

MUNICIPALITY OF
NORTH
Cowichan

AUTOMATED CURBSIDE COLLECTION



**Guide for residents
2025**

AUTOMATED CURBSIDE COLLECTION IS HERE!

The Municipality of North Cowichan is getting new waste collection trucks – a necessary step as the current trucks reach the end of their life. With new trucks came the opportunity for a new automated collection service.

Beginning in June 2025, collection trucks will use new mechanical arms to lift and empty garbage and organics carts – this change requires uniform carts to be used by all residents.

This guide will answer your questions about the new carts and the service. Keep this guide as a handy reference!

Recycling service remains as manual collection, for now.



Remember
Start using your new carts on June 2, 2025.
There are no changes to your collection schedule!



Benefits of autocart collection



Protects workers
Manual garbage collection is physically hard and causes injuries.



Yard waste
Your new, larger cart can include yard waste!

INTRODUCING YOUR NEW CARTS

Default cart size:
80 litres

Similar to the current maximum allowable 77-litre can

Height: 86.8 cm (34 1/4 in)

Width: 40.9 cm (16 1/8 in)

Depth: 54.9 cm (21 5/8 in)



Some people have requested larger cart sizes. Here are those dimensions.

Cart size		Height	Width	Depth
	 120 L	95.5 cm (37 5/8 in)	48.6 cm (19 1/8 in)	53.5 cm (21 1/16 in)
	 240 L	109.9 cm (43 1/4 in)	62.2 cm (24 1/2 in)	69.9 cm (27 1/2 in)

Cart exchanges

Carts can be exchanged for a different size this fall. Larger carts have a higher fee. If you find a different size cart is needed, you can complete a cart exchange form at northcowichan.ca/carts.

Forms will be available beginning in fall 2025.



POSITIONING YOUR CART FOR COLLECTION



Keep clear

Ensure the carts are not blocking sidewalks, driveways, bike or traffic lanes.

Close it up

Ensure the lids can close fully - don't overfill your cart.

Wheels in

Wheels should be pointed towards your house.

Leave room

Leave one meter (three feet) between carts and any other obstacles.

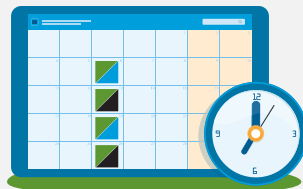
Leave three meters (10 feet) above the carts. This leaves room for the mechanical arms to work.

Bike lanes

Carts should not be placed on the sidewalk or in a bike lane.

Keep on schedule

There are no changes to your collection schedule or set-out times.



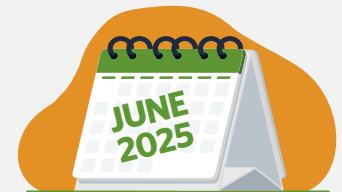
Download the app

Never miss another collection day - download the MNC Curbside app from the app store or the North Cowichan website.



Remember

Start using your new carts on June 2, 2025.

