

**Standard Operating Procedure for
Green Cart, Yellow Bin, Kitchen Bin, Blue Bin, and
Refuse Collection Container Replacement**



**Public Works Department
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Town of Petawawa
Standard Operating Procedure for
Green Cart, Yellow Bin, Kitchen Bin, Blue Bin, and
Refuse Collection Container Replacement

Section 1.0 Standard Operating Procedure Statement

- 1.1 The Town of Petawawa requires residents to participate in its **Waste Management Diversion Program** and to follow its system of collection, transportation, and disposal of source-separated solid waste.
- 1.2 Upon the adoption of its current **Waste Management Diversion Program** in 2004 (By-law 303/04) the Town of Petawawa provided residential properties/units with one green cart, one yellow bin, and one kitchen bin free of charge. The Town of Petawawa continues to provide all newly built residential properties/units with one green cart, one yellow bin, and one kitchen bin free of charge.
- 1.3 Only the first set of bins for each residential property/unit is provided free of charge.
- 1.4 The bins belong to the residential property/unit and are to remain with said residential property/unit when ownership is transferred.

Section 2.0 Purpose

- 2.1 To establish a standard operating procedure to clearly communicate to both residents and municipal staff the necessary steps required to replace and/or repair a broken/damaged/lost/missing/stolen green cart, yellow bin, kitchen bin, blue bin, and/or refuse collection container.

Section 3.0 Application

- 3.1 This standard operating procedure applies to residential properties/units located within the municipal boundaries of the Town of Petawawa.
- 3.2 This standard operating procedure also applies to commercial properties within the municipal boundaries of the Town of Petawawa that participate in, and provide payment for, the Town's waste management diversion program.

Section 4.0 Procedures

4.1 Green Carts – Broken and/or Damaged

- 4.1.1 Resident must provide their civic address, telephone number, and/or email address, as well as photos of the damaged green cart from various angles to Public Works Administrative Assistant or designate.

- 4.1.2 The photos will be reviewed to determine if Public Works staff can repair the damaged green cart or determine if a full replacement of the green cart is warranted.
- 4.1.3 Resident will be advised if the green cart will be repaired or replaced. Public Works staff conduct repairs and/or replacements on Fridays.
- 4.1.4 Resident is required to place the empty damaged green cart at the end of their driveway prior to 9:00 a.m. on Friday. Public Works staff endeavour to complete repairs and/or replacements by 3:30 p.m. on Fridays.
- 4.1.5 The empty damaged green cart is required to be exchanged for a replacement green cart. Public Works staff will remove the damaged green cart from the end of the driveway in exchange for the replacement green cart. If there is no empty damaged green cart at the end of the driveway, the replacement green cart will not be provided.
- 4.1.6 A damaged green cart may be replaced with a new or used (refurbished) green cart.
- 4.1.7 If Public Works staff can determine that the green cart was broken and/or damaged by the Collection Contractor, the municipality will seek reimbursement from the Collection Contractor.
- 4.1.8 Green carts that are damaged as a result of negligence will not be replaced. The resident will need to purchase a new green cart from the Town of Petawawa and the green cart belongs to the residential property/unit and is to remain with said residential property/unit when ownership is transferred.

Examples of negligence include, but are not limited to, the following:

- Placing hot ashes in the green cart;
- Placing green cart in the snow bank for collection;
- Placing green cart on the travelled portion of the road for collection;
- Placing green cart on sidewalk/multi-use pathway for collection, etc.

4.2 **Yellow Bins – Broken and/or Damaged**

- 4.2.1 Resident must provide their civic address, telephone number, and/or email address, as well as photos of the damaged yellow bin from various angles to Public Works Administrative Assistant or designate.
- 4.2.2 The photos will be reviewed to determine if a full replacement of the yellow bin is warranted.
- 4.2.3 Resident will be advised if the yellow bin will be replaced. Public Works staff conduct replacements on Fridays.

