



NEW GREEN CART COLLECTION SCHEDULE NOW IN EFFECT

For the winter months, CUI will be collecting compostable materials in your green carts every other week, alternating with garbage collection. Blue carts (recycling) will continue to be collected on a weekly basis. Weekly green cart collections will start again in the Spring of 2019 when yard waste volumes increase.

For the **weeks of November 5 and 19**, put out your **green cart** and your **blue cart**. For the **weeks of November 12 and 26**, put out your clear **garbage bag(s)** and your **blue cart**. Your collection day has not changed.

November 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
	Recycling					
	Compost					
11	12	13	14	15	16	17
	Recycling					
	Garbage					
18	19	20	21	22	23	24
	Recycling					
	Compost					
25	26	27	28	29	30	
	Recycling					
	Garbage					

FREE WASTE MANAGEMENT TOOLS AVAILABLE ON-LINE

Never miss your collection day. Visit cuinc.ca/services/curbside-collection to view your schedule online and sign up to get free collection day reminders.

Sorting waste can be overwhelming when it is unclear what goes where. If you are not sure how to dispose of an item, check out our online Sorting Central tool (cuinc.ca/sorting-central/). Simply enter the item and find out whether it should be recycled, composted or sent to the landfill.

The free CUI Curbside Collection application can also be downloaded by visiting cuinc.ca/download or by searching "CUI Curbside" in the iTunes App Store or Google Play Store.



STAYING CONNECTED – POTENTIAL CANADA POST WORK DISRUPTION

In the event of a postal work disruption, customers may experience delays receiving monthly paper bills and when sending payments to CUI via Canada Post.

To minimize interruptions and to stay up-to-date with your account, we encourage customers to **sign up for e-billing** and receive monthly statements as an electronic pdf file delivered directly to your email inbox. Signing up is easy:

- Download the form at www.cuinc.ca/my-account/your-bill/.
- Submit the completed form via email to myaccount@cuinc.ca or drop it off at #403, 320 West Creek Drive in the 24/7 drop box.
- Open and view your e-bill on your computer.

Please remember that customers are still responsible for paying utility bills by the due date. Failure to receive a bill or loss of the statement, is not accepted as a reason for either non-payment or for exemption from any associated late payment penalties. If you currently send in a cheque or money order by Canada Post to pay your account each month, you may want to explore other payment options such as online or telephone banking, making a credit card payment online using PlastiQ (a third-party service provider), or using a pre-authorized payment plan. Visit www.cuinc.ca/my-account/payment/ for more information.

TIPS FOR PAYING YOUR BILLS ON-LINE

Finding CUI as a payee when setting up on-line banking varies from bank to bank. The banks all have different names in their drop-down menus as noted below. Try entering “Chestermere” and scroll through the options.

ATB	TOWN (CITY) OF CHESTERMERE UTILITIES
BANK OF MONTREAL	CHESTERMERE UTI
CENTRAL CREDIT UNION	CHESTERMERE UTIL
CIBC	CHESTERMERE UTILITIES INC.
ROYAL DIRECT	CHESTERMERE (CITY)-UTILITIES
SCOTIA BANK	CHESTERMERE CITY (TOWN) UTILITIES
TANGERINE BANK	CHESTERMERE – UTILITY
TD	CHESTERMERE UT

You will need your CUI customer account number (this varies from 4 digits to 8 digits). Please note that many banks require a 10-digit account number, so you need to **add zeros at the FRONT** of your account number, not at the end. For landlords, please note that each time you have a tenant move in, your CUI account number changes and your online payment account needs to be adjusted accordingly.

QUESTIONS?

Our customer service team is ready to assist you! Call 403-207-7284 or email myaccount@cuinc.ca.