

# Terms & Conditions

## Waste Collection Service

### Waste Collection Service to Households:

1. Service Fee for Waste collection will be integrated into your respective Electricity meter account.
2. Service Fee will be billed in parallel with Utility bill run on monthly basis and charges will be billed on pro-rated basis per day.
3. Customer must ensure lift, maintenance, booster pump, telecom and billboard meters are identified and submitted for exclusion via “[Utility Meter Exclusion Form](#)”.
4. Commercial Residential Property/Household owners must ensure primary meters are identified via “[Primary Meter Identification and Grouping Form](#)”.
5. Household Customers who wish to group all meters within a single building to one primary meter must submit “[Primary Meter Identification and Grouping Form](#)” to receive Building Service (Need a name).
  - a. “[Primary Meter Identification and Grouping Form](#) must be submitted by the building owner.
  - b. If not the building owner, a notarized public power of attorney or a power of attorney document compliant with the specimen published by WAMCO should be submitted with this form.
  - c. If the building owner is deceased or is a person with disability, the owner's significant other's documents can be submitted with this form in addition to the residents' registry.
  - d. All domestic/residential meters within the building must be grouped.
  - e. Waste Collection will only be provided from the ground level of each building.
6. Customer must ensure the waste is packed as per the Waste Management Regulation (Number: 2013/R-58) and meets packing standards to avoid contamination and spillage as published by WAMCO.
7. Organic or biodegradable waste must be packed separately from other waste.
8. Customer must ensure waste is easily accessible to WAMCO staff during collection hours.

# Waste Collection Service to Government Agencies and SOEs:

## Customer's Responsibility

1. Service Fee for Waste collection will be integrated into your respective Electricity meter account
2. Service Fee will be billed in parallel with Utility bill run on monthly basis .
3. Service Fee will be charged at the rate of baseline charges at initial bill merger and waste collection service will be provided in accordance to baseline charges.
4. Customer is responsible to submit '*Package Selection Form*' if the waste generated at the premises is higher than the baseline to ensure consistent service.
5. Customer is responsible to submit "[Utility Meter Exclusion Form](#)" to ensure integration of the correct meter account.
6. Customer must ensure primary meters are identified via "[Primary Meter Identification and Grouping Form](#)".
7. Customer will receive WAMCO collection service only once a day, by selecting waste collection time via "Schedule Selection Form".
8. Customer must ensure the waste is packed as per the Waste Management Regulation (Number: 2013/R-58) and meets packing standard to avoid contamination and spillage as published by WAMCO.
9. Organic or biodegradable waste must be packed separately from other waste.
10. Customer must ensure waste is easily accessible to WAMCO staff during collection hours.

## WAMCO's Responsibility

1. Services will be provided (including public holidays) as specified within the bounds of WAMCO service times by the customer.
2. Services will be provided for general waste collection only.
3. Customer will be billed according to the 'package' as per the generated waste.
4. In case of consistent excess of waste beyond baseline volume from commercial customers, the premises will be surveyed and adjustments to package will be made accordingly.
5. Bulky waste disposal service is not included under Household and Commercial waste collection services.
6. For bulky waste disposal, customers can contact hotline 1666 and request Call and Pickup Service (CAPS) or Call and Pickup Service Lite (CAPS Lite).

### **Service-related Grievance and Queries**

1. Customer are required to submit a “*Bill Complaint form*” within 5 days from bill generation.
2. In case of missed collection, customers are required to report missed collection via “[wamco-online](#)” service on the website.
3. In the event of the missed waste collection due to error on the part of WAMCO, the service will be provided within 24hrs from the reporting of such incident.