- 4.2.4 Resident is required to place the empty damaged yellow bin at the end of their driveway prior to 9:00 a.m. on Friday. Public Works staff endeavour to complete replacements by 3:30 p.m. on Fridays.
- 4.2.5 If there is no empty damaged yellow bin at the end of the driveway, the replacement yellow bin will not be provided.
- 4.2.6 Following delivery of the replacement yellow bin, resident is instructed to put a note on the broken yellow bin (“broken yellow bin for recycling”) and to place the broken yellow bin out for collection on the next yellow bin collection day.
- 4.2.7 A damaged yellow bin will be replaced with a new yellow bin.
- 4.2.8 If Public Works staff can determine that the yellow bin was broken and/or damaged by the Collection Contractor, the municipality will seek reimbursement from the Collection Contractor.
- 4.2.9 Yellow bins that are damaged as a result of negligence will not be replaced. The resident will need to purchase a new yellow bin from the Town of Petawawa and the yellow bin belongs to the residential property/unit and is to remain with said residential property/unit when ownership is transferred.

Examples of negligence include, but are not limited to, the following:

- Placing hot ashes in the yellow bin;
- Placing yellow bin in the snow bank for collection;
- Placing yellow bin on the travelled portion of the road for collection;
- Placing yellow bin on sidewalk/multi-use pathway for collection, etc.

4.3 Kitchen Bins – Broken and/or Damaged

- 4.3.1 The Town of Petawawa does not replace broken and/or damaged kitchen bins.
- 4.3.2 The resident will need to purchase a new kitchen bin from the Town of Petawawa and the kitchen bin belongs to the residential property/unit and is to remain with said residential property/unit when ownership is transferred.

4.4 Blue Bins – Broken and/or Damaged

- 4.4.1 The Town of Petawawa does not replace broken and/or damaged blue bins.
- 4.4.2 The Town of Petawawa does not provide blue bins to residential properties/units.

4.4.3 Residents may use other open top reusable containers (i.e. laundry basket, Rubbermaid container) or place paper recycling inside a cardboard box for collection.

4.5 Refuse Collection Container – Broken and/or Damaged

4.5.1 The Town of Petawawa does not replace broken and/or damaged refuse collection containers (garbage cans).

4.5.2 The Town of Petawawa does not provide refuse collection containers (garbage cans) to residential properties/units.

4.5.3 Residents may use plastic garbage bags instead of refuse collection containers (garbage cans) for collection.

4.6 Lost/Missing/Stolen Green Cart

4.6.1 The Town of Petawawa will replace a lost/missing green cart if it can be determined that the green cart fell inside the collection truck.

4.6.2 The lost/missing green cart may be replaced with a new or used (refurbished) green cart.

4.6.3 The municipality will seek reimbursement from the Collection Contractor for the lost/missing green cart.

4.6.4 If a new owner of a residential property/unit discovers the previous owner did not leave the assigned green cart, it is recommended the new owner seek reimbursement from their realtor as the green cart, yellow bin, and kitchen bin should be listed as chattels under the agreement of purchase and sale for the residential property/unit.

4.6.5 The Town of Petawawa is not responsible for replacing stolen green carts.

4.7 Lost/Missing/Stolen Yellow Bin

4.7.1 The Town of Petawawa does not replace lost/missing/stolen yellow bins.

4.7.2 If a new owner of a residential property/unit discovers the previous owner did not leave the assigned yellow bin, it is recommended the new owner seek reimbursement from their realtor as the green cart, yellow bin, and kitchen bin should be listed as chattels under the agreement of purchase and sale for the residential property/unit.

4.8 Lost/Missing/Stolen Kitchen Bin

4.8.1 The Town of Petawawa does not replace lost/missing/stolen kitchen bins.

4.8.2 If a new owner of a residential property/unit discovers the previous owner did not leave the assigned kitchen bin, it is recommended the new owner seek reimbursement from their realtor as the green cart, yellow bin, and kitchen bin should be listed as chattels under the agreement of purchase and sale for the residential property/unit.

