



STAFF REPORT ACTION REQUIRED

Sewers and Water Supply By-laws 2012 Compliance and Enforcement

Date:	August 22, 2013
To:	Public Works and Infrastructure Committee
From:	General Manager, Toronto Water
Wards:	All
Reference Number:	P:\2013\Cluster B\TW\pw13015

SUMMARY

This report provides highlights of the activities performed by Toronto Water in 2012 with respect to compliance and enforcement of Municipal Code Chapter 681-Sewers (the "Sewers By-law").

In order to provide a comprehensive and inclusive update on associated activities performed by Toronto Water on By-law compliance and enforcement in 2012, this report also provides highlights regarding Municipal Code Chapter 851-Water Supply (the "Water Supply By-law") and the Backflow Prevention Program.

RECOMMENDATIONS

The General Manager, Toronto Water, recommends that:

1. The Public Works and Infrastructure Committee receive this report for information.

Financial Impact

There are no financial implications to the City as a result of this report.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its meeting on September 21 and 22, 2011, during consideration of report PW7.6 from the Public Works and Infrastructure Committee, City Council requested the General Manager, Toronto Water, to reinstate the annual report to Council on Toronto Water activities, including Sewers By-law compliance and the Outfall Monitoring Program.
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.PW7.6>

During the previous term of Council (2006-2010) the General Manager, Toronto Water was requested to report annually to the Public Works and Infrastructure Committee on compliance and enforcement activities to support Municipal Code Chapter 681 – Sewers.
<http://www.toronto.ca/legdocs/mmis/2007/ex/decisions/2007-11-26-ex15-dd.pdf>

As requested, Toronto Water submitted Annual Reports to the April 9, 2008, June 3, 2009, March 2, 2010 and April 18, 2012 meetings of the Public Works and Infrastructure Committee.
<http://www.toronto.ca/legdocs/mmis/2008/pw/bgrd/backgroundfile-10406.pdf>
<http://www.toronto.ca/legdocs/mmis/2009/pw/bgrd/backgroundfile-21575.pdf>
<http://www.toronto.ca/legdocs/mmis/2010/pw/bgrd/backgroundfile-27381.pdf>
<http://www.toronto.ca/legdocs/mmis/2012/pw/bgrd/backgroundfile-46241.pdf>

At the April 18, 2012 meeting, the Public Works and Infrastructure Committee requested an additional report regarding Sewers By-law administration. Toronto Water submitted a report titled *Sewers By-law Administration - Response to Request for Information* with three appendices on October 11, 2012. City Council on November 27, 28, and 29, 2012 adopted the recommendations with two changes. The decision and link to the report and appendices can be found at
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.PW18.1>

ISSUE BACKGROUND

Sewers By-law Compliance and Enforcement

This is the fifth annual report on Sewers By-law compliance and enforcement by Toronto Water. The Division's Environmental Monitoring and Protection Unit is charged with overseeing the compliance and enforcement of this By-law which includes monitoring and control of industrial wastewater discharges into the sewer system and monitoring discharges from storm sewer outlets into receiving waters.

Water Supply By-law Compliance and Enforcement and the Backflow Prevention Program

As a means of complying with the Ontario Ministry of the Environment's Safe Drinking Water Act, Municipal Code Chapter 851 was enacted on October 22, 2007 by City Council and has been in effect as of January 1, 2008. A component of the By-law

requires installation of backflow prevention devices for each water service connection in industrial, commercial, institutional and multi-residential properties to prevent the contamination of water in the water distribution system that potentially can occur from backflow. These devices also require testing upon installation and annually thereafter at a minimum to ensure the mechanical components are in good working order. The City is required to receive and review the test results for compliance purposes.

Toronto Water's Environmental Monitoring & Protection Unit is also mandated to enforce the Water Supply By-law and administer the Backflow Prevention Program under this By-law.

Violations, Investigations, Prosecutions and Convictions

Toronto Water issues Notices of Violation for provisions under each of the Sewers and Water Supply By-laws that have been violated. Should compliance not be achieved following the issuance of a Notice of Violation, then investigations can be conducted leading to prosecutions and potential convictions before the courts. This report details the activities of each of these components for 2012.

Pollution Prevention Program

Toronto was the first Canadian Municipality to implement a Pollution Prevention reporting program under a Sewers By-law. Toronto Water's Environmental Monitoring & Protection Unit oversees the Pollution Prevention Program which requires industrial, commercial and institutional facilities to prepare and submit mandatory pollution prevention plans or follow best management practices. The program requires industry to review processes and identify and reduce any of the 38 pollutants listed in the Sewers By-law (termed "Subject Pollutants" in the by-law). Commercial sectors such as automotive repair, photofinishing and car washes follow Best Management Practices to minimize contaminant releases to the sewer system.

Outfall Monitoring Program to find Cross Connections

On November 5, 2005, the Works Committee requested Toronto Water to initiate an Outfall Monitoring Program to find cross connections of sewage entering the storm sewer system. Previous progress reports can be reviewed at the following links:

<http://www.toronto.ca/legdocs/2005/agendas/committees/wks/wks051108/it002b.pdf>

<http://www.toronto.ca/legdocs/2006/agendas/committees/wks/wks060911/it061.pdf>

<http://www.toronto.ca/legdocs/mmis/2007/3pw/bgrd/backgroundfile-8876.pdf>

<http://www.toronto.ca/legdocs/mmis/2009/pw/bgrd/backgroundfile-21575.pdf>

<http://www.toronto.ca/legdocs/mmis/2010/pw/bgrd/backgroundfile-27381.pdf>

<http://www.toronto.ca/legdocs/mmis/2012/pw/bgrd/backgroundfile-46241.pdf>

The Outfall Monitoring Program has found 634 cross connections since the program's inception in late 2005. Five hundred and ninety-two (592) cross connections have been

corrected leading to the delisting of 70 priority outfalls by the end of 2012, thereby seeing an improvement in water quality at those outfalls and receiving waters. It should be noted that the difference in cross connections found and corrected are a result of the cross connections yet to be repaired but are in progress.

COMMENTS

The next section of this report discusses the following major program areas and activities in 2012:

- Sewers By-law Compliance and Enforcement - Industrial Inspection and Sampling Program
- Industrial Waste Surcharge Agreements and Sanitary Discharge Agreements
- Compliance Plan Agreements
- Grease Issues
- Spills & Complaint Response
- Industrial Water Rate – Block 2
- Auditor General Recommendations
- Liaison with other divisions
- Pollution Prevention Plan Program
- Storm Sewer Outfall Monitoring Program
- Water Supply By-law Backflow Prevention Program
- Collaborative Surface Water Monitoring Programs

1) Sewers By-law Compliance and Enforcement - Industrial Inspection and Sampling Program

Toronto Water ensures that contaminants that may be harmful to the sewer system and wastewater treatment plants, such as heavy metals and solvents are restricted to the permissible levels noted within the Sewers By-law by using an established sampling and inspection target for companies discharging to the sewer system based on risk potential to pollute (i.e. High, Medium or Low Potential).

