

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

[Upgrade your bin](#)

Enter your residential address.

1 * Please select the address for this request

* Enter address

Tell us if you have a valid concession card. Concession rates are available for the Garden Organics service.

2 * Do you own a concession card?

Yes

No

Please note that concession rates are available for garden organics services only.

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.

Green garden waste bins are optional and there is a one-off registration [fee](#)*. For concession card holders, the one-off registration fee for the first 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 * Select services for additional/upgraded options available:

Waste


Recycling

Garden Organics

Your Current Services



Size: 140L
Purpose: Garbage



Size: 240L
Purpose: Recycling

Your Paid Services



Size: 240L
Purpose: Garbage

Waste Services Management System

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Select the desired additional or upgraded service options.

The additional or upgraded waste, recycling or garden organics bin services are ongoing and will be charged annually until cancelled (excluding the first garden organics bin, where applicable)


Payment for ongoing additional/upgraded waste and recycling and garden organics 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 [downgrade/removal webform](#).


*** Waste Service Options Available:**

- Upgrade 140L (standard size) to 240L (upgraded size) - \$55.50
- Additional 140L (standard size) - \$83.00
- Additional 240L (upgraded size) - \$111.00



*** Recycling Service Options Available:**

- Upgrade 240L (standard size) to 360L (upgraded size) - \$33.25
- Additional 240L (standard size) - \$38.75
- Additional 360L (upgraded size) - \$44.50



**Please note that the pricing shown in the screenshots is for illustrative purposes only.*

Visit https://www.cityservices.act.gov.au/about-us/fees_and_charges for up-to-date pricing.

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

4 Deliver on date (optional):

Deliver as soon as possible

Enter delivery date

For a new or newly rebuilt residence, new bin services can only be delivered on or after the move-in date, and the residence must be occupied. Select the delivery date using the calendar or enter the date in the field.

If the residence is already occupied, select the delivery date using the calendar or enter the date in the field or, to get the bins as soon as possible, leave the Deliver as soon as possible check box selected. The bins will be delivered to the residence within 5-10 business days.

Select

Next

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Enter your name and preferred contact method.

5 Contact details:

Title

* Customer First Name

* Customer Last Name

* Preferred Contact Method

Please select your preferred contact method for automated notifications about your request. If 'Other Phone' is selected, you will NOT receive automated notifications.

Customer Email

Customer Mobile Phone

Customer Other Phone

Select [Next](#), then review your request and the total cost for the request. You can make changes to any information you have provided.

[Request Summary](#) [Edit Details](#)

ADDITIONAL SERVICES

Service Name	Description	Price (AUD)
Supply and Collection	Additional / Waste - 140 litre Wheelie Bin	\$83.00
Upgrade Asset	Upgrade / Recycling - 240 litre to 360 litre Wheelie Bin	\$33.25
Supply and Collection	Garden Organics - 240 litre Wheelie Bin	\$0.00
Delivery Fee/Retrieval Fee	Delivery Fee/Retrieval Fee - Waste/Recycling	\$126.40
Delivery Fee/Retrieval Fee	Delivery Fee/Retrieval Fee - Garden Organics	\$99.40
TOTAL		\$342.05

*Please note that the pricing shown in the screenshots is for illustrative purposes only.

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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.