



## FRIDGE & FREEZER PICKUP: FAQs

### 1. What is FRIDGE & FREEZER PICKUP?

It is designed to remove older, inefficient fridges and freezers from the electricity system. Usually, these appliances are found in basements or garages. They are plugged in but rarely used, and they typically use two to three times more electricity than newer appliances. This program offers to pick up older refrigerators and freezers as well as window air conditioners and dehumidifiers from residents of Ontario and fully decommission them in an environmentally-friendly way.

### 2. When did FRIDGE & FREEZER PICKUP start?

It began rolling out across the province of Ontario in June of 2007.

### 3. How long will FRIDGE & FREEZER PICKUP be available?

It will be available for the foreseeable future.

### 4. Why should I participate?

There are many great reasons to participate including:

- saving up to \$125 a year on your electricity costs by having your old, inefficient fridge or freezer removed for free.
- helping the environment by reducing the strain on the electricity system and by having the fridge/freezer, window air conditioner and/or dehumidifier decommissioned in an environmentally-friendly way.
- being free of hassles—a professional contractor will remove the fridge/freezer, window air conditioner and/or dehumidifier from your home and take it away for free.
- helping to ensure that old appliances aren't resold and put back into the market.

### 5. Does my appliance qualify?

To qualify, you must have at least one appliance as shown in the "primary appliance" category below:

A primary appliance is defined as a full-size refrigerator or freezer that is:

- between 10 and 27 cubic feet (standard size)
- in working condition at the time of pickup
- 15 years or older
- located in a single-dwelling home, a townhouse or a duplex, triplex or four-plex building (some apartments and condominiums that are over three stories, may also qualify – see below for details).

\*Note: Ammonia-based refrigerators are not eligible for pick up

If you have at least one “primary appliance,” then we will also pick up any other appliances shown on the secondary appliance list at the same time.

A secondary appliance is defined as a window air conditioner or dehumidifier and must be:

- in working condition at the time of pick up
- 10 years or older
- window air conditioners must be removed from the window prior to pick up and located near a power source.

## 6. I'm not sure how many cubic feet my fridge is. How do I measure it?

If your fridge is approximately 5½ ft. high, then it is likely at least 10 cu. ft.(for a freezer it would be the length that would be 5 ½ ft.). The inside capacity of the fridge is measured in cubic feet. To determine how many cubic feet your fridge is take a measuring tape and measure the following:

- the depth, width and height of the freezer compartment (e.g. 2' X 2 .4' X1' = 4.8 cu ft)
- the depth, width and height of the fridge compartment (e.g. 2' X 2.4' X 3' = 14.4 cu ft)
- add the cubic feet of both the freezer and fridge compartment and it totals = 19.2 cu. ft

\* NOTE: REMEMBER TO MEASURE IN FEET

## 7. How can I tell how old my fridge or freezer is. How do I check?

Most refrigerators and freezers have a manufacturer's sticker on the back or on the inside at the bottom portion of the ledge by the door. The date is usually included in the numbers written on the sticker.

## 8. How can I get rid of an older fridge, freezer, window air conditioner or dehumidifier immediately?

You have two options:

- If you have a qualifying appliance for pick up you can [click here](#) for a fast and easy way to book your appointment online.
- You can call the Ontario Power Authority's Customer Contact Centre at 1-877-797-9473 to schedule an appointment for pick up. The call centre is open Monday to Saturday 8 a.m. - 8 p.m.

Consider unplugging the appliance to reduce electricity consumption prior to the pick up date. **Keep in mind you will be required to plug in your fridge or freezer 24 hours prior to your appointment to verify that it is in working condition.** Window air conditioners must be placed on the floor close to a power source.

## 9. I have a fridge or freezer that is smaller than 10 cu. ft. I thought I could have these picked up along with my larger ones. Why can I no longer have them picked up?

As of July 2<sup>nd</sup>, 2008 smaller fridges and freezers were no longer included in appointment bookings. It was found through ongoing program evaluation that the electricity savings on smaller fridges and freezers was minimal. Window air conditioners on the other hand, provide significant electricity savings and for that reason, they remain a secondary appliance in the program.

## 10. Is there a limit to how many appointments I can book in one year?

There's no limit as to the number of appointments you can book in one year and up to 10 appliances may be booked at any one time.