Toronto Water's Environmental Monitoring & Protection Unit staff are Provincial Offences Officers and inspect industries to determine whether there are any concerns about a facility's wastewater discharge to the sewer system. These inspections typically include evaluation of the manufacturing or production process, chemicals and products used or stored, and waste streams that are generated on-site (inside or outside a company). During an inspection, the Officers make notes, may take pictures, interview staff, obtain copies of documents and/or process inventory logs, and can collect samples. During routine inspections, the Officers may make observations or issue directives to rectify issues that were identified. Samples collected by officers are analyzed by the Toronto Water Laboratory and the results are assessed for compliance with the Sewers By-law parameter limits.

When time permits, Officers conduct street-by-street searches for new/unknown or unlisted industries to increase the industry database listing and assess the risk of the facility to the sewer system. Gap analyses are also performed on sector industry listings, from time to time, which are obtained from other Divisions or regulatory agencies. Inspections are conducted using a streamlined annual inspection form to allow for efficient and standardized work. Some new sector specific inspection forms were also introduced in 2012.

In 2012, there were 3,012 industry inspections conducted and 3,032 industrial sampling events performed. The latter includes the 86 High Potential and 400 Medium Potential industries. Table 1 references the High and Medium Potential metrics established for Sewers By-law inspection and sampling and achievement levels for the year 2011 and 2012.

Table 1: Sewers By-law Inspection and Sampling Metrics for 2011 and 2012 – Risk Potential to Pollute

	2012 High Risk Potential	2012 Medium Risk Potential	2011 High Risk Potential	2011 Medium Risk Potential
Companies Sampled	86	400	93	379
No. of Sampling Events	1,053	1,495	952	1,269
Sampling Events Required (Target)	1,032	1,600	1,045	1,591
Sampling Completion Rate (%)	102%	93%	91%	80%
No. of Annual Inspections	58	160	75	289
Annual Inspections Required (Target)	43	200	90	342
Inspection Completion Rate (%)	135%	80%	83%	85%

In 2012, work continued in inspecting and sampling in the hotel sector as well as meat processors. The hotel sector revealed various non compliance issues that were corrected in many cases such as: pollution prevention plan submissions, reducing/eliminating/controlling the discharge of nonylphenol, nonylphenol ethoxylates and chloroform pollutants, installing and maintaining grease interceptors, and installing and annual testing of backflow prevention devices.

If a violation of one or more Sewers By-law provisions is identified, Toronto Water staff may contact the facility to advise of the non-compliance and issue a Notice of Violation letter. Toronto Water issued a total of 995 Notice of Violation letters in 2012 for Sewers By-law violations. In the event that multiple and/or re-occurring violations are identified, stricter enforcement action may be undertaken. A single violation of sufficient severity can result in Provincial Offences Officers collecting evidence and proceeding with formal charges under either By-law, without a Notice of Violation being issued.

Appendix A of this report references the Sewers By-law related categories and subcategories of violations for 2012. Toronto Water principally finds violations in the following five requirements of the By-law: Sanitary and Combined Sewer, Storm Sewers, Maintenance Access Hole for sampling Sanitary Sewer discharges, oil/grease interceptors and Pollution Prevention.

For violations requiring immediate action, an Order can be served. Non-compliance with the Order can result in an immediate prosecution and/or the City remedying the situation at full cost to the person or company. For example, in 2012 a company was found discharging effluent 12 times over the Total Chromium limit and 21 times over the hexavalent Chromium limit. An Order was issued to the company to discontinue the discharge of Chromium to the sanitary sewer and implement provisions to ensure the proper chemical reduction of hexavalent Chromium to trivalent Chromium. The company complied readily by training staff and performing the necessary maintenance on its effluent management system and was allowed to discharge into the sewer system when compliance was achieved.

Convictions

Under the Sewers By-law, there were eight (8) convictions in 2012 resulting in \$57,900 in fines, excluding victim surcharge fine of 25%. Out of the 40 companies investigated for potential prosecution, 36 were moved forward to prosecution. Many of these prosecution cases are presently before the courts. Additionally, some prosecutions from previous years continue to remain before the courts. Appendix B, Table 1. provides details of the Sewers By-law and Water Supply By-law convictions for 2012.

Table 2, below, denotes the number of compliance and enforcement activities undertaken by Toronto Water during 2012 and the previous 3 years (for comparison purposes) for all aspects of the Sewers By-law.

**Table 2:
Comparison of All Sewers By-law Compliance and Enforcement Activities: 2009-2012**

Activity	2012	2011	2010	2009¹
Inspections	5,459	4,809	4,785	4,235
Sampling Events	3,767	7,529	5,238	4,839
Lab Tests Requested	26,150	27,911	29,257	27,732
Notice of Violations Issued	995	1,117	1,132	718
Orders	3	1	1	n/a
Complaints	344	218	213	232

Activity	2012	2011	2010	2009 ¹
Investigations ²	40	51	31	21
Prosecutions ^{2, 3}	36	46	28	14
Convictions ⁴	8	21	6	4
Unsuccessful Prosecutions	0	0	0	0
Withdrawn Prosecutions where charges laid ⁴	2 ⁶	0	1 ⁵	0
Fines (excluding 25% victim surcharge fee)	\$57,900	\$181,250	\$29,000	\$36,500

Notes:

1. Six week Labour disruption;
2. Prosecution and investigation data includes both the Sewers and Water Supply By-laws for 2009 to 2011 but not for 2012;
3. Prosecution refers to the number of companies or people that had charges laid against them in that year and may still be before the courts for either Sewers By-law or Water Supply By-law as Toronto Water Provincial Offences Officers are responsible for both By-laws;
4. Convictions may include multiple prosecutions for a company/person and may include prosecution files concluded from prior years in the year reported;
5. Negotiated settlement with charges withdrawn.
6. One charge was withdrawn as the company entered into an IWSA and paid all the back-charges. The second prosecution was withdrawn against the principal contractor as the sub-contracting company was convicted for the offence.

