

Protecting Our Future



2018 ANNUAL REPORT





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Honourable Steven Myers
Minister of Transportation,
Infrastructure and Energy
PO Box 2000
Charlottetown, PE C1A 7N8



Michael D. Fitzpatrick, CPA, CA
Chairman, IWMC

Dear Minister,

Enclosed, please find the Island Waste Management Corporation Annual Report for the fiscal year ended March 31, 2018.

IWMC is a PEI Crown Corporation whose mandate is to develop, implement, and operate a waste management system to serve Prince Edward Island.

The Corporation is dedicated to building on the successes achieved to date and to divert as many resources as possible from landfill. The Board of Directors, Management and Staff are committed to managing solid waste generated on PEI in an environmentally-responsible and cost-effective manner. Regular board meetings are held to review operations and follow progress on new initiatives.

It is an honour to serve PEI on the Board of Directors for Island Waste Management Corporation. Waste Watch, PEI's solution of separating waste at source, has achieved remarkable success and is recognized as one of the best waste management programs in North America.

Sincerely,

Michael D. Fitzpatrick, CPA, CA
Chairman
IWMC Board of Directors

Board of Directors as of March 31, 2018

Michael D. Fitzpatrick	Chairman
Neil Stewart	Secretary/Treasurer
John Jamieson	Director
Gabe Keough	Director
Karen Lavers	Director
Brenda Phillips	Director
Ronald MacWilliams	Director
Darren Chaisson	Director
John Reddin	Director

DIVERSION RATE in CANADA



Senior Management as of March 31, 2018

Gerry Moore Chief Executive Officer
Sheri Taylor Bradley Chief Financial Officer
and Customer Service
Heather Myers Disposal
Merie Surkan Public Relations
& Education



IWMC Charlottetown Office
110 Watts Avenue, Charlottetown PE

PEI diverts more waste material from landfill per person than any other province, according to a study conducted by Statistics Canada. Through composting, recycling and other special disposal programs, Islanders collectively divert an average of 429 kg per person from the waste stream, well above the Canadian average of 255 kg per person.

During this fiscal, IWMC celebrated the 15th anniversary of PEI's Island-Wide Waste Watch Program. Our program is recognized around the world, and all Islanders can share in and be proud of these accomplishments. Initiatives introduced since the original launch of Waste Watch have contributed to this success. Industry-led stewardship programs for electronics, paint, oil and glycol, light bulbs, medication and sharps, along with other special disposal programs for used tires, lead acid and disposable batteries, mattresses, household hazardous waste, and silage wrap have all positively impacted PEI's diversion rates.

Diversion means keeping material out of landfill and ensuring a valuable use for them. While sorting and properly disposing of waste is fundamental, IWMC strives to promote the other Rs—**reducing, reusing and rethinking**. By creating less, there is less material to ultimately dispose of. The Corporation continues to explore new opportunities and new methods for managing waste. At IWMC we believe diversion starts with a mindset, followed by action.

IWMC's 2018 financial standings reflect twelve consecutive years of operating with a positive net income with no increase to any of our fees. We are thankful for the support of Islanders and visitors, and appreciate every individual effort to help protect our environment for future generations.

Sincerely,

Gerry Moore, Chief Executive Officer
Island Waste Management Corporation



Gerry Moore
CEO, IWMC

CEO MESSAGE

Island Waste Management Corporation (IWMC) is a provincial Crown Corporation that administers and provides solid waste management services throughout Prince Edward Island. Our mandate is to deliver a **cost-effective** and **environmentally-responsible** provincial waste management system to both the residential and commercial sectors of PEI. The Corporation is organized under a Board of Directors representing various sectors and geographic locations across the Province. Day-to-day operations are managed by the Chief Executive Officer and a team of dedicated employees.

Waste Watch is PEI's answer to waste diversion and the proper disposal of unwanted material. The program was developed in the early 1990s by a committee of local, municipal and provincial representatives tasked with selecting a landfill site. The committee determined that the way PEI handled waste required rethinking and should move forward in a more environmental manner. Waste Watch is based on a single premise — mandatory sorting — which reduces landfillable waste by composting organics, marketing recyclables, and properly managing items that require special handling and disposal such as hazardous materials, tires, white goods, medication, sharps, mattresses, electronics and batteries.

*On PEI, the initial sorting of 'waste' into **RECYCLABLES**, **COMPOSTABLES** and **WASTE** at the source at homes, businesses, and institutions is the key to the entire system.*

The PEI Waste Watch Program produces some of the highest waste diversion figures in North America. Mandatory participation is one of the main reasons the program is a success and it is the most cost-effective and precise way to separate different waste streams. The residents of Prince Edward Island have proven that the goal to divert waste from landfill can be achieved. ***IWMC continues to lead the way by example thanks to the support and dedication of all Islanders.***

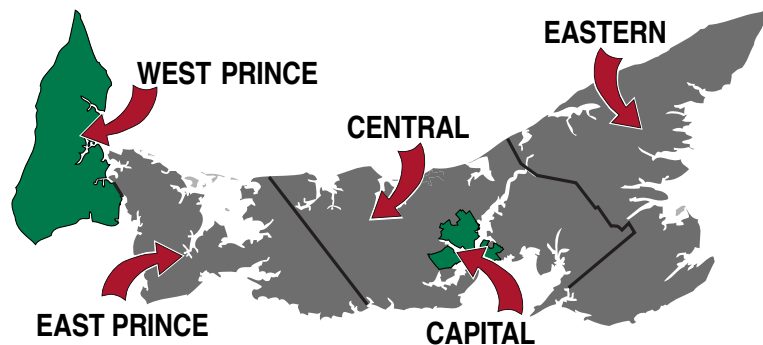


Examples of sorting stations

RESIDENTIAL PROGRAM

Households are assigned two carts—green for compostables and black for waste. Carts are collected every week, with the green cart collected one week and the black cart the next. Blue bags, used for recyclables, are collected monthly along with bundled corrugated cardboard and larger metal items. A Saturday morning free blue bag drop-off is available for the residential sector to supplement monthly collection. In 2018, property owners were charged an annual fee of \$205 (per household) on their property tax bill which covers the cost of carts, collection fees, and disposal costs for the entire year. Seasonal properties were charged \$95 and received collection from June through September. An extended cottage collection is also available from mid-May through the end of October for a seasonal rate of \$120.

