(s) (Monday to Friday, between 7 a.m. and 6 p.m.), as determined by the Director, when a property will receive solid waste collection services.

**Collection point:** means an area designated for solid waste to be placed for collection.

**Front-load bin:** means a metal container that is capable of being serviced mechanically using a fully automated system from the front of the collection vehicle. It may or may not have wheels.

**Registered charity:** means a commercial property that is a registered charity with the Canada Revenue Agency.

**Small commercial property:** means a commercial property that produces up to 600 litres of garbage or recycling per week (approximately eight standard sized garbage bags).

**Volume commercial property:** means a commercial property that produces more than 600 litres of garbage or recycling per week.

**Waste storage area:** means an area of a development where a solid waste container and material is stored in between **collection days**.

1.2 When used in this document, the following terms have the same meaning as under section 2 and 2(2) of Solid Waste Bylaw 30/2025:

Base collection services  
Bulky waste  
Commercial property  
Designated employee  
Director  
Dwelling unit  
Garbage  
Multi-unit property


Non-collectable waste  
Recyclable waste  
Property owner  
Solid waste  
Special handling  
Special waste  
Street

## 2.0 Eligibility

- 2.1 The owner or occupant of a commercial property is eligible to apply for the City's **small commercial property** collection service or **volume commercial property** collection service, depending on the volume of garbage and recycling generated per week.
- 2.2 A commercial property may include a City facility or **registered charity**.
- 2.3 The weekly volume of a commercial property is based on waste from the entire property and not from an individual unit, for example, of a strip mall. Property owners/occupants should contact 311 for assistance with estimating weekly volumes from the Water and Waste Department.
- 2.4 Collection service for a **small commercial property** cannot exceed 600 litres each of garbage and recycling each week. Collection service for a **volume commercial property** cannot exceed 3000 litres each of garbage and recycling per week. A **volume commercial property** that generates more than this maximum must obtain private collection services for the extra volume.
- 2.5 Approval of collection service for **small commercial properties** is subject to compliance with the *Collection service standards for residential properties*.
- 2.6 Approval of collection service for **volume commercial properties** is subject to compliance with these *Collection service standards for commercial properties*.
- 2.7 In the case of a 'mixed-use property', where a commercial property is located in/on the same property as a multi-unit property, the owner/occupant of the multi-unit property is required to apply for separate, multi-unit property collection service. Multi-unit properties must comply with the *Collection service standards for multi-unit properties*.
- 2.8 Applications for collection service for a commercial property may not be approved if servicing the property would:
  - a) Require a collection vehicle to reverse into a street, or reverse across a sidewalk or bike lane
  - b) Require a collection vehicle to reverse more than 15 metres
  - c) Require a collection vehicle to drive up or down ramp
  - d) Require a collection vehicle to drive on top of a supported structure (e.g. an underground parking garage) that cannot support the weight of a fully loaded collection vehicle used by the City;
  - e) Pose a risk of damage to property (such as cars, buildings, roads, etc.) due to inadequate clearance for the collection vehicle to maneuver and empty bins safely; or
  - f) Require manual collection or the use of special equipment.

### 3.0 Waste containers required

3.1 Only these types and sizes of waste containers will be collected:

	Cart	Front-end bin	In-ground bin
<b>Image</b>			
<b>Common size</b>	240 litre 360 litre	1.5 cubic meters 2.25 cubic meters 3.0 cubic meters 4.5 cubic meters 6.0 cubic meters	3 cubic meters 5 cubic meters
<b>Provider</b>	Issued by City of Winnipeg	Issued by City of Winnipeg (recycling only)  Purchased or rented from private contractor (garbage)	Purchased or rented from private contractor (garbage and recycling)

3.2 In general, collection service for a **volume commercial property** requires a **front load bin(s)** for garbage and either a **front-load bin(s)** or carts for recyclables.

3.3 **Volume commercial properties** (including mixed-use properties) that do not have adequate space to accommodate a **front-load bin(s)** for garbage (and any required enclosure) may be approved by the Director (or designated employee) to receive cart collection for garbage.

3.4 The type, size and quantity of waste containers required to service a **volume commercial property** is based on the estimated weekly waste volume (e.g. estimated number of garbage bags per week).

3.5 Other factors considered when determining the type, size and number of waste containers include:

- a) The number of **collection days** approved (frequency of collection)
- b) The space available on a property to accommodate required bins and/or carts
- c) Any factors that could obstruct collection or create safety risks (such as reduced overhead clearances, lack of turn around space for collection trucks, etc)

3.6 **Front-load bins** or carts for **volume commercial property** recycling collection are issued by the Director (or designated employee). The property owner is responsible for obtaining any required **front-load bins** for garbage (rented or purchased from a private collection company or container manufacturer). Where the Director (or designated employee) approves cart collection for garbage as per section 3.3, the garbage carts must be rented from the City.

