

ANNUAL **REPORT** **2022 - 2023**



IWMC

ISLAND WASTE MANAGEMENT CORPORATION



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



Dear Minister,

It is my privilege to address you through this annual report as we reflect upon the journey of Island Waste Management Corporation (IWMC) over the past year.

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 fulfilling our mission, the entire IWMC team, from the Board of Directors to the diligent staff, stand united in our pledge to manage solid waste on Prince Edward Island with the highest regard for both our environment and fiscal responsibility.

This year was not without its trials. As our resilient Island community recovered from the far-reaching impacts of Covid-19, it was devastated by post tropical storm Fiona. This unprecedented storm left in its wake many challenges for all Island residents. I am immensely proud of IWMC's swift and resolute response, contributing significantly to the province's recovery efforts. This is a testament to our unwavering dedication and capacity to rise to challenges.

In closing, I extend my deepest gratitude to all who have contributed to IWMC's success, underscoring our shared commitment to preserving our province's environmental integrity.

Sincerely,

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

Matthew T. McKenna, CIM®

Board of Directors

Matthew McKenna Chair
Ronald MacWilliams Director
Reg Conohan Director
Lindy McQuillan Director

Brenda Phillips Director
Brian Matheson Appointed
Bob Creed Appointed
Denise Lewis Fleming Appointed

Karen MacDonald CEO, IWMC



Dear Minister,

As we reflect on the year gone by, it is with immense pride that we acknowledge the steadfast dedication of our team and the enduring support of Islanders in upholding our waste management program.

The year posed its share of challenges, most notably the aftermath of Post Tropical Storm Fiona that struck our Island in September 2022. This unforeseen event resulted in an influx of waste, testing the limits of our facilities and resilience. I am proud to share that our team rose to the occasion, extending working hours at our Waste Watch Drop-Off Centers and providing critical assistance in the cleanup efforts.

As we look to the future, we have embarked on a strategic planning process. This endeavor will shape the trajectory of IWMC and guide us in serving our Island residents in the most effective and innovative ways possible.

The past year has been a testament to our collective strength, resilience, and determination. As we navigate the path ahead, we remain steadfast in our commitment to enhancing the lives of Islanders and safeguarding the natural beauty of Prince Edward Island.

Sincerely,

A handwritten signature in dark ink, appearing to read 'K MacDonald', written in a cursive style.

Karen Macdonald

Senior Management

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

Our History

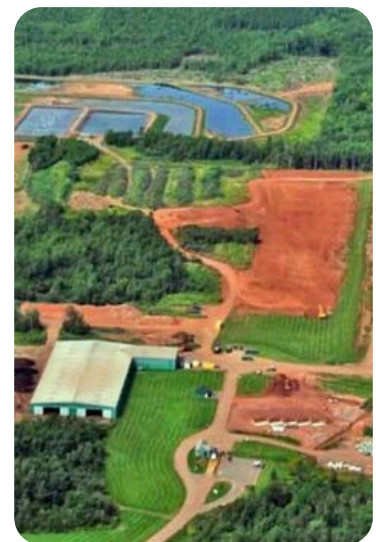
Island Waste Management Corporation (IWMC) is a provincial Crown Corporation, created in May 1999, pursuant to the Environmental Protection Act. The Corporation is organized under a Board of Directors and is responsible for the administration and delivery of a cost-effective and environmentally-responsible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

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 site.

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 focused on reducing landfill usage through composting organics, marketing recyclables, and proper handling of specialized waste.

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

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



Residential Program



Households benefit from a bi-weekly collection of compost and waste carts. Recyclables are picked up monthly, with an additional drop-off service available on Saturday mornings until noon to supplement curbside recyclable collection.

For cottages, collection services are provided from June through September, extendable upon registration. Multi-unit dwellings can choose either a set of carts per unit or adopt a shared cart arrangement among several units.

To accommodate larger material volumes, including yard debris, we offer Spring and Fall Cleanup services. It's important to note that special disposal items are not collected during this time but can be conveniently brought to a Waste Watch Drop-Off Center, free of charge, throughout the year.



Each January, a Christmas Tree collection initiative is organized. Residents also have the option to personally transport their Christmas trees to a Waste Watch Drop-Off Center for complimentary disposal. For residential customers, service fees are conveniently integrated into their annual property tax bill.

Waste Watch Program

Commercial clients have the flexibility to either engage a waste contractor or opt for self-hauling to a designated Waste Watch Drop-Off Center.

