
Waste Depot Access Program FAQs

Q: Why is the Municipality implementing the Waste Depot Access Program?

A: An access program will control use at waste depots to ensure non-curbside residents receive the full depot service for disposal of household waste. Access permits will help operators easily identify eligible residents and will limit curbside residents to use only the services for which they are eligible. This means **all** patrons will be able to dispose of other divertible materials including tires, scrap metal, white goods (appliances), and electronic waste. Non-curbside and curbside residents will still be able to dispose of excess waste at Harwich and Wallaceburg Depots for a fee.

Q: How do I obtain my permit and vouchers?

A: The Municipality will only be mailing permits and vouchers to non-curbside residents in late 2024 for the 2025 program year. In November of 2025, residents are asked to visit a Municipal Service Centre in order to renew their permit and receive updated bulk item vouchers. Please be prepared to provide proof of address and bring your existing access permits with you when renewing.

Q: What happens if I lose my access permit or vouchers?

A: If you lose your access permit, replacement permits can be purchased at any Municipal Service Centre for a fee of \$5.00. The Municipality will not be providing replacement bulk item vouchers.

Q: Will my access permit be accepted at multiple waste depots?

A: It depends on the type of permit you have:

- **Blue CK-25 permit:** Yes, except at Harwich and Wallaceburg Depots.
- **Orange WB-25 permit:** Yes, except at Harwich Depot.
- **Green HA-25 permit:** Yes, except at Wallaceburg Depot.

You are asked to continue to use your designated depot based on your address. However, all residents are still able to go to any depot for disposal of other materials, such as e-waste and scrap metal. All residents will also be able to use Harwich and Wallaceburg Depots for disposal of excess waste for a fee.

Q: Why is access to Wallaceburg and Harwich Waste Depots restricted to limited boundaries?

Wallaceburg and Harwich Waste Depots are the only facilities that accept excess waste from all residents (including those with curbside collection) and businesses for a fee. In previous years, these depots have exceeded their waste processing capacity. To comply with the Ministry Issued Permits and ensure sustainable capacity throughout the year, access to Wallaceburg and Harwich Depots will be restricted to the designated boundaries.

Q: Are there any changes to the services offered at municipal waste depots with the implementation of the new Waste Depot Access Program?

A: No changes are being made to the eligibility criteria for using municipal depot services as a result of this program. Waste depots will continue to be the primary collection method of household waste for non-curbside residents. However, Waste Management is working on standardizing the level of service across depots, which may result in some changes. Should any changes be implemented, they will be appropriately advertised online and at depots.

Q: What should I do if I lose my access permit?

A: If you've lost your access permit, you can request a replacement by visiting any Municipal Service Centre. There is a fee of \$5.00 for the replacement permit. Please note that replacement bulk item vouchers will not be available.

