

### **There are four categories of bin replacements:**

- If you have no bin at your house – it is a new house and you need to apply to Pikitup to collect your free bin.
- If you want another bin or more, you have to contact Pikitup and pay R421.80 (R370 plus VAT) per bin.
- If your bin has been stolen or gone missing. You can get one free bin replacement every eight years starting from 1 July. After that, you have to pay R421.80 per bin.
- If your bin is broken or damaged, then you will get a free bin after you return the old bin.

In each of the above options, community members need to call the City of Johannesburg call centre on 011 375 5555 and obtain a reference number. Community members will need their account number when they do this.

If the bin has been stolen, the resident needs to first visit the nearest police station and report it. A case number is provided when calling the call centre.

If you need to pay for the bin, then you need to go to your regional walk-in centre with the reference number, a copy of the municipal bill and cash.