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 waste.

Participation in the Waste Watch program is obligatory for commercial entities, and it's their responsibility to supply appropriate sorting receptacles for both employees and customers.

We have established guidelines for the management of public waste, which encompasses materials generated during events, festivals, in public spaces, and dining areas beyond staff control.

It's important to note that 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.



IWMC SERVICES

Bi Weekly Waste /
Compost Cart
Collection

1

2

Monthly Recyclables
Collection

Free Saturday
Morning Recyclables
Drop-Off

3

4

Spring + Fall Cleanup

Christmas Tree
Collection

5

6

\$30 Maximum Charge
For Sorted Household
Materials at WWDC

Cart Deliveries, Repair
& Maintenance

7

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

8

Free Disposal of Select
Items Through
Stewardship Programs

Free Disposal of Select
Items Through Special
Disposal Programs

9

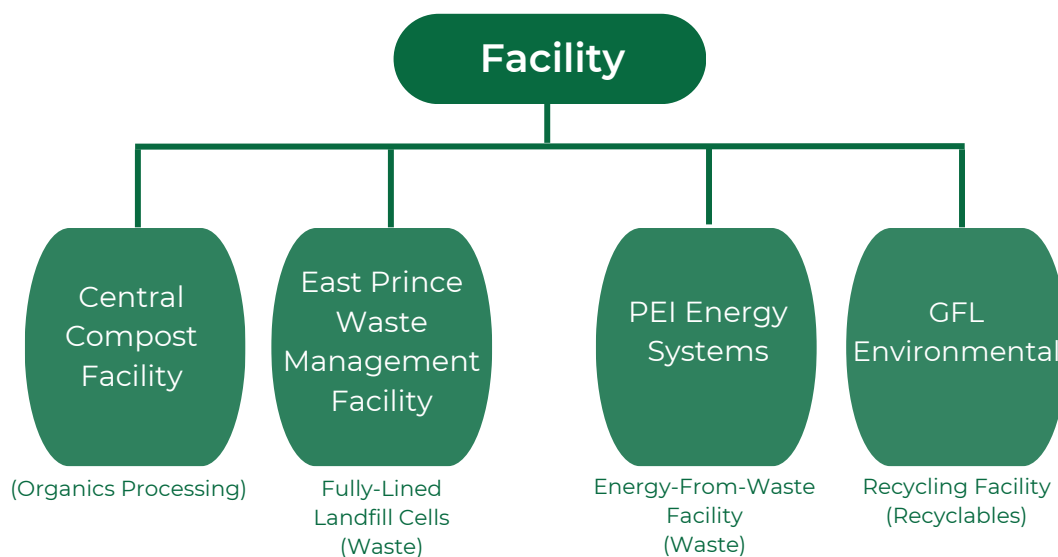
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Operation of IWMC
Offices, Disposal
Facilities and Programs

Disposal Facilities

PEI's sorted waste material all has a final destination, with four locations, depending on the item and materials it is made of.

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 (WWDCs) 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.

Brockton WWDC

Wellington Centre WWDC

New London WWDC

Murray River WWDC

Dingwells Mills WWDC

Charlottetown WWDC

Disposal Facilities

Central Compost Facility

The Central Compost Facility (CCF), situated 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.

The CCF received 19,600 tonnes of organic material. From this, the CCF produced 9,591 tonnes of final product.

Routine sampling and laboratory analysis were conducted in compliance with the specifications set forth in the Environmental Protection Act Waste Resource Management Regulations, as mandated by the Department of Environment, Water and Climate Change (DEW&CC).

PEI Energy Systems

PEI Energy Systems is privately owned and operated by Enwave Energy Corporation – this incinerator plant burns solid waste (black cart materials). 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.

This year, 24,398 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.

361 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 the fly ash. The contract expires in May 31, 2024.

