

Solid Waste Company Change – Including Billing & Customer Care Transition

Rev. July, 2023

Attention: Homeowner/Resident

Reference: Solid Waste Company Change – Including Billing & Customer Care Transition

Dear Resident:

In response to the numerous complaints about our Solid Waste supplier, we have decided to change our supplier from Collective Waste and have contracted BluPlanet to take their place. As of August 1, 2023, BluPlanet will take over Solid Waste Collection in Harmony, and the Owners Association of Harmony will take over administration and billing.

For all solid waste billing and service application inquiries after August 1, 2023, please contact the OAH at the following:

- Website: <https://harmonyowners.com/solid-waste>
- Phone number: 587-551-9624 (9OAH)
- Email: solidwaste@harmonyowners.com

As a result of switching our service provider, our collection days will be changing. Please see attached summer and winter calendars located at the end of this notice for our new pickup schedule. Most importantly, **the pickup day will be changing from Tuesdays to Thursdays.**

Most notably, frequency of garbage and compost pick-ups will also change. Please see frequency of pick-ups below:

Recycling: weekly pick-up

Garbage: bi-weekly pick-up

Organics/Compost: weekly pick-up from May 1 – October 31; bi-weekly pick-up from November 1 – April 30

Although we do not anticipate this transition will impact services, there may be processing setbacks in transferring customer information, and we do ask for your patience and cooperation during this time.

The OAH is very excited about this transition and hopes to provide residents with increased flexibility and user options.

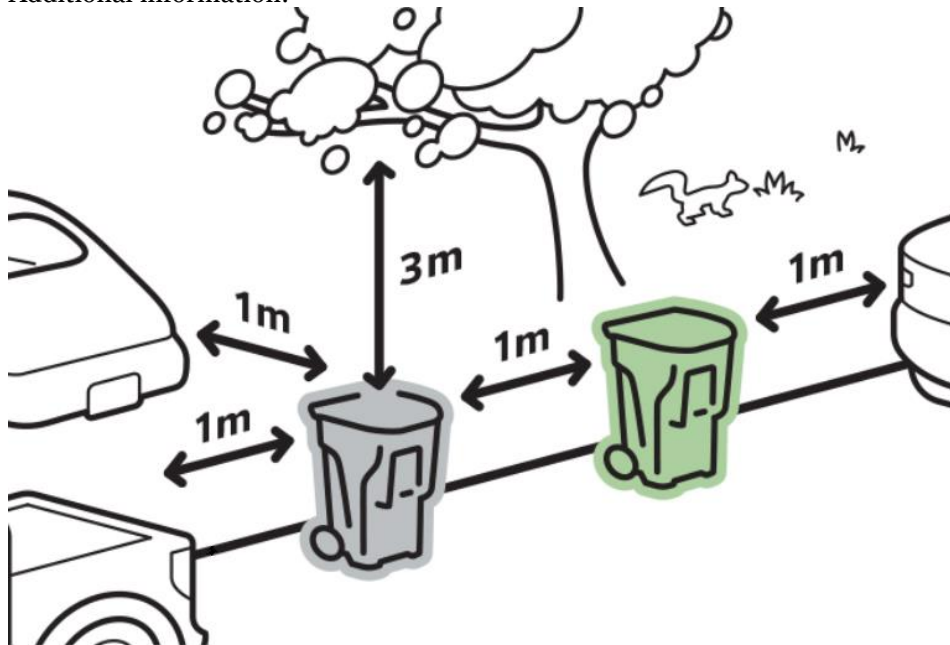
Sincerely,

Owners Association of Harmony



We would also like to take this opportunity to remind residents of what items go in each bin. Please review this document on our website: [Harmony Solid Waste Management Info Sheet](#).

Additional information:



- Bins must be out for collection before 7AM.
- Bins must be at least 1 meter from any surrounding items (including other bins), as well as have at least 3 meters of overhead clearance.
- Bins must be facing out - front street: place bin wheels against the curb, back lane: place bin wheels with enough space to walk between your cart and your back hedge, garage, or fence.
- Bins that are overfull will not be picked up - the lid must be closed.
- Garbage belongs in the black bin.
- Recyclables belong in the blue bin.
- Food and yard waste belongs in the green bin.

August 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3 Garbage Organics Recycling	4	5
6	7	8	9	10 Organics Recycling	11	12
13	14	15	16	17 Garbage Organics Recycling	18	19
20	21	22	23	24 Organics Recycling	25	26
27	28	29	30	31 Garbage Organics Recycling		

September 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7 Organics Recycling	8	9
10	11	12	13	14 Garbage Organics Recycling	15	16
17	18	19	20	21 Organics Recycling	22	23
24	25	26	27	28 Garbage Organics Recycling	29	30

October 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5 Organics Recycling	6	7
8	9	10	11	12 Garbage Organics Recycling	13	14
15	16	17	18	19 Organics Recycling	20	21
22	23	24	25	26 Garbage Organics Recycling	27	28
29	30	31				

November 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2 Organics Recycling	3	4
5	6	7	8	9 Garbage Recycling	10	11
12	13	14	15	16 Organics Recycling	17	18
19	20	21	22	23 Garbage Recycling	24	25
26	27	28	29	30 Organics Recycling		

December 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7 Garbage Recycling	8	9
10	11	12	13	14 Organics Recycling	15	16
17	18	19	20	21 Garbage Recycling	22	23
24	25	26	27	28 Organics Recycling	29	30
31						