# 4. COMMUNICATION AND INFORMATION TOOLS CONCERNING THE TARIFF

The software for waste service management generates information that can be personalised for citizens, such as the number of deliveries of each fraction, eventual changes in the waste collection system, invoicing management, or personalised messages about how to improve participation in waste collection. All this information can be transferred to each user through a webpage service or an App. Users can receive continuous, individualised communication about the use they make of the services, how this use directly affects the amount of their fee, and how they can improve their performance.

Figure 4 shows some examples of the communications that can be reported to citizens through the communication Apps.

Figure 1. Example of an App interface to report and to communicate with citizens