FAQ – Food waste collection

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IMPLEMENTATION PROJECT

1. How many households will take part in the project?
   Approximately 5,000 dwellings will be added to the 1,000 addresses already benefitting from the new food waste collection service.

2. Why target 5,000 households for this project?
   The 5,000 targeted households are part of the second phase of a deployment project that will eventually expand to include the whole city. Ville de Brossard is implementing this collection gradually to ensure that citizens receive quality support.

3. In which sections of the City will the second phase of the project be implemented?
   This year, the project will be implemented throughout the N, O and S sections.

4. Is there a map of the sections targeted by this implementation project?
   Yes. You can consult a map of the targeted sections by clicking here.

5. When will the implementation project begin?
   The bins will be distributed in November 2018 and the new collection will begin a month later, in December.

6. Am I obliged to take part in this project if I'm one of the targeted households?
   Yes. Participation in this project is mandatory. You will have the full support of the City to help you understand and implement the project.

7. Are industries, commercial establishments and institutions (ICIs) eligible for this project?
   No. The implementation project targets only residential buildings for now.

8. When will food waste collection be implemented in all sections of the City?
   Ville de Brossard is aiming to reach the goal set in the Politique québécoise de gestion des matières résiduelles (the Quebec Residual Materials Management Policy) of banning organic waste from landfill sites by the year 2020.

BINS

9. When will the bins be delivered?
   The bins will be delivered during the month of November 2018 (a specific date will be announced later).

10. Will information documents be provided when the bins are delivered?
    Yes. The following items will be delivered free of charge directly to your home:
    - a brown bin for food waste
    - a grey bin for the remainder (net household garbage)
    - a small kitchen container with 3 paper bags
    - a collection calendar
    - information pamphlets.

11. Who owns the bins that will be delivered for this project?
    As with the blue recycling bins, Ville de Brossard remains the owner of the brown and grey bins.

12. Who is responsible for repairing damaged bins?
    Ville de Brossard will be responsible for repairing damaged bins or replacing them when necessary. To request a bin repair, contact Services Brossard at 450-923-6311 or by email at services@brossard.ca

13. If I move, do I keep the bins distributed in the context of this project?
    No. The bins are associated with your street address by a unique serial number, so you are not permitted to take the bins with you when you move.
14. **Can I choose the size of the brown (food-waste) bin delivered to my home?**
   No. The size of the brown bin delivered to your home will be determined automatically by your type of residence.

15. **Can I choose the size of the grey bin (for net household garbage) delivered to my home?**
    Yes. Three (3) sizes of grey bins (120 L, 240 L and 360 L) will be available for your net household garbage. From August 13 to September 14, 2018, you will be able to choose the size of bin you want, in one of two ways:
    – Online: brossard.ca/bac
    – By calling Services Brossard: 450-923-6311

16. **What happens if I don’t choose my bin during the selection period?**
    Since it is mandatory to take part in the new collection program, you will receive bins determined automatically by your type of residence.

17. **Can I exchange my bin for one of a different size?**
    Yes. You can exchange your bin for one of a different size during two periods of the year. Please note that the size of bin can only be changed ONCE per address, per owner. For all requests to change your bin size, contact Services Brossard at 450-923-6311 or by email at services@brossard.ca.

18. **What can I do with my current garbage container?**
    You can keep your current container and use it for the green waste or branches and tree trimming collections. If it is an old wheeled bin, you can recycle it at an Ecocentre.

19. **What should I do if my grey bin is full?**
    First, make sure you’ve sorted your household garbage properly. Here are a few common examples of waste that should NOT be put into your grey bin, as well as the right ways to dispose of them:
    – Grass clippings and dead leaves → Green waste collection
    – Tree branches → Collection of branches and tree trimmings
    – Construction scrap → Écocentres
    – Electronic appliances → Écocentres
    If you continue to have a problem, contact Services Brossard at 450-923-6311 or by email at services@brossard.ca.

**FOOD WASTE**

20. **Why is it necessary to ban food waste from landfill sites?**
    Food waste contaminates the soil (acidification) and the water (leachate) in landfill sites and produces greenhouse gases (biogases) and leachate. It is also a resource with great potential for re-use in composting and biomethanation, for example.