2) Industrial Waste Surcharge Agreement and Sanitary Discharge Agreements

In 2012, companies that exceeded the wastewater sanitary concentration limits for four (4) specific and treatable parameters were given the option of entering into an Industrial Waste Surcharge Agreement with Toronto Water or installing on-site treatment to comply with the By-law. Most companies opted to enter into an Industrial Waste Surcharge Agreement as it is generally more cost effective than installing a separate wastewater treatment system on-site.

The four (4) parameters permissible under an Industrial Waste Surcharge Agreement in 2012 were: Biological Oxygen Demand (BOD); Total Suspended Solids; Total Phosphorous; and Phenols. All of these parameters are treatable at Toronto's wastewater treatment plants. Under an Industrial Waste Surcharge Agreement, City composite sampling data is used to evaluate the quality of wastewater generated by companies for the purpose of recovering the costs of providing treatment for the excess amount discharged over the By-law limit.

In 2012, at peak levels, there were 181 companies under an Industrial Waste Surcharge Agreement (refer to Appendix C (a), for a complete list of surcharge companies). Thirty-seven (37) facilities were newly added and 6 companies closed operations at some point

during 2012. The program generated Toronto Water \$9.4 million in revenue in 2012 and \$8.9 million in revenue in 2011.

Toronto Municipal Code Chapter 441 - Fees and Charges, authorizes Toronto Water to levy a minimum charge of \$500 for Industrial Waste Surcharge discharge and Sanitary Discharge by way of permits to offset the City's time and/or analysis for those companies where less than \$500 in invoices would result. In 2012, Toronto Water billed 58 companies the \$500 minimum industrial waste surcharge fee and generated an additional \$29,000 in revenue. Appendix C (b) lists the industries under a minimum surcharge agreement permit. In 2012, 19 companies were newly added as \$500 surcharge minimums.

In total for 2012, \$9.8 million revenue was generated from both the Industrial Waste Surcharge Agreements and minimum surcharge agreement permits.

In 2011, the City retained Stantec Consulting Ltd. to evaluate: (a) the existing surcharge rate of \$0.57 per kilogram that had not changed since 1996 and (b) the possibility of adding Total Kjeldahl Nitrogen (TKN) as a treatable parameter. "TKN" is the sum of organic nitrogen, ammonia and ammonium in the chemical analysis of wastewater.

In June of 2012, Stantec Consulting Ltd. finalized the findings of their review in a report entitled *Over Strength Surcharge Review for Toronto Water, City of Toronto*. The recommendations from their study of the City's surcharge program were the following:

- Amend Municipal Code Chapter 681, Sewers to include TKN as a treatable parameter;
- The City should adopt a Type 1 over strength discharge fee formula (commonly used by Ontario municipalities) for the calculation of surcharge fees where surcharge fees would be based on all parameters that exceed the By-law limit rather than the current approach of only the parameter that exceeds the By-law limit the most;
- An initial fee of \$800.00 should be applied for the establishment of new Industrial Waste Surcharge Agreements; and
- New rates (Table 3, below) should be applied for each treatable parameter.

Two stakeholder consultation meetings were held in June 2012, to discuss the recommendations made in Stantec's report. Toronto City Council decided at its meeting held on November 27-29, 2012, to approve all recommendations listed in the report except for the Type 1 formula approach and implementation period. Instead, Toronto City Council decided to continue with the existing approach of calculating the surcharge fee based on only the parameter that exceeds the By-law limits the most, effective January 1, 2013, and immediately adopted the maximum fees per parameter recommended by Stantec and denoted in the following table.

Table 3: New Rates for Toronto Water's Treatable Parameters Effective January 1, 2013

	<u>Biological Oxygen Demand/Phenolics (4AAP)</u>	<u>Total Suspended Solids</u>	<u>Total Phosphorous</u>	<u>TKN (Nitrogen and Anmonia)</u>
New 2013 Rates (\$/Kg)	0.62	0.60	1.69	1.18

The City of Toronto also enters into agreements with industries and contractors that draw from private water supplies (e.g. Lake Ontario, ground water) and only require a sanitary collection service. In this situation, water is not purchased but still requires treatment and a special fee applied to the volume of wastewater discharged to the sanitary sewer.

There are two types of agreements: (i) long-term agreements, known as Sanitary Discharge Agreements, which generally apply to site decontamination and decommissioning work and (ii) “one-time” Short Term Permits which apply to construction and excavation sites. The wastewater quality received from the customers using private water supplies must meet the sanitary Sewers By-law parameter limits; if not, the industry may also need to enter into an Industrial Waste Surcharge Agreement, where applicable.

There were 57 Sanitary Discharge Agreements and 84 Short Term Permits issued in 2012. There are two types of Short Term Permits depending where the discharge is directed - storm sewer or sanitary sewer. The Short Term Permits to the sanitary sewer are issued with a minimum discharge fee of \$500 while the Short Term Permits to the storm sewer have no associated discharge fee. The sanitary discharge fee is assessed to pay for treatment of non-city supplied water. The Sanitary Discharge Agreements brought in revenues of approximately \$429,000 and the revenue for Short Term Permits was approximately \$10,000 in 2012. Majority of the Short Term Permits were not completed in 2012, hence, the low revenue from these permits. The total Sanitary Discharge revenues amounted to \$439,000 in 2012 for Toronto Water.

3) Compliance Plan Agreements

The Sewers By-law has a provision that allows a company to enter into a formal Compliance Plan Agreement with the City to be given additional time to obtain the necessary equipment or implement prevention measures to remedy a Sewers By-law violation. This enables the company to discharge to the sewer under new temporary higher parameter limits while taking the required corrective action based on strict

conditions and timelines, as defined in the agreement, to address and resolve the problem as quickly as possible. Additionally, the companies need to perform weekly sampling and report these sample results along with progress reports regularly to the City. Failure to do so may result in termination of the agreement that is signed by each party.

In 2012, there were 65 facilities with Compliance Plan Agreements (refer to Appendix D for the list of companies on a Compliance Plan and the parameters and activities they planned to meet the Sewers By-law limits). Improvements in the quality of the effluent are accomplished through pollution prevention options or wastewater treatment systems or a combination of the two. In 2012, 32 companies opted for pollution prevention options, 22 companies used wastewater treatments systems, and 6 companies utilized both approaches.

4) Grease Issues

Grease build up in the City sewers is an ongoing issue. Grease blockages can create potential public health concerns by attracting rodents and may cause sewer back-ups. In an effort to alleviate the problem, in 2007-2008, a joint Toronto Water – Toronto Public Health pilot project was established. Toronto Public Health checks for the presence or absence of grease interceptors during restaurant inspections under the Dine Safe Program. Restaurants without grease interceptors, or those with a history of sewer backups are referred to Toronto Water for a further detailed inspection and enforcement under the Sewers By-law.

