

## NOTICE

TO: Depot Network

DATE: May 5, 2026

RE: **Clarification and Signage Reminder: Refillable Water Jugs for Customers**

Dear Depot Network,

Beverage Container Management Board (BCMB) has become aware that there continues to be questions across the depot network regarding the acceptance of large, refillable water jugs, and that additional clarity and reference materials may be helpful for both depot staff and customers.

To clarify, **large, rigid blue PET or polycarbonate water jugs designed for refilling and return to retailers are not accepted at bottle depots.** While these containers are registered with the BCMB, they are outside the depot return stream and must be returned to the original point of purchase.

Accepted containers at depots continue to include single-use beverage containers that are part of Alberta's deposit-return system (for example, standard plastic beverage bottles, aluminum cans, glass bottles, and drink cartons, etc.)

To support consistent messaging and reduce customer confusion, BCMB is sharing updated refillable water jug signage. Please print the attached sign and display it in a location that is easily visible to customers, particularly in areas where return eligibility questions commonly arise.

Customers attempting to return these refillable water jugs should be directed to their point of purchase. If the retail location is unable to assist, customers should be advised to contact the manufacturer listed on the container directly. If further assistance is required, customers may be directed to the Canadian Bottled Water Association (CBWA) at [info@cbwa.ca](mailto:info@cbwa.ca), consistent with the signage BCMB has provided.

For more information, depots may contact a BCMB Registrations Officer at:

Toll Free: 1-888-424-7671  
Phone: 780-424-3193  
Email: [registrations@bcmb.ab.ca](mailto:registrations@bcmb.ab.ca)

**bcmb**  
BEVERAGE CONTAINER  
MANAGEMENT BOARD

**ATTENTION**

Alberta Bottle Depots **do not** accept large, refillable water jugs.

PLEASE RETURN TO YOUR POINT OF PURCHASE



Further Questions?

Please Contact:  
Canadian Bottled Water Association (CBWA)  
[info@cbwa.ca](mailto:info@cbwa.ca)  
[cbwa.ca](http://cbwa.ca)

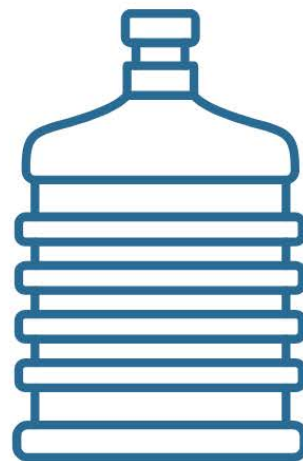
\* Contact information for the manufacturer can be found on the container.



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