



ANNUAL REPORT 2021-2022







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Chair's Message



Matthew T. McKenna, CIM
Chair
IWMC Board of Directors

Dear Minister,

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

Enclosed, please find the IWMC Annual Report for the period ending March 31, 2023.

IWMC is a Crown Corporation with a mandate to develop, implement and operate a waste management program for the Province of Prince Edward Island.

In September 2022, Prince Edward Island and all residents were devastated by post-tropical storm Fiona. This storm, leaving some without power for three weeks, effected all Islanders and had a large impact on waste management on the Island. IWMC, in conjunction with The Government of Prince Edward Island, answered the call to serve Islanders. IWMC offered free disposal of mixed waste, accepted unsorted spoiled food and extended WWDC's operating hours to assist in the clean-up efforts. Fiona Clean-up, as of March 2023, is still ongoing.

In light of the current financial stress facing Islanders, including the after affects of Fiona, the board of directors were successful in securing a financial grant from the Province of PEI to cover the cost of rate increases in order to mitigate the impact of rising costs on Islanders.

This year, and over the past two decades, Waste Watch has allowed the province Our Waste Watch program has allowed the province to be a leader in North America by utilizing a cost effective and environmentally responsible strategy to manage the waste generated on our Island. I commend all stakeholders for their unwavering support of this program which helps to protect and preserve our environment for future generations.

Sincerely,

A handwritten signature in black ink that reads "mcmk" with a long horizontal flourish extending to the right.

Matthew T. McKenna

Board of Directors

Matthew McKenna	Chair	Brian Matheson	Director
Ronald MacWilliams	Director	Gabe Keough	Director
Reg Conohan	Director	Bob Creed	Appointed
Joe MacConnell	Director	Denise Lewis Fleming	Appointed
Brenda Phillips	Director		

CEO Message



Karen MacDonald
CEO, IWMC

Island Waste Management Corporation, like all of Prince Edward Island, has continued to navigate COVID-19 this year. The corporation, our staff and contractors, have worked diligently to respond to the challenges posed by the pandemic. Delivery of our leading-edge waste management program remains the highest priority for IWMC.

In May 2021, I joined IWMC as Chief Executive Officer. It has been an exciting year and I have been busy learning about our celebrated Waste Watch Program. We have a great team here at IWMC and I am amazed at all of the work that happens behind the scenes to ensure we continue to provide Islanders with a safe and environmentally sound waste management system for our province. From tip to tip, Islanders and IWMC employees, drivers and contractors are working together to protect our environment and the health of our citizens.

I would like to take this opportunity to thank Gerry Moore for his 18 years of leadership at IWMC – under his guidance the PEI solid waste management system has flourished.

Your active participation in the Program helps to protect our precious ground water, divert tonnes of waste from the landfill each year, and give life to the 5Rs – refuse, reduce, reuse, repurpose, and recycle. Thank you to each of you for your continuing commitment to the Waste Watch Program.

Sincerely,

A handwritten signature in black ink that reads "Karen MacDonald".

Karen MacDonald



Senior Management

Karen MacDonald Chief Executive Officer

Sheri Taylor Bradley Chief Financial Officer

Heather Myers Disposal

Tracy Campbell Customer Service

Gunay Kelly Public Relations

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 landfill space used 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.

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 (until noon) 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.
- ▶ Multi-unit dwellings are provided with a set of carts per unit, or several units may share carts.
- ▶ Spring and Fall Cleanup is offered to assist homeowners with disposal of larger volumes of materials, including garden and yard debris. Special disposal items are never collected with the Spring and Fall Cleanup but can be brought into a Waste Watch Drop-off Center free of charge at any time through-out the year.
- ▶ Christmas Tree collection takes place every January, and residents also have the option to self-haul their Christmas trees to a Waste Watch Drop-Off Center for free disposal.
- ▶ Fees for services provided to residential customers are included in homeowners' annual property tax bill.



Waste Watch

The Waste Watch Program

Industrial, Commercial & Institutional Services (IC&I)

- Commercial customers arrange for a waste contractor or self-haul material to a Waste Watch Drop-Off Center.
- Fees are based on weight for commercial waste materials.
- 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 & Fall Cleanup	✓	✓	✗	✗
Christmas Tree Collection	✓	✓	✗	✗
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 \$30 cap for sorted materials at WWDC	✓	✓	✓	✗
Cart deliveries, repair & 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)
- ▶ Greensle Environmental
(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 (WWDC's) are geographically located across the province to offer disposal services to the general public and small business owners. Sorted material is transported from the WWDCs to the appropriate final disposal location.

