

	Question	Answer						
1.	<p>When we dump two small communities we scale the weight when we are finished and back to a scale, but we are tracking how many carts are dumped in each community, how many are commercial and how many dumpsters are included in this weight for each.</p>	<p>You have sufficient information to calculate the weight of the total load to allocate to each of your communities. In your example, we are assuming that your count of carts represents your count of households in the community. Once you deduct the commercial weight from your total load, you can then allocate the remaining weight to the two communities based on their relative share of the households collected.</p> <p>For example:</p> <table data-bbox="1031 678 1654 781"> <tr> <td>Community #1:</td> <td>10 households/carts</td> </tr> <tr> <td>Community #2:</td> <td>30 households/carts</td> </tr> <tr> <td><u>Total Households collected:</u></td> <td><u>40 households/carts</u></td> </tr> </table> <p>You can then allocate 25% of the weight of the residential WPP to Community #1 (i.e. 10HH/40HH = 25%) and 75% of the weight to Community #2.</p> <p>Please refer to the instruction sheet entitled <i>MMSW Guideline for Shared Route Reporting</i> for more detail on allocating weight for commingled loads available on the MMSW website at:</p> <p>http://www.mmsk.ca/collectors/resources/</p>	Community #1:	10 households/carts	Community #2:	30 households/carts	<u>Total Households collected:</u>	<u>40 households/carts</u>
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2.	<p>Can handwritten weigh scale tickets be submitted? The scale we use cannot print tickets.</p>	<p>Yes, a handwritten weigh scale ticket can be submitted as long as you apply a unique reference number to the ticket and all mandatory information as outlined in Appendix 1 of your Services Agreement has been recorded.</p> <p>For tracking purposes, we do require a unique identifying weigh scale ticket number be recorded on the ticket. We will ask you to use both the date and</p>						

		<p>time of the delivery to determine this unique identifier.</p> <p>For example, if you deliver your WPP on March 1, 2016 at 1:00 p.m., then the unique identifier to be written on the weigh scale ticket would be:</p> <table border="1" data-bbox="984 461 1835 678"> <tr> <td>Convention</td> <td>DD</td> <td>MM</td> <td>YY</td> <td>.</td> <td>24HH</td> </tr> <tr> <td>Meaning</td> <td>Day</td> <td>Month</td> <td>Year</td> <td>.</td> <td>Time</td> </tr> <tr> <td>Example - Using March 1, 2016 at 1:00 p.m. delivery</td> <td>01</td> <td>03</td> <td>16</td> <td>.</td> <td>1300</td> </tr> <tr> <td>Unique weigh scale ticket number to report</td> <td colspan="5">010316.1300</td> </tr> </table> <p>It is important that we are using the 24 hour clock to ensure you have a timeline as to when the material was collected.</p> <p>Please note that all handwritten scale tickets must be signed to verify that it was indeed collected on that day and time.</p>	Convention	DD	MM	YY	.	24HH	Meaning	Day	Month	Year	.	Time	Example - Using March 1, 2016 at 1:00 p.m. delivery	01	03	16	.	1300	Unique weigh scale ticket number to report	010316.1300				
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<p>3.</p>	<p>Where in my contract do I find my contract number?</p>	<p>Two numbers have been recorded on the front page of your Services Agreement. The number beginning with '47..' is the contract number you use when submitting your claim report.</p> <p>(The second contract number, beginning with '48...' is the reference you need to inquire about payment for services.)</p>																								
<p>4.</p>	<p>If our service provider is handling the reporting for us, do we as the municipality also get an email of</p>	<p>If you wish to be set up that way and to receive the information, that can be done. You just need to let us know by contacting</p>																								