In 2012, Toronto Water issued 244 Notices of Violations for grease interceptor installation and 214 grease interceptors were installed. The difference between the number of violations issued and the number of grease interceptors installed are a result of either a restaurant requiring additional time to install their grease interceptors or subsequently closing their business for other reasons. Restaurants that have not responded to Notices of Violation are contacted for follow up and additional enforcement tools such as an Order are considered. An Order to comply was issued in 2012 to a restaurant that refused to initially clean out its grease interceptor.

5) Spills & Complaint Response

Toronto Water Provincial Offences Officers are on a rotating weekly schedule responsible for responding to spill or pollution complaint calls requiring By-law enforcement 24 hours per day. This is achieved through night and on-call weekend shifts. Examples of complaints are a resident dumping paint into a street catch basin, reporting foam or discoloured water in a creek. In 2012, staff received and attended to 344 pollution complaints/spills.

The requirements for the discharge of residential swimming pool or hot tub water were amended in the Sewers By-law in 2008 to prescribe procedures for discharge and discharge limits specific to the residential sector. Toronto Water Officers respond to

swimming pool complaints on a regular basis from spring to the fall seasons. In 2012, there were 31 swimming pool complaints in which Toronto Water responded. These are addressed as an opportunity to educate the public on the Sewers By-law and the requirements for discharging into the sewer system. If additional complaints for the same property or pool operator occur, Toronto Water issues a Notice of Violation or takes enforcement action.

6) Industrial Water Rate - Block 2

Toronto has a two "Block" water rate structure. Block 1 water rates apply to the residential and commercial users, regardless of how much they consume. Additionally captured in the Block 1 water rates are smaller industrial consumers that use less than 6,000 cubic metres per year. The second Block water rate, known as Block 2, is approximately 30% less than the value of the Block 1 water rate and is meant to act as an economic incentive to the larger industrial manufacturing/processing businesses in Toronto.

Based on Council's decision to offer a lower Block 2 water rate, industrial customers can receive this lower water rate if they have:

- an industrial property tax classification;
- consume water in excess of 6,000 m³ per year;
- use the water for industrial or manufacturing processes; and
- submit an acceptable Water Conservation Plan.

Additionally, to continue to receive the lower Block 2 rate, the industrial customer must comply with the Sewers By-law and submit a Water Conservation Plan annual progress report by July 1st of each year. If any of these conditions are not met, the customer may lose the Block 2 rate after the issuance of a second Notice of Violation within a calendar year and revert back to paying the higher Block 1 rate, until compliance is achieved.

Toronto Water takes a proactive approach to encourage industrial customers to stay on the Block 2 rate program. In 2012, Toronto Water met and held teleconferences with 24 industrial customers several times, once they received 2 Notice of Violations in 2012, to discuss a compliance program and/or other solutions that would correct the non-compliance. Receiving a third Notice of Violation in the same calendar year would remove the company from the Block 2 Program until twelve consecutive months of compliance were observed by Toronto Water.

To date, 85 industrial customers are part of the Block 2 Water Rate Initiative. As of December 31, 2012, 77 industrial customers were in compliance and were receiving the Block 2 rate, and 1 industrial customer was not in compliance and lost the Block 2 rate. The remaining 7 industrial customers received 3 Notice of Violations in a calendar year and continue to remain off the Block 2 rate as they have yet to demonstrate 12 consecutive months of compliance through the City's sampling.

7) Auditor General Recommendations

The Auditor General in his November 4, 2008 report to the Audit Committee made 22 recommendations related to Sewers By-law administration and operations. As of the start of 2012, 16 recommendations were completed. In 2012, 5 of the 6 remaining recommendations were completed with two related to the review and implementation of Pollution Prevention Plans.

8) Liaison with other Divisions

There are over 3,000 licensed public garages in Toronto. Many of these are one person operations with no designated environmental staff. In 2012, Toronto Water initiated a pilot project with Municipal Licensing and Standards (MLS), as part of an Auditor General Recommendation, to assist in public garage inspections. Toronto Water developed an automotive inspection checklist referral form for MLS Officers to complete each time they visit a public garage for clearance or investigation purposes. Completed surveys are sent to Toronto Water for detailed inspection under the Sewers By-law. In November 2012, MLS Officers were trained by Toronto Water and at the end December of 2012, 20 referrals were received from MLS.

Toronto Water staff had a meeting in 2012 with Transportation Services Right of Way Management from all districts to discuss the discharge permit application process. Since most of these dewatering operations are conducted outside the premises, there is a possibility that some dewatering equipment and hoses are placed within the public right of way during the discharge. The permit now includes a note to the applicant to contact the Right of Way Management office in their district and apply for a Street Occupation Permit, if required. The District Right of Way Manager is given a copy of the permit issued by Toronto Water.

9) Pollution Prevention Plan Program

Toronto requires full Pollution Prevention Plans to be submitted by private sector firms every six years. Approximately 6,000 facilities are included in the program. Certain commercial operations are required to follow Best Management Practices that provides a number of “do’s and don’ts” designed to improve effluent quality of that particular commercial operation. Best Management Practices, when followed, minimizes the release of pollutants to the sewer system. This approach has proven to be more effective for smaller businesses, rather than submitting Pollution Prevention Plans. Businesses that follow Best Management Practices include photofinishing, automotive repairs, gas stations and vehicle wash facilities. Each of these facilities must submit a declaration form that outlines their processes, waste hauler and commitment to follow Best Management Practices.

In 2012, 515 Pollution Prevention Plans and Best Management Practices forms were reviewed. Failure to submit results in the issuance of a Notice of Violation. Also, any plan submitted which does not meet the By-law requirements can be rejected.

Table 4, below, highlights the 2012 industry statistics with respect to the percentage of Pollution Prevention Plan submissions received by Toronto Water. Overall, the trend over the past 3 years has seen an increase in Pollution Prevention Plans compliance.

Table 4: Pollution Prevention - Industry Statistics Related to Reporting

Pollution Prevention Plans and Best Management Practices: Submission Reporting Statistics – as of December 31, 2012				
Organization Type	Total Number of Facilities	Pollution Prevention and Best Management Practices Compliance Rate		
		2012	2011	2010
		Autobody Refinishing	461	72%
Automotive Services	2596	56%	51%	48%
Dental Offices	1561	82%	81%	81%
Photo Labs	214	69%	58%	58%
Metal Finishing	117	93%	88%	97%
Printing	335	71%	62%	60%
Non-Sector	41	88%	69%	84%
Manufacturing	186	90%	77%	75%
Dry Cleaners & Commercial Laundry	305	100%	100%	100%
Textile and Industrial Laundry	45	93%	86%	84%
Hospital/Health Care	36	86%	86%	82%
Total	5897			

New facilities are being added to the Pollution Prevention Program through gap analysis and sampling of industries not included with the types listed in Table 4. Examples are waste haulers, Redi-mix concrete manufacturers and construction yards.

