

# Annual Report 2020-2021



# IWMC

ISLAND WASTE MANAGEMENT CORPORATION



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# CHAIR'S MESSAGE

Honourable James Aylward  
Minister of Transportation & Infrastructure  
PO Box 2000  
Charlottetown, PE C1A 7N8

Dear Minister,

It is a true honour and privilege to serve as the Chairperson for the Island Waste Management Corporation (IWMC) Board of Directors.

Enclosed, please find the IWMC Annual Report for the period ending March 31, 2021.

IWMC is a Crown Corporation with a mandate to develop, implement and operate a waste management program for the Province of Prince Edward Island. Through the Waste Watch program our province has been a leader in North America by diverting thousands of tonnes of waste from landfills. This success is only possible through the conscious effort each and every day by residents, employees, businesses, and visitors to separate waste at source. I commend all stakeholders for their unwavering support of this program which helps to protect and preserve our environment for future generations.

Like for many businesses, COVID-19 has created its share of challenges for IWMC. During the fiscal year, revenues were negatively impacted by lower disposal fees. Travel restrictions were implemented and essential to keep Islanders safe from the spread of the virus. In so doing the Tourism and Hospitality sectors suffered immensely, leading to a reduction in commercial disposal at our sites. I would like to extend my gratitude to the drivers, contractors and IWMC employees for their hard work and dedication to ensure collection services continued in the face of this unprecedented time in our province's history.

Sincerely,

Matthew T. McKenna  
Chair  
IWMC Board of Directors



Matthew T. McKenna, CIM®  
Chair  
IWMC Board of Directors



## Board of Directors

Matthew McKenna .....	<b>Chair</b>
Dan Campbell .....	<b>Secretary and Treasurer</b>
Darren Chaisson .....	<b>Director</b>
Reg Conohan .....	<b>Director</b>
Gabe Keough .....	<b>Director</b>
Ronald MacWilliams .....	<b>Director</b>
Brian Matheson .....	<b>Director</b>
Joe McConnell .....	<b>Director</b>
Brenda Phillips .....	<b>Director</b>



**Karen MacDonald**  
CEO, IWMC

Island Waste Management Corporation, like all Islanders, continued to experience the effects of the COVID-19 pandemic throughout 2020-2021. While curbside collection services were not significantly impacted, access to the Waste Watch Drop-off Centers was restricted during the early months of the pandemic, and administration and customer service employees worked remotely. This was a challenging and worrying time for drivers, contractors, and IWMC employees, and keeping customers and staff safe required us to change how we were delivering services to Islanders.

With the slowdown in the hospitality sector, and remote work by many other Island businesses, commercial disposal was reduced. At the same time, Islanders made the best of a difficult situation by house cleaning, undertaking home renovations, and perfecting their skills in the kitchen.

The surge in residential material at the curb and the decline in commercial disposal resulted in a decrease in revenues and an increase in operating costs for IWMC.

As we look forward to 2021-22, and to what we hope will be the end of the pandemic, IWMC will continue to look for opportunities to enhance service delivery, and to champion the five Rs: refuse, reduce, reuse, repurpose and recycle. PEI is a leader in solid waste management in Canada, and we work hard to remain on the leading edge.

From tip to tip, Islanders and IWMC employees, drivers and contractors are working together to protect our environment and the health of our citizens. Thank you for your continuing commitment to the Waste Watch Program.

Sincerely,

Karen A. MacDonald  
Chief Executive Officer  
Island Waste Management Corporation



IWMC Charlottetown Office  
110 Watts Avenue, Charlottetown PE

## Senior Management

- Gerry Moore ..... Chief Executive Officer
- Sheri Taylor Bradley ..... Chief Financial Officer and Customer Service
- Heather Myers ..... Disposal
- Merie Surkan ..... Public Relations and Marketing

# WASTE WATCH

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, a committee comprised 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 on PEI required 'rethinking' in order to establish and implement an environmentally sound waste disposal program.
- ▶ Waste Watch is a made-on-PEI program to reduce use of 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.
- ▶ 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 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 a Canadian leader in waste management. The 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 most successful waste management programs in North America.



