



ERSB Board of Directors Meeting Minutes

Eastern Regional Service Board

Nov 29, 2023 at 7:00 PM NST

@ Zoom Videoconference

Attendance

Present:

Members: Bill Antle (remote), Daniel (Danny) Breen (remote), Jill Bruce (remote), Glenn Clarke (remote), Christie Dean (remote), Rodney Delaney (remote), Wesley Drodge (remote), Craig Drover (remote), Ronald Ellsworth (remote), Ian Froude (remote), T. Alexander Hickman (remote), Jamie Korab (remote), Kevin McDonald (remote), Holly Power (remote), Ophelia Ravencroft (remote), Carl Ridgeley (remote), Nathan Ryan (remote), Steve Tessier (remote), Lynn Tucker (remote), Mark Vardy (remote), Lawrence Vaters (remote), Hilda Whelan (remote)

Guests: Charles Bown, MMSB (remote)

Absent:

Members: Maggie Burton, Sheilagh OLeary, Gerard Tilley

I. Call to Order

The Chair called the meeting to order at 7:03 p.m.

II. Adoption of Agenda

The agenda was tabled for approval with the addition of 'Voyent Alert Notifications System Subscription' under New Business.

 [Draft Agenda BOD Nov 29 23 LT FINAL.docx](#)

Motion:

BE IT RESOLVED that the agenda be adopted with the addition of 'Voyent Alert Notifications System Subscription' under New Business.

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

III. Review of Minutes

The minutes from the previous meeting were tabled for review and approval.

 [ERSB OnBoard Oct 25 23 Minutes.pdf](#)

Motion:

BE IT RESOLVED that the minutes from October 25, 2023 be adopted as tabled.

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

IV. Committee Reports

A. Finance & Audit Committee

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

1. Board Expenditures

Board expenditures for the month of October 2023 were tabled for review and approval.

 [Cheque Register for OCT 2023.pdf](#)

 [Meeting Package Payroll Expense OCT 2023.pdf](#)

 [BMO CC Statement Oct.pdf](#)

Motion:

BE IT RESOLVED that the Board adopt the expenditures for the month of October 2023 as tabled.

Motion moved by T. Alexander Hickman
and motion seconded by Hilda Whelan
. Carried Unanimously.

2. Incorporated Towns Payment Activity Report

An update on the incorporated towns' payment activity was provided.

 [2023 Incorporated Towns Payment Activity Report at November 15.pdf](#)


3. Q3 Financial Update


Mr. Hickman referred to a briefing note that was included in the meeting package. He noted that the vast majority of expenditures are under budget, except for a small few. Board Members and Staff were very pleased with the Financial Report for the third quarter.

 [Briefing Note - Q3 2023 Financial Update.pdf](#)

 [2023 Budget Vs Actual Q3.pdf](#)

4. Snow Clearing Tenders for Waste Recovery Facilities

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

 [20231114_193913.pdf](#)

6. Drilling a Water Well at Clarendville Transfer Station Site

Mr. Hickman referred to the briefing note that was included in the meeting package. He noted the high costs associated with having non-potable water delivered to the Clarendville Transfer Station and that Staff will be requesting quotes for the drilling of an artesian well.

There were no questions or concerns.

 [Brief Note - Water Well for CTS Nov 2023.pdf](#)

 [Quote for Water Well CTS SQUIRES 2023.pdf](#)

Motion:

BE IT RESOLVED that the Board install a well at the Clarendville Transfer Station site for non-potable water.

Motion moved by T. Alexander
and motion seconded by Ronald

Hickman
Ellsworth

. Carried Unanimously.

7. Installation of Weigh Scale Software at the Clarendville Transfer Station and User Cards at Waste Recovery Facilities

Mr. Hickman referred to the briefing note that was included in the meeting package. A progress report was provided on the installation of weigh scale software at the Clarendville facility and the implementation of a user card-based system was discussed. Discussions will continue as there were no questions or concerns noted.

 [Brief Note - Installing Scales at WRFs NOV 2023.pdf](#)

 [Quote for Scales WRFs.pdf](#)

8. Consideration for Varying or Two-Tier Tip Fee at the Regional Landfill – Discussion

Mr. Hickman referred to the briefing note that was provided in the meeting package for Members' review. He reported that a two-tier or multi-tier tip fee is used in other jurisdictions and discussion ensued.

 [Brief Note - Two-Tier Tip Fee RHB 2023.pdf](#)

9. Board Insurance Renewal – Ratification of Motion by Email

Mr. Hickman referred to documents that were provided in the meeting package. This motion was already approved via email and required ratification at the public meeting.

 [BN - Policy Renewal Oct 31 23.docx](#)

 [MBE Insurance Email.pdf](#)

 [MOTION RESPONSES INSURANCE 2023.docx](#)

Motion:

BE IT RESOLVED that the Board accept the Cyber Liability Policy, Commercial General Liability, Property Policy renewal quote from

Wedgwood Insurance in the combined total amount of \$161,826 plus HST for the period of November 1, 2023, to October 31, 2024.

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

Hickman
Ravencroft

B. Strategy & Policy Committee

Mr. Ridgeley, Committee Member, delivered the Strategy and Policy Committee Report.

V. Electrification of Waste Recovery Facilities that remain open over winter – Update

Mr. Ridgeley provided an update on the electrification process of the Board's Waste Recovery Facilities. He reported that the work is ongoing as Staff continues to work with contracted electricians and Newfoundland Power on completing the process in a timely manner.

 [Brief Note - WRF Electrification Update Nov 2023 FINAL.pdf](#)

VI. Q3 Waste Operations Report

Mr. Ridgeley referred to the third quarter Waste Operations Report that was provided in the meeting package. He highlighted some key points of the report and there were no questions or concerns to follow.

 [Q3 2023 Waste Operations Report FINAL.pdf](#)

 [HHW Collection Data.pdf](#)

VII. Q3 Water/Wastewater Operator's Report

Mr. Ridgeley also referred to the third quarter Water/Wastewater Report that was included in the meeting package. The Board awaits notification from the Province as to whether they will continue to fund this valuable program past March of 2024. There were no questions or concerns.

 [Water Wastewater Q3 Report.pdf](#)

VIII. Bulk Waste Collection: Ongoing Concerns and Suggested Changes

Discussion ensued after Mr. Ridgeley referred to the briefing note that was included in the meeting package that included some concerns and suggestions for the Board's Bulk Waste Collection Program. As residents of the Eastern Region have reasonable access to the Board's Waste Recovery Facilities at no charge, and keeping in line with other Regions/Bulk Waste Programs, it was suggested that the Board offer one (1) bulk waste collection per year and that it be by appointment only. Details were discussed and Staff will continue to work on improving the program as required.

 [Brief Note - Bulk NOV 29 FINAL.pdf](#)

Motion:

BE IT RESOLVED that the Board provide one bulk collection annually to all service areas beginning 2024.

Motion moved by Carl
seconded by Kevin
Unanimously.

Ridgeley
McDonald

and motion
. Carried

A. Governance Committee

There was no Governance Committee Meeting in the month of November.

IX. Correspondence

The Chair noted that the following correspondence was provided for Members' information purposes:

X. Letter from Town of Arnold's Cove, October 31, 2023

 [Ltr - Arnolds Cove re Additional Bulk 31-Oct-2023.pdf](#)

XI. Response for Town of Arnold's Cove, November 3, 2023

 [Ltr - Response to Arnolds Cove Nov 3 2023.pdf](#)

XII. Letter from Minister Haggie, November 15, 2023

 [Min Haggie Acceptance Letter - ERSB Approval Bay Roberts Nov 2023.pdf](#)

XIII. New Business

A. Voyent Alert Notifications System Subscription

The Chair referred to the documents that were provided in the meeting package for Members' review. It was suggested that the Board purchase an Alert Notification System to provide residents with public notices, emergency alerts, and day-to-day communications regarding the Board's services in a direct and efficient manner.

 [Brief Note - Voyent Alert Notification System Subscription Nov 29 2023.pdf](#)

 [Voyent Alert Information - Municipal.pdf](#)

 [Eastern Regional Service Board Quote 2023.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 Steve Tessier and motion seconded by Carl
Ridgeley . Carried Unanimously.

XIV. Roundtable

Mr. Bown, CEO,MMSB: Mr. Bown noted that the MMSB recently approved an increase in the number of items allowable into the electronics recycling program. He addressed a question regarding certain

products being included in the program and reported that each producer has to be notified and they have 120 days to respond. An update will be provided once a response is received. Mr. Bown reported that a complete list of locations and depots are underway and all members were encouraged to call MMSB for discussion while talks are still ongoing. The Community Waste Diversion Fund is closed for 2023 and responses will be out soon. He noted that the green depot operator owners (54) got together last week to discuss common issues and challenges; Board Members were encouraged to call the MMSB on this topic as well.

Ms. Dean completed some Emergency Response Training this month where natural disaster situations were covered. She felt the material was relevant and was quite pleased with the program.

Mr. Vaters attend the Federation of Canadian Municipalities (FCM) Advocacy Days in Ottawa last week where Housing announcements were made and requests continue for infrastructure funding.

Mr. Ryan thanked staff for moving efficiently on the communications issue as of late. He is looking forward to the new communications/alert program and feels that it will be very effective in his Region.

XV. Upcoming Meetings

Board Members were reminded of the next Board and Committee meetings:

- a) The next meeting of the Board of Directors will take place on Wednesday, January 31, 2024, at 7:00 p.m. This meeting will have a hybrid format with the location to be determined.
- b) The next meeting of the Finance & Audit Committee will take place on Thursday, January 18, 2024, at 12:30 p.m., format to be determined.
- c) The next meeting of the Strategy & Policy Committee will take place on Wednesday, January 17, 2024, at 1:30 p.m., format to be determined.
- d) The next meeting of the Governance Committee will take place on Wednesday, January 24, 2024, at 10:30 a.m., format to be determined.

XVI. Adjournment

Seeing no further business to discuss, the meeting adjourned.

Motion:

BE IT RESOLVED that the meeting adjourned at 8:08 p.m.

Motion moved by Ophelia

Ravencroft

and motion

seconded by Lawrence

Vaters

. Carried

Unanimously.

