



ERSB Board of Directors Meeting Minutes

Eastern Regional Service Board

11/27/2024 6:00 PMNST

@ The Annex, 365 Old Placentia Road, Mount Pearl, NL

Attendance

Present:

Members: Bill	Antle, Daniel (Danny)	Breen, Jill
Bruce, Glenn Clarke, Tom	Davis, Christie Dean, Rodney	Delaney, Craig
Drover, Ronald	Ellsworth, T. Alexander	Hickman, Kevin
McDonald	(remote), Jason O'Brien (remote), Holly Power, Ophelia	
Ravencroft	(remote), Carl	Ridgeley, Steve Tessier, Gerard
Tilley, Lynn Tucker, Mark	Vardy, Lawrence	Vaters

Absent:

Members: Maggie	Burton, Sheilagh	OLeary, Hilda
Whelan		

I. Call to Order

The meeting was called to order at 7:01 p.m.

II. Adoption of Agenda

[Draft Agenda BOD Nov 27 2024.docx](#)

Motion:

BE IT RESOLVED that the agenda be adopted as tabled.

Motion moved by Steve Tessier and motion seconded by Rodney Delaney . Carried Unanimously.

III. Review of Minutes

The minutes from October 2, 2024, October 30, 2024, and November 13, 2024 meetings were tabled for review and approval.

[ERSB Board of Directors Meeting Minutes \(2\).pdf](#)

[ERSB Strategic Planning Session Minutes.pdf](#)

[ERSB Special Meeting Minutes.pdf](#)

Motion:

BE IT RESOLVED that the minutes from October 2, 2024, October 30, 2024, and November 13, 2024 be adopted as tabled.

Motion moved by Steve Tessier and motion seconded by Gerard Tilley. Carried Unanimously.

IV. Committee Reports

A. Finance & Audit Committee

Mr. Hickman, Committee Chair, delivered the Finance and Audit Committee report

1. Board Expenditures

The Board's expenditures were tabled for review. There were no questions or concerns.

 [Cheque Register Oct 2024.pdf](#)

 [Payroll Expense OCT 2024.pdf](#)

 [BMO Statement October.pdf](#)

Motion:

BE IT RESOLVED that the Board adopt the expenditures for the month of October as tabled.

Motion moved by T. Alexander
and motion seconded by Lawrence
. Carried Unanimously.

Hickman
Vaters

2. Incorporated Towns Payment Activity Report

Mr. Hickman referred to the Incorporated Towns Payment Activity Report that was included in the meeting package. There were no questions or concerns on this report.

 [2024 Incorporated Towns Payment Activity Report at November 12.pdf](#)

3. Voyent Alert Renewal – December 14

Mr. Hickman referred to the briefing note that was provided in the meeting package. He was pleased to report a positive uptake in the Voyent Alert system that was introduced last year.

 [Briefing Note - Voyent Alert Notification System Subscription Nov 2024.docx](#)

 [FW Upcoming Voyent Alert Renewal - December 14.pdf](#)

Motion:

BE IT RESOLVED that the Board accept the quote for Voyent Alert Annual Service Subscription from ICESoft Technologies, Canada Corp. in the amount of \$11,400 plus HST.

Motion moved by T. Alexander
and motion seconded by Ronald
. Carried Unanimously.

Hickman
Ellsworth

4. Asset Management Plan - Update

Mr. Hickman noted that staff are reviewing options and templates for the Board's Asset Management Plan. This item will remain on the agenda for regular updates and a deadline will be set once all options are considered.

B. Strategy & Policy Committee

Mr. Tilley, Committee Chair, delivered the Strategy & Policy Committee Report.

1. Q2 Operations Report

Mr. Tilley highlighted some key points of the Q2 Waste Operations Report.

 [Q2 report 2024.docx](#)

2. Q3 Water/Wastewater Report

Mr. Tilley noted that the 2024 Q3 Water/Wastewater report that was included in the meeting package. The Board's Technician continues to work with 19 communities throughout the Eastern region.

He also reported that new programs related to water/wastewater are being made available through the provincial government. There is currently no interest in the Eastern region for these new programs, but updates will be provided to the Committee if more information becomes available.

 [Eastern Region - Quarterly Report - Sep 30, 2024 merged.pdf](#)

3. Indigenous Reconciliation Training

First Light is an organization that provides education/cultural training for indigenous awareness and reconciliation. The Committee agreed that all Board members should complete the three-hour training session early in the new year. It was agreed that staff should be scheduled for the same training in the spring.

 [Briefing Note - Indigenous Cultural Diversity Training.docx](#)

 [Indigenous-Cultural-Diversity-Training-Information-Package-2023.pdf](#)

4. Service Delivery Policy

Mr. Tilley referred to the information provided in the meeting package. The Service Delivery Policy was updated as a result of the policy changes arising from the recent strategic planning session. The Committee had no questions or concerns with the amendments.

 [Briefing Note - Service Delivery Policy Revision NOV 2024.docx](#)

 [Service Delivery Policy Revised NOV 2024.pdf](#)

Motion:

BE IT RESOLVED that the Board adopt the revised Service Delivery Policy that has been updated to reflect changes to the exemption from waste management fees process.

Motion moved by Gerard Tilley and motion seconded by Tom Davis.
Carried Unanimously.

5. Electrification of Renewables-Cappahayden Waste Recovery Facilities – Update


Mr. Tilley was pleased to report that tree cutting has occurred and pole markers have been installed. It is great to see these steps finally be taken towards electrifying this last facility. Ms. Dean reported that the permit provided by Service NL to electrify these sites has expired and that may impact the timeliness of the electrification of the Renewables-Cappahayden facility.

6. Implementation of User Access Cards at Waste Recovery Facilities - Update

Mr. Tilley reported that November 20 is the expected arrival for the Board's new access cards and that the website/app for the card system is 95% programmed. The Board will begin issuing access cards in December and will provide a grace period of four months to the end of March 2025. The current user process and the new electronic system will overlap for a short period of time. Only those with an access card will be granted access April 1, 2025 onward.

7. Waste Recovery Facility Access Cards: Determining Catchment Area for Users

Mr. Tilley referred to the briefing note that was provided in the meeting package. He explained that proof of property ownership will be required for an access card. Customers must own a property in an area that is serviced by the Board and one access card per household will be provided. The Committee understands that an exemption may be required in some cases, and that will be determined on a case-by-case basis once the process is underway. It was also reported that a \$10 fee will be charged to replace an access card if a customer loses or breaks their card.

 [Briefing Note - WRF Access Cards - Catchment Area NOV 2024.docx](#)

 [Email fr C Dean re Access Cards Catchment 2024.pdf](#)

Motion:

BE IT RESOLVED that the Board not provide an access card for its waste recovery facilities to residents of the metro area or Northeast Avalon unless the resident can provide proof of property ownership within the Board's service area.

Motion moved by Gerard Tilley and motion seconded by Bill Antle
. Carried Unanimously.

8. Installation of New Scale Software at the Clarendville Transfer Station – Update

Mr. Tilley reported that the new scale software system implementation at the Clarendville Transfer Station is going very well. After working out some small issues, the system is up and running efficiently. The on-demand access to the system is convenient for management and staff. This is especially true now that tracking is available to assist with truck or load adjustments that can be made immediately.

9. Water Well at the Clarendville Transfer Station – Update

Mr. Tilley was pleased to report that the water pump for the non-potable water well drilled at the Clarendville site has finally arrived. Installation was expected to take place today; however, with the recent heavy rains, the required digging for installation has been put on hold as the ground is not stable enough to dig at this time.

There was no Governance Committee meeting held in the month of November.

V. Correspondence

There was no correspondence to review.

VI. New Business

A. Motions to be Ratified:


Mr. Tessier reminded members that the following motions have already been adopted but are listed here as public ratification is required.


1. ERSB Insurances for November 1, 2024 through October 31, 2025

 [Briefing Note - Policy Renewal Oct 31 2024 Update.docx](#)

 [2024 Cyber Liability Renewal Document - Client Copy.pdf](#)

 [ERSB- 2024 Auto Renewal Terms .pdf](#)

 [2024 Commercial General Liability Renewal Document - Client Copy.pdf](#)

 [Eastern Regional Service Board OA Eastern Waste Management \(2024-10-21 - Renewal Terms\).pdf](#)

Motion:

BE IT RESOLVED that the Board accept the Cyber Liability policy, Commercial Property and Auto, and Commercial General Liability renewal quotes from Wedgwood Insurance in the combined total amount of \$170,167 plus HST for the period of November 1, 2024 to October 31, 2025.

Motion moved by Steve Tessier and motion seconded by Glenn Clarke.
Carried Unanimously.

2. Exemption form Waste Services Policy Review – Update and finalize policy

 [BN Policy Review - Exemption fr Waste Services OCT 30 2024.pdf](#)

 [Request for Exemption - FORM 2024 DRAFT LT Edits.pdf](#)

 [Exemption Request Form Waste Management Services 2018.pdf](#)

Motion:

BE IT RESOLVED that the Board revises its policy for exemption from waste services by adopting the revised form entitled Request for Exemption–Waste Management Services beginning immediately. Any exemption requests approved beginning January 2025 will be for the period of 18 months. The Board will re-visit the property 16 to 20 months after the approved exemption to ensure the property remains eligible for exemption.

Motion moved by Steve Tessier and motion seconded by Gerard Tilley.
Carried Unanimously.

3. 2024-2025 Snow Clearing Tenders for Waste Recovery Facilities

 [20241011_144049.pdf](#)

 [Brief Note - Snow Clearing Tenders 2024 2025.pdf](#)

Motion:


BE IT RESOLVED that the Finance & Audit Committee recommends that the Board accept the lowest bid for the Bay Bulls, St. Joseph's, Renewes-Cappahayden, Placentia and Harbour Grace tenders related to the 2024-2025 snow clearing at the Board's waste recovery facilities.

Motion moved by Steve Tessier and motion seconded by Jill Bruce
. Carried Unanimously.

4. Provision of Waste Services for St. Mary's, St. Vincent's-St.Stephen's-Peter's River, Gaskiers-Point La Haye, and Riverhead for January 1, 2025

 [Briefing Note - Adding 4 SWA Towns for Jan 2025 LT.pdf](#)

 [EMAIL - Change Order to Add Four Towns to the Southwest Avalon and Placentia Bay Area Contracts .pdf](#)

 [Response Report - MBE - Add 4 Towns to SWA & PB Area Contracts.docx](#)

Motion:

BE IT RESOLVED that the Board provide waste services to the Towns of St. Mary's, St. Vincent's-St. Stephen's-Peter's River, Riverhead and Gaskiers-Point La Haye, by issuing a Change Order for the Southwest Avalon and Placentia Bay Area Multi-Stream Waste Collection contract signed February 13, 2023 with T2 Ventures Inc. The Change Order period is for 17 months beginning January 1, 2025 and the cost is \$9,316.00 plus HST per month for 700 properties.

Motion moved by Steve Tessier and motion seconded by Bill Antle . Carried Unanimously.

VII. Roundtable

Mr. Vaters was pleased to report that the Town of Paradise's State of Emergency is over for a portion of the town that was serviced by a lift station that failed. The repairs have been completed.

Mr. Antle welcomed attendees to the City of Mount Pearl. He introduced the Annex, the Admiralty House, and its gardens and provided information for each. Mount Pearl has 64 km of trails and he encouraged everyone to enjoy them whenever they get a chance to do so. He was pleased to report that the City's budget was finally completed at the last Council meeting.

Mr. Drover noted that he was quite pleased with the recent Municipalities Newfoundland & Labrador Conference and the Board's joint sponsorship with the other regional service boards.

Ms. Tucker reminded attendees to be mindful over their waste this holiday season and to make every effort to recycle where possible.

Ms. Power reported that the Southern Shore Joint Council and the Northeast Avalon Joint Council have completed their meetings for 2024 and will reconvene in January.

Mr. Clarke was pleased to report that the Town of Victoria has completed their 2025 budget with no tax increases. They are busy getting ready for upcoming Christmas events.

Mr. Hickman spoke of a presentation by the tourism industry that he attended today. They provided a lot of interesting information; however, they also noted the increased presence of litter that no one wants to see.

Mr. Tilley reported that 'Joshua the Goat' remains quite popular in Conception Bay South, especially with their public events scheduled for December. He noted that the town continues to work on their budget. He invited members to their December 2 holiday lighting of Manuels River and the Santa Claus Parade that takes place on December 7, all are welcome to attend.

Mr. Breen noted that the City of St. John's Santa Claus Parade will take place this coming Sunday at 12 noon and that the tree lighting at Bowring Park will take place on Saturday, December 7. Again, all are welcome to attend.

Mr. Davis encouraged everyone to watch 'Buy Now! The Shopping Conspiracy' on Netflix. He noted it was a great documentary about consumerism. He also reported that NewfoundSAND did a pop-up shop at the St. John's Farmers Market this past weekend which gained a lot of interest as they crush and reuse glass that cannot be recycled curbside or at a Green Depot. Mr. Davis also provided some information on the radon project where kits have been dispersed to homes throughout the City of St. John's and a report will be complete once the data is collected. He will notify the Board of the results.

Mr. Tessier thanked members for their commitment and service to the Eastern Regional Service Board over the past year and noted that this is the last public meeting for 2024. Merry Christmas to all.

VIII. Upcoming Meetings

- a) The next meeting of the Board of Directors will take place on Wednesday, January 29, 2025, at 7:00 p.m. The location for this meeting is still to be determined.
- b) The next meeting of the Finance & Audit Committee will take place on Thursday, January 16, 2025, at 12:30 p.m., format to be determined.
- c) The next meeting of the Strategy & Policy Committee will take place on Wednesday, January 14, 2025, at 8:30 a.m., format to be determined.
- d) The next meeting of the Governance Committee will take place on Wednesday, January 22, 2025, at 10:30 a.m., format to be determined.

IX. Adjournment

Seeing no further business to discuss, the meeting adjourned.

Motion:

BE IT RESOLVED that the meeting adjourned at 7:35 p.m.

Motion moved by Steve Tessier and motion seconded by Gerard Tilley. Carried Unanimously.

Eastern Regional Service Board

BNK2 - Bank of Montreal - EW [1060-0002]

