

Let's roll! New black and green cart collection starts **March 2026**

# Waste Collection Information Kit



Look inside to learn more about cart-based collection



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# Introduction

## What's included

### Carts

- One black garbage cart
- One green organics cart



### Accessories

- Food scraps container  
(Look inside the green cart)



If you are missing any of the above items upon delivery, please visit [regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts) to fill out an inquiry form or call us at **519-575-4400**.

**Reminder:** Do not use your carts until **March 2026**.

## Key benefits of the program



**Promotes cleanliness:** Carts securely contain waste, helping to prevent litter and deter pests.



**Enhances efficiency:** Smoother and easier collection allows for more reliable and timely service.



**Supports workforce stability:** Modern equipment and improved working conditions help attract and retain collection staff.



**Improves worker safety:** Reduces the risk of injury by minimizing manual lifting and handling.

# Cart features and technology

## Address label

- Write your address on your carts to ensure they stay with your residence



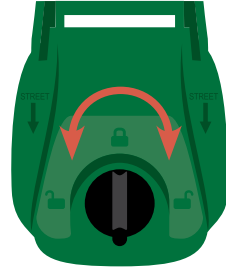
## QR + ID code

- Scan this code for cart maintenance help and to learn more about waste collection programs and services at [regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts)
- Assigns carts to your address



## Green cart lock

- Works to deter pests from getting at food waste
- Keeps the cart locked until the cart is flipped upside down by the truck



## Mechanical truck arm

- 'Hugs' the cart to lift and empty into the truck



## 360-degree cameras

- Allows driver to observe the collection process
- Improves visibility outside of the truck



**Reminder:** Carts need 2 feet (0.6m) of space from any other object.

# Getting started

## Service start date

Cart-based collection starts the first week of **March 2026**

## Your new collection schedule

Your collection day and calendar information will be available in **February 2026**. For more information visit [regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts).

**Reminder:** The Region of Waterloo is no longer responsible for blue box services. For information on recycling, visit: [circularmaterials.ca/waterlooregion](https://circularmaterials.ca/waterlooregion).

## Dimensions



### **Large black cart**

Measurements: 69 cm (D) x 68 cm (W) x 111 cm (H)  
Volume: 240 litres

### **Small black cart**

Measurements: 62 cm (D) x 48 cm (W) x 96 cm (H)  
Volume: 120 litres



### **Green cart**

Measurements: 62 cm (D) x 48 cm (W) x 98 cm (H)  
Volume: 100 litres

# How to use your carts

## Black garbage cart

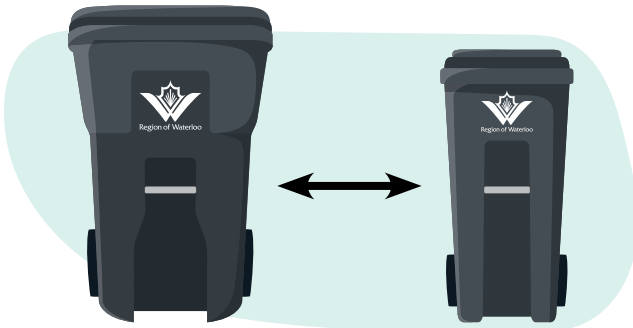
- Bags are not required
- Do not overfill your carts – the lid must be closed
- If you have more waste than the cart can hold, use a bag tag and place the tagged bag at the curb by your black cart, not on top of it
- Large bulky items and appliances can be placed by the cart for bulky item collection
- Hazardous waste materials, electronics, batteries, and tires are not collected at the curb – Visit [regionofwaterloo.ca/waste](https://regionofwaterloo.ca/waste) or the Waste Whiz app for more information
- The weight of the large cart cannot exceed 200 pounds (90 kilograms), and the small cart cannot exceed 100 pounds (45 kilograms)

**Tip:** Save space in your garbage cart by putting organic waste in the green cart.



## Black cart size exchange

- No exchanges will be permitted within the first 6 months of the program
- You can request a one-time size exchange, at no cost, in the fall of 2026



## Food scraps container

- Store on your counter or under your sink
- Once your container is full, empty out into your green cart
- Do not set out your food scraps container for collection
- Lining your container helps maintain cleanliness



## Liner options

- Certified compostable bags only
- Paper bags
- Newspaper



**COMPOSTABLE**

Biodegradable Products Institute | US COMPOSTING COUNCIL



## Green organics cart

- Turn the handle to lock and unlock your cart
- Keep your green cart locked unless adding material - the lid unlocks when flipped by the truck
- Liner bags are not required, with the exception of pet waste which must be wrapped in paper or certified compostable bags
- The weight of the cart cannot exceed 85 pounds (38 kilograms)



## What to do when you move

- If you're moving, leave your carts behind
- Carts are the property of the Region, and are assigned to the address they're delivered to
- If the carts at your new property do not meet your needs, contact the Region

## Storage tips

- Carts can be stored wherever you currently store your waste – in the garage, backyard, a storage unit, outside against your house or fence
- Store your carts according to your local by-law
- Carts cannot be stored on a road, road allowance, or boulevard
- If you have a rural property with a long driveway, you may choose to leave your carts near the end of your driveway and bring your materials to your carts as needed



## What to do with your old green bin and garbage containers

- Green bins and garbage containers can be re-used as storage for soil, mulch, sports equipment, pet food or other household goods
- Re-use green bins and garbage containers as yard waste containers (yellow yard waste sticker or coloured ribbon attached to the handle required) as of **March 2026**
- Starting **March 2026**, you can drop off your old green bin at any of our Waste Management locations. Visit [regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts) for drop-off information
- Unwanted containers can be placed for bulky item collection with a secured sign that says, "Garbage please take", after March 2026. Containers will count towards bulky item limit

# Collection day - what you need to know

## How to set out your waste

- **Park it** – place your cart at the end of your driveway or boulevard
- **Point it** – arrows point to the street; the handle faces your house
- **Space it** – give at least an arm's length or 2 feet (0.6m) of clearance on all sides so the truck can collect safely

## Winter set out

- **Clear a path** to roll your carts to the curb
- **To make movement easier, pull your cart** behind you like a sled instead of pushing like a plow in front of you
- **Place at ground level** – not on top of or behind snowbanks or on the road



## Timing

- Set waste out by 7 a.m.
- Bring carts in by 9 a.m. the following day
- Collection will typically take place 7 a.m. – 6 p.m.