The six WWDC's are as follows:

- Brockton WWDC
- Wellington Centre WWDC
- New London WWDC
- Murray River WWDC
- Dingwells Mills WWDC
- Greensle Environmental
(Operated under contract with IWMC)



Central Compost Facility

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 IWMC contractors and 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 (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.

This year the CCF received 20,067 tonnes of organic material. From this, the CCF produced 10,406 tonnes of final product.

Regular sampling and laboratory analysis was 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 for agricultural uses.

Compost Produced at CCF		
Fiscal Year	Tonnages Received	Compost Produced
2022	20,067	10,406
2021	19,942	8,753
2020	19,700	9,764
2019	18,998	8,693

PEI Energy Systems

PEI Energy Systems (PEIES) is privately owned and operated by Enwave Energy Corporation - this incinerator plant 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.

A total of 25,542 tonnes of waste was processed at the PEI Energy Systems facility this year. The heat/steam generated is used to heat/cool the Queen Elizabeth Hospital along with other government and privately owned buildings in the Capital Region. IWMC has a contract with PEI Energy Systems for the disposal of waste it receives.

In 2022, 336 tonnes of fly ash were collected, transported and properly disposed of at an approved off-Island facility. Greenisle has the contract for collection, transportation and disposal of the fly ash. The contract has been renewed for three years (expires May 31, 2024).



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 sanitary landfill in the province and features:

- 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 this landfill are generated mainly from Prince County. Materials generated in the remaining areas of PEI are primarily transported to PEI Energy Systems.

Material Type Received at EPWMF	2021-2022 Fiscal Year
Waste	29,874
Compost	1,999
Bottom Ash	10,094
Contaminated Soil - Residential	1,384
Contaminated Soil - Commercial	1,813
HHW (estimate)	60
Metals and White Goods	182
Tires - Inbound	2,412
Contaminated Material	463
Silage Wrap Recyclable	107
Total	49,976

East Prince Waste Management Facility

Water Monitoring

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, 40,385 cubic meters of wastewater was captured in the collection system and treated on site. No leachate was sent off site for treatment. Monthly samples are drawn for laboratory analysis from each of the six landfill cell's sump buildings. The samples were analyzed for the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations.

The on-site leachate treatment system is monitored every day the site is open for flow rates. On a monthly basis, the effluent from the Aerated Lagoon (MH#2) and the effluent from the Settling Lagoon (MH#3) are sampled for analysis. Total Nitrogen and pH was sampled at the outfall and beyond in April, May, August, September, November, December and again in February and March of 2022.

Polycyclic Aromatic Hydrocarbons (PAH) sample was collected in April and again in November 2021. All monitoring results are forwarded to Department of Environment, Water and Climate Change (DEW&CC) 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. Stantac Consulting Ltd. collected samples from groundwater monitoring wells in July 2021. 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.



Composting

EPWMF continued to process some special organic materials in its aerobic, open windrow composting operation. such as potatoes from Cavendish Farms. The compost produced from this material is utilized on site as intermediate cover material at the landfill cell.

Contaminated Soil

The contaminated soil was treated at EPWMF according to the EPWMF Contaminated Soils Management Strategy.

Waste Watch Drop-Off Centres

Disposal services are offered to the general public and small business owners across the province through a system of WWDCs. These sites are operated by IWMC include: Brockton, Wellington Centre, New London, Murray River and Dingwells Mills. The Charlottetown location is owned by GreenIsle Environmental and operated under contract with IWMC.

The operating system at these sites consists of a series of disposal stations using 40 or 50 yd³ roll-off containers. These containers are used to collect the materials sorted in the Waste Watch Program. There's bulk storage for items such as White Goods (e.g., refrigerators), Scrap Metals, C&D Material, tree branches & Asphalt Shingles. Customers are required to deliver their sorted materials to the appropriate station, and disposal fees are charged for most items with the exception of white goods, tires, HHW, and bulk residential materials (i.e., sofas, large furniture, mattresses, etc.). The sites are attended by a scale operator and a site inspector and operate in the rural areas on a shorter weekly schedule. Materials collected at the WWDCs are delivered to final disposal sites by IWMC using two tandem axle roll-off container trucks and others.

