

SPRING

NOTICES:

With the various sizes of Bulk Bags currently being used, Redemption Centres **must not estimate the number of containers per bag**. This is amongst the factors affecting % of errors (QC).

Disguised as a beverage container but not... Recent reports on Campbell Soup Containers "Soup at Hand" showing-up at Redemption Centres for refund. Please be vigilant.



Reminder that all efforts must be taken to avoid glass breakage at Redemption Centres. Also, reports of broken beer containers in Sort #4 is not permitted. The NB Beverage Containers Act states:

An operator of a redemption centre is not required to accept

(a) a beverage container that is broken,

Notwithstanding anything else in this Act, a distributor or, where applicable, an agent of the distributor is not required to accept or collect

(b) a beverage container that is broken



NEW COUNT ADJUSTMENT SYSTEM ON SCHEDULE!

Most of the elements are now in place to commence the new Count Accuracy and Accounting System announced last December. As we reported in the Winter Issue of our Newsletter, the much-needed changes are related to Quality Control & Reporting.

As of this June, Encorp Atlantic will use a Statistical Based Method to reporting count accuracy and the subsequent accounting adjustment with RC. The new accounting method will monitor the level of compliance of individual Redemption Centres in New Brunswick by using a random sampling of bags collected over a period of time. The reporting period for individual RC will vary depending on the size and volume of the centre.

The difference between reported units and actual QC counts will be documented and reported on a regular basis to individual RC with adjustments, if necessary, over the subsequent reporting period.

Information meetings will be held in various regions of New Brunswick in May and June. The purpose of these informal meetings is to answer any questions or concerns of Redemption Centres. These meetings will be held with individual RC upon request only. Please call 1-877-389-7320 to schedule in your area.

May 6-7: Moncton & area

May 11-12: Fredericton & area

May 12-13: Woodstock & area

May 14: Grand Falls – Edmundston

May 20: Bathurst & area

May 21: Caraquet – Shippagan – Tracadie

May 27-28: Saint John & area

June 1-2: Miramichi – Kent Co.

BULK BAGS

Final selection for a new bulk bag is now in its final stages. New bags will likely appear by July. We expect to replace all existing bags currently in use in New Brunswick and move back to a larger 1m³ size. This will resolve a long-standing issue with quality and standardization.

In a recent evaluation of the inventory of Bulk Bags, Encorp has identified over 9,000 bags in current circulation. Amongst the problems identified was the variety of sizes ranging from 1 m³ to .76 m³.

A reminder that Redemption Centres must be cognizant of the variety of sizes and never estimate the quantity of containers per bulk bag.

Also, based on comments gathered from Centres, we have modified the flap design to include a second strap. This should address the problem of bags opening when filled.

Our intent is that all older bags will be taken out of service once new bags are introduced. We will be advising RC of the official launch date and subsequent instructions.

NEW TOLL-FREE NUMBER: 1-877-389-7320

In an effort to serve you better, Encorp Atlantic has added for your convenience a toll-free number you can now use to contact us.

ENCORP
1-877-389-7320

► FULL-LOAD AUDITS

Full Load Audits are still being performed and will continue until June. Over the past 8 months, over 50 full loads have recovered \$30,712 to the New Brunswick Beverage Container Program and has also resulted in much improved work ethics on the part of RC's.

Results clearly indicate that "ghost containers" and miscounts are still a common problem that needs to be resolved. Since June 2009, the average discrepancy is nearly \$615 per load (8.5% error). As reported in earlier Newsletters, some Centres have been over 20% off their reported counts.

► INCIDENT REPORT FORMS

In an ongoing effort to improve the level of service provided by Encorp Atlantic and our service providers, we wish to document in the most concise manner any incident in the hope that we can resolve any possible issue or problem in an expedient and fair fashion. All Redemption Centres and Drivers have been supplied with specifically designed Report Forms.

Incident Report Forms are also available at www.encorpatl.ca

ERROR RATE
8.5%
(AS OF APRIL 2010)

► OUTREACH & PUBLIC EDUCATION

Recycle NB and Encorp Atlantic will be visiting your area this summer! Summer students hired by Recycle NB will be roaming the province to promote the various regional recycling efforts in NB. Part of their tasks is to visit all Redemption Centres in the province. Students will be seeking your advice on how to better promote recycling efforts in your region and also gathering vital data on RC's in New Brunswick on behalf of Encorp.

► MATERIAL MARKETS:

Markets have shown significant improvements for PET while aluminum has seen a slight increase for the period. It remains anyone's guess if the current price for PET is sustainable on the long term or simply a cyclical adjustment.

Recent data also indicate a decrease in the return rate of **73.1%** (as of February 28th) compared to **74.5%** the previous year.

OVERVIEW OF MARKET PRICES US\$/LB FOR BALED MATERIAL:

	Aluminum	PET	Exchange
June 2008	\$1.02	\$0.195	1.018
September	\$0.76	\$0.185	1.059
December	\$0.58	\$0.04	1.193
February 2009	\$0.45	\$0.07	1.24
June 30	\$0.49	\$0.11	1.25
September 30	\$0.60	\$0.105	1.06
December 31	\$0.72	\$0.12	1.02
As of March 2010	\$0.74	\$0.22	1.01

YEAR TO YEAR-REFUNDED UNITS:

	Aluminum	Glass	PET	Other	Total
March 08 – Feb 09	67,247,806	3,873,890	72,636,228	18,613,480	162,371,404
March 09 – Feb 10	67,267,433	3,475,874	73,716,099	19,490,495	163,949,901
Qty (Yr to Yr)	19,627	(398,016)	1,079,871	877,015	1,578,497
% (Yr to Yr)	0.03%	(10.27)%	1.49%	4.71%	.97%