*On PEI, the initial sorting  
of 'waste' into  
Recyclables, Compostables  
and 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. A free Saturday morning drop-off service is available to supplement the recyclables curbside collection service.
- ▶ Cottage collection is provided from June through September with an extended service available upon registration.
- ▶ Multiple-unit dwellings are provided with one set of carts per unit, or several units may share carts.
- ▶ Spring and Fall Cleanup is offered to assist homeowners with disposal of large volumes of materials, e.g. garden and yard debris. Spring and Fall Cleanup materials never include items requiring special disposal.
- ▶ Christmas Trees collection takes place every January, or residents can self-haul their Christmas trees to a Waste Watch Drop-Off Center (WWDC) for free disposal.
- ▶ Fees for services provided to residential customers are included in annual Property Tax bills.



## INDUSTRIAL, COMMERCIAL & INSTITUTIONAL SERVICES (IC&I)

- ▶ Commercial customers can arrange for a waste contractor or 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 it is the responsibility of commercial customers to provide proper sorting receptacles for employees and customers.
- ▶ Guidelines are in place to manage public waste (material generated by the public at events, festivals, in public spaces and dining areas not controlled by staff).
- ▶ Hazardous waste produced by this sector is not accepted at IWMC facilities. Businesses contract this service to private hazardous waste carriers.



SERVICES OFFERED BY IWMC	RESIDENTIAL	MULTI-UNIT DWELLINGS	COTTAGES	IC&I SECTOR
Bi-Weekly Cart Collection	✓	✓	✓	✗
Monthly Blue Bag Collection	✓	✓	✓	✗
Free Saturday Morning Blue Bag Drop-Off	✓	✓	✓	✗
Spring and Fall Cleanup	✓	✓	✗	✗
Christmas Tree Collection	✓	✓	✗	✗
Free Household Hazardous Waste (HHW), large bulky furniture, ink cartridges, medications, and sharps disposal	✓	✓	✓	✗
Free batteries, lead-acid batteries, electrical and electronic products, tires, white goods, cell phones, light bulbs, motor oil, paint products disposal	✓	✓	✓	✓
Maximum \$30 cap for sorted materials at WWDCs	✓	✓	✓	✗
Cart deliveries, repair and maintenance	✓	✓	✓	✗
Operation of IWMC offices, disposal facilities and program administration	✓	✓	✓	✓

# DISPOSAL FACILITIES

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 cells)**
- ▶ **PEI Energy Systems (energy from waste facility)**
- ▶ **GreenIsle Environmental Inc. (recycling facility)**

Some materials received by IWMC require special handling and disposal, such as hazardous waste, and 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 and small business owners. Sorted material is transported from WWDCs to the appropriate final disposal location.



Central Compost Facility (CCF)



PEI Energy Systems



East Prince Waste Management Facility (EPWMF)



GreenIsle

## CENTRAL COMPOST FACILITY (CCF)

The Central Compost Facility (CCF), 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, after which it passes over a disc screen that separates the larger organics (e.g., boxboard) from smaller organics (e.g., 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.

The CCF received 19,942 tonnes of organic material and produced approximately 8,753 tonnes of final compost

product. Regular sampling and laboratory analysis were performed in accordance with the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations issued by the Department of Environment, Water and Climate Change (DEW&CC). All finished compost is used on PEI, mostly in the agricultural sector.

### COMPOST PRODUCED AT CCF

	2021	2020	2019	2018
Tonnages Received	19,942	19,700	18,998	19,051
Compost Produced	8,753	9,764	8,693	7,837

## EAST PRINCE WASTE MANAGEMENT FACILITY

East Prince Waste Management Facility (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 approved landfill within the province and features the following:

- ▶ Second-generation lined landfill
- ▶ On-site wastewater treatment facility
- ▶ Windrow composting facility
- ▶ Waste Watch Drop-Off Center
- ▶ Drop-off depot for stewardship products
- ▶ Household hazardous waste receiving facility
- ▶ Mattress and box spring recycling depot

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

### Landfill

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

Waste loads arriving at EPWMF are inspected for content and contamination prior to spreading on the landfill. Waste is covered daily with either of the following: bottom ash, construction and demolition material, compost screenings or clay. The first section of Cell 6 was opened on October 10, 2019.

### Contaminated Soil

During the fiscal period, 4,098 tonnes of contaminated soil was received at EPWMF and treated according to the Contaminated Soils Management Strategy.



