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**DATE:** September 17, 2019

**TO:** Depot Network

**RE:** **Compacted Material – Edmonton Area**

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Attention Depot Operators and Staff,

The Beverage Container Management Board (BCMB) received notification from multiple Edmonton Depots that compacted material is being attempted to be returned to Depots in the Edmonton area. The material stream has varied between incidents. In the case of PET, the containers are flattened to the point that the necks of the bottles are crushed. In most incidents, the customer/s refused to complete a Container Validation Request (CVR) form, took containers back and left the Depot.

Please be aware that these containers could be brought into your Depot in the near future (especially if you are in Edmonton or surrounding areas). If you suspect that these containers have arrived at your Depot, request that the individual fill out the CVR form and do not pay for these containers. Please quarantine the containers at your Depot – do not provide a refund to the customer and do not ship the containers to ABCRC until advised by the BCMB. Be sure to provide the customer with the BCMB phone number so they know who to contact regarding these containers.

If the customer remains unwilling to fill out the form and wishes to leave with the product, they may do so but please make note of the encounter and notify the BCMB. If your Depot has security cameras installed, please retain the footage of the interaction and notify the BCMB at your earliest convenience.

For more information, please contact a BCMB Compliance Officer by calling/emailing:

Toll Free: 1-888-424-7671  
Tel: 780-424-3193  
Email: [info@bcmb.ab.ca](mailto:info@bcmb.ab.ca)

