



Waste changes are rolling into Norfolk County

What you need to know about the changes to Norfolk County's waste collection program.

norfolkcounty.ca/WasteChanges

Norfolk
COUNTY 



**Check inside
your green
cart to find
your kitchen
container.**

Questions?

Contact ServiceNorfolk

Call: 519-426-5870 or
226-NORFOLK, extension 0

Visit: service.norfolkcounty.ca

What you're receiving today:



1. Your green cart:

Put your food scraps and other organic waste in this wheeled cart.

**Review what goes into
your green cart on page 6.**



2. Your kitchen container:

Place this container under your sink for daily collection of food scraps and other organic waste.

**Check inside your green
cart to find your kitchen
container.**



3. Your gray garbage cart:

Put garbage that doesn't go in your green cart or recycling boxes in this wheeled cart.

**The carts are registered to your
property's address, so if you're moving,
please don't take them with you.**

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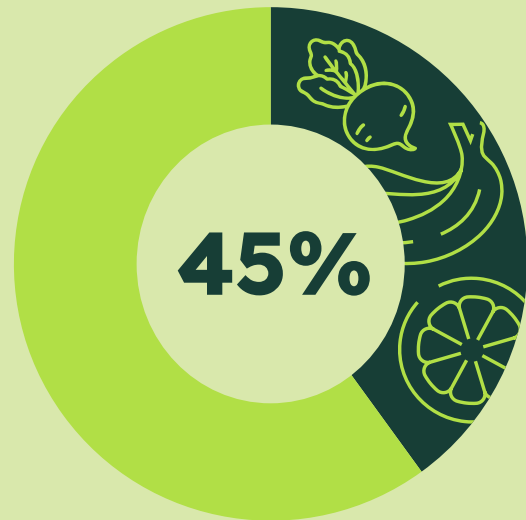
What's changing, and why it's happening now

All across the province, municipalities are facing the same problem: Ontario is quickly running out of landfill space. Norfolk County relies on a private landfill that is set to close in 2031. Without changing our habits, we will face quickly-rising costs to deal with our garbage.

We're taking steps now to lengthen the lifespan of our landfill, diverting waste by introducing a green cart for organic waste collection.

We can all do a lot by changing a little

Norfolk County surveyed residents and audited household waste before launching our green cart program. These audits found that **43-45%** of waste could be composted through green carts, instead of going to a landfill.



By using your new green cart for organics, we can divert organic waste from landfill.

Your new collection schedule

**Organics
collected
weekly**



**Recycling
collected
weekly**



**Garbage
collected
bi-weekly**



These carts are specially designed to work with the automated waste collection trucks that will be used across Norfolk County starting this fall. Some extra care will need to be taken when putting your carts out to the curb on collection days to ensure they can be picked up. For information on how to use your carts, turn to page 12.

Small changes that make a big difference

1. Get used to what goes into your green cart

Get to know what kinds of organic waste can go in your green cart before the program starts on September 28.

2. Sort as you go

Scrape organic waste into your kitchen container while cooking meals (leave out the packaging), and leftovers when cleaning up.

3. When in doubt, refer to the guides

Sorting guides for what does and doesn't go in your green cart are in this booklet and online.

Please, don't feed the landfill.



DO put your organic waste, including...

- ☒ Fruits and vegetables
- ☒ Bread, pasta, rice
- ☒ Meat, bones, fish
- ☒ Dairy, eggshells
- ☒ Coffee grounds, coffee filters, tea bags
- ☒ Sauces, oils (small amounts)
- ☒ Napkins, paper towels
- ☒ Paper muffin liners, paper plates, popcorn bags
- ☒ Plate scrapings, leftovers, spoiled food

...in your green cart, instead.

DON'T put these in your green cart:



- ☒ Diapers
- ☒ Pet waste
- ☒ Plastic bags
- ☒ Yard waste
- ☒ Hygiene products

Do line your kitchen container with:

- ☒ Newspaper
- ☒ Certified compostable bags

Look for the certified compostable logo on your **liner bags**.



For an expanded sorting list, please scan the QR code or visit norfolkcounty.ca/WasteChanges.

Please, keep recycling your papers and containers.



There are no changes to the recycling program. Please, continue to sort and use your current recycling boxes weekly.

Small box (papers)

- ☒ Cardboard, boxboard
- ☒ Cartons
- ☒ Paper
- ☒ Laminated packaging (e.g. pet food bags)

Tall box (containers)

- ☒ Hard plastic containers
- ☒ Toothpaste and deodorant tubes
- ☒ Plastic packaging and containers
- ☒ Plastic overwrap (e.g. bread bags, plastic wrap)
- ☒ Foam packaging
- ☒ Metal containers
- ☒ Aluminum foil and trays
- ☒ Glass containers
- ☒ Aerosol containers without a toxic, corrosive or flammable symbol

Remember to rinse all food waste off your recycling before putting it in your recycling boxes.



