

**BOARD OF DIRECTORS MEETING
MINUTES**

Meeting #102

Wednesday, November 30, 2022, 7:00 p.m.

Capital Hotel, St. John's, NL

In Attendance: Chairperson Stephen Tessier
Vice Chairperson Mayor Danny Breen
Councillor Sandy Hickman
Deputy Mayor Kevin McDonald
LSD Chairperson Wesley Drodge
Mayor Hilda Whelan
Councillor Carl Ridgeley
Councillor Jamie Korab
Councillor Gerard Tilley
Councillor Jill Bruce
Councillor Glenn Clarke
Councillor Bill Antle
Councillor Nathan Ryan
Councillor Ron Ellsworth
Mayor Mark Vardy
Deputy Mayor Sheilagh O'Leary

Regrets: Councillor Ian Froude
Councillor Ophelia Ravencroft
Ms. Lynn Tucker
Deputy Mayor Rod Delaney
Councillor Larry Vaters
Councillor Maggie Burton

Other Attendees: Mr. Craig Drover
Ms. Christie Dean
Ms. Holly Power
Mr. Charles Bown

1. **Call to Order**

Mr. Tessier, Chairperson, called the meeting to order at 7:02 p.m. and welcomed Mr. Charles Bown, CEO of MMSB to the meeting.

2. **Adoption of Agenda**

The agenda was tabled for approval.

MOTION 2022-073

Moved By Mr. Clarke

Seconded By Ms. O’Leary

BE IT RESOLVED that the agenda be adopted as tabled.

Carried Unanimously

3. **Review of Minutes**

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

MOTION 2022-074

Moved By Mr. Ryan

Seconded By Mr. McDonald

BE IT RESOLVED that the minutes from the October 26, 2022 meeting be adopted as tabled.

Carried Unanimously

4. **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 were tabled for review and approval. There were no questions or concerns.

MOTION 2022-075

Moved By Mr. Hickman

Seconded By Mr. Antle

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

Carried Unanimously

2. Incorporated Towns Payment Activity Report

An update on the incorporated towns' payment activity dated November 8, 2022, was provided. There were no questions or concerns.

3. Q3 Financial Report

Mr. Hickman referred to the documents that were provided in the meeting package.

He noted that fuel and maintenance costs remain high as they were previously reported, and that monies were allotted for positions that have not yet been filled.

There were no questions or concerns regarding the Q3 financial report.

4. Photocopier Replacement

Mr. Drover explained the re-quoting process to include the environmental aspect of the photocopy machines. Criteria for these machines and the tendering process were discussed before Mr. Hickman moved the motion for the lease.

MOTION 2022-076

Moved By Mr. Hickman

Seconded By Mr. Ellsworth

BE IT RESOLVED that the Board lease an Epson WF-C20600 with finisher option from Pinnacle Office Solutions for \$314.73 per month plus HST.

Carried Unanimously

5. Insurance Policy Renewals (Motion by Email to be Ratified)

Mr. Hickman referred to the briefing note that was included in the meeting package. Documents for the insurance policy renewals were previously sent to all Board members by email.

Approval was requested by email to renew the Board's insurance policy and this decision must be ratified at tonight's public meeting.

MOTION 2022-077

Moved By Mr. Hickman

Seconded By Mr. Antle

BE IT RESOLVED that the Board accept the cyber liability policy, commercial general liability, and property policy renewal quote from Wedgwood Insurance in the combined total amount of \$86,001 for the period of November 1, 2022, to October 31, 2023.

Carried Unanimously

6. New Equipment Proposal for Clarendville Transfer Station

Mr. Hickman noted that the tender for new equipment proposed for the Clarendville Transfer Station is almost complete. Staff have reached out to the appropriate government departments as requested and a final report for consideration will be brought forward to the Finance and Audit Committee in January.

7. Snow Clearing at Access Road to Clarendville Transfer Station

Mr. Hickman expressed the Committee's concern pertaining to snow clearing and road conditions at the access road to the Clarendville Transfer Station. The road is shared with other property owners; however, the Board has been solely responsible for snow clearing each year.

Staff have made attempts and will continue to try and reach the appropriate person responsible at the Department of Transportation and Infrastructure to see if an agreement can be reached regarding snow clearing and access to the facility in winter.

b) Strategy & Policy Committee

Mr. Tilley, Committee Chair, delivered the Strategy and Policy Committee report.

1. Fire and Emergency Services – Discussion to Rescind Motion No. 2021-006

Following analysis of recent requests from several towns to collect fire and emergency service fees from neighboring communities/areas, Mr. Tilley brought forward a recommendation from the Strategy and Policy Committee that would rescind a previous motion and approve a new one.

MOTION 2022-078

Moved By Mr. Tilley

Seconded By Mr. Ellsworth

BE IT RESOLVED that the Board rescind Motion 2021-006 – that the Board will only enter into agreements to collect fire and emergency service fees for those communities in receipt of regional waste services and from those communities in receipt of regional waste services. Service agreements for the collection of fire and emergency service fees will include fees collection and remittance from identified properties only.

Carried Unanimously

MOTION 2022-079

Moved By Mr. Tilley

Seconded By Ms. Whelan

BE IT RESOLVED that the Board enter into agreements to collect fire and emergency service fees for communities in the Eastern region. Those communities wishing to enter into an agreement must provide a list of identified property owners and contact information as service agreements for the collection of fire and emergency service fees will include fees collection and remittance from identified properties only.

Carried Unanimously

2. 2023-2027 Strategic Plan Development - Update

Mr. Drover reported that the 2023-2027 strategic plan development is still ongoing and that a survey has been prepared for Joint Councils and community leaders in the Eastern region for their input.

It was noted that there has been no direction received from the Provincial Government on regionalization or the Discovery region.

3. Product Care Recycling – Update

Mr. Tilley informed members that discussions are ongoing with Product Care Recycling and that they are willing to provide the necessary infrastructure at the Clarenville Transfer Station for the collection of used paints, etc.

A forklift would be required at the site for loading purposes which the Board does not currently own; however, a tender has been issued for an articulating backhoe that is needed at the transfer station. A set of forks was added to the tender which will provide the capability to load these materials without the need for another piece of equipment.

Information will be provided to the Committee on the outcome of the tender and the implementation of this program.

4. Q3 Waste Operations Report

Mr. Tilley provided a brief overview of the Q3 Waste Operations report. Several key points were highlighted, and he noted that there are no ongoing issues.

There were no questions or concerns.

5. Q3 Regional Water/Wastewater Program Report

Mr. Tilley informed members that the Board's Regional Water/Wastewater Operator continues to work with 19 communities in the Eastern region and is pleased to report that two communities came off boil-water advisories in 2022.

This program continues to be a positive asset to the Board's complement of services and staff hopes to see the province continue funding the program as it has proven to be quite beneficial to communities.

6. Implementing a Clear Garbage Bag Policy - Discussion

Mr. Tilley reported that staff have begun discussing the possibility of implementing a clear garbage bag policy. It was noted that the City of St. John's has implemented this policy along with other regional service boards in the province.

Discussion ensued regarding the necessity for a transition period and time to educate residents as key components of successful implementation. The Board hopes that implementing a clear bag policy would significantly increase recycling rates in the Eastern region, as is reported by the City and other jurisdictions.

c) Governance Committee

Mr. McDonald, Committee Chair, delivered the Governance Committee report.

1. Draft Communications Plan

Mr. McDonald referred to the briefing note and draft communications plan that was provided in the meeting package.

An overview was provided that expressed the importance of good marketing, presence on social media platforms, transparency, and providing current and accurate information to all clients.

Board members are asked to review the draft plan and send along any comments or suggestions to the CAO.

2. Joint Council Report

Mr. McDonald referred to the briefing note that was included in the meeting package for members' review.

The report noted that the Joint Council of Conception Bay North will hold an election of officers in January. In addition, the Northeast Avalon

Joint Councils plan to host excellent delegations and presentations scheduled in for meetings in the new year.

6. **Correspondence**

a. **Letters to and from the Town of Arnold's Cove Re: Additional Bulk Collection**

Mr. Tessier referred to the letters that were provided in the meeting package for information purposes.

7. **New Business**

a. **Acknowledging Long Service Awards**

Mr. Tessier commented on how the Board would like to acknowledge the following long service awards:

- Mayor Danny Breen – 12 years
- Councillor Sandy Hickman – 20 years

b. **Report on MNL Conference and Trade Show in Gander, NL November 3-5, 2022**

Mr. Tessier notified the Board that the recent MNL Conference and Trade Show was a great success. The next conference and symposium will be held in the City of St. John's, and it was suggested that the Board meet with other Regional Service Boards to discuss a way to partner at these events.

c. **Upcoming Meeting with other Regional Service Boards**

Mr. Tessier informed the Board that a meeting has been scheduled with Central and Western Regional Service Boards and will take place next week at the Major's Path location.

It is hoped that this will become a regular occurrence and that the regional service boards will begin working together on similar issues.

