

Frequently Asked Questions (FAQs)

1. Why is this initiative necessary?

This initiative aims to provide better service to our transfer station patrons by:

- a. Optimizing the value for taxpayers who are eligible for the use of the transfer station service
- b. Satisfying the requirements of transfer station operations under the Extended Producer Responsibility model of the blue box program, which requires that only recycling materials from eligible residential properties are dropped off at our municipal sites.

The pilot project will allow the roll-out of access permits to all Chatham-Kent's eligible transfer station users.

2. What is the duration of this pilot project?

This pilot project is set to run from January 1, 2023 to June 30, 2023.

3. Is this initiative permanent?

Yes. However, based on the results of the pilot project, the logistics of using an access permit might change. Any improvements to the process will be communicated to eligible residents following an assessment of the pilot project results.

4. How do I affix the permit?

The permit is designed to be adhered to the inside top right corner of your windshield, on the passenger seat side, and under the shade band. Please refer to the Permit Display Instructions that have been enclosed for more details.

5. What if I forget my permit?

Vehicles without access permits will be turned away.

6. Can I transfer the permit from one vehicle to another?

Transferring permits from one vehicle to another is prohibited. The permit is designed to discourage its transfer and doing so may render the permit unusable.

7. What if I need another permit to be placed on a vehicle that is regularly used by my household member(s) when utilizing the transfer station?

Each eligible household is permitted one additional access permit. The additional access permit will be free of charge during the pilot project and may be subject to a fee after June 2023.

Visit your nearest municipal service centre or call 3-1-1 to inquire how you can obtain a second access permit for your household.

8. How will my permit change in June 2023?

A new access permit will be mailed to you in June 2023. The new permit will be valid between July 2023 to June 2024. The permit design might change based on feedback and data collection during this pilot project.