



Curbside Cart Collection & Recycling Program

FREQUENTLY ASKED QUESTIONS

How do I know where my collection will occur – front street or back lane?

Your carts will be delivered to the location where collection will occur. Please note this location and return the carts to the same place on your collection day. If you have questions, call the Eco-smart Hotline at 780.980.7107.

Is the same truck used to pick up all materials?

No. A different truck picks up each material so it is automatically sorted. This saves time and cost at the Leduc & District Regional Waste Management Facility. This means your carts and blue bags will be picked up at different times of day throughout collection day.



An Overview

Why does Leduc collect organics, recyclables and waste in separate containers?

The program is a key step in implementing the waste reduction strategies outlined in the city's Environmental Plan, approved by Council in February 2012. The Environmental Plan sets a target of 65% residential waste diversion by 2020. Separating and collecting organics and recyclables keeps many tonnes of material from being landfilled.

To assist residents in sorting their organics from waste and facilitating an automated collection, two carts are provided to each household.

Also to help meet the waste diversion goal, the city has expanded services at the Eco Station.

What is automated cart collection?

The collection trucks grab the sides of the cart and lift the cart over the collection truck where the contents are emptied into the truck. Collection team employees are not required to hand lift and replace the carts.

Why use automated cart collection?

The automated cart collection system has several advantages. Collection is more cost effective, allowing collection of both organics and waste for the similar cost of manual collection for waste only.

Is the program mandatory?

Yes. In order for the city to maintain its operational and cost efficiencies, all residential utility customers are required to use the same system.

The program basics

How often will the carts and blue bags be picked up?

Your organics cart will be picked up weekly during the warmer months (from the third week of April through the third week of November). During the colder months (from the third week of November through the third week of April), the organics cart will be picked up every two weeks.

The waste cart will be picked up every two weeks.

The blue bags with recyclables will be picked up every week year round.

Where can I find the collection schedule?

The collection calendar included in the package of information attached to your cart is designed to be displayed on your fridge or kept in another handy location.

Leduc offers residents a free smart phone collection schedule phone app.

The collection calendars are also available online at Leduc.ca, at various public facilities or by calling the Eco-smart Hotline at 780.980.7107.



Will my carts be picked up on holidays?

Curbside collection continues on your scheduled day for all statutory holidays except Christmas Day and New Year's Day. Your collection calendars make special note of the collection days around these dates.

Won't the waste cart have odours if it's only picked up every two weeks?

About half the material you have traditionally put in your waste bins has been organic material – the major source of odours. You will now be separating out that material, which will be picked up weekly during the warmer months. In winter, there will be no garden waste in your cart. Also, the material is likely to freeze, reducing odours.

You are encouraged to store your organics cart in a well-ventilated area year round and keep the lid closed to reduce odours.

I have a big yard and too much organic material. What can I do?

Try grasscycling to reduce the amount of grass clippings in your cart. You can also drop off yard waste at the Yard Waste Transfer Station, 3719 - 48 Avenue or small loads of organics at the Eco Station, 6102 - 46 Street.

You can also rent an extra organics cart for \$8/month for a minimum of six months. That fee plus a one-time delivery charge of \$25 is applied to your utility bill.

What is considered contaminated material?

Contaminated material is any material that has been put in the wrong cart or bag.

In blue bags, this includes dirty or wet paper, cardboard or tin, glass or other material that should be put into the organics or waste carts. Soiled paper or cardboard should be sorted into the organics cart.

In the organics cart, this includes diapers, plastic bags, other waste or recyclables.

Is there a limit on the number of blue bags allowed?

No. You can put out as many as you need.

Should I put out my carts even if they aren't full by collection day?

You are encouraged to put out partially filled carts to reduce odours and to give yourself room in the carts should you need it before the next collection day.

What happens if I put the wrong material into a cart?

When you put waste into the organics cart: Any plastic bags or significant amounts of waste contaminate the whole load, which then needs to be landfilled. Loads from Leduc are reviewed at the transfer station to ensure they are not contaminated and then forwarded for composting.

When you put organics, hazardous waste, e-waste or recyclables into the waste cart:

- You will fill up your cart more quickly.
- You will be landfilling more material than necessary.
- You are wasting the materials in recyclables which could be made into new products.
- When you put hazardous and e-waste in your waste cart, you are allowing chemicals and other hazardous materials into the landfill, which could be harmful to the environment.

Periodic inspections of waste and organic carts may occur at the curbside to ensure proper sorting of materials is occurring.

If contaminated material is found in your cart it may not be picked up. Continued contamination could result in a fine.

Curbside Cart Collection & Recycling Program Frequently Asked Questions

I found a sticker on my cart. What does it mean?

The collection team may leave a sticker when the homeowner has done something that makes collection more difficult or impossible. The stickers identify specifically what you need to do differently next collection day so the system can be as efficient and cost-effective as possible.

The carts

I have a large household and regularly have too much waste to fit in my cart. What can I do?

You can take extra bags of waste to the Eco Station where the first bag is free and additional bags are \$2 each. Alternately, you can take waste bags to the Leduc & District Regional Waste Management Facility for free drop-off if you have a resident card.

