

GitC Questions and Answers January 22, 2024

Category	Question	Answer
Accepted Materials	Do tea bags go in the green bin? I'm not sure what they are made of.	Yes
Accepted Materials	With cold and flu season can mucus spoiled tissues be placed in the green bin?	Yes
Accepted Materials	Can tissue and paper towels with blood from a cut or nose bleed be placed in green bin?	Yes
Accepted Materials	What about tissues, Kleenex, toilet paper?	Yes
Accepted Materials	Can used Kleenex tissues go in bin?	Yes
Accepted Materials	Can you put Kleenex that you blow your nose in the green bin	Yes
Accepted Materials	Can used tissue (such as Kleenex) go into the green bin?	Yes
Accepted Materials	Can napkins with colored ink be put in compost bin.	Yes
Accepted Materials	Can you include paper towels soiled with Windex or cleaning supplies?	No. Garbage.
Accepted Materials	If you blow your nose into a paper tissue, does that go in green bin or regular garbage?	Soiled tissues are best managed in the Green Bin, but are accepted in both Green Bin or Garbage.
Accepted Materials	Does parchment paper go in green bin	No. Parchment paper or other paper products lined with wax or plastic should be placed in garbage.
Accepted Materials	Is food soiled parchment paper considered to be a paper product that we can put in the green bin?	No. Parchment paper or other paper products lined with wax or plastic should be placed in garbage.
Accepted Materials	Are we able to put parchment paper in the bin?	No. Parchment paper or other paper products lined with wax or plastic should be placed in garbage.
Accepted Materials	can I put parchment paper in the green bin? e.g. parchment paper used for baking or cooking.	No. Parchment paper or other paper products lined with wax or plastic should be placed in garbage.
Accepted Materials	Does wax paper count as food soiled paper?	No. Paper products lined with wax or plastic should be placed in garbage.
Accepted Materials	Does wax paper go in a green bin?	No. Paper products lined with wax or plastic should be placed in garbage.
Accepted Materials	wax paper is not compostable, but parchment paper is	Parchment paper or other paper products lined with wax or plastic should be placed in garbage.
Accepted Materials	what type of paper products should be kept out of the Green Bin?	Only food-soiled paper products go in the Green Bin. A few examples of what should not go into the Green Bin are: <ul style="list-style-type: none"> - Wax or plastic-lined paper plates, takeout containers - Wax or plastic lined paper products such as paper, parchment, coated muffin cups, or coated cardboard - Wax or plastic-lined packages (e.g. single-serve oatmeal packs) - Cotton swabs and Q-tips - Paper products soiled with chemicals such as cleaning products - Paper cups, coffee pods, or cutlery marketed or labelled as compostable or biodegradable
Accepted Materials	some paper items are included such as newspapers tissues and food containers. can egg carrons also go in the green bin?	Acceptable paper products that can be recycled are best managed in the Blue Box. Whether soiled or used as a base or liners, these paper products are also accepted in the Green Bin.
Accepted Materials	Previous communications said diapers are excepted (sic) and collected with green bins but the most recent communication did not mention this. What is the plan for diapers?	The City of London Green Bin program does not include diapers. Waste Management staff have been directed by Municipal Council to establish a monitoring system to determine the level of household satisfaction with the Green Bin and collection program changes, including managing diapers.
Accepted Materials	Hello, I was wondering how come the kitchen scraps such as meat, fat, bread and grease could be added to the green bin for composting. Won't they ruin the compost? Thanks in advance for your time and attention!	No, all kitchen scraps and food waste are accepted in the Green Bin. While not appropriate for home composting, organic materials such as grease or bones can be managed in an industrial composting facility like the one receiving London's Green Bin program materials.
Accepted Materials	Can animal poop be added to the bin	No
Accepted Materials	Can bird waste be put in green bin?	No

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Accepted Materials	Bird waste not in bags but picked up with paper towel, can that go in the green bin?	No. All pet waste (feces) must be free of liquids, double-bagged, and placed with garbage.
Accepted Materials	Not all Green Bin programs have the same restrictions. Why is pet waste not accepted @ London Green Bin program?	About half the Green Bin municipalities reviewed do not permit pet waste in Green Bin. London is focusing on "clean organics". Waste Management staff have been directed by Municipal Council to establish a monitoring system to determine the level of household satisfaction with the Green Bin and collection program changes, including managing pet waste.
Accepted Materials	Wood pellets with kitty litter should be ok to compost in the green bin. I understand initially why not but for the future if you are able to carry this forward.	Waste Management staff have been directed by Municipal Council to establish a monitoring system to determine the level of household satisfaction with the Green Bin and collection program changes, including managing pet waste.
Accepted Materials	Do leftover cooking oils go in the green bin?	Yes
Accepted Materials	can I put bacon fat or grease in the green bin?	Yes
Accepted Materials	How can we dispose used cooking oil?	You can place fats, cooking oils, and food grease (FOGs, liquid or solid) in your Green Bin.
