

Waste Services Management System: Replace a Missing or Stolen Bin

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

Select the **Request to Replace a Missing Bin** option. Read the form overview, then select

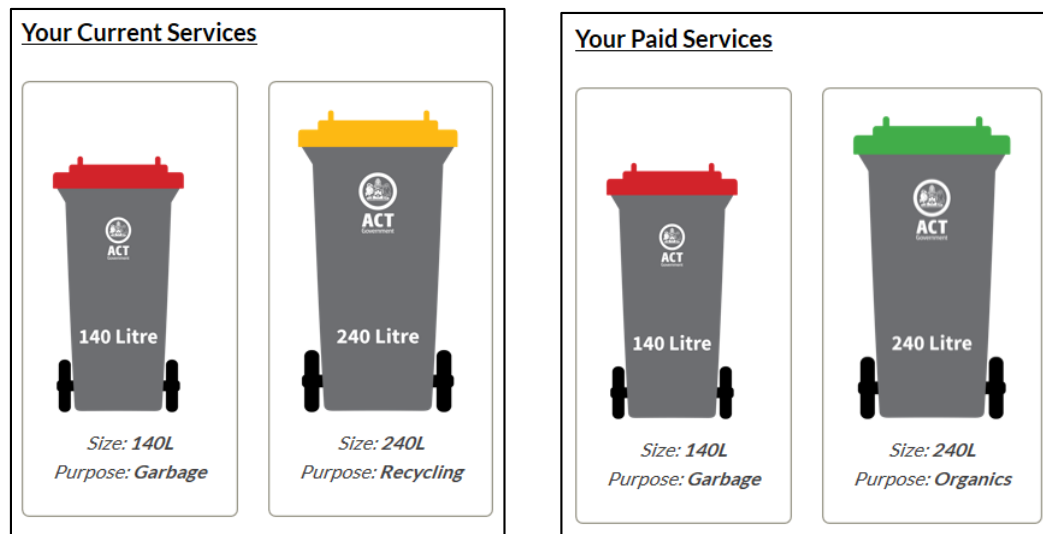
[Open New Form](#)

Enter your residential address.

1 * Please select the address for this request (mandatory)

* Enter Address (mandatory)

Your current services and paid services (if any) will display. Select the missing or stolen bin by clicking on the relevant bin icon.



The selected icon will turn grey.

Select

[Next](#)

Enter your name and preferred contact method.

3 Edit contact details

* Title (mandatory)
Select an Option

* Customer First Name (mandatory)

* Customer Last Name (mandatory)

* Preferred Contact Method (mandatory)
Select an Option

Customer Email

Customer Mobile Phone

Customer Other Phone

Select

[Next](#)

, then review and

[Submit](#)

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

That's it – you're done! The replacement for your missing or stolen bin(s) will be delivered within five business days.

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