



May 6, 2026

BY EMAIL

Essex-Windsor Solid Waste Authority
211 - 360 Fairview Avenue West
Essex, ON N8M 3G4
Email: mbishop@ewswa.org

Re: Regional Green Bin Program

At its Regular Council Meeting held on May 4, 2026, Council supported the enclosed correspondence.

Council accordingly passed the following resolution:

R26-05-189

Moved By Mayor Bondy
Seconded By Councillor Verbeek

That the correspondence from Essex-Windsor Solid Waste Authority, be received and supported;
and

That Council direct Administration to write to the Essex-Windsor Solid Waste Authority to request more information regarding the tonnage from the Town of Essex and whether it is coming from our rural or urban areas.

Carried

As such, would you kindly provide information specific to the Town of Essex regarding the tonnage collected in the first five (5) months of the Green Bin Program and whether same is coming from our rural or urban areas.

I trust you will find this satisfactory. If you have any questions or comments, please feel free to contact the undersigned.



Yours truly,

A handwritten signature in black ink, appearing to read "jmall", written in a cursive style.

Joseph Malandrucolo
Director, Legal and Legislative Services/Clerk
jmalandrucolo@essex.ca

Enclosure

April 22, 2026

To:

City of Windsor	Steve Vlachodimos, Clerk svlachodimos@citywindsor.ca
County of Essex	Katherine Hebert, Clerk khebert@countyofessex.ca
Town of Amherstburg	Kevin Fox, Clerk kfox@amherstburg.ca
Town of Essex	Joseph Malandrucolo, Town Solicitor, Legal and Legislative Services/Clerk jmalandrucolo@essex.ca
Town of Kingsville	Angela Toole, Acting Clerk atoole@kingsville.ca
Municipality of Lakeshore	Brianna Coughlin, Clerk bcoughlin@lakeshore.ca
Town of LaSalle	Jennifer Astrologo, Director of Council Services/Clerk jastrologo@lasalle.ca
Municipality of Leamington	Brenda Percy, Clerk bpercy@leamington.ca
Town of Tecumseh	Robert Auger, Director of Corporate Services/Clerk rauger@tecumseh.ca

Re: Resolution of EWSWA Board – Regional Green Bin Program Preliminary Update

The Essex-Windsor Solid Waste Authority (EWSWA), at its meeting held on Wednesday, April 15, 2026, adopted the following resolution:

Resolution 19-2026

Moved by Kieran McKenzie
Seconded by Fred Francis

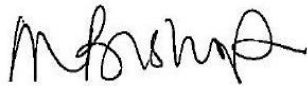
That the Board **direct** Authority Administration to provide a Regional Green Bin Program Preliminary Update, as applicable to the Clerk’s Department at the City of Windsor, County of Essex and seven (7) County Municipalities.

Carried

The intent of the Regional Green Bin Program Preliminary Update Report is to ensure that municipalities are informed on this new Green Bin Program that launched in Phase 1 municipalities in 2025. The report shares metrics that have been captured on participants, tonnage diverted, program issues, and customer service requests. It also discusses how this data is being used to grow the program and support the Phase 2 municipal launch that happens this fall.

To ensure that this information reaches municipal councils in a timely fashion, equally and effectively across our region, the EWSWA respectfully requests that this letter, and the attached **Regional Green Bin Program Preliminary Update Report** dated April 15, 2026, be included on your next Council Meeting Agenda, as information for your Council, and for the general public. This harmonized approach helps ensure the information is disseminated in a public forum and formally distributed to all members of Council in a consistent manner. The EWSWA greatly appreciates your consideration of the resolution and your support in sharing this initiative within your municipality. Should you have any questions or require further information, please do not hesitate to contact me directly.

Sincerely,



Michelle Bishop, General Manager
Email: mbishop@ewswa.org
Phone: 519-776-6441 ext. 1225

cc: Cathy Copot-Nepszy, Manager of Waste Diversion – EWSWA

Attachment: Phase 1 Green Bin Program – Preliminary Update Report dated April 15, 2026



Essex-Windsor Solid Waste Authority Administrative Report

To: The Chair and Board of the Essex-Windsor Solid Waste Authority

From: Catharine Copot-Nepszy, Manager of Waste Diversion

Meeting Date: Wednesday, April 15, 2026

Subject: Phase 1 Green Bin Program – Preliminary Update

Purpose

The purpose of this report is to provide the Board with a preliminary update on the Phase 1 Green Bin Program and to request that the Board direct Authority Administration to provide this report, as applicable to the Clerk's Department at the City of Windsor, County of Essex and seven (7) County Municipalities.

Background

Due to Ontario's Food and Organic Waste Policy Statement that was published in 2018, both the County of Essex ("County") and the City of Windsor ("City") directed the Authority to implement a Regional Food and Organic Waste Management Program (Green Bin Program). To support this request, Authority Administration designed a regional program that aligned with the tendering of each municipality's waste collection contract and met legislative requirements. As a result, the regional Green Bin Program launched in two phases. Phase 1 included the City of Windsor ("City") and the following municipalities in the County of Essex ("County"): Essex, Lakeshore, LaSalle, and Tecumseh, which launched the week of October 21, 2025. Phase 2 includes Amherstburg, Kingsville, and Leamington and is scheduled to launch the week of November 2, 2026.

Discussion

This report presents an overview of preliminary data from Phase 1 of the Green Bin Program. Data from Phase 2 is not included, as the program is scheduled to launch in November 2026.

Additionally, the Promotion and Education (P&E) program information is excluded as the information is included in the 2025 Essex-Windsor Residential Waste

Diversion Annual Report (Agenda Item 8B). Administration will provide a comprehensive report detailing the 2025 P&E at a future date in 2026.

Participation and Program Data Information Highlights:

Administration is pleased to share highlights from the preliminary Green Bin Phase 1 data. Since the commencement of the Green Bin delivery phase on July 20, 2025, and the launch of weekly Green Bin collection beginning the week of October 20, 2025, Administrative staff have been actively monitoring program performance. This has included the ongoing measurement of collected tonnages and other data, as shown further in this report.

The information presented has been compiled from multiple data sources, including Authority software systems (Geoware, Citywide, Bindel, and others), City service data (311), and reporting provided by program contractors, notably Miller Waste Systems Inc. (Miller).

Key Assumptions and Administrative Challenges:

As expressed, the data being presented is preliminary. Some assumptions were made to present the data, either due to systems not being fully functioning and/or other factors encountered at the time of launch. A reminder that this is a brand-new program for the Authority and for the Region that over 119,000 homes have access to weekly. Some factors and challenges Administration faced when providing the preliminary data include:

- Risks of human error from:
 - o Managing large sets of data from different information systems;
 - o Contractors' staff potentially missing or neglecting to record stop counts at the time of collection;
 - o Staff errors due to learning and working with new systems, etc.
- Variable conditions affecting data due to resident set-out frequency, traffic, weather, etc.
- Varying start times when residents begin participating due to behaviour changes or initial cart delivery timelines;
- Seasonal fluctuations that affect residents' participation and
- Other operational challenges faced by the Authority's contractors as they serviced thousands of homes.

In the waste industry, it is understood that a major curbside collection program start-up, such as this regional Green Bin Program, takes many months for contractors and residents to settle into regular routines, let alone years to mature and reach significant participation rates. Moreover, unique to a Green Bin Program are the seasonal impacts that residents will experience, which in turn affect their usage and set-out behaviours.

The County municipalities collection occurs from Tuesday to Friday each week, with each day being a different municipality. Authority systems track the collection data and tonnages by each participating municipality. The data provides Administration with the necessary information to accurately track each municipality's tonnage separately.

Finally, the reporting timeframes for the shared data vary by section due to data availability and efforts to provide up-to-date data. For example, many sections report data for the two Green Bin Stages: Delivery and Collection. The Delivery Stage ran from July 20, 2025, to October 18, 2025, and the Collection Stage ran from October 20, 2025, to March 20, 2026 (approximately five months), where data was available. Therefore, due to data availability, the Customer Service Request (CSR) Support section only has access to data for the Collection Stage up to March 11, 2026.

