

2025 Single Family Opting Out of Solid Waste Management Collection

Note: Please allow up to 30 DAYS for the processing of the application and removal of bins for the cancellation of city waste collection services to take effect.

***All fields must be completed**

Property Owner Information (This must match utility bill)					
Street Number	Street Name	Suite/Unit Number	City/Town	Province	Postal Code
Account Number					
Applicant Information					
Name (First, Last)		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
OPT OUT of City of Toronto Solid Waste Management Services Collection (Please check a reason below)					
Construction/Renovation _____ Demolition _____ Fire _____ Billing Errors _____ Frequency-Billing _____ Frequency-Collection _____ Missed Collections _____		Cost of Services _____ Vacancy more than 6 months _____ Time of Pick-ups _____ Unsatisfactory Service _____ No Reason provided _____ Other _____		Effective Date (yyyy-mm-dd): _____	
List the bin serial numbers of each bin on site, which can be found on the front of the bin, above the metal bar.					
Garbage Bin (e.g. 65G123456)	Recycling Bin (e.g. 95R123456)	Organic Bin (e.g. 26O123456)			

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Completed form must be returned via ONE of the following methods:	
Mail	Single Family Opt Out Collection Collection, Contracts and Program Support 86 Ingram Drive, Ingram Yard, Toronto, ON M6M 2L6
Fax	Attn: Single Family Opt Out Collection (416) 392-0396
Email	Attn: Single Family Opt Out Collection swmsupport@toronto.ca

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

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.
- 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. **Billing will continue until the bins are removed by the City of Toronto.**
- **Please ensure bins are emptied and placed at visible area that is accessible for Solid Waste Management staff to collect them. Failure to ensure that bins are accessible for removal may result in the cancellation of opt out request.**
- Opt Out requests can be submitted while renovating, demolishing a house, or travelling (6 months or more). During your absence, the city will remove your bins. To resume service after opting out, an opt in request will be required.
- Opt Out requests for a period of less than 6 months will be denied. For periods that are shorter than 6 months, the garbage bin can be downsized by contacting 3-1-1.
- When moving, bins are property of the City and must remain on site for the next resident. Services cannot be cancelled due to selling the property or moving. Your lawyer is responsible for ensuring all fees are reassigned to the new owner when the ownership is transferred.

Solid Waste Management Services collects personal information on this form under the legal authority of the Toronto Municipal Code, Chapter 844, Waste Collection, Residential Properties, Article II, Collection Services, section 844-3. The information is used to administer the application process and to discontinue the service delivery. Questions about this collection can be directed to the Manager, Collection Contracts & Program Support, Solid Waste Management Services, 86 Ingram Drive, Toronto, Ontario, M6M 2L6 or by telephone at 416-392-1516.