Disposal Facilities

East Prince Waste Management Facility (EPWMF)

East Prince Waste Management Facility (EPWMF) serves as a final disposal facility for waste (the only sanitary landfill within the Province) which serves contracted waste haulers and a Waste Watch Drop-Off Center (WWDC), which serves the general public (residents and businesses). EPWMF features:

Second-generation lined landfill

Drop-off depot for stewardship products

On-site wastewater treatment

Waste Watch Drop-Off Center

Windrow composting facility

HHW* receiving facility

*Household Hazardous Waste

Mattress and box spring recycling depot

Material Type Received at EPWMF	2022-2023 Fiscal Year (Tonnes)	2021-2022 Fiscal Year (Tonnes)
Waste	33,572	29,874
Compost	2,129	1,999
Bottom Ash	9,287	10,094
Contaminated Soil (Residential)	284	1,384
Contaminated Soil (Commercial)	3,047	1,813
HHW (estimate)	22	60
Metals and White Goods	139	182
Contaminated Material	1,634	463
Silage Wrap	87	107
Asbestos	169	121
TOTAL	50,370	46,097

Disposal Facilities

East Prince Waste Management

Water Monitoring

Groundwater and Surface Water Monitoring

Groundwater and surface water monitoring is conducted at EPWMF once per year (summer/fall).

Stantec Consulting Ltd (Stantec) collected samples from ground water monitoring wells in September 2022. 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 Department of Environment, Energy and Climate Action (DEE&CA) Environmental Protection Act – Waste Resource Management Regulations.

Leachate 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.

46,252.89 cubic meters of leachate was 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 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.

The Constructed Wetland Effluent (MH#6) is sampled monthly, with MH#2 and MH#3, unless otherwise directed by the Department of Environment, Energy and Climate Action.

Total Nitrogen and pH was sampled at the outfall and beyond in April, May, June, October, November, December, January, February and March. Polycyclic Aromatic Hydrocarbons (PAH) sample was collected in April and again in November, 2022.

Monitoring results are forwarded to the Department of Environment, Energy and Climate Action regularly.



Disposal Facilities

East Prince Waste Management

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)

Disposal services are offered to the general public and small business owners across the province through a system of WWDCs. The sites operated by IWMC include: 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 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, construction and demolition (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, bulk residential materials (i.e., sofas, large furniture, mattresses, etc.), and stewardship program materials. 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.

Material Received at WWDC's* (Tonnes in 2022 - 2023 Fiscal Year)			(Tonnes in 2021-2022 Fiscal Year)	
	Customers**	Tonnages	Customers**	Tonnages
Brockton	6,587	1,476	6,584	1,401
Dingwells Mills	7,575	1,107	7,305	1,052
Charlottetown	67,489	15,273	64,778	13,281
Murray River	7,688	957	6,630	766
New London	10,403	1,387	8,714	1,168
Total	99,742	20,200	93,957	17,670

*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 and site are used for storage of 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 September 2022. The samples were analyzed at a laboratory for the parameters outlined in the Department of Environment, Water and Climate Change 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 September 2022, sampling was conducted from 20 monitoring wells in Cardigan. Also, 6 wells and 4 stream locations at St. Eleanors were sampled in July 2022. 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 the Department of Environment, Water and Climate Change to fulfill the commitment for continued monitoring at closed landfill sites.

Diversion From Landfill

In the fiscal year ending on March 31, 2023, PEI diverted 62,276 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	2023	2022	2021
Compost	20,654	21,076	20,483
Waste	59,692	55,800	54,347
Tires	2,294	2,400	2,539
HHW	195	160	152
Silage	49	75	70
Mattresses	360	419	421

PEI Total Waste volumes Reported by Third Party Organizations (Tonnes per Fiscal Year)			
Material Type	2023	2022	2021
Recyclables	14,243	12,808	13,383
Metals and White Goods	20,643	23,819	21,687
Electronics	401	450	417
Lights	8	8	5
Used Oil, Filters and Containers	305	255	258
Sharps + Pharmaceuticals	12	12	10
Paints and Empty Paint Containers	147	168	165
Batteries (Including lead acid)	1,108	1,042	798
Other Provincial Programs	1,857	1,940	1,917
TOTAL for IWMC and Third Party Organizations	121,968	120,432	116,652

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 year collected 401 tonnes of electronics.



Batteries

Call2Recycle became PEI's official stewardship organization for batteries in March of 2019. This year, 42.35 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, 146.51 tonnes of paints and aerosols were diverted from landfill and transported off-Island for recycling.

Stewardship Programs



Island Medication 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. This year, 3.83 tonnes of medications were returned under this program and transported to PEI Energy Systems for final disposal.



Island Sharps Collection Program

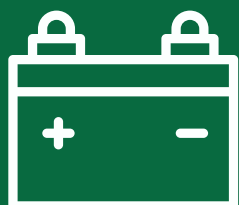
This program covers needles, needle tips, syringes, insulin pens, lancets and other sharps used by the residential customers. Customers were advised to visit any participating pharmacy to pick up a free approved sharps container, and to return these containers when filled to the pharmacy. During the reporting period, 8.43 tonnes of sharps were collected and transported to PEI ES 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 year, 8.03 tonnes were collected by IWMC and shipped off Island for recycling.

