



RECYCLE CARTS FREQUENTLY ASKED QUESTIONS

Who do resident's call for Customer Service; City Hall, the Garbage hauler (Waste Connections) or RecycleBank?

Residents should call RecycleBank for the rewards account related questions, but continue to contact Waste Connections for all service related questions.

Why and how does a resident activate their RecycleBank account? What happens if they don't?

Once they receive their poly cart, Residents will need to activate their accounts in order to begin receiving RecycleBank Reward Points. "We can help you with that if you need us." Activating an account can be done online or by calling a customer care representative at 1-888-727-2978. Residents will receive a **"BONUS of 300 points"** once they activate the **"At Home Recycling" portion of the sign up on line or when they call to register.** Activation also helps us to verify households and helps the participant engage in our program.

When can residents start using their Points?

Participants may begin using Points immediately upon registering with RecycleBank, as long as they have accrued enough Points to use for redemption.

What happens if a RecycleBank participant moves?

A person can continue to access their account and order rewards for up to 180 days after moving from a residence. To assure that the reward reaches the proper destination, they need to call customer care with new contact information.

What is the average volume per household participant per month?

Active recyclers in RecycleBank communities are currently averaging approximately 24 lbs to 28 lbs per week of recyclables.

What is the average savings at stores that these Points translate to?

Rewards vary as much as the people who use them. Rewards can come in the form of:

- Discounts (ex. 20% - 50% off)
- Dollars off (ex. \$10 off purchase of \$50 or more)
- Gift cards
- Online gift codes
- Gift certificates
- Products (t-shirts, cookbooks, movie tickets or toys)
- 2 for 1 rewards
- Donate your points to School Grant program opportunities (more information coming soon on how to donate)
- Groceries
- Contest to earn points

An average recycling household can easily save \$10.00 to \$20.00 dollars a month and with grocery store, drug store rewards or they can save a lot more. Some other examples are:

- High ticket items (trips, tickets to concerts and events)
- Experiential rewards (day at a spa, dinner with a top chef, sports events)
- Contests and sweepstakes

What are the maximum Points a household can make in a month? A year?

The max number of Points per month for curb side is 450 RecycleBank Points = 180 lbs, per month and that's 5400 RecycleBank Points = 2,160 lbs.

How does RecycleBank calculate the RecycleBank Points that they are awarding to individual homes?

Example: 1 lb of recycled materials = 2.5 RecycleBank Points @ an average of 60 lbs a month = 150 points in a month. Rewards vary and start at an average redemption of 50 points.

Can reward Points be carried over to subsequent years?

As long as you remain active in the program (i.e. continue recycling or engaging in other RecycleBank activities), RecycleBank Points will not expire. RecycleBank Points can and will be carried over to the next year.

Do Points expire?

No, the Points do not expire as long as a household is active (i.e. continue recycling or engaging in other RecycleBank activities) in the RecycleBank program.

Do the rewards (vouchers) expire?

Some rewards do have expiration dates (most do not). These are printed on the reward itself and are listed in the terms of the reward online.

How do you prevent people from cheating the system?

All trucks are retrofitted with RecycleBank proprietary technology including a contamination button that can flag a cart with items that are not recyclable in the program. Continued contamination can result in a household risking further participation in the program. There is also a monthly cap that is generous enough to reward diligent recyclers but that dissuades cheating. For the most part, cheating is rare as most members know they have a good thing going and do not want to risk losing it.

Does RecycleBank sell resident information to your reward sponsor companies for their mailing lists?

RecycleBank does not sell personal information, but we do report on aggregate information. For example, we report on recycling habits, redemption preferences and over all program statistics of the entire community.

How does a local business become a RecycleBank Reward Partner?

RecycleBank has local reward managers that can help a business to create a reward that meets their marketing objectives. Our design department creates the reward; the business approves it and the reward becomes active in the program. Additionally, RecycleBank handles all printing and fulfilment. The business simply needs to honour the reward when a customer walks into the store. Businesses can become a partner at www.recyclebank.com/advertise-with-us. Not all businesses qualify to become a free rewards partner. Qualification will be determined by the Recyclebank rewards team.

How would a new resident moving into a residence having the RecycleBank program sign up?

Information will be provided to you when you apply for service at City Hall on how to call our customer care department toll free or go online.

Can a resident have more than one cart?

Yes, more than one cart can be assigned to the same account.

Why should the city have this program?

Greener cities and towns make everyone happy. Teaming up with Waste Connections and RecycleBank is a unique opportunity to:

- **Increase Recycling:** proven, measurable results
- **Local Economic Value:** drive revenue and customer loyalty to local businesses partners in a unique and meaningful way
- **Citizens get to choose:** what they spend their rewards on, so they can use points towards things they use and purchase everyday anyway.
- **Environmental Leadership:** recycling saves energy, natural resources, landfill expense and reduces carbon footprint.

Do residents have to separate items at the curb?

No. In single-stream recycling all recyclable materials go into one cart. It's so easy.

Are apartments or commercial customers included in this program?

If the residents of the complex can have their garbage serviced with carts, then yes, they can participate in the Waste Connections and RecycleBank rewards program. We will only be beginning with individual households to start.

What types of items can be recycled?

The recyclable materials are dictated by the MRF that services the area. Some of the items the Waste Connections of Oklahoma program includes:

- **All Plastic bottles and containers #1 through #7 (no plastic bags or film, plastic wrap)**
- **Clear, green, brown glass food and beverage containers**
- **Aluminium, tin, steel or aerosol cans**
- **Non plastic coated Food boxes made of chipboard**
- **Junk mail, news print, books, magazines, office paper**
- **Flattened Cardboard and paper bags**

If you have questions on items that can be recycled contact our Waste Connections office at 1-877-904-0386.