



What you need to know about the underground waste system

Here you will find sorting information and tips for using the underground waste system. You can dispose of residual waste, paper, beverage cartons, and plastic packaging at your main waste-inlet point in the underground waste system (bossnettet). At several waste inlet points, there are also separate inlets for cardboard, food waste, and glass and metal packaging, which are available to all users of the underground waste system.



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PUBLIC INFORMATION FOR
HOUSEHOLD CUSTOMERS

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Postboks 6004
5892 Bergen

CUSTOMER SERVICE:
Tlf: 55 27 77 00
Mon-fri: 9-11 and 12-15

What is the under-ground waste system?



The underground waste system (bossnettet) is a network of pipes that uses air to transport waste below ground.

The waste is transported by airflow from the waste inlets through the pipe system to a terminal, and into large containers. From there, the containers are collected and transported to different treatment facilities.

The underground waste system has automated emptying frequencies based on fill-level sensors, and the different waste fractions are emptied separately. The duration of each emptying may vary if several pipe sections need to be emptied at the same time.

BENEFITS OF THE UNDERGROUND WASTE SYSTEM:

Increased waste sorting: You can dispose of residual waste and sorted recyclables in different inlets.

Fire safety: The system is a closed, fire-safe pipe network.

Clean and tidy: When bins are removed, space is freed up in streets and pavements . Littering and pests are reduced.

Less heavy traffic: Fewer waste collection trucks reduce noise and emissions.



How to sort your waste



Residual Waste

YES PLEASE:

- Dirty packaging
- Wet or dirty paper
- Nappies and paper towels
- Tea bags
- Disposable cups and plates
- Vacuum cleaner bags
- Gift wrap and ribbons
- Styrofoam (small pieces)



Dispose of in a regular plastic bag in green waste inlet

NO THANK YOU:

- Electrical waste
- Batteries
- Light bulbs
- Hazardous waste such as paint and spray cans
- Furniture
- Metal objects
- Refurbishing waste



Paper and Beverage Cartons

YES PLEASE:

- Newspapers
- Magazines
- Leaflets
- Envelopes without plastic windows
- Beverage cartons
- Paper bags
- Torn cardboard



Dispose of loose in blue waste inlet

NO THANK YOU:

- Bubble envelopes
- Paper towels and napkins
- Books with hard covers
- Gift wrapping paper
- Paper plates and cups
- Wet or dirty paper
- Egg cartons



Plastic Packaging

YES PLEASE:

- All clean plastic packaging such as for cold cuts, spreads and ketchup
- Detergent bottles
- Plastic cans and tubs
- Plastic trays, cups and lids
- Plastic bags and film
- Bubble wrap



Dispose of in BIR's bags for plastic packaging in blue waste inlet

NO THANK YOU:

- Plastic items that are not packaging (e.g. toys or toothbrushes)
- Dirty plastic packaging
- Rubber
- Styrofoam
- Firewood net bags
- Strapping bands



Glass and Metal Packaging

YES PLEASE:

- Jars for jam and sauce
- Glass bottles
- Metal cans
- Aluminium tubes
- Metal lids and caps
- Aluminium trays and foil



Dispose of loose in waste inlet for glass and metal packaging

NO THANK YOU:

- Non packaging glass such as drinking glasses
- Coffee cups and ceramics
- Packaging with aluminium lining
- Ceramics and porcelain
- Light bulbs
- Broken cups and plates



Cardboard

YES PLEASE:

- Cardboard packaging such as pizza boxes
- Cardboard boxes
- Solid board
- Corrugated cardboard
- Poster board



Dispose of in waste inlet for cardboard or deliver to the environmental bus

NEI TAKK:

- Beverage cartons
- Office paper
- Newspapers and leaflets
- Plastic
- Other waste



Food Waste

YES PLEASE:

- Peels from fruit and vegetables
- Bread and pastries
- Fish bones and skin
- Other food waste without packaging
- Egg shells and nut shells
- Coffee filters and grounds
- Tea bags without plastic



Dispose of in a BIR paper bag for food waste in waste inlet for food

NO THANK YOU:

- Food in packaging
- Thin soups or sauces
- Meat bones or butchery waste
- Soil and plants
- Nappies and sanitary pads
- Cat litter and animal excrement
- Tea bags with plastic

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.

