

List of Toronto Water Documents

Document title	Format	Units/Sections/Division involved	Frequency (how often produced)	Source: Contact person - data source	Description/content	Status: Disclosed (D) or Not disclosed (ND) to public	Reason for non disclosure
Business Unit Support							
TW Annual Report	Hardcopy report and PDF on website	All sections in TW	Annually	Peter Avgoustis	Summary of past year's events & accomplishments	D	
TW Business Plan	Hardcopy report and PDF on website	All sections in TW	Annually	Peter Avgoustis	Long range plan for TW	D	
WaterSaver Programs - Toilet, Washer Replacement Programs	Brochures & applications (mail or on website)	Water Efficiency	As required	Kimberley Wright-Caraballo	Description of how the program works, eligibility, requirements	D	
Downspout Disconnection Program	Brochures & applications (mail or on website)	Water Efficiency	As required	Beverley Bell	Description of how the program works, eligibility, requirements	D	
Drain Grant Program	Brochure & application (mail or on website)	Water Efficiency	As required	Susanne Vieira	Description of how the program works, eligibility, requirements	D	
Drain Grant Investigation	Hardcopy form	Water Efficiency	As required	Susanne Vieira	Form to be completed		
Blocked Sewer Service Lines	Paper-Brochure	Water Efficiency	As required	Susanne Vieira. Information line: (416)338-7668	Description of blocked sewer service line inspection, repair program and drain grant policy	D	

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Operations Support							
Guidelines & Manual for completing Pollution Prevention Plan & Forms (industrial, commercial, auto refinishers, dental, photofinishers, healthcare, drycleaning)	PDF online	Environmental Monitoring & Protection (EM&P)	As required	Vijay Ratnaparkhe	Pollution Plan forms to be completed by industries every 2 years	D (except for proprietary information)	
Sewer-Use Bylaw brochure (for industries and dental offices)	PDF online	EM&P	As required	Joanne DiCaro	Outlines how industries can comply with regulations and help prevent pollution	D	
Environmental Monitoring and Protection Brochure	Hard copy	EM&P	As required	Joanne DiCaro	Outlines the major functions of the Environmental Monitoring and Protection Unit	D (at Toronto Public Service Week and other	

						functions)	
Pollution Prevention Brochure	Hard copy	EM&P	As required	Vijay Ratnaparkhe	Outlines how industries can apply pollution prevention	D (at Toronto Public Service Week and other functions)	
Steps on how to apply for a Sewer Surcharge Rebate	Hard copy mail out and as PDF online	EM&P	As required	Cora Matthews	Outlines how industries can comply with regulations and help prevent pollution	D	
Municipal Code Chapter 681- Sewers	PDF online or hard copy	EM&P	As required	Cora Matthews	Outlines Sewer Use By-Law requirements in the City of Toronto	D	
Best Management Practices for Automotive Service stations, Vehicle Washers and Petroleum Facilities	PDFonline or hard copy	EM&P	As required	Vijay Ratnaparkhe	Outlines to the operators of auto service stations, vehicle washers and petroleum facilities how to minimize the effects of their operations on the quantity and quality of wastewater and contaminant discharges to sewers.	D	

Annual Report - Wastewater Quality	Excel	Toronto Water Lab	Annual	Michael Lukich	Summary of results from the 4 Wastewater Treatment Plants	ND	Report is for clients, much of the data is operational. Some of the data is reported to the MOE.
Annual Report - Water Quality	PDF	Toronto Water Lab	Annual	Michael Lukich	Summary of all results from the 4 Water Treatment Plants and Distribution System	D	
Daily Water Quality Reports	PDF	Toronto Water Lab	Daily	Michael Lukich	Water testing results covering microbiological, pH, fluoride, turbidity and chlorine	D	
Monthly/Quarterly Reports	PDF	Toronto Water Lab	Monthly or Quarterly	Michael Lukich	Water testing results covering other organic and inorganic testing results.	D/ND	Disclosed reports are for regulated required samples. Non-disclosed report results are for clients and do end up in the annual report (see above)

Notes for Lab documents above:

1. All laboratory data are the property of the clients (sample providers). If we provide data to the public, we are doing it on their behalf.
2. Many clients provide laboratory data produced by us as part of their own reports.

