



# Waste Services

## 2021-2024 Business Plan



Edmonton

October 2, 2020  
Utility Committee  
Presented by Gord Cebryk and Michael Labrecque

# Overview

**Waste Services Goals: 2021-2024**

**Strategy in Action**

**Service Delivery Transformation**

**Innovation and Asset Management**

**Rate Outlook**

**Conclusion**



# Waste Services Goals 2021-2024



#1

## Make Transformational Impacts

25-year Waste Strategy in Action



#2

## Deliver Excellent Services

Supporting Transformation



#3

## Manage the Corporation

Consistent and Stable Rate  
Increase



Edmonton

# Transformational Impacts: 25-year Waste Strategy in Action



#1

**Make Transformational  
Impacts**

25-year Waste  
Strategy in Action



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## Single-Unit Residential Collection Changes



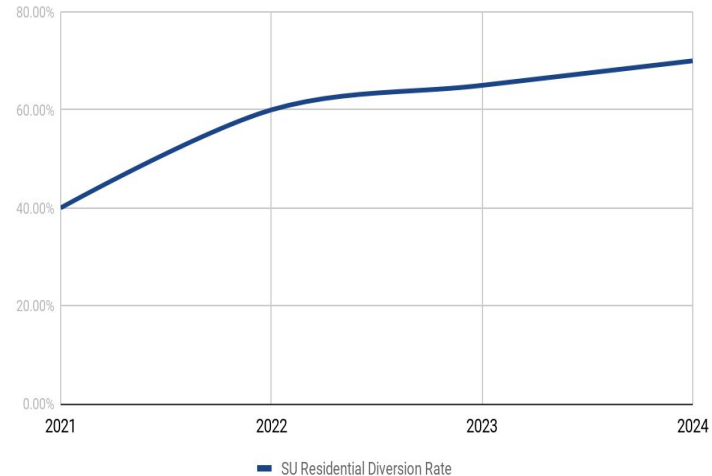
### 2021

- Edmonton Cart Rollout

### 2022-2024

- Resident support to improve waste sorting and increase participation in yard waste collection and drop off services

Forecast: SU Residential Diversion Rate



## Multi-Unit Residential Collection Changes



### 2021

- Q2 Multi-unit business case to Utility Committee

### 2022-2024

- Multi-Unit Recycling and SSO Implementation



## Industrial, Commercial & Institutional Programs



### 2021

- Completion of City Facility Recycling and SSO Implementation
- Q2 Updated Approach to ICI Diversion to Utility Committee

### 2022-24

- ICI Program Development and Implementation





## Regional Alignment



### 2021

- Ramp up of Edmonton Metropolitan Region Board Waste Collaborative

### Ongoing

- Continue to support Extended Producer Responsibility
- Waste Management Innovation support for St. Albert





## Sustainable Waste Processing & Operational Alignment

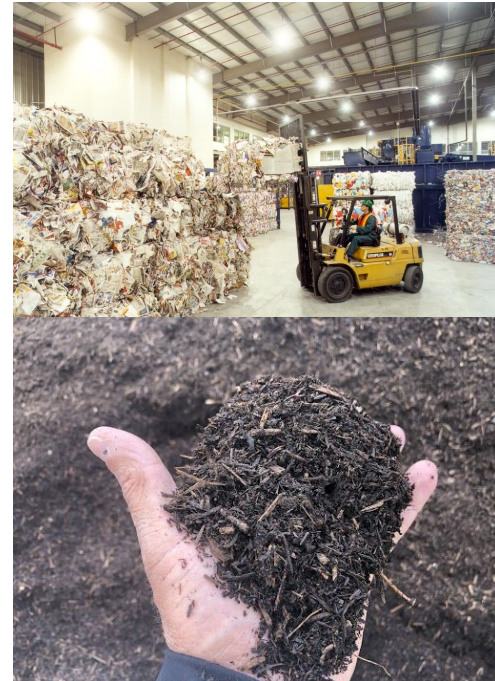


### 2021

- New contracts for interim organics processing capacity

### 2022-2024

- Waste feedstock processing optimization including new markets for Refuse Derived Fuel



