

Hazardous and Special Products Performance: Processor Reporting Guide

Refillable propane containers



RPRA Resource Productivity
& Recovery Authority

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Introduction



What is Hazardous and Special Products performance reporting?

HSP performance reporting is an annual report that processors with obligations under the [Hazardous and Special Products \(HSP\) Regulation](#) complete to report on their processing activities from the previous calendar year. **The deadline to submit performance reports is July 31.**

This guide will assist HSP processors with understanding what data they need to report and provide step- by-step instructions on how to complete the report in the Registry.

Further information about the HSP Regulation can be found on RPRA's [website](#).

If you have further questions that are not answered in this guide, contact the Compliance Team at registry@rpra.ca or call 1-833-600-0530.

What data needs to be reported?

If you are a processor of **refillable propane containers**, you are required to report the following information from the previous calendar year:

- Actual weight of material received from each hauler
- Actual weight of material received from a person other than a hauler
- Actual weight of recovered resources (e.g., paper, plastic, metal, etc.)
- Actual weight of materials processed from that type of HSP that were:
 - Land disposed,
 - Incinerated,
 - Used as a fuel or a fuel supplement, or
 - Stored, stockpiled, used as daily landfill cover or otherwise deposited on land.

What data needs to be reported? cont.

Processors of **refillable propane containers** are required to report the following information from the previous calendar year:

- Actual weight of material that was sent by the processor to another person for the purpose of making recovered resources and the types of products made by that other person.
- Actual weight of any materials received from outside of Ontario.
- Name, contact information and RPRA registration number of the PRO(s), if the processor belongs to a PRO(s) management system.

How to log into the Registry as an account admin

The performance report is completed online through RPRA's Registry. You can access your Registry account here:

registry.rpra.ca

Tips for logging into the Registry for the first time:

- If you don't have an account, click "Don't have an Account? Create a new Account".
- The Registry **will not work** with the Internet Explorer web browser. Google Chrome is the recommended web browser to use.

Tips for logging into an existing Registry account:

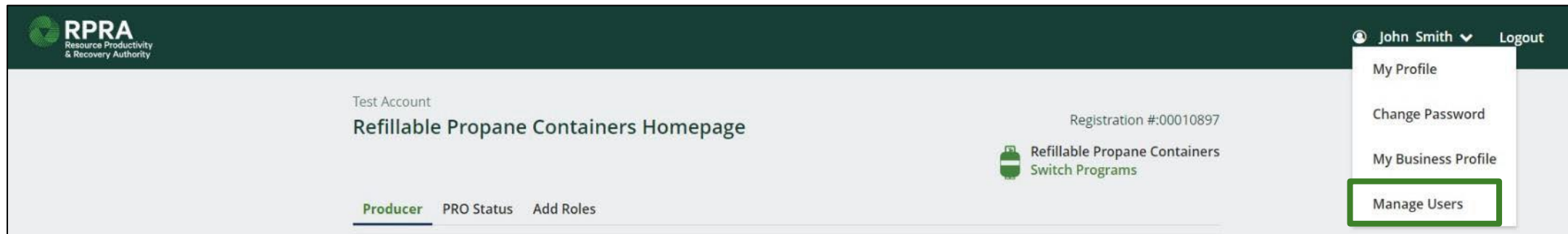
- If you already have an existing Registry account, you do not need to create a new one.
 - Simply log into your existing account, which will bring you to the homepage where you will see all programs you are enrolled in.
 - If you have forgotten your password, click "Forgot Password" on the login screen and follow the instructions provided.
- Watch [this how-to video](#) if you would like to watch step-by-step instructions.

How to manage contacts in your Registry account

Account admins must add any new or manage existing contacts under the program they wish to give them access to (e.g., permissions to view and complete reports). Read this [FAQ](#) for more information on user levels in the Registry.

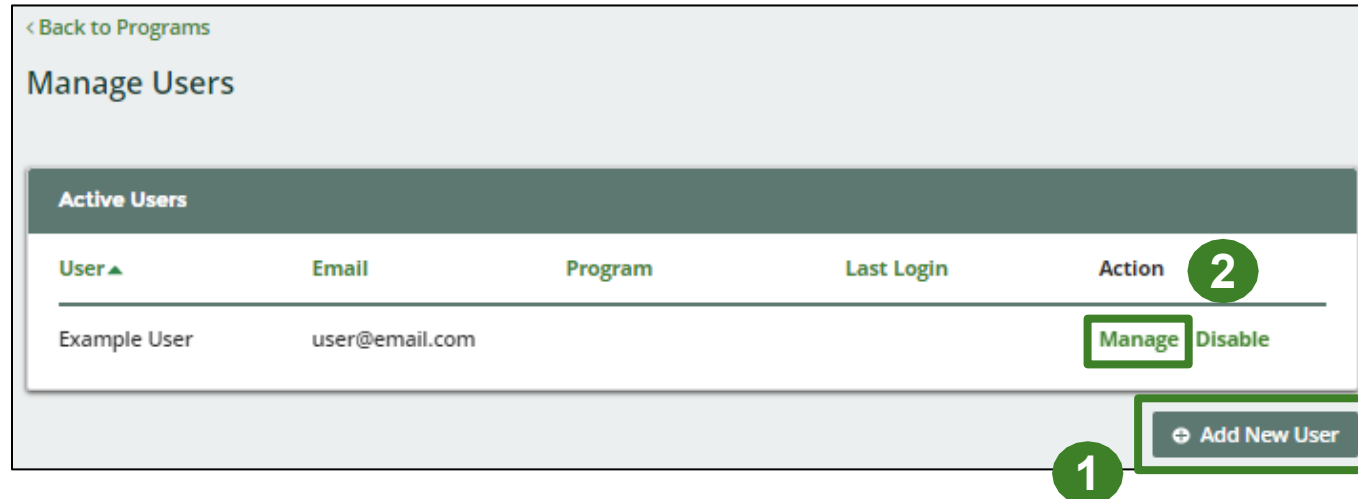
To manage contacts in your Registry account, see the following steps or watch our [how-to video](#):

1. Once you are logged into your account, click on the drop-down arrow in the top right corner and select **Manage Users** as shown below.

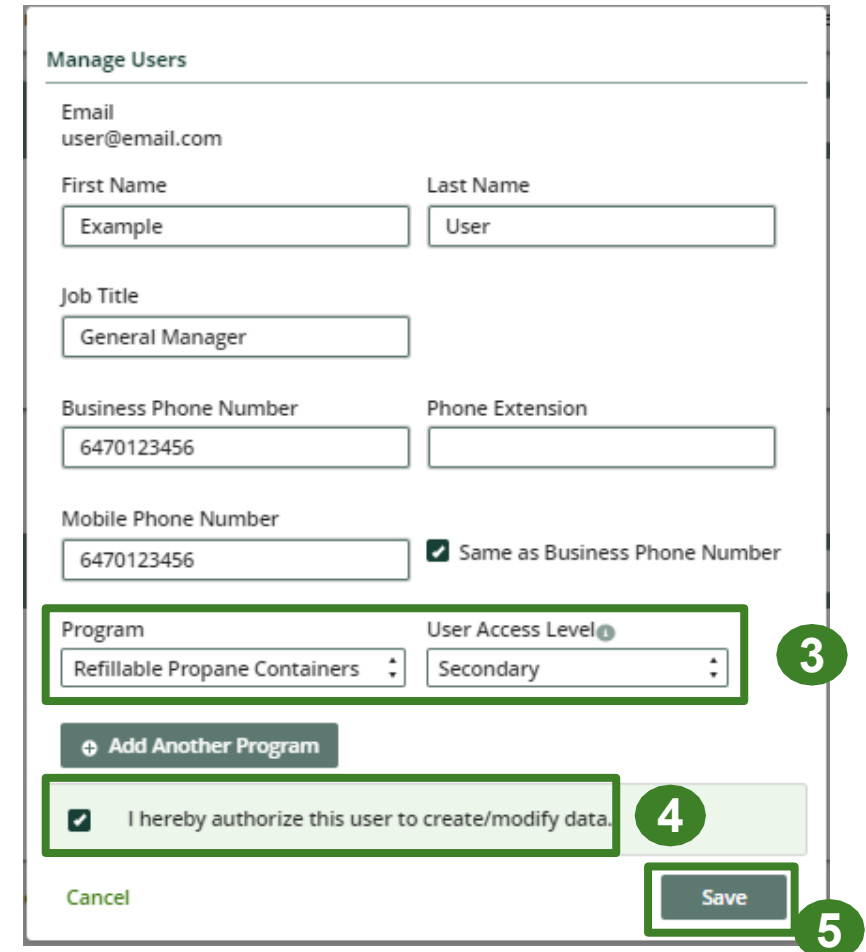


How to manage contacts on your Registry account cont.

