



Comhairle Baile Lios Tuathail Listowel Town Council

Refuse Collection Service Changeover

Frequently Asked Questions

1. Why is Listowel Town Council withdrawing from the waste collection service?

The decision to sell was taken after a long and thorough review of the options available to the Council in relation to its Waste Management Business. Unfortunately, our waste collection business has been losing customers and money for some time, and we know that there are further costs coming along in the future to meet higher waste disposal standards. In the circumstances, it would not be viable to stay in the waste collection business.

Following a competitive bidding process, Kerry company **KWD Recycling** were chosen as the successful bidder.

2. I am an existing customer. Who will be taking over my waste collection service?

We have signed an agreement with Kerry firm, **KWD Recycling** in relation to the waste collection service to our existing customers.

3. When will KWD Recycling take over Listowel Town Council's Refuse Collection Service?

KWD Recycling will take over the collection service of all Listowel Town Council's Domestic and Commercial customers on the week beginning 5th December 2011.

4. Is there anything I need to do at this stage?

No. Listowel Town Council will transfer some of your account details (ie: name, address, contact details, and bin details only) to KWD Recycling. No other details relating to your account with Listowel Town Council will be supplied.

KWD Recycling will continue to provide the waste collection service on the normal collection day in your area and they will contact you in due course.

5. Will my bin collection day change?

No. Your collection day will stay the same for the moment. There may be a gradual rationalisation of routes over time and KWD Recycling will notify you in good time of any intended changes.



6. Will the new service cost me more?

No. KWD Recycling will maintain the existing charges and payment methods. All existing bin lift credit will be honoured by KWD Recycling.

7. Will I need new bins?

No. KWD Recycling will arrange to rebrand your existing bins in due course to reflect the new service provider.

8. Can I still pay for my collection as normal?

Yes. You can pay as normal. KWD will accept Listowel Town Council bin tags and will be issuing its own bin tags to existing retail outlets in the town for purchase, at the same price. There may be a changeover to alternative payment methods in the future and KWD Recycling will notify you in good time of any intended changes.

9. If I am a commercial customer, what will my new waste collection charges be under KWD Recycling?

Current charges will remain unchanged.

10. Who should I contact for further information on the changeover?

Listowel Town Council can be contacted on **068 - 21004** with any queries.

From December 5th 2011, all queries will be handled by KWD Recycling.

Tel: **066-7128850** E-mail: **changeover@kwd.ie**

Listowel Town Council would like to thank all our customers for their support of our Refuse Collection Service over the years.