A. Eligible Address List - Households that have access to the Green Bin Program

Administration initially formed the County municipal address list using the Municipal Property Assessment Corporation (MPAC) codes and weighed the property type against the program's eligibility criteria. City Administration compiled its list using the same approach.

Since this time, Administration has leveraged its municipal partners to review the County address list and provide comments should there have been any discrepancies from what was presented in the MPAC list. The address list is updated annually however requests for address additions can be made by way of the municipal partners or the resident. These requests are thoroughly reviewed by the municipality and the Authority to ensure they meet program criteria. Similarly, the City updates and approves its Eligible Address List.

The eligible address list count is presented in table 1.0 below.

Table 1.0 Eligible Address List Count

	Eligible Address List *as of 02/05/2026	Expressed as a percentage
County of Essex: Phase 1	43,363	36%
City of Windsor	75,741	64%
Region: Phase 1	119,104	100%

B. Green Bin Material Tonnes Collected

This section speaks to the amount of Green Bin material that has been collected curbside from eligible households. This collected material is scaled and delivered to the Food Waste and Organic Transfer Station (FWO-Transfer Station) onsite at the Windsor location for pre-screening and consolidation. When ready, the consolidated material is shipped to Seaclyff Energy Corp. Inc. (Seaclyff), where it is processed using anaerobic digestion to create renewable energy and digestate (fertilizer).

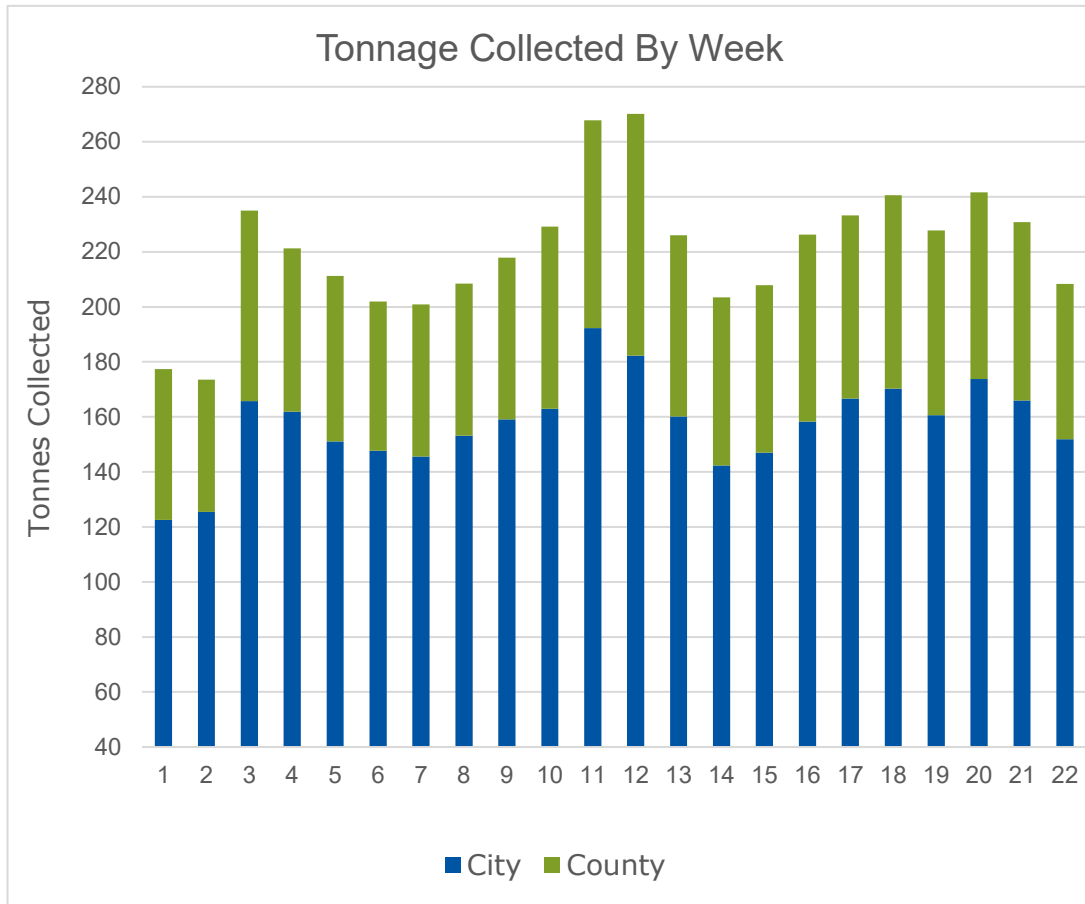
Data from the Collection Stage (22 weeks) indicates that on average, 75 collection trucks per week deliver collected Green Bin material to the FWO-Transfer Station. On average, 47 collection trucks per week deliver for the City’s collection, while 28 collection trucks per week are delivered for the County’s collection.

The tonnages are presented in the table below:

Table 2.0 Tonnes of Green Bin material collected for County municipalities and the City for the first 5 months of this new program.

	Eligible Address List	Total Tonnes	Percent of Tonnes
Essex	8,410	208	15%
Lakeshore	15,168	425	31%
LaSalle	8,478	433	31%
Tecumseh	11,307	327	23%
County- Phase 1 Only	43,363	1,394	29%
City	75,741	3,467	71%
Region	119,104	4,861	100%

Figure 3.0 Tonnes collected weekly in the City and the County over the 22 weeks



Start-up: Weeks 1 (October 20, 2025) & 2

It’s important to highlight that an average of 175 tonnes per week were collected for both weeks 1 and 2, reinforcing that residents were well-informed and properly equipped for the start-up of this new program.

Week 1-10 (2025) versus Week 11-22 (2026)

Further, for the first 10 weeks in 2025, the Region collected on average 200 tonnes per week, where the County averaged 57 tonnes per week, and the City averaged 144 tonnes per week. During the first 10 weeks, the targeted average tonnes per week (200 tonnes per week) for the new program were met.

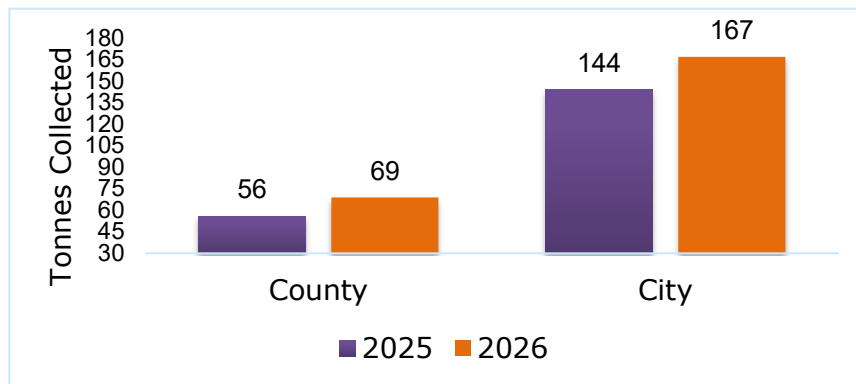
Further review of the last 10 weeks shows that the regional program collected an average of 236 tonnes per week. An average of 69 tonnes per week had been collected by the County, and an average of 167 tonnes per week for the City, for the last 10 weeks, again surpasses the 2026 target. This reveals that the Region

and its municipalities all increased their tonnage collected from the first 10 weeks by 15% in tonnage over the last 10 weeks of this new program.

Table 4.0 Average (Avg.) tonnes per week comparison for the first 10 weeks and the last 10 weeks by municipality.

	Avg. Tonnes/Week (Week 1-10)	Avg. Tonnes/Week (Week 11-22)	Percent Increase in Avg. Tonnes/Week
Tecumseh	13	16	19%
Lakeshore	18	21	14%
Essex	9	11	18%
LaSalle	19	22	14%
County-Phase 1	56	69	19%
City	144	167	14%
Region-Phase 1	200	236	15%

Figure 5.0 Comparison of the average tonnes collected per week for the first 10 weeks (2025) and the last 10 weeks (2026) over the 5-month Collection Stage.