1. Click **Add New User** to add an additional user to your account.
2. Under Action, click **Manage** to update preferences of existing users.



The screenshot shows the 'Manage Users' interface. At the top left is a link '< Back to Programs'. Below it is the title 'Manage Users'. A table titled 'Active Users' contains one row for 'Example User' with email 'user@email.com'. The 'Action' column for this user has two links: 'Manage' (highlighted with a green box and a green circle with the number 2) and 'Disable'. At the bottom right of the table area is a button '+ Add New User' (highlighted with a green box and a green circle with the number 1).



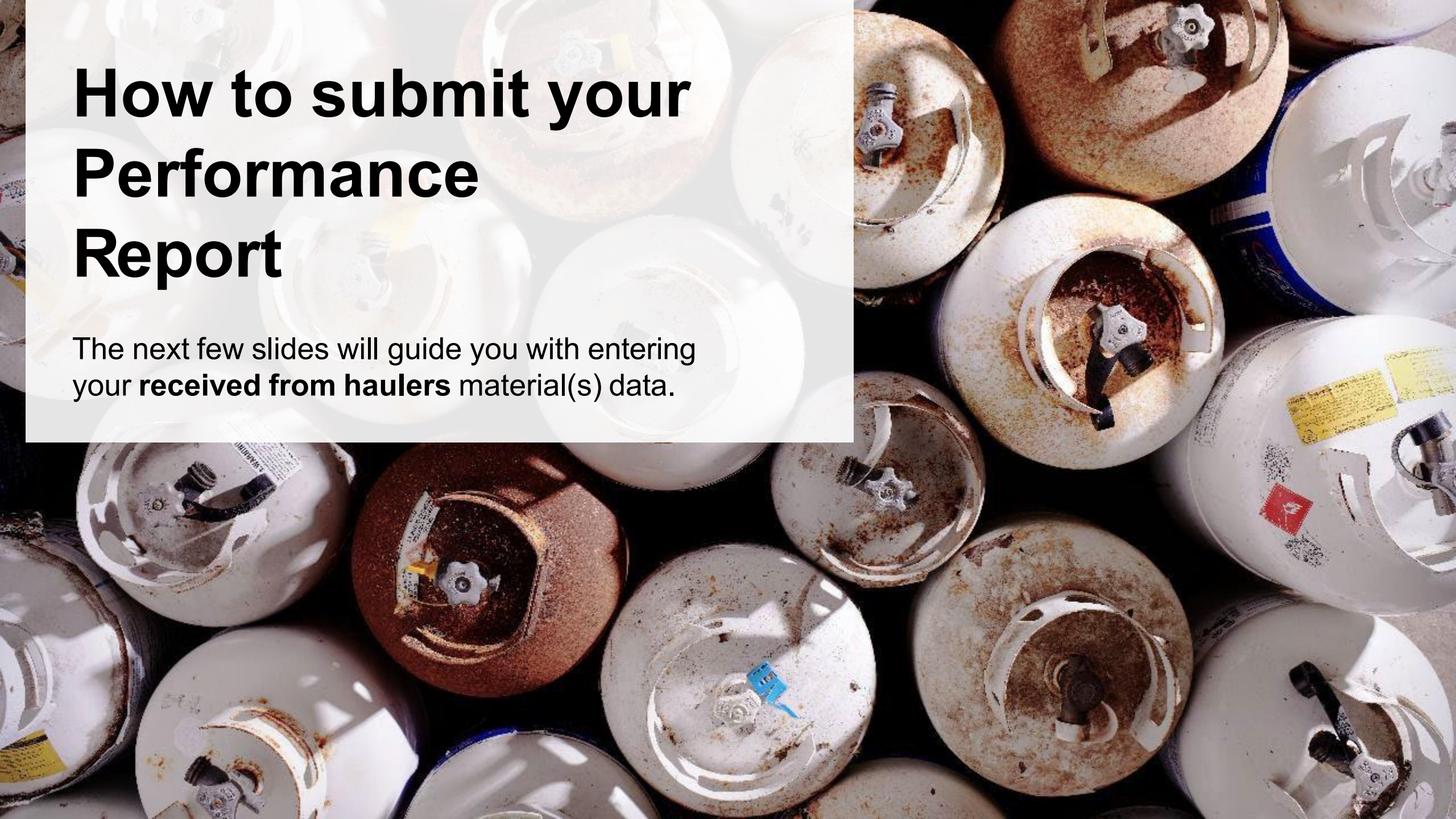
The screenshot shows the 'Manage Users' form. It includes fields for 'Email' (user@email.com), 'First Name' (Example), 'Last Name' (User), 'Job Title' (General Manager), 'Business Phone Number' (6470123456), 'Phone Extension' (empty), 'Mobile Phone Number' (6470123456), and a checked box for 'Same as Business Phone Number'. Below these is a section for 'Program' (Refillable Propane Containers) and 'User Access Level' (Secondary), both highlighted with a green box and a green circle with the number 3. There is a button '+ Add Another Program'. Below that is a checkbox 'I hereby authorize this user to create/modify data.' which is checked, highlighted with a green box and a green circle with the number 4. At the bottom are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted with a green box and a green circle with the number 5.

3. To give reporting abilities to a **Primary** or **Secondary** contact, select the program from the drop-down that you would like to grant the user access to.
4. Check the box to authorize the user.
5. Click **Save**.

Note: a **Primary** contact will be able to add Secondary contacts to a specific program.