Depending upon need at multiple-unit or apartment complexes, each unit may be assigned a set of carts, or several units may share a set of carts. Some apartments may have containers for recyclables while at others tenants place blue bags directly at curbside on collection day. As required, IWMC staff work with individual landlords and/or property owners to help establish appropriate sorting stations and collection service for each facility.



Each homeowner/tenant is provided with pick-up information based on their geographical location.

INDUSTRIAL, COMMERCIAL & INSTITUTIONAL SECTOR

Businesses must arrange for a waste contractor to collect their sorted material or they may opt to self-haul their material to a Waste Watch Drop-off Center. Fees, based on weight, are charged for the disposal of commercial wastes at IWMC facilities.

The Waste Watch Program is mandatory for the entire Province, therefore, businesses must provide sorting receptacles for their employees and guests. The commercial tippage fee for this fiscal period was \$100 per metric tonne at IWMC's final disposal facilities. Fees for other material types are posted at disposal facilities and are determined based on the Corporation's cost to properly dispose of them.



Waste Watch collection day



Commercial dumpsters

PEI's sorted waste material is processed for final disposal at one of the following facilities:

- **Central Compost Facility** (organics processing)
- **East Prince Waste Management Facility** (fully-lined landfill cell)
- **PEI Energy Systems** (energy from waste facility)
- **Greenisle Environmental Inc.** (recycling facility)

Some materials received at IWMC's facilities require special handling and disposal as specialized facilities are not currently available on PEI. Materials requiring special disposal (i.e. hazardous waste) are sent off Island for appropriate processing and/or final disposal.

Six Waste Watch Drop-Off Centers are geographically located across the province to offer disposal services to the general public as well as small business owners. Sorted material is transported from the WWDCs to the appropriate final disposal location.

CENTRAL COMPOST FACILITY (CCF)

The Central Compost Facility, located in Brookfield, is owned by IWMC and operated under contract by ADI International (PEI). Source-separated organic feedstock is delivered to the site by private haulers and weighed, categorized and dumped on the tipping floor of the Receiving Building. Obvious contaminants are removed and the material is loaded into a coarse shear shredder then over a disc screen that separates the larger organics (i.e. boxboard) from smaller organics (i.e. food scraps). Organics (both large and small) go through separate sorting lines where contaminants are removed. Large organics are shredded to reduce their size and stored in holding bunkers. Yard debris such as branches and leaves are ground using a large shredder.

CCF received 19,051 tonnes of organic material and produced approximately 7,837 tonnes of final product. Regular sampling was performed and analyzed for the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations issued by the Department of Communities, Land and Environment (DCL&E). All finished compost is used entirely on PEI, mostly for agricultural-related uses.



Central Compost Facility

COMPOST PRODUCED AT CCF

FISCAL YEAR	TONNAGES RECEIVED	COMPOST PRODUCED
2018	19,051	7,837
2017	19,271	10,856
2016	18,893	8,438
2015	19,014	8,980



Category 'A' compost produced by CCF

EAST PRINCE WASTE MANAGEMENT FACILITY (EPWMF)

EPWMF, owned and operated by IWMC, is located in Wellington Centre, PEI and serves as a final waste disposal facility for contracted haulers. EPWMF is the only sanitary landfill within the province and features the following:

- ❖ second-generation lined landfill
- ❖ on-site wastewater treatment facility
- ❖ windrow composting facility
- ❖ tire storage
- ❖ Waste Watch Drop-Off Center
- ❖ drop-off depot for stewardship products
- ❖ household hazardous waste receiving facility
- ❖ Mattress/box spring recycling depot

Waste materials destined for landfill are generated primarily from Prince County. Material generated in the remaining areas of PEI is transported to PEI Energy Systems.

Landfill

The landfill is approximately 22 acres in size and is being developed in six cells with a potential for a seventh cell. A high-density, polyethylene synthetic liner is used to prevent leachate migration into the groundwater.

Waste loads arriving at EPWMF are inspected for content and contamination prior to spreading on the landfill. Waste is covered daily with either bottom ash, construction and demolition material, compost screenings or clay.

EPWMF Waste Watch Drop-Off Center (WWDC)

A WWDC is located at EPWMF for the general public and small businesses. This depot provides convenience to both residential and commercial customers to unload their sorted material. The WWDC houses five containers at a lower elevation as well as areas to store construction and demolition debris, asphalt shingles, yard and garden debris, bulk waste, white goods, electronics, and a household hazardous waste depot. Waste material is taken from this area and landfilled on site, while other materials are transported to appropriate final disposal facilities or off Island for recycling or special disposal.

Used Tire Management

EPWMF houses a storage site for used tires that are collected across geographical sites on the Island through a private contract. During this fiscal period, 2,560 tonnes of tires were collected, and 2,400 tonnes shipped off Island for recycling and/or as a fuel source.