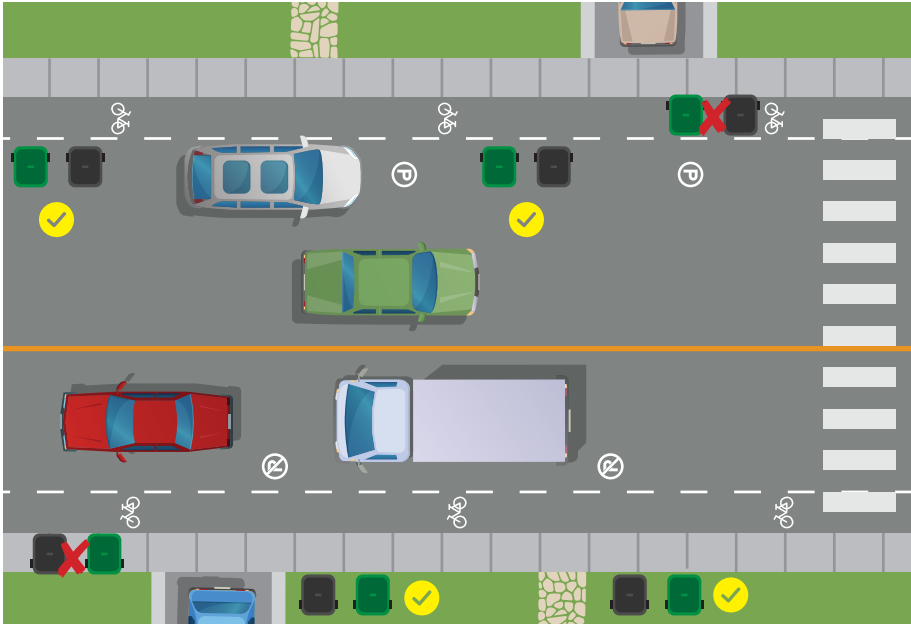


POSITIONING YOUR CART FOR COLLECTION

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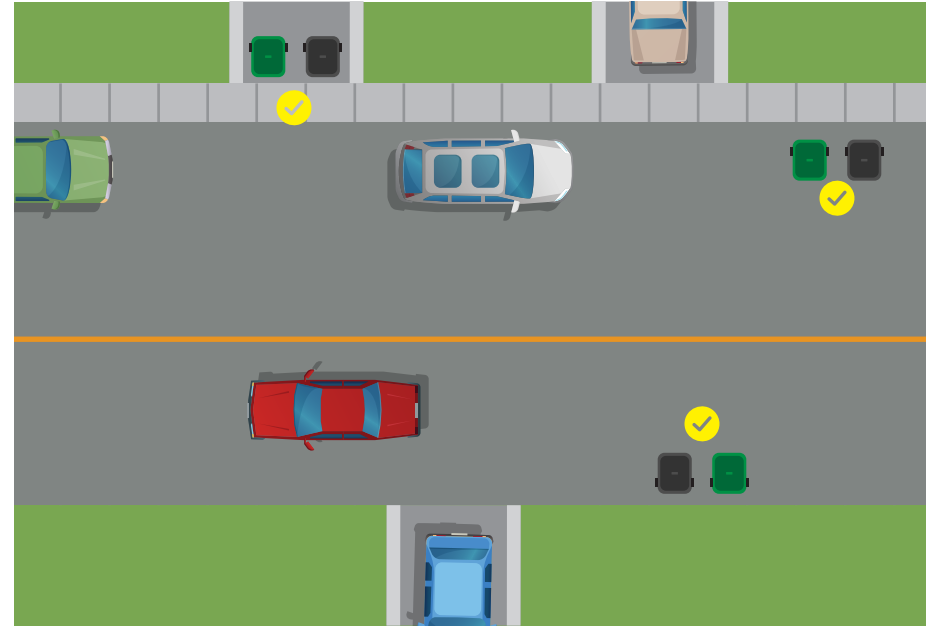


TRAFFIC LANES



POSITIONING YOUR CART FOR COLLECTION

SIDEWALKS/NO SIDEWALKS (No bike lanes)



SNOW DAYS



MORE ABOUT YOUR CARTS



Bear resistant carts available

Carts with a bear-resistant gravity-locking mechanism are available, by request, at an additional cost. Interested residents can call 250-746-3106 or email operations@northcowichan.ca for a request form (also available on the website). These carts can deter wildlife from accessing waste – but they are not ‘bear-proof’. The best way to prevent wildlife conflict is to keep waste properly stored and only set it out the morning of collection day.



Fill in the blank

Write your address with permanent marker on the white space. This can help identify your cart and ensures carts remain with the correct house.

Each cart has an RFID tag. This digital tag lets us know whose cart is whose, and ensures the right charge is applied based on the size you’ve chosen. Do not swap or sell your carts.

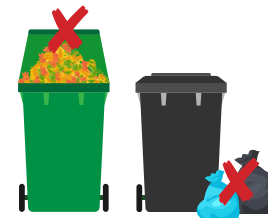
Damaged carts

North Cowichan will repair lightly damaged but still usable carts at no cost to the property owner. Examples of light damage include a broken wheel or cracked lid.

- If a cart is damaged beyond repair or reported missing, North Cowichan will replace the cart.
- If damaged or missing carts are due to owner negligence, carts will be replaced at the expense of the property owner.



