



# **OES Wind-Up Plan Consultation Report**

**June 19, 2019**

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## Introduction and context

In February 2018, the then Minister of the Environment and Climate Change directed the wind up of the Waste Electrical and Electronic Equipment (WEEE) Program on June 30, 2020. The program is operated by Ontario Electronic Stewardship (OES), which manages electronics recycling in the province on behalf of the electronics industry. The wind up of the program will enable the transition of WEEE to individual producer responsibility.

The Minister directed OES to submit a wind-up plan to the Authority for approval by December 31, 2018. OES consulted on the development of its plan in the fall of 2018 before submitting the plan on December 21, 2018. As part of its approval process, the Authority consulted on the proposed plan from March – April 2019. This report details the Authority's consultation process and the feedback received.

Questions about this report can be emailed to [consultations@rpra.ca](mailto:consultations@rpra.ca).

## About the Authority

The Authority is a regulatory body created by the Ontario Government to enforce the requirements of the *Resource Recovery and Circular Economy Act, 2016* (RRCEA) and the *Waste Diversion Transition Act, 2016* (WTDA).

The RRCEA establishes a new resource management system where producers are individually responsible for their products and packaging at end-of-life by recovering resources and reducing waste. The Ontario Government designates products and packaging for individual producer responsibility. Producers responsible for designated products and packaging must register with the Authority and report on their progress towards meeting mandatory collection and reuse targets. The RRCEA gives the Authority enforcement powers to ensure producer compliance.

The WTDA allows for the continuation of existing waste diversion programs and sets out requirements to wind up those programs as directed by the Minister of the Environment, Conservation and Parks.

## Principles for public consultation

The Authority's consultations are guided by the following best practice principles developed by the Organization for Economic Cooperation and Development:

***Inclusiveness and openness:*** *Engage broadly with a wide variety of stakeholders, provide clear and understandable information, and make the consultation process accessible, comprehensible and responsive.*

***Timeliness:*** *Engage stakeholders early before decisions are made and provide regular opportunities for engagement on key program and policy matters.*

**Accessible and cost effective:** Consider a variety of tools and methods to gather feedback that promote efficient and cost-effective consultations.

**Balance:** Provide opportunities for diverse perspectives and opinions to be heard and considered.

**Transparent:** Record feedback, report back a summary to stakeholders, and synthesize feedback into programs and policies as appropriate.

**Evaluation:** Demonstrate the impact of public consultations on program delivery and policy development.

## Consultation process

Consultation on [OES's Wind-Up Plan](#) began on March 7, 2019. The Authority emailed its general mailing list on March 7 and reminder emails were sent throughout the consultation period. Authority staff worked closely with OES staff to inform OES program participants. A [dedicated web page](#) was created on the Authority's website with background information on the consultation, how to register for a session, and presentation materials and recordings. Stakeholders were invited to submit feedback on the plan via email, online survey or by attending a session. Below is a table that shows the Authority's consultation sessions and the number of participants:

| Location  | Date     | Participants      |
|-----------|----------|-------------------|
| Webinar   | March 21 | 139               |
| London    | March 22 | 6                 |
| Ottawa    | April 3  | 13                |
| North Bay | April 4  | 8                 |
| Toronto   | April 9  | 38                |
| Webinar   | April 10 | 126               |
|           |          | <b>Total: 330</b> |

On April 2, the Authority [received a new request](#) from the Minister of the Environment, Conservation and Parks. OES was anticipating a significant surplus in the WEEE Program following wind up, and the Minister requested that the Authority consult on options for the use of these surplus funds. The request indicated that the options should directly benefit Ontario consumers and the Authority was to report back to the Minister by April 30 on the results of the surplus funds consultation.

The Authority amended its consultation process to include a discussion on surplus funds. Stakeholders were notified of this development and invited to attend the Toronto session or register for the April 10 webinar to review and provide comment on the surplus options. The deadline to submit feedback on the Wind-Up Plan was extended from April 18 to April 25.

## What we heard

The Authority received 12 submissions via email, 22 responses to an online survey (see [Appendix A](#) for the survey questions), and several comments were recorded during the in-person sessions and webinars.

Feedback received is summarized below and categorized by the following themes:

- Conflict of interest
- Use of surplus funds
- Availability of the Material Tracking System (MTS)
- Audit proposal
- Proposals specific to stewards
- Proposals specific to service providers (processors, generators, collectors, etc.)
- Promotion and education
- Data migration
- Other feedback and general comments

For a list of question and answers received, see [Appendix B](#).

For feedback from the online survey, see [Appendix C](#).

### Conflict of interest

Participants expressed concerns with the Electronic Products Recycling Association's (EPRA), perceived advantage in the new world of individual producer responsibility. OES administers the WEEE Program through a service agreement with EPRA and EPRA has indicated its desire to become a producer responsibility organization. Concerns were raised about:

- There not being enough separation between EPRA and OES staff.
- OES's continued use of EPRA's Recycle My Electronics branding to promote consumer awareness of electronics recycling.
- EPRA's direct relationship with and access to steward information from the current program that may make it easier for EPRA to establish itself as a producer responsibility organization (PRO) in the new world.

Some participants felt that the Authority should continue its oversight of OES to ensure the steps OES and EPRA have taken to avoid the perception of or actual conflict of interest are followed.

### Use of surplus funds

The Authority presented three options for the use of OES's surplus funds that would directly benefit Ontario consumers:

1. Modify the current elimination of consumer Electronic Handling Fee (EHF) at point of sale to provide a consumer rebate.

2. Extend the current fee elimination period by extending the wind-up date.
3. Credit consumers at point-of-waste or product return.

Option 2 was the preferred option among all stakeholders. Options 1 and 3 were strongly opposed by stewards, retailers and municipalities because it would be burdensome to implement. Participants favoured Option 2 because it:

- Is the simplest and lowest cost option to implement.
- Has the lowest risk and burden on businesses and municipalities.
- Gives consumers more time to benefit from not paying the EHF.
- Gives program participants and municipalities more time to prepare for transition to individual producer responsibility.

### **Availability of the Material Tracking System (MTS)**

Participants were split on whether they would use or find value in a clean version of MTS, which OES proposed to make available for free before program wind up. Many respondents felt that despite a free, clean version of the system being offered, there would be significant costs to develop MTS for new regulatory requirements. Respondents felt that these development costs may be a barrier for the entry of new PROs into the marketplace. The example of the high cost to customize Ontario Tire Stewardship's TreadMarks system after it was made available for free was noted several times.

### **Audit proposal**

Majority of respondents supported OES's proposal to increase the number of audits conducted before wind up. Some respondents expressed concern with what EPRA would do with data from the increased audits.

### **Proposals relating to stewards**

Majority of respondents expressed no concerns with the proposals relating to stewards, including the proposed reporting requirements.

### **Proposals relating to service providers**

Majority of respondents were concerned with the proposed July 10, 2020 deadline for the pick up of materials received by June 30, 2020. Respondents noted that the program would end a day before a holiday and that many people will be on vacation. Some respondents noted that it can take more than a week to receive a bill of lading. Majority of respondents felt that more time was needed to get WEEE picked up after June 30, 2020.

Comments were also raised about the Processor Incentive Program (PIP). Some respondents felt that if there is no adjustment in the processor incentive rates, it will be extremely difficult for processors to operate until the program winds up. Other respondents felt that OES was not clear in how it was addressing the PIP.

### **Promotion and education**

Comments related to promotion and education were mostly centred around OES's continued use of EPRA's Recycle My Electronics branding. However, some respondents felt that the

promotion and education efforts proposed by OES support competition and maintain and improve program performance. Some municipalities noted that they do not see much of EPRA's marketing efforts (some noted that marketing is more prominent in the Greater Toronto Area). There were comments indicating promotion and education efforts should focus on letting consumers know that a program still exists to recycle electronics, and that the environmental handling fee (EHF) for electronics was reduced to \$0 on February 1, 2019.

### **Data migration**

Some stakeholders raised concerns about the migration of OES data to the Authority and how that data will be secured. It was noted that company sales data is private except in aggregate form, and stakeholders wanted assurances that data will be safeguarded. They called on the Authority to disclose its standards to secure and manage this data.

### **Other feedback and general comments**

Some common questions or comments that emerged during consultation include:

- Who will become a PRO for electronics?
- How will producers meet their WEEE targets?
- Will there be accessibility requirements for WEEE collection?
- Will reuse and refurbishment continue?
- Municipalities were concerned about service disruptions and whether they would still need to collect WEEE. It was noted that the challenge with WEEE is that most people will go to their municipality. Municipalities wanted more information to ensure a smooth transition.
- There is no plan to address processor capacity issues and the Authority should request this from OES.

In some cases, the Authority could not address the comment or question because the new WEEE regulation was not posted for feedback. The Authority committed to informing stakeholders of the release of the regulation and how to provide feedback.

# Consultation evaluation

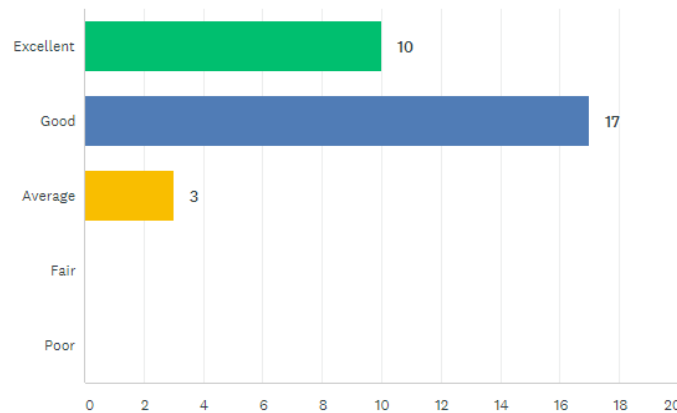
All consultation participants were emailed a survey asking them to provide feedback on the Authority's consultation. The following questions were asked:

1. Which session did you attend?
2. Overall, how would you rate the session?
3. How would you rate the presentation slides?
4. How would you rate the information provided by the presenter?
5. How would you rate the question and answer portions of the session?
6. Was the information you reviewed before the session (e.g. website) helpful?
7. How can we improve future consultations?

30 participants completed the survey and majority of respondents found the sessions good or excellent:

Overall, how would you rate the session?

Answered: 30 Skipped: 0



Majority of respondents rated the presentation slides, the information presented, and the question and answer portion as good or excellent. Majority of respondents also found the information they reviewed beforehand as good or excellent.

To improve future consultations, respondents suggested beginning each in-person session with an introduction of participants, and to continue offering in-person sessions to provide information.



## Appendix A: Online survey questions

**Q1. Please provide the following information. This information will not be shared publicly.**

Name / Organization / Email Address

**Q2: Does the Conflict of Interest Mitigation Plan support competition and prevent conflict of interest?**

Yes / No / Additional feedback

**Q3: Do you support the plan's budget and EHF proposal?**

Yes / No / Additional feedback

**Q4: Which of the options for the surplus would be most cost and resource efficient? [Select one]**

- Option 1: Modify the current elimination of consumer Electronic Handling Fee to provide a consumer rebate
- Option 2: Extend the current fee elimination period by extending the wind-up date
- Option 3: Credit consumers at point-of-waste or product return
- Additional feedback

**Q5: Would any of the options for the surplus have a negative impact on competition in the WEEE marketplace?**

Yes / No / If you answered yes, please explain

**Q6: Would any of the options for the surplus have a potential negative impact on the program?**

Yes / No / If you answered yes, please explain

**Q7: Would you use a clean version of the Materials Tracking System (MTS)?**

Yes / No / Additional feedback

**Q8: Do you support the audit proposal?**

Yes / No / Additional feedback

**Q9: For stewards: Does the proposed reporting schedule and process align with your business operations?**

Yes / No / N/A (I am not a steward) / Additional feedback

**Q10: For service providers: Do the proposed operational deadlines work when thinking about your business processes?**

Yes / No / N/A (I am not a service provider) / Additional feedback

**Q11: Do the proposed promotion and education activities support competition following wind up?**

Yes / No / Additional feedback

**Q12: Do the proposed promotion and education activities maintain and improve program performance?**

Yes / No / Additional feedback

**Q13: Do you feel that the plan included enough information for you to prepare for the wind up of the program?**

Yes / No / Additional feedback

**Q14: From your perspective, does the plan meet the requirements of the Minister's direction?**

Yes / No / Additional feedback

**Q15: Provide any other feedback on OES's draft Wind-Up Plan. [Comment box]**

## Appendix B: Questions and answers

Below are the comments and questions received during the webinars and in-person sessions, and the Authority’s response. The questions were edited for clarity and are organized into the following topics:

- [Audit proposal](#)
- [Availability of the Material Tracking System \(MTS\)](#)
- [Conflict of interest](#)
- [Data migration](#)
- [Promotion and education \(P&E\)](#)
- [Proposals specific to service providers \(processors, generators, collectors, etc.\)](#)
- [Proposals specific to stewards](#)
- [Use of surplus funds](#)
  - [Use of surplus funds- Option 1](#)
  - [Use of surplus funds- Option 2](#)
  - [Use of surplus funds- Option 3](#)
- [Other feedback and general comments](#)

### Audit proposal

| Question or Comment  | Answer  |
|--|---|
| We question the increase in audits and frequency of mass balance in the last six months of the program. A monthly mass balance is achievable; however, it is excessive, burdensome and costly. Perhaps the processing community should be reimbursed for the additional work involved. | Thank you for your comment. We will consider this feedback as we approve the plan.  |
| We support the audit proposal if it doesn’t disrupt and slow down operations.  | Thank you for your comment.   |
| Can you explain the “additional compliance activities?” Is this specific to wind up? If so, are you compressing the audit timeline?  | The additional compliance activities are in consideration of wind up (e.g. more pre-checking of both paperwork and more site visits). We are not compressing timelines, just moving them forward. |

### Availability of the Material Tracking System (MTS)

| Question or Comment   | Answer   |
|---|--|
| I think the use of MTS is valuable. Not sure how we will use it, but it’s a nice gesture. | Thank you for your comment.  |
| What would MTS be used for?   | MTS is a tool that has logistics and claims functionality. OES would provide a clean version |

