



→ *Our guest network  
is available at our  
recycling centres:  
ROAFiD*

# Introducing ROAFiD

ROAFiD is a digital certificate that provides us with proof of residence in ROAF municipalities and shows us that you are therefore entitled to deliver waste and pay as a private customer.

The certificate is designed to be a fairer scheme for residents of our municipalities and ensure that commercial customers and non-residents of ROAF municipalities need to pay the full price for delivering their waste.

**ROAF**  
Romerike Avfallsforedling

# HOW TO DOWNLOAD THE APP

## The owner of the property must download the app first.

A quota scheme of 12 vouchers per calendar year is linked to the property. Access to this quota can be shared via the app with other household members, if desired.

It is also possible to share access to the quota with other family members, tenants, etc. who live at a different address. For more information, see roaf.no

1. Search for and download the **ROAFiD** app from the App Store if you have an Apple phone, or from Google Play if you have an Android phone.



2. Log in by authenticating yourself using BankID.

You only need to log in once every six months.

3. If necessary, give access to other people in your household via the app (also applies to tenants, etc.)

Anyone you share access with must download the app on their own phone.

# INTRODUCTION OF CLIPPER CARD SOLUTION AND NEW PRICING MODEL

Alongside ROAFiD, a completely new pricing model is also being introduced. This will make visits to us more predictable, more efficient and less expensive for residents of any of our owner municipalities. A clipper card with a quota of 12 vouchers per calendar year is linked to the property. When you visit a recycling centre, one voucher will be deducted and a fee of NOK 100 will be payable.

## FREE WASTE DELIVERY

### NO VOUCHERS DEDUCTED

#### No vouchers deducted – free delivery

- Garden waste
- Hazardous waste
- Electrical and electronic waste
- Cardboard, paper and cartons
- Clothing and textiles
- Objects for reuse
- Glass and metal packaging

## DELIVERY OF BULKY WASTE

### 12 VOUCHERS PER YEAR

#### Fixed user fee of NOK 100 per visit

Up to 6 m<sup>3</sup>. One voucher is deducted per visit.

#### Exceptions: Fill material NOK 100 per visit, but you will be deducted several vouchers for larger quantities

- Up to 0,5 m<sup>3</sup> = 1 voucher
  - 1 m<sup>3</sup> = 2 vouchers
  - 1,5 m<sup>3</sup> = 3 vouchers, etc.
- Examples: Concrete, stone, gravel, LECA, roof tiles, floor/bathroom tiles.*

# IMPORTANT INFORMATION

- ROAFiD must be presented on each visit to the recycling centre. If you do not present your resident certificate, you will have to pay the full price of NOK 400 per visit.
- You are not permitted to lend your resident certificate to businesses or residents outside an ROAF municipality.



→ You will find more information and frequently asked questions about the introduction of ROAFiD at [www.roaf.no](http://www.roaf.no)

The main aim behind ROAFiD is to better distinguish between private households and commercial customers, to ensure that the amount you pay at the recycling centre is fair and correct. We also hope that our simpler and cheaper pricing model will both help to ensure that bulky waste is delivered to recycling centres and reduce littering in the natural environment and the incorrect discarding of waste as residual waste.

## BACKUP SOLUTION: CARD

For those who are unable to use the digital solution, a backup solution will be offered in the form of a card. This card can be ordered on our website [www.roaf.no](http://www.roaf.no), or by calling customer service on 40 00 29 79. The card will be sent to the home address of the property owner.

The card must be presented on each visit to the recycling centre. One voucher will be deducted and a fee of NOK 100 will be payable.

Look after the card. Lost cards can be replaced for a fee of NOK 250.

## ANY QUESTIONS? Contact us

### Customer centre opening hours:

Monday–Thursday: 10.00–11.00 and 11.30–14.00

Telephone: 40 00 29 79

Email: [kundesenter@roaf.no](mailto:kundesenter@roaf.no)