EPWMF LANDFILL - October 2021

## EPWMF - TONNAGE (Fiscal Year)

	2021	2020	2019
Waste	28,244	29,129	27,439
Bottom Ash	10,452	10,221	9,730
Compost	1,617	2,778	1,350
Contaminated Soil - Residential	1,423	547	1,661
Contaminated Soil - Commercial	2,675	4,307	1,147
Hazardous Waste (Est.)	21	24	21
Metals & White Goods	103	153	129
Tires	0	2,641	2,425
Contaminated Material	1,074	690	715
Recyclable Silage Wrap	105	131	131
<b>TOTAL</b>	<b>45,714</b>	<b>50,621</b>	<b>44,747</b>

### 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, 32,396 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 six cells and analyzed under the parameters outlined by the Department of Environment, Water, and Climate Change (DEW&CC).

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 or as otherwise directed by DEW&CC. Total Nitrogen and pH was sampled at the outfall and beyond in April, May, June, December 2020, and in January and February 2021. A Polycyclic Aromatic Hydrocarbons (PAH) sample was collected in April and December 2020. All monitoring results are forwarded to DEW&CC on a regular basis.



## EPWMF Waste Watch Drop-Off Center (WWDC)

EPWMF houses one of the six Waste Watch Drop-Off centers operating on the island. This depot provides convenience to both residential and commercial customers to unload their sorted material. The WWDC includes 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.

## Composting Operations

EPWMF processes special organic materials such as potatoes from local food processing operations in its aerobic, open windrow composting process. Compost produced at EPWMF is utilized on site as intermediate and final cover material at the landfill cell.

## 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. Stantac Consulting Ltd collected samples from groundwater monitoring wells in July 2020. Surface water samples were also collected from the storm water retention ponds, connecting manhole access ports and spring (artesian well). All monitoring sample results are forwarded to DEW&CC.

## Used Tire Management

The Department of Transportation and Infrastructure manages the used tire program on PEI. Between April 1, 2020 and March 31, 2021, 2,539 tonnes of tires were collected. Majority of the tires were shredded and used in road construction.



LEACHATE TREATMENT SYSTEM, EPWMF - October 2021

## MATERIALS RECEIVED AT WWDCs\* (Tonnes in 2021 Fiscal Year)

WWDCs	**CUSTOMERS	TONNAGE
Brockton	6,171	1,401
Dingwells Mills	6,413	962
GreenIsle	60,993	13,810
Murray River	6,283	813
New London	7,715	1,238
<b>TOTAL</b>	<b>87,575</b>	<b>18,224</b>

\* 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.

## WASTE WATCH DROP-OFF CENTERS

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

- ▶ large household furniture, mattresses and box springs
- ▶ appliances, i.e. white goods (fridges, stoves, etc.)
- ▶ household hazardous waste
- ▶ tires
- ▶ clean agricultural silage wrap

Each WWDC is operated by a site inspector and a scale operator, and is open to the public various hours based on seasonal needs. GreenIsle and EPWMF are open Monday to Saturday. Rural sites operate 2.5 to 3.5 days per week, some with increased hours during summer to accommodate higher demand.

## COVID-19 at WWDCs

In compliance with the Chief Public Health Officer's Public Health Orders regarding COVID-19, IWMC maintained public health restrictions at Waste Watch Drop-Off Centers from early 2020 until the phased lifting of restrictions began on April 29, 2020. By June 27, 2020 all WWDCs across the Island had resumed regular operations.

On April 29, 2020, WWDCs began accepting materials that did not require handling by staff, such as construction and demolition debris, including asphalt shingles; appliances; tires; furniture, excluding mattresses and box springs; propane tanks; yard debris; roadside cleanup material; and from business customers - compost, waste, and cardboard.

On May 19, 2020, mattresses and box springs; compost, waste, and recyclables for residential customers; and recyclables from businesses were added to the list of accepted materials. On June 1, 2020, WWDCs began providing full service except for the free drop-off of recyclables. By June 27 this service was reinstated. Throughout the period of reduced service, gate signs informing visitors about accepted materials were updated as required. For three days, on March 1-3, 2021, all WWDCs were closed due to a COVID-19 circuit breaker.

Core measures at Waste Watch Drop-Off Centers to allow for physical distancing remain in place. Plexiglass barriers on scale house windows remain in place, and enhanced cleaning and handwashing protocols are followed.



## 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 recycled materials to markets every week. Materials such as PET#1, and 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.



## PEI ENERGY SYSTEMS (PEI ES)

PEI ES is a privately owned and operated incinerator plant 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 some 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, 25,734 tonnes of waste were processed for energy.