Accepted Materials	I was confused about the brochure about what can go in the Bin. It says FOG cups. Does that include the entire cup and lid?	Yes. 'Your Turn' FOG Cups may be emptied into, or placed entirely in Green Bin.
Accepted Materials	Can you confirm that the FOG cups can go right in the bin, rather than just their contents?	Yes, both. 'Your Turn' FOG Cups may be emptied into or placed entirely in the Green Bin, including lid.
Accepted Materials	Does the lid to the fog cup go in?	Yes
Accepted Materials	Can you use a Timmies cup for FOG?	Yes, but then into the garbage; not into the Green Bin
Accepted Materials	Can I use other paper cups as Fog cups?	Yes, but then into the garbage; not into the Green Bin
Accepted Materials	Where can I get fog cups?	FOG Cups can be picked up at City of London EnviroDepots and at London Public Library locations. See London.ca/sewers
Accepted Materials	Can you throw out meat at well or only the bones from meat?	Meat and bones are both accepted in Green Bin.
Accepted Materials	Where can we find what can go into green bin list? online? mail?	All details can be found at London.ca/greenbin .
Accepted Materials	Can compostable coffee pods go in the green bin?	No
Accepted Materials	Are compostable utensils accepted in the green bin?	No
Accepted Materials	Can hair from a brush go in the green bin?	Yes
Accepted Materials	I have two questions. One, are there any food items that are NOT allowed in the green bins? Two, for people who cut their own hair, is the hair garbage or green bin?	All food and food waste are accepted in the Green Bin. Hair, fur, and natural feathers are all also accepted in the Green Bin.
Accepted Materials	Guide shows that pet food is acceptable would that include regurgitated pet food?	No, please flush
Accepted Materials	Paper Cups - is this including cups from Tim Hortons or drink cup from fast foods.	No, place disposable coffee cups and lids separately in your Blue Box for Containers.
Accepted Materials	Where do you put Tim Horton lids	Place disposable coffee cups and lids separately in your Blue Box for Containers.
Accepted Materials	Also the liners that absorb liquids in chicken packages	No. Garbage
Accepted Materials	are coffee grains permitted	Yes. Green Bin
Accepted Materials	no Q tips	Garbage
Accepted Materials	Coffee (sic) grains!	Green Bin
Accepted Materials	Bird waste also raises the Avian u issue	Garbage
Accepted Materials	Homework paper	Blue Box for Paper
Accepted Materials	Keurig pods?	No. Garbage.

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Accepted Materials	I was interested to hear Jay talk about materials like pizza boxes and egg cartons that are either compostable OR recyclable. He sounded like he was recommending choosing to recycle these, but isn't the green binning of these items more environmentally friendly?	No. Items that are accepted in the Blue Box are best managed in that program. Whether soiled or used as a base or liners, many paper are also accepted in the Green Bin.
Accepted Materials	Can PC100% compostable coffee pods go in the green bin?	No. Garbage.
Accepted Materials	Should you put the egg cartons in recyclable bin or compost bin	Blue Box for paper
Accepted Materials	How do you know what takeout food containers can go in the green bin?	Paper products lined with wax or plastic should be placed in garbage. These products may be identified by a shiny or sticky layer or seen when ripping slowly.
Accepted Materials	Food oil is ok?	Yes
Accepted Materials	Can the following go in the green bin/recycling bins: makeup wipes (soiled), used Lysol/Clorox wipes, plastics tampon wrappers (not soiled tampons, just the wrappers), tissue paper (wrapping/gift related, not Kleenex) and rigid medical ampules (like Salubutamol nebulizers that contain small doses of liquid medication for asthma-unharmful to others). Any clarification would be appreciated.	No wipes. Garbage. No plastics. Garbage. No gift tissue paper. It may contain foil and glitter so should go into the garbage. No rigid medical ampules - these are made of plastic or glass. Garbage.
Accepted Materials	Suppose I catch some mice in traps, can I put the dead mice in the green bin or would that be trash?	Garbage
Accepted Materials	Are we able to add soil in a bottom of a bin to help absorb some of the leaking items?	Try using soiled paper products instead to absorb liquids. Such as newsprint, paper towel, soiled cardboard.
Accepted Materials	Can parchment paper (used to line baking pans) be put in the Green Bin?	Yes
Accepted Materials	Didn't get the booklet nor bins, does it take the cotton or bamboo pads used for the face or Q-Tip's. What about tea bags?	Please contact Service@london.ca for a Green Bin and Program Information. No cotton or bamboo pads. Tea bags yes.
Accepted Materials	Egg cartons is listed under paper recycling on the single page collection schedule but I just heard they can go in the green bin? where should they go?	Blue Box. Can be used in Green Bin in the bottom to help with materials not sticking to the bottom of the bin.
Biweekly garbage	Concerned about families with young children holding onto diapers for two weeks, particularly Summer months - what can be done for these situations.	Diapers are to be handled as garbage and collected every second pick-up. Extra bags or containers can be placed at the curb for \$2.
Calendar	the zone finder still shows me as zone f??	New zones are effective January 15, 2024. City of London systems scheduled to update on the afternoon of January 12.
