



Guide to Contracting a Waste Hauler

Contracting a waste hauler for waste collection can be a new or unfamiliar process for many. This guide is to help ensure your contract meets your needs. Waste hauling contracts are negotiable, which means you can customize the collection services you need and consider options that provide you with the best overall value from a hauler, including cost, types of bins, collection frequency and customer service standards.

Getting Started on Your Contract

By entering into a contract with a waste hauler, you are able to negotiate price, secure important contract points such as collection schedules, service level guarantees and other services that you may require. A contract also establishes the set time frame for the services and can help avoid overages or other unexpected charges.



When looking for a new waste hauler or renewing your services with your current hauler, request quotes from multiple waste haulers to compare current pricing in the market and ensure your service needs are being met.

TIP



STEP 1



Assess Your Requirements Before Contacting Waste Haulers

- What materials do you need collected?**
 - Common materials include garbage, cardboard, mixed containers, food waste and mixed paper.
 - Are there seasonal differences in the types and amount of waste generated?
- What size of containers do you need and how much space do you have available?**
- How often will you need collection?**
- Where are your containers placed?**
 - If outdoors, are they locked to prevent others from using them?
 - If inside an office, will the hauler need to service from inside?

STEP 2



Questions to Ask Waste Haulers

- What types of services do they provide?
- What type and size of bins/carts do they offer?
- Do they provide any reporting (e.g., tonnage or diversion rate)?
- Are containers washed? If so, what is the frequency and what is the cost?
- Is odour control provided for the carts/bins?
- Is there flexibility to change the:
 - Frequency of collection?
 - Container sizes and quantities?
 - Types of services being provided?
- What happens if there is a contaminated load with unaccepted items?
- What happens in the event of a missed collection or a service interruption?
- Are they able to offer a contract with a fixed length that suits your needs?
- What are the terms and what notice is required for modifying or ending a contract?
- What are the penalties for ending a contract early?
- Do they provide any bin/cart decals and/or posters or other communication materials related to what goes into each bin?
- Are they flexible?

Haulers who offer flexibility around containers size and collection frequency can be helpful if waste generation changes or fluctuates seasonally. This is why it is important to be mindful of the length of your contract and the terms around changing service needs.
- New services, new agreement?

If you're looking to increase frequency or change the size of your carts or bins, check that the service change isn't considered a new service agreement that would impact your contract term.

STEP 3




Clarifying Fees with Your Hauler

- What is included?

Clarify what the fee includes (e.g., type of service provided, frequency of services and type of containers provided, other fees and charges listed below).

 - Are there additional fees to replace missing or broken bins?
 - Do they offer additional unscheduled collection and what does it cost?
- Not sure about a fee?

If there are any fees or miscellaneous line items included on the quote, in a contract or on an invoice, ask for a breakdown or clarification of those fees and make sure they are outlined in your contract.
-  There is no additional charge from the RDN. Possible fees and surcharges that could be applied to an invoice:
 - Maximum weights
 - Contract renewal
 - Collection frequency
- Ready to sign?

Ensure that any changes to your service agreement can only be made by someone with the authority to sign contracts.