How to submit your Performance Report

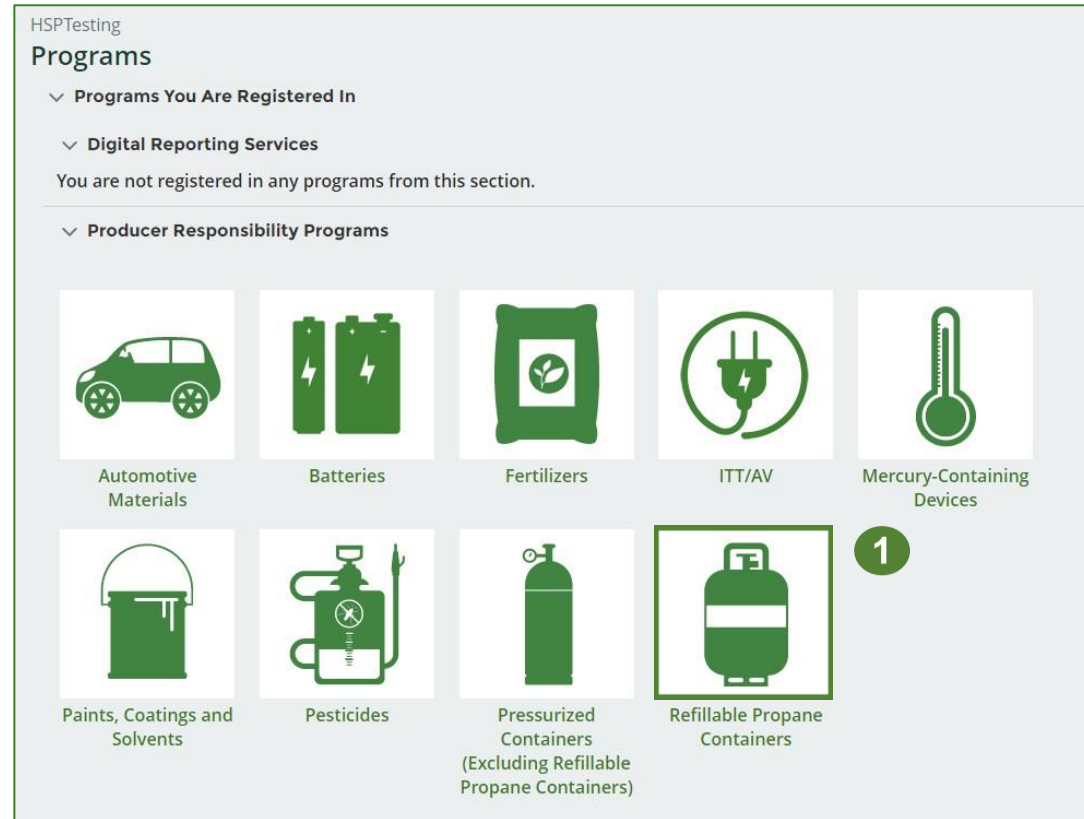
The next few slides will guide you with entering your **received from haulers** material(s) data.



Performance report

Access your program

1. After logging in, click on the icon for the **Refillable Propane Containers** program on your dashboard



Performance report

Starting your report

1. On the **Refillable Propane Containers** homepage, click on the **Processor** tab to navigate to the processor reports.
2. Under **Action**, click on **Start** to begin completing the report for Refillable Propane Containers.
3. After clicking **Start**, a notice will appear. After reading the notice, click **Proceed**.

Note: Only the roles you are enrolled in will be clickable (e.g., if you are only a processor, you cannot click into the other role tabs.).

The screenshot shows the 'Refillable Propane Containers Homepage' for user 'ABC containers' with registration number '00085270'. A green box highlights the 'Processor' tab in the navigation bar, marked with a green circle '1'. Below the navigation bar, a table lists reports. The first row is for the '2024 Refillable Propane Containers Performance Report', which is 'Not Started' and has a 'Start' button in the 'Action' column, marked with a green circle '2'. Below the table, there are sections for 'Processing Sites' and 'Materials Processed from Refillable Propane Containers', each with a 'Manage' button. At the bottom, a modal window titled 'Attention' displays a warning: 'It is an offence if you submit false or misleading information to the Authority.' It has 'Cancel' and 'Proceed' buttons, with the 'Proceed' button marked with a green circle '3'.

ABC containers

Refillable Propane Containers Homepage

Registration #:00085270

Refillable Propane Containers Switch Programs

An asterisk (*) indicates that you have incomplete items to address in the table.

1

Producer * Hauler * **Processor *** PRO Status Collection Activities Invoices Add Roles

Refillable Propane Containers

Report	Status	Last Updated By	Action
2024 Refillable Propane Containers Performance Report	Not Started		Start

Due Date: Jul 31, 2025

Processing Sites Manage

List the address of each site where refillable propane containers are processed.

Materials Processed from Refillable Propane Containers Manage

Identify the materials that you recover or process.

Attention

It is an offence if you submit false or misleading information to the Authority.

Cancel 3 Proceed

Performance report

Begin material received from hauler section

Before entering any information, your report status will be listed as **Not Started**, and the **Submit Report** button will be disabled until all sections of the report are completed. If some sections of the report are not applicable, enter **0**.

1. Under **Received from Haulers** in the **Inside Ontario** tab, click **Start** to report the total weight of pressurized containers received from each hauler.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Report Summary

Received from Haulers

Inside Ontario Outside Ontario

Input the weight of refillable propane containers received from inside Ontario.

Inside Ontario	Total Kilograms
Refillable Propane Containers	
Total	

Start

Report Status
Not Started

Submit Report

Make sure to provide all the required data before submitting.

1

Performance report

Add haulers you received materials from

Add each hauler that you received **refillable propane containers** from to your report.

1. Use the **search bar** to look up the name of your hauler(s).
2. Once your hauler name appears in the list, click **Add**.
3. Hauler(s) added will appear in the **Step 2: Enter data for all your haulers** section.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Follow the steps below to identify and enter data for all the haulers you received refillable propane containers from. Click **Continue** once you have finished entering data for all of your haulers.

Received from Haulers

Enter your haulers' registration number (#), name or address in the search bar to see the search results in the table below.

Step 1: Search for and add all your haulers

haul

Registration #	Company Name	Primary Contact	Address	Action
00025443	HaulerTesting	Hauler Testing	100 Fake St, Ottawa	Add

Haulers you have added in Step 1 above will appear in the table below.

Step 2: Enter data for all your haulers

Registration #	Company Name	Inside Ontario	Outside Ontario	Action
00025443	HaulerTesting	0	0	Enter Remove

Continue only when you have finished entering data for all of your haulers

Continue >

Performance report

Enter in actual weight of materials received from each hauler

1. Under **Action**, click **Enter** to add the total weight in kg of refillable propane containers received from each hauler.

Haulers you have added in Step 1 above will appear in the table below.

Step 2: Enter data for all your haulers

Registration #	Company Name	Inside Ontario	Outside Ontario	Action
00025443	HaulerTesting	0	0	<div>Enter</div> <div>Remove</div>

Continue only when you have finished entering data for all of your haulers

Continue >

Performance report

Enter in actual weight of materials received from each hauler cont.

1. Under the **Inside Ontario** tab, enter the **Total Kilograms** of refillable propane containers collected from inside Ontario received from that hauler.
2. Click **Save & Next**.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Enter your data and click **Save & Next** to move to the next reporting screen.

Received from Haulers

Inside Ontario Outside Ontario

Input the weight of refillable propane containers received from inside Ontario.

Inside Ontario	Total Kilograms
Refillable Propane Containers	<input type="text" value="0"/>

Clear Form **Save & Next**

1

2

Performance report

Enter in actual weight of materials received from each hauler cont.

1. Under the **Outside Ontario** tab, enter the **Total Kilograms** of refillable propane containers collected from outside Ontario received from that hauler.
2. Click **Save & Next**.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Enter your data and click **Save & Next** to move to the next reporting screen.

Received from Haulers

✓ Inside Ontario **Outside Ontario**

Input the weight of refillable propane containers received from outside Ontario.

Outside Ontario	Total Kilograms
Refillable Propane Containers	<input type="text" value="0"/>

Clear Form Previous **Save & Next**

1

2

Performance report

Enter in actual weight of materials received from each hauler cont.

1. Click on **Update** if you need to make a change to data entered for all your haulers.
2. Click on **Continue** to proceed.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Follow the steps below to identify and enter data for all the haulers you received refillable propane containers from. Click **Continue** once you have finished entering data for all of your haulers.

Received from Haulers

Enter your haulers' registration number (#), name or address in the search bar to see the search results in the table below.

Step 1: Search for and add all your haulers

Registration #	Company Name	Primary Contact	Address	Action
No Results				

Haulers you have added in Step 1 above will appear in the table below.

Step 2: Enter data for all your haulers

Registration #	Company Name	Inside Ontario	Outside Ontario	Action
00025443	HaulerTesting	1,000	1,000	<div><div>Update</div><div>Remove</div></div> <div>1</div>

Continue only when you have finished entering data for all of your haulers

Continue >

2

Performance report

Report summary

On the report summary you will see the total sum of kilograms dropped off by all haulers.

