

Collection service standards for special collections

1.0 Definitions

1.1 When used in this document:

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

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

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).

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:

Bulky waste

Commercial property

Compostable waste

Designated employee

Director

Garbage

Multi-unit property

Non-collectable waste

Recyclable waste

Residential property

Special waste

2.0 Eligibility

2.1 Special collection services include:

- a) Large item collection
- b) Ozone depleting substance (ODS) appliance collection
- c) Extra garbage collection

2.2 Large item, ODS appliance, and extra garage collection is available, upon request, to owners/occupants of residential properties, as well as **small commercial properties** that have residential collection service.

2.3 Large item and ODS appliance collection is available upon request, to owners/occupants of multi-unit properties.

2.4 Special collection services are additional services that can be requested for a fee.

3.0 Large item collection service

3.1 Large item collection is for the collection of accepted bulky waste items that:

- a) Do not fit wholly inside a garbage cart;
- b) Are smaller than 1.5x1.5x2.15 metres (5x5x7 feet); and
- c) Weigh less than 34 kg (75 lbs);
- d) Mattresses

3.2 You can find a list of items that are accepted for large item collection at <https://myutility.winnipeg.ca/UtilityPortal/contactForm?section=special>

3.3 Items not accepted for large item collection include:

- a) Appliances with ozone-depleting substances (which are collected through the ODS appliance collection service)
- b) Items previously affixed to the premise (e.g., hot water tank, carpeting, cabinets)
- c) Construction and demolition material
- d) Garbage
- e) Recyclable waste
- f) Compostable waste
- g) Special waste
- h) Non-collectible waste
- i) Electronic waste (TVs)
- j) Items larger than 1.5x1.5x2.15 metres (5x5x7 feet), excluding mattresses;
- k) Any other material the Director (or designated employee) determines is too large to collect or poses a safety hazard to City staff or contractors

3.4 Large item collection can be requested for up to 10 items per collection.

3.5 A property owner/occupant must place accepted large items at the **collection point** before 7 a.m. on the day scheduled for collection.

4.0 Ozone depleting substances (ODS) appliance collection service

4.1 Appliances with ozone-depleting substances are special waste items that require the removal of hazardous materials, such as chlorofluorocarbons.

4.2 ODS appliance collection is available upon request for the following appliances:

- a) Refrigerators
- b) Freezers
- c) Air conditioners
- d) Dehumidifiers
- e) Water coolers

4.3 ODS appliance collection can be requested for up to 10 items per collection.

4.4 A property owner/occupant must place accepted ODS appliances at the **collection point** before 7 a.m. on the day scheduled for collection.

5.0 Extra garbage collection service

5.1 Extra garbage collection is available, upon request, for up to three (3) extra garbage bags per collection.

5.2 A property owner/occupant must place garbage bags beside the garbage cart by 7 a.m. on **collection day**.

6.0 Required notice for special collections

6.1 A property owner/occupant must submit a request for a special collection service.

6.2 Extra garbage and bulky waste (not including large appliances) are collected on the regularly scheduled garbage and recycling **collection day** for the area.

6.3 Large appliances and ODS appliances are collected on a separate collection schedule, which may not coincide with the regular residential recycling and garbage **collection day**.

6.4 Special collections must be scheduled or cancelled through 311 in accordance with the following schedule:

Special item collection day	Schedule/cancel by
Monday	Previous Wednesday, 4:30 pm
Tuesday	Previous Thursday, 4:30 pm
Wednesday	Previous Friday, 4:30 pm
Thursday	Previous Monday, 4:30 pm
Friday	Previous Tuesday, 4:30 pm

7.0 Fees and billing

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