

COV Reroute Frequently Asked Questions (FAQs)

Why are the routes/schedules changing?

Waste Connection's goal is to provide the best possible service to our customers effectively and safely. We will be able to provide the same service to all of our customers with fewer trucks on the road.

Will this reroute affect my rates?

No, the reroute will not affect the amount you pay for your service.

Will the time of my pickup change?

Due to the variables associated with our routes, it is likely that your pick up times will change. Please have your material at the curb by 6:30am to guarantee service.

What if I forget that my schedule has changed and I am missed?

You can always set out double your standard service level on your next scheduled pick up day at no charge if you forget to set out your material. Just give us a call at 892.5370 or email us at customerhelp@wasteconnections.com and we can make a note for your driver(s).

I have every-other-week garbage. Will my garbage schedule change?

No, your garbage schedule will not change. If you would like to change the week you set out your every-other-week garbage, contact customer service at 892.5370 or customerhelp@wasteconnections.com.