



City of Richmond, Virginia
Department of Public Works
SOP- Standard Operating Procedures
For the
Solid Waste Management Division

Super Can Replacement

Ordinance 86.81, Section C states: Any refuse container provided by the city that becomes lost or stolen shall be replaced by the city, provided a report is filed with the director of public works. Containers that are damaged through normal usage shall be repaired or replaced by the city based upon the availability of funds. Containers that are damaged through no fault of the city will be replaced by the city and shall be paid for by the owner of the premises to which the container is assigned unless such damage is a result of lightning or other severe weather conditions. When an additional refuse container is provided by the city at the expense of the owner of the premises, a charge as set forth in appendix A of this code shall be made for each such container. The city shall not be responsible for the repair or replacement of a purchased container.

Method 1 – Operator Reporting/Tagging Method

As of January 2012, each resident is allowed 1 city issued can and 3 purchased cans. If a can is discovered damaged during a collection cycle, it is reported to the operator by the collector and the operator then records it on his route recap sheet which is turned in daily. The can is then tagged with an orange tag by the operator of the refuse truck or his/her supervisor. The tagged can is then left at the residence for several more collection cycles in order to give the resident the opportunity to request a replacement can. After several collection cycles have passed and the can is no longer able to be dumped, the supervisor makes the decision to have the collectors dispose of the damaged can.

Method 2 – Call-In Method

Another method for can replacement would be calls placed to the 311 Call Center by residents reporting lost, stolen, missing or damaged cans. The Customer Service Representative at the call center takes the information from the resident and places a request in the Citizen's Request system. This request is then uploaded to the Solid Waste division where it is printed and distributed to the Super Can Technicians for investigation. The technician then goes to the residence listed on the request to see if the can is eligible for replacement.

The following criteria are necessary for can replacement:

- The can is a city issued can that has been recorded in the super can system and shows as belonging to that address. The can must have damages that cannot be repaired such as a large hole in the sides or bottom, a missing lid, a broken or missing lift bar or wheels that missing or damaged beyond repair.
- The can is a purchase can that still has an active warranty on it. All purchase cans have a 5 year warranty.
- The can has been stolen or is missing from the residence.
- The can has been damaged by fire and cannot be repaired.

If the resident meets all criteria listed above the can will be replace, the old can removed and all of the new information recorded in the super can system.

A can is not eligible for replacement if the following criteria exist:

- The damaged can is an old yard waste can or a can that previously has been replaced.
- The purchase can is out of warranty.
- The damage to the can is not enough to warrant a new can. This damage could include one missing pin in the lid, a small hole in the bottom or side or a wheel that can be repaired.
- The can reported by resident does not show in our super can system as belonging to that address.
- The resident has more than the allotted number of cans (4).

If any of the above conditions are applicable for a replacement request, the can will not be replaced and the resident will be so notified.

Purchase cans are only replaced if they are damaged within the 5 year warranty period. Stolen or missing cans are the responsibility of the owner to replace.