In 2012, Toronto Water faxed and/or emailed Pollution Prevention requirement letters to dental offices located in the Highland Creek Treatment Plant sewer shed to submit Pollution Prevention Plans and proof of amalgam separator maintenance. Highland Creek Treatment Plant incinerates biosolids and any exceedance of Mercury air emissions could result in the City spending millions of dollars on air pollution equipment to meet Provincial/Federal Standards. This preventative approach of ensuring amalgam separators are properly maintained is the reason Highland Creek Treatment Plant meets its incineration air standards.

10) Storm Sewer Outfall Monitoring Program

The goal of the Outfall Monitoring Program is to completely survey and sample outfalls in all of the City's watersheds, only during dry weather, and investigate and remedy any illicit discharges, through enforcement of the Sewers By-law. Table 5 compares key performance indicators for the Outfall Monitoring Program for this year compared to last year.

Table 5: Comparison of Cross Connections Found and Corrected, Priority Outfalls, Outfalls of Concern and De-listed Priority Outfalls during 2011 and 2012.

Year	2012	2011
Precipitation (mm)	822	917
Cross Connections Found	83	40
Cross Connections Corrected	62	32
Priority Outfalls	100	102
Outfalls of Concern	3	39
De-listed Priority Outfalls	12	14

Toronto Water completed the outfall survey for Lake Ontario and two rounds of sampling for the Lake Ontario outfalls with dry weather flow in the summer of 2012. From the sampling data, nine of these outfalls were classified as Priority Outfalls. These are outfalls that showed signs of contamination and were added to the current Priority Outfall list for active investigation. Outfalls classified as Outfalls of Concern require additional sampling data for classification. Staff also started with the outfall survey for the Don River in the summer of 2012 and will continue in 2013. One outfall, found in the lower Don River, was immediately added to the Priority Outfall list due to signs of contamination. Table 6, below, summarizes the total Lake Ontario and Don River outfalls surveyed and those with a dry weather flow in 2012.

Table 6: Survey of Don River and Lake Ontario Outfalls

Watershed	Survey Started	Survey Completed	Total Outfalls Surveyed	Outfalls With Dry Weather Flow
Lake Ontario	May 2011	June 2012	162	51
Don River	July 2012	Ongoing	425	165

Toronto Water conducted extensive storm water quality monitoring by investigating contaminated outfalls through inspection and sampling and tracing the contamination upstream along the storm sewer system to a source. As a result of these investigations, staff performed 384 property dye tests which found 83 cross connections (56 residential, 15 commercial, 6 industrial, 5 institutional, and 1 sewer infrastructure problem) (refer to

Appendix E -Table 1). In addition, 62 cross connections were corrected (38 residential, 14 commercial, 6 industrial, 2 institutional, 2 sewer infrastructure problems).

In 2012, a total of 52 Notices of Violation were issued for contravention of the Sewers By-law in cases where enforcement was necessary: 34 Notices of Violation were issued to individual residential houses and 23 Notices of Violation to industrial, commercial and institutional facilities. Table 7, below, provides a summary of storm water related tasks in 2011 and 2012.

Table 7: Summary of Storm Water Related Tasks for 2011 and 2012

Storm Water Related Tasks	2012	2011
Inspections	2447	2327
Sampling Events	735	1006
Laboratory Analyses	9624	11332
Notices of Violation Issued	52	26

A total of 12 Priority Outfalls were delisted in 2012 due to the elimination of discharges from cross connections. However, 10 new Priority Outfalls were added from the outfall surveys and samplings. Refer to Appendix E-Table 2 for a list of de-listed priority outfalls in 2012 along with their corresponding watersheds and respective wards. The list had 102 Priority Outfalls at the start of the year and currently has 100 Priority Outfalls as of December 31, 2012. The Priority Outfalls that were under investigation included all watersheds, with the exception of Etobicoke Creek, where all Priority Outfalls have been previously delisted. Appendix D-Table 3 provides a summary of Priority Outfalls, Outfalls of Concern and delisted outfalls for 2011 and 2012.

Closed Circuit Television of sewers has continued to help find cross connections and infrastructure problems in the sewer system. These issues are usually traced upstream to a source of contamination by sampling along the storm sewer at manholes. Cross connections are then found by dye testing properties in these problem areas. Closed Circuit Television has increased the efficiency of finding cross connections. Of the cross connections found in 2012, 19 were found with the aid of Closed Circuit Television. Since the start of the Outfall Monitoring Program, 634 cross connections have been found and 592 cross connections have been corrected. From these corrective actions, 70 priority outfalls have been eliminated. The City's storm water quality continues to improve as less pollution is entering the storm sewer system. The end result is a cleaner and healthier natural environment for all.

11) Water Supply By-law Backflow Prevention Program

Toronto Water's Environmental Monitoring & Protection Unit also administers the Backflow Prevention Program and conducts inspection of industrial, commercial and

institutional properties to ensure compliance with the Water Supply By-Law as there is some limited overlap between properties under each By-law. Table 8, below, highlights the number of compliance and enforcement activities undertaken by Toronto Water staff in 2012 for the Water Supply By-law.

Table 8: Water Supply By-law Compliance and Enforcement Activities

Activity	2012
Inspections	734
Notice of Violations for Backflow Prevention (BF) Device Installation	1,374
Notice of Violations for BF device Installation Correction	56
Notice of Violations for wrong BF device	32
Notice of Violations for Rejected Test Report	51
Reminder Notices for BF Test Report	4,345
Complaints	2
Investigations	3
Prosecutions	3
Convictions	3
Unsuccessful Prosecutions	0
Withdrawn Prosecutions where charges laid	0
Fines (excluding 25% victim surcharge fee)	\$1,750

Fire Hydrant Obstruction:

Fire Hydrants cannot be obstructed according to the Water Supply By-law. Toronto Water's District Operations staff perform regular scheduled inspections and maintenance of hydrants. If fire hydrants are obstructed then staff address the issue by notifying the homeowner first by written notice to have the obstructing material removed. District Operations staff re-visit the site to see if the obstruction has been cleared per the notice. If not, a second notice is given and again a second re-visit to the site occurs. If the obstruction has still not been removed, the issue is escalated with a referral to the Environmental Monitoring & Protection Unit (EM&P) for enforcement.