Cheques from 0000000001 to 0000012424 dated between 10-01-2024 and 10-31-2024

CHEQUE REGISTER

Printed: 11:11:11AM 11/01/2024

Page 1 of 2

Number	Issued		Amount	SC	Status	Status Date
0000012377	10/09/2024	Acklands Grainger Inc.	97.21	A/P	CLEARED	10/22/2024
0000012378	10/09/2024	Advantage Personnel Ltd.	786.60	A/P	CLEARED	10/21/2024
0000012379	10/09/2024	Big Erics Inc.	137.40	A/P	OUT-STD	10/09/2024
0000012380	10/09/2024	Canadian Maritime Engineering	5,284.25	A/P	CLEARED	10/22/2024
0000012381	10/09/2024	Christie Dean	201.49	A/P	CLEARED	10/15/2024
0000012382	10/09/2024	Coish's Trucking & Excavating Ltd.	17,895.50	A/P	CLEARED	10/21/2024
0000012383	10/09/2024	CTT Tirecraft	243.29	A/P	CLEARED	10/16/2024
0000012384	10/09/2024	Curtis Dawe	5,395.80	A/P	CLEARED	10/21/2024
0000012385	10/09/2024	Dicks and Company Limited	531.61	A/P	CLEARED	10/17/2024
0000012386	10/09/2024	Dodd's Diesel Repair Ltd.	11,851.31	A/P	CLEARED	10/16/2024
0000012387	10/09/2024	Gerard Tilley	1,608.36	A/P	CLEARED	10/21/2024
0000012388	10/09/2024	GFL Environmental Services Inc.	19,521.25	A/P	CLEARED	10/21/2024
0000012389	10/09/2024	K.J.H. Dirtwork's Ltd.	48,159.68	A/P	CLEARED	10/18/2024
0000012390	10/09/2024	Kevin McDonald	126.14	A/P	CLEARED	10/16/2024
0000012391	10/09/2024	Leslie Squires	550.00	A/P	CLEARED	10/11/2024
0000012392	10/09/2024	Lynn Tucker	343.93	A/P	CLEARED	10/11/2024
0000012393	10/09/2024	Miller IT Limited	237.26	A/P	CLEARED	10/16/2024
0000012394	10/09/2024	Newfoundland Power Inc.	96.47	A/P	CLEARED	10/16/2024
0000012395	10/09/2024	Nexgen Municipal Inc.	496.10	A/P	CLEARED	10/25/2024
0000012396	10/09/2024	North Sun Energy	17,039.41	A/P	CLEARED	10/18/2024
0000012397	10/09/2024	Pike's Pro Hardware & Building Supplies	88.17	A/P	OUT-STD	10/09/2024
0000012398	10/09/2024	Princess Auto	233.38	A/P	CLEARED	10/21/2024
0000012399	10/09/2024	Ridge G&P Services Ltd.	53,389.75	A/P	CLEARED	10/25/2024
0000012400	10/09/2024	Shred-it c/o Stericycle ULC	108.93	A/P	CLEARED	10/22/2024
0000012401	10/09/2024	Strong Data Inc.	2,213.75	A/P	CLEARED	10/17/2024
0000012402	10/09/2024	T2 Ventures Inc.	364,831.15	A/P	CLEARED	10/10/2024
0000012403	10/09/2024	Town of Clarendville	1,608.00	A/P	OUT-STD	10/09/2024
0000012404	10/09/2024	Tulk Tire & Service Ltd.	3,814.38	A/P	CLEARED	10/18/2024
0000012405	10/17/2024	Newfoundland Power Inc.	5,363.60	A/P	CLEARED	10/21/2024
0000012406	10/23/2024	62167 Newfoundland and Labrador Inc	7,380.30	A/P	CLEARED	10/31/2024
0000012407	10/23/2024	Advantage Personnel Ltd.	1,048.80	A/P	OUT-STD	10/23/2024
0000012408	10/23/2024	Bell Aliant	4,804.12	A/P	OUT-STD	10/23/2024
0000012409	10/23/2024	Channel 6 Ads - Avalon Region	368.00	A/P	CLEARED	10/31/2024
0000012410	10/23/2024	City of St. John's	39,020.58	A/P	CLEARED	10/29/2024
0000012411	10/23/2024	De Lage Landen Financial Services Canada Ltd.	398.48	A/P	OUT-STD	10/23/2024
0000012412	10/23/2024	Dodd's Diesel Repair Ltd.	7,871.77	A/P	CLEARED	10/31/2024
0000012413	10/23/2024	Hurley's Trucking Ltd	8,855.00	A/P	OUT-STD	10/23/2024
0000012414	10/23/2024	Newfoundland Power Inc.	3,310.52	A/P	CLEARED	10/28/2024
0000012415	10/23/2024	Nexgen Municipal Inc.	23,464.01	A/P	OUT-STD	10/23/2024
0000012416	10/23/2024	ORKIN Canada Corporation	209.90	A/P	OUT-STD	10/23/2024
0000012417	10/23/2024	Pinnacle Office Solutions Ltd.	73.67	A/P	OUT-STD	10/23/2024
0000012418	10/23/2024	Princess Auto	152.91	A/P	OUT-STD	10/23/2024
0000012419	10/23/2024	Ridge G&P Services Ltd.	12,500.00	A/P	CLEARED	10/25/2024
0000012420	10/23/2024	Tulk Tire & Service Ltd.	643.60	A/P	CLEARED	10/29/2024
0000012421	10/23/2024	Vardy Villa Limited	29,395.38	A/P	OUT-STD	10/23/2024
0000012422	10/30/2024	William Blunden	7,337.00	A/P	OUT-STD	10/30/2024

** - Name on Check was modified

Eastern Regional Service Board

BNK2 - Bank of Montreal - EW [1060-0002]

Cheques from 0000000001 to 0000012424 dated between 10-01-2024 and 10-31-2024

CHEQUE REGISTER

Printed: 11:11:11AM 11/01/2024

Page 2 of 2

Number	Issued		Amount	SC	Status	Status Date
0000012423	10/30/2024	Wedgwood Insurance Limited	183,599.50	A/P	OUT-STD	10/30/2024
Total Issued (47):			\$892,687.71			
Total Voided (0):			\$0.00			
Grand Total:			\$892,687.71			
Number of Cheques Listed:			47			

** - Name on Check was modified

EASTERN REGIONAL SERVICE BOARD

PAYROLL EXPENSE

OCT 2024

Payroll – Staff (<i>3 pay periods – 29 employees</i>).....	\$212,975.03
Payroll – Board (<i>15 members</i>)	<u>\$9,996.48</u>
Total Payroll (<i>44 employees</i>)	\$222,971.51
Payroll CRA Remittance	<u>\$65,214.35</u>
TOTAL GROSS PAYROLL	<u>\$288,185.86</u>

PREVIOUS MONTH

SEP 2024

Payroll – Staff (<i>2 pay periods – 29 employees</i>).....	\$140,775.13
Payroll – Board (<i>20 members</i>)	<u>\$00,000.00</u>
Total Payroll (<i>290 employees</i>).....	\$140,775.13
Payroll CRA Remittance	<u>\$ 42,763.69</u>
TOTAL GROSS PAYROLL	<u>\$183,538.82</u>



Statement

Account Name:	EASTERN REGIONAL SERVICE BOARD	Card Number:	xxxx-xxxx-xxxx-3165
Company Name:	EASTERN REGIONAL SERVICE BOARD	Account Limit:	\$ 50,000.00
Employee ID:	CDROVER	Available Credit:	\$ 36,783.72
Statement Date (MM/DD/YYYY):	10/28/2024	Currency:	CANADIAN DOLLAR
Payment Due Date (MM/DD/YYYY):	11/18/2024		

Payments and credits received after this statement date and before the payment due date will reduce the total amount charged to your autopay account for this statement period.

Payments made to Individual cards will refresh both the Corporate limit and the Individual card limit by the amount paid. Payments and credits received after this statement date will be reflected on your next statement.

Statement Summary:

YOUR REWARDS

Rewards earned:	\$ 124.02
Rewards adjusted:	\$ 0.00
Total rewards earned:	\$ 124.02
Rewards balance year to date:	\$ 1,138.95

Annual cashback credit processed annually in January
Report any items which do not agree with your records within 30 days of the statement date.

Previous Balance:	\$ 8,968.54
Payments:	\$ -8,154.30
Adjustments:	\$ 0.00
Net Purchases:	\$ 12,402.04
Cash Advance:	\$ 0.00
Fees:	\$ 0.00
Other Charges:	\$ 0.00
New Account Balance:	\$ 13,216.28

Transaction Summary:

Trans Date	Posting Date Trans ID	Description	Pre-Tax Amount Auth #	Total Tax	Trans Amount
Card Number xxxx-xxxx-xxxx-3165 EASTERN REGIONAL SERVICE BOARD					
10/21	10/21 556706423	AUTOMATIC PYMT RECEIVED	\$ -8,154.30	\$ 0.00	\$ -8,154.30
			TOTAL CREDITS	xxxx-xxxx-xxxx-3165	\$ -8,154.30
			TOTAL DEBITS	xxxx-xxxx-xxxx-3165	\$ 0.00
Card Number xxxx-xxxx-xxxx-3500 BUTT, KEVIN					
10/01	10/03 554052561	FOODLAND #9214 WHITBOURNE NL	\$ 3.38 038283	\$ 0.51 (e)	\$ 3.89
10/08	10/09 555030037	S S SUPPLYCROSSTOWN R MOUNT PEARL NL	\$ 146.90 078105	\$ 22.04 (e)	\$ 168.94
10/08	10/09 555030036	ST. JOHNS MUNICIPAL C ST. JOHN'S NL	\$ 26.09 012081	\$ 3.91 (e)	\$ 30.00
10/08	10/10 555248299	CANADIAN TIRE #216 STJOHN'S NL	\$ 24.99 058152	\$ 3.75 (e)	\$ 28.74

10/11	10/14 555971666	KENT MOUNT PEARL MOUNT PEARL NL	\$ 6.49 001512	\$ 0.97 (e)	
10/16	10/18 556564465	WAL-MART #3015 CARBONEAR NL	\$ 10.98 010581	\$ 1.65 (e)	\$ 12.63
10/21	10/22 557218216	NORTH ATLANTIC PETROLE WHITBOURNE NL	\$ 3.38 039148	\$ 0.51 (e)	\$ 3.89
10/23	10/25 557792823	CANADIAN TIRE #217 CARBONEAR NL	\$ 79.98 031087	\$ 12.00 (e)	\$ 91.98

TOTAL CREDITS xxxx-xxxx-xxxx-3500 **\$ 0.00**
TOTAL DEBITS xxxx-xxxx-xxxx-3500 **\$ 347.53**

Card Number xxxx-xxxx-xxxx-7456 DEAN, CHRISTIE

09/26	09/30 553597834	NEWFOUND CABS ST. JOHN'S NL	\$ 29.75 097443	\$ 4.46 (e)	\$ 34.21
09/26	09/30 553597833	ROYAL YORK HOTEL TORONTO ON	\$ 1,141.62 082232	\$ 148.41 (e)	\$ 1,290.03
09/29	09/30 553597835	AMZN MKTP CA WWW.AMAZON.CA ON	\$ -11.99 000000	\$ -1.80	\$ -13.79
10/01	10/02 553900183	INDEED 98538965 TORONTO ON	\$ 299.48 058488	\$ 44.92 (e)	\$ 344.40
10/02	10/02 553900260	AMZN MKTP CA 9Z6SC3BQ3 WWW.AMAZON.CA ON	\$ 32.21 047878	\$ 4.83	\$ 37.04
10/02	10/02 553900259	AMZN MKTP CA 714N57NR3 WWW.AMAZON.CA ON	\$ 10.99 096796	\$ 1.65	\$ 12.64
10/03	10/04 554345011	AMAZON VY9GO3ON3 DOWNTOWN TORO ON	\$ 25.34 009359	\$ 3.80 (e)	\$ 29.14
10/06	10/07 554792216	STARLINK INTERNET HALIFAX NS	\$ 320.00 049154	\$ 48.00 (e)	\$ 368.00
10/11	10/14 555971667	AMZN MKTP CA LA2IS6NB3 WWW.AMAZON.CA ON	\$ 25.90 015455	\$ 3.88	\$ 29.78

TOTAL CREDITS xxxx-xxxx-xxxx-7456 **\$ -13.79**
TOTAL DEBITS xxxx-xxxx-xxxx-7456 **\$ 2,145.24**

Card Number xxxx-xxxx-xxxx-3047 DROVER, CRAIG

10/01	10/03 554052560	KENT ST. JOHNS ST. JOHN'S NL	\$ 14.69 063648	\$ 2.20 (e)	\$ 16.89
10/08	10/09 555030035	SP DR BATTERY CA SHOP RICHMOND BC	\$ 75.47 014765	\$ 9.06 (e)	\$ 84.53
10/11	10/14 555971587	AMAZON.CA SZ72A7KI3 AMAZON.CA ON	\$ 344.14 033256	\$ 51.62	\$ 395.76
10/11	10/14 555971663	AMZN MKTP CA NM7FE0163 WWW.AMAZON.CA ON	\$ 419.96 084961	\$ 63.00	\$ 482.96
10/12	10/14 555971665	AMZN MKTP CA LC9MG4EC3 WWW.AMAZON.CA ON	\$ 319.99 063575	\$ 48.00	\$ 367.99
10/12	10/14 555971664	AMZN MKTP CA OB90L3AA3 WWW.AMAZON.CA ON	\$ 593.98 040312	\$ 89.10	\$ 683.08
10/15	10/16 556149552	AIRBNB HMCZ4MYZSD AIRBNB.COM	\$ -393.70	\$ 0.00	\$ -393.70
10/20	10/21 556845176	BUDGET RENT-A-CAR DORVAL QC	\$ 271.25 095932	\$ 0.00	\$ 271.25

10/20	10/22 557218215	STAYBRIDGE SUITES TORO 905-856-9600 ON	\$ 648.72 083668	\$ 0.00	\$ 648.72
10/21	10/22 557218214	PORTER AIR TORONTO ON	\$ 597.50 014273	\$ 0.00	\$ 597.50
		Passenger Name Jay Craig Drover			
10/26	10/28 558193095	AMAZON.CA ZE0MZ70M3 AMAZON.CA ON	\$ 17.43 099931	\$ 2.61	\$ 20.04

TOTAL CREDITS xxxx-xxxx-xxxx-3047 **\$ -393.70**
TOTAL DEBITS xxxx-xxxx-xxxx-3047 **\$ 3,568.72**

Card Number xxxx-xxxx-xxxx-4730 HEATH, IVAN

10/02	10/03 554052562	ISLAND HOSE AND FITTIN MOUNT PEARL NL	\$ 430.91 043109	\$ 64.64 (e)	\$ 495.55
10/16	10/18 556564540	WAL-MART #3015 CARBONEAR NL	\$ 10.47 077471	\$ 1.57 (e)	\$ 12.04
10/16	10/18 556564539	WAL-MART #3015 CARBONEAR NL	\$ 37.41 061254	\$ 5.61 (e)	\$ 43.02
10/24	10/25 557792896	GCDS770 CARBONEAR CARBONEAR NL	\$ 19.25 067808	\$ 2.89 (e)	\$ 22.14
10/24	10/25 557792898	AVALON INDSTRAL MRINE CARBONEAR NL	\$ 12.00 054611	\$ 1.80 (e)	\$ 13.80
10/24	10/25 557792897	DOLLARAMA # 765 CARBONEAR NL	\$ 16.75 008955	\$ 2.51 (e)	\$ 19.26

TOTAL CREDITS xxxx-xxxx-xxxx-4730 **\$ 0.00**
TOTAL DEBITS xxxx-xxxx-xxxx-4730 **\$ 605.81**

Card Number xxxx-xxxx-xxxx-4653 POWER, HOLLY

10/02	10/03 554052563	COLEMANS ST. JOHN'S NL	\$ 21.73 045178	\$ 3.26 (e)	\$ 24.99
10/25	10/28 558193171	THE GYPSY TEA ROOM ST. JOHNS NL	\$ 217.39 086551	\$ 32.61 (e)	\$ 250.00

TOTAL CREDITS xxxx-xxxx-xxxx-4653 **\$ 0.00**
TOTAL DEBITS xxxx-xxxx-xxxx-4653 **\$ 274.99**

Card Number xxxx-xxxx-xxxx-0293 TUCKER, LYNN

09/26	09/30 553597831	ROYAL YORK HOTEL TORONTO ON	\$ 1,412.77 085048	\$ 183.66 (e)	\$ 1,596.43
09/27	09/30 553597832	ROYAL YORK HOTEL TORONTO ON	\$ -359.96 011838	\$ -46.79 (e)	\$ -406.75
10/16	10/17 556486000	VISTAPRINT CANADA CORP TORONTO ON	\$ 234.39 092285	\$ 35.16 (e)	\$ 269.55
10/17	10/18 556564538	ZOOM.US 888-799-9666 SAN JOSE CA	\$ 21.49 052607	\$ 3.22 (e)	\$ 24.71
10/17	10/18 556564466	PIPPY PARK COMMISSION ST. JOHN'S NL	\$ 150.00 047224	\$ 22.50 (e)	\$ 172.50
10/23	10/24 557709218	YETI 1-833-225-9384 MARKHAM ON	\$ 3,240.00 084508	\$ 486.00 (e)	\$ 3,726.00
10/24	10/28 558193170	BOSTON PIZZA #914 OLM ST. JOHN'S NL	\$ 421.57 074195	\$ 63.23 (e)	\$ 484.80

TOTAL CREDITS	xxxx-xxxx-xxxx-0293	\$ -406.75
TOTAL DEBITS	xxxx-xxxx-xxxx-0293	\$ 6,273.99



CUSTOMER SERVICE:

Service Representatives are available to assist you 24 hours a day, seven days a week. Please have account number information ready.

BMO

Telephone Inquiries: 1-855-825-9232

Lost/Stolen cards: 1-844-316-3760

Outside Canada and USA call collect: 514-881-3808

TTY (For the Deaf and Hard of Hearing): 1-866-859-2089

Internet: bmo.com/treasuryandpayment

Diners Club

Telephone Inquiries: 1-800-363-3333

Lost/Stolen cards: 1-866-890-9552

Outside Canada and USA call collect: 1-514-881-3735

TTY (For the Deaf and Hard of Hearing): 1-866-859-2089

Internet: dinersclubnorthamerica.com



PAYMENT INFORMATION:

	BMO	Diners Club
You can mail your payment to:	BMO P.O. Box 6044, Station Centre-Ville Montreal, QC H3C 3X2	Diners Club P.O. Box 6044, Station Centre-Ville Montreal, QC H3C 3X2
You may send your payment via overnight mail to:	BMO Symcor Inc (Remittance services) 650 Bridge Street Montreal, Quebec H3K 3K9	Diners Club Symcor Inc (Remittance services) 650 Bridge Street Montreal, Quebec H3K 3K9
IMPORTANT PAYMENT INFORMATION:	For BMO accounts, please make your cheque or money order payable to: BMO Bank of Montreal	For Diners Club accounts, please make your cheque or money order payable to: Diners Club

If you are paying by mail:

Remember

- Enclose your cheque or money order, payable in the same currency as your credit card, with this payment coupon, but do not staple or tape them together.
- Write your account number on the front of your cheque or money order.
- Please do not send cash.

