



ANNUAL REPORT 2017



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MESSAGE FROM THE CHAIRPERSON



I am pleased to present the 2017 annual report for the Eastern Regional Service Board. This report covers the period January 1, 2017 to December 31, 2017.

The Board has been very active in the advancement of the Provincial Waste Management Strategy. The Clarenville Transfer Station has been operating for its first year and this completes one of the final stages in the implementation of the PWMS in the eastern region. The Board will be pressing forward with the development of a maintenance depot in the Whitbourne area as the central base for fleet operations in the region. With this work completed the Board will focus its attention on service delivery improvements, operational efficiency and preparing for our next opportunities in regional service delivery.

As chairperson, I am pleased to report to the various stakeholders in the eastern region that the Board has had another successful year and is positioning itself to deliver other essential and value added services in the near future.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Ed Grant'.

Ed Grant
Chairperson
Eastern Regional Service Board

OVERVIEW

The Eastern Regional Service Board (the “Board”) was charged with implementing the regional plan developed by its predecessor committee – Eastern Waste Management for the 163 communities and 270,000 people in the eastern region. The plan was developed to accomplish three broad goals:

- advance the implementation of modern waste management practices,
- divert materials from disposal in the landfill, and
- close the 42 community landfills that operated in the region.

As of December 31, 2017, there is one community landfill operating in the eastern region on Bell Island with 41 operationally closed in accordance with the Eastern Regional Plan. The Bell Island Landfill has been operating without a certificate of approval from the Province for the past year. The Province has chosen the Robin Hood Bay facility to be the focus for landfill and diversion services/facilities. The City of St. John’s operates the Robin Hood Bay facility for the benefit of the region.

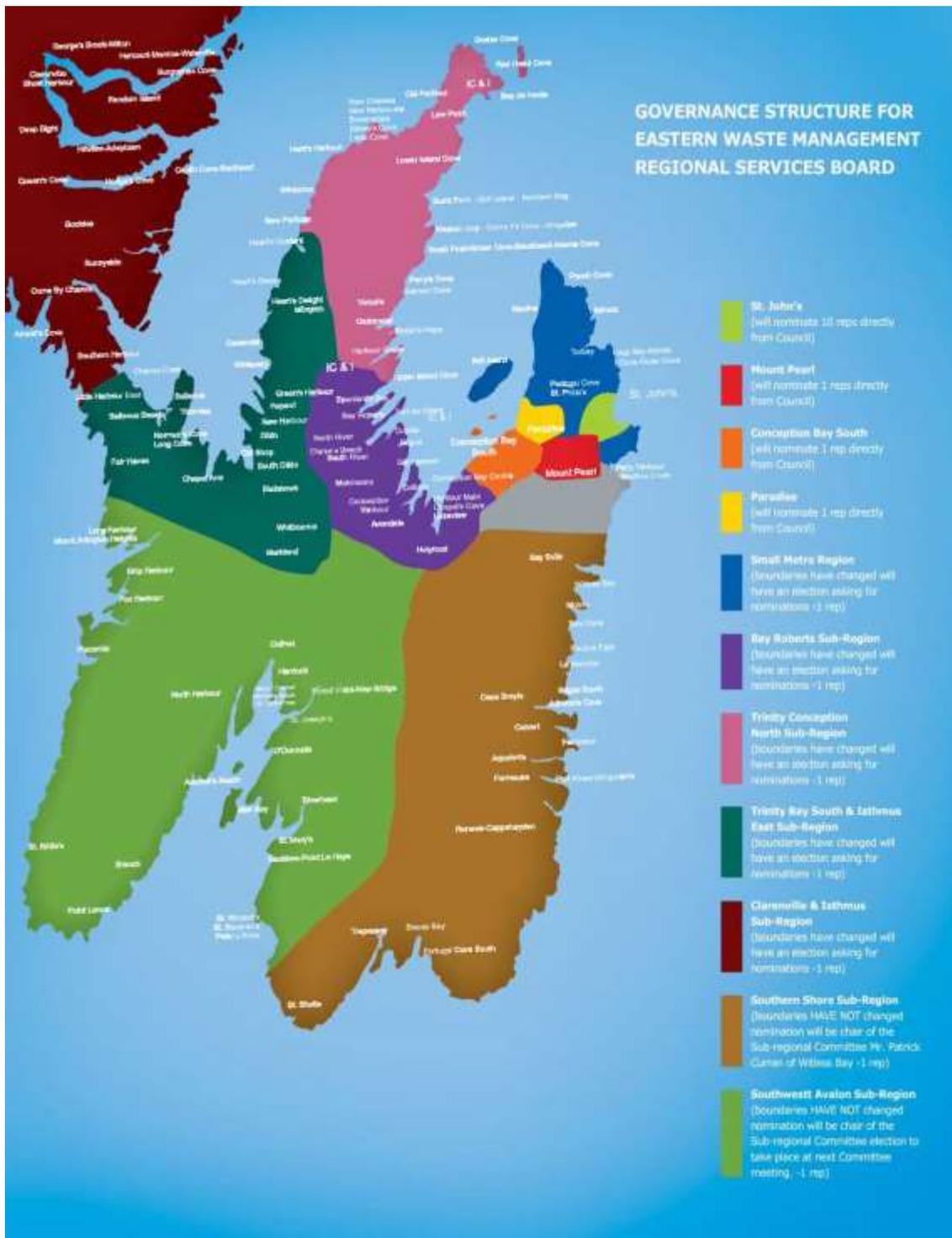
While many of the larger urban communities have dedicated waste fleets, for the most part the smaller municipalities, local service districts and unincorporated areas have regional service delivery provided by the Board. The regional service allows for an efficient and effective collection, transport and diversion of waste materials. The Board provides direct service to approximately 32,000 households and businesses. This includes weekly waste collection, biweekly recyclables collection (fiber and containers), and regular bulk garbage collection events.