Contaminated Soil

During the fiscal period, 3,827 tonnes of contaminated soil was received at EPWMF and treated according to Contaminated Soils Management Strategy.

EPWMF - TONNAGE (Fiscal Year)

TYPE	2018	2017	2016
Waste	27,961	27,273	27,975
Bottom Ash	9,086	8,915	10,033
Compost	1,027	1,213	1,246
Contaminated Soil - Residential	2,739	4,312	2,468
Contaminated Soil - Commercial	1,088	644	1,351
Hazardous Waste (Est.)	24	21	18
Metals & White Goods	121	117	107
Tires	2,560	2,492	2,395
Contaminated Material	1,568	790	526
Recyclable Silage Wrap	119	122	113
TOTAL	46,293	45,899	46,232



East Prince Waste Management Facility - Autumn 2015



Constructed wetland



Aerated lagoon



Settling lagoon

Wastewater Production, Treatment and Monitoring

EPWMF's wastewater treatment system consists of an aerated lagoon, settling lagoon and a constructed wetland. Wastewater is pumped through the force main into the aerated lagoon where air is introduced to assist in the treatment process. The material then flows to a settling pond. From the settling pond, treated water flows through a constructed wetland made up of natural vegetation.

During this reporting period, 18,679 cubic meters of wastewater was captured in the collection system and treated on site. No leachate was sent off site for treatment. Monthly samples were drawn for laboratory analysis from sump buildings at each of the five cells and analyzed under the parameters outlined in the Department of Communities, Land & Environment (DCL&E) Waste Resource Management Regulations.

The on-site wastewater treatment system is monitored for flow rates every day the site is open. On a monthly basis, the effluent from the aerated lagoon and settling lagoon are sampled for analysis. Effluent from the constructed wetland is sampled monthly otherwise directed by DCL&E. Total Nitrogen and pH was sampled at the outfall and beyond in April, May, June, November and December 2017, and in February 2018. A PAH sample was collected in April 2017 but not in the fall as there was no discharge at that time. All monitoring results are forwarded to DCL&E on a regular basis.

Groundwater and Surface Water Monitoring

IWMC conducts groundwater and surface monitoring once annually, in the summer. There are a series of groundwater monitoring wells (GMW) throughout the EPWMF facility. Stantec Consulting Ltd. collected samples from 21 wells in July 2017. Surface water samples (5 locations) were also collected from the storm water retention ponds, connecting manhole access ports and spring (artesian well). These samples were analyzed at a laboratory for the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations issued by DCL&E.

Composting Operations

EPWMF processes special organic materials such as potato sludge from local food processing operations as well as sludge from the City of Summerside in its aerobic, open windrow composting operation. Compost produced at EPWMF is utilized on site as intermediate cover material at the landfill cell.

PEI ENERGY SYSTEMS (PEI ES)

PEI ES is a privately owned and operated incinerator which burns municipal solid waste under contract with IWMC. The facility provides steam and/or hot water heat to a 15-km heat distribution system throughout the core area of the City of Charlottetown. The plant serves over 60 customers and heats 125 buildings, including all the provincial buildings, the University of PEI (UPEI), Holland College, two shopping malls and many other apartment and commercial buildings in the centre of Charlottetown. Energy for cooling is also provided to the Queen Elizabeth Hospital and UPEI. During this fiscal period, 25,421 tonnes of waste were processed for energy.

A total of 262 tonnes of fly ash generated at PEI ES was collected, transported and properly disposed of at an approved off-Island facility. EnviroSystems has a 5-year contract to provide this service which was tendered in March 2016 and expires in May 2021. Source (stack) emissions testing was conducted by Stantec at this facility in January 2018.

WASTE WATCH DROP-OFF CENTERS (WWDCs)

In addition to the WWDC located at EPWMF, IWMC has established five other sites across PEI to accept items not collected at curb and to provide disposal alternatives for small business owners to self-haul sorted material. With the exception of GreenIsle, WWDCs are owned and operated by IWMC. GreenIsle, located in Charlottetown, is owned by GreenIsle Environmental and operated under contract with IWMC. At the WWDC, material is received, stored and subsequently transferred to a final disposal site or recycling facility by IWMC staff using two tandem axle roll-off trucks. The operating system consists of a series of disposal stations using 40 to 50 cubic yard roll-off containers. When customers arrive at a WWDC, vehicles are weighed, and sorted material is taken by the customer to the appropriate station. Disposal fees are charged for most items with the exception of those managed through stewardship programs and the following:

- ❖ Large household furniture
- ❖ White goods (fridges, stoves, etc.)
- ❖ Tires
- (mattresses, couches, etc.)
- ❖ Household hazardous waste
- ❖ Clean agricultural silage wrap

Each WWDC site is attended by a scale operator and a site inspector and is open to the public various hours based on seasonal needs. GreenIsle and EPWMF are open Monday to Saturday, however rural sites are operational between 2.5 and 3.5 days per week, some with increased hours during summer to accommodate heavier demands.

The following improvements were made to WWDCs this year:

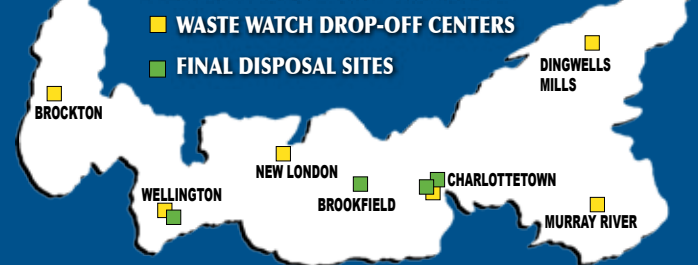
Brockton WWDC:

- ❖ a bulk storage yard was improved to improve customer efficiency when disposing of metals & white goods, C&D, asphalt shingles and branches
- ❖ the yard was expanded for future use and security fencing installed.