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|  | of the software for use by any interested stakeholders.  |
| Could MTS be used for other waste streams (e.g. textiles)?   | MTS was designed for electronics, but it could be modified with investments from interested stakeholders.                              |
| Problem I heard from tires was you would need to heavily customize their version of MTS to make it useful.   | Thank you for your comment.  |
| Interested to know if there have been any exercises to see the costs of spitting out a clean system (MTS) / scope of work? I think it would be helpful for the PROs to know the costs behind the scrubbing of the system, etc. and what the costs may be to run it in the new world. | Thank you for your comment. We will consider this feedback as we approve the plan.   |
| Collectors/municipalities have never been asked if we liked the current OTS system. Municipalities tend to work on a very different type of (data) system. You should consider speaking directly with municipalities about this.   | Thank you for your comment. This consultation is one of the ways we're engaging with stakeholders as we consider approving OES's plan. |
| It is unclear at this time if we would use MTS, but a clean version should be made available to all stakeholders.  | Thank you for your comment.  |
| If the Region were to continue operations as a collector in the new regime and work with one or more producer responsibility organizations (PROs), then MTS would be an efficient way to document transactions and provide reporting opportunities.                                  | Thank you for your comment.  |
| There is lots stacked against the new PROs. TreadMarks was not designed for the new world and there were significant costs to modify it.   | Thank you for your comment. We will note this in the feedback.   |
| TreadMarks is good, but it became a cost liability to re-brand, re-configure. This has stilted competition because cost is a barrier.  | Thank you for your comment. We will note this in the feedback.   |
| TreadMarks changed so much that the original version became useless.   | Thank you for your comment.  |

**Conflict of interest**

| Question or Comment   | Answer   |
|---|--|
| Does EPRA do all downstream auditing? This area was not part of the conflict of interest mitigation plan. Who will do this? | The Recycler Qualification Office (RQO), operating under EPRA organization, audits processors to ensure compliance with ERS2010. These audits include paper reviews of some downstream processing. |

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| <p>Does allowing the Retail Council of Canada and Electronics Product Stewardship Canada to continue to appoint members to the OES and EPRA board of directors not present a real, apparent, or potential conflict of interest?</p>  | <p>Any conflict of interest activities we looked at apply only to OES. The Minister's direction was to ensure that there are no real, potential or apparent conflicts of interest when developing and implementing OES's wind-up plan. We brought in a governance expert to help us look at the governance structure of OES and EPRA. In the opinion of that expert, there was potential for conflict of interest with EPRA's observer status on OES's Board. As a result, a new Board was implemented. All new members assured that they had no cross-membership with EPRA's Board. Observers from EPRA's Board are no longer be allowed at OES Board meetings.</p> |
| <p>Based on what is written in the wind-up plan and what has happened, it appears that OES is complying with their conflict of interest mitigation plan.</p>   | <p>Thank you for your comment.</p>   |
| <p>RPRA should acknowledge that while there has been significant changes and separation at the board level, at an operational level, there still appears to be much overlap in staff between OES and EPRA. These conflicts need to be identified and addressed through active management by RPRA.</p>  | <p>Thank you for your comment. We are monitoring OES's adherence to the Conflict of Interest Mitigation Plan closely and are continuously looking for ways to strengthen that plan.</p>  |
| <p>We believe that EPRA has an unfair advantage over other service providers, leading into the new program.</p>  | <p>Thank you for your comment. We will consider this feedback as we approve the plan.</p>  |
| <p>If the new board of directors includes all new members without any cross-membership linkages to EPRA, as well as a new third-party program manager, a conflict of interest does not appear to exist. RPRA will have to demonstrate that they have verified that no cross membership exists. We do not believe that OES's proposal creates a preferential treatment scenario nor creates barriers to competition between stewards.</p> | <p>Thank you for your comment. RPRA will continue to ensure that no cross-membership exists on OES's Board.</p>  |
| <p>There is concern about the branded EPRA collection website <a href="http://Recyclemyelectronics.ca">Recyclemyelectronics.ca</a>. If this has been considered the main portal for providing collection information, it could give EPRA an unfair advantage post transition. As keepers of the registrations for all programs, RPRA</p>   | <p>Thank you for your comment. We are monitoring OES's adherence to the Conflict of Interest Mitigation Plan closely and are continuously looking for ways to strengthen that plan.</p>  |

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| should operate a “one stop” portal for all programs.  |  |
| <p>EPRA has access to information and historical data from the existing program, that other PROs will not have access to. They also have direct relationships with all the stewards because of the requirements of the existing program. These relationships make it more convenient for EPRA, than other service providers, to have discussions with stewards about being a PRO for them under the new program. Destroying existing data doesn't eliminate the EPRA's current knowledge and established relationships. We believe that there is a conflict of interest where OES intends to utilize the EPRA recyclemyelectronics.ca website as a platform to promote consumer awareness. This could be confusing to anyone who doesn't have a complete understanding of all the players in the industry. It might appear that EPRA has simply replaced the OES after the wind up.</p> | <p>Thank you for your comment. We will consider this feedback as we approve the plan.</p>      |
| <p>If EPRA can continue with Recycle My Electronics brand, they will receive a huge advantage as a PRO. The brand should be eliminated following the wind up.</p>   | <p>Thank you for your comment. We will consider this feedback as approve the plan.</p>         |
| <p>Who was the governance expert RPRA engaged to help develop the conflict of interest plan? What were their credentials? Would the Ontario government not have this expertise?</p>   | <p>RPRA retained Transform Management Consulting to develop the conflict of interest plan.</p> |

**Data migration**

| <b>Question or Comment</b>  | <b>Answer</b>   |
|---|---|
| <p>What existing data from OES will be transferred? Aggregated data only? What are the specific protections for the data?</p> | <p>As part of the wind-up process, OES will provide historic and current WEEE Program data to RPRA. Once the data has been transferred to RPRA, OES will engage a third-party IT firm to destroy the data. Any data that is transferred to the Authority will be stored in a secure fashion. Additionally, the Authority has adopted an Access and Privacy Code, available on its website, that outlines how the Authority will protect privacy while balancing public access to information.</p> |

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| <p>We are concerned about the data migration from OES to RPRA and how the data will be secured.</p> <p>Company sales data is private except in aggregate. We require assurances that it will be safeguarded with a high level of security. RPRA has not disclosed what standards will be put in place to secure and manage this data appropriately. Manufacturers' data cannot be made public under any circumstances as it could be used as competitive intelligence with damaging results. If the intent is to use three years worth of data in order to create targets, no more than three years of data should be transferred from OES to RPRA to further protect manufacturers private information. That data set should be limited to obligated products only rather than all products.</p> <p>If sales data is used in audits, disputes or enforcement orders, it should be protected and never made public.</p> | <p>As part of the wind-up process, OES will provide historic and current WEEE Program data to RPRA. Once the data has been transferred to RPRA, OES will engage a third-party IT firm to destroy the data. Any data that is transferred to the Authority will be stored in a secure fashion. Additionally, the Authority has adopted an Access and Privacy Code, available on its website, that outlines how the Authority will protect privacy while balancing public access to information.</p> |
|---|---|

### Promotion and education (P&E)

| Question or Comment   | Answer   |
|---|--|
| Can municipalities go to OES for funding for promotion and education?   | Municipalities would need to check with OES on that.   |
| How is EPRA spending \$2-3 million dollars on promotion and education? We don't see much advertising in smaller municipalities. | You can contact EPRA for more information on their advertising efforts.  |
| Who will advertise in the new world? Consumers may be confused about the changes.   | At this time, we can only draw on the example of tires. Producers or producer responsibility organizations (PROs) are responsible for P&E.                                 |
| There should be a central source for recycling information. This is a huge gap for consumers.                                   | Thank you for your comment.  |
| Were people broadly notified of the EHF elimination? The average person is not aware.   | No, the public was not notified of the EHF fee reduction to \$0. OES only notified all stewards in December 2018 of the need to remove the EHF effective February 1, 2019. |
| Is RPRA doing any P&E? Or screening of P&E?   | Currently, we have no plans to engage in P&E activities. As our mandate increases, this may change. We do not screen other organizations' P&E.                             |

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| <p>Tires and electronics are very different. Electronics and hazardous household waste are very similar. You need to trigger people to recycle electronics and hazardous household waste. You also need to educate retailers about their responsibilities. RPRA should be doing this.</p>   | <p>Thank you for your comment.</p>  |
| <p>Most residents receive e-waste recycling updates via municipalities, meaning if the Recycle My Electronics brand discontinues, it shouldn't affect how people are receiving the important information.</p>   | <p>Thank you for your comment.</p>  |
| <p>The requirements of the Minister's direction on the wind-up plan states that "spending should be limited to program expenditures necessary to maintain or exceed current program performance for both collection and processing until the WEEE Program ceases operation". Page 25 of the wind-up plan states that promotional and education campaigns "will be assessed on a case-by-case basis to determine whether the benefits are still applicable in light of the pending program termination". The wind-up plan highlights improved consumer awareness of the WEEE recycling program in 2018 over the year prior. It is possible that reduced promotion and education campaigns will decrease consumer awareness of WEEE recycling in Ontario.</p> | <p>Thank you for your comment. We will consider this feedback as we approve the plan.</p> |
| <p>Consumers should be properly educated to understand how and where to access recycling for WEEE materials. It should also be made clear to consumers that they will not be charged an EHF, and if they are, how to remedy these charges.</p> <p>Municipal governments should also have easy access to any communications material, studies, reports and market information when the existing program ceases to operate.</p>   | <p>Thank you for your comment. We will consider this feedback as we approve the plan.</p> |
| <p>Municipal governments support programs that continue to ensure Ontarians understand they can recycle</p>   | <p>Thank you for your comment. We will consider this feedback as we approve the plan.</p> |



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| <p>these materials. It is recommended that these programs also ensure consumers understand that they should not be charged environmental handling fees and be provided direction on remedies if they are charged these fees. This would be a far better use of surplus funds than consumer awareness polling that seems, in our opinion, to be aimed at legitimizing the use of visible environmental handling fees (e.g. Page 66 of the Wind-up Plan).</p>   |  |
| <p>We would also request that municipal governments have access to any communication materials, studies, reports and market information when the program ceases to operate.</p>   | <p>Thank you for your comment. We will consider this feedback as we approve the plan.</p>  |
| <p>Competition is largely dependent upon the details of the WEEE regulation, and no longer on the OES wind-up plan. It is difficult to say without knowing the details of the regulation whether competition will be supported following the OES wind up. From a collector perspective, OES's proposal maintains program performance. Improvements on program performance are seen primarily in the areas of other service providers such as processors (i.e. OES proposing to conduct additional onsite processor visits to validate inputs and outputs related to processor reports).</p> | <p>Thank you for your comment.</p>   |
| <p>Now people go to epra.ca for recycling information. When will this stop?</p>   | <p>OES uses the EPRA owned recyclemyelectronics.ca website for providing information on WEEE recycling in Ontario and proposes to do so until the wind-up date. After that, the recyclemyelectronics.ca/on website will revert to EPRA</p> |

**Proposals specific to service providers**

| Question or Comment   | Answer   |
|---|--|
| <p>Will there be issues with processing backlogs of WEEE given China's bans on imports?</p> | <p>This remains to be seen, but OES and the Authority will monitor and respond to reports of backlogs as needed.</p>   |
| <p>What happens if municipalities don't collect or if someone charges for collecting?</p>   | <p>Given that the WEEE regulation is still in development, we can only use the example of tires. The Tires Regulation makes clear that no one can charge for collecting.</p> |

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| <p>Will this change end up being like tires where we collect but get no money for it?</p>  | <p>Whether or not incentives will be paid is up to producers and producer responsibility organizations (PROs) when they enter contractual relationships with municipalities.</p>  |
| <p>Some stewards now are rejecting things like batteries from us because they've met their collection targets. Will this happen in the new world?</p>  | <p>Given that the WEEE regulation is still in development, we can only use the example of tires. With the Tires Regulation, producers and PROs cannot reject tires even if they've met their target and they must collect tires from across the province.</p>   |
| <p>What will WEEE and MHSW targets be based on?</p>  | <p>The Ministry of the Environment, Conservation and Parks is developing the Electronics Regulation. We will provide more information as it becomes available.</p>  |
| <p>What happens if I can't get everything collected by June 30, 2020?</p>  | <p>WEEE not collected by the wind-up date would be processed under the new regulatory framework.</p>  |
| <p>Will we be grandfathered into the new program?</p>  | <p>After July 1, 2020, electronics collection and recycling will become a business-to-business relationship. You will need to sign up with a PRO for collection and management. They will very likely be coming to you to sign you up. RPRA's role is to regulate those involved in electronics production and recycling; it will not facilitate these relationships or pay incentives.</p> |
| <p>September 2020 for the final adjustment – this timeline is kind of short as returns from customers takes about six-nine months (for normal circumstances and business nature). It will take time for accounting, tax and finance teams to calculate and sort these adjustments before we can request from OES. Can this date be moved to a later date to provide allowances for the finalization of adjustments?</p> <p>The same scenario for April 30 final date for adjustment for February's obligation. This will create a gap in the adjustment as we will only receive returns from customers in the next six-nine months typically. Do the end dates of April and September just mean for adjustment of submission, but not to apply for credit from the returns? If so, that's fine if we have time for managing the returns.</p> | <p>Thank you for your comment. We will consider this feedback as we approve the plan.</p>   |
| <p>Under the new tire program, municipalities are no longer required to</p>  | <p>The Ministry of the Environment, Conservation and Parks is developing the Electronics</p>  |

|  |   |
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| <p>be collectors, but tire sellers are. Who will be obligated to collect WEEE under the new electronics program?</p>                             | <p>Regulation. We will provide more information as it becomes available.</p>  |
| <p>Is it possible to find out how there will not be any interruptions to service when municipalities haven't even been mentioned?</p>            | <p>Building on the experience with the wind up of the tires program, the Authority will work closely with OES to monitor the market and intervene as required to ensure a smooth wind up and transition to the new regulatory framework.</p>  |
| <p>How will marketplace-type internet sellers be captured? This is a growing business that will be disruptive to a LPF.</p>                      | <p>We will be in a better position to answer this question when the regulation is posted for comment.</p>   |
| <p>Who do we report to and how do we report if WEEE collection service levels erode as the programs wind up?</p>                                 | <p>Contact OES or the Authority with any concerns regarding collection issues during the wind-up period.</p>  |
| <p>What mitigation plans are in place if processors cannot receive generator materials by July 10, 2020?</p>                                     | <p>July 10, 2020 is the proposed date from OES, so we would appreciate your feedback on its feasibility.</p> <p>The Authority can modify the plan (i.e. changing dates) to ensure a smooth wind up and transition to the new regulatory framework.</p> <p>We will consider this feedback as we approve the plan.</p>                                |
| <p>Some municipalities act as collectors. How should they best service their residents after June 30, 2020?</p>                                  | <p>Municipalities will be in a better position to answer this question when the regulation is posted for comment</p> <p>We will continue to provide updates as information becomes available.</p>   |
| <p>Will there be collection incentives in the new wind-up plan?</p>  | <p>Incentives are part of the current program. During the wind-up period, incentives will continue to be paid. In the new world there will be PROs and business-to-business agreements. Incentives, if any, will be the result of those agreements, though they will probably not be called incentives.</p>   |
| <p>Are there additional costs budgeted for the increased OES on-site visits to service providers? If so, where do they fall in the forecast?</p> | <p>OES has budgeted for additional on-site visits and these costs fall under OES's administration line.</p>   |
| <p>What do you mean by "competitive"? Will we get money for collection?</p>  | <p>Competitive means that multiple organizations, called PROs, will compete to provide services to producers for the collection and management of electronics. The contractual terms PROs establish with producers and service providers, including collection services provided by municipalities, will be a business-to-business arrangement.</p> |

