

# ANNUAL **REPORT** **2023-2024**



**ISLAND WASTE MANAGEMENT CORPORATION**



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



Dear Minister,

As Chair of the Island Waste Management Corporation (IWMC), I am honored to present our Annual Report for 2023-2024.

IWMC is mandated to develop, implement, and operate a waste management program for Prince Edward Island. Through our collective efforts, IWMC continues to be a national leader in waste management, achieving remarkable progress in waste diversion and environmental stewardship. Reflecting on the past year, it is clear that our success stems from the dedication of our team and the unwavering support of the Island community. Together, we have diverted over 1.3 million tonnes of material from our landfill over the past two decades. This is not just a statistic — it represents the commitment of Islanders to preserving our province for future generations.

As Prince Edward Island continues to grow and adapt to new challenges, so too must we evolve our waste management practices. Recent severe weather events and the province's rapid population growth remind us of the need for continuous innovation and resilience in our operations. We are actively planning for the future, ensuring that our services meet the needs of today while being prepared for tomorrow's challenges. Looking ahead, I am confident that IWMC will continue to set the standard for responsible waste management. Our commitment to fiscal and environmental responsibility remains unwavering, and we are excited about new initiatives and improvements on the horizon.

In closing, I want to extend my deepest gratitude to all those who have contributed to IWMC's success. From our dedicated staff to our engaged stakeholders, it is your passion for environmental sustainability that drives us forward. Together, we will continue to protect and enhance the environment of Prince Edward Island.

Sincerely,

A handwritten signature in black ink, appearing to read 'McKenna'.

Matthew T. McKenna, CIM®

### IWMC Board of Directors

Matthew McKenna .....	Chair	Deputy Minister of Finance .....	Appointed
Lindy McQuillan .....	Director	Deputy Minister of Agriculture .....	Appointed
Cletus Dunn .....	Director	Deputy Minister of Transportation	
Wendy McNeill .....	Director	and Infrastructure .....	Appointed
Paul MacDonald .....	Director		
Reg Conohan .....	Director		



Karen MacDonald  
CEO  
IWMC



Dear Minister,

In our last report, I spoke about looking to the future as a corporation and our endeavour to serve Island residents in the most effective and innovative ways possible. Thinking forward has certainly been a theme of this 2023-2024 year.

The widespread brand of the Waste Watch Program is one of our greatest assets and accomplishments. For many on Prince Edward Island, separating waste materials into the appropriate stream is simply a way of life. We now have generations of children who have grown up with these practices, adopting them early on and not knowing that our province once operated with a very different approach. It is an incredible story of determination for a better reality that has unfolded as hoped.

Still, in the face of accomplishment, our work is never done. That sentiment has been a part of many conversations this year. Serving Islanders in effective and innovative ways requires outside-the-box thinking that keeps modernization and relevancy at the forefront. I am proud of the steps we are taking in this realm, such as seeking input from our stakeholders about their experiences with IWMC and their ideas on the future of our province's waste management.

When I think about where we are and where we plan to be in five years, I am optimistic. The year ahead will be a full one, and the ideas we have been discussing will start to come to fruition. None of this would be possible without our team members at IWMC. From tip to tip, at every level of our work, they remain committed to enhancing processes and safeguarding precious natural resources on Prince Edward Island.

Sincerely,

Karen MacDonald

### IWMC Senior Management

Karen MacDonald ..... Chief Executive Officer  
Tracey Laughlin ..... Chief Financial Officer  
Heather Myers ..... Disposal Manager  
Tracy Campbell ..... Customer Service Manager  
Susan Frizzell ..... Human Resources Manager  
Jenny Richard ..... Communications and Engagement Manager

# Our History

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

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In the early 1990s, a committee of local, municipal, and provincial officials was formed with the task of finding a new landfill location due to the nearing capacity of the existing local disposal sites.

This committee recognized the need to rethink waste management on PEI in order to establish an environmentally responsible waste disposal program. Out of this need emerged Waste Watch, a locally developed initiative that focused on reducing landfill usage through composting organics, marketing recyclables, and properly handling hazardous waste.

Waste Watch operates as a mandatory program that requires residents, businesses, and visitors to separate their waste at its source. The East Prince Waste Management Facility, PEI's only current active landfill, was constructed in 1994, coinciding with the initial implementation of Waste Watch across approximately 12,500 homes and businesses.

