



IMPORTANT NOTICE

AUTOMATED CART BASED SYSTEM

The Town of Sainte-Anne will be implementing a new garbage system where household waste pickup will be an automated cart based, rather than manual collection. Therefore, it is very important to have your cart positioned correctly. This new garbage pickup system is scheduled to begin the week of September 13th, 2022.



What is an Automated Cart Based System?

- An Automated Cart Based System involves the use of a single Waste Collection Truck with mechanical arms that pick up and tip the contents of the cart into the truck's collection container for clean, quick, and easy waste collection service.

Why the change and how is it beneficial?

- An Automated Cart Based System rather than manual pickup results in increase in safety and decrease in chances of injury to staff, equalization of collection volumes, less curbside litter, and protection against wildlife.

What does this mean for you?

- Each residence will receive one grey Town of Sainte-Anne garbage cart with a unique identifier to each residence. Additional carts will be available at a later date upon availability. Additional carts must be purchased, and will result in an increase in the Scavenging Tax Levy.
- All residences that are currently serviced with Manual Curbside Waste Collection Services will be switched to the Automated Cart Based System starting the week of September 13th, 2022.
- Garbage Collection schedule will remain the same, visit <https://www.steannemb.ca/> to see if your pickup day is Tuesdays or Fridays.
- Please note that if you sell your house, the cart must remain on the property for the next owner(s)!



How to place your garbage cart for collection

- Place your cart - with the back wheels towards the curb or at the edge of the road; close lid (facing the residence)
- Point your cart - the cart lid opens upwards from the centre of the road or lane
- Space your cart - leave one arm's length clearance (one meter or 39 inches) on all sides of each cart. This is to allow the collection truck enough room to grab your cart
- Look up - avoid placing your cart under hydro or telephone wires, basketball hoops, awning and tree limbs
- In Winter - clear snow away from the surrounding area in which you place your cart at the curb or lane. Do not place carts behind or on top of snowbanks; clear snow and ice off lids so they will open easily when emptied

Garbage carts must be put out no earlier than **8:00 pm** the night before pickup and no later than **8:00 am** on pickup day. Carts must be placed to the front property line (curb side) and accessible from the street. ***Please have waste placed in bags, no loose items in cart. Any garbage left outside of the bin will NOT be picked up!***

Waste pickup includes:

Landfill Waste:

Landfill Waste, or household waste, will be collected Tuesdays and Fridays as per the Garbage Collection Schedule.

Landfill Waste does not include the following items:

- Agricultural Waste, Animal Waste, Bulky Waste*, Construction/Demolition Waste, Excavation Waste, Industrial Waste, Hazardous Waste, Liquid Waste, Mattresses, Metallic Waste, Ozone Depleting Waste, Oil Waste, Tire Waste, Paint Cans, A/C Units, Fridges

*Bulky Waste is picked up twice a year by the Town of Sainte-Anne at no additional cost as a special service to our residents. Bulky waste is **ONE** item or thing having a weight not exceeding 32 kgs (75 lbs) or a total dimension which exceeds 3 cubic meters (3.92 cubic yards).

(Excludes Tires and Mattresses/Box Springs)

Questions? Please call the Town office at **(204) 422-5293** or email **town@steanne.ca**

Missed Garbage Collection



If your garbage was not collected, here are some possible reasons why:

- **Not enough space around the carts**
 - The collection arm on the truck needs space (at least one arm's length clearance on all sides of the cart) so it will not tip over other carts or damage property.
- **Cart facing the wrong way**
 - The wheels on the cart must point to the residence. Dumping the cart backwards can break or damage the lid.
- **Overfilled cart**
 - The cart lid must be completely closed, otherwise the lid can be damaged when the cart is emptied.
- **Items on top or beside the cart**
 - Items placed on top of the cart restrict the ability to dump the cart and will not be picked up.
- **Cart blocked**
 - If there is something restricting access to the cart on the ground (e.g., snowbank, parked vehicle) or overhead (e.g., low hanging wires, trees, eavestroughs).
- **Inappropriate waste in the cart**
 - Electronic waste, household hazardous waste, construction materials and other waste that needs special handling will not be picked up.
- **Cart is too heavy**
 - If the operator determines the cart is too heavy to safely maneuver or tip, it will not be collected until some materials are removed. Please make sure your carts contain no more than 50 kilograms (110 lbs) of material and can be easily rolled to your collection point. These figures are for reference only and will not be verified at the collection point.
- **Cart placed too far**
 - A cart will not be collected if the cart is placed too far from the curb. Carts shall be placed at the curb or street edge.
- **Cart not out in time**
 - Carts must be placed at the street by no later than 8:00AM.

If none of these reasons explain why your cart was not emptied, please leave it out and contact us to report a missed collection at 204-422-5293 or town@steanne.ca