A fee will be assessed against returned cheques.

® Registered trade-mark of Bank of Montreal.



The balance due will be automatically debited from your bank account as you authorized.

TOWNS PAYMENT ACTIVITY 2024 - As of November 12, 2024
(Towns include all incorporated towns and those LSDs who pay collectively)

CustCode	Town/Local Service District	Number of Units	Number of Units x \$200.00	Prior Year (Credit) Arrears *	Total Invoiced	Payments/ Adjustments	Arrears	Over 30 Days Past Due	Over 60 Days Past Due	Current Balance
LSDOF201	LSD of Georgetown	131	\$26,200	\$0	\$26,200	\$26,200	\$0	\$0	\$0	\$0
LSDOF202	LSD of Marysville	240	\$48,000	\$1,500	\$49,500	\$42,600	\$0	\$0	\$0	\$6,900
POUCH001	Town of Pouch Cove	914	\$182,800	\$12,462	\$195,262	\$125,262	\$0	\$0	\$0	\$70,000
TOWN0001	Town of Carbonear	2151	\$456,606	\$0	\$456,606	\$456,606	\$0	\$0	\$0	\$0
TOWN0003	Town of Clarke's Beach	611	\$122,200	\$0	\$122,200	\$122,200	\$0	\$0	\$0	\$0
TOWN301	Town of Come by Chance	118	\$23,600	\$0	\$23,600	\$23,600	\$0	\$0	\$0	\$0
TOWN302	Town of Norman's Cove-Long Cove	333	\$66,600	\$0	\$66,600	\$60,000	\$0	\$0	\$0	\$6,600
TOWN303	Town of Chapel Arm	253	\$50,600	\$0	\$50,600	\$50,600	\$0	\$0	\$0	\$0
TOWN304	Town of Southern Harbour	184	\$36,800	\$0	\$36,800	\$36,800	\$0	\$0	\$0	\$0
TOWN305	Town of Sunnyside	205	\$41,000	\$0	\$41,000	\$41,000	\$0	\$0	\$0	\$0
TOWN502	Town of Chance Cove	151	\$30,200	\$0	\$30,200	\$30,200	\$0	\$0	\$0	\$0
TOWN503	Town of Arnold's Cove	535	\$107,000	\$0	\$107,000	\$107,000	\$0	\$0	\$0	\$0
TOWN0203	Town of Colliers	293	\$58,600	\$0	\$58,600	\$58,600	\$0	\$0	\$0	\$0
TOWN0205	Town of Holyrood	1095	\$219,000	\$0	\$219,000	\$219,000	\$0	\$0	\$0	\$0
TOWN0401	Town of Aquaforte	69	\$13,800	\$0	\$13,800	\$11,864	\$0	\$0	\$0	\$1,936
TOWN0402	Town of Bay Bulls	633	\$126,600	\$0	\$126,600	\$126,600	\$0	\$0	\$0	\$0
TOWN0403	Town of Cape Broyle	277	\$55,400	\$0	\$55,400	\$55,400	\$0	\$0	\$0	\$0
TOWN0404	Town of Fermeuse-Kingman's Cove	179	\$35,800	-\$180	\$35,620	\$35,620	\$0	\$0	\$0	\$0
TOWN0405	Town of Ferryland	272	\$54,400	\$0	\$54,400	\$54,400	\$0	\$0	\$0	\$0
TOWN0407	Town of Renews-Cappahayden	234	\$46,800	\$0	\$46,800	\$37,440	\$0	\$0	\$0	\$9,360
TOWN0408	Town of St. Shott's	50	\$10,000	\$0	\$10,000	\$10,000	\$0	\$0	\$0	\$0
TOWN0410	Town of Witless Bay	744	\$148,800	\$0	\$148,800	\$148,800	\$0	\$0	\$0	\$0
TOWN0411	Town of Portugal Cove South	88	\$17,600	\$0	\$17,600	\$17,600	\$0	\$0	\$0	\$0
TOWN0504	Town of Long Harbour-Mount Arlington He	195	\$39,000	\$0	\$39,000	\$39,000	\$0	\$0	\$0	\$0
TOWN0505	Town of Fox Harbour	134	\$26,800	\$0	\$26,800	\$26,800	\$0	\$0	\$0	\$0
TOWN0507	Town of St. Bride's	139	\$27,800	\$0	\$27,800	\$27,800	\$0	\$0	\$0	\$0
TOWN0508	Town of Point Lance	47	\$9,400	\$0	\$9,400	\$9,400	\$0	\$0	\$0	\$0
TOWN0509	Town of Branch	161	\$32,200	\$0	\$32,200	\$32,200	\$0	\$0	\$0	\$0
TOWN0510	Town of Mount Carmel-Mitchell's Brook-St.	299	\$59,800	\$0	\$59,800	\$59,800	\$0	\$0	\$0	\$0
TOWN0511	Town of St. Joseph's	107	\$21,400	\$0	\$21,400	\$21,400	\$0	\$0	\$0	\$0
TOWN0512	Town of Admiral's Beach	82	\$16,400	\$0	\$16,400	\$13,120	\$0	\$0	\$0	\$3,280
TOWN0514	Town of Colinet	75	\$15,000	\$0	\$15,000	\$15,000	\$0	\$0	\$0	\$0
TOWN0601	Town of Whiteway	163	\$32,600	\$0	\$32,600	\$32,600	\$0	\$0	\$0	\$0
TOWN0602	Town of Heart's Delight-Islington	464	\$92,800	\$0	\$92,800	\$92,800	\$0	\$0	\$0	\$0
TOWN0603	Town of Heart's Desire	139	\$27,800	\$0	\$27,800	\$27,800	\$0	\$0	\$0	\$0
TOWN0802	Town of Bay de Verde	221	\$44,200	\$0	\$44,200	\$38,980	\$0	\$0	\$0	\$5,220
TOWN0811	Town of Victoria	873	\$134,664	\$0	\$134,664	\$107,644	\$0	\$0	\$0	\$27,020
TOWN0812	Town of Bay Roberts	2790	\$281,293	\$0	\$281,293	\$281,293	\$0	\$0	\$0	\$0
		16538	\$ 3,017,363	\$ 32,163	\$ 3,049,526	\$ 2,919,210	\$ -	\$ -	\$ -	\$ 130,316

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Voyent Alert Notifications System Subscription
MEETING DATE:	2024-11-27
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Craig Drover, Director Corporate Services
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the Board purchase renew the subscription for Voyent Alert Notification System to provide residents public notices, emergency alerts, and day-to-day communications regarding the Board's services.

MOTION:

BE IT RESOLVED that the Board accept the quote for Voyent Alert Annual Service Subscription from ICEsoft Technologies, Canada Corp. in the amount of \$11,400 plus HST.

BACKGROUND/DISCUSSION:

- Staff have reported that after a successful information campaign, 4500 customers across the region signed up to receive notices. Promotion is still ongoing to illustrate the benefit of receiving a timely manner regarding changes to garbage collection, facility closures, etc.
- The Voyent Alert system allows residents to register to receive notifications from the Board anonymously. The system is web-based, private and secure.
- The renewal for 2025 is for the same price as the initial term in 2024.
- The system can send notices to specific geographic areas as defined by the Board, i.e., contract areas such as the Southern Shore, Trinity Bay South, or a specific community or part of a community.
- Whenever garbage collection is impacted by weather or other reasons, notifications will be sent to the specific area/community impacted.
- All training and support are included in the annual subscription fee. Support is provided 365 days a year, 24/7.

From: [Lynn Tucker](#)
To: [Craig Drover](#)
Cc: [Holly Power](#)
Subject: FW: Upcoming Voyent Alert Renewal - December 14
Date: November 1, 2024 7:57:38 AM

This item needs to go to Finance & Audit in November to get approval to pay. Craig – would you please prepare the brief note and Holly – please add to the agenda.

Thanks,
Lynn

From: Liana Munroe <lmunroe@icesoft.com>
Sent: October 31, 2024 4:56 PM
To: Craig Drover <cdrover@ersbnl.ca>
Cc: Lori Wock <lwock@icesoft.com>; Lynn Tucker <ltucker@ersbnl.ca>
Subject: Upcoming Voyent Alert Renewal - December 14

Some people who received this message don't often get email from lmunroe@icesoft.com. [Learn why this is important](#)

Hello Craig,

I hope you are well. I am writing today to let you know that the Eastern Regional Service Board Voyent Alert annual subscription renewal is coming up on December 14, 2024. We very much appreciate your use of the system for a variety of alerting.

Please let us know if you plan to renew. The price remains the same as last year (\$11,400 + tax). I have cc'd my associate Lori who handles invoicing. Please let us know if you are the right person to send the invoice to. If not, please advise who we should reach out to.

We would be happy to offer a complimentary refresher training session for the Admins. Please let me know if you are interested.

Thanks and have a great day!

PS - Are you looking to increase Voyent Alert registration in your community? Please download our Best Practices to Increase Registration document. It contains several tips and methods to help increase your subscriber base. You can access it via the Dropbox link below.

<https://www.dropbox.com/scl/fi/befyio2v25n3zf1jqpkog/Voyent-Alert-Best-Practices-to-Increase-Registration.pdf?>

[rlkey=3pocandqtduoi80wjzyn37haq&st=fgtje108&dl=0](https://www.icesoft.com/rlkey=3pocandqtduoi80wjzyn37haq&st=fgtje108&dl=0)

Kind Regards,

Liana Munroe

Senior Software Sales Executive,
Voyent Alert! | ICEsoft Technologies

[1\(877\)263-3822 ext. 330](tel:18772633822)
liana.munroe@icesoft.com
voyent-alert.com
icesoft.com

2023 – Q2 Report (1Apr24 to 30Jun24)

Community Waste Collections:

- No Disruptions to collections due to weather during quarter:

WRF's:

- Accepted metals from bulk day (s)
- Service NL inspection / Regulatory visit:
 - A EPO visited Renews/Cappahayden WRF there were no findings.
 - A EPO visited Bay Bulls WRF there was one finding – CofA not posted. This has been rectified
- Complaints
 - None
- Bay Bulls and Renews/Cappahayden, Cavendish closed one day due to weather – 18Apr24, no other facilities experienced weather closures(s):
- Cavendish and Bell Island reopened after being closed for 2022/2023 winter season
- Closures experienced at Cavendish due to lack of staff

Table: Waste Recovery Facility Waste volumes

WRFs	Waste	Removals	MMSB Tires	E- Waste (bags)	Metals (Tonne)	Client visits
Bay Bulls	195,060	13	353			1482
Renews / Cappahayden	76,600	5	201	9		604
604St. Jose9ph's	53,980	3	265			394
Placentia	53,630	4	289			718
Cavendish	93,560	6	377			165
Harbour Grace	422,680	32	1,178		47.25	3,081
Old Perlican	203,000	15				959
Clareville	135,960	10	416	24		1,161
Whitbourne	167,470	13	232	18	27.39	1,351
Bell Island	90,290	4	0			179
Total	1,492,230	105	3,311	51		10,094

All weights in Kg

Clareville Transfer Station:

- Regulatory visit:
 - none
- One Closure due to weather – 18Apr24.

2024 Q2 waste moved from CTS to RHB = 1,323,660 Kgs, Recycling moved was 115,440 Kgs.

Household Hazardous Waste:

- There were 5 events and 146 people brought waste.
- Total volumes will be reported in the 2024 year end report.

Community Name: Admiral's Beach

Water Supply: 2 Well Fields

1. Is the disinfection system operational? ☒ Yes ☐ No

2. Are chlorine residuals tested on a daily basis?

☒ Yes

☐ No

☐ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No

If yes, select reason code: E1

If yes, describe plan to address BWA: Trying to get Cl residuals

5. Is the BWA reason code accurate? ☒ Yes ☐ No

If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☐ Yes ☒ No

If yes, describe the issues and the plan to address them: [Click or tap here to enter text.](#)

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

If not all are selected when will the remaining be completed? [Click or tap here to enter text.](#)

9. Select which of the following maintenance activities have been conducted during the last quarter?

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising

bo



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. Emailed Town to request update on water system. No reply.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Aquaforte

Water Supply: Davies Pond

1. Is the disinfection system operational? ☒ Yes ☐ No
2. Are chlorine residuals tested on a daily basis?
☐ Yes ☐ No ☒ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				0.37
Minimum				0.08
Maximum				0.91

4. Is this system currently on a BWA? ☐ Yes ☒ No
 If yes, select reason code: Choose an item.
 If yes, describe plan to address BWA: Click or tap here to enter text.

5. Is the BWA reason code accurate? ☒ Yes ☐ No
 If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☐ Yes ☒ No
 If yes, describe the issues and the plan to address them: Click or tap here to enter text.

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
2,810	4,200	L per day

8. Select which of the following O&M Programs have been developed:
☒ Operational Monitoring Plan ☒ Standard Operating Procedures ☒ Maintenance Assurance Manual
☒ Emergency Plan ☒ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? Click or tap here to enter text.

9. Select which of the following maintenance activities have been conducted during the last quarter?
☒ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. [Click or tap here to enter text.](#)
12. Other comments? The units for Flow are in question. Operator says liters.

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Fermeuse

1. Number of public wastewater outfalls? 1

2. Are any of the outfalls discharging >100 m³/day? ☐ Yes ☒ No don't monitor flow, 41 services

If yes, are they registered under the *Wastewater Systems Effluent Regulations*? ☐ Yes ☒ No

3. Provide the following information for the last quarter (if available):

Outfall ID	Average Flow	Peak Flow	Unit of Measurement (i.e. m ³ /day, USGPM)

4. Number of lift stations? 0

5. Number of wastewater treatment plants? (include septic tanks) Choose an item.

6. Select any adverse events that may have occurred in the wastewater system during the past quarter

- ☐ Lift Station Overflow
 ☐ Leaks
 ☐ Blockages
☐ Equipment Malfunction
 ☐ Odour Complaints
☐ Other (provide details) [Click or tap here to enter text.](#)

7. Does the wastewater collection system have inflow/infiltration issues?

- ☐ Yes
 ☒ No

8. Select any maintenance activities that been undertaken on the wastewater system in the last quarter.

- ☐ Inspection of lift station
 ☐ Hand rodding to clear a blockage
☐ Flushing
 ☐ Septic tank clean-out
☐ Other (provide details) [Click or tap here to enter text.](#)

9. Note any required upgrades for the wastewater system: no problems

Regional Operator Name: Ken Rollings

Date: 9/30/2024

Community Name: Fermeuse

Water Supply: Bear Cove Pond

1. Is the disinfection system operational? ☒ Yes ☐ No

2. Are chlorine residual tested on a daily basis?

☐ Yes

☐ No

☒ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☐ Yes ☒ No

If yes, select reason code: Choose an item.

If yes, describe plan to address BWA: Click or tap here to enter text.

5. Is the BWA reason code accurate? ☐ Yes ☐ No

If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☐ Yes ☐ No

If yes, describe the issues and the plan to address them: Click or tap here to enter text.

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:

☒ Operational Monitoring Plan

☒ Standard Operating Procedures

☒ Maintenance Assurance Manual

☒ Emergency Plan

☒ Preventative Maintenance Programs

If not all are selected when will the remaining be completed? Click or tap here to enter text.

9. Select which of the following maintenance activities have been conducted during the last quarter?

☒ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. No Chlorine residuals submitted.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Ferryland

1. Number of public wastewater outfalls? 1

2. Are any of the outfalls discharging >100 m³/day? ☐ Yes ☒ No don't monitor flow, about 22 services

If yes, are they registered under the *Wastewater Systems Effluent Regulations*? ☐ Yes ☒ No

3. Provide the following information for the last quarter (if available):

Outfall ID	Average Flow	Peak Flow	Unit of Measurement (i.e. m ³ /day, USGPM)

4. Number of lift stations? 0

5. Number of wastewater treatment plants? (include septic tanks) Choose an item.

6. Select any adverse events that may have occurred in the wastewater system during the past quarter

- ☐ Lift Station Overflow
 ☐ Leaks
 ☐ Blockages
☐ Equipment Malfunction
 ☐ Odour Complaints
☐ Other (provide details) [Click or tap here to enter text.](#)

7. Does the wastewater collection system have inflow/infiltration issues?

- ☐ Yes
 ☒ No

8. Select any maintenance activities that been undertaken on the wastewater system in the last quarter.

- ☐ Inspection of lift station
 ☐ Hand rodding to clear a blockage
☐ Flushing
 ☐ Septic tank clean-out
☐ Other (provide details) [Click or tap here to enter text.](#)

9. Note any required upgrades for the wastewater system: no problems

Regional Operator Name: Ken Rollings

Date: 9/30/2024

Community Name: Ferryland

Water Supply: Deep Cove Pond

1. Is the disinfection system operational? ☒ Yes ☐ No
2. Are chlorine residuals tested on a daily basis?
☐ Yes ☐ No ☒ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter: Apr & May only

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	1.64		0.76	
Minimum	0.31		0.04	
Maximum	4.10		2.20	

4. Is this system currently on a BWA? ☐ Yes ☒ No
 If yes, select reason code: Choose an item.
 If yes, describe plan to address BWA: Click or tap here to enter text.