## 11. Are multi-residential buildings (apartment buildings and condominiums) a part of the program?

Buildings such as condominiums and apartments where the tenants own the fridge or freezer and where there is appropriate access (including parking for the trucks and elevators to remove appliances) are now included, effective January 2010.

Fridges and freezers can be picked up from apartments and condominiums, however, they must meet the criteria as outlined below:

<b>All Pick Up Locations Must:</b>	<b>All Apartments and Condominiums (over 3 stories) must ALSO have:</b>
<ul style="list-style-type: none"><li>• be easily accessible by paved roads and /or roads that are serviced by municipalities in winter</li><li>• have a driveway or laneway with enough room to accommodate a truck, or if a driveway or laneway is not available; suitable street access (where stopping is allowed by law)</li><li>• have doorways into and within the residence that are wide enough for the appliance to be removed</li><li>• have a path to the appliance clear and large enough to accommodate two removal technicians and a dolly</li></ul>	<ul style="list-style-type: none"><li>• a driveway or laneway access with height clearance of 12' 6" (or 3.81 metres)</li><li>• an elevator (preferably a padded 'service elevator') booked for the date and time of the appointment</li><li>• access to elevator/loading area</li><li>• landlord/superintendent approval of the pick up</li></ul>

## 12. What's so bad about older fridges, freezers, window air conditioners or dehumidifiers?

Older appliances use a lot more electricity. For example, a typical fridge built in 1986 uses 1,500 kilowatt-hours (which could be costing up to \$125 per year to run) while a new ENERGY STAR® qualified appliance uses approximately two-thirds less energy. The evolution of technology over the past 20 years has significantly improved the energy-efficiency of appliances.

## 13. What incentive is being provided to remove the older fridge, freezer, window air conditioner and dehumidifier?

In addition to the savings of up to \$125 per year on your electricity costs, from getting rid of your old refrigerator or freezer, we are pleased to be offering free pick up by staff who will remove it from your home and dispose of it in an environmentally-friendly manner. If you were to hire someone to take it out of your home and dispose of it, you might pay up to \$90. If you were to remove the appliance yourself and place it on the curb, many municipalities charge a fee of approximately \$30 for removal of the CFCs. You just have to book an appointment and we take care of the rest.

#### **14. What is being done with the appliances that are taken away?**

Old energy-guzzling appliances are decommissioned and the component parts are recycled in an environmentally responsible way to minimize the amount of waste materials that end up at landfill sites. Some chemicals used in fridges have atmospheric pollutants and extra attention is given to ensure they are contained and destroyed.

#### **15. Why will you not pick up ammonia-based refrigerators?**

Ammonia-based units are not eligible appliances for two reasons; first, the amount of energy an ammonia unit uses is negligible compared to a normal household refrigerator that uses a compressor. Ammonia units use electricity only to operate lights, and smaller units use electricity to operate a small heating element to heat the ammonia to move it through the sealed system. (The majority of units use liquid propane or natural gas to heat the ammonia.)

The second reason is that ammonia used as a refrigerant contains an additive called sodium chromate, which is a known carcinogen. Special equipment is needed to protect workers and the environment when handling these appliances.

#### **16. How do I know if my refrigerator is ammonia-based?**

Typically, large ammonia-based refrigerators are approximately 45 years or older. An ammonia-based fridge is often recognized by its top vent for dispersing heat. A larger unit will also have a hook-up for liquid propane or natural gas.

#### **17. Do you have any suggestions as to how I can get rid of my ammonia based refrigerator?**

You may wish to contact your local municipality for further information.

#### **18. Why is this happening?**

Ontario's electricity demand is growing due to population growth and the increasing use of electrical devices. The increased demand can be met by building more generating stations, but the infrastructure is expensive to build and comes with environmental implications. An alternative way to manage growth is by using electricity as efficiently as possible. For example, Ontarians should only use electricity when they need it and where possible, avoid using it at times when the peak demand for electricity is at its highest.

#### **19. What is the Ontario Power Authority?**

The Ontario Power Authority is an organization set up by the Ontario provincial government to plan the Ontario power system, develop generation, develop the electricity sector and encourage electricity conservation.

### **Benefits to the Environment:**

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- The evolution of technology over the past 20 years has significantly improved the energy-efficiency of appliances. A typical fridge built in 1986 uses 1,500 kilowatt-hours (which could be costing up to \$150 per year to run) while a new ENERGY STAR<sup>®</sup> qualified appliance uses approximately two-thirds less energy.