

# How to downgrade or withdraw a bin service

Access the **Waste Services Management System (WSMS)** via the **City Services** website.

Select the **Request to Downgrade or Withdraw a Service** option.

Enter your residential address.

1 \* Please select the address for this request

\* Enter address

Your paid bin services will display. Only additional or upgraded bins can be downgraded or withdrawn. The standard bin allocation of one 140-litre red-lidded bin for waste and one 240-litre yellow-lidded bin for recycling will not display, as they cannot be downgraded or withdrawn.

The Garden Organics (Green Bin) can only be withdrawn.

From the **Please choose a paid service to downgrade or withdraw** field, select the bin image relating to the paid service to be downgraded or withdrawn.

2 \* Please choose a paid service to downgrade or withdraw



Size: 240L  
Purpose: Waste

Size: 360L  
Purpose: Recycling

Size: 240L  
Purpose: Organics

Size: 240L  
Purpose: Organics

The selected paid service will be highlighted.



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Enter a preferred withdrawal date via the calendar, or get your bins withdrawn as soon as possible (within five business days).

**3** Withdrawal date (optional)

Withdraw as soon as possible

Enter withdrawal date

Select [Next](#) .

Enter your name and preferred contact method.

**4** Contact details:

\* Title  
Select an Option

\* Customer First Name

\* Customer Last Name

\* Preferred Contact Method  
Select an Option

Customer Email

Customer Mobile Phone

Customer Other Phone

Select [Next](#) .

Review your paid service downgrade or withdrawal request. Change the request details if required via the **Edit Details** link.

[Contact Details](#) [Edit Details](#)

Title: Mr

Customer First Name: Kim

Customer Last Name: Lee

Preferred Contact Method: Mobile

Customer Mobile Phone: 2323242242

Select [Submit](#) .

We'll then provide a reference code for your request.

That's it – you're done! The paid bin services will be withdrawn within five business days, or on the selected withdrawal date.

To track your request, check your email inbox or SMS messages for details.