5. Is the BWA reason code accurate? ☐ Yes ☐ No
 If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☐ Yes ☐ No
 If yes, describe the issues and the plan to address them: Click or tap here to enter text.

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per min

8. Select which of the following O&M Programs have been developed:
☒ Operational Monitoring Plan ☒ Standard Operating Procedures ☒ Maintenance Assurance Manual
☒ Emergency Plan ☒ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? Click or tap here to enter text.

9. Select which of the following maintenance activities have been conducted during the last quarter?
☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter.
12. Other comments?. All is well.

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Gaskiers – Point La Haye

Water Supply: Big Hare Hill Pond

1. Is the disinfection system operational? ☒ Yes ☐ No

2. Are chlorine residuals tested on a daily basis?

☐ Yes

☒ No

☐ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter: values for 2 dates only

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No

If yes, select reason code: C1

If yes, describe plan to address BWA: Trying to get a face to face meeting

5. Is the BWA reason code accurate? ☒ Yes ☒ No

If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☐ Yes ☒ No

If yes, describe the issues and the plan to address them: [Click or tap here to enter text.](#)

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

If not all are selected when will the remaining be completed? [Click or tap here to enter text.](#)

9. Select which of the following maintenance activities have been conducted during the last quarter?

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Georgetown
groundwater supply

Water Supply: Third Pond and smaller

1. Is the disinfection system operational? ☒ Yes ☐ No
2. Are chlorine residuals tested on a daily basis?
☒ Yes ☐ No ☐ Free Chlorine Only ☐ Total Chlorine Only
3. Provide the following information for the last quarter.

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☐ Yes ☒ No
 If yes, select reason code: Choose an item.
 If yes, describe plan to address BWA:
5. Is the BWA reason code accurate? ☐ Yes ☐ No
 If no, select the accurate reason code: Choose an item.
6. Are there other water quality issues? ☐ Yes ☒ No
 If yes, describe the issues and the plan to address them: Click or tap here to enter text.

7. Provide the following information for the last quarter: Surface water supply.

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:
☒ Operational Monitoring Plan ☒ Standard Operating Procedures ☒ Maintenance Assurance Manual
☒ Emergency Plan ☒ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? Click or tap here to enter text.
9. Select which of the following maintenance activities have been conducted during the last quarter?
☒ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter. All is well.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Goobies

Water Supply: Water Pond

1. Is the disinfection system operational? ☒ Yes ☐ No
2. Are chlorine residual tested on a daily basis?
☐ Yes ☒ No ☐ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No
 If yes, select reason code: F3
 If yes, describe plan to address BWA: Operator resigned. Chair of LSD is not engaged.

5. Is the BWA reason code accurate? ☐ Yes ☒ No
 If no, select the accurate reason code: E1

6. Are there other water quality issues? ☐ Yes ☐ No
 If yes, describe the issues and the plan to address them: [Click or tap here to enter text.](#)

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)

8. Select which of the following O&M Programs have been developed:
☒ Operational Monitoring Plan ☒ Standard Operating Procedures ☒ Maintenance Assurance Manual
☒ Emergency Plan ☒ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? [Click or tap here to enter text.](#)

9. Select which of the following maintenance activities have been conducted during the last quarter?
☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter: No contact this quarter.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Marysvale

Water Supply: Drilled

1. Is the disinfection system operational? ☒ Yes ☐ No

2. Are chlorine residual tested on a daily basis?

☐ Yes

☐ No

☒ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No

If yes, select reason code: E1

If yes, describe plan to address BWA: The BWA could be lifted, however there is a Manganese exceedance.

5. Is the BWA reason code accurate? ☒ Yes ☐ No

If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☒ Yes ☐ No

If yes, describe the issues and the plan to address them: There is a manganese exceedance.

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:

☒ Operational Monitoring Plan

☒ Standard Operating Procedures

☒ Maintenance Assurance Manual

☒ Emergency Plan

☒ Preventative Maintenance Programs

If not all are selected when will the remaining be completed?

9. Select which of the following maintenance activities have been conducted during the last quarter?

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising

10. Number of days you visited the community during the last quarter? Choose an item.

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

11. Provide a summary of meetings or training held in the community during the last quarter.
12. Other comments: This community has a Manganese removal system, but it has never worked right since it was installed.

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: North Harbour
(85 people) 2. Communal Well (5 people)

Water Supply: 1. Grandfather's Pond

1. Is the disinfection system operational? ☒ Yes ☐ No Grandfather's Pond

2. Are chlorine residual tested on a daily basis?

☐ Yes

☐ No

☒ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter: No data submitted.

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No

If yes, select reason code: E2

If yes, describe plan to address BWA: [Click or tap here to enter text.](#)

5. Is the BWA reason code accurate? ☒ Yes ☐ No

If no, select the accurate reason code: [Choose an item.](#)

6. Are there other water quality issues? ☒ Yes ☐ No

If yes, describe the issues and the plan to address them: Turbidity.

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)

8. Select which of the following O&M Programs have been developed:

☒ Operational Monitoring Plan

☒ Standard Operating Procedures

☒ Maintenance Assurance Manual

☒ Emergency Plan

☒ Preventative Maintenance Programs

If not all are selected when will the remaining be completed? [Click or tap here to enter text.](#)

9. Select which of the following maintenance activities have been conducted during the last quarter?

☒ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter. No contact this quarter.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: O'Donnell's

Water Supply: Well Field

1. Is the disinfection system operational? ☐ Yes ☒ No
2. Are chlorine residuals tested on a daily basis?
☐ Yes ☒ No ☐ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No
 If yes, select reason code: E1
 If yes, describe plan to address BWA: increase Chlorine dose
5. Is the BWA reason code accurate? ☒ Yes ☐ No
 If no, select the accurate reason code: Choose an item.
6. Are there other water quality issues? ☐ Yes ☐ No
 If yes, describe the issues and the plan to address them: [Click or tap here to enter text.](#)

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:
☐ Operational Monitoring Plan ☐ Standard Operating Procedures ☐ Maintenance Assurance Manual
☐ Emergency Plan ☐ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? [Click or tap here to enter text.](#)
9. Select which of the following maintenance activities have been conducted during the last quarter?
☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising

10. Number of days you visited the community during the last quarter? 1

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

11. Provide a summary of meetings or training held in the community during the last quarter. A site visit was conducted July 18. There were water pressure problems, Chlorine pumps were not flow proportional, one Chlorine pump was feeding 2 storage tanks, no Chlorine on site, and there were some safety concerns. Another training session was scheduled for Aug 13, but there was still no Chlorine on site. Training was postponed again.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Point Lance

Water Supply: Unnamed Pond

1. Is the disinfection system operational? ☐ Yes ☒ No

2. Are chlorine residuals tested on a daily basis?

☐ Yes

☐ No

☐ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA?

☒ Yes

☐ No

If yes, select reason code: A

If yes, describe plan to address BWA: A new disinfection system was installed recently.

5. Is the BWA reason code accurate?

☐ Yes

☐ No

If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues?

☐ Yes

☐ No

If yes, describe the issues and the plan to address them: Click or tap here to enter text.

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

If not all are selected when will the remaining be completed? Click or tap here to enter text.

9. Select which of the following maintenance activities have been conducted during the last quarter?

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising

bo



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter: No contact from town
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Portugal Cove South

Water Supply: Wrights Brook

1. Is the disinfection system operational? ☒ Yes ☐ No
2. Are chlorine residual tested on a daily basis?
☒ Yes ☐ No ☐ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter: about 1 month of data

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	0.09	0.07	0.04	0.04
Minimum	0.05	0.00	0.00	0.00
Maximum	0.19	0.35	0.19	0.11

4. Is this system currently on a BWA? ☒ Yes ☐ No
 If yes, select reason code: E1
 If yes, describe plan to address BWA: increase chlorine dose
5. Is the BWA reason code accurate? ☒ Yes ☐ No
 If no, select the accurate reason code: Choose an item.
6. Are there other water quality issues? ☒ Yes ☐ No
 If yes, describe the issues and the plan to address them: Turbidity

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:
☐ Operational Monitoring Plan ☐ Standard Operating Procedures ☐ Maintenance Assurance Manual
☐ Emergency Plan ☐ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? When BWA lifted
9. Select which of the following maintenance activities have been conducted during the last quarter?
☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. There is a new Operator. Sent roles and Responsibilities document. On-site training is being arranged. There were some Free Chlorine readings that were higher than Total Chlorine readings.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Renews-Cappahayden

Water Supply: #1 Dinn's Well

1. Is the disinfection system operational? ☒ Yes ☐ No
2. Are chlorine residual tested on a daily basis?
☐ Yes ☐ No ☒ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☐ Yes ☒ No
 If yes, select reason code: Choose an item.
 If yes, describe plan to address BWA: Click or tap here to enter text.

5. Is the BWA reason code accurate? ☐ Yes ☐ No
 If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☐ Yes ☒ No
 If yes, describe the issues and the plan to address them: Click or tap here to enter text.

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:
☒ Operational Monitoring Plan ☒ Standard Operating Procedures ☒ Maintenance Assurance Manual
☒ Emergency Plan ☒ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? Click or tap here to enter text.

9. Select which of the following maintenance activities have been conducted during the last quarter?
☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. No contact this quarter. All is well.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Riverhead

Water Supply: Well Field

1. Is the disinfection system operational? ☒ Yes ☐ No
2. Are chlorine residuals tested on a daily basis?
☐ Yes ☐ No ☒ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter: one month of data

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	1.03		0.23	
Minimum	0.89		0.17	
Maximum	1.16		0.31	

4. Is this system currently on a BWA? ☐ Yes ☒ No
 If yes, select reason code: Choose an item.
 If yes, describe plan to address BWA:
5. Is the BWA reason code accurate? ☐ Yes ☐ No
 If no, select the accurate reason code: Choose an item.
6. Are there other water quality issues? ☐ Yes ☒ No
 If yes, describe the issues and the plan to address them: Click or tap here to enter text.

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:
☐ Operational Monitoring Plan ☐ Standard Operating Procedures ☐ Maintenance Assurance Manual
☐ Emergency Plan ☐ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? Click or tap here to enter text.
9. Select which of the following maintenance activities have been conducted during the last quarter?
☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. No problems in this community.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: St. Joseph's

Water Supply: Drilled

1. Is the disinfection system operational? ☐ Yes ☒ No
2. Are chlorine residuals tested on a daily basis?
☐ Yes ☒ No ☐ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No
If yes, select reason code: A
If yes, describe plan to address BWA: encourage town to get Chlorination pump
5. Is the BWA reason code accurate? ☒ Yes ☐ No
If no, select the accurate reason code: Choose an item.
6. Are there other water quality issues? ☒ Yes ☐ No
If yes, describe the issues and the plan to address them: Recent Arsenic exceedance, Contaminants Study Program

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:
☐ Operational Monitoring Plan ☐ Standard Operating Procedures ☐ Maintenance Assurance Manual
☐ Emergency Plan ☐ Preventative Maintenance Programs
If not all are selected when will the remaining be completed? [Click or tap here to enter text.](#)
9. Select which of the following maintenance activities have been conducted during the last quarter?
☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.

Provide a summary of meetings or training held in the community during the last quarter. There is a new Town Clerk. Arsenic was detected in the drinking water. Arsenic treatment as well the chlorination was added to the system. Work should be completed by now. I will check on operations soon.

11. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: St. Mary's

1. Number of public wastewater outfalls? 1

2. Are any of the outfalls discharging >100 m³/day? ☒ Yes ☐ No don't monitor flow, about 100 services

If yes, are they registered under the *Wastewater Systems Effluent Regulations*? ☐ Yes ☒ No

3. Provide the following information for the last quarter (if available):

Outfall ID	Average Flow	Peak Flow	Unit of Measurement (i.e. m ³ /day, USGPM)

4. Number of lift stations? 1

5. Number of wastewater treatment plants? (include septic tanks) Choose an item.

6. Select any adverse events that may have occurred in the wastewater system during the past quarter

- ☐ Lift Station Overflow
 ☐ Leaks
 ☐ Blockages
☐ Equipment Malfunction
 ☐ Odour Complaints
☐ Other (provide details) [Click or tap here to enter text.](#)

7. Does the wastewater collection system have inflow/infiltration issues?

- ☐ Yes
 ☒ No

8. Select any maintenance activities that been undertaken on the wastewater system in the last quarter.

- ☐ Inspection of lift station
 ☐ Hand rodding to clear a blockage
☐ Flushing
 ☐ Septic tank clean-out
☐ Other (provide details) [Click or tap here to enter text.](#)

9. Note any required upgrades for the wastewater system: [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings

Date: 9/30/2024

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: St. Mary's

Water Supply: Wellfield

1. Is the disinfection system operational? ☒ Yes ☐ No
2. Are chlorine residuals tested on a daily basis?
☐ Yes ☐ No ☐ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter: no data this quarter

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No

If yes, select reason code: E1

If yes, describe plan to address BWA: more testing

5. Is the BWA reason code accurate? ☒ Yes ☐ No

If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☒ Yes ☐ No

If yes, describe the issues and the plan to address them: well yield is low

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)

8. Select which of the following O&M Programs have been developed:

- ☐ Operational Monitoring Plan
 ☐ Standard Operating Procedures
 ☐ Maintenance Assurance Manual
 ☐ Emergency Plan
 ☐ Preventative Maintenance Programs

If not all are selected when will the remaining be completed? Click or tap here to enter text.

9. Select which of the following maintenance activities have been conducted during the last quarter?

- ☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter. Obtained some Chlorine readings from Operator. 2.2 ppm for month of Aug. 0.10 ppm to 1.00 ppm at 7 other locations during Aug.
12. Other comments? Need site visit to check on testing technique and instruct on sampling locations.

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: St. Shotts

Water Supply: Unnamed Pond

1. Is the disinfection system operational? ☒ Yes ☐ No

2. Are chlorine residuals tested on a daily basis?

☒ Yes

☐ No

☐ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter: about 1 months' worth of data in Jul and Aug

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	0.20	0.17	1.31	1.70
Minimum	0.00	0.00	0.09	0.14
Maximum	0.80	0.35	2.50	3.10

4. Is this system currently on a BWA?

☒ Yes

☒ No

If yes, select reason code:

If yes, describe plan to address BWA: [Click or tap here to enter text.](#)

5. Is the BWA reason code accurate?

☐ Yes

☐ No

If no, select the accurate reason code: [Choose an item.](#)

6. Are there other water quality issues?

☒ Yes

☐ No

If yes, describe the issues and the plan to address them: town is now planning for a new well

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
		USG per day

8. Select which of the following O&M Programs have been developed:

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

If not all are selected when will the remaining be completed? As soon as possible

9. Select which of the following maintenance activities have been conducted during the last quarter?

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. The Town was denied funding for SAG for a new well. They have contacted a well driller to provide a quote on installing a well. I offered to have a look at the proposal. Nothing yet.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Swift Current

Water Supply: Drilled Well

1. Is the disinfection system operational? ☒ Yes ☐ No

2. Are chlorine residuals tested on a daily basis?

☐ Yes

☐ No

☐ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter: Operator resigned

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				
Minimum				
Maximum				

4. Is this system currently on a BWA? ☒ Yes ☐ No

If yes, select reason code: E1

If yes, describe plan to address BWA: See below.

5. Is the BWA reason code accurate? ☒ Yes ☐ No

If no, select the accurate reason code: Choose an item.