MORE ABOUT YOUR SERVICE



Excess items

Ensure your cart lid can close and that everything is inside your cart. Items left beside carts will not be collected. Excess items can either be saved for the next collection day or taken to a disposal site. Additional bags with tags will no longer be accepted.



Assisted set-out

Support is available for people who are physically or cognitively unable to meet the curbside set out requirements. To access this support, you will need to complete a request form and provide confirmation from a qualified physician that you are unable to meet the requirements and do not have an able-bodied person assisting in household activities. A site inspection will also be required to ensure municipal collection staff can safely provide the service. Please see the North Cowichan website for a copy of the form.



Old collection containers

There are many ways old waste cans can be repurposed. Consider a rain barrel, compost bin or other storage. For people who are unable or do not want to repurpose/reuse their old collection bins, North Cowichan will plan for a collection day where cans will be collected for recycling. Watch for more details in the months to come.



Legal suites

Homes with legal suites have received a default 240-litre garbage and 120-litre organics cart for sharing. There are some options available for alternative cart sizes. Contact the Operations Department at 250-746-3106 or operations@northcowichan.ca for more information.

CURBSIDE SORTING GUIDE

Organics and yard waste ✓



- ✓ Fruits & vegetables
- ✓ Meat, poultry, fish, shellfish & bones
- ✓ Bread, dough, baked goods, pasta & grains
- ✓ Eggs & dairy products
- ✓ All other cooked and raw food products
- ✓ Yard waste, lawn clippings, & trimmings
- ✓ Pizza boxes
- ✓ Compostable paper bags
- ✓ Paper towels, plates, cups, parchment paper
- ✓ Tea bags, coffee grounds & filters

Organics and yard waste ✗

- ✗ Plastic compostable bags
- ✗ Produce stickers
- ✗ Pet feces, litter
- ✗ Aluminum foil
- ✗ Yard debris/branches that are larger than 1.5cm in diameter and 60cm in length

Garbage ✓



- ✓ Vacuum cleaner bags & contents
- ✓ Broken glass
- ✓ Broken, irreparable, un-donatable items
- ✓ Pet feces, litter
- ✓ Cigarette butts
- ✓ Candles
- ✓ Diapers and sanitary napkins
- ✓ Masks, gloves & wipes
- ✓ Ribbon and string
- ✓ Mixed material packaging; i.e envelopes with plastic, gum packs etc.

Garbage ✗

- ✗ Organics & recyclables
- ✗ Soft plastics
- ✗ Glass jars & bottles
- ✗ Scrap metal
- ✗ Hazardous waste
- ✗ Foam packaging
- ✗ Electronics

CURBSIDE SORTING GUIDE

Recycling ✓



- ✓ Mixed paper & cardboard
- ✓ Plastic bottles & containers
- ✓ Aluminum food cans & foil
- ✓ Plastic utensils & straws
- ✓ Takeout beverage cups & lids (paper & plastic only)
- ✓ Non-hazardous aerosol cans
- ✓ Plastic bedding plant pots & seedling trays
- ✓ Paper party decorations (no ribbon & string)
- ✓ Liquid/beverage cartons that do not qualify for deposit return

Recycling ✗

- ✗ Soft plastics
- ✗ Food and organics material
- ✗ Glass jars & bottles
- ✗ Scrap metal
- ✗ Garbage & hazardous waste
- ✗ Foam packaging
- ✗ Electronics

Recycle Depot ✓



- ✓ Beverage cartons that qualify for deposit return
- ✓ Beverage cans and bottles that qualify for deposit return
- ✓ Soft & crinkly plastics
- ✓ Glass jars & bottles
- ✓ Batteries
- ✓ Scrap metal
- ✓ Garbage & hazardous waste
- ✓ Foam packaging
- ✓ Electronics

LEARN MORE

Unsure how to dispose of an item?
Use the Waste Wizard at
www.northcowichan.ca/curbside OR
download the **MNC Curbside app** for
recycling options, curbside collection
schedule reminders and recycling
centre information.



ROLLINS
1-800-668-9000



EMERGENCY
SPILL KIT



250-746-3106
www.northcowichan.ca/curbside

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