



Garbage Bin FAQ's

The County's solid waste collection service provider is moving to an automated solid waste collection system. As a result, the hamlets of Fairview, Monarch, Diamond City and Shaughnessy will receive new waste collection carts. The new carts make waste collection faster and more efficient.

Have a question that isn't here? Contact 403-328-5525

GENERAL INFORMATION

Why did the County decide to distribute collection carts? The County's service provider, The Town of Coalhurst, has switched to the automated collection system and as such, we are adapting to these changes.

Will anyone be exempt from using carts?

No, all residents who currently have garbage collection service within these communities must now use the issued collection carts.

When should I start using my new collection cart?

We anticipate collection starting mid-October. When you receive your cart you may start using it immediately.

What if my cart goes missing or gets stolen?

Please contact the County of Lethbridge Picture Butte office at 403-732-5333 to replace your cart.

If loss or damage to your cart is the result of neglect, you will be responsible for the \$100 replacement cost of the cart.

What if I have other cart problems like the wheel is broken, the lid is damaged or it is in need of a repair?

Call the Picture Butte office at 403-732-5333 and inform them of any issues with the cart.

COLLECTION INFORMATION

Where do I place my cart for pick up?

Place your cart on the street, with wheels against the curb. If there is no curb, place the cart just off the street, or on the shoulder of the road. The cart must be returned to the resident's property after the garbage is picked up. Please do not obstruct the driving lanes of the roadway.

Leave at least 1 metre (3 feet) of clearance between carts and any obstacles such as parked cars, poles, mailboxes, etc. The arrows on the cart lid must point to the centre of the street.

In the winter, do not place bins behind or on top of snow banks. Please make sure they are clearly visible and accessible.

What time do I need to have my cart out by?

Place your cart at your pick-up location by 7:00 am on your collection day.

What if I am not physically able to pull my bin off the back lane when it is not my collection day?

For residents who are physically unable to place their carts on the street on collection day, the service provider may accommodate them by placing their carts on the street and returning once emptied. Residents will be required to request this additional no-cost service from the Town of Coalhurst at 403-381-3033.

Can I line my cart with a plastic bag?

As you collect your garbage please place the garbage in bags before placing in the carts. Loose garbage may blow away as the cart is being dumped into the truck, so it must be bagged to prevent this from occurring.

How much garbage can I put out?

All your waste must fit in the cart and the lid must close. No additional waste will be collected. Garbage placed beside the cart will not be collected.

How do I get rid of large, bulky items?

Find your nearest Waste Transfer Station for large item drop off. This information is available on the County of Lethbridge website.

How do I get rid of paint, oil, chemicals, batteries or propane?

Paints, pesticides, propane tanks, batteries, syringes, used motor oil, fluorescent tubes/compact bulbs and many cleaning products are just some examples of household hazardous waste. These items contain toxic ingredients and should be used and disposed of with caution. Do not place out for regular garbage

pick-up. Do not pour motor oil, paints or solvents down your drain or into sewers. Take these items to your nearest Waste Transfer Station for safe disposal.

My garbage was not picked up, who do I contact?

Contact the Town of Coalhurst at 403-381-3033.

SCHEDULING INFORMATION

When is my garbage collection day?

Fairview – Thursdays

Diamond City – Thursdays

Monarch – Thursdays

Shaughnessy – Fridays

What happens if my collection day falls on a statutory holiday?

If the scheduled pick up day is a holiday, collection will usually occur the previous business day. If this is not the case, the County will notify you in advance.

What happens if it snows and the collection truck can't get down my road?

Severe winter weather, such as snowy and icy conditions or roads blocked by downed trees or power lines may cause a delay in pick up and the service provider to temporarily postpone garbage collection. Affected residents are asked to contact the Picture Butte office at 403-732-5333 for more information.

BILLING INFORMATION

I have a rental property that is vacant, why do I have to pay for garbage and recycling collection?

It is impossible for our billing system to track of the occupancy of rental properties. If the dwelling is habitable, that is, has electricity, running water, plumbing and heat, the owner will be billed for collection services.

Why did I receive a bill belonging to the previous owner of the house I've bought?

At the time of billing, utility bills are sent to the owner of the property on record. However, there are times where there is still the final bill to be invoiced. If you have any questions when this occurs, please contact the Utilities Clerk at 403-328-5525.

I sold a house last year, what should I do with this bill?

Please contact the Lethbridge County so that we can research ownership, update our records and re-direct the bill.

I have a rental property, who is responsible for the cart?

The property owner is responsible for the cart; damage to the cart by the tenant will be the responsibility of the owner.

It is between the owner and the tenant as to how all costs are passed along. The property owner is ultimately responsible for the all utility bills