

# RESIDENTIAL PROGRAM Q & A



March 2018

## Guidelines for your service

Please ensure that you are familiar with the basic guidelines, rules and regulations of the program!

**Q: What time does my cart have to be out for collection?**

A: Carts need to be out from 7am—5pm for collection. A different driver or truck can be sent out for collection so having the cart out at 7am will ensure that you are not missed.

**Q: What if my cart is missed?**

A: If your cart is missed the complaint will be investigated using GPS, driver sheets and onboard camera systems. We are not always able to send a truck back to remote or rural areas. Ensuring your cart is out 7am—5pm will help ensure your cart is picked up.

**Q: How do I know which cart is mine?**

A: Each cart is marked with a serial number. Please record that number and keep it in a safe accessible place. Please do not mark or paint anything on the carts.

**Q: What if my cart is damaged or goes missing?**

A: The cart assigned to you is your responsibility. It is best that you do not leave the cart out overnight. Any damaged, lost or vandalized carts will be replaced at homeowner's cost.

**Q: Who should I call if I have any issues with my service ?**

### Contact information:

*The Battlefords and area :*

**306-445-3900**

*Kindersley and area:*

**306-463-2008**

*Prince Albert and area:*

**306-763-6800**

*Toll Free:*

**1-866-Loraas-1**

*Website coming soon!*



Reusable shopping bags are environmentally friendly and cost effective!

As of February 2018 Plastic Film is no longer an acceptable item in the single stream recycling program. This will include:

- plastic bags
- saran wrap
- garbage bags
- zip lock bags
- bread bags
- Any stretchable plastic film