



**EASTERN REGIONAL  
SERVICE BOARD**

# Annual Report 2023

📍 3 - 255 Major's Path, St. John's, NL A1A 0L5  
☎ 709-579-7960 | (toll free) 1-877-878-2166  
📠 709-579-5392  
✉ [info@ersbnl.ca](mailto:info@ersbnl.ca)  
🌐 [easternregionalserviceboard.com](http://easternregionalserviceboard.com)  
✖ [@ersbnl](https://twitter.com/ersbnl)



# CONTENTS

---

Message from the Chair of the Board .....	3
Overview .....	5
Governance .....	6
Mandate .....	8
Prescribed Services .....	8
Geographic Region .....	8
Revenue and Expenditures .....	9
Vision Statement .....	10
Lines of Business .....	11
Operations of Waste Facilities .....	11
Management of Waste Collection Contracts .....	12
Water and Wastewater Systems .....	12
Fire and Emergency Protection .....	13
Communications and Community Engagement .....	13
Highlights and Accomplishments .....	15
Regional Water/Wastewater Operator Program .....	15
Waste Recovery Facilities .....	16
Household Hazardous Waste (HHW) Events .....	17
Waste Collections .....	19
Clarendville Transfer Station .....	20
Fire and Emergency Protection .....	21
Community Clean-Up Program .....	21
Joint Councils Support .....	22
Community Collaborations and Communications .....	22
Opportunities and Challenges Ahead .....	24
Legislative Tools .....	24
Mandatory Recycling for Province .....	24
Mandatory Property Registry/Land Titles System .....	25
Provincial Standards for Waste Collection .....	25
Waste Recovery Facilities .....	25
Clarendville Transfer Station .....	27
Regional Service Boards and Regionalization .....	28
Summary .....	29

## MESSAGE FROM THE CHAIR

On behalf of the Board of Directors of the Eastern Regional Service Board (the Board), I am pleased to present the Annual Report for the fiscal year ended December 31, 2023.

This past year marked significant achievements, alongside some challenges that, fortunately, did not hinder our progress as the Board continued to position itself to deliver municipal services in the future. We collaborated with stakeholders to promote waste diversion and will continue to promote recycling throughout the region. The Board continues to provide fire and emergency protection services, regional water/wastewater services, and administrative support to the Joint Councils.

In February 2023, the Board announced that a clear bag mandate for curbside waste would take effect on January 1, 2024. Beginning in early June 2023 and continuing into the new year, the Board promoted and publicized the benefits of using clear bags across our communications platforms, and it was encouraging to see so many customers change to clear bags ahead of time.



In 2023, the Board announced changes to our bulk/oversized items collection program. Based on feedback from communities and residents, and to ensure a more efficient and effective program, beginning in 2024 the Board will deliver this service by appointment for all new collection contracts.

Both initiatives assist in delivering a better service for residents and we are hopeful that the communication efforts made in 2023 will result in success for

these programs. In addition, the Board thanks our staff for their hard work on these worthwhile campaigns.

Throughout 2023 the Board remained focused on improving service delivery, making operational efficiencies, preparing for new opportunities in regional service delivery, and reducing operating costs where possible. The Board is committed to maintaining financial sustainability without diminishing the quality of service or the affordable rates charged to our customers.

This past year witnessed the decommissioning of the Sunnyside Waste Recovery Facility due to low usage, high operating costs, and proximity to the Clarendville facility. The 2023 winter closures of the Bell Island and Cavendish facilities were necessary for similar reasons. The Board reallocated money budgeted to operate the Sunnyside facility and any savings resulting from the

winter closures to the Board's remaining facilities for site improvements, including for heating, lighting, and security cameras.

Investments in the Clarendville Transfer Station, the commercial portion of the facility, included the purchase of new tractor and walking floor trailer used to move waste from the facility to the regional landfill at Robin Hood Bay as well as significant work on the auger for the garbage line to extend its life.

In addition, the Board will improve the user experience at the Clarendville Transfer Station in 2024 by installing new scale software, self-serve kiosks, and scannable user cards for the commercial customers who currently hold permits.

The Board also approved an electronic user card system for waste recovery users for launch next year. The user card system will provide better data for the Board to assist with future decisions pertaining to these facilities.

Continued collaboration between stakeholders is key to the Board's success. Together, we can shape a future for our region that reflects our shared values and goals and continues to address service gaps and challenges faced.

I would like to express the Board's gratitude for your ongoing support and participation in our shared mission of community progress and environmental stewardship.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Tessier". The signature is fluid and cursive, with a long horizontal stroke at the end.

Stephen Tessier  
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, 2018, there were no community landfills operating in the eastern region. In accordance with the Eastern Regional Plan, all 42 community landfills that were operational in the eastern region are closed. The province chose the Robin Hood Bay facility to be the focus for landfill and diversion services and facilities. The City of St. John’s operates the Robin Hood Bay facility for the benefit of the region.



NEWFOUNDLAND AND LABRADOR  
Waste Management Strategy

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. In accordance with the Ministerial Directives of 2018/2019, the Board does not provide services to properties located on un-serviced roads in unincorporated areas.



The Board provides direct service to approximately 24,000 households and businesses. This includes weekly waste collection, bi-weekly recyclables collection (fiber and containers), and annual bulk/oversized items collection.

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.

In June and September each year, the Board offers household hazardous waste collection events throughout the eastern region to allow residents to properly dispose of these materials.

In addition to waste services, the Board has contracts with six towns for the delivery of fire and emergency services to neighbouring communities.

The Board continues to provide consultative services to 14 communities in the eastern region through the Province's Regional Water and Wastewater Operator Pilot Program. This program began in 2015 and it has been a tremendous asset to rural communities in the eastern region.