Murray River WWDC:

- ❖ a tire bin was constructed from concrete blocks

IWMC DISPOSAL SITES



MATERIALS RECEIVED AT WWDCs* (Tonnes per Fiscal Year)

WWDCs	2018	
	**CUSTOMERS	TONNAGE
Brockton	6,138	1,345
Dingwells Mills	7,057	1,023
GreenIsle	55,677	11,581
Murray River	5,263	722
New London	7,123	1,005
TOTAL	81,258	15,676

* At EPWMF, WWDC customers and tonnages cannot be tracked separately from other material received at this site.

** Based on customers charged disposal fees. IWMC does not track customers delivering items accepted for FREE.



Murray River WWDC

TOTAL TONNAGE (PEI Final Disposal Sites)

SITE	2018	2017	2016
EPWMF	46,293	45,899	45,713
PEI ES	25,421	26,173	27,137
CCF	19,051	19,271	18,893

PEI TOTAL WASTE VOLUMES (Tonnes per Fiscal Year)

MATERIAL TYPE	2018	2017	2016
VOLUMES REPORTED - By IWMC:			
Compost (contaminants removed)	19,370	19,446	19,105
Waste	55,011	53,857	54,794
Tires	2,560	2,492	2,395
HHW	161	142	125
Silage	80	110	49
Mattress/Box Springs	337	167	N/A
VOLUMES REPORTED - By Third Party Organizations			
* Recyclables	13,421	15,879	11,162
* Metals and White Goods	19,782	10,623	18,428
* Electronics	572	670	685
* Lights	7	5	3
* Used Oil Program	346	246	644
* Sharps & Pharmaceuticals	10	11	5
* Paints	136	106	90
* Batteries (including lead-acid)	215	68	135
* Other Provincial Programs	1,962	1,936	2,523
TOTAL	113,970	105,758	110,143

* These materials are processed directly and volumes reported by third party organizations

GREENISLE ENVIRONMENTAL

Under contract with IWMC, the GreenIsle recycling facility in Charlottetown is the major processor of recyclables for Prince Edward Island. This privately-owned facility receives, processes and ships over 250 tonnes of recycled materials to markets per week. Materials such as PET#1, HDPE#2, rigid and film plastics #2 - #5, coloured and clear glass, metals, corrugated cardboard, newsprint, and mixed office paper are processed. The organization also operates a smaller recycling facility in Summerside, PEI where corrugated cardboard is processed.

FORMER COMMUNITY DUMP SITES

Queens County Regional Landfill, located in the community of Milton, is no longer in use. The building and site are used for storage of Waste Watch carts and roll-off containers. Stantec Consulting Ltd. collected samples from 17 groundwater monitoring wells in July 2017. The samples were analyzed at a laboratory for the parameters outlined in the DCL&E EPA – Waste Resource Management Regulations.

Stantec has a contract to conduct yearly sampling in June 2017 from 20 monitoring wells in Cardigan (normally 21 but one well had insufficient water and was not sampled for the 2017 program). Also, 6 wells and 4 stream locations at St. Eleanors were sampled. These samples are sent to a laboratory for analysis and a report is issued to IWMC for each site. The reports are also submitted to the DCL&E to fulfill the commitment for continued monitoring at closed landfill sites.

DIVERSION FROM LANDFILL

For the fiscal year ending March 31, 2018, PEI has diverted 58,949 tonnes of material from landfill.

This does not include:

- ❖ material that is diverted privately (such as recyclables, metals, cooking oils, etc.);
- ❖ cardboard and plastics from larger commercial establishments such as Cavendish Farms, Wal-Mart, etc. who recycle outside of IWMC's system;
- ❖ waste diversion activities such as backyard composting, grasscycling, commercial mulching operations, etc.

Provincial programs noted on the diversion chart (see left) include beverage container bottles and CleanFarms Programs including pesticide containers/bags, obsolete pesticides and livestock medication.

STEWARDSHIP PROGRAMS

PEI is fortunate to have several successful stewardship programs. These programs require manufacturers of certain consumer products to take financial and environmental responsibility for end-of-life management for these products. What this means is that manufacturers manage the collection and recycling of their used or unwanted products from consumers and commercial generators. The framework for stewardship programs on the Island is in the form of agreements with the Province and various associations that act on behalf of manufacturers of the products involved.

PAINT STEWARDSHIP PROGRAM

The Paint Stewardship Program is funded by ReGeneration (formerly Product Care) which is a non-profit organization that operates a variety of product recycling stewardship programs across Canada. No recycling fee or environmental handling fee is added to the retail price of paint products, and the cost of disposal was covered completely through the program. Paint products and aerosols are accepted at no charge from commercial and residential customers at all WWDC locations. During this fiscal period, 135.65 tonnes of paints and aerosols (105,523 litres of paint), representing an increase of 28%, were received and transported off Island for recycling.

ELECTRONIC RECYCLING PROGRAM

The Electronic Recycling Program is managed in collaboration with the Electronic Products Recycling Association (EPRA). EPRA is a national, non-profit organization entrusted with improving the efficiency and effectiveness of Canada's regulated electronics stewardship programs.