3.7 The schedule for solid waste collection services for a **volume commercial property** is determined by the Director.

#### **4.0 Location and placement of waste containers**

4.1 Waste containers must be located on the property they serve. Where this is not possible due to site constraints, the property owner may either:

- a) Enter into a written agreement with the owner of an adjacent property to share a **front-load bin(s)** or to place a waste container on their property. This agreement must be signed and submitted to the Director
- b) Contact 311 to request a permit from Public Works to place a waste container(s) on a street, as per the Streets By-law 1481/77

4.2 The placement of waste containers must not block pedestrian, bicycle or vehicular traffic, or any access to any public services. Waste containers should not be placed near fresh air intakes.

4.3 The placement of **front-loading bins** requires 0.6 metres (2 feet) of clearance from any wall, parking space, fence or obstruction and a minimum vertical clearance of 7.5 metres from the ground. In-ground bins require additional clearance space. Refer to the manufacturer's installation guidelines for all in-ground bin clearance requirements.

4.4 Carts must be placed so that the rear and sides of the cart are at least one arms-length away from any objects.

4.5 Where a property cannot meet the clearance requirements in section 4.3 due to space constraints, the Director (or designated employee) may approve a pull-box service if the pull-box service would enable safe access to the bin by the collection vehicle.

#### **5.0 Storage and collection areas**

5.1 A **volume commercial property** must have a designated area for waste to be set out (in acceptable waste containers) for collection on the **collection day(s)**. This area is the **collection point** and must be approved by the Director (or designated employee).

5.2 A **volume commercial property** must also have an area for storing waste and waste containers in between **collection days**. This area is the **waste storage area** and may be an interior or exterior location on the property.

- 5.3 An exterior **waste storage area** may be approved as the designated **collection point** for the property. An interior **waste storage area** must have a separate **collection point** designated that is accessible to collection vehicles.
- 5.4 Where the location of the **collection point** is different from the **waste storage area(s)**, the property owner/occupant is responsible for moving the waste and waste containers from the **waste storage area(s)** to the **collection point** by 7 a.m. on **collection day**.
- 5.5 The location of the **collection point** must:
- a) Not be located at the bottom of a ramp or in a location that would require a collection vehicle to back up more than 15 metres
  - b) Have a flat, even surface (of no more than 2 percent grade) to place containers
  - c) Have a surface of sufficient strength to withstand, without damage, the operation of a collection vehicle
  - d) Be positioned to enable collection vehicles to safely access containers
- 5.6 The Director (or designated employee) has the authority to alter (on a temporary or permanent basis) the **collection point** location where operational requirements or physical barriers exist (e.g., poor road conditions, encroaching trees). Affected properties will receive written notification when the **collection point** will be changed.
- 5.7 The **waste storage area(s)** must be large enough to accommodate the required waste containers for the property.
- 5.8 Where City Zoning Bylaws require an exterior **waste storage area** to be fully enclosed, if the **waste storage area** is designated as the **collection point**, enclosure openings must be wide enough to allow the removal of front-load bins by collection vehicles. Enclosure gates should open 120 degrees and be secured in place.
- 5.9 Where in-ground containers (pictured in section 3.1) are approved for use, the property must have separate **waste storage areas** for any solid waste that is not collected through the in-ground containers. These **waste storage areas** must be directly adjacent to the in-ground containers.
- 5.10 To protect buildings and objects adjacent to the **collection point** from potential damage during collection, bollards or curb stops should be placed to prevent **front-load bins** from moving outside the **collection point**.

## 6.0 Access route

- 6.1 Collection vehicles must be able to enter, travel through and exit a **volume commercial property** in a continuous forward motion. This is to avoid safety risks associated with a collection vehicle backing up.
- 6.2 An exception to continuous forward motion is when the waste collection vehicle may need to reverse into and out of a **collection point**.

6.3 If the Director (or designated employee) determines that continuous forward motion is not possible due to legitimate site constraints, collection vehicles may be permitted to make a three-point turn in an approved turnaround area. This will only be permitted at properties where:

- a) No parking stalls or dwelling units are located directly adjacent to the section of the turnaround area where the collection vehicles will reverse
- b) The collection vehicles only have to reverse in the turnaround area
- c) Only one three-point turn is required

6.4 Turnaround areas can only be used for the collection of solid waste and must be kept free of obstructions. Other accessory uses, such as snow storage, are not permitted within the turnaround area.