A total of 290 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 extended for 3 years to May 31, 2024.

## FORMER COMMUNITY DUMP SITES

Queens County Regional Landfill, located in the community of Miltonvale Park, 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 2020. The samples were analyzed at a laboratory in accordance with the parameters outlined in the DEW&CC Waste Resource Management Regulations.

Stantec Consulting Ltd. has a contract to conduct yearly sampling at former landfill cells in Cardigan and St. Eleanor's. In July 2020, sampling was conducted from 21 monitoring wells in Cardigan. Also, 6 wells and 4 stream locations at St. Eleanor's were sampled in July 2020. 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 DEW&CC to fulfill the commitment for continued monitoring at closed landfill sites.



## DIVERSION FROM LANDFILL

For the fiscal year ending on March 31, 2021, PEI diverted 62,305 tonnes of material from the landfill.

### ***This does not include:***

- ▶ materials such as recyclables, metals, cooking oils, etc., which are sent to recycling markets privately and no weights are reported to IWMC or DEW&CC;
- ▶ waste diversion activities such as backyard composting, grasscycling, commercial mulching operations, etc.

Provincial programs noted on the diversion chart include beverage container bottles and CleanFarms Programs, such as pesticide containers/bags, obsolete pesticides and livestock medication.

## TOTAL TONNAGE (PEI Final Disposal Sites)

SITE	2021	2020	2019
EPWMF	45,714	50,621	44,747
PEI ES	25,734	26,243	25,784
CCF	19,943	19,700	18,998

## PEI TOTAL WASTE VOLUMES (Tonnes per Fiscal Year)

MATERIAL TYPE	2021	2020	2019
<b>VOLUMES REPORTED - By IWMC:</b>			
Compost (contaminants removed)	20,483	21,410	19,766
Waste	54,347	55,851	53,455
Tires	2,539	2,642	2,425
HHW	152	147	148
Silage	70	51	132
Mattress/Box Springs	421	342	335
<b>VOLUMES REPORTED - By Third Party Organizations</b>			
* Recyclables	13,383	15,117	15,091
* Metals and White Goods	21,687	18,157	15,572
* Electronics	417	430	458
* Lights	5	6	8
* Used Oil Program	258	239	379
* Sharps & Pharmaceuticals	10	12	11
* Paints	165	145	136
* Batteries (including lead-acid)	798	682	166
* Other Provincial Programs	1,917	1,898	2,080
<b>TOTAL</b>	<b>116,652</b>	<b>117,129</b>	<b>110,162</b>

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

# SPECIAL DISPOSAL

## STEWARDSHIP PROGRAMS

PEI has a number of successful stewardship programs. These programs require manufacturers of certain consumer products to take financial and environmental responsibility for end-of-life management of their products. What this means is that manufacturers manage the collection and recycling of their used or unwanted products from consumers and commercial generators. The implementation of stewardship programs on the Island is approved by the Province and various associations that act on behalf of manufacturers of the products included in the stewardship agreements.



### Paint Stewardship Program

The Paint Stewardship Program is managed by Product Care Recycling, 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 which are part of the program are accepted at no charge from commercial and residential customers at all WWDC locations. During this fiscal period, 165.26 tonnes of paints and aerosols were received and transported off Island for recycling.



### Battery Recycling Program

Call2Recycle became PEI's official stewardship organization for collection and recycling of batteries in March of 2019. During this fiscal period, 19.82 tonnes of rechargeable and non-rechargeable batteries were sent to Call2Recycle.

### Lamp Stewardship Program

This program is operated and managed by Product Care Recycling 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 this fiscal year, 4.52 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. The program covers all LABs such as those used to start recreational and commercial vehicles (trucks, forklifts, boats etc.), including public transport (buses, planes, etc.). 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, 777.99 tonnes of LABs were recovered and sent off Island for proper disposal.

## Recycle My Electronics Program

Recycle My Electronics is managed by the Electronic Products Recycling Association (EPRA), a national, non-profit organization entrusted with improving the efficiency and effectiveness of Canada's regulated electronics stewardship programs. IWMC WWDCs accept the electrical and electronic products included in the Recycle My Electronics Program from commercial and residential customers at no charge on behalf of EPRA.

The Electronic Recycling Program 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. A total of 417 tonnes were shipped off Island for recycling.



