

# Municipal Webinar Q&A

**Q: We currently do not see invoices from service provider as they claim direct to SO. Will we be paying service providers upfront and claiming to PCA directly?**

A: PCA will adopt the MDT&PIP (service provider incentives) model for paints and coatings. This means that transporters and processors will continue to report for depot collected paint and PCA will pay them directly.

Municipalities will continue to report co-mingled aerosols and event collected paint and PCA will pay municipalities directly for these claims.

**Q: Our depot(s) has residency restrictions. How will the depot finder address this?**

A: Product Care's consumer facing Depot Finder can indicate residency restrictions if needed. Please ensure this information is provided to PCA when submitting your municipal contact information survey to us.

**Q: Our current contract with service providers is in its last year and we have to issue a new tender document at or near the end of the year. Will there be resources available to assist us in writing new RFPs to address the PCA requirements?**

A: Product Care requirements to manage the paint program will not change from the current SO requirements. Your RFP process should not be impacted by this program. PCA can provide any information required about the ISP, and resources can also be found on our website at <http://www.regeneration.ca/service-partner-support/ontario/>

**Q: Do Municipalities have a choice of generating a commingled paint aerosol lab pack with limited funding, or can they generate a paint aerosol lab pack at 100% funding?**

A: This was discussed and reviewed at the WDO - Ontario Paint ISP Transition Committee. It was decided that for the transition period, the current packing standards would remain in place, packing aerosols in a commingled lab pack. Following the transition this item will be reviewed with the municipal steering committee.

**Q: Is there a list for all products under this Paint ISP program?**

A: The definition for paints and coatings has been expanded to include all paint aerosols as well as non-pesticide containing marine paint. A complete list will be available on the website for the program launch; however, further information is available in the ISP program plan available [here](#)

**Q: Will the % paid for paint aerosols increase with the expanded definition in 2015? Or will this be included with the 2015 lab pack audits for 2016?**

A: The 2015 program share paid to municipalities for paint aerosols will increase starting June 30. Currently the program share paid to municipalities for paint aerosols is 39.72% and will increase to 47.14% starting June 30, as a result of the expanded product definition as stated in the Ontario Paint ISP plan.

**Q: A picture of a smoke alarm is on the title and end slide - how do they fit into the PCA program being offered?**

A: Smoke Alarm recycling is not available in Ontario for the time being. Smoke Alarms are only designated in British Columbia.

**Q: Will you post a copy of the presentation or send out to participants?**

A: Yes. The presentation and audio recording of both webinar sessions as well as the webinar Q&A document are provided on our website under Program Information on the [Ontario Service Partner Support Page](#).

**Q: Will there be a webinar instructing users how to use the reporting portal?**

A: Yes. Training on how to use the portal and reporting claims to Product Care for municipalities is scheduled to be held between June 15 and 28. We will notify municipalities through email with webinar specific times and dates of these sessions. Training materials will also be made available.

**Q: What will happen with liability for paint exchanges where the air-drying chemicals may have been rendered ineffective by freezing, etc?**

A: PCA supports the paint exchange reuse option for interested collection sites. Based on discussions with municipal representatives, paint exchange will be further explored after the effective date. Generally fuller/newer paint containers are offered to minimize quality issues. PCA recommends using a liability waiver form for residents that participate. In addition, some depots close down the paint exchange during the winter months.

**Q: How do we confirm that our service providers have had a one-on-one session with PCA prior to June 30, 2015. Will PCA post a list?**

A: There will not be a list of contacted service providers posted. However, PCA is scheduling meetings with all service providers in the coming month. Please speak to your service providers directly or follow up with PCA if you have any questions about the transition process with service providers.

**Q: Will service providers understand paperwork requirements in this program so that proper claims can be made? This seems to be adding extra work to small municipalities that do not have a large number of staff.**

A: There should be no change to the administrative effort required of municipalities. No claims are required from a municipality for depot collected paint. Service provider meetings will be conducted throughout April and May to discuss the new program and the claims process. Service Provider training sessions will also be held in mid-June on how to claim for transportation/processing services through the PCA Service Partner Portal.

**Q: Where can a list of approved transporters/haulers and service providers be found for MSHW events?**

A: The list of service providers can be found [here](#). This list will be updated to differentiate transporters for depots versus events before the program launch.

**Q: How proactively are you going to work towards acquiring new/more retailers partners?**

A: PCA intends investigate additional retailer and other potential collection sites to improve the collection system.

**Q: We will be going out for a new competitive bid at the end of this year. Will PCA pay if there is an increase in price? In addition, some contracts have CPI increase built in it - will PCA approve change in price.**

A: PCA intends to meet with the Municipal ISP Committee after the Paint ISP effective date to discuss all issues and potential efficiencies and improvements..