Calendar	when will Green bin schedule be listed on the online calendar?	New zones are effective January 15, 2024. City of London systems scheduled to update on the afternoon of January 12.
Calendar	Will the app be updated soon? We only received a temporary calendar that only showed up to the beginning of this program.	New zones are effective January 15, 2024. City of London systems scheduled to update on the afternoon of January 12.
Calendar	We are not able to see new collection schedule online. How will we get?	Check inside your Green Bin.
Calendar	When will the new zone calendars be available on the website?	Available details can be found at London.ca/greenbin . Also look for the Zone Finder tool to Collection Calendar details
Calendar	The updated schedule is not available, I can still see the one that is finishing this week...	Updated January 14, 2024
Calendar	Small business garbage, recycling collection schedules?	Email service@london.ca
Calendar	How do I find the app that Jessica mentioned for pickup day schedules & does it send texts?	Recycle Coach available in app stores or can use online or follow links from london.ca/collection calendar

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Calendar	Garbage SCHEDULE for businesses, weekly or bi weekly?	Weekly
Calendar	I operate a small licensed childcare centre. we didn't receive a green bin when houses on our street got them. So we are a business. What will our collection look like? Where can I find out more?	Business calendar at london.ca/collectioncalendar . Or email service@london.ca .
Calendar	I would love to hear more about the decision to shift the garbage pickup for each stat holiday. My experience is that other cities only shift garbage for the week of the stat holiday and then garbage pickup goes back to a regular garbage day. The rotating garbage day is one of the more frustrating things about living in London for my family.	The report can be found at london.ca . Check under Council meetings for Civic Works Committee on August 15, 2023. There is a report entitled Green Bin and Collection Program Changes. There are cost increases associated with collecting on Statutory Holidays and Saturdays.
Calendar	I enjoyed the green bin program in Richmond Hill, but always had 1 specific day of the week for pickup. If there was a statutory holiday, everyone's pickup was delayed by one day but only for that week. We would revert back to our usual day the following week. Please consider this as we shouldn't have to keep track of changing days of the week.	The report can be found at london.ca . Check under Council meetings for Civic Works Committee on August 15, 2023. There is a report entitled Green Bin and Collection Program Changes. There are cost increases associated with collecting on Statutory Holidays and Saturdays.
Calendar	What zone is 596 Adelaide street North?	Zone Finder indicates that you are in Zone C (C2).
Calendar	I am in a townhouse that has not received bins, therefore I have not received a calendar. Will these be put in our mailboxes or posted online soon so that we know when our next collection is?	Please contact your Property Manager.
Calendar	Where can I get the garbage collection calendar? I could see only till January 2024.	Visit the city website at london.ca/collectioncalendar .
Costs	Is the new system going to cost the city more or less per year. I recognize there are more pickups but is the green bin program going to generate any revenue? Thank you.	There are advantages and disadvantages of a Green Bin program. It is a requirement of the Provincial Government to have one in place by 2025. Most large Ontario municipalities have one. The Green Bin program is an increased cost that was approved by Council (about \$4 million per year) and is already included in taxes (it is not a new cost). Biweekly garbage collection keeps the cost increase lower. Any revenue from the sale of compost helps to reduce the operating costs charged by the processor.
Costs	I like the eventual savings of waste diversion but the bins and the new trucks cost money. How long will it take to recoup money spent?	The Green Bin program is a cost that has many benefits; however the money spent does not have a payback. The Federal Government through the Canada Community-Building Fund contributed \$8 million to capital costs.
Costs	How much is this system costing London?	The Green Bin program will cost about \$4 million per year.
Delivery	When will townhouse complexes get the green bins?	Many have them now, the remainder will have access to a program between January and late February.
Delivery	Can residents with large households get a second green bin?	Not at this time. That plan is being developed. Check back in a few weeks.
Delivery	What number can I call if I am yet to receive my green bin	519-661-2489
Delivery	If I have a co-tenant, will they also get a separate green bin.	Each registered residential unit will receive a Green Bin and kitchen container
How the Green Bin Program Works	Very excited to listen to this session. And would like to know how it works.	All details can be found at London.ca/greenbin .

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How the Green Bin Program Works	What organics are not allowed in the Green Bin?	Details found at London.ca/greenbin .
How the Green Bin Program Works	I live in a townhouse complex that is positioned perpendicular to the road, so all garbage at the end of the complex. What is the best way to position them for most efficiency for pick up?	This needs to be discussed with the property manager. They will know who to contact at the City if help is needed.
How the Green Bin Program Works	Does the green bin go next to the blue boxes or a few feet away?	Beside garbage.
How the Green Bin Program Works	If we have more material than fits in our bin, how do we deal with that?	A plan is being developed on how a second Green Bin can be purchased through retail. Please check London.ca/greenbin . For now, extra Green Bin materials should be held for the following week or taken to the Oxford (1450 Oxford St W) or Clarke Road (28 Clarke Rd) EnviroDepots (check for winter hours). There is no charge to drop off Green Bin materials.
How the Green Bin Program Works	Can we put a smaller bin out for collection rather than the larger green bin if not enough green bin items to fill the green bin?	No. Please use Green Bin.
