

Frequently Asked Questions

What is The Great Refrigerator Roundup?

The Great Refrigerator Roundup Program offers free pick-up of old, inefficient refrigerators and freezers that can cost up to \$150 per year in electricity to operate. The Ontario Power Authority will arrange for the disposal of the fridges/freezers in an environmentally responsible manner. Generally, these older secondary fridges and freezers, located in basements or garages, are plugged in but rarely used. These older units typically use two to three times more electricity than new appliances.



Why would I want to participate in this program?

There are many great reasons to participate in this program. By having your old inefficient refrigerator or freezer removed from your home, you will be saving money by eliminating a major home electricity user. You will be helping the environment by reducing the impact of electricity generation and by having the fridge, freezer or window air conditioner decommissioned in an environmentally responsible way. There are no hassles, a professional contractor will remove the fridge/freezer or window air conditioner from your home and take it away for you for proper decommissioning.

When did the program launch?

The Great Refrigerator Roundup program launched on July 16, 2007 and is now available in every region of Ontario. For more information about the program for Hydro One customers, please visit the OPA's website at www.everykilowattcounts.com/roundup or call **1-877-797-9473** to make an appointment.

What appliances qualify for the Roundup?

To qualify for an appliance pickup you must be arranging for the pick up of an appliance from the 'primary appliance' category below. If you have at least one primary appliance to be picked up, you may include secondary appliances for pickup.

Primary appliance: Full-sized refrigerators and full-sized freezers must be:

- between 10-27 cubic feet

- in working condition
- 15 years of age or older.

Secondary appliance: Window air conditioners and de-humidifiers must be:

- in working condition
- 10 years of age or older
- window air conditioners removed from the window prior to pickup and placed near a power source.

Who is The Great Refrigerator Roundup Program is available to?

- Residents of Ontario with appliances located in a single family dwelling, townhouse or a duplex, triplex or fourplex.
- The residence (pick up location) must be easily accessible by paved roads and/or roads that are serviced by municipalities in the winter.
- Single lane driveways/laneways must have enough room for a truck to turn around.
- Doorways into and within the residence must be wide enough for the appliance to be removed.
- The path to the appliance must be of sufficient size and free of clutter so as to permit two people working with an appliance dolly to remove it without undue delay.
- If it is a built-in appliance, it must be removed from its secured location prior to pickup.

How do I sign up?

You have two options:

1. You can book a pickup time online by visiting the Ontario Power Authority's website at www.everykilowattcounts.com/roundup.
2. You may also book an appointment by calling the Ontario Power Authority's Customer Contact Centre at **1-877-797-9473**.

Why are multi-residential buildings not included in the program?

For this program, only refrigerators, freezers or window air conditioners located in single dwelling homes, townhouses, or smaller multi-plexes are eligible. Ownership and removal issues in larger buildings prevent us from picking them up at this time.

What's so bad about older fridges, freezers or window air conditioners?

These technologies have changed tremendously over the past 20 years. A typical fridge built in 1986 uses 1,500 kWh, costing \$180 per year while a new ENERGY STAR®-rated fridge will use approximately one third less energy.

What incentive is being provided to remove the older fridge, freezer and/or air conditioner?

We are pleased to be offering this program to residents since it provides free pick up by staff who will remove it from your home, environmentally safe disposal of the CFCs and electricity savings for you of about \$150 by removing that old refrigerator. To hire someone to take it out of your home and dispose of it can cost up to \$90 and if you were to remove this fridge yourself and place it on the curb, and there is frequently a charge of about \$30 from the municipality.

What is being done with the appliances that are taken away?

The appliances are being decommissioned and dismantled so that the components can be recycled in an environmentally responsible way. Only a bare minimum of material will reach landfill sites. Particular attention is being paid to the chemicals used in fridges that are significant atmospheric pollutants and responsible for ozone depletion. These are being contained and destroyed.

Why is this initiative happening?

Ontario's electricity use is growing. Population growth and increases in use of electrical devices will cause increasing demand. This demand can be met by building more generating stations, but that is expensive and has environmental implications. An alternative way to allow for growth is to help Ontarians use electricity as efficiently as possible; using only the electricity they need and, where possible, avoiding using it at times when the peak demand for electricity is highest. This saves Ontarians money and reduces impact on the environment.