

General FAQs

What is curbside collection?

A service provided by the DOK to collect residential garbage, recycling, food waste and yard waste. The collection is done by a contractor to the District, and all collected materials are managed in an environmentally responsible manner – either landfilled, sent for recycling, or composted.

Is my property included in the Curbside Collection program?

If you reside within the municipal boundaries of the District of Kitimat, your residence is in a single-family unit, some row townhouses and you currently receive municipal curbside collection service for garbage removal, you will be incorporated into the new expanded curbside collection program. Excluded are multi-family residences (i.e. apartment buildings), commercial, industrial, and institutional properties. If you are still unsure please check our [distribution list](#) or contact City Hall at (250) 632-8900.

When is my Collection Day?

You can find your collection schedule on the District of [Kitimat website](#). For custom reminders and schedules, check out [Recycle Coach](#).

Can I opt out of the program?

No, the Collection Service is mandatory for all eligible households.

I leave Kitimat for long periods of time. Do I need to pay the full amount for Curbside Collection?

Yes. This service is provided year-round. The annual fees for residential solid waste management contribute towards the entire residential solid waste management program, including the Kitimat Municipal Landfill.

What services are provided?

As of November 1st, 2021, the curbside collection service was updated to include the following:

- ✓ Weekly garbage collection
- ✓ Bi-weekly recyclables collection (every second week)
- ✓ Seasonal yard waste collection ends Nov 1st and 8th. This service operates from mid-May to early November.

Check our website for the calendar for your neighbourhood collection or use the Recycle Coach App) Garbage is collected in a plastic garbage bag placed in a lidded garbage container, recyclables will be collected in both the District supplied open blue bin, and the District supplied yellow poly-bag for paper products.

Yard waste is to be placed in a container designated for yard waste (DOK Yard Waste Stickers available at City Hall), or in a craft paper bag.

How much material can I put out for collection?

The limits for each waste stream are as follows:

- Recycling: Unlimited quantities (in bins, no larger than the DOK provided 90 L blue bin) every second week
- Garbage: Up to 3 garbage containers, not exceeding 23 kg (50 lbs) every week

Does the DOK provide the necessary containers?

The DOK will provide the following containers to all eligible households at the launch of the expanded curbside collection program. In October 2021 the following containers were delivered:

- A Blue Bin (90 L) for your container recycling
- Yellow poly bag (80 L) for your paper products

Keep track of your containers by labeling them with your address. Your containers belong to your residential address. The DOK will not be stocking replacement containers. It is the responsibility of the resident to purchase similar replacement containers.

What if I am not home when my containers are dropped off at the start of the new collection program?

Please arrange to have a friend or neighbour bring your containers inside if you are not able to when they are dropped off at your home.

Where do I put my containers on collection day?

Containers must be placed at the curb so they are visible and accessible for the collectors, and will not block roadways or sidewalks.

What time will collection take place at my residence?

Please have your containers at the curb, on your collection day, by 8am. Do not put your containers at the curb any earlier than 4am of the morning of your collection day.

What is the RecycleCoach App?

The RecycleCoach app can be downloaded free from your smart device's "App Store or Google Play". It can also be used directly on your computer at the "RecycleCoach" website. Features of the app include:

- Personalized notifications and reminders for regular collection schedules and special events via email, text message or phone call;
- Printable schedules for collection days and events;
- Collection and event schedules can be exported to your everyday calendars (Outlook, iCal or Google Calendar);
- Receive emergency or non-emergency notifications for news, events, scheduling changes and other information from the DOK;
- Report problems regarding missed collections, service complaints and issues with the app itself;

- Details for how to properly prepare your materials for Curbside Collection in the “Collection Requirements” section;
- “What goes where?” search tool that allows you to look up material-specific collection or drop-off requirements.
- You can also visit Recycle Coach from your computer by visiting the District’s website <insert link>.

Can I pay for a second service for a suite?

If you have a legal suite in your home, then you are eligible to pay for a second service.

To establish a legal suite in your residential home, you must verify that your property is zoned to allow a secondary suite, and the DOK building inspectors must approve the suite for occupancy. For any inquiries to legalize suites please contact us and ask for:

The DOK Building Department district@kitimat.ca or call us at (250) 632-8900

Why was my garbage/ recycling left at the curb on my Collection Day?

There are multiple reasons why your Curbside materials may have not been collected.

- If your container was not out in time, the collector may have already passed your house and your material will not be collected. Make sure your curbside containers are at the curb by 8am.
- Containers will not be accepted if they exceed the number, size or weight maximums for collection. In this case, a sticker should be left on your bag or container by the collector.
- Containers will not be accepted if they contain contaminants. In this case, a sticker should be left on your container by the collector.
- Your materials were not in a container. Garbage must be placed in a bag, within an un-hinged container. Recyclables must be contained within blue bins or the large yellow reusable bags.
- It is not your collection day. Check your schedule or sign up with RecycleCoach to be sure that you have brought the correct containers to the curb on your collection day.
- Accidents happen! Containers occasionally are missed without a specific reason. If there is no sticker on your missed garbage and it was out on time, on the correct collection day, contact the DOK at (250) 632-8900 or contact Geier Waste at (250) 632-4689.