**To the curb  
by 7 a.m.**

## Safety tips

- Close lids before moving carts
- Only place acceptable materials into the carts
- Do not sit, stand or climb in/on carts
- Do not exceed weight limits
- Do not place carts on the road, an elevated surface, or on a slope
- Do not block sidewalks and bike lanes

# Cart maintenance

## Cleaning tips

- Rinse regularly with water, use liner bags, and/or add baking soda to the bottom to minimize odours
- Place items like paper egg cartons and pizza boxes at the bottom of your green cart to reduce material getting stuck
- If items get stuck in the bottom of your carts, use a broom or shovel to loosen them
- Visit [regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts) for more tips

## Repairs or replacements

- The carts are under warranty and will be repaired or replaced if damaged from regular use
- Your carts will no longer be under warranty if you modify it in any permanent way
- Scan the QR code on your cart, fill out an inquiry form at [regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts) or call us at **519-575-4400**

# Have extra waste?

## Bag tag program

- If you have excess garbage, you must use a garbage tag (around the neck of the garbage bag) and place the bags by the garbage cart.  
**Do not place the bags on top of the cart**
- To purchase, visit [regionofwaterloo.ca/waste](https://regionofwaterloo.ca/waste) or call **519-575-4400** to find where tags are sold



## Drop-off sites

- Waterloo Waste Management site: **925 Erb Street West, Gate 2, Waterloo**
- Cambridge Waste Management site: **201 Savage Drive, Cambridge**
- Visit [regionofwaterloo.ca/waste](https://regionofwaterloo.ca/waste) for hours, applicable fees, acceptable items and for more details on our programs and services

## Other services

### Diaper drop-off program

- Drop off clear bags of diapers and incontinence products at no cost at the Region's drop-off sites

### Medical exemption program

- Available to those who have excess garbage due to a medical condition that results in waste that can't be recycled (such as incontinence products, or unrecyclable medical packaging)
- Starting January 2026, visit [regionofwaterloo.ca/waste](https://regionofwaterloo.ca/waste) to fill out the application form or call **519-575-4400** to apply

### Assisted collection

- Available to residents living with a disability who require assistance bringing their carts to the curb
- Starting January 2026, visit [regionofwaterloo.ca/waste](https://regionofwaterloo.ca/waste) to fill out the application form or call **519-575-4400** to apply

### Bulky items and yard waste

- The Bulky Item and Yard Waste programs will continue to be collected manually. Visit [regionofwaterloo.ca/waste](https://regionofwaterloo.ca/waste) for more information

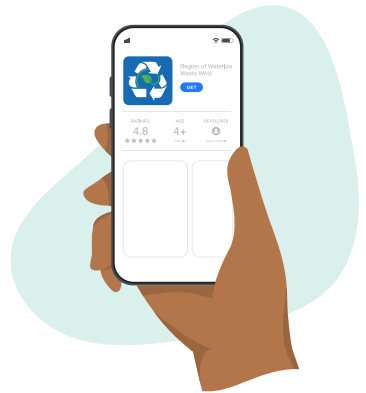
## Need help?

### Contact us

- Call us at **519-575-4400**
- Email us at [carts@regionofwaterloo.ca](mailto:carts@regionofwaterloo.ca)
- Visit [regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts) for more information

### Waste Whiz app

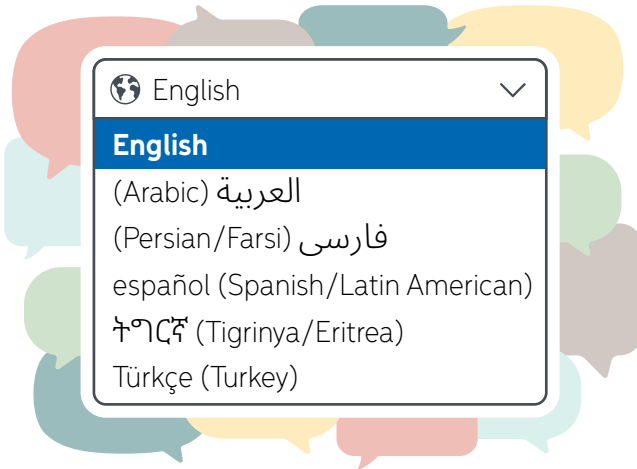
- Use the Waste Whiz app to check your new collection day, get reminders, access the waste sorting tool, and stay up to date on the cart program
- To download, search "Region of Waterloo Waste Whiz" in the app store



# Translate



Visit [regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts) to translate this information.



## Thank you for participating!

Thank you for using your new carts and properly sorting your waste to keep valuable materials out of the landfill. When we all do our part, it adds up to a big impact—for our community and for a more sustainable future as we grow with care.

Information subject to change without notice.



[regionofwaterloo.ca/carts](https://regionofwaterloo.ca/carts)

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