Fees are applied to the sale of new electronic products through EPRA, and these fees are used for the administration, collection, transportation and responsible recycling of this material. The funds also help cover the cost of recycling older electronic products to ensure they are processed responsibly. All Island WWDCs have been designated to accept electronics on behalf of EPRA. Material is accepted at no charge from both the commercial and residential sectors. Electronic products are not collected curbside. During this fiscal period a total of 572 tonnes were dropped off at WWDCs and shipped off Island for recycling.



Special disposal material at GreenIsle



Paint products for recycling



Electronics ready for shipment



Light storage at WWDC



Lead-acid batteries for recycling

LAMP STEWARDSHIP PROGRAM

This program is operated and managed by the Product Care Association and is funded by environmental handling fees remitted by lamp product manufacturers and distributors. It includes all end-of-life intact lamp products such as Fluorescent tubes, Compact Fluorescent Lamps (CFLs), High Density Discharge (HID), Incandescent, Halogen and Light Emitting Diode (LED) lamps. During the fiscal year, 6.92 tonnes were collected by IWMC and shipped off-Island for recycling.

AUTOMOTIVE LEAD-ACID BATTERY PROGRAM

Through this stewardship initiative, lead acid batteries (LABs) are collected and returned for recycling. Products include all LABs such as those used to start vehicles, boats and recreational vehicles as well as commercial trucks, public transport (buses, planes, forklifts). LABs are also used to power electronics, telecommunications systems, fire alarms, and provide back-up power for computer systems, data centers and for alternative energy applications. LABs range in size from 5 kg to thousands of kg. IWMC's drop-off depots are included as one of the Canadian Battery Association's collection facilities. During the fiscal year, 191.62 tonnes of LABs were recovered and sent off-Island for proper disposal.

USED OIL, GLYCOL, FILTERS & CONTAINER RECYCLING PROGRAM

PEI has a stewardship program with Used Oil Management Association Atlantic (UOMA-Atlantic) to collect, process and recycle a program for used oils, used glycol (antifreeze), used oil and glycol (antifreeze) containers with a capacity of 50 litres or less (including used lubricant aerosol and brake cleaner containers) and used filters. IWMC's WWDCs are registered as collection facilities for this program. During the reporting period, a total of 345.93 tonnes of products under this stewardship program were recovered and transported off-Island for processing.

HEALTH PRODUCTS STEWARDSHIP PROGRAMS

In collaboration with the Health Products Stewardship Association, a national industry stewardship organization representing companies that introduce medication and medical products with sharps into the marketplace, PEI has the following stewardship programs:

Island Medications Return Program

This program includes medications, both prescription and over the counter drugs such as pain & cold medication, natural health products, vitamins and supplements, for the residential sector. Customers are instructed to return unused/unwanted medication to any Island participating pharmacy. During this fiscal period, 3.83 tonnes of medications were returned under this program and transported to PEI ES for final disposal.

Island Sharps Collection Program

This program covers needles, needle tips, syringes, insulin pens, lancets and other sharps used by the residential sector. Customers were advised to visit any participating pharmacy to pick up a **FREE** approved sharps container, and then to return these containers when filled to the pharmacy. During the reporting period, 6.47 tonnes of sharps were collected and transported to PEI ES for disposal.



SPECIAL DISPOSAL PROGRAMS

The success of the Waste Watch Program hinges on all customers — residential and commercial — doing their part to sort waste resources as they are generated. While recyclables, compostables and waste represent the bulk of material generated, customers must also ensure that items represented by stewardship and other disposal programs are managed appropriately. The following Special Disposal Programs are managed by IWMC and funded by its operations:

HOUSEHOLD HAZARDOUS WASTE (HHW) PROGRAM

Household waste material that poses a risk to health, safety or the environment is considered HHW. This includes products which are corrosive, reactive, toxic, or flammable as well as products that contain heavy metals.

EXAMPLES OF HHW INCLUDE:

- ❖ adhesives, silicone, etc.
- ❖ items containing mercury
- ❖ pesticides, herbicides, etc.
- ❖ batteries
- ❖ personal care products
- ❖ cleaners
- ❖ propane cylinders
- ❖ aerosol cans (with contents)



IWMC has established HHW depots at all WWDCs. These depots are equipped with conventional personal protective gear and safety equipment, and staff responsible for the direct handling of HHW are provided with specialized training. Due to the nature of these products, HHW is never collected curbside. Residents must deliver them to a HHW depot at no charge. During this fiscal period 160.82 tonnes of household hazardous products were returned by the residential sector to a HHW depot at no charge for proper disposal.

With the exception of products included in PEI's stewardship programs mentioned earlier in this Annual Report, hazardous waste produced by the industrial, commercial and institutional sector are not accepted at IWMC facilities. Businesses must safely and properly dispose of this material by making arrangements with a hazardous waste carrier.

SILAGE & BOAT SHRINK WRAP PROGRAM



Silage and boat shrink wrap is accepted at no charge at WWDCs from the farming and commercial sectors. During this period, five loads were shipped through Clean Farms for recycling. Customers delivering dirty or contaminated silage wrap are charged the waste disposal fee as this material cannot be recycled.



Hazardous Waste Depot at GreenIsle



Silage wrap for recycling



Mattresses for shipping off Island



Cell phones for recycling

METALS AND WHITE GOODS

During this fiscal period, IWMC reported 19,782 tonnes of metals and white goods recycled on PEI. This number represents material accepted and processed by privately-owned and managed scrap metal dealers. White goods, or items such as fridges, stoves, washers, freezers, etc., are accepted at all WWDCs at no charge. Through contract with IWMC, RDMD provides a service to remove harmful ozone depleting substances such as Freon, and the white goods are then transported to recycling markets. WWDCs accept metal products from residential and commercial customers. There is a disposal fee imposed on metals.

