

Customer Charter

1. INTRODUCTION:

Oxygen Environmental is committed to providing the highest standards in the provision of waste management services to their customers.

We have a commitment to providing a service that seeks to incentivise waste prevention and to encourage the segregation of waste so that it can be managed in accordance with the waste hierarchy, whereby waste prevention, preparing for reuse, recycling and other recovery are preferred over the disposal of waste.

This approach is in line with current national waste policy in the area — *A Resource Opportunity — Waste Management Policy in Ireland*. This document is designed to communicate how we intend to provide household waste collection services in accordance with these principles to the public in a clear and concise fashion.

2. CUSTOMER SERVICE STANDARDS:

- a) We will provide a regular and reliable collection service and process your waste in a professional and environmentally sound manner.
- b) All service provision will be carried out in line with current local and national legislation and in line with sustainable waste management practices. Our National Waste Collection Permit Office (NWCPO) waste collection permit number is **NWCPO-08-01106-06** and the details of the permit can be viewed at www.nwcpo.ie or on the Oxygen Website www.oxygen.ie.
- c) We will provide you with timely, relevant and clear information regarding your collections, including temporary changes resulting from public holidays or adverse weather conditions.
- d) We will consider any reasonable special requests that individual households may have.
- e) We will explain clearly what our service rules are and the reasons for them.
- f) We will respond to formal complaints we receive about our services in a timely and professional manner.
- g) We will ensure that there are no direct impediments to you switching your service provider should you wish to do so.
- h) We will design our service and carry out collections in a way that minimises litter and odour nuisance.
- i) We will offer a “2 Bin” or “3 Bin” service (to facilitate the segregation of residual waste, recyclables and where appropriate, food/bio waste / light garden waste) in line with the relevant regulations in relation to food/bio waste [the European Union (Household Food Waste and Biowaste) Regulations 2015].

The frequency of collection will be as follows:

- Residual Black Waste Bin—in line with the European Union (Household Food Waste and Bio-waste) Regulations 2015.
- Recyclable Green Waste Bin — at least every fortnight.
- Food & Bio Waste Brown Bin—in line with the European Union (Household Food Waste and Bio-waste) Regulations 2015.

3. COMMUNICATION WITH CUSTOMERS:

- a) We will explain clearly what services you can expect to receive and will provide details of the collection services we offer on a county/city basis to the National Waste Collection Permit Office for publishing on their website [www.nwcpo.ie].
- b) We will provide you with clear and concise billing which will allow you to understand all elements of the costs involved in providing your waste services.
- c) We will inform all customers availing of a domestic waste collection service at least 10 days in advance of any predictable alternative arrangements made for collection in relation to public holidays etc., or any proposal to vary the level of collection.
- d) We will keep you informed of changes in our service that are designed to improve our service offering.

- e) At the time of initial service provision, each customer will be provided with details of their service providers; full name and address, contact details (website where available, phone number, email, postal address), a clear breakdown of pricing policy for provision of service, process for accessing account statement and balances, procedure for receipt of payments, process for dispute resolution, procedure for customers who have fallen into arrears with their payments, where applicable, service provision frequency and details and the procedure for cancellation of service provision, including refund of charges where applicable. You will also be provided with details of the period of validity for the offer provided and advised of a cooling off period, should you wish to change your mind (usually any time prior to delivery of bins but at least 7 days from time of contract signing).
- f) In line with our environmental strategy and reducing paper usage, our preference is for all communication and documents will be sent by email, unless otherwise requested. We are committed to increasing communication by this method.
- g) We will alert you at least 14 days in advance of any change to your contract terms.
- h) This Charter has been produced in line with the guidance issued by the National Adult Literacy Agency.

4. HOUSEHOLDER RESPONSIBILITIES: Your responsibilities for a cleaner environment

- a) Prevent, reuse and recycle waste as much as possible. Refer to national and regional campaigns that seek to help reduce waste production. Please present your waste materials, properly segregated and placed in their respective bins / receptacles. Refer to our *Waste Segregation and Presentation Guidelines* (see section 7 below) which are available on our web site www.oxygen.ie or which are available to send to you by post, if required.
- b) Segregate your waste correctly. E.g. If you mistakenly place food waste in a recycling bin, please remove the food waste immediately (along with any recyclable items which may have been contaminated) and place in the correct bin in order to prevent contamination of the entire bin. (*Bins which do not contain the correct or permitted waste material for collection may not be collected by the operator and a sticker will be placed on the bin stating the reason why the bin was not collected on the day of collection.*)
- c) Please ensure that your account is paid up to date to ensure collection services. In the event that you have difficulty paying your outstanding bill, please contact us directly as soon as possible to make appropriate arrangements. We reserve the right to withdraw service provision either permanently or temporarily due to the non-payment of outstanding bills.
- d) Contact us, as your waste management service supplier, if you have any queries on how best to manage any of your waste materials. We have the expertise to provide the appropriate service or advice on how to best resolve the issue.

5. PRICING, CHARGING MECHANISM AND ACCESS TO ACCOUNT INFORMATION:

- a) Each bin receptacle is unique and assigned to your individual account.
- b) The range of service and costs for service provision will be clearly communicated to each Customer.
- c) New Customers will receive information on charging and pricing structures at the time of sign up, whether over the phone, via website sign-up or via completion of hard copy application form.
- d) Information, including a copy of the Terms & Conditions will be provided to Customers as part of new Customer Welcome Packs and will be available on the Oxygen website www.oxygen.ie.
- e) Any changes to the Terms & Conditions of the business will be communicated to customers in a timely manner. Presentation of bin for service collection following such notification shall be taken as acceptance of the updated Terms.
- f) Customers will be entitled to easy access to their account information including statements / Balances.
- g) National policy has moved towards a position where customers will be billed accordingly by their service provider using an Incentivised charging system to respect the Polluter Pays Principle to discourage waste from being mixed with residual household kerbside waste in accordance with the waste hierarchy. This is in line with the EU "Polluter Pays Principle". IWMA members are committed to adopting this methodology and it will be phased in the coming months up to 30th September 2018 in accordance with current department requirements. You will be notified in advance of the changes involved when changing from a current flat rate fee to an Incentivised charging system where applicable.

