

# Surcharge Inspections

## Hauler Guide

**Step 1:** Collection vehicle arrives at the scale-house. Operator will direct the driver if an inspection is required. Inspections are assigned randomly.

**Step 2:** Collection vehicle arrives at designated inspection area and is directed by inspector to the unloading spot. The inspection typically takes 5 minutes.



**Step 3:** Driver unloads as directed, and inspector records inspection data in a device alongside pictures of the load from multiple angles. The inspector is looking for recyclable materials like the wood, cardboard and drywall in these examples below. Loads with recyclable content over the tolerance will be assessed a surcharge.



**Step 4:** Following the inspection, the inspector will provide feedback (there is no need to leave the vehicle).

**Step 5:** The driver leaves the facility as normal. At the scale house the operator will provide a receipt which details the surcharge amount for the load (if there is any).

**Follow-up:** All loads with a surcharge will receive an email for each surcharged load from our inspector at the end of each week. The email will include details of the inspection as well as reference photos.

