



## Customer service

You can contact the South Karelian Waste Management Authority in matters related to waste management regulations and waste fees.

The South Karelian Waste Management Authority decides, for example, on the emptying intervals of the dry waste containers, the waste fees, and processes the payment reminders for waste fees.

### **Suspension of property-by-property waste transport**

If the property is empty, e.g., due to sale or institutional care of the resident, the property-specific waste transport can be suspended for a specified period. For suspensions lasting more than six months, a deviation permit from the waste management authority must be applied for. A suspension lasting less than six months can be agreed directly with Etelä-Karjalan Jätehuolto Oy. If emptying interval for the property's dry waste container has been reduced to 12 or 16 weeks, suspension shorter than six months is not possible. The suspension does not eliminate the annual fees payable for the property either (basic fee, official fee, and possible municipal surcharge).

### **Extending the emptying interval of the dry waste container**

The emptying interval of the dry waste container can be 1, 2, 4, (6 in urban areas), 8 or 12 weeks. These emptying intervals can be arranged directly with Etelä-Karjalan Jätehuolto Oy. If the amount of waste generated on the

property is exceptionally low, the property can apply for a deviation permit to extend the emptying interval of the dry waste container to 16 weeks.

## Shared waste container or composter

Properties can use a shared waste container or composter. In the case of neighboring properties, a simple notification of this practice to Etelä-Karjalan Jätehuolto Oy is sufficient.

If the properties in question are not neighboring properties, a deviation permit must be applied for.

## Reducing or eliminating the waste fee

The property's waste fees can be changed or left unlevied by application. The applications must be precisely justified. Eliminating the waste fee is only possible when the property is in unlivable condition. In such cases the applicant must prove the unusability of the property to the waste management authority with documents or photographs.

## Composting notice

South Karelia's waste management regulations require bio-waste to be sorted in all residential and leisure properties in the entire South Karelia region. According to the Waste Act (646/2011), the holder of the waste must notify the waste management authority about composting food waste. If you are using transport service for bio-waste, there is no need to make the composting notice.

## Payment correction appeal

According to the Waste Act, the person liable to pay has the right to make a correction appeal to the municipal waste management authority within 14 days of receiving the waste bill. The payment correction appeal is made in writing to the waste management authority, and depending on the decision, a new waste invoice is sent to the customer if necessary.

### E-Forms

[Application to extend the emptying interval of a dry waste container to 16 weeks](#)

[Application to suspend the transport of property-specific waste](#)

[Application to reduce or eliminate the waste fee](#)

[Application for use of a shared dry waste container, biowaste container, or composter](#)

[Composting notice](#)(No need to log in. You can find the form at the bottom of the page.)

## **Downloadable forms**

[Application to extend the emptying interval of a dry waste container to 16 weeks](#)

[Application to suspend the transport of property-specific waste](#)

[Application to reduce or eliminate the waste fee](#)

[Application for use of a shared dry waste container, biowaste container or composter](#)

[COMPOSTING NOTICE](#)