

New Green Bin Q&A for Councillors (Wards 27, 28, 29, 30, 31, 32) in the south part of D3 collection area (east of Yonge, west of Victoria Park and south of Eglinton):

When will the City deliver the new Green Bins to residents?

We are phasing in delivery of the new bins across the City and it will take about 18 months to complete city-wide distribution. Scarborough was completed in mid-September 2016; Etobicoke the end of November 2016; the north part of the District 2 collection area (west of Yonge and north of Eglinton) in March; and the north part of the District 3 collection area (east of Yonge, west of Victoria Park and north of Eglinton) in May. The south part of District 2 will be completed by the end of August.

Delivery of the new Green Bins starts in the south part of District 3 (east of Yonge, west of Victoria Park and south of Eglinton) August 22. It will take approximately three months to complete. Residents can check the bin delivery progress in their area on our website at www.toronto.ca/greenbin. These maps are updated weekly and are a useful tool to refer to if you have inquiries from your residents on the delivery status of the new Green Bins.

Will everyone in the designated south part of the D3 collection area on curbside service get their bins at the same time?

No, we are delivering to only one collection route per day, which represents approximately 1,500 households. Don't be alarmed if you see residents in your area with new bins and you have not received one, yours is coming.

When should I start using my new Green Bin?

Start using your new bin on your next collection day.

How should I position the bin when I set it out for collection?

The way you position your new Green Bin is very important. The automated gravity lock will only open mechanically during collection if the bin is set out with the opening of the lid facing the street (follow the directional arrows on the lid). The dial locking mechanism on the lid should be in the locked position. When placing your containers out for collection, please remember to leave some space (0.5 metre) between your bins for automated collection to work.

What will happen to the old Green Bins?

The City will collect old Green Bins at no cost and they will be recycled. Your old Green Bin will be picked up the same day you get your new bin, but if we miss removing your old bin, please set it out EMPTY on your next collection cycle for pickup. Those who miss this second opportunity may call 311 to arrange removal.

What if my address requires more than one Green Bin?

It's not likely residents that currently have two Green Bins will require an additional bin as the capacity is now double. The focus will be delivering one initial bin per address. If an additional is required, please call 311.

Since the new Green Bin is larger, may I put my yard waste into this bin?

No, yard waste is not accepted in the Green Bin Program. Yard waste must be collected and processed separately.

What if I am a garbage and recycling bag-only customer?

Solid Waste personnel will contact bag-only customers in advance of the new Green Bin deliveries to work with them on a case-by-case basis to determine if the new bins are suitable for their property or to offer a solution that works for them.

I am a side-door customer, so how will I receive delivery of my new bin and removal of the old one?

Side-door customers will receive a call to advise them when their new Green Bin will be delivered and the old Green Bin picked up. This exchange will be seamless for the resident.

If the bin lid is so secure, how easy is it for a person to open the bin and how does the material get emptied?

The new latch makes the bin easy to use. Turn the dial either right or left to the unlock position to open the bin. The gravity lock will automatically release when the bin is collected and tilted over the truck.

The dial to lock and unlock the bin is stiff to turn. What can I do to fix this?

Some may find the dial that locks and unlocks the bin is a bit stiff to turn initially. It will loosen up after a while with use. For quicker results, just work the dial back and forth by rotating it several times. After time, if this problem persists, please contact 311 to make a service request for an on-site adjustment.

How is the bin more animal-resistant than the current one?

The new Green Bin has a locking lid so the bin can be put out for collection in the locked position. If the bin gets knocked over, the lid should remain closed. The upper rim of the bin body has a ridge to prevent animals from prying the lid open. These animal-resistant features means the streets and your property will be cleaner (less litter from spills).

Why am I getting a new Green Bin?

The existing Green Bin Program began in 2002 in the Etobicoke area, so the bins are well passed their ten-year lifespan and need to be replaced. The City took advantage of an opportunity to design a new Green Bin for automated collection, with a larger capacity to divert more material into the organics stream. The taller Green Bin is easier for residents to move and contains a racoon-resistant lock mechanism.

Why is this new Green Bin larger?

The Green Bin was designed for automated collection. In order for the bin to be mechanically collected, it needs to be a minimum size for the automated arms to grip the bin to lift it. This new Green Bin is slightly smaller than the Medium size Garbage or Blue Bin. While the base footprint of the new bin is not that different, the new bin is taller (by 29 cm/11 inches). It has an increased capacity of 53.5 litres so it can hold 97 litres of material.

Bin	Dimensions H x W x D (cm)	Volume (litres)	Weight (kg)
Current Bin	68 x 39 x 45	46.5	3.8
New Bin	97 x 48 x 61	97	9.4

Who do I contact if I have any questions or concerns about my new bin?

Contact 311 if you have concerns, need another new bin, or need bin repairs or replacement.

English isn't my first language, may I get help in another language?

Yes, you can call 311. State the language you'd like to use and 311 will connect you with an interpreter who, with the assistance of the 311 operator, will provide you with the information. Also, much of the content on the City's website can be translated by clicking on the Translate link found at the bottom left of the screen. There are a variety of languages to select from, make your choice and then the content visible on your screen will be translated.