



What you need to know about the underground waste system

Here you will find sorting information and tips for proper use of the underground waste system. You can dispose of both 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. These are available to all users of the underground waste system.



The information panel shows addresses and operating information about the waste inlet

The small hatch is used by household customers

The large hatch is used by business customers

Key reader is activated with the key chip to open the hatch

Inlet for residual waste

Inlet for paper, beverage cartons and plastic packaging



Inlet for cardboard



Inlet for glass and metal packaging



Inlet for food waste

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PUBLIC INFORMATION FOR HOUSEHOLD CUSTOMERS

For norsk versjon se bir.no



ONLINE
bir.no

SOME
f @ BIRrenovasjon

BIR
Postboks 6004
5892 Bergen

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

What is the underground waste system?



BENEFITS OF THE UNDERGROUND WASTE SYSTEM:

Increased waste sorting: Residual waste and sorted recyclables are disposed of 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.

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.



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 in small pieces



Dispose of in a regular plastic bag in the green-coloured 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 the blue-coloured 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 the blue-coloured 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
- Napkins and paper towels
- Plastic
- Other waste



Food Waste



YES PLEASE:

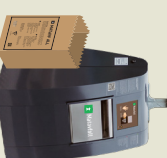
- Peels from fruit and vegetables
- Bread and pastries
- Fish bones and skin
- Other food waste without packaging
- Egg shells and nut shells
- Coffee filters and grounds
- Tea bags without plastic



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

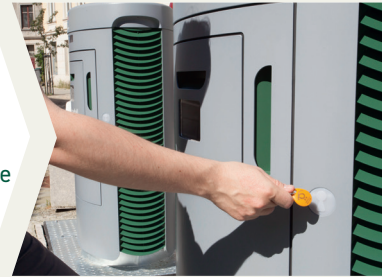


How to use the underground waste system

Dispose of waste in the correct inlet. Only then will sorted waste be put to good use.

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 shows 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. This fee includes five openings of the hatch for residual waste per month. If you open the hatch for residual waste more than five times a month, you must pay for each additional opening. Customers using the underground waste system also pay an additional annual surcharge per unit.

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.

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, which have an opening where the cardboard can easily be pushed in. 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.

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.

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/Sydneskleiven
Valkendorfs gate 3
Welhavens gate 55 |
|
Bohrs gate
Marken syd v/Strømgaten 4
Muren v/Strandgaten 50
Welhavens gate 76
Øvre Holbergsallmenningen |
Lungegårdskaien 42 |

- Glass- and metal packaging
- Food waste
- Cardboard

Note! Cardboard can get stuck

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 cardboard to cardboard inlets or to the recycling buses – this is free of charge.

Use the cardboard inlet
If you want to dispose of 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 first tear it up into smaller pieces.

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"> • Paint cans • Spray cans • Batteries • Irons • Hair dryers | <ul style="list-style-type: none"> • Rugs and duvets • Umbrellas • Folded cardboard • Mattresses and sleeping pads | <ul style="list-style-type: none"> • Planks • Clothes hangers • National day flags • Branches • Christmas trees | <ul style="list-style-type: none"> • 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 m². 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"> • Frydenbølien near Spar Karensfryd • Ibsens gate 26, car park across street 	<ul style="list-style-type: none"> • Møhlenpris by the football field • Between Møllendalsv. 42-52, by Sammen
Tuesday	<ul style="list-style-type: none"> • Grieghallen towards Nygårdsgaten • Solheimsgaten, at the quay by DNB 	<ul style="list-style-type: none"> • Asylplass by Bergen Barne asyl • Slettebakksv. 41 by the kindergarten
Wednesday	<ul style="list-style-type: none"> • Tollbodkaien in C. Sundts gate • Landås church on car park 	<ul style="list-style-type: none"> • Klosteret by No. 22 • Wergeland, by REMA 1000
Thursday	<ul style="list-style-type: none"> • Svartediket crossing Bjørnd./Stemmvev. • Sandbrogaten 11 by recycling point 	<ul style="list-style-type: none"> • Sandviken, Martin Vahlsgt. by Meyermarken • Conrad Mohsvei 17 by the kindergarten

	09.30–11.00	11.30–13.00	14.00–15.15
Saturday	<ul style="list-style-type: none"> • Damsgårdsveien by No. 52 	<ul style="list-style-type: none"> • Nøstetorget by the quay 	<ul style="list-style-type: none"> • Natlandsfjellet 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 use 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/bosnettet/report-littering-or-faults.

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