Visit circularmaterials.ca/Norfolk-County or scan the QR code, to find an expanded and updated list of recyclable materials.

Please, keep sorting your yard waste.



Include:

- ☒ Leaves
- ☒ Grass clippings
- ☒ Hedge and tree trimmings (less than 1" in diameter)
- ☒ House and garden plants (without soil)
- ☒ Branches and brush, tied or bundled in lengths of less than 3' (91 cm)

Do not include:

- ☒ Plastic bags
- ☒ Burnt leaves
- ☒ Pet waste
- ☒ Dirt, soil, sod
- ☒ Rocks

For urban and hamlet zones receiving collection, put your yard waste in brown yard waste bags with the tops rolled shut. There is no limit to the number of yard waste bags that will be collected.



For more information about yard waste in urban and hamlet zones, visit norfolkcounty.ca/YardWaste.

Please, keep separating your hazardous materials.



Household hazardous waste is not collected at the curb and should not be put out with other waste.

Household hazardous waste includes:

- ✓ Thermostats containing mercury tubes
- ✓ Light bulbs and mercury tubes
- ✓ Paints and stains
- ✓ Motor oil and oil filters
- ✓ Fire extinguishers
- ✓ Propane tanks
- ✓ Single-use and rechargeable batteries
- ✓ Medications and sharps
- ✓ Cleaning products
- ✓ Pool chemicals

Hazardous waste should be taken to retailer take-back locations year-round or to Norfolk County Household Hazardous Waste Events.

To find a list of retailer take-back locations and what they accept, visit norfolkcounty.ca/TakeBack, and for details about Norfolk County Hazardous Waste Events, visit norfolkcounty.ca/HHW.

**Please, put
your gray
garbage
cart out on
the right
collection
week for
your area.**

Your gray garbage cart
will be collected every
other week.

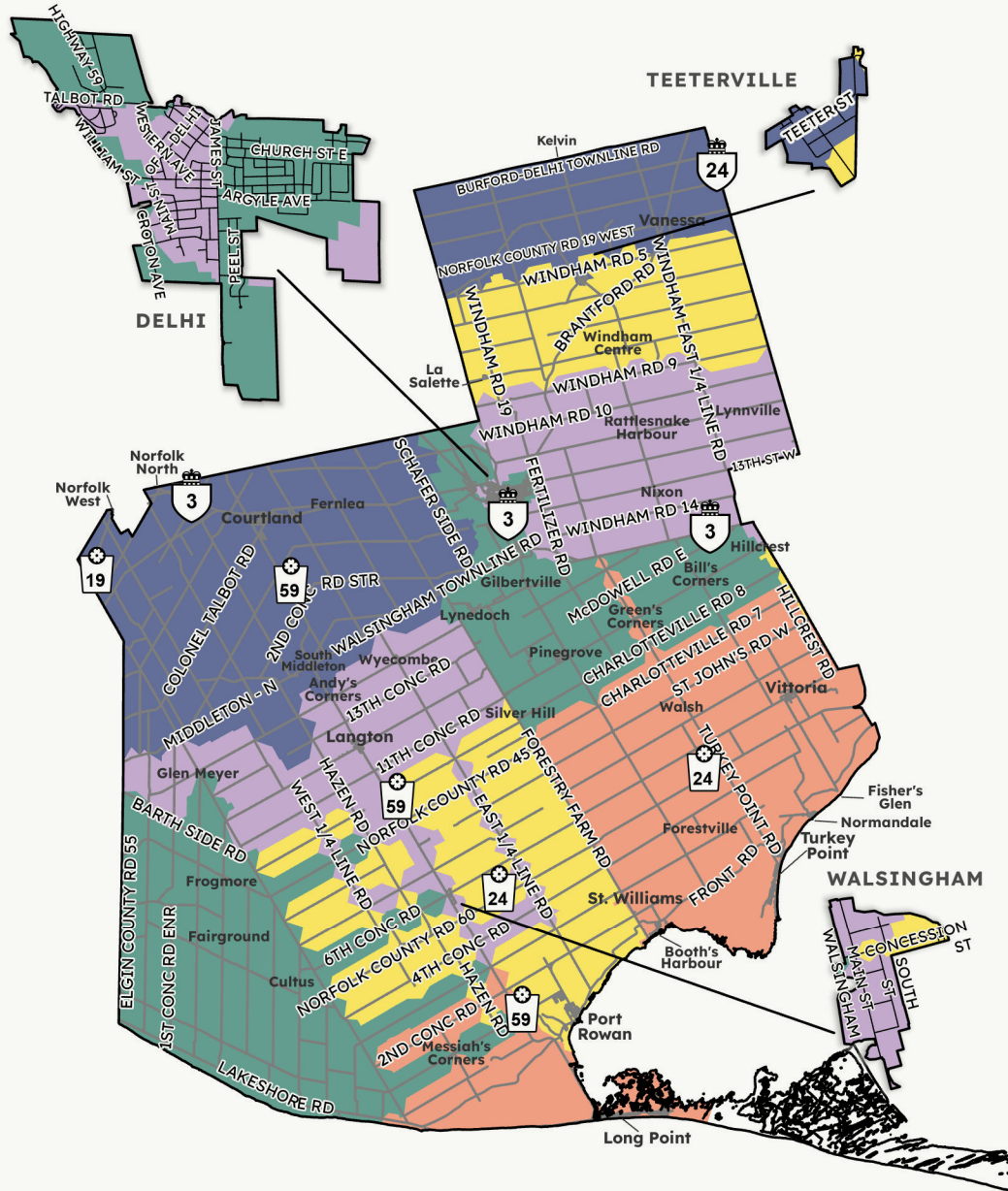
Use the map to determine what day of the week your gray garbage cart will be collected starting Monday, September 28, 2026.

