



EASTERN REGIONAL SERVICE BOARD

FIRE | SOLID WASTE | WATER | WASTE WATER

December 1, 2023,

Dear Mayors, Councilors, and Chairpersons,

Starting in 2024 the Eastern Regional Service Board (ERSB) will modernize the collection of bulk waste to reflect the process used in several large cities and towns in the region. For over a decade, Eastern Regional Service Board's seasonal Bulk Waste Collection program has helped thousands of customers responsibly dispose of bulk garbage from their homes and yards. Beginning in 2024 the ERSB is modifying the bulk collection process to make it much more reliable for residents of the region.

The ERSB will enact the following changes:

- **Bulk collection will be by appointment only. Residents will contact the ERSB office and will be provided with an appointment time during the applicable area's scheduled period.**
- **Bulk collections will run from April through to September to accommodate the weather and any rescheduling requirements due to weather conditions or extenuating circumstances.**
- **Residents will have to provide a list of their bulk items when they set up an appointment and only those items will be collected.**
- **To ensure that bulk collections will be completed more reliably and efficiently, bulk collections will be tendered as a separate contact, apart from regular household garbage and recycling collection.**

While the number of bulk collections will be reduced to one per year per household to accommodate the new process, the implementation of the appointment scheduling process will ensure that the bulk is collected in a more timely and efficient manner. The current bulk guidelines in place outlining the type and number of items accepted will not change.

The ERSB looks forward to working with all of our partner communities in the New Year to improve the quality and efficiency of bulk waste collections for our valued customers. If you have any questions or concerns, please do not hesitate to contact us at 708-579-7960 or info@ersbnl.ca.

**Sincerely yours,
EASTERN REGIONAL SERVICE BOARD**