Eastern Regional Service Board

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

Cheques from 0000000001 to 0000011709 dated between 10-01-2023 and 10-31-2023

CHEQUE REGISTER

Printed: 2:38:24PM 11/01/2023

Page 1 of 1

Number	Issued		Amount	SC	Status	Status Date
0000011669	10/11/2023	Advantage Personnel Ltd.	2,081.21	A/P	OUT-STD	10/11/2023
0000011670	10/11/2023	Around The Bay Disposals Inc.	67,817.48	A/P	CLEARED	10/17/2023
0000011671	10/11/2023	Bell Aliant	2,281.19	A/P	OUT-STD	10/11/2023
0000011672	10/11/2023	Channel 6 Ads - Avalon Region	459.00	A/P	CLEARED	10/19/2023
0000011673	10/11/2023	City of St. John's	43,866.81	A/P	CLEARED	10/18/2023
0000011674	10/11/2023	Craig's Locksmithing & Auto Glass	1,690.50	A/P	OUT-STD	10/11/2023
0000011675	10/11/2023	CTT Tirecraft	6,724.95	A/P	CLEARED	10/18/2023
0000011676	10/11/2023	Curtis Dawe	112.13	A/P	CLEARED	10/17/2023
0000011677	10/11/2023	D&L Russell Limited	183.89	A/P	OUT-STD	10/11/2023
0000011678	10/11/2023	Dodd's Diesel Repair Ltd.	7,504.87	A/P	CLEARED	10/17/2023
0000011679	10/11/2023	Eastlink Communications Channel 6 Ads	698.63	A/P	OUT-STD	10/11/2023
0000011680	10/11/2023	GFL Environmental Services Inc.	19,521.25	A/P	CLEARED	10/19/2023
0000011681	10/11/2023	Glenn Clarke	129.74	A/P	CLEARED	10/19/2023
0000011682	10/11/2023	Holly Power	150.80	A/P	CLEARED	10/16/2023
0000011683	10/11/2023	Kal Tire	1,432.73	A/P	OUT-STD	10/11/2023
0000011684	10/11/2023	Madsen Construction Equipment	487.24	A/P	CLEARED	10/19/2023
0000011685	10/11/2023	McInnes Cooper	637.15	A/P	OUT-STD	10/11/2023
0000011686	10/11/2023	Miller IT Limited	441.86	A/P	CLEARED	10/17/2023
0000011687	10/11/2023	Nexgen Municipal Inc.	5,845.22	A/P	OUT-STD	10/11/2023
0000011688	10/11/2023	North Atlantic	96,949.51	A/P	CLEARED	10/18/2023
0000011689	10/11/2023	Parts For Trucks Inc.	16.81	A/P	OUT-STD	10/11/2023
0000011690	10/11/2023	Pike's Pro Hardware & Building Supplies	55.22	A/P	OUT-STD	10/11/2023
0000011691	10/11/2023	Princess Auto	290.55	A/P	OUT-STD	10/11/2023
0000011692	10/11/2023	Shred-it c/o Stericycle ULC	103.30	A/P	OUT-STD	10/11/2023
0000011693	10/11/2023	T2 Ventures Inc.	252,119.14	A/P	CLEARED	10/16/2023
0000011694	10/11/2023	The Business Post	310.50	A/P	OUT-STD	10/11/2023
0000011696	10/25/2023	62167 Newfoundland and Labrador Inc	7,380.30	A/P	OUT-STD	10/25/2023
0000011697	10/25/2023	Advantage Personnel Ltd.	2,097.60	A/P	OUT-STD	10/25/2023
0000011698	10/25/2023	De Lage Landen Financial Services Canada Ltd.	398.48	A/P	OUT-STD	10/25/2023
0000011699	10/25/2023	Dodd's Diesel Repair Ltd.	11,345.30	A/P	OUT-STD	10/25/2023
0000011700	10/25/2023	Kevin Butt	1,636.10	A/P	OUT-STD	10/25/2023
0000011701	10/25/2023	Leslie Squires	440.00	A/P	OUT-STD	10/25/2023
0000011702	10/25/2023	Lynn Tucker	74.13	A/P	OUT-STD	10/25/2023
0000011703	10/25/2023	Newfoundland Power Inc.	1,694.99	A/P	OUT-STD	10/25/2023
0000011704	10/25/2023	Pinnacle Office Solutions Ltd.	245.84	A/P	OUT-STD	10/25/2023
0000011705	10/25/2023	T2 Ventures Inc.	16,521.88	A/P	OUT-STD	10/25/2023
0000011706	10/25/2023	Town of Ferryland	3,290.00	A/P	OUT-STD	10/25/2023
0000011707	10/25/2023	Tulk Tire & Service Ltd.	684.25	A/P	OUT-STD	10/25/2023
0000011708	10/25/2023	Nexgen Municipal Inc.	134,425.34	A/P	OUT-STD	10/25/2023
Total Issued (39):			\$692,145.89			
Total Voided (0):			\$0.00			
Grand Total:			\$692,145.89			
Number of Cheques Listed:			39			

EASTERN REGIONAL SERVICE BOARD

PAYROLL EXPENSE

OCTOBER 2023

Payroll – Staff (<i>2 pay periods – 29 employees</i>).....	\$139,515.74
Payroll – Board (<i>17 members</i>)	<u>\$11,659.80</u>
Total Payroll (<i>29 employees</i>)	\$151,175.54
Payroll CRA Remittance	<u>\$43,820.81</u>
TOTAL GROSS PAYROLL	<u>\$194,996.35</u>

PREVIOUS MONTH

SEPTEMBER 2023

Payroll – Staff (<i>2 pay periods – 29 employees</i>).....	\$138,275.82
Payroll – Board (<i>19 members</i>)	<u>\$00,000.00</u>
Total Payroll (<i>29 employees</i>)	\$138,275.82
Payroll CRA Remittance	<u>\$ 42,114.71</u>
TOTAL GROSS PAYROLL	<u>\$180,390.53</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:	\$ 40,005.40
Statement Date (MM/DD/YYYY):	10/28/2023	Currency:	CANADIAN DOLLAR
Payment Due Date (MM/DD/YYYY):	11/18/2023		

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:	\$ 99.94
Rewards adjusted:	\$ 0.00
Total rewards earned:	\$ 99.94
Rewards balance year to date:	\$ 205.92

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:	\$ 7,752.68
Payments:	\$ -7,752.68
Adjustments:	\$ 0.00
Net Purchases:	\$ 9,994.60
Cash Advance:	\$ 0.00
Fees:	\$ 0.00
Other Charges:	\$ 0.00
New Account Balance:	\$ 9,994.60

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					
10/19	10/19 498807709	AUTOMATIC PYMT RECEIVED	\$ -5,479.58	\$ 0.00	\$ -5,479.58
10/27	10/27 500276967	SPEND DYNAMICS PYMT RCVD TORONTO ON	\$ -2,273.10	\$ 0.00	\$ -2,273.10
			TOTAL CREDITS	xxxx-xxxx-xxxx-3165	\$ -7,752.68
			TOTAL DEBITS	xxxx-xxxx-xxxx-3165	\$ 0.00
Card Number xxxx-xxxx-xxxx-3500 BUTT, KEVIN					
10/03	10/04 496368132	BIM CONSULTING INC SUSSEX NB	\$ 479.09 092553	\$ 71.86 (e)	\$ 550.95
10/03	10/04 496368133	AVALON INDSTRAL MRINE CARBONEAR NL	\$ 595.49 038350	\$ 89.32 (e)	\$ 684.81
10/10	10/11 497568334	CIRCLE K / IRVING #212 WHITBOURNE NL	\$ 28.49 077612	\$ 4.27 (e)	\$ 32.76

10/11	10/12 497786866	ROYAL FREIGHTLINER MOUNT PEARL NL	\$ 59.74 005529	\$ 8.96 (e)	
10/12	10/13 497997583	MARINE ATLANTIC/BOOKIN PORT-AUX-BASQ NL	\$ 563.46 032503	\$ 84.52 (e)	\$ 647.98
10/16	10/17 498579712	ST. CHRISTOPHERS HOTE PORT AUX BASQ NL	\$ 287.90 081811	\$ 0.00	\$ 287.90
10/17	10/18 498786552	CIRCLE K / IRVING #QPS SALISBURY NB	\$ 207.77 067552	\$ 31.16 (e)	\$ 238.93
10/17	10/18 498786628	COBEQUID PASS TOLL HIG HALIFAX NS	\$ 7.83 064750	\$ 1.17 (e)	\$ 9.00
10/17	10/19 499033441	LUCIEN PARENT INC. SAINT-JACQUES NB	\$ 211.30 018026	\$ 31.69 (e)	\$ 242.99
10/18	10/18 498585596	SPEND DYNAMICS PYMT RCVD TORONTO ON	\$ -2,273.10	\$ 0.00	\$ -2,273.10
10/18	10/19 499033442	COMFORT INN RDL RIVIERE-DU-LO QC	\$ 126.83 063539	\$ 18.99 (e)	\$ 145.82
10/19	10/19 498807710	PAYMENT REVERSAL	\$ 2,273.10	\$ 0.00	\$ 2,273.10

TOTAL CREDITS xxxx-xxxx-xxxx-3500 **\$ -2,273.10**
TOTAL DEBITS xxxx-xxxx-xxxx-3500 **\$ 5,182.94**

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

10/03	10/05 496687191	AIR CAN 00142181381866 AIRCANADA.COM MB	\$ 279.25 096939	\$ 0.00	\$ 279.25
		Passenger Name Butt/Kevin Heathnewstaff Ticket Number 0142181381866			
10/13	10/13 497997586	STARLINK INTERNET HALIFAX NS	\$ 320.00 032941	\$ 48.00 (e)	\$ 368.00

TOTAL CREDITS xxxx-xxxx-xxxx-7456 **\$ 0.00**
TOTAL DEBITS xxxx-xxxx-xxxx-7456 **\$ 647.25**

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

10/05	10/06 496805509	TELUS MOBILITY PREAUTH CALGARY AB	\$ 360.37 055495	\$ 54.06 (e)	\$ 414.43
10/05	10/09 497094404	TELUS ONLINE PAYMENT VANCOUVER BC	\$ 360.37 009550	\$ 54.06 (e)	\$ 414.43
10/05	10/09 497094403	TELUS ONLINE PAYMENT VANCOUVER BC	\$ 980.96 084050	\$ 147.14 (e)	\$ 1,128.10
10/11	10/12 497786865	STAPLES STORE #65 ST. JOHN'S NL	\$ 171.52 005157	\$ 25.73 (e)	\$ 197.25
10/14	10/16 498206804	PITNEY BOWES CANADA MISSISSAUGA ON	\$ 359.97 067521	\$ 54.00 (e)	\$ 413.97
10/20	10/23 499463584	ST JOHNS INTERNATIONAL ST JOHN'S NL	\$ 1.96 061951	\$ 0.29 (e)	\$ 2.25
10/20	10/23 499463583	BEST BUY #909 ST. JOHN'S NL	\$ 147.94 089590	\$ 22.19 (e)	\$ 170.13

TOTAL CREDITS xxxx-xxxx-xxxx-3047 **\$ 0.00**
TOTAL DEBITS xxxx-xxxx-xxxx-3047 **\$ 2,740.56**

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

10/04	10/05 496687189	CARBONEAR HH BUILDING CARBONEAR NL	\$ 33.16 007834	\$ 4.97 (e)	\$ 38.13
10/04	10/05 496687190	AVALON INDSTRAL MRINE CARBONEAR NL	\$ 30.00 004175	\$ 4.50 (e)	\$ 34.50
10/12	10/16 498206805	FOODLAND #9214 WHITBOURNE NL	\$ 3.99 064614	\$ 0.60 (e)	\$ 4.59

TOTAL CREDITS	xxxx-xxxx-xxxx-4730	\$ 0.00
TOTAL DEBITS	xxxx-xxxx-xxxx-4730	\$ 77.22

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

09/28	09/29 495704306	SQ GOOD TO BE HOME CO LONG HARBOUR NL	\$ 400.00 049106	\$ 60.00 (e)	\$ 460.00
09/29	10/02 496107317	PROVINCE OF NEWFOUNDLA ST JOHN'S NL	\$ 43.48 034504	\$ 6.52 (e)	\$ 50.00
10/05	10/06 496805510	MUNICIPALITIES NL ST. JOHNS NL	\$ 1,304.35 089354	\$ 195.65 (e)	\$ 1,500.00
10/12	10/13 497997585	AMAZON.CA TP58M1LW2 AMAZON.CA ON	\$ 30.00 027712	\$ 1.29	\$ 31.29
10/12	10/13 497997584	AMAZON.CA TE9DK1BL1 AMAZON.CA ON	\$ 13.88 060477	\$ 0.60	\$ 14.48
10/19	10/23 499463585	PIPPY PARK GOLF COURSE ST. JOHN'S NL	\$ 850.00 036993	\$ 127.50 (e)	\$ 977.50
10/24	10/25 500041677	AMZN MKTP CA WA9138EF3 WWW.AMAZON.CA ON	\$ 34.77 074906	\$ 5.21 (e)	\$ 39.98
10/26	10/26 500268705	AMAZON.CA 9S9YC8HG3 AMAZON.CA ON	\$ 235.43 076698	\$ 35.31	\$ 270.74
10/26	10/26 500268704	AMAZON.CA 7U3HF1RT3 AMAZON.CA ON	\$ 235.43 009171	\$ 35.31	\$ 270.74
10/26	10/27 500392716	THE ROOMS NEWFOUNDLAND ST. JOHN'S NL	\$ 4.35 009597	\$ 0.65 (e)	\$ 5.00