Small metal household items are considered part of IWMC's Blue Bag Program. Items that contain 50% or more metals may be placed directly into blue bags for monthly collection. Larger items such as barbeques, are also collected provided these materials have been dismantled.

BATTERY & CELL PHONE RECYCLING PROGRAM

Through the Battery Re-Store Program, residential customers continued to utilize convenient battery containers placed at PEI's major grocery stores. IWMC staff collected batteries and cell phones from these locations and packed them in 45-gallon drums to be transported to Call2Recycle for recycling. Businesses may also take used batteries to a WWDC if they have been properly packaged according to Call-2-Recycle's guidelines.

A total of 23.19 tonnes of batteries (rechargeable and non-rechargeable) and cell phones were collected and transported off Island over the year. This represents an increase of 22% from the previous reporting period.

MATTRESS / BOX SPRING RECYCLING

IWMC diverts mattresses and box springs from landfill by shipping off Island for recycling. Approximately 95% of each mattress and box spring can be recovered by recycling markets. Products such as cottons and textile fibers, steel and wood are removed and separated from mattresses and box springs and are remanufactured. During this fiscal period, 337 tonnes of mattresses and box springs were shipped to Matt Canada in Ontario for recycling. This saved an estimated 9,126 square meters of landfill space. Mattresses and box springs are accepted at WWDCs at no charge from homes.

OTHER DISPOSAL & RECYCLING PROGRAMS

While IWMC has the mandate to manage waste on PEI, other programs which are administered by various government departments and private industry exist throughout the Province. Some of these programs include:

- ❖ Beverage Container Refund Program
- ❖ Construction & Demolition Disposal Facilities
- ❖ Pesticide Bag & Container Disposal
- ❖ Propane Tank Exchange Program
- ❖ Laser & Inkjet Cartridge Recycling
- ❖ Tires (included in EPWMF section)

Ongoing communication with the public is a critical component for the success of the Waste Watch Program. While most Islanders have adopted good sorting practices into their day-to-day lives, reminders are often necessary. It is also important to ensure that the public is aware of any new waste management initiatives and to share our successes with our customers.

EDUCATION

Education Program

IWMC produced a variety of tools to assist customers with participation in the Waste Watch Program and to help reinforce required changes. These tools include a semi-annual newsletter/calendar, sorting guides, website, social media, radio and community television ads, and notices in local community newsletters. PR staff work with businesses, institutions, community groups and municipal/provincial government organizations to support waste management initiatives. The Corporation also supports organizations working with newcomers representing various cultures and languages to help engage participation in Waste Watch. All material produced by IWMC is available in English and French. A Mandarin Sorting Guide was added to educational tools this year.

Three videos depicting source separation of waste as part of everyday life on PEI were completed during this fiscal and aired on CBC television. In addition, staff worked with students from a local junior high school to develop 'how-to sorting videos' in English and French suitable for the school environment.

To supplement formal tools designed to assist customers with our programs, ad hoc communication pieces are developed as needed when changes occur, when customers ask for more information, and to support errors identified at curbside by drivers and IWMC staff. Over this past fiscal, additional effort was placed on the following topics:

- ❖ Pizza boxes and paper (not in compost)
- ❖ Plastic recycling (♻️ - ♻️)
- ❖ Items requiring special disposal
- ❖ Renovation material
- ❖ Waste reduction
- ❖ Where to access storm cancellations



*Newsletters,
Sorting Guides
and Calendars*



Clip from one of 3 videos produced



Sorting Game



2018 Science Fair specialty prize winners

Schools and Institutions

The Corporation works closely with schools, post-secondary establishments and other institutions. When requested, IWMC staff support faculty, staff and administration by designing and developing custom educational tools to facilitate sorting for the target audience. When working with schools, dialogue with cafeteria contractors is part of the process. Recommendations are made to reduce the amount of waste generated by simply incorporating alternate choices for serving lunches.

Our Interactive Sorting Game is very popular with students of all ages. These graphic-based tools are effective particularly for students new to the Island or those with language or disability barriers. They are particularly useful at the kindergarten and early grades where children tend to respond better to visual stimuli.

Over the past fiscal, IWMC was involved in the following school-based initiatives:

- ❖ Provincial Science Fair
- ❖ Environment Day Celebrations
- ❖ School Audits
- ❖ Holland College Waste Watch Orientation Sessions
(4 campus locations)

Presentations and Tours

By request, IWMC employees deliver custom presentations to schools, community groups, businesses, and at conferences or symposiums. Presentations may include an overview of IWMC, a comprehensive synopsis of the Waste Watch Program and Sorting Guidelines, or may be specific on a topic such as composting. This year, employees participated in the UPEI Environmental Symposium, First Nations Waste Management Forum, Intergenerational Day, the ARMA Conference, and at Morell Community School. We also gave presentations at school and community group meetings, business and municipal government lunch 'n learns sessions and at a series of PEI Garden Club events.

IWMC encourages the public and schools to tour its facilities, and assists with the coordination of tours to privately-owned waste management partners such as GreenIsle and PEI Energy Systems. Feedback from tour participants was always positive and attendees expressed that better sorting skills were developed as a result of increased knowledge.



School tour at GreenIsle

CURBSIDE EDUCATION & SUPPORT

IWMC's Curbside Education Program plays a huge role in ensuring sorting levels are satisfactory. The Compliance Officer worked closely with contracted drivers to identify problem areas. Homes on these targeted routes were visited to assess sorting levels in waste carts. This program has been very successful, and not only has resulted in much improved sorting levels, but also provided IWMC with the opportunity to recognize and acknowledge customers that were doing a great job.

