

# Cart rollout FAQ



## 1 What is happening to my recycling program?

Starting January 1, 2026, your community will transition to single-stream recycling system. This means you can combine all recyclable materials (paper products, plastic, metal, glass, etc.) into your new recycling cart.

## 2 Who do I contact for recycling questions?

Please contact GFL:

- **Phone:** 1-844-415-4351
- **Email:** WEr recycling@gflenv.com

## 3 What if I have excess recyclables that will not fit into the cart?

Please ensure that all recyclables are included in the cart to enable efficient collection of recyclable materials.

## 4 What if I bought my own cart? Can I set it out for collection?

No, residents are required to use the cart that is provided by GFL.

## 5 What can I do with my old recycling box? Will it be accepted in recycling?

No, residents are required to use the cart that is provided by GFL.

## 6 What are the benefits of using a recycling cart?

1. **Minimizes litter and odours:** The closed lid prevents litter from blowing away and reduces odours that attract pests.
2. **Increased storage capacity:** The larger size of the cart allows for more recyclables to be stored between collection days.
3. **Ensures safe working conditions for collection staff:** Recycling cart collection systems reduce the risk of injuries and accidents for collection workers.

# Cart rollout FAQ



7

## What should I do if I have accessibility concerns or require special accommodations?

GFL will be working with residents to make any necessary provisions on a case-by-case basis. We understand the importance of supporting recycling efforts and are committed to supporting residents during this transition to recycling carts. If you have an inquiry regarding the use of recycling carts or require assistance, please contact GFL at 1-844-415-435 or [WErecycling@gflenv.com](mailto:WErecycling@gflenv.com).

8

## How do I prepare my materials for the cart?

- **Sort materials:** Ensure recyclables are separated from garbage and organic materials.
- **Bundle cardboard:** Flatten any cardboard before placing it in the cart.
- **Ensure materials are clean, dry and loose:** This helps ensure materials are ready for recycling.

9

## How do I prepare my materials for the cart?

During snowy weather, place your recycling cart on a flat, shoveled surface at the end of your driveway. Please avoid placing it on the street or on top of snowbanks.

Make sure it's at least 3 feet (1 metre) away from snowbanks, parked cars, and other obstacles so collection crews can easily access it. Always keep the lid closed to keep snow out, and point the lid opening toward the street for proper collection