In 2002, the Waste Watch Program was extended Island-wide, leading to the closure of all remaining community dumps in the province.



**Central Compost  
Facility**



**East Prince Waste  
Management Facility**

# Highlights and Priorities

## 2023-2024 Highlights

- Participated in a comprehensive strategic planning process to develop the corporation's first-ever Strategic Plan. This process included a public survey, staff workshops, an open house, and stakeholder focus groups.
  - Island-wide contracts for the collection and transportation of residential waste and organics were awarded to GFL Environmental following a public procurement process.
  - Partnered with the Fishing Gear Coalition of Atlantic Canada (FGCAC) and the PEI Department of Fisheries, Tourism, Sport, and Culture (PEI FTSC) for an End-of-Life Fishing and Aquaculture Gear Collection and Recycling feasibility study. The study's goal was to support PEI's fish harvesters and fish farmers in responsibly disposing of their end-of-life fishing and aquaculture gear.
- 

## Priorities for 2024-2025

- Develop and execute a human resources plan, including the launch of initiatives aimed at enhancing employee engagement and retention at all IWMC offices and facilities.
- Release of IWMC's 2024-2028 Strategic Plan.
- Increase outreach and public engagement efforts related to Waste Watch Program participation and translated resources.
- Continue implementing Recorded Information Management (RIM) processes within the corporation.

# Waste Watch Program



## Residential

- On PEI, household compost and waste carts are collected bi-weekly.
- Recyclables are picked up monthly, with an additional free drop-off service available on Saturday mornings until noon to supplement curbside recyclable collection.
- Collection services are provided to cottages from June through September and are extendable upon registration.
- Multi-unit dwellings can choose a set of carts per unit or adopt a shared cart arrangement among several units.
- To accommodate larger material volumes, including yard debris, an annual Spring and Fall Cleanup service is offered. While special disposal items are not collected during this time, they are accepted free of charge at any Waste Watch Drop-Off Center (WWDC) throughout the year.
- Each January, IWMC organizes a Christmas tree collection initiative. Residents also have the option to personally transport their Christmas trees to a WWDC for complimentary disposal.
- For residential customers, service fees are conveniently integrated into their annual property tax bill.





# Waste Watch Program

## Industrial, Commercial & Institutional Services (IC&I)

- Commercial clients have the flexibility to engage a waste contractor or self-haul material to a designated WWDC.
- For commercial waste, fees are calculated based on the weight of the materials being disposed of. To discourage improper sorting, a surcharge is applied to improperly sorted materials.
- Participation in the Waste Watch Program is obligatory for commercial entities, and it is their responsibility to supply appropriate sorting receptacles for employees and customers.
- IWMC has established guidelines for the management of public waste, which encompasses materials generated during events, festivals, in public spaces, and in dining areas beyond staff control.
- IWMC facilities do not accept hazardous waste originating from this sector. Businesses are required to contract private hazardous waste carriers for the appropriate disposal of such materials.





# Waste Watch Program

## IWMC SERVICES (RESIDENTIAL)

---

Bi Weekly Waste  
and Compost Cart  
Collection

1

2

Monthly Recyclables  
Collection

Free Saturday  
Morning Recyclables  
Drop-Off

3

4

Spring and Fall  
Cleanup

Christmas Tree  
Collection

5

6

\$30 Maximum Charge  
For Sorted Household  
Materials at WWDC

Cart Deliveries, Repair,  
and Maintenance

7

8

Operation of IWMC  
Offices, Disposal  
Facilities, and Programs

The following services are also offered to the IC&I Sector:

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9

Free Disposal of Select  
Items Through  
Stewardship Programs

Free Disposal of Select  
Items Through Special  
Disposal Programs

10

# Disposal Facilities

All waste material sorted on PEI end up at one of four facilities.

Some materials received at IWMC's facilities require special handling and disposal as specialized facilities are not currently available on P.E.I. These materials, such as hazardous waste, are sent off Island for appropriate processing and/or final disposal.