Attention tags were left with carts requiring correction to sorting behaviours, and in cases where no evidence of any sorting whatsoever were observed, the Compliance Officer attached a rejection notice to the cart, and notified the respective driver. When a cart is rejected, customers have two choices: resort the material for their next collection, or take the cart contents to a Waste Watch Drop-Off Center and pay the mixed-waste surcharge for disposal. A rejected cart is IWMC's opportunity to gain the homeowner's attention and to improve their sorting behaviours.

Feedback from customers was extremely positive. Homeowners were pleased to receive recognition for their sorting efforts and applauded the Corporation for taking additional steps to improve overall sorting habits. It is important to note that improved sorting levels not only reduces the volume of material sent to landfill but also increases the amount of recyclables recovered for remanufacturing purposes.

COMMUNITY INVOLVEMENT

IWMC partnered and supported various initiatives within the Island community where values aligned with our corporate mandate. We supported the Women's Institute in their Roadside Cleanup by arranging litter collection bags, administering their Cleanup Contest, and assisting with public education. The Corporation also sponsors a Reuse-Recycle-Repurpose Competition with the Rural Beautification Society that encourages Islanders to use materials otherwise destined for landfill in their garden designs and exterior renovation projects. IWMC staff participated in the ditch cleanup of a 5-km stretch of highway just outside of the EPWMF through an ongoing commitment with the Adopt-A-Highway Program.

IWMC also participated in the following community initiatives over the past fiscal:

- ❖ Plant a Row – Grow a Row
- ❖ Children's Wish Christmas Tree Lane
- ❖ Communities in Bloom Adopt-a-Corner
- ❖ Community-organized environmental events



Women's Institute Roadside Cleanup crew



Adopt A Corner



Residential service for farm residences



Rural Beautification Society winner



Certified Sustainable Business Program

PARTNERSHIPS/PROGRAM AWARENESS

Sorting is key for the success of the Waste Watch Program, but IWMC's message is that first and foremost, reducing the waste generated is more important. To support this concept, the message is repeated in our educational material, on our website and Facebook, and by example with the events and organizations we support. IWMC continues to solidify relationships with organizations such as Bibles for Missions, Habitat Restore and various community non-profit thrift shops to emphasize and encourage Islanders to donate gently used items to give them a second life prior to disposal. From time to time, reusable items are recovered at disposal facilities (i.e. pieces of wood, a stove burner or element, etc.) and donations are received from customers for these items. Any funds collected from customers for recovered items are donated to a charity of the site's choice such as the CBC Turkey Drive, West Prince Caring Cupboard, or other such organization.

The Corporation supports programs offered by CleanFarms to help the agricultural industry dispose of empty containers and unwanted/outdated products. To help blend CleanFarms' existing programs with Waste Watch guidelines, a partnership was formed with CleanFarms, the Provincial Department of Agriculture, and IWMC to develop a handbook to assist farmers with information on disposal of all products produced on the farm.

IWMC staff continued to support the City of Charlottetown with the development of a Certified Sustainable Business Program. A checklist of sustainable behaviours was developed, and businesses were encouraged to register for review. Areas of sustainability were assessed, with IWMC providing expertise with respect to waste management initiatives.

AWARDS & RECOGNITION

In April 2017, Statistics Canada released results of a waste management survey which indicated PEI was a Canadian leader in recycling and composting. According to their research, Islanders divert an average of 429kg of waste annually, compared to the Canadian average of 255kg per person. British Columbia ranked second, diverting 358kg per person from landfill.

IWMC received an award for Outstanding Contributions to the Clients of Community Connections. This non-profit organization provides employment support services to adults with intellectual disabilities, and IWMC relies and appreciates their assistance with tasks associated with day-to-day operations at EPWMF.

Gary Barlow was presented with the Operational Excellence Award for Wastewater Operations at the April 2017 MPWWA Conference. Gary is an employee of EISI, a subsidiary of IWMC.



SERVICES OFFERED BY IWMC	RESIDENTIAL	APARTMENTS	COTTAGES	IC&I SECTOR
Bi-weekly Cart Collection	✓	✓	✓	✗
Monthly Blue Bag Collection	✓	✓	✓	✗
Free Saturday Morning Blue Bag Drop-Off	✓	✓	✓	✗
Christmas Tree Collection	✓	✓	✗	✗
Spring & Fall Cleanup	✓	✓	✗	✗
Proper disposal of all items collected curbside	✓	✓	✓	✗
FREE HHW, ink cartridge, large bulky furniture, meds, & sharps disposal	✓	✓	✓	✗
FREE batteries, lead-acid batteries, cell phones, tires, white goods, electronics, light bulbs, motor oil, paint products disposal	✓	✓	✓	✓
Maximum \$20 cap for sorted materials at WWDC	✓	✓	✓	✗
Cart deliveries, repair & maintenance	✓	✓	✓	✗
Operation of IWMC offices, disposal facilities and program administration	✓	✓	✓	✓

IWMC's Customer Service Center received and processed a total of 50,202 customer calls to provide information, education and support for a wide host of topics and queries. The team resolved various issues pertaining to individual property and apartment collections as well as for some commercial collections. Work orders were created, and staff liaised with contractors to identify and develop solutions for issues such as road and property accessibility, and sorting non-compliances.

The leadership of the Customer Service Center was reorganized over the past fiscal with the appointments of a new Manager and Supervisor. These incumbents had previously held positions in the Finance and Administration Department. As a result of combining these teams and realigning duties, improved support was achieved in both departments.