C. Preliminary Green Bin Impact on Residential Garbage Collection

The data presented in Table 6 shows the three-year trend of curbside garbage collected by municipalities from October 20 to March 20 in periods 2023 to 2024, 2024 to 2025 and 2025 to 2026 [launch of the Green Bin Program].

Table 6.0 Garbage and Green Bin Tonnes for the same 5-month timeframe (approximately October 20 to March 20) annually.

	Garbage 2023/2024 Tonnes	Garbage 2024/2025 Tonnes	Garbage 2025/2026 Tonnes	Garbage Difference [2024/5 -2025/6 Tonnes]	Green Bin 2025/2026 Tonnes
Essex	2,548	2,546	2,271	(275)	208
Lakeshore	4,615	4,643	4,139	(504)	425
LaSalle	3,390	3,463	2,980	(483)	433
Tecumseh	2,294	2,362	1,989	(373)	327
County	12,847	13,013	11,379	(1,634)	1,394
City	19,679	19,809	13,767	(6,043)	3,467
Region	32,526	32,822	25,146	(7,677)	4,861

Phase 1 municipalities that have access to the Green Bin Program during the 2025/2026 timeframe show a significant decrease in garbage tonnage, where garbage tonnage decreases are similar to Green Bin tonnage increases for this same period.

Further, the City's decrease in garbage tonnes is significantly higher than County municipalities, which may reinforce the positive impact that deprioritizing garbage collection has on diversion.

Finally, the City's decrease in garbage is significantly higher than its Green Bin tonnage, unlike other municipalities where these tonnages are similar. This variance may be a result of the garbage frequency change, which is influencing residents to divert materials to other programs, such as the recycling program. For example, Niagara Region (2021) published the results of their move to a biweekly garbage program, where the Region saw a significant decrease in garbage tonnage and increases in its Blue Box and Green Bin (which included leaf and yard waste) programs. Other waste management program changes implemented by

municipalities that also help to augment diversion include garbage limits, clear bags, bag tags, etc.

Best practices in residential municipal waste management confirm that prioritizing waste diversion collection program frequencies more than garbage collection frequency leads to higher diversion. The City adopted this approach with the start of the Green Bin, by moving its residential garbage collection to a biweekly program to deprioritize disposal practices and increase diversion. To monitor the impact of the Green Bin Program, a review of both garbage and Green Bin trends is important across all municipalities in the Region. This is an important consideration, as all County municipalities continue to provide weekly garbage collection, with responsibility for the design and administration of garbage collection programs resting with each individual municipality.

Program Usage

1. Participation

During the Collection Stage, the Authority, City, and Miller have been focused on providing a top-quality service to residents for this voluntary program to ensure residents' experiences were positive and encourage participation. The data shared in this report confirms that the Authority, City and Miller are in constant communication, monitoring and evaluating metrics to ultimately maintain its current user base and attract new users to the program beyond supporting daily launch challenges across thousands of households, all parties have been and continue to navigate through many challenges to gather accurate participation data for Phase 1. Specifically, Green Bin set-out by each address over a two-week waste collection cycle, which is a standard reporting approach in the waste industry, is being reviewed. This approach will allow the Region to compare the current program against past curbside audits, namely the 2022/2023 Curbside Waste Audit. Through this process, it has been noted that there are households that have variation in set-out, which can be attributed to any, if not all, of the following: weather, lower food waste generation, work, (snowbirds) travel, etc.

Overall, what can be highlighted is that there is a regular weekly set-out of the Green Bin by many addresses in Phase 1. This regular participation has, in turn, negatively (lower tonnes) affected curbside garbage tonnes, as residents only have “dry” materials left to dispose of once they start using the Green Bin Program. Data also suggests that since the start, there has been a constant increase in program users. The Authority, City, and Miller will continue to work closely together to monitor the use of this program and will work to get this data to the Authority Board through the one-year report.

2. Green Bin Material Composition

As noted earlier, once Miller delivers the materials to the FWO-Transfer Station, it is pre-screened by Authority staff. Staff visually check for contaminants and remove any large, prevalent, easy-to-access contaminants before consolidating materials for shipment to Seacliff. These contaminants are put in a 2-yard hopper, and when full, they are weighed, and then Authority staff deliver it to Transfer Station #1 (on-site) for eventual disposal at the Regional Landfill.

Beyond normal Green Bin Program operations, Authority staff have been auditing materials to gauge contamination levels at various times throughout the five months. In total, 131 delivered loads have been audited at the new FWO-Transfer Station. Staff perform visual audits as loads are being delivered to estimate contamination levels and ensure loads do not contain contamination greater than 16% by weight to meet the allowable program threshold. Meeting this threshold is critical to ensuring that Seacliff can create quality end-products such as renewable energy and digestate (liquid fertilizer) for next year's crops. Beyond these audits, labourer staff who receive each load are also monitoring and reviewing contamination through their pre-screening process.

Over the five-month period, total contamination tonnes delivered are less than 5 tonnes, which is 0.1 % of the total material collected (4,861 Tonnes). This is exceptionally low, especially for a new program, indicating that participants know what should go in the Green Bin and take exceptional care to do so. While overall contamination for the vast majority of loads delivered is essentially negligible, there are a few loads that are regularly delivered with higher contamination that are being monitored and supported by all parties.

The following contaminants have been most prevalent in delivered loads: plastic bags, compostable plastic containers, cloth bags, containers/bags with food waste, etc. At start-up, about a dozen kitchen catchers were delivered through the collection program, where residents either forgot to remove their catchers or thought that they should go in the Green Bin with use.

Figure 6. Image of a delivered load to the FWO-Transfer Station that was audited by Authority staff.



Further, as with any curbside collection program, usage varies by the season, and it was captured that exceptionally high contamination was found in loads delivered by City trucks the first few weeks after the December holidays. This may be attributable to City residents adjusting to the new garbage collection program over the holidays, as this level of contamination was not witnessed with County trucks. It is also not uncommon to see higher contamination levels after the December holiday in a waste diversion collection program. For example, when the Authority administered the Blue Box program, contamination was notably higher after the December holidays in this program. Once two collection cycles had passed, contamination dropped to normal levels that were witnessed ahead of the holidays.

Further, across the 22-week period of this new collection program, only 1 truck was heavily contaminated because of motor oil soiling materials, and so it was redirected for disposal. This again reinforces that residents are informed and using the program properly, and that Miller is servicing the program effectively.

3. Top Program Issues Identified by Operations

Authority Administration and its contractors are monitoring use of the Green Bin daily, using various tools and resources that are at their disposal.

While these issues are not prevalent, they are the top issues that have been captured and addressed through communications and feedback at the curb (e.g., OOPS sticker, Gold Star). To support residents in adjusting to the new program, feedback was given right at the start of the Collection Phase, where over 55,000 OOPS stickers had been issued curbside by Miller to homes across the Region.

Furthermore, during the first month of program start-up, Authority staff performed many curbside Gold Star Audits across Phase 1 municipalities to provide more feedback. In total, 466 households were audited, and 366 were issued a Gold Star, reinforcing that issues were not that prevalent and residents were working diligently to use their Green Bin properly. Finally, as a result of this enormous amount of feedback at start-up, the number of issues and inquiries from residents (e.g., calls, portal) has decreased tremendously over the first five months, which will be captured in the CSR section below.

Figure 7. Original Green Bin Program’s Gold Star and OOPS Stickers.