1. Click on **Edit** if you need to make a change to the refillable propane containers weight.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Report Summary

Received from Haulers

✓ Inside Ontario

✓ Outside Ontario

Input the weight of refillable propane containers received from inside Ontario.

Inside Ontario	Total Kilograms
Refillable Propane Containers	1,000
Total	1,000

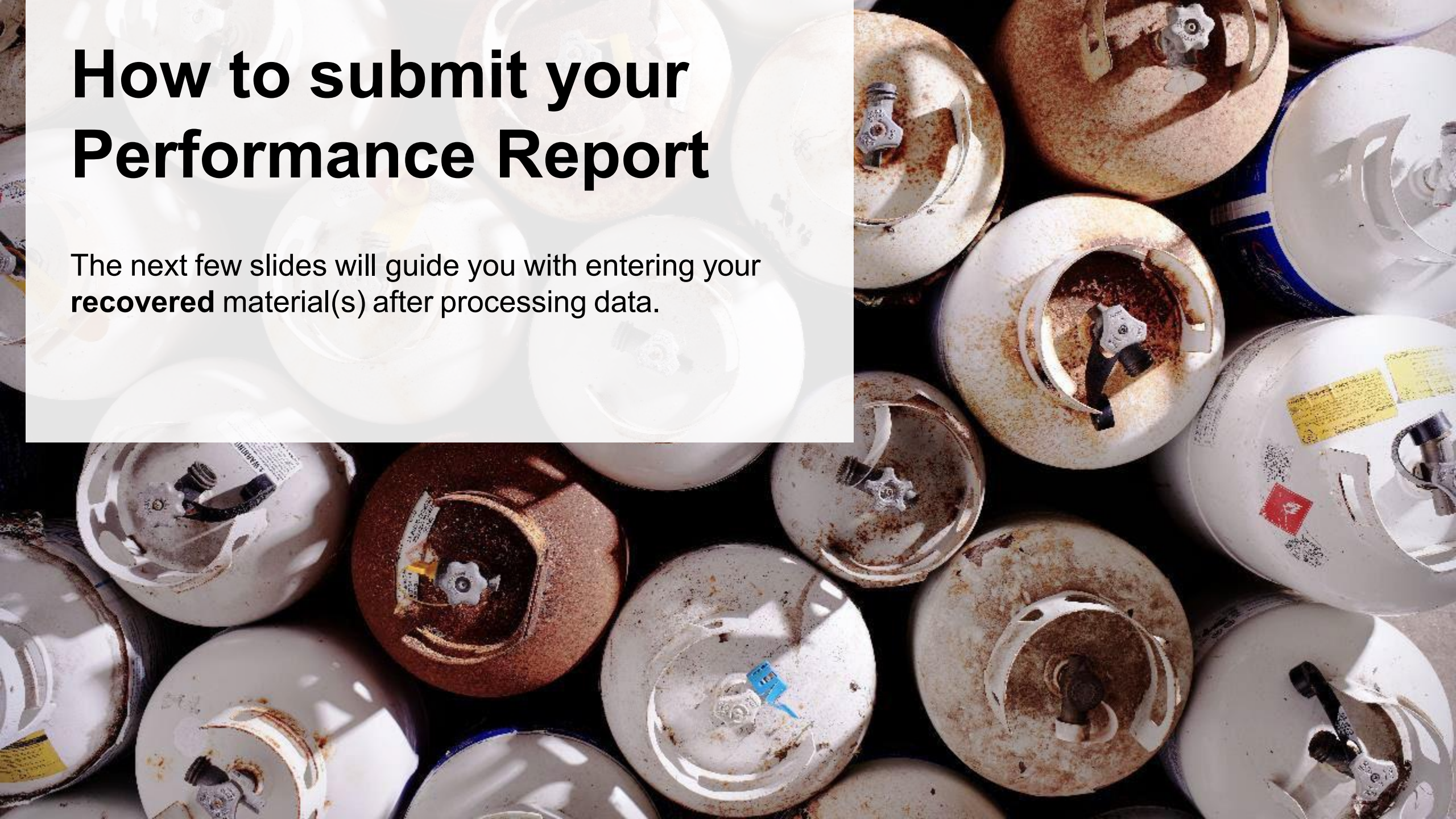
Inside Ontario data last updated by: HSP Testing on May 05, 2023 11:46 a.m.

Edit

1

How to submit your Performance Report

The next few slides will guide you with entering your **recovered** material(s) after processing data.



Performance report

Entering actual weight of recovered materials

1. Click **Start** to begin entering the total weight of recovered materials.

Recovered Materials

Refillable Propane

Input the weight of materials recovered from processing the collected refillable propane containers.

Refillable Propane	Total Kilograms
Metal	
Recovered Propane	
Refurbished Containers	
Other	
Total	

Start

Performance report

Entering actual weight of recovered materials cont.

1. Under the **Refillable Propane** tab, enter the total weight of materials recovered for each of the recovered material(s) under **Total Kilograms**.

- If applicable list any materials included in the **Other** category.

2. Click **Save & Next** to proceed.
3. Click on **Edit** if you need to change the previously entered data.

ABC containers
2024 Refillable Propane Containers Performance - Processor
Enter your data and click **Save & Next** to move to the next reporting screen.

Recovered Materials

Refillable Propane

Input the weight of materials recovered from processing the collected refillable propane containers.

Refillable Propane	Total Kilograms
Metal	<input type="text" value="0"/>
Recovered Propane	<input type="text" value="0"/>
Refurbished Containers	<input type="text" value="0"/>
Other	<input type="text" value="0"/>

List any materials included in the "Other" category (250 characters max.)

[Clear Form](#) [Save & Next](#)

Recovered Materials

✓ Refillable Propane

Input the weight of materials recovered from processing the collected refillable propane containers.

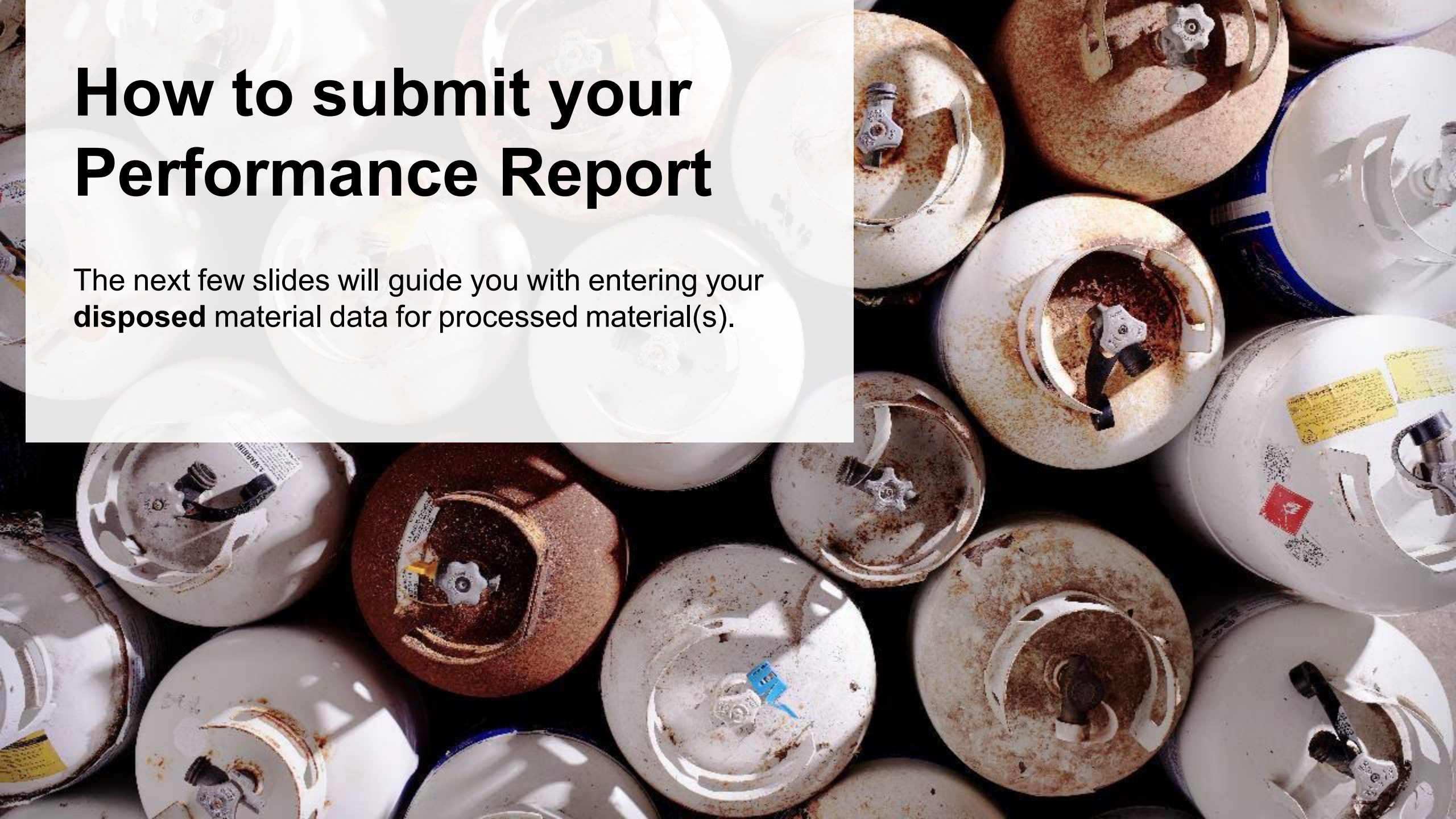
Refillable Propane	Total Kilograms
Metal	1,000
Recovered Propane	1,000
Refurbished Containers	1,000
Other	0
Total	3,000

