

2019 ANNUAL REPORT

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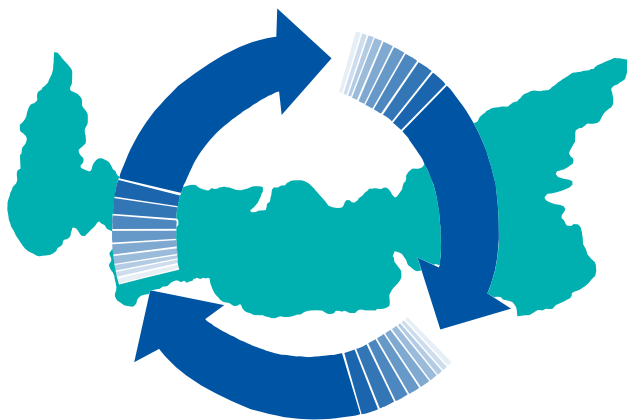


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Senior Management

as of March 31, 2019

Gerry Moore Chief Executive Officer

**Sheri Taylor Bradley Chief Financial Officer
and Customer Service**

Heather Myers Disposal

**Merie Surkan Public Relations
& Education**



IWMC has been heavily involved in several initiatives during this fiscal period to reduce the amount of waste produced on the Island. PEI's Plastic Bag Reduction Act, scheduled to be launched in July, will encourage Islanders and visitors to use reusable bags when shopping in an effort to reduce over 30 million single-use plastic bags generated annually in our Province. The Corporation's management and staff have been working hard in preparation for the Act which is being championed by the Department of Environment, Communities and Land. We are excited to again lead our Nation with this important endeavor to protect our environment.

A formal Battery Stewardship Program, in partnership with Call2Recycle, was established during the year. This program will enhance our existing battery recovery by expanding the program and making it available to more businesses and institutions, introducing new drop-off locations, and also through a commitment of funding to cover the costs associated with transportation and recycling.

Our fiscal year ending March 31, 2019 reflects thirteen consecutive years of operating with a positive net financial standing. There were no increases to any of our fees.

As we look forward, we can be proud. Through recycling, composting and proper management of special material types, Prince Edward Island leads North America in waste diversion. We are making a difference.

Sincerely,

Gerry Moore, Chief Executive Officer
Island Waste Management Corporation



Gerry Moore
CEO, IWMC

Island Waste Management Corporation (IWMC) is a provincial Crown Corporation, created in May 1999 pursuant to the Environmental Protection Act. The Corporation is organized under a Board of Directors and is responsible for the administration and delivery of a cost-effective and environmentally responsible waste management system for the province of Prince Edward Island.

THE WASTE WATCH PROGRAM

- In the early 1990s most Island residents and businesses put their garbage at curb and forgot about it.
- A committee comprising of local, municipal and provincial officials was established and tasked with siting a location for a new landfill as a local disposal site was nearing capacity.
- The committee determined that waste management required 'rethinking' in order to move forward in a more environmental manner.
- Waste Watch is a made-on-PEI program to reduce landfill space by composting organics, marketing recyclables, and properly managing items that require special handling and disposal.
- Waste Watch is a mandatory program where residents, businesses and visitors must separate the waste they produce at source.
- The East Prince Waste Management Facility (PEI's only current landfill) was built in 1994, and Waste Watch was implemented to approximately 12,500 homes and businesses.
- The Waste Watch Program was expanded Island wide in 2002 and all remaining community dumps were closed.

PEI'S SUCCESS STORY

The residents of Prince Edward Island have proven that the goal to divert waste from landfill can be achieved. A 2014 Statistics Canada study reported that PEI was the Canadian leader in waste management. Their report indicated that Canadians diverted 255 kg of material per person. On PEI, 429 kg per person was diverted through composting, recycling and special disposal programs.

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.



*On PEI, the initial sorting
of 'waste' into
RECYCLABLES, COMPOSTABLES
& WASTE
at the source is the key
to our success.*



RESIDENTIAL PROGRAM

- Households are provided with a compost cart and a waste cart, each collected bi-weekly.
- Recyclables are collected monthly and a Saturday morning drop-off service is available to supplement this service.
- Cottage collection is provided from June through October with extended service available.
- Multiple-unit dwellings are provided with a set of carts per unit, or several units may share carts.
- Spring & Fall cleanup is offered to assist homeowners with disposal of material not collected during regular collection.
- Christmas Tree collection is provided every January.
- Household user fees are included in the Province's Property Tax bill.



INDUSTRIAL, COMMERCIAL & INSTITUTIONAL SERVICES

- Businesses must arrange for a waste contractor or may self-haul material to a Waste Watch Drop-Off Center.
- Fees are based on weight for commercial waste.
- Improperly sorted material is subject to a surcharge.
- Participation is mandatory and business must provide proper sorting receptacles for employees and customers.