	the report claim submitted?	serviceprovider@multimaterialsw.ca
5.	Can we submit any collection for 2015?	No. Your Services Agreement was effective no earlier than January 1, 2016.
6.	Could those of us that have submitted information to accounts payable for payment get confirmation emails? I emailed the banking information but have not heard back.	If you would like confirmation that your banking information has been received and entered correctly, please feel free to send an email to our Accounts Payable Dept. via email: accountspayable@multimaterialsw.ca .
7.	Since the agreement is effective January 1, 2016, do we only submit records for 2016? Or, since the agreement was postponed, do we submit for 2015 as well, and receive back pay?	<p>The program launched January 1, 2016.</p> <p>As your Services Agreement was effective no earlier than January 1, 2016, only quantities collected beginning on the date of your Services Agreement can be submitted.</p> <p>Please note that if your Services Agreement was effective February 1, 2016 or after, for example, then only quantities of WPP collected back to your agreement's effective date can be reported.</p>
8.	We are in a Scenario B situation (our service provider will be doing reporting on our behalf). Do I set-up the Town as the primary contact when requesting ID/password and then add the service provider/reporter as a secondary contact that can submit reports?	Yes. That is the correct process.
9.	Please define shared collection route?	A shared collection route is one that schedules collection for more than one

		<p>Local Government, First Nation or a Regional Waste Authority.</p> <p>So, a shared collection route is one where there is more than one Collector associated with a single delivered load and weigh scale ticket.</p>
10.	Will the program be expanded to include tin and glass?	<p>Please see sections 3.1 and 3.2 of the Waste Packaging and Paper Stewardship Plan for definitions of obligated materials under our program. As long as they meet the definition of packaging, as defined in the plan, packaging made from tin or glass are already obligated materials under our program.</p> <p>http://www.mmsk.ca/wp-content/uploads/WPP-Stewardship-Plan_revised_September-12-2015.pdf</p>
11.	Will quarterly payments be automatically sent out as long as agreement is signed?	<p>As long as we have a signed agreement, yes, payments are automatic. To maintain the payment schedule, adherence to your reporting requirements is required.</p>
12.	Is our first report period Jan 2016 to March 2016, or is it retroactive to 2015?	<p>Please see Questions 5 & 7.</p>
13.	How do you enter the originating site postal code when there are multiple codes on the same route?	<p>Each originating site has been assigned a unique postal code. Your Upload Spreadsheet will list originating site(s) , and the corresponding postal code to use when reporting, for all sites associated with your Services Agreement and/or for which you are a reporting delegate.</p>
14.	We have a depot that is picked up by Regens Disposal and they provide us with tonnage. Do we	<p>If you will be reporting the tonnage that Regens Disposal has reported to you then you fall under Scenario D as we are assuming that Regens is collecting from more than one depot on its collection route. If this assumption is</p>

	fall under scenario A or D?	incorrect, please feel free to contact the Service Provider reporting team at serviceprovider@multimaterialsw.ca to discuss your question further.
15.	When you ask for household/population count by "channel", what does "channel" refer to?	We use the term 'channel' to describe the collection type - i.e. Curbside, multi-family and depots are each a type of collection channel.
16.	We may haul once every 90 or 180 days to get weighted sales data. Can we do quarterly or semi-annual reports?	At minimum you will need to report all loads delivered on a quarterly basis. If you had no loads delivered in a reporting quarter then you will report a quantity of 1 against the material line ' No Loads to Report ' in the WeRecycle portal.
17.	If reporting quarterly, how do we report if there is no tonnage to report for that quarter?	Please see answer above.
18.	My understanding is that a contract will be issued to us after this presentation. To date we have not received one. Is this where I would get the contract number?	MMSW is still working with a number of Collectors to gather the outstanding information needed to finalize the Services Agreement. If you have not yet received your contract, please contact Kelly Goyer Director of Field Services at kgoyer@multimaterialsw.ca .
19.	As long as service is being provided for a quarter, will payment be made to a municipality even if there is no report, or should we be estimating volumes on a shorter basis (ie: weekly)?	You are not required to estimate your quantities but rather submit reports based on the actual quantities delivered and weighed. These reports can be submitted as frequently as you like but at minimum, once per quarter. Please see Questions 16 & 17. Adherence to this quarterly reporting requirement will ensure the consistency of your quarterly payments.

