

# Record Keeping FAQs

## Greater Vancouver Sewerage and Drainage District Tipping Fee and Solid Waste Disposal Regulation Bylaw No. 379, 2024

These Frequently Asked Questions have been prepared to assist waste haulers with understanding the requirements related to record keeping under the *Greater Vancouver Sewerage and Drainage District Tipping Fee and Solid Waste Disposal Regulation Bylaw No. 379, 2024*, as amended (the Tipping Fee Bylaw). This document is provided for general information purposes only. If there is any conflict or inconsistency between the information contained in this document and the Tipping Fee Bylaw, the Tipping Fee Bylaw shall prevail. The Tipping Fee Bylaw can be viewed online by visiting [metrovancover.org/boards/bylaws](https://metrovancover.org/boards/bylaws) and searching "Tipping Fee Bylaw". More information on the record keeping requirements can also be viewed online by visiting [metrovancover.org](https://metrovancover.org) and searching "record keeping".

### General Questions

#### Why are waste haulers required to create and retain records under the Tipping Fee Bylaw?

The record keeping requirements under the Tipping Fee Bylaw assist Environmental Regulation and Enforcement (ER&E) staff in confirming that those who generate waste within the area of the GVS&DD (generators) are paying the generator levy.

#### When are waste haulers required to start creating and retaining records?

Waste haulers have been required to create and retain records since January 2018 pursuant to the *Greater Vancouver Sewerage and Drainage District Tipping Fee and Solid Waste Disposal Regulation Bylaw No. 306, 2017*, the predecessor to the current Tipping Fee Bylaw (Reference: Section 9.4 of the Tipping Fee Bylaw).

#### What records do waste haulers need to create and retain?

Waste haulers must create and retain detailed electronic records for municipal solid waste picked up from generators within the area of the GVS&DD or transported for generators within the area of the GVS&DD, such as the quantity and units (metric tonnes, cubic metres, or cubic yards) of each load, collection location (without street address number), container types and volumes, pickup dates, vehicle identification and capacity, and receiving facility information, including the facility's name, address, date and time of load delivery, and weigh scale tickets. Specific details on record keeping requirements are listed in Section 9.4 of the Tipping Fee Bylaw.

#### Do waste haulers need to submit records regularly to Metro Vancouver or only upon request?

Waste haulers only need to make records available for inspection and copying when requested. ER&E staff will contact the waste hauler when they are ready to inspect records (Reference: Section 9.9 of the Tipping Fee Bylaw).

#### Do records need to be in a specific format (digital vs. paper)?

The Tipping Fee Bylaw provides that the records "must be created in an electronic or other format acceptable to the Compliance Manager". Currently, only electronic format is accepted and therefore Waste haulers must create and retain records in this format. If a waste hauler has paper records, such as weigh scale tickets, they will need to scan the records and create electronic copies (Reference: Section 9.7 of the Tipping Fee Bylaw).

### **Who at Metro Vancouver will be inspecting our records?**

ER&E staff are responsible for compliance and enforcement of the Tipping Fee Bylaw and will be the ones who inspect waste hauler records.

### **How often will Metro Vancouver inspect records made available by a waste hauler?**

ER&E staff do not have a set schedule or frequency for record inspections. However, waste haulers who have records that are compliant with bylaw requirements may undergo less frequent inspections than waste haulers who have records that do not meet bylaw requirements.

### **Who will have access to the records a waste hauler makes available during an inspection?**

Only ER&E staff will have access to the records. Records will not be shared with any other staff at Metro Vancouver.

### **How long do waste haulers need to keep the records?**

Waste haulers must retain all records for at least five years (Reference: Section 9.7 of the Tipping Fee Bylaw).

### **What other information is available to help waste haulers understand the record keeping requirements?**

Waste haulers should carefully review the Tipping Fee Bylaw and know what it requires of them. The most current version of the Tipping Fee Bylaw can be viewed by visiting [metrovancover.org/boards/bylaws](http://metrovancover.org/boards/bylaws) and searching for "Tipping Fee Bylaw".