Organic waste (green cart) and recycling will be collected every week.

Please, make sure all
your waste is by the road
before 7:00 a.m. on your
collection day.

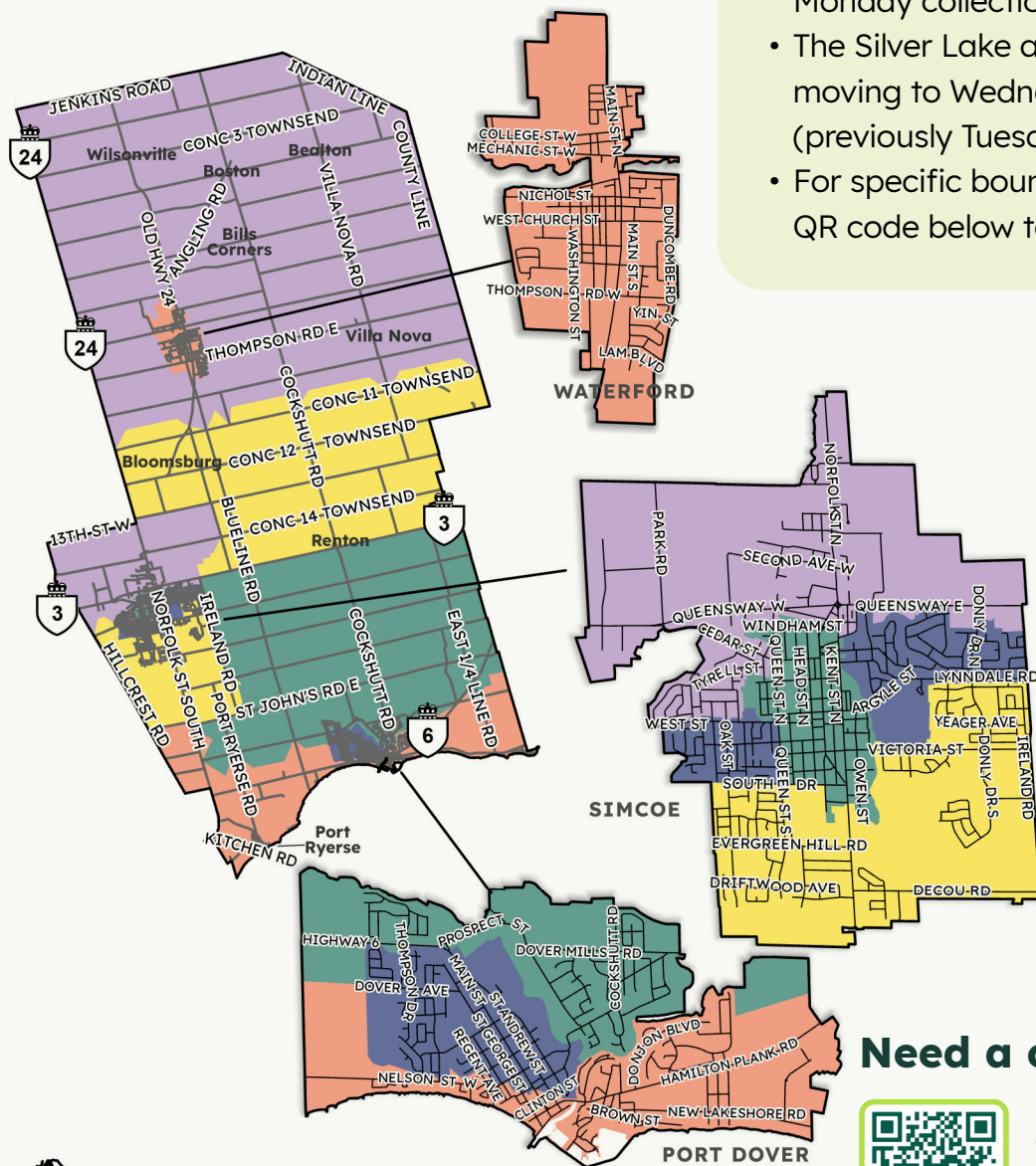
Week 1:

