

# Customer Communication



May 2016

## Weekly Green Bin Collection

Beginning May 1, weekly organics collection resumes. Organic material such as leaves, food waste, coffee grounds and cardboard make excellent compost!

If you've got surplus organic waste (leaves, dirt, small branches, etc.) from your yard clean-up, bring it to the recycle depot. Sorry, we cannot accept large branches and tree stumps.



## Payment Options Are Changing

We're making some changes in an effort to manage our costs. Please note that we will no longer be accepting in-person payment at the CUI office or payment by credit card.

How can you pay your utility bill?

1. Pre-authorized payment
2. Online banking
3. Telephone banking
4. In-person at your bank branch
5. Canada Post – by cheque
6. Drop box at CUI – by cheque

## Hazardous Waste Round-up



Looking to dispose of left over paint, old electronics, batteries and hazardous chemicals? Bring them to the Household Hazardous Waste Round-up. These materials are only accepted during the semi-annual "Round-Ups". The next Round-Up will be held at the Recycle Depot on **Saturday, June 4** from 10:00 – 2:00 p.m.

## Want To Talk With Us?

Effective June 1, we will no longer have counter service at the CUI office. Operating a storefront is costly and on average 1% of CUI customers utilize this service. We feel we can put our resources to better use for all our 18,500 customers. If you'd like to talk to us we are still here for you! Please call us during business hours; we are always happy to make an appointment to meet you in person.

Beginning May 16, 2016, excess garbage bag tags will be available for sale at City Hall during normal business hours. We hope to be adding other locations soon.

## Contact Us

General Inquiries: [utilities@cuinc.ca](mailto:utilities@cuinc.ca)  
Billing Inquiries: [myaccount@cuinc.ca](mailto:myaccount@cuinc.ca)  
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