Participant Training Manuals - various	MS Word	Tech. Tr. Team	As required	Steve Keller	Training manuals are produced to support various training programs delivered by the Technical Training Team.	ND	Internal use for staff.
Employee Training Records	MS Excel	Tech. Tr. Team	As required	Steve Keller	Employee training records are produced on an as needed basis. They support proof of compliance legislative requirements and city policies	ND	Employee confidentiality
Technical Training Team Annual Report	MS Word	Tech. Tr. Team	Annual	Steve Keller	The Technical Training Team's annual report is an internal document which summarizes	ND	Internal Use. However, stats from this report contribute to

					training provided primarily to Plant & District Operations.		Toronto Water's Annual Report
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District Operations							
Property/Site History Check (available directly to property owner only - others are required to make a Freedom Of Information Request)	Paper	District Operations	As required	District's Manager	Information/history related on sewer and water system of the property.	D/ND	* The FOI requests for TW documents are primarily for this category as they are often made by insurance companies (request for copies of water/sewer records, inspections, repairs, etc.). As these report contain personal information, it requires an FOI request.
District Operations Annual Report	Electronic and hardcopy	District Operations	Annually		Summary of past year's events & accomplishments	ND	For staff and internal use only. However, data from this report contribute to TW's Annual Report.
Backhoe Pre-Trip Inspection Reports	Hardcopy	District Operations	As required		To be filled out daily	ND	Internal use only
Basement Flooding Fact Sheet	PDF on website	District Operations	Ongoing		Information on basement flooding and procedures	D	

Charcoal Filter Inspection Reports	Hardcopy	District Operations	As required			ND	Internal use only
Confined Space Entry Permit	Hardcopy	District Operations	As required		To be filled out prior to entering Confined Space	ND	For DO use only
Confined Space Control Plan	Hardcopy	District Operations	As required			ND	Internal use only
Confined Space Hazard Assessment	Hardcopy	District Operations	As required			ND	For DO use only
Daily Job Reports	Hardcopy	District Operations	As required			ND	Internal use only (confidential info)
Daily Maintenance Hole & Valve Chamber Inspection Report	Hardcopy	District Operations	As required			ND	Internal use only
Daily Pre-Trip Inspection Report	Hardcopy	District Operations	As required	Helen Bryer		ND	Internal use only
Daily Work Record	Hardcopy	District Operations	As required	Helen Bryer		ND	For DO use only (confidential info)
Excavation Hazard Assessment	Hardcopy	District Operations	As required			ND	Internal use only
Legal Letter Information	Hardcopy	District Operations	As required			ND	Internal use only
Outfall Inspections Reports	Hardcopy	District Operations	As required			ND	Internal use only
Permit - Use of Fire Hydrant	Hardcopy	District Operations	As required			D	
Repair completion	Door Hanger	District Operations	As required	Helen Bryer		D	
Request for Lieu Time Payout	Hardcopy	District Operations	As required			ND	Internal use only (confidential info)
Sewer Cleaning Reports	Hardcopy	District Operations	As required	Ask B Beekhoo		ND	Internal use only

Snake & Camera	Hardcopy	District Operations	As required	Ask B Beekhoo		ND	Internal use only (confidential info)
Stakeout Report	Hardcopy	District Operations	As required			ND	Internal use only
Tractor Loader Backhoe Operator Log Sheet	Hardcopy	District Operations	As Required			ND	Internal use only
Traffic Control Plan	Hardcopy	District Operations	As required			ND	Internal use only
Vacation Requisition Form	Hardcopy	District Operations	As required			ND	Internal use only (confidential info)
Video Inspection Report	Hardcopy	District Operations	As required	Ask B Beekhoo		ND	Internal use only (confidential info)
Wastewater Inspection	Brochure	District Operations	As required			D	
Watermain Valve Operation & Chlorine Residual Report	Hardcopy	District Operations	As required			ND	Internal use only
Water/Sewer Alterations	Brochure	District Operations	As required			D	
Weir Inspection Reports	Hardcopy	District Operations	As required			ND	Internal use only
48 Hour Notice to Householder - Backfill Responsibility	Hardcopy	District Operations	As required			D	
48 Hour Notice to Householder - Re: W/S Repair	Hardcopy	District Operations	As required			D	
Claims procedure (Finance) for damage to private property	Card	All sections in TW, Insurance & Risk Management	As required	District's Manager	Description of how to submit claims	D	
Toronto Water Notice - Water Shut-off	Door-hanger card	District Operations	As required	City dispatch	Notification & instruction of using water after turning back water	D	