You can apply for a resident card online at leducregionallandfill.ca.



You can also arrange for an additional cart. Remember, the cart remains the property of the City of Leduc. Collection fee for an additional waste cart is \$12/month for a minimum of six months. That fee plus a one-time delivery charge of \$25 is applied to your utility bill. Certain terms of service are in place for residents arranging for a second waste cart. Please call the Eco-smart Hotline at 780.980.7107 for details.

I've just moved and there are no carts at my new address. What do I do?

The previous homeowner should have left the carts at that address. If that did not happen, call the Eco-smart Hotline at 780.980.7107.

Do our carts and kitchen container move with us if we move?

Your carts and kitchen container stay at the address where they were delivered. Do not move them with you. If the previous owner of your new home did not leave the carts and kitchen container, call the Eco-smart Hotline at 780.980.7107.

I have a cart that looks identical to the city-supplied ones. Can I use it?

No. The city-supplied carts are manufactured to specific standards to ensure they can accommodate the rigours of the automated lifting arm. In order to ensure the same quality of carts throughout the city, all households must use the supplied carts.

The carts are part of the city's inventory. The city is responsible for the replacement of any carts that are damaged in the routine collection process.

Where can I store my carts?

Your carts should be at the curb only on collection day. Otherwise, be a good neighbour and find a storage location on your property where the carts are easy to access throughout the week – and throughout the year – and also on collection day. Check out Leduc.ca for storage tips.

The carts are durable and can be stored inside or outside. It is preferable to store the carts out of the direct sun, in a cool, well-ventilated area year round.

Can we put locks on the carts?

No. The carts are the property of the City of Leduc and the municipality does not want any changes made to them.

Can I label our carts so I can identify them?

Yes. You are encouraged to mark your address in the designated space on the cart.

Is there a weight restriction on the carts?

Yes. The maximum allowable weight is 90 kg (200 lb.).

Can the carts and kitchen container be replaced if they are damaged or stolen?

The carts will be replaced if they are stolen or damaged by the collection truck while being emptied. Call the Eco-smart Hotline at 780.980.7107 to report the problem.

If the homeowner or tenant of the house damages or removes the carts a \$55 replacement fee will be levied on the homeowner.

Is there a tracking mechanism built into the carts?

Yes. A radio tag embedded in the carts helps the city manage cart inventory, verifies the correct address for misplaced carts and records the replacement history of individual carts. The carts also have individual serial numbers, which helps locate them when necessary. The mechanism does not weigh material in the carts.



Curbside Cart Collection & Recycling Program Frequently Asked Questions

Collection day – cart placement and parking

Where should the carts and blue bags be placed on collection day?

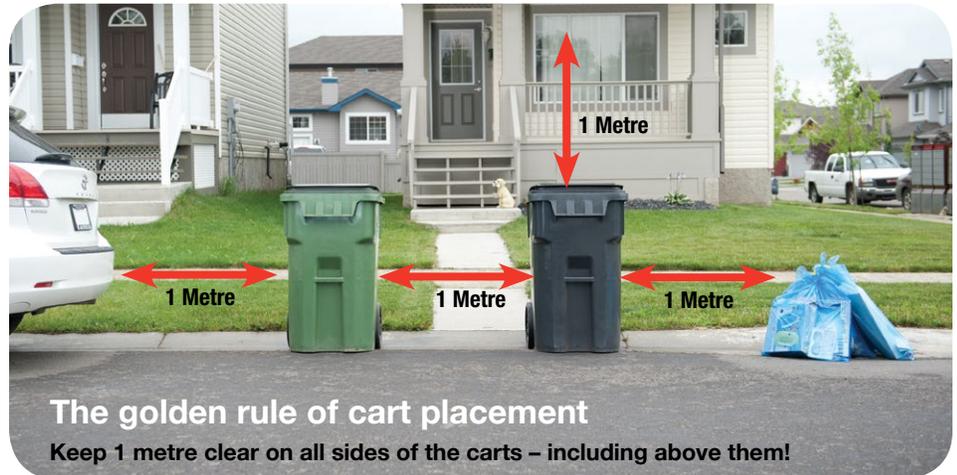
Place your carts on the street either in front of the sidewalk or in front of your driveway. The wheels must be touching the edge of the gutter with the cart facing forward, away from your home.

Place the carts 1 metre apart from each other, the blue bags and parked vehicles. Keep 1 metre clear on all sides of the carts – including above them.

Will the carts and blue bags be collected if I can't manage 1 metre clearance?

Most homes receiving front street collection have front driveways. If you don't have room at the curb, you can put the carts on the street at the base of your driveway. Where possible, the city collects from the back lane in most cases where homes do not have front driveways.

If special circumstances still don't give you sufficient room, call the Eco-smart Hotline at 780.980.7107 or e-mail ecosmart@leduc.ca to explain your challenges.



Why is 1 metre clearance so important?

The collection truck's automated arm needs this clearance to operate.

My neighbour's vehicles take up most of our curb space. What can I do?

Try asking your neighbour to leave you more curb space on collection days or put the carts on the street at the base of your driveway.