---

## Governance

---

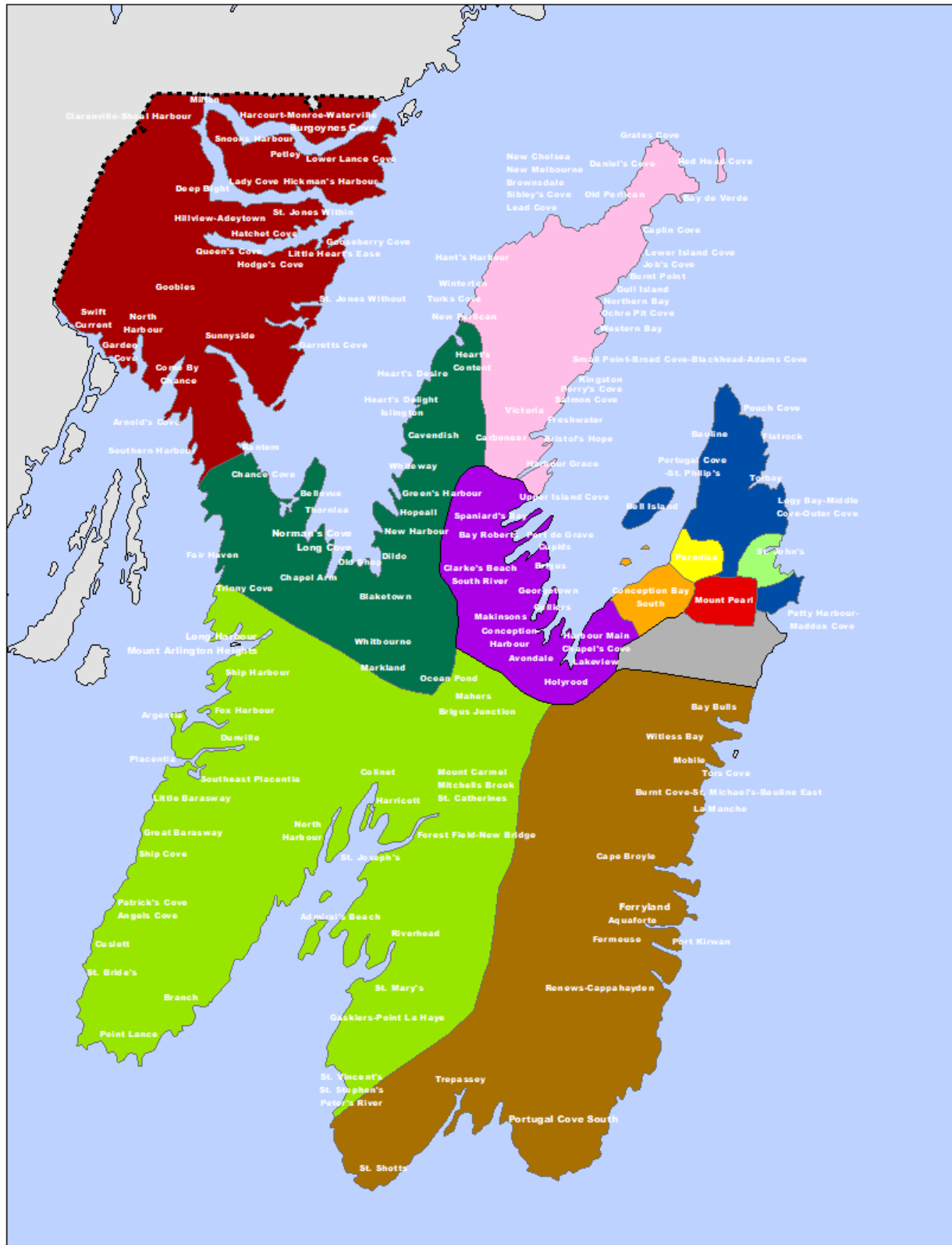
The Board is governed by twenty municipal government representatives led by a chairperson. Table 1 below lists the Board members for 2023 while Table 2 on the following page illustrates the representation for each area/ward in the eastern region. These twenty members are either nominated by their respective Council or are elected by the Councils in a sub-region to represent the sub-region on the Eastern Regional Service Board.

The Chairperson is appointed by the Lieutenant-Governor-in-Council.

**Table 1:**

<b>EASTERN REGIONAL SERVICE BOARD MEMBERS 2023</b>		
<b>Position</b>	<b>Name</b>	<b>Community</b>
Chair	Stephen Tessier	Appointed June 2022
Vice Chair	Danny Breen	St. John's
Member	Bill Antle	Mount Pearl
Member	Jill Bruce	St. John's
Member	Maggie Burton	St. John's
Member	Glenn Clarke	Trinity Conception North
Member	Rod Delaney	Conception Bay Center
Member	Wesley Drodge	Smith Sound & Isthmus
Member	Ron Ellsworth	St. John's
Member	Ian Froude	St. John's
Member	Sandy Hickman	St. John's
Member	Jamie Korab	St. John's
Member	Kevin McDonald	Southwest Avalon
Member	Sheilagh O'Leary	St. John's
Member	Ophelia Ravencroft	St. John's
Member	Carl Ridgeley	St. John's
Member	Nathan Ryan	Southern Shore
Member	Gerard Tilley	Conception Bay South
Member	Mark Vardy	Metro Area
Member	Larry Vaters	Paradise
Member	Hilda Whelan	Trinity Bay South & Isthmus East

**Table 2: Eastern Regional Service Board Sub-Regions/Wards**



The day-to-day work of the Board is carried out by management and staff employed by the Board under the direction of the Chief Administrative Officer (CAO).

The Board's current corporate structure consists of a head office located in St. John's with ten (10) professional and administrative employees; an equipment depot located in Whitbourne with six (6) employees; a solid waste transfer station located in Clarenville with four (4) employees; and 11 waste recovery facilities located throughout the eastern region with twelve (13) employees.

---

## Mandate

---

In accordance with Section 3 of the *Eastern Regional Service Board Regulation 8/13, 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 subject to the terms and conditions that the minister may determine.