- Provisions are in place to manage public waste (material generated by the public at an event, festival, public space or dining area not controlled by staff).
- Hazardous wastes produced by this sector are not accepted at IWMC facilities.

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 material types	✓	✓	✓	✗
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	✓	✓	✓	✓

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 18,998 tonnes of organic material and produced approximately 8,693 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.

COMPOST PRODUCED AT CCF

FISCAL YEAR	TONNAGES RECEIVED	COMPOST PRODUCED
2019	18,998	8,693
2018	19,051	7,837
2017	19,271	10,856
2016	18,893	8,438



Central Compost Facility (CCF)



Energy From Waste (EFW)



GreenIsle



East Prince Waste Management Facility (EPWMF)

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

Upgrades during this fiscal year include the placement of sandstone on the new storage area. This storage area replaces the area loss due to the construction of cell #6.

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, 2,425 tonnes of tires were collected, and 2,049 tonnes shipped off Island for recycling and/or as a fuel source. The Department of Transportation, Infrastructure & Energy hauled and chipped 194 tonnes to use on a trial basis for local roadways.

CONTAMINATED SOIL

During the fiscal period, 2,808 tonnes of contaminated soil was received at EPWMF and treated according to Contaminated Soils Management Strategy.

EPWMF - TONNAGE (Fiscal Year)

TYPE	2019	2018	2017
Waste	27,439	27,961	27,273
Bottom Ash	9,730	9,086	8,915
Compost	1,350	1,027	1,213
Contaminated Soil - Residential	1,661	2,739	4,312
Contaminated Soil - Commercial	1,147	1,088	644
Hazardous Waste (Est.)	21	24	21
Metals & White Goods	129	121	117
Tires	2,425	2,560	2,492
Contaminated Material	715	1,568	790
Recyclable Silage Wrap	131	119	122
TOTAL	44,747	46,293	45,899





Constructed wetland

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, 24,212 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, July, October, November and December 2018, and in January, February and March 2019. A PAH sample was collected in April and November 2018. 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 22 wells in July 2018. 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 potatoes from local food processing operations in its aerobic, open windrow composting operation. Compost produced at EPWMF is utilized on site as intermediate cover material at the landfill cell.



Settling lagoon

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, 25,784 tonnes of waste were processed for energy.

A total of 327 tonnes of fly ash generated at PEI ES was collected, transported and properly disposed of at an approved off-island facility. Terrapure Environmental Systems has a 5-year contract to provide this service which was tendered in March 2016 and expires in May 2021.

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
- 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.

In May and June 2018, hours of operation on Saturdays were increased by 1.5 hours (from 12:30 until 2 pm) at EPWMF, Brockton, New London and Dingwells Mills Waste Watch Drop-Off Centers on a test basis. The only facility that experienced significant usage during these extended test hours was New London.

The following improvements were made to WWDCs this year:

NEW LONDON WWDC:

- Yard size was expanded to improve visibility from the scalehouse and to make it easier to remove containers.

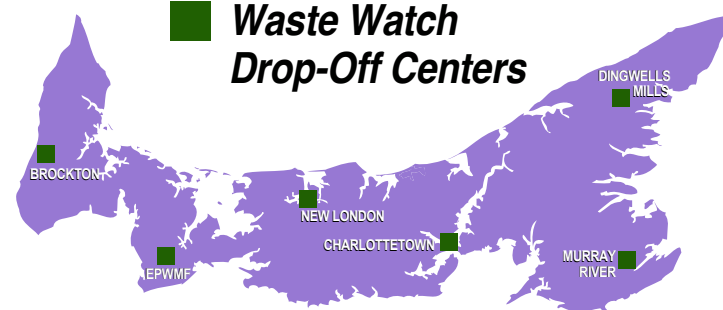
BROCKTON WWDC:

- An additional layer of concrete blocks was installed to increase the height of the retaining walls for metals/white goods, asphalt shingles, and C&D bunkers.
- A new bunker was established for tree branches.
- The old fence was removed and the area was stumped.

DINGWELLS MILLS WWDC:

- Some asphaltting was completed to fill in low spots to help prevent ponding of water.

Waste Watch Drop-Off Centers



MATERIALS RECEIVED AT WWDCs* (Tonnes per Fiscal Year)

WWDCs	2019	
	**CUSTOMERS	TONNAGE
Brockton	5,623	1,177
Dingwells Mills	7,045	1,017
GreenIsle	54,108	11,810
Murray River	5,532	715
New London	7,433	1,024
TOTAL	79,741	15,745

* 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.