Refillable Propane data last updated by: HSP Testing on May 05, 2023 11:59 a.m.

[Edit](#)

How to submit your Performance Report

The next few slides will guide you with entering your **disposed** material data for processed material(s).



Performance report

Entering total weight of processed material disposal data

1. Click **Start** to enter the weight of the material(s) disposed, which includes materials sent to landfills and dumps.

Processed Material Disposal Data

Land Disposed

Incinerated

Used as Fuel

Stockpiled

Includes material sent to landfills and dumps.

Land Disposed	Total Kilograms
Metal	
Recovered Propane	
Refurbished Containers	
Other	
Total	

1

Start

Performance report

Entering total weight of processed material disposal data cont.

1. In each category (**Land Disposed**, **Incinerated**, **Used as Fuel**, **Stockpiled**), enter the total weight of processed materials for each of the material(s) under **Total Kilograms**.
 - If applicable, list any materials included in the **Other** category.

ABC containers
2024 Refillable Propane Containers Performance - Processor
Enter your data and click **Save & Next** to move to the next reporting screen.

Processed Material Disposal Data

Land Disposed Incinerated Used as Fuel Stockpiled

Includes material sent to landfills and dumps.

	Total Kilograms
Land Disposed	
Metal	<input type="text"/>
Recovered Propane	<input type="text"/>
Refurbished Containers	<input type="text"/>
Other	<input type="text"/>

List any materials included in the "Other" category (250 characters max.)

☐ I did not send any material for land disposal.

Clear Form Save & Next

ABC containers
2024 Refillable Propane Containers Performance - Processor
Enter your data and click **Save & Next** to move to the next reporting screen.

Processed Material Disposal Data

✓ Land Disposed **Incinerated** Used as Fuel Stockpiled

Excludes material used as fuel or a fuel supplement.

	Total Kilograms
Incinerated	
Metal	<input type="text"/>
Recovered Propane	<input type="text"/>
Refurbished Containers	<input type="text"/>
Other	<input type="text"/>

List any materials included in the "Other" category (250 characters max.)

☐ I did not send any material for incineration.

Clear Form Previous Save & Next

ABC containers
2024 Refillable Propane Containers Performance - Processor
Enter your data and click **Save & Next** to move to the next reporting screen.

Processed Material Disposal Data

✓ Land Disposed ✓ Incinerated **Used as Fuel** Stockpiled

Material used as fuel or a fuel supplement.

	Total Kilograms
Used as Fuel	
Metal	<input type="text"/>
Recovered Propane	<input type="text"/>
Refurbished Containers	<input type="text"/>
Other	<input type="text"/>

List any materials included in the "Other" category (250 characters max.)

☐ I did not send any material to be used as fuel.

Clear Form Previous Save & Next

ABC containers
2024 Refillable Propane Containers Performance - Processor
Enter your data and click **Save & Next** to move to the next reporting screen.

Processed Material Disposal Data

✓ Land Disposed ✓ Incinerated ✓ Used as Fuel **Stockpiled**

Includes material stored, stockpiled or otherwise deposited on land.

	Total Kilograms
Stockpiled	
Metal	<input type="text"/>
Recovered Propane	<input type="text"/>
Refurbished Containers	<input type="text"/>
Other	<input type="text"/>

List any materials included in the "Other" category (250 characters max.)

☐ I did not stockpile any material.

Clear Form Previous Save & Next

2. For each tab, if you did not send any material for land disposal, incineration, used as fuel or stockpiled, leave the kilograms field blank and click the check box for **I did not send any material**.
3. Click **Save & Next**.

Performance report

Entering total weight of processed material disposal data cont.

1. Click on **Edit** if you need to change the previously entered data.
2. Click **Save & Next** to proceed.

Processed Material Disposal Data

☒ Land Disposed ☒ Incinerated ☒ Used as Fuel ☒ Stockpiled

Includes material sent to landfills and dumps.

Land Disposed	Total Kilograms
Metal	1,000
Recovered Propane	1,000
Refurbished Containers	1,000
Other	0
Total	3,000

Land Disposed data last updated by: Ryan B on Jun 05, 2025 09:27 a.m.

[Edit](#)

ABC containers

2024 Refillable Propane Containers Performance Processor

Enter your data and click **Save & Next** to move to the next reporting screen.

Processed Material Disposal Data

☒ Land Disposed ☒ Incinerated ☒ Used as Fuel ☒ Stockpiled

Includes material sent to landfills and dumps.

Land Disposed	Total Kilograms
Metal	<input type="text" value="1000"/>
Recovered Propane	<input type="text" value="1000"/>
Refurbished Containers	<input type="text" value="1000"/>
Other	<input type="text" value="0"/>

List any materials included in the "Other" category (250 characters max.)