Below are the top issues that have been identified by either Miller or Authority staff at the FWO-Transfer Station during the Collection Stage:

i. Green Bin Set-out Non-compliance

Miller and Authority audits found that there were significant households, especially in the first 10 weeks, that were not following the Park-Point-Space (PPS) protocol for set-out, which made it challenging for them to service the Green Bin. When the Green Bin is not set out using PPS, the driver must get out of their vehicle to correct the position of the Green

Bin so that the automated arm can access it. Specifically, the 'Point' was not being followed as residents were accustomed to set out practices that support manual collection, thereby causing improper set out of the Green Bin. For automated collection, wheels need to be closest to the home, which means arrows on the lid should POINT to the street. "Space" around the Green Bin was also identified as an issue, especially in municipalities where multiple waste programs are set out on the same day.

ii. Container Contamination

Food-filled containers have been identified as one of the leading contaminants found in the Green Bin. What was captured was that residents were putting expired or unwanted containers of food into the Green Bin, instead of just putting the food contents into the bin.

While the Green Bin Program does accept paper compostable containers, it does not accept plastic compostable containers, which were also identified as a top contaminant in the Green Bin.

iii. Bag Contamination

While the Green Bin accepts compostable bags that are BPI/BNQ certified and paper bags, it does not accept plastic bags, cloth bags, etc. Bag contamination is another prevalent issue found in collected material.

4. EWSWA Request & Repair (R&R) Green Bin Program

This new service program was created to ensure that residents have access to a Green Bin that supports them in diverting food waste with automated collection. Therefore, if a Green Bin goes missing, needs a repair, or if there is a new build that is eligible and needs a Green Bin to participate, a homeowner can use this program for support.

i. Delivery Stage (July 20, 2025 to October 18, 2025)

During this 13-week stage, where over 119,000 Green Bins were distributed, 362 repair requests were submitted through the R&R program and were resolved ahead of collection. Of these, the vast majority (94%) were due to the lid not sitting tight to the body. This issue also contributed to issues with locks not seating as a result of the lid not sitting flush with the body. Many resolved through natural settling in with summer temperatures, but some required a repair. The balance of issues reported during this stage were more specific to wheels not being

installed properly or issues with the lower lock that is situated on the body of the Green Bin.

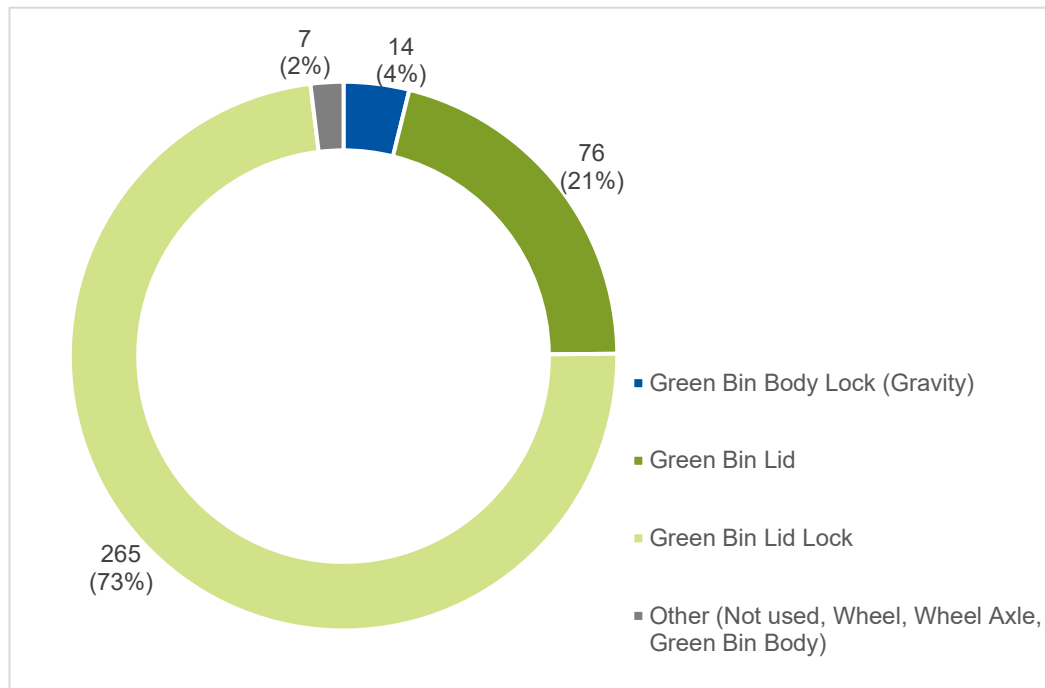


Figure 8. Repair and Requests (R&R) during the Delivery Stage across the Region.

ii. Collection Stage (October 20, 2025, to March 20, 2026)

Over the 22-week period, during which over 119,000 households have access to the R&R Program weekly, only 934 repair requests were reported. According to the manufacturer, this is exceptionally low for a launch of this magnitude.

The top three issues reported account for 95.5% of requests submitted: Green Bin Lid (375 requests), Wheel (334 requests), and Green Bin Lid Lock (183 requests) issues. Specifically, many of the lock and lid issues were a carryover from the Delivery Stage, which residents were not aware of until they started using the program. However, wheel issues during this stage became more prevalent in this stage, where many were not installed properly at delivery and in a few cases, some were broken during service and needed replacement. The remainder of the issues were exceptionally rare, such as issues with the rod in the handle, the body of the Green Bin, and the replacement of the Green Bin (stolen, lost in the hopper, etc.). Further, it is important to capture that while Miller drivers' services near a thousand homes a day, during start-up,

especially, there were incidents where Green Bins were damaged, but were immediately replaced.

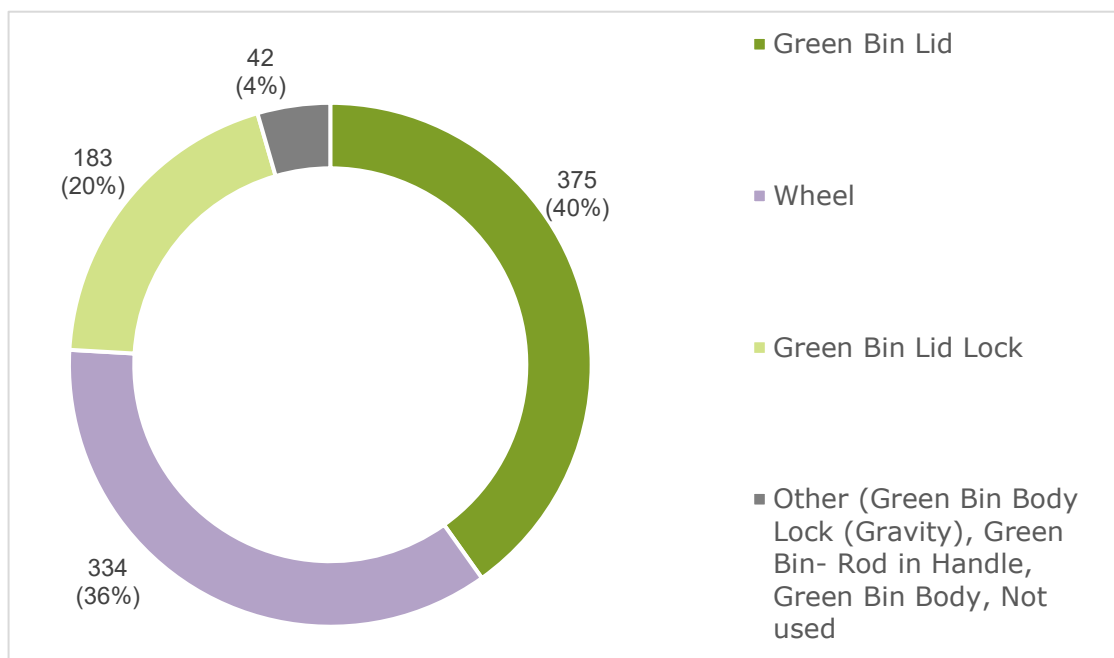


Figure 9. Repair and Requests (R&R) supported during the Collection Stage across the Region.

5. Customer Service Request (CSR) Support

To support residents through the unique challenges and communications around both the Delivery and Collection Stages, the Authority created a CSR Team. To improve customer service and support for this regional program, the Authority launched a new online portal so that it could better report and track program issues, as well as improve the resident experience.

