

The Commercial Yellow Bag Program *Questions and Answers*

Q1: What is the Yellow Bag Program? Why did the City adopt this program?

A: The Yellow Bag Program is part of the City's waste disposal program that encourages Toronto's commercial customers to decrease garbage and increase recycling and organics collection. Commercial customers have to place garbage in special yellow bags. The bags cost \$3.10 each. This price covers the cost of collection and disposal of the waste. Businesses can reduce their cost by participating in recycling and organic collection, both of which are provided by the City at no charge.

Q2: Who is eligible to participate in the Yellow Bag Program?

A: Businesses that were receiving City-provided garbage collection prior to March 7, 2002 will continue to be eligible for this service (with the exception of both large commercial businesses with a **building ground floor area (GFA)** of more than 1,250 sq metres and industrial establishments). New customers should complete the enclosed application to determine if they are eligible to participate in the Yellow Bag Program.

Criteria	Current Customers*	New Applicants
a. Ground floor area less than 500 m ² and less than 4 stories or b. At least one-third (1/3) space is residential (no size restriction) and less than 4 stories	Eligible	Eligible
Ground floor area 500 m ² to 1,250 m ² (less than 4 floors) and no residential component	Eligible	Not Eligible
Ground floor area up to 1,250 m ² (4 floors or more) and no residential component	Eligible	Not Eligible
Ground floor area greater than 1,250 m ² (any number of floors) and no residential component	Not Eligible	Not Eligible
Ground floor area greater than 1,250 m ² (any number of floors) and at least one-third (1/3) space is residential	Eligible	Not Eligible
Industrial	Not Eligible	Not Eligible

* Customer as of March 7, 2002

Q3: How do I obtain my Yellow Bags?

The yellow bags may be purchased from all Canadian Tire stores in the City of Toronto. This is an exclusive contract awarded after a competitive bid process.

Q4: How can I reduce my garbage collection costs?

A: The City is offering collection of both recycling and organics at no charge. Now, you can significantly reduce your garbage disposal costs by recycling cardboard, paper, recyclable tins, glass, and plastics. Recyclables are placed in clear bags or carts. Food scraps can also be recycled, and placed in organic (green) carts.

Q5: How do I dispose of items that are too large to fit into a yellow bag?

Yellow tags are available for larger items that do not fit into a yellow bag. Each item put out should be individually tagged for collection. Yellow tags may be purchased at Canadian Tire stores in the City of Toronto, at a cost of \$3.10 each.

The City does not collect bulky items such as large furniture and appliances. Businesses must make their own arrangements for disposal or recycling of such items.

Q6: How often will my garbage be collected?

A: Garbage will be collected once per week. When approved for City service, you will be notified of your collection schedule.

Q7: What is organic waste?

A: Organic waste (organics) is material that will break down naturally and be turned into compost. It includes primarily fruit and vegetable scraps, meat, fish and dairy products.

Q8: How often will my organics and recyclables be collected?

A: Organics, if participating in the basic level of organics collection service, and recyclables will be collected by the City at no charge once per week, depending on your business location.

Large organics generators, primarily restaurants and green grocers who need additional collection of organics, can apply for 2, 5 or 6 collections per week for a fee. The fees for additional organics pick-up are shown in the following table.

Q9: How often will I be invoiced for my organics collection?

A: Invoices for premium organics collection service are sent out on a quarterly basis and must be prepaid in order to ensure continuing service.

Frequency	Collection Days	Fee*
once per week	varies with street location	no charge
2 times per week	Current collection night plus Saturday	\$320 per year
5 times per week	Monday to Friday inclusive	\$1,200 per year
6 times per week	Monday to Saturday inclusive	\$1,600 per year

* All fees must be **prepaid**.

Q10: How will organics be collected?

A: Organics will be collected in special 35-gallon carts, which may be purchased from the City. (As a rough guideline, the 35-gallon cart will hold about 3 typical garbage bags or produce boxes of organic waste.) The cost of each 35-gallon cart is \$62.15, taxes included.

For some businesses (e.g. florists that do not produce wet, heavy organic waste) 65-gallon carts may be available. The cost of each 65-gallon cart is \$73.45, taxes included.

The following are important to help with your organics collection:

- Line the carts with clear plastic bags or use several smaller clear plastic bags to help keep the carts clean and to help ensure all the material tips out completely. This is especially important during winter months when temperatures could cause organics to freeze to the inside or the cart.
- Do not use coloured plastic bags.
- Food scraps may be fresh, frozen, prepared, cooked, or spoiled.
- Do not put liquids in the cart.
- Do not put grease in the cart.
- Remove organic material from packaging before putting it in the cart.
- Do not let carts get too heavy. If your organic waste is dense and heavy, place less in each cart. **If the carts are too heavy to be moved safely and easily, they will not be collected.**
- Rendering waste is not accepted. Rendering waste is leftover materials after the meat is removed from a slaughtered animal. These items may include the hide, hoofs, feathers or other inedible portion of the carcass.

Q11: How will recyclables be collected?

A: For most businesses, recyclable tin, glass, plastics and paper will be collected in recycling totes or clear bags. Some businesses, such as bars and large restaurants that generate significant quantities of recyclable tin, glass and plastic each day, may need to purchase a 95-gallon wheeled cart from the City to participate.

The 95-gallon wheeled carts may be purchased from the City at a cost of \$96.05, taxes included.

Corrugated cardboard must be bundled for separate cardboard collection. Bundles must be no larger than 75cm by 75cm by 30cm.

Q12: How do I participate in this Program?

A: You **must** apply if:

- You do not have City collection but want to begin receiving it.
- You generate organic waste (e.g. restaurants, green grocers, florists) and need to purchase one or more 35-gallon carts for organics collection.
- You generate a large amount of organic waste and need organics collection 2, 5 or 6 times per week.
- You need a 95-gallon cart to handle large volumes of recyclable containers or paper (e.g. bar/restaurant).
- You need a 95-gallon cart to handle large volumes of garbage.

If any of the above applies to you, then you should complete an application form and return it to the City by mail or fax to the address or fax number on the top of the application form. All application forms must be signed by the business owner. Forms that are not signed will not be processed.

Q13: Am I eligible for Containerized Garbage Service

Containerized garbage collection is available to businesses that have been approved under the Yellow Bag Program and produce large quantities of garbage. Each garbage bin is \$96.05 (including taxes). Using a garbage bin means your business no longer has to purchase yellow commercial garbage bags. Instead your business will be invoiced quarterly at a charge of \$201.50 per garbage bin for weekly collection service. Quarterly invoices must be **prepaid** in order to ensure continued service.

Q14: What if I don't want to participate or I am not eligible?

A: If you choose not to participate in the Yellow Bag Program or are not eligible, you must find alternative service providers. You may contact the **Ontario Waste Management Association** (OWMA) at **905-791-9500** for a list of private service providers in your area.

Q15: I have more questions about the Yellow Bag Program. How can I get more information?

A: Call the Yellow Bag Program Hotline 416-338-3400

Website: www.toronto.ca/yellowbag