Additional information and resources on record keeping requirements can be viewed online by visiting [metrovancover.org](http://metrovancover.org) and searching for "record keeping".

This document or any information contained herein does not constitute legal advice. If a waste hauler needs assistance understanding their obligations under the Tipping Fee Bylaw, they should seek legal advice.

## **Loads**

### **Are records only required for the garbage waste haulers collect?**

Waste haulers are required to create and retain records for all municipal solid waste that they pick up from generators within the GVS&DD. Municipal solid waste is defined in the Tipping Fee Bylaw as "Solid Waste that originates from residential, commercial, institutional, demolition, land clearing or construction sources or Solid Waste included in the Solid Waste Management Plan", and includes, but is not limited to, municipal garbage, source-separated recyclable material, food waste, municipal organics, construction and demolition waste, etc. (Reference: Sections 5.0 and 9.4 of the Tipping Fee Bylaw).

### **Do waste haulers need to create and retain records for a load that contains only construction and demolition waste?**

If a load only contains construction and demolition waste, the waste hauler does not need to create or retain records for that load. However, if the load contains construction and demolition waste together with any other municipal solid waste, the waste hauler must create and retain records for that load (Reference: Section 9.13 of the Tipping Fee Bylaw).

### **Do waste haulers need to create and retain records for loads collected on behalf of a municipality?**

If a load contains municipal garbage or source-separated recyclable material collected from single-family homes on behalf of a municipality, some of the record keeping requirements do not apply (Reference: Section 9.15 of the Tipping Fee Bylaw).

### **Do waste haulers need to create and retain records for loads collected on behalf of a product steward?**

If a load contains product stewardship materials collected from single-family homes on behalf of a product steward, some of the record keeping requirements do not apply. A product steward is defined in the Tipping Fee Bylaw as "a legal entity, such as an organization, company, or non-profit society, that develops and implements extended producer responsibility plans for managing the recovery of Product Stewardship Materials and

*fulfilling the obligations under the Recycling Regulation*". Examples of product stewards include, but are not limited to, Recycle BC, Encorp Pacific, and Product Care Recycling (Reference: Sections 5.1 and 9.15 of the Tipping Fee Bylaw).

**Do waste haulers need to create and retain records for a load that contains material collected from both within and outside of the area of the GVS&DD? For example, if a load contains material collected from properties within Aldergrove (within GVS&DD) and Abbotsford (outside of GVS&DD).**

Waste hauler needs to create and retain records for the portion of the load that was collected within the area of the GVS&DD only. No records are required to be created or retained for the portion of the load that was collected from properties located outside of the area of the GVS&DD. However, where municipal solid waste collected from generators within the area of the GVS&DD are combined with out of region waste (i.e. waste from outside of the area of the GVS&DD), waste hauler records must include an estimate of the percentage of the load that is comprised of out of region waste (Reference: Section 9.4 of the Tipping Fee Bylaw).

**Are weigh scale tickets a mandatory record for each load?**

Waste haulers must provide weigh scale tickets or receipts from the receiving facility for each load delivered (Reference: Section 9.4 of the Bylaw).

**If a waste hauler receives weigh scale tickets or receipts in paper format, do they need to make available for inspection an electronic version?**

Waste hauler records must be in electronic format (or such other format deemed acceptable to the Compliance Manager from time to time). Waste haulers could consider scanning the paper weigh scale tickets or receipts and saving them in electronic format before retaining them on file (Reference: Section 9.7 of the Bylaw).

## Collection Locations

**Do waste haulers need to create and keep records for all locations where they pick up waste?**

Waste haulers only need to create and retain records for municipal solid waste collected from or transported for generators within the area of the GVS&DD, which includes:

- Anmore
- Burnaby
- Coquitlam
- Delta
- Electoral Area A
- Langley City
- Langley Township
- Maple Ridge
- New Westminster
- North Vancouver City
- North Vancouver District
- Pitt Meadows
- Port Coquitlam
- Port Moody
- Richmond
- Surrey
- Vancouver
- West Vancouver
- White Rock

**Do waste haulers need to create and retain records for municipal solid waste collected in Abbotsford, Mission, or Chilliwack?**

Waste haulers only need to create and retain records for municipal solid waste collected from or transported for generators within the area of the GVS&DD. Abbotsford, Mission, and Chilliwack are not part of the GVS&DD. However, where municipal solid waste collected from generators within the area of the GVS&DD are combined with out of region waste (i.e. waste from outside of the area of the GVS&DD), waste hauler records must include an estimate of the percentage of the load that is comprised of out of region waste (Reference: Section 9.4 of the Tipping Fee Bylaw).