Moreover, with the planning of this launch, the Authority and the City both agreed that it was appropriate for the Authority to lead all customer support during the Delivery Phase, as the Authority administered this contract. Therefore, communications directed residents from both the City and the County to the Authority for support during this stage.

During the Collection Stage, as the City oversees its own collection contract, communication directed City residents to the City (311) for support. County residents were directed to the Authority for support during this stage. Due to the City and the Authority each providing customer support during the Collection Stage, data in this section, at times, will be shared separately, even

though common program information and support were relayed to residents. Finally, to be consistent in relaying data in this section, the Collection Stage data shared was from October 20, 2025, to March 11, 2026 (21 weeks).

i. Delivery Stage

Figure 10 captures that there was almost an even split of inquiries that the Authority received from both City and County residents during the Delivery Stage. This data reinforces that the communication published by the Authority was effective in connecting residents for both the City and the County. In total, 2,432 inquiries were received by Authority staff through mainly its hotline (1-800-563-3377), and some inquiries were submitted through the new Citywide portal on www.ewswa.org.

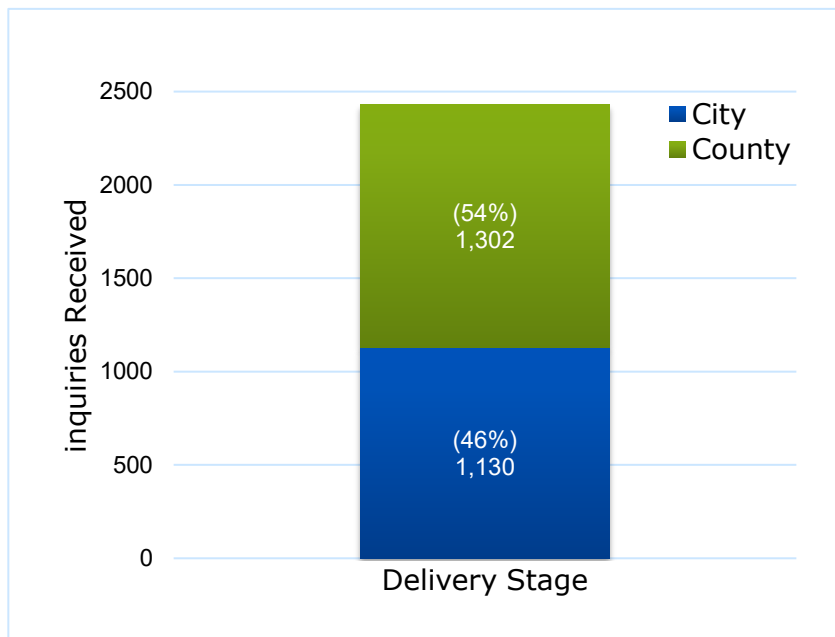


Figure 10. Number of inquiries received by the Authority during the Delivery Stage totalled 2,432, which included residents from both the City (1,130) and County (1,302).

ii. Collection Stage (21 weeks)

During these 21 weeks, 2,501 requests came through to the Authority, where only 315 were from City residents who were redirected to the City where appropriate (e.g., collection or Green Bin issue). The City’s 311 for this timeframe documented that 3,568 inquiries related to the Green Bin Program were received. Finally, it is important to note that approximately

half of the City inquiries received by the Authority happened during Weeks 1 and 2. Over the last 10 weeks of this stage, fewer than 10 calls per week were received from City residents, reinforcing that communications are effectively connecting residents to support.

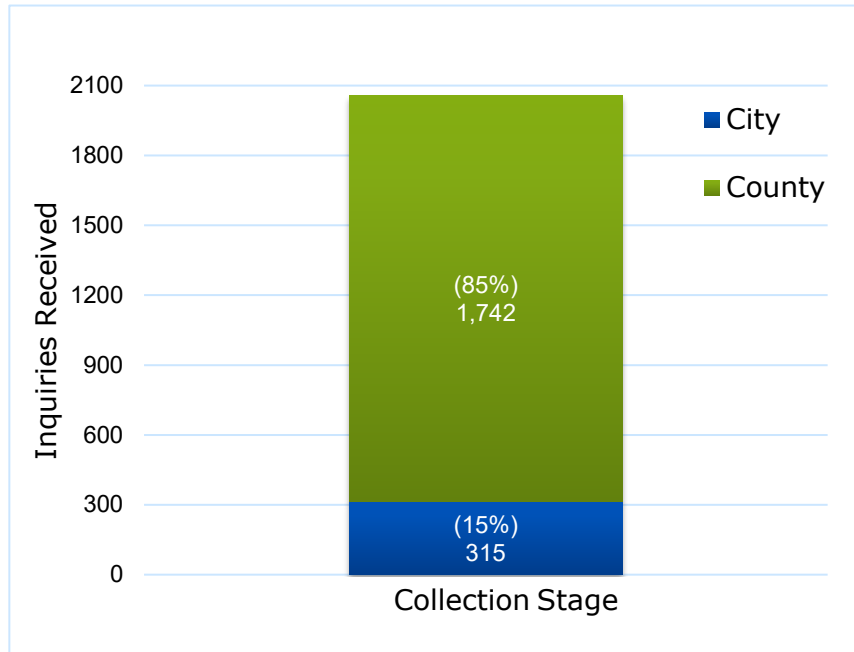


Figure 11. Number of inquiries received by the Authority during the Collection Stage totalled 2,057 which were mainly County residents (1,742), as City residents contacted the City directly for support.

As shared in Figure 12, inquiries received by the Authority and the City (311) have declined tremendously (approximately 80%) since the Start-up (Weeks 1-5). This is typical of a start-up, confirming that residents and contractors have settled into the program, especially when program usage reports are also positive (low contamination).

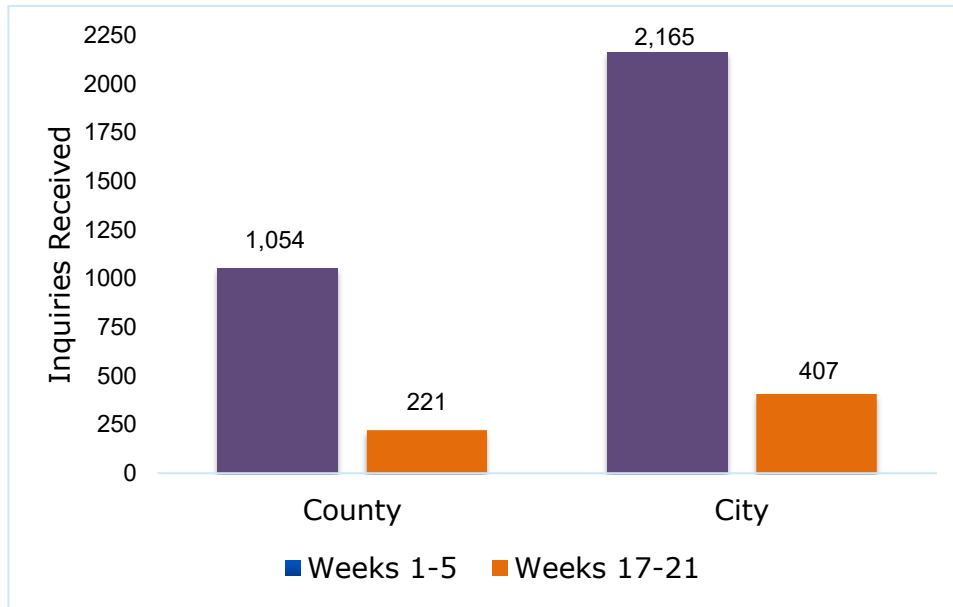


Figure 12. Inquiry comparison between the first 5 weeks (Start-up) and the last 5 weeks (Week 17-21).

During the 5-month timeframe, top inquiries received by the Authority were on the R&R Program (581 requests - included above), collection issues (503 requests), program questions (349 requests), and new address requests for a Green Bin (206 requests).

