

NOTICE

TO: Depot Network

DATE: March 26, 2024

RE: **REMINDER - Changes to Depot By-Law: New Payment Timelines for Refund of Deposit - AMENDED**

The below notice, originally sent on March 18, 2024, has been amended to reflect a change to the term “Drop-and-Go”, now classified as “on-site container drop-off”. In addition, the reference to “10.50.1” has been removed, and the required signage has been attached.

Further to the February 29, 2024 Depot Notice on the changes to the Depot By-law, this is a reminder that the new policy on payment timelines for deposit refunds, comes into effect on April 1, 2024.

Depots offering the services outlined in Sections 10.49.1 and 10.49.2 of the Depot by-law (mobile/offsite or on-site container drop off) have until April 1, 2024, to enact the new policy detailed in the February 29, 2024 Depot Notice and the Depot By-law.

Section 10 of the Depot By-law has been updated to reflect the payment timeline additions. Click [here](#) to find the Depot By-law on the BCMB website.

Attached to this notice is the signage that should be posted at your depot as per Section 10.19.6 of the Depot by-law.

For more information, please contact the BCMB compliance team by calling/emailing:

Phone: 780-424-3193

Toll Free: 1-888-424-7671

Email: compliance@bcmb.ab.ca





BEVERAGE CONTAINER
MANAGEMENT BOARD

NOTICE DEPOSIT REFUNDS FOR CUSTOMERS

All customers are entitled to an immediate cash refund at an Alberta depot after returning any registered beverage containers, unless the following apply:

MOBILE/OFFSITE COLLECTION and ON-SITE CONTAINER DROP-OFF

Mobile/Offsite Collection is the collection and counting of beverage containers at a location other than the depot, or the collection of containers from a place other than the depot with counting and sorting conducted at the depot.

On-Site Container Drop-Off is a service that allows customers to drop beverage containers off at a depot and either return to the depot on a future date to receive the deposit refund, or have the refund paid by some other means later.

Depots that offer the programs described above are required to have, adhere to and provide upon request, a written policy for deposit refunds. The policy must include the following:

- A description of the documentation that the depot must provide to the customer which must include, at minimum, a receipt;
- Confirmation that any deposit refunds not paid on site will be paid within 14 days unless the depot and the customer mutually agree to a longer payment period;
- How an agreement for payment exceeding 14 days will be documented;
- The method of payment if an immediate cash refund is not given; and
- The process a customer can follow to file a complaint and who to direct the complaint to.

A depot can enter into a written agreement with a customer related to the collection of containers at any time. The minimum timelines for refund payments may be extended by the agreement if agreed to by both the depot and the customer.

Failure to comply with the above-noted requirements may be contrary to the compliance responsibilities of depot permit holders and may result in regulatory compliance or enforcement action by the BCMB.

For questions, please contact the BCMB toll-free at 1-888-424-7671 or compliance@bcmb.ab.ca.