## Waste Reduction & Single-Use Plastics



### 2021

- Q2 Waste Reduction Roadmap to Utility Committee
- Reimagined ReUse programming

### 2022 - 2024

- Waste Reduction Roadmap implementation



# Deliver Excellent Services



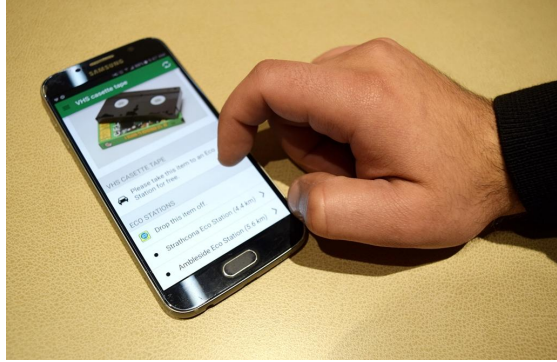
#2

**Deliver Excellent  
Services**  
Supporting Transformation



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# Service Delivery Transformation



## Reimagining our services for Citizen success:

- Service enhancements based on customer journey mapping insights
- Revamped education and engagement programs that are scalable and inclusive
- New digital tools to make customer interactions more consistent, responsive and satisfying

# Manage the Corporation



#3

## Manage the Corporation

Consistent and Stable Rate  
Increase



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# Innovation and Asset Management



**Advanced Energy  
Research Facility**

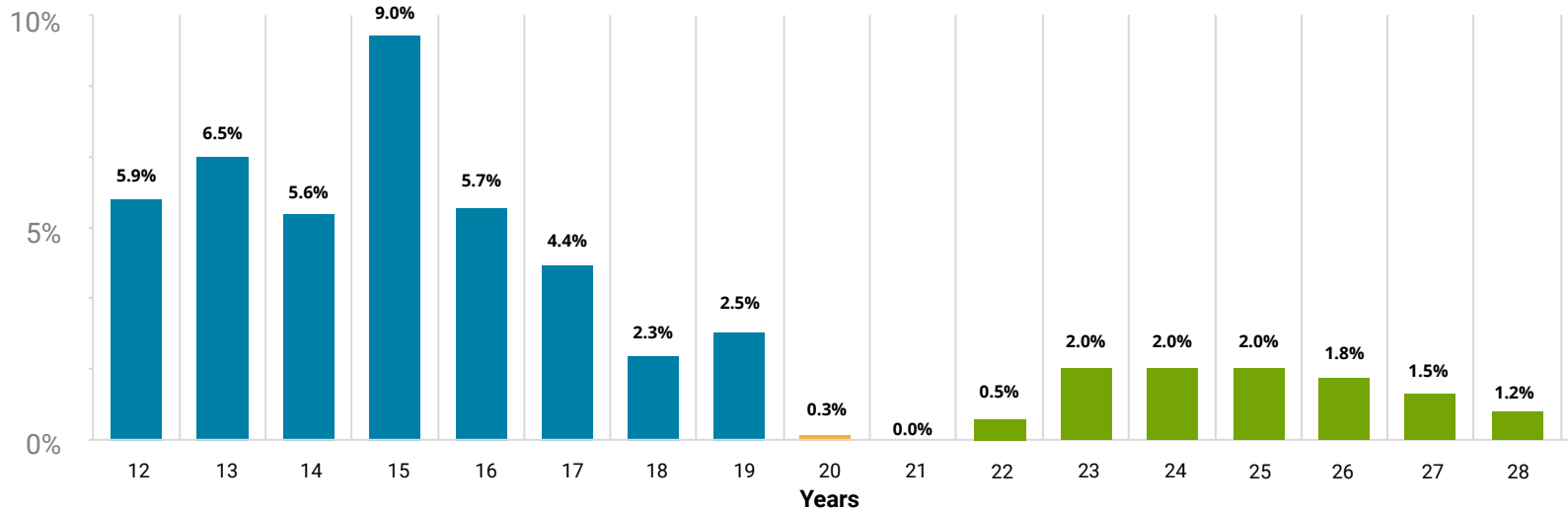
**Alberta Clean Energy  
Technology Accelerator**

**Clover Bar Landfill Gas  
Management**

**Waste to Energy Trial**

**Edmonton**

## Rate Outlook



### Rate outlook to 2024 anticipates

- Cost of 2021 city-wide SSO program (carts, trucks, program support)
- Realigned capital spend to prioritize Organics Processing Facilities (OPF) Materials Recovery Facility (MRF)
- Renewed focus on asset management
- Decline in housing starts due to COVID-19
- Continued challenge with recycling revenues



# Value for Edmontonians





# Thank you

Waste Services  
[edmonton.ca/waste](https://edmonton.ca/waste)



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