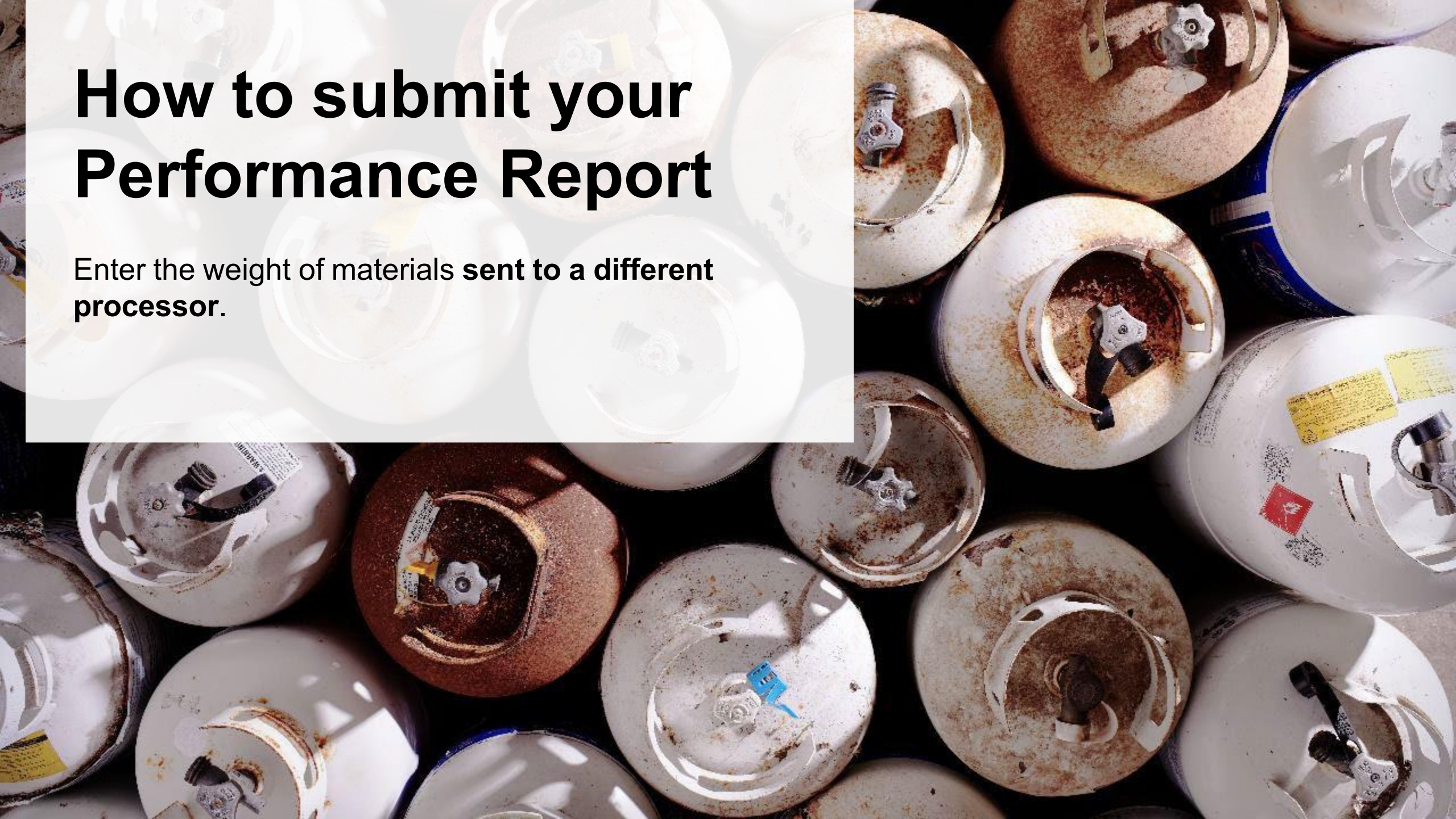
☐ I did not send any material for land disposal.

[Clear Form](#) [Save & Next](#)

Land Disposed data last updated by: Karim Asad on Jul 17, 2023 10:48 a.m.

How to submit your Performance Report

Enter the weight of materials sent to a different processor.



Performance report

Entering the weight of materials sent to a different processor

1. Click **Start** to begin entering the total weight of refillable propane containers sent to a different processor.

Sent to a Different Processor

Sent Downstream

Input the weight of refillable propane containers sent for processing by a different processor.

Sent Downstream	Total Kilograms
Refillable Propane Containers	
Total	

Start

Performance report

Entering the total weight of materials sent to a different processor cont.

1. Enter the total weight of refillable propane containers sent for processing by a different processor under **Total Kilograms**.
2. Click **Save & Next**.
3. Click on **Edit** if you need to change the previously entered data.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Enter your data and click **Save & Next** to move to the next reporting screen.

Sent to a Different Processor

Sent Downstream

Input the weight of refillable propane containers sent for processing by a different processor.

Sent Downstream	Total Kilograms
Refillable Propane Containers	<input type="text" value="0"/>

Clear Form Save & Next

Sent to a Different Processor

✓ Sent Downstream

Input the weight of refillable propane containers sent for processing by a different processor.

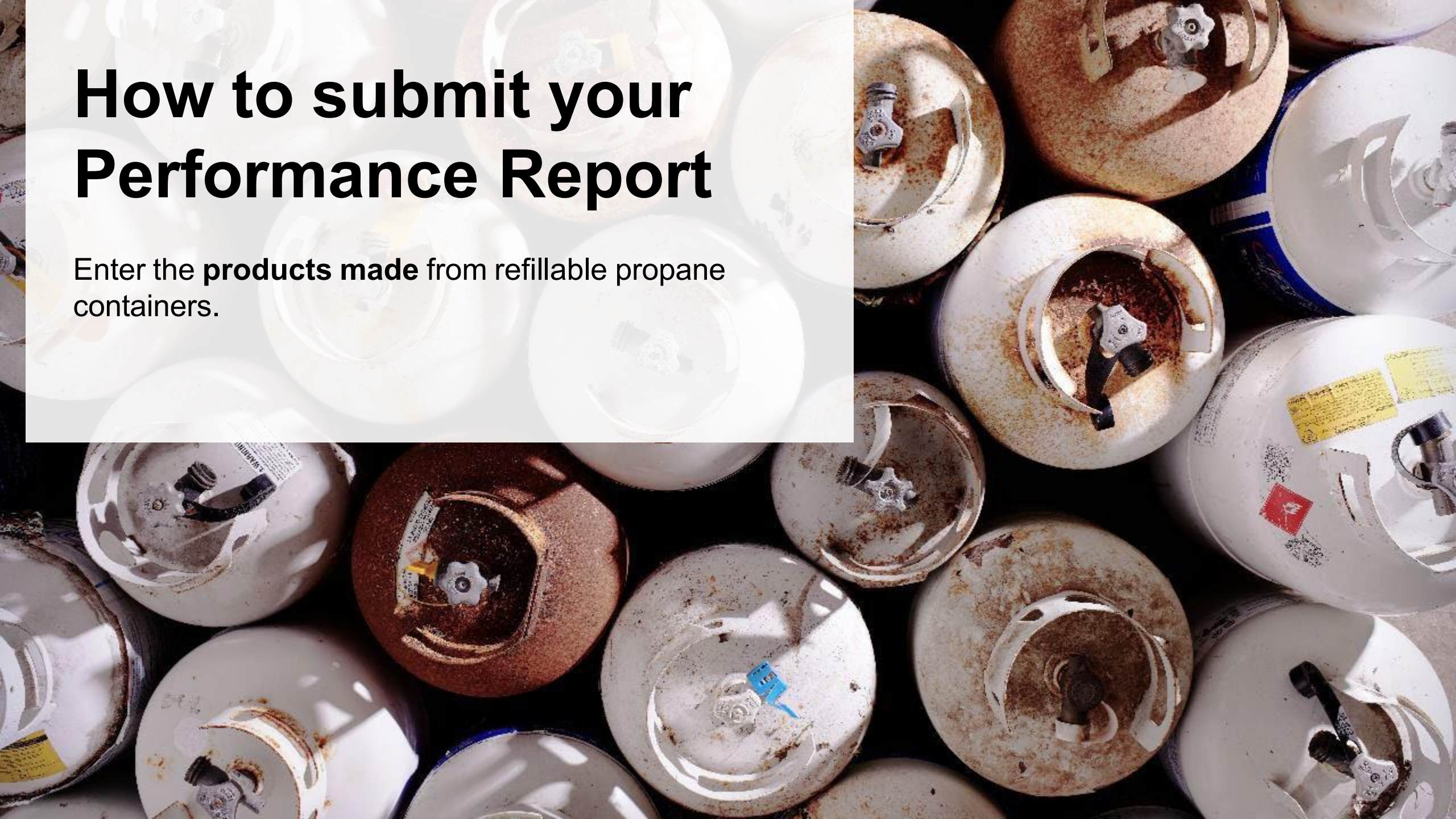
Sent Downstream	Total Kilograms
Refillable Propane Containers	1,000
Total	1,000

Sent Downstream data last updated by: HSP Testing on May 05, 2023 12:31 p.m.