6. Are there other water quality issues? ☒ Yes ☐ No

If yes, describe the issues and the plan to address them: iron and manganese, ion exchange

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)

8. Select which of the following O&M Programs have been developed:

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

If not all are selected when will the remaining be completed? As soon as possible

9. Select which of the following maintenance activities have been conducted during the last quarter?

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter. No reply from LSD on email re options.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2024

Community Name: Trepassey

1. Number of public wastewater outfalls? 1

2. Are any of the outfalls discharging >100 m³/day? ☒ Yes ☐ No don't monitor flow, about 250 services

If yes, are they registered under the *Wastewater Systems Effluent Regulations*? ☐ Yes ☒ No

3. Provide the following information for the last quarter (if available):

Outfall ID	Average Flow	Peak Flow	Unit of Measurement (i.e. m ³ /day, USGPM)

4. Number of lift stations? 3

5. Number of wastewater treatment plants? (include septic tanks) 2
2 septic tanks serve 5 homes

6. Select any adverse events that may have occurred in the wastewater system during the past quarter

- ☐ Lift Station Overflow ☐ Leaks ☐ Blockages
☐ Equipment Malfunction ☐ Odour Complaints
☐ Other (provide details) [Click or tap here to enter text.](#)

7. Does the wastewater collection system have inflow/infiltration issues?

- ☐ Yes ☒ No

8. Select any maintenance activities that been undertaken on the wastewater system in the last quarter.

- ☐ Inspection of lift station ☐ Hand rodding to clear a blockage
☐ Flushing ☐ Septic tank clean-out
☐ Other (provide details) [Click or tap here to enter text.](#)

9. Note any required upgrades for the wastewater system

Regional Operator Name: Ken Rollings

Date: 9/30/2024

Community Name: Trepassey

Water Supply: Miller's Pond, Broom Cove Pond

- Is the disinfection system operational? ☒ Yes ☐ No
- Are chlorine residuals tested on a daily basis?
☒ Yes ☐ No ☐ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter: 2 weeks of data

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	2.59	2.58	0.03	0.02
Minimum	2.00	0.04	0.00	0.00
Maximum	3.00	3.60	0.05	0.03

- Is this system currently on a BWA? ☒ Yes ☐ No
 If yes, select reason code: E1
 If yes, describe plan to address BWA: Increase Cl dose
- Is the BWA reason code accurate? ☐ Yes ☒ No
 If no, select the accurate reason code: E2

- Are there other water quality issues? ☒ Yes ☐ No
 If yes, describe the issues and the plan to address them: Turbidity

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
759,500	177,666	USG per day

- Select which of the following O&M Programs have been developed:
☐ Operational Monitoring Plan ☐ Standard Operating Procedures ☐ Maintenance Assurance Manual
☐ Emergency Plan ☐ Preventative Maintenance Programs
 If not all are selected when will the remaining be completed? After some other items get ironed out
- Select which of the following maintenance activities have been conducted during the last quarter?
☐ Distribution System Flushing
☐ Leak Detection
☐ Hydrant Inspection and Exercising
☐ Valve Inspection and Exercising
- Number of days you visited the community during the last quarter? Choose an item.

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

11. Provide a summary of meetings or training held in the community during the last quarter. Operator is off due to medical until early Dec. Back up Operator does not appear to be recording Chlorine residuals. Inquiry made.

12. Other comments?

Regional Operator Name: Ken Rollings

Date: 9/30/2024

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Indigenous Cultural Diversity Training for the Board
MEETING DATE:	2024-11-27
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Craig Drover, Director of Corporate Services
REVIEWED BY:	Craig Drover, Director of Corporate Services
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the Board approve the scheduling and reservation of an Indigenous Cultural Diversity Training session to be facilitated by First Light.

MOTION:

No motion required

BACKGROUND/DISCUSSION:

- During the Board's strategic planning session held in October, it was recommended that staff investigate the options available for board members and staff to receive indigenous diversity training.
- First Light is a well-regarded local non-profit organization that offers various indigenous diversity training programs both in person and online. Their Indigenous Cultural Diversity Training program can be delivered in three-time frames which are dependent on the material covered. There are 1-hour, 3-hour, and 8-hour options. The 8-hour option is the most extensive one and is recommended for anyone working in the service field or with indigenous clients. The 3-hour option also provides a more in-depth introduction to indigenous history and culture in the province. The 8-hour course costs \$115 per attendee while the 3-hour session costs \$55.
- It is recommended that members of the Board complete the 3-hour session, which can be completed virtually. It is also recommended that all staff complete at least the 3-hour session with a preference for the 8-hour session.

Attachments

- First Light Indigenous Cultural Diversity Training Information Package



INDIGENOUS CULTURAL DIVERSITY TRAINING

INFORMATION PACKAGE

First Light has been providing Indigenous Cultural Diversity Training since 2015. With three different training formats, all which can be delivered virtually, this is an excellent professional development opportunity for anyone working in the service field or management role. Our trained facilitators provide this training in a safe and welcoming space to ask questions, participate, and learn how this information can help you provide better service to the community you serve.

1 HOUR SESSION



30/PERSON



5 - 100 PARTICIPANTS



VIRTUAL OR IN-PERSON

- Brief introduction to Indigenous groups & history
- Lecture format - no time for questions
- Recommended for workshops, conferences, or post-secondary classes

3 HOUR SESSION



55/PERSON



5 - 50 PARTICIPANTS



VIRTUAL OR IN-PERSON

- A more in-depth introduction to Indigenous groups in NL, history and culture
- Some time for participant questions
- Recommended for anyone looking to further their learning on the Indigenous cultures in the province

8 HOUR SESSION



100/PERSON



5 - 25 PARTICIPANTS



VIRTUAL OR IN-PERSON

- Comprehensive session focused on engagement and participation, includes activities & videos
- Many opportunities for experiential learning
- Recommended for anyone working in the service field or with Indigenous clients
- Recommended to split into two 4-hour sessions for virtual format



Topic	1 HOUR	3 HOUR	8 HOUR
Cultural Humility	✓	✓	✓
Understanding Culture		✓	✓
Statistics & Terminology	✓	✓	✓
Indigenous Groups	✓	✓	✓
Symbols & Ceremonies & Elders		✓	✓
Colonization & the Indian Act		✓	✓
Residential Schools	✓	✓	✓
Confederation		✓	✓
Intergenerational Trauma	✓	✓	✓
Cultural Appropriation & Tokenism		✓	✓
Culturally Insensitive Phrases		✓	✓
Stereotypes & Myths		✓	✓
Racism in the 21st Century			✓
Truth & Reconciliation			✓
Indigenous Children in Care			✓
Mental Health & Corrections			✓
Missing & Murdered Indigenous Women			✓
Applying your Knowledge			✓
Handling Sensitive Topics			✓
Celebrating Culture & Building Relationships			✓
Experiential Learning Activities			✓
Time for Participant Questions		✓	✓
Certificate & Resource List*		✓	✓

*NOTE: it may take up to 5 business days before participants receive an email with their certificate.





Number of Participants

Our training sessions are able to host the following number of participants per session:

1 HOUR

5 - 100

3 HOUR

5 - 50

8 HOUR

5 - 25

Small bookings (less than 10) may be asked to share their booking with another small group. If you would like to attend a training session as an individual or pair, sign up to be notified of upcoming public sessions here: forms.gle/J9d6ztiQYSLqS1Ci7



In-Person Sessions

In the Avalon region, in-person sessions can be arranged where the client will be expected to provide a training venue and take care of related expenses. The facilitators will aim to arrive around 10 to 15 minutes before the session to prepare.

Sessions outside St. John's and its surroundings in Avalon may involve travel costs. Virtual sessions are encouraged for groups outside the region or unable to attend in person.



Virtual Sessions

Virtual sessions are available on Zoom, Google Meet, or Microsoft Teams. Meeting links will be provided to the booking contact to distribute to the group. The facilitator will sign in 10-15 minutes early to allow participants to join. If a session has over 50 estimated participants, a moderator will be present to assist with joining and any other technical issues at the beginning.



Booking

To check for the most recent availability & request a session, please visit our website at firstlightnl.ca/training.

Booking request dates will be held tentatively until confirmed by email from a member of the training team. Larger groups who need to book two or more training sessions are permitted to book up to two sessions per week, if available until all participants have completed the training.



Payment

A quote based on estimated participants will be sent during booking confirmation. Quotes will be calculated at the standard rate, unless otherwise identified. Rates can be found on Page 5 (Group Training Rates). The client can update the participant number up to 24 hours prior to session start. The final invoice will be based on the number last provided, unless the session's participant number exceeds this, in which case the client will be invoiced for the actual number of participants who attended.

Invoices are sent after training sessions, typically after month-end. For large groups with multiple sessions over several months, invoices will be sent quarterly.



1 HOUR SESSION		
# of Participants	# of Sessions	Rate
5 - 100	1	\$30 per participant <i>\$27 per person for non-profits</i>
101+	2+ (dependant on number of participants)	\$25.50 per participant

3 HOUR SESSION		
# of Participants	# of Sessions	Rate
5 - 50	1	\$55 per participant <i>\$49.50 per person for non-profits</i>
51+	2+ (dependant on number of participants)	\$46.75 per participant

8 HOUR SESSION		
# of Participants	# of Sessions	Rate
5 - 25	1	\$100 per participant <i>\$90 per person for non-profits</i>
26+	2+ (dependant on number of participants)	\$85 per participant

NOTE: Discounts for large groups will be applied automatically based on the estimated number of participants provided in the booking request. If a group qualifies for the non-profit rate, it is the responsibility of the booking contact to identify this in their booking request.

More information on policies related to quotes and invoicing can be found on Page 4 (Group Training) and Page 6 (Changes to Bookings).



CLIENT CHANGES

Notification of any changes to confirmed bookings must be sent via email to training@firstlightnl.ca



Cancellation

The client may cancel a session without charge up to 10 days prior to the scheduled session. If notification is not received within this time frame, the client will be invoiced for the estimated number of participants outlined in their quote and the training may be rescheduled to a later date.



Rescheduling

If a date/time change is needed, the client can notify without charge up to 7 days prior to the scheduled session. The session will be rescheduled to a date/time that works for both parties. If notification is not received within this time frame, the client will be invoiced for the estimated number of participants outlined in their quote and the training may be rescheduled to a later date.



Inclement Weather

Living & working in NL means sessions may be impacted by inclement weather. Clients are encouraged to reschedule sessions when forecasted weather may affect the safety of participants & facilitator(s). In the case of forecasted inclement weather, the notification to reschedule will be the responsibility of the client up to 2 days prior to the session. The session will be rescheduled to a date/time that works for both parties.

If notification is not received within this time frame, the client will be invoiced for the estimated number of participants outlined in their quote and the training may be rescheduled to a later date.



Number of Participants

If the number of participants falls below the amount needed to qualify for the large group rate, the session will be invoiced at the standard rate. If the client's last provided number of participants falls below a sessions participant minimum, the session will be cancelled or rescheduled. Cancellation or rescheduling due to falling below the minimum number will follow guidelines listed above.

FIRST LIGHT CHANGES

Notification of any changes to bookings by First Light will be sent via email to the booking contact.



Rescheduling

If a date/time change is needed due to any circumstances outside of inclement weather, First Light will notify at least 7 days prior to the scheduled session. The session will be rescheduled to a date/time that works for both parties and the client will receive a session discount.

If notification is not received within this time frame, the session will be provided to the client for no charge at a date/time that works for both parties.



EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Service Delivery Policy – Revision to reflect changes to the exemption from waste management fees process
MEETING DATE:	2024-11-27
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Lynn Tucker, Chief Administrative Officer
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the Board approve the revised Service Delivery Policy that has been updated to reflect changes to the exemption from waste management fees process.

MOTION:

BE IT RESOLVED that the Board adopt the revised Service Delivery Policy that has been updated to reflect changes to the exemption from waste fees process.

BACKGROUND/DISCUSSION:

- The Service Delivery Policy is used to guide the relationship between the Board and the communities we service.
- The Board's staff work with municipalities to identify properties within their boundaries that meets the criteria for exemption from waste fees; however, for local service districts and unincorporated areas, the Board's staff must arbitrarily make this decision.
- The Board's staff visit every property in local service districts and unincorporated areas that apply for an exemption.
- The Board receives approximately 20 applications annually for exemptions.
- Up to now the Board's criteria has stated that properties must be boarded up to be exempt; however, this has been challenged as it is expensive to board up a property that is not habitable.
- There have been situations where a property was approved for exemption and some time later, staff identified that the property had been repaired and reoccupied without notice to the Board.

- Staff requested an updated policy that reflects how the exemptions are approved as well as requesting a timeline for the exemption so that the property is re-evaluated regularly to ensure it continues to meet exemption requirements.
- At the Board's private meeting of October 2nd, the Board adopted changes to the exemption process so the Service Delivery Policy must be updated to reflect those changes.

ADDITIONAL INFORMATION:

- Service Delivery Policy, Revised November 2024

EASTERN REGIONAL SERVICE BOARD

WASTE SERVICE DELIVERY POLICY

WHEREAS section 4(1) of the *Eastern Regional Service Board Regulations*, Nfld. Reg. 92/11 ("Regulations") provides the Eastern Regional Services Board with the power to charge user fees to a municipality in the Eastern Region, local service district in the Eastern Region, unincorporated area in the Eastern Region or other user of a facility or service provided by the Board;

AND WHEREAS section 4(2) of the Regulations deems an amount owing to the Eastern Regional Services Board to be a debt due to the Board and the Board may recover it by civil action in Court;

AND WHEREAS section 5 of the Regulations states that the Board may stop providing a service to a user of it where the user fails to comply with a policy of the Board respecting the service;

AND WHEREAS it is the consensus of the Eastern Regional Services Board to establish this policy to regulate the provision of waste management services, including the handling and collection of garbage and other waste materials, by the Board;

NOW THEREFORE the Eastern Regional Services Board establishes the following service delivery policy:

Definitions

1. In this policy,

(1) "Board" means the Eastern Regional Services Board established by the *Eastern Regional Services Board Order*, O.C. 2011-255 under the *Regional Service Boards Act*, RSNL 1990 c. R-89 ("Act").

(2) "Bulk Waste" – SEE "Oversize Items Collection"

(3) "Commercial Property" means a Developed Property capable of being used in whole or in part for small businesses, retail establishments, service establishments, recreational purposes, entertainment purposes, or offices.

(4) "Commercial Unit" means a Dwelling Unit or office space situated on Commercial Property.

(5) "Commercial User" means an owner of Commercial Property permitted by the Board to use a Transfer Station.

(6) "Developed Property" means property eligible for Waste Management Services as determined by the Board.

(7) "Dwelling Unit" means a building, apartment, cabin, in-law suite, or trailer that is habitable either seasonally or permanently, situated on Developed Property.

(8) "Eastern Region" is the geographic region defined in the *Eastern Regional Service Board Order*, O.C. 2011-255.

(9) "Electronic Waste" means all items of electrical and electronic equipment and its parts accepted by the Electronic Products Recycling Association (EPRA) program. The list of acceptable items may be updated by EPRA at any time. This waste is not permitted to be landfilled in Newfoundland and Labrador and must be recycled through the EPRA Program.

(10) "Garbage" means waste from private or public property, within the Eastern Region, but does not include the following as defined within this Policy or the Schedule 1 hereto:

- (a) Recyclable Materials;
- (b) Hazardous, Pathological and Hazardous Household Wastes;
- (c) Liquid Waste;
- (d) Electronic Waste;
- (e) Special Wastes as identified by provincial regulations
- (f) Building Materials; and
- (g) Unsuitable Items.

(11) "Garbage Collection Services" means those Services provided by the Board or its agent(s) for the removal of Garbage from public or private property.

(12) "Hazardous Waste" means those items which are or may be harmful to the environment, persons or property including, but not limited to, those items designated in Schedule 1 of this policy and shall include Household Hazardous Waste.

(13) "Household Hazardous Waste" means hazardous waste that would normally be used and kept in a household, which may include toxic substances or poisons that can result in illness and death; acidic or caustic corrosives that can cause severe burns to skin or mucous membranes; flammable and combustible substances which can pose a significant fire and burn risk at ambient temperatures or when exposed to a heat source; and items that are potentially explosive, e.g. gas cylinders or aerosol containers, and including, but not limited to, those items set out in Schedule 1 of this Policy.

(14) "Institutional Property" means a federal, provincial, or municipal government building, including, but not limited to, a hospital, library, school, town hall, or community center.

(15) "Liquid Waste" means any waste in liquid form.

(16) "Materials" means any Garbage, Recyclable Materials or Oversize Items (formerly Bulk Waste) as defined in this Policy.

(17) "Materials Recovery Facility" means a materials recovery facility approved by the Board.

(18) "Multiple-unit Complex" means a building used primarily for residential purposes which contains multiple Dwelling Units, and shall include a Personal Care Home, townhouse complex, in-law suites, apartments and a home-based business requiring a separate Service Unit.

(19) "Oversize Items Collection" (formerly bulk waste) means the following discarded materials but is not limited to: Furniture, mattresses, box springs; children's toys; fridge, stove, washer, dryer; Carpet, flooring, bathroom fixtures, and additional renovation debris. All loose materials must be packaged in bags or bundles that are less than 20 kg and less than 1.5 m in length. Metals are included.