What if I miss my collection day?

If you miss your collection day, you will have to wait until your next collection day to put out materials. If you cannot wait until your next collection day you can:

- Take your garbage to the Kitimat Municipal Landfill
- Take your recyclables to the Kitimat Bottle Depot (Packaging) and KUTE (Paper Products)

Recycling FAQs

Where can I find information on what I can and can't recycle?

You can find what's accepted in your curbside recycling box, and other locations at [Kitimat.ca/WayLessWaste](https://www.kitimat.ca/WayLessWaste). This information is also available on the RecycleCoach mobile phone app that is free to download through the Apple Store or Google Play Store.

For more information about RecycleBC's Paper Products and Packaging (PPP) programs and collections locations, visit www.recyclebc.ca

Locally check out the [Kitimat Bottle Depot](#) or [KUTE](#)

What is the partnership between the District of Kitimat and Recycle BC?

The DOK entered a partnership with RecycleBC (formerly Multi-Material BC) in 2021. Recycle BC provides a financial incentive for the Packaging and Paper Products collected at the curbside. All monies received from RecycleBC for the curbside recycling collection services are rebated into the Curbside Collection program, which reduces the user fees on your property tax bill for the additional service.

What do I do with Shredded Paper?

Shredded paper can go in your recycling. It must be contained in a closed cardboard box or paper bag – it cannot be put loose in the bin. For example, small quantities can be put in an empty cereal box or brown paper bag. Large quantities could be put in a large cardboard box and set-out beside your recycling bins (make sure the box is closed). Write "Recycling – Shredded Paper" on the box in marker so it's identifiable for collection.

What if I have more recyclables than will fit in the blue box I was provided at the start of the program?

You may place as many containers of recyclables that you need on the curb on your recycling collection day, provided the containers are clearly marked for recycling, have an open top and the container does not exceed 90 L (22 gal).

Note that if you are providing your own blue plastic container as a recycling bin, be advised that weather is hard on plastics. Plastic containers that are not made to withstand cold temperatures or direct sunlight are susceptible to cracks and breakage, even when handled with care. Choose something that is durable and made to withstand harsh weather conditions to avoid additional costs of having to replace bins.

What do I do if my recycling bin breaks?

You will only be provided with one 90 L recycling bin from the DOK at the launch of the new Curbside Collection Program. Any additional or replacement bins required will be supplied by the homeowner and must not exceed 90L capacity.

Why is Styrofoam not accepted in Curbside Collection?

When foam containers and cushion packaging are collected with other recyclables, they can break into pieces that mix with other materials. The pieces are difficult to separate, meaning less of the foam and other materials can be recycled. White foam packaging used for packaging delicate items can be brought to [KUTE](#) and foam used for food packaging can be brought to the [Kitimat Recycling Depot](#).

Why are plastics bags and overwrap not accepted in Curbside Collection?

When plastic bags and film is collected with other material, it is difficult to separate and less of the film and other materials can be recycled. Plastic bags, over wrap and many other types of film can be taken to the [Kitimat Bottle Depot](#) for recycling.

Why is glass not accepted in Curbside Collection?

When glass is mixed with other Curbside Collection materials, it can easily break and mix with other materials. Broken glass is a safety hazard for anyone handling recyclables. Broken glass is also difficult to separate, and therefore less of the glass and other materials can be recycled. Glass containers can be brought to the [Kitimat Bottle Depot](#).

What is Other Flexible Plastic Packaging (OFPP), and why is it not accepted in curbside collection?

Recycle BC began collecting a new category of packaging called Other Flexible Plastic Packaging (OFPP) as a pilot project in June 2018. The OFPP category consists of: crinkly plastics like chip bags and granola bar wrappers; stand up pouches and zipper lock bags; woven and net plastic bags; flexible packaging with a plastic seal and non-food protective packaging. OFPP must be collected separately as it is difficult to separate OFPP from other recyclables. To recycle your OFPP you must bring it to the [Kitimat Bottle Depot](#) and place it in the correct bag for OFPP. For more information on OFPP, visit www.recyclebc.ca/flexiblepackaging/

Why can garbage cans have lids, but recycling containers shouldn't?

At this time, lids on curbside recycling bins will not be permitted. Lids on bins generally have a tighter fit, are more difficult for collectors to remove than those on garbage cans and are more prone to cracking and breaking. Additionally, because residents are entitled to put out unlimited recycling bins, it could significantly slow the collection process down if lids must be removed from multiple bins at each household.

