

Date

Address

Attention:

**Re: Collection of Blue Box Materials Letter of Understanding**

On August 15, 2019, the Minister of Environment, Conservation and Parks issued a direction to begin the transition of the management of Ontario's Blue Box Program to producers of designated products including plastics and other packaging. This direction facilitated the transition of materials collection under the Blue Box Program by municipalities to individual producer responsibility under the *Resource Recovery and Circular Economy Act, 2016*, S.O. 2016, c. 12, Sched. 1 and the associated regulations (the "**RRCEA**"). The Blue Box Program is starting to transition to the new regulatory framework for resource recovery starting on July 1, 2023, through December 31, 2025.

Municipalities wish to work cooperatively with the entity responsible for the collection of the Blue Box Materials and the provision of related services in accordance with the **RRCEA** (referred to as the "**Administrator**")

The Administrator is responsible for the collection of Blue Box Materials and Municipalities continue to be responsible for the provision of services to the public including collection of waste, organics, and any other materials (collectively the "**Other Materials**").

The collection of Blue Box Materials and Other Materials provides a valuable public service to residents and businesses located within the Municipality. It is the Municipality's goal to work collaboratively with the Administrator to ensure that the needs of its residents are being met at all times.

The Municipality desires to establish a framework with the Administrator that ensures the efficient collection of (i) Blue Box Materials by the Administrator; and (ii) the collection of Other Materials by the Municipality, in a manner that best services its residents.

**Municipality's Goals**

The Municipality's goal is to establish a collaborative working relationship with the Administrator as it relates to the provision of the collection services relating to Blue Box Materials and Other Materials.

To achieve this goal the Municipality recognizes that:

- Creating a framework for the efficient collection of Blue Box Material and other waste streams by the Municipality ensures that the services are provided to the public in a manner that is collaborative and cooperative;

- It is the goal of both the Municipality and Administrator to achieve the effective diversion of Blue Box materials from the waste stream.

#### **Requirement to Meet Minimum Standards**

The Municipality seeks to achieve a minimum standard of collection services for both Blue Box Materials and Other Materials that is both cohesive and services its residents in a manner that is both efficient and cohesive. To achieve this standard, it is important for the Parties to:

- Work collaboratively in terms of determining the scheduling of the collection from the various locations throughout the Municipality recognizing the Municipality's established minimum service standards.
- Establish or enforce the applicable standards relating to noise, school zone requirements, collection times, and other matters through the adoption and implementation of a Municipal By-law.
- Advise the other of any changes in the Blue Box Material collection days / schedules.
- Provide written notification to the other in advance of any scheduled special curbside collections.

#### **Efficient Collection of Blue Box Materials**

The Municipality understands that, to ensure the efficient collection of Blue Box Materials, it continues to have obligations as it relates to service areas and minimum standards including:

- Providing advance notification to the Administrator of any pending or newly built areas to be included as part of the collection services for Blue Box Material;
- Confirming when collections will be initiated for newly built areas;
- Providing the established minimum standards expected of residents for Blue Box Material container storage and collection and for the Administrator to develop those standards to facilitate the inclusion of these standards into any design review and comment for new development and to provide guidance to developers. This information may include storage requirements per unit/building, turning radius for collection vehicles, and any other design standards.

#### **Educational Materials**

The creation of education and promotional materials for the public is recognized as an important component of the collection of Blue Box Materials.

The Municipality understands that the Administrator will create and utilize promotional and educational information where appropriate and recommends, based on its experience, that such educational materials may include the following information and details:

- responses to frequently asked questions;

- the Administrator’s contact information including: local office address, mailing address (if different), telephone and email;
- the current schedule of collection days and routes;
- information on the types of Blue Box Material collected;
- instructions relating to the collection of Blue Box Material; and,
- identifying a link for the public to file a complaint.

The Administrator has indicated that they understand that it now has the responsibility to address complaints from the residents in a timely manner as the Municipality is no longer responsible for the provision of the collection of Blue Box Materials.

The *Administrator* has noted the importance of recording any complaints in a Complaint Record. The Complaint Record will set out how the complaint from the public was resolved in a manner that can be relied upon by the Municipality in the event it receives a complaint from the same individual / entity relating to the collection of Blue Box Materials. The Administrator confirms that, upon written request, it will make the Complaint Record available to the Municipality. This will provide confirmation to the Municipality that the complaints received from its residents have been addressed by the Administrator.

### **Collection Containers**

In meeting the needs of its residents, the Municipality asks that the Administrator acknowledge the importance of ensuring that the containers used for the collection of the Blue Box Material are maintained in a safe, serviceable, and functional condition and agree to the importance of providing a mechanism by which residents of the Municipality can request new or replacement collection containers where practicable and reasonable.

### **Minimum Level of Standards of a Public Service**

The Municipality requests that the Administrator comply with the minimum level of service standards considering that the collection of Blue Box Materials is a valuable service to its residents and the community.

To achieve the minimum level of standards the Administrator agrees to give consideration to the following:

- The implementation of a series of protocols, policies, and standards (the “**Collection Standards**”) to ensure that Blue Box Material is collected in a clean and tidy manner and any litter caused or created because of the collection of Blue Box Material must be cleaned up by the Contractor or the Administrator’s designated party;

The municipal contact for the Administrator is:

Name  
Title  
Phone  
Email

Please provide the Municipality with the contact information for the Administrator.

The Municipality is eager to work with the Administrator in a manner that is collaborative, cooperative and at all times achieves the goals of the *RRCEA* and meets the needs of the community. We would like to meet with the representative from the Administrator as soon as possible to discuss implementation of the new collection program and share the appropriate information as outlined above.

Best regards,

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