(20) "Personal Care Home" means a premises, place, or private residence in which personal care is provided, for remuneration.

(21) "Property Owner" means an owner of a Dwelling Unit, Commercial Property, Institutional Property, Multi-unit Complex or Personal Care Home.

(22) "Recyclable Materials" means all non-Contaminated waste items which are recyclable or reusable, non-biodegradable and acceptable at the Materials Recovery Facility located at the Regional Integrated Facility at Robin Hood Bay.

(23) "Recycling Services" means those Services provided by the Board or its agent(s) for the collection of Recyclable Materials from public or private property.

(24) "Regulations" means the *Eastern Regional Service Board Regulations*, Nfld. Reg. 92/11. (25)

"Resident" means an occupant, lessee, or tenant of a Dwelling Unit.

(26) "Roadside/curbside" means within the road right of way, at the edge of the property or no more than fifteen (15) feet from the edge of the paved roadway.

(27) "Service Unit" means a Dwelling Unit, Commercial Unit, Multi-unit Complex, Personal Care Home or Institutional Property or part thereof eligible to receive Waste Management Services and subject to the annual Waste Management Fee.

(28) "Tipping Fee" means the fee to be charged at a Regional Facility to dispose of waste as determined by the Board. This fee may vary by waste type, service offered, location of facility, volume, classification of users (commercial, residential, institutional) or any other means the Board determines in its structure of user fees for regional facilities and services.

(29) "Transfer Station" means a Regional Facility in the Eastern Region where waste may be disposed of or transferred from one waste disposal vehicle to another at such times and upon such terms and conditions as the Board may determine.

(30) "Unsuitable Items" means waste items unsuitable for collection by virtue of their size, shape, weight or because they are potentially dangerous to the safety of those persons providing Waste Management Services in the Eastern Region.

(31) "Waste Services Fee" is the annual user fee established by the Board to be charged to a Service Unit or Commercial Property for Waste Management Collection Services. The Waste Service Fee is to be set by the Board by October 31 of each year.

(32) "Waste Management Collection Services" means those services provided by the Board under this Policy, including, but not limited to, Garbage Collection Services, Recyclable Materials Collection, and collection of Oversize Items.

(33) "Waste Recovery Facility" means a Regional Facility where waste may be disposed of by Residents at such times and upon such terms and conditions as the Board may determine. No commercial or institutional users.

Waste Management Services

2. (1) The Board, or the Board's agent(s), may provide Waste Management Services to all habitable properties in the Eastern Region including Dwelling Units, Commercial Property, Institutional Property, and Multi-unit Complexes.

(2) A Municipality will accept Waste Management Services to all habitable properties including Dwelling Units and Multi-unit Complexes; however, the Municipality may omit Commercial and/or Institutional Properties from this Agreement for Waste Management Services.

(3) The Board, or the Board's agent(s), shall provide Waste Management Services to all Property Owners on public roadways of a Class IV designation or higher providing those roads are not unserved roads in unincorporated areas in the Eastern Region as determined by the Department of Transportation and Works.

(4) The Board shall provide Waste Management Services to Property Owners in the Eastern Region

on those roads that are serviced as determined by the Department of Transportation and Works in the Eastern Region.

(5) Collection of Oversize Items shall be by special collection only at such times and upon such terms and conditions as the Board may determine.

(6) The Board shall provide Transfer Stations in locations to be determined by the Board. Transfer Stations may be used by Residents and Commercial Users. Commercial Users shall pay the Tipping Fee to use the Transfer Station and abide by all rules, guidelines, and policies for use of the Transfer Station. Commercial Users that fail to keep their account current and in good standing will be refused entry to the Transfer Station until they are in good standing as determined by the Board.

(7) The Board shall provide Waste Recovery Facilities in locations to be determined by the Board. Waste Recovery Facilities are for the exclusive use of Residents for the purpose of disposing of household bulk items generated under normal household conditions. Use of the Waste Recovery Facility is allowed under the rules, guidelines, and policies for use of the Waste Recovery Facility and anyone failing to abide by the rules, guidelines or policies for use will be refused entry. Waste Recovery Facilities do not accept commercial or institutional waste.

Exemption

3. (1) Property Owners in Local Service Districts and unincorporated areas may request an exemption from the provision of Waste Management Services.

(2) In order to qualify for an exemption Property Owners must demonstrate to the Board that the property is vacant (devoid of all contents) and is not habitable.

(3) A Municipality may request an exemption from the provision of Waste Management Services by demonstrating to the Board that the property is not habitable and is vacant (devoid of all contents).

(4) Factors the Board may consider in determining whether a property is habitable includes but is not limited to: a) it has no electrical connection, b) it has no water connection, c) it is boarded up, d) it is vacant, and e) it is not structurally sound.

(5) Any property approved for an exemption by the Board will be exempt from waste fees for the period of 18 months from the date of approval.

(6) All properties approved for an exemption will be re-visited in 16 to 20 months following the date of approval to ensure the property remains eligible for exemption from waste management fees. If the property remains exempt, a site visit will occur every 16 to 20 months to ensure continued compliance.

(7) If the property is inhabited upon the re-visit, then staff will work with the property owner to determine the date that the property became habitable by determining when (a) residents moved into the property; (b) electricity was re-established to the property; and/or (c) water was re-established to the property, etc.

Service Units

4. (1) Each Dwelling Unit situated on a Developed Property or in a Multiple-unit Complex (including in-law suites and apartments) is a Service Unit.

(2) Property Owners of more than one property in the Eastern Region will pay the Waste Management Fee for each Dwelling Unit situated on the Developed Property that they own that is provided Waste Management Services.

(3) Owners of Commercial Property in the Eastern Region will pay the Waste Management Fee for each Commercial Unit situated on the Commercial Property they own that is provided Waste Management Services.

Garbage Boxes

5. (1) Any Service Units sharing a garbage box must be adjoining properties and must have prior approval from the Board to share the garbage box. The garbage box must be clearly marked to indicate it is being shared.

(2) Permanent garbage boxes must be maintained in a state of good repair, kept clean, free of vermin, free of snow, and located on the Homeowner's property a distance of no more than 4.75 m (15 ft.) off the road right of way as measured from the edge of the pavement of the public road. The Board's staff or agents will not enter private property to collect waste.

(3) Permanent garbage boxes must not be refrigerators, freezers, or any appliances and/or containers in which a child or animal could become trapped.

(4) If the requirements of s.5(1), s.5(2), and s.5(3) are not met then Materials will not be collected from the garbage box but must be placed for collection in accordance with section 6 of this policy.

(5) The Board's staff or agents who collect waste are not responsible to close lids on garbage boxes.

Materials Collection

6. (1) Materials must be covered or enclosed. Residents may use nets, tarpaulins, blankets, bins or other covering or enclosure.

(2) All Materials contained in garbage bags, recycling bags, organic carts/bags, and/or contained in cardboard boxes or tied in bundles that are less than 20 kg (45 lbs.) and less than 1.5 m (4 ft.) in length and placed at roadside/curbside or contained in a bin will be collected.

(3) Effective January 1, 2024, all regular garbage must be in clear, colourless, transparent garbage bags except for one privacy bag (not transparent) each week.

(4) All Materials must be set out by 7 a.m. on the day of collection.

(5) Property Owners are responsible to clean up Materials from broken bags or animals.

(6) For regular garbage, standard-size garbage bags as determined by the Board must be used. They must be securely tied or closed at the top. Kitchen catchers or shopping bags will not be collected.

(7) For recyclables, standard-size recycling bags as determined by the Board must be used. They must be securely tied or closed at the top, transparent blue bags, non-biodegradable and acceptable at a Materials Recovery Facility at the Regional Integrated Facility at Robin Hood Bay.

(8) One opaque (non-transparent) garbage bag or privacy bag may be placed curbside each week for collection. The bag must be securely tied or closed at the top.

(9) Broken glass and sharps must be in a puncture-proof packaging marked as BROKEN GLASS or SHARPS and placed in a clear garbage bag for collection.

(10) Household Hazardous Waste, Liquid Waste, Electronic waste; animal carcasses, construction waste, tires, excrement, or small items shall not be placed for collection. For a complete list, see Schedule 1 hereto.

(11) Placement of Garbage or Recyclable Materials or Oversize Items Waste for collection not in a garbage box shall be within the right of way of the public road at roadside/curbside in a manner that is accessible and in conformity with the rules, guidelines and policies for materials collection as determined by the Board.

(12) Oversize Items Waste in excess of normal household volume as determined by the Board of no more than 500 lbs. or one pick-up truck load will not be collected. Individual oversize items that an individual collector cannot load without the aid of mechanical means will not be collected.

(12) The Board shall establish limits for the number or amount of bags, recyclables, organics, or oversize items waste materials that it will collect from any service unit from time to time.

(13) Where a household oversize item contains a door, lid, latch, or movable surfaces permitting access to the inside, the bulk item shall not be placed for collection unless the door, lid, latch, or movable surface has been removed by the owner.

SCHEDULE 1 - WASTE PROHIBITED FOR COLLECTION

The following items shall not be placed for collection:

1. 1. Hazardous Waste:

- (a) Hazardous waste chemicals;
- (b) Corrosive waste;
- (c) Hazardous Industrial waste;
- (d) Ignitable waste;
- (e) PCB waste;
- (f) Radioactive waste;
- (g) Reactive waste;
- (h) Toxic waste.

2. Pathological Waste:

- (a) bandages, poultices, dressings, drugs, vaccines, medicines, vials, vitamins. Other similar materials or substances which contain or could reasonably be expected to contain pathogenic bacteria or micro-organisms, or could reasonably be expected to be infectious, hazardous or dangerous.
- (b) Any part of the human body, including excrement, tissues and bodily fluids, but excluding extracted teeth, hair, nail clippings and the like that are not infectious.
- (c) Any part of the carcass of any animal infected with, or suspected to be infected with a communicable disease.
- (d) Non-anatomical waste infected with a communicable disease.

3. Household Hazardous Waste:

Any household product, material or item labelled as "corrosive", "toxic", "reactive" or "flammable" including, but not limited to, the following:

- (a) Chemicals: pool or photographic chemicals, laundry bleach, drain, oven, toilet and carpet cleaning solutions, paint thinner and paint remover;
- (b) pesticides: rat and mouse poison, flea collars and powders, insect killers, moth balls;
- (c) Herbicides: weed killers, fungicides;
- (d) Cosmetics: hairspray or other aerosol sprays;
- (e) Paints: wood preservatives, acrylic and latex paints;
- (f) Oils & Grease: engine oil, brake and transmission fluid, anti-freeze;
- (g) Batteries: automotive batteries, nickel-cadmium rechargeable batteries;
- (h) Gas Tanks: propane tanks, other gas tanks, including lighters.

4. Special Waste as identified in provincial regulations.
5. Building materials (including demolition debris) including, but not limited to the following: soil, sod, earth, plaster, drywall, masonry and tile, bricks, concrete or cinder blocks, paving stones, asphalt, wood, windows and window glass (See Section 6 (7)), shingles, and insulation (such as fibreglass or styrofoam).
6. Liquid waste, hay, straw, manure or animal excrement.
7. Swill or other organic matter not properly drained and securely wrapped.
8. Any material which has become frozen to or otherwise attached to its garbage bag, recycling bag or garbage box which cannot be removed by shaking.
9. Industrial waste.
10. Manufacturer's or Trade Waste.
11. Electronic Waste includes but is Not limited to:
 - a) Display Devices (televisions and monitors including various technologies such as Cathode Ray Tube (CRT), All-in-one, flat panel (LCD, LED, and plasma) and rear projection.
 - b) Phones (telephones, cellular and smart phone devices, pagers). Includes corded and cordless telephones, as well as telephone answering machines; cellular phones, including those offering camera, video recording and/or audio functions; smartphones (cell-enabled); cell-enabled PDAs utilizing touch-screen technology; cell-enabled handheld devices.
 - c) Home Audio/Video Systems. Includes VCRs, DVD and CD players, digital cable and satellite equipment, speakers, amplifiers, receivers, data projectors and similar audio/video systems.
 - d) Desktop Computers. Desktop computers (including those acting as servers) and all bundled keyboards, mice, cables, and internal components.
 - e) Portable computers. Includes portable computers such as laptops, notebooks, netbooks, and tablets.
 - f) Computer Peripherals. Includes both wired and wireless manual input devices such as keyboards, mice, and trackballs.
 - g) Desktop printers/multi-function devices. Printers designed to reside on a work surface, including laser and LED, ink jet, dot matrix, thermal, dye sublimation, and "multi-function" copy, scan, fax and print devices. Stand-alone desktop fax machines are also included in this category.
 - h) Personal/Portable Audio/Video Systems. Includes docking speakers, portable stereos, portable CD players, portable audio recorders, tape/radio players, headphones, digital media (MP3) players, voice recorders, and digital and video cameras.

- i) Home Theatre In-A-Box (HTB) Systems. Includes pre-packaged disc player/speaker/amplifier systems for use with video or television display to create a home theatre experience.
 - j) Vehicle Audio/Video Systems (after market). Includes amplifiers, equalizers, speakers, and audio/video components.
 - k) External Storage Drives and Modems. External hard drives, including home media network hard drives, and external optical disk drives as well as network-attached storage devices (NAS), external CD-ROM, DVD, and Blu-ray drives.
 - l) Global Positioning System (GPS) Personal Portable & Vehicle (after market). GPS devices both for personal portable use (sports, leisure, etc.) as well as aftermarket systems designed for use in vehicles.
 - m) Countertop Microwave Ovens. Countertop Microwave Ovens may include microwaves from households. Please note built-in or over-the-range microwave ovens and microwave/range hood combinations are excluded from the program.
 - n) Electronic Readers & Video Game Devices (Consoles, Handheld Devices & Controllers). Includes personal and portable devices designed primarily for reading digital books and periodicals, gaming consoles, handheld gaming devices as well as game controllers and both wired and wireless joysticks.
 - o) Small appliances;
 - p) Floor and carpet care appliances;
 - q) Garment care appliances;
 - r) Appliances for counter-top cooking;
 - s) Devices for cutting food items and opening or sealing containers or packages;
 - t) Devices for measuring time;
 - u) Personal care appliances;
 - v) Scales;
 - w) Portable air treatment appliances;
 - x) AND any electronic waste item(s) that has been banned from disposal at landfills in Newfoundland and Labrador and must be recycled through Electronic Products Recycling Association (EPRA) Program.
12. Unsuitable Items, except as otherwise may be designated by the Board from time to time.
13. Items which have been banned from disposal at landfill sites or for which reasonable alternative disposal methods are available, as determined by the Board.
14. Maggot infested garbage.

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Waste Recovery Facilities Access Cards: Determining catchment area for users.
MEETING DATE:	2024-11-27
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Lynn Tucker, Chief Administrative Officer
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the Board determine who may be eligible geographically to apply for an access card for use at the waste recovery facilities.

MOTION:

BE IT RESOLVED that the Board not provide an access card for its waste recovery facilities to residents of the metro area or Northeast Avalon unless the resident can provide proof of property ownership within the Board's service area.

BACKGROUND/DISCUSSION:

- Until this year, no access card was required to use the Board's network of waste recovery facilities.
- Staff are looking for guidance regarding the distribution of these access cards.
- The catchment area must be determined for users. Staff are looking for directions on whether residents residing in the metro area of the Northeast Avalon should have access to these facilities.
- Residents of the Northeast Avalon or metro area have access to the Residential Drop-off at Robin Hood Bay five days a week, every week from Tuesdays to Saturdays.
- The access cards are currently being printed and will become available within days for distribution to users. Like Central and Western areas, one access card per household will be issued.
- Staff are recommending that the Board not provide an access card to residents in the following communities unless the resident can provide proof of property ownership within the Board's service area.

- The communities that will be excluded are: St. John's including Kilbride and Goulds; CBS; Paradise; Mount Pearl; Portugal Cove-St. Philip's; Bauline; Torbay; Flatrock; Pouch Cove; Logy Bay-Middle Cove-Outer Cove; Petty Harbour-Maddox Cove; Blackhead; etc.
- The exception would be Bell Island where the Board operates a waste recovery facility. For the Bell Island facility, staff are recommending that only residents of the Town of Wabana, LSD of Lance Cove and the unincorporated area known as Freshwater be provided with an access card to the Bell Island facility.

ADDITIONAL INFORMATION:

- Email from Director of Operations Outlining Areas/Communities of Issue when Applying for an ERSB Access Card.

As discussed, I would like Strategy & Policy Committee provide direction on the communities where no Waste Recovery Facility access cards will be issued, unless they provide proof of property ownership within our service area.