Concerned about litter? We kindly ask that if you find recyclable materials that have escaped bins on or near your property that you pick them up and put them in your bin for the next collection. Some steps can be taken to reduce the amount of litter from your recycling bins:

- Put out more bins in order to keep the level of material in each bin below the rim and help prevent recyclables from falling and blowing out.
- Organize your recyclables so that heavier items are on top of the lighter items.
- Putting your recyclables out on the morning of your collection day

Why can't plastic bags be used for recycling?

RecycleBC has mandated the use of bins instead of bags for the following reasons:

- Eliminates the waste created by unrecyclable plastic bags
- Eliminates the need to open bags to remove recyclables at the sorting facilities
- Eliminates bags getting tangled in sorting equipment
- Eliminates the cost of purchasing bags for residents

If I can't determine if an item is recyclable, should I put it in my curbside recycling anyway?

WHEN IN DOUBT, THROW IT OUT!

We appreciate that you want to do your part and recycle. However, materials that are not recycled under RecycleBC should not go in your curbside collection container. Contamination can be difficult to separate and damaging to sorting equipment, leading to more clean recyclables being landfilled.

Can I recycle Compostable Plastics?

More and more businesses are providing compostable plastic take-out containers, cups, lids and straws. Often compostable plastics are not clearly identified and many have the #7 plastic code ("other plastics"), which can imply that it is recyclable. Note that these codes do not automatically mean a plastic is recyclable – it is only intended to identify the type of plastic.

Here are some ways to determine if a plastic is compostable if it is not clearly stated on the container.

Branding

These are some common brands of compostable plastics (you may have to look closely to see the brand stamped in the plastic): Greenware, Earthchoice, World Centric, EcoWare

Other identifiers

- "Industrially Compostable"
- "Certified Compostable"
- "Ingeo" (a trademark of compostable plastic made by NatureWorks)
- "PLA" (polylactic acid) – this may appear under the #7 plastic code.

Please check your plastic containers before putting them in the recycling bin. If it's identified as a #7 plastic, look for some of the above-mentioned identifiers. Again, if you are uncertain, it is best to place them in with your garbage to avoid contaminating your recycling. Plastic straws cannot be recycled and therefore it is best to place them in the garbage. Avoid using all plastic straws if possible.

Get the **RecycleCoach** app on your mobile device to assist you with what-goes-where.

Garbage FAQs

What do I do if I have more than 3 full garbage containers on my garbage collection week?

If you cannot wait until your next garbage collection day, additional garbage can be brought to the Kitimat Municipal Landfill.

If you have a home with high waste disposal needs due to things like pet waste, diapers or medical waste contact the DOK Environmental Services waylesswaste@kitimat.ca or call (250) 632-8900.

If I miss a week, can I place double the amount of garbage the following scheduled garbage collection day?

No. Only three (3) garbage containers, weighing no more than 23 kg (50 lbs) each may be placed at the curbside. Additional garbage can be brought to the Kitimat Municipal Landfill.

Do I have to bag my garbage?

Yes, your garbage must be securely tied in a bag. Loose garbage (sweepings, shavings etc.) will not be accepted as it is hazardous to the collection staff.

Do I have to use a garbage container?

Yes. The DOK requires that garbage bags are placed within containers. This keeps our garbage contained, our wildlife safe from being attracted to and ingesting inappropriate materials, and this keeps our curbside collectors safe from negative encounters with wildlife.

Yard Waste FAQs

Is Yard Waste included in the new Curbside Collection Program?

In May 2021, the District began the collection of separated yard waste. The seasonal service ran until November 8, 2021. Yard waste will again be collected separate from food waste or garbage on a bi-weekly schedule from early May to the 2nd week of November each year. All Yard Waste must be placed in your Yard Waste container and marked “Yard Waste” (DOK Yard Waste stickers are available for pick-up at City Hall) or in a Kraft paper bag for collection, on your scheduled Monday collection day. Access your collection schedule on our [DOK Way Less Waste webpage](#).

What materials are considered Yard Waste?

The following items are accepted for Yard Waste collection: clippings (grass, lawn, and hedge), flowers, weeds (non-invasive), leaves, vegetable stalks, shrubs, branches, and Halloween pumpkins (please remove candles and tea lights).

Shrub and tree branches must be cut to fit into the collection container and cannot be more than 12 mm (1/2 inch) in diameter and 1.2 m (4 ft) in length.

Please do NOT include animal feces, kitty litter, food waste, plant pots, rocks, soil or plastic in your waste containers.

Where might I find the Kraft paper bags?

Compostable paper bags can be found at local retailers (i.e., No Frills, Emporium Builders, Canadian Tire)

How much Yard Waste can I put out for collection?

You may put out up to four (4) Yard Waste containers, provided each container is no larger than 121 litres capacity and does not weigh more than 23 kg (50 lbs).

When do I place my Yard Waste out for collection?

Place your yard waste at the curb by 8 am on your Monday, collection day. Check your schedule for your Yard Waste collection day or download RecycleCoach from the Apple Store or from Google Play regular waste collection notifications for your address.