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| <p>The challenge with electronics is that a lot of collection is handled by municipalities. People are conditioned to go to those depots.</p>  | <p>Thank you for your comment.</p>  |
| <p>Municipalities think that they can wash their hands of electronics recycling now that there will be no incentives.</p>  | <p>Thank you for you comment.</p>   |
| <p>Why would you collect if you get no money? Can you charge a fee for collection?</p>   | <p>We know from the Tires Regulation that you cannot charge a fee to collect tires. This will likely be the same for electronics. The Ministry of the Environment, Conservation and Parks is developing the Electronics Regulation. We will provide more information as it becomes available.</p> |
| <p>Regarding the statement “OES will monitor applications for additional service providers during this period in light of maintaining current program performance and streamlining program wind up.” Will new applications not be approved?</p>  | <p>What this means is there would not be a sudden increase of tonnage and collection events in final months of the program. If OES brought on new a collector/generator in final months, it could impact the wind up. The plan is to keep operations as consistent as possible.</p>               |
| <p>How will transition occur? I am concerned that the market will bust apart on July 1, 2020 because service providers are no longer getting credits and don't know what's going on.</p>   | <p>RPRA and OES will continue communicating changes in electronics recycling in Ontario with program participants and any new stakeholder groups. Processors play an important role in their supply systems to communicate the upcoming changes.</p>  |
| <p>I have concerns with the July 1, 2020 deadline as this is a peak time for collection and processing, plus it's a holiday. The 10-day window seems to be quite tight, especially since there are typically delays at that time of year in the current system.</p> <p>I am further concerned with remuneration if there happens to be transporter delays, for example.</p> <p>Suggestion to shift the wind-up date to July 2 (versus June 30) to avoid the holiday weekend.</p> | <p>We greatly appreciate your feedback on the timelines. We will raise the idea of a contingency plan to OES and otherwise consider this feedback in approving the plan.</p>  |
| <p>The deadlines in the current OES Wind-Up Plan are during the busiest time of the season (Summer 2020). Claim and reporting times in the plan are shorter than current deadlines which could be difficult for processors to meet, especially during the high-volume peak season.</p>   | <p>Thank you for your feedback. We will consider this as we approve the plan.</p>   |

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| Processors who receive material from other processors cannot have the same deadline for mass balance reporting.  | Thank you for your feedback. We will consider this as we approve the plan.  |
| With the current program ending on Tuesday June 30, 2020 the proposed final date for pick-up from collection sites of Friday, July 10, 2020 is unmanageable for a municipality. Municipalities require more time to get all eligible materials offsite, especially when the transition occurs during high season and before a statutory holiday. We will be closed on Canada Day and it is unclear how vendors will address the statutory holiday and if it may have additional impacts on pick-up from collection sites. We recommend that the Authority request amending the timelines to successfully manage the transition to the new program. | Thank you for your feedback. We will consider this as we approve the plan.  |
| The wind-up plan does not adequately address how OES intends to handle the processor incentive program. Under this program, the processor is responsible for submitting the bill of lading and incentive claims. We are one of the municipalities participating in this program and we will be unable to move the materials offsite to a processor on June 30, 2020 to ensure that the processor meets the proposed deadline for the bill of lading to receive the incentive.  | Thank you for your feedback. We will consider this as we approve the plan.  |
| There is no plan to address processor capacity issues (backlogs) towards the end of the program. We recommend that the Authority request how OES plans to deal with unexpected processor capacity issues towards the end of the program. This was a key issue in the used tires transition that should be mitigated.   | Thank you for your feedback. We will consider this as we approve the plan.  |
| We understand that during the OTS wind up, there was an email sent from the equivalent of MTS to every service provider and this appeared as if the email came direct from OTS; however, it was in fact a new PRO. We highly encourage RPRA to implement controls  | Thank you for your comment. We will consider this comment in approving and when monitoring and overseeing implementation of the plan. |

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| <p>against something like this happening in the OES wind-up.</p>  |   |
| <p>Maintaining the existing collection program at our depots after June 30, 2020 depends largely on the contracts negotiated with PROs as the program winds up, and on the details of the MECP regulation; however, at this time the current deadlines for the wind up appear to be acceptable.</p>   | <p>Thank you for your feedback.</p>   |
| <p>OES also collects WEEE from multi-residential properties in some municipalities. Will PROs include service options such as cart collection from multi-residential properties for end of life electronics?</p>  | <p>These decisions will be up to each individual producer or PRO.</p>   |
| <p>It may not be possible to upload documents to MTS by the June 30, 2020 deadline (i.e. the difference between CREATING the waybill versus UPLOADING the waybill), if the same system is no longer accessible post-July 1.</p>   | <p>Thank you for your comments. We will clarify these dates in the wind-up plan, specifically if the plan distinguishes between the creation and upload steps.</p>  |
| <p>As a collector, we do not support the timelines proposed. The proposed wind-up plan requires collectors to produce a final bill of lading (BOL) by end of day June 30, 2020. When we request a pickup, it can take more than a week to receive a BOL. Our collection site closes at 6PM on June 30, leading into a statutory holiday, which may create a further delay. The deadline for producing a final BOL should be pushed back at least two weeks after final collection on June 30, providing collectors more time to receive and submit a final BOL.</p> | <p>Thank you for your feedback. We will consider this as we approve the plan.</p>   |
| <p>Do I need to differentiate “old” and “new” material?</p>   | <p>Yes, service providers will need to separate material collected by June 30, 2020 with materials collected after June 30, 2020. Only material collected by June 30, 2020 will be eligible for incentives.</p>   |
| <p>When the bins are picked up for the final date, what are the plans for future pick ups regarding bins?</p> <p>Many small municipalities use the roll-off bin system from haulers. Any insight as to how this aspect of program</p>   | <p>The new regulatory framework for individual producer responsibility is based on commercial arrangements between producers and/or producer responsibility organizations (PROs) and service providers, including municipalities, to meet mandated resource collection and management requirements. The specific terms of</p> |

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| support will roll over at the end/beginning of new program?  | <p>those commercial arrangements such as schedules, materials provided and financial terms will have to be negotiated between parties.</p> <p>Based on the experience with the tires program, as soon as the Tires Regulation was released PROs began to establish themselves and reach out to the producers (stewards) to provide services and to service providers to procure services for the producers.</p> <p>This process occurred well before the wind-up date of the Used Tires Program.</p> |
| I find the date of June 30 to July 10 a bit tight considering we have staff away on vacation   | Thank you for your comment. We will consider this feedback as we approve the plan.   |
| Switching systems will be felt more on the administrative side, but service providers will not feel difference if their bills remain the same. | Thank you for your comment.  |

### Proposals specific to stewards

| Question or Comment  | Answer   |
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| How will producers of electronics meet their new target? With tires, do they collect tonnage or just their brands? | <p>With tires, producers must collect a minimum weight of used tires each year. The minimum weight is calculated based on the average of three years' tire supply data and multiplied by 0.85 to account for tire wear. Producers must ensure that 85% of the tires they collected in a year are reused, retreaded or turned into processed material. The Tires Regulation also includes an accessibility target that states producers must collect tires from across the province.</p> <p>The Ministry of the Environment, Conservation and Parks is currently developing the Electronics Regulation. We will provide more information as it becomes available.</p> |
| I'm curious about WEEE targets since WEEE doesn't lose weight like a tire.   | The new targets will be set out in regulation. The Ministry of the Environment, Conservation and Parks is developing the regulation. We will provide more information as it becomes available.   |
| The ISPs (PCA, AMS) are not winding up. What's happening with them?  | The ISPs will likely become producer responsibility organizations (PROs) in the new world.   |
| Are manufacturers only responsible for collecting their products?  | Using the example of the Tires Regulation, collection targets are based on the average weight of tires the producer supplied in reporting  |

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|  | <p>years. Tire producers can collect eligible tires of any brand to meet their collection target.</p>  |
| <p>It's great that a focus of the new program is on compliance, but what about support for the stewards? The abundance of programs and regulations across the country is overwhelming and difficult to keep up with. Does the new program address the need for support for stewards? Will the information be straight forward or buried in legislations and up for interpretation?</p> | <p>Yes, the Authority is committed to supporting stakeholders through the wind up and transition process by providing clear, consistent and timely information.</p> <p>The Authority uses a broad range of communication channels and tools to educate stakeholders and ensure their awareness of their regulatory obligations, including emails, newsletters, consultations, webinars, compliance bulletins, meetings, presentations, and social media, as well as leveraging industry partnerships to amplify its communications.</p> <p>The Authority is also receptive to specific suggestions to enhance its public education and awareness initiatives.</p>  |
| <p>On the coming changes to the producer responsibility model, will there be any options for stewards to join "organizations" or create our own program? When are we able to know the list of "organizations" who will act as a collective but although individual producer is still responsible for our own volume/report/payment/governance?</p>                                     | <p>Yes, producers will have the opportunity to choose to operate their own program or join the network of a PRO, and the two options are not mutually exclusive (i.e. you can do part of your program on your own and part of it with a PRO).</p> <p>As a starting point, we suggest looking at the list of tire PROs on our website and reaching out to them. Three of the six are considering becoming PROs in the new electronics recycling program (and potentially MHSW as well). We would also encourage anyone considering setting up a PRO who is interested in meeting us for a briefing on the new program to contact us.</p> <p>Once the Electronics Regulation is finalized, the Authority will initiate work on developing a Registry. Once the Registry is completed and registration begins, a list of all registered PROs will be made available on the Authority's website.</p> |
| <p>Regarding the transition to multiple competing producer responsibility organizations, do you anticipate a cap on the number of such systems that will be allowed to be implemented and or any minimum/maximum tonnages to be managed by any single entity?</p>  | <p>The Ministry of the Environment, Conservation and Parks is developing the Electronics Regulation. We will provide more information as it becomes available.</p> <p>Using the example of tires, there is no cap on the number of PROs. There is also no minimum or maximum tonnage that PROs can have under their system.</p>  |
| <p>If the regulation is not finalized until July 1, 2020 on what basis can the registry</p>  | <p>The regulation will be finalized well before July 1, 2020 to enable us to begin the Registry build and</p>  |



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| work? There needs to be certainty on legal definition of a steward.   | oversee the wind up of the WEEE Program by June 30, 2020.  |
| If company A sells 5000 tonnes of monitors into Ontario per year, under a producer responsibility would their obligation be to manage an equal amount (5000 tonnes) of monitors or an equal amount of a broader based type of e-waste material(s).  | Collection, recycling and management targets will be identified in the new regulation. The Ministry of the Environment, Conservation and Parks is currently developing the Electronic regulation. We will provide more information as it becomes available.  |
| How is OES planning to address Individual Producer Responsibility and absolute liability with the existing agreements for stewards? The existing agreements address the current regulations as is.  | OES is responsible for operating the current WEEE Program and will be wound up soon after the program is wound up on June 30, 2020. OES will have no role under the new regulatory framework.  |
| If a municipality issues an RFP seeking individual producer management of the WEEE that they collect anticipating costs to be X per tonne, if actually bids come in at a cost of X plus ?????, will municipalities be required to proceed to implement a program regardless (and pay applicable amounts) via backdrop legislation or could they simply eliminate the service? | Collection, recycling and management targets will be identified in the new regulation. The Ministry of the Environment, Conservation and Parks is developing the Electronic regulation. We will provide more information as it becomes available.<br><br>Based on the Tires Regulation, municipalities are not required to register with the Authority and pay registration fees as a collector. Municipalities are also not required to collect tires. However, many municipalities continue to collect tires and have entered into contractual arrangements with PROs. |
| OES is proposing steward reports be submitted through a new web portal starting July 1, 2020, and the six-month report is due July 31. Are stewards going to be required to learn how to use a new portal for only one final submission?  | Stewards will be asked to log in from a different link. Essentially, the current system will transfer to a new site, but all functionality remains the same. Stewards will not need to learn any new functionality.  |

**Use of surplus funds**

| <b>Question or Comment</b>   | <b>Answer</b>   |
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| What will happen with the surplus? Will it be transferred to RPRA?   | The Minister directed that RPRA consult on options for the surplus that directly benefit Ontario consumers.                               |
| Can another option for the surplus be to educate the consumer? This is one of our greatest challenges with the program – getting the right information to the customer before they call to complain about the fee, especially when it goes to zero then back to a fee. | Thank you for your comment. While this was not one of the options listed for consultation, we will provide this feedback to the Minister. |
| So, stewards are not to be part of the reimbursement?  | No, they will not be. The Minister asked that the surplus funds be used to benefit Ontario consumers, not stewards.                       |

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| <p>Can you provide more details on how the options for the surplus were developed? Can you speak about the rationale for each option?</p>                                     | <p>The Minister's direction required the option to benefit Ontario consumers. The Ministry defined 'consumers' to mean both retail/residential and business-to-business consumers.</p> <p>The rationale in the Minister's letter (posted on our website) is that because consumers were paying the EHF, which was passed on by the stewards, they should be the ones to benefit from the surplus. The options presented for consultation all directly benefitted consumers. Timing, operational considerations and implementation costs were other consideration factors.</p> |
| <p>Surplus is due to input tax credits (ITCs), which would have lowered steward costs. Are there other options other than the three you presented?</p>                        | <p>The three options presented were all consistent with the Minister's directions, which required the surplus be used to the benefit of Ontario consumers.</p>  |
| <p>What are the estimated RPRA fees for WEEE (the tire fees are \$0.14/tire)? It would be feasible to use the surplus to offset the RPRA fees until surplus is exhausted.</p> | <p>The three options presented were all consistent with the Minister's directions, which required the surplus be used to the benefit of Ontario consumers. Using the surplus funds to offset future fees that RPRA charges to producers did not meet the primary requirement of the Minister's direction to directly benefit Ontario consumers.</p>   |
| <p>Can you give some of the surplus back to collection sites so that they can expand?</p>   | <p>The three options presented were all consistent with the Minister's directions to use the surplus to the direct benefit of Ontario consumers.</p> <p>Using the surplus funds to support collection site expansion does not meet the Minister's directions to use the surplus to the direct benefit of Ontario consumers.</p>   |
| <p>Has "consumer" been defined in terms of who benefits from surplus funds? Does B2B count or is it just retail consumers?</p>  | <p>Consumer in this context means both retail and B2B consumers.</p>  |
| <p>Why did the surplus change from \$33 M in the wind-up plan?</p>  | <p>For those who reviewed wind-up plan previously, up until February the reserve was forecast at \$34 M. It was lowered to \$26 M as a result of an additional legal tax opinion that OES received in March. The opinion is that the remittance of HST continues to be required during the fee elimination period.</p>  |
| <p>Are there other options that can be considered?</p>  | <p>RPRA is open to hearing other ideas. Please provide them via email or online survey.</p>   |
| <p>The intent of the regulation is against Option 1. Option 3 is too complex to administer to be beneficial. But with Option 1 there is a misconception that</p>              | <p>Thank you for your comment. We will we will provide this feedback to the Minister.</p>   |

