

Town of Oliver Organic Waste Collection Program

Frequently Asked Questions – Edition 2
Updated October 2024



The Town of Oliver is implementing an organic waste collection program in April 2025. This document provides additional information about the program to households that receive solid waste collection services from the Town. Please take a moment to review this important document.

A: FAQ – Edition 1

You can read the first edition of the FAQ at www.oliver.ca/organics or request a paper copy at the Finance Department or Town Hall. The first edition provides additional background about the importance of this program, and some of the steps the Town has taken to be ready to launch the new program in April 2025.

B: In the Spring of 2024, the Town did engagement on this program. What were the results?

Approximately 320 individuals participated in the survey, and about 170 individuals participated in the pop-up events that took place around the community in early 2024.

Based on the survey results:

- Approximately 94% of participants agreed that reducing the amount of waste into the Oliver landfill is the right thing to do
- Approximately 80% of participants identified they had no concerns with the new program.
 - Of those individuals with concerns about the new program, about 61% of the concerns were related to participants wanting the program to start sooner (e.g., they have participated in similar programs in other communities they have lived in).
- All survey participants are looking for support as the program roll out approaches (e.g., new schedule, what can go in the new program, events to ask questions of Town staff about the program, and a household kit to get homes started).
- The main concerns were around pests/rodents/animals, and smells.

C: What is changing and when will organic waste be collected?

The changes happening to solid waste weekly collection starting April 2025 will be:

- Black lid cart / garbage: Every **second** week (alternating with blue lid carts)
- Blue lid cart / recycling: Every **second** week (alternating with black lid carts)
- Green lid cart / organics and yard waste: **Every week**

Collection days will remain Monday and Friday. A new schedule will be provided in January 2025 for the period of April 2025 to March 2026 to align with the new organic waste collection service starting.

D: How do I get a green lid cart if I do not have one?

When the Town rolled out the new cart system several years ago, households could opt out of receiving a green lid cart (e.g., someone did not have yard waste). With the introduction of the new program, all Town solid waste collection customers will need a green lid cart. If you have never had a green lid cart, please visit www.oliver.ca/organics or visit the Finance Department at Town Hall to complete a New Cart or Change-Out Request Form by January 31, 2025. The \$32 administration fee will be waived if you submit the form by January 31, 2025.



E: We had a green lid cart and it is lost or broken. What can we do?

Please visit www.oliver.ca/organics or visit the Finance Department to complete a New Cart or Change-Out Request Form. If you have previously had a green lid cart assigned to your address, and the cart is now lost or broken, the \$32 administration fee will be charged for the new cart as the Town incurs this cost every time an address is issued a new green lid cart.

F: With the upcoming changes for 2025, can I get a larger black lid cart (garbage)?

From October 1, 2024 – July 1, 2025 the Town will be approving requests for a larger black lid cart on a case-by-case basis. The Town may contact those making a request for a larger black lid cart to request additional information. This is based on learnings from other communities that have recently implemented organic collection programs where a large number of requests for large black lid carts have been received before the program commences, and later residents report that they ended up not requiring the larger cart. This creates waste as the original black lid carts were discarded, and substantial amount of resources were used to deliver larger black lid carts that households ended up not needing. As noted, if you have a specific circumstance requiring a larger black lid cart, please contact the Town of Oliver to discuss your request.

G: What can I expect from the Town in the coming months to help me?

The Town will provide updated educational materials and details on an organic household starter package to each household that receives a quarterly utility bill from the Town in January 2025. Additionally, the Town will attend some public events in early 2025 to discuss the new program and answer your questions. Continue to monitor local media, the Town's website www.oliver.ca/organics, Newsletter and social media for updates on the program!

H: Who can I speak with to get additional information, share my ideas or concerns?

Town staff are available to answer your questions about the new organic waste collection program.

Contact the Town's waste collection team by:

- Calling the Town's Utility Clerk: 250-485-6253
- Emailing: waste@oliver.ca
- Stopping by the Finance Office located across the alley from Town Hall from Monday-Friday between 9am and 4pm (closed holidays)
- Pop up events: The Town will be announcing pop engagement events in early 2025 – please stop by and connect with a Town staff member at these events.