TOTAL CREDITS	xxxx-xxxx-xxxx-0293	\$ 0.00
TOTAL DEBITS	xxxx-xxxx-xxxx-0293	\$ 3,619.73



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 2023 - As of November 15, 2023											
(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	\$800	\$48,800	\$44,800	\$4,000	\$0	\$0	\$4,000	
TOWN0003	Town of Clarke's Beach	609	\$121,800	\$0	\$121,800	\$121,800	\$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	\$59,940	\$6,660	\$0	\$0	\$6,660	
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	148	\$29,600	\$0	\$29,600	\$29,600	\$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	\$5,000	\$224,000	\$221,000	\$3,000	\$0	\$0	\$3,000	
TOWN0401	Town of Aquaforte	70	\$14,000	\$0	\$14,000	\$14,000	\$0	\$0	\$0	\$0	
TOWN0402	Town of Bay Bulls	633	\$126,600	\$20	\$126,620	\$126,620	\$0	\$0	\$0	\$0	
TOWN0403	Town of Cape Broyle	277	\$55,400	-\$83	\$55,317	\$55,317	\$0	\$0	\$0	\$0	
TOWN0404	Town of Fermeuse-Kingman's Cove	179	\$35,800	\$0	\$39,380	\$39,560	\$0	\$0	\$0	-\$180	
TOWN0405	Town of Ferryland	272	\$54,400	\$0	\$54,400	\$54,400	\$0	\$0	\$0	\$0	
TOWN0407	Town of Renew's-Cappahayden	234	\$46,800	\$0	\$46,800	\$43,875	\$2,925	\$0	\$0	\$2,925	
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	92	\$18,400	\$0	\$18,400	\$18,400	\$0	\$0	\$0	\$0	
TOWN0504	Town of Long Harbour-Mount Arlington He	194	\$38,800	\$0	\$38,800	\$38,800	\$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	\$20,850	\$6,950	\$0	\$0	\$6,950	
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	\$16,400	\$0	\$0	\$0	\$0	
TOWN0514	Town of Colinet	75	\$15,000	\$0	\$15,000	\$6,000	\$9,000	\$0	\$0	\$9,000	
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	\$83,520	\$9,280	\$0	\$0	\$9,280	
TOWN0603	Town of Heart's Desire	139	\$27,800	\$3,000	\$30,800	\$30,800	\$0	\$0	\$0	\$0	
TOWN0802	Town of Bay de Verde	221	\$44,200	\$14,056	\$58,256	\$36,156	\$22,100	\$0	\$0	\$22,100	
TOWN0804	Town of New Perican	162	\$32,400	\$0	\$32,400	\$32,400	\$0	\$0	\$0	\$0	
TOWN0805	Town of Hant's Harbour	193	\$38,600	\$0	\$38,600	\$20,219	\$18,381	\$0	\$0	\$18,381	
TOWN0806	Town of Heart's Content	239	\$47,800	\$0	\$47,800	\$47,800	\$0	\$0	\$0	\$0	
TOWN0807	Town of Winterton	295	\$59,000	\$14,750	\$73,750	\$59,000	\$14,750	\$0	\$0	\$14,750	
		9809	\$ 1,961,800	\$ 37,543	\$ 2,002,923	\$ 1,906,057	\$ 97,046	\$ -	\$ -	\$ 96,866	

* Each of the Towns with outstanding balances have been contacted.

TOWNS ACTIVITY - INVOICED MONTHLY (Jan - Dec 2022)											
CustCode	Town/LSD	No. Properties	Prior Year Balance	Total Invoices 2023	Payments Received	Arrears	Over 30 Days Past Due	Over 60 Days Past Due	Outstanding Balance		
TOWN0001	Town of Carbonear	2175	\$ -	\$ 371,431	\$ 302,106	\$ -	\$ -	\$ -	\$ 69,325		

2023 TOTAL OUTSTANDING INCORPORATED TOWNS	\$ 166,190.73
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PAD* Set up for pre-authorized debit payments
SPAR** Special Payment Arrangement in Place

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Q3 Financial Update Report
MEETING DATE:	2023-11-29
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:

No recommended action as report for information only.

MOTION:

n/a

BACKGROUND/DISCUSSION:

- Salaries and Benefits are below budget to September 30th at 57% and 65%, respectively. This is due to several approved positions that remain unfilled in 2023.
- Almost all budget categories are below budget for Q3. This could once again be a result of the timing of invoices.
- Vehicle maintenance and operating costs are currently on budget, which given the cost increases of fuel and services is a testament to staff keeping a close eye on the vehicles.
- Overall operating expenditures as of September 30th is 56% of budget.
- Overall revenue invoiced and receipted as of September 30th was at 87.7% of budget. Staff have receipted 87.8% of the annual waste collection fees which is another testament to the continued work put into notifying residents regarding outstanding balances sending reminder letters in the mail and making payment arrangements with clients.

ATTACHMENTS:

- Q3 2023 Budget vs Actual Report

EASTERN REGIONAL SERVICE BOARD

2023 ACTUAL VS BUDGET AS AT SEPTEMBER 30

	2023 Budget	2023 Actual	% Budget Used
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EXPENDITURES

Salaries			
Chair/Board Member Remuneration	\$ 100,000	\$ 56,384	56.4%
Salaries (Corporate Administration)	\$ 742,315	\$ 462,669	62.3%
Salaries (Regional Waste Operations)	\$ 1,273,862	\$ 679,505	53.3%
Salaries (Water)	\$ 55,000	\$ 41,136	74.8%
Sub-total	\$ 2,171,177	\$ 1,239,694	57.1%

Benefits			
Employment Insurance	\$ 36,493	\$ 27,740	76.0%
CPP	\$ 101,916	\$ 70,318	69.0%
WHSCC	\$ 50,000	\$ 27,002	54.0%
Health & Life Benefits	\$ 29,705	\$ 21,759	73.3%
RRSP	\$ 128,858	\$ 77,563	60.2%
Sub-total	\$ 346,972	\$ 224,381	64.7%

Transportation & Communications			
Board/Committee Local Travel & Meetings (mileage & expenses)	\$ 31,500	\$ 20,571	65.3%
Telephone	\$ 31,500	\$ 35,023	111.2%
Staff Local Travel (mileage & expenses)	\$ 11,000	\$ 20,571	187.0%
Professional Development (Board)	\$ 30,000	\$ 4,137	13.8%
Sub-total	\$ 104,000	\$ 80,302	77.2%

Supplies			
Insurance	\$ 174,000	\$ 7,052	4.1%
Office Expenses	\$ 88,000	\$ 38,785	44.1%
Bank Charges	\$ 44,100	\$ 14,361	32.6%
Sub-total	\$ 306,100	\$ 60,198	19.7%

Purchased Services Administrative			
Audit	\$ 37,838	\$ 24,450	64.6%
Professional Development Staff	\$ 49,500	\$ 21,688	43.8%
Communications	\$ 50,000	\$ 3,349	6.7%
Professional Services-Legal,HR,IT,Engineering,etc.	\$ 140,000	\$ 41,457	29.6%
Sub-total	\$ 277,338	\$ 90,943	32.8%

	2023 Budget	2023 Actual	% Budget Used
Property, Furnishings & Equipment			
Office Space (gross lease, Majors Path)	\$ 86,000	\$ 60,234	70.0%
Computer Software/Software Licensing	\$ 28,800	\$ 2,603	9.0%
Photocopier Fees	\$ 4,410	\$ 723	16.4%
Furniture & Equipment	\$ 19,000	\$ 25,128	132.3%
Sub-total	\$ 138,210	\$ 88,688	64.2%
Regional Operations & Waste Recovery Facilities			
Snow Clearing - All WRF	\$ 50,944	\$ 22,307	43.8%
Site Maintenance - All WRF	\$ 60,000	\$ 9,299	15.5%
Old Perican WRF (TCNWM)	\$ 251,275	\$ 39,264	15.6%
Vehicle Maintenance and Operations	\$ 604,476	\$ 398,262	65.9%
Whitbourne Depot Utilities and Phones	\$ 60,000	\$ 21,051	35.1%
Sub-total	\$ 1,026,695	\$ 490,183	47.7%
CLARENVILLE REGIONAL TRANSFER STATION			
Utilities/phone	\$ 45,000	\$ 47,088	104.6%
Site Maintenance	\$ 40,000	\$ 11,402	28.5%
Vehicle Maintenance and Operations	\$ 332,009	\$ 225,518	67.9%
Tipping Fees At Regional Landfill for CTS	\$ 462,870	\$ 318,139	68.7%
Sub-total	\$ 879,879	\$ 602,148	68.4%
HOUSEHOLD HAZDORDOUS WASTE PROGRAM			
HHW Collection Contract and Fire Dept	\$ 87,228	\$ 38,946	44.6%
Sub-total	\$ 87,228	\$ 38,946	44.6%
CURBSIDE WASTE COLLECTION PROGRAM			
Tipping Fees Expense	\$ 1,568,625	\$ 682,477	43.5%
Contracted Services	\$ 2,531,675	\$ 1,752,052	69.2%
Sub-Total	\$ 4,100,300	\$ 2,434,529	59.4%
WATER/WASTEWATER TREATMENT PROGRAM			
Sub-Total	\$ 25,000	\$ 3,896	15.6%
FIRE PROTECTION			
Sub-Total	\$ 98,438	\$ 7,075	7.2%
TRANSFERS TO RESERVE			
Regional Capital Reserve	\$ -	\$ -	0.0%
Curbside Capital Reserve	\$ -	\$ -	0.0%
Operational Reserve	\$ -	\$ -	0.0%
Sub-Total	\$ -	\$ -	0.0%
TOTAL EXPENSES	\$ 9,561,337	\$ 5,360,982	56.1%

	2023 Budget	2023 Actual	% Budget Used
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ERSB CAPITAL EXPENDITURES			
WRF Development	\$ -	\$ -	0.0%
Regional Equipment	\$ -	\$ -	0.0%
Sub-Total	\$ -	\$ -	0%

TOTAL OPERATING AND CAPITAL	\$ 9,561,337	\$ 5,360,982	56.1%
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REVENUE			
Waste Collection Fees	\$ 4,525,800	\$ 3,973,189	87.8%
Provision for Bad Debt	\$ (90,000)	\$ -	0.0%
Clareville Transfer Station Tipping Fees/Permit Fees/Etc.	\$ 404,697	\$ 226,643	56.0%
Fire Protection Services Fees	\$ 105,000	\$ 14,886	14.2%
Recyclable Metals and Electronics	\$ 160,840	\$ 64,939	40.4%
Interest Invoiced	\$ 90,000	\$ 28,572	31.7%
Miscellaneous Revenue	\$ 40,000	\$ 540	1.4%
Regional Landfill Tipping Fee Derived	\$ 4,000,000	\$ 4,000,000	100.0%
Provincial Capital	\$ -	\$ -	0.0%
Reserve Funding	\$ 250,000	\$ -	0.0%
Water / Wastewater Program	\$ 75,000	\$ 80,000	106.7%
TOTAL REVENUE	\$ 9,561,337	\$ 8,388,769	87.7%

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Snow Clearing Tenders 2023-2024 for Waste Recovery Facilities
MEETING DATE:	2023-11-29
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 the Bay Bulls, Renews-Cappahayden and Harbour Grace tenders related to the 2023-2024 snow clearing for the waste recovery facilities.