In 2012, Environmental Monitoring and Protection staff received two referrals from District Operations staff for non-compliance with notice to remove the obstructions of fire hydrants. Environmental Monitoring and Protection staff issued Orders to remove the obstruction to the two property owners and in both cases the owners complied within the 3-day timeframe specified in the Order.

12) Collaborative Surface Water Monitoring Programs

Toronto Water is also involved with coordinating the Beaches Monitoring Program along with Toronto Public Health and Toronto Police Services (seasonal beach lifeguards). Beach water quality is monitored by testing for E. coli during the beach season. Some strains of "E. coli", a bacterium, can be harmful to humans. Lifeguards collect the beach water samples, while Toronto Water handles the sample logistics and testing along with the Ministry of Health and Long-Term Care.

From the sample results, Toronto Public Health determines whether it is safe to swim by posting signage to the public. In 2012, a total of 5,991 beach water samples were collected along Toronto's 11 beaches and waterfront, 8 of these beaches are recognized as Blue Flag Beaches for good water quality.

Toronto Water continued to assist with Transportation Services Salt Management Plan. Road Salt concentrations are monitored year round at various monitoring stations in the Highland Creek watershed. The purpose is to determine how much chloride is entering the City's waterways from road salting to meet Environment Canada's Salt Management Plan requirements.

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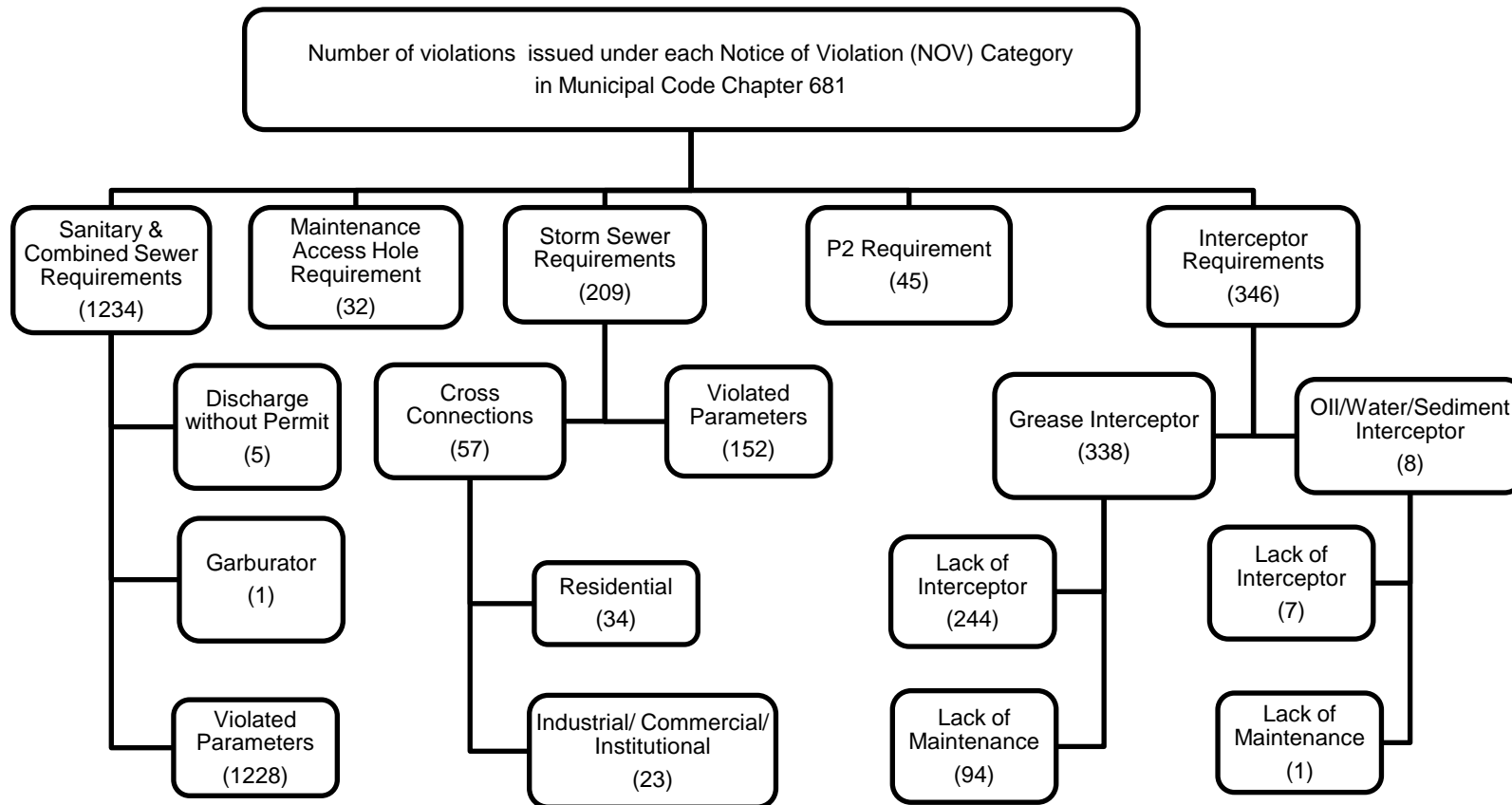
SIGNATURE

Lou Di Gironimo
General Manager, Toronto Water

ATTACHMENTS

- Appendix A: Sewers By-law violations in 2012
- Appendix B: 2012 Sewers and Water Supply By-law Convictions
- Appendix C (a): Organizations invoiced for Industrial Waste Surcharge Agreements or Permits, as of December 31, 2012
- Appendix C (b): Organizations invoiced for Industrial Waste Surcharge Permits, as of December 31, 2012 (Billed Minimum Surcharge Fee \$500.00/year)
- Appendix D: List of Businesses with a Compliance Program in 2012
- Appendix E: Outfall Monitoring Program Summary

