

# Box rollout FAQ



## 1 Why are we switching back to bins after we just recently switched to carts?

We recognize the impact of change and thank residents and communities for their continued engagement and participation in recycling through this transition. Resident participation is vital to increasing recycling rates and advancing a more sustainable future.

As part of Ontario's transition to a new extended producer responsibility (EPR) blue box program, the local recycling collection contractor in Petrolia is changing as of January 1, 2026. The new recycling collection contractor, Emterra, will be using recycling bins, not carts, for recycling collection in Petrolia.

As the administrator of Ontario's common collection system, Circular Materials follows a standardized procurement process to ensure the fair, effective and efficient provision of services that meets the obligations of the province's EPR Regulation. Communities' bin type is determined by their local contractor, based on the contract awarded during the procurement process. Several assessment factors are considered during the procurement process to ensure service delivery meets the needs of residents, the community, and regulatory requirements. Regardless of bin type or collection method, residents can be assured that their efforts to recycle matter and that all post-collection recycling facilities follow standardized sorting processes that align with regulatory performance requirements and result in positive environmental outcomes.

## 2 Who do I contact for recycling questions?

Please contact Emterra:

- **Phone:** 1-888-597-1541
- **Email:** [customercareont@emterra.ca](mailto:customercareont@emterra.ca)

## 3 What if I bought my own blue box? Can I set it out for collection?

Yes, you may use your own blue box for recycling collection.

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4

## How should I set out my recycling boxes for collection?

- Remember to separate your recyclables from your garbage and organic waste.
- Place containers clean, dry and loose in your bin.
- Place your recycling boxes on a flat surface that is clear of obstacles to ensure a safe collection.

5

## What should I do with my old recycling cart?

The Town of Petrolia is working directly with Waste Management (WM), the Town's previous recycling collection contractor, to identify a solution for the old recycling carts. More information will be provided by the Town and/or WM, and any inquiries regarding the old recycling carts can be directed to the Town of Petrolia.