The Regional Service Board Act can be viewed in its entirety on the following website:

<https://www.assembly.nl.ca/legislation/sr/statutes/r08-1.htm>

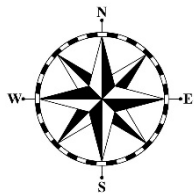
The regulations for the Board can be viewed in their entirety on the following website:

<https://www.assembly.nl.ca/legislation/sr/regulations/rc130008.htm>

---

## Geographic Region

---



The boundary of the Eastern Region consists of all communities on the Avalon Peninsula and extends to the Clarenville area including all communities to Burgoyne's Cove in the north, including Random Island and extending south on Route 210 as far as Swift Current and Garden Cove.

## Revenue and Expenditures

The Board is self-financed and does not receive funding from the Government of Newfoundland and Labrador except for \$80,000 annually that is received from the province to fund the Regional Water/Wastewater Operator Pilot Program.

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

The Board's Statement of Operations at December 31, 2023 is below:

### EASTERN REGIONAL SERVICE BOARD

#### Statement of Operations

Year Ended December 31, 2023

	Budget 2023 (Note 13)	Total 2023	Total 2022
<b>REVENUES</b>			
Clarenville transfer station	\$ 404,697	\$ 497,925	\$ 470,211
Government grants	75,000	80,000	160,000
Tipping fees	4,000,000	4,000,000	3,300,000
Waste management fees	4,525,800	4,361,102	4,272,748
Metals recycling revenue	160,840	57,892	57,597
Fire and emergency services revenue	105,000	19,191	19,802
	9,271,337	9,016,110	8,280,358
<b>EXPENSES</b>			
Advertising and promotion	50,000	25,449	11,588
Amortization	512,188	512,188	621,922
Bad debts (recovery)	90,000	290,435	(59,306)
Business taxes, licenses and memberships	28,800	28,065	37,236
Directors fees	100,000	72,348	84,429
Insurance	174,000	176,932	145,239
Interest and bank charges	44,100	28,505	27,016
Office	111,410	64,219	45,565
Professional fees	177,838	62,756	98,057
Regional waste management operations	461,941	417,824	397,426
Rental	86,000	80,313	80,313
Repairs and maintenance	150,943	86,130	33,669
Salaries and wages	2,418,149	2,017,450	1,919,265
Telephone	136,500	51,612	36,935
Tipping fees Clarenville	462,870	442,714	507,993
Training	79,500	27,991	67,335
Travel	42,500	26,070	33,655
Vehicle	919,173	719,303	789,781
Waste collection operations	4,117,613	3,852,514	4,368,155
	10,163,525	8,982,818	9,246,273
<b>SURPLUS (DEFICIT) FROM OPERATIONS</b>	<b>(892,188)</b>	<b>33,292</b>	<b>(965,915)</b>
<b>OTHER INCOME</b>			
Interest income	90,000	390,266	277,858
Miscellaneous revenue	40,000	1,271	11,510
	130,000	391,537	289,368
<b>ANNUAL SURPLUS (DEFICIT)</b>	<b>\$ (762,188)</b>	<b>\$ 424,829</b>	<b>\$ (676,547)</b>

Audited Financial statements are submitted to the Provincial Government on an annual basis under the requirements of our legislation – Regional Service Boards Act, 2012.

## VISION STATEMENT

---

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.

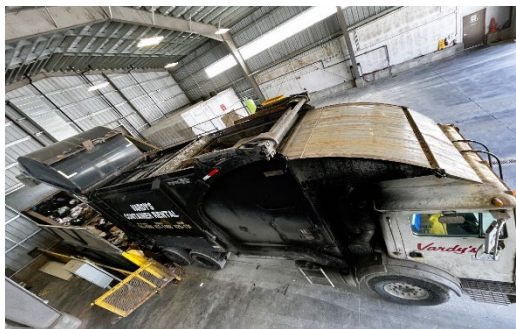
# LINES OF BUSINESS

---

## OPERATION OF WASTE FACILITIES

---

- a) The Board operates eleven (11) waste recovery facilities across the region at Bay Bulls, Bell Island, 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, furniture, shingles, etc.
- b) Up to June 10, 2023, the Board operated a facility at Sunnyside; however, this facility is being decommissioned for permanent closure by March 31, 2024. This facility is being closed due to low usage and the high cost of operations.



- c) The Board operates a solid waste transfer station with weigh scales at Clarenville that accepts commercial waste from the Smith Sound area. This waste is then transferred to the regional landfill at Robin Hood Bay by the Board's staff. Equipment at the facility includes three tractors and four walking floor trailers (53 ft); backhoe; and one pickup truck.

This facility won SWANA's (Solid Waste Association of North America) Silver Excellence Award in 2016 for a facility that advances and promotes the practice of environmentally and economically sound solid waste management.

- d) The Board maintains an equipment depot at Whitbourne to house the Board's waste equipment that includes five tractors with grapple hooks and three compacting trailers (53 ft.) used to remove waste from the waste recovery facilities and transport to Robin Hood Bay; three double-axle trailers used for special waste removals, ex. tires (non-MMSB) removals; loader used at the waste recovery facilities and for snow clearing on site; one equipment float (53 ft.), a wood chipper and three pickup trucks.

---

## MANAGEMENT OF WASTE COLLECTION CONTRACTS

---



Waste collection services were provided by the Board to approx. 23,000 homes and businesses in 110 communities in 2023. This includes weekly waste collection, biweekly recyclables collection and bulk/oversized items collection.

All communities serviced by the Board have curbside recycling.

Currently waste collection services through the Board are contracted. The Board maintained an internal waste collection division for five years from 2015 through 2019; however, this division was shut down when approximately 5,700 properties on un-serviced roads in unincorporated areas was removed from the Board's service area.

The Board provides household hazardous waste (HHW) collection events throughout the eastern region annually.

In addition, the Board offers a community clean-up program annually for community-based volunteer groups to access and dispose of waste at the waste recovery facilities. Program information and guidelines are sent to every community in the eastern region each year.

---

## WATER AND WASTEWATER SYSTEMS

---



The Board's Regional Water/Wastewater Operator has been an expert resource to 14 communities in the eastern region. Many of these communities have been experiencing longstanding boil-water advisories and the assistance of an expert resource has been helpful for them to address these issues and move toward removal of boil-water advisory.

