

## MEMO / NOTE DE SERVICE



To / Destinataire	Mayor and Members of Council	File/N° de fichier:
From / Expéditeur	Director, Solid Waste Services Public Works and Environmental Services	
Subject / Objet	Solid Waste Services introducing new black, blue and green bin delivery system	Date: June 1, 2018

As of June 4<sup>th</sup> 2018, residents of Ottawa who require a new blue, black, or green bin will no longer need to request a Canadian Tire coupon to receive new bins.

A new delivery service is being implemented that will simplify the process for residents to obtain recycling containers. Recycling containers will be delivered directly to the resident's home.

Starting on June 4, residents can request a new recycling container by:

- Making an [online](#) request for new bins. Once a request has been received, the bins will be delivered to the resident's home within five (5) business days.
- Contacting 311 to make a request for new bins. Once a request has been received, the bins will be delivered to the resident's home within five (5) business days.
- Visiting a City Client Service Centre (CSC) and requesting the bins. The CSC will create a service request to have the bin delivered to the resident's home within five (5) business days.

The new delivery system will address the issue where residents had concerns about transporting the bins due to size. The service will also address and meet the requirements for the Accessibility for Ontarians with Disabilities Act.

The [website](#) has been updated to inform residents, who complete an online request that the recycling container will be delivered to their home within five (5) business days.

Solid Waste Services will continue the coupon delivery until May 31<sup>st</sup>. Residents must redeem their coupons on or before June 30<sup>th</sup>. After June 30<sup>th</sup>, the coupons will no longer be valid.

If you have any questions, please contact Ray Garner by email at [ray.garner@ottawa.ca](mailto:ray.garner@ottawa.ca) or by phone at extension 25796.

*Original signed by,*

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