Please keep in mind that the Board transports all waste materials from the waste recovery facilities to Robin Hood Bay at significant costs to the Board as well as a strain on the regional resources. In addition, those on the Northeast Avalon enjoy extended hours at the Residential Drop off compared to the waste recovery facilities.

Operations is suggesting that no access cards are issued for property owners in:

- Conception Bay South
- Paradise
- Mount Pearl
- Portugal Cove-St. Philip's
- Torbay
- Flatrock
- Bauline
- Pouch Cove
- Logy Bay-Middle Cove-Outer Cove
- Petty Harbour-Maddox Cove
- Blackhead
- St. John's including the areas of Kilbride and Goulds
- Any other communities or unincorporated areas within this geographical area, not listed above with the EXCEPTIONS of the Town of Wabana, LSD of Lance Cove and the unincorporated area of Freshwater on Bell Island.

The areas of concern are:

1. Goulds: Located 12.5 km to Bay Bulls or 21 km to RHB. Staff suggests for ease of communication, 21 km is more than reasonable for a resident to travel with discarded items, so no residents of St. John's be issued cards. In addition, an unfair advantage would be created if residents of St. John's (including Goulds) were permitted access cards as they would have 16 visits annually to the Board's facilities as well as unlimited access to the RDO at RHB.
2. West of Holyrood – 49 km to RHB and 40 km to Whitbourne site; 57 km to Harbour Grace site; Avondale is 71 km to RHB and 35 km to Whitbourne site and 57 km to Harbour Grace site. They are closer to ERSB operated sites than RHB.

Thoughts? Considerations?

Christie Dean
Director Operations
Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5
Tel: 709.579.7960
<https://easternregionalserviceboard.com/>

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Insurance Policy Renewals for Cyber Liability, Commercial Property & Auto, and Commercial General Liability
MEETING DATE:	2024-10-30
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Craig Drover, Director Corporate Services
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the quoted premiums from Wedgwood are accepted as presented for the Cyber Liability policy, Commercial Property and Auto policy, and Commercial General Liability policy.

MOTION:

BE IT RESOLVED that the Finance & Audit Committee recommends that the Board accept the Cyber Liability Policy, Commercial Property and Auto, and Commercial General Liability renewal quotes from Wedgwood Insurance in the combined total amount of \$170,167 plus HST for the period of November 1, 2024, to October 31, 2025.

BACKGROUND/DISCUSSION:

- There has been an overall modest premium increase in the insurance policies in 2023 due to a general increase in the cost of commercial insurance. The increases were anticipated based on market research.
- The price for the cyber policy in 2023-2024 was \$12,565. The amount for the premiums 2024-2025 is \$12,565.
- The price for the Commercial Property Policy was \$37,386 in 2023-24 but will drop to \$36,485 in 2024-25. The cost of the Auto policy in 2022-23 was \$76,212 but will rise to \$80,467 in 2024-2025.
- The cost of the Commercial General Liability policy was \$37,875 in 2023-24 but will rise to \$40,650 in 2024-25.

ATTACHMENTS:

- Commercial Insurance Quotes – ERSB

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Policy Review: Requests for Exemption from Waste Management Services
MEETING DATE:	2024-10-30
TO:	Board
PREPARED BY:	Lynn Tucker, Chief Administrative Officer
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

- The Board will begin using the attached Request for Exemption form.
- Staff recommends that if a property meets the parameters for exemption as outlined on the attached revised form, the property be exempted for a period of 18 months.
- Staff will re-visit the property from 16 to 20 months following the approval of an exemption to ensure that the property remains eligible for exemption.

MOTION:

BE IT RESOLVED that the Board revise its policy for exemption from waste services by adopting the revised form entitled Request for Exemption–Waste Management Services beginning immediately. Any exemption requests approved beginning January 2025 will be for the period of 18 months. The Board will re-visit the property 16 to 20 months after the approved exemption to ensure the property remains eligible for exemption.

BACKGROUND/DISCUSSION:

- This item remains outstanding from 2020, and staff want clear guidelines to determine eligible exemptions.
- Following the Strategy & Policy Committee meetings in early 2020, this item was deferred so staff could get more information; review the requirements as outlined below; and develop an independent appeals process.
- Due to the low volume of the exemption requests overall (0.08% of overall properties served) and the low volume of complaints regarding same, staff do not recommend developing an independent appeals process.
- Staff recommends that if a property meets the parameters for exemption that the property be exempted for a period of 18 months.

- Staff will re-visit the property from 16-20 months following the approval of an exemption to ensure that the property remains eligible for exemption.
- If the property is inhabited upon the re-visit, then staff will work with the property owner to determine the date that the property became habitable by determining when:
 - a) Residents moved into the property;
 - b) Electricity was re-established to the property;
 - c) Water was re-established to the property;
- A refund of the waste fee will be provided to the property owner if the property is approved for an exemption from the date that the exemption form is received by the ERSB office.
- The property owner has a continuing obligation to advise the ERSB if there is a change in circumstances regarding the exempted property, i.e., repairs are made and someone moves in, etc.
- The recommendations above remain the simplest and most affordable way to ensure compliance with legislation as well as providing a process for residents.
- The attached form is recommended for use going forward for exemptions.

ATTACHMENT:

- Request for Exemption – Waste Management Services form

BACKGROUND/DISCUSSION INFORMATION FROM 2020:

- In the Supreme Court it has been ruled that some residence must be demonstrated to exercise the statutory power to assess a fee in NL.
- Staff recommended that the Board remove the exemption policy clause from its *Service Delivery Policy* to ensure that all properties are part of the service and subject to waste fees.
- However, following discussion at the Committee in 2020, it was decided that the Board would maintain an exemption from waste services policy.
- To maintain an exemption policy, legal counsel and staff have determined that the following items must be considered:
 - a) The Board should revise the wording of its exemption policy in order to allow exemptions on the basis of vacancy of the property in terms of not having anyone living in it for a defined period.
 - b) Since the Board assesses its fees annually, the recommended defined period should be 12 months and then the property owner would have to re-apply.
 - c) If revising the policy, the Board should place the onus on the owner applying for the exemption to demonstrate that no one has been living in the property for 12 consecutive months.
 - d) To guard against the revised policy becoming over-inclusive, the exemption form could include a caveat that further documentation may be required for verification purposes before an exemption may be granted, for example proof of insurance

- verifying that the property is insured as vacant or unoccupied property, or a tax return to verify that no rental income was made from the property.
- e) In investigating exemption requests, the Board can further enquire as to the current uses of the property (e.g. for storage), if any, why no one is living in the property, when the owner intends to move into the property or have a tenant live in the property, seek access to the property for inspection and seek permission to obtain information from third parties, like Canada Revenue Agency or insurance companies, for verification purposes.
 - f) This would provide the Board better evidence in order to successfully fend off any challenges on the basis of allegations that the property owner does not occupy the property for the purposes of assessing fees.
 - g) It is recommended that Section 3(2) of the *Service Delivery Policy* be revised as follows: *"In order to qualify for an exemption Property Owners must demonstrate to the Board that the property has been vacant for twelve consecutive months or is uninhabitable."*
 - h) It is recommended that the preamble on the exemption form be changed to say the following: *"Property owners may request exemptions from the provision of waste management services. Any request for exemption must demonstrate that the property has been vacant for twelve consecutive months or is derelict beyond repair and therefore uninhabitable. All requests will be individually assessed, and the property visited for verification that it meets the requirements. Additional documentary verification may be required before the Board grants an exemption."*
 - i) It is recommended that another column be added to the factors on the exemption form that says: *"The property has been vacant for twelve consecutive months."*
 - j) On the form, an explanatory note should be added to item (c) as follows: *"The rationale for providing an exemption is to remove those properties that have not produced waste in twelve consecutive months or have no foreseeable ability to produce waste as the property:*
 - *Has no structure on it (land only); or,*
 - *A structure exists on the property; however, the structure is in such deplorable condition that it is not livable; or*
 - *The property has been vacant for twelve consecutive months.*
 - k) In the definitions section of the explanatory note and policy statement, the following definitions should be added:
 - VACANT: Devoid (entirely lacking or free of) of content or unoccupied for twelve consecutive months.
 - UNINHABITABLE: Unsafe for ordinary use and occupation.
 - l) Exemptions requests approved on the basis of vacancy for twelve consecutive months would require the property owner to re-apply on an annual basis and require the Board's staff to reassess these properties on an annual basis.
- These revisions will increase the Board's costs to administer the exemption requests.
 - In addition, it has been noted in the past that the Board's exemption policy does not provide a process for appeals. All decisions are at the sole discretion of the Board.
 - At Committee it was decided that an appeals process may be necessary and staff were asked to develop a plan and costing for this process.

Additional Costs:

- Currently each property assessment for exemption costs \$79.00 to complete (cost of Field Operations Officer salary and fuel only). No administrative costs or vehicle maintenance costs are included in this number.
- For 2019 and 2020, the Board received 41 exemption requests annually. That equates to \$3,239 annually to visit the properties.
- For 2018, the Board received 82 exemption requests costing \$6,478 for visits. This increase was attributed to the Ministerial Directives.
- About 50% of exemption requests are approved.
- When implementing the proposed changes, it is anticipated that the cost to administer exemption requests will increase significantly due to the requirement of property owners to re-apply annually for exemptions.
- Exempted properties will need to be re-assessed on an annual basis. This is additional work for the Field Operation Officers and Manager Operations.
- Administrative costs will increase due to the requirement for more documentation and follow-up. This will require additional administrative support and the need to hire more administrative staff. See
- A GIS Technician will be required to map the data collected – salary range of \$56,000 to \$64,000 annually.
- The appeals process will increase costs significantly. Staff continue to work on the costing for an appeals process.
- It is anticipated that within three years, the additional exemption requests would be at least four times more than current at 164 annually. Just to complete the property assessments, the annual costs would be \$12,956 plus the cost of administrative support, GIS support, vehicle maintenance, etc.
- All additional costs will impact the annual household fee for residents remaining in the regional waste system.
- Staff will continue to work on:
 - 1) a process for exemptions that can be administered in a reasonable way and is affordable;
 - 2) a process for appealing decisions for exemptions.

REQUEST FOR EXEMPTION – WASTE MANAGEMENT SERVICES

FOR LOCAL SERVICE DISTRICTS/UNINCORPORATED AREAS ONLY



ERSB Account No. _____

Surname: _____ First Name: _____

Permanent Address: _____

City/Town _____ Prov. _____ Postal Code _____

Tel: _____ Cell: _____

Email: _____

☐ I am the legal property owner (*mandatory*) and I am hereby requesting an exemption from the provision of waste management services for the following property:

Address: _____

City/Town _____ Prov. _____ Postal Code _____

Directions to property if no civic address available: _____

Property owners may request exemption from the provision of waste management services. Any request for exemption must demonstrate that the property is uninhabitable as it is: vacant (devoid of contents) and/or derelict beyond repair and, therefore, not habitable. All requests will be individually assessed and the property visited for verification to confirm it meets the requirements.

Factors that will be considered in determining whether a property qualifies for exemption include:

REASON FOR REQUEST (tick those that apply)	PROPERTY MEETS ANY ONE OF THE FOLLOWING
<input type="checkbox"/>	Structure is boarded up (defined as all windows and doors are fully covered with plywood/matchboard/etc.; chimney covered, etc., and is not usable. These must be permanent attachments not easily removed and replaced in sole opinion of ERSB).
<input type="checkbox"/>	Structure has been destroyed by fire
<input type="checkbox"/>	Property is undeveloped (property is not altered from its natural state by the construction)
<input type="checkbox"/>	PROPERTY MEETS THREE OR MORE OF THE FOLLOWING
<input type="checkbox"/>	Structure is not structurally sound (floor not intact, stairs missing, roof missing portions, windows/doors missing or broken out, etc.)
<input type="checkbox"/>	Property or structure has no electrical connection, or other source of power such as propane; generator; wood stove, certified oil tank etc. (Consider submitting a letter from NL power indicating disconnect date, if applicable)
<input type="checkbox"/>	Structure is vacant (defined as devoid of contents) and no garbage bin/box is located on the property
<input type="checkbox"/>	Property has no water connection
<input type="checkbox"/>	Structure is under construction. (defined as walls not roughed in, floor incomplete, ceiling incomplete, windows to be installed)

I certify that all the information provided in this request for exemption is true and correct to the best of my knowledge and belief. I understand and agree that I have a continuing obligation to advise Eastern Regional Service Board if there is a change in circumstances regarding the above-named property. Please see the reverse side for additional information.

Signature of Applicant

Date

Signature of Witness

Date

Name of Witness (please print)

Date

For Office Use Only:

Site Visited by: _____ Site Visit Date: _____

Recommendation: ☐ Approve ☐ Not Approve

Definitions:

- Property: A parcel of land.
- Structure: a building, trailer, shed, or other constructed improvement on a property.

OTHER INFORMATION:

If your property is uninhabitable, vacant, and/or derelict it may be eligible for exemption from the waste management fee assessed by Eastern Regional Service Board by completing this Request for Exemption – Waste Management Services and submitting the completed form to the Eastern Regional Service Board located at 255 Majors Path, Suite 3, St. John's, NL A1A 0L5.

Please note that no exemption may be approved without a site visit. A member of the Eastern Regional Service Board's staff will visit the property and view it from the outside to assess its eligibility for exemption. This may occur any time after you submit this form.

Once a site visit has occurred, you will be notified in writing if your property was approved for an exemption or not.

Please note that any exemption from the waste management service is for a period of 18 months from the date of approval. The Eastern Regional Service Board will perform a second site visit within 16-20 months of the approved exemption to ensure that the property continues to meet the guidelines for exemption.

If upon the second visit, the property is inhabited, and/or in obvious use, and/or has been changed so that it does not meet the guidelines for exemption, then the exemption approval will become null and void immediately and all waste fees plus interest from the date of the exemption approval will be reinstated.

The property owner has a continuing obligation to advise the Eastern Regional Service Board if there is a change in circumstances regarding the exempted property.

All properties approved for an exemption will have their paid waste fees prorated from the date that this exemption form was received by our office so that a refund will be issued to the property owner for that period. For example, if someone submitted this form to our office on September 3rd and the property is approved for an exemption, all waste fees paid for the period of September 3 to December 31 for that year will be refunded.

EASTERN REGIONAL SERVICE BOARD, 255 MAJORS PATH, SUITE 3, ST. JOHN'S, NL A1A 0L5

Tel: (709) 579-7960 or Toll free: 1-877-878-2166 E. info@ersbnl.ca www.easternregionalserviceboard.com

REQUEST FOR EXEMPTION FROM SERVICES

FOR LOCAL SERVICE DISTRICTS/UNINCORPORATED AREAS ONLY



ERSB Account No. _____

Surname: _____ First Name: _____

Permanent Address: _____

City/Town _____ PR _____ Postal Code _____

Tel: _____ Cell: _____

Email: _____

☐ I am the legal property owner (*mandatory*) and I am hereby requesting an exemption from the provision of services for the following property located in a local service district/unincorporated area (*Please note that if your property is located in an incorporated town, you need to contact your Town Council Office regarding an exemption*):

Address: _____

City/Town _____ PR _____ Postal Code _____

Directions to property if no civic address available: _____

Property owners may request exemption from the provision of services. Any request for exemption must demonstrate that the property is vacant and not habitable. Factors that may be considered in determining whether a property qualifies for exemption include:

REASON FOR REQUEST (tick those that apply)	PROPERTY MUST MEET THE FOLLOWING	VERIFICATION
<input type="checkbox"/>	Property is boarded up (defined as all windows and doors are fully covered with plywood/matchboard/etc.; chimney covered, etc., and is not usable as determined through site visit. These must be permanent attachments not easily removed and replaced in sole opinion of ERSB).	Site Visit (pictures will be taken). Owner and/or representative will be contacted if required to be present.
PROPERTY MUST MEET ONE OF THE FOLLOWING		
<input type="checkbox"/>	Property is not structurally sound (floor not intact, stairs missing, roof missing portions, windows/doors missing or broken out, etc.)	Site Visit (pictures will be taken). Owner and/or representative will be contacted if required to be present.
<input type="checkbox"/>	Property has no electrical connection	Power removal notice from Newfoundland Power/Hydro
PROPERTY MUST MEET ONE OF THE FOLLOWING		
<input type="checkbox"/>	Property is vacant	Signed form, witnessed
<input type="checkbox"/>	Property has no water connection (where applicable)	Signed form, witnessed

I certify that all the information provided in this request for exemption is true and correct to the best of my knowledge and belief. I understand and agree that I have a continuing obligation to advise Eastern Waste Management if there is a change in circumstances regarding the above-named property.

