



ENGINEERING AND
ENVIRONMENTAL SERVICES
Commissioner's Office

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January 18, 2024

Regional Councillors
150 Frederick Street, 1st Floor
Kitchener, ON N2G 4J3

Dear Regional Council:

Re: Blue Box Transition Update

Background:

In 2021, the Ontario government passed [a new regulation](#) that shifts the financial and operational responsibility of blue box recycling programs away from municipalities and to the producers, those companies that produce the blue box material and packaging waste. All Ontario municipalities are required to move towards this new business model by December 31, 2025.

The Producers are also fully responsible for all customer service issues, ongoing education and providing recycling containers to the residents.

Who is looking after the recycling program?

[Circular Materials](#) (a Producer-controlled non-profit organization) has assumed responsibility for operating the collection and receiving of blue box materials across Ontario. It will also handle all post-collection management for most of the blue box material in the province. The timeframe for Producers to begin managing the recycling program occurs over a number of years. Waterloo Region will transition on March 2, 2024.

Circular Materials has recently awarded the current contractors ([Miller Waste Systems](#) and [Emterra Environmental](#)) in Waterloo Region as recycling service providers during the transition period only (March 2, 2024 to December 31, 2025).

All other curbside services (garbage, bulky item, organics, and yard waste) remain the responsibility of the Region of Waterloo.

What stays the same?

Residents should not see any change to the existing recycling program during the transition period including what material is collected, how to sort the material or their collection day.

What changes?

Cambridge, Kitchener and Waterloo residents should reach out to Miller Waste Systems directly should they have any recycling related questions or concerns:

Email: area22@millerwaste.ca
Phone: 1-888-852-3450
Website: www.millerwaste.ca

North Dumfries, Wellesley, Wilmot and Woolwich residents should reach out to Emterra Environmental directly should they have any recycling related questions or concerns:

Email: customercareont@emterra.ca
Phone: 1-888-597-1541
Website: www.emterra.ca

Residents can reach out to Circular Materials directly for any unresolved or escalated issues:

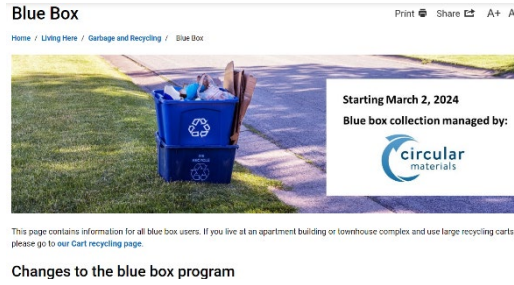
Email: customerservice@circularmaterials.ca
Phone: 1-855-667-2626
Website: www.circularmaterials.ca/

Keeping residents in the loop:

The Region of Waterloo's Waste Management Division shares information and updates regarding the recycling transition through various communication channels:

- Website and [blue box webpage](#) updated with FAQs (August 2023, ongoing)
- [2024 Waste Collection Calendar](#) delivered to residents (December 2023)
- Post card detailing things that stay the same/things that change available at our garbage bag tag vendors, transfer stations, public engagements (January-March 2024)
- Waste Whiz App - transition details added to blue box identified items (March 2024)

- SFCC/CMP – updates to include recycling details via email, scripting, website links, online complaint form pop-up message and training (Starting March 2024)
- Supporting Circular Materials’ communication and education campaign including sharing their website, social media messages, press releases and education campaign (Ongoing)



Sincerely,

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