## Facilities

**Central Compost Facility**  
(Organics Processing)

**PEI Energy Systems**  
Energy-From-Waste Facility (Waste)

**East Prince Waste Management Facility**  
Fully-Lined Landfill Cells (Waste)

**GFL Environmental**  
Recycling Facility (Recyclables)

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



- Brockton WWDC
- Wellington Centre WWDC
- New London WWDC
- Charlottetown WWDC
- Dingwells Mills WWDC
- Murray River WWDC

# Disposal Facilities

## Central Compost Facility

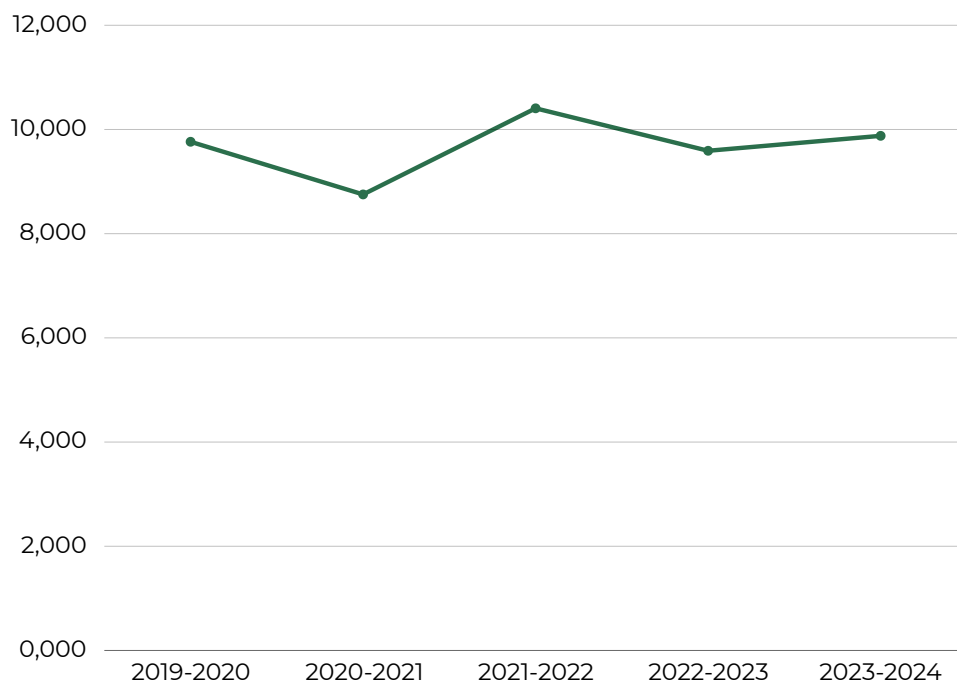
The Central Compost Facility (CCF), in Brookfield, stands as IWMC's asset, owned and entrusted with operational management carried out by ADI International (PEI) through a contractual agreement.

The CCF is the destination for source-separated residential and commercial organic feedstock, thoughtfully gathered and transported by IWMC contractors and private haulers. The CCF uses containerized composting technology (in-vessel composting) to meet the stringent environmental requirements for odour control and ground water protection.

This year the CCF received 19,224 tonnes of organic material. From this, the CCF produced 9,878 tonnes of Category A compost.

Routine sampling and laboratory analysis were conducted in compliance with the specifications outlined in the Environmental Protection Act Waste Resource Management Regulations, as mandated by the Department of Environment, Energy and Climate Action (EECA).

### Tonnes of Compost Produced Per Year



- **2023-2024:**  
9,878
- **2022-2023:**  
9,591
- **2021-2022:**  
10,406
- **2020-2021:**  
8,753
- **2019-2020:**  
9,764

# Disposal Facilities

## PEI Energy Systems

PEI Energy Systems is privately owned and operated by Enwave Energy Corporation – this incinerator plant burns municipal solid waste (black cart materials). The facility provides steam and hot water heat to a 15-kilometre heat distribution system throughout the core area of the City of Charlottetown.

This year, 23,723 tonnes of waste was processed at the PEI Energy Systems facility. 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.

299 tonnes of fly ash were collected, transported, and properly disposed of at an approved off-Island facility. GFL Environmental (formally Terrapure Environmental Systems) has the contract for collection, transportation, and disposal of fly ash. The contract expires on May 31, 2024.



# Disposal Facilities

## East Prince Waste Management Facility (EPWMF)

East Prince Waste Management Facility (EPWMF) is a final disposal facility for waste (the only sanitary landfill within the province). EPWMF serves contracted waste haulers, and a Waste Watch Drop-Off Center (WWDC) operates at the facility. The WWDC is open to the public.

