

# Customer Opting In/Out of Solid Waste Management Collection

This form is to be used by multi-residential, non-residential, and commercial customers who are operating as a business, to opt in or opt out of city waste collection services.

Property Information			
Street Number	Street Name	Suite/Unit Number	Postal Code
Organization Name (if applicable)			Account Number

Authorized Representative Business Information		
Name (Last, First)	Business Telephone Number	Business Email
Signature (I confirm I am the Authorized Representative of the above address)		Date (yyyy-mm-dd)

Business Mailing Address (if different from above)					
Street Number	Street Name	Suite/Unit Number	City/Town	Province	Postal Code

Request Information (check the applicable box)
<input type="checkbox"/> <b>OPT OUT</b> of City of Toronto Solid Waste Management Services Collection ___ Demolition/Construction                      ___ Services No Longer Needed ___ Other (please specify) _____ Requested Effective Date (yyyy-mm-dd) _____
<b>Multi- Residential Curbside and Commercial</b> customers opting out of collections, please check box below to have bins removed. No refunds are provided for bin removal. <input type="checkbox"/> Request to <b>return bins</b> to City of Toronto Solid Waste Management Services
<input type="checkbox"/> <b>OPT IN</b> to City of Toronto Solid Waste Management Services Collection Reason for Opting In _____ Requested Effective Date (yyyy-mm-dd) _____

**Mail the above completed form to:**

General Manager  
 c/o: Customer Service & Waste Diversion Implementation  
 Solid Waste Management Services  
 86 Ingram Drive  
 Toronto, Ontario M6M 2L6

**Email:** [swmsupport@toronto.ca](mailto:swmsupport@toronto.ca)  
 Subject Line: Opting In/Out of City Collection

**Fax:** 416-392-0396  
 Attention: Opting In/Out of City collection

# Customer Opting In/Out of Solid Waste Management Collection

<b>For Staff Use Only</b>	
<b>Form Received Date (yyyy-mm-dd)</b>	<b>Approved (Y/N)</b>
<b>Approved Date (yyyy-mm-dd)</b>	<b>Effective Date (yyyy-mm-dd)</b>
<b>Comments</b>	

### **For Customers Cancelling (Opt –Out)**

- City waste collection service is an all-or-nothing service. The decision to opt out of City waste collection means that your property is no longer eligible for City collection of any materials.
- For properties charged a fee under the Solid Waste Management Fee structure, discontinuation of fees will be reflected on the next utility bill from the City.
- Under the Solid Waste Management Fee structure, multi-residential properties receiving City collection service receive an annual tax rebate. The prorated rebate will reflect the discontinuation date of collection services. Billing adjustments will be reflected on the next utility bill from the City. Locations that do not receive City collection are not eligible for the rebate.

### **For Customers Reinstating (Opt –In)**

- Eligible services include garbage, recyclables, organics, yard waste, electronic waste, household hazardous waste and oversized items.
- For properties charged a fee under the Solid Waste Management Fee structure, fees will be reflected on the next utility bill from the City after the effective start date of collection services.
- Under the Solid Waste Management Fee structure, multi-residential properties receiving City collection services receive an annual tax rebate which will be reflected on utility bills from the City.
- Please contact 311 for information on fees and ordering bins.

\* **Please allow 3 business days to process the application and up to 2 weeks for changes to the collection service to take effect.**