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| there is an environmental benefit to purchasing electronics.  |  |
| Encouraging consumers to purchase new electronics (as in Option 1) is not in keeping with the intent of the regulation. Have you considered innovation grants?  | We have explored other options, including innovation grants. However, innovation grants do not meet the Minister's direction to use surplus funds to the direct benefit of Ontario consumers.  |
| How about something like Alberta's investment matching program?   | An investment matching program is not consistent with the Minister's direction to use surplus funds to the direct benefit of consumers.  |
| Can you put surplus funds to use to ensure competition in the new system?   | Using surplus funds to ensure competition in the new system is not consistent with the Minister's direction to surplus funds to the direct benefit of Ontario consumers.   |
| This a pretty low-level surplus and you've given most of it back. Why not stop?   | Following the most recent Canada Revenue Agency, the surplus is expected to be considerable at wind up. The Minister's direction is clear in his requirement that the surplus funds be eliminated to the direct benefit of consumers.          |
| With respect to the surplus benefitting consumers, could the benefit be something like promotion and education, or building the Registry?   | Using the surplus funds for promotion and education or building the Registry is not consistent with the Minister's direction to eliminate the surplus to the direct benefit of Ontario consumers.  |
| In other jurisdictions, surplus money from such wind ups has gone to accounting firms in a trust who then distribute money to PROs to carry out their activities. Is this not feasible here?                                    | Distributing surplus funds to PROs is not consistent with the Minister's direction to eliminate the surplus to the direct benefit of Ontario consumers.  |
| Can we get a summation of the assessment RPRA conducted when analyzing the options to see which were viable, so we better understand the barriers?  | The Authority's assessment of the three options for the use of surplus funds were presented as part of the consultation presentations. Consultation materials, including recordings of the webinars, are available on the Authority's website. |
| The surplus is not that big and implementing some of these options will be costly.  | Following the most recent Canada Revenue Agency, the surplus is expected to be considerable at wind up. The Minister's direction is clear in his requirement that the surplus funds be eliminated to the direct benefit of consumers.          |
| Suggestion to reimburse municipalities instead, so they in turn can provide tax credits to their residents/consumers.   | Reimbursing municipalities so that they can provide tax credits to their residents is not consistent with the Minister's directions to eliminate the surplus to the direct benefit of consumers.   |
| Option 1 to modify the current elimination of the consumer EHF to provide a rebate, and Option 3 to credit consumers at point of waste or product return, could potentially have a negative impact on the program. Both options | Thank you for your comment. We will provide this feedback to the Minister.   |

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| <p>could yield negative reactions from consumers who previously paid the EHF and are not receiving the credit because they are not purchasing new electronic equipment. Rewarding a consumer for purchasing electronics is counterintuitive.</p> <p>Additionally, the administrative complexities of issuing rebates or credits to consumers in a timely manner that does not put additional requirements on retailers and collectors may be costly and challenging. The time to develop and implement such a program may result in a small window of time for consumers to benefit from the proposed rebate or credit. It would also entail program development and administrative costs which may eat into the reserve funds.</p>                  |  |
| <p>Additional surplus funds could be utilized by OES or by RPRA to ensure that recycling fees are not being improperly levied to Ontario consumers, as has been the case in the past.</p>  | <p>RPRA compliance staff have been checking in on retailers at stores and online to determine if EHF's continue to be collected from consumers</p>   |
| <p>We strongly recommend that a portion of the surplus funds be utilized by OES or by RPRA to assess the current baseline amount of WEEE ending up in landfill or as contamination in the Blue Box program. There is significant environmental and financial risk associated with WEEE ending up in landfill or the blue box/cart and municipalities should not be responsible to bear these costs. A series of baseline audits, representing the various types of municipal programs, should be undertaken in order to properly assess the current state and serve as a comparison for future program changes. The proposed WEEE audits should be undertaken to understand current diversion status, prior to any program changes taking place.</p> | <p>Collection and management targets for electrical and electronic equipment are expected to be included in the Electronics Regulation, which is currently being developed by the Ministry. We will share more information once it is finalized.</p> |
| <p>Even though the Minister has given direction on how the surplus should be used we would like to take this opportunity to outline some of the</p>  | <p>Using surplus funds to provide rebates to processors is not consistent with the Minister's direction to eliminate the surplus to the direct benefit of Ontario consumers.</p>   |

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| <p>challenge's processors are facing. The OES PIP rates have not changed since 2012 but processors have endured many changes that include the following:</p> <ul style="list-style-type: none"> <li>• Light Weighting - Weight of Electronic devices is decreasing</li> <li>• Less intrinsic Precious Material value and greater plastic content</li> <li>• Precious material values have fallen (Copper, Gold) – see example chart below</li> <li>• Freight Rates have increased</li> <li>• Prevalence of LI-ion batteries are harder to separate and more dangerous to handle</li> <li>• Ontario Minimum Wage increased substantially</li> <li>• Commodity downstream constraints driving lower costs, or higher charges (Plastic, Glass)</li> <li>• Increase in compliance complexity</li> <li>• Increased Audits</li> <li>• Insurance Premiums rapidly increasing</li> <li>• Packaging complexity</li> </ul> <p>What better use for the surplus than to use it for its original intention. If there is no adjustment in the PI rates, it will be extremely difficult for processors to operate until the program winds up. There is concern that an increase in PI rates would be passed on the generators, which in turn would create a false market for e-waste. A suggestion would be to offer a rebate to processors at the end of the program.</p> |   |
| <p>Some of these surplus funds could also be utilized by OES or by RPRA in its stead to ensure that recycling fees are still not being improperly levied to consumers.</p>  | <p>The Authority is currently undertaking compliance and enforcement activities to monitor compliance with OES' program plan requirement for stewards to reduce the EHF to \$0.</p> |
| <p>Municipalities are fully supportive of the Minister's direction on April 2, 2019 that any surplus funds be used in a manner that is beneficial to Ontario consumers.</p>   | <p>Thank you for your comment.</p>  |
| <p>The recent steward fee holiday implemented in February 2019 is the</p>   | <p>Thank you for your comment.</p>  |

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| appropriate action to credit stewards, and by extension consumers, with the benefit, and correct the past.   |  |
| <p>We call on RPRA to consider including the following strategies should a surplus remain after December 31, 2020:</p> <ul style="list-style-type: none"> <li>• Collection events should be organized in remote Ontario where there is less accessibility or in urban areas where residents do not have vehicles to get to local drop-off points.</li> <li>• Partner with municipalities and retail locations to increase customer education in an additional effort to get electronics out of landfill.</li> <li>• Potential technological partnerships to improve collection and processing including exploring chemical/molecular recycling for hard to recycle plastics, for instance.</li> <li>• Develop additional support for greater reuse of electronics before they are sent for recycling.</li> </ul> | Thank you for your feedback.   |
| Should there be a different option for residential and IC&I sectors?   | As per the Minister's direction letter, the definition of consumers includes all consumers, both residential and IC&I. |

### Use of surplus funds- Option 1

| Question or Comment  | Answer  |
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| Preliminary thoughts on Option 1: It should not be hard to implement rebate at point of sale since it would be the same process as collecting the EHF. Option 1 is as elegant as Option 2.   | Thank you for your comment. We will provide this feedback to the Minister.                                    |
| Option 1 also encourages purchase of new electronics, which benefits us in the long run.   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| This option may raise issues because it might encourage consumers to purchase more electronics during this period, which doesn't align with the "resource recovery" vision (i.e. it may have an impact on increased purchases and subsequent disposals). | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |

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| <p>From a retailer's perspective, Option 1 is the most complicated. We could structure a rebate like a coupon, but even then, we would need to determine which items the coupon would apply to and whether there would be a flat rebate across these items. It would also be difficult to know when to pull the coupon (i.e. to end the rebate once funds are used up). Our system would also limit us to a 10-character maximum for the rebate description on the consumer's receipt. The consumer rebate option is possible within very specific parameters, but even then, would require a high level of administrative coordination.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |
| <p>Option 1 has the potential to frustrate consumers who have paid a fee and frustrate consumers who miss the rebate cut-off.</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |
| <p>As an industry we do not support rebates or discounts to consumers who may not have participated in creating the surplus. This is a costly proposition that has the potential to defraud the surplus funds and may leave the impression that the program is not being continued.</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |
| <p>It is impossible to credit, rebate, refund or correct the excessive fees to those specific consumers who purchased products at a time when the ITCs were not allowed. Providing a consumer rebate to current purchasers places the benefit of the surplus in the hands of consumers who are very likely not those who paid the higher fees in the first instance. Offering a rebate to new consumers rewards new consumers with the sins of the past: consumers who were "taxed" more heavily earlier might rightly complain that others are receiving the benefit. This is inequitable. OES is not in the business of incenting consumer purchases of new electronics. It has no mandate to do so. How would OES or RPRA make up a shortfall if a steward exceeded expected sales, and spent more than the funds allotted to them by OES?</p> | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |

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| Conversely, what is a steward to do if sales fall short for other reasons, and their allotted funds remain unspent?                           |   |
| People who receive the rebate may not have paid the EHF in the past; credit is not going back to the appropriate people.                      | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| On Option 1, this would this mean that a customer making a purchase tomorrow will be benefiting from a fee paid by a steward three years ago. | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |

### Use of surplus funds- Option 2

| Question or Comment  | Answer   |
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| What was the basis of the decision to wind up the program by June 30, 2020? Would there be any factors (legal, contractual, financial, etc.) that would impede the extension of the program? If not, would the current program participants be able to continue as per usual if an extension was made? What would the new wind-up date be considering the additional operating cost? | <p>The June 30, 2020 wind-up date was set by the former Minister of the Environment and Climate Change.</p> <p>Under Option 2, the current surplus could fund a 4 to 6-month program extension. A program extension has been assessed to be legally and financially viable but would be the Minister's sole prerogative. Under a program extension, participants are assumed to continue as per usual.</p> |
| The extension of the EHF elimination is tied to the wind-up date. Is this necessary? Could the fee elimination extend into the new system? We need to consider this option because we need to consider how we are going to transition and how we are going to promote competition in the new world.  | The surplus is related to the current WEEE Program, which poses legal barriers to resolving the surplus outside of the program.  |
| Is a legislative change required for Option 2?   | No, Option 2 could be achieved through a new direction from the Minister.  |
| Would it be a defined extension date?  | Yes, it will be predefined, which is why a contingency would be considered.  |
| Feels like Option 2 is easiest to implement.   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.  |
| Option 2 has the least chance of causing headaches. Does not require more work. Simplest to implement.   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.  |
| Would an extension allow for renegotiation of contracts? In current plan, terms and conditions remain the same. Should this be reconsidered if there is an extended wind-up period?  | The extension of the program will not impact existing contracts.   |



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| <p>If the wind-up date is extended, we'll need to ensure we have enough money to run the program for at least four- six months.</p>   | <p>Correct. The analysis of Option 2 is based on sufficient funds to continue to operate the program for an additional four-six months.</p> |
| <p>The success of this option will depend on the notice period – collectors are already preparing for the June 30, 2020 deadline.</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan..</p>                       |
| <p>We would like to see the programs wind up as soon as possible, as WEEE is not the only program we deal with (i.e. there is an overlap of multiple programs).</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                        |
| <p>In our opinion, extending the fee elimination period and wind-up date would be by far the most efficient and cost-effective option, meaning that it best serves the interests of consumers.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                        |
| <p>We believe that Option 2 would be the most cost and resource efficient. Extending the wind-up date provides the least amount of resources as a new process or program would not have to be developed and implemented. This option would allow current and future consumers to continue to benefit from the elimination of the EHF seamlessly and without confusion.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                        |
| <p>We support the transition of all the current waste diversion programs to individual producer responsibility but require that the programs transition smoothly. Given that a draft regulation has not yet been posted, we are concerned that the transition of the WEEE program could be rushed. We strongly support that a portion of the OES surplus funds collected at point-of-purchase be used to extend the transition deadline in order to ensure a smooth program transition.</p> | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                        |
| <p>Option 2 is our strong preference. It is administratively inexpensive, meaning more of the surplus can be used for the benefit of consumers. Additionally, this option offers low potential for consumer confusion. And unlike the option to credit consumers at the point of return, there is no need for accompanying promotion and education measures.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                        |

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| <p>Option 2 would be the most cost and resource efficient. Option 2 will extend the wind-up deadline which may not be a negative for the program itself but a negative for some service providers including processors.</p>   | <p>Thank you for your comment. We will consider this in the feedback and as we approve the plan.</p>   |
| <p>We support extending the wind-up date to year end 2020 to use up the surplus funds as intended when they were collected. If the wind-up date cannot for some reason be changed, then we support the surplus being held by an accounting firm and dispensed pro rata in the years ahead, to competing PROs managing electronics or the funds being used for the common educational needs of all competing programs.</p>   | <p>Thank you for your comment. Disbursing surplus funds to PROs is not consistent with the Minister's direction to eliminate surplus funds to the direct benefit of Ontario consumers.</p> |
| <p>The most efficient way to handle the surplus is simply to allow the program to operate for an extended period, three to six months, spending the surplus on recycling WEEE, consistent with OES's mandate, providing consumers with a trusted process for handling WEEE, and allowing all parties, including RPRA, to refine its processes to ensure a smooth transition later. A further benefit might be extended by asking OES to host special collection days, beyond its current schedule, to maximize the amount of WEEE that consumers deliver; stewards who would otherwise bear the costs of recycling WEEE later might agree. In sum, the Minister asks only that any surplus not needed for program operations or windup costs be used for the benefit of consumers. Extending the program so that substantially all the funds are spent on the program is the sensible course of action.</p> | <p>Thank you for your comment. We will consider this in the feedback and as we approve the plan.</p>   |
| <p>We believe alternatives to a December 31, 2020 wind-up date be considered, for the following reasons:</p> <p>Winding up the program over the holidays seems destined to be a bumpy ride considering how many people are on vacation at that time of year. We believe all hands need to be on deck</p>  | <p>Thank you for your comment. We will consider this in the feedback and as we approve the plan.</p>   |