Stewardship Programs



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). During the fiscal year, 1065.92 tonnes of LABs were recovered and sent off Island for proper disposal.



Agricultural Plastics

Beginning in December 2022, IWMC partnered with Cleanfarms to administer a stewardship program for agricultural plastics. Silage wrap is received and processed at IWMC WWDCs, and transported to Madox Plastique in Quebec. In this fiscal year, 2 loads (48.45 tonnes) were shipped off-Island.



Used Oil, Glycol, Filters and Containers

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 305.08 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.

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 194.56 tonnes of household hazardous products were returned by residential customers to a HHW depot for proper disposal.

With the exception of products managed through 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.

Examples of household hazardous waste include:

Adhesive, silicone, etc.

Empty aerosol cans

Items containing mercury

Personal care products

Cleaners

Propane cylinders

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, 16,500 mattresses and box springs amounting to 360 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.

Waste Silage Wrap

Beginning in December 2022, IWMC partnered with Cleanfarms to administer a stewardship program for agricultural plastics. Silage wrap is received and processed at IWMC WWDCs, and packaged to Madox Plastique in Quebec. In this fiscal year, 2 load (48.45 tonnes) were shipped off-Island.

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

Propane tank exchange program

Construction + demolition disposal

Tires

Education

Ongoing communication with the public is 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.



Education Programs

IWMC has produced a variety of tools to assist customers with participation in the Waste Watch Program and to promote understanding 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.

Education

Presentations

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.

Curbside Education and Support

IWMC's Curbside Education Program plays a significant role in educating the public. 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, and provided IWMC with the opportunity to recognize and acknowledge customers that were doing a great job.

Attention tags are 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 collection 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.

Social Media Awareness

Through social media channels (such as Facebook), IWMC posts information regarding proper sorting. Social Media also plays a complimentary role to the Customer Service Centre by posting updates to collection cancellations and delays.

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 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. This year, with Post Tropical Storm Fiona, the Customer Service Centre experienced the highest level of calls in a quarter.

During this fiscal period IWMC's CSC processed over 61,000 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 System

Making arrangements for Waste Watch carts at newly-constructed properties

Making arrangements for cart repairs and/or 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 support 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, and cart exchanges, property and road assessments, and collections as required.



Customer Service

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 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 Liason

Residential compost, waste and recyclable collections are provided through contracts with private haulers. Clear communication between contracted drivers, customers, and the Customer Service Centre 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 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.

FINANCIAL INFORMATION

For the fiscal period ending March 31, 2023, IWMC reported a net surplus of \$342,088. In the same period, no residential rate increase was requested from the Island Regulatory and Appeals Commission (IRAC).

2023 Highlights

IWMC fees are regulated by the Island Regulatory and Appeals Commission (IRAC), mandated under Section 18.1 of the Environmental Protection Act. The fees 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. As well, 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, along with the operating costs of the various disposal facilities such as the Central Compost Facility, the Energy-from-Waste plant on the Charlottetown waterfront, the East Prince Waste Management Facility and its lined landfill cells, and the six (6) 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.

Current Residential Waste Watch Fees			
	2021	2022-2023	Rate Paid By Islanders After Provincial Subsidy
Household User Fees	\$213	\$224	\$213
Cottage User Fees	\$115	\$130	\$115
Tippage Fees - Final Disposal	\$100	\$108	\$100
Tippage Fees - WWDC	\$115	\$130	\$115

FINANCIAL INFORMATION

Since 2015, the annual year round residential household rate collected on the property tax bills has increased from \$205 to \$213, an increase of only 4%. During that time, the CPI for Canada increased by 24%.

Household Count	Households	Cottages
March 31, 2023	72,111	8,560
March 31, 2022	70,711	8,492
March 31, 2021	69,157	8,497
March 31, 2020	67,082	8,843
March 31, 2019	66,159	8,483

Waste Watch Client Software Application

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 to be included in their annual property tax bill.

Through this billing process, IWMC received revenue of \$17,006,779 . 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 \$99,421 for this fiscal period.

FINANCIAL INFORMATION

Financial Audit

A financial audit was conducted in May 2023 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, 2023. These statements are prepared in accordance with International Financial Reporting Standards and audited by Grant Thornton, Chartered Accountants.