---

## FIRE AND EMERGENCY PROTECTION

---

Under the authority granted to the Board in 2016; six (6) towns have been contracted to provide fire and emergency services to neighbouring local service districts and unincorporated areas.

The Board is proud to partner with local municipalities to ensure unprotected areas can access vital fire and emergency services.



The Board continues to work to expand the fire and emergency services protection program.

---

## COMMUNICATIONS AND COMMUNITY ENGAGEMENT

---



Through regular contact with municipal stakeholders as well as through supporting joint councils, the Board supports the education and promotion of the Provincial Waste Management Strategy in the eastern region.

The Board's website provides all the information regarding the Board and its services. The Board's staff regularly discuss the importance of waste diversion with customers. In addition, the Board conducts household education campaigns in service areas to increase the participation of residents in the recycling program.

In 2023, the Board continued promoting its brand and services. We worked to expand our communications reach amongst stakeholders and clients in the region to further the goals and strategies of the Board. The Board feels that it must be vigilant in regularly communicating the practical benefits of waste diversion/recycling so as not to lose ground.

The Board enhanced its digital presence and social media engagement with regular updates on the Board's website, through targeted emails, and posting to X and Facebook. Unfortunately, the Board's Facebook page was subsequently discontinued because of inappropriate posts aimed at staff and the waste collectors.

In 2023, the Board began the process of having our website migrated to a new format to make it more user-friendly for both staff and users.

The Board's communications this year made way for the change to clear bags beginning in 2024. The Board utilized the Channel 6 network to advertise time-sensitive notices about collections changes, waste recovery operations, and holiday scheduling. The Board effectively promoted the

change to clear bags for 2024 in the Shoreline and Irish Loop newspapers in November and December 2023. Additional local media coverage helped get the message out about the change to clear bags for curbside waste.

The Board regularly provided information to communities about board activities, decisions, and upcoming events for use on their social media pages and/or in their community newsletters.

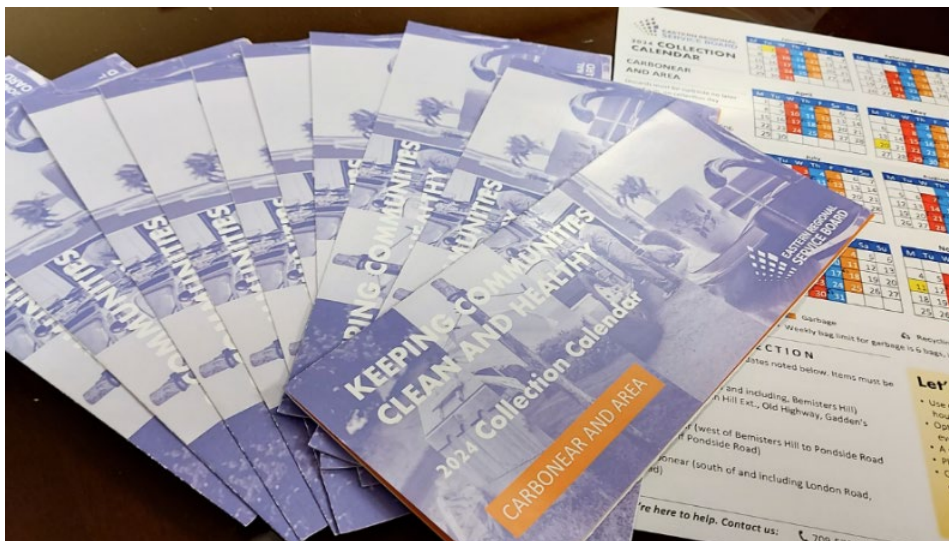
In addition, the Board implemented the Voyent Alert! notification system that provides the ability to notify customers directly either by email, text, or a telephone call of any upcoming changes to their service(s). We are pleased to report that the response to this notification system has been positive.

This year, the Board produced new information materials for distribution to municipal offices, households, conferences, and events. These included one-pagers and brochures promoting information on how to sort waste and recycling for collection.

The Board was responsive to media inquiries, providing background information in advance and seeking clarifications and/or corrections when required. Our policy is to build ongoing relationships with the media; from a communications standpoint, educating the media is integral to educating the public at large.

The Board has been working with the Multi-Materials Stewardship Board (MMSB) to enhance their public education reach in our collection areas as well as supporting and promoting sustainable waste management practices including waste diversion.

Collaboration with communities, joint councils, government, and industry partners continues to be essential in fostering better communication and ensuring everyone feels informed, involved, and valued.



# HIGHLIGHTS AND ACCOMPLISHMENTS

## REGIONAL WATER/WASTEWATER OPERATOR PROGRAM

During 2023 the Regional Water/Wastewater Operator worked with 14 communities and the table below summarizes the status of these communities at the end of 2023 and the removal of Boil Water Advisories (BWA).

This program is scheduled to finish in March of 2024 and is currently being reviewed by the Department of Environment and Climate Change. The program continues to be valuable to communities.

### Regional Water and Wastewater Systems Operator Pilot Program

#### Participating Communities

December 31, 2023

Cluster	Community Name	Community Type	Participating?	BWA?	Certification?	Remarks
Southern Shore	Aquaforte	Town	Yes	No	No	all is well
	Fermeuse	Town	Yes	No	Yes	new water supply 2018 is working well
	Ferryland	Town	Yes	No	No	new WTP 2018 is working well
	Renews-Cappahayden	Town	Yes	No	No	cross-connections resolved
CBC	Georgetown	LSD	Yes	No	No	new water supply 2018, both working well
Isthmus	Marysvale	LSD	Yes	Yes	No	new WTP 2018, problem with Manganese
	Goobies	LSD	Yes	Yes	No	Interest in program is low
	North Harbour	LSD	Yes	Yes	No	insufficient Chlorine monitoring
	Swift Current	LSD	Yes	Yes	No	LSD is considering alternative sources of water
South Coast	Portugal Cove South	Town	Yes	Yes	No	infiltration gallery installed 2021
	Trepassey	Town	Yes	Yes	Yes	low Chlorine residuals near the end of the line
	St. Shott's	Town	Yes	Yes	No	infiltration gallery installed 2021
	Gaskiers - Point La Haye	Town	Yes	Yes	No	struggling to get first meeting
	St. Mary's	Town	Yes	Yes	No	new storage tank installed 2023

---

## WASTE RECOVERY FACILITIES

---

Waste Recovery Facilities (WRF) received materials from approximately 34,723 clients in 2023, which is a decrease of 8 percent from 2022 when 37,515 clients dropped off materials. The number of visits in 2021 was 37,654.

