



## CHF BC COMMERCIAL SERVICES

### WASTE COLLECTION PROGRAM MAINLAND



## FREQUENTLY ASKED QUESTIONS

- 1. How do we setup service with Waste Connections through CHF BC's waste collection program?** Contact CHF BC's Commercial Services department. We will set-up a contract between your co-op, CHF BC and Waste Connections that outlines service, price, expiry date and terms and conditions. There are no hidden charges or surcharges.
- 2. How do we know what level of service our co-op needs?** A Waste Connections representative will visit your co-op to assess your garbage and recycling service requirements. CHF BC will then provide a quote on the requested services. Call Cindy Sagal in Vancouver at 604-525-2072 to arrange a meeting.
- 3. Our current waste collection contract expires in six months. Is there anything we should do now?** Check out your options. Most suppliers require 90 to 180 days notice prior to the expiration of the existing contract if you do not want to renew. If you fail to give the required notice, the contract will often renew automatically. For program information and member rates, contact Arnold Sang at CHF BC.
- 4. Our current contract doesn't expire for more than a year. Is there anything we should be doing?** The cost of getting out of an existing contract is usually more than any savings you may get elsewhere. If you give us the expiry information we will notify your co-op to ensure that the correct cancellation procedures can be followed and new service arranged.
- 5. How do we switch our service to Waste Connections?** We can provide you with a sample cancellation letter to send to your current supplier. Once you have completed, signed and returned the letter to CHF BC, we will ensure that it is sent to your current supplier, via registered mail, in order to provide the correct notice required.
- 6. How do we pay for service through CHF BC's waste collection program?** Program billing and administration are handled by CHF BC. Payments are made through a pre-authorized debit system. Under this system, the amount due for your regularly scheduled service is withdrawn from your co-op's chequing account on the first day of each month. CHF BC will invoice your co-op separately for any additional services.
- 7. What if we want to change our service level?** To change your service level contact Arnold Sang at CHF BC. We will arrange any changes with Waste Connections and make any necessary changes to your billing arrangements. If there is a price change, your pre-authorized debit will be updated on the first of the following month. If the change is effective mid-month, CHF BC will invoice or credit you any differences in the amount owed.
- 8. What other services does Waste Connections offer?** Waste Connections offers 20, 30 and 40-yard temporary clean-up bins as well as a range of recycling services, depending upon your co-op's location.

**FOR MORE INFORMATION, CONTACT:** Arnold Sang, Commercial Services Director, CHF BC, phone 604-879-5111 (ext.138), toll free 1-866-879-5111 (ext.138) or email: [asang@chf.bc.ca](mailto:asang@chf.bc.ca).