



A Message from your Solid Waste Services team

August 31, 2017

Wellington County's Solid Waste Services (SWS) department is responsible for curbside garbage collection throughout the County. Our programme requires residents to purchase County-issued stamped user pay garbage bags for this service. We have been using stamped bags since the launch of the County-wide system in January 2002. Occasionally, residents have found defective or substandard bags in their packages.

As with any manufactured product, there is always the chance that the quality is not up to our standards or expectations. Fortunately, this doesn't happen very often, but when it does, SWS will take responsibility for the defective or substandard bags and exchange them.

What should you do if you receive complaints about substandard or defective bags?

Please ask the resident to contact SWS directly. They can be reached at:

T 519.837.2601

T 1.866.899.0248

E wasteinfo@wellington.ca

W www.wellington.ca/sws

- SWS will make arrangements to deliver the replacement bags directly to the resident.
- We will exchange the bags (please ensure residents hang on to their defective bags to make this exchange).

We understand it is very frustrating to residents when this happens and we want to make it as easy as possible for them to have the issue addressed. We have an open dialogue with our supplier to ensure the quality of the bags meets our specifications and our residents' expectations. We sincerely apologize for any inconvenience these issues may have caused, and we appreciate your help in helping to rectify the issue.



ALTERNATE FORMATS AVAILABLE UPON REQUEST