

CHF BC COMMERCIAL SERVICES

WASTE AND RECYCLING SERVICES

FREQUENTLY ASKED QUESTIONS

- 1. How do we setup service with BFI through CHF BC's waste and recycling program?**
Contact CHF BC's Commercial Services department. We will set-up a contract between your co-op, CHF BC and BFI Canada that outlines service, price, expiry date and terms and conditions. There are no hidden charges or surcharges. BFI has agreed to no extras or fuel surcharges for the life of the contract without CHF BC's consent.
- 2. How do we know what level of service our co-op needs?** A BFI representative will visit your co-op to assess your service requirements. In the Lower Mainland call Todd Huisman at, 604-517-2617. On Vancouver Island call Ken Proud at 250-652-4414.
- 3. Our current waste collection contract expires in five months. Is there anything we should do now?** Check out your options. Most suppliers require 90 to 180 days notice prior to the expiration of the existing contract if you do not want to renew. If you fail to give the required notice, the contract will often renew automatically. For program information and member rates, contact Julie Hunter at CHF BC.
- 4. Our current contract doesn't expire for more than a year. Is there anything we should be doing?** You may be able to save money by cancelling your existing contract and paying the cancellation fee required by many companies. CHF BC would be happy to assist you with the cost comparison and paperwork. If it doesn't pay your co-op to cancel, we will send you a reminder near the end of your contract in time to provide sufficient cancellation notice to your current supplier.
- 5. How do we switch our service to BFI?** We can provide you with a sample cancellation letter to send to your current supplier. Once you have completed, signed and returned the letter to CHF BC, we will ensure that it is sent to your current supplier, via registered mail, in order to provide the correct notice required.
- 6. How do we pay for service through CHF BC's waste collection program?** Program billing and administration are handled by CHF BC. Payments are made through a pre-authorized debit system. Under this system, the amount due for your regularly scheduled service is withdrawn from your co-op's chequing account on the first day of each month. CHF BC will invoice your co-op separately for any additional services.
- 7. What if we want to change our service level?** Contact Todd Huisman in Vancouver at 604-517-2617 or Ken Proud in Victoria at 250-652-4414. They will notify CHF BC to make any necessary changes to your billing arrangements. If there is a price change, your pre-authorized debit will be updated on the first of the following month. If the change is effective mid-month, CHF BC will invoice or credit you any differences in the amount owed.

FOR MORE INFORMATION, CONTACT: Julie Hunter, Commercial Services Director, CHF BC, phone 604.879.5111 (ext. 138), toll-free 1.866.879.5111 (ext. 138) or email jhunter@chf.bc.ca.