



City of Whitehorse

LARGE VOLUME ORGANICS 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.

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

2 and 3 Yard Organics Bin

2. Organics waste bins 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 and fees may be adjusted.
3. Organics bins provided by the City are to be used for organic/compostable waste collection only.

Collection

4. Haulers 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 located in an easily serviceable location and subject to the approval of the Designated Officer and their contractor, the Hauler. Any changes are subject to approval.

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:
 - \$250.00 per month for one 2 cubic yard container serviced once a week.
 - \$280.00 per month for one 3 cubic yard container serviced once a week.
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 the 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

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 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

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 container(s).
17. If service is terminated, the bins remain the property of the City of Whitehorse.

Contact Information

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



COMMERCIAL ORGANICS COLLECTION PROGRAM

Customers please complete

Site Information

Building or Organization Name	Unit	Address (street number and name)	Postal Code
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Primary Contact Information

Primary Contact Name	Email	Phone #
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Billing Information

Container type (please check box): 2 yard - \$250.00/month <input type="checkbox"/> 3 yard - \$280.00/month <input type="checkbox"/>	<p>E-billing is available: The City of Whitehorse offers a fast and convenient way to receive your utility bill. With our E-billing system you can have your utility bill emailed directly to your email account. Sign up for e-billing at www.whitehorse.ca/utilities.</p> <p>Pre-authorized payments: are available, but not transferrable. If you want the organics account setup for pre-authorized payments, the downloadable form is available at www.whitehorse.ca/utilities.</p>
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Please return to:

Water & Waste Services, 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) 689-2325
Fax: (867) 668-8386