Water Service Repair Program	Brochure	District Operations	As required	WSR Program line: (416)392-7673	Description of how the program works	D	
Notice - Sorry we missed you	Door-hanger card	District Operations	As required	District's Inspectors Supervisor	Notification of investigation	D	
Notice - water, drain/sewer repairs	Door-hanger card	District Operations	As required	District's Supervisors	Information of site restoration	D	
Please Water Your New Lawn- multi language	Brochure	District Operations	As required	N/A	Notification of lawn restoration	D	
Notice - For Watering New Grass	Door-hanger card	District Operations	As required	City Customer Service line: (416)338-8888	Notification of lawn restoration	D	
Notice To Householder - leak on the water service	Card	District Operations	As required	City Dispatch line: (416)392-7737	Notification of water service leak investigation	D	
Agreement For Drain/Water Service Investigation	Form	District Operations	As required	District's Supervisors	Application for agreement for drain/water service investigation	D	
City of Toronto, Toronto Water, Water Quality Section - Submission Form	Form	District Operations	As required	District's Supervisors	Water Sample Analysis Submission Form	ND	Internal use only (confidential info)
Inspection Report (such as: sewer service line CCTV report, watermain break report)	Paper	District Operations	As required	District's Manager	Detail report of the inspection.	ND	Internal use only (confidential info)

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Water Treatment & Supply							
Water Quality Report Summaries	Summary reports are available on the web site and hard copies are available at Access Toronto desks	Plants	Annually	Water Education Line: 416-392-4546	Summary of bacteriological analysis from each plant are sent to the Ministry of Environment (MOE) & Public Health	D	
Newsletters for filtration plants	PDF on line	Harris, Clark newsletters	As required	Plant Managers	Outlines issues, latest projects at the plants	D	
Water Filtration Plants - Annual Reports (one per plant)	PDF on line	Harris, Clark, Horgan and Island	Once a year by the end of February	Plant Managers	Description of the plants, list of treatment chemicals used, summary of test results, any corrective actions	D	

					taken, and major expenses incurred.		
Water Filtration Plants - Summary Reports (one per plant)	PDF available upon request only	Harris, Clark, Horgan and Island	Once a year by the end of March	Plant Managers	Summary of quantities and flow rates of water, comparison of flows to rated capacity and approved flow rates	D	

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Summary reports are available on the web site and hard copies are available at Access Toronto desks	Plants	Annually	Water Education Line: 416-392-4546	Summary of bacteriological analysis from plants are sent to the Ministry of Environment (MOE) & Public Health	D	
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Hard copy	Plant process work areas and laboratory for all plants	As required	Plant Managers	Compliance to Ministry of Environment Cof A; Historical and graphical account of a bypass event. Reports are sent to MOE.	ND	Operational data. Required and created specifically for Ministry use only
Hard copy/e-file (excel)	Plant process work areas and laboratory for all plants	Monthly	Plant Managers	Process operations statistical data and laboratory results are sent to the Ministry of Environment	ND	Operational data. Required and created specifically for Ministry use only
Document	Plants	Annually	Plant Managers	Summary results of data for the Ministry including monitoring and sampling of waste water	ND	Operational data. Required and created specifically for Ministry use only
PDF on line and hardcopy newsletter format	Ashbridges Bay, Highland Creek, Humber plants newsletters	As required	Plant Managers	Outlines issues, latest projects at the plants	D	
PDF online and distributed electronically	Ashbridges Bay plant	As required		Summary of neighbourhood issues	D	
PDF online and distributed electronically	Highland Creek plant	As required	Public Consultation	Summary of neighbourhood issues	D	

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Water Infrastructure Management

Water Pollution Solution (Wet Weather Flow Master Plan Report)	PDF online	Storm Water Management	One time	M D'Andrea	25-Year Plan outlining programs and projects for stormwater pollution prevention	D	
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List of Toronto Water Publications

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Other Toronto Water Publications

Water Watch	Newspaper, distributed to homes in Toronto and PDF on website	All TW Sections	Semi annual	Water Watch, City Hall 392-4540 waterwatch@toronto.ca	Provides efficiency tips, updates on TW projects, TW issues	D	
AskWater@toronto.ca	Online Q&A	All TW Sections	Ongoing	askwater@toronto.ca	Responds to general email inquiries from the public	D	

WaterNetwork	Division's internal newsletter; also available on TW intranet -- "Publications"	Delivered to all TW staff locations	Bi-monthly	Catherine Pitt 392-8209	Provides staff with news and information about TW programs, projects and activities	ND	Audience is TW staff
Newswire	One-page bulletin (E-mail); also available on TW intranet -- "Publications"	All TW + other City "partners"	When news breaks	Catherine Pitt 392-8209	Relays immediate news (internal news release) -- one topic	ND	Audience is TW staff
TW intranet	Web site and pages on the City intranet	All TW staff; all City staff have access	Ongoing	Catherine Pitt 392-8209	Provides TW staff with "fingertip" information -- org charts, event calendar, training schedule, etc.	ND	Intranet access limited to City staff
WaterSource	Electronic newsletter	City Councillors via E-mail	Semi annual (June, December)	Catherine Pitt 392-8209	Updates Councillors about Toronto Water activities -- projects, ad campaigns, etc.	ND	Audience is City Councillors