Appendix A: Sewers By-law violations in 2012



Appendix B: Table 1: Sewers and Water Supply By-law Convictions for 2012

Conviction Date	Company	Ward	No. of Parameters charged	Conviction	Fines (excluding 25% Victim Surcharge)	Positive Outcome of Prosecution File
1/16/12	Cinram International Inc	42	2	<u>Sanitary:</u> Nickel, Phosphorus	\$2,500	While the company utilizes an on-site wastewater treatment system and pH adjustment system, the company would only take corrective action when and if the City issued a Notice of Violation. Since the charges were laid by Toronto Water, the company began to collect the nickel waste for haulage offsite.
1/30/12	Downunder Utilities Sitings & Services Ltd.	n/a	1	<u>Water Supply:</u> Taking water from a fire hydrant without a permit	\$500	The company requires its employees to sign a form that dictates which hydrants can be used. The company took responsibility for the action of its employees and retrained the staff.
2/22/12	Multi-National Manufacturing Ltd.	42	1	<u>Sanitary:</u> pH	\$2,500	The company became diligent in resolving the pH issue by training its staff to calibrate the pH probe weekly and testing the pH daily.
3/19/12	Mircam Pipe Inspection Inc.	n/a	1	<u>Storm:</u> Discharged sewage to storm sewer	\$1,400	Ministry of Environment alerted to company's non compliance Certificate of Approval.
3/20/12	A.T. Designs Insignia Ltd.	38	5	<u>Sanitary:</u> Lead, Copper, Tin, Zinc, Blocked access to manhole	\$12,000	The company is taking frequent effluent testing, performing a weekly preventative maintenance schedule and implemented a zero sewer discharge wastewater treatment system.
5/28/12	Pro-Green Demolition Ltd.	n/a	1	<u>Water Supply:</u> Taking water from a fire hydrant without a permit.	\$750	TW worked with Municipal Licensing Services to secure a conviction.

Conviction Date	Company	Ward	No. of Parameters charged	Conviction	Fines (excluding 25% Victim Surcharge)	Positive Outcome of Prosecution File
8/20/12	Multyhome LP	7	1	<u>Storm:</u> Chromium	\$5,000	The company failed to report a spill of pigment which turned Emery Creek orange-pink in colour. Company retrained staff on reporting and containing spills.
8/22/12	Golden Cut Poultry Ltd.	2	6	<u>Sanitary:</u> Oil & Grease-mineral Oil & Grease-animal/veg TKN, Total Phosphorous, pH, Chloroform	\$20,000	The company purchased a Dissolve Air Floatation (DAF) wastewater treatment system.
9/24/12	Copperhead Mechanical Ltd.	11	1	<u>Water Supply:</u> Taking water from a fire hydrant without a permit	\$500	The company will now hire only subcontractors that meet Toronto's Water Supply By-law requirements.
11/21/12	U-pak Disposals (1989) Limited	2	5	<u>Storm:</u> Cadmium, copper, zinc, total phosphorus, and Oil & Grease-animal/veg	\$11,500	The company installed a Dissolved Air Flotation (DAF) wastewater treatment system in 2012. They are also collecting all storm runoff via a large holding tank which is then hauled off site. All run off from north of the property no longer escapes to Berry Creek.
11/20/12	2325374 Ontario Inc, (O/A Benevito Foods Inc.)	5	3	<u>Sanitary:</u> BOD, TSS, Phosphorus	\$3,000	The company paid \$15,000 in IWSA back charges and entered into IWSA with the City. It then sold its business to another company which addressed the Phosphorus issue.
					Total \$59,650	

Appendix C:

a) Organizations invoiced for Industrial Waste Surcharge Agreements or Permits, as of December 31, 2012

No.	Industry Name	Address	Ward	Status as of 2012
1	1458935 Ontario Ltd. (Shefa Meats)	195 Bridgeland Avenue	15	Active
2	1562541 Ontario Ltd. (Rex Services)	100 Silver Star Boulevard	41	Active
3	2168587 Ontario Ltd. (Upper Crust Bakery)	55 Canarctic Drive	8	Active
4	2312827 Ontario Inc.	605 Middlefield Road	41	Active
5	3321061 Canada Inc.(Sunrise Soya Foods)	21 Medulla Avenue	5	Active
6	573349 Ontario Ltd. (The Butcher Shoppe)	121 Shorncliffe Road	5	Active
7	A. Lassonde Inc.	95 Vulcan Street	2	Active
8	Ace Bakery Limited	1 Hafis Road	12	Active
9	ADP Direct Poultry Ltd.	34 Vansco Road	5	Active
10	Agropur Cooperative (Natrel)	1275 Lawrence Ave East	34	Active
11	Allseas Fisheries Corp.	55 Vansco Road	5	Active
12	Atlantic Packaging Products Ltd.	350 Midwest Road	37	Active
13	Bank Bros. & Son Ltd.	116 Glen Scarlett Road	11	Active
14	BASF Canada Inc.	10 Constellation Court	2	Active
15	Beechgrove Country Foods Inc.	20 Minuk Acres	44	Active
16	Belmont Meat Products Limited	230 Signet Drive	7	Active
17	Bento Nouveau Ltd.	19 Skagway Avenue	36	Active
18	Best Baking Inc.(Dufflet Pastries)	166 Norseman Street	5	Active
19	Bona Foods Limited	184 Toryork Drive	7	Active
20	Campbell Company Of Canada	60 Birmingham Street	6	Active
21	Canada Bread Company, Limited	35 Rakely Court	3	Active
22	Cargill Limited	25 Newbridge Road	5	Active
23	Central - Epicure Food Products Limited	501 Garyray Drive	7	Active
24	Chai Poultry Inc.	115 Saulter Street	30	Active
25	Charlie's Meat & Seafood Supply Ltd.	61 Skagway Avenue	36	Active
26	Charlie's Meat & Seafood Supply Ltd.	65 Skagway Avenue	36	Active
27	Chemtura Canada Co./CIE	10 Chemical Court	44	Active
28	Chrysler Canada Inc.	15 Brown's Line	6	Active
29	Cintas Canada Limited	23 Torlake Crescent	6	Active
30	Cintas Canada Limited	3370 Dundas Street West	13	Active
31	City Linen Inc.	1680 Midland Avenue	37	Active
32	Coca-Cola Refreshments Canada Company	24 Fenmar Drive	7	Active
33	Color-Pak, a Division of Atlantic Packaging Products Ltd.	80 Progress Avenue	37	Active
34	Commercial Bakeries Corp.	45 Torbarrie Road	7	Active
35	Dare Foods Limited	143 Tycos Drive	15	Active
36	Del's Pastry Limited	344 Bering Avenue	5	Active
37	Dimpflmeier Bakery Limited	26-36 Advance Road	5	Active
38	Dominion Colour Corporation	199 New Toronto Street	6	Active
39	Earthfresh Farms Inc.	131 Brown's Line	6	Active