IWMC's website continues to be the Corporation's primary tool for educating and notifying the public of program changes such as collection cancellations, rescheduled pickups, special campaigns (Spring/Fall Cleanup, Christmas Tree Collection, etc.), and updates to sorting guidelines. The website includes a 'self-serve' option for cart repairs, replacements and deliveries. It also features an interactive sorting guide designed for use by residential and commercial customers.

SERVICES OFFERED

Residential Customers

Homes receive bi-weekly cart collection for waste and compost and monthly collection of recyclables. In addition, a cleanup program is offered during spring and fall, and Christmas trees are collected in January. Other programs exist for material not collected curbside, and homeowners are responsible to ensure the proper disposal of these items.

Multi-family dwellings experience more sorting challenges, and IWMC staff work closely with owners and/or superintendents to help identify barriers and develop solutions.

Industrial, Commercial & Institutional (IC&I) Customers

Industrial, commercial and institutional businesses follow the same sorting principles as residential customers, however do not receive curbside collection from IWMC. IWMC staff assists businesses with waste audits, provides advice on set up and disposal options, provides custom presentations and helps to resolve waste management issues and challenges as required.



CUSTOMER SERVICE WORK ORDERS

YEAR	TOTAL
2018	5,321
2017	5,673
2016	5,606
2015	5,831



Contractor/Driver Liaison and Support

IWMC staff are involved with new driver training and orientation and hold meetings on a regular basis with contractors. General information sessions are held with drivers when required, and communication tools are developed to ensure drivers are current on new or revised IWMC initiatives.

Work Orders

IWMC's Operational Support Technicians (OSTs) were assigned 5,321 work orders this year. The majority of work orders involved cart activity such as the replacement and repair of carts as well as the delivery of cart sets and Waste Watch information to newly-built residential and multi-family dwellings. To support IWMC's commitment to quality, Waste Watch carts that have been damaged from normal wear and tear are replaced when necessary. During this fiscal period, a total of 3,648 carts were replaced, with the majority outside of the warranty period. OSTs are also dispatched to conduct assessments on properties and roads, goodwill collections, and to provide one-on-one education and problem resolution to business and residential customers.

Backyard Collections

The coordination of special assessments is done through the Customer Service Center where customers with special needs are interviewed, their property assessed for accessibility, and backyard service provided for special circumstances. Backyard collections are monitored closely and adjusted to reflect customer needs and situations.

Customer Service & Other Languages

IWMC has made a commitment to increase its capacity to provide services in French to the Acadian and Francophone community. Working in collaboration with Acadian and Francophone Affairs and under the provision of the French Language Services Act, every effort is made to provide service in French when requested. Educational documents are prepared in French, and correspondence received in French is responded to in this language. We rely on the services of the government's Translation Services to deliver these services. In addition, a partnership exists between IWMC and La Voix Acadienne, and monthly French updates and tips are included bi-weekly in the newspaper.

The Corporation works with various groups and organizations that support newcomers by offering material and assistance with their understanding of PEI's waste management program. While it is not possible to translate our educational material and provide customer service support on a one-to-one basis in all languages, we use graphics and images to help new residents better understand guidelines and sorting requirements. The Corporation continues to explore tools and applications available in the industry to provide sorting information to a large multitude of languages.

WASTE WATCH USER FEES (Fiscal Year 2018)

Household User Fee	\$205 Annually
Cottage User Fee	\$95 Annually
Tippage Fee - Final Disposal	\$100 Per Tonne
Tippage Fee - WWDC	\$115 Per Tonne



HOUSEHOLD COUNT	HOUSEHOLDS	COTTAGES
March 31, 2018	65,267	8,433
March 31, 2017	64,500	8,380
March 31, 2016	63,925	8,360
March 31, 2015	63,518	8,294

The Finance and Administration Department provides corporate services to the other departments of IWMC. These services include payroll, account receivables and payables, purchasing, budgeting, accounting, human resources, and administration.

IWMC maintains an accounting system with related controls that provide the Corporation with reasonable assurances that transactions are properly safeguarded and accounted for and that records are provided for the preparation of audited financial statements.

FINANCIAL HIGHLIGHTS

Highlights for the fiscal period ending March 31, 2018 include: IWMC reported a net profit of \$145,148; no rate increase applied to customers during 2018.

WASTE WATCH CLIENT BILLING SOFTWARE

The Waste Watch Client is a custom software application which monitors the status of properties in the province, registers carts and applies the appropriate annual Waste Watch fee. This software provides inquiry capabilities of all information related to each property number. The billing report for the annual residential Waste Watch fee is produced by the Finance and Administrative Department. The Waste Watch billing file is sent to Taxation and Property Records (TPR) to be included in their annual property tax bill.

Through this billing process, IWMC received revenue of \$14,085,957. Properties that are exempt from property taxes as well as new properties not yet assigned parcel numbers are billed directly by the Corporation. The revenue generated by direct billing was \$90,201 for this fiscal period.

FINANCIAL STATEMENTS

A financial audit was conducted in May 2018 and included a comprehensive review of internal controls. Under the direction of the Board of Directors, Grant Thornton's audit team conducted, without notice, a tour of a Waste Watch Drop-Off Facility to review general operating procedures. The audit team expressed appreciation to the Board, IWMC management and to staff for their cooperation, professionalism and attention to detail.

Attached are IWMC's audited financial statements for the year ended March 31, 2018. These statements are prepared in accordance with International Financial Reporting Standards and audited by Grant Thornton, Chartered Accountants.