Edit

How to submit your Performance Report

Enter the **products made** from refillable propane containers.



Performance report

Products made from refillable propane containers

1. Click **Start** to enter your data of products that you created out of processed refillable propane containers.
2. Under **My Products**, enter the name of the product you created from processed refillable propane containers.
 - Write “Not Applicable or “None” if you did not make products out of refillable propane containers.
3. Click **Save & Next**.

This screenshot shows the first step of a form titled "Products Made from Refillable Propane Containers". It features two tabs: "My Products" (which is selected) and "Downstream Processor Products". Below the tabs, there is a text prompt: "Enter the products that you create out of processed refillable propane containers (max. 250 characters)." followed by a sub-header "My Products" and the label "Refillable Propane Containers". A large, empty text input field is provided for data entry. At the bottom right, there is a green circle with the number "1" and a green "Start" button.

This screenshot shows the second step of a form titled "2024 Refillable Propane Containers Performance - Processor". It includes a sub-header "ABC containers" and a prompt: "Enter your data and click **Save & Next** to move to the next reporting screen." The form has the same tab structure as the previous one, with "My Products" selected. It contains the same text prompt and sub-header. A green box highlights the "My Products" section, including the text input field. At the bottom right, there is a green circle with the number "2", a "Clear Form" button, and a green "Save & Next" button, which is also highlighted by a green circle with the number "3".

Performance report

Products made from refillable propane containers cont.

1. Under **Downstream Processor Products**, enter the products made from refillable propane containers sent to a downstream processor.
 - Write “Not Applicable” or “None” if you did not make products out of refillable propane containers.
2. Click **Save & Next**.
3. Click on **Edit** if you need to change the previously entered data.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Enter your data and click **Save & Next** to move to the next reporting screen.

Products Made from Refillable Propane Containers

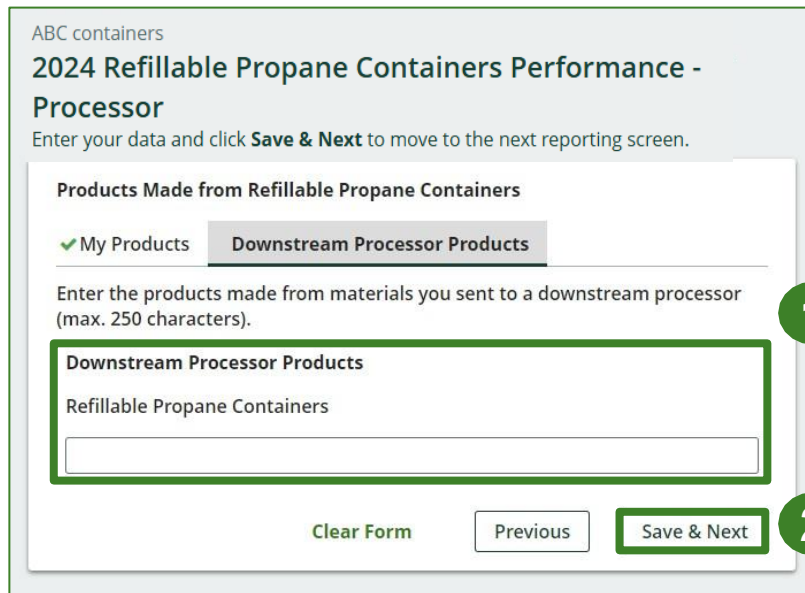
✓ My Products **Downstream Processor Products**

Enter the products made from materials you sent to a downstream processor (max. 250 characters).

Downstream Processor Products

Refillable Propane Containers

Clear Form Previous **Save & Next**



Products Made from Refillable Propane Containers

✓ My Products ✓ Downstream Processor Products

Enter the products that you create out of processed refillable propane containers (max. 250 characters).