## Used Oil, Glycol, Filters and Containers Recycling Program

Used Oil Management Association Atlantic (UOMA-Atlantic) administers a stewardship program for collection, processing and recycling of 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 WWDCs are registered as collection facilities for this program. During the reporting period, a total of 258.40 tonnes of products under this stewardship program were recovered and transported off Island for processing.

## Health Products Stewardship Programs

Health Products Stewardship Association is a national industry stewardship organization representing companies that introduce medication and medical products with sharps into the marketplace. PEI is collaborating with the Health Products Stewardship Association on the following stewardship programs:



### *Island Medications Return Program*

This program includes medications, both prescription and over the counter drugs such as pain and cold medication, natural health products, vitamins and supplements purchased by residential customers. Customers are instructed to return unused/unwanted medication to any Island participating pharmacy. During this fiscal period, 3.30 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 customers. Customers were advised to visit any participating pharmacy to pick up a free approved sharps container, and to return these containers when filled to the pharmacy. During the reporting period, 6.71 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 — sorting waste resources as they are generated. While recyclables, compostables and waste represent the bulk of the generated material, customers also have to follow disposal guidelines for items represented by stewardship and other disposal programs. The following Special Disposal Programs are managed and funded by IWMC:

### Household Hazardous Waste Program

Household waste material that poses a risk to health, safety or the environment is considered Household Hazardous Waste (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.
- ▶ 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. Staff who are 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 deliver them to a HHW depot for free disposal. During this fiscal period 152 tonnes of household hazardous products were returned by residential customers to a HHW depot for proper disposal.

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

### Silage and 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, three loads (69.76 tonnes; 56 bales) were shipped through CleanFarms to Modix Plastique in Quebec for recycling. Customers delivering dirty or contaminated silage wrap are charged the waste disposal fee as this material cannot be recycled.

## Metals and White Goods

During this fiscal period, IWMC reported 21,687 tonnes of metals and white goods (appliances) recycled on PEI. This number represents material accepted and processed by privately-owned and privately managed scrap metal dealers. White goods, e.g., fridges, stoves, washers, freezers, etc., are accepted at all WWDCs at no charge. Through contract with IWMC, RDMD Refrigeration provides a service to remove harmful ozone depleting substances such as Freon. 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 curbside provided these materials have been dismantled and are no heavier than 50 lb. and no larger 4 ft. in dimensions.

### Mattress and 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, 17,829 mattresses and box springs amounting to 421 tonnes of material were shipped to Matt Canada in Quebec for recycling. Mattresses and box springs are accepted at WWDCs at no charge from residential customers.

### Other Disposal and Recycling Programs

While IWMC has the mandate to manage waste on PEI, other programs which are administered by various government departments and private industry are established 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

# EDUCATION

Effective communication with the public is critical to the success of the Waste Watch Program. While most Islanders have adopted good sorting practices, ongoing public education is necessary. It is also important to ensure that the public is aware of new waste management initiatives and to share our successes with our customers.

## EDUCATION PROGRAM

IWMC has produced a variety of tools to assist customers with participation in the Waste Watch Program and to promote understanding of rationale for the sorting and collection guidelines. These tools include a semi-annual newsletter and collection calendar, printed and interactive sorting guides, website, social media, free mobile Recycle Coach app, radio ads, and notices in local community newsletters. Public relations staff partner with businesses, institutions, community groups and municipal/provincial government organizations to support waste management initiatives. The Corporation also works with organizations serving newcomers to support and encourage participation in the Waste Watch Program. All customer support material produced by IWMC is available in English and French, and sorting guides are also available in Mandarin and Arabic.

During this fiscal period, the work of improving and maintaining a mobile-friendly website continued. In addition, IWMC continued to offer a free Recycle Coach app to the customers. The app offers an interactive mobile sorting guide and a text notification system to provide information and reminders to customers about collection. The app also supports announcements on storm-related collection disruptions. IWMC updates the sorting and collection information in cooperation with Recycle Coach staff to ensure that any changes in the Waste Watch program are accurately reflected within the app.



## Schools and Institutions

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

The IWMC 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 other barriers. They are especially useful at the kindergarten and early grades where children tend to respond well to visual stimuli.



## Presentations, Tours and Events

On request, IWMC employees deliver custom presentations to schools, community groups, businesses, and at conferences or symposiums. Presentations may include an overview of IWMC, a synopsis of the Waste Watch Program and Sorting Guidelines, or may be on a specific topic such as composting. This year, due to COVID-19 restrictions, presentations took place virtually. IWMC PR and Marketing Department gave several interactive virtual presentations to interested community groups.