In 2019, prior to the pandemic, these facilities saw 40,350 client visits. Since the pandemic, client visits have decreased by 16 percent overall.

The materials collected included household appliances, furniture, electronics, residential construction material, tires, metal, shingles, floor coverings, trees, branches, etc.

Waste diversion activities in 2023 included:

Metals: 759,100 kg of metals was diverted to an approved metal recycler versus 948,400 kg that was diverted in 2022. This is a decrease of 25 percent from last year. In 2021, 946,600 kg of metals was diverted; for 2020, 1,340,360 kg was diverted; and for 2019, 1,020,260 kg was diverted. Since the pandemic, there has been a decrease of 77 percent in the metals being dropped at these facilities for recycling.

- Tires: 10,666 tires were collected, as accepted by the Used Tire Recycling Program of the MMSB in 2023. This is a decrease of 39 percent from last year. For 2022, 14,790 tires were collected; for 2021, 13,095 tires collected; for 2020, 13,932 tires were diverted versus 12,924 in 2019.
- Electronics: 201 pallets of electronic waste, as accepted by the Recycle My Electronics Products Recycling Association (EPRA) versus 210 pallets of electronic waste collected in 2022. This is a decrease of 4.4 percent over last year. In 2021, 226 pallets of electronics were diverted; for 2020, 200 pallets of electronics were diverted; and, for 2019, 246 pallets were diverted.

In 2023, 7,989,110 kg of waste was transferred from the various waste recovery facilities to the Regional Waste Management Facility at Robin Hood Bay (RHB) for disposal in the landfill. This is a decrease of 10 percent from 2022.

In 2022, 8,769,300 kg of waste was transferred and in 2021, 8,760,730 kg of waste was transferred from the various waste recovery facilities to the regional landfill.

In comparison, there was 8,326,540 kg of waste transferred in 2020 and 7,908,400 kg in 2019.

The Sunnyside facility was closed from June 10 to December 1 due to lack of staff. From December 1, 2023 onward, it remained closed as part of the Board's decommissioning plan. This facility had been opened before the Clarendville and Whitbourne Waste Recovery Facilities were available. Once those facilities became operational, there was no need to maintain operation of the Sunnyside facility as it saw minimal usage with 1,252 visits in 2022 or 3 percent of overall visits for all facilities. This facility will be fully decommissioned and closed by April 1, 2024.

The Bell Island facility was closed from December 16, 2023 to April 6, 2024 for winter due to low usage and the high cost of snow clearing. In 2023, this facility saw 650 visits which is a decrease of 5 percent from last year when the facility saw 680 visits. This facility sees 2 percent or less of overall visits for all facilities.

The Bell Island facility experiences regular vandalism with locks being cut off from the gate, damage to windows/door in the staff hut, and significant and ongoing damage to the chain link fencing that secures the site. It is challenging for the Board to secure the site due to the vandalism. Holes/thoroughfares are regularly cut in the fencing to provide access for ATVs and foot traffic to access the site.

The busiest waste recovery facility is at Harbour Grace. This facility saw 9,220 visits in 2023 which is an increase of 1.4 percent over 2022 when the facility saw 9,091 visits. The number of visits to this facility equates to 27 percent of overall visits to all facilities.

The Bay Bulls site continues to be busy as well. For 2023, this facility saw 4,632 visits which is a decrease of 10 percent from 2022 when the facility received 5,105 visits. The Bay Bulls facility sees 13 percent of overall visits to all facilities.

The Whitbourne facility saw 4,532 visits in 2023 which is a decrease of 3 percent from 2022 when the facility received 4,663 visits. This facility sees 13 percent of overall customer visits to all facilities.



The remaining 45 percent of visits are at Old Perlican (11%); Clarenville (10%); Cavendish (6%); Placentia (7%); Renew's-Cappahayden (7%); and St. Joseph's (4%).

---

## HOUSEHOLD HAZARDOUS WASTE (HHW) EVENTS

---

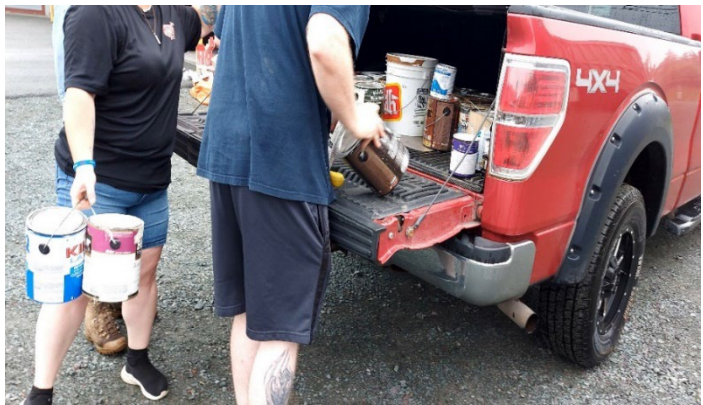
The Board hosted seventeen (17) Household Hazardous Waste (HHW) events throughout the Eastern region in 2023 with 599 residents disposing of these materials. The number of residents attending these events decreased by 31 percent from last year. In 2022, the Board hosted 17 events and 785 residents attended.

The following materials were collected and disposed of:

- 9,087 liters of liquid HHW waste.
  - For 2022, 10,598 liters of liquid HHW waste was collected. This is a decrease of 17 percent.