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| <p>across the industry on the day wind-up occurs and in the weeks following.</p> <p>Surprisingly, January is a pretty busy month for electronics recycling as people replace their old gear with newly acquired holiday presents. On the flip side, February is the slowest month of the year for WEEE recycling. With the above in mind, we recommend, in order of preference, the following wind-up dates:</p> <ul style="list-style-type: none"> <li>• January 31, 2021</li> <li>• November 30, 2020</li> <li>• October 31, 2020</li> <li>• December 31st, 2020</li> </ul> <p>This is subject to having available funds.</p> |  |
| <p>We are concerned that given a draft regulation has not been posted yet that the transition of the WEEE program to the RRCEA could be rushed. Municipalities would support the use of OES surplus funds to extend the transition deadline to ensure the program transitions smoothly.</p>   | <p>Thank you for your comment. We will note this in the feedback to the Minister and as we approve the plan.</p>     |
| <p>From a retailer perspective, you have to move the date to wind up the batteries program back. It's a huge effort to educate retailers on these changes.</p>  | <p>Thank you for your comment. We will note this in the feedback to the Minister and as we approve the plan.</p>     |
| <p>We'll need to look at batteries. Is the Ministry married to the June 30, 2020 wind-up date for batteries?</p>  | <p>Thank you for your comment. We will note this in the feedback to the Minister and as we approve the plan.</p>     |
| <p>Extending the wind-up date to December 2020 would have fewer impacts on operations than the alternative proposals. The timeline for the publication of the new electronics regulation would also support the extension of the current program. At this point, we would be only 14 months away from the launch of the new framework. In part due to the variety of products supplied on the market, electronics are much more complex to manage than tires. It would be prudent for the government to ensure producers have enough time to prepare for their</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |

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| <p>new obligations and avoid rushing the process as it was done for tires.</p> <p>We recommend that the Ministry of the Environment, Conservation and Parks carefully drafts the new regulation, takes the appropriate time to consult on its content and finally publish a definitive version considering all comments received. This cannot be done within a pressed timeline such as what we experienced with tires. Finally, cost-effectiveness and harmonization are among our top priorities when discussing recycling programs and the extension of the program and fee holiday would best achieve these priorities.</p> |  |
| <p>We support extending the wind-up date beyond June 30, 2020. This would likely involve the least amount of notice, and logistical modifications as the current system of operation would not have to be changed – instead the same program would be extended under the same operating style.</p>  | <p>Thank you for your feedback. We will note this in the feedback to the Minister and as we approve the plan.</p>      |
| <p>October- December is a blackout period for most retailers</p>  | <p>Thank you for your comment. We will note this in the feedback to the Minister and as we approve the plan.</p>       |
| <p>December 31, 2020 for a wind-up date is better. It's easier on a calendar year.</p>  | <p>Thank you for your comment. We will note this in the feedback to the Minister and as we approve the plan.</p>       |
| <p>These changes are costing us a lot of money. And they are a burden. Our year end is December 31, and this makes things difficult as we prepare for the Christmas rush.</p>   | <p>Thank you for your comment. We will note this in the feedback to the Minister and as we approve the plan.</p>       |
| <p>January or February would be best time for transition because it is the quiet season. Summer is a busy season, and there is higher likelihood of disruption.</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>   |
| <p>If the wind-up date for electronics is extended to December 31, 2020, can RPRA handle two program wind ups at the same time, since MHSW winds up on that date too?</p>   | <p>RPRA will make the staffing changes and adjustments in its work to meet the timelines directed by the Minister.</p> |
| <p>We raise this issue in relation to RPRA's consultation on the OES Wind-Up Plan as it has come to industry's attention that there is a possibility the</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>   |

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| <p>wind-up timeline for the battery stewardship program could be affected if the wind-up schedule for the WEEE program is amended to manage that program's higher-than-anticipated surplus</p>  |  |
| <p>We support – and advise against any changes to – the wind-up and transition plan for used batteries that would “sunset” the existing battery stewardship program under Stewardship Ontario on June 30, 2020, as directed by the Minister.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |
| <p>The battery program run by Stewardship Ontario can wind-up independently of the WEEE program because it is a separate program run by a different operating authority. Furthermore, a future regulation that addresses both used batteries and WEEE can incorporate distinct, coming-into-force dates for applicable sections. With these considerations, alignment between WEEE and used battery wind-up timelines is not required.</p> <p>Should RPRA recommend to the Minister that OES's surplus be utilized to extend the length of the program, we strongly recommend that the current battery program wind-up timeline be maintained and that RPRA continue working to meet the deadlines prescribed by the Minister.</p> <p>Battery manufacturers have long been prepared to assume full responsibility for recycling their products in Ontario and could do so prior to June 30, 2020, if allowed. These companies should not be penalized due to issues associated with a program over which they have no control or operational authority.</p> | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |

### Use of surplus funds- Option 3

| Question or Comment  | Answer  |
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| Option 3 is not feasible for stewards.   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| All three options have merits, but Option 3 goes with OES's objectives of removing unusable equipment from consumers' homes and put it up for recycling.   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| Option 3 makes the most sense in terms of moving the needle on consumer behaviour and incentivizing them to recycle. Surplus funds could also then be used to educate and possibly create new opportunities for recycling such as community round up events. | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| Option 3 will bring a shortfall if it happens at program end. Would it be possible to do the rebate in the middle of the transition period?  | Yes, it would be a possibility to do the rebate in the middle of the transition period.                       |
| Option 3 creates expectation of a permanent rebate for the return of products. There is already a perception among consumers that e-waste is valuable.   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| Option 3 has the highest potential for fraud   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| Option 3 will create customer dissatisfaction once the rebate ends.  | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| How can you prevent fraud? E.g. how will you prevent people who work at transfer stations from pocketing coupons or giving them to family/friends?   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| If Option 3 is for a limited time, it would cause confusion for consumers not paying attention.  | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| I could see a lot of confusion with Option 3 and people thinking that the program has ended.   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| I strongly object to Option 3. This would lead to fraudulent returns. I like the idea of a trust.  | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |
| Option 3 is a burden on retailers.   | Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan. |

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| <p>This would resolve the conflict of wrongful crediting (i.e. the credit going to consumers who didn't pay the EHF).</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                                       |
| <p>There are concerns with variable fees as they may favour some sites over others, because not all sites distinguish/sort different electronic products. A similar concern regarding communicating about the rebate, as some sites cannot afford to advertise the rebate therefore less people will drop off products.</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                                       |
| <p>This option is a burden on the collector; ONLY benefits the consumer</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                                       |
| <p>Concerns with the lack of transactional mechanisms in place at some municipalities (i.e. at municipal collection events, there is no exchange of money; only products). This will create a huge administrative burden on municipalities. The amount of time to reimburse consumers (on average 500-600 per event) would not be feasible. Municipalities would need to be compensated accordingly as they would require more staff, resources, etc.</p> | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                                       |
| <p>Will the incentive/rebate be enough to encourage the customer to return their products?</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                                       |
| <p>Do the producers have the historical information to determine who receives the return?</p>   | <p>This option would provide rebates for any consumer returning used electronics. Producers would not require historical information to issue rebates.</p> |
| <p>This option could be adapted to resemble the Loblaws bread refund, but there would need to be a claims review process the claims (e.g. take a photo of the serial number or receipt)</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                                       |
| <p>It doesn't seem like the Ministry cares that the wrong consumers may be receiving the credit.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                                       |
| <p>Our second choice would be to credit consumers at the point-of-return (Option 3). The advantage of this solution is that it reimburses the consumers who already paid for the cost of recycling their electronic item,</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p>                                       |

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| <p>but it also comes with moderate administrative challenges and complexities.</p>   |  |
| <p>Paying consumers for WEEE is a program that is fraught with risk and the potential for fraud on a large scale. No doubt RPRA is aware of enforcement actions undertaken by OES in the past with regard to the Processor Incentive Program (“PIP”) where OES enforcement staff discovered WEEE that had been imported into Ontario solely to take advantage of the PIP monies available here.</p> <p>There would be no way to track the source of consumer WEEE, other than by demanding consumers to furnish original purchase invoices (which few would have) or signing affidavits as to the source, both tactics which are likely to generate displeasure at collection sites.</p> <p>As this practice was not adopted for tires and is unlikely to be adopted for hazardous waste or batteries, the government would be open to a charge of unfairness.</p> | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |
| <p>Option 3 is promoting opposite behaviours to that of the circular economy because it is promoting the recycling and purchase of new without reuse. It could lead the consumer to believe e-waste has even more value than they already think it does.</p>   | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |
| <p>Offering credits to consumers at point of product return seems even less workable as many depots have no structure in place to pay consumers back. Offering appropriate equipment for all drop-off points would be cost-prohibitive for a rebate program to last less than year. This may also create confusion for consumers as this system would be available only over a certain number of months. We feel that OES should not risk creating more issues with a program that is meant to benefit consumers.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |



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| <p>The surplus could be monitored after each month, considering seasonal variations from previous years, to see when the program should be terminated. It would be difficult to ensure that there are exactly zero dollars at the end and to avoid a negative funds scenario, so RPRA and OES would need a hold back to ensure sufficient funds are available to get to the end of the wind-up plan, including any administrative wind up/closure/legal costs. Will the credit be great enough on a voluntary program to ensure people lug their electronics to a return location? It may be challenging to ensure the credit is large enough to entice participation of returns, while still small enough to make the surplus last for the desired amount of time.</p> | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |
| <p>Distribution of a credit upon waste or product return, like the bottle deposit program, is also a great idea, but if this would be in place for only a short period of time to draw down the surplus, it may not be as effective as a long-term program. Consumer habits need to be developed, and if the surplus is depleted after four months, then consumers could be disappointed that the return program is not a long-term program.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |
| <p>Option 3 is not feasible for municipalities. Our community recycling centres do not charge a disposal fee for electronics, do not have any off-setting revenue, and the associated paperwork and tracking would be onerous. We, also, must contend with existing by-laws that may limit the implementation of this option. If this option receives more consideration, and for this to work, OES should reimburse municipalities for the rebates.</p>  | <p>Thank you for your comment. We will consider this in the feedback to the Minister and as we approve the plan.</p> |

## Other feedback and general comments

| Question or Comment   | Answer  |
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| Will the Datacall end?  | No, the Datacall will continue. However, the Datacall may change if the government releases a new regulation on Blue Box.   |
| We know that people are breaking into sites and stealing scrap tires. This may happen with WEEE.      | Thank you for your comment.   |
| PROs will need to set incentives.   | Thank you for your comment.   |
| Cities in this area are seeing a seepage of value over to Quebec. Valuable materials are being taken. | Thank you for your comment.   |
| Have PROs started “attacking”?  | We understand some tire PROs are considering expanding into electronics. And, we are aware that other players are exploring opportunities to establish themselves as a PRO for electronics.   |
| Is there a plan to stay current with advancements in electronics?                                     | The Ministry of the Environment, Conservation and Parks is currently developing the Electronic regulation. We will provide more information as it becomes available.  |
| Are there accessibility requirements for the PROs?  | <p>Accessibility requirements will be outlined in the new electronics regulation, which is being developed by the Ministry of the Environment, Conservation and Parks.</p> <p>Under the Tires Regulation, producers have to operate a collection system based on either population and/or retail location.</p>              |
| Will individual producer responsibility (IPR) apply to Blue Box as well?                              | Ontario’s regulatory framework for IPR includes provisions for the wind up of the Blue Box program and the transition of Blue Box materials to IPR. The Ministry’s recent discussion paper on reducing waste and litter seeks input on the wind up of the Blue Box Program.   |
| Who defines what goes in the Blue Box?  | This varies by program, and there are over 230 Blue Box programs across the province. Harmonizing the list of Blue Box materials across the province is one of the discussion points in the Ministry’s discussion paper on reducing waste and litter.   |
| Does RPRA have the same enforcement authority as the Ministry of the Environment?                     | RPRA is mandated to enforce regulatory requirements outlined in the <i>Waste Diversion Transition Act, 2016</i> and the <i>Resource Recovery and Circular Economy Act, 2016</i> and its associated regulations. The Authority is empowered with a range of enforcement and compliance tools and is staffed with inspectors. |
| When will we get more information on the changes coming? We need to prepare.                          | The Ministry of the Environment, Conservation and Parks is developing the new WEEE  |

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|  | regulations. We will provide more information as it becomes available.  |
| All this wind-up information is great, but we need to know what's going to happen next.  | The Ministry of the Environment, Conservation and Parks is developing the new WEEE regulations. We will provide more information as it becomes available.   |
| Do we know what the fee visibility requirements will be?   | The Ministry of the Environment, Conservation and Parks is developing the new WEEE regulations, which will cover things like visible fees. We will provide more information as it becomes available.  |
| Who would validate claims that something is made of recycled material?   | Currently, recycled content requirements are not part of Ontario's waste management framework. This may change with the release of new regulations and a move to individual producer responsibility.  |
| Kindly clarify the timing required by producers to confirm their decision to join a PRO or create own program?   | The Ministry of the Environment, Conservation and Parks is developing the new WEEE regulations, which will cover things like deadlines. We will provide more information as it becomes available.   |
| When you say RPRA can forward OES's wind-up plan to its board "as is" or with conditions, how are those conditions developed? What is the scope of the type of changes that RPRA can recommend? Can the Minister provide any direction regarding conditions at this point? | RPRA has broad authority to impose conditions on a wind-up plan to ensure consistency and alignment with the Acts, the wind-up guidelines and the Minister's directions.<br><br>The Minister can provide additional direction at any time.  |
| Should consumers be paying any recycling fees on electronics after February 1, 2019 at the time of purchase?   | Consumers should not be paying an environmental handling fee (EHF) after February 1, 2019. If you are aware of an instance of someone being charged a fee, contact RPRA or contact OES with the specific information.   |
| The OES Program Plan reserve was shown as \$34 million, yet you showed a figure of \$26 million. What happened to \$8 million?   | For those who reviewed wind-up plan previously, up until February the reserve was forecast at \$34 M. It was lowered to \$26 M as a result of an additional legal tax opinion that OES received in March. The opinion is that the remittance of HST continues to be required during the fee elimination period. |
| Will Reuse and Refurbishment continue in a similar fashion? (i.e. reporting reuse through the OES portal?)   | The answer to this question will become clear when we see the regulation released by the Ministry.  |
| Is OES a part of government? What will happen to their staff?  | OES as a corporation will shut down. OES has very few direct staff since the program is managed through a service agreement with the Electronic Products Recycling Association (EPRA), which provides staff for the program.  |

