



Curbside Cart Service Frequently Asked Questions

As of August 1, 2018, Summerland households that receive curbside collection will have services via carts rather than bags.

A set of three carts will be delivered to households that receive curbside collection of garbage, recycling, and yard waste (residential properties with less than 5 units, such as single-family homes, duplexes, etc.). The base set (default) includes: 120L Garbage, 240L Recycling, 240L Yard & Garden Waste. For households with more than one utility account (e.g., suite or carriage house), each utility account will receive a base set of carts.

Options to increase or decrease the cart sizes (all three carts are available in 120L, 240L, and 360L) will be available following a trial period (ending September 30) during which households must use the provided set of carts. From October 1-December 31, 2018, residents may change the sizes of any number of carts, one time, without paying the switch-out administration fee (\$30). Please note that requests for certain changes may incur other fees (e.g., upsize garbage cart). Check the amended Fees and Charges Bylaw (effective Aug 1, 2018) for more information.

Any changes requested after December 31, 2018, or additional change requests after the one-time free change has been used, will be subject to an administration fee (\$30), except for new home owners / tenants who will be allowed to revert to the base set at no cost.

Starting October 1, 2018: to request a change to your cart sizes, the removal of your yard waste cart, or a wildlife resistant garbage cart (available in 120L size only), complete the Cart Change-Out Request Form (available at summerland.ca/carts). Once complete, mail/drop-off the form to PO Box 159, 13211 Henry Avenue, Summerland BC V0H 1Z0 or email the form to worksandutilities@summerland.ca

Q: Why did Summerland move to a cart program?

A: Carts provide several benefits, including increased safety of workers, faster and therefore less expensive and less polluting pickups, and ease of use for customers (wheels). Further, RecycleBC will stop allowing blue bags in 2020, and carts are a more cost effective and environmentally friendly solution than other options.

Q: We live in a complex/townhouse/strata/apartment/condo where the garbage is hauled away by a private contractor, but Summerland picks up the recycling and we don't have yard waste service, how will the cart system affect us?

A: Collection of recycling from multi-family residential properties (those with 5+ units) will continue to be via bags in shared collection bins (no changes).



Q: How does the Curbside Cart Collection program work?

A: An automated arm on the collection trucks grabs each cart and empties it into the truck. This system requires the use of specially designed, wheeled carts, meaning residents will sort their materials into one of three carts— the green yard waste cart, the blue recycling cart, and the black garbage cart.

Each week, you will put out two of the three carts for collection according to the collection schedule.

You are responsible for storing the carts and having them at the street by 7 a.m. on collection day.

Q: Can I opt out of the program?

A: No. As with the previous garbage, recycling, and yard waste curbside collection service, all residential properties must participate in the Curbside Collection program.

Q: I don't generate a lot of waste, is there an option for me?

A: Options to downsize the carts are available. You may also choose to not have the yard waste cart on your property, although there will not be a change to the monthly service fee.

Q: Is there a cost for the carts?

A: The base set of carts are part of the District's new collection service agreement, and their cost is covered in your monthly service fee. Changes to the cart sizes will incur an administration fee (waived until Dec 31, 2018) and there will be a large-cart fee for increases to garbage or yard waste carts (recycling can be upsized free).

Q: What do I do with my old garbage can(s)?

A: As long as they're clean, your cans have many potential uses! Repurpose them for storage, rain barrels, composters, or anything you can imagine. Until August 31, 2018 (every day 7:30am-3:00pm) drop off your old CLEAN cans for FREE at the Summerland Arena 8820 Jubilee Road E (Look for fenced area near TimberMart).

Need a can? Help yourself to the dropped-off cans!

Q: If I have a suite, will I get two sets of carts?

A: Each utility account will be issued a set of carts: 120L garbage, 240L recycling, 240L yard waste.



Q: Where am I to store the carts?

A: Each household will decide this for themselves, but we recommend storing them outside in a location where they can easily be moved to the street on collection day. Properties with long driveways may choose to leave the carts at the end of the driveway and simply bring their materials to the carts on their collection day.

All residents should follow BearSmart storage principles:

1. Put your trash out the morning of trash collection only, never the night before; and
2. Store trash in a secure location where bears cannot access it during the week.

Q: Do I take the carts with me when I move?

A: No. Each cart has an ID tag that is matched to the household's address.

Q: If I move and don't like the cart sizes at my new residence, what options do I have?

A: Options to switch back to the base set are available, as are options to upsize/downsize the carts. When you sign up for utilities at the new property, discuss your cart preferences with staff.

Q: Are there changes as to what can be recycled from before the cart program?

A: No, the materials in each stream remain exactly the same as the previous collection program. Recyclable items such as glass, styrofoam, plastic bags and overwrap, electronics, and household hazardous waste must continue to be taken to the landfill depot for recycling (not placed in the blue cart).