8. Roundtable Discussion

- a.** Mr. Tilley was pleased to report that the Town of Conception Bay South has a new library opening in the next few weeks and the new community park just received their first ice for skating, which is very positive for the town. He also reports that CBS is considering implementing a clear garbage bag policy within the next year.
- b.** Mr. McDonald notes that he looks forward to attending the SWANA Waste Conference that is taking place in San Diego. He looks forward to spending time with the other Board representatives that will be attending.
- c.** Ms. Power notified members of several upcoming virtual meetings hosted by the regional health authority. The purpose of these meetings is to engage with municipalities in the province and give them the opportunity to provide feedback.
- d.** Mr. Breen was pleased to report that 6 electric vehicle chargers have been installed to date; the city has 18 chargers to be installed in total at this time. This is a step in the right direction for the environment. He also noted that a resident satisfaction survey has been posted online for the public's review and participation.
- e.** Mr. Ryan thanked staff for sharing information on the Board's community clean-up program. He has shared this information with his town, and they will be getting involved with this program in the new year.
- f.** Mr. Vardy noted that he had recently completed some training on asset management as reported in the last NEAJC meeting. This training session was highly recommended, and Ms. Power has the web link for further information if anyone is interested.
- g.** Mr. Antle informed the Board that the last Mount Pearl council meeting for the year is scheduled to take place on December 13th. They continue to work on their budget, which has proven to be a difficult task this year.
- h.** Ms. Dean reported that new waste collection tenders have been issued and that any reference to bag colour has been removed to ensure an

easier transition to clear bags. Of course, no change was made pertaining to blue recycling bags, which remains unchanged.

- i. Mr. Tessier notified members that he will be shuffling Committee members in the near year. Those who are interested in being appointed to a committee and/or changing to another committee should reach out to Ms. Power by email.

9. **Upcoming Meetings**

Board members were reminded of the following Board and Committees Meetings:

- a) The next meeting of the Board of Directors will take place on Wednesday, January 25, 2023 at 7:00 p.m.
- b) The next meeting of the Finance & Audit Committee will take place on Thursday, January 12, 2023 at 12:30 p.m.
- c) The next meeting of the Strategy & Policy Committee will take place on Tuesday, January 10, 2023 at 1:30 p.m.
- d) The next meeting of the Governance Committee will take place on Tuesday, January 17, 2023 at 10:30 a.m.

10. **Adjournment**

MOTION 2022-80

Moved By Mr. Tessier

Seconded By Mr. Tilley

Seeing no further business to be discussed, **BE IT RESOLVED** that the meeting adjourned at 7:55 p.m.

Carried Unanimously

Ms. Holly Power

Board Clerk and Outreach Coordinator

Mr. Stephen Tessier

Chairperson

Eastern Regional Service Board

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

Cheques from 0000000001 to 0000010979 dated between 10-01-2022 and 10-31-2022

CHEQUE REGISTER

Printed: 11:54:10AM 11/02/2022

Page 1 of 2

Number	Issued		Amount	SC	Status	Status Date
0000010914	10/12/2022	62167 Newfoundland and Labrador Inc	7,380.30	A/P	OUT-STD	10/12/2022
0000010915	10/12/2022	Action Car and Truck Accessories	620.99	A/P	CLEARED	10/21/2022
0000010916	10/12/2022	Around The Bay Disposals Inc.	101,781.74	A/P	CLEARED	10/19/2022
0000010917	10/12/2022	Bell Aliant	2,177.86	A/P	CLEARED	10/25/2022
0000010918	10/12/2022	Bell Mobility Inc.	1,192.93	A/P	CLEARED	10/21/2022
0000010919	10/12/2022	Big Erics Inc.	432.64	A/P	OUT-STD	10/12/2022
0000010920	10/12/2022	Blaketown Service Station	607.20	A/P	OUT-STD	10/12/2022
0000010921	10/12/2022	Christie Dean	912.61	A/P	CLEARED	10/19/2022
0000010922	10/12/2022	Craig Drover	4,021.55	A/P	CLEARED	10/14/2022
0000010923	10/12/2022	Courtyard By Marriott	779.20	A/P	OUT-STD	10/12/2022
0000010924	10/12/2022	Curtis Dawe	36,598.35	A/P	CLEARED	10/19/2022
0000010925	10/12/2022	Dicks and Company Limited	44.62	A/P	CLEARED	10/20/2022
0000010926	10/12/2022	Dodd's Diesel Repair Ltd.	9,761.74	A/P	CLEARED	10/19/2022
0000010927	10/12/2022	Dodd's Diesel Repair Ltd.	1,756.64	A/P	CLEARED	10/19/2022
0000010928	10/12/2022	Glenn Clarke	432.27	A/P	CLEARED	10/21/2022
0000010929	10/12/2022	Hilda Whelan	346.39	A/P	CLEARED	10/21/2022
0000010930	10/12/2022	Holly Power	138.07	A/P	CLEARED	10/14/2022
0000010931	10/12/2022	Kal Tire	653.48	A/P	CLEARED	10/25/2022
0000010932	10/12/2022	Kevin McDonald	241.78	A/P	CLEARED	10/19/2022
0000010933	10/12/2022	Leslie Squires	440.00	A/P	CLEARED	10/14/2022
0000010934	10/12/2022	Lynn Tucker	6,356.71	A/P	CLEARED	10/14/2022
0000010935	10/12/2022	McInnes Cooper	439.91	A/P	CLEARED	10/24/2022
0000010936	10/12/2022	Miller IT Limited	783.80	A/P	CLEARED	10/20/2022
0000010937	10/12/2022	Modern Business Equipment Limited	142.85	A/P	CLEARED	10/19/2022
0000010938	10/12/2022	Nexgen Municipal Inc.	497.78	A/P	CLEARED	10/21/2022
0000010939	10/12/2022	North Atlantic	29,126.33	A/P	CLEARED	10/20/2022
0000010940	10/12/2022	Nortrax Canada Inc.	188.46	A/P	OUT-STD	10/12/2022
0000010941	10/12/2022	OMB Parts & Industrial Ltd.	111.96	A/P	OUT-STD	10/12/2022
0000010942	10/12/2022	Parts For Trucks Inc.	87.12	A/P	CLEARED	10/21/2022
0000010943	10/12/2022	Pennecon Hydraulic Systems Ltd.	3,264.16	A/P	CLEARED	10/25/2022
0000010944	10/12/2022	Rodney Delaney	86.00	A/P	CLEARED	10/19/2022
0000010945	10/12/2022	SaltWire Network Inc.	1,473.15	A/P	CLEARED	10/19/2022
0000010946	10/12/2022	Shred-it c/o Stericycle ULC	95.28	A/P	CLEARED	10/21/2022
0000010947	10/12/2022	T2 Ventures Inc.	236,469.92	A/P	CLEARED	10/17/2022
0000010948	10/12/2022	Town of Clarendville	1,608.00	A/P	OUT-STD	10/12/2022
0000010949	10/12/2022	Harbour ELECTRIC Ltd.	513.05	A/P	OUT-STD	10/12/2022
0000010950	10/12/2022	Tulk Tire & Service Ltd.	1,764.86	A/P	CLEARED	10/20/2022
0000010951	10/12/2022	Wesley Drodge	391.04	A/P	CLEARED	10/25/2022
0000010953	10/12/2022	Sperling Consulting Services Inc.	18,696.36	A/P	CLEARED	10/25/2022
0000010957	10/26/2022	Acklands Grainger Inc.	130.51	A/P	OUT-STD	10/26/2022
0000010958	10/26/2022	Bell Conferencing Inc.	61.41	A/P	OUT-STD	10/26/2022
0000010959	10/26/2022	Bugden Signs Limited	211.60	A/P	OUT-STD	10/26/2022
0000010960	10/26/2022	City of St. John's	37,837.26	A/P	OUT-STD	10/26/2022
0000010961	10/26/2022	Coish's Trucking & Excavating Ltd.	14,432.50	A/P	OUT-STD	10/26/2022
0000010962	10/26/2022	CTT Tirecraft	1,116.42	A/P	OUT-STD	10/26/2022
0000010963	10/26/2022	Dicks and Company Limited	154.07	A/P	OUT-STD	10/26/2022

** - Name on Check was modified

Eastern Regional Service Board

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

Cheques from 0000000001 to 0000010979 dated between 10-01-2022 and 10-31-2022

CHEQUE REGISTER

Printed: 11:54:10AM 11/02/2022

Page 2 of 2

Number	Issued		Amount	SC	Status	Status Date
0000010964	10/26/2022	Dodd's Diesel Repair Ltd.	14,186.01	A/P	OUT-STD	10/26/2022
0000010965	10/26/2022	Kal Tire	658.72	A/P	OUT-STD	10/26/2022
0000010966	10/26/2022	Kevin Butt	98.73	A/P	OUT-STD	10/26/2022
0000010967	10/26/2022	Lynn Tucker	497.28	A/P	OUT-STD	10/26/2022
0000010968	10/26/2022	Newfoundland Power Inc.	2,635.29	A/P	OUT-STD	10/26/2022
0000010969	10/26/2022	Nexgen Municipal Inc.	1,575.22	A/P	OUT-STD	10/26/2022
0000010970	10/26/2022	OMB Parts & Industrial Ltd.	217.37	A/P	OUT-STD	10/26/2022
0000010971	10/26/2022	ORKIN Canada Corporation	194.35	A/P	OUT-STD	10/26/2022
0000010972	10/26/2022	Pitney Bowes	6,030.00	A/P	OUT-STD	10/26/2022
0000010973	10/26/2022	Princess Auto	28.73	A/P	OUT-STD	10/26/2022
0000010974	10/26/2022	Quikprint Services Ltd.	90.85	A/P	OUT-STD	10/26/2022
0000010975	10/26/2022	SaltWire Network Inc.	1,271.90	A/P	OUT-STD	10/26/2022
0000010976	10/26/2022	Tulk Tire & Service Ltd.	1,575.24	A/P	OUT-STD	10/26/2022
0000010977	10/26/2022	Turbo Tech Auto	14,473.11	A/P	OUT-STD	10/26/2022
0000010978	10/26/2022	Hi Tech Scales Ltd.	2,041.54	A/P	OUT-STD	10/26/2022
Total Issued (61):			\$571,935.21			
Total Voided (0):			\$0.00			
Grand Total:			\$571,935.21			
Number of Cheques Listed:			61			