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| Some electronic sites are already closing.   | OES noted that the allocation side is still accepting new applications.  |
| OES has so much money and it seems like this was a successful program.   | Thank you for your comment.  |
| What is the core component of the required legislative change to extend the EHF elimination into the new system?   | EHF's are a feature of the WDTA program operated by OES. Under the RRCEA, the delivery of resource recovery services to producers occurs in a competitive market. Producers will determine how they recover the cost associated with the end-of-life management of the products they supply into Ontario.  |
| Given the result of tire transition, with the former IFO morphing into eTracks who has 85% market share, is RPRA concerned about the level of competition in the new system? | OTS and eTracks are separate organizations. Ensuring a level playing field and a competitive PRO market is an important objective for the Authority during wind-up and transition. Competitive markets evolve over time and the Authority will actively monitor markets and take required and appropriate action to support competitive markets for PRO services.                              |
| Was the CRA ruling specific to Ontario?  | Yes.   |
| On reporting timelines: A 45-day window to do all reporting will be tight given it is a busy time (in the summer).   | Thank you for your comment. We will consider this feedback as we approve the plan.   |
| Will OES be ready for the massive influx of data at that time (June 30, 2020 deadline)?  | Yes, OES has provided assurances that it will ensure sufficient capacity to support a large influx of data.  |
| I heard there were no fees or penalties if a tire producer didn't meet their collection targets.   | The Registrar, who is responsible for RPRA's compliance and enforcement function, has the power to levy administrative monetary penalties on registrants who do not comply with their requirements and escalate enforcement actions in the event of ongoing non-compliance.  |
| Will the environmental handling fee (EHF) be around after July 1, 2020?  | The EHF funds the current WEEE Program operated by OES. Following the wind up of the WEEE Program on June 30, 2020, the OES EHF will no longer exist.  |
| We were worried that you were getting rid of the program and no recycling will happen.   | The WEEE Program managed by OES will end on June 30, 2020. Starting July 1, 2020, electronics recycling requirements will be outlined in the new Electronics Regulation the Ministry is currently developing.  |
| What are the WEEE designated materials and how many processors are there?  | The following materials are accepted in the OES Program: Display devices (e.g. TVs); non-cellular telephones; desktop computers; portable computers, computer peripherals (e.g. keyboards); desktop printers; personal/portable/audio/video systems; home audio/video systems; home theatre in-a-box systems; floor-standing photocopiers/multi-function devices; vehicle audio/video systems; |

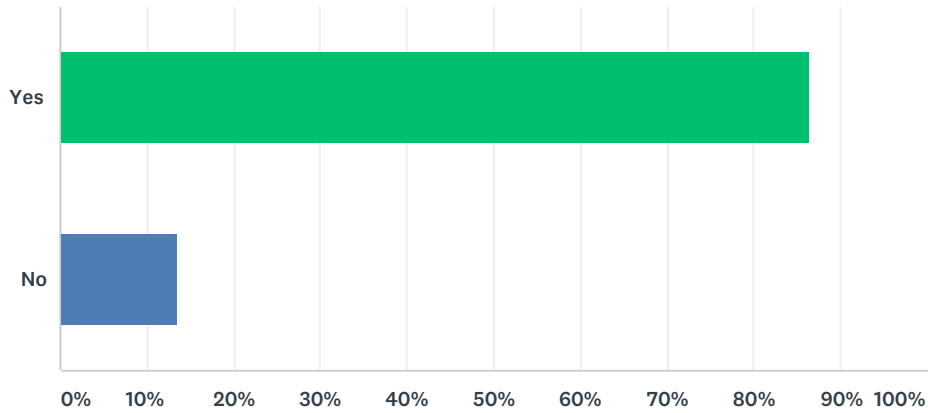
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|  | and cellular devices. There are 12 processors in the program.   |
| Who are the PROs in the new world? Will it be processors? Will it be OES under a different name?               | Once the electronics regulation is released and we learn more about the requirements to become a PRO, that will become clearer and organizations will start making their intentions known. With tires, we have six PROs and some have indicated that they may manage multiple materials. EPRA, which currently is contracted by OES to operate the WEEE Program, has indicated its intention to establish itself as a PRO under the new Electronics Regulation. |
| Can we expect processors to become PROs?   | This is possible.   |
| How will you know there are issues in electronics recycling? Will you wait for the PROs to tell you?           | The Authority will build on reports submitted by producers annually, inspections, and signals, complaints or reports from system participants including PROs to monitor electronics recycling.  |
| Do you foresee a situation where, for example, a store that only sells cameras needs to collect those cameras? | This would be up to the individual store and whether they have the infrastructure to do this.   |
| Where are PROs coming from?  | The PROs will be organizations interested in managing the recycling of electronics. EPRA has indicated interest in becoming a PRO and some of the tire PROs have indicated that they may manage multiple materials.   |

## **Appendix C: Online survey feedback**

The following pages show responses received on the Authority's online survey. The first three pages were removed because they contain identifying information.

## Q2 Does the Conflict of Interest Mitigation Plan support competition and prevent conflict of interest?

Answered: 22 Skipped: 0

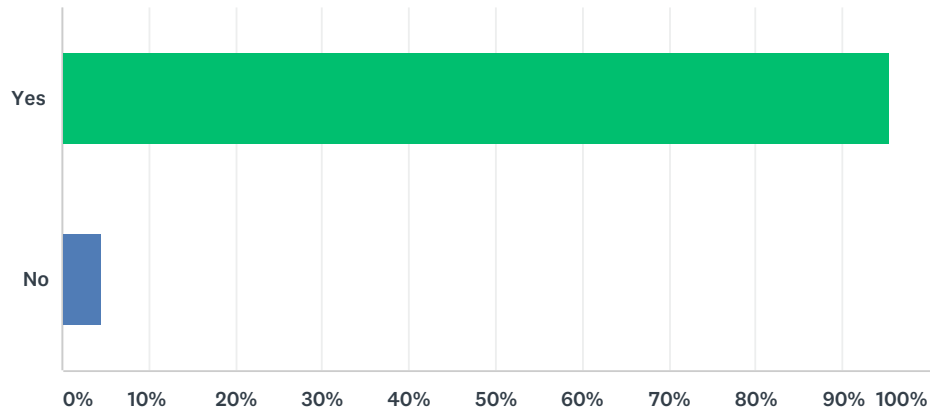


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes            | 86.36% 19 |
| No             | 13.64% 3  |
| TOTAL          | 22        |

| # | ADDITIONAL FEEDBACK   | DATE               |
|---|---|--------------------|
| 1 | On the surface, the actions taken to prevent Conflict of Interest during the transition of the WEEE program appear adequate, however ongoing oversight should continue to ensure no conflicts of interest as a result of an individuals' change to employment/board obligations, etc. | 4/25/2019 9:15 AM  |
| 2 | N/A   | 4/5/2019 4:12 PM   |
| 3 | I didn't pay particular attention, not what i was interested in. But i will assume yes because it's similar to the OTS Wind Up.   | 3/22/2019 11:13 AM |

### Q3 Do you support the plan's budget and EHF proposal?

Answered: 22 Skipped: 0



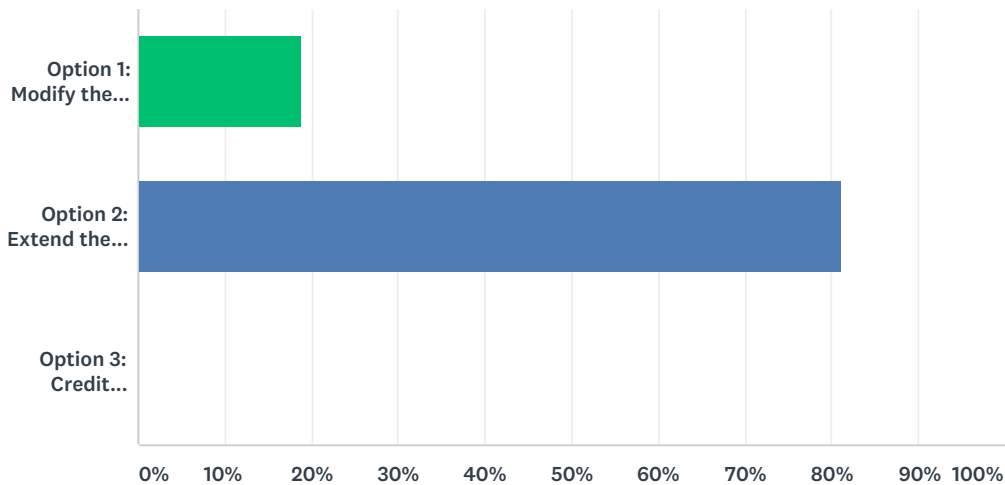
| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 95.45%    | 21 |
| No             | 4.55%     | 1  |
| TOTAL          |           | 22 |

| # | ADDITIONAL FEEDBACK   | DATE               |
|---|---|--------------------|
| 1 | However, the County has a limited understanding of the budget and EHF proposal.   | 4/25/2019 9:15 AM  |
| 2 | There was no mention on how this would reflect on Municipalities!! If there is supposed to be a smooth transition, how will this happen for small rural municipalities? | 4/10/2019 2:49 PM  |
| 3 | n/a   | 4/5/2019 4:12 PM   |
| 4 | I didn't pay particular attention, not what i was interested in.  | 3/22/2019 11:13 AM |



## Q4 Which of the options for the surplus would be most cost and resource efficient?

Answered: 16 Skipped: 6



| ANSWER CHOICES  | RESPONSES |           |
|---|-----------|-----------|
| Option 1: Modify the current elimination of consumer Electronic Handling Fee to provide a consumer rebate | 18.75%    | 3         |
| Option 2: Extend the current fee elimination period by extending the wind-up date                         | 81.25%    | 13        |
| Option 3: Credit consumers at point-of-waste or product return  | 0.00%     | 0         |
| <b>TOTAL</b>  |           | <b>16</b> |

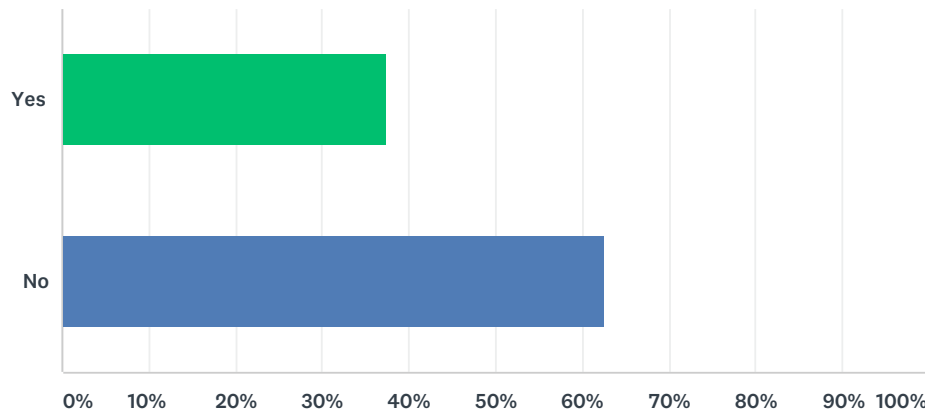
| # | ADDITIONAL FEEDBACK  | DATE               |
|---|--|--------------------|
| 1 | This seems to me the most logical and time effective way to proceed.   | 4/25/2019 4:28 PM  |
| 2 | We believe that this is the best solution considering all options. We do request that this extension does not delay the draft regulation being released in Spring 2019 and finalized in Autumn 2019. We would also request that this does not delay the OES Wind-up plan being finalized in June 2019. Business needs certainty and we need clarity on the future details of the program. We also suggest that some of the surplus be used to pay for all fees that service providers would incur for the first two (2) years of the new program. This will ease a smooth transition and save consumers money since the producers will not have to increase pricing in these first two years in order to cover the costs of the program. Finally, we would encourage that any expansion to the list of obligated products be implemented when the program transitions. This will avoid the constant confusion with confusion with consumers and service providers regarding what is eligible and ineligible. It will also encourage investment in the industry as this will offset the annual decline in mass associated with electrical and electronics equipment in general. | 4/25/2019 12:09 PM |
| 3 | If Option 3 is selected, the County would be unable to be administer credits if a credit had to be applied at point of return.   | 4/25/2019 11:27 AM |

## Comment on OES's Draft Wind-Up Plan

|   |   |                   |
|---|---|-------------------|
| 4 | <p>Option 1 only encourages the “disposable society” by providing an incentive to consumers to purchase an item. We feel this is contrary to the goals outlined in the Waste Free Ontario Act and as such, providing rebates does not align with the intended outcome of waste reduction programs. Option 2 is likely the easiest option to implement and administer. Anecdotally, the County cautions that this may not benefit the consumers. There is a potential for consumers to still pay a fee if the producer of the product has registered with a new PRO and is paying fees to that organization (which they would look to recoup through sales. We share this insight only because an employee in the Waste Management Division at the County of Peterborough experienced this during the Tire Wind Up. The employee notified OTS of the charge and the retailer was then informed to change the description from 'OTS Fee' to what was appropriate for their business. In the end the consumer was not reimbursed and the fee charged was higher than the original OTS fee. Option 3 is a reasonable option however it may be difficult to manage the integrity of the retail and/or waste site employees involved in the handling and distribution of the coupons. Further, it adds an administrative burden to electronics drop-off locations that may not be set-up to manage this type of incentive. Proposed alternative Option: Anyone in Ontario that purchased an electronic item in the past 3-4 years (2015, 2016, 2017, 2018) is eligible to receive \$XX.XX from OES. This concept is similar to Loblaw's bread rebate. To ensure that an over-subscription is avoided, there could be a sign up period (for example September 1, 2019 to December 31, 2019) and funds could be distributed based on the number of persons/hhlds.</p> | 4/25/2019 9:15 AM |
| 5 | <p>Options 1 and 3 would seem beneficial but create substantial logistical challenges. Option 2 appears to provide a benefit to consumers while utilizing an existing process which will save time and money.</p>   | 4/24/2019 3:09 PM |
| 6 | <p>Option 2 : -Cost effective. Option suggested : -Offer the best end-of-life electronic program to the Ontarians, by expanding education and awareness to the customers, increase collection events, support the social and solidarity economy, invest in search and development and promote eco-design/ life cycle assessment, and develop an recycling circular economy.</p>   | 4/18/2019 1:05 PM |
| 7 | <p>This is already in place and would be a lot easier for retailers to implement</p>  | 4/10/2019 3:23 PM |
| 8 | <p>I do not think you can properly give out a consumer rebate given that the fees are affecting sales back to 2009. Returning credits to customers at the point of return is difficult and will not help everyone who has already disposed of older equipment. Extending the current fee elimination period at least gives consumers additional time to benefit if buying new equipment in Ontario.</p>   | 4/10/2019 2:50 PM |