The Authority would also like to acknowledge that Miller and its staff took appropriate precautions to minimize spill/property damage occurrence during the 21 weeks, and as such, there were minimal incidents. Of the handful reported, many were minimal property damage (collector truck tracks on grass), where Miller, weather permitting, was quick to resolve.

Top Collection Issues – County (October 21, 2025 to March 11, 2026)

Moreover, Figure 13 relays that collection issues reported to the Authority for the County program were mainly around missed collections (82%). This was also confirmed as a top issue by the City. This is a result of not setting out ahead of 6:00 am on their collection day, setting out on the wrong day, contractor error, etc. Resident use of the program, where some received an OOPS sticker, and others did not (10%), and contractor collection issues (8%) made up the balance. Collector issues were mainly a result of partial emptying of bins (31 reported) and loss of Green Bin into the hopper (4 reported).

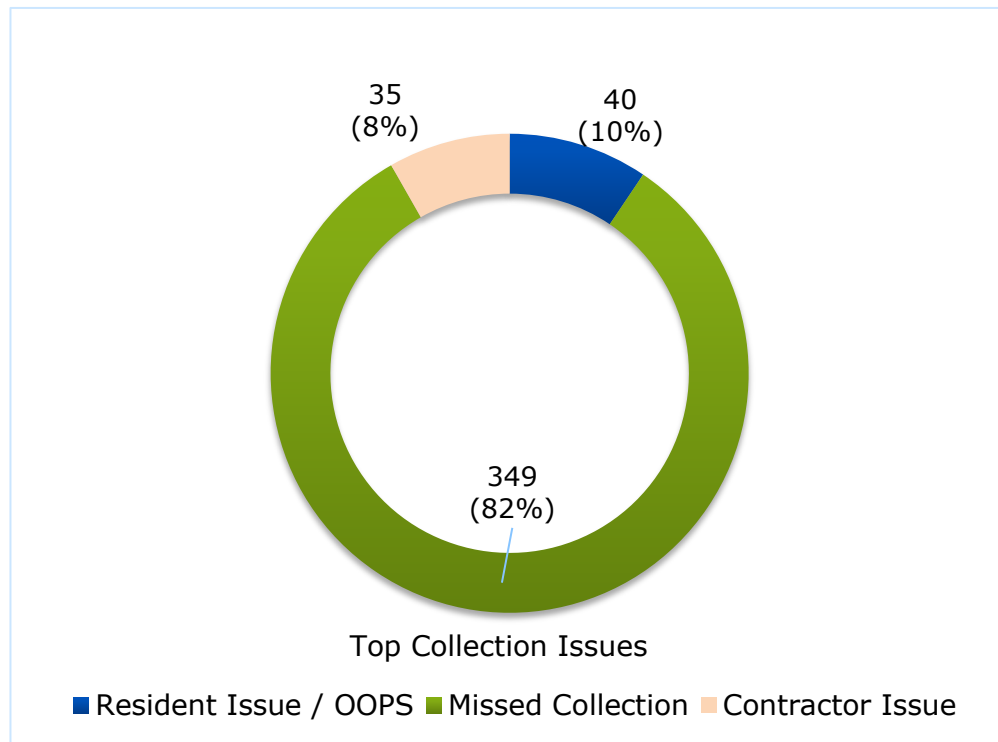


Figure 13. Top collection issues reported to the Authority for the 21 weeks of the Collection Stage.

Furthermore, as captured in Figure 14, weekly missed collection issues dropped off significantly after Start-up (first 5 weeks) in both the City and the County. This may be attributable to both the resident and Miller settling into this new program. It's important to acknowledge that high communication between Miller and the resident, as well as Miller and the Authority/City, was instrumental in supporting the reduction in missed collections. Some examples of key communication strategies used were leaving OOPS stickers and Gold Stars at the Green Bin, which provides immediate feedback to the resident, as well as the tracking and addressing of daily issues by both Miller and the Authority/City.

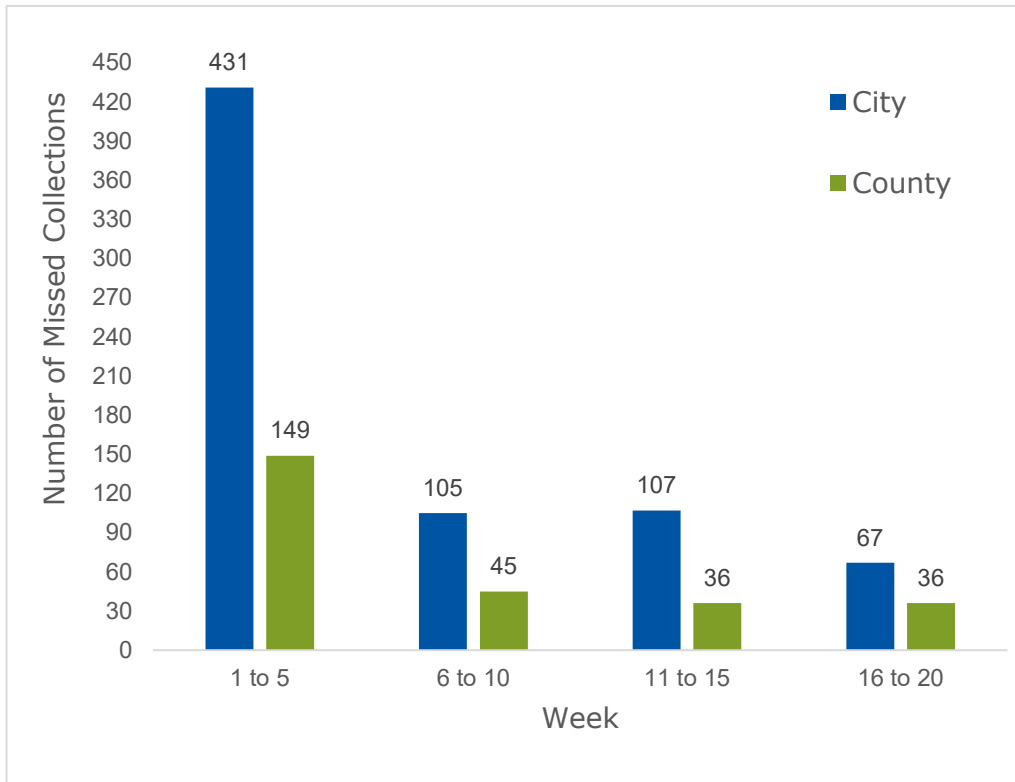


Figure 14. Weekly missed collections reported over the first 20 weeks.

Top program questions brought to the Authority’s CSR Team were on the acceptable materials list (32%), collection day schedule (18%), and questions around lining the Green Bin and bags (15%). Further, program questions received for both the City (311) and the County (Authority) programming have decreased over the 20 weeks. Many approaches were taken to address the high intake of questions during the Start-up and the Collection Stage, which may have also contributed to the significant decrease. Strategic content creation and publication to address new questions, ongoing review and monitoring of CSR and Miller data, etc., are some of the strategies that were used to provide more clarity.