TOTAL TONNAGE (PEI Final Disposal Sites)

SITE	2019	2018	2017
EPWMF	44,747	46,293	45,899
PEI ES	25,784	25,421	26,173
CCF	18,998	19,051	19,271

PEI TOTAL WASTE VOLUMES (Tonnes per Fiscal Year)

MATERIAL TYPE	2019	2018	2017
VOLUMES REPORTED - By IWMC:			
Compost (contaminants removed)	19,766	19,370	19,446
Waste	53,455	55,011	53,857
Tires	2,425	2,560	2,492
HHW	148	161	142
Silage	132	80	110
Mattress/Box Springs	335	337	167
VOLUMES REPORTED - By Third Party Organizations			
* Recyclables	15,091	13,421	15,879
* Metals and White Goods	15,572	19,782	10,623
* Electronics	458	572	670
* Lights	8	7	5
* Used Oil Program	379	346	246
* Sharps & Pharmaceuticals	11	10	11
* Paints	136	136	106
* Batteries (including lead-acid)	166	215	68
* Other Provincial Programs	2,080	1,962	1,936
TOTAL	117,130	113,970	105,758

* 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 2018. 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 at former landfill cells in Cardigan and St. Eleanor's. In June 2018, sampling was conducted from 20 monitoring wells in Cardigan (normally 21 but one well had insufficient water and was not sampled for the 2018 program). Also, 6 wells and 4 stream locations at St. Eleanor's were sampled in July 2018. 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, 2017, PEI has diverted 56,707 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.

Landfill at Wellington



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 managed by Product Care, 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 is 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, 136.16 tonnes of paints and aerosols 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 458 tonnes of electronics were shipped off Island 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, 7.53 tonnes were collected by IWMC 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



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 Canadian Battery Association's approved collection facilities. During the fiscal year, 146.7 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 379.12 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, 4.12 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, 6.58 tonnes of sharps were collected and transported to PEI ES for disposal.

BATTERY RECYCLING PROGRAM

In March 2019, Call2Recycle became the official stewardship organization for battery collection and recycling for Prince Edward Island. Convenient drop-off locations were established across the Province, including IWMC's Waste Watch Drop-Off Centers. Businesses were encouraged to set up their own recycling programs. During this fiscal period, 19.19 tonnes of rechargeable and non-rechargeable batteries were sent to Call2Recycle for recycling.

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 147.81 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, two loads (36 bales) were shipped through CleanFarms for recycling, and three loads (71 bales) were shipped to Goodwood Plastic Products Inc. in Stewiacke, NS for recycling into plastic lumber. Customers delivering dirty or contaminated silage wrap are charged the waste disposal fee as this material cannot be recycled.



Hazardous Waste Depot at Greensle



Silage wrap for recycling



Mattresses for shipping off Island



Cell phones for recycling

METALS AND WHITE GOODS

During this fiscal period, IWMC reported 15,572 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 and are within 50 lb and 4 ft.

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, 335 tonnes of mattresses and box springs were shipped to Matt Canada in Ontario for recycling. This saved an estimated 7,315 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
- Pesticide Bag & Container Disposal
- Laser & Inkjet Cartridge Recycling
- Construction & Demolition Disposal Facilities
- Propane Tank Exchange Program
- 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 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, and a sorting guide is available in Mandarin. This year, an Arabic Sorting Guide was added to our inventory of educational tools.

Over the past fiscal, considerable resources were focused on the PEI Plastic Reduction Act which was to be launched by the Provincial Government on July 1, 2019. Although most plastic shopping bags were recyclable, PEI like other jurisdictions across the globe, experienced challenges with securing solid recycling markets. The adoption of the paper carry-out bag would change PEI's process for managing this product. From the onset of Waste Watch in the mid-90s, paper bags were to be placed in the compost stream where they would be incorporated with other organics to produce Category A compost. With the volume of paper anticipated as a result of the new Act, paper would now be handled as a recyclable resource. IWMC developed educational tools to help customers adapt to the change to have paper carry out bags flattened and bundled then placed with corrugated cardboard for recycling.

Our public awareness campaign included advertisements, articles in newspapers and newsletters, Facebook and website posts, as well as updates to sorting guides, sorting posters and curbside educational tools used by drivers. IWMC staff members teamed with representatives from the Department of Environment, Communities and Land (DEC&L) to help promote the Act and educate the public on sorting changes at venues such as PEI's Home Show, schools, various community events and with opportunities as presented by the tourism sector. In particular, IWMC and DEC&L attended a training session for all PEI tour guides as visitors to the Island often express interest in our waste management programs and are impressed with the efforts made in the Province to keep our environment clean.

