



# ERSB's Board of Directors Meeting - May 21, 2025 Minutes

Eastern Regional Service Board

5/21/2025 6:00 PMNDT

@ Double Ice Complex, 68 McNamara Dr, Paradise, NL A1L 1Y5

## **Attendance**

### **Present:**

Members: Daniel (Danny)	Breen, Jill	Bruce
(remote), Glenn Clarke, Tom	Davis, Christie Dean, Rodney	Delaney, Craig
Drover, Ronald	Ellsworth, T. Alexander	Hickman, Kevin
McDonald	(remote), Greg Noseworthy, Sheilagh	OLeary,
Holly Power, Steve Tessier, Gerard Tilley, Lynn Tucker, Mark		Vardy
(remote), Lawrence	Vaters, Hilda	Whelan

### **Absent:**

Members: Bill	Antle, Maggie	Burton, Jason O'Brien, Ophelia
Ravencroft, Carl	Ridgeley	

#### **I. Call to Order**

The meeting was called to order at 7:06 p.m.

#### **II. Adoption of Agenda**

The agenda was tabled for approval.

[Draft Agenda BOD May 21 2025.docx](#)

### **Motion:**

**BE IT RESOLVED that the agenda be adopted as tabled.**

Motion moved by Steve Tessier and motion seconded by Sheilagh OLeary . Carried Unanimously.

#### **III. Review of Minutes**

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

[Draft Agenda BOD May 21 2025 AMENDED.pdf](#)

### **Motion:**

**BE IT RESOLVED that the minutes from April 23, 2025, be adopted as tabled.**

Motion moved by Steve Tessier and motion seconded by Tom Davis. Carried Unanimously.

#### IV. Committee Reports

##### A. Finance & Audit Committee

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

##### 1. Board Expenditures

Board expenditures for the month of April 2025 were tabled for review and approval. There were no questions or concerns.

 [BMO Statement April.pdf](#)

 [Cheque Register April 2025.pdf](#)

 [Meeting Package Payroll Expense APR 2025.pdf](#)

##### **Motion:**

**BE IT RESOLVED that the Board adopt the expenditures for the month of April 2025 as tabled.**

Motion moved by T. Alexander Hickman  
and motion seconded by Greg Noseworthy. Carried Unanimously.

##### 2. Incorporated Towns Payment Activity Report

An update on the incorporated towns' payment activity was provided. There were no questions or concerns.

 [2025 Incorporated Towns Payment Activity Report at May 6.pdf](#)

##### 3. Q1 Financial Update

Mr. Hickman referred to the document that was provided in the meeting package and highlighted some key points of the Q1 Financial Report while noting that most accounts were under budget, but vehicle repairs and maintenance expenses continue to exceed budget. Revenues, and specifically waste collection fees collected, were over budget for the first quarter.

 [2025 Budget Vs Actual Q1.pdf](#)

 [Briefing Note - Q1 2025 Financial Update and Analysis.docx](#)

##### 4. Asset Management Plan Update

Mr. Hickman provided an update on the Board's Asset Management Plan that is in progress. A more detailed report will be provided at next month's meeting.

##### 5. Old Perlican Waste Recovery Facility – Delayed Extension - Update

Mr. Hickman referred to materials that were provided in the meeting package. It was reported that the contractor was not following the access card process in April and staff confirmed that there were no cards scanned at the Old Perlican site. It was

recommended that another meeting with the contractor should be held to discuss the ongoing issues, therefore, there is no recommendation being made to extend the contract at this time.

## 6. Bay Bulls Waste Recovery Facility Upgrades

Mr. Hickman referred to the briefing note that was provided in the meeting package. He confirmed that an RFP was issued for site work at the Bay Bulls Waste Recovery Facility. Three contractors picked up the RFP but only one bid was received, which was reasonable compared to prior work contracted at the Placentia site. This work will rejuvenate the site and will bring the site up to standard.

 [Briefing Note - Bay Bulls Waste Recovery Facility site upgrade 2025 .docx](#)

 [Bid Sheet - Bay Bulls Site Work 2025 MAY 1.pdf](#)

### **Motion:**

**BE IT RESOLVED that the Board award the contract for the Bay Bulls Waste Recovery Facility site upgrade to Harbour Construction Ltd. in the value of \$84,164.00 plus HST.**

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

Hickman  
Ellsworth

## B. Strategy & Policy Committee

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

 [Draft Agenda BOD May 21 2025 AMENDED.pdf](#)

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

Mr. Tilley reviewed the information from the briefing note that was provided in the meeting package. He reported that there has been a decrease in the number of non-compliant applications received by about 20%, and that the biggest issue currently for non-compliance is the absence of a valid email on applications.

Staff are currently receiving 40 to 50 telephone calls per day about these cards. Roughly 1 out of every 5 messages left on the voicemail cannot be returned for lack of identification. Unfortunately, some of the callers have been disrespectful and rude with staff calling them vulgar names. Staff continue to be personally attacked on the phone and at these sites.


Mr. Tilley noted that it is important to remember that upwards of 80% of residents calling in do remain respectful. Please be reminded that these cards are free to customers and they provide free access to waste disposal sites.

### 2. Waste Recovery Facilities Operational Policy Revisit

Mr. Tilley referred to the briefing note that was included in the meeting package. He noted that both the double-axle trailer and municipal access policies have continuously been revisited and reminded the Board that it was agreed at the October


30, 2024, Strategic Planning Meeting that any policy changes would not be made until after the access cards have been implemented. It was determined that it would be most prudent to put off any policy changes until after the general municipal election this Fall and until after the access cards have been fully implemented and in use for some time.

 [BN - WRF Operational Policy Revisit.docx](#)

 [1B TOWB Correspondence Re Waste Recovery Facility Policies - April 2025.pdf](#)

 [2 Ltr - Town of Bay Bulls FEB 25 2022.pdf](#)

 [3 Bay Bulls - Speaking Points for Meeting with Council January 25 2022.pdf](#)

 [4 Email fr Bay Bulls DEC 20 2021 - RE ERSB Information Follow up of Meeting Request.pdf](#)

 [1A Email - fr Witless Bay re Policies APR 24 2025.pdf](#)

3. Oversized Items/Bulk Waste Collection 2025 – Request from Town of Carbonear to Withdraw from Current RFP

Mr. Tilley referred to the briefing note that was provided in the meeting package. He informed the Board that a request was received from the Town of Carbonear to be removed from the current Oversized Items Collection RFP. The first RFP was issued on February 17 for a Spring oversized items collection and did not result in any bids being received. Therefore, the RFP was re-issued for a Fall 2025 collection date.

The Town of Carbonear contacted the Board and asked that if they were successful in finding a contractor to do the work this Spring or early summer, would the Board provide a credit to the Town for this year's oversized items collection. It was discussed at the Committee meeting, and members felt if the Town could find a contractor, that the Board would be happy to provide them with credit of \$15 per household on their 2025 invoice. As members will recall, this was the amount charged per household to continue the oversized items collection this year.

Following the meeting, the Town subsequently informed the Board that they would remain in the RFP for an oversized items collection this Fall. They would also try and find a contractor to provide an event now. The Town felt it best to provide two events this year rather than not having any event whatsoever if they withdrew from the RFP and could not find a contractor themselves.

 [BN - Curbside Bulk Program - Carbonear 2025.docx](#)

4. 2025 Q1 Regional Water/Wastewater Operator's Report

Mr. Tilley noted that the Q1 Water/Wastewater Report was provided in the meeting package for Members' review. He was pleased to report that the Board's Water/Wastewater Operator continues to service 18 communities in the Eastern region.

 [Eastern Region - Quarterly Report - Mar 31 2025 merged.pdf](#)

5. Recognition of Successful Composting at the Avalon Mall, St. John's

Mr. Tilley noted that the Avalon Mall in St. John's is running a successful food composting program that diverts all food waste from the Food Court as well as other businesses at the mall to be composted rather than sent to the regional landfill. In 2019, the Avalon Mall, in partnership with the MMSB, acquired a BROME composter and began to compost its food waste. The Board is pleased to recognize this successful composting program and is happy to see the Avalon Mall show leadership in advancing sustainable waste management practices in public facilities.

#### C. Governance Committee

There was no Governance Committee meeting held in May.

#### V. Correspondence

Mr. Tessier read a letter that was received from the Canadian Association of Municipal Administrators (CAMA) that recognized the Board's Chief Administrative Officer (CAO), Lynn Tucker, for her 15 years of service. The Board gave a round of applause and thanked Lynn for her hard work and dedication, congratulating her for her 15+ year tenure.

#### VI. New Business

There was no new business to be discussed.

##### A. Meeting with MHA Lloyd Parrott

Mr. Tessier provided a brief overview of the recent meeting that was held with MHA Parrott. He noted that communications and the implementation of user access cards were discussed. He was pleased to report a willingness to work together after an educational meeting.

Mr. Tessier reported that MHA Loyola O'Driscoll of the Ferryland District, mentioned the Board's Access Cards in the House of Assembly this week. He also reported that MHA Sherry Gambin-Walsh of the Placentia-St. Mary's District had negative posts on social media regarding the access cards; Therefore, he will be reaching out to these MHAs to further the discussion and set up similar meetings to that of MHA Parrott's to educate and ensure accurate information sharing.

#### VII. Roundtable

Charles Bown, MMSB - Mr. Bown was pleased to hear that the Board supports the Avalon Mall in their new composting initiative. He noted that composting abilities are not limited to food establishments, and welcomes those who are interested in the program to reach out. Prior to the meeting, Mr. Bown passed around MMSB pens which came with ink refills (not single use) to promote Reducing, Reusing, and Recycling whenever and wherever possible.

Greg Noseworthy - Mr. Noseworthy reminded Members about the composting program that is offered by the City of St. John's.

Sandy Hickman - Mr. Hickman reminded everyone of the Outer Ring Road Cleanup that is scheduled to take place on Sunday. Upon returning from vacation in Spain, Mr. Hickman was fascinated by the local neighborhood collection bins that they use for waste collection, he said it was a very interesting setup, especially seeing how things are done so differently in other parts of the world.

Larry Vaters - Mr. Vaters noted that the Town of Paradise invites all grade 6's to their depot for municipal awareness week which happens once a year. As recycling rates are low, it's a good opportunity for the town to provide educational messages to the younger kids to bring it home to their families.

Sheilagh O'Leary - Ms. O'Leary reported a positive uptake in the City's Community Cleanups program with one taking place this coming Saturday in Pleasantville.

Lynn Tucker - Ms. Tucker reminded everyone of the Board's Community Clean-Up Program available to all communities throughout the Eastern Region and encouraged interested towns to reach out to the operations department at the head office for more detail and/or an application. Ms. Tucker also thanked the Board and Staff for the recognition of her 15+ year service.

Steve Tessier - Mr. Tessier thanked everyone for their comments on highway and community cleanups as our Province has a major issue with roadside litter and illegal dumping.