EASTERN REGIONAL SERVICE BOARD

PAYROLL EXPENSE

OCTOBER 2022

Payroll – Staff (<i>2 pay periods – 30 employees</i>).....	\$132,894.94
Payroll – Board (<i>21 members</i>)	<u>\$18,245.94</u>
Total Payroll (<i>30 employees</i>)	\$151,140.88
Payroll CRA Remittance	<u>\$41,208.26</u>
TOTAL GROSS PAYROLL	<u>\$192,349.14</u>

PREVIOUS MONTH

SEPTEMBER 2022

Payroll – Staff (<i>2 pay periods – 30 employees</i>).....	\$133,332.94
Payroll – Board (<i>21 members</i>)	<u>\$00,000.00</u>
Total Payroll (<i>30 employees</i>)	\$132,332.94
Payroll CRA Remittance	<u>\$ 40,195.99</u>
TOTAL GROSS PAYROLL	<u>\$173,528.93</u>

TOWNS PAYMENT ACTIVITY 2022 - As of November 8, 2022										
(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	\$19,650	\$6,550	\$0	\$0	\$6,550
LSDOF202	LSD of Marysval	240	\$48,000	\$0	\$48,000	\$40,200	\$7,800	\$0	\$0	\$7,800
TOWN0003	Town of Clarke's Beach	586	\$117,200	\$0	\$117,200	\$117,200	\$0	\$0	\$0	\$0
TOWN301	Town of Come by Chance	118	\$23,600	\$0	\$23,600	\$23,600	\$0	\$0	\$0	\$0
TOWN302	Town of Norman's Cove-Long Cove	333	\$66,600	\$0	\$66,600	\$53,280	\$13,320	\$0	\$0	\$13,320
TOWN303	Town of Chapel Arm	254	\$50,800	\$0	\$50,800	\$50,800	\$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	320	\$64,000	\$0	\$64,000	\$34,905	\$29,095	\$0	\$0	\$29,095
TOWN0205	Town of Holyrood	1095	\$219,000	\$0	\$219,000	\$209,000	\$10,000	\$0	\$0	\$10,000
TOWN0401	Town of Aquaforte	69	\$13,800	\$0	\$13,800	\$13,800	\$0	\$0	\$0	\$0
TOWN0402	Town of Bay Bulls	617	\$123,400	\$0	\$123,400	\$123,380	\$0	\$0	\$0	\$20
TOWN0403	Town of Cape Broyle	276	\$55,200	\$0	\$55,200	\$55,083	\$0	\$0	\$0	\$117
TOWN0404	Town of Fermeuse-Kingman's Cove	179	\$35,800	\$0	\$35,800	\$32,220	\$3,580	\$0	\$0	\$3,580
TOWN0405	Town of Ferryland	272	\$54,400	\$0	\$54,400	\$54,400	\$0	\$0	\$0	\$0
TOWN0407	Town of Renews-Cappahayden	234	\$46,800	\$0	\$46,800	\$35,100	\$11,700	\$0	\$0	\$11,700
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 H	196	\$39,200	\$0	\$39,200	\$39,400	\$0	\$0	\$0	-\$200
TOWN0505	Town of Fox Harbour	134	\$26,800	\$0	\$26,800	\$26,800	\$0	\$0	\$0	\$0
TOWN0507	Town of St. Bride's	139	\$27,800	\$0	\$27,800	\$27,800	\$0	\$0	\$0	\$0
TOWN0508	Town of Point Lance	47	\$9,400	\$0	\$9,400	\$9,400	\$0	\$0	\$0	\$0
TOWN0509	Town of Branch	161	\$32,200	\$0	\$32,200	\$25,200	\$7,000	\$0	\$0	\$7,000
TOWN0510	Town of Mount Carmel-Mitchell's Brook-S	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	\$15,000	\$0	\$0	\$0	\$0
TOWN0601	Town of Whiteway	163	\$32,600	\$0	\$32,600	\$32,600	\$0	\$0	\$0	\$0
TOWN0602	Town of Heart's Delight-Islington	409	\$81,800	\$0	\$81,800	\$76,300	\$5,500	\$0	\$0	\$5,500
TOWN0603	Town of Heart's Desire	125	\$25,000	\$0	\$25,000	\$22,000	\$3,000	\$0	\$0	\$3,000
TOWN0802	Town of Bay de Verde	221	\$44,200	\$0	\$44,200	\$30,144	\$14,056	\$0	\$0	\$14,056
TOWN0804	Town of New Perlican	162	\$32,400	\$0	\$32,400	\$32,400	\$0	\$0	\$0	\$0
TOWN0805	Town of Hant's Harbour	193	\$38,600	\$0	\$38,600	\$28,950	\$9,650	\$0	\$0	\$9,650
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	\$0	\$59,000	\$44,250	\$14,750	\$0	\$14,750	\$14,750
		9729	\$ 1,945,800	\$ -	\$ 1,945,800	\$ 1,809,862	\$ 136,001	\$ -	\$ 14,750	\$ 135,938

* 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 2022	Payments Received	Arrears	Over 30 Days Past Due	Over 60 Days Past Due	Outstanding Balance	
TOWN0001	Town of Carbonear	2175	\$ -	\$ 366,428	\$ 332,382	\$ -	\$ -	\$ -	\$ -	\$ 34,046

2022 TOTAL OUTSTANDING INCORPORATED TOWNS	\$ 169,984.30
---	---------------

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:	2022-11-17
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:

No motion required as report for information only

BACKGROUND/DISCUSSION:

- Salaries and Benefits are below budget to September 30th. This is due to several approved positions that remain unfilled in 2022.
- Almost all budget categories continue to be below budget for Q3.
- As expected, and previously discussed, Vehicle Maintenance and Operations expenses are well over budget due to the increase in fuel costs, which continue to rise. Diesel has risen constantly since this report was created, with an over \$.5 per liter rise in the past week.
- Vehicle maintenance operating costs attributed to Clarendville at the end of Q3 are close to the full yearly budget while those attributed to Regional and WRF's are well over budget. Factors in the difference between the two are the distance travelled by the regional vehicles and the age of the respective vehicles.
- Overall operating expenditures as of September 30th is 61.2% of budget.
- Overall revenue receipted as of September 30th was at 88.9% of budget.

ATTACHMENTS:

- Q3 2022 Budget vs Actual Report

EASTERN REGIONAL SERVICE BOARD

2022 ACTUAL VS BUDGET AS AT SEPT 30

	2022 Budget	2022 Actual	% Budget Used
--	-------------	-------------	---------------

EXPENDITURES

Salaries			
Chair/Board Member Remuneration	\$ 100,000	\$ 47,366	47.4%
Salaries (Corporate Administration)	\$ 729,661	\$ 406,489	55.7%
Salaries (Regional Waste Operations)	\$ 1,184,084	\$ 732,470	61.9%
Salaries (Water)	\$ 55,000	\$ 41,038	74.6%
Sub-total	\$ 2,068,746	\$ 1,227,364	59.3%

Benefits			
Employment Insurance	\$ 35,957	\$ 24,148	67.2%
CPP	\$ 100,535	\$ 59,453	59.1%
WHSCC	\$ 50,000	\$ 30,374	60.7%
Health & Life Benefits	\$ 29,705	\$ 16,879	56.8%
RRSP	\$ 125,804	\$ 45,610	36.3%
Sub-total	\$ 342,001	\$ 176,464	51.6%

Transportation & Communications			
Board/Committee Local Travel & Meetings (mileage & expenses)	\$ 31,500	\$ -	0.0%
Telephone	\$ 31,500	\$ 27,570	87.5%
Staff Local Travel (mileage & expenses)	\$ 11,000	\$ 5,244	47.7%
Professional Development (Board)	\$ 30,000	\$ 3,162	10.5%
Sub-total	\$ 104,000	\$ 35,977	34.6%

Supplies			
Insurance	\$ 174,000	\$ 32,634	18.8%
Office Expenses	\$ 88,000	\$ 36,992	42.0%
Bank Charges	\$ 42,000	\$ 25,583	60.9%
Sub-total	\$ 304,000	\$ 95,209	31.3%

Purchased Services Administrative			
Audit	\$ 36,036	\$ -	0.0%
Professional Development Staff	\$ 49,500	\$ 20,142	40.7%
Communications	\$ 96,000	\$ 1,773	1.8%
Professional Services-Legal,HR,IT,Engineering,etc.	\$ 189,000	\$ 54,953	29.1%
Sub-total	\$ 370,536	\$ 76,868	20.7%

Property, Furnishings & Equipment			
Office Space (gross lease, Majors Path)	\$ 86,000	\$ 60,234	70.0%
Computer Software/Software Licensing	\$ 28,800	\$ -	0.0%
Photocopier Fees	\$ 4,200	\$ 7,534	179.4%
Furniture & Equipment	\$ 23,750	\$ 55	0.2%
Sub-total	\$ 142,750	\$ 67,824	47.5%

	2022 Budget	2022 Actual	% Budget Used
--	-------------	-------------	---------------

Regional Operations & Waste Recovery Facilities

Snow Clearing - All WRF	\$ 67,925	\$ 22,307	32.8%
Site Maintenance - All WRF	\$ 110,000	\$ 8,807	8.0%
Old Perican WRF (TCNWM)	\$ 218,500	\$ 39,264	18.0%
Vehicle Maintenance and Operations	\$ 402,984	\$ 513,458	127.4%
Whitbourne Depot Utilities and Phones	\$ 91,000	\$ 21,051	23.1%
Sub-total	\$ 890,409	\$ 604,887	67.9%

CLARENVILLE REGIONAL TRANSFER STATION

Utilities/phone	\$ 47,250	28,152	59.6%
Site Maintenance	\$ 80,108	\$ 11,626	14.5%
Vehicle Maintenance and Operations	\$ 209,798	\$ 162,286	77.4%
Tipping Fees At Regional Landfill for CTS	\$ 432,012	\$ 401,044	92.8%
Sub-total	\$ 769,168	\$ 603,108	78.4%

HOUSEHOLD HAZDORDOUS WASTE PROGRAM

HHW Collection Contract and Fire Dept	\$ 84,000	\$ 67,039	79.8%
Sub-total	\$ 84,000	\$ 67,039	79.8%

CURBSIDE WASTE COLLECTION PROGRAM

Maintenance Depot Costs Allocated to Curbside	\$ 30,000	\$ 174	0.6%
Contracted Services	\$ 4,008,327	\$ 2,685,719	67.0%
Sub-Total	\$ 4,038,327	\$ 2,685,893	66.5%

WATER/WASTEWATER TREATMENT PROGRAM

Sub-Total	\$ 25,000	\$ 3,896	15.6%
------------------	------------------	-----------------	--------------

FIRE PROTECTION

Sub-Total	\$ 93,750	\$ 4,786	5.1%
------------------	------------------	-----------------	-------------

TRANSFERS TO RESERVE

Regional Capital Reserve	\$ -	\$ -	0.0%
Curbside Capital Reserve	\$ -	\$ -	0.0%
Operational Reserve	\$ -	\$ -	0.0%
Sub-Total	\$ -	\$ -	0.0%

	2022 Budget	2022 Actual	% Budget Used
--	-------------	-------------	---------------

TOTAL EXPENSES	\$ 9,232,687	\$ 5,649,315	61.2%
-----------------------	---------------------	---------------------	--------------

ERSB CAPITAL EXPENDITURES			
WRF Development	\$ -	\$ -	0.0%
Regional Equipment	\$ -	\$ -	0.0%
Sub-Total	\$ -	\$ -	0%

TOTAL OPERATING AND CAPITAL	\$ 9,232,687	\$ 5,649,315	61.2%
------------------------------------	---------------------	---------------------	--------------

REVENUE			
Waste Collection Fees	\$ 4,525,800	\$ 3,950,617	87.3%
Provision for Bad Debt	\$ (90,000)	\$ -	0.0%
Clareville Transfer Station Tipping Fees/Permit Fees/Etc.	\$ 237,500	\$ 262,370	110.5%
Transportation Charges - Clareville Transfer Station	\$ 69,000	\$ 2,010	2.9%
Fire Protection Services Fees	\$ 87,500	\$ 15,133	17.3%
Recyclable Metals and Electronics	\$ 123,750	\$ 63,344	51.2%
Interest Invoiced	\$ 60,000	\$ 24,163	40.3%
Miscellaneous Revenue	\$ 35,000	\$ 490	1.4%
Regional Landfill Tipping Fee Derived	\$ 3,300,000	\$ 3,300,000	100.0%
Provincial Capital	\$ -	\$ -	0.0%
Reserve Funding	\$ 150,000	\$ -	0.0%
Water / Wastewater Program	\$ 75,000	\$ -	0.0%
TOTAL REVENUE	\$ 8,573,550	\$ 7,618,128	88.9%

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Photocopier Replacement Update
MEETING DATE:	2022-11-17
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 proceed with lease of a new Epson WF-C20600 with Finisher from Pinnacle Office Solutions.

MOTION:

BE IT RESOLVED that the Finance & Audit Committee recommends the Board lease an Epson WF-C20600 with finisher option from Pinnacle Office Solutions for \$ 314 .73, per month plus HST.

BACKGROUND:

- The main multifunction printer at the Board's office on Major's Path has reached the end of its useful life and is no longer efficient to operate. The printer was purchased from Modern Business Equipment in March 2017.
- The purchase/lease of a new multifunction printer meets the threshold for a limited call for bids based on the Public Procurement Act.
- Six quotes for a replacement were obtained in total based on research and review of specifications required. Quotes were obtained from Pinnacle Office Solutions, Modern Business Equipment and Staples.
- Further information on industry advancements was obtained after the initial series of quotes were acquired which would materially change the specific requirements of the replacement copier. Venders were contacted to provide updated quotations based on consideration of the new strategic priorities of the Board. An emphasis was placed on energy efficiency and heat free technology. The recommended decision will thus be based upon a new set of criteria.
 - 50% Unit Specifications and Environmental Considerations (ENERGY STAR qualifications)
 - 30% Reliability-Service Requirements, Ease of Use, Past Performance
 - 20% Price

- Quotes were on the following units:
 - Epson WF-C20600
 - HP MFP E77650Z
 - Konica Minolta Bizhub C450i
 - Canon C4540
 - HP MFP M776z
 - Sharp BP70C55
- After analysis of the submissions and further research into industry advancements, the units were all evaluated against the criteria provided. The Konica Minolta was the lowest cost unit of all those evaluated but lacked in energy efficiency. The Epson was most environmentally friendly option of those evaluated and was substantially more energy efficient but had a slightly higher overall price. Taking these factors into account, it is recommended the Epson be leased from Pinnacle Office Solutions.

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	ERSB Insurance Policy Renewals
MEETING DATE:	2022-11-17
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:

This briefing note was provided to members on November 1st to provide information for their vote by email. The motion below must be ratified at the Board's public meeting of November 30, 2022. The Board received policy renewal from Wedgwood Insurance for the Cyber, Commercial General Liability, and 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 \$86,001 for the period of November 1, 2022, to October 31, 2023.

BACKGROUND/DISCUSSION:

- There have been premium increases in all policies due to a general increase in the cost of commercial insurance combined with an increased industry risk and the higher occurrence of cyber-attacks in the market. The increases were anticipated based on market research.
- The price for the cyber policy in 2021 was \$8,150. The amount for the premiums for January 31, 2022, to October 31, 2022, is \$8,135. The renewal date for the policy in 2022 has been set at October 31 to bring it in line with the other insurance policies maintained by the Board. The 2022-23 amount is \$11,965.
- The price for the Commercial Property Policy was \$33,977 in 2021-22 but will rise to \$37,386 in 2022-23. The cost of the Commercial General Liability policy in 2021-22 was \$33,500 but will rise to \$36,650 in 2022-23.

ATTACHMENTS:

- Commercial Insurance Quotes – ERSB

DRAFT

From: [Craig Drover](#)
To: [Craig Drover](#)
Cc: [Holly Power](#); [Lynn Tucker](#)
Bcc: [steve@waterwerks.agency](#); [Danny Breen](#); [Maggie Burton](#); [Glenn Clarke](#); [Jill Bruce](#); [Ian Froude](#); [wjdodge@eastlink.ca](#); [Sandy Hickman](#); [Jamie Korab](#); [Ophelia Ravencroft](#); [Kevin McDonald](#); [Sheilagh O'Leary](#); [Mark Vardy](#); [hilda.whelan](#); [Carl Ridgeley](#); [bantie@mountpearl.ca](#); [Gerard Tilley](#); [Rod Delaney](#); [Larry Vaters](#); [Ron Ellsworth](#); [nathan@nathanryan.ca](#)
Subject: Motion By Email - ERSB Insurance Renewal Quotes
Date: November 2, 2022 11:13:00 AM
Attachments: [Eastern Regional Cyber Liability 2022 Quote.xlsx](#)
[Eastern Regional Service Board OA Eastern Waste Management \(2022-10-28 -....pdf](#)
[Briefing Note - Policy Renewal Oct 31 2022.pdf](#)

Good morning everyone,

Attached is a briefing note and background information on the 2022-23 Cyber, Property, and General Liability Insurance renewals with Wedgwood Insurance. The current policies expired on 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 4th so that we can proceed with the renewals. The Board will then ratify the motion at the November 30th 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 \$86,001 for the period of November 1, 2022, to October 31, 2023.

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 \$ 86,001 for the period of November 1 , 2022, to October 31, 2023.*

(Motion sent by email on Thursday, November 3, 2022)

IN FAVOUR

(Alphabetical order)

Danny Breen
Glenn Clarke
Rod Delaney
Wesley Drodge
Ron Ellsworth
Ian Froude
Sandy Hickman
Kevin McDonald
Sheilagh O'Leary
Carl Ridgeley
Nathan Ryan
Steve Tessier
Gerard Tilley
Larry Vaters

AGAINST

(Alphabetical order)

NO RESPONSE

(Alphabetical order)

Bill Antle
Jill Bruce
Maggie Burton
Jamie Korab
Ophelia Ravencroft
Mark Vardy
Hilda Whelan

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Continuation of Fire and Emergency Services
MEETING DATE:	2022-11-15
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 rescind motion 2021-006 and then approve the motion to allow the Board to enter into Fire and Emergency Services (FES) agreements with municipalities that do not receive waste collection services from the Board.

MOTION:

BE IT RESOLVED that the Board rescind Motion 2021-006 – that the Board will only enter into agreements to collect fire and emergency service fees for those communities in receipt of regional waste services and from those communities in receipt of regional waste services. Service agreements for the collection of fire and emergency service fees will include fees collection and remittance from identified properties only.

BE IT RESOLVED that the Board will enter into agreements to collect fire and emergency service fees for communities in the Eastern Region. Service agreements for the collection of fire and emergency service fees will include fees collection and remittance from identified properties only.

BACKGROUND/DISCUSSION:

- Section 19 of the *Regional Service Boards Act, 2012*, provides ERSB powers regarding the provision of regional fire protection services. At the Strategy & Policy Committee meeting of Tuesday, January 12th 2021, discussion began on developing a process to address requests from communities to collect fire and emergency service fees on their behalf.

- A an update to the policy is necessary following analysis of recent requests from several towns to collect fire and emergency service (FES) fees from neighboring communities/areas.
- ERSB originally entered into an agreement with the Town of Holyrood to provide fire and emergency services to the neighbouring unincorporated areas including Salmonier Line, Middle Gull Pond, South West Pond, The Wilds, Belbin Mill Pond, and Old Prison Camp area for 36 months beginning January 2017.
- ERSB collected fire and emergency fees for the Town in the unincorporated areas outlined above as ERSB was providing waste services to all these areas as well. The fire and emergency fee was simply added to the customer's invoice for those areas.
- Currently, the Board has an agreement with the Town of St. Joseph's to collect FES fees from neighbouring LSDs of Forest Field and New Bridge. All these communities receive waste services through the Board. The FES service fee was added to an existing invoice and greater than 85 percent of properties have been identified in this area.
- The Board's agreement with the Town of Holyrood expired on December 31, 2020. As part of the new agreement, all areas removed from waste collection services by the Ministerial Directives were not billed for fire fees. The Town of Holyrood is in receipt of regional waste services and Salmonier Line is in receipt of regional waste services.
- At the Committee meetings, it was noted that any agreements must ensure the Board meets all Provincial requirements as well as being self-sustaining and fiscally sound.
- It has been challenging to identify all property owners in unincorporated areas as the Province does not maintain a comprehensive property registry. In addition, when canvassed many property owners refuse to provide their contact information.
- Since the original motion was adopted in 2021, the Board has received multiple inquiries from municipalities not receiving waste collection services to enter into FES agreements for the areas surrounding the municipality. Staff will be able to initiate discussions with these municipalities once the original motion is rescinded.

ATTACHMENTS:

- No attachment(s).

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	2022 Q3 Waste Operations Report
MEETING DATE:	2022-11-15
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

- Community Waste Collections:
 - There were no disruptions to waste collections due to weather conditions.
- Waste Recovery Facilities (WRFs):
 - Staff noted increase in illegal dumping and vandalism, both are being tracked and reported to authorities.
 - Electronic Products Recycling Association (EPRA)
 - Further assessment of the program as it is currently being administered and response from the EPRA will be brought to the Committee in Q4.
 - Harbour Grace site signage has been posted indicating the Selby Allan's Road is not an access point to the facility and boulders to limit road vehicle use were established by the Town and then again by ERSB. However only 2 weeks later pickup trucks were seen onsite. A gate at the site entrance is proposed.
- Clarenville Transfer Station:
 - Total waste moved from CTS to RHB:
 - Regular waste 1,400,180 kg, down from Q2;
 - Recyclables 95,210 kg, up from Q2.
- Household Hazardous Waste: information not available will be presented in Q4 report.

2022 – Q3 Report (1 July 2022 to 30 Sept 2022)

Community Waste Collections:

- No disruptions to collections due to the weather.
- There appears to be no significant changes to diversion rates or participation.

Waste Recovery Facilities:

- Accepted metals from bulk day(s)
- Complaints from clients regarding site conditions
 - None
- No closures due to weather.
- No closures due to vandalism
- Regulatory Visit:
 - Yes, the Environmental Protection Officer for the sites in Cavendish, Harbour Grace, St. Joseph's, Placentia, and Whitbourne facilities advised she was in the process of visiting sites; she posted no dumping signs at the visited sites; and did not notify ERSB of any findings.
 - Bell Island WRF was also visited, and no issues identified.

Table 2:

WRFs	Waste	Removals	MMSB Tires	E- Waste (bags)	Client visits
Bay Bulls	171,790	14	803	12	1,520
Renews / Cappahayden	104,800	9	169	11	795
St. Joseph's	107,080	8	119	0	484
Placentia	130,060	10	304	12	858
Sunnyside	80,640	6	165	12	470
Cavendish	82,770	6	297	NA	961
Harbour Grace	470,390	34	1,036	NA	2,943
Old Perlican	312,940	21	0	0	1,293
Clareville	155,070	11	276	9	1,003
Whitbourne	235,550	18	312	24	1,479
Bell Island	19,450	1	0	0	253
Total	1,870,540	138	3,481	80	12,059

All weights in kg

In summary:

- Total metals collected - 243,184 kg.
- A total of 540 non-MMSB tires were removed from various sites
- Staff have continued to track efforts to deal with illegal dumping at facilities and work with the EPO in the area on signage.

- Vandalism and illegal dumping are still being tracked.
- Points of interest:
 - Harbour Grace site signage has been posted indicating that Selby Allan's Road is not an access point to the waste recovery facility; and,
 - Boulders to limit road vehicle access was established by the Town of Harbour Grace and then again by ERSB. However only two weeks later, pickup trucks were seen on site.

Clareville Transfer Station:

- Regulatory visit:
 - Yes, no issues reported
- Complaints from clients regarding site conditions
 - None
- No impact of weather at site.
- Total waste moved from CTS to RHB = 1,400,180 kg; total recycling moved was 95,210 kg.
- In Q3 of 2021 total waste moved from CTS to RHB was 1,492,290 kg, total recycling moved was 90,950 kg.

Household Hazardous waste events:

- Data not yet available. Will be presented with the Q4 report.

Community Name: Admiral's Beach

Water Supply: 2 Well Fields

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

2. Are chlorine residuals tested on a daily basis?

☒ Yes ☐ No ☐ Free Chlorine Only ☐ Total Chlorine Only

3. Provide the following information for the last quarter:

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

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

If yes, select reason code: A

If yes, describe plan to address BWA:

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

If no, select the accurate reason code: C1

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

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

7. Provide the following information for the last quarter:

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

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

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

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

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

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

bo

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter: Sent email to Mayor requesting to move forward with actions to resolve the BWA. No reply. Requested Chlorine Residuals from council. No reply.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: Cl readings every second day

	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			0.31	
Minimum			0.03	
Maximum			1.39	

4. Is this system currently on a BWA? ☒ Yes ☐ No
If yes, select reason code: F4
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)
2,331	8,900	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? First found out about BWA during the Eastern Region Water Committee Sept 26.

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: 9/30/2022

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: Sept. 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	0.93		0.43	
Minimum	0.79		0.33	
Maximum	1.11		0.55	

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

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: 9/30/2022

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: 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: 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. No problems.
12. Other comments? A new water treatment system started Feb 25.

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: [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 contacted this quarter.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2022

Community Name: Georgetown
groundwater supply

Water Supply: Third Pond and smaller

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

3. Provide the following information for the last quarter: 1st User is the water plant, surface water supply. One month only

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	1.69	1.70		
Minimum	1.66	1.66		
Maximum	1.70	1.72		

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

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

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

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

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m ³ /day)
7,277	9,500	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. These systems continue to operate well.
12. Other comments? Click or tap here to enter text.

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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? 1
11. Provide a summary of meetings or training held in the community during the last quarter: Met with Chair of LSD. Explained the process for getting off BWA and followed up with an email. No reply yet.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: Sept data 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	0.38		0.18	
Minimum	0.33		0.09	
Maximum	0.48		0.30	

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)
17,366	22,400	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 LSD was nominated and accepted for the Contaminants Study Program. The Engineering Consultant met with the Chair of the LSD and discussed the problem of high Manganese in the distribution system. An email on their findings is pending. I asked the consultant to consider the option of joining onto the Georgetown water supply as a regional system.
12. Other comments? The Boil Water Advisory could be lifted, however there remains a manganese exceedance.

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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 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: 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. LSD is looking at drilling a well near the surface water supply

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

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 is looking at drilling a well near the surface water supply. An engineering consultant was contracted to examine options (hopefully a drilled well near the surface was supply). Results are pending. They were also interested in the Contaminants Study Program however they were rejected. Turbidity was not considered a contaminant. The operator resigned. The community has requested training and a Chlorine test kit. One test kit was provided last year. Provided list of Chlorine suppliers.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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. They are not responding to the latest emails.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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

	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 during heavy rainfall – infiltration gallery

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? 1
11. Provide a summary of meetings or training held in the community during the last quarter. An infiltration gallery was constructed. Operator just got a new job. Unknown who will be taking over Chlorine readings.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2022

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Renewes-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: operator does not provide 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				
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. All is well. Data was requested – no reply
12. Other comments? Click or tap here to enter text.

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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:

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	1.03		0.39	
Minimum	0.70		0.20	
Maximum	1.43		0.57	

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

If yes, select reason code: Choose an item.

If yes, describe plan to address BWA:

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

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

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

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

7. Provide the following information for the last quarter:

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

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

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

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

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

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

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

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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. Council advised that the "Chlorination Project" is at the stage where the tender has been accepted. The town was nominated for the Contaminants Study (Arsenic). The Engineering Consultant has not met with the town at last check (Sept 28).
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: A flow gauge is needed.

Regional Operator Name: Ken Rollings

Date: 9/30/2022

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. The community is not responding to requests for data or updates on the hook up of a new reservoir.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: (no Jun data)

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	0.44	0.52	0.42	0.52
Minimum	0.00	0.00	0.15	0.23
Maximum	1.96	2.02	2.20	2.20

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, nanofiltration?

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. This community came off BWA. Jan 28.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: This community needs an iron/manganese filter or a new water supply

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, filter

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? 1
11. Provide a summary of meetings or training held in the community during the last quarter. Swift Current was accepted into the Contaminants Study Program (Manganese). A site visit was conducted by the Engineering Consultant. Regional operator attended. Many private water supplies were visited as well as the Public Water Supply. A report from the consultant is pending
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2022

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: 9/30/2022

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	1.73	1.99	0.05	0.11
Minimum	0.44	0.54	0.03	0.01
Maximum	3.60	3.90	0.08	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)
218,067	254,200	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. Flushing was identified as a way to increase Chlorine residuals at the end of the line. No word yet from the town or consultant a comprehensive program to deal with the Chlorine Residual problem as well as the high turbidity.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 9/30/2022

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Implementing a Clear Garbage Bag Policy - Discussion
MEETING DATE:	2022-11-15
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 information only

MOTION:

N/A

BACKGROUND/DISCUSSION

- Since January 2022 the City of St. John's requires all garbage put at the curb for collection to be in clear, colourless bags except for one 'privacy' bag per week that can be in an opaque, non-transparent (i.e., white, black) bag.
- The main reasons to use clear bags for garbage are to:
 - Increase recycling
 - Removing household hazardous waste items from garbage
 - Heighten safety for collection staff
- We all need to decrease the amount of waste, and stop hazardous waste such as batteries, going to the landfill.
- All usable waste should be diverted from the landfill including recyclables.
- Clear bags improve safety for the collectors as they can see if the bag contains sharps, knives, needles, etc.
- Diverting recyclables away from garbage and into blue recycling bags saves the city and its taxpayers money.
- The use of clear bags has been proven to increase waste diversion in other jurisdictions.
- The City confirms that recycling has increased since implementing the clear garbage bag policy.
- Is this something the Board should consider for future contracts?

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Draft Communications Plan
MEETING DATE:	2022-11-22
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Will Hilliard, Communications Coordinator
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

No recommended action. For information purposes only.

MOTION:

N/A

BACKGROUND/DISCUSSION:

- The Communications Coordinator is submitting for review a draft Communications Plan outlining the first steps required towards building a full and more comprehensive plan to advance the Board's mandate and municipal services provided.
- This segment is focused on building brand equity and existing and new communications channels for creating public awareness and engagement opportunities among stakeholders around the region and across online and traditional media.
- Community outreach will be essential to make connections with stakeholders and as with any communications strategy, this will be a team effort with specific players taking on specific roles.
- As it progresses hopefully this step will move the organization into position to set hard targets for residential recycling and other areas in the new year.
- Your input is valued. If you have any questions, feel free to contact Will Hilliard, Communications Coordinator, at 709-730-0367 mobile or email whilliard@ersbnl.ca.



COMMUNICATIONS PLAN. STEP ONE. A DRAFT.

NOVEMBER 22, 2022
PREPARED BY WILLIAM HILLIARD
PRESENTED TO THE GOVERNANCE COMMITTEE



Table of Contents

03

Description and Purpose

04

Audience and Stakeholders

05

Logo and URL Addresses

06

Methodology

07

Communications Tools

08

Key Messaging

09

Social Media Messaging

13

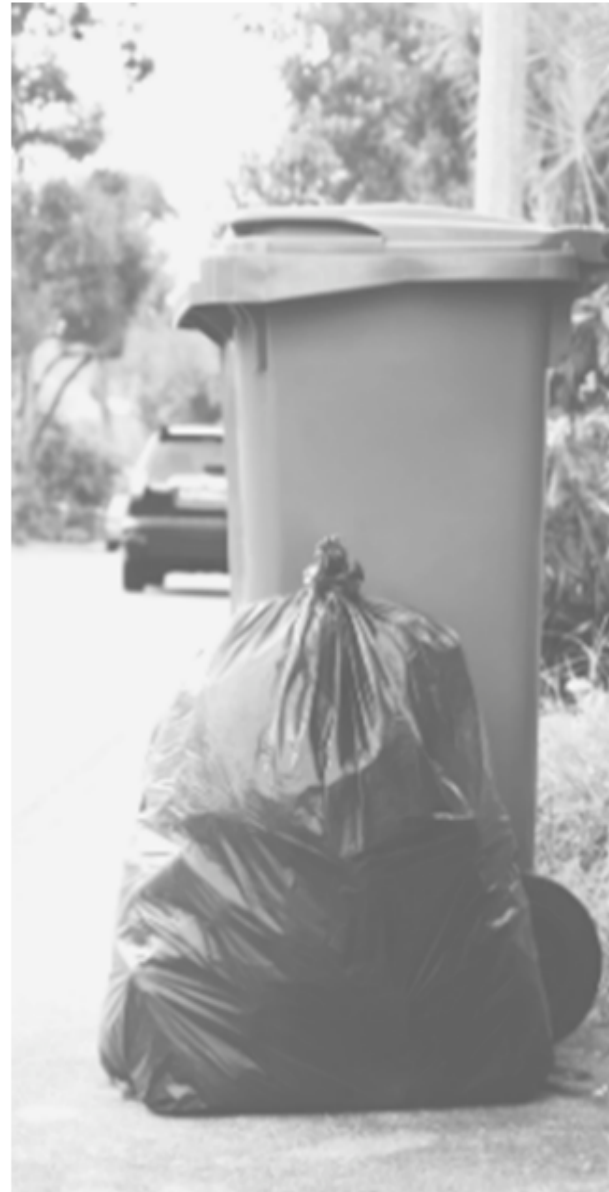
Website Development

18

Campaign Development

22

Conclusion and Next Steps



DESCRIPTION AND PURPOSE

Developing a Communications Plan to promote the Eastern Regional Services Board as the go-to provider for modern regional municipal services around Eastern Newfoundland and Labrador has been something of an organic process in which all work being done is part of the whole. Starting with branding, public education and community outreach, this document is a first step in setting forth short and long-term goals to support the Board's strategic pillars of Service Delivery, Regional Leadership, Fiscal Responsibility and Customer Service, Good Governance, and Environmental Stewardship. The purpose is to increase public awareness of and engagement with the Board's mandate and the municipal services it provides, especially residential recycling. At present, one of the biggest challenges across all programs is low participation.

An audit of ERSB communications needs beckons a more consistent use of brand logo across all media and correspondence. New and improved signage has been designed for all site locations in response to that need. It is crucial to develop consistent and relevant messaging utilizing online and traditional communications tools best suited to getting the message out to our customers and stakeholders. And to work on strengthening existing and building new partnerships through community outreach apropos of emboldening the Board's mandate and goals.

This plan has a good foundation to build on. The past decade that has seen considerable progress in modernizing the delivery of regional municipal services, mainly waste management around Eastern Newfoundland and Labrador. Most evident was the closure of dozens of unregulated dump sites in favour of opening 11 waste recovery facilities and a transfer station in Clarenville. The benefits are evident for anyone living in a rural area with access to reliable curbside waste and recycling collection or anyone residing in an outlying

area with 9-1-1 fire and ambulance service provided in partnership with municipalities. Or residents whose communities have been under boil water advisories and are getting help to make their drinking water safe for their residents.

There is a recognized need around the region for more coordinated delivery of additional municipal services, including regional planning, transportation, and municipal enforcement, along with an assortment of other needs (ERSB Strategic Plan 2018-2022). Now with the Board's mandate likely to expand into the Bonavista Peninsula and provincial government's move towards regionalization for the whole province, further opportunities and responsibilities are sure to arise.

Low participation is about fostering behavioural change for which there is no easy fix whether it is individuals, families, businesses, municipalities, schools, offices, or others. To do this the Board must be a principal agent for change, to tap into and partner with other change agents within waste management and ecologically minded sectors; to be innovative, creative, and prepared to incorporate and adapt strategies and systems that have achieved measured success. And to adapt as needed.

It is going to require setting both long term and short-term goals that will have to be tackled tactically and incrementally, and whose success will be measured over time. Long-term goals are easier to name. It is the short-term goals that make the long-term possible that require more immediate attention. The approach will be to start small, choose a few targets and get right to work at them. Then we broaden the scope, include others, and set hard targets, especially for increasing recycling. This focus on branding, public education and community outreach will be a step in the right direction to make other steps forward possible. As always, it will be a team effort.



AUDIENCE AND STAKEHOLDERS

The overall audience will be as inclusive as possible and from this, specific target audiences can be chosen for specific message delivery and outreach as required.

Primary:

Residents (Individuals, Families, Multi-Residential, Customers and Prospective Customers)
 Residents' and Tenants' Associations
 Schools (Students, Teachers, Principals, caretakers, Parent Councils, School Board Officials)
 Community Groups (Youth, Service, Cultural, Special Interest)
 Businesses (Existing Commercial and Prospective Customers)
 Seasonal Property Owners
 Media/Social Media Influencers
 Environmental Groups

Secondary:

Regional Staff
 Board members
 Regional Municipal Councillors
 Joint Service Council Members
 Policy Makers

LOGO AND URL ADDRESSES

LOGO DESIGN AND USAGE:

We will need to undertake consistent use of the brand logo which has been in place for some time with variation since our corporate name changed from Eastern Waste Management to Eastern Regional Service Board.

It is recommended that the word "Fire" in the official letterhead logo should appear after "Solid Waste" and before "Water" and "Wastewater" as waste management is currently the main municipal service provided. The logo would then look like this



It is also advisable to consider the logo requirements if municipal services are further expanded, and in which case the existing tagged logo would not reflect services provided. Perhaps no tag line would then be desirable. For such a case, the following tagline idea or a more appropriate version thereof would be recommended.

PROVIDING MODERN MUNICIPAL SERVICES SINCE 20—

We are also currently using this version of the logo without a tagline.



In order to maximize the brand name position, this next alternative was designed to make the extending "fin" of the logo fit onto the signage being designed for the Waste Recovery Facilities.



As is typical of corporate branding, it is recommended that we also try to adhere to the official first two logo versions on this page and then allow some leeway for using at least one stylized logo as in the following:



WEBSITE URL ADDRESSES:

Similarly, it is recommended that outdated corporate URL and e-mail address suffixes still in use be eliminated. This scenario is common when an organization changes its corporate name. As part of the communications audit, outside entities that still use our former corporate name and contact information are being encouraged to update.

With our new corporate email address established using the suffix "@ersbnl.ca," and our current Twitter address being "@ERSBNL" it is recommended that for the corporate website, we use the corresponding ".ca" suffix, as in "easternregionalserviceboard.ca" and/or the simpler and existing "ersbnl.ca."

METHODOLOGY

The methodology will include a repeatable series of steps over all media for consistent communication to the target audience.

- Articles with short video clips and audio version on ERSB website about programs including solid waste, fire, waste and wastewater, WRFs, Clarendville Transfer Station, Robin Hood Bay MRF, with links to likeminded informational/engagement articles and info. The above messaging will be truncated and adapted for Twitter and Instagram.
- As needed and recommended for events, for example, such as Waste Reduction Week. Ads and PSAs in local newspapers, radio and social media. Secure recurring ad in The Shoreline News and Irish Loop Post, circulated around the Avalon, with content that may be updated for each issue. Strategically place radio ads on favourite stations: VPCM, Coast 101. Messaging could be around the live progression of recycling efforts.
- Create and strategically place jointly branded billboard signage at key locales around the Eastern Region, using similar content.
- Use rolling ad decals affixed to garbage trucks and semis.
- Create simple, catchy, whimsical, make-you-think-twice posters for display in businesses, offices, town halls. Consider the impact of “edutainment” which is employed across the board in marketing campaigns.
- Network with media contacts, sell the story, inform and educate reporters and editors; interest them in promoting recycling and monitoring the paper and cardboard challenge, thus do their part for the cause.
- Send out weekly tweets about how to recycle paper and cardboard and the benefits of getting involved; show the recycled life trajectory of a recycled product.
- Letters to municipal and provincial politicians soliciting their support, answering what’s in it for them and their jurisdictions.
- Mail, email flyers and letters to ERSB clients, and to all the above
- Create elementary school poster contest for winter 2022. Winning image to be circulated as part of poster campaign plus an incentive for the classroom.
- Give credit, sing the praises of towns, individuals, and groups that get involved thru news releases, Twitter, tip media off to positive storylines, get a reporter to take a recycling challenge and report about it, do the same for politicians, send out letters of thanks and recognition, Certificates of Appreciation.

COMMUNICATIONS TOOLS

The communications tools are divided categories for into public and personal reach and are for use over the life of the full plan, with specific audiences focused on for specific goals as required. Public tools will reach a broad number of stakeholders, while personal tools are aimed directly at residents in their homes with room for overlap.

Public

Website

Social Media (Twitter, YouTube, Facebook, Instagram)

Advertisements (Community Newspapers, Radio, Channel 6, Online)

Media Releases

PSAs (Radio, t.v.)

Information Boots

Waste Diversion Workshops (to schools and community groups)

Collections Truck Signage

Billboard Signage (to promote campaigns)

Posters (to promote campaigns)

Merchandise (to promote campaigns)

Personal

Newsletter (mailed to residents)

Calendar Flyer (mailed to residents)

Oops stickers

Recycling App

Participation Certificates

Yearly Wall Calendar

Coffee mugs

Recycling App

Promote use of the excellent St. John's Curbit app or preferably create a similar app especially for our brand, and which would be complementary to other messaging tools used.



KEY MESSAGING

Messaging across all media and public domain formats will promote branding, public education and community outreach using the most clear, direct, consistent, and rational means of messaging possible. The messaging will show what we do, how we do it, and why it is important. That waste management and recycling is important. That we can provide more communities with fire and emergency services and waste and wastewater services. That we are about protecting the environment and each other. And that this is a global responsibility that starts with all of us. Consistent and clear messaging appropriate to and directed at well defined target audiences will aim to make their decision making easier and faster.

In the coming weeks and months, we will continue to broaden our online social media and traditional media platforms to accentuate branding and public education opportunities. The following examples are designed to run on Twitter and could be likewise adapted to other social media and posters, etc. The QR code box would bring the reader to a related document on the website or to an external website with related and appropriate information.

SOCIAL MEDIA MESSAGING



SOCIAL MEDIA MESSAGING



SOCIAL MEDIA MESSAGING



SOCIAL MEDIA MESSAGING



WEBSITE DEVELOPMENT

Although the webpage is excellent overall and constructed in a simple and user-friendly format, a few additions are recommended. The first is that a “Learn More” bar be incorporated on the main page to allow for readers to click on articles and other information that could be added related to the services provided and sector news.

The illustrations on the following pages show the website main page and the window which would be opened by clicking “Learn More.” Which would expand into separate articles featuring stories, photos and an option for audio which would read the article to the viewer. These articles could be changed up from time to time or updated to ensure they remain relevant.

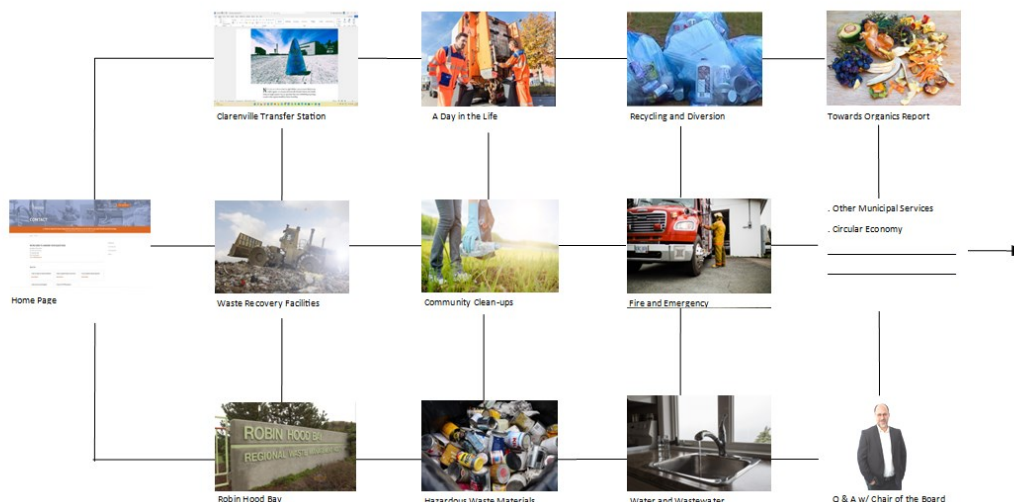
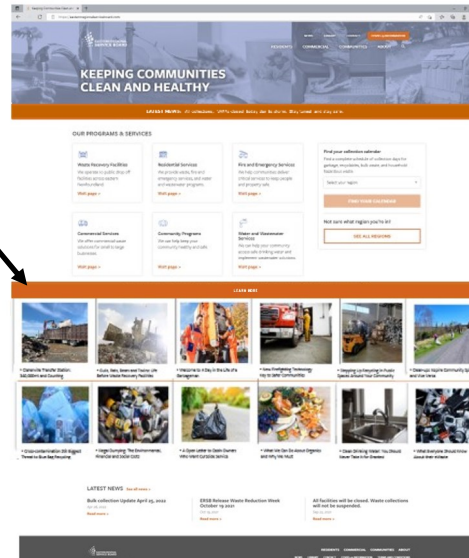
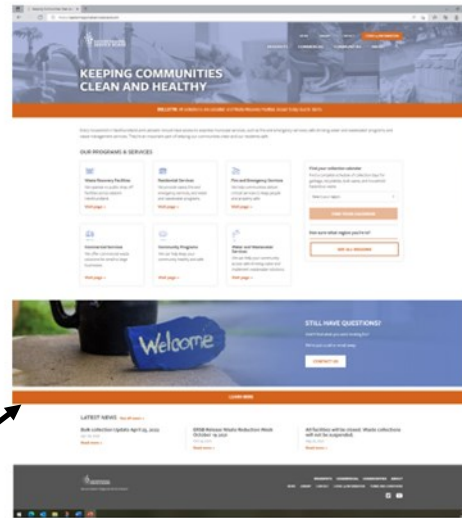
Overall the website requires an audit to ensure that the most up-to-date and relevant information is being conveyed in the most user-friendly fashion for customers and all viewers.

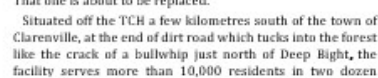
The Twitter feed and other social media platforms in use should be affixed to the main page as this would be a good way to grow our audience across all online platforms.



WEBSITE DEVELOPMENT

Lean More





WEBSITE DEVELOPMENT

Listen to this story. Enjoy more audio and podcasts on [iOS](#) or [Android](#).

▶ 0:00 / 0:00

• Waste-Recovery-Facilities (w/ hyperlinks)



Waste Recovery Around the Region

ON A GREY, foggy morning in St. Mary's Bay, at the Waste Recovery Facility just outside St. Joseph's????, a backhoe loader is the only thing breaking the stillness, purring, slamming, creaking, scraping, beep-beep-beeping, its big metal bucket corralling construction debris. Today it is mostly roofing shingles for loading into a grapple truck that arrives weekly for runs to Robin Hood Bay. Barely visible

Listen to this story. Enjoy more audio and podcasts on [iOS](#) or [Android](#).

▶ 0:00 / 0:00



Waste Recovery Around the Region

ON A GREY, foggy morning in St. Mary's Bay, at the Waste Recovery Facility just outside St. Joseph's, a backhoe loader is the only thing breaking the stillness, purring, slamming, creaking, scraping, beep-beep-beeping, its big metal bucket corralling construction debris. Today it is mostly roofing shingles for loading into a grapple truck that arrives weekly for runs to Robin Hood Bay. Barely visible

Listen to this story. Enjoy more audio and podcasts on [iOS](#) or [Android](#).

▶ 0:00 / 0:00

• MRF (w/ hyperlinks)



Materials Recovery at Robin Hood Bay

AFTER ALL THE truckloads have been offloaded onto the tipping floor, and separated at different stages of processing both by heavy machinery and human hands, all you can bank on seeing at the other end of the journey of conveyor belts is paper, plastic and metal about to get a new lease on life. This is the pace Monday through Friday at the province's largest materials recovery facility (MRF), at 340 East White Hills Road, St. John's.

The plant is a shining star of the City of St. John's waste management and recycling program. Since 2012, Scotia Recycling Limited has operated the MRF for the city, processing recyclables from commercial and municipal waste haulers from all over the Eastern Region of Newfoundland and Labrador. In business since 1976, Scotia Recycling had already built a name as a recycling leader in Atlantic Canada, collecting, processing, and brokering recyclable materials for sale to end buyers.

The process is what is known as commingled recycling, where paper, plastic and metals can arrive together in the same truckload for sorting. In some and metro regions, recycling programs require households to sort for dual-stream recycling, where paper and cardboard materials are placed in their own blue bag, while plastic and metals go in together.

The shift toward single-stream recycling has put the onus on residents and business owners alike to sort their recyclables. And while this has served to increase the sheer volume of recyclable materials being diverted from landfills, we need to do more. For example, a 2021 audit by the Waste Materials Stewardship Board of recycling activity at 100 households in 15 various Western communities revealed that while

Listen to this story. Enjoy more audio and podcasts on [iOS](#) or [Android](#).

▶ 0:00 / 0:00



A Day in the Life of A Garbageman

LOREM IPSUM DOLOR sit amet, consectetur adipiscing elit. Aenean do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

WEBSITE DEVELOPMENT



Recycling Paper and Cardboard

LOREM IPSUM DOLOR sit amet, consectetur adipiscing elit. **L**eed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in



The Hazards of Hazardous Waste

LOREM IPSUM DOLOR sit amet, consectetur adipiscing elit. **L**eed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in



Organic Waste and How We Get There

LOREM IPSUM DOLOR sit amet, consectetur adipiscing elit. **L**eed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in



Together, Keeping Communities Clean

LOREM IPSUM DOLOR sit amet, consectetur adipiscing elit. **L**eed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in

CAMPAIGN DEVELOPMENT

“LOOK WHO’S RECYCLING”

To start with a “role model” poster campaign, it will feature pictures of everyday folk of all ages and from all walks of life, from around the Eastern Region, who participate in recycling. It could be your mother, grandfather, aunt, classmates, your mayor, your teacher, your neighbour.

The idea is to demonstrate that when it comes to recycling it is up to everyone to get involved and do out part, in our communities, schools, businesses, service clubs, bingo halls, church groups, and in our homes. The theme is to show this is what so and so is doing and infer that it could be you.

The posters would be sized 8.5 by 11 to make them easily printed on a standard office or home printer for posting in homes, office and wait room bulletin boards, as well as in public spaces. The posters could likewise be made into billboard format. The posters could also be adapted for Twitter and other social media.

Here are some examples:



CAMPAIGN DEVELOPMENT

Look who's **RECYCLING**



EASTERN REGIONAL
SERVICE BOARD

Look who's **RECYCLING**



EASTERN REGIONAL
SERVICE BOARD

CAMPAIGN DEVELOPMENT

Look who's **RECYCLING**



CAMPAIGN DEVELOPMENT

Look who's **RECYCLING**



CONCLUSION AND NEXT STEPS

The goal of this first phase of the Communications Plan is build brand equity and start the process of improving performance across all municipal service programs while helping customers overcome their barriers to participation and for the public in general, how they perceive the Board's mandate and services within the realm of regionalization.

As stated, this will require consistent and clear messaging appropriate to and directed at well defined target audiences to make their decision making easier and faster. It will also serve to save time and money through incorporation of activities and clear lines of responsibility, most of which would fall within the existing communications and community outreach roles. As well as driving external communications, communication of the plan internally will ensure that everyone knows what is trying to be achieved and has a role to play.

Next steps will involve forging new and mutually beneficial partnerships, for example, with schools, environmental and tourism groups. The prospects of creating an annual student environmental scholarship, and summer employment programs for students as Recycling Ambassadors in conjunction with the Student Job Creation Program are also exciting. But first, a stepping-stone focus on branding, public education and community outreach.



William Hilliard
Communications Coordinator
Eastern Regional Service Board
709-730-0367 mobile | 709-579-7960
✉ whilliard@ersbnl.ca

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Joint Council Update
MEETING DATE:	2022-11-22
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Holly Power, Board Clerk and Outreach Coordinator
REVIEWED BY:	Craig Drover, Director Corporate Services
APPROVED BY:	Craig Drover, Director Corporate Services

RECOMMENDED ACTION:

No recommended action. For information purposes only.

MOTION:

N/A

BACKGROUND/DISCUSSION:

- The Southern Shore Joint Council (SSJC) has not met since the last update. Efforts were made to hold a meeting on Thursday, November 17th, however, lack of quorum prevented the proceedings.
- The SSJC will now reconvene on Thursday, January 5th, 2023.
- The Conception Bay North Joint Council (JCCBN) has yet to hold an election for the positions of Chairperson and Vice Chairperson. This meeting/election is scheduled to take place on Thursday, November 24th, in the Town of Victoria and will be the first in-person JCCBN meeting since the onset of the pandemic.
- The Northeast Avalon Joint Council (NEAJC) continues to meet on the second Wednesday of every month; However, November's meeting has been postponed to Wednesday, the 23rd and this will be the last meeting before the Christmas holidays. Officials from the Department of Fisheries and Oceans are scheduled to present to the Membership on their Fish and Fish Habitat Protection Program, while the RCMP, MHAs, and MNL Avalon Director are also scheduled to attend.
- The Board's Clerk and Director for Ward 11 have been working together to spark interest in the Clarenville and Smith Sound Area to get their Joint Council up and running again. They are working toward a meeting in the new year as they aim to reestablish the group.

- There has been interest in St. Mary's Bay and the Southwest Avalon areas to re-establish a Joint Councils. This will be at the forefront for the Board's Clerk in the new year.
- All MHAs, RCMP, RNC, MPs and other delegations will continue to receive ongoing invitations to Joint Council meetings throughout the Eastern Region as communication and working together is key.
- An invitation to the Board's Christmas Dinner has been extended to all Joint Council Chairs.

DRAFT



Town of Arnold's Cove

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

November 4, 2022

Lynn Tucker
Chief Administrative Officer
Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5

Re: Regional Waste Collection Services

Dear Ms. Tucker,

At a meeting of Council on November 2nd, 2022, your correspondence of October 3rd was reviewed regarding renewing our participation in the regional waste collection service.

Council is asking the ERSB to consider adding another bulk collection pickup day to the schedule moving forward. Two bulk pick up days are not sufficient and results in residents leaving items curbside after the designated days. This is unsightly and poses safety and environmental concerns. We are requesting a third day be added in the fall to better serve the needs of our residents.

This request has been made in the past but has not been adopted. By copy to our MHA, our representative on the ERSB, the Chair of ERSB and the Regional Manager for Service NL, we respectfully ask that you consider our request to better serve our residents and for the general betterment of our community.

Yours truly,

TOWN OF ARNOLD'S COVE


_____(for)
The Town Council

Cc: Jeff Dwyer, MHA Placentia West-Bellevue
Stephen Tessier, ERSB, Chair
Hilda Whelan, ERSB, Director – Trinity East South and Isthmus
Michael Duke, Service NL, Manager Clarenville - Eastern

November 15, 2022

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

By Email: cao@townofarnoldscove.ca

Dear Ms. Wareham and Town Council:

I would like to thank you for your letter of November 4, 2022 regarding the Town's continued participation in the regional waste collection service and your request for an additional bulk waste collection.

The Board continues to support all communities in our region in order to maintain a modern waste management system that is safe, affordable and provides an equitable service to all our communities.

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. For a list of acceptable items, please visit our website at <https://easternregionalserviceboard.com/residents/bulk-waste/>.

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. On a side note, neither Central nor Western Newfoundland Regional Service Boards offer any curbside bulk waste collection. In those areas, residents must self-haul their bulk waste to their nearest waste facility where they pay to dispose of their items, and only one bulk collection annually is provided to metro area cities and/or communities.

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.

.../2

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

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 and the lowest additional cost to provide an additional bulk waste collection for Arnold's Cove would be \$12,000 plus tipping fees.

Between curbside bulk collections, any residents of Arnold's Cove are free to take any acceptable bulk items to the nearest waste recovery facility located at Sunnyside, Clarenville or Whitbourne where they may be disposed at no charge. More information on these facilities may be found on our website at: <https://easternregionalserviceboard.com/residents/waste-recovery-facilities/>.

We hope this information has been beneficial to you and your Council. We certainly appreciate your support. 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)
Michael Duke, Manager of Operations, GSC-Clarenville, Digital Government & Service NL
(MichaelDuke@gov.nl.ca)
Christie Dean, Director Operations, Eastern Regional Service Board (cdean@ersbnl.ca)
Basil Daley, Mayor, Town of Arnold's Cove (basildaley.ac@eastlink.ca)
Town Clerk, Town of Arnold's Cove (acadmin@bellaliant.com)