

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.

1

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Do you own a concession card? (mandatory)

Yes

No

Please note that concession rates are available for garden organics services only. The eligible concession cards are:

ACTION Gold Concession Card

Centrelink Pensioner Concession Card

Department of Veterans Affairs Gold Card

MyWay Seniors Card

Enter your residential address.

2

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Please select the address for this request (mandatory)

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Enter address (mandatory)

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.

3

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Select services for additional/upgraded options available:

Waste

Recycling

Garden Organics

Your Current Services

140 Litre

Size: 140L

Purpose: Waste

240 Litre

Size: 240L

Purpose: Recycling

Your Paid Services

140 Litre

Size: 140L

Purpose: Waste

240 Litre

Size: 240L

Purpose: Organics

ACT
Government
Transport Canberra
and City Services

Excellence ▪ Safety ▪ Collaboration ▪ Respect ▪ Innovation ▪ Integrity

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

Select the desired additional or upgraded service options.

Payment for ongoing additional/upgraded waste and recycling bin services is invoiced every July. The initial amount payable is based on a pro rata calculation, which is dependent on the date the additional/upgraded services are requested.

For example, if you request additional/upgraded services in October, your initial pro rata payment will be for the period of October to June, payable at the time of the request. From July, you will be invoiced for the next 12 months.


To cancel additional/upgraded services, please use the (link to prod downgrade/removal webform).

***Waste Service Options Available:**

☐ Upgrade 140L (standard size) to 240L (upgraded size) - \$9.35

☐ Additional 140L (standard size) - \$14.00

☐ Additional 240L (upgraded size) - \$18.70




***Recycling Service Options Available:**

☐ Upgrade 240L (standard size) to 360L (upgraded size) - \$5.65

☐ Additional 240L (standard size) - \$6.55

☐ Additional 360L (upgraded size) - \$7.50



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

2 Deliver on date (optional):

☒ Deliver as soon as possible

Enter delivery date

Select

Next

.

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

5 Your contact details:

***Title (mandatory)**

Select an Option

***Customer First Name (mandatory)**

***Customer Last Name (mandatory)**

***Birthdate (mandatory)**

***Preferred Contact Method (mandatory)**

Select an Option

***Customer Email (mandatory)**

Customer Mobile Phone

Customer Other Phone

Select

Next

, 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

. You can 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.