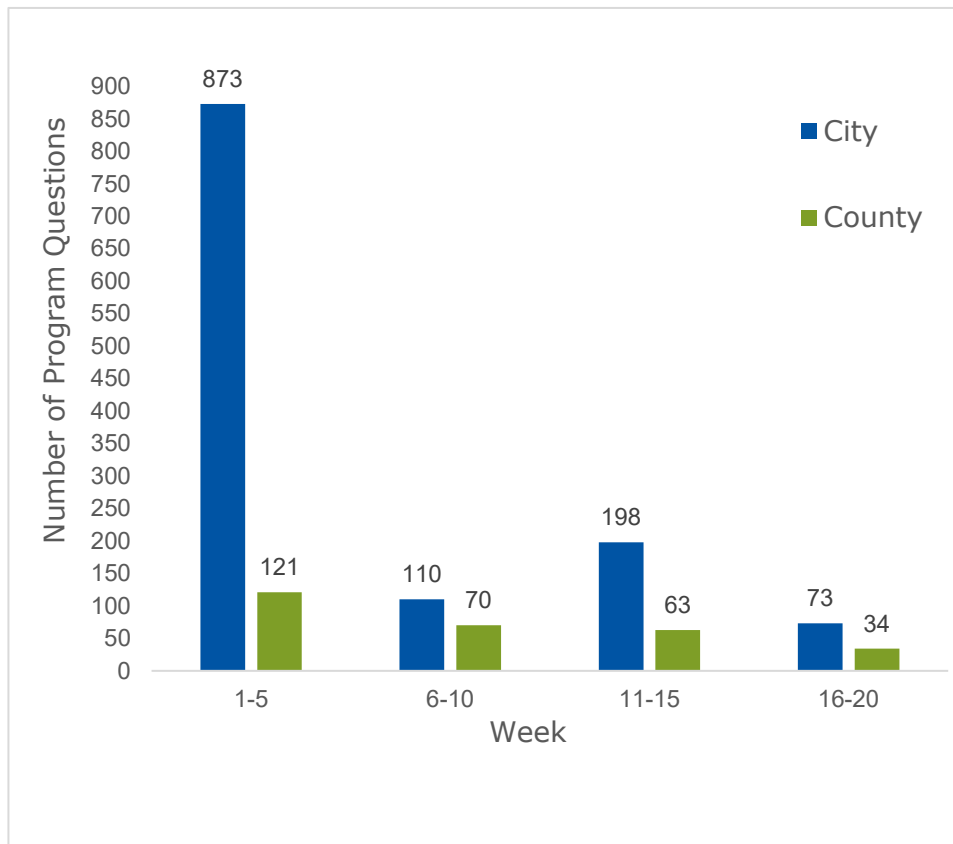


Figure 15. Program question trends by week for both the City (311) and the County (Authority) programming.

NEXT STEPS

This preliminary data will continue to help guide operations and the Promotion & Education (P&E) Plans to support Phase 1 participants. Learnings from the Phase 1 launch will also help to inform the 2026 launch for Phase 2 municipalities.

As relayed throughout the report, communication is key to the success of this program. As such, it will continue to be a priority to communicate with the resident at the curb (Miller) through the compliance program (OOPS and Gold Star). CSR programming (311 and the Authority) will continue to offer support to residents as issues or questions arise, and/or as Green Bin maintenance or support is needed.

Operationally, ongoing daily communication and monitoring of the program will continue between Miller and the Authority/City for the collection program. Similarly, the Authority will continue to work closely with its other contractors: IPL for the Repair & Request Program, Seaclyff for the processing, etc., to ensure the program continues to run effectively.

P&E programming will continue to offer support to current users, as well as attempt to attract new users to the program through the implementation of the 2026 Green Bin Program: P&E Plan.

Finally, Authority Administration will work to provide a 1-year update on the Green Bin Program, sharing how actuals match the Green Bin Plan that was forecasted for Phase 1 municipalities.

Financial Implications

There are no direct or immediate financial implications associated with this report, as the cost to operate and promote the Green Bin Program was included in both the 2025 and 2026 Operational Plan and Budget.

Recommendation

That the Board *receive* this report as information.

That the Board *direct* Authority Administration to provide a Regional Green Bin Program Preliminary Update, as applicable to the Clerk’s Department at the City of Windsor, County of Essex and seven (7) County Municipalities.

Submitted By



Catharine Copot-Nepszy, Manager of Waste Diversion

April 22, 2026

To:

City of Windsor	Steve Vlachodimos, Clerk svlachodimos@citywindsor.ca
County of Essex	Katherine Hebert, Clerk khebert@countyofessex.ca
Town of Amherstburg	Kevin Fox, Clerk kfox@amherstburg.ca
Town of Essex	Joseph Malandrucolo, Town Solicitor, Legal and Legislative Services/Clerk jmalandrucolo@essex.ca
Town of Kingsville	Angela Toole, Acting Clerk atoole@kingsville.ca
Municipality of Lakeshore	Brianna Coughlin, Clerk bcoughlin@lakeshore.ca
Town of LaSalle	Jennifer Astrologo, Director of Council Services/Clerk jastrologo@lasalle.ca
Municipality of Leamington	Brenda Percy, Clerk bpercy@leamington.ca
Town of Tecumseh	Robert Auger, Director of Corporate Services/Clerk rauger@tecumseh.ca

Re: Resolution of EWSWA Board – Green Bin Program Promotion and Education

The Essex-Windsor Solid Waste Authority (EWSWA), at its meeting held on Wednesday, April 15, 2026, adopted the following resolution:

Resolution 21-2026

Moved by Kieran McKenzie
Seconded by Fred Francis

That the Board *direct* Authority Administration to provide a Green Bin Program: Campaign Summary, as applicable to the Clerk’s Department at the City of Windsor, County of Essex and seven (7) County Municipalities.

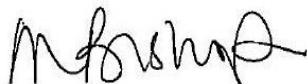
Carried

The intent of the Green Bin Program: Campaign Summary is to provide municipalities with timely and essential updates at key milestones of the Green Bin Program, led by the EWSWA. This Summary is designed to support municipalities in informing, engaging, and connecting with their residents, council members, and administrative staff regarding the program's progress and implementation.

Although the EWSWA is leading this comprehensive outreach strategy in consultation with local municipal administrators, several have expressed interest in receiving campaign content directly. This allows municipalities the flexibility to distribute information internally to staff, share with council, or communicate externally through tools such as digital displays, newsletters, or social media.

To ensure that this information reaches municipal councils in a timely fashion, equally and effectively across our region, the EWSWA, respectfully request that this letter, and the attached **Green Bin Program – Campaign 2A and 2B Summary: Grow Green with the Green Bin!** dated April 15, 2026, be included on your next Council Meeting Agenda, as information for your Council, and for the general public. This harmonized approach helps ensure the information is disseminated in a public forum and formally distributed to all members of Council in a consistent manner. The EWSWA, greatly appreciates your consideration of the resolution and your support in sharing this initiative within your municipality. Should you have any questions or require further information, please do not hesitate to contact me directly.

Sincerely,



Michelle Bishop, General Manager
Email: mbishop@ewswa.org
Phone: 519-776-6441 ext. 1225

cc: Cathy Copot-Nepszy, Manager of Waste Diversion – EWSWA

Attachment: 2026 Green Bin Program Campaign 2A and 2B Summary: Grow Green with the Green Bin!

Green Bin Program

Campaign Summary: Grow Green with the Green Bin!

April 15, 2026

The Essex-Windsor Solid Waste Authority (EWSWA) is excited to share that Campaigns 2A and 2B for the 2026 Green Bin Program are live. Key messages for 2026 will be promoted through digital ad campaigns, radio, scheduled programs, the 2026 Earth Day event, etc. The goal of these campaigns is to continue to create dialogue and engagement in the community, so that residents will put food waste where it belongs - in the Green Bin. These campaigns will work to inform and engage Phase 2 residents from Amherstburg, Kingsville, and Leamington who join this regional collection program in November. Campaign 2A was created for current Phase 1 users and, of course, to attract new joiners who are welcome to start the program at any time.

This new Green Bin Program is one of the best recycling loops – where collected food waste will be turned into fertilizer for farmers’ crops, which in turn will create more food. This loop is the perfect way for this Region to respect, preserve and celebrate the agriculturally rich lands that serve us. To date, over 5,000 tonnes of food waste have been diverted from our local landfill through the commitment of residents to use their Green Bin for food waste – a “High 5” to everyone who helped divert these 5,000 tonnes!

The EWSWA invites everyone to channel their inner superhero and use their superpowers to choose to “*Grow Green with the Green Bin*”. Below are sample ads for municipalities to share through their communications, such as digital displays, newsletters, or simply internally with staff. New messaging for Campaign 3A, “*Summer Tips*”, will be published in June.

If you need assistance with formatting, please reach out directly to the EWSWA’s Communications Coordinator, Karen Markovich-Bailey - KMBailey@ewswa.org.

2026 EWSWA GREEN BIN P&E PROGRAM PHASE 1- CAMPAIGN 2A - Messages to Drive Usage & Adoption



It's a Win-Win!

