

Solid Waste Communication

November 2023

Dear residents of Harmony,

Thank you for your patience and understanding while we transitioned administration of solid waste services from HAWSCo to the OAH. As a valued member of our community, we believe it is essential to keep you informed about the changes taking place.

Unsure about what goes in which bin?

If you're unsure about what to dispose of where, don't forget we have a handy guide on our website. You can find it [here](#). The guide explains the types of waste that can be placed in each bin and how to prepare them for collection, and it includes information on how to dispose of hazardous waste and what items are not accepted in the collection bins.

Have extra garbage?

Don't forget that there are recycling and garbage depots throughout Rocky View County (RVC) which you can dispose of extra household waste. You can find those locations on RVC's website [here](#).

Registering your bin

Some of you may have noticed that your first Solid Waste bill from the OAH showed your bins as unregistered, and many residents were unsure of what this meant. Each garbage, recycling, and compost bin has a unique number on the side of it, as shown in the graphic below.



While residents are not required to register their bins, it is recommended to register them. By doing so, you are registering the bins to your address. This helps if your bin is accidentally damaged, stolen, or goes missing.

If you register your bins **before December 15, 2023**, you will be automatically entered into a draw for a \$250 VISA gift card!

Not sure where to go to register your bins? Follow the link [here](#).

E-billing

Did you know we offer paperless billing? By opting for electronic bills instead of paper statements, not only are you contributing towards a greener future, but also you will automatically be entered in a draw for a \$100 VISA gift card. Deadline for the draw is **December 15, 2023**.



How do you sign up? Please email solidwaste@harmonyowners.com with your account number and address to be signed up for e-billing. Once processed, you will receive a login to our billing portal, and new invoices will be emailed instead of mailed.

Ways to pay your bill

Unsure of how to pay your bill? We've got you covered. We accept all major credit cards, interact e-transfer, cheques, and now you can also get set up on **pre-authorized payment** (PAD). See below for details on each payment method.

- To pay by credit card, please click [here](#).
- Interact e-transfer can be sent to payment@harmonyowners.com – no password is required, **but please include your account number in the memo field.**
- **Payments by cheque should be sent to:**
200, 37 Quarry Park Blvd
Calgary, AB T2C 3E7
Please include your account number on the cheque
- Pre-Authorized Debit (PAD) is our newly added payment method. To enroll in PAD, please fill out the PAD form on our website [here](#).
 - **If you enroll in PAD before December 15, 2023, you will be automatically entered into a draw for a \$100 VISA gift card.**

Want to see your account?

Please find your account information online, on our website [here](#).

Lastly, we'd like to offer another chance to win a \$500 VISA gift card!

If you register your bins, sign up for paperless billing, and enroll in pre-authorized debit, you will automatically be entered into a draw to win a \$500 VISA gift card.

If you have any questions, or need some assistance with your Solid Waste services, please contact us at solidwaste@harmonyowners.com and a member of our team will get back to you.

Thank you,
Your OAH