Craig Drover - Mr. Drover noted his excitement in attending the upcoming CAMA Conference.

Tom Davis - Mr. Davis started a brief conversation on the local wildfires as of late, reminding residents to keep their properties tidy and and make their residences as fire proof as possible.

Gerard Tilley - Mr. Tilley reported that the Town of Conception Bay South recently approved a \$50,000 payment to the Canada Games Legacy Group. He was pleased to report that equipment used at the Canada Games this year would be reused.

Jill Bruce - Ms. Bruce reported that a cruise ship carrying 450 passengers and 450 crew members sailed from Tokyo and docked in St. John's harbour earlier today. She also noted that her family owns a property in Adam's Cove, so she wanted to take the opportunity to thank local fire fighters and emergency responders for their assistance and expertise.

Kevin McDonald - Mr. McDonald also extended a thank you to the first responders who tended to the wild fires, noting that the long range forecast looks to be favorable for wildfires this summer, unfortunately.

#### VIII. Upcoming Meetings

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

- a) The next meeting of the Board of Directors will take place on Thursday, June 26, 2025, at 6:00 p.m. at St. John's City Hall.
- b) The next meeting of the Finance & Audit Committee will take place on Thursday, June 12, 2025, at 12:30 p.m., format to be determined.
- c) The next meeting of the Strategy & Policy Committee will take place on Wednesday, June 11, 2025, at 8:30 a.m., format to be determined.
- d) The next meeting of the Governance Committee will take place on Wednesday, June 18, 2025, at 10:30 a.m., format to be determined.

#### IX. Adjournment

Seeing no further business to discuss, the meeting adjourned.

#### **Motion:**

**BE IT RESOLVED that the meeting adjourned at 8:01 p.m.**

Motion moved by Glenn Clarke and motion seconded by Gerard Tilley. Carried Unanimously.



# Statement

Account Name:	EASTERN REGIONAL SERVICE BOARD	Card Number:	xxxx-xxxx-xxxx-3165
Company Name:	EASTERN REGIONAL SERVICE BOARD	Account Limit:	\$ 50,000.00
Employee ID:	CDROVER	Available Credit:	\$ 33,947.84
Statement Date (MM/DD/YYYY):	04/28/2025	Currency:	CANADIAN DOLLAR
Payment Due Date (MM/DD/YYYY):	05/19/2025		

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

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

## Statement Summary:

### YOUR REWARDS

Rewards earned:	\$ 160.52
Rewards adjusted:	\$ 0.00
Total rewards earned:	\$ 160.52
Rewards balance year to date:	\$ 422.60

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

Previous Balance:	\$ 10,846.80
Payments:	\$ -10,846.80
Adjustments:	\$ 0.00
Net Purchases:	\$ 16,052.16
Cash Advance:	\$ 0.00
Fees:	\$ 0.00
Other Charges:	\$ 0.00
New Account Balance:	\$ 16,052.16

## Transaction Summary:

Trans Date	Posting Date Trans ID	Description	Pre-Tax Amount Auth #	Total Tax	Trans Amount
<b>Card Number xxxx-xxxx-xxxx-3165 EASTERN REGIONAL SERVICE BOARD</b>					
04/18	04/18 586699671	AUTOMATIC PYMT RECEIVED	\$ -10,846.80	\$ 0.00	\$ -10,846.80
			<b>TOTAL CREDITS</b>	<b>xxxx-xxxx-xxxx-3165</b>	<b>\$ -10,846.80</b>
			<b>TOTAL DEBITS</b>	<b>xxxx-xxxx-xxxx-3165</b>	<b>\$ 0.00</b>
<b>Card Number xxxx-xxxx-xxxx-3500 BUTT, KEVIN</b>					
04/01	04/02 583964663	ST. JOHNS MUNICIPAL C ST. JOHN'S NL	\$ 26.09 077955	\$ 3.91 (e)	\$ 30.00
04/01	04/03 584185286	DGSNL MRD MOUNT PEARL MOUNT PEARL NL	\$ 1,391.30 062063	\$ 208.70 (e)	\$ 1,600.00
04/09	04/10 585341903	TIM HORTONS #5343 WHITBOURNE NL	\$ 10.43 038502	\$ 1.56 (e)	\$ 11.99
04/10	04/10 585341904	EMM HARDCHROME & HYDRA 709-753-8875 NL	\$ 320.00 002144	\$ 48.00 (e)	\$ 368.00

04/11	04/14 585848363	CANADIAN TIRE #217 CARBONEAR NL	\$ 28.27 040771	\$ 4.24 (e)	
04/16	04/17 586687469	NORTH ATLANTIC PETROLE WHITBOURNE NL	\$ 3.47 062007	\$ 0.52 (e)	\$ 3.99
04/22	04/23 587532869	BEST BUY #909 ST. JOHN'S NL	\$ 237.74 063594	\$ 35.66 (e)	\$ 273.40
04/25	04/28 588274062	CANADIAN TIRE #333 ST JOHN'S NL	\$ 24.78 075939	\$ 3.72 (e)	\$ 28.50

**TOTAL CREDITS** xxxx-xxxx-xxxx-3500 **\$ 0.00**  
**TOTAL DEBITS** xxxx-xxxx-xxxx-3500 **\$ 2,348.39**

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

04/06	04/07 584689985	STARLINK INTERNET HALIFAX NS	\$ 320.00 051539	\$ 48.00 (e)	\$ 368.00
04/27	04/28 588274138	INDEED CAI25-00081521 TORONTO ON	\$ 540.18 087393	\$ 81.03 (e)	\$ 621.21

**TOTAL CREDITS** xxxx-xxxx-xxxx-7456 **\$ 0.00**  
**TOTAL DEBITS** xxxx-xxxx-xxxx-7456 **\$ 989.21**

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

04/02	04/03 584185285	REEFER REPAIR SERVICES MOUNT PEARL NL	\$ 4,151.60 077381	\$ 622.74 (e)	\$ 4,774.34
04/11	04/14 585848362	ICMA ONLINE 2022894262 DC US DOLLAR 135.00@1.454888888	\$ 196.41 046194	\$ 0.00	\$ 196.41
04/11	04/14 585848361	OPENAI CHATGPT SUBSCR SAN FRANCISCO CA US DOLLAR 23.00@1.454782608	\$ 33.46 098492	\$ 0.00	\$ 33.46

**TOTAL CREDITS** xxxx-xxxx-xxxx-3047 **\$ 0.00**  
**TOTAL DEBITS** xxxx-xxxx-xxxx-3047 **\$ 5,004.21**

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

04/16	04/18 586828739	MARY BROWNS DIVISION NO. NL	\$ 67.83 064755	\$ 10.17 (e)	\$ 78.00
04/23	04/25 587885597	FOODLAND #9214 WHITBOURNE NL	\$ 7.37 010386	\$ 1.11 (e)	\$ 8.48

**TOTAL CREDITS** xxxx-xxxx-xxxx-4730 **\$ 0.00**  
**TOTAL DEBITS** xxxx-xxxx-xxxx-4730 **\$ 86.48**

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

03/28	03/31 583353293	CAPITAL HOTEL ST. JOHN'S NL	\$ 1,000.00 004685	\$ 0.00	\$ 1,000.00
03/30	04/01 583748344	CAPITAL HOTEL ST. JOHN'S NL	\$ 225.33 039979	\$ 0.00	\$ 225.33
04/01	04/02 583964739	COLEMANS ST. JOHN'S NL	\$ 21.73 073211	\$ 3.26 (e)	\$ 24.99

**TOTAL CREDITS** xxxx-xxxx-xxxx-4653 **\$ 0.00**  
**TOTAL DEBITS** xxxx-xxxx-xxxx-4653 **\$ 1,250.32**



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

04/09	04/11 585556538	SOBEYS #320 ST. JOHN'S NL	\$ 198.50 065766	\$ 29.77 (e)	\$ 228.27
04/10	04/14 585848364	AIR CAN 00142119323881 AIRCANADA.COM MB  Passenger Name Eddy/Nicole Ticket Number 0142119323881	\$ 734.13 074777	\$ 0.00	\$ 734.13
04/10	04/14 585848440	AIR CAN 00142119323882 AIRCANADA.COM MB  Passenger Name Glasgow/Tracey Ticket Number 0142119323882	\$ 734.13 074777	\$ 0.00	\$ 734.13
04/11	04/14 585848444	HSW DOMAINPEOPLE.COM CHICAGO IL US DOLLAR 130.99@1.454843881	\$ 190.57 006688	\$ 0.00	\$ 190.57
04/11	04/14 585848441	HSW DOMAINPEOPLE.COM CHICAGO IL US DOLLAR 15.70@1.454140127	\$ 22.83 026099	\$ 0.00	\$ 22.83
04/11	04/14 585848520	HSW DOMAINPEOPLE.COM CHICAGO IL US DOLLAR 15.70@1.454140127	\$ 22.83 063611	\$ 0.00	\$ 22.83
04/11	04/14 585848442	HSW DOMAINPEOPLE.COM CHICAGO IL US DOLLAR 15.70@1.454140127	\$ 22.83 056027	\$ 0.00	\$ 22.83
04/11	04/14 585848443	HSW DOMAINPEOPLE.COM CHICAGO IL US DOLLAR 15.70@1.454140127	\$ 22.83 055668	\$ 0.00	\$ 22.83
04/14	04/15 586252568	FCM - FED.OF CDN MUN OTTAWA ON	\$ 1,298.03 042890	\$ 194.70 (e)	\$ 1,492.73
04/17	04/18 586828738	ZOOM.COM 888-799-9666 SAN JOSE CA	\$ 21.49 062929	\$ 3.22 (e)	\$ 24.71
04/17	04/21 587201908	MOXIES - 190 ST. JOHN ST. JOHN'S NL	\$ 634.55 006728	\$ 95.18 (e)	\$ 729.73
04/23	04/24 587810661	AMAZON.CA BW1EX9X93 AMAZON.CA ON	\$ 39.99 000134	\$ 6.00	\$ 45.99
04/24	04/24 587810659	CIVICINFO BC 250-383-4898 BC	\$ 756.70 040026	\$ 90.80 (e)	\$ 847.50
04/24	04/24 587810660	CIVICINFO BC 250-383-4898 BC	\$ 756.70 066429	\$ 90.80 (e)	\$ 847.50
04/25	04/25 587885596	AMZN MKTP CA N23KZ27B2 WWW.AMAZON.CA ON	\$ 353.89 095423	\$ 53.08	\$ 406.97

**TOTAL CREDITS xxxx-xxxx-xxxx-0293 \$ 0.00**
**TOTAL DEBITS xxxx-xxxx-xxxx-0293 \$ 6,373.55**



---

**CUSTOMER SERVICE:**

---

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

**BMO**

Telephone Inquiries: 1-855-825-9232

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

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

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

Internet: [bmo.com/treasuryandpayment](http://bmo.com/treasuryandpayment)

**Diners Club**

Telephone Inquiries: 1-800-363-3333

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

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

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

Internet: [dinersclubnorthamerica.com](http://dinersclubnorthamerica.com)


**PAYMENT INFORMATION:**

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

**If you are paying by mail:**
**Remember**

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

**A fee will be assessed against returned cheques.**

® Registered trade-mark of Bank of Montreal.



