

Bill

1. How long do I have to pay the bill?

Answer:

Amount is due once bill is issued and should be paid promptly.

2. How can I pay the bill?

Answer:

Payment can be made in any of the following manners:

- a) By telephone

Phone 1890 911 900, and follow instructions to pay with your credit card / laser card.

- b) By cash

Payments are accepted at all post offices and selected Postpoint outlets, you must bring your bill with you.

- c) By Post

Complete the bottom of the bill and return it, along with a cheque / postal order made payable to Greyhound Recycling & Recovery (DCC), to Greyhound Recycling & Recovery, P.O. Box 75, Kilrush, County Clare.

- d) On – line

at www.dublincitycollections.ie.

3. Do I pay the bill directly to Greyhound?

Answer:

Yes

4. Can I use my Greyhound card to pay the bill?

Answer:

No.

5. Who are cheques/ postal orders/ bank drafts to be made out to?

Answer:

Greyhound Recycling & Recovery (DCC)

6. What about direct debits?

Answer:

Any customer who has cancelled their direct debit will get a regular bill.

Any customer who still has a direct debit arrangement will have their account processed by Dublin City Council. No details of direct debit arrangements are being passed to Greyhound.

7. When are direct debits being drawn down?

Answer:

Two weeks from bill being issued.

8. What happens if I do not pay the bill?

Answer:

Ultimately DCC will issue Court Proceedings for recovery of the debt.

Arrears:

9. Will I get a separate statement of my arrears agreement?

Answer:

Yes on request.

10. What happens to arrears if I move to another supplier?

Answer:

Monies owed to DCC must be paid.

11. Is arrears information being shared with other suppliers in the market?

Answer:

No.

12. What happens if I do not keep to my arrears agreement?

Answer

DCC will ultimately issue court proceedings for recovery of outstanding monies.

13. Are the terms already agreed with DCC for payment of arrears being honoured?

Answer

Yes

Credits:

14. My Account is in credit, how do I get a refund?

Answer:

Customers who are in credit will receive an "Electronic Fund Transfer" form with their bill / statement. This form should be completed and returned to the address shown and the refund will be arranged electronically to their bank account.

15. Will credit on a main account be used to offset arrears on a holding / arrears account?

Answer:

Yes.

16. What if I don't have a bank account?

Answer:

Customers without a bank account who are in credit can arrange to have a refund made by cheque by contacting the revenue unit at PO Box 10094, Dublin 6.

Bin Tags:

17. How long will customers be able to claim a refund on them?

Answer:

No time limit.