

# Single Family Opting In/Out of Solid Waste Management Collection

Property Information			
Street Number	Street Name	Suite/Unit Number	Postal Code
Account Number			

Applicant Information		
Name (Last, First)	Telephone Number	Email
Applicant Signature		Date (yyyy-mm-dd)

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) _____
<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

# Single Family 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 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.
- Under the Solid Waste Management Fee structure, residential properties receiving City collection service are charged a fee and 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 Residential customers opting out of collection, all bins assigned to the property will need to be picked up and returned to the City of Toronto in order for billing to end. Please ensure bins are visible and accessible for Solid Waste Management staff to collect them.

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

- Eligible services include garbage, recyclables, organics, yard waste, electronic waste, household hazardous waste and oversized items.
- Under the Solid Waste Management Fee structure, residential properties receiving City collection services are charged a fee and receive an annual tax rebate.
- For Single Family customers opting in to collection, you may order bins by calling 311 or visiting online at <http://www.toronto.ca/311/> to order the appropriate sized bins that best suit your needs.

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

Solid Waste Management Services collects personal information on this form under the legal authority of the City of Toronto Act, S.O. 2006, Chapter 11, Schedule A, s.136(c) and the City of Toronto Municipal Code, Chapter 841, Par. 841-3 and Chapter 844, Par. 844-3. The information is used to administer the application process and to provide or discontinue the service delivery. Questions about this collection can be directed to the Supervisor, Customer Service and Waste Diversion Implementation, Solid Waste Management Services, 86 Ingram Dr, Toronto, Ontario, M6M 2L6 or by telephone at 416-392-0757.