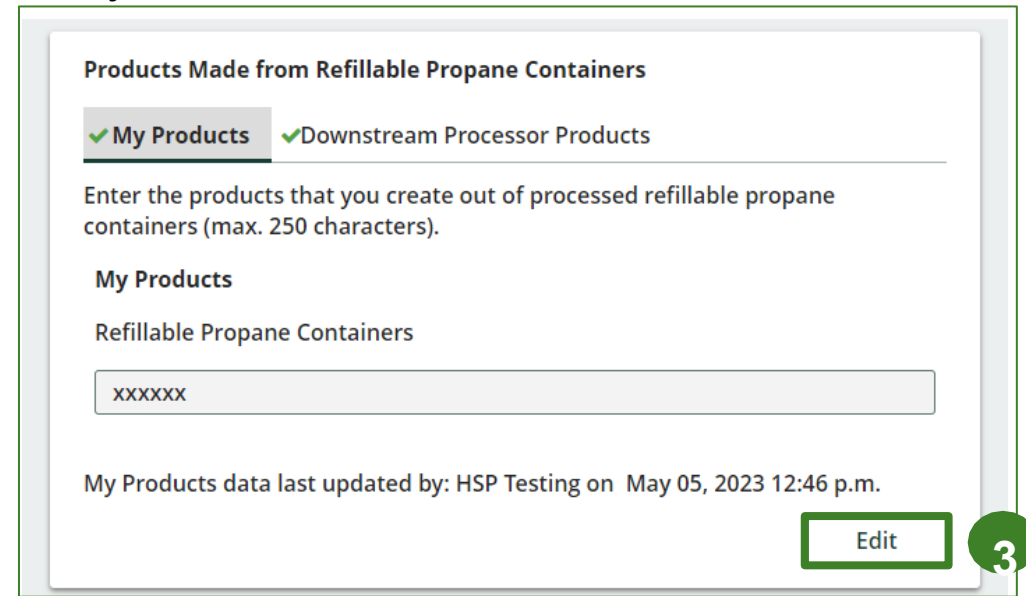
My Products

Refillable Propane Containers

xxxxxx

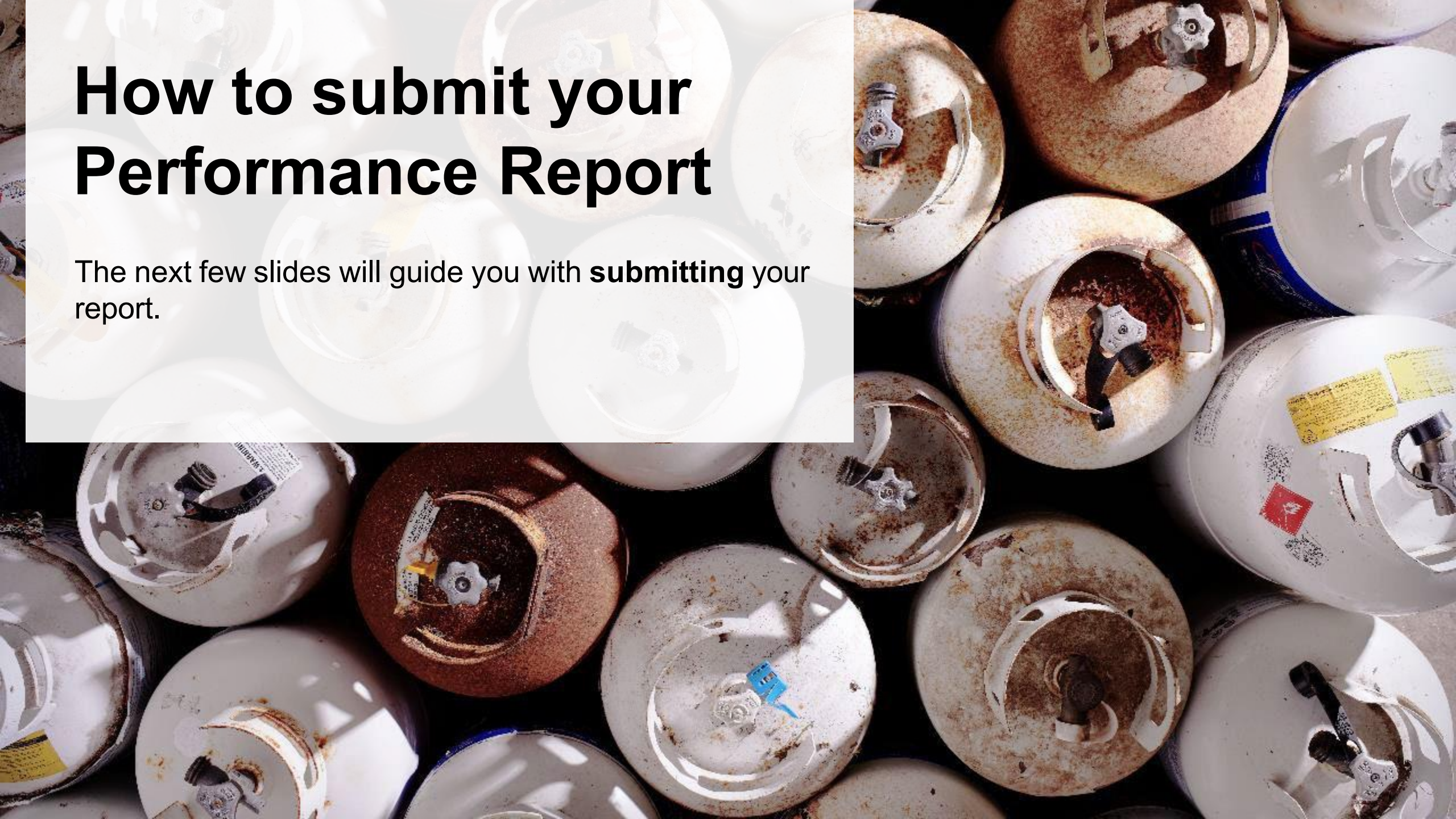
My Products data last updated by: HSP Testing on May 05, 2023 12:46 p.m.

Edit



How to submit your Performance Report

The next few slides will guide you with **submitting** your report.



Performance report

Submit your report

1. Under **Report Summary**, you can review the data previously entered and click **Edit** if you need to make changes.
2. Click on **Submit Report** once you are finished reviewing and ready to submit.

ABC containers

2024 Refillable Propane Containers Performance - Processor

Enter your data and click **Save & Next** to move to the next reporting screen.

Report Summary

Received from Haulers

☒ Inside Ontario ☒ Outside Ontario

Input the weight of refillable propane containers received from inside Ontario.

Inside Ontario	Total Kilograms
Refillable Propane Containers	0
Total	0

Inside Ontario data last updated by: Gary Agard on Jul 13, 2023 02:31 p.m.

[Edit](#)

Report Status
In Progress

Submit Report

Make sure to provide all the required data before submitting.

1

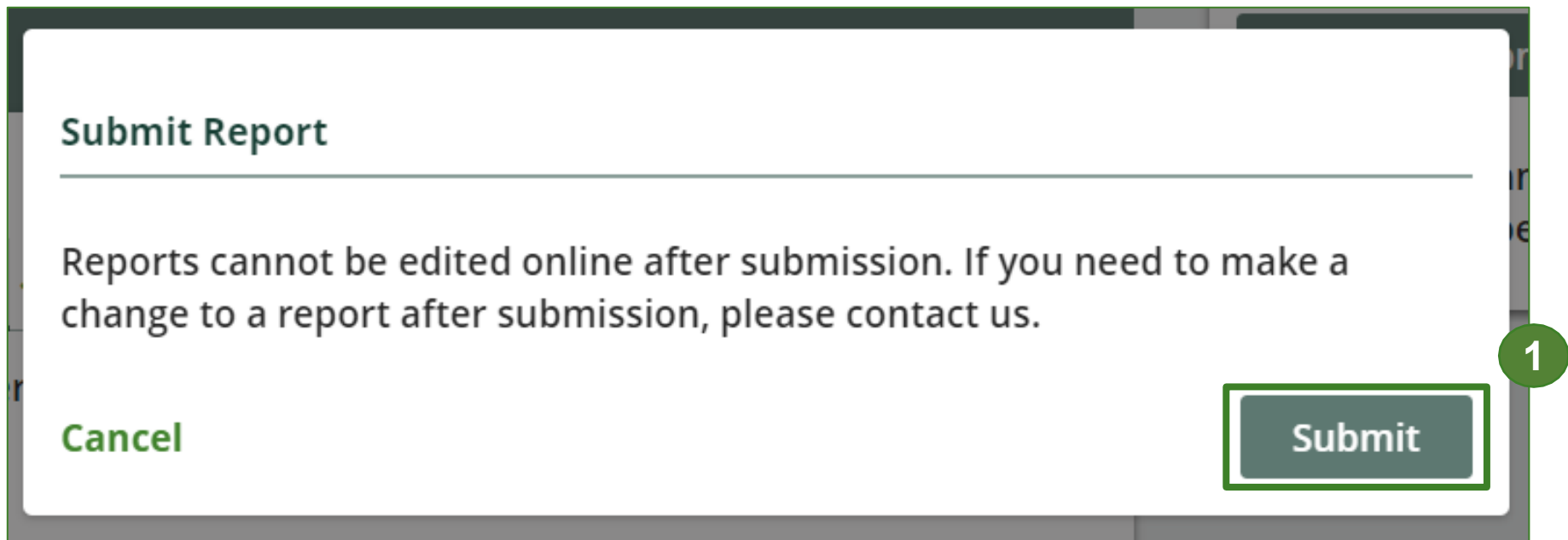
2

Performance report

Submit your report cont.

1. After clicking on **Submit Report**, the below notice will appear. After reading the notice, click **Submit**.

Note: Once the report is submitted you are not able to make any changes.



Performance report


View submitted report


1. On the **Refillable Propane Containers** homepage, under the **Processor** tab, your Refillable Propane Containers Performance – Processor report status should show **Submitted** and who it was last updated by.
2. Under **Action**, you can click **View** to review the report submission or click **Download** for a copy of the report.

ABC containers

Refillable Propane Containers Homepage

Registration #:00035270

 Refillable Propane Containers
[Switch Programs](#)

 An asterisk (*) indicates that you have incomplete items to address in the tab.

Producer * Hauler * **Processor** PRO Status Collection Activities Invoices Add Roles

Refillable Propane Containers

Report▼	Status	Last Updated By	Action
2024 Refillable Propane Containers Performance	Submitted Jun 05, 2025 09:48 a.m.	1 Ryan B	View Download 2

Processing Sites [Manage](#)
List the address of each site where refillable propane containers are processed.

Materials Processed from Refillable Propane Containers [Manage](#)
Identify the materials that you recover or process.

The background of the entire image is a dense collection of broken, discarded incandescent light bulbs. The bulbs are in various states of decay, with many showing significant rust, particularly on the metal bases and the glass fragments. Some bulbs have their glass completely shattered, revealing the internal filaments and the base structure. The colors range from a dull, brownish-orange of rust to a pale, off-white of the broken glass. The lighting is somewhat uneven, with some areas appearing brighter than others, highlighting the textures of the rust and the sharp edges of the broken glass.

Additional resources

Have a question?

Resources to help you submit your report:

- Visit our [HSP service provider webpage](#) for additional information on reporting requirements.
- For support with navigating the Registry and meeting your regulatory requirements, visit our [HSP Registry Resources webpage](#) to access registry procedures, compliance bulletins, how-to videos, FAQs and more.
- If you have further questions that are not answered in this guide, contact the Compliance Team at registry@rpra.ca or call 1-833-600-0530.