It is recommended that the Board accept the compliant bid received for the tender for snow clearing at the Placentia Waste Recovery Facility for 2023-2024.

MOTION:

BE IT RESOLVED that the Board accept the lowest bid for Bay Bulls, Renews-Cappahayden, and Harbour Grace tenders related to the 2023-2024 snow clearing for the waste recovery facilities.

BE IT RESOLVED that the Board accepts the compliant bid received for the tender for snow clearing at the Placentia Waste Recovery Facility for 2023-2024.

BACKGROUND/DISCUSSION:

- The Board issued tenders for snow clearing and sanding at six of the eleven waste recovery facilities that it operates.
- Non-compliant tenders were received for three (3) sites and tenders had to be re-issued.
- The Board adopted a motion at its October monthly meeting to close the Cavendish and Bell Island facilities for winter. Therefore, snow clearing will not be required at these sites.

- The Sunnyside facility is closed to the public and the Board is currently working through its de-commissioning plan to have this facility permanently closed by the end of March 2024. Therefore, snow clearing will not be required.
- The remaining waste recovery facilities will be cleared by the Board's staff except for Old Perlican which will be cleared by the onsite contractor.
- Unless otherwise noted, there was only one bid received for each location.
- The change between the winter of 2022-2023 to the coming winter 2023-2024 averages about a 60 percent increase in previously tendered locations.
- The low bid for each of the sites is detailed below and is followed by Table 1 that compares the 2024 tender prices to the tendered amounts from the previous six years.
- **Note that in previous years the tender was for four (4) months; however, this year's tender is for three (3) months only.**
 - Renews-Cappahayden (one bidder) – Clowe's Construction Ltd., \$7,800 plus \$1,170 HST for a total of \$8,970. This is an increase of 62.5% over last year; however, when comparing the monthly costs, the increase is **117%** higher than last year.
 - Bay Bulls (two bidders) – Lowest bidder: O'Brien's Trucking Ltd., \$8,800 plus \$1,320 HST for a total of \$10,120. This is an increase of 18.4% over last year; however, when comparing the monthly costs, the increase is **58%** higher than last year.
 - St. Joseph's – No bid received.
 - Placentia (two bidders) – KJH Dirtworks Ltd., \$5,600 plus \$840 HST for a total of \$6,440. No increase from last year; however, when comparing the monthly costs, the increase is **33%** higher than last year.
 - Harbour Grace (one bidder) – Concord Paving Ltd., \$16,900 plus \$2,355 HST for a total of \$19,435. No increase from last year; however, when comparing the monthly costs, the increase is **33%** higher than last year.
 - Note: The road to the facility is a town road; however, the town does not plow the road. Concord Paving Ltd. is located on the road to our facility.

Table 1: (HST NOT included)

Location	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Cavendish	\$13,200.00	\$15,705.00	\$13,200.00	\$13,260.00	\$13,760.00	\$16,850.00	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
Bay Bulls	\$7,101.12	\$5,880.00	\$4,576.00	\$4,272.00	\$5900.00	\$7,435.00	\$8,800.00
St. Joseph's	\$5,500.00	\$5,500.00	\$6,000.00	\$6,000.00	6,500.00	\$7,500.00	None received
Placentia	\$5,600.00	\$5,218.00	\$4,799.96	\$4,599.92	\$4,452.14	\$5,600.00	\$5,600.00

Harbour Grace	\$14,000.00	\$14,900.00	\$14,900.00	\$14,900.00	\$14,900.00	\$16,900.00	\$16,900.00
Sunnyside	not tendered	\$24,750.00	not tendered	not tendered	not tendered	not tendered	Not tendered
Whitbourne	internal resources	internal resources	Internal resources	Internal resources	Internal resources	Internal resources	Internal resources
Clareville	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
Bell Island	NA	NA	NA	NA	\$4,790.00	not tendered	not tendered

ATTACHMENTS:


- Tender result sheets

Eastern Regional Service Board

Closing Date and Time: Monday Nov 6, 2023 - 10:00am

Bay Bulls Waste Recovery Facility
Snow Clearing

Company	Base Bid	HST	Tender Total
O'Brien's Trucking Ltd	\$8,800.00	\$1,320.00	10,120.00
Harbour Construction Limited	\$10,400.00	\$1,560.00	11,960.00


Christie Dean
Director of Operations


Leona Squires
Witness

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

Eastern Regional Service Board

Closing Date and Time: Monday Nov 6, 2023 - 10:00am

Placentia Waste Recovery Facility
Snow Clearing

Company	Base Bid	HST	Tender Total
Meade's Services & Storage Ltd.	\$5,524.00	\$828.60	\$6,352.60
KJH Dirtworks Ltd.	\$5,600.00	\$840.00	\$6,440.00

Lerna Igures

Witness

[Signature]

Christie Dean
Director of Operations

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

Snow Clearing – St. Joseph’s Waste Recovery Facility

Tender Description: Snow Clearing – St. Joseph’s Waste Recovery Facility

James Tucker

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


Operations Director, Eastern Regional Service Board

Snow Clearing - Renews-Cappahayden Waste Recovery Facility

Closing Date and Time: 2pm: Tuesday, Nov 14, 2023


Tender Description:

Name	Base Bid	HST	Tender Total	Notes
Clowe's Construction Ltd.	7800.00	1170.00	8970.00	



Christie Dean
Operations Director, Eastern Regional Service Board

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



Witness
Eastern Regional Service Board

Snow Clearing - St. Joseph's Waste Recovery Facility

Tender Description: Snow Clearing --- Harbour Grace Waste Recovery Facility

Operations Director, Eastern Regional Service Board

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

Eastern Regional Service Board

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Office Lease Extension – Majors Path Office
MEETING DATE:	2023-11-29
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:

Staff recommends the Board exercise the third and final extension available on its current lease for office space at 255 Majors Path. The extension would be from April 1, 2024 through March 31, 2025. The Board must proceed to tender for office space in 2024.

MOTION:

BE IT RESOLVED that the Board extend its lease for office space at 255 Majors Path to 62167 Newfoundland & Labrador Inc., for one year from April 1, 2024 to March 31, 2025.

BACKGROUND/DISCUSSION:

- The Board tendered for 2,615 square feet of office space in 2016.
- A five-year lease was signed for April 1, 2017 to March 31, 2022.
- The lease includes an option to extend annually at the same terms and conditions for up to an additional three years beyond the original term.
- The first one-year extension has been exercised for the period of April 1, 2022 to March 31, 2023.
- The second one-year extension is being exercised for the period of April 1, 2023 to March 31, 2024.
- The current office space continues to be appropriate for staff and the Board.
- The cost of the current space is \$77,011.80 annually plus HST. This equates to \$29.45 per square foot plus HST.
- The landlord has indicated that they would agree with extending the current lease for one more year from April 1, 2024 to March 31, 2025.
- The landlord was notified that the Board will proceed to tender for additional office space for 2025 onward.

- The landlord responded with an option outlining additional space available at the current location that could meet the Board's needs. The landlord is proposing using the large porch area where the recycling bins are located as well as a portion of the neighbouring office suite which is currently vacant. As noted by the landlord, the necessary renovation of this area can proceed without any disruption to our current space.
- The additional space outlined by the landlord should be sufficient for the Board for the foreseeable future.
- The Board must proceed to tender in 2024 for office space.

NOTE RE BOARDROOM:

Several Board members have asked about increasing the size of the Boardroom if we move and/or renovate so that the Board's regular monthly meetings could be held at our location.

On several occasions in the past, the Board completed an analysis of the costs to include a large boardroom in its office suite that could be used for monthly Board meetings; however, when the last analysis was completed in 2016, it was determined that the additional 600 square feet to accommodate the creation of a larger boardroom would result in an increase of approximately \$24,000 annually for rent.

Currently, the Board incurs a cost of approximately \$340 + HST (average for 6 meetings in 2023) to lease a room in a hotel that is large enough to host its monthly Board meetings. This continues to be the most affordable option.

In addition, we are now moving Board meetings around so there would be no point to have a dedicated boardroom for the regular monthly meetings.

ATTACHMENTS:

N/A

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Drilling a Water Well at Clarendville Transfer Station Site
MEETING DATE:	2023-11-29
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:

Staff recommends that the Board drill a water well at the Clarendville Transfer Station site for non-potable water.

MOTION:

BE IT RESOLVED that the Board install a well at the Clarendville Transfer Station site for non-potable water.

BACKGROUND/DISCUSSION:

- Because there is no running water at the Clarendville Transfer Station site, the Board has been purchasing non-potable water from the Town of Clarendville since opening the facility.
- The cost of non-potable water from Clarendville over 7 years (2016-2022) has been \$88,760. This equates to \$12,680 annually or \$1,057 monthly.
- Because of this significant and ongoing expense, staff were asked to seek the cost of installing a well for non-potable water. The transfer station is built on the former Clarendville landfill site; therefore, only non-potable water may be available.
- Staff reached out to three (3) water well drilling companies in the area to request a quote; however, only one (1) quote was received (copy attached).
- Staff have now reached out to other several other companies for quotes, and we await their responses. However, if no further quotes are received, staff recommends proceeding with the quote as tabled.
- Besides the quoted amount, there will be additional expenses for the Board, i.e., plumber to complete the final hookup, etc.

- Despite the cost of drilling a well, the Board would save money in the long term. For example, if the well costs \$35,000 to install, the Board would recoup that in about 33 months.
- Non-potable water is used to keep the facility and site clean.

ADDITIONAL INFORMATION:

- Potable water is provided for the four employees at the Clarendville Transfer Station by way of a water dispenser and 18L bottles of water.

ATTACHMENTS:

- Quote from Squires Water Well Drilling Inc.

Squires Water Well Drilling Inc.
106 Lawrence Pond Road East
C.B.S. NL, A1X 4C6
(709)-682-6348 (709)-682-3069 FAX (1-877-738-4079)
Dept. Of Environment License #022

Our drilling prices for an artesian well are as follows:

Drilling	\$ 27.00 per ft.	
Casing	\$ 45.00 per ft.	Bentonite \$ 10.00 ft
Drive Shoe	\$ 100.00	Weld On ring \$ 50.00
Well Cap	\$ 70.00	plus HST.

On these prices above, here are examples of a drilled well with 42 ft. of casing

100 ft. well \$ 5210.00 + HST
200 ft. well \$ 7910.00 + HST
300 ft. well \$ 10,610.00 + HST
400 ft well \$ 13,310.00 + HST

The depths of the wells are unknown until they are drilled

6 hour aquifer test INCLUDING STEP TEST \$ 7500.00 + Hydrologist
Approximately \$ 4500 + hst + 2 mineral testing \$ 1500.00+ hst
\$ 15,525.00 total

12 hour aquifer test INCLUDING STEP TEST \$ 9600.00 + Hydrologist
Approximately \$ 4500 + hst + 2 mineral testing \$ 1500.00+ hst
\$ 17,940.00 total

24 hour aquifer test INCLUDING STEP TEST \$ 11,500.00 +
Hydrologist Approximately \$ 4500 + hst + 2 mineral testing \$ 1500.00+
hst \$ 20,125.00 total

48 hour aquifer test INCLUDING STEP TEST \$ 13,800.00 +
Hydrologist Approximately \$ 4500 + hst + 2 mineral testing \$ 1500.00+
hst \$ 22,770.00 Total

72 hour aquifer test INCLUDING STEP TEST \$ 17,800.00 +
Hydrologist Approximately \$ 4500 + hst + 2 mineral testing \$ 1500.00+
hst \$ 27,370.00 total

***IF SECOND OR ADDITIONAL WELLS REQUIRING STEP TEST,
MONITORING AND MINERAL TESTING -----\$ 6500+HST**

\$7475.00 total

We guarantee our wells to be drilled according to the Government of Newfoundland and Labrador Dept. of Environment guidelines we supply a Dept. of Environment Water Well Report.