20.	<p>If you have a co-mingled load, as many communities have, is it sufficient to only submit your total weight of each load without knowing the total weight of each type of paper, plastic, etc. and where it goes?</p>	<p>Yes, if your load is commingled, MMSW recognizes that you will not have the weight by material type.</p> <p>In this case, you will report your material as Residential WPP</p>
21.	<p>What do we do if we already registered a username and were assigned a temporary password?</p>	<p>MMSW will be issuing user IDs, form numbers and system contracts shortly. Please give us a call regarding your existing username and password and we'll take a look at it and get that corrected for you at 1-855-886-4558 or serviceprovider@multimaterialsw.ca</p>
22.	<p>Do scales have to be government certified?</p>	<p>No, but they should be regularly calibrated. Please check with your weigh scale operator as to their standard for maintaining an accurate weight.</p>
23.	<p>We sent the signed services agreement to MMSW; will we get it back along with the contract number?</p>	<p>Yes, once your information has been checked, a signed Services Agreement will be returned to you.</p> <p>The contract number will be stamped on the front of the Services Agreement you will receive back from MMSW. Two numbers will be recorded on the front page of your Services Agreement. The number beginning with '47..' is the contract number you use when submitting your claim report.</p> <p>(The second contract number, beginning with '48...' is the reference you need to inquire about payment for services.)</p>

24.	Can you report on estimated amounts reflective of the number of carts provided in your curbside collection or do you need specific weigh tickets for each pickup cycle?	Each load delivered to the receiving facility must be weighed and reported based on the actual weight recorded on the weigh scale ticket.
25.	Is Loraas Disposal aware of all the information required? They will be supplying the information to many municipalities.	This really comes down to the municipality and the relationship they have with their waste management company. As a reporting delegate, Loraas will likely have participated in the webinar, or if not, can refer to the documentation on the website. MMSW does, however, encourage that the municipality or local government refers back to their contractual relationships with their disposal experts in the industry and contact them to confirm any details.
26.	Do we need to contact all the municipalities for the contract number from you or can you provide it for us?	<p>If your Local Government, First Nation or Regional Waste Authority has designated you their reporting or payment delegate, they should provide you with the appropriate contract numbers.</p> <p>That said, as long as MMSW has received authorization from the Collector, we can certainly provide you with list of contract numbers you need to report or to allow you to manage payments. Please feel free to contact us at serviceprovider@multimaterialsw.ca to discuss your particular situation.</p>
27.	Will you have a hauler webinar?	We will not be repeating the webinar. A hauler who did not participate in the webinar can refer to the posted webinar and Q&A on the MMSW website. This information can be accessed at: http://www.mmsk.ca/collectors/information-sessions/ . They can also contact us at serviceprovider@multimaterialsw.ca

28.	<p>If we have chosen scenario B, does the Local Government set up the We Recycle portal or does the designate do that?</p>	<p>In this case, the both the Collector and the reporting delegate could have access to the WeRecycle portal as determined by the Collector. MMSW requires confirmation from the Local Government, First Nation or Regional Waste Authority Collector that a) you are the reporting delegate and b) whether the Collector would also like access to the WeRecycle portal. Once received, the MMSW service provider reporting team at CSSA can work with you to setup your username and password.</p>
29.	<p>Our collection is Multi-Material. How do we distinguish paper from all other recyclables?</p>	<p>If your load is comingled, then it would be reported as Residential WPP. If you are segregating out the material, we do have a defined list of materials that you can report against. We encourage you to speak with Kelly in our MMSW office to confirm what materials you can report against, and the team here can set up your system contract to accommodate.</p>
30.	<p>If we have a contractor that picks up our WPP and they don't want to give us their revenue, how would we go about getting around that?</p>	<p>MMSW recognizes the complexity of adopting a new method for collecting and reporting weights for your WPP program. We also recognize that Local Governments and Regional Waste Authorities may require more time to work with their partners and stakeholders to better determine how to report on tonnes of WPP marketed.</p> <p>At this time, MMSW will require tonnes marketed to be reported by Collectors with populations of 5,000 or greater (or in the case of a Regional Waste Authority, a combined membership population of 5,000 or greater). If this is your Local Government or Regional Waste Authority, MMSW will be in contact with you in the near future to discuss further.</p>
31.	<p>If we use a service provider to pick up the recycling from a depot and the tonnage is on the bill but no scale ticket, do I need the scale ticket or can I use the bill as the back-up?</p>	<p>Weigh scale ticket numbers are required as these provide us with the necessary audit reference number should there be questions about your claim or the need to validate the reported quantities.</p> <p>We encourage you to speak to your hauler to ask that this information be</p>