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

**Eastern Regional Service Board**

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

Cheques from 0000000001 to 0000012767 dated between 04-01-2025 and 04-30-2025

**CHEQUE REGISTER**

Printed: 2:36:57PM 05/06/2025

Page 1 of 2

Number	Issued		Amount	SC	Status	Status Date
0000012713	04/09/2025	Advantage Personnel Ltd.	3,886.77	A/P	CLEARED	04/22/2025
0000012714	04/09/2025	Bell Mobility Inc.	36.80	A/P	CLEARED	04/23/2025
0000012715	04/09/2025	Big Erics Inc.	347.91	A/P	CLEARED	04/22/2025
0000012716	04/09/2025	Channel 6 Ads - Avalon Region	245.00	A/P	CLEARED	04/15/2025
0000012717	04/09/2025	City of St. John's	38,733.51	A/P	CLEARED	04/16/2025
0000012718	04/09/2025	Coish's Trucking & Excavating Ltd.	53,686.50	A/P	CLEARED	04/16/2025
0000012719	04/09/2025	CTT Tirecraft	592.53	A/P	CLEARED	04/22/2025
0000012720	04/09/2025	Curtis Dawe	7,566.04	A/P	CLEARED	04/16/2025
0000012721	04/09/2025	D&L Russell Limited	39.64	A/P	CLEARED	04/22/2025
0000012722	04/09/2025	De Lage Landen Financial Services Canada Ltd.	401.96	A/P	CLEARED	04/22/2025
0000012723	04/09/2025	Dicks and Company Limited	452.90	A/P	CLEARED	04/16/2025
0000012724	04/09/2025	Dodd's Diesel Repair Ltd.	512.84	A/P	CLEARED	04/17/2025
0000012725	04/09/2025	Eastcom Inc.	22.94	A/P	OUT-STD	04/09/2025
0000012726	04/09/2025	Eastlink Communications Channel 6 Ads	201.25	A/P	CLEARED	04/22/2025
0000012727	04/09/2025	Glenn Clarke	314.59	A/P	CLEARED	04/22/2025
0000012728	04/09/2025	Jacqueline Crocker	108.42	A/P	CLEARED	04/16/2025
0000012729	04/09/2025	Jenkins Anthony Inc.	7,985.11	A/P	CLEARED	04/22/2025
0000012730	04/09/2025	K.J.H. Dirtwork's Ltd.	49,350.36	A/P	CLEARED	04/16/2025
0000012731	04/09/2025	Kenneth Rollings	859.58	A/P	CLEARED	04/11/2025
0000012732	04/09/2025	Kevin McDonald	125.65	A/P	CLEARED	04/15/2025
0000012733	04/09/2025	Leslie Squires	440.00	A/P	CLEARED	04/14/2025
0000012734	04/09/2025	Miller IT Limited	6,866.72	A/P	OUT-STD	04/09/2025
0000012735	04/09/2025	Newfoundland Power Inc.	95.93	A/P	CLEARED	04/15/2025
0000012736	04/09/2025	Newfoundsand Glass Recycling Co-operative Ltd	1,000.00	A/P	OUT-STD	04/09/2025
0000012737	04/09/2025	Nexgen Municipal Inc.	576.86	A/P	OUT-STD	04/09/2025
0000012738	04/09/2025	North Sun Energy	19,777.21	A/P	CLEARED	04/16/2025
0000012739	04/09/2025	O'Brien's Trucking Ltd	3,005.33	A/P	OUT-STD	04/09/2025
0000012740	04/09/2025	OMB Parts & Industrial Ltd.	35.64	A/P	CLEARED	04/22/2025
0000012741	04/09/2025	ORKIN Canada Corporation	226.69	A/P	OUT-STD	04/09/2025
0000012742	04/09/2025	Parts For Trucks Inc.	79.93	A/P	CLEARED	04/22/2025
0000012743	04/09/2025	Rodney Delaney	130.69	A/P	OUT-STD	04/09/2025
0000012744	04/09/2025	Shred-it c/o Stericycle ULC	1,205.29	A/P	OUT-STD	04/09/2025
0000012745	04/09/2025	Strong Data Inc.	1,811.25	A/P	CLEARED	04/16/2025
0000012746	04/09/2025	T2 Ventures Inc.	361,076.77	A/P	CLEARED	04/11/2025
0000012747	04/09/2025	Tulk Tire & Service Ltd.	4,223.34	A/P	CLEARED	04/16/2025
0000012748	04/09/2025	Town of Bay Roberts	9,450.00	A/P	OUT-STD	04/09/2025
0000012749	04/09/2025	Vardy Villa Limited	18,011.88	A/P	OUT-STD	04/09/2025
0000012750	04/24/2025	62167 Newfoundland and Labrador Inc	7,380.30	A/P	OUT-STD	04/24/2025
0000012751	04/24/2025	Advantage Personnel Ltd.	5,300.35	A/P	OUT-STD	04/24/2025
0000012752	04/24/2025	Clowe's Construction Ltd.	9,568.00	A/P	OUT-STD	04/24/2025
0000012753	04/24/2025	Concord Enterprises Inc.	5,182.67	A/P	OUT-STD	04/24/2025
0000012754	04/24/2025	Dodd's Diesel Repair Ltd.	4,561.00	A/P	OUT-STD	04/24/2025
0000012755	04/24/2025	Hickman Chevrolet Cadillac	4,726.13	A/P	OUT-STD	04/24/2025
0000012756	04/24/2025	McInnes Cooper	5,862.86	A/P	OUT-STD	04/24/2025
0000012757	04/24/2025	Newfoundland Power Inc.	7,455.20	A/P	OUT-STD	04/24/2025
0000012758	04/24/2025	NL Association of Fire Services	747.50	A/P	OUT-STD	04/24/2025

\*\* - Name on Check was modified

**Eastern Regional Service Board**

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

Cheques from 0000000001 to 0000012767 dated between 04-01-2025 and 04-30-2025

**CHEQUE REGISTER**

Printed: 2:36:57PM 05/06/2025

Page 2 of 2

Number	Issued		Amount	SC	Status	Status Date
0000012759	04/24/2025	Pike's Pro Hardware & Building Supplies	220.68	A/P	OUT-STD	04/24/2025
0000012760	04/24/2025	Pinnacle Office Solutions Ltd.	233.98	A/P	OUT-STD	04/24/2025
0000012761	04/24/2025	Princess Auto	45.95	A/P	OUT-STD	04/24/2025
0000012762	04/24/2025	Provincial Fence Products Ltd.	2,162.00	A/P	OUT-STD	04/24/2025
0000012763	04/24/2025	Signs 1st	136.28	A/P	OUT-STD	04/24/2025
0000012764	04/24/2025	The Northeast Avalon Times	172.50	A/P	OUT-STD	04/24/2025
0000012765	04/24/2025	Town of Bay Roberts	750.00	A/P	OUT-STD	04/24/2025
0000012766	04/24/2025	Wicks, Lloyd	325.00	A/R	OUT-STD	04/24/2025
Total Issued (54):			\$648,314.23			
Total Voided (0):			\$0.00			
Grand Total:			\$648,314.23			
Number of Cheques Listed:			54			

## EASTERN REGIONAL SERVICE BOARD

---

### PAYROLL EXPENSE

#### APR 2025

Payroll – Staff ( <i>2 pay periods – 27 employees</i> ).....	\$139,921.09
Payroll – Board ( <i>19 members</i> ) .....	<u>\$20,573.58</u>
Total Payroll ( <i>46 employees</i> ) .....	\$160,494.67
Payroll CRA Remittance .....	<u>\$54,500.17</u>
<b>TOTAL GROSS PAYROLL .....</b>	<b><u>\$214,994.84</u></b>

---

#### PREVIOUS MONTH

---

#### MAR 2025

Payroll – Staff ( <i>2 pay periods – 25 employees</i> ).....	\$138,796.43
Payroll – Board ( <i>18 members</i> ) .....	<u>\$00,000.00</u>
Total Payroll ( <i>25 employees</i> ) .....	\$138,796.43
Payroll CRA Remittance .....	<u>\$ 50,495.44</u>
<b>TOTAL GROSS PAYROLL .....</b>	<b><u>\$189,291.87</u></b>