## Q5 Would any of the options for the surplus have a potential negative impact on competition in the WEEE marketplace?

Answered: 16 Skipped: 6

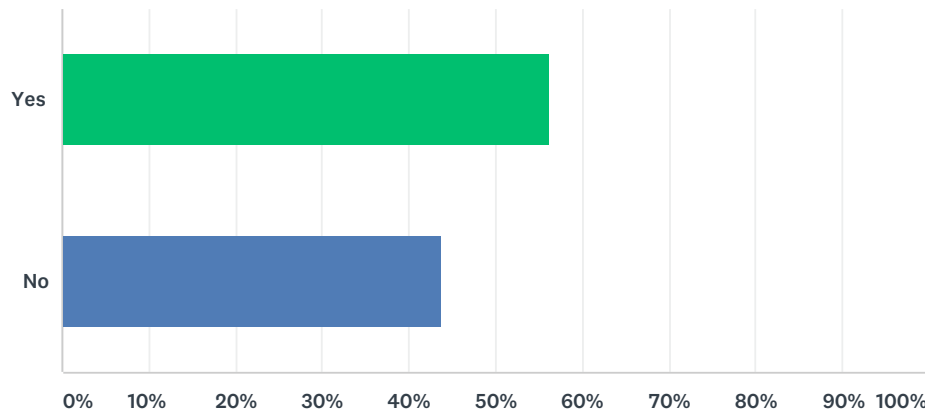


| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 37.50%    | 6  |
| No             | 62.50%    | 10 |
| TOTAL          |           | 16 |

| # | IF YOU ANSWERED YES, PLEASE EXPLAIN OR PROVIDE ADDITIONAL FEEDBACK   | DATE               |
|---|--|--------------------|
| 1 | Option 3 represents an opportunity for fraud. If collectors and generators get access to coupons or some other mechanism to credit consumers, there is no way to control that these credits would legitimately go to consumers recycling electronics and not be managed for their own benefit.   | 4/25/2019 12:09 PM |
| 2 | The County does not feel qualified to comment on the potential impacts to the competitive market.  | 4/25/2019 9:15 AM  |
| 3 | If anything, options 1 and 3 should stimulate competition in the WEEE marketplace, ie: 1) Making replacement of current equipment more affordable (older equipment moved into WEEE collection sites) 3) Convincing people to appropriately dispose of end of life electronics to collect return value Option 2 would theoretically keep a "business as usual" model until the surplus runs out   | 4/24/2019 3:09 PM  |
| 4 | Option 1 : -No added value created -Cost involved for producers (short-term additional resource to hire) -May be perceived as unfair for previous consumers who have been charged ecofees -Give the feeling that ecofees have been are not being properly managed so far -Present a bad public image of the end-of-life electronics program -Increase the sense of mistrust, of the Ontarians, to the general end-of-life products programs -Does not respond to the primary objective of the regulation who's to ensure an efficient end-of-life electronics program Option 3 : -Basically a deposit system -Cost involved for producers (short-term additional resource to hire) In a consumer point of view, move from a system based on ecofee to finance an end-of-life electronics products program, to a program at no cost (Ecofee at 0\$), than a deposit system for a couple of month, than a future new program with a new system, all within the space of a year, is not serious. -Give the feeling that ecofees have been are not being properly managed so far -Present a bad public image of the end-of-life electronics program and increase the sense of mistrust, of the Ontarians, to the general end-of-life products programs | 4/18/2019 1:05 PM  |
| 5 | 1 and 3 - consumers can go through the their attics and basements looking for recyclable product. Also the WEEE fee changed several times and how do you tell one customer you get back this amount and they paid more and another customer paid less  | 4/12/2019 10:37 AM |
| 6 | I believe that attempting to give a credit back at the time of return would put unnecessary pressure and complication into the return process and collection points.   | 4/10/2019 2:50 PM  |
| 7 | Op 3 frau8ght with the possibility of fraud OP 1 Rebates are unmanageable  | 4/10/2019 11:29 AM |

## Q6 Would any of the options for the surplus have a potential negative impact on the program?

Answered: 16 Skipped: 6



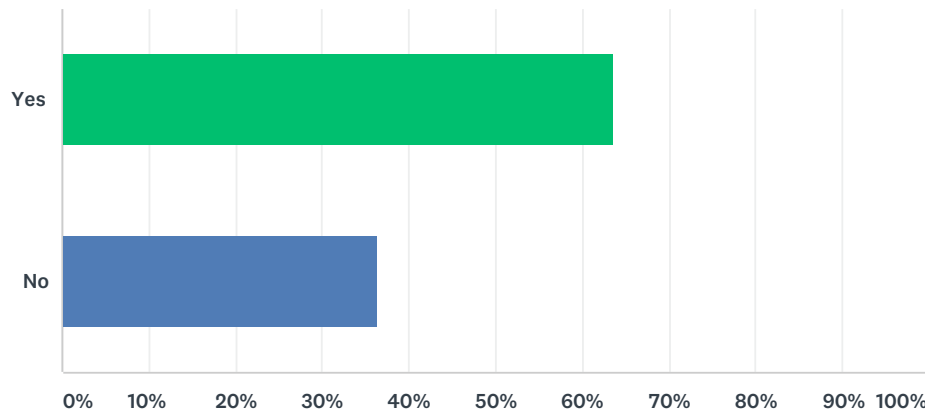
| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 56.25%    | 9  |
| No             | 43.75%    | 7  |
| TOTAL          |           | 16 |

| # | IF YOU ANSWERED YES, PLEASE EXPLAIN OR PROVIDE ADDITIONAL FEEDBACK   | DATE               |
|---|--|--------------------|
| 1 | The potential for fraud with Option 3 could generate negative publicity in the press which could discredit the electronics program and all recycling programs.   | 4/25/2019 12:09 PM |
| 2 | Should Option 1, credit at point of purchase or Option 3 credit at point of return be selected consumers that had not received the credit in the past may perceive this as unfair if they had recently purchased or disposed of WEEE material and did not receive a credit at that time.   | 4/25/2019 11:27 AM |
| 3 | Option 2 will negatively impact the consumer if the retailer ends up charging a fee under the new PRO Option 3 will negatively impact the consumer if the credit/coupon was not correctly distributed to them at point of return.  | 4/25/2019 9:15 AM  |
| 4 | Options 1 and 3 could be costly to organize and implement, wasting surplus dollars vs the efficiency of option 2. Option 3 could be specifically detrimental to existing programs as it would require new processes and staff time at the collection level.  | 4/24/2019 3:09 PM  |
| 5 | Option 1 : -No added value created -Cost involved for producers (short-term additional resource to hire) -May be perceived as unfair for previous consumers who have been charged ecofees -Give the feeling that ecofees have been are not being properly managed so far -Present a bad public image of the end-of-life electronics program -Increase the sense of mistrust, of the Ontarians, to the general end-of-life products programs -Does not respond to the primary objective of the regulation who's to ensure an efficient end-of-life electronics program Option 3 : -Basically a deposit system -Cost involved for producers (short-term additional resource to hire) In a consumer point of view, move from a system based on ecofee to finance an end-of-life electronics products program, to a program at no cost (Ecofee at 0\$), than a deposit system for a couple of month, than a future new program with a new system, all within the space of a year, is not serious. -Give the feeling that ecofees have been are not being properly managed so far -Present a bad public image of the end-of-life electronics program and increase the sense of mistrust, of the Ontarians, to the general end-of-life products programs | 4/18/2019 1:05 PM  |
| 6 | 2 - extension very hard to estimate time   | 4/12/2019 10:37 AM |
| 7 | I think that some methods of attempting to give a credit are either going to be unfair to impacted consumers or very difficult and costly to the program.  | 4/10/2019 2:50 PM  |



## Q7 Would you use a clean version of the Materials Tracking System (MTS)?

Answered: 22 Skipped: 0

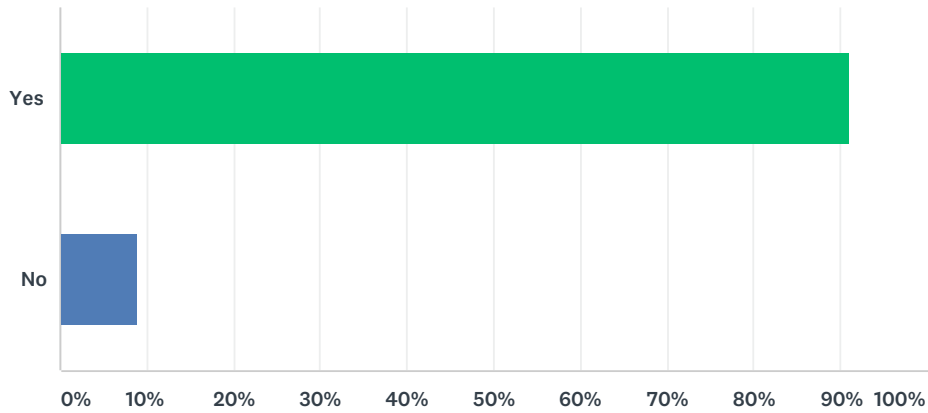


| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 63.64%    | 14 |
| No             | 36.36%    | 8  |
| TOTAL          |           | 22 |

| # | ADDITIONAL FEEDBACK   | DATE               |
|---|---|--------------------|
| 1 | We would evaluate a clean version of the MTS. We could not confirm whether we would use it or not until we complete an evaluation.  | 4/25/2019 12:09 PM |
| 2 | But the initial MTS was a disaster - it took almost 1 year before we were able to use both the tracking for outgoing materials and the Reuse reporting portion of the site. It would also be nice if organizations we able to manage their own users of MTS rather than having to call OES when users leave our organization.   | 4/18/2019 1:27 PM  |
| 3 | if it is simple to use - right now too much back and forth between collector/shipper and OES  | 4/12/2019 10:37 AM |
| 4 | Yes if it included all diversion programs not just WEEE   | 4/10/2019 2:49 PM  |
| 5 | Would like to have history transferred over   | 4/5/2019 4:12 PM   |
| 6 | Would we have a choice ?  | 4/5/2019 7:54 AM   |
| 7 | the MTS is a specialty program. created by those using it and it doesn't fully work now. Even when cleaned, if the program needs to be 'personalized', my guess is that the programmers that created would have to be used. as such, no choice and high cost. given the vast availability of commercial software that can be easily accessed, this will be option used. | 4/4/2019 11:46 AM  |
| 8 | I didn't pay particular attention, not what i was interested in.  | 3/22/2019 11:13 AM |

## Q8 Do you support the audit proposal?

Answered: 22 Skipped: 0

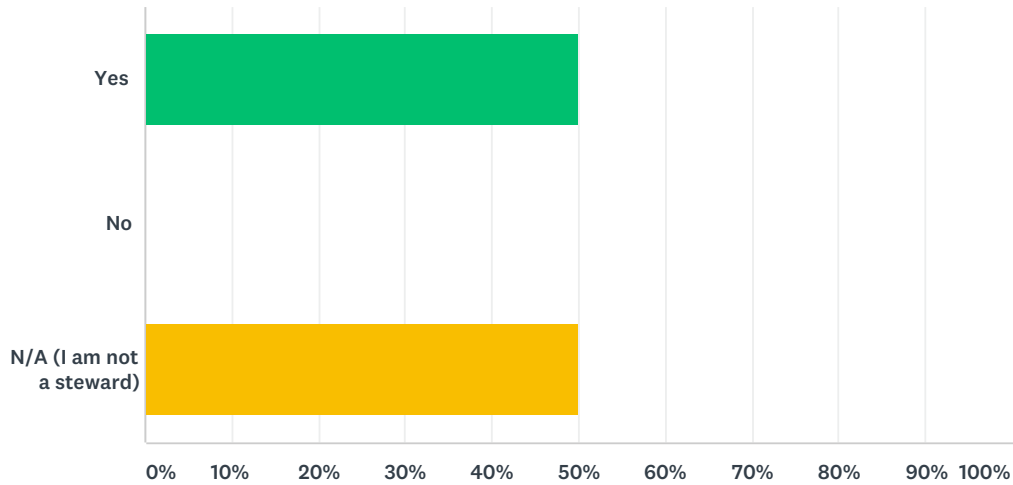


| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 90.91%    | 20 |
| No             | 9.09%     | 2  |
| TOTAL          |           | 22 |

| # | PROVIDE ADDITIONAL FEEDBACK  | DATE               |
|---|--|--------------------|
| 1 | However, the County has a limited understanding of the audit proposal. | 4/25/2019 9:15 AM  |
| 2 | n/a  | 4/5/2019 4:12 PM   |
| 3 | I didn't pay particular attention, not what i was interested in.       | 3/22/2019 11:13 AM |