Disposal fees are charged for most items with the exception of those managed through stewardship programs and the following special disposal programs:

- Tires
- Household Hazardous Waste
- Large household furniture, i.e., mattresses and box springs
- Household appliances, i.e., fridges, stoves, etc. (white goods)
- Clean agricultural silage wrap

Materials Received at WWDCs* (Tonnes in 2021 - 2022 Fiscal Year)		
	Customers**	Tonnages
Brockton	6,548	1,401.05
Dingwells Mills	7,305	1,052.48
GreenIsle	64,778	13,281.48
Murray River	6,630	766.42
New London	8,714	1,168.18
Total	93,957	17,670
*At EPWME, WWDC customers and tonnages cannot be tracked separately from other materials received at this site.		
** Based on charged disposal fees. IWMC does not track customers delivering items accepted for free.		

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.

Former Community Dump Sites

The 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 at this site in June 2021. The samples were analyzed at a laboratory for 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 June 2021, sampling was conducted from 21 monitoring wells in Cardigan. Also, 6 wells and 4 stream locations at St. Eleanor's were sampled in June 2021. These samples were sent to a laboratory for analysis and a report is issued to IWMC for each site. The reports were also submitted to DEW&CC to fulfill the commitment for continued monitoring at closed landfill sites.

Diversion From Landfill

In the fiscal year ending on March 31, 2022, PEI diverted 64,676 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 including pesticide containers/bags, obsolete pesticides and livestock medication.

PEI Total Waste Volumes Reported by IWMC (Tonnes per Fiscal Year)			
Material Type	2022	2021	2020
Compost - contaminants removed	21,076	20,483	21,410
Waste	55,800	54,347	55,851
Tires	2 400	2,539	2,642
Household Hazardous Waste	160	152	147
Silage	75	70	51
Mattresses/Box Springs	419	421	342

PEI Total Waste Volumes Reported by Third Party Organizations (Tonnes per Fiscal Year)			
Material Type	2022	2021	2020
Recyclables	12,808	13,383	15,117
Metals and White Goods	23,819	21,687	18,157
Electronics	450	417	430
Lights	8	5	6
Used Oil	255	258	239
Sharps and Pharmaceuticals	12	10	12
Paints	168	165	145
Batteries (including lead-acid)	1042	798	682
Other Provincial Programs	1,940	1,917	1,898
Total for IWMC and Third Party Organizations	120,432	116,652	117,129

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 of 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 implementation of stewardship programs on the Island is based on agreements with the Province and various associations that act on behalf of manufacturers of the products included in these agreements.

Electronics

Recycle My Electronics is managed by the Electronic Products Recycling Association (EPRA), a national non-profit organization improving the efficiency and effectiveness of Canada's regulated electronics stewardship. IWMC WWDC's accept qualified electronics from this program and in this fiscal year collected 450 tonnes of electronics.

Batteries

Call2Recycle became PEI's official stewardship organization for batteries in March of 2019. This year, 42.12 tonnes of rechargeable/non-rechargeable batteries were sent to Call2Recycle.

Paint Stewardship Program

The paint stewardship program was developed in September 2012 and is managed by Product Care Recycling, a non-profit organization that operates a variety of programs across Canada.

WWDC's are depots for the collection of paint and aerosol remnants. This fiscal period, 168.04 tonnes of paints and aerosols has been diverted from landfill and transported off-Island for recycling.

Light Bulbs (LightRecycle):

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, 8.3 tonnes were collected by IWMC and shipped off Island for recycling.



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, 3.78 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, 8.44 tonnes of sharps were collected and transported to PEI ES for disposal.

Automotive Lead-Acid Battery

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 WWDC's are included as Canadian Battery Association's approved collection facilities. During the fiscal year, 1042 tonnes of LABs were recovered and sent off Island for proper disposal.



Special Disposal Programs

Household Hazardous Waste

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.
- Aerosol cans (with contents)
- Personal care products
- Cleaners
- Propane cylinders

IWMC has established HHW depots at all WWDCs. These depots are equipped with conventional personal protective gear and safety equipment. 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 deliver them to a HHW depot for free disposal. During this fiscal period 160 tonnes of household hazardous products were returned by residential customers to a HHW depot for proper disposal.