- 28.75 paint boxes (approx. 6,098 liters of paint).
  - For 2022, 32.25 paint boxes (approx. 6,840 liters of paint) were collected. This is a decrease of 12 percent.
- 1,448 kg of batteries.
  - For 2022, 1,203 kg of batteries was collected. This is an increase of 20 percent.
- 466 compressed gas tanks.
  - For 2022, 502 compressed gas tanks were collected. This is a decrease of 8 percent.
- 366 fluorescent light bulbs.
  - For 2022, 407 fluorescent light bulbs were collected. This is a decrease of 11 percent.
- 2 kg of prescription drugs.
  - For 2022, 24 kg of prescription drugs were collected. This is a decrease of 92 percent.

In 2021, the Board hosted 17 HHW events and 701 residents participated. The materials collected included 5,906 liters of liquid HHW waste; 40 paint boxes (approx. 8,480 liters of paint); 1,040 kg of batteries; 369 compressed gas tanks; and 373 fluorescent light bulbs were collected.



Overall, the participation rate and the volume of HHW materials collected was lower in 2023 than in 2022.

The Board continues to see lower participation rates and lower volumes of HHW materials as the province continues to introduce more Extended Producer Responsibility (EPR) programs. Under EPR programs, manufacturers are responsible to collect and dispose of these materials.

It is worth noting that for 2023, 84 percent of the materials collected by the Board during its HHW collection events could have been dropped off at any time at disposal sites available throughout the region.

For example, drop-off locations are available throughout the region for:

- paints, solvents, light bulbs, etc.;
- used oils, coolants, etc.,
- electronics
- prescription drugs (at any pharmacy)

The Board developed its HHW collection program in 2012 because residents outside the urban area did not have reasonable access to dispose of HHW materials. Initially this program provided 30 events annually. However, due to low attendance and reduced quantities of HHW materials collected at these events, the number of events was reduced to 17 for the past several years. The

costs to provide 17 events in 2022 and 2023 were the same as providing 30 events historically. Each HHW event costs the Board about \$6,000.

Because residents located in or near larger centers have access to drop-off locations year-round for HHW materials, the Board will reduce the number of events it hosts annually as well as focusing on providing these events in more remote communities that do not have reasonable access to disposal sites.

---

## WASTE COLLECTIONS

---

There was approximately four (4) metric tonnes less curbside recycling collected in 2023 than in 2022. The Board is uncertain as to why recycling rates dropped in 2023 but is focused on raising waste diversion rates going forward. The Board anticipates an increase in recycling rates once the change to clear bags occurs.



There was no notable change in curbside waste diversion rates between 2021 and 2022. There was a slight increase in waste received in 2020 that was due to the COVID-19 pandemic when more people were working from home, students were at home and many were involved in home improvement activities, etc.

There was an increase of six (6) metric tonnes of curbside recycling collected in 2022 over 2021. The Board was pleased to see this increase but was disappointed to see recycling participation and quantities decrease in 2023.

For 2023, the Board ran an information campaign to raise awareness and to outline the benefits of recycling and waste diversion. Information pamphlets were created and distributed to all communities and through social media. The Board will continue to develop materials and campaigns to raise public awareness regarding the importance of recycling and waste diversion.

The Board withdrew waste collections from un-serviced roads in unincorporated areas effective December 31, 2019 in accordance with the Ministerial Directives. This has resulted in a decrease in the number of properties in receipt of regional waste services by approx. 20%.

The Board currently has ten (10) contracts for the collection, transportation, and disposal of waste in the Eastern region as outlined in the table below:

ACRONYM	AREA	PROPERTIES
BDGA	Bay de Grave (Clarke's Beach, Port de Grave, Bristol's Hope)	1,137
CBC	Conception Bay Center	2,461
SMITH	Smith Sound Area	1,503
ISTHMUS	Isthmus & South West Arm South	3,328
SSWMI	Southern Shore	3,592
TCNWM	Trinity Conception North	1,879
TBS&C	Trinity Bay South/Center	2,920
SWA	Southwest Avalon and Deer Park/Vineland Road	1,762
CARB	Carbonear and Area	3,223
POUCH	Pouch Cove	914
		<b>22,719</b>

---

## CLARENVILLE TRANSFER STATION

---

In 2023, the following was received at the commercial portion of the facility:

- 4,969,730 kg of regular waste
- 458,368 kg of recyclables
  - O.C.C. (old, corrugated cardboard) = 318,318 kg
  - Blue bag recyclables = 140,050 kg
- 55,360 kg of metals

This required 248 trips to the regional landfill at Robin Hood Bay to transport this material for disposal. This is an increase of 11 percent in the number of trips required to the regional landfill from 2022.

For comparison purposes, in 2022, the following was received at the commercial portion of the facility:

- 5,130,760 kg of regular waste
- 458,731 kg of recyclables
- Required 224 trips to transport the waste to Robin Hood Bay regional landfill.

For 2023, the amount of regular waste received at the Clarenville Transfer Station decreased by 3 percent while the quantity of recyclables received decreased by 0.08 percent. While the Board is pleased to see a decrease in the amount of regular waste received, it is disappointing to see recycling rates unchanged.

For 2022, the amount of regular waste received at the Clarenville facility decreased by 9 percent while the quantity of recyclables received increased by 14 percent.

Please see the Waste Recovery Facilities section of this report for residential drop-off information at this location.

---

## **FIRE AND EMERGENCY PROTECTION**

---

In 2017 the Board implemented fire and emergency services by partnering with the Town of Holyrood to expand its fire services boundary to include unincorporated areas outside its municipal boundary. This program is being provided through a contract with the town and its volunteer fire department to deliver the service.