How the Green Bin Program Works	In the container bin are the items expected to be immaculately clean?	No
How the Green Bin Program Works	What happens to any non compostable waste people place in the bins? Does it go through the process?	Yes centralized composting process at Convertus.
How the Green Bin Program Works	Does the City pay to dispose of the organic material.	Yes
How the Green Bin Program Works	Can we mark up the bins with our house number?	Yes
How the Green Bin Program Works	Can you spray paint your address on the side to prevent lost bins? Thanks.	Yes
How the Green Bin Program Works	is there a weight limit on these bins?	Yes maximum 20 kilograms (44 pounds)
How the Green Bin Program Works	Can you buy more green bins?	That plan is being developed. Check back in a few weeks.
How the Green Bin Program Works	The green bin has a numeric code and a bar code on the side. What is that used for? is that for tracking and/or bin replacement?	Both.
How the Green Bin Program Works	I have a green bin from another community. If needed, can I put it out along with my London green bin (ie, put out 2 green bins)?	Yes, but only if it is a Green Bin between 45 and 50 litres in size.
How the Green Bin Program Works	Why have you provided a green bin without a compressible rubber gasket around the lid edge? The bin provided does not seal airtight, and would allow ants to enter.	The Green Bin selected was the best overall value for the City of London. A compressible rubber gasket was not an option available.
How the Green Bin Program Works	How will the work in student neighbourhoods where there might be six to eight ppl in a single house and relatively less accountability?	Students, property owners and landlords will have to work this out with available information. Green Bin and recycling service is weekly.
How the Green Bin Program Works	The green bins are not animal proof as animals chew through the plastic. Would it not have been a better option to use metal bins? What happens after the bin has been chewed and has holes? How is the City going to deal with the animals getting to the food waste?	The Green Bin selected was the best overall value for the City of London. Metal bins were not an option made available from vendors. Food waste is currently in garbage containers and most are plastic. We believe with a little time and effort most Londoners will find the right at-home arrangement that works for them. Many tips are available are london.ca/greenbin .

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How the Green Bin Program Works	There are 2 households in a 2-storey house. We were only given 1 green bin and the upstairs tenant is already using the bin that was provided. My questions are:	Contact the City. If this is a legal duplex, then it is entitled to two Green Bins. The other questions did not appear in the same file. They may have been separated and answered.
How the Green Bin Program Works	I used to give my dried kitchen scraps to Urban roots, the organic farm, to compost. I dry my kitchen scraps in order not to produce the leachate and not attract insects. The dried kitchen scraps in the room temperature are used as brown leaves for composting. Is it possible to do so with the Green bin program too?	Yes.
How the Green Bin Program Works	1. Can I buy my own green bin for our household?	A plan is being developed on how a second Green Bin can be purchased through retail. Please check London.ca/greenbin .
How the Green Bin Program Works	2. Will it be collected if you have a different bin?	A plan is being developed on how a second Green Bin can be purchased through retail. Only specific Green Bins will be permitted. Please check London.ca/greenbin
How the Green Bin Program Works	You said that renters shouldn't take the green bin with them, but what about owners who are moving to another home in London?	The Green Bins should stay with the property and be left for the new owners.
How the Green Bin Program Works	My green bin and latch were completely iced shut this morning and impossible to open. How to deal with this if you have no shelter to store them?	This will be a challenge. If possible, could another container be placed over top to prevent rain or snow from directly hitting the container?
How the Green Bin Program Works	Very happy this is happening and thank you for this session. Can you explain the shape of the small container? Is that just a handle on the back or is it made to fit on something?	Handle on the back to hold onto when emptying into the Green Bin.
How the Green Bin Program Works	Why was the 47L green bin selected over the larger containers that many other municipalities.	Larger Green Bins would be about double or triple the price. The 45 litre Green Bin is the most common size used in Ontario municipalities.
How the Green Bin Program Works	Why did you choose such a small bin? It feels like one bin will not replace three bins worth of waste	Larger Green Bins would be about double or triple the price. The 45 litre Green Bin is the most common size used in Ontario municipalities. More recycling service is provided so that provides an opportunity for any missed recyclables to now be captured weekly.
How the Green Bin Program Works	Also, some newcomers have difficulties in navigating the internet due to language and technology barriers, so how this information will be really accessible to this group?	Information in other languages is being prepared (Portuguese, Kurdish, Dari, Arabic, Chinese Mandarin, Farsi, French, Hindi and Spanish) and will be available by contacting the City service@london.ca
How the Green Bin Program Works	and if you don't have a garage or over hang to store the bin?	Away from fences
How the Green Bin Program Works	Will the folks picking up the bins place them on the lawns or throw them- therefore we need to replace on a regular basis? Who would pay for replacements? I find I need to replace my blue bins regularly.	The Green Bins will be placed in the same location as they were set-out for collection. If the Green Bin is broken by the collector, please contact us and the situation will be reviewed.
