

## TIPS FOR RECYCLING FOOD WASTE

- Some people use a small lidded bin (usually referred to as a Kitchen caddy) to keep indoors for convenience, as your larger brown bin is located outdoors along with your other wheelie bins.  
Place the small bin on your worktop surface, or elsewhere where it is easily accessible, that you can place your food waste into each day.  
You will become very aware of the amount of food you end up throwing out as waste.  
See [www.stopfoodwaste.ie](http://www.stopfoodwaste.ie) for tips to reduce food waste.
- Wrap your food waste in sheets of old newspaper or use compostable bags.  
(Regular and bio-degradable bags are not suitable for your brown bin).
- Regularly empty your food waste contents into your larger brown bin, which you keep outdoors.  
Refer to the list of "what you can put into your brown bin" to ensure you do not contaminate your brown bin for collection.
- Keep your brown bin in a shaded area.
- Present your brown bin for collection every fortnight regardless if full or not, to avoid odours.



**FORTNIGHTLY COLLECTIONS**  
Your Brown Recycling Bin will be collected every two weeks. Please refer to your calendar for collection dates

Log on to  
[www.awdgroup.ie/brownbins](http://www.awdgroup.ie/brownbins)  
to find out more about the brown bin service in your area

### Handy Payment Options

We have several easy options available to help you pay your bill from the comfort of your own home or office and you can interact with AWD electronically to receive email invoices and text reminders of your top up payment requirements. Electronic communications are convenient and environmentally friendly. To help us help you, please contact us on **0402 36161** and update your contact details with us.

- **Website:** Once we have your mobile number and email address, you can log on to your "My AWD Account" at [www.awdgroup.ie/register](http://www.awdgroup.ie/register) where you can make secure payments 24/7, 365 days a year. You can view your account balance, monitor your recent lift and weight history and update your account details.
- **Direct Debit:** This is our most convenient payment method for all billing types. It saves the hassle of having to top up your account regularly. To sign up to Direct Debit log on to your "My AWD Account" at [www.awdgroup.ie/register](http://www.awdgroup.ie/register) or contact our Customer Service Centre at **0402 36161**. All you need is:
  - Your AWD account number (found on your bill)
  - A Republic of Ireland Bank account that allows Direct Debit to be set up
  - Your IBAN and BIC code (found on your bank statement)
- **Automated Phone Payment:** Please call our secure automated IVR call service on **0402 36161** and follow the simple instructions with no need to speak to a Customer Services Agent. You just need your AWD account number and credit or debit card handy.
- **Customer Service Centre:** Our call centre is open from 9.00am - 5.00pm Monday to Friday on **0402 36161** and we will be able to assist you if you wish to make a payment but don't have your account number to hand or if you have any other query on your account.
- **Payzone:** We are delighted to be able to offer this card as an option. Payzone operates top up facilities across Ireland.

Please allow 2 full working days for payments to be credited to your account, excluding cheques which may take longer.



## BROWN BIN



**0402 36161**

 [www.awdgroup.ie](http://www.awdgroup.ie) 

## WHAT CAN I PUT IN MY BROWN BIN?

Remove all packaging and put all food waste into your brown bin.  
You can wrap your food waste in sheets of newspaper or use compostable bags to keep your bin clean.



### NO THANKS!

Please **DO NOT** put any of the following materials in your Brown Bin:

- ✗ Plastics of any kind
- ✗ Food Cans, Drink Cans, Cutlery, Tin Foil
- ✗ Newspaper or Cardboard (except when used for wrapping or lining)
- ✗ Sweet and Crisp wrappers
- ✗ Glossy Paper or Magazines
- ✗ Tetra Pak & Cartons
- ✗ Household Hazardous Items - Batteries, Oils etc
- ✗ Weed Killer or anything sprayed with Weed Killer
- ✗ Glass, Crockery
- ✗ Nappies/Sanitary Items
- ✗ Dog & Cat Litter
- ✗ Ashes & Coal, Rocks, Gravel, Stones, Clay, Soil & Stumps

## FREQUENTLY ASKED QUESTIONS

### *Already compost food waste at home, can I still do this?*

- Yes. Your home composting bin can still be used for uncooked vegetables and fruit peelings. However you cannot place raw meat / cooked meats into your home composter. You can use your brown bin for all types of food waste, including raw/cooked foods or meats. Please note you are no longer allowed by law to put food waste into your general waste black bin.

### *Why should you use the brown bin?*

- It is a requirement under national law that householders separate food waste from non-biodegradable waste and it is collected by an authorised waste collector.
- You become more aware of the food you waste.
- It's better for the environment because you are avoiding sending food waste to a landfill where it produces harmful green house gases.
- It produces a high quality compost.

### *Are there additional charges for being provided with a separate collection service for your brown bin?*

- There are additional costs in providing a separate collection service for your brown bin (i.e. an extra collection service, additional diesel and labour costs every fortnight). Therefore the service is not free.
- If you have already signed up and are being provided with separate brown bin collection service, then these costs are already included in your current charges.

### *Can I use plastic bin bags in my brown bin?*

- No. Regular or bio-degradable plastic bags cannot be used to contain your food waste or line your brown bin.
- However, you may wish to wrap your food waste in sheets of newspaper or alternatively use approved compostable bags which show the compostable logo (EN13432).
- Please note, if plastic bags are found to be in your brown bin, your bin will not be collected and a contamination sticker will be placed on your bin to inform you of this.
- If this occurs, you are advised to check the contents of your bin and remove any contamination. You can then present your uncontaminated bin for the next collection date. If contaminants are not removed, a separate service may need to be arranged where a cost will be incurred.



### *What happens to my food waste?*

- The content of your brown bin is taken to an approved composting plant where it is biologically treated and processed into high quality compost used for a number of different purposes such as garden landscaping, agriculture and horticulture.

This is an information leaflet informing you of your obligations under national law relating to the European Union (Household Food Waste and Bio Waste) Regulations. As your waste service provider, we wish to make you aware that we currently provide a separate food waste collection service in your area that you can avail of.