TOWNS PAYMENT ACTIVITY 2025 - As of May 6, 2025											
(Towns include all incorporated towns and those LSDs who pay collectively)											
CustCode	Town/Local Service District	Number of Units	Number of Units x \$225.00	Prior Year (Credit) Arrears *	Fire Fees	Total Invoiced	Payments/ Adjustments	Arrears	Over 30 Days Past Due	Over 60 Days Past Due	Current Balance
LSDOF201	LSD of Georgetown	131	\$29,475	\$0		\$29,475	\$14,738	\$0	\$0	\$0	\$14,737
LSDOF202	LSD of Marysville	240	\$54,000	\$0		\$54,000	\$18,100	\$0	\$0	\$0	\$35,900
POUCH001	Pouch Cove	914	\$205,650	\$0		\$205,650	\$82,260	\$0	\$0	\$0	\$123,390
TOWN0001	Carbonear	2151	\$483,975	\$0		\$483,975	\$193,591	\$0	\$0	\$0	\$290,384
TOWN0003	Clarke's Beach	612	\$137,700	\$0		\$137,700	\$137,700	\$0	\$0	\$0	\$0
TOWN301	Come by Chance	118	\$26,550	\$0		\$26,550	\$10,620	\$0	\$0	\$0	\$15,930
TOWN302	Norman's Cove-Long Cove	333	\$74,925	\$0		\$74,925	\$22,520	\$0	\$0	\$0	\$52,406
TOWN303	Chapel Arm	253	\$56,925	\$0		\$56,925	\$22,770	\$0	\$0	\$0	\$34,155
TOWN304	Southern Harbour	184	\$41,400	\$0		\$41,400	\$16,560	\$0	\$0	\$0	\$24,840
TOWN305	Sunnyside	205	\$46,125	\$0		\$46,125	\$18,450	\$0	\$0	\$0	\$27,675
TOWN502	Chance Cove	151	\$33,975	\$0		\$33,975	\$13,590	\$0	\$0	\$0	\$20,385
TOWN503	Arnold's Cove	535	\$120,375	\$0		\$120,375	\$48,150	\$0	\$0	\$0	\$72,225
TOWN0203	Colliers	293	\$65,925	\$0		\$65,925	\$26,370	\$0	\$0	\$0	\$39,555
TOWN0205	Holyrood	1098	\$247,050	\$0		\$247,050	\$247,050	\$0	\$0	\$0	\$0
TOWN0401	Aquaforte	69	\$15,525	\$0	\$5,745	\$21,270	\$6,381	\$0	\$0	\$0	\$14,889
TOWN0402	Bay Bulls	640	\$144,000	\$0		\$144,000	\$56,970	\$0	\$0	\$0	\$87,030
TOWN0403	Cape Broyle	277	\$62,325	\$0	\$25,134	\$87,459	\$34,984	\$0	\$0	\$0	\$52,475
TOWN0404	Fermeuse-Kingman's Cove	179	\$40,275	\$0		\$40,275	\$40,275	\$0	\$0	\$0	\$0
TOWN0405	Ferryland	272	\$61,200	\$0		\$61,200	\$30,600	\$0	\$0	\$0	\$30,600
TOWN0407	Renews-Cappahayden	234	\$52,650	\$0		\$52,650	\$21,060	\$0	\$0	\$0	\$31,590
TOWN0408	St. Shott's	50	\$11,250	\$0		\$11,250	\$5,625	\$0	\$0	\$0	\$5,625
TOWN0410	Witless Bay	744	\$167,400	\$0		\$167,400	\$66,960	\$0	\$0	\$0	\$100,440
TOWN0411	Portugal Cove South	88	\$19,800	\$0		\$19,800	\$9,900	\$0	\$0	\$0	\$9,900
TOWN0504	Long Harbour-Mount Arlington Heights	197	\$44,325	\$0		\$44,325	\$17,730	\$0	\$0	\$0	\$26,595
TOWN0505	Fox Harbour	134	\$30,150	\$0		\$30,150	\$12,238	\$0	\$0	\$0	\$17,912
TOWN0507	St. Bride's	139	\$31,275	\$0		\$31,275	\$15,640	\$0	\$0	\$0	\$15,635
TOWN0508	Point Lance	47	\$10,575	\$0		\$10,575	\$5,288	\$0	\$0	\$0	\$5,288
TOWN0509	Branch	161	\$36,225	\$0		\$36,225	\$25,225	\$0	\$0	\$0	\$11,000
TOWN0510	Mount Carmel-Mitchell's Brook-St. Catherii	299	\$67,275	\$0		\$67,275	\$33,638	\$0	\$0	\$0	\$33,638
TOWN0511	St. Joseph's	107	\$24,075	\$0		\$24,075	\$12,038	\$0	\$0	\$0	\$12,038
TOWN0512	Admiral's Beach	82	\$18,450	\$3,280		\$21,730	\$4,303	\$0	\$0	\$0	\$17,427
TOWN0513	Gaskiers Point LaHaye	143	\$32,175	\$0		\$32,175	\$9,653	\$0	\$0	\$0	\$22,523
TOWN0514	Colinet	74	\$16,650	\$0		\$16,650	\$4,163	\$0	\$0	\$0	\$12,488
TOWN0515	Riverhead	113	\$25,425	\$0		\$25,425	\$2,520	\$0	\$0	\$0	\$22,905
TOWN0516	St. Mary's	236	\$53,100	\$0		\$53,100	\$21,240	\$0	\$0	\$0	\$31,860
TOWN0517	St. Vincents	220	\$49,500	\$0		\$49,500	\$19,800	\$0	\$0	\$0	\$29,700
TOWN0602	Heart's Delight-Islington	464	\$104,400	\$0		\$104,400	\$41,760	\$0	\$0	\$0	\$62,640
TOWN0603	Heart's Desire	139	\$31,275	\$0		\$31,275	\$12,510	\$0	\$0	\$0	\$18,765
TOWN0802	Bay de Verde	221	\$49,725	\$5,220		\$54,945	\$0	\$0	\$0	\$0	\$54,945
TOWN0811	Victoria	873	\$196,425	\$0		\$196,425	\$98,213	\$0	\$0	\$0	\$98,213
TOWN0812	Bay Roberts	2790	\$627,750	\$0		\$627,750	\$313,875	\$0	\$0	\$0	\$313,875
		16210	\$ 3,647,250	\$ 8,500	\$ 30,879	\$ 3,686,629	\$ 1,795,054	\$ -	\$ -	\$ -	\$ 1,891,575

2025 TOTAL OUTSTANDING INCORPORATED TOWNS	\$ 1,891,575.01
---	-----------------

PAD\* Set up for pre-authorized debit payments  
SPAR\*\* Special Payment Arrangement in Place

# EASTERN REGIONAL SERVICE BOARD

## 2025 ACTUAL VS BUDGET AS AT MARCH 31

	2025 Adopted	2025 Actual	% Budget Used
--	--------------	-------------	---------------

### EXPENDITURES

<b>Salaries</b>			
Chair/Board Member Remuneration	\$ 100,000	\$ 20,574	20.6%
Salaries (Corporate Administration)	\$ 800,565	\$ 239,728	29.9%
Salaries (Regional Waste Operations)	\$ 1,085,884	\$ 335,316	30.9%
Salaries (Water)	\$ 59,031	\$ 21,793	36.9%
<b>Sub-total</b>	<b>\$ 2,045,480</b>	<b>\$ 617,411</b>	<b>30.2%</b>

<b>Benefits</b>			
Employment Insurance	\$ 32,760	\$ 14,410	44.0%
CPP	\$ 91,620	\$ 36,492	39.8%
WHSCC	\$ 50,000	\$ 16,421	32.8%
Health & Life Benefits	\$ 24,389	\$ 10,869	44.6%
RRSP	\$ 117,879	\$ 34,991	29.7%
<b>Sub-total</b>	<b>\$ 316,648</b>	<b>\$ 113,183</b>	<b>35.7%</b>

<b>Transportation &amp; Communications</b>			
Board/Committee Local Travel & Meetings (mileage & expenses)	\$ 34,375	\$ 1,658	4.8%
Telephone	\$ 60,000	\$ 5,575	9.3%
Staff Local Travel (mileage & expenses)	\$ 13,750	\$ 414	3.0%
Professional Development (Board)	\$ 30,000	\$ 695	2.3%
<b>Sub-total</b>	<b>\$ 138,125</b>	<b>\$ 8,343</b>	<b>6.0%</b>

<b>Supplies</b>			
Insurance	\$ 185,000	\$ 1,952	1.1%
Office Expenses	\$ 70,000	\$ 25,285	36.1%
Bank Charges	\$ 46,305	\$ 15,570	33.6%
<b>Sub-total</b>	<b>\$ 301,305</b>	<b>\$ 42,807</b>	<b>14.2%</b>

<b>Purchased Services Administrative</b>			
Audit	\$ 39,730	\$ 25,029	63.0%
Professional Development Staff	\$ 59,400	\$ 3,389	5.7%
Bad Debt Expense	\$ 90,000	\$ -	
Communications	\$ 40,000	\$ 1,507	3.8%
Professional Services-Legal,HR,IT,Engineering,etc.	\$ 90,000	\$ 51,658	57.4%



	2025 Adopted	2025 Actual	% Budget Used
<b>Sub-total</b>	<b>\$ 319,130</b>	<b>\$ 81,583</b>	<b>25.6%</b>

<b>Property, Furnishings &amp; Equipment</b>			
Office Space (gross lease, Majors Path)	\$ 86,000	\$ 20,078	23.3%
Computer Software/Software Licensing	\$ 37,440	\$ 6,018	16.1%
Photocopier Fees	\$ 4,410	\$ 723	16.4%
Furniture & Equipment	\$ 15,000	\$ 6,018	40.1%
<b>Sub-total</b>	<b>\$ 142,850</b>	<b>\$ 32,838</b>	<b>23.0%</b>

<b>Regional Operations &amp; Waste Recovery Facilities</b>			
Snow Clearing - All WRF	\$ 50,944	\$ 34,599	67.9%
Site Maintenance - All WRF	\$ 110,944	\$ 73,447	66.2%
Old Perlican WRF (TCNWM)	\$ 251,275	\$ 48,865	19.4%
Vehicle Maintenance and Operations	\$ 425,400	\$ 225,539	53.0%
Amortization - Whitbourne Assets	\$ 350,000	\$ -	0.0%
<b>Sub-total</b>	<b>\$ 1,188,563</b>	<b>\$ 382,450</b>	<b>32.2%</b>

<b>CLARENVILLE REGIONAL TRANSFER STATION</b>			
Amortization - CTS Assets	\$ 150,000	0	0.0%
Vehicle Maintenance and Operations	\$ 307,484	\$ 63,930	25.8%
Tipping Fees At Regional Landfill for CTS	\$ 468,013	\$ 130,847	28.0%
<b>Sub-total</b>	<b>\$ 775,497</b>	<b>\$ 194,777</b>	<b>27.2%</b>

<b>HOUSEHOLD HAZDORDOUS WASTE PROGRAM</b>			
HHW Collection Contract and Fire Dept	\$ 100,312	\$ -	0.0%
<b>Sub-total</b>	<b>\$ 100,312</b>	<b>\$ -</b>	<b>0.0%</b>

<b>CURBSIDE WASTE COLLECTION PROGRAM</b>			
Tipping Fees Expense	\$ 1,448,328	\$ 269,786	18.6%
Waste Collection Contract Expense	\$ 3,441,526	\$ 930,732	27.0%
Bulk Collection Contract Expense	\$ 204,566	\$ -	0.0%
<b>Sub-Total</b>	<b>\$ 5,094,421</b>	<b>\$ 1,200,518</b>	<b>23.6%</b>

<b>WATER/WASTEWATER TREATMENT PROGRAM</b>			
<b>Sub-Total</b>	<b>\$ 25,000</b>	<b>\$ 1,220</b>	<b>4.9%</b>

<b>FIRE PROTECTION</b>
------------------------

	2025 Adopted	2025 Actual	% Budget Used
Sub-Total	\$ 103,359	\$ 44,691	43.2%

TRANSFERS TO RESERVE			
Regional Capital Reserve	\$ -	\$ -	0.0%
Curbside Capital Reserve	\$ -	\$ -	0.0%

	2025 Adopted	2025 Actual	% Budget Used
Operational Reserve	\$ -	\$ -	0.0%
<b>Sub-Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>

<b>TOTAL EXPENSES</b>	<b>\$ 10,550,690</b>	<b>\$ 2,719,821</b>	<b>25.9%</b>
-----------------------	----------------------	---------------------	--------------

<b>ERSB CAPITAL EXPENDITURES</b>			
WRF Development	\$ -	\$ -	0.0%
Regional Equipment	\$ -	\$ -	0.0%
<b>Sub-Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0%</b>

<b>TOTAL OPERATING AND CAPITAL</b>	<b>\$ 10,550,690</b>	<b>\$ 2,719,821</b>	<b>25.9%</b>
------------------------------------	----------------------	---------------------	--------------

<b>REVENUE</b>			
Waste Collection Fees	\$ 5,176,000	\$ 2,945,064	56.9%
Provision for Bad Debt	\$ (90,000)	\$ (90,000)	100.0%
Clarendville Transfer Station Tipping Fees/Permit Fees/Etc.	\$ 474,027	\$ 81,758	17.2%
Fire Protection Services Fees	\$ 126,000	\$ 61,018	48.4%
Recyclable Metals and Electronics	\$ 168,881	\$ 2,982	1.8%
Interest Revenue	\$ 103,500	\$ 11,671	11.3%
Miscellaneous Revenue	\$ 40,000	\$ 1,594	4.0%
Regional Landfill Tipping Fee Derived	\$ 4,000,000	\$ 2,000,000	50.0%
Provincial Capital	\$ -	\$ -	0.0%
Other Reserve Funding	\$ 472,282	\$ -	0.0%
Water / Wastewater Program	\$ 80,000	\$ -	0.0%
<b>TOTAL REVENUE</b>	<b>\$ 10,550,690</b>	<b>\$ 5,014,086</b>	<b>47.1%</b>

**EASTERN REGIONAL SERVICE BOARD**  
**BRIEFING NOTE / REPORT**

<b>TITLE:</b>	<b>Q1 Financial Update</b>
<b>MEETING DATE:</b>	2025-05-08
<b>TO:</b>	<b>Board</b> / Finance & Audit / Strategy & Policy / Governance
<b>PREPARED BY:</b>	Craig Drover, Director Corporate Services
<b>REVIEWED BY:</b>	Lynn Tucker, Chief Administrative Officer
<b>APPROVED BY:</b>	Lynn Tucker, Chief Administrative Officer

**RECOMMENDED ACTION:**

- No recommended action as report for information only.

