

Waste Collection Bin Order Policy

Date Approved by Board: 2015.08.20	Resolution No.: 15 042
Lead Role: GM	Replaces: N/A
Last Review Date: N/A	Next Review Date: 2018.08.01

Policy Statement

Beaver Municipal Solutions' (BMS) waste collection bin order policy ensures a commitment to deliver available bins to residents in a consistent and efficient manner.

Guidelines

Beaver Municipal Solutions services requests for waste collection bins on a first-come, first-served basis. In the case that bins are not available, requests will be put on a bin waiting list. All residents placed on the waiting list will be given top priority. Residents will be asked to provide personal contact information including phone numbers, email and mailing addresses.

The Finance department will inform the Operations department on a regular basis as to the number of residents on the waste collection bin waiting list, as the basis for capital asset requisition.

Once the availability of the bins is confirmed, the Finance department will call residents on the waiting list to confirm their interest and discuss the terms and requirements of the bin rental as follows.

1. Legal address
2. 911 address
3. Pre-authorized credit card form authorizing Beaver Municipal Solutions to charge the resident's credit card for the following.
 - a. \$50 delivery fee
 - b. \$60 advance two months collection fees
 - c. Recurring charge of \$60 once every two months for collection fees
 - d. Recurring charge of \$309 per extra tip.

The delivery fee and deposit is due upon confirmation from the resident of the bin order. After processing payment, the Finance department will immediately inform the Operations department who will contact the resident and arrange for delivery of the bin.

Beaver Municipal Solutions invests money in new waste collection bins while trying to keep rental fees the same. As such, processing efficiencies through pre-authorized credit card payment arrangement is required. Beaver Municipal Solutions reserves the right to refuse a bin order without credit card authorization.

The waste collection bin comes with a set of documents which includes the collection schedule, collection contract and credit card authorization form. The customer must sign and return once copy of the contract and credit card authorization form to Beaver Municipal Solutions using the enclosed self-addressed stamped envelope.

The Operations department will submit a completed Bin Work Order Request to the Finance department, indicating delivery. The Finance department will follow up with the customer if these documents are not received within a reasonable time. Once the completed paper work has been received, the customer will be billed bi-monthly and their credit card automatically processed for payment. Invoice and credit card receipts will be emailed or mailed, as per customer preference.

If the resident on the waiting list does not respond after their attempts to call within a three month period, Beaver Municipal Solutions will assume the resident is no longer interested in securing a waste collection bin and will remove them from the active waiting list. A record will be kept of the date and time calls were made to the resident. Beaver Municipal Solutions will periodically publish an ad in the local newspaper that waste collection bins are available.