6.5 Collection vehicles must be able to enter and exit the property and access waste containers from the public roadway.

6.6 If collection vehicles can only gain access to the **volume commercial property** or waste container(s) via a private road or adjacent property not owned by the property owner of the **volume commercial property**, the City requires a Release and Indemnity Agreement. A Cross Access Agreement is not sufficient. As this process often takes a significant amount of time to process, early application is encouraged. The City's Legal Services Department will contact the applicant if an Agreement is required.

## **7.0 Responsibility of property owner**

7.1 It is the responsibility of the property owner/occupant to:

- a) Ensure waste containers are properly positioned and free from obstructions on **collection day**
- b) Keep areas around and above waste containers clear (e.g., trees pruned, snow and ice removed, surfaces sanded), and clean and free of solid waste
- c) Maintain waste containers in a condition fit for storing and collecting material
- d) Label **front-load bin(s)** with the address of the property it serves
- e) Store waste containers in a safe place on the property between collections and ensure they do not pose a nuisance to the neighbourhood
- f) Make the waste containers available for use by all occupants of the property
- g) Ensure access to the property is not blocked on **collection day** for **front-load bins**/in-ground bins
- h) Place garbage carts out for collection by 7 a.m., but no sooner than the night before their **collection day** (when garbage cart collection has been approved)
- i) Ensure carts are stored upright to prevent animals from accessing the contents

- j) Ensure waste containers are free of any non-collectible and/or special waste as defined in Solid Waste Bylaw 30/2025 (use the Recycledpedia at [winnipeg.ca/whatgoeswhere](http://winnipeg.ca/whatgoeswhere) to find out what materials are accepted))
- k) Ensure that material placed in waste containers set out for collection does not exceed the volume of the container(s) issued to the property. Lids have to close. Overloaded containers will not be collected
- l) Repair any wear and tear on approaches and private property resulting from collection vehicles servicing the waste containers, including ruts, cracks, potholes, and damage to asphalt, cement, gravel or grass
- m) Ensure enclosure gates are fully opened and secured, and **front-load bins** are unlocked by 7 a.m. (unless a bin unlocking services has been requested). The waste collector is not responsible for opening/closing gates
- n) Report any missing or damaged carts to 311, or online at <https://myutility.winnipeg.ca/UtilityPortal/contactForm?section=missingGarbageCart>

## 8.0 Service conditions

### 8.1 No collection will occur on **collection day** if:

- a) Waste containers cannot be accessed by the collection vehicle due to an obstruction
- b) Materials are placed in an ineligible waste container
- c) Unaccepted materials are found in an eligible waste container. Use the Recyclepedia at [winnipeg.ca/whatgoeswhere](http://winnipeg.ca/whatgoeswhere) to find out what materials are accepted
- d) Materials are left beside the waste container and no special collection service has been arranged (*see Collection service standards for special collection services*);
- e) Waste containers are not set out at the **collection point** by 7 a.m. on **collection day**
- f) **Front-load bins** are not unlocked by 7 a.m. on **collection day** and no bin unlocking service has been arranged
- g) Enclosure gates are not opened in advance of collection
- h) Waste containers are placed for collection on an uneven surface or are elevated from the ground (i.e. on a snow bank)
- i) Waste containers are overflowing or are packed too tightly that materials cannot fall freely into the collection truck when it is emptied
- j) Waste containers are set out in a condition that prevents them from being lifted mechanically and emptied into the truck
- k) Waste containers cannot be lifted and emptied without interference from or causing damage to a container, collection vehicle, or adjacent structures and objects (e.g., another container, fence, garage, asphalt, shed, vehicle)

- l) Carts set out for collection were not issued by the City of Winnipeg
- m) Weight of waste placed in carts exceeds the acceptable cart weight limits of:

<b>240 litre cart weight limit</b>	<b>360 litre cart weight limit</b>
102 kilograms (224 pounds)	113.5 kilograms (250 pounds)

- n) Cart lids are not closed

8.2 Where collection cannot take place on **collection day** due to any of the above, collection will resume the next scheduled **collection day** that containers can be accessed and/or conditions resolved.

### **9.0 Cancelling service**

9.1 Collection service may only be cancelled when requested, in writing, by the property owner/occupant upon at least two weeks' notice.

### **10.0 Fees and billing**

10.1 Information on the fees associated with collection services for commercial properties can be found at: <https://myutility.winnipeg.ca/UtilityPortal/UtilityBilling/rates>