		<p>included on your invoice.</p> <p>In the short term, while this change is being made, you can use the invoice number as your unique reference number for a limited time.</p>
32.	How to report a single stream load which includes Curbside, Commercial & RM Depots collections?	<p>This follows the scenario of a commingled load and you can use the allocation method outlined in the communication found here <i>MMSW Guideline for Shared Route Reporting</i> when completing your report.</p> <p>Please feel free to contact us at serviceprovider@multimaterialsw.ca to discuss your unique situation further should you have further questions.</p>
33.	I would like to report quarterly and will do my first quarterly report at the end of March. Seeing as this will be the first time reporting, will some flexibility be given with the reporting?	<p>There is some flexibility with the quarterly reporting. If possible, you should try and report as much information as you can before March 31, but for the first round of quarterly reporting, we will allow for that time lag. You will have until April 15th 2016 to report.</p>
34.	How can I exclude non-MMSW tonnage?	<p>MMSW expects that when collecting both MMSW WPP and non-MMSW WPP on a single route, the hauler will track the number of households or depot loads associated with their MMSW and non-MMSW customers.</p> <p>The instruction sheet linked here <i>MMSW Guideline for Shared Route Reporting</i> will provide you with the instructions on how to calculate how much WPP to allocate to the MMSW customers.</p>
35.	If a community has front load bins throughout the community do you have to count all businesses in the town to subtract the ICI?	<p>If the community allows both businesses and residents to access the same front load bin, then the ICI factor would have been determined and recorded on your Services Agreement. This ICI factor is then used to deduct a percentage of the quantities you report on your claim report.</p> <p>This response assumes that there is only one collector serviced on the route.</p>

36.	We have single stream recycling, including paper, can't we use it all?	<p>If all materials collected in your single stream are designated packaging or printed paper materials then you can claim the total tonnes collected.</p> <p>Packaging is defined in Clause 2(1)(e) of <i>The Household Packaging and Paper Stewardship Program Regulations</i> supplied by MMSW Members; and Paper is defined in Clause 2(1)(f) of <i>The Household Packaging and Paper</i></p>
37.	With the quarterly reporting, does it have to be completed by March 31, or can it be completed in the beginning of April to allow time to collect all March data?	Please see question 33.
38.	If residential is by-weekly pickup and ICI is weekly, do we report the total served or do we double the ICI served as a percentage?	Your Services Agreement should reflect the ICI deduction percentage based on the conditions you discussed with the MMSW team. The determination of the ICI deduction factor should have considered these different frequencies of collection. If you are unsure as to whether your ICI factor was correctly calculated, please contact Kelly Goyer, Director of Field Services at kgoyer@multimaterialsw.ca to discuss your issue further.
39.	Can I report quarterly the 15th of the month following each quarter? Or is it due by the last day of the quarter?	Please see question 33.
40.	Is there a due date to each quarter?	Please see question 33.
41.	Since the agreement is effective January 1st, 2016, do we only submit records for 2016, or since the agreement was postponed, do we submit for 2015,	<p>The program launched January 1, 2016.</p> <p>As your Services Agreement was effective no earlier than January 1, 2016, only</p>

	<p>as well, and receive back pay?</p>	<p>quantities collected beginning on the date of your Services Agreement can be submitted.</p> <p>Please note that if your Services Agreement was effective February 1, 2016 or after, for example, then only quantities of WPP collected back to your agreement's effective date can be reported.</p>
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