## Receiving Facilities

### What receiving facilities are owned or operated by Metro Vancouver?

Receiving facilities owned or operated by Metro Vancouver are listed in Schedule A of the Tipping Fee Bylaw, and include:

- Central Surrey Recycling and Waste Centre (6711 154 Street, Surrey)
- Langley Recycling and Waste Centre (1070 272 Street, Langley)
- Maple Ridge Recycling and Waste Centre (10092 236 Street, Maple Ridge)
- North Shore Recycling and Waste Centre (30 Riverside Drive, North Vancouver)
- North Surrey Recycling and Waste Centre 9770 192 Street, Surrey)
- United Boulevard Recycling and Waste Centre (995 United Boulevard, Coquitlam)
- Waste-to-Energy Facility (5150 Riverbend Drive, Burnaby)

The Tipping Fee Bylaw also refers to “Vancouver Disposal Sites” which are the following facilities that are owned or operated by the City of Vancouver:

- Vancouver Landfill (5400 72nd Street, Delta)
- Vancouver South Transfer Station (377 West Kent Avenue North, Vancouver)

### If a waste hauler delivers a load of waste collected from generators within the area of the GVS&DD to a receiving facility owned or operated by Metro Vancouver or a Vancouver Disposal Site, what records must they create and retain?

In this example, the waste hauler will need to create and retain records for that load which include the following:

- Date of pick up from each collection location
- Address for each collection location (waste hauler may redact the building street address number)
- Number and volume of each container at each collection location (cubic metres or cubic yards)

- Collection vehicle identification number
- Maximum capacity of collection vehicle (metric tonnes, cubic metres, or cubic yards)
- Total quantity of load in the collection vehicle (metric tonnes, cubic metres, or cubic yards)
- Name, telephone number, and address for the receiving facility
- Date and time of delivery of load to the receiving facility
- Weigh scale ticket or receipt from the receiving facility for that load

### If a waste hauler delivers a load of waste collected from generators within the area of the GVS&DD to a receiving facility other than a receiving facility owned or operated by Metro Vancouver or a Vancouver Disposal Site, what records must they create and retain?

In this example, the waste hauler needs to create and retain on file the same records as a load delivered to a facility owned or operated by Metro Vancouver or a Vancouver Disposal Site (refer to previous question). The hauler will also need to retain the proof of payment for the generator levy.

## Record Inspections

### How many records will be requested for inspection?

ER&E staff will typically request records for a three-month period for inspection. This length of time aligns with the remittance schedule for the generator levy. For example, a waste hauler may be asked to provide all required records for the second quarter of 2026 (Reference: Section 9.3 of the Tipping Fee Bylaw).

### How do I make records available for inspection and copying after receiving a request?

Waste haulers must make the records available for inspection and copying within seven days of receiving the request. Waste haulers can choose to submit electronic copies of the records to ER&E or to have an ER&E compliance officer inspect the records in person at their location (Reference: Sections 9.9 and 9.10 of the Tipping Fee Bylaw).

### **How much time does a waste hauler have to compile and provide the requested records?**

Waste haulers have seven days from the date of the request to make the records available for inspection and copying (Reference: Section 9.9 of the Tipping Fee Bylaw).

### **What happens after a waste hauler makes records available for inspection and copying by, or provide records to, Metro Vancouver?**

ER&E staff will review the records, assess compliance with the Tipping Fee Bylaw, and determine whether any generator levy is owing. ER&E staff may contact the waste hauler with follow-up questions or to request additional information. Once the record inspection is complete, ER&E staff will contact the waste hauler to provide the outcome of the inspection.