21. **Do organic materials make up a large portion of my household garbage?**
    On average, between 40 and 50% of household garbage in Quebec consists of organic materials (food waste, green waste and other compostable materials).

22. **What will become of the food waste collected?**
    Currently, food waste is sent to a treatment centre authorized by the Ministère du Développement durable, Environnement et Lutte contre les changements climatiques (MDDELCC) to be turned into compost.

23. **Will the compost generated by this collection be distributed to the program participants?**
    No, not yet. The City is currently looking into this possibility for the next implementation phases, but for now, the compost obtained through transformation is used by local farms.

24. **Do I have to participate in the food waste collection program if I already compost at home?**
    Yes. The food waste collection is a perfect complement to your home composting. Food waste of animal
origin (meat, bones, grease, dairy products, etc.) cannot be composted at home, but may be discarded in your brown bin.

25. What materials will be accepted or refused in the brown bin?
A guide to accepted and refused materials will be delivered to your home at the same time as your bins. You can also consult the guide by clicking here.

26. Are kitty litter and animal waste accepted in the brown bin?
No. These materials are not accepted at the treatment centres because they may contain medications or chemical substances that can harm the quality of the compost.

27. Are disposable diapers accepted in the brown bin?
No. Disposable diapers are not accepted because they contain plastic. To prevent odours, be sure to put them in a plastic bag that you can close tightly and throw them out with your net household garbage.

28. Why are compostable, biodegradable and oxo-biodegradable bags not accepted in the brown bin?
These plastic-looking types of bags take much longer to decompose in treatment centres than organic materials. They thus become contaminants for the composting and biomethanization processes. That is why RECYC-QUÉBEC recommends forbidding these types of bags in the food waste collection program.

29. What can I do to prevent odours and flies?
- Put your brown bin outside on collection days even if it is not full;
- Keep your bin out of the sun with the lid tightly on;
- Put your food waste into paper bags or newspaper;
- Alternate layers of wet and dry materials;
- Freeze or refrigerate your food waste and put it into your brown bin on the day of collection;
- Wash your bin out regularly with a gentle detergent or vinegar.

30. What can I do to prevent food waste from freezing in winter?
Line the bottom of your brown bin with newspaper or cardboard. It is also recommended that you put it in a big paper bag similar to those used inside your green waste bin.

31. What can I do to prevent animals from being attracted to the contents of my brown bin?
- Keep the lid tightly on your bin;
- Apply Vicks VapoRub-type cough relief ointment around your bin’s aeration holes and the lid.

32. What should I do with my brown bin if I go away on vacation?
It is recommended that you put your brown bin out for the last collection prior to your departure, and then wash it and leave it empty until you return from vacation. If you accumulate more food waste before leaving, it is also recommended that you freeze or store it somewhere cool while you are away.

33. Is there a way to make my own paper bags for my kitchen container?
Yes. Click here for a tutorial.

INCENTIVE PRICING

34. What is incentive pricing?
Incentive pricing rewards citizens for their environmentally responsible waste management efforts. By sorting your household garbage properly, including food waste and recyclables, you will reduce the net amount of garbage you generate, which will ultimately lower the taxes you pay for collection costs.

35. How will incentive pricing work?
Incentive pricing will be established on the basis of the size of your grey bin (net household garbage). Citizens who use a 120-L bin will therefore be charged a lower rate than those who use a 240-L or 360-L bin.
36. How will incentive pricing be charged?
   The “household waste” fee appearing on your 2019 property tax bill will be adjusted according to the size of grey bin (net household garbage) you chose.

**COLLECTION CALENDAR**

37. Will the collection calendar change after the project has been implemented?
   The current collection days will remain unchanged. The new brown bin collection (food waste) will take place once a week, while the grey bin (net household garbage) collection will take place every two weeks. The day for food waste collection will be announced in September 2018.

38. Why does the grey bin collection now take place every two weeks?
   Given that between 40 and 50% of your garbage will now go into your brown bin, this will reduce the amount of household garbage headed for landfills. One grey bin collection every two weeks is therefore enough. Most of the materials that cause odours are those that should be discarded in your brown bin.

39. Why should I do if the contents of my bin have not been collected?
   Check that you have followed the specific procedures for each type of collection, or your waste will not be picked up. If you think you have followed the rules, contact Services Brossard at 450-923-6311 or by email at services@brossard.ca as soon as possible after the collection.