Following the success of the initial contract, the Board now has the following contracts for this service:

- a) Town of Holyrood to provide fire and emergency services to an unincorporated area along Salmonier Line - 116 properties.
- b) Town of St. Joseph's to provide fire and emergency services to the Local Service Districts of O'Donnell's, Forest Field-New Bridge - 111 properties.
- c) Town of Carbonear to provide fire and emergency services to the unincorporated areas of Gadden's Marsh and English Hill Extension – 16 properties.
- d) Town of Winterton to provide fire and emergency services to the unincorporated community of Turk's Cove – 24 properties.
- e) Town of Ferryland to provide fire and emergency services to the unincorporated community of Admiral's Cove – 48 properties.
- f) Town of Bay Roberts to provide fire and emergency services to the unincorporated communities of Bareneed and Port de Grave – 393 properties.

---

## **COMMUNITY CLEAN-UP PROGRAM**

---

The Board continues to support volunteer community clean-ups in the Eastern region by providing community groups an opportunity to access its network of waste recovery facilities to dispose of up to ten (10) tonnes of materials at no cost.

These community clean-up events should be aimed at public spaces such as parks, ditches, green spaces, beaches, etc. Participating communities are expected to ensure only acceptable materials are dropped off.

In 2023, the following eight (8) communities participated in the Community Clean-Up Program:

- Bay Bulls
- Green's Harbour
- Burnt Cove-St. Michael's-Bauline
- East
- Mobile

- Carbonear
- Mount Carmel-Mitchell's Brook-St. Catherine's
- Chapel Arm
- St. Joseph's

In 2022, twelve (12) communities participated in the Community Clean-Up Program. The Board communicates information to every community in the Eastern region annually regarding this program and is pleased to assist in keeping our communities clean and healthy and protecting the environment.



---

## JOINT COUNCILS SUPPORT

---

The Board continues to provide administrative support for the joint councils in the region, and this has been well received by the member communities.

These joint councils provide the forum for discussions amongst neighbouring communities to relay their activities and concerns as well as being an avenue for the exchange of information and ideas about local government and provincial municipal legislation.

---

## COMMUNITY COLLABORATIONS AND COMMUNICATIONS

---

In 2023, the Board continued to meet with many community leaders to not only discuss current service(s) but to look at new opportunities for the Board to assist communities in the Eastern region. The Board continues to investigate new opportunities to engage stakeholders to build relationships

as well as collaborating on ways to advance sustainable waste management, fire services and water/wastewater services in the eastern region.

The Board regularly provides information to communities for use on their social media pages or in their community newsletters. The Board continues to provide information to residents and communities regarding the importance of waste diversion as well as information to assist with the successful sorting of these materials. The focus of these educational materials will be on waste diversion and the importance of recycling with the goal of raising the number of households that participate in bi-weekly recycling collection.

The Board understands that when communities and residents come together to raise awareness about recycling, it teaches people about the importance of protecting the environment. Educating our residents about modern waste practices and protecting the environment can help equip future generations with the knowledge and understanding they need to reduce indiscriminate waste disposal and pollution.



The Board will continue to collaborate to encourage as many communities as possible to consider participating in regional services. Regional service delivery utilizes economies of scale that allows the delivery of services to residents with great efficiency and at a lower cost.

The Board is committed to improving communications with all stakeholders and has developed a Communications Plan to recommend external and internal communications and marketing strategies (including for website and social media applications) to further best practices in customer relations, public relations, information delivery, guidelines compliance, buy-in across demographics, sustainability, and circular economy.

# OPPORTUNITIES AND CHALLENGES AHEAD

---

---

## LEGISLATIVE TOOLS

---

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.

The Board is proposing the following changes:

- a) The Board is requesting that the Act be changed to provide the authority to place lien on a property for outstanding debt like municipalities. This provides another option other than collecting debt through court, which is the only option in the Regional Service Board Act.
- b) Authority to request and compel communities to provide data to the Board such as the information they provide in their Municipal Operating Grant application that confirms the number of households/properties within the town. This would ensure that the Board has the correct number of properties for invoicing.
- c) Requiring communities, especially those on boil-water orders, to participate in the Province's Regional Water/Wastewater Operator Pilot Program could increase the number of communities who improve access to clean drinking water for their residents.
- d) The authority to inspect waste loads would provide the Board with the ability to inspect and fine all commercial waste haulers who have recyclables mixed with regular household garbage over an acceptable threshold.
- e) All tenders/requests for proposals for waste services for any community in the eastern region are to be made through the Board except for those communities with in-house waste collection departments. This would ensure that all waste collection contracts are in line with legislation and the Provincial Waste Management Strategy. In addition, it would ensure that no community pays more than the amount charged by the Board.
- f) Mandatory participation for Local Service Districts (LSDs). At this time any community may opt out of the regional waste system. The Board proposes that any LSD who is unable or is not currently providing waste collection services internally must participate in the regional system.
- g) Mandate to address illegal dumping in the Eastern region along with the tools to enforce the legislation such as the authority to investigate and to issue fines, etc.

---

## MANDATORY RECYCLING FOR PROVINCE

---

Mandatory recycling for those communities who use regional landfills. This would be one way to implement mandatory recycling province-wide that would not impact those areas that have not yet moved to regional landfills, i.e. Discovery, Coast of Bays, etc.

---

## **MANDATORY PROPERTY REGISTRY/LAND TITLES SYSTEM**

---

The Board is requesting the province implement a mandatory property registry or adopt land titles systems. This would enable the Board, municipalities, and local service districts to identify the property owners within their boundaries for fees assessment and/or property taxes. Without a mandatory system it is very difficult to identify property ownership.

For the provision of services, a mandatory property registry is required. This is especially true for fire and emergency services. It is difficult to identify the legal owners of unregistered properties. This leads to issues when responding to a call for assistance as the fire department has no way to contact the owner to see if anyone is present or if there are any hazards that they should be aware of, etc.

When it is impossible to identify a property owner, it is impossible to invoice that property owner for the service(s) they are receiving.

Having a mandatory property registry/land titles system like all other provinces would greatly improve regional service delivery and assist in maintaining the costs to deliver service(s) as all property owners would be identified and included for invoicing.

