

November 20, 2020

Community Notice

RE: Spirit River Bottle Depot

Dear Residents of Spirit River and Surrounding Communities:

The Beverage Container Management Board (BCMB) is the regulatory body that governs the beverage container recycling industry in Alberta. As such, the BCMB has a responsibility to ensure that all bottle depots adhere to Beverage Container Recycling Regulation, BCMB By-laws and Policies. Our industry values accessible, quality, convenient and safe services from Depots.

We are writing to address an issue brought to our attention regarding the payment of refunds at the Spirit River Bottle Depot. We understand that for a time, the Depot was issuing partial refunds and paying the outstanding amounts in installments. We want to clarify that in accordance with the regulation and by-laws mentioned above, **customers are entitled to full refunds for their containers.** Installment payments or IOU's are not acceptable. We have been in contact with the Depot and they have committed to take steps to ensure they are compliant going forward.

As a small business in a rural community, during a pandemic, there are some challenges that have contributed to this issue. Going forward, there are steps the public can take to support the depot in their efforts to resolve this matter. With limits on the number of employees and customers that can be inside the depot at one time, we would encourage anyone with large orders to call ahead. Contact your Depot to schedule a drop-off time so they can be prepared to process your order. You can contact the Spirit River Bottle Depot at 780-864-4044 to make arrangements.

If you are having issues receiving your full refund or have concerns, you may contact me directly at mwinmill@bcmb.ab.ca or 780-424-3193 ext. 231.

Sincerely,

Michelle Winmill
Investigations Officer
Beverage Container Management Board