## Waste Services Management System: Request an Additional or Upgraded Bin

Access the Waste Services Management System (WSMS) via the City Services web site.

Select the **Request Additional or Upgrade of Service** option. Read the form overview, then select

Open New Form

Tell us if you have a valid concession card. Concession rates are available for the Garden Organics service. You must upload an image of your concession card later.



Enter your residential address.



Your current services will display. The standard bin allocation is one 140-litre garbage bin (red lid) and one 240-litre recycling bin (yellow lid). These bins are free of charge. Additional or upgraded bins can be purchased for an annual fee.

A Garden Organics (Green Bin) can be purchased for a one-off fee of \$50. For concession card holders, the Garden Organics bin is free.

From the **Select services for additional/upgraded options available** field, select the check box(es) relating to the desired additional or upgraded service. Further options will display for waste, recycling and garden organics services.

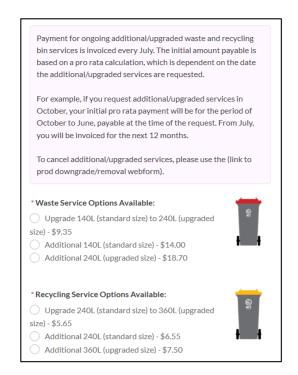
Your current standard services and current paid services (if any) will display.





## Waste Services Management System: Request a New Set of Red/Yellow Bins

Select the desired additional or upgraded service options.

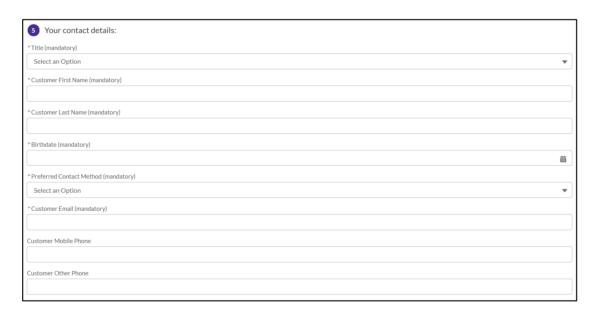


Enter a preferred delivery date, or get your bins delivered as soon as possible (within five business days).



Select

Enter your name, date of birth and preferred contact method.



Select, then review your request. You can make changes to any information you have provided.

If a payment for additional/upgraded services or a garden organics service is required, select Proceed to Payment then enter your payment details.

If a payment is not required, select Submit . We'll then provide a reference code for your request.

That's it – you're done! The additional or upgraded bins will be delivered within five business days, or on the selected delivery date. To track your request, check your email or SMS messages for details.