6. COMPLAINTS PROCEDURE / DISPUTE RESOLUTION:

a) You are entitled to a fair and reasonable hearing when you have a complaint or dispute. The company is committed in responding to your issues as quickly as is reasonably possible. Please find our contact details for complaints: Tel: 1890 694436 Email: customercare@oxygen.ie

In writing: *Attn. Customer Service Manager: Oxygen Environmental, 1st Floor, Block 4, Quayside Business Park, Dundalk, Co Louth*

b) We will respond to formal complaints that we receive about our services in a timely and professional manner. In the case of written complaints, within 10 working days.

c) Complaints shall be logged on the individual customer account with a tracking facility to ensure the complaint has been resolved and the customer notified of updates or the course of action taken to resolve the issue.

d) Billing disputes are handled on a case by case basis and recorded. We will liaise with you directly to resolve the matter.

e) Dispute resolution including withdrawal of service will be in line with the Terms & Conditions. A copy of these is available on the company website www.oxygen.ie or which can be sent out by post on request. This will be a fair and equitable process in line with good consumer policies.

7. EDUCATION AND RAISING AWARENESS

a) Ongoing education and awareness is key to environmental protection. We are committed to supporting this programme in relation to waste management for the householders that we service.

This will be available via promotional literature that we provide directly to you and via our website www.Oxygen.ie & www.theenvironmentals.ie or through the NWCPO website at www.nwcpo.ie.

An Incentivised charging system is to be rolled out by all household kerbside waste collection operators, with the objective of driving down the volume of waste being disposed. Key to delivery of the policy change and operation is, ongoing communication, facilitating the change process, and customer engagement.

b) Information packs shall be available to all customers clearly indicating waste types appropriate to each bin and how to present material for recycling.

c) We shall work with other national bodies in promoting waste prevention, reduction and recycling e.g. EPA / Repak etc.

d) We will provide Waste Segregation and Presentation Guidelines to customers, which clearly explain which materials are to be placed in which bin and collect at a minimum the recycling materials set out below and as prescribed in the sixth schedule of the Waste Collection Permit Regulations.

8. TERMINATION OF SERVICE / REFUNDS / CHANGING SERVICE PROVIDERS:

a) Should you wish to terminate your service, please advise us by email info@oxygen.ie or in writing to *Oxygen Environmental, First Floor, Block 4, Quayside Business Park, Mill Street, Dundalk, Co. Louth* or by phoning 1890 694436; quoting your account number and giving 30 days' notice.

We will remove our bins by arrangement with you and any balance owing on your account, after a Bin Retrieval / Cleaning service charge (if applicable) is deducted, will be refunded to you within 30 days of termination.

b) We will ensure that there are no direct impediments to you switching your service provider, but cancellations will not be accepted from any unauthorised third party.

c) Our Refund Policy and Service Charges are clearly described in Terms & Conditions and are available on our web site or can be despatched by post if requested. The Bin Retrieval / Cleaning Service charge covers costs of retrieval, cleaning and servicing of bins.

9. CHANGING EQUIPMENT AND OWNERSHIP OF BINS:

a) At time of initial service provision, by agreement, most customers will be supplied with the appropriate bins / receptacles sized to service their specific needs. The bins supplied for service collection remain the property of Oxygen Environmental.

b) In the case of changing equipment / ceasing service / changing service provider we commit to organising to arrange the collection of your old bins as soon as is reasonably practicable. We require that your old bins are left empty and easily accessible for collection.

c) This Charter does not affect your statutory rights in any way and provides a simple interpretation of our commitment to you, our customer, and what we expect in return, to help ensure that you are provided with the best service level possible.

Recyclable Household Waste Materials

Paper	Plastic Bottles (PET 1)
• Newspapers	• Mineral bottles
• Magazines	• Water bottles
• Junk Mail	• Mouthwash bottles
• Envelopes	• Salad dressing bottles
• Paper	
• Phone Books	Plastic Bottles (HDPE2)
• Catalogues	• Milk Bottles
• Tissue boxes	• Juice Bottles
• Sugar bags	• Cosmetic bottles
• Calendars	• Shampoo Bottles
• Diaries	• Household Cleaning bottles
• Letters	• Laundry Detergent bottles
• Computer Paper	• Window Cleaning Bottles
• Used beverage and juice cartons	• Bathroom bottles
• Milk cartons	
• Egg boxes	Plastic packaging (PP)
• Holiday brochures	• Yogurt containers
• Paper Potato Bags	• Margarine Tubs
	• Rigid Food packaging (except black)
Cardboard	• Liquid Soap Containers
• Food boxes	• Fruit Containers
• Packaging Boxes	
• Cereal Boxes	Steel Cans
• Kitchen Towel Tubes	• Pet Food Cans
	• Food Cans
Aluminium Cans	• Biscuit Tins
• Drink Cans	• Soup Tins

(We do not accept Pizza Boxes / takeaway boxes which have food contamination / grease stains as a recyclable material – these must be disposed of in the general waste receptacle/bin)