Q: Can I put leftover food scraps in my Yard Waste bin?

A: No. Kitchen waste is not an accepted material. Without a compost facility, there is simply no economic way to handle this material on a large scale.

Q: Does shredded paper need to be bagged in the carts?

A: Shredded paper must be contained in a clear plastic bag, paper bag, or cardboard box in the recycling cart (not loose) to ensure it does not mix with the other recyclables.

Q: Do I need to use bags?

A: Garbage must be kept in bags (small white bags are recommended but all plastic bags are accepted). Recycling must be loose (no bags, other than shredded paper – see above). Yard waste must be loose (no bags or string).

Q: Are there weight restrictions as to what can be put in the carts?

A: No; however, the carts cannot be overfilled (the lids must be able to close) and the materials must be loose enough to easily fall out when the cart is tipped.



Q: Are the carts large enough to hold all my items?

A: A base set of carts will be delivered to each household that receives curbside collection – 120L garbage, 240L recycling, 240L yard waste.

A 120L cart holds approximately 1.5 regular size (black) garbage bags (or 3-4 small white bags) of material. The 240L carts hold approximately three regular size garbage bags of material. A 360L cart holds approximately five regular size garbage bags of material.

All three carts are available in 120L, 240L, and 360L. Please note that recycling and yard waste must be placed loosely into the bins (no bags, except shredded paper - see above).

Visit www.summerland.ca/carts for helpful hints on how to avoid the need to upsize your carts.

Q: Is there unlimited Yard Waste?

A: The automated cart program does not include unlimited yard and garden waste collection. •

If you have more yard waste than what fits in your cart, several options exist:

- Turn it into compost for your yard or garden.
- Hold on to extra material until the next scheduled pickup (every 2 weeks from the end of February to the start of March).
- Upsize to a 360L cart for \$35/year (\$2.92/mo).
- Purchase 'tag-a-bag' stickers from Municipal Hall or Works & Utilities for \$2.50 and place them on a container (such as a garbage can or wheeled cart – see details below) or Kraft paper bag. Put the tagged bag/container out along with your full cart.
- Bring it to the landfill – yard waste is free up to 500kg. You can also bring untreated wood waste, and agricultural tree stumps/organic material.
- Don't mow, let it grow. Let grass grow 2 to 3 inches tall, then leave grass clippings as mulch to retain moisture and feed the lawn and reduce yard and garden waste.

Q: What do I do with the rest of my items if my carts are full?

A: You can upsize your cart(s), purchase tag-a-bags for extra garbage or yard waste (\$2.50 each), and bring extra material to the landfill depot (no charge for recycling or up to 500kg of yard waste). Also be sure to break down boxes and crush milk jugs to maximize space in the carts.

Residents are also encouraged to compost their yard waste, leave grass clippings on the lawn, and/or seek out gardening clubs who may want their leaves.



Q: What kinds of containers can I use for extra materials I want to put out as tag-a-bag? Can I use my own carts that I purchased privately?

A: Customer supplied containers can be:

- plastic bags with a volume capacity of 95L or less and no heavier than 25kg (for garbage only)
- a bundle of flattened cardboard no larger than 78cm x 78cm x 15 cm in size, securely bundled with string or twine
- a bundle of tree trimmings or prunings cut to a maximum of 1m in length with a maximum weight of 25kg, securely bundled with string or twine
- a rigid plastic or galvanized metal can with a volume capacity of 95L or less and no heavier than 25kg
- cart-type unit with wheels capable of being lifted by the Contractor's collection vehicle
- reinforced paper bag ('kraft bag') with volume capacity of 110L or less (for yard waste only)

Q: I am a senior (or I am disabled) and am concerned about my ability to maneuver the carts to the curb, is there help?

A: Options for these cases will be discussed on a case-by-case basis. Please contact worksandutilities@summerland.ca or 250.494.0431 so we can help find the best solution for your individual circumstance.

Q: I have a long driveway and feel it is unrealistic for me to wheel the carts up and down to the road. What should I do?

A: You may choose to leave the carts at the base of your driveway (on your property) during the week, and simply move them onto the street on collection day. Many residents in other rural communities with carts choose this option.

Essentially you will do the same thing as when you used bags, except when you bring your materials to the curb, you put them into the carts rather than leaving the bags on the curb. The only exception is recycling must be placed loose into the cart, as such, most residents continue to use bags (or a bin or box or mesh bag) but rather than tying them off and placing them in the cart, they simply dump the materials into the cart and reuse the bag.

Council is committed to providing as much assistance as possible to make the transition to carts easy and straight-forward. Residents with questions regarding a unique situation with their specific property or circumstance will be handled one-on-one by District staff – email worksandutilities@summerland.ca or 250.494.0431 to discuss what options are available.