IWMC also encourages the public and schools to tour its facilities, and assists with the coordination of tours to privately-owned waste management facilities such as GreenIsle and PEI Energy Systems. We look forward to resume tours of the facilities after public health restrictions are lifted.

## Curbside Education and Support

IWMC's Curbside Education Program plays a significant role in ensuring sorting levels are satisfactory. The Compliance Officer works closely with contracted drivers to identify problem areas. Collection routes in the identified areas were visited to assess sorting levels in waste and compost 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 who were doing a great job.

"Attention" tags were left with carts requiring improved sorting. In cases where no evidence of sorting was 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 a reminder to customers to renew efforts to properly sort materials according to Waste Watch guidelines.



## PARTNERSHIPS AND COMMUNITIES

IWMC partners with several organizations that are committed to the protection of environment and whose key values align with our mandate. The Corporation plays a vital role in the annual Women's Institute Roadside Cleanup. Collection bags are procured by IWMC on a cost-shared basis with the Provincial Government. All partners work together to ensure the event is well advertised and bags are available to participants from one end of the Island to the other. IWMC supports and participates in other community partnerships such as the Charlottetown Adopt-A-Corner, Children's Wish Christmas Tree Lane, and Adopt-A-Highway.



## COVID-19

In response to the pandemic and some of the restrictions put in place at IWMC's disposal facilities, a number of educational products were developed. These tools focused on protocols to control the spread of the virus with respect to Waste Watch collection.

Customers were guided on steps to be taken to protect themselves and drivers. The Corporation relied heavily on social media, the IWMC website, and contracted with local media to communicate these important messages.





# CUSTOMER SERVICE

Customer Service is integral to the overall success of the Waste Watch Program. The IWMC Customer Service Center was established as a call center to provide support to residential, commercial, and institutional 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 Waste Watch Program. During this fiscal period IWMC Customer Service Center processed over 52,000 calls. Examples of some of the calls and 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 property managers of multi-family dwellings to develop solutions to their specific challenges.
- ▶ Resolution of road access problems.
- ▶ Answering inquiries from home and business owners.
- ▶ Coordinating special collections for participants with unique needs.
- ▶ Generating work orders for a team of Operational Support Technicians providing Island-wide support to customers. In this reporting period, almost 6,000 work orders were generated. Work orders include cart delivery, repairs and exchanges, property and road assessments, and collections as required.

IWMC has made a commitment to provide services in both English and French in accordance with the French Language 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 Waste Watch Program.



## CONTRACTOR/DRIVER LIAISON

Residential 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 assist in resolving the issues.

Drivers are responsible for informing customers on sorting and collection guidelines. 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 structured and timely flow 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 held on a regular basis to discuss challenges and best practices, and to provide information about changes to the IWMC programs. Enhanced communication and education on the COVID-19 guidelines issued by Public Health were put in place to support drivers during the pandemic.

# FINANCE AND ADMINISTRATION

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 annual preparation of audited financial statements.

## Financial Highlights

For the fiscal period ending March 31, 2021, IWMC reported a net loss of \$417,131. In the same period a residential rate increase was approved by the Island Regulatory and Appeals Commission (IRAC).

## Waste Watch Client Billing Software

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 Administration Department. The Waste Watch billing file is sent to Taxation and Property Records (TPR) which will be included in the annual property tax bill.

Through this billing process, IWMC received revenue of \$14,880,787 in 2020-21. 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 \$116,705 for this fiscal period.

## Financial Statements

A financial audit was conducted in May 2021 and included a comprehensive review of internal controls. 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 on March 31, 2021. These statements are prepared in accordance with International Financial Reporting Standards and audited by Grant Thornton, Chartered Accountants.

## WASTE WATCH USER FEES

	2021	2020
Year-Round User Fee	\$213	\$205
Seasonal User Fee	\$115	\$ 95
Extended Seasonal User Fee	\$140	\$120
Commerical Tippage Fee – Final Disposal	\$100	\$100
Commerical Tippage Fee – WWDC	\$115	\$115

## HOUSEHOLD COUNT

	Year-Round	Seasonal
March 31, 2021	68,961	8,495
March 31, 2020	67,082	8,483
March 31, 2019	66,159	8,452
March 31, 2018	65,267	8,433