How the Green Bin Program Works	can we put a large compost bag at the street instead of the big green bin?	No
How the Green Bin Program Works	From a GHG emission perspective, is it better to recycle newsprint or put it in the Green Bin?	It is better to recycle it. We suggest just small quantities of certain materials to help in the Green Bin. The Green Bin also helps to reduce greenhouse gas.

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How the Green Bin Program Works	How is the tiny green bin replacing three bins of garbage? You chose a very small bin with no option for extras for large families - WHY?	A plan is being developed for additional bins. Check back in a few weeks. Our initial goal was to get a Green Bin to over 125,000 households and that has been achieved.
How the Green Bin Program Works	Will they ensure that all products are emptied out (often the recycle boxes have stuff left in them when they empty them on garbage day collection	That's is the goal; however frozen Green Bin materials will be left behind as there is no way to get them out. It is key that materials can come out of the Green Bin.
How the Green Bin Program Works	Is the green bin if kept outside animal proof? Racoons, rodents, coyotes, etc.?	The Green Bin is animal resistant.
How the Green Bin Program Works	It was mentioned that renters are supposed to leave green bins...what about if you sell your house...does the green bin stay? And...what if you move to a new residence and there's no green bin there?	Green Bin is registered with the address. Some residents may take Green Bin in error. A plan is being developed for a situation like this.
How the Green Bin Program Works	Are apartment buildings and townhomes included in the green bin program?	Yes to townhomes. 10 to 15 apartment buildings will be part of a pilot project.
How the Green Bin Program Works	I am not sure if this will be asked, but I've seen some ask, where can you get an additional Green Bin(s), if required?	A plan is being developed on how a second Green Bin can be purchased through retail. Please check London.ca/greenbin . For now, extra Green Bin materials should be held for the following week or taken to the Oxford (1450 Oxford St W) or Clarke Road (28 Clarke Rd) EnviroDepots (check for winter hours). There is no charge to drop off Green Bin materials.
How the Green Bin Program Works	If I purchase additional green bins for the curb, how many will be picked up each week?	A plan is being developed on how a second Green Bin can be purchased through retail. Please check London.ca/greenbin . For now, extra Green Bin materials should be held for the following week or taken to the Oxford (1450 Oxford St W) or Clarke Road (28 Clarke Rd) EnviroDepots (check for winter hours). There is no charge to drop off Green Bin materials.
How the Green Bin Program Works	will the collectors leave the green bin upside down like they do other bins? And why do they leave them upside down? For those with mobility challenges it is harder to put them right side and then bring them back to the house?	Proper placement is being discussed right now. Some households prefer on the side; other prefer standing up.
How the Green Bin Program Works	Where would one get a replacement bin if need be?	Contact the City. Green Bins will be replaced if damaged. The existing Green Bin must be returned to the City.
How the Green Bin Program Works	I understand that the green bin will pick up only organic matter. Would this not be the material which would most easily bio-degrade in a landfill site? Wouldn't this material be useful in the landfill?	Food waste degrades under anaerobic conditions in a landfill creating methane; a very potent greenhouse gas.
How the Green Bin Program Works	Not intending to ask this publicly, but will we be learning about HOW to use the bins today? The instructions that were mailed indicate we cannot put compostable bags into the green bin, but in Toronto, you CAN put the food waste into a bag first.	Certified compostable bags can be used in London. All details can be found at London.ca/greenbin .

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How the Green Bin Program Works	Can a household get more than one green bin?	A plan is being developed on how a second Green Bin can be purchased through retail. Please check London.ca/greenbin . For now, extra Green Bin materials should be held for the following week or taken to the Oxford (1450 Oxford St West) or Clarke Road (28 Clarke Rd S) EnviroDepots (check for winter hours). There is no charge to drop off Green Bin materials.
How the Green Bin Program Works	What is the Community Green Bin, as mentioned in the presentation by Jay?	A 120 L Green Bin Cart used in townhomes complexes with a centralized point where garbage and recycling is currently placed.
How the Green Bin Program Works	Will multi-residential buildings with a central garbage bin for pick-up still have weekly garbage collection?	Apartments will continue to receive the same level of garbage service.
How the Green Bin Program Works	What do we do if the curbside bin blows away after pickup. How do we get a new one?	A tip is to put your address on your Green Bin so if a neighbour finds it they can return it. Missing bins are the responsibility of the property owner to replace.
How the Green Bin Program Works	I wonder why we only have 3 green bins, I'm currently living on a 4 household apartment building. I wonder if we didn't get one because we just arrived here last Dec.	Each registered residential unit received a Green Bin and kitchen container. Please contact service@london.ca for additional information.
How the Green Bin Program Works	Why are we not copying the same program that St. Thomas has been doing successfully for years?	In St. Thomas, recycling and Green Bin (organics) are collected every two weeks and garbage is collected weekly. This arrangement is not used in larger cities and favours garbage pickup over waste diversion. St. Thomas's system works very well for its city.
How the Green Bin Program Works	If desired can we take the green bin to try if we want to empty it more often in the summer or over holidays or before we go away on holiday	Plans are being worked for a request like this. Check back in a couple of weeks.