Signature of Applicant _____

Date _____

Signature of Witness _____

Date _____

Name of Witness (*please print*) _____

Date _____

For Office Use Only:

Site Visited By: _____ Site Visit Date: _____

Recommendation: ☐ Approve ☐ Not Approve Authorized Signature: _____

EASTERN REGIONAL SERVICE BOARD

255 MAJORS PATH, SUITE 3, ST. JOHN'S, NL A1A 0L5 T. (709) 579-7960 F. (709) 579-5392

E. info@ersbnl.ca

www.easternwaste.ca

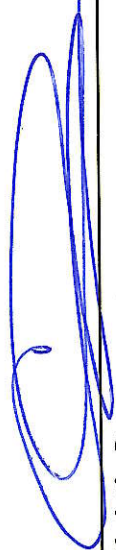
www.easternregionalserviceboard.com

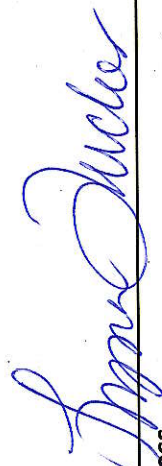
Eastern Regional Service Board

Closing Date and Time: Friday Oct 11, 2024 – 12:00pm

Request for Tender
Eastern Regional Service Board
St. Joseph's Waste Recovery
Snow Clearing 2024-2025

Company	Base Bid	HST	Tender Total
Singleton's Mechanical (per event bid = \$450 + HST/event)	\$ 7800.00	\$ 1170.00	\$ 8970.00


Christie Dean
Director of Operations


Witness

CHRISTIE DEAN
A Commissioner for Oaths in and for
the Province of Newfoundland and Labrador.
My commission expires on December 31, 2027.

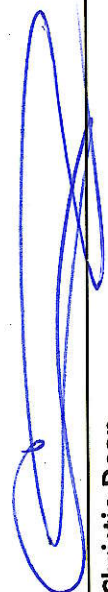
LYNN TUCKER
A Commissioner for Oaths in and for
the Province of Newfoundland and Labrador.
My commission expires on December 31, 2028.

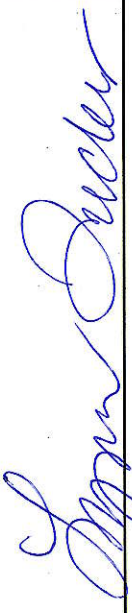
Eastern Regional Service Board

Closing Date and Time: Friday Oct 11, 2024 – 12:00pm

Request for Tender
Eastern Regional Service Board
Bay Bulls Waste Recovery
Snow Clearing 2024-2025

Company	Base Bid	HST	Tender Total
O'Brien's Trucking Ltd. (\$250 per event price + HST)	\$9800.00	\$1470.00	\$11,270.00
Harbour Construction Ltd. (\$350 per event price + HST)	\$12400.00	\$1860.00	\$14,260.00


Christie Dean
Director of Operations


Lynn Tucker
Witness

CHRISTIE DEAN
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the Province of Newfoundland and Labrador.
My commission expires on December 31, 2027.


LYNN TUCKER
A Commissioner for Oaths in and for
the Province of Newfoundland and Labrador.
My commission expires on December 31, 2028.

Eastern Regional Service Board

Closing Date and Time: Friday Oct 11, 2024 – 12:00pm

Request for Tender Eastern Regional Service Board Placentia Waste Recovery Snow Clearing 2024-2025

Company	Base Bid	HST	Tender Total
M.J. Hickey Construction Ltd.	\$ 7622.00	\$ 1143.30	\$ 8765.30
(\$ 250 per event price + HST)	—	—	—
K.J.H. Dirtworks Ltd.	\$ 7546.68	\$ 1132.00	\$ 8678.68
(\$ 300 per event price + HST)	—	—	—
	—	—	—



Christie Dean
Director of Operations



Witness

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CHRISTIE DEAN
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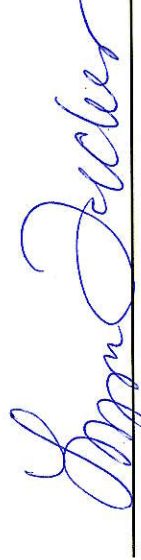
Eastern Regional Service Board

Closing Date and Time: Friday Oct 11, 2024 - 12:00pm

Request for Tender Eastern Regional Service Board Renews-Cappahyden Waste Recovery Snow Clearing 2024-2025

Company	Base Bid	HST	Tender Total
Clowe's Construction ($\$400$ per event price + HST)	$\$7800.00$	$\$1170.00$	$\$8970.00$


Christie Dean
Director of Operations


Witness

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Eastern Regional Service Board

Closing Date and Time: Friday Oct 11, 2024 – 12:00pm

Request for Tender
Eastern Regional Service Board
Harbour Grace Waste Recovery
Snow Clearing 2024-2025

Company	Base Bid	HST	Tender Total
Concord Paving Ltd. (\$600 per event price + HST)	\$16,900.00	\$2,535.00	\$19,435.00


Christie Dean
Director of Operations


Witness
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EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Snow Clearing Tenders 2024-2025 for Waste Recovery Facilities
MEETING DATE:	2024-10-17
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Christie Dean, Director of Operations
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the Board accept the lowest bid for Bay Bulls, St. Joseph's, Renews-Cappahayden, Placentia and Harbour Grace, tenders related to the 2024-2025 snow clearing and ice control at the Board's waste recovery facilities.

MOTION:

BE IT RESOLVED that the Finance & Audit Committee recommends that the Board accept the lowest bid for the Bay Bulls, St. Joseph's, Renews-Cappahayden, Placentia and Harbour Grace tenders related to the 2024-2025 snow clearing at the Board's waste recovery facilities.

FINANCIAL CONSIDERATIONS:

- The change between the winter of 2023-2024 to the coming winter 2024-2025 is approximately a **7% increase**.
- The low bid for each of the sites is detailed in Table 1 below that compares the 2024-2025 tender prices to the tendered amounts from the previous seven years.
- Note that previous to 2022-2023 the tendered time was for four (4) months (December through March); however, in 2022-2023 the tender time was for three (3) months (January through March) and this year in 2024-2025 the tender time is for 3.5 months (mid-December through March).
 - Renews-Cappahayden (1 bidder) – Lowest bidder: Clowe's Construction Ltd., \$7,800.00 plus \$1,170.00 HST for a total of \$8,970.00;
 - Bay Bulls (2 bidders) – Lowest bidder: O'Brien's Trucking Ltd., \$9,800 plus \$1,470 HST for a total of \$11,270;
 - St. Joseph's – (1 bidder) – Lowest bidder: Singleton's Mechanical, \$7,800 plus \$1,170 HST for a total of \$8,970;

- Placentia (2 bidders) – KJH Dirtworks Ltd., \$7,546.68 plus \$1,132 HST for a total of \$8,678.68; and,
- Harbour Grace (1 bidder) – Concord Paving Ltd., \$16,900 plus \$2,535 HST for a total of \$19,435. (Please note that Concord Paving is located on the same road as the waste recovery facility).

Table 1:

Location	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
Cavendish	\$13,200.00	\$15,705.00	\$13,200.00	\$13,260.00	\$13,760.00	\$16,850.00	Not tendered	Not tendered
Renews – Cappahayden	\$3,590.00	\$3,590.00	\$3,590.00	\$3,900.00	\$3,900.00	\$4,800.00	\$7,800.00	\$7,800.00
Bay Bulls	\$7,101.12	\$5,880.00	\$4,576.00	\$4,272.00	\$5,900.00	\$7,435.00	\$8,800.00	\$9,800.00
St. Joseph's	\$5,500.00	\$5,500.00	\$6,000.00	\$6,000.00	6,500.00	\$7,500.00	\$7,500.00	\$7,800.00
Placentia	\$5,600.00	\$5,218.00	\$4,799.96	\$4,599.92	\$4,452.14	\$5,600.00	\$5,600.00	\$7,546.68
Harbour Grace	\$14,000.00	\$14,900.00	\$14,900.00	\$14,900.00	\$14,900.00	\$16,900.00	\$16,900.00	\$16,900.00
Sunnyside	not tendered	\$24,750.00	not tendered	not tendered	not tendered	not tendered	not tendered	Facility permanently closed
Whitbourne	internal resources	internal resources	Internal resources	Internal resources	Internal resources	Internal resources	Internal resources	Internal resources
Clarenville	internal resources	internal resources	Internal resources	Internal resources	Internal resources	Internal resources	Internal resources	Internal resources
Old Perlican	contractor responsibility	contractor responsibility	contractor responsibility	contractor responsibility	contractor responsibility	contractor responsibility	contractor responsibility	contractor responsibility
Bell Island	NA	NA	NA	NA	\$4,790.00	not tendered	not tendered	Not tendered

BACKGROUND/DISCUSSION:

- The Board issued tenders for snow clearing and sanding (ice control) at five of the ten waste recovery facilities that it operates.
- The Board adopted a motion for winter closure of the Cavendish and Bell Island facilities. Therefore, snow clearing will not be required at these two sites.
- The remaining waste recovery facilities will either be cleared by our internal staff (Whitbourne and Clarenville) or the onsite contractor, for Old Perlican.
- Unless otherwise noted, there was only one bid received for each location.

ATTACHMENTS:

- Tender Result Reports

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Provision of Waste Services for St. Mary's, St. Vincent's-St. Stephen's-Peter's River, Gaskiers-Point La Haye, and Riverhead for January 1, 2025
MEETING DATE:	2024-10-30
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Lynn Tucker, Chief Administrative Officer
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the Board provide waste services to the Towns of St. Mary's, St. Vincent's-St. Stephen's-Peter's River, Gaskiers-Point La Haye, and Riverhead (700 properties) beginning January 1, 2025 for an additional \$9,316.00 plus HST monthly.

MOTION:

BE IT RESOLVED that the Board provide waste services to the Towns of St. Mary's, St. Vincent's-St. Stephen's-Peter's River, Riverhead and Gaskiers-Point La Haye, beginning January 1, 2025 by issuing a Change Order for the Southwest Avalon and Placentia Bay Area Multi-Stream Waste Collection contract signed February 13, 2023 with T2 Ventures Inc. The Change Order period is for 17 months beginning January 1, 2025 and the cost is \$9,316.00 plus HST per month for 700 properties.

FINANCIAL CONSIDERATIONS:

- The current 36-month contract with T2 Ventures Inc. (June 1, 2023–May 31, 2026) is for \$616,200 plus HST for 1762 properties.
 - This equates to \$17,116.67 plus HST monthly.
 - OR: \$116.57 plus HST per household annually or \$134.06 HST included.
- The quote from T2 Ventures Inc. to provide service to the additional 700 properties in these four towns:
 - Is an additional \$9,316.00 plus HST monthly.
 - This equates to \$159.72 plus HST monthly per household or \$183.68 HST included.

- The addition of these 700 properties will increase the overall contract price by \$158,372 for 17 months.
 - The full contract price rises from \$616,200 to \$774,572 or by 26% for the last 17 months.
 - Total number of households rises from 1762 to 2462 or by 40%.
 - This equates to \$26,432.67 plus HST monthly for 17 months.
- When costs per household are spread over all 2462 properties for the 17-month period:
 - The cost per household increases from \$116.57 plus HST to \$128.84 plus HST or by 11%.
 - When HST is included, the cost per household is \$148.17.
 - When tip fees are added (average \$45-50 per household) this equates to \$198.17.

BACKGROUND/DISCUSSION:

- These four incorporated towns opted out of regional services with the Board effective July 1, 2021. The total number of properties for all four towns is about 700.
- Up to 2021, they had been in receipt of waste services through the Board since 2011 or 10 years.
- When staff followed up with the towns regarding why they were opting out of the regional waste system, they reported that they had received a better price from a contractor.
- In early September the Clerk for the Town of St. Mary's contacted the Board regarding opting back in the regional waste system. Since that time, we have received motions from the Councils of all four towns to accept regional waste services beginning January 1, 2025 through 2029.
- This area currently consists of approximately 1762 properties.
- As there is a current contract in place until May 31, 2026, staff met with the contractor for the area on September 17th to seek a quote to add these additional 700 properties. The quote was unacceptable at \$184,166.67 plus HST for 17 months for 700 properties. This equates to \$185.74 plus HST per household annually and does not include tip fees.
- These 700 properties are an addition of approximately 40% more properties for the contract; therefore, it is outside the scope of what's acceptable to add under the Public Tender Act without a Change Order.
- Staff continued to investigate a way to ensure these communities could be included in regional waste collection for 2025 onward.
- It was determined that the Board should negotiate a Change Order with the current contractor if possible. Staff met with the contractor on October 23, 2024 and a new quote of \$9,316 plus HST per month was received on October 24, 2024 for the Board's consideration.

From: [Holly Power](#)
To: [Holly Power](#)
Bcc: [Bill Antle](#); [Carl Ridgeley](#); [Danny Breen](#); [Gerard Tilley](#); [Glenn Clarke](#); [Glenn Clarke](#); [Hilda Whelan](#); [Hilda Whelan*](#); [Jason O'Brien](#); [Jill Bruce](#); [Kevin McDonald](#); [Larry Vaters](#); [Maggie Burton](#); [Mark Vardy](#); [Ophelia R.](#); [Ophelia Ravencroft](#); [Rod Delaney](#); [Ron Ellsworth](#); [Sandy Hickman](#); [Sheilagh O'Leary](#); [Steve Tessier](#); [Christie Dean](#); [Craig Drover](#); [Lynn Tucker](#)
Subject: Motion by Email - Change Order to Add Four Towns to the Southwest Avalon and Placentia Bay Area Contracts
Date: October 24, 2024 4:24:00 PM
Attachments: [Briefing Note - Adding 4 SWA Towns for Jan 2025 LT.pdf](#)
Importance: High

Good afternoon, Everyone.

Historically, the Towns of St. Mary's, St. Vincent's-St. Stephen's-Peter's River, Riverhead and Gaskiers-Point La Haye have all waste collection with ERSB but opted out in 2021 with a report of receiving a better price from a contract. In early September, staff received motions from all four Councils to accept regional waste services through ERSB, beginning January 1, 2025, through May 31, 2026. Details are provided in the attached briefing note for your review and consideration.

MOTION:

BE IT RESOLVED that the Board provide waste services to the Towns of St. Mary's, St. Vincent's-St. Stephen's-Peter's River, Riverhead and Gaskiers-Point La Haye, by issuing a Change Order for the Southwest Avalon and Placentia Bay Area Multi-Stream Waste Collection contract signed February 13, 2023 with T2 Ventures Inc. The Change Order period is for 17 months beginning January 1, 2025 and the cost is \$9,316.00 plus HST per month for 700 properties.

To ensure timely award of this contract, would you **please respond to this motion by email by 4:00 p.m. Tomorrow, October 25, 2024.** Please don't hesitate to contact us if you have any questions or concern.

This motion will be ratified at the Board's regular monthly public meeting on Wednesday, November 27th.

Thanks,
Holly

HOLLY POWER

EASTERN REGIONAL SERVICE BOARD
Board Clerk | Outreach Coordinator

255 Majors Path, Suite 3, St. John's, NL A1A 0L5

O. 709-579-7960 | F. 709-579-5392 | hpower@ersbnl.ca | www.easternregionalserviceboard.com

**THOSE WHO RESPONDED ELECTRONICALLY TO THE MOTION BY EMAIL
TO CHANGE ORDER TO ADD FOUR TOWNS TO THE SOUTHWEST AVALON
AND PLACENTIA BAY AREA CONTRACTS.**

MOTION: BE IT RESOLVED that the Board provide waste services to the Towns of St. Mary's, St. Vincent's-St. Stephen's-Peter's River, Riverhead and Gaskiers-Point La Haye, by issuing a Change Order for the Southwest Avalon and Placentia Bay Area Multi-Stream Waste Collection contract signed February 13, 2023 with T2 Ventures Inc. The Change Order period is for 17 months beginning January 1, 2025 and the cost is \$9,316.00 plus HST per month for 700 properties.

(Motion sent by email on Thursday, October 24, 2024)

IN FAVOUR

(Alphabetical order)

Bill Antle
Jill Bruce
Glenn Clarke
Sandy Hickman
Kevin McDonald
Jason O'Brien
Sheilagh O'Leary
Ophelia Ravencroft
Carl Ridgeley
Stephen Tessier
Gerard Tilley
Hilda Whelan

AGAINST

(Alphabetical order)

NO RESPONSE

(Alphabetical order)

Danny Breen
Maggie Burton
Tom Davis
Rod Delaney
Ron Ellsworth
Mark Vardy
Larry Vaters