

FAQ- Regarding TSF Rates effective for the May 1 2014 Reporting Period

Q: Why is the Passenger/Light Truck Tire Stewardship Fee changing?

A: As a result of high consumer and industry participation and program efficiencies, OTS was able to reduce the Tire Stewardship Fee charged to Stewards on new Passenger/Light Truck Tires from \$5.69 to \$5.43.

Q: I have purchased 4 brand new tires from a retailer after May 1st 2014 and I'm still being charged the old fee which is \$5.69. Why is this? Shouldn't I only be charged the new TSF?

A: Tire Stewards manage their inventories, distribution networks, and the retail adoption of the new Tire Stewardship Fees in different ways. The timelines for introducing the new fees at Retail level may vary by business due to supply chain and inventory policies. *If you are still being charged the PLT fee of \$5.69 after May 1st 2014, it may be because the Retailer is still selling tires from their inventory which they had paid the Tire Stewardship fee of \$5.69. Please remember that you may still be charged the old Tire Stewardship Fee until the Retailer has sold their entire inventory purchased prior to May 1st 2014. If you are still being charged \$5.69 in a few months please let OTS know and we can investigate these requests on a case by case basis.*

Answer #2: *The TSF fee of \$5.69 and \$5.43 is what Stewards pay to OTS to ensure tires are responsibly recycled through the program. OTS does not regulate how that fee gets passed down to end customers.*

Q: Who can customer's contact if they feel a retailer is not charging the correct fee and they are not able to resolve the issue directly with the retailer?

A: *The customer can contact the Ministry of Consumer Services' consumer protection hotline at 416-326-8800, or toll free at 1-800-889-9768 (TTY: 416-229-6086 OR 1-877-666-6545)*

Q: Where can customers go to find out more information about OTS or the Tire Stewardship Fee?

A: *All Ontarians can find out more information about OTS or the Tire Stewardship fee by visiting our website at www.rethinktires.ca or follow OTS on twitter [@RethinkTires](https://twitter.com/RethinkTires) for our latest updates.*