For Free Site inspection and additional important information please call (709) 682-6348 or (709) 682-3069/ Messages/Fax # 1-877-738-4079

Sincerely,

Rod & Darlene Squires

*** Well Certification also available**

PRICES ARE VALID FOR 2 MONTHS

Pump systems available

We guarantee our wells to be drilled according to the Government of Newfoundland and Labrador Dept. of Environment guidelines we supply a Dept. of Environment Water Well Report.

For Free Site inspection and additional important information please call (709) 682-6348 or (709) 682-3069/ Messages/Fax # 1-877-738-4079

Sincerely,

Rod & Darlene Squires

PRICES ARE VALID FOR 3 MONTHS

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Installation of Weigh Scales and/or User Cards at Waste Recovery Facilities
MEETING DATE:	2023-11-29
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 staff begin the process to implement user cards to access the Board's waste recovery facilities.

MOTION:

N/A

BACKGROUND/DISCUSSION:

- The committee discussed the implementation of user cards to access any of the Board's waste recovery facilities as well as if the Board should install weigh scales at these sites and charge all users to dispose of their bulk waste items.
- In past discussions, it was noted that the waste drop-off sites in Central and Western Newfoundland require users to have an access card that must be scanned to enter a waste disposal site.
- In addition, in these regions, users pay to dispose of their bulk waste as follows:
 - Shingles/C&D/Wood/Windows/Doors/Furniture/etc. (not sorted) – \$140 per tonne.
 - Shingles/C&D/Wood/Windows/Doors/Furniture/etc. (sorted) - \$60 per tonne.
 - Clear bag waste - \$140 per tonne. A non-compliance fee of \$70 per tonne (extra) will be charged for unsorted waste and/or non-permitted black bags.
 - Blue transparent bag recyclables - \$140 per tonne
 - Car wrecks/oil tanks (clean, split & purged)/milled asphalt/metals/residential HHW/appliances/electronic waste/tires may be disposed of for free.
- All the Board's waste recovery sites may be accessed without a user card and there are no fees to dispose of acceptable items.
- The Board continues to receive complaints from users who are not pleased with the free drop-off and feel that more materials should be accepted, etc.
- Despite these facilities being operational for more than ten (10) years, users continue to disregard the guidelines for use of these facilities.

- Many users do not appreciate or value free access for waste disposal and, therefore, have no respect for the sites or the staff at these sites.
- Staff have been looking for ways to improve the service at these sites.
- These facilities cost \$1.4 million annually to operate.
- The Board is currently working to electrify all its waste recovery facilities.
- The Committee approved user cards for these sites when new scale software and permit cards were ordered for the Clarendville Transfer Station. However, no decisions were made regarding implementing the user cards.
- The cards will provide the name(s) of those using the facilities as well as providing valuable data to assist the Board in making these facilities better.
- **Staff feel that if user cards were required that identifies the customer, it would reduce the disregard for the guidelines and harassment of the staff on these sites.**
- Following discussion at a former meeting, staff were asked to get an estimate for the cost of installing weigh scales at the waste recovery facility sites.
- Attached is an email that the Director Operations received from Hi-Tech Scales that provides an estimate for the costs of installing scales at the WRFs.
- To install weigh scales at all nine (9) sites, the estimated cost would be \$590,000 plus HST. This equates to an average of \$65,556 per site plus HST.
- **The Board needs to determine:**
 - **If it will implement the user cards and require all users to have a card to access any waste recovery facility site.**
 - **If there will be a charge to drop off waste at these sites.**

ADDITIONAL INFORMATION:

These sites continue to be regularly vandalized. For example, recently the gate at Harbour Grace was vandalized and badly damaged. In addition, the newly installed sign for the Harbour Grace site has been damaged along with one of the 6x6 wooden poles used to keep it in the ground that has been cracked off.

At the Renew-Cappahayden site on November 14th we received a report of a customer disregarding direction from our staff and dropping off inappropriate materials at the site, etc. (please see page 3 below). The customer was rude to the staff person. We have identified the customer, and he will be barred from the Board's facilities for one year. In addition, the RCMP have been called.

Staff feels that if a user card were required that identifies the customer, it would reduce the disregard for the guidelines and harassment of the staff on these sites.

ATTACHMENTS:

- Quote from Hi-Tech Scales

Mr. ??? showed up with a double-axle trailer. He was told that he could not dump it and had to leave the site. Mr. ??? told the Site Attendant to, "Get the f**k out of the way" because he has 3 loads to dump. He and his passenger then went to the tire pile and began to look through the tires. He was again told that he wasn't allowed to scavenge tires on the site. He took some tires as well. The Site Attendant gave Mr. ??? a list of acceptable and unacceptable items for the site. He crumpled it up and told the Site Attendant that he will bring whatever he wants. Pics below.







Sent from my iPhone

He dumped plastic milk cartons, black bags, wood chips, coolers etc. RCMP have been called and will be in touch with the Site Attendant.



Lynn Tucker

From: Christie Dean
Sent: November 8, 2023 3:51 PM
To: Lynn Tucker
Subject: WRF scales

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Lynn,

As requested I have been working on getting an est. for putting scales at the waste recovery facilities, the below has been provided. Please note at some sites there are space concerns but generally Bay Bulls is "typical"

A budget cost for 4 would be \$255,000 + HST

A budget cost for 8 would be 510,000 + HST

A budget cost for 1 would be \$80,000 + HST

We currently have 9 sites that would require scales. So if all currently WRFS need a scale the total project cost would be \$590,000 + HST

Questions concerns let me know,

From: Hi-Tech Scales <hitechscales@nfld.net>
Sent: Wednesday, November 8, 2023 3:38 PM
To: Christie Dean <cdean@ersbnl.ca>
Cc: hitechscales@nfld.net
Subject: Re: UPDATE

Hi Christie,

As per our discussion, budget pricing is as follows:

30' x 10' portable vehicle

C/w - M2000 digital indicator

- 2 - Steel end walls

- Side Rails

Price: \$ 45,000.00

Freight: \$ 15000.00 / load.

You are able to fit 4 scales on one truck load.

2 - 5' x 10' x 1' reinforced concrete pads (Scale Foundation)

Price: \$ 5000.00

Installation, site work, calibration and certification

Price: \$ 15,000.00

(Based on Bay bulls landfill site)

HST EXTRA

Please feel free to give me a call if you need to discuss.

Thanks

Cameron Windsor

Hi-Tech Scales Ltd

PH# 834-8670

Cell 685-4253

On Nov 1, 2023, at 12:10 PM, Christie Dean <cdean@ersbnl.ca> wrote:

Thanks for your effort I get things are popping up here all the time makes me delay all sorts of stuff 😊

From: Cameron Windsor <hitechcales@nfld.net>

Sent: Wednesday, November 1, 2023 11:30 AM

To: Christie Dean <cdean@ersbnl.ca>

Subject: UPDATE

Hi Christie,

Just waiting on some pricing regarding site work. I should have something to you in the next day or so. Thank you for your patience.

Thanks,

CAMERON WINDSOR

HI-TECH SCALES LTD

31 BREMIGENS BLVD

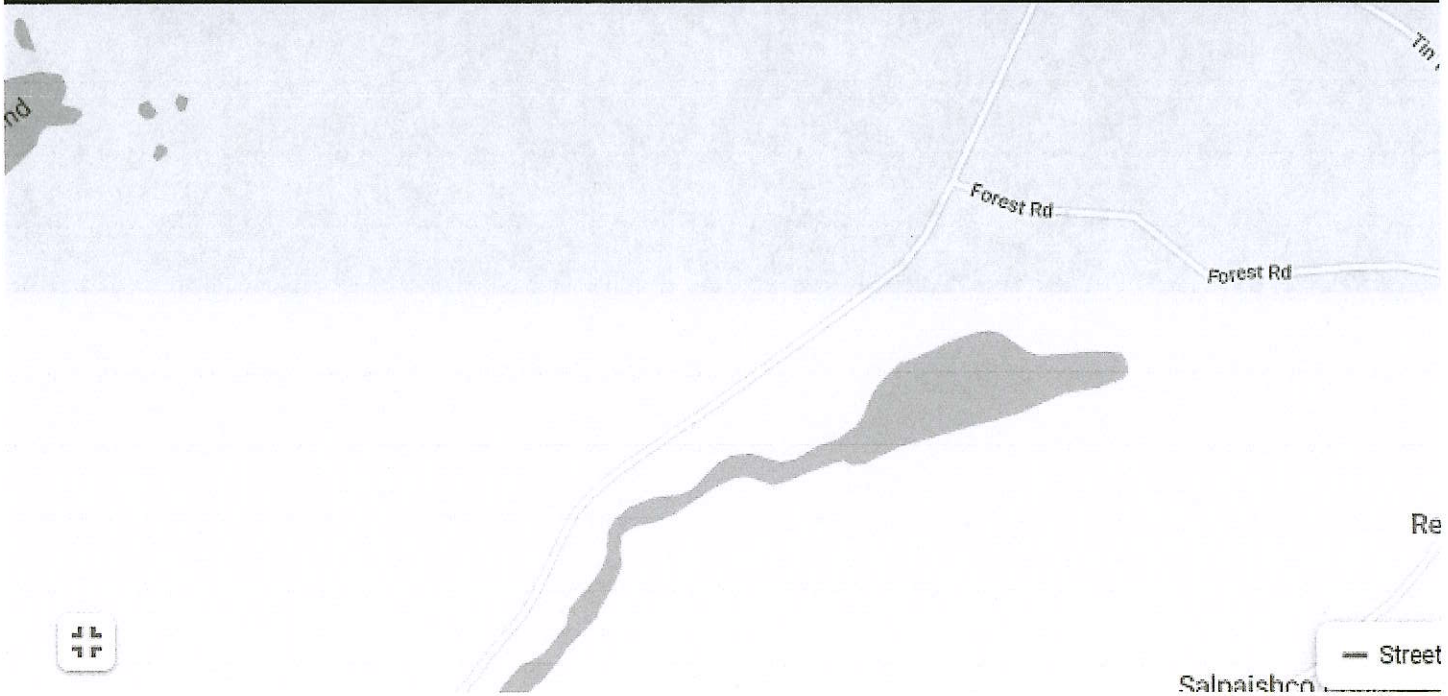
PARADISE, NL

A1L 4A2

Office # 709-782-1097

Cell # 709-685-4253





Thank You,

Krysta Molloy

Account Specialist

Eastern Regional Service Board

255 Majors Path, Suite3, St. John's, NL A1A 0L5

Tel: 709 579 7960 | Fax: 709 579 5392 | www.easternregionalserviceboard.com

***Everyone has a role in keeping our province clean and beautiful. At the Eastern Regional Service Board we're committed to delivering consistent, sustainable waste management services to thousands of people in eastern Newfoundland. Visit our website www.easternregionalserviceboard.com for details. ***



EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Varying or Two-Tier Disposal Fee at Regional Landfill - Discussion
MEETING DATE:	2023-11-29
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:

For discussion only.

