

FAQs

Q: What happens when I move?

A: The cart is tied to your address and stays with your house. You will find a new cart waiting at your new house.

Q: What if my cart is lost or damaged?

A: For cart maintenance or replacement call 780-674-3301. Please note that your first cart is free and entrusted to your care. Replacement carts cost **\$100.00**.

Q: What do I do in the winter?

A: Keep snow clear from the cart and cart paths. Do not place behind or on top of snow banks and ensure that the lid is snow and ice free.

Q: What if I have more waste than my cart holds?

A: Your 65 gallon cart is comparable to other successful automated municipalities and should easily hold one week of household waste. Excess waste must be taken to the Regional Landfill.

Q: Why didn't my cart get emptied?

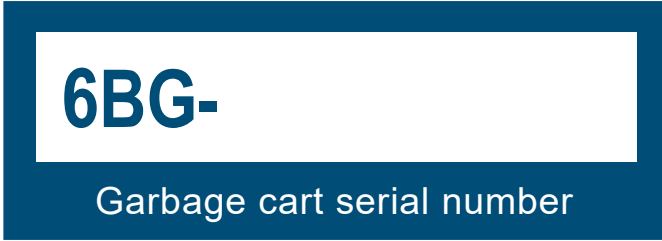
A: You will find a yellow notice on your cart or near your front door explaining why it was not safe to empty it. Call the number on the notice for details.

I NEED MORE HELP!

Call 780-674-3301

Email town@barrhead.ca

Please record the serial number located on your cart.



This number is unique and is linked to your address. Keep this number handy for your records.

5014 - 50 Avenue
Box 4189
Barrhead, AB
T7N 1A2

Tel: 780-674-3301
Fax: 780-674-5648
town@barrhead.ca



TOWN OF BARRHEAD

Residential Waste Collection Program



RESIDENTIAL
**BLACK
CART**

USER GUIDE & FAQ

Your new automated black waste cart has arrived.

Automated waste collection keeps Barrhead cleaner & efficient, our lane ways in better shape, and keeps our waste services team safer.

QUICK FACTS

- ★ Your collection day will not change.
- ★ There is no charge for your cart.
- ★ All waste collection will now take place **in front** of your residence.
- ★ There will be no more waste collection using lane-ways.

For ongoing updates regarding this program visit www.barrhead.ca/waste

Start using your cart the week of

July 23, 2018

on your regular collection day.

HOW TO USE YOUR WASTE CART

Place your cart properly to ensure collection

Outside by **7:00AM**

Carts improperly placed may not be emptied.

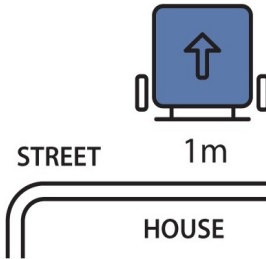
1. PARK IT

On the street with wheels 1m (3ft) away from the curb or shoulder if there is no curb.



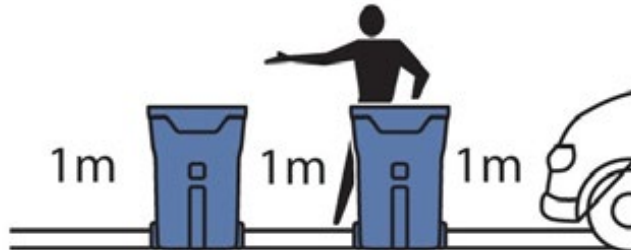
2. POINT IT

Position the cart with the arrow on the lid pointing towards the street.



3. SPACE IT

Leave at least 1m (3ft) of space around all sides of the cart. An arm's length is roughly 1m.



DOs & DON'Ts for your new cart

Please DO

- ✓ Ensure that all waste is securely contained in standard sized waste bags.
- ✓ Place your cart **in front** of your residence by 7:00 am on your scheduled collection day.
- ✓ Keep your cart clean, well maintained, and secure on your property when not in use.
- ✓ Have your cart **off the street by 11:00 pm** on your collection day.

Please DON'T

- ✗ **Overfill your cart.** The lid of your cart must close completely to be collected properly.
- ✗ **Place garbage beside your cart.** All garbage must be within the cart and the cart free of any interference.
- ✗ **Leave your cart on the sidewalk or property for collection.** Carts must be located on the road to be properly collected by the truck.