With the exception of products included in the above mentioned PEI's stewardship programs, 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.

Used Oil, Glycol, Filters and Containers Recycling Program

The 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's WWDCs are registered as collection facilities for this program. During the reporting period, a total of 255.17 tonnes of products under this stewardship program were recovered and transported off Island for processing.

Special Disposal Programs

Mattress + Box Spring Recycling

IWMC diverts mattresses and box springs from landfill by shipping off Island for recycling, as there are no local recyclers. 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, 18,410 mattresses and box springs amounting to 419.25 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 Programs

While IWMC has the mandate to manage waste on PEI, other programs which are administered by various government departments and private industries are established throughout the Province, including:

- Beverage Container Refund Program
- Pesticide Bag & Container Disposal
- Laser & Inkjet Cartridge Recycling
- Construction & Demolition Disposal Facilities
- Propane Tank Exchange Program
- Tires



Education

Ongoing communication with the public is a critical for the success of the Waste Watch Program. While most Islanders have adopted good sorting practices, regular public communications on the Program are prudent and 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, some of whom are newcomers to the Island.

Education Programs

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 app Recycle Coach, radio ads, and notices in local community newsletters. Public relations staff work with businesses, institutions, community groups and municipal/provincial government organizations to support waste management initiatives. IWMC also supports organizations working with newcomers to PEI, to help engage participation in Waste Watch. All customer support material produced by IWMC is available in English and French, and sorting guides are available in Mandarin and Arabic.

Schools and Institutions

Historically, IWMC has worked 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. 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.

This year, due to Covid-19 restrictions, in-person educational gatherings were paused.

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, due to Covid-19 restrictions, these types of events were also paused.

Curbside Education and Support

IWMC's Curbside Education Program plays a significant role in ensuring sorting levels are satisfactory. The Compliance Officer worked 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 that were doing a great job.

Attention tags were left with carts requiring improved sorting. In cases where no evidence of any 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: re-sort the material for their next collection, or take the cart contents to a WWDC and pay the mixed-waste surcharge for disposal. A rejected cart is one opportunity to gain the homeowner's attention with respect to sorting requirements.

Customer Service

Customer Service is integral to the overall success of the Waste Watch Program. IWMC's Customer Service Center (CSC) was 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. During this fiscal period IWMC's CSC processed over 53,500 calls. Examples of some of the calls/tasks managed by our CSC include:

- Resolving 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
- Making arrangements for cart repairs or replacements to damaged carts as reported by the customer and/or collection drivers
- Working with property managers of multi-unit dwellings to develop solutions to their specific challenges;
- Resolving road access problems
- Answering inquiries from home and business owners
- Coordinating special collections for participants with unique needs

A team of Operational Support Technicians provide Island-wide support to customers through Work Orders generated by Customer Service Representatives. In this reporting period, over 6,000 work orders were generated. Work orders include delivery, repairs, and cart exchanges, property and road assessments, and collections as required.

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

In this fiscal year, the customer service staff team grew from seven to eight members, to respond to increasing customer demand. This team includes five customer service representatives, one contractor liaison, one admin support and one customer service manager.

Contractor / Driver Liason

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

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 each day. 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. While COVID-19 did have an impact, driver and contractor meetings are normally held on a regular basis to discuss challenges and issues, and to provide information about changes to programs. Enhanced communication and education on COVID-19 guidelines in compliance with Public Health were put in place to support drivers during the pandemic.

Financial Highlights

For the fiscal period ending March 31, 2022 IWMC reported a net loss of (\$259,824).

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 \$15,797,223. 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 \$106,452 for this fiscal period.

Financial Statements

A financial audit was conducted in May 2022 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 March 31, 2022. These statements are prepared in accordance with International Financial Reporting Standards and audited by Grant Thornton, Chartered Accountants.

Waste Watch User Fees	Fiscal Year 2022	Fiscal Year 2021
Household User Fees	\$213	\$213
Cottage User Fee	\$115	\$115
Tippage Fee – Final Disposal	\$100	\$100
Tippage Fee - WWDC	\$115	\$115

Household Count	Households	Cottages
March 31, 2022	70,711	8,492
March 31, 2021	69,157	8,497
March 31, 2020	67,082	8,483
March 31, 2019	66,159	8,452
March 31, 2018	65,267	8,433