Information session	can these slides be put online?	Recording and slide deck is available on LEN's Green in the City website
Information Session	sorry I missed the meeting, can I get a recording?	Recording and slide deck is available on LEN's Green in the City website
Liners	can you use yard waste bags inside the green bin as a way to keep the green bin clean?	Yes
Liners	can we put the paper bag into the recycle bag in the green bin or should they be kept separate. Thank you for holding this webinar.	Paper can be used as a liner. All items must be inside the Green Bin.
Liners	Please talk about what bag options are available to put green waste into. Thank you.	Certified compostable bags or paper bags. No plastic bags permitted.
Liners	can you use bio degradable liners or small bags in green bin to avoid constant cleaning.	Yes, must be certified compostable bags or paper bags.
Liners	Do we need to use biodegradable bags for the green bins?	Yes, must be certified compostable bags or paper bags.
Liners	Do the liner bags sold in the grocery store compost? Should I use a line in the kitchen bin and the larger green bin?	Yes, must be certified compostable bags or paper bags. Your choice on how they are used.
Liners	This may be answered later in the presentation...just wondering if there are large compostable bags (that fit in the green bin) as opposed to just the small ones for the kitchen bin? Thank you.	Yes, check litre size on liner box to be 45 L or larger. It is key that it is not a liner exclusive to one container size. Read the label.
Liners	What is the cheapest way to manage bin liners?	Using newspaper, paper bags from food items or paper shopping bags.
Liners	I was unable to locate the approved bag liners for the bin. Not all stores carry them. Can you recommend stores to purchase these bags	Please check back with retailers. Over 250 retailers were notified last year about the start date for the Green Bin program.

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Liners	can I use the flyers as a liners? or is only newspaper can be used?	Both may be used.
Liners	Compostable bags CAN go into the bin, but the Collection Schedule material that was delivered says that we cannot place compostable plastic packaging into the bin. This was misleading to me. Thanks for putting this event on!	Correct, compostable packaging such as take out containers, coffee pods or utensils cannot go in the Green Bin as there are way too many look alike items in the marketplace.
Liners	what happens if i use plastic bags?	Green Bin may not be collected.
Liners	Can we use compostable plastic bag for green container ?	Certified compostable bags or paper bags. No plastic bags permitted.
Liners	Hello there, where can we get the compositable bags. Is there any particular office were we can have some discounted price.	Certified compostable bags are already available in most grocery and hardware stores or can be purchased online.
Liners	Can we line the green bin with clean cardboard?	Yes
Liners	any idea how long compostable bags last for use within smaller kitchen bin, knowing they will be exposed to liquids	Certified compostable bags perform well in these conditions based on Green Bin programs reviewed.
Liners	where we get the liner for green bins	Certified compostable bags are already available in most grocery and hardware stores or can be purchased online.
Liners	Newspaper can be used as liner?	Yes
Liners	Is there a liner for the green bin or just the kitchen container?	Both. Check the size on the box when purchasing.
Liners	can you confirm if we are to use liners in our small containers as well as in the large green bin or are we/can we keep the compost in the small container and just toss into the large bin???	Liner can be used in either or both.
Liners	I am still unclear whether or not we can put compostable bags from the kitchen container into the larger green bin.	This is permitted
Liners	It sounds like we're able to put loose organics into the green bin? Is that accurate? They don't need to be in a bag of some sort?	Yes. Liners are optional. Green Bin materials may be placed loose or inside certified compostable bags in your Kitchen Container or Green Bin. If loose, please review the tip at London.ca/greenbin to reduce the amount that freezes inside the container.
Liners	i bought some bags from amazon that say they are compostable on the box but the individual bags do not have the logo	Many bags marketed or labelled as compostable or biodegradable may not meet the requirements of our Green Bin program. If using liners, be sure to select a liner that has "BPI COMPOSTABLE" or "COMPOSTABLE www.compostable.info " on the box and the bags.
Liners	If I line the green bin with a paper yard waste bag, will that be taken along with my compositable waste, or will that be left behind so I can reuse it?	Green bins will be emptied of their contents during collection.
Liners	also where can we purchase bags for the bin we use indoors?	Many local retailers carry them.

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Liners	I've heard that any plastic containers that aren't perfectly clean are not recyclable and actually contaminate the pickup. Is this true?	Plastic items should be as clean as possible. Any contaminated material (plastic glass, steel, aluminum, paper) can be problematic in the recycling system. The extra time that most Londoners spend on recycling is appreciated.
Liners	The plastic bags I've ordered for both the little and large bags are biodegradable, can we use those as liners?	No, plastic biodegradable bags are not permitted. What is permitted is Certified compostable bags. See London.ca/greenbin for more details.
Liners	Sorry they are green bags outlined as compostable, from Glad? Do those work	Yes, Glad products have the Certified compostable logo. It is essential to look a bag sizes to make sure they fit London's Green Bin.
Odours	Question for the panelists: Are odours a common issue with Green Bins (kitchen and/or larger container)?	Sometimes. Depends on the items and if they're sitting in the Green Bin or Kitchen Container for an extended period of time.