A small change can make a big difference. By putting your food waste in the Green Bin, you're transforming a valuable resource into renewable energy and fertilizer for next year's crops.

Join Essex-Windsor in reducing the amount of waste that ends up in our landfill. This simple effort will help make our landfill last longer and delay the large cost of siting and building a new landfill.

It takes a small change to make a BIG difference. Food waste is too good to waste! Green Bin it!



Food Waste Is Too Good to Waste

Anyone can be a Green Superhero! By putting your food waste in the Green Bin, you're transforming valuable resources into renewable energy and fertilizer for next year's crops.

Join Essex-Windsor in reducing the amount of waste that ends up in our landfill. This simple effort will help make our landfill last longer and delay the large cost of siting and building a new landfill.

Make a small change to make a BIG IMPACT.

Try it - Green Bin your food waste!



👏 You CAN make a difference!

We all know that a little change can make a BIG difference. By putting your food waste in the Green Bin, you're transforming valuable resources into renewable energy and fertilizer for next year's crops.

Join Essex-Windsor in reducing the amount of waste that ends up in our landfill. This simple effort will help make our landfill last longer and delay the large cost of siting and building a new landfill.

So, make a small change by using the Green Bin – and make a BIG IMPACT!



Food Waste Is Too Good To Waste

Everyone has superpowers, even if you haven't found them all yet! 😊 By putting your food waste in the Green Bin, you're transforming valuable resources into renewable energy and fertilizer for next year's crops.

Join Essex-Windsor in reducing the amount of waste that ends up in our landfill. This simple effort will help make our landfill last longer and delay the large cost of siting and building a new landfill.

Use your superpowers to make a BIG IMPACT. Green Bin your food waste.



Your Bin - Your Impact – Our Landfill

The Essex-Windsor Regional Landfill is a remarkable and rare asset. Join Essex-Windsor in reducing the amount of waste that ends up in our landfill.

By using the Green Bin, you help make our landfill last longer and delay the large cost of siting and building a new landfill. Imagine the impact, if everyone cut their garbage in half by putting their food waste in the Green Bin!

Be mindful and Green Bin your food waste. It is too good to waste.

“



Get with it! Green Bin It!

The Essex-Windsor Regional Landfill is a remarkable and rare asset. Join Essex-Windsor in reducing the amount of waste that ends up in our landfill.

By using the Green Bin, you help make our landfill last longer and delay the large cost of siting and building a new landfill. Imagine the impact, if everyone cut their garbage in half by putting their food waste in the Green Bin!

When it comes to putting things in our landfill, less is more. Make an impact – Green Bin your food waste.



Use the Green Bin and cut your garbage in half.

The Essex-Windsor Regional Landfill is a remarkable and rare asset. Join Essex-Windsor in reducing the amount of waste that ends up in our landfill.

By using the Green Bin, you help make our landfill last longer and delay the large cost of siting and building a new landfill. Imagine the impact, if everyone cut their garbage in half by putting their food waste in the Green Bin!

When it comes to putting things in our landfill, less is more. Make an impact. Green Bin your food waste.



Using the Green Bin for your food waste is easier than you might think.

Change can be daunting - but once you do it, it becomes routine and easy. It's like that with the Green Bin; it's just using the other bin!

You're already putting food waste out in a bin for collection, instead, try putting it in the Green Bin.

Many have made the switch, and so can you.

Three simple steps – one big impact! It's that easy.



Everyone can make a difference.

It is amazing what can be accomplished if everyone does their own little part.

By simply making the CHOICE to put food waste in the GREEN BIN (not the garbage), YOU CAN HAVE A BIG IMPACT.

Your efforts can create a greener region and extend the life of our landfill. In turn, it will help to avoid the incredibly large costs of siting and building a new one. Something that would have a large financial impact on us all.

Join the movement with a simple choice and see what the Power of One can do!

2026 EWSWA GREEN BIN P&E PROGRAM PHASE 2 - CAMPAIGN 2B – Debunking Myths



Grow Green With Us! Use the Green Bin & Grow the Region Greener.

Putting food waste and organics in the Green Bin instead of the garbage helps the environment, extends the Essex-Windsor Regional Landfill, and promotes a circular economy. Food waste is a valuable resource that can create renewable energy and fertilize next year's crops.

Weekly Green Bin collection starts this fall. We are one step closer towards a greener Essex-Windsor. Find out how you can Grow Green by using the Green Bin this fall at www.ewswa.org

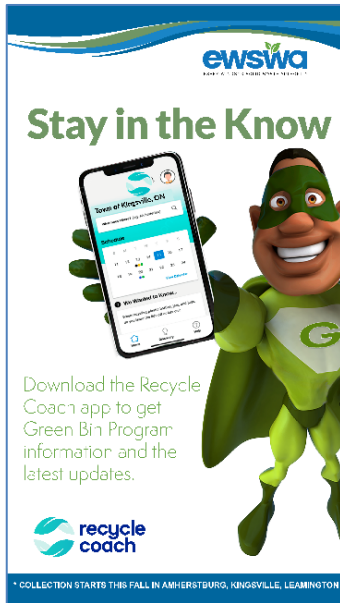


Its bin proven! Using the Green Bin is the right thing to do.

When you use the Green Bin to keep food waste and organics out of the landfill, you help make the region greener by capturing valuable resources. Other municipalities in Ontario have been successful with their Green Bin programs too.

Using the Green Bin will extend the lifespan of our only landfill, avoiding the high costs of siting a new one and maintaining the closed one!

Visit www.ewswa.org to learn more about how you can help Essex-Windsor do the same with the new Green Bin Program.



Download Recycle Coach and stay in the know!

Know when your new Green Bin and Starter Kit will be delivered to your home with a simple download of the **Recycle Coach App** (available for both iOS and Android).

With Recycle Coach, you'll get your weekly Green Bin collection schedule, as well as all other residential curbside collection schedules. You'll also be notified of any program changes as they occur, - right at your fingertips. You can also find the latest information daily at www.ewswa.org.



Phase 2 residents will be receiving their own new Green Bin Kit this September or October.

You don't need to do or buy a bin to get started in the Green Bin Program - one will be delivered to your home. Between September and October, all single-family households (6 units or less) in Amherstburg, Kingsville and Leamington will receive a Green Bin Kit.

The Kit includes a Green Bin, a Kitchen Catcher and a Starter Kit with a compostable liner bag, a coupon for more compostable bags, and a "How-To Guide" to get you started. For tips on how you can get ready to put your food waste in the right place - the Green Bin! - visit www.ewswa.org



Using the Green Bin is easier than you might think.

Food waste is too good to waste and managing your food waste is easier than you might think. In fact, it's not much different than what you are doing now.

Instead of throwing your food waste in the garbage, put it in your new Kitchen Catcher using a compostable bag, then simply "Green Bin It"!

For tips on how to easily manage your food waste and organics, follow us on our socials or visit www.ewswa.org



Become a Green Superhero by getting your Green on!

Introducing the EWSWA Green Team! They're here to help you get ready for your new Green Bin Program. You'll see the Green Team at events, on our website, and on EWSWA social media channels and promotional materials.

You too can be a Green Superhero by putting food waste in the right place – *in the Green Bin, not the garbage!*

Grow green and be part of the team! Follow us on Facebook or Instagram, or visit www.ewswa.org to see when the Green Team is coming to your community.



I'd love to Green Bin it ... but what goes in it?

Food waste and organic materials can go in the Green Bin. That includes food-soiled paper products such as cardboard egg cartons, paper napkins, paper towels & tissues, paper plates, cups, muffin wrappers, etc.

What **CAN'T** go in the Bin? Plastics (including plastic bags), glass, cans and metals, pet waste, diapers - and most notably, **yard waste** (leaves, twigs and other outdoor materials). There will continue to be special collection days for yard waste; refer to Recycle Coach or your collection calendar.

For a full list of acceptable Green Bin materials, visit our website at www.ewswa.org

Additional carousel images:

