

BOARD OF DIRECTORS MEETING

MINUTES

Meeting #95

Wednesday, February 23, 2022, 7:00 p.m.

BROADCASTED LIVE – VIDEOCONFERENCE

In Attendance: Chairperson Harold Mullooney
Mayor Danny Breen
Councillor Glenn Clarke
Councillor Maggie Burton
Councillor Gerard Tilley
Councillor Sandy Hickman
Deputy Mayor Kevin McDonald
Deputy Mayor Rod Delaney
Councillor Ian Froude
Councillor Bill Antle
Councillor Jamie Korab
LSD Chairperson Wesley Drodge
Mayor Mark Vardy
Mayor Hilda Whelan
Councillor Ophelia Ravencroft
Councillor Carl Ridgeley
Councillor Larry Vaters
Councillor Jill Bruce
Councillor Ron Ellsworth
Councillor Nathan Ryan

Regrets: Deputy Mayor Sheilagh O’Leary
Ms. Christie Dean

Other Attendees: Ms. Lynn Tucker
Mr. Craig Drover
Ms. Holly Coles

1. **Call to Order**

Mr. Mullooney, Chairperson, called the meeting to order at 7:02 p.m.

2. **Adoption of Agenda**

The agenda was tabled for approval.

MOTION 2022-007

Moved By Mr. Antle

Seconded By Mr. McDonald

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 2022-008

Moved By Mr. Mullooney

Seconded By Mr. Vaters

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

Carried Unanimously

4. **Committee Reports**

a) Finance & Audit Committee

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

1. **Board Expenditures**

Board expenditures for the month of January were tabled for review and approval. There were no questions or concerns.

MOTION 2022-009

Moved By Mr. Hickman

Seconded By Mr. Tilley

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

Carried Unanimously

2. Incorporated Towns Payment Activity Report

An update on the incorporated towns' payment activity dated February 8, 2022 was provided.

There were no questions or concerns.

3. Change in Board Signatories

Eastern Regional Service Board requires two (2) signatures for its cheques. In line with legislation, the Chairperson and Vice Chairperson sign all cheques unless one of them is unavailable. The Board has two others designated as signatories – one Board member and the CAO. It is recommended that the Board update its signatories so that a former Director is removed, and a current Director is added.

MOTION 2022-010

Moved By Mr. Hickman

Seconded By Mr. Clarke

BE IT RESOLVED that the Board change its signatories from Chairperson Harold Mallowney; Vice Chairperson Danny Breen; Director Peggy Roche; and CAO, Lynn Tucker to Chairperson Harold Mallowney; Vice Chairperson Danny Breen; Director Sandy Hickman; and, CAO, Lynn Tucker.

Carried Unanimously

Councillor Glenn Clarke joined the meeting at 7:06 p.m.

4. Cyber Liability Insurance Renewal (Motion-by-Email to be Ratified)

The Cyber Liability Policy renewal was tabled for review. ERSB maintains a customer database and various forms of personal information on electronic servers. Policies and procedures are in place to reduce the likelihood of a data breach, virus contamination or a loss of equipment.

Committee members are recommending that the Board renew its cyber-liability insurance policy as tabled.

MOTION 2022-011

Moved By Mr. Hickman

Seconded By Mr. Antle

BE IT RESOLVED that the Board accept the Cyber Liability Policy renewal quote from Wedgwood Insurance in the amount of \$8,135 for the period of January 31 to October 31, 2022.

Carried Unanimously

b) Strategy & Policy Committee

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

1. Regional Water/Wastewater Operator Quarterly Report – Q4 2021

Mr. Tilley reported that the Water/Wastewater Operator's 2021 Final Quarterly Report is included in the meeting package for information purposes.

He was pleased to report that the Town of St. Shott's recently removed their boil-water advisory and this is another example of the positive impacts of the program.

The Regional Water/Wastewater Operator Program is provincially funded to March 31st of this year and the Board has yet to receive confirmation of future funding. ERSB remains hopeful that the province will continue to fund this valuable program.

2. Product Care Recycling Request to have Waste Recovery Facilities Accept Waste Paint Products

Mr. Tilley referred to the brief note that was included in the meeting package for members' information. He explained that Product Care Recycling is an industry-led organization that provides free recycling locations for products like paint, HHW, lights, etc., in Canada. They are responsible for the extended-producer responsibility (EPR) program for the recycling of paint in this province.

Product Care Recycling has had difficulty in maintaining locations for the acceptance of used paint for recycling; therefore, the organization is now requesting that the Board consider accepting used paint products at its waste recovery facilities.

Discussion took place regarding the Board's Certificate of Approval; costs and compensation; as well as possible liability of taking on such a program. It was agreed that a cost analysis should be completed and the report brought back to the Committee for further discussion before making any recommendation to the Board.

3. Bay Bulls Meeting Update

Mr. Tilley provided an update on the meeting that took place between ERSB and the Bay Bulls Town Council.

Some of the concerns raised at the meeting included hours of operation; number of visitors allowed on site at a time; double-axle trailers and town vehicles not being permitted, etc.

Mr. Tilley reports that these items were discussed in detail at Committee and a letter is being prepared for the Bay Bulls Town Council in response to their concerns.

c) Governance Committee

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

1. Canada Revenue Agency Payroll Remittance Statement

Mr. McDonald referred to the documents in the meeting package and noted that the Board continues to pay all remittances as required. The Board remains in good standing and there were no questions or concerns regarding payroll remittances.

2. Regionalization: Report and Recommendations

Mr. McDonald reported that all three committees discussed the recently released Report and Recommendations on Regionalization, and all three committees expect the conversation to go on for some time.

The Board agreed to request a meeting with Municipalities Newfoundland and Labrador (MNL) to discuss the role of regional service boards in the regionalization process.

5. Correspondence

a) Request for Meeting with the Town of Colliers

Ms. Tucker informed the Board that staff have received a meeting request from the Town of Colliers. They wish to discuss the number of households that they are being invoiced for as well as their balance. In addition, they would like to discuss the local regionalization project that they are a part of with Harbour Main-Chapel's Cove-Lakeview and Avondale. Ms. Tucker notes that the current contract with the Town of Colliers is due to expire on June 30th of this year and a report will be provided to the Board once a meeting takes place.

6. New Business

a) Thank You Extended to Staff

Mr. Mullowney reported that this is the busiest time of year for the Board's office staff, and as always, they are handling it very well. He extends his appreciation for their hard work and dedication to the organization.

7. 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 by videoconference on Wednesday, March 30, 2022, at 7:00 p.m.
- b) The next meeting of the Finance & Audit Committee will take place by videoconference on Thursday, March 17, 2022, at 12:30 p.m.

- c) The next meeting of the Strategy & Policy Committee will take place by videoconference on Tuesday, March 15, 2022, at 10:30 a.m.
- d) The next meeting of the Governance Committee will take place by videoconference on Tuesday, March 22, 2022, at 10:30 a.m.

8. **Adjournment**

MOTION 2022-012

Moved By Mr. Mullaney

Seconded By Mr. Clarke

Seeing no further business to be discussed, **BE IT RESOLVED** that the meeting adjourned at 7:20 p.m.

Carried Unanimously

Ms. Holly Coles

Board Clerk and Outreach Coordinator

Mr. Harold Mullaney

Chairperson

Eastern Regional Service Board

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

Cheques from 0000000001 to 0000010424 dated between 01-01-2022 and 01-31-2022

CHEQUE REGISTER

Printed: 2:39:37PM 02/01/2022

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Number	Issued		Amount	SC	Status	Status Date
0000010375	01/06/2022	62167 Newfoundland and Labrador Inc	7,380.30	A/P	OUT-STD	01/06/2022
0000010376	01/06/2022	Around The Bay Disposals Inc.	99,153.87	A/P	CLEARED	01/17/2022
0000010377	01/06/2022	Bell Aliant	2,035.93	A/P	CLEARED	01/21/2022
0000010378	01/06/2022	Coish's Trucking & Excavating Ltd.	14,432.50	A/P	CLEARED	01/21/2022
0000010379	01/06/2022	Dodd's Diesel Repair Ltd.	1,887.28	A/P	CLEARED	01/17/2022
0000010380	01/06/2022	eSCRIBE Software Ltd.	11,584.99	A/P	OUT-STD	01/06/2022
0000010381	01/06/2022	Jenkins Anthony Inc.	3,690.27	A/P	CLEARED	01/21/2022
0000010382	01/06/2022	Kal Tire	82.57	A/P	CLEARED	01/21/2022
0000010383	01/06/2022	Kevin Butt	140.86	A/P	CLEARED	01/17/2022
0000010384	01/06/2022	Lynn Tucker	2,680.60	A/P	CLEARED	01/17/2022
0000010385	01/06/2022	Miller IT Limited	5,101.39	A/P	CLEARED	01/17/2022
0000010386	01/06/2022	Newfoundland Exchequer - Tax Admin Div	3,782.52	A/P	CLEARED	01/17/2022
0000010387	01/06/2022	Nexgen Municipal Inc.	1,791.90	A/P	CLEARED	01/21/2022
0000010388	01/06/2022	Shred-it c/o Stericycle ULC	77.34	A/P	CLEARED	01/17/2022
0000010389	01/06/2022	T2 Ventures Inc.	212,911.78	A/P	CLEARED	01/17/2022
0000010390	01/06/2022	TownSuite Municipal Software Inc.	10,601.98	A/P	CLEARED	01/17/2022
0000010391	01/06/2022	Tulk Tire & Service Ltd.	1,237.22	A/P	CLEARED	01/17/2022
0000010392	01/18/2022	A1 Glass	284.73	A/P	CLEARED	01/27/2022
0000010393	01/18/2022	Bell Mobility Inc.	1,137.00	A/P	OUT-STD	01/18/2022
0000010394	01/18/2022	Blaketown Service Station	721.05	A/P	OUT-STD	01/18/2022
0000010395	01/18/2022	City of St. John's	42,827.34	A/P	CLEARED	01/27/2022
0000010396	01/18/2022	Colin Rideout	83.02	A/P	OUT-STD	01/18/2022
0000010397	01/18/2022	Craig's Locksmithing & Auto Glass	1,448.94	A/P	OUT-STD	01/18/2022
0000010398	01/18/2022	Dicks and Company Limited	91.55	A/P	CLEARED	01/27/2022
0000010399	01/18/2022	Dodd's Diesel Repair Ltd.	6,593.00	A/P	OUT-STD	01/18/2022
0000010400	01/18/2022	Gardiner Centre-Memorial University	2,524.25	A/P	OUT-STD	01/18/2022
0000010401	01/18/2022	GB Signs	23.00	A/P	OUT-STD	01/18/2022
0000010402	01/18/2022	K.J.H. Dirtwork's Ltd.	1,280.00	A/P	OUT-STD	01/18/2022
0000010403	01/18/2022	Kevin Butt	146.40	A/P	OUT-STD	01/18/2022
0000010404	01/18/2022	Lynn Tucker	486.16	A/P	OUT-STD	01/18/2022
0000010405	01/18/2022	Newfoundland Power Inc.	6,239.11	A/P	OUT-STD	01/18/2022
0000010406	01/18/2022	North Atlantic	24,041.94	A/P	CLEARED	01/27/2022
0000010407	01/18/2022	Northern Business Intelligence	1,992.42	A/P	OUT-STD	01/18/2022
0000010408	01/18/2022	OMB Parts & Industrial Ltd.	53.08	A/P	OUT-STD	01/18/2022
0000010409	01/18/2022	ORKIN Canada Corporation	194.35	A/P	OUT-STD	01/18/2022
0000010410	01/18/2022	Parts For Trucks Inc.	97.44	A/P	OUT-STD	01/18/2022
0000010411	01/18/2022	Pennecon Hydraulic Systems Ltd.	11,014.15	A/P	OUT-STD	01/18/2022
0000010412	01/18/2022	Pike's Pro Hardware & Building Supplies	285.34	A/P	OUT-STD	01/18/2022
0000010413	01/18/2022	Pitney Bowes	3,482.50	A/P	OUT-STD	01/18/2022
0000010414	01/18/2022	Quikprint Services Ltd.	742.04	A/P	CLEARED	01/27/2022
0000010415	01/18/2022	T2 Ventures Inc.	12,488.44	A/P	CLEARED	01/21/2022
0000010416	01/18/2022	Town of Clarendville	1,608.00	A/P	OUT-STD	01/18/2022
0000010417	01/18/2022	Tulk Tire & Service Ltd.	2,044.70	A/P	CLEARED	01/27/2022

Eastern Regional Service Board

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

Cheques from 0000000001 to 0000010424 dated between 01-01-2022 and 01-31-2022

CHEQUE REGISTER

Printed: 2:39:37PM 02/01/2022

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Number	Issued	Amount	SC	Status	Status Date
Total Issued (43):		\$500,503.25			
Total Voided (0):		\$0.00			
Grand Total:		\$500,503.25			
Number of Cheques Listed:		43			

EASTERN REGIONAL SERVICE BOARD

PAYROLL EXPENSE

JANUARY 2022

Payroll – Staff (<i>2 pay periods – 29 employees</i>).....	\$134,294.57
Payroll – Board (<i>19 members</i>)	<u>\$0,000.00</u>
Total Payroll (<i>29 employees</i>)	\$134,294.57
Payroll CRA Remittance	<u>\$47,949.43</u>
TOTAL GROSS PAYROLL	<u>\$182,244.00</u>

PREVIOUS MONTH

DECEMBER 2021

Payroll – Staff (<i>3 pay periods – 29 employees</i>).....	\$179,735.92
Payroll – Board (<i>19 members</i>)	<u>\$9,390.08</u>
Total Payroll (<i>48 employees</i>)	\$189,126.00
Payroll CRA Remittance	<u>\$ 46,374.94</u>
TOTAL GROSS PAYROLL	<u>\$235,500.94</u>

TOWNS PAYMENT ACTIVITY 2022 - As of February 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	Current Balance
LSDOF201	LSD of Georgetown	131	\$26,200.00	\$0.00	\$26,200.00	\$19,650.00
LSDOF202	LSD of Marysville	240	\$48,000.00	\$0.00	\$48,000.00	\$45,800.00
TOWN0003	Town of Clarke's Beach	586	\$117,200.00	\$0.00	\$117,200.00	\$30,000.00
TOWN301	Town of Come by Chance	118	\$23,600.00	\$0.00	\$23,600.00	\$23,600.00
TOWN302	Town of Norman's Cove-Long Cove	333	\$66,600.00	\$0.00	\$66,600.00	\$59,940.00
TOWN303	Town of Chapel Arm	254	\$50,800.00	\$0.00	\$50,800.00	\$50,800.00
TOWN304	Town of Southern Harbour	184	\$36,800.00	\$0.00	\$36,800.00	\$35,640.80
TOWN305	Town of Sunnyside	205	\$41,000.00	\$0.00	\$41,000.00	\$41,000.00
TOWN502	Town of Chance Cove	148	\$29,600.00	\$0.00	\$29,600.00	\$29,600.00
TOWN503	Town of Arnold's Cove	535	\$107,000.00	\$0.00	\$107,000.00	\$107,000.00
TOWN0203	Town of Colliers	320	\$64,000.00	\$22,059.61	\$86,059.61	\$71,392.85
TOWN0205	Town of Holyrood	1095	\$219,000.00	\$52,860.54	\$271,860.54	\$230,795.54
TOWN0401	Town of Aquaforte	69	\$13,800.00	\$0.00	\$13,800.00	\$13,800.00
TOWN0402	Town of Bay Bulls	617	\$123,400.00	\$0.00	\$123,400.00	\$123,400.00
TOWN0403	Town of Cape Broyle	276	\$55,200.00	\$0.00	\$55,200.00	\$55,200.00
TOWN0404	Town of Fermeuse-Kingman's Cove	179	\$35,800.00	\$8,055.04	\$43,855.04	\$27,744.96
TOWN0405	Town of Ferryland	272	\$54,400.00	\$0.00	\$54,400.00	\$40,800.00
TOWN0407	Town of Renew's-Cappahayden	234	\$46,800.00	\$0.00	\$46,800.00	\$46,800.00
TOWN0408	Town of St. Shott's	50	\$10,000.00	\$0.00	\$10,000.00	\$7,500.00
TOWN0410	Town of Witless Bay	744	\$148,800.00	\$0.00	\$148,800.00	\$148,800.00
TOWN0411	Town of Portugal Cove South	92	\$18,400.00	\$0.00	\$18,400.00	\$13,800.00
TOWN0504	Town of Long Harbour-Mount Arlington Heights	196	\$39,200.00	\$0.00	\$39,200.00	\$39,200.00
TOWN0505	Town of Fox Harbour	134	\$26,800.00	\$0.00	\$26,800.00	\$24,120.00
TOWN0507	Town of St. Bride's	139	\$27,800.00	\$0.00	\$27,800.00	\$20,849.89
TOWN0508	Town of Point Lance	47	\$9,400.00	\$0.00	\$9,400.00	\$9,400.00
TOWN0509	Town of Branch	161	\$32,200.00	\$0.00	\$32,200.00	\$32,200.00
TOWN0510	Town of Mount Carmel-Mitchell's Brook-St.	299	\$59,800.00	\$13,455.00	\$73,255.00	\$59,800.00
TOWN0511	Town of St. Joseph's	107	\$21,400.00	\$0.00	\$21,400.00	\$21,400.00
TOWN0512	Town of Admiral's Beach	82	\$16,400.00	\$0.00	\$16,400.00	\$14,760.00
TOWN0514	Town of Colinet	75	\$15,000.00	\$0.00	\$15,000.00	\$15,000.00
TOWN0601	Town of Whiteway	163	\$32,600.00	\$0.00	\$32,600.00	\$29,340.00
TOWN0602	Town of Heart's Delight-Islington	409	\$81,800.00	\$0.00	\$81,800.00	\$81,800.00
TOWN0603	Town of Heart's Desire	125	\$25,000.00	\$0.00	\$25,000.00	\$22,320.00
TOWN0802	Town of Bay de Verde	221	\$44,200.00	\$3,978.00	\$48,178.00	\$44,200.00
TOWN0804	Town of New Perlican	162	\$32,400.00	\$0.00	\$32,400.00	\$29,160.00
TOWN0805	Town of Hant's Harbour	193	\$38,600.00	\$0.00	\$38,600.00	\$38,600.00
TOWN0806	Town of Heart's Content	239	\$47,800.00	\$0.00	\$47,800.00	\$35,850.00
TOWN0807	Town of Winterton	295	\$59,000.00	\$0.00	\$59,000.00	\$59,000.00
		9729	\$ 1,945,800	\$ 100,408	\$ 2,046,208	\$ 1,800,064

* 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	Outstanding Balance
TOWN0001	Town of Carbonear	2175	-	66,184.08	66,184.07
		2175	-	66,184.08	66,184.07

2022 TOTAL OUTSTANDING INCORPORATED TOWNS \$ 1,866,248.11

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Change in ERSB Signatories
MEETING DATE:	2022-02-23
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Lynn Tucker, Chief Administrative Officer
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the Board update its signatories so that former Director Peggy Roche is removed and the current Chair of Finance & Audit Committee, Sandy Hickman, is added.

MOTION:

BE IT RESOLVED that the Board change its signatories from Chairperson Harold Mallowney; Vice Chairperson Danny Breen; Director Peggy Roche; and CAO, Lynn Tucker to Chairperson Harold Mallowney; Vice Chairperson Danny Breen; Director Sandy Hickman; and, CAO, Lynn Tucker.

BACKGROUND/DISCUSSION:

- ERSB requires two (2) signatures for its cheques.
- As outlined in the Board's legislation, the Chairperson and Vice Chairperson MUST sign all cheques unless one of them is unavailable.
- Currently the Board's signatories are Chair Harold Mallowney, Vice Chair Danny Breen, former Director Peggy Roche, and the CAO, Ms. Tucker.
- Following the recent general municipal election and Board election, it is necessary to replace Ms. Roche as a signatory.
- In 2013, the Board adopted Motion #2013-071: It was moved and seconded (D Breen/J Dobbie) that the signatories for the ERSB bank account be changed to the Chairperson; Vice Chairperson; Chairperson of the Finance & Audit Committee; and, the Chief Administrative Officer.
- Therefore, it is recommended that the Board update its signing officers to include Chairperson Harold Mallowney; Vice Chairperson Danny Breen; Director Sandy

Hickman (current Chairperson of the Finance & Audit Committee); and, CAO Lynn Tucker.

- The Chairperson and Vice Chairperson will continue to sign all cheques unless one of them is unavailable.

ADDITIONAL INFORMATION:

Excerpted from Regional Service Boards Act:

Bank account

23. (1) A board shall open accounts in a financial institution approved by the board and shall deposit to its credit all money received by it.

(2) Cheques or orders withdrawing money from an account of a board shall be signed by the chairperson or vice-chairperson or in the absence or incapacity of both of them, by a member designated for that purpose by the board, and countersigned by another member or an officer, clerk or employee of the board designated for that purpose by the board.

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	ERSB Cyber Insurance Policy Renewal
MEETING DATE:	2022-02-23
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:

The Board has received its Cyber Liability policy renewal from Wedgwood Insurance. It is recommended that the quote from Wedgwood is accepted to assist in protecting the organization in the case of a cyber event.

MOTION:

BE IT RESOLVED that the Board accept the Cyber Liability Policy renewal quote from Wedgwood Insurance in the amount of \$8,135 for the period of January 31 to October 31, 2022.

BACKGROUND/DISCUSSION:

- All public and private entities must be cognizant of the potential impact of cyber-crimes. The ERSB maintains a customer database and various forms of personal information on the electronic servers. Policies and procedures are in place to reduce the likelihood of a data breach, virus contamination or a loss of equipment but the ERSB should seek further protection in the case of a catastrophic incident. The attached documents from Wedgwood Insurance outline the coverage provided by the Cyber Liability Policy, examples of breaches and losses covered by the policy and the fees and deductibles associated.
- There has been a premium and deductible increase due to a general increase in the number of cyber-attacks on commercial enterprises. There are reports of cyber-attacks occurring on a regular basis, with the cyber-attack on Eastern Health being the largest one occurring locally. According to industry statistics, the average cost of a cyber-attack on a small or medium sized business is \$300,000. Although the

Board has a very secure network, this illustrates the importance of maintaining a cyber liability policy for the Board.

- The price for the 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 increase in the year over year premiums is reflective of the increase industry risk and the higher occurrence of cyber-attacks in the market.

ATTACHMENTS:

- Motion by Email Sent January 27, 2022
- Those who Responded to the Motion by Email sent January 27, 2022
- 2022 Cyber Liability Renewal Terms



WEDGWOOD

An **Assurex** Global Partner

2022 Cyber Liability Renewal Terms

Eastern Regional Service Board

January 31, 2022 - January 31, 2023 Premium \$10,875

January 31, 2022 - October 31, 2022 Premium \$8,135

Prepared by:

Dana Meadus - Account Manager

Eastern Regional Service Board

Cyber Liability

Named Insured	Operating As
Eastern Regional Service Board	Eastern Waste

Insurer	Policy Number	Policy Term
Trisura	HPL1001139	January 31, 2022 to January 31, 2023

Retroactive Date	January 31, 2020
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Coverages

	Each Claim Limit	Aggregate Limit	Deductible
Aggregate Policy Limit of Liability	\$2,000,000		
Network Security and Privacy Liability	\$2,000,000		\$25,000
Media and Advertising Liability	\$2,000,000		\$25,000
Network Extortion Threat	\$100,000		\$25,000
Breach Event Services and Expenses	\$2,000,000		\$25,000
Corporate Brand Protection/Crisis Management Expenses	\$250,000		
Business Interruption	\$2,000,000		Waiting period 12 hours
Data Protection and System Restoration	\$2,000,000		\$25,000
Reward Expenses	\$100,000		
Trisura Legal Assistance Hotline			Unlimited
Trisura HR Assist			Unlimited

Total Policy Premium	\$10,875
Minimum Retained Premium	

Remarks

Please note that deductibles have gone from \$10,000 to \$25,000

From: [Lynn Tucker](#)
To: [Lynn Tucker](#)
Subject: FW: RESPONSE REQUIRED: Motion by Email Required for Cyber Insurance Renewal Policy Expiring January 31 2022
Date: January 27, 2022 10:47:40 AM
Attachments: [2022 Cyber Renewal Terms.pdf](#)
[Brief Note - Cyber Liability Policy Renewal Jan 31 - Oct 31 2022.pdf](#)

From: Lynn Tucker

Sent: January 27, 2022 10:47 AM

To: Harold Mullaney (Vice Chair) <hmullaney@irishloop.nf.ca>; 'bantle@mountpearl.ca' <bantle@mountpearl.ca>; Danny Breen <dbreen@stjohns.ca>; Jill Bruce <jbruce@stjohns.ca>; Maggie Burton <mburton@stjohns.ca>; Glenn Clarke (Trinity Conception North) <glennclarke@eastlink.ca>; 'glennclarke@townofvictoria.ca' <glennclarke@townofvictoria.ca>; Rod Delaney <delaney.rod7@gmail.com>; 'wjddodge@eastlink.ca' <wjddodge@eastlink.ca>; Ron Ellsworth <rellsworth@stjohns.ca>; Ian Froude (St. John's) <ifroude@stjohns.ca>; Sandy Hickman (St. John's) <shickman@stjohns.ca>; Jamie Korab (St. John's) <jkorab@stjohns.ca>; Kevin McDonald (Southwest Avalon) <kmcd_1954@hotmail.com>; Sheilagh O'Leary (St. John's) <soleary@stjohns.ca>; Ophelia Ravencroft <oravencroft@stjohns.ca>; Carl Ridgeley <cridgeley@stjohns.ca>; 'nathan@nathanryan.ca' <nathan@nathanryan.ca>; Gerard Tilley (Conception Bay South) <gtalley@conceptionbaysouth.ca>; Mark Vardy <markvardy@pouchcove.ca>; Larry Vaters <lvaters@paradise.ca>; 'hilda whelan' <hildawhelan@gmail.com>

Cc: Holly Coles <HColes@ersbnl.ca>

Subject: RESPONSE REQUIRED: Motion by Email Required for Cyber Insurance Renewal Policy Expiring January 31 2022

Good day Board members,

On Tuesday, the Board received its cyber insurance renewal quote as attached. The policy expires on Monday, January 31st. The quote is late this year due to the effects of the pandemic and the additional requirements to attain the quote. The application process was quite extensive and technical which is a reflection of the increase in these types of incidents globally. The Board's IT consultant has been diligent in working with staff to ensure security and backups of the Board's digital information.

Unfortunately, by the time this quote was received, it was too late to table at the January Finance & Audit Committee who is responsible to review the Board's insurances. Therefore, we are asking members to vote by email on this item so that we can renew the Board's policy by the deadline of Monday, January 31. The attached documents will be tabled at the February Finance & Audit Committee meeting and ratified at the February Board meeting.

The recommendation is that the Board prorate the policy this year so that it expires at October 31st in line with all other insurance policies except the Board's D&O policy.

The attached brief note provides the background information for members.

Would you please review the attached briefing note and information, then send along your response to the motion below before 4:00 p.m. Friday, January 28th to Holly at hcoles@ersbnl.ca.

MOTION: BE IT RESOLVED that the Board accept the Cyber Liability Policy renewal quote from Wedgwood Insurance in the amount of \$8,135 for the period of January 31 to October 31, 2022.

Kindest regards,
Lynn

Lynn Tucker
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**THOSE WHO RESPONDED ELECTRONICALLY TO THE MOTION BY EMAIL
TO ACCEPT THE CYBER LIABILITY POLICY RENEWAL QUOTE FROM
WEDGWOOD INSURANCE.**

MOTION: BE IT RESOLVED that the Board accept the Cyber Liability Policy renewal quote from Wedgwood Insurance in the amount of \$8,135 for the period of January 31 to October 31, 2022.

(Motion sent by email on Thursday, January 27, 2022)

IN FAVOUR

(Alphabetical order)

Bill Antle
Danny Breen
Jill Bruce
Maggie Burton
Glenn Clarke
Rod Delaney
Wesley Drodge
Ron Ellsworth
Ian Froude
Sandy Hickman
Jamie Korab
Kevin McDonald
Harold Mullowney
Sheilagh O'Leary
Ophelia Ravencroft
Carl Ridgeley
Nathan Ryan
Gerard Tilley
Mark Vardy
Larry Vaters
Hilda Whelan

AGAINST

(Alphabetical order)

NO RESPONSE

(Alphabetical order)

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)
25,000		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. A Special Assistance Grant was requested to do a leak detection study. Approval was granted. No leaks were detected by the engineering consultant. Eventually, the bill was withdrawn by the consultant. A graph was developed which showed a per capita consumption was about 195 US gallons (738 liters) per day which is about twice the normal. The town called a State of Emergency Oct 21. Some homes were not receiving water and the reservoir was very low. There were a few conference calls with the Emergency Services Division. There was a short-term delivery of bottled water before the operator found six leaks. The leaks were repaired, the reservoir recovered, and the State of Emergency was lifted.
12. Other comments? I will be looking to get Chlorine residual data from the town at the end of January. Hopefully they will cooperate in getting the BWA lifted.

Regional Operator Name: Ken Rollings
Date: 12/31/2021

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Aquaforte

Water Supply: Davies Pond

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

3. Provide the following information for the last quarter: Cl readings every second day, Nov – Dec 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			0.27	
Minimum			0.07	
Maximum			0.99	

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)
1,269	2,850	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? This water supply is operating well.

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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: 12/31/2021

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: Oct and Nov

	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	0.98		0.46	
Minimum	0.81		0.29	
Maximum	1.14		0.91	

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

If yes, select reason code: Choose an item.

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

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

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

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

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

7. Provide the following information for the last quarter:

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

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

☒ Operational Monitoring Plan

☒ Standard Operating Procedures

☒ Maintenance Assurance Manual

☒ Emergency Plan

☒ Preventative Maintenance Programs

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

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

☒ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

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

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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: 12/31/2021

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

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 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: 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 reported.
12. Other comments? The electrical contractor has started wiring the new building housing the new water treatment system.

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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:

	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 data received from new operator.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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.

	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	1.76	1.83		
Minimum	1.40	1.74		
Maximum	1.86	2.20		

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

If yes, select reason code: Choose an item.

If yes, describe plan to address BWA:

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)
8,412	14,600	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: 9/30/2021

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: 7 data points 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: F3

If yes, describe plan to address BWA: Operator resigned. Chair of LSD is not engaged . Will contact new chair.

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

If no, select the accurate reason code: E1

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

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

7. Provide the following information for the last quarter:

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

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

☒ Operational Monitoring Plan

☒ Standard Operating Procedures

☒ Maintenance Assurance Manual

☒ Emergency Plan

☒ Preventative Maintenance Programs

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

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

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter: Unable to contact chair of LSD, his number is no longer in service.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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: Oct & Nov, Filters were bypassed during Nov

	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	0.10		0.04	
Minimum	0.04		0.01	
Maximum	0.29		0.15	

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 contacted the engineers who designed the Water Treatment Plant.

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)
19,370	24,800	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 is still waiting on corrective measures for the Iron and Manganese removal system. Some materials and parts were purchased.
12. Other comments? The Boil Water Advisory could be lifted, however there remains a manganese exceedance.

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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

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

7. Provide the following information for the last quarter:

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

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

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

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

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

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

Regional Water/Wastewater Operator Program
Quarterly Report
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter. No data submitted.
A detailed email was sent to the Chair of the LSD and the operator explaining the need for the data. Data which was received previously had unacceptable gaps.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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. I am still trying to get a first meeting with this community.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 12/31/2021

Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Portugal Cove South

Water Supply: Wrights Brook

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

3. Provide the following information for the last quarter: No data 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: 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? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter. Work has not started on the infiltration gallery. This will probably now be done in the spring. Southern construction is doing the work.
12. Other comments? Click or tap here to enter text.

Regional Operator Name: Ken Rollings
Date: 12/31/2021

Community Name: Renew-Cappahayden

Water Supply: #1 Dinn's Well

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

3. Provide the following information for the last quarter: 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. There was no contact this quarter. All is well.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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	0.92		0.91	
Minimum	0.73		0.51	
Maximum	1.23		1.15	

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: 12/31/2021

Community Name: St. Joseph's

Water Supply: Drilled

1. Is the disinfection system operational? ☐ Yes ☐ No no disinfection system
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: talk to council regarding the benefits of Chlorination
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. The community has requested a second quote for a Chlorination pump.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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: 12/31/2021

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: only tested at pumphouse

	Near 1 st User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	2.20			
Minimum	2.20			
Maximum	2.20			

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 still waiting on the hook up of a new reservoir.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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 Dec 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	0.40	0.45	0.18	0.30
Minimum	0.00	0.05	0.09	0.22
Maximum	1.54	1.63	0.39	0.58

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: 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? 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
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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. With a little more Chlorine management this community should be able to come off BWA.
12. Other comments? [Click or tap here to enter text.](#)

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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:

	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

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
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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 using the Full Cost Accounting Tool to obtain the cost of O&M for any newly proposed community-wide system in the LSD. Some research into O&M costs was done and forwarded to the LSD.
12. Other comments?

Regional Operator Name: Ken Rollings
Date: 12/31/2021

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: This system needs a flow gauge.

Regional Operator Name: Ken Rollings

Date: 12/31/2021

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	3.59	3.85	0.12	0.13
Minimum	1.50	1.70	0.00	0.00
Maximum	5.30	5.80	1.76	1.78

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)
246,781	390,800	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
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11. Provide a summary of meetings or training held in the community during the last quarter. 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: 12/31/2021

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Product Care Recycling Request to have Waste Recovery Facilities Accept Waste Paint Products
MEETING DATE:	2022-02-23
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 discussion. Staff does not recommend acceptance of paint or any HHW materials at the Board's waste recovery facilities.

MOTION:



Not applicable

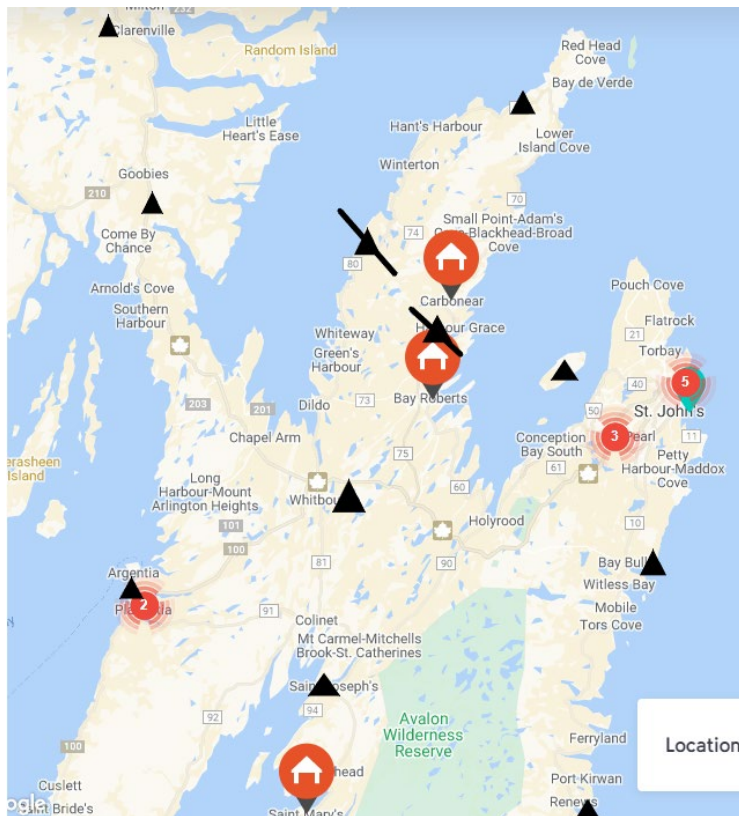
BACKGROUND/DISCUSSION

- In Newfoundland and Labrador, paint is addressed under Extended Producer Responsibility (EPR) programs to ensure that manufacturers are responsible for the collection, recycling, and disposal of their products when they reach the end of their use. This shifts the expenses associated with end-of-life product management from taxpayers to the producers and consumers/users of products.
- The EPR program is administered by the MMSB which works with the Department of Environment and Climate Change to research and develop EPR regulations.
- MMSB is also responsible for ensuring that industry complies with approved timelines, operational requirements, and diversion targets as established in EPR program plans.
- Product Care Recycling is the organization in the province that has been selected by the paint producers to meet the EPR targets.
- Director of Operations, Christie Dean, sits on NL Paint Advisory Committee and, as such, has repeatedly heard that stores such as Home Depot have stopped accepting the material due to contamination.

- Contamination includes any products not acceptable to the program that residents drop off such as oil, or other unacceptable products as listed below. Contaminated materials are costly to dispose of.
- Product Care has requested that ERSB consider accepting waste paint at waste recovery facilities (Since they are not meeting the requirements for permanent collection locations).
- As the WRFs are surface operations on environmentally closed landfills, acceptance of liquids has been identified as a restriction on our Certificate of Approval (CofA) to Operate these sites as provided by the provincial government.
- The CofA also restricts acceptance of aerosol cans which are hazardous waste (HHW) but accepted under the EPR program.
- If the Board went to the province to have the CofA altered to accept this material at our sites, infrastructure to ensure that spills do not occur would most likely be required.
- As many of you are aware, we cannot accept electronics at certain WRFs due to vandalism to infrastructure.
- Currently, site security meets the requirements under the CofA which was developed for acceptance of bulk waste only. Additional security and/or infrastructure would be required to accept this material.
- Most sites are not fully enclosed and may be accessed after hours.
- In addition, site attendants would need to be trained in the safe handling and acceptance of this material.
- In June 2021 at the guidance of the MMSB, the Director of Operations approached Product Care asking they provide financial compensation for collecting paint products at the ERSB mobile HHW collection events. She was told that the program is financially strapped and could not provide financial compensation.
- Staff is not recommending acceptance of paint at the waste recovery facilities.

ADDITIONAL INFORMATION:

Current locations of acceptance and WRF locations that accept electronics  , and those that do not 



Below is an excerpt from the *Product Care website* that outlines acceptable materials:

- Product Care accepts many types of paint, as well as empty paint containers. Paint must be in its original container, tightly sealed with the labels affixed. Do not mix different types of paint products together. Our recycling locations can't accept paint which has been mixed with other products
- You can bring up to 10 containers of paint or 50 spray cans at a time (no larger than 25 liters for paint or 680g/24 oz for paint aerosols) Household Paint.

Acceptable Paint products include:

- Interior and exterior water-based (latex, acrylic) and oil-based (alkyd, enamel) household paint
- Undercoat and primers (e.g., metal, wood, etc.)
- Empty containers of accepted products with original label (and original lid if liquid inside)
- Anti-rust paint
- Block filler
- Concrete and masonry paint
- Deck and floor paint or coatings (including elastomeric)
- Drywall paint
- Marine paint (unless registered under Pest Control Products Act)

- Melamine, stain, and shellac
- Stain blocking paint
- Stucco paint
- Swimming pool paint (only single component)
- Textured paint
- Varnish and urethane (only single component)
- Wood finishing oil
- Wood preservatives (unless registered under Pest Control Products Act)
- Wood, masonry, driveway sealer, and water repellant (not tar based, or bitumen based)

Aerosol Paint

All types of aerosol paint, including:

- Automotive
- Craft
- Industrial

Unacceptable Paint products include:

- Unidentifiable, unknown, unlabelled, and non-original containers
- Containers with poor integrity (e.g., badly rusted, leaking, bulging, improperly sealed)
- Brushes, rags, and rollers
- Caulking compound, epoxies, glues, and adhesives
- Colourants and tints
- Deck cleaners
- Household cleaners
- Non-aerosol automotive paint
- Non-aerosol craft and artistic paint
- Non-aerosol industrial paints and finishes (e.g., baked-on, heat resistant, etc.)
- Non-aerosol traffic or line marking paint
- Paint for skating rinks and curling club floors
- Paint in glass containers
- Paint mixed with other products
- Resins
- Paint thinner, mineral spirits or solvents
- Patching stucco and spackling compounds
- Products registered as a pesticide under the Pest Control Products Act (has a P.C.P. registration number on label)
- Resins
- Roof patch and repair
- Tar or tar/bitumen-based products
- Two-part or component paints containing catalyst or activator
- Waxes, polishes, sealants, and other household products

EASTERN REGIONAL SERVICE BOARD
BRIEFING NOTE / REPORT

TITLE:	Bay Bulls Meeting – Issues Raised
MEETING DATE:	2022-02-23
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:

The issues raised by the Town of Bay Bulls were reviewed and discussed at Strategy & Policy Committee and are outlined below. Following tonight's meeting, a formal response will be sent to the Town from the Board.

MOTION:

N/A

BACKGROUND/DISCUSSION

- The Chair, Vice Chair, CAO, and senior staff met with the Town of Bay Bulls Council and Town Manager on Tuesday, January 25th to discuss issues raised by the town.
- The issues discussed included:
 - Council requested a review of the operational policies of the Board's waste recovery facilities as follows:
 - Hours of operation:
 - Request for extended and/or additional hours;
 - For the Board's consideration; however, any changes at the Bay Bulls facility would apply to the Board's other 10 facilities as well.
 - All the waste recovery facilities operate in accordance with our Certificate of Approval to Operate as provided by the province.
 - All facilities adhere to same hours of operation, policies, etc.
 - Additional hours will impact the Board's costs.
 - Disapproves of gates closing at 3:45 pm to ensure 4:00 pm closure.

- This is standard industry practice, i.e., the Residential Drop-off at Robin Hood Bay closes their gates 15 minutes before closing time.
- This allows users on site to dispose of their waste and to exit the site by the closing time of 4:00 p.m. so that staff may secure the site and leave on time.
- Otherwise, users may present at 3:55 p.m. and by the time they offload their materials, it is past 4:00 p.m.
- Information regarding gates closing at 3:45 p.m. is on the Board's website.
- These facilities have not seen long line-ups since reopening in Spring 2021 following closure due to the pandemic.
- Users are encouraged to offload their materials in 15 minutes or less.
- Disapproves of site closed for one-hour lunch break on Saturdays.
 - Employers are required to provide staff regular breaks including meal breaks.
 - The Bay Bulls facility is the Board's second most busy facility and staff struggle to take their required breaks on Saturdays.
 - All waste recovery facilities are closed from 11:30 a.m. to 12:30 p.m. for lunch and rest break on Saturdays.
 - The hours of operations including the lunch time closure is noted in our communications as well as on our website.
 - The town asked that staff stagger their lunch breaks; however, after considering this request it became apparent that the site needs 2 employees at one time to manage the users as well as "spotting" for the other employee. There are 2 vehicles on site at one time disposing of waste at one or more berm areas so the site can get quite busy and congested.
- Disagrees with the policy that limits the number of visitors allowed access to the waste recovery facility at one time, i.e., Bay Bulls allows two vehicles on site at one time to offload.
 - Staff feels that having 2 vehicles moving around on a site at any one time is enough for the staff to monitor and ensure their safety as well as public safety.
 - OH&S considerations.
- Disapproves of double-axle trailers not being permitted on site.
 - Policy adopted in October 2015 following longstanding operational issues to bar access to double-axle trailers.
 - Policy was necessary to address both insurance liability issues for these sites as well as OH&S issues.

- Customers presenting with these double-axle trailers were not complying with the rules of the sites as they were using the dump feature to have their materials dragged out of the trailers as they dumped and drove away.
- This left waste materials strewn over a large area.
- Not only was this unsightly for other users but it was a safety hazard for the public as well as the staff on duty.
- This occurred regularly and it resulted in other users having to walk over the dumped materials to deposit their waste which put them at risk of footwear puncture injuries, etc. This increased liability for the Board.
- Operationally, this blocked circulation on the site for other users as materials was not contained in the designated areas.
- This required equipment such as a backhoe having to be brought to the waste recovery facility sites to clean up and pile the waste appropriately which increased operational costs significantly.
- This reduced resources and the time allotted for removal of the materials to the regional landfill.
- It was apparent that most large double-axle trailers were being used by renovation and landscape contractors – commercial operators who should be bringing their waste to RHB.
- No commercial waste is allowed at these sites in accordance with the Board's Certificate of Approval (CofA) to operate these facilities.
- Most users hauling double-axle trailers were using a pickup truck to pull it; therefore, they could use their truck to bring in any residential bulk waste.
- Disapproves of the Town's vehicles not having access to the facility to dispose of waste that they collect, i.e., illegally dumped waste in the town.
 - Town vehicles are considered commercial vehicles and are not permitted on any of the waste recovery facilities.
 - Town's may avail of the Board's Community Clean-up Program to access these facilities annually to dispose of waste collected during a community clean-up event.
 - Information as well as program guidelines for the Community Clean-up Program are sent to every community in the Eastern region annually.
 - The Town of Bay Bulls has participated regularly in the program.
- Feels more materials/items should be accepted at the facility.
 - The materials/items acceptable at these sites is outlined on the Board's CofA to operate these sites as provided by Service NL.
 - The Board must operate these facilities in line with the CofA.
 - These facilities are inspected regularly by Provincial Environment Protection Officers to ensure that the Board is compliant with its CofA.

- Requested that the Board place a bin outside the Town Hall for residents and/or the town to use.
 - The Board has tried the use of bins in the past; however, they quickly turned into illegal dumpsites and became an issue with the province's Environmental Protection Officers, the media, and the public.
 - When bins are provided there is no way to control of the types of materials thrown in them and/or around them, i.e., HHW, liquids, animal carcasses/skins, recyclables, regular household garbage, batteries, etc.
 - The Board does not provide bins for the reasons above as well as they provide residents a way to circumvent the bag limit which is in place to encourage waste diversion.
- Illegal dumping in the town.
 - Council feels that illegal dumping is an issue because they have a waste recovery facility.
 - Unfortunately, illegal dumping is a province-wide issue.
 - The Town has been provided information regarding provincial programs to assist communities with illegal dumping – Service NL and the MMSB's *Illegal Dumping Surveillance Assistance Program*.
 - All illegal dumpsites should be reported to Crime Stoppers.
 - The Town was provided information on February 18th regarding the newly announced *Come Home Year 2022 Community Cleanup Program* offered by the MMSB. Eligible communities may apply for up to \$5,000 in funding.
 - The Board is not mandated to address the collection and disposal of illegally dumped waste.
 - Illegally dumped waste in the town is the town's responsibility.
 - The Board regularly cleans up materials left outside its waste recovery facility.
 - Residents of Bay Bulls live approx. 35 km from RHB; therefore, they have access to the Residential Drop-off five days a week in addition to the WRF in the town.
 - When these facilities were being built, the Board determined that residents in the Eastern region could travel up to 100 km to access a waste recovery facility. For example, residents of Branch would travel approx. 90 km to access the Placentia facility.

○ Waste collection issues

- They acknowledged that for 2022 to date, there has been 1 missed collection in the town.
- The town's concerns stemmed from several weeks last fall when they experienced more than the usual missed collections; particularly, one week in November when several roads were missed. This was attributed to new staff on the route and the contractor returned the following day to collect the missed waste.
- The Board's contractors did experience staffing issues during the pandemic. It was not easy for them to maintain a full complement of staff during the pandemic. Handling waste is risky at the best of times but became especially risky during the pandemic.
- The Town requested the Board write the contractor regarding addresses with repeated missed collections; however, following a review that went back six months, only one address was noted as a repeat and that
- Bay Bulls has been in receipt of regional waste services since 2010 with no ongoing issues raised.

ADDITIONAL INFORMATION:

- Email to Town of Bay Bulls – November 18, 2021
- Article – The Shoreline, November 25, 2021
- Letter to the Editor – The Shoreline, December 20, 2021
- Emails – February 2, 2022

From: [Lynn Tucker](#)
To: ["Jennifer Aspell"](#)
Cc: [Harold Mallowney \(Vice Chair\); "mayor@stjohns.ca"](#)
Bcc: [Craig Drover; Christie Dean \(cdean@ersbnl.ca\)](#)
Subject: ERSB Information & Follow up of Meeting Request
Date: November 18, 2021 4:30:00 PM

Hi Jennifer,

As noted in my earlier email, the Board is currently running elections following the recent general municipal election and we should have our new Board in place in a couple of weeks. To assist you and your Council in the interim, I would be happy to provide information regarding the Eastern Regional Service Board and its mandate and services as well as information regarding the Bay Bulls Waste Recovery Facility and the waste collection service.

General Information – Eastern Regional Service Board

The Eastern Regional Service Board consists of twenty-elected officials from across the Eastern region with one representative for the Southern Shore area (consists of all communities from Bay Bulls to St. Shott's). The Board is governed by the *Regional Service Boards Act, 2012* and the *Eastern Regional Service Board Regulations, 2013*.

The Board operates as a not-for-profit and all monies collected through the waste management program must cover the costs to provide the service. The Board does NOT receive any provincial funding to provide its waste services.

The Board's mandate does not include addressing illegal/indiscriminate dumping. The responsibility to fight illegal dumping is shared by many parts of government including Service NL and the MMSB. The ERSB is mandated to develop services and facilities so that people have options to participate in the safe and responsible disposal of their waste. The cleanup and enforcement of illegal dumpsites falls under the jurisdiction of the provincial government. As we all know, illegal dumping is a serious and unnecessary problem in our province that poses a threat to the environment and our communities. Crime Stoppers encourages the public to report information of any suspicious activity involving the improper disposal of waste by calling 1-800-222-TIPS (8477).

Through the Provincial Solid Waste Management Strategy, all local landfills in the Eastern region are closed and have been replaced by the regional landfill at Robin Hood Bay as well as a network of waste recovery facilities including the one at Bay Bulls.

As per Sections 118(b) and 120(2) of the *Municipalities Act*, the Board's sites and facilities cannot be assessed property or business taxes.

Waste Recovery Facilities

Waste recovery facilities across the region are run by the Board with a strict adherence to the Certificate of Approval to Operate these facilities from the Provincial government. The Provincial government sets restrictions on the type of waste to be collected at the sites such as no commercial waste and no black bag/household garbage. The Board sets the operational policies for all the facilities including the process for admission to the facility.

The Board has always operated these waste recovery facilities like the Residential Drop Off facility at Robin Hood Bay (RHB) whereby these facilities are for residential use only and those with commercial/business waste must continue to dispose of their waste by reporting to the scale house at RHB. This would include the cities and towns in the Eastern region, i.e., the Cities of St. John's and Mount Pearl report to the scale house and pay the appropriate tipping fees. The Certificate of Approval to Operate these sites prohibits acceptance of commercial materials from contractors or businesses. Vehicles with commercial signage are refused entry.

The acceptance of commercial/business waste at these facilities would provide businesses an unfair advantage as they would not pay any waste disposal fees. This negatively impacts local waste haulers and means that residents of the Eastern region are paying the disposal fees for the commercial/business waste.

The waste recovery facilities are for residential drop off for any bulk waste item that cannot be brought to the curb for regular weekly collection such as appliances, furniture, mattresses, hot water tanks, metals, etc. We cannot accept anything that is recyclable or materials that decompose, including cardboard, clothing, food items, etc.

The Board limits the number of visits by residents to these sites at 16 visits annually. The intent is not meant to be punitive but rather to assist us in curbing the abuse by contractors and/or commercial entities. As well, this policy assists us in controlling our costs as the Board incurs the cost of transporting all materials collected at the Bay Bulls site to RHB. These costs impact the fee charged to customers.

To ensure compliance with our Certificate of Approval to Operate these facilities, to manage our costs, and to assist in maintaining a reasonable household rate for waste services, the Board must ensure that our facilities operate appropriately and in line with current regulations.

The Board does have a policy whereby double-axle trailers and all-terrain vehicles are not permitted on the waste recovery facility sites. Again, these policies were necessary as it was determined to be both an insurance and OHS liability to allow these vehicles on our sites.

The decision to prohibit double-axle trailers was made in 2015 following longstanding operational issues at our sites. Those showing up at our sites with these large dumping double-axle trailers were not complying with the rules of the sites as they were using the dump feature to have their materials dragged out of the trailers as they dumped and drove away. This meant that their waste was strewn over a large area. Not only was this unsightly for other users but it was a safety hazard for the public as well as the Site Attendant(s) on duty. This occurred regularly and it resulted in other users having to walk over the dumped materials to deposit their waste which put them at risk of footwear puncture injuries, etc. Operationally this blocked circulation on the site for other users as materials was not contained in the designated areas. This required equipment such as a backhoe having to be brought into the sites to clean up and pile the waste appropriately which increased operational costs significantly.

This reduced resources and time allotted for removal of the materials to the regional landfill. In addition, it was apparent that most large double-axle trailers were being used by renovation and landscape contractors - commercial operators who should be bringing their waste to RHB. Again, any additional costs incurred by the Board impacts the annual household waste fee.

The Board does not permit all-terrain vehicles (ATVs) on any of the waste recovery facility sites. The Board will adhere to the Highway Traffic Act and only allow properly registered non-commercial vehicles access. The Board has discussed this issue with the Provincial government as well as two RCMP detachments. The Board has adopted a policy whereby only those operating vehicles licensed and insured to operate on the roads of the province will be permitted access to these sites.

All the Board's waste recovery facilities are open for 16 hours per week – 4 hours each on Tuesdays and Thursdays plus 8 hours on Saturdays. The Board employs two Site Attendants at the Bay Bulls facility. Unlike other regions in the province, there is no charge for residents to drop off their bulk waste at the waste recovery facilities operated by our Board.

The Board can certainly review its operational policies including the hours of operation for these facilities; however, any additional costs incurred by the Board would impact the waste fee charged to customers.

Waste Collection Issues

With respect to the waste collection issues for Bay Bulls, I have taken some time to review the reported misses for the Town and I note the following for the period of August through November:

- August 2021
 - August 16th collection day:
 - 1 missed collection reported by the Town/resident on August 16th
 - 1 more missed collection reported by the Town/resident on August 18th
 - Missed waste was collected on the next collection day.
 - For August the total missed collections = 2 properties out of 545 properties or 0.3% of overall properties.
- September 2021
 - September 6th collection day:
 - 1 missed collection reported by the Town/resident on September 10th
 - ERSB identified that a portion of Irishtown Road or 10 properties were missed when AVL data was reviewed.
 - Missed waste was collected on next collection day.
 - September 13th collection day:
 - 1 missed collection reported by the Town/resident on September 13th
 - Missed waste was collected on next collection day.
 - For September the total missed collections = 12 properties out of 545 properties or 2.2% of overall properties.

- October 2021
 - October 18th collection day:
 - 1 missed collection reported by the Town/resident on October 18th
 - 1 missed collection reported by the Town/resident on October 19th
 - 1 report received from Town/resident on October 19th of stockpiled recyclables left at the end of a resident's driveway
 - Missed waste was collected on the next collection day.
 - The contractor returned on October 19th or the same day to remove the stockpiled recyclables.
 - October 25th collection day:
 - 2 missed collections reported by the Town/residents on October 25th
 - Missed waste was collected on the next collection day; however, it was noted that one of the reported misses was a customer who had put their waste out too late for collection.
 - For October the total missed collections = 4 properties out of 545 properties or 0.7% of overall properties.
- November 2021
 - November 1st collection day:
 - 1 missed collection reported by the Town/resident on November 2nd
 - 1 missed collection reported by the Town/resident on November 3rd
 - ERSB identified that approx. 50 properties were missed on Irishtown Road, Long Pond Path and Cabot Drive when AVL data was reviewed.
 - Missed waste was collected on November 3rd
 - For November the total missed collections = 52 properties out of 545 properties or 9.5% of overall properties.

We acknowledge that the waste collection service could have been better over the past several months especially those weeks when a road or several roads were missed. We continue to work with the contractor to mitigate these issues going forward; however, the contractor reports difficulty with staffing during this pandemic. This is an issue for many employers at this time.

I note that the Town of Bay Bulls has been in receipt of regional waste services since January 2011 or for almost 11 years now; therefore, you are aware that the issues experienced in the past several months are unusual. Please be assured that the Board and staff continually works to maintain a high level of service excellence to our customers, our communities, and our people.

Number or Properties for Waste Services

During my review of the issues raised in your email, I noted that the Town has not increased its number of properties for service since 2015. From 2011 to 2015 the Town was invoiced for 513 properties. In 2015 the number was adjusted to 545 properties. Before beginning a new contract in 2018, the Town was contacted regarding the number of properties and again the Town reported no change from 545 properties. However, the Town's 2021 municipal budget submission reports that the Town has a total of 651 residential units plus 58 commercial properties for a total of 709 properties. This is a discrepancy of 164 properties. This is significant as the Board is not being paid

for all properties that are in receipt of service. For 2022, would you please confirm the number of properties in the Town for service.

I hope that the information provided in this email is beneficial to you and your Council. In the meantime, don't hesitate to contact me if you need anything further.

Please be assured that Council's request for a meeting as well as the information in this email will be passed along to our new Board.

In closing, I would like to thank the Town for bringing your concerns forward so that we may continuously assess our waste services for quality control and improvements.

Kindest regards,
Lynn Tucker
Chief Administrative Officer
Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5
Tel: 709-579-7960
www.easternregionalserviceboard.com

From: Jennifer Aspell <jaspell@townofbaybulls.com>
Sent: November 15, 2021 4:20 PM
To: Lynn Tucker <ltucker@ersbnl.ca>
Subject: RE: Meeting Request

Hi Lynn,

I will not attempt to speak for Council, however, I can confirm that concerns have expressed regarding the materials that are accepted and those that are not, specific vehicles allowed on site (i.e. double axel trailers, etc.) and the hours of operation.

With respect to waste collection, there have been a number of issues with respect to missed collections throughout the community on a repeat basis.

Thanks,
Jennifer

From: Lynn Tucker <ltucker@ersbnl.ca>
Sent: Monday, November 15, 2021 4:14 PM
To: Jennifer Aspell <jaspell@townofbaybulls.com>
Subject: RE: Meeting Request

Good Day Jennifer

I will be happy to bring this meeting request to the new Board once the current election is completed and I will be in touch regarding dates, etc. In the meantime, would you please provide me with the specific issues that the Town is having with the Bay Bulls Waste Recovery Facility and the issues with your waste collection service.

Kindest regards,
Lynn

Lynn Tucker
Chief Administrative Officer
Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5
Tel: 709-579-7960
www.easternregionalserviceboard.com

From: Jennifer Aspell <jaspell@townofbaybulls.com>
Sent: November 12, 2021 3:27 PM
To: Lynn Tucker <ltucker@ersbnl.ca>
Subject: Meeting Request

Good Afternoon Lynn,

Council has asked me to request a meeting with you and your executive to discuss the Bay Bulls Collection Site as well as issues with respect to waste collection services. The meeting can be held in person or virtually. Please advise of your availability over the next week or two.

Thanks,
Jennifer

Jennifer Aspell
Town Manager
Town of Bay Bulls

Office: (709) 334-3454
Cell: (709) 699-7788
Fax: (709-)334-3477
www.townofbaybulls.com



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Bay Bulls councilor not impressed with operation of regional dump

By Mark Squibb
Irish Loop Post

Councilor Jason Sullivan is none too impressed with the Eastern Regional Service Board (ERSB).

A request for a meeting with the board, chaired by former Bay Bulls mayor Harold Muldowney, was an agenda item at this past month's council meeting.

Deputy Mayor Jason O'Brien said the meeting was being requested to address

residents' concerns.

"Council wants to meet with the board and review some of the concerns raised by residents," said O'Brien.

Councilor Jason Sullivan said that as he had added the item to the agenda, he would present the motion on it.

"There's so many complaints about this," said Sullivan. "We're housing a regional garbage dump and often times they're turning a lot of people away, who don't bring their garbage

back home to other communities but they're dumping it in Bay Bulls and leaving us to pick it up."

O'Brien asked that Sullivan make the motion before debating it, which Sullivan did.

"We need to speak to someone high up to discuss the operation issues at the Bay Bulls waste recovery facility," said Sullivan.

Councilor Keith O'Driscoll seconded the motion, and council voted unanimous-

ly in favor of arranging the meeting.

Sullivan said that he went up to the drop off area the week prior and there was a mess of garbage outside the dump, including an old fridge.

"We're housing an operating waste dump and we don't get any tax money from it," said Sullivan. "We have our employees going around picking up the regional garbage... It's not good enough. They have a

major surplus in their account. They can start taking a broader range of garbage or they can start cleaning it up more often, but they're going to have to figure something out because it's not appropriate what they're doing there now. There's long waiting times as well. I know with COVID they were only letting two people in, and people were in the line ups over an hour waiting to get in. People were getting fed up with it and going to the near-

est sideroad in Bay Bulls and dumping it. So, it's becoming a nuisance to us and we got to get this under control."

Councilor O'Driscoll noted the property is actually leased by the Town and is not Crown Land, which Sullivan agreed gives them an "upper hand" in the matter.

"Like I said, if we were getting tax money from it, or some sort of benefit, besides the convenience, it would be a lot easier pill to swallow," he said.

Rubbish left by Colony settlers suggest affluent lifestyles for some

By Mark Squibb
Irish Loop Post

Amongst other finds, archaeologists excavating at the Colony of the Avalon in Ferryland this past summer found



slaters who actually built this village. So, I'm hoping in the future that we can get an honour student to look at some of these artifacts and maybe tell us about the daily lives of those masons and slaters who

most never found on terrestrial sites, unless under very specific burial circumstances, so typically it has to be a wet, hot environment," said Gaulton. "In this particular case, it was the destruction of Ferryland

Eastern Waste boss explains operation of regional drop off sites

[December 20, 2021](#) [Chris 0 Comments](#)

On behalf of the Eastern Regional Service Board, I would like to provide information regarding your recent article published in ***The Shoreline News***, November 25, 2021 edition, page 13 entitled “Bay Bulls councilor not impressed with operation of regional dump.”

First of all, the waste facility at Bay Bulls is not the “regional dump” as stated by Councillor Sullivan and reported by Mr. Squibb. Through the Provincial Solid Waste Management Strategy (PWMS), all local landfills/dumps in the Eastern region are closed and have been replaced by the regional landfill at Robin Hood Bay as well as a network of waste recovery facilities including the one at Bay Bulls. There is no landfilling at the waste recovery facilities – bulk waste is held temporarily to be transferred to the regional landfill at Robin Hood Bay.

Waste recovery facilities across the Eastern region are run by the Board with a strict adherence to the Certificate of Approval to Operate these facilities from the Provincial government. The Provincial government sets restrictions on the type of waste to be collected at the sites such as no commercial waste and no black bag/household garbage. The Board has always operated these waste recovery facilities like the Residential Drop Off facility at Robin Hood Bay (RHB) whereby these facilities are for residential use only and those with commercial/business waste must continue to dispose of their waste by reporting to the scale house at RHB. This would include the cities and towns in the Eastern region, i.e., the City of St. John’s and the Town of Bay Roberts, for example, report to the scale house and pay the appropriate tipping fees. The Certificate of Approval to Operate these sites prohibits acceptance of commercial materials from contractors or businesses. Vehicles with commercial signage are refused entry. The acceptance of commercial/business waste at these facilities would provide businesses an unfair advantage as they would not pay any waste disposal fees. This negatively impacts local waste haulers and means that residents of the Eastern region are paying the disposal fees for the commercial/business waste.

The waste recovery facilities are for residential drop off for any bulk waste item that cannot be brought to the curb for regular weekly collection such as appliances, furniture, mattresses, hot water tanks, metals, etc. We cannot accept anything that is recyclable or materials that decompose, including cardboard, clothing, food items, etc. The Board has adopted policies that assists in controlling costs as much

as possible as the Board incurs the cost of transporting all materials collected at the Bay Bulls site to the regional landfill at Robin Hood Bay. These costs impact the fee charged to customers. To ensure compliance with our Certificate of Approval to Operate these facilities, to manage our costs, and to assist in maintaining a reasonable household rate for waste services, the Board must ensure that our facilities operate appropriately and in line with current regulations.

All the Board's waste recovery facilities are open for 16 hours per week – 4 hours each on Tuesdays and Thursdays plus 8 hours on Saturdays. The Board employs two Site Attendants at the Bay Bulls facility. Unlike other regions in the province, there is no charge for residents to drop off their bulk waste at the waste recovery facilities operated by our Board.

The Board's mandate does not include addressing illegal/indiscriminate dumping. The responsibility to fight illegal dumping is shared by many parts of government including Service NL and the MMSB. The ERSB is mandated to develop services and facilities so that people have options to participate in the safe and responsible disposal of their waste. The cleanup and enforcement of illegal dumpsites falls under the jurisdiction of the provincial government. As we all know, illegal dumping is a serious and unnecessary problem in our province that poses a threat to the environment and our communities. Crime Stoppers encourages the public to report information of any suspicious activity involving the improper disposal of waste by calling 1-800-222-TIPS (8477). The Board cannot be held responsible for those reckless individuals who choose to dispose of their waste inappropriately and illegally.

To address the statement, "We're housing an operating waste dump and we don't get any tax money from it," said Sullivan, please note that as per Sections 118(b) and 120(2) of the Municipalities Act, the Board's sites and facilities cannot be assessed property or business taxes.

The Eastern Regional Service Board consists of 20 elected officials from across the Eastern region with one representative for the Southern Shore area (consists of all communities from Bay Bulls to St. Shott's). The Board is governed by the Regional Service Boards Act, 2012 and the Eastern Regional Service Board Regulations, 2013. The Board operates as a not-for-profit and all monies collected through the waste management program must cover the costs to provide the service. The Board does not receive any provincial funding to provide its waste services.

In closing, I would like to thank you for the opportunity to provide the above information. This information has been provided to the Town of Bay Bulls as well.

Kindest regards,

Harold Mullooney, B.Sc., B.Ed., M.P.H.
Chairperson, Eastern Regional Service Board

From: [Jason Sullivan](#)
To: [Lynn Tucker](#)
Cc: [Neil O'Brien](#); [Jason O'Brien](#); [Keith O'Driscoll](#); [Shannon O'Driscoll](#); [Jennifer Aspell](#); [Ashley Wakeham](#); [Harold Mullooney](#); mayor@stjohns.ca
Subject: RE: Garbage
Date: February 2, 2022 2:42:51 PM

Thank you for the reply Lynn.

Not only will you feel my frustration but if that garbage is still there next week, you will see it. This dumping is a direct result of someone from the metro area being turned away and heaving it out on the way home. Now I realize that the contents may or may not have accepted on site so that's why our solution is to have you guys provide a dumpster to our town for instances like this.

You can reference one of the three government departments that represent you all you like, however you may not be the direct problem but your site is the root of it so therefore you hold accountability here.

I understand your board already met and our issue was raised and given very little weight. That's unfortunate, but I have dealt with bullies my entire life so I'm used to it. You may have walked over other councillors but you won't be doing that to me or the residents I represent.

So this is what is going to happen;

You can have your trucks stop on the city limits turn around on Monday and pick it up. And then provide us a dumpster in short order.

Or

You can provide a dumpster next week so we can handle it ourselves.

Or

You do nothing and me and a few other frustrated residents will pick it up and bring it to town. On the way, I will call Terry Roberts and Ben Cleary and have them meet me in your parking lot where I will deliver it to you. I will then explain to the entire province why the neat little town of Bay Bulls is getting polluted to no end because of your organization and site. I will also highlight the simple solution proposed, taking a miniscule amount of money from your 5 million dollar reserves to help us keep our town clean from the burden of your site.

I trust this settles the matter,

Jason Sullivan

----- Original message -----

From: Lynn Tucker <ltucker@ersbnl.ca>

Date: 2022-02-02 1:19 p.m. (GMT-03:30)

To: Jason Sullivan <jsullivan@townofbaybulls.com>

Cc: Neil O'Brien <nobrien@townofbaybulls.com>, Jason O'Brien <jobrien@townofbaybulls.com>, Keith O'Driscoll <kodriscoll@townofbaybulls.com>, Shannon O'Driscoll <sodriscoll@townofbaybulls.com>, Jennifer Aspell <jaspell@townofbaybulls.com>, Ashley Wakeham <awakeham@townofbaybulls.com>, Harold Mullowney <hmullowney@irishloop.nf.ca>, mayor@stjohns.ca
Subject: RE: Garbage

Dear Councillor Sullivan,

In response to your email below, please be assured that the issues raised in the meeting with your Council and the Eastern Regional Service Board held January 25th will be tabled at upcoming Board committee meetings. We appreciate your frustration with illegal dumping in your Town; however, other provincial agencies have been mandated to address this major issue. We encourage you to contact Service NL and the MMSB who has an Illegal Dumping Surveillance Assistance Program that may be beneficial to Bay Bulls – the link and an excerpt from their website is below.

Kindest regards,

Lynn

Lynn Tucker

Chief Administrative Officer

Eastern Regional Service Board

255 Majors Path, Suite 3

St. John's, NL A1A 0L5

Tel: 709-579-7960

www.easternregionalserviceboard.com

Excerpted from MMSB website at: <https://mmsb.nl.ca/waste-diversion/illegal-dumping/>:

Illegal Dumping

Illegal dumping is a serious and unnecessary problem that poses a threat to the environment and our communities. Dumping waste in unauthorized areas can pollute the land and water, negatively impact wildlife and result in significant clean-up costs. There is no excuse for illegal dumping.

Illegal Dumping Surveillance Assistance Program

In 2013, MMSB and the Town of CBS partnered to develop an Illegal Dumping Surveillance Program. Through the program, MMSB offered financial resources and technical training to communities that wanted assistance implementing effective surveillance and enforcement programs within their jurisdictions.

Funded through a \$65,000 investment from the Waste Management Trust Fund, the program was based on the successful surveillance and enforcement initiative implemented in CBS. Over the long-term, MMSB hopes to leverage the knowledge and capabilities developed by participating municipalities to establish a team of illegal dumping experts who can support other communities in dealing with illegal dumping.

The Royal Newfoundland Constabulary has also dedicated a Liaison Officer to work with municipalities in their jurisdictions to enhance enforcement and investigate reports of illegal dumping.

- [2014 News Release – Surveillance Technology and Enforcement Training Helps Communities Combat Illegal Dumping](#)
- [2013 News Release – New Program Helping Communities Combat Illegal Dumping](#)

NL CrimeStoppers Partnership

MMSB and NL Crime Stoppers have partnered to encourage Newfoundlanders and Labradorians to help stop illegal waste dumping in our province. Anyone can anonymously report suspicious activity by calling 1-800-222 TIPS (8477), visiting www.nlcrimestoppers.com to submit a tip or by downloading the free and secure P3 Tips App in your App store. Those who call with a tip are not required to provide their names.

This partnership, which builds on the Illegal Dumping Surveillance Program, is funded through a \$45,000 commitment from the Waste Management Trust Fund over three years. Funding will be used by Crime Stoppers to operate the program, which includes payment of tipsters and operational expenses.

Crime Stoppers encourages the public to report suspicious activity involving the improper disposal of waste, including crimes in progress or details on illegal dumpsite locations. Take note of what you see and pay particular attention to:

- license plate number
- colour and make of vehicle

- location
- time of day

Your anonymity is guaranteed and you will not have to testify in court. Learn more about illegal dumping at rethinkwastenl.ca.

From: Jason Sullivan <jsullivan@townofbaybulls.com>

Sent: February 2, 2022 9:17 AM

To: Holly Coles <HColes@ersbnl.ca>

Cc: Councillors <councillors@townofbaybulls.com>; Jennifer Aspell <jaspell@townofbaybulls.com>

Subject: Garbage

Hi Holly,

Could you please forward this to your board. I want to make it clear, my fuse is getting short on this issue and unless they want a complete spectacle I would advise them to get a dumpster to Bay Bulls as soon as possible.

This was taken this morning.

Jason Sullivan

Sent from my Bell Samsung device over Canada's largest network.

Statement details

Eastern Regional Service Board
3-255 MAJORS PATH
ST JOHN'S NL A1A 0L5

Account number

Date issued Jan 19, 2022

Account summary

This statement shows transactions posted to your account since your last statement. To view all transactions related to your account, go to canada.ca/my-cra-business-account.

The **Remittance account balances** section below includes paid and unpaid amounts for 2022. For more information on withholding requirements and calculating your deduction and remittance amounts, go to canada.ca/payroll.

Remittance account balances

Date posted	Description	Date received	\$ Amount	CR/DR
	Previous balance		0.00	
Oct 28, 2021	Payment Oct 2021	Oct 25, 2021	16,670.30	CR
Nov 16, 2021	Payment Oct 2021	Nov 10, 2021	18,978.30	CR
Nov 30, 2021	Payment Nov 2021	Nov 25, 2021	15,697.25	CR
Dec 15, 2021	Payment Nov 2021	Dec 10, 2021	16,076.31	CR
Jan 04, 2022	Payment Dec 2021	Dec 29, 2021	15,251.21	CR
Jan 13, 2022	Payment Dec 2021	Jan 10, 2022	14,558.65	CR
Jan 13, 2022	Payment Dec 2021	Jan 10, 2022	<u>16,565.08</u>	CR
	Current balance		0.00	

Explanation of changes and other important information

Are you eligible to take advantage of the temporary wage subsidy? To help Canadians with the economic impact of the COVID-19 pandemic, the Canada Revenue Agency allows employers to reduce their remittances in 2020. For more information about the timeframes, reduction calculation and eligibility criteria, go to canada.ca/temporary-wage-subsidy.

Did you know you can submit payroll documents online? The "Submit documents" service lets you or your representative securely send documents electronically to the CRA. You can access this service directly through My Business Account or Represent a Client. If you have not already registered for My Business Account or Represent a Client, go to canada.ca/taxes-business-online.

Your 2021 remittance account balance is \$487,251.33.

Highlights of the Report from the Joint Working Group on Regionalization

In February 2022, the Minister of Municipal and Provincial Affairs released the report and recommendations of the Joint Working Group on Regionalization. This report was the culmination of two years of consultation between the Department of Municipal and Provincial Affairs (MPA), Municipalities Newfoundland and Labrador (MNL) and the Professional Municipal Administrators of Newfoundland and Labrador (PMANL).

The report from the Joint Working Group is a culmination of years of research into regionalization and regional governance. Regionalization has been a consistent topic of discussion within the municipal sector since the post confederation rapid expansion of municipalities. Numerous formal studies and reports have been commissioned by government since the Report of the Royal Commission on Municipal Government in Newfoundland and Labrador in 1974.

The report from the Working Group is the recommended first step for the implementation process for regional governance. Upon the acceptance of the recommendations outlined therein, a three phased approach is estimated to take three years to fully implement.

The report addresses three objectives that must be met to address the challenges facing municipalities in the province.

1. Capacity – proposed changes to municipal legislation will be enabling in nature and will provide municipalities with more autonomy and flexibility to address challenges. New legislation will hopefully provide more freedom and flexibility to the municipality to ensure that services are being provided and to sustain the long-term sustainability of the municipality.
2. Compliance – many municipalities in the province are noncompliant with legislative reporting requirements. This can be the result of a lack of professional and financial expertise within the municipality. A regional government could provide the necessary administration and technical support to assist communities with meeting compliance requirements.
3. Collaboration – it is anticipated that regional governance can assist with preparing service agreements and improve the administration and consistency across the region.

The Working Group also identified eight principals that would be the foundation of regional governance.

1. Provision of Good Local Government – Over 300 communities in Newfoundland and Labrador are not served by a municipal government. All residents of the province should have access to essential services such as fire and emergency services, as well as water and wastewater management.
2. Better and More Efficient Local Services – Essential services such as public water supply protection and drinking water treatment as well as animal control, building inspection and by-law enforcement would benefit from being delivered by a regional body.
3. More Transparent and Accountable Local Government – There is inconsistency in the filing and quality of the required reporting from municipalities and LSDs in the province. Reporting and citizen engagement could be improved through regional governance and the provision of administrative support from the regional council.

4. Greater Cooperation – Cooperation between municipalities is often focused on one specific objective or service. A regional entity will administer any collaborative arrangements on behalf of the municipalities involved.
5. Equitable Taxation – Residents of Unincorporated Areas and Local Service Districts often benefit from the municipal services provided by a neighboring municipality at no cost. The Government of Newfoundland and Labrador also plows and maintains roads in these areas with no cost to residents. Newfoundland and Labrador is the only province in Canada to not collect a provincial property tax.
6. Achieving Regional Economic Development Potential - In the absence of the former regional economic development boards, there is no consistent regional economic development outside of individual communities. Communities that have the capacity for economic development are often competing with other communities in the region to attract talent, investment, and funding. Local Service Districts (LSD) and unincorporated communities (UIC) do not by their nature have capacity to invest in economic development initiatives. A regional approach would eliminate competition between communities and will benefit the entire region.
7. Enhanced Municipal Administration – A regional approach to providing professional and technical support will enable municipalities to ease the burden on current staff. Many communities do not have the capacity to provide salaries for full time administrative staff. A regional entity will be able to provide financial, legislative, and engineering services that the community may not otherwise be able to afford.
8. Integrated Planning Approach – Upwards of half of the municipalities in the province do not have a land use plan or development regulations. LSDs and UIAs do not have the authority to engage in land use planning and are thus not subject to planning requirements. A regional entity will develop interrelated plans within each region related to land use, economic development, and infrastructure.

The Working Group reported that a regional governance structure should:

1. Address the need for capacity, compliance, and collaboration.
2. Have adequate resources necessary for successful implementation.
3. Have flexibility to best address the scale and scope of any region's self-identified needs.
4. Provide local governance to residents living outside of a municipality.
5. Address the need for integrated regional planning.

The Working Group recommended that a regional governance structure be established to undertake:

1. The development and management of an integrated regional plan.
2. Provision of municipal services to residents in LSDs and UIAs.
3. Provision of support services to municipalities as deemed appropriate by the region through a phased implementation approach.

The Working Group recommended that the design of the governance model should address:

1. Municipal representation – municipal councils would appoint a member to the governing board or council either individually or through wards.
2. Non-municipal representation – LSDs and UIAs should be organized into wards and residents may directly elect representatives to the board or council.

3. Revenue generation – authority to level property taxes on properties outside of municipal boundaries and charge fees for government services rendered either collectively or individually. Residents in municipalities will only pay taxes levied by their individual councils.

The Working Group recommends that the new regional governance structure incorporate:

1. Structure – Governance structure for LSDs and UICs. Municipalities remain autonomous but may participate in a regional council. Struggling municipalities may relinquish autonomy and dissolve into a regional council. Strong LSDs may wish to incorporate. That the regional entity be supported by a Chief Administrative Officer.
2. Size – Population of between 5,000 and 50,000 residents. Boundaries to be drawn for 25 regions.
3. Representation – Governed by a regional council. Number of seats to not exceed 15. LSDs and UICs to be represented by the regional council only.
4. Service Delivery – Provide required municipal services to all residents in the region. Deliver other services where financially feasible and agreed upon by the municipalities in the region. Administer all inter-municipal agreements and contracts. Inherit all capital assets and infrastructure located in LSDs and UIAs.
5. Finances – Tax authority to determine and collect taxes on properties in LSDs and UIAs. Ability to charge user fees for service. Provincial government to fund the initial start-up of the regional government.

This will occur in a three year, three phase approach. Phase 1 is to identify local governance capacity and begin legislative changes. Phase 2 is to design the regional governance entity. Phase 3 is to implement the recommendations of transition team and working group. The Working Group recommends that the creation and staffing of the 25 regional governance entities and the transition team will be supported by the Government of Newfoundland and Labrador.

Based upon public discussion since the report has been released, the 2024 timeline for implementation is very ambitious but it is anticipated that once stakeholders are on board then buy in will occur with other communities and LSDs. The report from the Working Group does not include a recommendation on the elimination of the Regional Service Boards. In fact, using ERSB as a model, the service boards could be able to expand on the services provided to the regions through collaboration with the new regional governments.

Regionalization can take the form of regional governance and regional transactions. The report is focused on regionalization through the implementation of regional governance models. Capacity and compliance issues certainly exist within many municipalities and communities across the province. There is no consistent level of human resources and financial capacity in municipalities between regions and within regions. Based upon the report, a professional staff will be set up within the Department of Municipal and Provincial Affairs to allow for the consistent provision of administrative and financial services within each region. The new regional governance model will be funded by the Government of Newfoundland and Labrador

It was identified as part of the Government of Newfoundland and Labrador's Budget 2021 that an equitable taxation scheme for every property in the province should occur. Mandatory property registration will be the first step in providing the ability to collect a property tax on every property in the

province. With a mandatory property registration in place, a Regional Service Board could be able to identify and bill an individual property for the cost of services provided to the property or for a property tax as assessed by the regional council or the municipality.

Many of the recommendations made by the Working Group are reflective of what is, and what can be, offered by the Eastern Regional Service Board. The Joint Councils in the Eastern Region are supported by the ERSB through administrative support. The ERSB administers Fire and Emergency Services contracts between municipalities and neighboring LSDs and UICs. The ERSB also provides communities with support for drinking water by providing a professional engineer who monitors and assists communities plan water systems. Unfortunately, as the report points out, there are discrepancies in the capacity levels for all regional service boards to provide the same level of service as Eastern.