



# Opt-in community onboarding

2025 onboarding process



# Opt-in Community Onboarding Process



# Opt-in Curbside and Depot Community Onboarding Process

- **Consumer Pricing Index (CPI) escalation for 2024 and 2025.**  
Circular materials to update CPI for 2024 and 2025 before April 1, 2025.
- **Payment process set up (applies to Opt-out for P&E too).**  
Communities will be receive instructions in March on setting up EFTs
- **WeRecycle training and community access**  
Circular Materials will provide communities with access to WeRecycle Portal for updating household counts. (please refer to your SOW for relevant reporting requirements for your community)
- **Reporting in WeRecycle**  
Communities will start reporting in WeRecycle portal. A resource guide with FAQs, reporting requirements and relevant contact information will be provided to communities.

# CPI Escalation for 2024 and 2025

- Most curbside contracts will require CPI escalation for 2024 and 2025.
- Refer to SoWs for information pertaining to CPI escalation.
- All contracts will be set-up in CM systems having been escalated to 2025 rates (2.5% for 2024 and TBD for 2025 – pending Jan 2025 AB CPI).
- **Depot contracts/offers have been calculated using 2025 rates.**
- Household counts will require updating to 2025 counts (more on slides to come).

# Set-up Payment Process



## Payment set-up

- In March you will receive instructions a secure portal for reporting payment details
- Provide EFT information to Circular Materials.
- Finance contact information has been obtained during the contract process and will be used for these purposes.



## Communication

- Portal log in credentials shared by week 1 of April.
- For any queries regarding payment/portal, contact [abserviceproviders@circularmaterials.ca](mailto:abserviceproviders@circularmaterials.ca).

# Payment Processes



## Payment

- Monthly payment based on stop counts.
- Promotion and Education (P&E) payments (where applicable).
- No invoice required (Circular Materials will use same PO # each month).



## Payment timing

- Monthly payments (Opt-in and depot): April payments will go out in May end.
- Annual P&E payment for Opt-out curbside
- If 2025 stop count is received by April 30th, retroactive adjustments will be processed by June end.
- Where applicable: Delay in reporting of processed tonnes may impact payment timing.

# WeRecycle Portal

- Manage contacts for your community.
- **Update 2025 HH count (as of April 1, 2025).**
- Please review your SoW for reporting requirements – such as tonnage reporting (only applicable under certain contracts)
- Training will be made available for reporting and payment – WeRecycle How to Guides.

Welcome to the WeRecycle Portal!

**circular**  
materials

User ID

Password

Did you forget your password?

Login

New to the WeRecycle Portal?  
Create an Account

# Collection of Information

- Circular Materials' Operations team will reach out to collect specific information as required in your SoWs:
  - Customer Phone Line Contact Number.
  - 24-hour emergency phone line for Circular Materials' use.
- Circular Materials requires the addresses of all residential premises provided with curbside and depot PPP recycling services – we are currently developing a process to collect and receive this information.





# Establish Service Delivery Processes

- On-boarding information and Circular Materials contact information will be made available online following this session.
- In weeks to come:
  - Identify format and mechanisms for reporting customer call logs.
  - Confirm auditing protocols and reporting mechanisms.
  - Confirm natural growth reporting and verification processes.





[circularmaterials.ca](https://circularmaterials.ca)

[info@circularmaterials.ca](mailto:info@circularmaterials.ca)