**MOTION:**

*No motion required as report for information only*

**BACKGROUND/DISCUSSION:**

- Salaries and Benefits are slightly above budget to March 31<sup>st</sup> at 31%.
- Almost all budget categories are on budget for Q1. Some are unexpectedly low, and this could be a result of the timing of invoices, especially with vehicle repairs, bridge contracts, and professional services.
- Overall Operating expenditures as at March 31<sup>st</sup> were 26% of budget.
- Overall revenue receipted as of March 31<sup>st</sup> was 47.1% of the budget.
- Based on discussions with the Board's external auditor, Amortization was added to the Amended Budget. This item has not been in budgets in previous years. Although a non-cash expenditure, the item has been incorporated into the budget to match the financial statements more closely. The amounts will be updated in later quarters.

**ATTACHMENTS:**

- Q1 2025 Budget vs Actual Report

**EASTERN REGIONAL SERVICE BOARD**

**BRIEFING NOTE / REPORT**

<b>TITLE:</b>	<b>Bay Bulls Waste Recovery Facility –Site Upgrade</b>
<b>MEETING DATE:</b>	2025-05-08
<b>TO:</b>	<b>Board</b> / Finance & Audit / Strategy & Policy / Governance
<b>PREPARED BY:</b>	Christie Dean, Director of Operations
<b>REVIEWED BY:</b>	Lynn Tucker, Chief Administrative Officer
<b>APPROVED BY:</b>	Lynn Tucker, Chief Administrative Officer

**RECOMMENDED ACTION:**

It is recommended that the Board proceed to award Harbour Construction Ltd. the contract for site upgrades including re the establishment of berms, grading and establishment of fire guard at the Bay Bulls Waste Recovery Facility.

**MOTION:**

**BE IT RESOLVED that the Board award the contract for the Bay Bulls Waste Recovery Facility site upgrade to Harbour Construction Ltd. in the value of \$84,164.00 plus HST.**

**BACKGROUND:**

- In 2012 the site was environmentally closed as a former landfill and groundwork to open the site as a waste recovery facility was completed.
- The waste recovery facility opened in 2013.
- Since then, staff have gained much experience about site maintenance and operating footprints. The following are reasons supporting the site upgrade:
  - In addition to uneven ground resulting from waste removals and snow clearing operations, there is a sinkhole on the site that causes traffic and walking safety concerns.
  - The site berms are no longer intact, and brush has encroached on the site.
  - The lack of defined berms makes site operations and annual maintenance difficult.
  - The encroachment of brush has eliminated the firm break at the site.
  - The footprint of the site has been challenging as a portion of it is located up a hill accessed by a narrow entrance and is difficult to view. This work

will reduce the footprint and eliminate this area as it is not needed for waste acceptance or storage.

- The site work is scheduled to take two (2) weeks and during this time the site will be closed.
- Harbour Construction is able to work with staff to determine an appropriate time, staff recommend early June.
- Residents will have access to the waste recovery facility in Renew's -Cappahayden or RDO at RHB during this time as they always do resulting in no resident on the Southern Shore having to travel more than 50 minutes to drop off their oversized items/bulk waste.
- Three (3) companies picked up the RFP package and one (1) company submitted a bid/response.
- Similar work was performed at the Placentia Waste Recovery Facility in 2023 at a cost of \$89,125; therefore, staff felt this price bid for the work at the Bay Bulls site is reasonable at \$84,164 plus HST.

**Attachment:**

- Bid sheet

## Eastern Regional Service Board

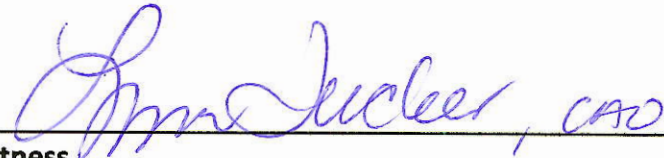
Closing Date and Time: Monday, May 1, 2025 – 11:00am

### Request for Proposals Bay Bulls Waste Recovery Facility Site Work

Company	Base Bid	HST	Tender Total
Harbour Construction Limited	\$84,164.00	\$12,624.60	\$96,788.60



Christie Dean  
Director of Operations



Witness

**EASTERN REGIONAL SERVICE BOARD**  
**BRIEFING NOTE / REPORT**

<b>TITLE:</b>	<b>Waste Recovery Facilities Operational Policy Revisit</b>
<b>MEETING DATE:</b>	2025-05-07
<b>TO:</b>	<b>Board</b> / Finance & Audit / Strategy & Policy / Governance
<b>PREPARED BY:</b>	Craig Drover, Director Corporate Services
<b>REVIEWED BY:</b>	Lynn Tucker, Chief Administrative Officer
<b>APPROVED BY:</b>	Lynn Tucker, Chief Administrative Officer

**RECOMMENDED ACTION:**

It is recommended that a status quo approach be taken with any current waste recovery facility (WRF) operational policy until the rollout of the WRF user/access cards is fully implemented and the cards are in use for some time. Major changes to the operational policies could be revisited once the impact of the access cards is fully determined.

This is in line with the Board's decision from the meeting held on October 30, 2024.

**MOTION:**

N/A

**BACKGROUND/DISCUSSION:**

- The Board received the attached letter from the Mayor of the Town of Witless Bay requesting that the Board change its operational policies to allow double-axle trailers on these sites as well as requesting that town vehicles be provided with access to these sites to dispose of waste and debris.
- The Board has addressed both these issues with multiple towns over the years including both Witless Bay and Bay Bulls.
- The Board is responsible for ten waste recovery facilities in the Eastern region. Nine sites are self-managed while the remaining one in Old Perlican is managed under contract.
- The operations of all these sites are governed by the Certificate of Approval to Operate (CofA) as provided by Digital Government and Service NL, and by the Memorandum of Understanding between the ERSB and the City of St. John's.
- Two operational policies that continue to be contentious are:
  - The inability for municipal vehicles to access these sites; and
  - The prohibition of double-axle trailers.



### **Municipal Vehicles Accessing WRFs:**

- Section 5 Paragraph A (iv), of the MOU between the ERSB and the City states: *"While different fees may be established for different waste classifications, and/or in respect of commercial users as opposed to non-commercial users, all municipal users within the Eastern Region will be charged uniform fees for the disposal of each class of waste at the RHB Facility. For greater certainty, "municipal users" are all users who are cities, towns, local service districts, unincorporated communities or the Board."*
- It is for this reason that municipalities are not permitted to use the waste recovery facilities to drop off material collected in the community.
- The Cities of St. John's and Mount Pearl must pay disposal fees when they bring their waste and debris to Robin Hood Bay. So do the Towns of Paradise, Conception Bay South, Torbay, Logy Bay-Middle Cove-Outer Cove, etc. Therefore, all municipalities must pay disposal fees for their waste.
- The Board does have a program which allows communities to apply for one Community Clean-up per year where local community groups may bring up to 10 tonnes of permissible materials to the waste recovery facility site and the Board will accept it.
- One of two policy changes would have to occur before municipalities would be able to be granted access to the waste recovery facilities.
  - Policy Option 1 - The Memorandum of Understanding with the City of St. John's would have to be amended to allow municipalities to access the Robin Hood Bay landfill for free. This would allow communities to drop off materials to the WRFs at their pleasure and for the ERSB vehicles not to be charged for crossing the scales at RHB.
  - Policy Option 2 – That during Community Clean-up days, municipalities be allowed to drop material off to the WRFs to be kept in a separate laydown area. This material would then be transported to RHB and the ERSB vehicle would be assessed applicable commercial fees at the scales. The ERSB would be responsible for either transferring this cost to the municipality or absorbing the cost in the annual budget allocation.
- Policy Option 1 would have a definite impact on the tipping fee revenues at RHB, and by extension, the tipping fee revenues derived from the City of St. John's by the ERSB. In the absence of tipping fees from municipal sources, the potential exists that in order to maintain a desired budgeted level of revenue, the commercial tipping fees at RHB would have to be substantially increased. This may also lead to a dispute over the source of the waste. If municipal waste was picked up by a commercial contractor, should that commercial contractor be exempted from tipping fees because the source of the waste was municipal.
- Policy Option 2 would require the potential redevelopment of the WRFs to allow for a separate laydown area where the municipal bulk waste could be safely and efficiently separated from the residential bulk material. The materials gathered during community clean-ups are generally not sufficient to fill one of the ERSB grapple trailers. For this reason, the materials would either have to be stored until enough

material was built up to make a load efficient to pick up or the ERSB would have to utilize smaller vehicles to transport the material to RBH. The operational costs of the vehicles utilized along with the applicable commercial tipping fees at RBH would have to be paid by the ERSB or be passed onto the municipalities. As the ERSB budget would not have sufficient surplus built in to absorb the costs of collecting and transporting municipal materials, the most financially prudent option would be to pass the costs onto the municipalities.

- It is recommended that neither Policy Option 1 nor Policy Option 2 be explored further unless a municipality is willing to pay all associated fees identified in Policy Option 2.

