



City of Whitehorse

LARGE VOLUME ORGANICS COLLECTION

Terms of Service

Introduction

The Large Volume ICI Organics Pilot Program will offer collection of organic material from businesses and multiple residential buildings with the goal of increasing the amount of organics diverted from the landfill to the Whitehorse Compost Facility.

Eligible Sites

Buildings eligible for this program:

- Are located within the Urban Containment Boundary (identified in the 2010 Official Community Plan);
- Do not currently have residential organics collection; and
- Are one of the following:
 - Residential building over 4 units, any style;
 - Commercial building, such as stores, restaurants, businesses, or mixed use; or
 - Institutional sites or office building other than public schools.
- Have been approved by the City for participation.

Definitions

“**The City**” means the City of Whitehorse.

“**Haulers**” means private waste disposal company (Pacific North West or General Waste Management)

“**Participants**” means occupants and owners of a property that is receiving organics collection service under the organics collection program.

Terms of Service

Participation

1. By agreeing to participate in this project, participants are considered to be “eligible premises” under the City’s Waste Management Bylaw and therefore must adhere to the responsibilities of that bylaw.

2 and 3 Yard Organics Bins

2. Organic waste containers will be provided by the City and remain the property of the City. The number of bins assigned to a site may be re-assessed throughout the pilot and fees will be adjusted.
3. Organics containers provided by the City are to be used for organic / compostable waste collection only.
4. Organics containers may remain with the premises at the end of the pilot, providing the premises continue to use them for the purpose of City sanctioned organics collection and diversion.

Collection

5. Haulers will collect organics from participants for the duration of the pilot.
6. Following the pilot, local haulers will be given the opportunity to bid on the contract to continue servicing the organics collection route within the City.
7. Collection will be provided according to a schedule established by the City and Haulers. If the schedule changes, the City will provide the participant with one month notice of the change.
8. In addition to the requirements of the Waste Management Bylaw, containers are to be located in an easily serviceable location on the scheduled collection day.

Duration

9. Collection services are being provided for a limited period of time, and service to pilot participants may be terminated by the City at any time.

Fees

10. In agreeing to these terms of service, the property owner agrees to pay the following fees, which will appear on the owner's utility bill:
 - \$150.00 per month for a 2 cubic yard container serviced once a week.
 - \$160.00 per month for a 3 cubic yard container serviced once a week.
11. Fees may change when amended in accordance with the Fees and Charges Bylaw.

Transition of Services

12. Service under the pilot project is anticipated to continue until a private hauler is awarded the contract to continue organics collection services. Participants understand that service from a private hauler may differ in frequency, cost, and otherwise from service provided under this City pilot project.
13. While participation by the property owner under a private hauling service is voluntary, participants understand that the disposal of organics mixed with other waste will be discouraged through the Waste Management Bylaw.

City Responsibilities

14. In addition to responsibilities outlined here and in the Waste Management Bylaw, the City is responsible for:
 - Initial delivery of organic waste container.
 - Providing assistance to compost coordinators at each site as needed.
 - Providing education to occupants as deemed necessary by the City.

Participant Responsibilities

15. In addition to any responsibilities outlined in the Waste Management Bylaw, participants are responsible for:
 - Designating a compost coordinator to be responsible for the program and the City's contact at each site.
 - Ensuring carts are correctly placed and unobstructed, with lid lock (if any) unclipped, on the day of collection.
 - Ensuring non-organics are removed from the containers.
 - Ensuring organics are separated from general garbage bin as much as possible.
 - Becoming knowledgeable about what is compostable and what is not.
 - Providing information and feedback to the City about the program.

Termination of Service

16. Collection service may be terminated by the property owner at any time by sending written notice to the Organics Coordinator at organics@whitehorse.ca or Organics Coordinator, Environmental Sustainability, City of Whitehorse, 2121 Second Avenue, Whitehorse, YT, Y1A 1C2. Billing will be terminated at the end of the current month so long as two weeks of notice have been given and the appropriate service cancellation form has been completed.
17. Collection service may be terminated by the City at any time by sending written notice to the property owner and compost coordinator at the site. One month notice will be given prior to termination. Within one month the City will contact the property owner to set up a time to pick up the container(s).
18. If service is terminated, the carts remain the property of the City of Whitehorse.



COMMERCIAL ORGANICS COLLECTION PILOT

Customers please complete

Site Information

| | |
|------------------------------------|---|
| Building Name: | Container placement instructions: <i>(note: location may differ depending on hazards such as overhead powerlines, alley ways, etc)</i> |
| Street Address to receive service: | |
| Contact Person: | |
| Contact E-mail: | Current waste hauler: |
| Contact Phone Number: | Please indicate if this will be a shared service: |
| Number of units in building: | No: <input type="checkbox"/> |
| | Yes: <input type="checkbox"/> |
| | With Whom: _____ |

Billing Information

| | |
|--|--|
| Accountholder (Name appearing on invoice): | Container type (please check box): |
| Mailing Address: | 2 yard - \$145.00/month <input type="checkbox"/> |
| | 3 yard - \$155.00/month <input type="checkbox"/> |
| | Additional bin - \$130/month <input type="checkbox"/> 2 yard <input type="checkbox"/> 3 yard |

E-billing is available: The City of Whitehorse offers a fast and convenient way to receive your utility bill. With our E-billing system (esend) you can have your utility bill e-mailed directly to your e-mail account.

Sign up for e-billing at www.whitehorse.ca/utilities.

Pre-authorized payments: are available not transferrable. If you want the organics account setup for pre-authorized payments, the downloadable form is available at www.whitehorse.ca/utilities.

I have read and agree to the ICI Organics Program Terms of Service.

Owner's or representatives signature: _____

Date: _____

Please return to: Environmental Coordinator, City of Whitehorse
Mail: 2121 2nd Ave, Whitehorse, Yukon, Y1A 1C2
In person: 4210-4th Ave, Whitehorse, 2nd floor
Email: organics@whitehorse.ca
Phone: (867) 668-8312
Fax: (867) 668-8386

Copy to Finance and Water & Waste Services Offices