Odours	Can we add baking soda to the green bin and kitchen bin to help reduce odours?	Yes
Odours	How do you help with the smell of the container? Besides making sure it is put outside?	See London.ca/greenbin for tips
Other	What if we purchase an additional green bin and its damaged? Will the city replace these bins as well?	Please contact the City with specific details.
Other	I've been told when inquiring with the city, that we are unable to drop off green bin materials at the Enviro Depots/landfill, is there a reason for that?	This has changed. During start up we will assist at EnviroDepots for those that cannot wait until their next Green Bin collection day.
Other	I've seen concerns over animals getting in the bins. Have other municipalities had significant issues? If so, how did they deal with it?	Yes, it can be a challenge depending on where you live. - Keep bins away from fences, railings and walls Make sure the bin is shut tight - Keeping bins off of ground, inside storage container or another garbage can, or stored inside a garage or shed if possible - Use certified compostable bags, or covering materials with paper or newspaper to help contain the smell
Other	If you have excess material that you cannot put in the Green Bin, can you put it in a compostable bag beside the bin?	No, all materials must be inside Green Bin. A plan is being developed on how a second Green Bin can be purchased through retail. Please check London.ca/greenbin . For now, extra Green Bin materials should be held for the following week or taken to the Oxford or Clarke Road EnviroDepots (check for winter hours). <u>There is no charge to drop off Green Bin materials.</u>
Other	are supermarkets and restaurants also participating in the green bin program?	No. Curbside residential households.
Other	Are restaurants participating in green bin program?	No. Curbside residential households.
Other	Is there a limit on the amount of recycling we put out?	No.

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Other	are you adding some sort of app for large items? calling seems very 1990	Book at service.london.ca
Other	if i am using a backyard compost, why do i need a greenbin	All kitchen scraps and food waste are accepted in the Green Bin. Many materials that cannot go into a home composter can go in the Green Bin such as all food waste, grains, meat, bones, dressings, gravies, grease, processed foods and soiled paper products.
Other	London has a significant amount of newcomers to Canada. Is all this information available in different languages?	Information in other languages is being prepared (Portuguese, Kurdish, Dari, Arabic, Chinese Mandarin, Farsi, French, Hindi and Spanish) and will be available by contacting the City service@london.ca
Other	Did any of the guest speakers have a 3-bag limit every other week, and did they find it manageable?	Two speakers with experience with Region of Waterloo (Kitchener, Waterloo and Cambridge) said it was manageable and they have 3 container limit. City of Victoria uses different sized garbage carts on a biweekly basis. This guest said it was manageable as well.
Other	Given that avoidable food waste was identified as a key contributor to overall waste, shouldn't the City of London be making a concerted effort to address this?	We are making this a priority as well. That's is why it is being raised in session like this. However, the focus right now is Green Bin implementation and Biweekly garbage pickup.
Other	Is it preferred for people to use the green bin instead of a garburator in the sink or vice versa?	Green Bin is preferred as it results in an environmental benefit. A Garburator is a convenience and has no environmental benefit. Garburators may also cause issues with the wastewater treatment and sewer systems in addition to the pipes that connect your home.
Other	When the hefty bag program was out, I instantly cut my garbage size in half. Expect this to be similar.	Thanks for your feedback and participating in the HEB program.
Other	Will the recording be available after and how can we access it?	Yes, LEN website.
Other	will the environmental depots allow you to drop off greenbin items like they do garbage & recycling?	During start up we will assist at EnviroDepots for those that cannot wait until their next Green Bin collection day.
Other	What does it mean when it says to remove the paper off rigid containers?	This refers to the acceptable rigid plastic packaging where plastic and paperboard are combined together (sometimes known as a blister pack or pre-formed packaging). The paperboard part contains the information while the clear plastic shows the product.
Other	The new trucks show a compartment for organics and one for garbage. Does that mean additional trucks will be out on the roads to collect recycling or will the garbage compartment pull double duty?	Recycling collected by a separate truck.
Other	will all questions and answers be relayed by email following the session?	Yes
Other	Is this meeting recorded?- TY	Yes. Found on LEN's website.
Other	How many multi-residential buildings are taking part in the pilot program? Also, when will it be rolled out to all multi-residential buildings in the city, and will businesses eventually be rolled in?	10 to 15 buildings. Businesses are not part of the City's Green Bin program.
Other	There is no garbage bins on parks to dump pet waste . This is a concern as we have to bring it back home and dump in our bin.	Thanks for sharing the concern. Bringing it home is the correct choice as City bins are for litter. In the winter months, fewer bins are in parks.

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Other	Is vinegar considered a household cleaner?	No. It is biodegradable.
Other	Who could I contact from the engagement team about inquiring about an information guest speaker for a youth program in London?	Service.london.ca or 519-661-2489. Due to heavy workload with Green Bin implementation, speakers will not be available until March or April.
Other	Are any of our recyclables packaged and sent outside Canada?	At times, some plastics and some paper is sent to established recycling markets outside of Canada. Preference is for Canadian markets; however price paid for materials along with end market availability also factor into decisions.