In addition to the roadside/curbside collection, the Board also operates a series of waste recovery facilities throughout the region and a transfer station in Clarenville to ensure that residents have ready access to services and facilities to dispose of household bulk items. Throughout the year, household hazardous waste collection events take place to allow residents to properly dispose of these hazardous materials.

Operations are overseen by a board of twenty municipal government representatives led by a chairperson appointed by the Province. These twenty members are either nominated by their respective Council or are elected by the Councils in a sub region to represent the sub region on the Eastern Regional Service Board. The map on the following page illustrates the representation for each area in the eastern region.



Incinerator in Old Perlican being dismantled and replaced with a waste recovery facility



EASTERN REGIONAL SERVICE BOARD MEMBERS

| POSITION | NAME | COMMUNITY |
|------------|------------------|----------------------------------|
| Chair | Ed Grant | |
| Vice Chair | Harold Mullooney | Southern Shore |
| Member | Lucy Stolyes | Mount Pearl |
| Member | Glenn Clarke | Trinity Conception North |
| Member | Bill Bailey | Clarenville & Isthmus |
| Member | Danny Breen | St. John's |
| Member | Peggy Roche | Metro |
| Member | Maggie Burton | St. John's |
| Member | Wally Collins | St. John's |
| Member | Hilda Whelan | Trinity Bay South & Isthmus East |
| Member | Hope Jamieson | St. John's |
| Member | Gerard Tilley | Conception Bay South |
| Member | Dave Lane | St. John's |
| Member | Sam Whalen | Bay Roberts |
| Member | Sheilagh O'Leary | St. John's |
| Member | Deanne Stapleton | St. John's |
| Member | Sandy Hickman | St. John's |
| Member | Kevin McDonald | Southwest Avalon |
| Member | Jamie Korab | St. John's |
| Member | Ian Froude | St. John's |
| Member | Sterling Willis | Paradise |

REVENUE AND EXPENDITURES

The Board is accountable for the funds it receives from government and the funds that are generated through fees that are levied on property owners, occupiers and users. Each year it has audited financial statements prepared.