### **Double-Axle Trailers:**

- The continued prohibition on double-axle trailers at the WRFs has long been a topic of debate. The operational and human resources implications of changing the policy have been discussed in detail previously. The implementation of user access cards has provided the ERSB with an increased ability to properly track user visits and types of loads being brought to the WRFs.
- This policy has been reviewed numerous times over the past ten years since it was implemented (copies of former correspondence attached).
- The decision to prohibit double-axle trailers was made in 2015 following longstanding operational issues at these sites. Those showing up at WRF sites with these large dumping double-axle trailers were not complying with the rules for our sites as they were using the dump feature to have their materials dragged out of the trailer 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 were not contained in the designated areas/berms as required under our CofA. This required equipment such as a backhoe having to be brought to the sites to clean up and pile the waste appropriately which increased operational costs significantly.
- After numerous occurrences and significant costs, the Board implemented the policy to ban these double-axle trailers.
- The staff who work at the WRFs were pleased when double-axle trailers were banned as it improved their workplace by making it much safer for them as well as other users. They also noted that they see a lot less commercial waste on these sites since the ban.
- It is worthwhile noting that during a recent professional development day with the WRF staff, they made it clear that they continue to support the ban on double-axle trailers.
- The Board acknowledges that residents own double-axle trailers; however, they cannot access the WRF sites with them.

- It is recommended that the current double-axle trailer policy continue until sufficient data and reports are obtained from the user/access cards in order to make an informed decision about the types of trailers allowed on the WRF sites.
- This is in line with the Board's decision from the meeting held on October 30, 2024.

**Email requesting policy changes to ease the burden on residents:**

- In the attached email from Deputy Mayor O'Brien, he notes that the Town of Bay Bulls shares the same concerns as Witless Bay regarding the ban on double-axle trailers and municipal vehicles accessing the WRF sites.
- In addition, the Deputy Mayor continues that, *"...I would like to suggest it is time to update some of our guidelines to ease the burden on the residents that are paying for the services we provide..."*
  - Both towns have been provided with information on the rationale for these policies on several occasions.
  - They are being treated the same as all other towns/communities in the Eastern region.
  - Please be reminded that the residents using the Board's waste recovery facilities do NOT pay and do NOT incur any costs to use these sites.
  - Both Central and Western Regional Service Boards use access cards at their sites and every user pays to dispose of their waste whether residential or commercial. All users pay either a minimum fee or the tipping fee whichever is more. This is something that ERSB could consider.
  - The annual waste fee of \$225 being charged to each household in the Board's service areas covers the cost of providing the weekly garbage collection, bi-weekly recyclables collection and oversized items/bulk collection ONLY.
  - NO portion of the annual waste fee is used to finance the costs of operating the ten (10) waste recovery facilities. The costs to operate these facilities are paid for directly from disposal fees at the regional landfill.
  - The Board must be cognizant that increased costs to operate these WRFs will directly impact the tipping fees paid at RHB.
  - The annual cost to operate these WRFs is \$1.5 million and each customer visit to these sites in 2024 costs the Board \$43.60. (34,400 visits in 2024 to all sites).
  - There is NO financial burden on residents for the operations of WRFs; however, there is a significant cost for the Board.
- It is important to remember that the Board provides access to this network of ten facilities for residents to use free of charge. Unfortunately, it seems that we continue to hear from the public who are not pleased with how these facilities operate, and they want more. Therefore, it may be time for the Board to consider charging all users like Central and Western Regional Service Boards.



PO Box 130, Witless Bay, NL A0A 4K0 Tel: 709-334-3407 [office@townofwitlessbay.ca](mailto:office@townofwitlessbay.ca)

---

April 24, 2025

Deputy Mayor Jason O'Brien  
Director, Southern Shore  
Eastern Regional Service Board  
Via Email: [jobrien@townofbaybulls.com](mailto:jobrien@townofbaybulls.com)

Re: Bay Bulls Waste Recovery Facility Policies

Deputy Mayor O'Brien,

The Town of Witless Bay is requesting reconsideration of the Eastern Regional Service Board waste recovery site policies, specifically, the policy which does not permit double axle trailers on the sites. While we understand the policy was developed to prevent commercial contractors from disposing of materials at these facilities, private individuals also utilize double axle trailers for personal use. We have received numerous complaints from users of the Bay Bulls Waste Recovery Facility who have been denied access, left the site, removed one set of wheels from their trailer, returned to the site and were granted access. This policy should be reviewed.

The Town would also like the Board to consider issuing permits to municipalities to dispose of waste and debris. Municipal vehicles are currently considered commercial vehicles and are not permitted at the site; however, Town staff often collect debris throughout the municipality that may have been illegally dumped or may be accumulated because of maintenance tasks including tree branches, wood debris, etc. Permitting municipal vehicles access to the site would help tremendously with keeping our communities clean.

We respectfully request that you bring these matters to the Board of Directors for review and consideration. If you require additional information, please contact the Town's CAO, Jennifer Aspell via telephone at 709-334-3407 or email [jaspell@townofwitlessbay.ca](mailto:jaspell@townofwitlessbay.ca).

Sincerely,

Trevor Croft, Mayor

February 25, 2022

Town of Bay Bulls  
Attn: Mayor Neil O'Brien  
P.O. Box 70  
Bay Bulls, NL A0A 1C0

Dear Mayor O'Brien,

This letter is in response to the issues raised in the meeting held January 25<sup>th</sup> as well as in subsequent correspondence received by the Eastern Regional Service Board (the Board).

The Eastern Regional Service Board (ERSB) was put in place by the provincial government to oversee the implementation of the *Provincial Waste Management Strategy* in the eastern region. ERSB is mandated to advance waste management planning and to assist communities to implement the *PWMS*.

Two significant issues that arose at the meeting between the Town of Bay Bulls and the Board were the placement of a dumpster at the Bay Bulls Town Hall and the Board's policy on commercial vehicle access to its waste recovery facilities (WRF). Other issues raised included the hours of operation, number of visitors allowed on site at one time and the Board's policy that does not permit double-axle trailers on the WRF sites.

The Board's Strategy & Policy Committee spent time discussing and deliberating the issues raised and reviewed the rationale behind the existing policies for operation of the waste recovery facilities.

The Board determined that placing a dumpster at the Bay Bulls Town Hall or anywhere in the town will be in contravention of the spirit of the *PWMS*. The guiding principle of the *PWMS* is to reduce the amount of black bag waste going to the regional landfill. Placing a dumpster in the town will allow both businesses and individuals to circumvent the bag limit rules that are in place within each ERSB contract.

The Board had tried the use of garbage bins in the past; however, they quickly turned into illegal dumpsites and became an issue as there is no way to control the types of materials thrown in them and/or around them, i.e., HHW, liquids, animal carcasses/skins, recyclables, etc. When this happens, these bins become an issue with the province's Environmental Protection Officers, the media, and the public.

The Town asked that its vehicles be provided access to the WRF site to dispose of waste they pick up around the town. The Town's vehicles are commercial vehicles and are not permitted on any of the WRF sites. The Board has always operated these sites like the Residential Drop Off at the regional landfill

.../2

located at Robin Hood Bay (RHB). The WRFs are for residential use only and those with commercial/business waste must continue to dispose of their waste by reporting to RHB. This includes cities and towns in the Eastern region, i.e., the Cities of St. John's and Mount Pearl, the Town of CBS, etc., report to the scales at RHB with any waste and pay the appropriate tipping fee. The Certificate of Approval to operate these facilities prohibits the acceptance of commercial materials.

The WRF sites 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, metals, etc. Recyclables or materials that may decompose, including cardboard, clothing and food items are not allowed. Individuals using the WRFs are aware of the types of materials that are allowed at these facilities.

The idea that black bag garbage is being illegally dumped in the Town only because the WRF does not accept such material is a misleading notion. The Town historically had an issue with illegal dumping prior the closure of the Town's dump, which was left open for residents to access at any time.

Since the meeting, information has been sent to the Town regarding the recently announced 2022 Come Home Year Community Clean-up Program that provides up to \$5,000 in funding through the MMSB. The Town has also been provided information regarding the Illegal Dumping Surveillance Assistance Program through MMSB and Service NL.

The Town receives information annually regarding the Board's Community Clean Up program. This program provides the Town access to the WRF to dispose of waste one day annually. The Town has availed of this program in the past and information for this year's program will be sent to all communities in the coming month.

The Town asked the Board to review the policies of allowing access to the WRFs with double-axle and dump trailers. As outlined in the *Eastern Regional Service Board Regulations*, Section 3, "The board has the power to construct, acquire, maintain, and operate solid waste disposal sites and solid waste management facilities and systems within the eastern region". The Board provided the Town with the rationale for no longer accepting double-axle and dump trailers at all WRFs since 2015 following longstanding operational issues. Customers presenting with these double-axle dumping trailers were not complying with the rules of these sites; therefore, it was necessary to adopt a policy to address both the insurance liability issues as well as the OH&S issues. Similar to the policy related to the access of ATVs to the WRFs, the Board's position on allowing double-axle and dump trailers on these sites has not changed and thus the policy will not be amended at this time.

During our meeting the Town requested additional hours of operation for the WRF as well as expressing disapproval that the site is closed for a one-hour lunch break on Saturdays. Any change in the hours of operation at the WRF would have to be applied to the other 10 WRFs that the Board operates. All facilities maintain the same hours of operations, policies, etc. Employers are required to provide staff

regular breaks including meal breaks; therefore, all WRFs are closed from 11:30 a.m. to 12:30 p.m. on Saturday to provide staff a lunch break. Consideration was given to having staff stagger their lunch break at the Bay Bulls site; however, due to the busy nature of the site on Saturdays, it is necessary to have the two employees work at the same time to manage the users as well as spotting for one another. There are two vehicles on site at one time disposing of waste at one or more berm areas so the site can get busy and congested.

Council also raised concerns regarding the practice of closing the gates at the site at 3:45 p.m. to ensure 4:00 p.m. closure. This is standard industry practice and is in line with the Residential Drop Off at RHB where gates are closed 15 minutes before closing time. Users of the WRFs are encouraged to offload their materials in 15 minutes or less. We have not seen long line-ups at any of these sites since reopening in spring 2021 following closure due to the pandemic.

The committee discussed the policy that limits the number of vehicles permitted access to the site at one time, i.e., Bay Bulls allows two vehicles on site at one time to offload. It was determined that having two vehicles move around the site at one time is enough for the staff to monitor and ensure their safety as well as public safety.

During the meeting and in subsequent emails, the Board's reserves have been mentioned and I would like to provide an overview of the Board's reserves. The Board was established in 2011 and is tasked with the implementation and delivery of regional municipal services in the eastern region. The Board publishes its budgets and financial statements annually per its legislative requirements as an arms-length agency of the Government of Newfoundland and Labrador. Since 2015, the Board has worked diligently to create a strong financial position for itself by utilizing operational surpluses to fund capital and operational reserve accounts. These accounts are categorized as Capital Reserve and Operational Reserve.

The Board must continue to operate in the event of unforeseen circumstances. We can't stop delivering municipal services. To appreciate the scope of the day-to-day costs of the delivery of these services, the Board requires over \$700,000 a month to operate (pay contractors and staff; maintain equipment and buildings; insurances; pay tipping fees at RHB; etc.). Without a reserve fund, the Board would have much more risk in the event of an emergency or impact to its revenue stream.