## Q9 For Stewards: Does the proposed reporting schedule and process align with your business operations?

Answered: 22 Skipped: 0



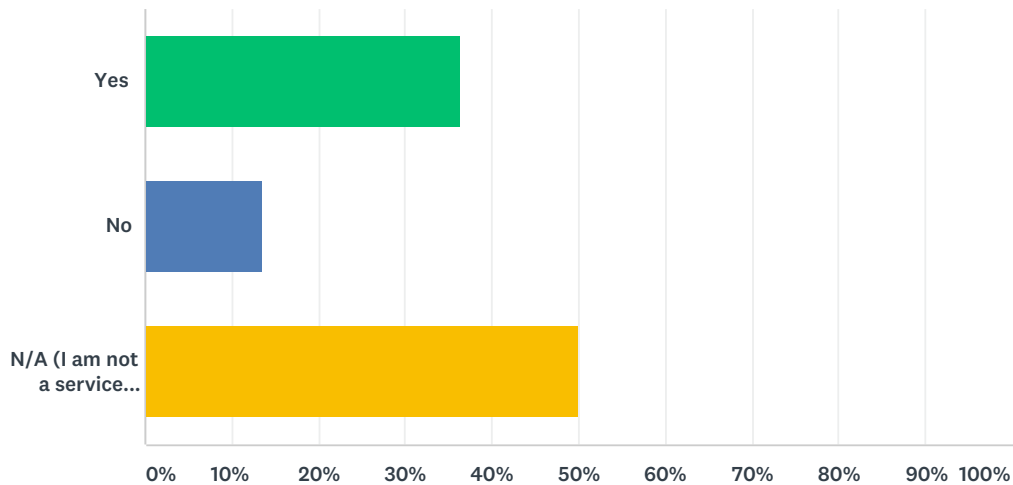
| ANSWER CHOICES           | RESPONSES |           |
|--------------------------|-----------|-----------|
| Yes                      | 50.00%    | 11        |
| No                       | 0.00%     | 0         |
| N/A (I am not a steward) | 50.00%    | 11        |
| <b>TOTAL</b>             |           | <b>22</b> |

| # | ADDITIONAL FEEDBACK   | DATE              |
|---|---|-------------------|
| 1 | The only item I have a problem with is the cut off date to revised previous reports as the end of April 2019. My problem is that as a distributor we offer our customers up to 2 years to return faulty product for a refund. The current proposal eliminates our company from processing return refunds for WEEE fees collected and paid to OES. | 4/25/2019 4:28 PM |
| 2 | n/a   | 4/5/2019 4:12 PM  |



## Q10 For service providers: Do the proposed operational deadlines work when thinking about your business processes?

Answered: 22 Skipped: 0

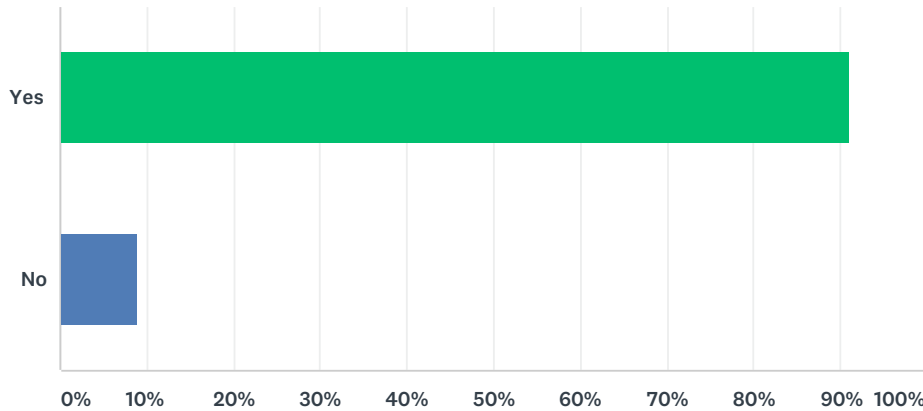


| ANSWER CHOICES                    | RESPONSES |
|-----------------------------------|-----------|
| Yes                               | 36.36% 8  |
| No                                | 13.64% 3  |
| N/A (I am not a service provider) | 50.00% 11 |
| TOTAL                             | 22        |

| # | ADDITIONAL FEEDBACK   | DATE               |
|---|---|--------------------|
| 1 | It is a very busy time of year for the rural and seasonal areas. Service providers will have to move all of the bins/materials within 7 business days during one of the busiest logistical times of the year. It may be improved if this period was extended by one additional week to allow for new business arrangements to occur, this may alleviate some frustrations for all parties. These concerns arise from our municipality in particular, as it has 12 bins located at 12 different locations scattered throughout a 3,800km <sup>2</sup> region of which takes a truck to travel 2.5 hours one way. Even with the capability to haul 2 bins at once, it would take approximately 6 business days to service our municipality. | 4/25/2019 9:15 AM  |
| 2 | The June 30th end with collection by July 10th is very tight due to the summer period for vacation. Also, what if the bin isn't full? We've been purposely maximizing our collection bin capacity for efficiency's sake, I do not want to be penalized for a half-full bin.   | 3/22/2019 11:13 AM |

## Q11 Do the proposed promotion and education activities support competition following wind up?

Answered: 22 Skipped: 0

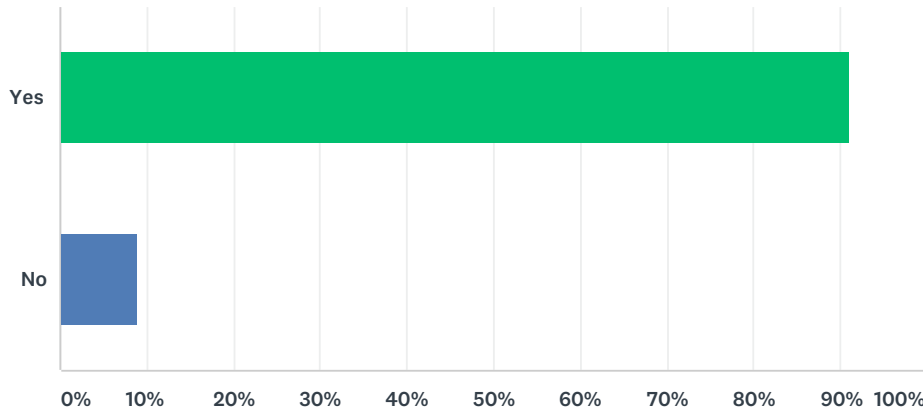


| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 90.91%    | 20 |
| No             | 9.09%     | 2  |
| TOTAL          |           | 22 |

| # | ADDITIONAL FEEDBACK  | DATE               |
|---|--|--------------------|
| 1 | Competition starts with producers having a choice of using different PROs or even operating their own program. The promotion and education activities are related to ensuring that consumers know about electronics recycling and their local collection options. They are not related and every effort to inform consumers should be maintained and actually increased to continually increase awareness. | 4/25/2019 12:09 PM |
| 2 | The County does not feel qualified to comment on the potential impacts to the competitive market.  | 4/25/2019 9:15 AM  |
| 3 | Because residents in Grey Highlands won't receive any of the P&E   | 4/10/2019 2:49 PM  |
| 4 | n/a  | 4/5/2019 4:12 PM   |
| 5 | Yes - but they could use more of the left over money to advertise the benefits of recycling electronics as opposed to promoting the organization and what the organization does.   | 4/5/2019 7:54 AM   |
| 6 | I didn't pay particular attention, not what i was interested in.   | 3/22/2019 11:13 AM |

## Q12 Do the proposed promotion and education activities maintain and improve program performance?

Answered: 22 Skipped: 0

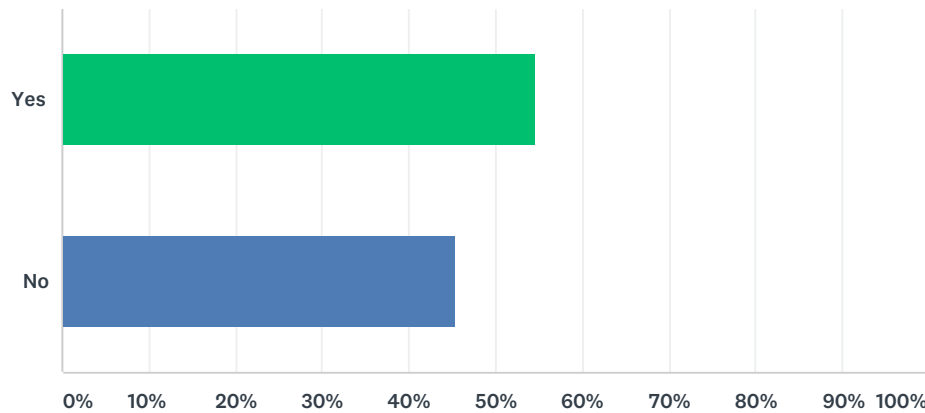


| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 90.91%    | 20 |
| No             | 9.09%     | 2  |
| TOTAL          |           | 22 |

| # | ADDITIONAL FEEDBACK  | DATE               |
|---|--|--------------------|
| 1 | As mentioned above, every effort should be made to continually inform and educate consumers that electronics recycling options exist within their community. We would actually recommend that these promotion and education activities be increased in order to make the new program even more successful in the future. | 4/25/2019 12:09 PM |
| 2 | The County does not feel qualified to comment on the promotion and education activities' impacts on program performance.   | 4/25/2019 9:15 AM  |
| 3 | Potentially.   | 4/24/2019 3:09 PM  |
| 4 | However, when residents are asked to change their diversion pattern they may not divert.   | 4/10/2019 2:49 PM  |
| 5 | It keeps the concept of re-use, re-direct, re-cycle in the minds of the consumer   | 4/5/2019 4:12 PM   |
| 6 | Yes but could spend more - see previous question   | 4/5/2019 7:54 AM   |
| 7 | existing P&E is poor, doubt the new P&E will be better   | 3/22/2019 11:13 AM |

## Q13 Do you feel that the plan includes enough information for you to prepare for the wind up of the program?

Answered: 22 Skipped: 0

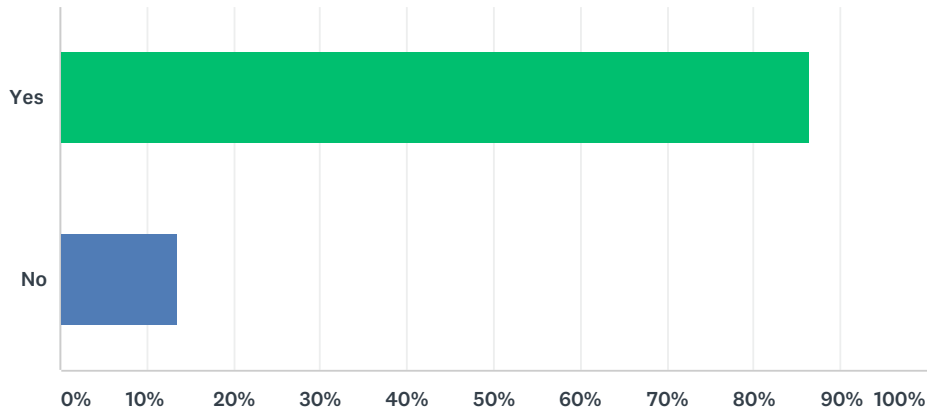


| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 54.55%    | 12 |
| No             | 45.45%    | 10 |
| TOTAL          |           | 22 |

| #  | ADDITIONAL FEEDBACK   | DATE               |
|----|---|--------------------|
| 1  | The County of Simcoe currently receives incentives towards the collection of WEEE materials. While the incentives remain in place during the wind-up period there is no indication that collectors will receive any incentives in the new program. The County does incur costs through staff time, storage, reporting and packaging of these materials and should there no longer be an incentive that cost will be borne by the taxpayers of the County of Simcoe. As well, the County receives pallets, Gaylord boxes, and shrink wrap from the processor in order to package and transport the material, it is not clear that this will continue to be a requirement of stewards in the new program. | 4/25/2019 11:27 AM |
| 2  | From the perspective of a collection service provider, we feel the plan provides enough information for us to understand how the old program will wind-up and what needs to be done in preparation for the wind-up.   | 4/25/2019 9:15 AM  |
| 3  | There is sufficient information to understand the wind up process. However, to appropriately prepare for the wind up of the program we would need to know what happens once the current systems end.  | 4/24/2019 3:09 PM  |
| 4  | But it's getting closer, some concerns about the new MTS system, but other than that yes.   | 4/18/2019 1:27 PM  |
| 5  | The plan should be updated and include proposals to manage the surplus funds  | 4/18/2019 1:05 PM  |
| 6  | There is not enough information about what is happening afterwards  | 4/10/2019 3:23 PM  |
| 7  | Nothing about municipalities and the way they will be affected has been mentioned.  | 4/10/2019 2:49 PM  |
| 8  | Need more information on the transfer of files and how new reporting requirements will affect work flow   | 4/5/2019 4:12 PM   |
| 9  | it will be more helpful to see the coming regulations.  | 4/4/2019 11:46 AM  |
| 10 | very high-level. no info on incentives for collectors. I agree that this is only the beginning of the plan.   | 3/22/2019 11:13 AM |

## Q14 From your perspective, does the plan meet the requirements of the Minister's direction?

Answered: 22 Skipped: 0



| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| Yes            | 86.36%    | 19 |
| No             | 13.64%    | 3  |
| TOTAL          |           | 22 |

| # | ADDITIONAL FEEDBACK   | DATE               |
|---|---|--------------------|
| 1 | Yes, however the tight operational timelines may impact service levels at collection sites. Feedback on this was provided in response to question 10. | 4/25/2019 9:15 AM  |
| 2 | Except for the surplus funds  | 4/18/2019 1:05 PM  |
| 3 | The majority does; however, the question still relates on next steps - I can't close until I know what is the next requirement                        | 4/5/2019 4:12 PM   |
| 4 | I didn't pay particular attention, not what i was interested in.  | 3/22/2019 11:13 AM |

## Q15 Provide any other feedback on OES's draft Wind-Up Plan.

Answered: 7 Skipped: 15

| # | RESPONSES  | DATE               |
|---|--|--------------------|
| 1 | Business needs clarity and certainty to make business investments. In eCycle's case, we have made a multi-million dollar investment in a new state-of-the-art facility in Mississauga, Ontario in order to support the transition to the RRCEA. Below is a summary of our recommendations: 1) The schedule to finalize the OES windup plan and the new regulation are not delayed. 2) Some portion of surplus goes to funding the first two years of the service provider fees in the new program to smooth the transition. 3) Any planned product expansion occurs on the first day of the new program in order to eliminate consumer confusion. 4) The current promotional and educational activities are maintained and even increased in order to make the new program even more successful. We thank you for this opportunity to provide feedback. Michael Collins, President & CEO eCycle Solutions Inc. | 4/25/2019 12:09 PM |
| 2 | Sufficient job with clarity, options and following regulated requirements for wind up process, but insufficient information on what comes after to effectively prepare for wind up. Draft regs should have been available prior to end of consultation to evaluate wind up process and prepare for future obligations.   | 4/24/2019 3:09 PM  |
| 3 | If there is a new MTS handing system it really would be nice to manage our own users.  | 4/18/2019 1:27 PM  |
| 4 | Would appreciate more info. as to the changes that will occur on the 1st of July 2020 so we can adjust budget/employees as soon as possible.   | 4/10/2019 2:55 PM  |
| 5 | Why is nothing done to prepare municipalities to prepare for the short fall of income and diversion programs.  | 4/10/2019 2:49 PM  |
| 6 | N/A  | 4/5/2019 4:12 PM   |
| 7 | It's too bad OES had to end. Compared to the cluster-fuck of what was OTS, the OES was simple to manage.   | 3/22/2019 11:13 AM |