



# How to use the underground waste system

Key chips are sent to all homeowners whose properties will have access to the underground waste system. Homeowners are responsible for giving the key chips to their tenants and passing on any relevant information. Residents must use the key chip each time they dispose of waste. Each housing unit within the underground waste system area is assigned one main waste inlet point for residual waste, paper, beverage cartons, and plastic packaging. All waste inlets for cardboard, food waste, and glass and metal packaging are available to all users of the underground waste system.

1 Hold the key chip near the reader on the right. If the reader turns a red light, you are at the wrong waste inlet point or it is temporarily closed.



2 If the reader shows a green light, you can open the hatch by pulling the handle towards you.



3 Place the waste in the hatch and close it. The bag will drop into the storage tank.



4 To dispose of more bags, do not close the hatch completely. Instead, open it again. This will be registered as a new hatch opening.



## What it costs to use the underground waste system

Households connected to the underground waste system pay a waste fee based on how often the hatch for residual waste is opened.

All households pay a fixed annual waste management fee per housing unit. The fixed fee includes five openings of the hatch for residual waste per month. If you open the hatch more than this, you will be charged for each additional opening. Customers using the underground waste system also pay an additional annual surcharge per unit.

If you open the hatch for residual waste more than five times a month, you must pay for each additional opening. The invoice for the waste management fee is sent to the property owner.

For updated prices and more information about the waste system, see [bir.no](#).

### Information panel on the inlets

Reserve inlet

Main inlet

Reserve inlet

Red light means that the inlet is full and needs to be emptied. Never place waste beside the inlet.

Yellow light indicates that a hatch opening for residual waste has been registered.

Green light under one of the addresses means that you must go there to dispose of your waste.

## How to dispose of your waste correctly:



**Residual waste:** Place residual waste in a bag tied with a double knot before placing it into the green-marked inlet.



**Paper and beverage cartons:** Dispose of these loose, without a bag, in the inlet marked blue. Tear up cardboard packaging before placing it into the inlet.



**Plastic packaging:** Use purple BIR bags, available in grocery shops and on the environmental buses. Tie a double knot and throw the bag into the blue-marked inlet.



**Cardboard:** Flatten cardboard and dispose of it loose in the larger cardboard inlets. All cardboard boxes and large pizza boxes must be placed here.



**Glass and metal packaging:** Dispose of this loose, without a bag, with lids and caps removed, in the inlet for glass and metal packaging.



**Food waste:** Use BIR's paper bag for food waste, available in grocery shops and on the environmental buses, and place it into the inlet for food waste.



## Do not place these items in the waste inlets

To avoid clogging and damage to the waste inlets and pipes, it is important that certain items are never put in the inlets, such as dismantled furniture, large styrofoam, and construction waste. Incorrect disposal may result in a fee. See examples below:

Hazardous and electrical waste:	Items that expand:	Items that are long:	Items that are heavy:
	<ul style="list-style-type: none"><li>Paint cans</li><li>Spray cans</li><li>Batteries</li><li>Irons</li><li>Hair dryers</li></ul>	<ul style="list-style-type: none"><li>Rugs and duvets</li><li>Umbrellas</li><li>Folded cardboard</li><li>Mattresses and sleeping pads</li></ul>	<ul style="list-style-type: none"><li>Planks</li><li>Clothes hangers</li><li>National day flags</li><li>Branches</li><li>Christmas trees</li><li>Furniture</li></ul>



## Recycling buses serve Bergen city centre

Here you can deliver cardboard, paper, plastic, glass and metal packaging free of charge, as well as electrical waste, hazardous waste and items for reuse. Other types of waste can be delivered for a fee of NOK 100 per 1 m<sup>3</sup>. You can also collect BIR bags for plastic packaging and food waste on the recycling buses.

15:00-16:30	17:30-19:00
Monday	<ul style="list-style-type: none"><li>Frydenbølien near Spar Kjønsfryd</li><li>Ibsens gate 26, car park across street</li></ul>
Tuesday	<ul style="list-style-type: none"><li>Grieghallen towards Nygårdsgaten</li><li>Solheimsgaten, at the quay by DNB</li></ul>
Wednesday	<ul style="list-style-type: none"><li>Tollbodkaien in C. Sundts gate</li><li>Møllendalsveien 31</li></ul>
Thursday	<ul style="list-style-type: none"><li>Svartediket crossing Bjørnd./Stemmevn.</li><li>Sandbrogaten 11 by recycling point</li></ul>
10:00-12:00	13:00-14:30
Saturday	<ul style="list-style-type: none"><li>Damsgårdsvingen by No. 52</li><li>Landås church on car park</li></ul>
	<ul style="list-style-type: none"><li>Nøstetorget by the quay</li><li>Nattlandsfjellet 1A, by Svalland VVS</li></ul>

You can also order a pick-up service to your home. See [bir.no](#).

## Good to know

**BIR's customer centre** can be reached by phone at 55 27 77 00, Monday-Friday 9-11 and 12-15, or by using the contact form on [bir.no](#).

**Key chip** The key chip is needed every time you dispose of waste. Attach it to your key ring so you know where it is.

**More key chips** BIR provides two key chips per housing unit. If you need more, the property owner can buy additional ones. See [bir.no](#) for updated prices.

**Purple bags for plastic packaging** can be collected in grocery stores within the underground waste system area and on the recycling buses. Please use them for plastic packaging only.

**Paper bags for food waste** can be collected in grocery stores and on the recycling buses. Please use them for food waste only.

**We collect household bins** shortly after new underground waste system areas have opened. Until then, bins must be kept on your property. An SMS will be sent before collection.

**Report littering or faults** Contact BIR's customer centre or use the contact form on [bir.no](#) or [bossnettet](#) to report littering or faults.

**Sorting guide** The sorting guide on [bir.no](#) provides more information about waste sorting.