The capital and operational reserves contribute to the following purposes:

1. Capital Reserve is for waste recovery facilities; transfer station; and regional equipment. Building replacements (operational buildings such as transfer station, attendant huts, sheds, equipment depot). Equipment replacements (grapple trucks, walking floor trailers, backhoes, pick-up trucks, shipping containers, etc.) and future site closures.
2. Operational Reserve is for year-to-year operational funding for use if costs of delivering regional services is higher than the fees collected from property owners; cushion against loss of income and large unbudgeted and/or unforeseen expenses.

Town of Bay Bulls  
Attn: Mayor Neil O'Brien  
Page 4  
February 25, 2022

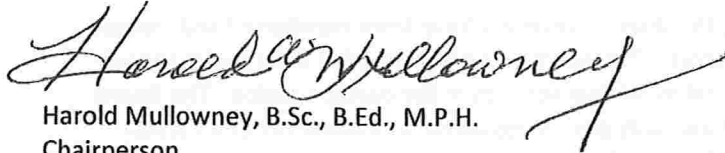
Currently, the Board has tangible capital assets (land, buildings, heavy equipment, computers, etc.) with a value of \$5 million. Each year equipment depreciates in value. The Board's financial statements regularly shows a cash surplus, when in fact this "surplus" is (in part) the reserves the Board has established as well as the value of the property and equipment held by the Board.

On behalf of the communities on the Southern Shore, the ERSB provides waste collection, recyclables collection and bulk waste collection for all property owners in the region. In addition, the WRFs at Bay Bulls and Renew-Cappahayden provide convenient drop off for bulk materials by residential property owners. The use of these facilities is free to residents of the eastern region.

Information regarding the Board and its facilities, services, policies, etc., may be found any time on our website at: <https://easternregionalserviceboard.com/>.

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

Sincerely yours,  
EASTERN REGIONAL SERVICE BOARD



Harold Mullowney, B.Sc., B.Ed., M.P.H.  
Chairperson

Enclosure

c Jennifer Aspell, Town Manager, Town of Bay Bulls  
Nathan Ryan, ERSB Representative for Southern Shore area



**SPEAKING POINTS  
MEETING WITH TOWN OF BAY BULLS  
JANUARY 25, 2022 @ 3 P.M.**

**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'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 operation of ATV's are prohibited at the WRFs as driving them to the site would be a violation of the Highway Traffic Act.
- 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

The following issues were noted for the period of August through November:

- August 2021
  - August 16<sup>th</sup> collection day:
    - 1 missed collection reported by the Town/resident on August 16<sup>th</sup>
    - 1 more missed collection reported by the Town/resident on August 18<sup>th</sup>
  - 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 6<sup>th</sup> collection day:
    - 1 missed collection reported by the Town/resident on September 10<sup>th</sup>
    - 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 13<sup>th</sup> collection day:
    - 1 missed collection reported by the Town/resident on September 13<sup>th</sup>
  - 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 18<sup>th</sup> collection day:
    - 1 missed collection reported by the Town/resident on October 18<sup>th</sup>
    - 1 missed collection reported by the Town/resident on October 19<sup>th</sup>
    - 1 report received from Town/resident on October 19<sup>th</sup> 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 19<sup>th</sup> or the same day to remove the stockpiled recyclables.

- October 25<sup>th</sup> collection day:
  - 2 missed collections reported by the Town/residents on October 25<sup>th</sup>
- 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 1<sup>st</sup> collection day:
    - 1 missed collection reported by the Town/resident on November 2<sup>nd</sup>
    - 1 missed collection reported by the Town/resident on November 3<sup>rd</sup>
    - 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 3<sup>rd</sup>
  - 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.

## **NUMBER OR PROPERTIES FOR WASTE SERVICES**

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. The Town's Municipal Budget Submission for the Year 2020 states there are 673 residential 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.

**From:** [Jennifer Aspell](#)  
**To:** [Lynn Tucker](#)  
**Cc:** [Harold Mullaney](#); [mayor@stjohns.ca](mailto:mayor@stjohns.ca); [Ashley Wakeham](#)  
**Subject:** RE: ERSB Information & Follow up of Meeting Request  
**Date:** December 20, 2021 2:18:56 PM

---

Hi Lynn,

Thank you for the information and I apologize for my delayed reply but it has been an extremely busy few weeks.

I did forward your email to Council and they have advised that they would like to proceed with a meeting once your new Board is formed.

With respect to the number of properties receiving service in the Town, please note that not all properties captured under the residential mil rate are dwellings or residential units. This category also includes vacant large that is taxed on the mil rate. In addition, not all commercial properties in the Town receive services from ERSB as most avail of the services of a private contractor.

A review of the tax roll and direct follow up with businesses in the area have determined the service numbers for 2022 to be as follows:

- 612 residential dwellings
- 5 commercial operations

If you require anything else please let me know and I hope you enjoy a wonderful holiday season.

Kind regards,  
Jennifer

---

**From:** Lynn Tucker <[ltucker@ersbnl.ca](mailto:ltucker@ersbnl.ca)>  
**Sent:** Thursday, November 18, 2021 4:31 PM  
**To:** Jennifer Aspell <[jaspell@townofbaybulls.com](mailto:jaspell@townofbaybulls.com)>  
**Cc:** Harold Mullaney <[hmullaney@irishloop.nf.ca](mailto:hmullaney@irishloop.nf.ca)>; [mayor@stjohns.ca](mailto:mayor@stjohns.ca)  
**Subject:** ERSB Information & Follow up of Meeting Request

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 16<sup>th</sup> collection day:
    - 1 missed collection reported by the Town/resident on August 16<sup>th</sup>
    - 1 more missed collection reported by the Town/resident on August 18<sup>th</sup>
  - 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 6<sup>th</sup> collection day:
    - 1 missed collection reported by the Town/resident on September 10<sup>th</sup>
    - 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 13<sup>th</sup> collection day:
    - 1 missed collection reported by the Town/resident on September 13<sup>th</sup>
  - 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 18<sup>th</sup> collection day:
    - 1 missed collection reported by the Town/resident on October 18<sup>th</sup>
    - 1 missed collection reported by the Town/resident on October 19<sup>th</sup>
    - 1 report received from Town/resident on October 19<sup>th</sup> 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 19<sup>th</sup> or the same day to remove the stockpiled recyclables.
  - October 25<sup>th</sup> collection day:
    - 2 missed collections reported by the Town/residents on October 25<sup>th</sup>
  - 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 1<sup>st</sup> collection day:

- 1 missed collection reported by the Town/resident on November 2<sup>nd</sup>
    - 1 missed collection reported by the Town/resident on November 3<sup>rd</sup>
    - 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 3<sup>rd</sup>

- 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](http://www.easternregionalserviceboard.com)

---

**From:** Jennifer Aspell <[jaspell@townofbaybulls.com](mailto:jaspell@townofbaybulls.com)>  
**Sent:** November 15, 2021 4:20 PM  
**To:** Lynn Tucker <[ltucker@ersbnl.ca](mailto: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](mailto:ltucker@ersbnl.ca)>  
**Sent:** Monday, November 15, 2021 4:14 PM  
**To:** Jennifer Aspell <[jaspell@townofbaybulls.com](mailto: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](http://www.easternregionalserviceboard.com)

---

**From:** Jennifer Aspell <[jaspell@townofbaybulls.com](mailto:jaspell@townofbaybulls.com)>  
**Sent:** November 12, 2021 3:27 PM  
**To:** Lynn Tucker <[ltucker@ersbnl.ca](mailto: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](http://www.townofbaybulls.com)

 [@TownBayBulls](https://www.facebook.com/TownBayBulls)  [@Bay\\_Bulls](https://twitter.com/Bay_Bulls)



This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee, you should not disseminate, distribute or copy this email. Please notify the sender immediately by email if you have received this email by mistake and delete this email from your system. If you

are not the intended recipient, you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

**From:** [Jason O'Brien](#)  
**To:** [Lynn Tucker](#); [Steve Tessier](#); [Board Danny Breen](#)  
**Subject:** FW: Waste Recovery Facility Policies  
**Date:** April 24, 2025 11:54:56 AM  
**Attachments:** [image001.png](#)  
[TOWB Correspondence Re Waste Recovery Facility Policies - April 2025.pdf](#)

---

Hello Steve,

See attached letter that was sent to me regarding tandem trailers and Municipal town vehicles.

The Town of Bay Bulls has the same issues along with many communities on the SS as I hear it in the Joint councils. I would like to suggest it is time to update some of our guidelines to ease the burden on the residents that are paying for the services we provide. Could we possibly table these items at our next board meeting to get an updated consensus from the Board members.

Thank you.

---

Jason O'Brien,  
Deputy Mayor - Town of Bay Bulls  
[www.townofbaybulls.com](http://www.townofbaybulls.com)

---

**From:** Jennifer Aspell <jaspell@townofwitlessbay.ca>  
**Sent:** Thursday, April 24, 2025 10:59 AM  
**To:** Jason O'Brien <jobrien@townofbaybulls.com>  
**Cc:** Trevor Croft <tcroft@townofwitlessbay.ca>  
**Subject:** Waste Recovery Facility Policies

Good Morning Deputy Mayor O'Brien,

Please see attached correspondence on behalf of Mayor Croft and Council.

If you require further information, please let me know.

Kind Regards,  
Jennifer

**Jennifer Aspell**  
**Chief Administrative Officer**  
**Town of Witless Bay**

**Mail:** P.O. Box 130, Witless Bay, NL A0A 4K0

**Direct Line:** (709) 334-3407

[www.witlessbay.ca](http://www.witlessbay.ca)



*\*\*Please consider the environment before printing this e-mail\*\**

*This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee, you should not disseminate, distribute or copy this email. Please notify the sender immediately by email if you have received this email by mistake and delete this email from your system. If you are not the intended recipient, you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.*

**EASTERN REGIONAL SERVICE BOARD**

**BRIEFING NOTE / REPORT**

<b>TITLE:</b>	<b>Oversize Items (Bulk) Collection 2025 – Request from Town of Carbonear to Withdraw from Current RFP</b>
<b>MEETING DATE:</b>	2025-05-07
<b>TO:</b>	Board / Finance & Audit / <b>Strategy &amp; Policy</b> / Governance
<b>PREPARED BY:</b>	Craig Drover, Director Corporate Services
<b>REVIEWED BY:</b>	Lynn Tucker, Chief Administrative Officer
<b>APPROVED BY:</b>	Lynn Tucker, Chief Administrative Officer

**RECOMMENDED ACTION:**

It is recommended that the Town of Carbonear be provided with the option to withdraw from the curbside/roadside oversized items/bulk waste collection and a credit of \$32,265 (\$15 per household) be placed on their account.