Other	Will there still be curb side garbage pick up by the city at businesses, churches, daycares, etc that have previously had this?	Yes
Other	What is the plan for families who have disabled adults who use 2 to 3 diapers a day and fill 2 garbage bags a week?	Contact the City
Other	Are you also still looking for buildings to be part of the pilot program, multi-residential?	No
Other	There are many residents who already disregard the curbside requirements and place their garbage out to the curb any day they choose. If it does not get reported by others and a special crew sent out to gather the bags, the bags get ripped open and the contents scattered throughout the area. I have been submitting complaints about such actions since September, both the waste management office and they bylaw office state they are "investigating" but they have not enforced so it continues. Will there be more resources provided to these offices to address these situations which will increase with now only by-weekly household pick up	There has been one added. We continue to review needs (short term and long term).
Other	How much recyclable materials are actually diverted from landfill - many people believe that items in the blue bin still end up in the landfill...	About 90% of what is placed in the Blue Box is sent to end markets. Unfortunately we still deal with many items that are not recyclable being placed in the Blue Box.
Other	How will we control random garbage drop offs that people leave because they have gone over their limit.	We have a plan in place for this and will do our best to respond to poor behaviour as quickly as possible. Concerns can be sent to service@london.ca
Other	Other municipalities pick up green bin every week on the SAME day, including stat holidays. Our schedule rotates through the week throughout the year. Why don't we have pickup on stat holidays like most other communities?	The report can be found at london.ca. Check under Council meetings for Civic Works Committee on August 15, 2023. There is a report entitled Green Bin and Collection Program Changes. There are cost increases associated with collecting on Statutory Holidays and Saturdays.
Other	I have observed my blue box treated like a basketball by the collector. Consequently, it is cracked and will soon fall apart. Very disappointing. Good news! The same collector has	You are correct. Your address should be shared with the City at service@london.ca
Other	Have the green bins been tested to ensure they are animal proof?	Animal resistant not animal proof.
Pests	Are the green boxes adequately protected against animal breakins? Mine looks pretty vulnerable to a clever racoon.	Green Bins are animal resistant; not animal proof.
Pests	Green bins are supposed to be animal proof. those who have started using bin why are raccoons still managing to open Animal proof lock?	Green Bins are animal resistant; not animal proof.
Pests	How enthusiastic will racoons be about this program? They can probably open the green bin	Green Bins are animal resistant; not animal proof.
Pests	Has there been any reports or feedback from other communities about rodent or small animals getting into the containers issued in London	All municipalities with Green Bin programs have challenges, from time to time, with animals. This is also the case with garbage collection programs.
Pests	Anyone had issues with skunks, raccoons and other rodents with placing the green bins outside?	Tips can be found at London.ca/greenbin
Pests	What are your concerns for rat control?	Please report rat concerns to service@london.ca
Processing	How long does the contract with London and Convertus last?	The term of contract be for four (4) years, with three (3), one (1) year renewal options at the sole discretion of the City,

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Processing	Convertus makes bio gas, but it is still ends up as carbon in the atmosphere. How does this reduce the green house gas emissions with feed waste? How much carbon savings are there in this process?	<p>Convertus does not create biogas. It is an aerobic composting operation. It is estimated that the net GHG emissions from organic waste management for the year 2030 would be approximately 20 to 27 per cent lower than if organics continued to be sent to landfill. The net cumulative GHG emissions over a 30-year period would be approximately 24 to 32 per cent lower.</p> <p>Preliminary analysis suggests that when GHG reductions associated with the Green Bin program are added with the current and future capture of methane gas at the W12A Landfill, almost 90 per cent of the GHG associated with food waste and other organic material being targeted will be reduced.</p>
Processing	What happens if something goes into the green bin that isn't accepted? Are collected organics being sorted at the Convertus site?	Yes. Processing includes shredding and screening.
Processing	Convertus seems to make a lot of commercial products which is great, but with source-separated bio material that means we are doing some of the work for them. So a for profit company is benefiting from mandated citizen actions, not sure I like that.	The price being charged by Convertus (\$89.75 per tonne) is one of the lowest prices being charged in Ontario.
Processing	What are the consequences if non acceptable products are accidentally mixed in with the acceptable products in the various recycling streams?	In recycling, there is a cost to remove contaminates and non-recyclable materials. That is why we emphasize Sort it Right. It is the same principle for the Green Bin Program.
Processing	The Convertus video says the company sells the compost generated. Does this mean London will not benefit from the organic waste we are generating, ie, to use in city parks etc?	Correct, that was part of the plan. The major Convertus product is designed for farmer's fields. A small amount of compost will be produced for use in London.
Processing	Can we buy the compost?	No, not from the City of London or Convertus at this time. Compost created from London's leaf and yard waste can be purchased from Try Recycling.
Processing	Question for Mike L. What happens to the material that enters your facility that is not converted into compost?	Materials that are compostable will end up in landfill.
Processing	Is the facility set up and ready to go to make green bin wastes into fertilizer for local farms, what about excess.?	Yes. All materials are handle by the Convertus Group.