## **Fee Reduction Requests**

### **Are there any incentives for waste haulers to provide the requested records?**

If a waste hauler submits records electronically to ER&E staff, they are eligible for a fee reduction. To qualify, the waste hauler must be able to demonstrate they have collected and paid the generator levy and must provide documentation regarding the costs they incurred in assembling and submitting the requested records. Up to \$3,000 in a fee reduction can be requested for each submission of records (a submission of records in separate batches will be considered a single submission and will not entitle the waste hauler to receive a separate fee reduction for each batch). The fee reduction would be applied as a reduction in fees at a Metro Vancouver solid waste facility (Reference: Section 9.11 of the Bylaw).

### **How does a waste hauler request a fee reduction for providing electronic records?**

To request a fee reduction, the waste hauler will need to complete an application form and email the completed form to [weighscalesystems@metrovancover.org](mailto:weighscalesystems@metrovancover.org). Solid Waste Services staff will review the request and will follow up with the waste hauler if they have any questions or require additional information.

### **Who can waste haulers contact for more information about the fee reduction?**

If a waste hauler has any questions regarding the fee reduction, they should contact Solid Waste Services by email at [weighscalesystems@metrovancover.org](mailto:weighscalesystems@metrovancover.org) or by phone at 604-432-6200.

## **Compliance and Enforcement**

### **What happens if a waste hauler does not provide records when requested?**

If a waste hauler fails to provide records, ER&E staff may estimate the quantity of municipal solid waste collected and the amount of generator levy owed. ER&E staff will presume this estimate is correct unless, within 30 days, the waste hauler provides the necessary records (Reference: Sections 9.21 and 9.22 of the Tipping Fee Bylaw).

The waste hauler may also be subject to enforcement action such as warning letters, Notices of Bylaw Violation (NBVs), or prosecution. Haulers who refuse to provide records may also be subject to increased inspection frequency.

### **What if a waste hauler provides records but the records do not meet bylaw requirements?**

It is expected that waste haulers will comply with the requirements of the Tipping Fee Bylaw. ER&E staff will follow up with waste haulers on the results of record inspections including any deficiencies in the records. Waste haulers who repeatedly fail to comply with the record keeping requirements may be subject to increased inspections and enforcement action such as warning letters, Notices of Bylaw Violation (NBVs), or prosecution.

### **What is a Notice of Bylaw Violation (NBV)?**

A Notice of Bylaw Violation (NBV) is a formal enforcement tool that Metro Vancouver uses to address non compliance with its bylaws—such as solid waste, liquid waste, or air quality regulations. It is an official written notice informing a person that they have violated a Metro Vancouver bylaw and is subject to a monetary penalty. Penalty amounts are up to \$500 per violation per day. It is part of a simplified, cost effective enforcement system intended to

promote compliance without immediately resorting to prosecution. NBVs issued to corporate entities that have been paid, upheld, or for which there is no active dispute process are published on the Compliance and Enforcement page on Metro Vancouver's website ([metrovancover.org](http://metrovancover.org)).

#### **What happens if a waste hauler receives a Notice of Bylaw Violation (NBV)?**

Waste haulers can choose to either pay the NBV or dispute the NBV. Information on how to pay or dispute the NBV can be found on the back of the NBV. Waste haulers can also view payment options online by visiting [metrovancover.org](http://metrovancover.org) and searching "pay penalties". Note that some NBVs have a discounted penalty amount available if they are paid within 14 days of the date the NBV was issued.

#### **What happens if a waste hauler does not pay a Notice of Bylaw Violation (NBV)?**

If the NBV remains unpaid after 28 days, Metro Vancouver may pursue recovery of the penalty through a Payment Hearing under Provincial Small Claims Court.

**Who can I contact with questions on record keeping requirements?**

**Metro Vancouver**  
**Environmental Regulation & Enforcement**  
604-432-6200  
[regulationenforcement@metrovancover.org](mailto:regulationenforcement@metrovancover.org)