PROVINCIAL SCIENCE FAIR 2019



BIODEGRADABLE PLASTIC

**Ardyn Hardy/
Jessee Hill:**
Summerside
Intermediate
Grade 8



CLOTHING YOUR HOME

Kade Lavoie
Gulf Shore
Consolidated
Grade 7



STYROFOAM Can you really get rid of it?

**Kaitlyn Smith/
Anna Smith:**
Summerside
Intermediate
Grade 9



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
- Morell Community School Waste Management Program
- Assisted Immanuel Christian School with setting up a Green Program

Presentations, Tours and Events

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, IWMC staff participated in a number of events and symposiums, including the following:

- Newfoundland and Labrador Regional Waste Management Forum
- Waste Resource Association of Nova Scotia Annual Conference
- Atlantic Summer Institute on Health & Safe Communities
- Marine Waste/Oceans Plastic Summit
- PEI Sustainable & Development Fair
- Stratford Community Expo

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 is always positive and attendees express that better sorting skills were developed as a result of increased knowledge.



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.



PARTNERSHIPS & COMMUNITIES

IWMC partners with several organizations that are committed to the environment and where their key values align with our mandate. Some of our these partnerships include:

- Charlottetown Adopt-A-Corner Program
- Children's Wish Christmas Tree Lane
- Waste Reduction Week in Canada
- Rural Beautification Society (Recycle, Reduce, Reuse Competition)
- Adopt-a-Highway



The Corporation plays a vital role in the annual Women's Institute Roadside Cleanup. Collection bags are procured by IWMC on a cost-sharing basis with the Provincial Government, and we work with all partners to ensure the event is well advertised and bags available to participants from one end of the Island to the other. This year, at IWMC's recommendation, yellow tinted bags were introduced to better identify material gathered as litter and to eliminate any potential misuse of the bags. We also assist the WI with the creation of posters and provide administrative assistance with their annual contest. IWMC was awarded the 'Friends of the WI Award' in 2018 in recognition of our ongoing support of their initiatives.

Customer Service is very important and is integral to the overall success of the Waste Watch Program. IWMC's Customer Service Center has been established as a call center to provide support to residential, commercial, and institutional Island customers as well as visitors to our Province. Representatives are able to answer questions on a wide range of topics related to our programs and provide customers with the knowledge and confidence needed to fully participate in the program.

CUSTOMER SUPPORT AND EDUCATION

During this fiscal year, over 50,000 calls were processed to provide customers with education, information, and support. Examples of some of the calls/tasks managed by our Customer Service Center (CSC) include:

- Resolution of collection issues for the residential sector;
- Assisting new residents with an overview of PEI's waste management program;
- Assigning and making arrangements for Waste Watch carts at newly-constructed properties;
- Working with superintendents and landlords of multi-family dwellings to develop solutions to their specific challenges;
- Resolution of road access problems;
- Sorting inquiries from home and business owners;
- Coordinating backyard collections for participants with special needs.



IWMC has made a commitment to provide services in both English and French in collaboration with the French Languages Services Act. The Corporation also works with various groups and organizations that support newcomers by offering material and educational tools to help new residents and those speaking other languages become familiar with the expectations of the Waste Watch Program.

CONTRACTOR/DRIVER LIAISON

Waste Watch compost, waste and recyclable collections are provided through contracts with private haulers. Good communication between contracted drivers, customers, and the CSC is important. When drivers experience curbside issues, CSC works with them to help provide a resolution.

Drivers are responsible for curbside education. Tools have been developed to help them communicate with customers and to let them know where improvements to sorting are required. Drivers complete Daily Collection logs which are forwarded to the CSC on a daily basis. This ensures smooth transition of information to enable our team to provide excellent customer service.

The CSC is also involved with new driver training and orientation. Driver and contractor meetings are also held on a regular basis to dialogue about respective challenges and issues and to provide information about changes to programs.

WORK ORDERS

A team of Operational Support Technicians (OSTs) provide Island-wide support to customers as orchestrated through Work Orders generated by the Customer Service Department. Over this past fiscal year, a total of 5,616 Work Orders were completed. These include the following:

- 4149 cart work orders (repairs, replacements, exchanges, etc.)
- 873 work orders for cart deliveries (to homes, cottages & multi-family dwellings)
- 269 road and property assessments
- 325 'Goodwill' collections



WASTE WATCH USER FEES (Fiscal Year 2019)

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, 2019	66,159	8,452
March 31, 2018	65,267	8,433
March 31, 2017	64,500	8,380
March 31, 2016	63,925	8,360

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, 2019 include: IWMC reported a net profit of \$29,290; 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 \$14,268,282. 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 \$81,983 for this fiscal period.

FINANCIAL STATEMENTS

A financial audit was conducted in May 2019 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, 2019. These statements are prepared in accordance with International Financial Reporting Standards and audited by Grant Thornton, Chartered Accountants.