EASTERN REGIONAL SERVICE BOARD

Statement of Operations

Year Ended December 31, 2017

| | Budget 2017 | Total 2017 | Total 2016 |
|--|----------------|-------------------|---------------------|
| REVENUES | | | |
| Clarenville transfer station | \$ - | \$ 373,019 | \$ 480,098 |
| Government grants | - | 77,500 | 240,522 |
| Tipping fees | - | 3,395,752 | 3,367,536 |
| Waste management fees | - | 5,083,395 | 5,219,708 |
| Metals recycling revenue | - | 148,365 | 51,698 |
| Capital government grants | - | 609,950 | 489,520 |
| | - | 9,687,981 | 9,849,082 |
| EXPENSES | | | |
| Advertising and promotion | - | 74,113 | 139,472 |
| Amortization | - | 932,244 | 935,311 |
| Bad debts | - | 186,971 | 209,236 |
| Business taxes, licenses and memberships | - | 33,166 | 19,497 |
| Directors fees | - | 86,355 | 97,355 |
| Insurance | - | 106,215 | 86,824 |
| Interest and bank charges | - | 41,399 | 35,114 |
| Interest on obligations under capital lease | - | 16,137 | 22,250 |
| Office | - | 54,777 | 53,400 |
| Regional waste management operations | - | 359,671 | 176,889 |
| Waste collection operations | - | 3,155,927 | 3,357,931 |
| Waste recovery facilities - site development | - | 309,154 | 247,496 |
| Professional fees | - | 115,495 | 66,778 |
| Rental | - | 139,487 | 150,880 |
| Repairs and maintenance | - | 44,456 | 40,719 |
| Salaries and wages | - | 2,045,098 | 2,003,296 |
| Telephone | - | 40,590 | 37,455 |
| Training | - | 28,690 | 57,545 |
| Travel | - | 48,851 | 72,544 |
| Vehicle | - | 1,017,129 | 836,514 |
| | - | 8,835,925 | 8,646,506 |
| SURPLUS FROM OPERATIONS | - | 852,056 | 1,202,576 |
| OTHER INCOME | | | |
| Interest income | - | 344,482 | 363,303 |
| Tipping Fees Clarenville | - | (327,451) | (284,683) |
| Miscellaneous revenue | - | 15,278 | 19,858 |
| | - | 32,309 | 98,478 |
| ANNUAL SURPLUS | \$ - | \$ 884,365 | \$ 1,301,054 |

The staff complement includes a total of 25 full time employees and 10 part time employees. ERSB is governed by a board of 21 local municipal representatives. Audited Financial statements are submitted to the Provincial Government on an annual basis under the requirements of our legislation – *Regional Service Boards Act, 2012*.

MANDATE

In accordance with section 3 of the *Eastern Regional Service Board Regulations, 2013*, the authority granted to the Eastern Regional Service Board is to:

Prescribed services

3. (1) The board has the power to construct, acquire, maintain and operate a waste management system within the Eastern Region.

(2) The board has the power to provide operational oversight of water and waste water systems owned by municipal authorities within the Eastern Region which have been identified through the Community Sustainability Partnership Initiative.

(3) The board has the power to provide fire protection services within the Eastern region.

The boundaries of the Eastern Regional Service Board are from St. John's in the East, Clarenville in the West and down the Burin Peninsula to Swift Current and Random Island.

These regulations can be viewed in their entirety on the following website:
<http://www.assembly.nl.ca/Legislation/sr/Regulations/rc130008.htm>

LINES OF BUSINESS

1. Operation of waste facilities and management of waste collection:

The Board operates ten waste recovery facilities across the region – Bay Bulls, Renews-Cappahayden, St. Joseph's, Placentia, Cavendish, Harbour Grace, Sunnyside, Clarenville, Whitbourne and Old Perlican. These facilities accept residential bulk garbage at no charge, including appliances, tires, construction and demolition materials, vehicles and parts.



Use of modern and efficient equipment for collection and transport

Collection services are provided by the Board to 29,000 homes and businesses on a weekly basis. This includes weekly waste collection, biweekly recyclables collection and regular bulk pick up events. Appendix 1 contains an illustrative map of communities that have curbside recycling as of January 2016. Appendix 2 contains an illustrative map of the 104 communities served by the Board's weekly waste collection service.

In addition, the Board provides household hazardous waste collection events.

2. Education and promotion of the Provincial Waste Management Strategy:

Through its regular contact with municipal stakeholders, the Board supports the education and promotion of the Provincial Waste Management Strategy in the eastern region. For example, it conducts household education campaigns in service areas to increase the participation of residents in the recycling program. In conjunction with other municipal organizations the Board continues to focus on the education of residents and the increase in recycling services offered by municipalities.



Separation of bulky goods for diversion and transportation

3. Water and Wastewater Systems:

The Board has hired an engineer to be an expert resource to 3 clusters of communities in the region. Many of these communities have been experiencing long standing boil water advisories and the assistance of an

expert resource should help them address these issues and remove the boil water advisory.

In conjunction with the Province and as part of the Community Sustainability Partnership 13 communities across the region were chosen to be a part of this pilot initiative. This is a three year pilot project.

4. Fire and Emergency Protection:

Under the authority granted to the Board in 2016 it has contracted the Town of Holyrood to provide fire and emergency services to an unincorporated area along Salmonier Line.

VISION

The vision of the Eastern Regional Service Board is to improve the quality of life, provide leadership and to protect the environment in the eastern region by ensuring cost effective, sustainable services.

HIGHLIGHTS AND ACCOMPLISHMENTS

During 2017 additional communities were added to the Regional Water and Waste Water Systems Operator pilot program. The table below summarizes the status of these communities for 2017 and the removal of Boil Water Advisories (BWA).

| Participating Communities | | | | | | | June 11, 2018 |
|---------------------------|---------------------|------------------------|----------------|------|----------------|--------------|-----------------------------------|
| Cluster | Community Name | Community Type | Participating? | BWA? | Certification? | Last Contact | Remarks |
| Southern Shore | Aquaforte | Town | Yes | No | No | Jun 5 2018 | all is well |
| | Biscay Bay | Local Service District | No | Yes | No | Nov 30 2015 | not interested, dropped |
| | Brigus South | Local Service District | No | Yes | No | May 19 2016 | not interested, dropped |
| | Fermeuse | Town | Yes | No | Yes | Feb 9 2018 | new water supply 2018 |
| | Ferryland | Town | Yes | No | No | Jun 5 2018 | new WTP 2018 |
| | Renews-Cappahayden | Town | Yes | No | No | Jun 7 2018 | cross-connections resolved |
| CBC | Avondale | Town | No | No | No | Jul 19 2016 | not interested, dropped |
| | Georgetown | Local Service District | Yes | Yes | No | Oct 18 2016 | new water supply 2018 |
| | Marysvale | Local Service District | Yes | Yes | No | Apr 17 2018 | new WTP 2018 |
| Isthmus | Garden Cove | Local Service District | Yes | No | No | Nov 29 2017 | all is well |
| | Goobies | Local Service District | Yes | Yes | No | Sep 25 2017 | not returning calls |
| | North Harbour | Local Service District | Yes | Yes | No | May 23 2018 | Chlorine residual problems |
| | Swift Current | Local Service District | Yes | Yes | No | Jan 29 2018 | new disinfection system installed |
| South Coast | Portugal Cove South | Town | Yes | Yes | No | May 22 2018 | needs infiltration gallery |
| | Trepassey | Town | Yes | Yes | No | Mar 13 2018 | Dept. Health testing |
| | St. Shott's | Town | Yes | Yes | No | May 29 2018 | needs infiltration gallery |
| | Gaskiers | Town | Yes | Yes | No | Apr 12 2018 | inadequate flow at new well |
| | St. Mary's | Town | Yes | Yes | No | Mar 1 2028 | WSER |

This program is scheduled to finish in March of 2019 and is currently being reviewed by the Department of Municipal Affairs and Environment. With some revisions and additional activities the program could become more valuable and potentially address the needs of more communities. A focus for the program should be on communities that express a desire to participate.

WASTE RECOVERY FACILITIES:

Waste Recovery Facilities (WRF) received material from approximately 45,686 clients in 2017, which is a 4% increase from the previous year. The increase between 2015 and 2016 was 45%, which was primarily due to the opening of the Clarendville and Whitbourne facilities. The material collected included household appliances, furniture, electronics, residential construction material, tires, metal, shingles, floor coverings, propane tanks (20lbs or less), trees, and branches.

Waste diversion activities in 2017 included:

- 977,630Kg of metal was diverted to an approved metal recycler versus 1,363,510Kgs in 2016 and 249,770Kgs in 2015;
- 13,217 tires were collected, as accepted by the Used Tire Recycling Program of the MMSB, versus 12,885 in 2016 and 14,113 in 2015; and,
- 250 pallets of electronic waste was collected, with an approximate weight of 500,000Kgs, as accepted by the Recycle My Electronics Program of the Electronic Products Recycling Association (EPRA), versus 263 in 2016 and 192 in 2015.

In 2017, 6,367,580Kgs of waste was transferred from the various WRFs to the Regional Waste Management Facility located at Robin Hood Bay. In comparison, there was 6,226,318Kgs of waste transferred in 2016 and 5,781,784Kgs in 2015.

Changes to the operations of the WRFs in 2017 included:

- Planted 500 trees in association with The Junior Forest Wardens - St. John's East-NL Division to replace vegetation cover north of the Renews-Cappahayden WRF which was removed during the closure of the landfill prior to the WRF. Since 2014, 2,940 trees have been planted and the improvement is more visible as the trees continue to grow.
- The Sunnyside WRF was closed from January to April 1, 2017, and again from December 11, 2017 to the end of the year. The site will reopen on April 7, 2018.
- Jersey barriers were installed at the Harbour Grace WRF in order to further define the site boundaries and aid in controlling vehicular and ATV access.

HHW EVENTS:

In regard to Household Hazardous Waste (HHW), 27 collection events were held in 2017 compared to 28 in 2016. Approximately 1,000 clients took advantage of this service, which saw 14,583L of liquid waste, 42.5 paint boxes (approximately 9,100L), 468 compressed gas tanks, and 130 fluorescent light bulbs collected. Overall in 2017, more people used the HHW events and more waste was collected than in the previous year.

SCHOOL PILOT PROJECT:

The Recycle @ School Pilot Program officially ended in June 2017. In September 2017, the ERSB was engaged to provide garbage and recycling removal services to the following schools:

| SCHOOL | COMMUNITY | SCHOOL | COMMUNITY |
|------------------------|------------|--------------------------|-------------------|
| Dunne Memorial Academy | St. Mary's | St. Bernard's Elementary | Witless Bay |
| Crescent Collegiate | Blaketown | Baltimore School | Ferryland |
| Woodland Elementary | Dildo | Laval High School | Placentia |
| Stella Maris Academy | Trepassey | St. Anne's Academy | Placentia |
| Mobile Central High | Mobile | Random Island Academy | Hickman's Harbour |

**Note: In March 2017, ERSB reached out to the NL English School District to offer its help to ensure all schools in the Eastern Region have access to container and paper recycling. ERSB continued the conversation right up until August 2017, but unfortunately the school board issued tenders that did not include recycling for all schools in the region (i.e.: those not listed above).*

COLLECTIONS:

There was no significant change in curbside waste diversion rates between 2016 and 2017; however, there was a 3% decrease in the amount of waste collected. When 2017 is compared against 2014, there was a 4% decrease in the amount of waste collected. The decrease in waste collected over the last few years has been low.

In 2017, the ERSB curbside waste collection program added the Hodgewater Line and Ocean Pond areas, and stopped providing service in Spaniard's Bay and Conception Harbour. These changes resulted in curbside waste collection being provided to approximately 29,000 properties in both 2017 and 2016. There were 24,000 properties serviced in 2015.

| ACRONYM | AREA | PROPERTIES |
|-----------|--|---------------|
| BDGA | Bay de Grave (Clarke's Beach, Port de Grave, Bristol's Hope) | 1,092 |
| CBCWM | Conception Bay Center Waste Services | 2,535 |
| CLAR | Clarenville Area Waste Services | 4,709 |
| ISTHMUS | Isthmus & South West Arm Waste Services | 3,213 |
| HOOP | Hodgewater Line and Ocean Pond (Properties started in 2017) | 2,196 |
| SSWMI | Southern Shore Waste Services Inc. | 3,899 |
| TCNWM | Trinity Bay North Waste Services | 2,879 |
| TBS&CWM | Trinity Bay South/Center Waste Services | 3,411 |
| SWA | Southwest Avalon and St. Mary's Bay | 4,775 |
| Carbonear | Carbonear and Area | 2,264 |
| | | 28,777 |

CLARENVILLE TRANSFER STATION:

In 2017, 5,421,190Kgs of waste and 458,020Kgs of recycled material was received at the commercial portion of the Clarenville facility. The increase in recycling was primarily due to an increase in old corrugated cardboard (OCC) being recycled in 2016 where 114,500Kgs of the material was received at the facility. In 2017, there was 71,480Kgs of OCC received. The waste from the Clarenville facility required 295 trips to transport this material for disposal at Robin Hood Bay. For comparative purposes, in 2016 there was 5,106,250Kgs of waste and 273,210Kgs of recycling received at the commercial portion of the facility, which required 226 trips to Robin Hood Bay. Please see the WRF section of this report for residential drop-off information.

FIRE AND EMERGENCY PROTECTION SERVICES

In 2017 the Board implemented a new program by partnering with the Town of Holyrood to expand its fire services boundary to include unincorporated areas outside its municipal boundary. The Board has taken on the responsibility of providing fire and emergency protection and through the contract has engaged the volunteer fire department of the Town to deliver the service.

This contractual arrangement is a pilot of the ability to collect fees for a service that many municipalities have been providing to areas outside of their boundaries for several years without receiving any funding to contribute to the cost of the service.

The service is currently in place for approximately 600 seasonal properties along Salmonier Line.

A request to expand this concept of contracting with neighbouring municipal fire departments has been made to the Department of Municipal Affairs and Environment.

OPPORTUNITIES AND CHALLENGES AHEAD

In 2017 the Board has been active in its contribution to the discussion of developing regional governance in the province. The Board has developed a conceptual model based on its work with the joint councils and municipalities as the basis for regional government. This concept has been presented to the Province as a means to leverage the regional service board model that is currently in place.

The support of the joint councils in the region has been well received and the work has delivered many benefits to the communities that are served by the joint councils. Advocacy on municipal issues has increased and several proposals have been developed for the provision of additional regional services including:

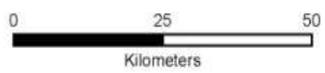
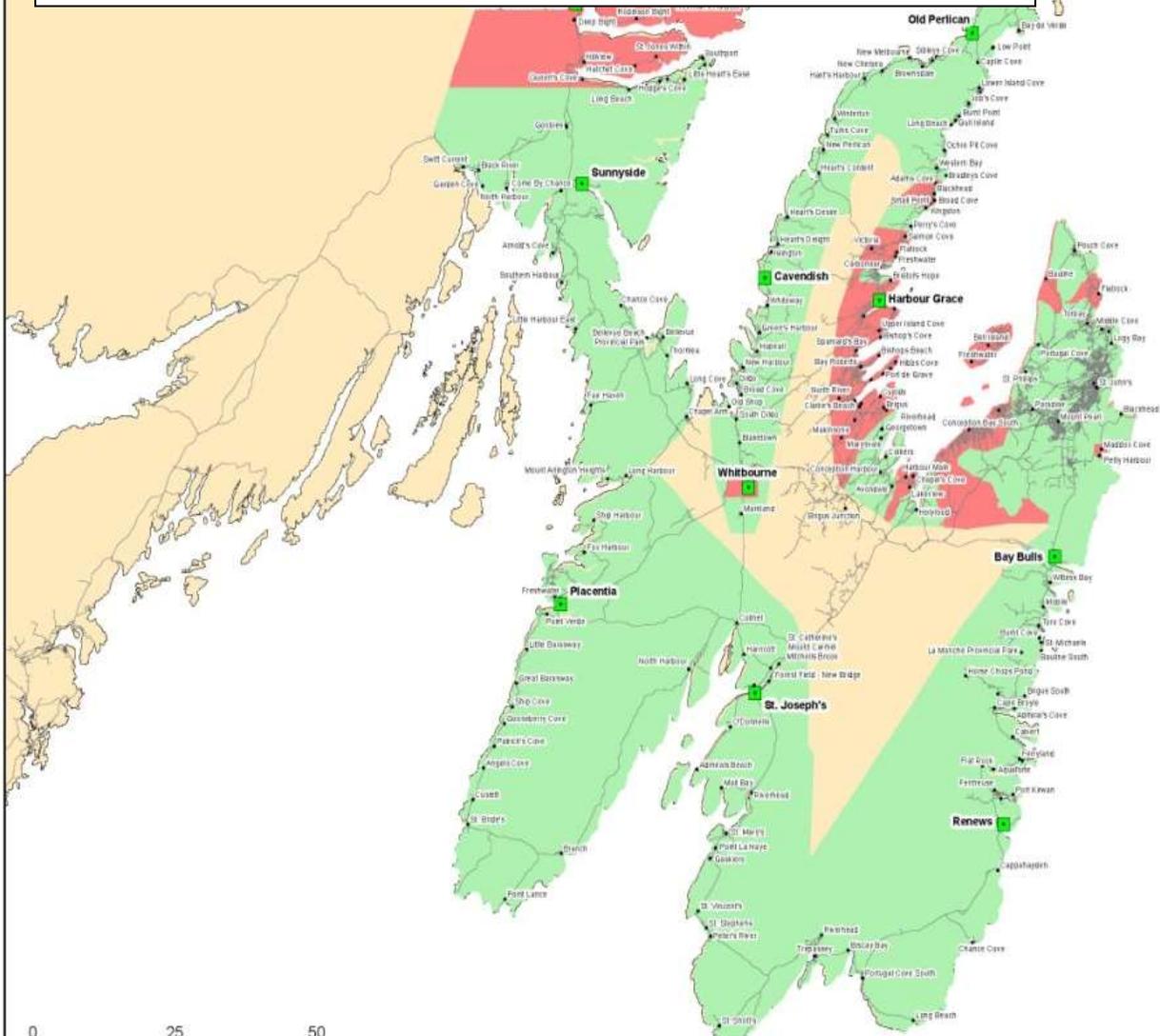
- Municipal law enforcement;
- Regional water technician; and
- Building inspection.

The Board continues to advocate to the Province on the need to address some of the administrative tools that are not included in the enabling legislation for regional service boards.

One issue that has become evident is the implementation of the Provincial Waste Management Strategy is taking different approaches in the various regions of the province. Some regional boards are not interpreting the mandate of the strategy of curbside collection as the basis of operations in the same manner as the Eastern Regional Service Board. This difference in approach to implementation will no doubt be an issue across the province as other services are rolled out through the regional service board organizational structure.

The Board will continue to work with its partners in regional service delivery including municipalities, local service districts, businesses, Provincial Departments and others in the development of quality and cost effective services to the eastern region.

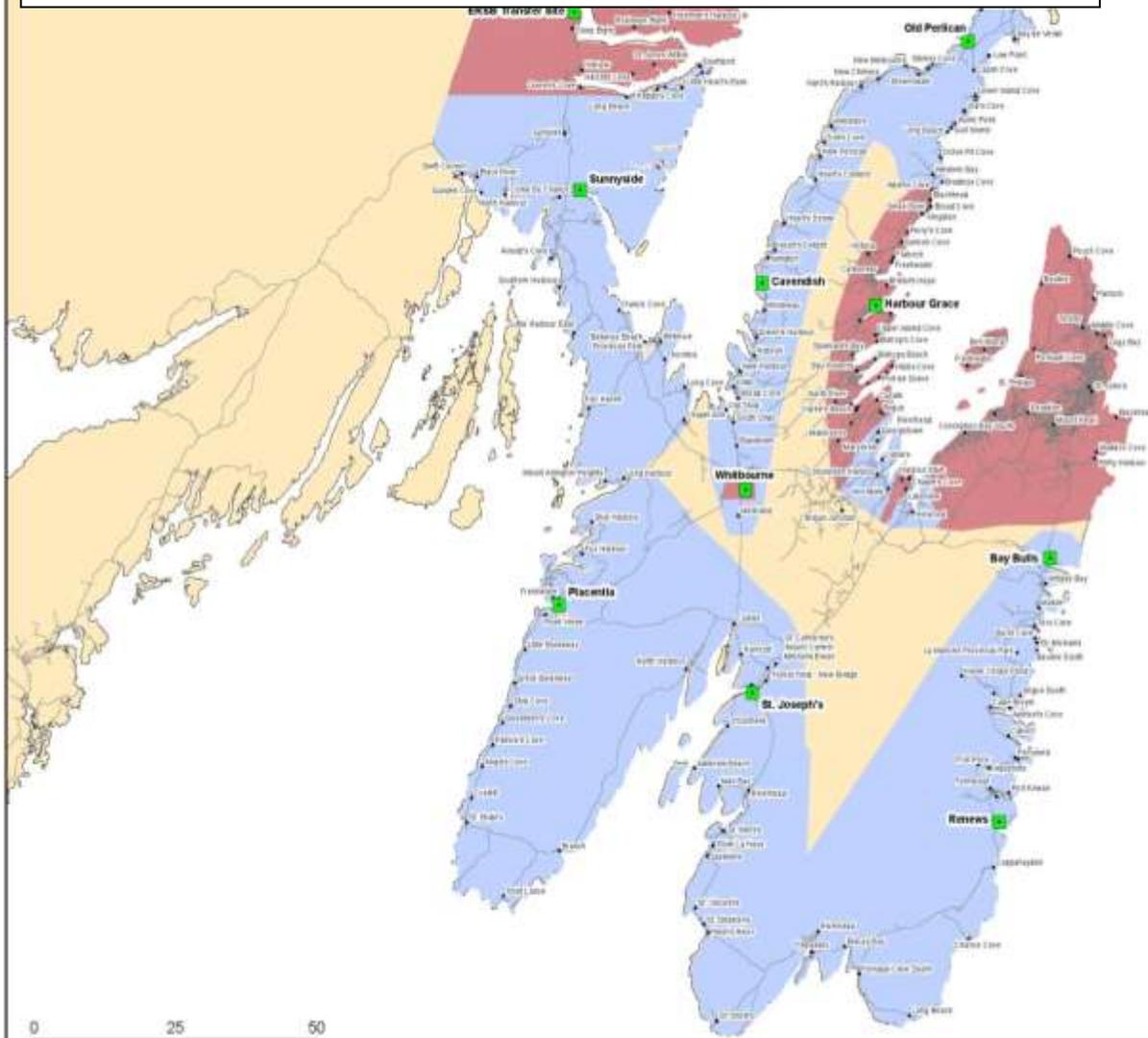
Appendix 1: Communities that have Curbside Recycling as of January 2013



EASTERN WASTE MANAGEMENT

- Waste Recovery Facility (WRF)
- Communities that recycle
- Communities that do not recycle

Appendix 2: Communities with Waste Collection Services provided by the Board.



- Waste Recovery Facility (WRF)
- EWM Collection Area
- Self Collect Area