I live near a school. Vehicles park by my house all day. What can I do?

It is illegal for other vehicles to be parked across your driveway, so your driveway is available for your carts. Put the carts on the street at the base of your driveway.

I live in a tight cul-de-sac with very little curb space for my carts. What can I do?

The city may be able to work out special collection arrangements for special circumstances. Call the Eco-smart Hotline at 780.980.7107 or e-mail ecosmart@leduc.ca to explain your challenges.

Can we angle park in a tight cul-de-sac and put the carts on the street behind the vehicle?

In certain circumstances, this would be allowed – but only if you receive formal permission from the city to do so. A bylaw is in effect that makes angle parking illegal without formal permission from the city.

Call the Eco-smart Hotline at 780.980.7107 or e-mail ecosmart@leduc.ca to explain your challenges.

Why wasn't my cart picked up on collection day?

The collection team may have left a sticker on your cart explaining the reason they couldn't empty it. The most common reasons for carts not being emptied is that they were left in the wrong place for pickup, waste wasn't bagged or cart lids weren't closed. If you believe you followed correct procedures, call the Eco-smart Hotline at 780.980.7107 to ask the reason.



Cart contents and preparation

Why is correct sorting so important?

When wrong material is put into a cart or blue bag, the incorrect material “contaminates” the entire cart or blue bag. Contaminated loads are considered waste and must be landfilled.

This wastes material that could otherwise be made into useful products – and does not support our goal of achieving 65% waste diversion.

Where can I find more information on the best way to dispose of my household items?

Check out Leduc.ca to download the Sort Smart phone app – or check out the Sort Smart database. The Sort Smart app lists hundreds of household items and the best options for disposal. In addition, it includes a collection schedule.

You can also call the Eco-smart Hotline at 780.980.7101 or e-mail ecosmart@leduc.ca

What can I do about odours in the carts?

- Wrap meat and fish in newspaper.
- In the organics cart, bag pet waste in approved 100% compostable bags.
- In the waste cart, any bag can be used to bag pet waste.
- Keep the lid closed.
- Add a small amount of baking soda, powdered laundry detergent (without bleach) or powdered lime to the cart.
- Rinse the carts weekly or every other week with a water and vinegar mix.

Can I line the carts with big bags to keep them clean?

Organics cart – The best environmental practice is to put your organics loose into the cart (except for pet waste, which must be put into an approved bag). You can use bags, but they must be approved see-through 100% compostable bags marked by the manufacturer with both the U.S. and Canadian compostable logos included.

You can also line the bottom of the cart with newspaper or cardboard to keep material from sticking to the bottom.

Waste cart – Please put your waste in bags, then put the bag in the cart. Your cart will not be emptied if waste is loose.

Can I use thin plastic bags instead of 100% compostable bags?

No. Even thin regular plastic bags are not compostable. You are contaminating your entire cart of organics when you include these thin plastic bags in your organics cart.

Only use compostable bags marked with the following logos.



How do I dispose of glass?

Glass cannot be recycled in Leduc. Reuse it or put it in the waste cart.

Unfortunately there are no markets that will buy our glass so it currently has to be landfilled.

Please **DO NOT** put glass in your blue bags.

Will the organics freeze in my cart in the winter?

Yes, the material may freeze and stick to the bottom of the cart so the cart can't be completely emptied – unless you take steps to prevent it. To prevent that from happening, line the cart with soiled cardboard, layer material (a wet layer, then a dry layer), wrap wet material in newspaper or soiled boxes, or use approved 100% compostable bags.



Program costs

How can the city offer both organics and waste collection for a similar cost previously paid for waste collection only?

The efficiencies of the automated collection system and a competitive tender process allow the city to offer organics, waste and recycling collection for a similar price as previously charged for waste and recycling collection. Also, the automated system significantly reduces Workers Compensation Board claims since collection crews no longer have to hand lift the carts.

Will we be charged by the weight of our materials?

No. All residential utility customers pay the same residential utility fee.

Why is there a \$2/bag fee for extra waste bags at the Eco Station?

The first bag of waste at the Eco Station is free. The fee for additional bags reflects the cost to process the extra bags and reflects the civic commitment to reduce the amount of waste that has to be landfilled.

Other

What options are available for senior citizens or others with mobility issues?

While the carts are easy to push, this may be difficult for some individuals with physical challenges. Call the Eco-smart Hotline at 780.980.7107 to discuss your situation.

What other ways can I help divert material from the landfill?

The Eco Station accepts recyclables, household hazardous waste and electronic waste (e-waste) free of charge. It also accepts one bag of household waste for free. Additional bags are \$2 each.

The Yard Waste Transfer Station accepts yard waste, twigs and tree branches.

The Leduc & District Regional Waste Management Facility accepts recyclables, household hazardous waste, e-waste and yard waste free of charge.

You are also encouraged to donate gently used items. Check Leduc.ca for details on Leduc's Habitat for Humanity Restore donation pickup service.

For more information about the curbside cart collection and recycling program:

Eco-smart Hotline: 780.980.7107

E-mail: ecosmart@leduc.ca

Leduc.ca



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