Paper, beverage cartons and plastic packaging can be disposed of in the blue-marked inlets. These can be used as often as you like at no extra cost.

Inlets for glass and metal packaging and inlets for cardboard can also be used freely without additional charges. See the overview of delivery /collecting points on the next page or at bir.no.

For updated prices and more information about the waste system, see bir.no.

Information panel on the inlets

See the addresses on the information panel.



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.

Delivery of cardboard, food waste, and glass and metal packaging

Cardboard, food waste, and glass and metal packaging can be disposed of in inlets at the following addresses:

Please check bir.no for updated overview



Daniel Hansens gate 9
Holbergsallmenningen 11
Kastanjeparken v/Haugeveien 13
Thormøhlens gate 5
Tollbodallmenningen/Strandgaten
Vinjes gate
Østre Murallmenningen 1A



Jekteviksbakken 25
Kalmargaten 2 v/Rema 1000
Klosteret 22
Magnus Barfots gate 6
Teatergaten/Sydnaskleiven
Valkendorfs gate 3
Welhavens gate 55



Bohrs gate
Marken syd v/Strømgaten 4
Muren v/Strandgaten 50
Welhavens gate 76
Øvre Holbergsallmenningen



Lungegårdskaiaen 42



Glass- and metal packaging



Food waste

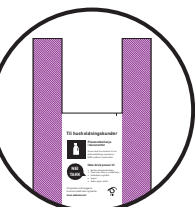


Cardboard



How to dispose of plastic packaging

All clean plastic packaging, including plastic film, must be placed in BIR bags tied securely with a double knot. Dirty plastic should only be rinsed with cold water and a brush; do not use hot water or soap.



Use only BIR's purple bags

You can pick up rolls of bags in grocery shops within the underground waste system area and on the environmental buses. Do not use any other bags for plastic packaging, and do not use the purple bag for other types of waste.



Tie a double knot on the bag

This keeps the plastic contained in the storage tank and makes it easier to separate from the paper.



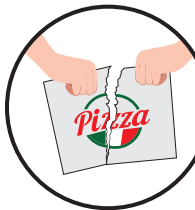
Note! Cardboard can get stuck in the waste system

Large pieces of cardboard can easily get stuck in the paper inlets. This can prevent others from disposing of their waste and quickly lead to littering. Please deliver large cardboard to the designated cardboard inlets or to the recycling buses – this is free of charge.



Use the cardboard inlet

If you want to dispose of large pizza boxes or bigger pieces of cardboard, you must use the cardboard inlet.



Tear up cardboard packaging

If you want to dispose of cardboard in the paper inlet, you must tear it up into smaller pieces first.



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:

- Paint cans
- Spray cans
- Batteries
- Irons
- Hair dryers

Items that expand:

- Rugs and duvets
- Umbrellas
- Folded cardboard
- Mattresses and sleeping pads

Items that are long:

- Planks
- Clothes hangers
- National day flags
- Branches
- Christmas trees

Items that are heavy:

- Tiles/ceramics
- Plasterboards
- Frying pans
- Metal objects
- Furniture



Recycling buses serve Bergen city centre

Please check bir.no for changes

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 m³. 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	• Frydenbølien near Spar Karensfryd • Ibsens gate 26, car park across street	• Møhlenpris by the football field • Between Møllendalsvn. 42-52, by Sammen
Tuesday	• Grieghallen towards Nygårdsgaten • Solheimsgaten, at the quay by DNB	• Asylplass by Bergen Barne asyl • Slettebakksvn. 41 by the kindergarten
Wednesday	• Tollbodkaiaen in C. Sundts gate • Møllendalsveien 31	• Klosteret 22 • Wergeland, by Rema 1000
Thursday	• Svartediket crossing Bjørnd./Stemmenv. • Sandbrogaten 11 by recycling point	• Sandviken, Martin Vahls gt. by Meyermarken • Conrad Mohsvei 17 by the kindergarten
	10:00–12:00	13:00–14:30
Saturday	• Damsgårdsveien by No. 52 • Landås church on car park	• Nøstetorget by the quay • Nattlandsfjellet 1A, by Svalland VVS



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 at bir.no/bosstnettet/report-littering-or-faults.



Sorting guide
The sorting guide at bir.no provides more information about waste sorting.