Starts Monday, September 28, 2026



Week 2:

Starts Monday, October 5, 2026



Important collection day changes for Waterford and some areas in Port Dover

- The town of Waterford will be moving to Monday collection days (previously Friday).
- The Silver Lake area in Port Dover will be moving to Wednesday collection days (previously Tuesday).
- For specific bounding streets, please scan the QR code below to find your collection day.

Pickup day

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

Need a closer look?



Scan the QR Code to look up your collection day, or visit norfolkcounty.ca/CollectionDay.

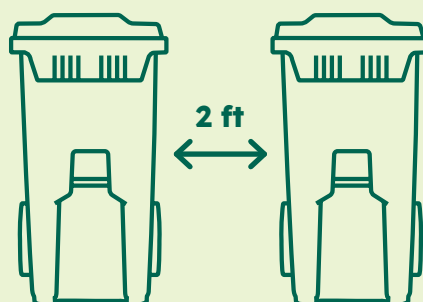
Please, set out your carts properly.

Carts must be set out properly to ensure they can be collected by the new automated waste collection trucks.



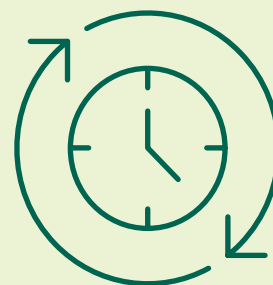
1. Face the street

Wheels should face your house, and the lid should open towards the street. Ensure the arrow on the cart lid faces the street.



2. Give them space

Carts should have 2' (60 cm) between them and other objects (trees, fire hydrants, recycling boxes, parked cars, snow banks, etc.), including other carts.



3. Be on time

All carts (and recycling containers) must be set out before 7 a.m. on collection day, and brought in by 7 p.m. that evening.



Failing to set out your carts properly may result in your waste not being collected that week.



Your green cart has a gravity lock, which, when used properly, will keep pests out.



4. Close your cart lids

All cart contents must fit inside the cart with the lid closed. Waste set outside of your carts will not be collected.

New automated trucks need clear access

- ✓ Our new trucks use automated arms to lift and empty your carts.
- ✓ Proper cart placement helps keep service on schedule and your waste collected.
- ✓ Thank you for helping make the transition a success.



Please, take care of your carts.



Use compostable bags or liners

Line your kitchen container with newspaper, or use certified compostable bags (look for the BPI logo). This keeps material from sticking to the sides, and minimizes odours.



Put your green cart out every week

This ensures your organic waste starts breaking down through the composting process and not in your green cart.

Request cart changes

Property owners may request a different cart size based on their property type (residential home, residential farm, or commercial) **after the program begins in fall 2026**. Requests made after April 1, 2027, will be subject to user fees.

To learn more or request a change, contact ServiceNorfolk or visit norfolkcounty.ca/WasteChanges.

Please, report stolen or damaged carts.

Broken carts

Broken carts may not work with the automated waste collection trucks. If your carts become damaged, please contact ServiceNorfolk to arrange for repairs or replacement carts.

Lost or missing carts

If your carts are stolen or go missing, please contact ServiceNorfolk. Each cart has a serial number that assigns it to your address, so stolen carts can be checked and returned to their proper place.

**Find ServiceNorfolk's contact
information on the back cover.**



Norfolk
COUNTY

Questions?

We're here to help.



Visit our website

For the latest updates and FAQs,
visit norfolkcounty.ca/WasteChanges.

Contact us

Contact ServiceNorfolk by phone or by email
with your question.

Call: 519-426-5870 or 226-NORFOLK, extension 0

Visit: service.norfolkcounty.ca

