



WM01303

IN THE MATTER of a review of the rates charges by the Island Waste Management Corporation.

Interrogatories of Commission Staff

November, 2011

Commission staff hereby requests a response to the following written questions.

Question No. **Description**

Q-17 Has IWMC considered a different fee structure which would take into consideration low volume users of the system such as a reduced fee for small cart households?

Response:

As outlined in Interrogatories of Commission Staff (Q-11), IWMC has looked into alternatives for various billing models including different fees for smaller waste generators. As outlined in our response to (Q-11) the major costs associated with residential collection are the cost for the carts themselves and the cost for the actual collection. The costs associated with the final disposal of the materials generated by households is a very small part of the actual overall costs. This, along with the other points as outlined in (Q-11), provide the basis for our opinion that the fee structure IWMC currently has in place is the best model for PEI at this time.

Q-18 Has IWMC considered a reduced fee for multi unit buildings where the weekly collection picks up many carts at the one location? This may require provisions in the private sector collection contracts to provide a reduced fee for these collections.

Response:

IWMC's current collection contracts do not address this issue. Our contracts are based on a per unit (house, apartment or condo unit price). There are often collection issues with multi-unit facilities that may suggest that the price to collect at these units could actually be higher than for single family homes. We have considered looking at having separate prices for multi-unit apartment buildings in the Capital Area contract in the future. However, this could lead to having a different (higher and/or lower) price for multi-unit

buildings in the Capital Area only. (For example, a 24 unit building in Charlottetown might have a different price than a 24 unit building in Summerside.) After reviewing various options, IWMC does not feel that varying multi-unit pricing is an option at this time.

Q-19 Please provide the Commission with IWMC's reply comments to the various public responses received by the Commission (see attached).

Response:

We will reply to each as requested on separate correspondence.

Q-20 Does IWMC pay GreenIsle an additional fee associated with the Saturday drop off service for blue bags?

Response:

As outlined in IWMC's Collection Contract for Blue Bag Collections (appendix 14), the Contractor is to provide a drop-off depot for blue bags only in each of the areas that the contract serves. These drop-off areas must be open a minimum of 4 consecutive hours a week. The contractor has depots open Saturday mornings in Roseneath, Summerside and at the GreenIsle location in Charlottetown. Our other WWDC locations also provide this service in Brockton, Wellington, New London, Murray River and Dingwells Mills.

As a licensed IWMC WWDC location, the Charlottetown GreenIsle location must accept blue bag material free of charge on Saturday mornings from homeowners. This is outlined in our agreement with GreenIsle for our Capital Area WWDC operations (appendix 15).

IWMC does not pay anything outside the individual contracts for this service.

Q-21 Please describe in detail the transactions which occur when a home owner drops off additional waste at the GreenIsle facility in Charlottetown.

Response:

The contract IWMC has with GreenIsle (appendix 15) outlines that they will accept all material types at the same price as IWMC charges at WWDC's as approved by IRAC. As with all IWMC drop-off locations, when a customer comes into the facility the material is inspected, and the total weight of the vehicle and materials are weighed on scales. The materials are then placed into appropriate sorting receptacles and the customer exits the facility. On exit, the empty vehicle is weighed again (tare weight) and the difference is calculated to determine the total weight of the materials. The customer is then charged based on the corresponding rate for the materials delivered (i.e. white goods, HHW, and mattresses, etc. are free, asphalt shingles are charged at \$40 per tonne, etc.). In some cases when a customer has various materials with different rates on a load, they may be required to return to the scales more than once to determine the overall price and to ensure they are charged accordingly for the specific weight of each material type.

Q-22 When does the Province of PEI provide the payments for the household waste watch levy? Does the Province charge a fee to IWMC for revenue billing and collection of household fees?

Response:

The Province of PEI Taxation Office collects all household, cottage, extended cottage and apartment building per unit fees on behalf of IWMC. These fees are a separate line item on the provincial property tax invoices marked as "Waste Watch Fee". Property Tax invoices are usually distributed to property owners in April or May of each year. The Province pays the Waste Watch fees to IWMC in 12 equal monthly payments. The Province does not charge IWMC for this service.

Q-23 Does Province property tax billing system track the multi-unit apartment building information? How does this occur?

Response:

When IWMC receives information from the Provincial Tax billing system, it includes the property number, property owner's name as well as specifics about the property including the number of units contained in an apartment building. This information is gathered and confirmed by Taxation through an on-site assessment of the property in its initial assessment for property value.

Q-24 Does IWMC track calls it receives from customers during the year? Please provide a summary of the nature of these calls.

Response:

IWMC has a Customer Service Call Center located in Tignish. The facility is equipped with a customer tracking system that has the ability to track and record customer calls and history along with other information including wait time. The phone system offers an automatic selection for information that can be recorded such as hours of operation, storm rescheduling, etc. While the nature of each individual call can vary, calls most frequently fit into one of the following categories:

- Missed collection
- New customer
- Damaged cart
- Sorting information required
- Property tax assessment
- Spring/Fall Cleanup information
- Hours of operation for facilities
- Rejected collections
- Other

By far, the most common reason a customer may call IWMC is to gain information on the proper disposal method for items. In addition to our Call Center IWMC also offers an email Info line as well as an interactive web site www.iwmc.pe.ca that allows customers to seek answers to questions and requests services. The web site has the ability to track what individuals are looking for on our site. This information is helpful with developing other advertizing.

DATED at Charlottetown, Prince Edward Island, this 18th day of November, 2011.



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