EPWMF features and services:

- A second-generation lined landfill
- On-site wastewater treatment
- Windrow composting facility
- Mattress and box spring recycling depot
- Drop-off depot for stewardship products
- Waste Watch Drop-Off Center
- HHW (Household Hazardous Waste) receiving facility

<b>Material Type Received at EPWMF</b>	<b>2023-2024 Fiscal Year (Tonnes)</b>	<b>2022-2023 Fiscal Year (Tonnes)</b>
Waste	35,275	33,572
Compost	1,995	2,129
Bottom Ash	8,949	9,287
Contaminated Soil (Residential)	243	284
Contaminated Soil (Commercial)	2,016	3,047
HHW (estimate)	24	22
Metals and White Goods	217	139
Contaminated Metal	823	1,634
Silage Wrap	91	87
Asbestos	164	169
<b>Total</b>	<b>49,797</b>	<b>50,370</b>

# Water Monitoring at EPWWMF

## Groundwater and Surface Water Monitoring

Groundwater and surface water monitoring is conducted at EPWWMF once per year.

Stantec Consulting Ltd. (Stantec) collected samples from groundwater monitoring wells in August 2023. Surface water samples (locations) were also collected from the storm water retention ponds, connecting manhole access ports and spring (artesian well). The samples were analyzed at a laboratory for the parameters outlined in the EECA Environmental Protection Act – Waste Resource Management Regulations.

## Leachate Production, Treatment and Monitoring:

EPWWMF's wastewater treatment system consists of an aerated lagoon, a 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.

33,715 cubic meters of leachate were captured in the collection system and treated in the on-site leachate treatment system. No leachate was sent off-site for treatment.

Monthly samples are drawn for laboratory analysis from each Sump building for the six landfill cells. 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. Every month, the effluent from the Aerated Lagoon (MH#2) and the effluent from the Settling Lagoon (MH#3) are sampled for analysis. The Constructed Wetland Effluent (MH#6) is sampled monthly, with MH#2 and MH#3, unless otherwise directed by EECA.

Total Nitrogen and pH were sampled at the outfall and beyond in April, May, June, July, August, September, October, November, December, January, February, and March.

A Polycyclic Aromatic Hydrocarbons (PAH) sample was collected in April and again in November 2023.

Monitoring results are forwarded to EECA regularly to confirm that the facility is operating within the required parameters.

**Composting**

EPWMF processed some special organic materials in its aerobic, open windrow composting operation including 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 Centers (WWDCs)

A system of WWDCs across the province offers disposal services to the public and small business owners. IWMC operates sites in Brockton, Wellington Centre, New London, Murray River and Dingwells Mills. The Charlottetown location is owned by GFL Environmental and operated under contract with IWMC.

The operating system at these sites consists of a series of disposal stations using 40 or 50 yd<sup>3</sup> roll-off containers. Sorted materials that arrive at the site are collected in these containers. Bulk storage is available for items like white goods (e.g., refrigerators), scrap metals, construction and demolition (C&D) material, tree branches, and asphalt shingles. Customers must deliver their sorted materials to the appropriate station, and disposal fees are charged for most items (excluding white goods, tires, household hazardous waste, bulk residential materials (e.g., sofas, large furniture, mattresses, etc.), and stewardship program materials). A scale operator and a site inspector run each site. Rural locations operate 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 other vehicles.

Material Received at WWDCs* (tonnes in 2023-2024 fiscal year)			Material Received at WWDCs* (tonnes in 2022-2023 Fiscal Year)	
Location	Customers**	Tonnages	Customers**	Tonnages
Brockton	6,222	1,378	6,587	1,476
Dingwells Mills	8,645	1,275	7,575	1,107
Charlottetown	67,218	16,256	67,489	15,273
Murray River	7,835	1,077	7,688	957
New London	11,062	1,384	10,403	1,387
Total	100,982	21,370	99,742	20,200

\*At EPWMF, WWDC customers and tonnages cannot be tracked separately from other materials.

\*\*Based on charged disposal fee, IWMC does not track customers delivering items accepted for free.



# Former Community Dump Sites

The Queens County Regional Landfill, located in the community of Miltonvale Park, is no longer in use. The building, which still stands on site, is used by IWMC to store Waste Watch carts and roll-off containers.

As required by the Department of Environment, Stantec Consulting Ltd., collected samples from 16 groundwater monitoring wells at this site in July 2023. The samples were analyzed at a laboratory for the parameters outlined in the EECA Waste Resource Management Regulations.

Stantec Consulting Ltd. is also contracted to conduct yearly sampling at former landfill cells in Cardigan and St. Eleanor's.

In June 2023, sampling was conducted from 20 monitoring wells in Cardigan. In June 2023, six wells and four stream locations at St. Eleanors were sampled.

These samples were sent to a laboratory for analysis and a report was issued to IWMC for each site. The reports were also submitted to EECA to fulfill the commitment to continued monitoring at closed landfill sites.

# Diversion from Landfill

In the fiscal year ending March 31, 2024, PEI diverted 59,043 tonnes of material from the landfill. This number 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 EECA;
- Waste diversion activities, like backyard composting, grasscycling, commercial mulching operations, etc.

Provincial programs noted on the diversion chart include beverage container bottles and Cleanfarms Programs.

<b>PEI Total Waste Volumes Reported by IWMC (tonnes per fiscal year)</b>			
<b>Material Type</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
Compost	20,313	20,654	21,076
Waste	59,937	59,692	55,800
Tires	3,000	2,294	2,400
HHW	194	195	160
Silage	N/A (now in other provincial programs listed below)	49	75
Mattresses	347	360	419

**PEI Total Waste Volumes Reported by Third- Party Organizations  
(tonnes per fiscal year)**

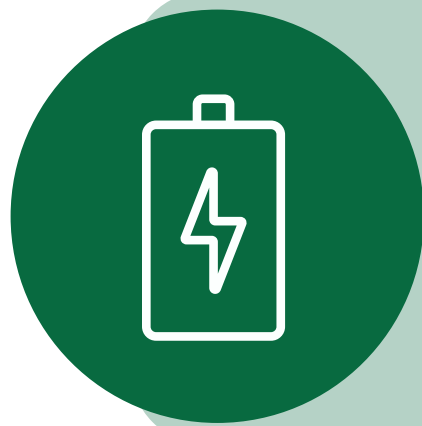
<b>Material Type</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
Recyclables	14,866	14,243	12,808
Metals and White Goods	16,252	20,643	23,819
Electronics	457	401	450
Lights	6	8	8
Used Oil, Filters and Containers	512	305	255
Sharps + Pharmaceuticals	12	12	12
Paints and Empty Paint Containers	143	147	168
Batteries (Including lead acid)	1,005	1,108	1,042
Other Provincial Programs	1,938	1,857	1,940
<b>Total for IWMC and Third-Party Organizations</b>	<b>118,982</b>	<b>121,968</b>	<b>120,432</b>

# Stewardship Programs



## 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 WWDCs accept qualified electronics from this program and in this fiscal period collected 457 tonnes of electronics.



## Batteries

Call2Recycle became PEI's official stewardship organization for batteries in March 2019. This fiscal period, 45.57 tonnes of rechargeable/non-rechargeable batteries were sent to Call2Recycle.



## Paint Stewardship Program

WWDCs are depots for the collection of paint and aerosol remnants. This fiscal period, 142.91 tonnes of paints and aerosols were diverted from landfill and transported off-Island for recycling.





### **Island Medication Return Program**

This program includes medications (prescription and over-the-counter drugs such as pain and cold medicine), natural health products, vitamins, and supplements purchased by residential customers. This fiscal period, 3.72 tonnes of medications were returned under this program and transported to PEI Energy Systems for final disposal.



### **Island Sharps Collection Program**

This program covers needles, needle tips, syringes, insulin pens, lancets and other sharps from residential customers. Customers can visit any participating pharmacy to pick up a free approved sharps container. When full, they can return the containers to the pharmacy. During the fiscal period, 8.63 tonnes of sharps were collected and transported to PEI Energy Systems for disposal.



### **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 period, 5.91 tonnes were collected by IWMC and shipped off-Island for recycling.



### **Automotive Lead-Acid Battery**

Lead acid batteries (LABs) are collected and returned for recycling through this stewardship initiative. Products include all LABs, such as those used to start vehicles, boats and recreational vehicles, commercial trucks, and public transport (e.g., buses, planes, forklifts). During the fiscal year, 958.5 tonnes of LABs were recovered and sent off-Island for proper disposal.



### **Agricultural Plastics**

This stewardship program officially began in December 2022 and is managed by Cleanfarms. The program includes end-of-life products and packaging used on farms, such as pesticides containers, fertilizer containers and bags, seed, pesticide and inoculant bags, silage bags, silage bunker covers and tarps, bale/silage wrap, and biter twine. Cleanfarms collected 109.55 tonnes of agricultural plastics. 100.06 tonnes was sent for recycling and 9.49 tonnes was incinerated at PEI Energy Systems.



### **Used Oil, Glycol, Filters and Containers**

The Used Oil Management Association Atlantic (UOMA-Atlantic) administers a stewardship program for the 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 collection facilities for this program. During the fiscal period, 511.77 tonnes of products under this stewardship program were recovered and transported off-Island for processing.

# 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.

Due to the nature of these products, HHW is never collected curbside. Residents deliver them to a HHW depot for free disposal. 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. During this fiscal period, 193.97 tonnes of household hazardous products were returned by residential customers to a HHW depot for proper disposal.

Apart from products managed through PEI's stewardship programs, hazardous waste produced by the industrial, commercial, and institutional sectors is not accepted at IWMC facilities. Businesses must safely and properly dispose of this material through an arrangement with a hazardous waste carrier.

### Examples of household hazardous waste include:

**Adhesive, silicone,  
etc.**

**Personal care  
products**

**Items containing mercury**

**Propane cylinders**

**Aerosol cans  
containing product**

**Cleaners**



# Special Disposal Programs

## Mattress and Box Spring Recycling

IWMC diverts mattresses and box springs from the landfill by shipping them 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 cotton and textile fibers, steel, and wood are removed and separated from mattresses and box springs and then remanufactured. During this fiscal period, 16,203 mattresses and box springs amounting to 347.44 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
- Laser + Inkjet cartridge recycling
- Construction + demolition disposal
- Propane tank exchange program
- Tires

# Education

Having consistent and ongoing communication with the public is critical for the success of the Waste Watch Program. While most participants in the province have adopted good sorting practices, regular public communication is necessary. It is also important to ensure that the public knows of any new waste management initiatives and to share our successes with customers.



## Education Programs

IWMC has produced a variety of tools to assist customers with participation in the Waste Watch Program and to promote understanding of sorting and collection guidelines. These tools include a semi-annual newsletter and collection calendar, printed and interactive sorting guides, a frequently updated website, social media accounts, and a free mobile app called Recycle Coach. IWMC also engages in radio ads and places notices in local community newsletters. Staff work with businesses, institutions, community groups, and municipal/provincial government organizations to support waste management initiatives.

All customer support material produced by IWMC is available in English and French, and sorting guides are available in Spanish, Mandarin, and Arabic. To further engage participation in the Waste Watch Program, IWMC supports organizations that work with newcomers to PEI.

## Presentations

By request, IWMC employees deliver custom presentations to schools, community groups, businesses, and conferences or symposiums. Presentations include an overview of IWMC and an interactive summary of the Waste Watch Program and Sorting Guidelines. Depending on the audience, some presentations may focus on a specific topic such as composting.



## Curbside Education and Support

IWMC's Curbside Education Program plays a significant role. The Program Compliance Inspector works closely with contracted collection drivers to identify and address areas experiencing challenges. Collection routes in identified areas are visited to assess sorting levels in waste and compost carts. The direct outreach done by the Inspector has not only resulted in improved sorting levels but has also provided IWMC with the opportunity to recognize customers who are in full compliance with Program guidelines.

Attention tags are left with carts requiring improved sorting. In cases where no evidence of any sorting is observed, the Inspector attaches a rejection notice to the cart and notifies the collection driver. A rejected cart is one opportunity to gain a resident's attention concerning sorting requirements.



# Social Media Awareness

With over 9,000 followers on social media, IWMC uses its digital presence to share information about sorting guidelines, collection updates, and general news about the corporation. Currently, IWMC manages a Facebook account and an Instagram account.



**IWMC Facebook**

**IWMC Instagram**



# Customer Service

Customer Service is integral to the overall success of the Waste Watch Program. IWMC's Customer Service Centre (CSC) provides support to residential, commercial, and institutional Island customers as well as visitors to the province.

Representatives answer questions on a wide range of topics and provide customers with the knowledge and confidence needed to fully participate in the program. During this fiscal period, IWMC's CSC averaged over 200 calls a day.

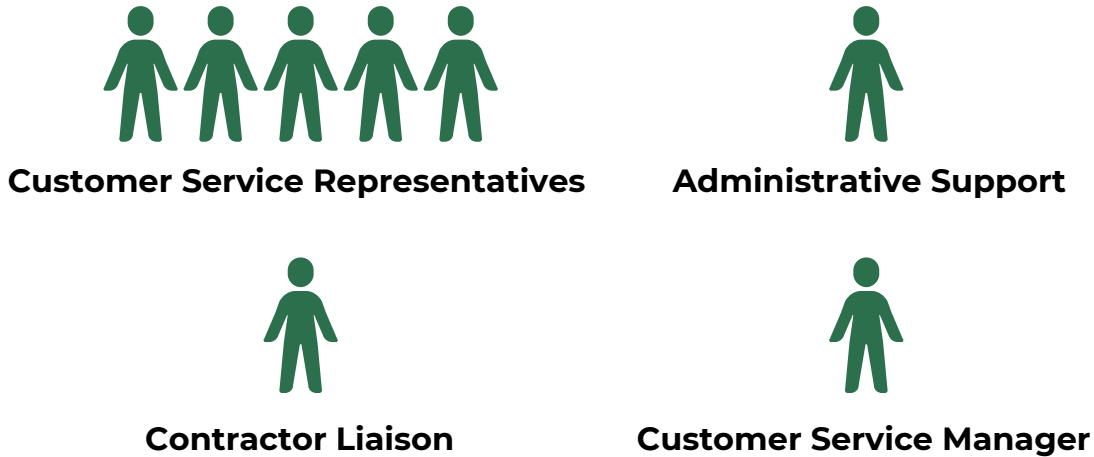
## **Examples of some of the tasks managed by our CSC include:**

- Resolving collection issues for the residential sector
- Assisting new residents with an overview of PEI's Waste Management System
- Making arrangements for Waste Watch carts at newly constructed properties
- Making arrangements for cart repairs and replacements
- Working with property owners to develop solutions to their specific challenges
- Resolving road access challenges
- Answering inquiries from home and business owners
- Coordinating special collection for participants with unique needs

A team of Operational Support Technicians provide Island-wide assistance to customers by completing work orders generated by Customer Service Representatives. In this reporting period, over 5,900 work orders were generated. Work orders include delivery, repairs, cart exchanges, property and road assessments, and collections as required.

IWMC has made a commitment to provide services in both English and French in keeping with the French Language 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 consisted of eight full-time members. This team includes five customer service representatives, one contractor liaison, one admin support and one customer service manager.



## Contractor/Driver Liaison

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 inspecting carts at the curb. Tools have been developed to help them communicate with customers and let them know where improvements to sorting are required. Drivers complete Daily Collection logs which are forwarded to the CSC each day. This ensures a smooth transition of information to enable our team to provide excellent customer service.

# Financial Information

For the fiscal period ending March 31, 2024, IWMC reported a net deficit of \$431,074. In the same period, no residential rate increase was requested from the Island Regulatory and Appeals Commission (IRAC) for the calendar year 2023 (affecting April 1, 2023, to December 31, 2023, of the March 31, 2024, fiscal year). However, a rate increase was requested and approved by IRAC for the calendar year 2024, affecting the January to March 2024 portion of the March 31, 2024, fiscal year.

## 2024 Highlights

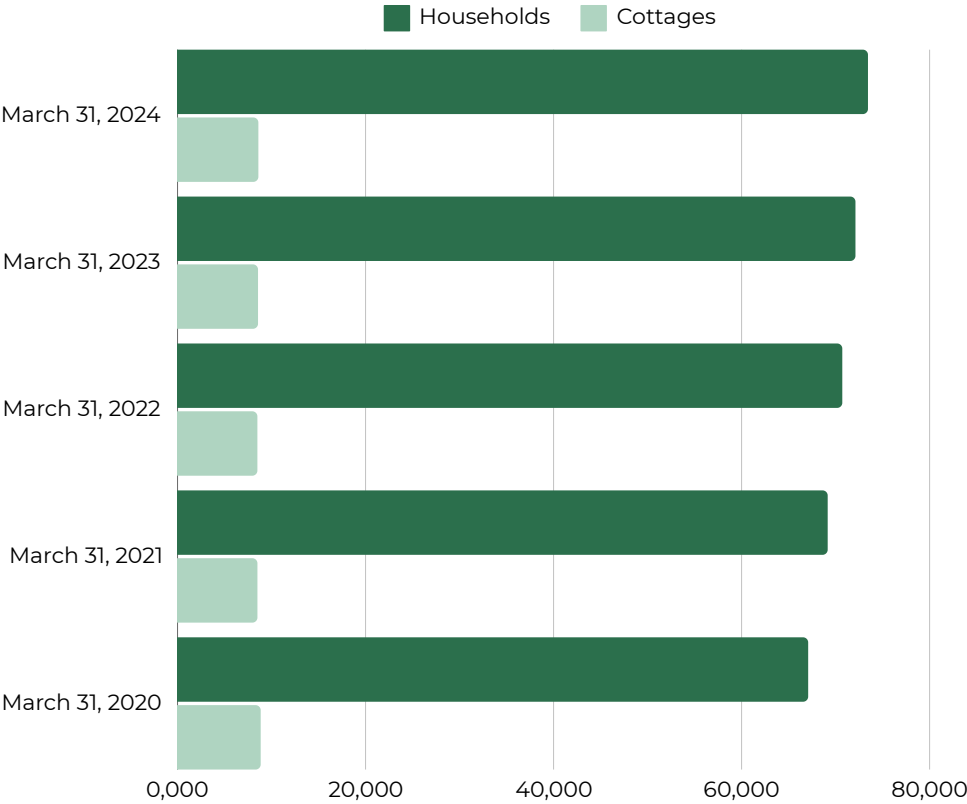
IWMC fees are set by the Island Regulatory and Appeals Commission (IRAC), mandated under Section 18.1 of the Environmental Protection Act. The costs include a Residential User Fee (also known as Household User Fee), charged annually to all residences on property tax bills issued by the provincial government. There are also Disposal Fees charged mainly to businesses and other institutions on a per-tonne basis at the disposal facilities operated or overseen by IWMC.

IRAC's determination of an appropriate Residential Collection Fee is based on the amount required to cover the costs of collecting and disposing of residential waste. This is based on a fully costed model which includes collection contracts, the operating costs of the various disposal facilities (such as the Central Compost Facility, PEI Energy Systems, and the East Prince Waste Management Facility), and the six Waste Watch Drop-Off Centers (WWDCs) across the province to facilitate disposal by residents. The costs also include the amortization of the facilities and equipment and the interest on the capital debt.

On December 13, 2021, IWMC applied to IRAC for rate increases in all rate categories. An order was issued on February 24, 2022, approving the proposed rates. In March 2022 and February 2023, IWMC was provided financial grants from the Provincial Government to offset fee increases to customers for those calendar years. In addition, on January 6, 2024, IWMC applied to IRAC for rate increases in all rate categories and an order was issued on February 26, 2024, approving the proposed rates. The provincial government again provided a grant to fully subsidize these rate increases for the 2024 calendar year.

Current Residential Waste Watch Fees				
Fee	2022-2023	Rate Paid By Islanders After Provincial Subsidy	2023-2024	Rate Paid By Islanders After Provincial Subsidy
Household User Fees	\$224	\$213	\$236	\$213
Cottage User Fees	\$130	\$115	\$116	\$115
Tippage Fees - Final Disposal	\$108	\$100	\$122	\$100
Tippage Fees - WWDC	\$130	\$115	\$137	\$115

## Household Count



**March 31, 2024:**

- 73,442 Households
- 8,597 Cottages

**March 31, 2023:**

- 72,111 Households
- 8,560 Cottages

**March 31, 2022:**

- 70,711 Households
- 8,492 Cottages

**March 31, 2021:**

- 69,157 Households
- 8,497 Cottages

**March 31, 2020:**

- 67,082 Households
- 8,843 Cottages

# Waste Watch Client Software Application

Waste Watch Client is a custom software application that monitors the status of properties, registers carts, and applies the appropriate annual Waste Watch fee. This software provides inquiry capabilities for 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 to be included in their annual property tax bill.

Through this billing process, IWMC received revenue of \$17,558,894. 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, included in the received revenue referenced above, was \$103,786 for this fiscal year.

## Financial Audit

A financial audit was conducted in May 2024 and included a comprehensive review of internal controls.

Attached are IWMC's audited financial statements for the year ending on March 31, 2024. These statements are prepared in accordance with International Financial Reporting Standards and audited by Grant Thornton, Chartered Accountants.