**MOTION:**

N/A

**BACKGROUND/DISCUSSION:**

- A Request for Proposals (RFP) for the provision of curbside oversized items/bulk waste collection by appointment for the Trinity Conception North (TCN) area as well as the Towns of Carbonear and Victoria was issued on February 17, 2025, by the Board for collection to occur in either May or June.
- NO bids were received.
- The Board added the TCN area to the RFP this year to hopefully increase interest from contractors.
- As no bids were received, another RFP is currently available for this area for the oversized items/bulk collection to occur in the Fall instead.
- The Town of Carbonear has notified the Board that they want a Spring oversized items/bulk collection and will issue a tender for their own curbside collection of same. If successful, Council have asked for an adjustment to their annual invoice because they would not require a Fall bulk collection.
- When communities in the region were canvassed regarding the choice of paying \$225 annually for waste services that included one oversized items/bulk collection or \$210 for no oversized items/bulk collection, these towns requested the \$225 option of maintaining the oversized items/bulk collection.

- Please note that NO guaranteed timeframe was addressed in the communication. All communities understood that an event could take place in either spring or fall.
- There were no interested parties in the original RFP for oversized items/bulk collection in the Carbonear area, so the Board is not able to provide one this Spring.
- For this reason, staff consider it reasonable for the Town of Carbonear to have to wait until Fall (September and/or October) to have their oversized items/bulk collection.
- However, the Carbonear Town Council is determined to have a Spring curbside oversized items/bulk waste collection, and as the new RFP is in the early stages, staff also believe it is reasonable to have Carbonear removed from the RFP at their request. A credit of \$32,265 (2,151 properties x \$15/property) could be placed upon the account.
- Staff must know by the end of May 9<sup>th</sup> if Carbonear will be withdrawing from the RFP. Once they have been withdrawn from the RFP, they cannot be reinstated.
- It is recommended though that if the Town is provided with the option to remove themselves from the RFP, then they are not permitted to return to the oversized items/bulk waste collection by appointment contract if they are unsuccessful in securing a contractor for a Spring collection.
- Staff can adjust the RFP document and continue with the Town of Victoria and Trinity Conception North area.
- Does the Strategy & Policy Committee support the Town of Carbonear's withdrawal from the RFP?



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

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

If yes, select reason code: E1

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

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

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

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

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

7. Provide the following information for the last quarter:

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

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

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

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

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

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising

bo

Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. A meeting was scheduled for late Jan by Darren Patey to follow up on previous training. Unfortunately, I was unable to attend due to a bad flu that caused laryngitis. .
12. Other comments? [Click or tap here to enter text.](#)

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name: Aquaforte

Water Supply: Davies Pond (8 services)

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 <sup>st</sup> User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average				0.60
Minimum				0.10
Maximum				1.25

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 <sup>3</sup> /day)
9,640	15,050	L per day

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

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

Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. [Click or tap here to enter text.](#)
12. Other comments? Flows continue to be much higher than last year when flows appeared to be quite low. I think the flow gauge was malfunctioning last year.

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name: Fermeuse

1. Number of public wastewater outfalls? 1

2. Are any of the outfalls discharging >100 m<sup>3</sup>/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 <sup>3</sup> /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: 3/31/2025

Community Name: Fermeuse

Water Supply: Bear Cove Pond

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

3. Provide the following information for the last quarter:

	Near 1 <sup>st</sup> 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 <sup>3</sup> /day)
		USG per day

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

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



Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

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

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name: Ferryland

1. Number of public wastewater outfalls? 1

2. Are any of the outfalls discharging >100 m<sup>3</sup>/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 <sup>3</sup> /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: 3/31/2025



Community Name: Ferryland

Water Supply: Deep Cove Pond

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

3. Provide the following information for the last quarter:

	Near 1 <sup>st</sup> 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 <sup>3</sup> /day)
		USG per min

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

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

Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

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

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

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

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

If yes, select reason code: C1

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

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

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

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

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

7. Provide the following information for the last quarter:

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

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

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

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

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

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

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

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name:      Georgetown  
groundwater supply

Water Supply: Third Pond and smaller

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

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

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

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

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m <sup>3</sup> /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: 3/31/2025

---

# Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Goobies

Water Supply: Water Pond

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

3. Provide the following information for the last quarter:

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

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

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

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

7. Provide the following information for the last quarter:

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

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

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



Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

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

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---



Community Name: Marysvale

Water Supply: Drilled (about 100 services)

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

2. Are chlorine residual tested on a daily basis?

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

3. Provide the following information for the last quarter:

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

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

If yes, select reason code: E1

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

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

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

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

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

7. Provide the following information for the last quarter:

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

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

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

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

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

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



Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter.
12. Other comments: This community has a Manganese removal system, but it has never worked right since it was installed.

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name: North Harbour  
(about 120 – 125 services) 2. Communal Well (5 services)

Water Supply: 1. Grandfather's Pond

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

2. Are chlorine residual tested on a daily basis?

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

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

	Near 1 <sup>st</sup> User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	1.82			
Minimum	1.10			
Maximum	2.10			

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

If yes, select reason code: E2

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

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

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

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

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

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m <sup>3</sup> /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. Contacted operator. No Cl readings at the end of line. Assumed zero. Flushing is needed. Will perform at night when temp is above zero.
12. Other comments?

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

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 <sup>st</sup> 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 <sup>3</sup> /day)
		USG per day

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

Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

11. Provide a summary of meetings or training held in the community during the last quarter. No contact this quarter.

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

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name: Point Lance

Water Supply: Unnamed Pond

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

2. Are chlorine residuals tested on a daily basis?

☐ Yes

☐ No

☐ Free Chlorine Only

☐ Total Chlorine Only

3. Provide the following information for the last quarter:

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

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

If yes, select reason code: A

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

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

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

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

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

7. Provide the following information for the last quarter:

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

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

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

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

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

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising

bo



Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

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

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---



# Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: Portugal Cove South

Water Supply: Wrights Brook

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

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

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

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

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m <sup>3</sup> /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. A new Operator is awaiting on-site training.
12. Other comments? [Click or tap here to enter text.](#)

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name:      Renew-Cappahayden

Water Supply: #1 Dinn's Well

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

3. Provide the following information for the last quarter:

	Near 1 <sup>st</sup> 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 <sup>3</sup> /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: 3/31/2025

---

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

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

If yes, select reason code: Choose an item.

If yes, describe plan to address BWA:

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

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

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

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

7. Provide the following information for the last quarter:

Average Daily Water Use	Maximum Day Demand	Unit of Measurement (i.e. USGPM, L/day, m <sup>3</sup> /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: 3/31/2025

---

# Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

Community Name: St. Joseph's

Water Supply: Drilled (36 services)

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

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

If yes, select reason code: A

If yes, describe plan to address BWA: encourage town to get flow proportional Chlorination pump

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

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

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

If yes, describe the issues and the plan to address them: Recent Arsenic exceedance, Contaminants Study Program

7. Provide the following information for the last quarter:

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

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

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

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

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

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising

Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

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

11. Provide a summary of meetings or training held in the community during the last quarter. Met with Town officials to discuss path forward. Darren Patey did some on-site training.

11. Other comments? Arsenic is a new problem in this town. No flow gauge. 2100 gal storage reservoir.

---

Regional Operator Name: Ken Rollings

Date: 3/31/2025

---



Community Name: St. Mary's

1. Number of public wastewater outfalls? 1

2. Are any of the outfalls discharging >100 m<sup>3</sup>/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 <sup>3</sup> /day, USGPM)

4. Number of lift stations? 1

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

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

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

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

- ☐ Yes
 ☒ No

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

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

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

Regional Operator Name: Ken Rollings

Date: 3/31/2025

Community Name: St. Mary's

Water Supply: Wellfield

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

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

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

4. Is this system currently on a BWA? ☒ Yes ☐ No  
 If yes, select reason code: E1  
 If yes, describe plan to address BWA: more testing

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

6. Are there other water quality issues? ☒ Yes ☐ No  
 If yes, describe the issues and the plan to address them: well yield is low

7. Provide the following information for the last quarter:

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

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

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



Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter..
12. Other comments? Need site visit to check on testing technique and instruct on sampling locations.

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

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:

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

4. Is this system currently on a BWA? ☒ Yes ☒ No  
 If yes, select reason code:  
 If yes, describe plan to address BWA: [Click or tap here to enter text.](#)

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

6. Are there other water quality issues? ☒ Yes ☐ No  
 If yes, describe the issues and the plan to address them: town is now planning for a new well

7. Provide the following information for the last quarter:

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

8. Select which of the following O&M Programs have been developed:  
☐ Operational Monitoring Plan ☐ Standard Operating Procedures ☐ Maintenance Assurance Manual  
☐ Emergency Plan ☐ Preventative Maintenance Programs  
 If not all are selected when will the remaining be completed? As soon as possible

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



Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

10. Number of days you visited the community during the last quarter? [Choose an item.](#)
11. Provide a summary of meetings or training held in the community during the last quarter. The Town has applied for funding for new test wells in 2025 based on recommendations of Stantec.
12. Other comments? [Click or tap here to enter text.](#)

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name:      Swift Current

Water Supply: Drilled Well

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

2. Are chlorine residuals tested on a daily basis?

☐ Yes

☐ No

☐ Free Chlorine Only

☐ Total Chlorine Only

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

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

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

If yes, select reason code:      E1

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

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

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

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

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

7. Provide the following information for the last quarter:

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

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

☐ Operational Monitoring Plan

☐ Standard Operating Procedures

☐ Maintenance Assurance Manual

☐ Emergency Plan

☐ Preventative Maintenance Programs

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

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

☐ Distribution System Flushing

☐ Leak Detection

☐ Hydrant Inspection and Exercising

☐ Valve Inspection and Exercising



Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

10. Number of days you visited the community during the last quarter? Choose an item.
11. Provide a summary of meetings or training held in the community during the last quarter. This community has an iron / manganese problem which they are ignoring.
12. Other comments?

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---

Community Name: Trepassey

1. Number of public wastewater outfalls? 1

2. Are any of the outfalls discharging >100 m<sup>3</sup>/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 <sup>3</sup> /day, USGPM)

4. Number of lift stations? 3

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

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

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

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

- ☐ Yes
 ☒ No

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

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

9. Note any required upgrades for the wastewater system

Regional Operator Name: Ken Rollings

Date: 3/31/2025



# Regional Water/Wastewater Operator Program Quarterly Report Drinking Water System

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: no data this quarter

	Near 1 <sup>st</sup> User		Near End of Line	
	Free Chlorine (mg/L)	Total Chlorine (mg/L)	Free Chlorine (mg/L)	Total Chlorine (mg/L)
Average	4.04	4.50	0.05	0.07
Minimum	1.33	1.77	0.01	0.00
Maximum	4.90	5.60	0.12	0.14

4. Is this system currently on a BWA? ☒ Yes ☐ No  
 If yes, select reason code: E1  
 If yes, describe plan to address BWA: flushing
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 <sup>3</sup> /day)
160,132	187,400	USG per day

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

Regional Water/Wastewater Operator Program  
Quarterly Report  
Drinking Water System

11. Provide a summary of meetings or training held in the community during the last quarter. The regular operator is now back at work. Discussed options in consultant's report for Boil Water Advisory removal.
12. Other comments?

---

Regional Operator Name: Ken Rollings  
Date: 3/31/2025

---