---

## **PROVINCIAL STANDARDS FOR WASTE COLLECTION**

---

The province does not have standards for waste collection; therefore, communities may choose to opt out of waste diversion programs and simply send all their waste to the landfill. This is not in line with the Provincial Waste Management Strategy that outlines clear diversion targets for the province.

The Board would like to see all licensed waste haulers having to offer waste diversion options as opposed to just collecting black bag waste for landfilling. For example, the Board has had communities opt out of regional waste services to purchase these services from a contractor for a slightly lower price for regular garbage/black bag only waste collection.

---

## **WASTE RECOVERY FACILITIES**

---

The Board is currently working to bring electricity to all its waste recovery facilities that remain operational over winter. Having electricity at these facilities will provide a safe way for staff to warm up in winter as well as providing electricity for the installation of surveillance cameras.

The Board is considering the installation of surveillance cameras at all waste recovery facilities to identify those individuals who report to these sites after hours to vandalize and/or scavenge

materials. The Board has reviewed the guidelines for the use of surveillance cameras by public bodies.

The Board's decommissioning plan for the permanent closure of waste recovery facility at Sunnyside was accepted by the province and this facility will be permanently closed effective March 31, 2024. This facility is being closed due to very low usage and the high cost of operations.

The Board regularly reviews its programs and facilities including our network of waste recovery facilities to ensure the delivery of the best possible service along with fiscal responsibility.

Since the Whitbourne Waste Recovery Facility became operational in 2016, usage at the Cavendish facility has diminished and the Board is considering the necessity for continued operation of this facility. The Cavendish facility is located 70 km from the Old Perlican facility and 40 km from the Whitbourne facility. Therefore, residents in the area are well within acceptable travel limits to access a waste recovery facility without the Cavendish site. In 2023, the Cavendish facility saw six (6) percent of overall client visits to these facilities.

The Board will continue to review and discuss the need for this facility and whether the resources being used for this facility could be used to improve the remaining facilities.

In 2022, the Cavendish facility saw 2,888 visits or 8 percent of overall visits. For 2023, the Cavendish site saw 2,234 visits or 6 percent of overall visits.

Since the Whitbourne facility opened, usage at the Cavendish facility usage has decreased by 50 percent.

The Bell Island facility continues to be used minimally by the approx. 2,200 residents on the island. Unfortunately, the site is vandalized regularly which increases the operational costs at the site. For 2022, the costs to operate the Bell Island facility was 45 percent more than the costs to operate the Cavendish facility and more than double the cost of operating the Sunnyside facility. The facility continues to be vandalized regularly.

The facility located on Bell Island is located only 30 kilometers from the Residential Drop-Off at Robin Hood Bay. Therefore, residents in the area are well within acceptable travel limits to access a waste facility without the Bell Island site.

In July 2023, the Board Chair, CAO, and Director Operations held a meeting with the Town of Wabana to discuss the facilities operations and policies. During that visit, an illegal dumpsite down over the hill from the Board's facility was noted despite the waste recovery facility being fully operational at the time.

In addition, during the visit to the site it was observed that a huge opening existed in the chain link fencing at the rear of the waste recovery facility that provided easy access not only for foot traffic but for ATV's, etc.

For 2023, the Bell Island Waste Recovery Facility saw 650 visits or 2 percent of overall visits to all these facilities. For 2022, the facility saw 680 visits.

The Board continues to monitor the necessity of this facility for future operations due to low usage and the high cost of operations.

---

## CLARENVILLE TRANSFER STATION

---

The province has yet to finish all the work required to completely environmentally close the former landfill at the Clarenville Transfer Station site. The Board looks forward to having this work completed soon.

Additional improvements and equipment will be required at the transfer station before waste from any other jurisdiction such as the Discovery Region can be disposed of there. The facility continues to operate at or near capacity with the acceptance of waste from only the Smith Sound area.



The province issued a Request for Proposals in December 2022 related to Waste Management Assessment in the Discovery Region. This project consists of a comprehensive review of waste management in the Discovery Region and an update and expansion to the 2015 SNC-Lavalin Report to reflect waste volumes and costing to current values. This updated study will be used to aid in discussions around the regionalization of waste collection, shipping and disposing in the Discovery Region.

The Board looks forward to working with the Province and the Discovery Region to implement a modern regional waste system that is affordable and benefits all residents while providing diversion opportunities.

The Board would like to see upgrades at the Clarenville Transfer Station site to address emergencies and capacity at the facility by constructing a second exit from the site. In addition, a receiving/staging area for waste streams associated with disaster-event materials is needed. For example, if Robin Hood Bay had a major fire event that resulted in a significant closure, then waste could be diverted to the transfer station site. Or if a disaster event occurred in any community served by the transfer station, that material could be brought to the site.

The Board and the City of St. John's continues to discuss an emergency plan for such an event.

A second exit from the site would also significantly improve the traffic flow at the location as well as improving the customer experience.

---

## REGIONAL SERVICE BOARDS AND REGIONALIZATION

---

The Board continues to be active in its contribution to the discussion of developing regional services in the province. The Board looks forward to working with the Departments of Municipal and Provincial Affairs, Environment and Climate Change, Transportation and Infrastructure, Justice and Public Safety, and Digital Government and Service NL to achieve regional service delivery through collaboration.

As the largest regional service board, we look forward to continued discussions with colleagues on the other regional service boards to advance the provision of regional services by working together to identify opportunities. In addition, we continue to work with joint councils, municipalities, and other communities in strengthening the services for residents of our Province.

The Board feels that benefits can be achieved from a shared service delivery approach and continued collaboration such as:

- Encouraging and supporting communities to work together on common issues, needs, and opportunities that cross local boundaries;
- Strengthening regions and increasing opportunities for collaboration leading to more efficient and effective use of resources;
- Facilitating and working with communities and stakeholders to help pool their resources to better meet the local needs, while maintaining a vibrant community identity.

The Board will continue to promote regional service delivery through collaboration.



# SUMMARY

---

The Board will continue to work with its partners in regional service delivery including municipalities, local service districts, businesses, provincial government departments, and others in the development of quality and cost-effective services to the Eastern region.