MOTION:

N/A

BACKGROUND/DISCUSSION:

- It has been noted in past discussions that if the tip fee were higher for residential mixed waste (waste containing recyclable items, HHW, etc.), it would act as an incentive for residents and communities to recycle.
- Both Central and Western Regional Service Boards charge an additional fee plus the tip fee to dispose of mixed waste. Mixed waste includes waste in black bags only; recyclables mixed with regular garbage; or any non-compliant waste (HHW items; fish nets; ropes; etc.).
- In Central Newfoundland, the tip fee to dispose of waste is \$140 per tonne. For non-compliant waste (all black bag garbage; clear bag garbage containing recyclables; etc.), an additional fee of \$70 per tonne is added to the tip fee for a total cost of \$210 per tonne.
- This additional fee is applied to encourage residents to comply with the waste disposal guidelines and to practice waste diversion (recycling) in line with the Provincial Waste Management Strategy.
- Central Newfoundland reports very few instances of infractions such as all black bag garbage showing up at their landfill or many clear bags with recyclables in them since they've implemented the additional fee.
- The additional costs do incentivize users to comply.

- The Central Newfoundland Board communicates that they have mandatory recycling in their region because of the success of the additional fee and the resulting compliance by residents and communities.
- The province has not mandated recycling. In addition, there is no requirement that communities who collect their own waste follow the Provincial Waste Management Strategy. There are no standards for waste management in this province.
- However, the Board must comply with the Provincial Waste Management Strategy and provide waste diversion while communities that have chosen to opt out of the regional system may collect black bag garbage only.
- The Board cannot arbitrarily make the decision to implement an additional fee at the regional landfill because the City of St. John's owns and operates the landfill at Robin Hood Bay.
- The city would have to agree to any additional fee(s) for the landfill.
- **It is recommended that the Board and City of St. John's consider implementing a varying or two-tier tip fee for the disposal of regular residential mixed waste (waste containing recyclable items, HHW, etc.), to encourage residents and communities to recycle.**

ADDITIONAL INFORMATION:

- The information provided above is not intended for commercial or industrial waste but is for residential waste only.

ATTACHMENTS:

- None

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	ERSB Insurance Policy Renewals
MEETING DATE:	2023-11-16
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:

If approved by email, the motion below must be ratified at the Board's public meeting of November 29, 2023. The Board received policy renewal from Wedgwood Insurance for the Cyber, Commercial General Liability, and Auto - Property policies. It is recommended that the quoted premiums from Wedgwood are accepted as presented.

MOTION:

BE IT RESOLVED that the Board accept the Cyber Liability Policy, Commercial General Liability, Property Policy renewal quote from Wedgwood Insurance in the combined total amount of \$161,826 plus HST for the period of November 1, 2023, to October 31, 2024.

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 2022 was \$11,965. The amount for the premiums 2023-2024, is \$12,563.
- The price for the Commercial Property Policy was \$37,386 in 2022-23 but will drop to \$35,176 in 2023-24. The cost of the Auto policy in 2022-23 was \$72,586 but will rise to \$76,212.
- The cost of the Commercial General Liability policy was \$36,650 in 2022-23 but will rise to \$37,875 in 2023-24.

ATTACHMENTS:

- Commercial Insurance Quotes – ERSB

From:
To:
Cc: RE: Draft Insurance Email
Bcc: October 31, 2023 9:03:00 PM
843-260291 Oct. 31 Expiry (002).pdf
Eastern Regional Service Board - Renewal Quote - Northbridge.pdf
Eastern Regional Service Board oa Eastern Waste Quote Compare Letter Wording.pdf
Subject: Eastern Regional Service Board oa Eastern Waste Quote Compare Letter.pdf
Date: Briefing Note - Policy Renewal Oct 31 2023.pdf
Attachments: _____

Good evening everyone,

Attached is a brief note and background information on the 2023-24 Cyber, Auto, Property, and General Liability Insurance renewals. The current policies expired today, October 31, but the insurance provider has extended the policy by two weeks. With this in mind, we are asking that the Board approve the motion by email by Friday November 3rd so that we can proceed with the renewals. The Board will then ratify the motion at the November 29th meeting.

The motion is as follows:

BE IT RESOLVED that the Board accept the Cyber Liability Policy, Commercial General Liability, Property Policy renewal quote from Wedgwood Insurance in the combined total amount of \$161,826 plus HST for the period of November 1, 2023, to October 31, 2024.

Thank you,

Craig

J. Craig Drover, CPA, CMA, MBA
Director Corporate Services
Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5
Tel: 709-579-7960
www.easternregionalserviceboard.com

**THOSE WHO RESPONDED ELECTRONICALLY TO THE MOTION BY EMAIL
TO ACCEPT THE GENERAL COMMERCIAL LIABILITY AND CYBER
LIABILITY POLICY RENEWAL QUOTES FROM WEDGWOOD INSURANCE.**

MOTION: *BE IT RESOLVED that the Board accept the Cyber Liability Policy, Commercial General Liability, Property Policy renewal quote from Wedgwood Insurance in the combined total amount of \$161,826 plus HST for the period of November 1, 2023, to October 31, 2024.*

(Motion sent by email on Tuesday, October 31, 2023)

IN FAVOUR

(Alphabetical order)

Bill Antle
Jill Bruce
Glenn Clarke
Rod Delaney
Wesley Drodge
Ron Ellsworth
Ian Froude
Sandy Hickman
Jamie Korab
Kevin McDonald
Sheilagh O'Leary
Carl Ridgeley
Nathan Ryan
Steve Tessier
Gerard Tilley
Larry Vaters
Hilda Whelan

AGAINST

(Alphabetical order)

NO RESPONSE

(Alphabetical order)

Danny Breen
Maggie Burton
Ophelia Ravencroft
Mark Vardy

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Electrification of Waste Recovery Facilities - Update
MEETING DATE:	2023-11-29
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Christie Dean, Director Operations
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

- For information only

MOTION:

N/A

BACKGROUND/DISCUSSION

- Staff have been working since March on the process of bringing electricity to the waste recovery facilities that remain open over winter. This includes all facilities except Old Perlican, Sunnyside, Cavendish, and Bell Island.
- The electrification of the waste recovery facilities has become necessary following an OH&S order from the spring of 2023 when it was determined that the propane heaters that were historically used in the Site Attendants huts are no longer suitable for use in Canada.
- Without an acceptable area for staff to warm up, these facilities cannot operate once the windchill reaches -7°C. Therefore, it is important to bring electricity to these facilities so that they may remain operational over winter.
- Below is an update on the process for each site:
 - **Bay Bulls:**
 - Newfoundland Power has confirmed that there will be no cost for them to bring electricity to the site; however, their technician did indicate that the easement cost of \$900 will be charged to the Board.
 - An electrician has completed site work and passed the inspection.

- Application form for Building Accessibility and National Building Code of Canada short form for Fire-Life Safety has been submitted by staff. These are the requirements of Service NL.
- Newfoundland Power currently awaits an easement from Crown Lands to continue the work order.
- **Placentia:**
 - Newfoundland Power has confirmed the cost at approximately \$5,973.10 including HST.
 - Newfoundland Power has received the CIAC package and payment from ERSB.
 - Application form for Building Accessibility and National Building Code of Canada short form for Fire-Life Safety has been submitted by staff. These are the requirements of Service NL.
 - Newfoundland Power has installed the pole(s) and the wire has been run.
 - An electrician is scheduled for site work on November 29th.
- **St. Joseph's:**
 - Newfoundland Power awaits authorization number to connect the service from Service NL Electrical Inspections Department.
 - Newfoundland Power has confirmed that there will be no cost for them to bring electricity to the site.
 - Easement Agreement: Not needed as electricity will run from an existing pole. Existing pole will be replaced as part of regular maintenance on November 27th and lines upgraded November 30th.
 - Application form for Building Accessibility and National Building Code of Canada short form for Fire-Life Safety has been submitted by staff.
 - An electrician is scheduled for site work on November 30th.
- **Renews-Cappahayden:**
 - Newfoundland Power currently awaits an easement from Crown Lands to continue this work order.
 - Based on distance, staff estimates \$8,500 should be adequate. This cost does not include easements that may be needed (\$450 each) or any tree trimming that may be needed (\$4.75 per meter).
 - Application form for Building Accessibility and National Building Code of Canada short form for Fire-Life Safety has been submitted by staff.
 - An electrician has been added to the Newfoundland Power work order.
 - An electrician is scheduled for site work on November 27th.

- **Harbour Grace:**
 - Newfoundland Power has advised that the site has not yet been scheduled for service connection since they have not yet received the electrical authorization for connection from Service NL.
 - Newfoundland Power has confirmed verbally that there will be no cost to bring electricity to the site; however, we await written confirmation of same.
 - Easement agreement: Newfoundland Power has communicated verbally that none is needed; awaiting written confirmation.
 - One pole has been installed on site.
 - Application form for Building Accessibility and National Building Code of Canada short form for Fire-Life Safety has been submitted by staff.
 - An electrician has completed site work and passed the inspection.
- **Whitbourne:**
 - Electricity is being run from an existing pole outlet.

2023 – Q3 Report (1July23 to 30Sept23)

Community Waste Collections:

- No disruptions to collections due to the weather.

Waste Recovery Facilities (WRFs):

- Accepted metals from bulk day(s)
- Complaints from clients regarding site conditions
 - None
- No closures due to weather.
- No closures due to vandalism.
- Regulatory visits:
 - Whitbourne facility: The report did not identify any non-compliance issues and noted that the site is in good condition.
 - Clarendville Waste Recovery Facility/Transfer Station: The report noted no issues in the comment section; however, there were several notes in other sections as follows:
 - Section 2 – Road conditions – Fair.
 - Section 2 – Blowing debris noted.
 - Section 4 – Cover frequency was noted as was cover type. Please note that there is no covering of material at this site as all material is transported to Robin Hood Bay. I reviewed the last report, and it indicated cover no longer used and cover type as N/A. I spoke to the Facilities Manager at the site who signed the report, and he indicated that in error he did not look at the first page of the report to see the note and that he assures me there is no waste being covered onsite. I requested clarification.

The response from the inspector was that they were working on a new inspection report for the transfer station. I have not received the revised report.

Table 2:

WRFs	Waste	Removals	MMSB Tires	E- Waste (bags)	Client visits
Bay Bulls	144,160	12	237	12	1,634
Renews / Cappahayden	100,580	8	320	9	799
St. Joseph's	40,210	3	0	0	406
Placentia	154,970	11	0	12	867
Sunnyside	24,810	2	0	0	0
Cavendish	94,700	7	301	n/a	995
Harbour Grace	363,390	30	852	n/a	3,354
Old Perlican	558,740	38	0	n/a	1,165

Clareville	141,260	11	283	12	1,251
Whitbourne	187,150	16	290	19	1,616
Bell Island					295
Total	1,809,970	138	2,283	64	12,382

All weights in kg

In summary:

- There were no metal removals during this quarter.
- A total of 922 non-MMSB tires were removed from various sites.
- Vandalism and illegal dumping are still being tracked.

Clareville Transfer Station:

- Regulatory visit:
 - Yes, as noted in the Waste Recovery Facility section.
- Complaints from clients regarding site conditions:
 - None
- No impact of weather at site.
- Total waste moved from Clareville Transfer Station to Robin Hood Bay = 1,317,290 kg.
Total recycling moved was 91,090 kg. In Q3 of 2022, total waste moved from CTS to RHB was 1,400,180 kg and total recycling moved was 95,210 kg.

Household Hazardous Waste Events:

- Five (5) events were held on September 16, 2023.
- In 2022, the five events held in Q3 saw 293 people drop off material.
- For 2023, the five events held in Q3 saw 193 people drop off material.
- This is a decrease of 52% in client visits from 2022.
- Please see table below for detailed information on the materials collected.