4.9 **Lost/Missing/Stolen Blue Bin**

4.9.1 The Town of Petawawa does not replace lost/missing/stolen blue bins.

4.10 **Lost/Missing/Stolen Refuse Collection Container**

4.10.1 The Town of Petawawa does not replace lost/missing/stolen refuse collection (garbage cans) containers.

Section 5.0 Expectations

5.1 Petawawa residents are required to participate in the Town of Petawawa's **Waste Management Diversion Program** and to follow its system of collection, transportation, and disposal of source-separated solid waste.

Section 6.0 Responsibilities

6.1 **Staff**

6.1.1 It is the responsibility of Public Works staff to provide public education materials to the public regarding the Town of Petawawa's **Waste Management Diversion Program**.

6.1.2 Public education materials are to be distributed via the Town's website, social media sites, and through a partnership with the Ottawa Valley Waste Recovery Centre.

6.1.3 It is the responsibility of Public Works staff to communicate with the public and to explain the Town's system of collection, transportation, and disposal of source-separated solid waste.

6.2 **Town of Petawawa Residents**

6.2.1 It is the responsibility of residents to educate themselves regarding the Town's expectations for its **Waste Management Diversion Program**.

6.2.2 It is the responsibility of residents to follow the Town's system of collection, transportation, and disposal of source-separate solid waste by using the correct collection containers, sorting waste properly, and placing waste out for collection following the designated collection schedule.

- 6.2.3 It is the responsibility of residents to ensure their assigned green cart, yellow bin, and kitchen bin remain with the residential property/unit when ownership is transferred.

Section 7.0 Definitions

- 7.1 **Blue Bin** – generally means a rigid plastic container the colour of blue of an approximate volume of 82 litres (18 gals.) and weighs no more than 22.7 kg (50 lbs) when full.
- 7.2 **Collection Containers** – generally means either a Refuse Collection Container, Green Cart for organic waste, Blue Bin for fibre recyclables, Yellow Bin for container recyclables, reusable collection container, or rigid reusable container.
- 7.3 **Collection Contractor** – generally means a person or firm undertaking to do work or to supply goods, especially on a large scale, by signing a contract with the Town of Petawawa.
- 7.4 **Green Cart** – generally means a rigid plastic container the colour of green of an approximate volume of either 120 litres (26 gals.) or 240 litres (53 gals.) and is equipped with wheels in order to assist with placement for automated collection.
- 7.5 **Kitchen Bin** – generally means a rigid plastic container the colour of green of an approximate volume of 10 litres (2.25 gals.) and is intended for use in a residential kitchen to collect kitchen scraps.
- 7.6 **Negligence** – generally means the quality, fact, or result of being negligent.
- 7.7 **Negligent** – generally means lacking attention, care, or concern, and being careless, or nonchalant.
- 7.8 **Refuse Collection Container** – generally means a household container manufactured for use for the collection of refuse and includes a reusable container and a non-returnable plastic bag, and does not weigh more than 22.7 kg (50 lbs) when full.
- 7.9 **Reusable Collection Container** – generally means a rigid plastic container of an approximate volume of 114 litres (25 gals.) and weighs no more than 22.7 kg (50 lbs) when full.
- 7.10 **Rigid Reusable Container**
- Has a watertight lid which is separate from the container;
 - Has two (2) handles and the bottom must be smaller in diameter than the top;
 - Does not weigh more than 22.7 kg (50 lbs) when full;
 - The height shall not be more than 90 centimetres (36 inches);
 - The diameter shall not be more than 60 centimetres (24 inches); and

- It shall be constructed of materials which have an equivalent durability to number 28 gauge metal.

7.11 **Yellow Bin** – generally means a rigid plastic container the colour of yellow of an approximate volume of 114 litres (25 gals.) and weighs no more than 22.7 kg (50 lbs) when full.