



City of Whitehorse COMMERCIAL ORGANICS CART COLLECTION Terms of Service

Introduction

Collection of organic material is required under the Waste Management Bylaw beginning in 2019 for commercial food service establishments and 2020 for multi-unit residential properties. The Commercial Organics Cart Collection Program offers service for collection and transportation of organic waste to the Whitehorse Compost Facility.

Eligible Premises

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 property containing five or more dwelling units.;
 - Commercial building, such as stores, restaurants, businesses, or mixed use; or
 - Institutional sites or office buildings other than public schools.
- Have been approved by the City for participation.

Definitions

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

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

Terms of Service

Participation

1. Participants considered to be “eligible premises” under the City’s Waste Management Bylaw must adhere to the responsibilities of that bylaw.

Green Carts (240L)

2. Compost carts will be provided by the City and remain the property of the City. The number of carts assigned to a site may be re-assessed and fees will be adjusted.
3. Green carts provided by the City are to be used for organic/compostable waste collection only.

Collection

4. The City will collect organics from participants for the duration of the program.
5. Collection will be provided according to a schedule established by the City and/or Haulers. If the schedule changes, the City will provide the participant with one-month notice of the change.
6. In addition to the requirements of the Waste Management Bylaw, containers are to be pulled to the curb on the scheduled collection day by 7:00 a.m. Any changes to the acceptable collection location must be approved by the Designated Officer.

Duration

7. Collection services are being provided continuously, however service to participants may be terminated by the City at any time.

Fees

8. 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:
 - \$35.00 per month (Includes 1 cart with weekly collection)
 - \$30.00 per month for each additional cart (collected weekly)
9. A Hold in Service fee of \$50.00 is charged for seasonally active participants (active fewer than 12 months of the year).
10. Fees may change when amended in accordance with the Fees and Charges Bylaw.

Billing

11. Fees will appear on property owners' utility bill. Billing may be may be transferred to a tenant with written consent. Please contact the Organics Coordinator at organics@whitehorse.ca to receive transfer form.

City Responsibilities

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

Participant Responsibilities

13. 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 carts.
 - 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

14. Collection of service may be terminated by the property owner of eligible premises with approval of application for exemption. Exemption must be applied for annually. Forms are available through organics@whitehorse.ca.
15. Billing will be terminated at the end of the current month so long as two-weeks notice has been given and the appropriate service cancellation form has been completed.
16. 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 cart(s).
17. If service is terminated, the carts remain the property of the City of Whitehorse.

Contact Information

Environmental Coordinator
organics@whitehorse.ca
(867) 689-2325