HHW Site	Amounts are in Liters										Amounts are in KG		Amounts are in Each						No. of paint boxes
	Aerosols	Flammable Labpacks	Flammable Liquid Pails	Oil Labpacks	Oil Pails	Acid Labpacks	Basic Labpacks	Pesticide Labpacks	Paint Labpacks	Propane Labpacks	Dry Batteries	Lead Acid Batteries	Fluorescent Tubes	Propane Tanks (20lb+)	Propane (Small Cylinders)	Helium Tanks	Fire Extinguishers	Client visits	
Bay De Grave	20	200	600	20	80	10	10	10	50	20	60		10	8		4		109	3.25
Long Harbour	30	60	200	75	200			5	100	28	5	20	20	7		3	2	23	1.5
Southern Harbour	10	20		5				5	100		22	30	5	2	2			8	0.25
Fox Harbour	10	10	60	60	50				60		13			1	10			14	0.75
South Dildo	30	150	200	260	120			1	100		20	60	35	4	20		1	39	3.5
Totals	100	440	1060	420	450	10	10	21	410	48	120	110	70	22	32	7	3	193	9.25

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.

Provide a summary of meetings or training held in the community during the last quarter: Called Operator. The concrete pad for the new reservoir was poured but the new tank has not been installed yet.

11. Other comments? Click or tap here to enter text.

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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				0.14
Minimum				0.04
Maximum				0.49

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)
2,376	4,750	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. [Click or tap here to enter text.](#)
12. Other comments? All is well.

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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: 9/30/2023

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: 9/30/2023

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: 9/30/2023

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:

	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	1.13		0.40	
Minimum	0.15		0.05	
Maximum	2.20		1.31	

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: 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?.

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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: 9/30/2023

Community Name: Georgetown
groundwater supply

Water Supply: Third Pond and smaller

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

- Is this system currently on a BWA? ☐ Yes ☒ No
If yes, select reason code: Choose an item.
If yes, describe plan to address BWA:
- Is the BWA reason code accurate? ☐ Yes ☐ No
If no, select the accurate reason code: Choose an item.
- 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.

- 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

- 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.
- 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? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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: 9/30/2023

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 was a manganese exceedance. The town was referred to the 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?

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 final report of the Contaminants Study Program is due in 2023.
12. Other comments? The Boil Water Advisory could be lifted, however there remains a manganese exceedance.

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 6/30/2023

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? 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. No contact this quarter.

12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings

Date: 9/30/2023

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: no data received

	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: 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. Called operator.
The low water pressure which was experienced was rectified. The intake pipe was cleared, and a screen was added to the intake. The operator was working elsewhere for 11 weeks prior to Aug 10.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2023

Community Name: Renew-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? 1
11. Provide a summary of meetings or training held in the community during the last quarter. Chlorine residuals were requested but not received.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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: No Sep 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	1.16		0.43	
Minimum	0.86		0.21	
Maximum	1.40		0.76	

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? 1
11. Provide a summary of meetings or training held in the community during the last quarter. A site visit was conducted Aug 30 with our communication person who wanted to do an article on the program. No problems in this community.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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.
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: 9/30/2023

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: 9/30/2023

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. Having trouble getting hold of operator.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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: Apr and 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				
Minimum				
Maximum				

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: colour during heavy rainfall, GAC

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 community will attempt to come off BWA soon.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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.
12. Other comments? No contact this quarter.

Regional Operator Name: Ken Rollings
Date: 9/30/2023

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: 9/30/2023

Community Name: Trepassey

Water Supply: Miller's Pond, Broom 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:

	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	1.74	2.05	0.04	0.06
Minimum	0.86	0.96	0.03	0.04
Maximum	2.90	3.40	0.04	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 Cl dose

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

If no, select the accurate reason code: E2

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)
136,006	170,300	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? After some other items get ironed out

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. The consultant's draft final report was reviewed. There were several good suggestions to deal with the Chlorine residuals at the end of the line, however, there were no recommendations on turbidity. An email was sent to the mayor regarding the Turbidity issue.

12. Other comments?

Regional Operator Name: Ken Rollings

Date: 9/30/2023

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Bulk Waste Collection – Changes to address ongoing concerns
MEETING DATE:	November 29, 2023
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Christie Dean, Director Operations
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that:

- All future waste collection tenders/contracts provide for one curbside bulk collection annually.
- For all future contracts, the bulk collection will be tendered separately from weekly waste and bi-weekly recyclables collection.
- The Board will endeavour to offer bulk collections at no additional costs to the customer. The costs will be included in the annual waste fee.
- Each household will have to set up an appointment for bulk collection and provide a list of items they want picked up.
- Bulk collections will be scheduled from April to the end of September.
- Bulk collection guidelines already in place will not change.

MOTION:

BE IT RESOLVED that the Board provide one bulk collection annually to all service areas beginning 2024.

BACKGROUND/DISCUSSION:

- Up to 2018, areas received various number of bulk collections between two and five annually and bulk collections were scheduled for 11 to 12 months of the year.
- These additional bulks were offered during the period when the Board was developing its network of waste recovery facilities. Once these facilities were completed and residents had the option to dispose of their bulk waste at any time, it became unnecessary to continue to offer up to five bulk collections annually.

- Since 2019, most regions received two (2) bulk collections annually and bulks are scheduled between March and November.
- Bulk collections continue to present challenges and the office receives numerous complaints when bulk is in progress. These challenges include scheduling; enforcement of guidelines; and, education of the public, town staff, and Councillors.
- During bulk collections, residents as well as community leaders contact the office thinking that everything put out for collection should be taken.
- Complaints include:
 - Not all my bulk was taken.
 - Loose, unbundled items will be left curbside; electronic waste and recyclables will be left curbside; etc. The contract outlines that one pan-load or approx. 500 lbs. (whichever is less) of bulk will be collected from each property. Many residents put out much more bulk than that.
 - The bulk was not completed in one day and/or it's taking the contractor too long to complete the bulk collection.
 - The Board provides the contractor with up to five days to complete the bulk collection in an area. At times, due to operational issues (staffing and equipment breakdowns) the contractor may take longer to complete the bulk in an area. Unfortunately, this seems to be happening more and more recently.
 - Regular bulk (furniture, toys, etc.) is collected separately from metal bulk (fridges, stoves, etc.) items.
 - When residents see that there's metal bulk items remaining curbside, many will continue to add regular bulk items to the pile even though the regular bulk has already been collected. This material remains curbside.
 - Items placed curbside for bulk collection do not meet parameters.
 - Etc., etc....
- Community leaders and residents have strong feelings on when it is appropriate to hold bulk waste collections and these feelings are not consistent in an area or even community. For instance, some say bulk needs to be after May 24 and before the end of September while others do not want the bulk curbside during the summer months either because of unsightliness for tourists or because they may be away during that time.
- As most municipalities that ERSB services do not have by-laws regarding unsightly properties, bulk waste that does not meet guidelines can stay curbside indefinitely and residents blame ERSB for the situation in their community.
- Staff spend considerable time and resources addressing collection of bulk items. This places strain on other aspects of the organization, operations, and front-end staff tasks.
- Residents do not adhere to the guidelines.
- Contractors do not provide sufficient back-up to answer customer questions regarding why some bulk items were left curbside.
- Contractors fall behind in one area and there is a trickle effect and with approximately 40 weeks of bulks in a year there is little room for adjustment.

Recommendations:

- One curbside bulk collection annually to be provided to each property.
- Bulk item collection for each region be tendered separately from weekly waste collection and bi-weekly recyclables collection.
- Bulk collections will continue to be offered at no additional cost to the customer. The costs will continue to be included in the annual waste fee (currently \$200).
- Bulk item collection will be by appointment only:
 - Appointments will be offered during a one-week period for each area.
 - Each area (group of communities) will be determined so that bulk can be collected within the one-week timeframe.
 - Bulk collections will be scheduled from April to the end of September.
 - No bulk collections will be held during weeks with statutory holidays. Background: From April to the end of September, there are three statutory holidays; therefore, that would provide three (3) weeks for discretion, for additional appointments, etc., if necessary.
 - Only one appointment per property annually to be issued.
 - A limited number of appointments per area be permitted.
 - The responsibility for the scheduling of appointments could be included in the tender/contract for the curbside bulk collection, if possible. This would relieve the Board from having to hire temporary staff annually to make the appointments.
 - When setting up an appointment, the resident will have to provide a list of items that they will be setting out for bulk collection. This will provide an opportunity to educate the residents to ensure any materials being placed curbside meet collection criteria. Only those items included when the appointment was set up will be collected.
 - In addition, this provides an opportunity for the Board to ensure that the resident has an active account with the Board; that the materials being set out are within the guidelines; and that the location of the waste is known (pictures may be required as some areas do not have civic addresses).
- The bulk waste collection guidelines that currently exist will not change.
- Five of the 10 contract areas are up for extension or new contract in 2024. Staff suggests that no contract extensions be provided so that most contract areas may be addressed at once.
- The remaining contract areas would be addressed by June 2026, if no extensions are entered.

Additional Notes:

- These decisions should be made now as Carbonear needs to be notified of any changes to see if they want to enter into a new contract as their current contract expires March 31, 2024.
- One suggestion to assist towns may be that they provide a collection for metals similar to Carbonear. The Town collects the metals curbside monthly to sell to a metal recycler

which provides a revenue stream for the town. In addition, it is an additional service for their residents.

Bulk collections in other jurisdictions:

Bulk waste collection in other areas of the province varies as it does within the Eastern region.

- The City of St. John's offers one bulk collection a year – June & July.
- Mount Pearl offers one bulk collection a year in May.
- Torbay offers a bulk garbage drop-off at their depot over two days, twice a year. In 2023 they also offered two days of appointments twice a year. The fee for curbside appointment pickups for bulk was \$25 + HST per household.
- Corner Brook offers one bulk collection annually over two weeks, as follows:
 - May 1-5: Week 1 is for metals & bulk waste (furniture, branches, grass cuttings).
 - May 8-12: Week 2 is for household garbage (organics, glass, textiles, toys, etc).
- Gander has one annual fall clean-up scheduled for October 16-27, 2023. This is arranged by the Town at an additional fee to CNWM (Central Newfoundland Waste Management).
- Stephenville allows residents to drop off bulk items at the Town's Public Works area for a short period of time once annually.
- Communities in receipt of waste collection from CNWM do not receive any curbside bulk waste collection.



Town of Arnold's Cove

P.O. Box 70 | 270 Main Road
Arnold's Cove, NL A0B 1A0
Tel: (709) 463-2323 Fax: (709) 463-2326
Email: cao@townofarnoldscove.ca

October 31, 2023

Stephen Tessier
Chair
Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5

Email: info@ersbnl.ca

Re: Request for Meeting

Dear Stephen Tessier,

The Town of Arnold's Cove is requesting a meeting with the Eastern Regional Service Board to discuss the cost and logistics of adding an extra bulk pickup to the schedule each year.

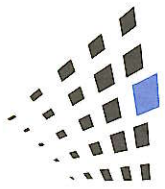
Please advise us of your availability over the next couple of weeks.

Yours truly,

TOWN OF ARNOLD'S COVE

Roxane Wane (for)
The Town Council

cc. MHA Jeff Dwyer, Placentia West - Bellevue
Hilda Whelan, Director - Trinity Bay South & Isthmus ERSB
Lynn Tucker, CEO - ERSB



EASTERN REGIONAL SERVICE BOARD

FIRE | SOLID WASTE | WATER | WASTE WATER

November 3, 2023

Town of Arnold's Cove
Attn: Roxane Wareham, CAO
P.O. Box 70
Arnold's Cove, NL A0B 1A0

Dear Ms. Wareham and Town Council:

I would like to thank you for your letter of October 31, 2023 regarding the Town's request for a meeting with the Board to discuss the logistics regarding an extra bulk waste collection.

The Eastern Regional Service Board (ERSB) offers two bulk collections annually as part of your regional service. For each bulk collection, the contractor will collect up to 500 lbs. or one pick-up truck load of acceptable bulk waste from each property. This provides each property the ability to dispose of 1,000 lbs. or roughly two pick-up truck loads annually as part of the regional system.

Our Board and staff continue to work hard offering weekly curbside garbage collection, bi-weekly recyclables collection and two bulk collections annually at a reasonable \$200 per household which we maintained for 2023. The Board contracts its waste services and those contracts provide for two bulk collections each year.

As noted in the letter dated November 15, 2022, the provision of a third bulk waste collection would have to be at an additional cost to the current household fee of \$200 annually. ERSB has reached out to our contractors at that time and the lowest additional cost to provide an additional bulk waste collection for Arnold's Cove would be \$12,000 plus tipping fees. If the Town is still interested, we can confirm the cost again with the contractor. The Town could also tender a contract for an additional bulk collection as well. Board staff could provide some assistance with this process as well.

If you require any further information, please do not hesitate to contact us again at info@ersbnl.ca or (709) 579-7960.

Sincerely yours,
EASTERN REGIONAL SERVICE BOARD

Lynn Tucker
Chief Administrative Officer

- c Jeff Dwyer, MHA, Placentia West-Bellevue (jeffdwyer@gov.nl.ca)
Stephen Tessier, Chair, Eastern Regional Service Board (stessier@ersbnl.ca)
Hilda Whelan, Director, ERSB for Trinity Bay South & Isthmus East (hildawhelan@gmail.com)

November 15, 2023

Stephen Tessier, Chairperson
Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5

Dear Mr. Tessier:

Re: Request for Ministerial Approval to Collect Fire Protection Services Fees

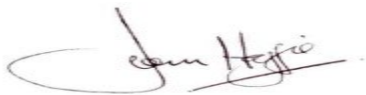
Thank you for the correspondence regarding the collection of fire and emergency service fees from property owners in the unincorporated areas of Bareneed and Port de Grave for the Town of Bay Roberts.

I hereby provide approval for the Eastern Regional Service Board to collect fire and emergency service fees from the above noted communities. Please note that this approval is subject to the contractual agreements of the incorporated areas involved. Please provide a final copy of the contract(s) and new mapping to the Department of Municipal and Provincial Affairs.

Please notify NL911 at 709-758-0051, or at 911info@gov.nl.ca with respect to the coverage area as well as the type and level of service provided by the Bay Roberts Fire Department to ensure NL911 has the most current information. In addition, please ensure the serviced communities are aware of the change in collection procedures and any resulting change in collection fees is clearly outlined for all residents.

If there are any questions respecting this correspondence, please contact Jacob Kimball, Manager of Legislation, at (709)729-5473 or at jacobkimball@gov.nl.ca.

Sincerely,



JOHN HAGGIE, MB. ChB. MD, FRCS
Minister of Municipal and Provincial Affairs
MHA – District of Gander

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Voyent Alert Notifications System Subscription
MEETING DATE:	2023-11-29
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 a 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 been investigating ways to notify customers in a timely manner regarding changes to their garbage collection, facility closures, etc.
- Currently we post the information on our website, use local radio stations PSA's, and notify the impacted communities by email.
- Several municipalities in the Eastern region currently use Voyent Alert Notifications System and staff were asked to research this technology and service.
- The Voyent Alert system allows residents to register to receive notifications from the Board anonymously.
- The system is web-based, private and secure.
- 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.
- Other communities in the Eastern region are using this system including Torbay, Paradise, Bay Roberts, Harbour Main, Norman's Cove-Long Cove, etc.
- A trial period of 30 days is included in which the Board may choose to cancel the subscription if the alert system does not meet our needs.

ATTACHMENTS:

- Voyent Alert Information
- Quote from ICEsoft Technologies Canada Corp. for Voyent Alert Annual Subscription



STAY INFORMED

KEEP YOUR CITIZENS UP-TO-DATE & ENGAGED

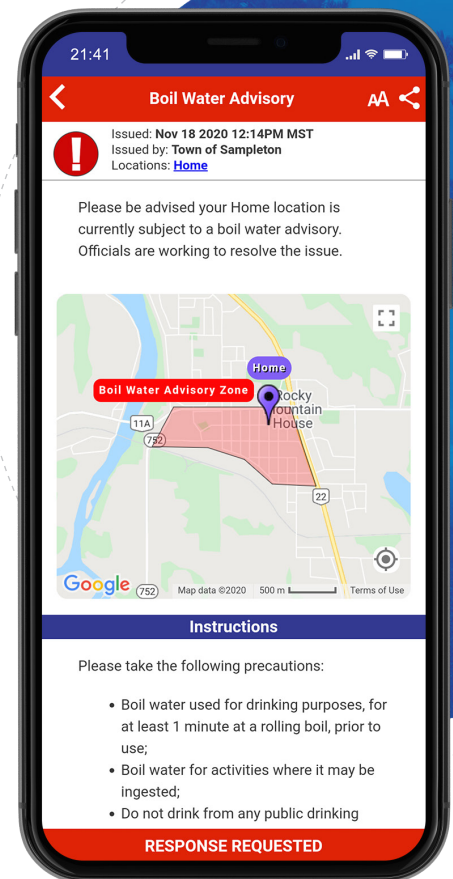
CRITICAL INCIDENTS, EMERGENCY ALERTS, PUBLIC NOTICES,
DAY-TO-DAY COMMUNITY NOTIFICATIONS

**When critical incidents occur or community notification is required,
how do you communicate relevant information to your citizens?**

Voyent Alert! can help provide personalized and engaging information to the people you are trying to reach when it matters most.

Designed to meet the unique needs of your community, Voyent Alert's! multipurpose nature allows you to send critical event notifications as well as everyday communications with one application, eliminating the need to subscribe to multiple services.

- **Easy To Use**
- **Saves You Time**
- **Personalized**
- **Affordable**
- **Reliable**
- **Targeted**



REAL LIFE SCENARIOS



- **Wildfire Warnings**
- **Flood Evacuation**
- **Man-Made Critical Incidents/Shootings**



- **Public Work Notices**
- **Road Closures & Construction**
- **Boil Water Orders**



- **Garbage Collection Reminders**
- **Snow Removal**
- **Digital Council Meetings**
- **Trail Closures & Park Policies**

ASSISTANCE WITH

COMMUNITY REGISTRATION

Together we will help you launch in your community. We help increase user adoption by offering customized, press-ready artwork with your logo and geographical location in mind, such as:

- **Sample Web & Social Media Content**
- **Banners**
- **Posters**
- **One-Pagers**
- **Mailers**

FEATURES THAT **MATTER**



ENRICHED MEDIA **ALERTS**

Visually engaging and personalized alerts provide more context to your citizens in less time. Easily include images, documents, and map directions relative to them.



ADVANCED **GEOFENCING**

Easily define a precise region to notify. Whether it is one street or many, only the impacted residents are notified. You have greater control over the targeting of your message.



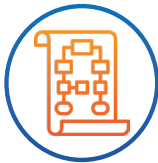
TWO-WAY **COMMUNICATION**

Receive status updates or responses from citizens and/or emergency responders to gain real time insights and make quicker, more informed decisions.



TIME **SAVING**

Increase your productivity with relevant notifications that are sent to the correct people at the right time. Schedule notifications ahead of time and save yourself the trouble.



TEMPLATES TO **REDUCE ERRORS**

Pre-designed templates suited to your community help you get information out fast without errors. Simply fill in placeholders and send.



GROUP & TEAM **FUNCTIONALITY**

Communicate efficiently to the right people in your organization: Public works, recreation, emergency management, search and rescue, and maintenance personnel.



MOBILE **ADMINISTRATION**

Send out notifications and receive updates on the go. When a critical incident occurs, you may not have access to your office, but will have access to Voyent Alert!



CUSTOMIZATION & **SUPPORT**

Your account, your way. We will help create templates for situations unique to your community and support you 24/7/365.



MULTI-CHANNEL **DELIVERY**

Send relevant notifications to your citizens where they want to receive it.

OTHER WAYS WE HELP

TRAINING, SUPPORT & COMPLIANCE

Located in Canada, our support team provides the online training and support for your organization. Anybody can be easily trained on the service.

A dedicated training environment and online knowledge base is provided to your team to ensure they can easily send out an alert or review our online reference material, tutorials and videos.

Our support team is available 24/7/365.

As a Canadian company we are compliant with both federal and provincial privacy legislation.



CALL

1-877-263-3822



LEARN

voyent-alert.com



ICESOFT
TECHNOLOGIES

Voyent Alert! Hosted Services Quote

Quote Number: VQ- ERSB 2023

Date: 11/28/2023

Quote Expiry Date: 06/30/2024

Date format: mm/dd/yyyy

Service Provider Details:

ICESoft Technologies, Canada Corp.
Suite 340, 600 Crowfoot Cres. N.W.
Calgary, AB T3G 0B4 Canada
Email: product.sales@icesoft.com

Prepared For:

Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5

Attention:

Name: Craig Drover
Email: cdrover@ersbnl.ca
Phone: 709-579-7960

ICESoft Contact Information:

Name: Liana Munroe
Telephone: +1 877 263-3822 ext. 330
Email: liana.munroe@icesoft.com

Product/Description:

Amount

Voyent Alert! Annual Service Subscription

\$11,400.00 + tax

Subscription Term: One Year

Entitlements:

- Includes all setup, training, support and features as described in the Product Description Sheet.
- Unlimited recipients for the Eastern Regional Service Board coverage area based on organic registration.
- Unlimited ERSB emergency and informational communications on all channels.
- Up to 5 ERSB Administrators (more can be purchased at \$400.00 each per year)

Additional Terms:

- i) Payment Terms Net 30 days. Invoicing to occur as of Subscription Start Date.
- ii) Return Policy: 30 Day unconditional return / cancellation from start of Subscription term.
- iii) Pricing in Canadian Dollars.
- iv) All services provided are subject to ICESoft Voyent Alert! Terms of Service Agreement.

Attachment 1
Voyent Alert!
Product Description Sheet

Features	
Geofencing	
Rich Alert Zone Editor	✓
Pre-defined Alert Templates	
Basic Library	✓
Customized Library	✓
Communication Channels	
Mobile App (iOS and Android)	✓
SMS/Email/Text to Voice	✓
Social Media (Facebook/Twitter)	✓
Web Portal	✓
Exclusive Features	
Alert Scheduler	✓
Group/Team Alerting	✓
Topic Groups	✓
Recipient Response and Receipt Acknowledgement	✓
Training Environment	✓
KML/KMZ map file import	✓
3 rd Party Service Integrations	✓
CAP-CP Integrations	✓
Multi-Tier Administration	✓
Rich Media Support	✓
Training and Support	
Support Hours	24/7/365
Instructor Led Online Training	✓
Emergency Concierge Service	✓
FAQ/Knowledge Base	✓
SLA Support	✓
Remote Desktop Service	✓
Phone Support	✓
Community Onboarding Collateral Kit	
Sample web page content	✓
Print-ready pdf files for mailers and one-pagers	✓
Print-ready pdf files for banners	✓
Social media images and captions	✓
Registrant YouTube Videos	✓
Registrant community Info/FAQ site	✓
Trial Period	30 Days
Return/Cancellation Policy	30 Days