

*1. I thought Parkland Regional Recycling was our recycling service provider. Why did the City switch recycling service providers?*

When most Parkland municipal recycling contracts expired this year, proposals were sought to ensure recycling service continued seamlessly into the future. After review, the proposal of OSS Waste Disposal (2002) Ltd. [OSS] was accepted by all Parkland municipalities. In checking their references, they have a reputation of providing high quality, professional and reliable service.

*2. What is Residential Automated Recycling Collection?*

Automated Recycling Collection is a residential program using rolling recycling containers collected at the curb with a mechanical arm on a truck similar to the City's garbage truck. The residential recycling collection and processing service will be provided by OSS, a third party contractor.

*3. When will the new collection system be implemented?*

Residential Automated Recycling Collection will commence on September 13, 2016 and the new rolling recycling containers will be delivered prior to that date. There will be no change to the existing 2016 recycling collection schedule.

*4. Do I need to pay for Automated Recycling Collection?*

There is no charge for Residential Automated Recycling Collection. In fact, Provincial subsidies cover most of the residential recycling cost. The opposite is true for waste as the Province charges the City additional fees for this, which makes waste disposal very costly.

*5. Who will own the new containers once they are delivered?*

The containers will remain the property of the City of Dauphin, and therefore will be assigned to the property (not the resident). If you move, do NOT take the container with you.

*6. What if my container is lost, stolen or damaged?*

The rolling recycling container is the property of the City but it is the responsibility of the homeowner to ensure the maintenance and security of the container. The City of Dauphin will replace any lost, stolen or damaged containers upon receiving payment for the replacement. In accordance with the City of Dauphin *Fees and Charges Bylaw*, the current charge for replacement is \$100 plus taxes.

*7. How can I prevent my container from being stolen or used by someone else?*

Bring your container in from the curb on the same day of pick up. Not only does this keep it secure, but it also prevents a potential fine under the City of Dauphin *Waste and Recycling Management Bylaw*. Every container contains an electronic RFID chip that is registered to your property address and the City will do their best to locate any lost or stolen containers. Residents are also encouraged to write their street address in the space provided on the container.

*8. Why should I recycle?*

Diverting waste from the landfill is a very important issue for citizens, businesses and municipalities alike. Landfills are very costly and they are also very damaging to the environment. With the new Automated Recycling Collection, recycling in Dauphin is easier than ever. Simply throw your recyclables in the cart and take it out to the curb on your recycling day.

*9. What materials are recyclable?*

Almost all types of plastic, cardboard, glass, metal cans and drink cartons are recyclable. For a complete list of materials permitted, please see the brochure included in this package or visit [www.dauphin.ca/publicworks/recycling-waste](http://www.dauphin.ca/publicworks/recycling-waste).

*10. Our household has a lot of residential recycling. Can I get a second rolling recycling container?*

The City of Dauphin wants to encourage recycling; however, to start the program, there is a limit of one (1) container per residential unit. The containers are quite large and oversize cardboard boxes can be flattened if needed. The City plans to re-evaluate the need for a second recycling container in 2017 based on information gathered in the remainder of 2016. If after the first few months of using the new rolling recycling container you find it cannot hold all your recyclables, please contact the City of Dauphin to discuss receiving a second container.

*11. What can I do with my recycling that does not fit in the container?*

All recycling must be placed in the rolling recycling container for pickup. Extra recycling can be dropped off any time at the new recycling depot located on 1<sup>st</sup> Avenue SE across from Rotary Arena (see map). The depot is a convenient option for oversized boxes and higher volumes of recycling.

*12. Where do I place my recycling container for pickup on my recycling day?*

The recycling container should be placed with wheels against the curb, in the same general location as your garbage container. Please ensure you have a minimum of three (3) feet clearance on either side of the cart to allow for collection (see enclosed photos and links).

*13. Can I bag my recyclables inside the container?*

No, plastic bags are not allowed in your recycling container. Place your recyclables directly in the container. Plastic bags actually make it more difficult for our contractor and can clog their machines. Plastic shopping bags can be dropped off at most grocery stores within the City of Dauphin to be recycled.

*14. What do I do with my old recycling blue boxes?*

Blue boxes can still be used to store and then transport recyclables to your rolling recycling container. Please do not place your blue boxes at the curb. Only items in the rolling recycling container will be collected.

*15. Will commercial businesses or institutions be provided a container for recycling?*

No. The Province of Manitoba through Multi-Material Stewardship Manitoba [MMSM] only recognizes residential recycling material in their recycling programs.

*16. Can commercial businesses and institutions still participate in recycling in Dauphin?*

Yes. Commercial businesses and institutional locations are expected to develop and implement their own recycling programs. They can deliver the collected recyclables directly to the OSS processing location (currently located behind Norwex Enviro Products), or they can hire a third-party provider such as Parkland Waste (204-638-9130) or OSS (204-783-6995) to provide the service. Cardboard produced by commercial businesses is prohibited at the City of Dauphin Waste Disposal Site, so therefore it must be recycled.

*17. What happens if I choose not to recycle?*

Residential recycling is mandatory in order to receive residential garbage pickup. **Effective January 1, 2017, your garbage will only be collected if the recycling container is at the curb and appropriately used.** Garbage cannot be in the recycling container; recyclables cannot be in the garbage container. The City has established a fine system for non-compliance. A complete list of fines are contained in the City of Dauphin *Fees and Charges Bylaw* which can be found at [www.dauphin.ca/administration/bylaws-guidelines-policies](http://www.dauphin.ca/administration/bylaws-guidelines-policies) .

*18. Can I still recycle e-waste, paint cans, and compact fluorescent light bulbs?*

Yes. OSS will continue to take all the materials that Parkland Regional Recycling did previously. These materials will continue to be collected at their processing location (currently located behind Norwex Enviro Products).