No.	Industry Name	Address	Ward	Status as of 2012
40	Elbee Meat Packers Limited	1 Glen Scarlett Road	11	Active
41	Emery Oleochemicals Canada Ltd.	425 Kipling Avenue	6	Active
42	Faster Linen Service Limited	89 Torlake Crescent	6	Active
43	FGF Brands	1295 Ormont Drive	7	Active
44	Fiera Foods Company	220 Norelco Drive	7	Active
45	Fiera Foods Company	50 Marmora Street	7	Active
46	G & K Services Canada Inc.	940 Warden Avenue	37	Active
47	Gay Lea Foods Co-Operative Limited	100 Clayson Road	7	Active
48	Gay Lea Foods Co-Operative Limited (Longlife)	180 Ormont Drive	7	Active
49	Gibson's Cleaners Co. Limited	4241 Dundas Street West	5	Active
50	Give and Go Prepared Foods Corp.	6650 Finch Avenue West	1	Active
51	Give and Go Prepared Foods Corp.	300 Humber College Boulevard	1	Active
52	Global Egg Corporation	283 Horner Avenue	6	Active
53	Grande Cheese Company Ltd.	175 Milvan Drive	7	Active
54	Great Lakes Brewing Co. Ltd.	30 Queen Elizabeth Boulevard	5	Active
55	Griffith Laboratories Limited	757 Pharmacy Avenue	35	Active
56	Hans Dairy Inc.	36 Taber Road	2	Active
57	Halltech Inc.	465 Coronation Drive	44	Active
58	Hoi Tin Food Products Ltd.	439 Birchmount Road	35	Active
59	International Cheese Ltd.	67 Mulock Avenue	11	Active
60	Irving Tissue Corporation	1551 Weston Road	11	Active
61	Joriki Inc.	3431 McNicoll Avenue	41	Active
62	Kerr Bros. Limited	956 Islington Avenue	5	Active
63	KIK Operating Partnership	13 Bethridge Road	2	Active
64	KIK Operating Partnership	2000 Kipling Avenue	2	Active
65	Korex Canada	104 Jutland Road	5	Active
66	Kretschmar Incorporated	71 Curlew Drive	34	Active
67	Liberte Natural Foods Inc.	60 Brisbane Road	8	Active
68	Lush Handmade Cosmetics Ltd.	63 Advance Road	5	Active
69	MacGregors Meat & Seafood Ltd.	265 Garyray Drive	7	Active
70	Maple Leaf Foods Inc.	150 Bartor Road	7	Active
71	Maple Leaf Foods Inc.	100 Ethel Avenue, 99 Ryding Avenue, 109 Ryding Avenue	11	Active
72	Maple Leaf Foods Inc. (Cappola Food Inc.)	92 Cartwright Avenue	15	Active
73	Marsan Foods Limited	160 Thermos Road	37	Active
74	Maypole Dairy Products Ltd.	64 Fordhouse Boulevard	5	Active
75	Metropolitan Toronto Condominium Corporation No. 960	328 Passmore Avenue	41	Active
76	McCain Foods Limited	55 Torlake Crescent	6	Active
77	Molson Canada 2005	1 Carlingview Drive	2	Active
78	Mondelez Canada Inc.	5 Bermondsey Road	31	Active
79	Mondelez Canada Inc.	40 Bertrand Avenue	37	Active
80	Mondelez Canada Inc.	277 Gladstone Avenue	18	Active

No.	Industry Name	Address	Ward	Status as of 2012
81	Mondelez Canada Inc.	2150 Lakeshore Boulevard W	6	Active
82	Mondelez Canada Inc.	370 Progress Avenue	37	Active
83	Morrison Lamothe Inc.	399 Evans Avenue	6	Active
84	Morrison Lamothe Inc.	141 Finchdene Square	42	Active
85	Ms. Clean Laundry & Linen Services Inc.	25 Windsor Street	6	Active
86	Multi-National Manufacturing Ltd.	65 Melford Drive	42	Active
87	National Dry Company Limited	30 Arrow Road	7	Active
88	Nestle Canada Inc.	72 Sterling Road	18	Active
89	Newalta Corporation	55 Vulcan Street	2	Active
90	New Forest Paper Mills LP	333 Progress Avenue	37	Active
91	Nitta Gelatin Canada, Inc.	60 Paton Road	18	Active
92	Norampac, a division of Cascades Canada ULC	450 Evans Avenue	6	Active
93	Norampac-Lithotech, a division of Cascades Canada ULC	5910 Finch Ave East	42	Active
94	Oak Leaf Confections Co.	440 Comstock Road	35	Active
95	Organic Resource Management Inc.	290 Garyray Drive	7	Active
96	Owens-Corning Insulating Systems Canada LP	3450 McNicoll Avenue	41	Active
97	Parmalat Canada Inc.	25 Rakely Court	3	Active
98	Pepe's Mexican Foods Inc.	122 Carrier Drive	1	Active
99	Perfect Poultry Inc.	239 Toryork Drive	7	Active
100	Pizza Pizza Limited	58 Advance Road	5	Active
101	Planway Poultry Inc.	26 Canmotor Avenue	5	Active
102	Portuguese Cheese Company Limited	2 Buckingham Street	6	Active
103	Pyung Hwa Food Company Inc.	7 Kenhar Drive	7	Active
104	Quantex Technologies Inc.	309 Cherry Street	30	Active
105	Ready Bake Foods Inc. (Annette's Donuts)	1965 Lawrence Avenue W	11	Active
106	Ready Bake Foods Inc.	675 Fenmar Drive	7	Active
107	Redpath Sugar Ltd.	95 Queen's Quay East	28	Active
108	Real Food for Real Kids Inc.	41 Dovercourt Road	19	Active
109	Reneé Gourmet Foods Inc.	21 Coronet Road	5	Active
110	Rohm and Haas Canada LP	2 Manse Road	44	Active
111	Rocktenn-Container Canada L.P.	730 Islington Avenue	6	Active
112	Ryding- Regency Meat Packers Ltd.	70 Glen Scarlett Road	11	Active
113	Select Foods Products, Limited	120 Sunrise Avenue	34	Active
114	Servisair Deicing Services Inc. (GTAA)	311 Corvair Drive	N/A	Active
115	St. Clair Ice Cream Limited	2859 Danforth Avenue	32	Active
116	Steam Whistle Brewing Inc.	255 Bremner Boulevard	20	Active
117	Stonemill Bakehouse (BCE Place) Inc.	426 Nugget Avenue	41	Active
118	Superior Sausage & Meat Products Limited	1004 Dundas Street West	19	Active
119	Supreme Egg Products Inc.	17 Newbridge Road	5	Active
120	Surati Sweet Mart Limited	26 Carnforth Road	34	Active
121	The Tripe Factory Corporation	95 Milliken Boulevard	39	Active
122	Tiffany Gate Foods Inc.	195 Steinway Boulevard	1	Active

No.	Industry Name	Address	Ward	Status as of 2012
123	Topper Linen Supply Limited (North)	26 Mulock Avenue	11	Active
124	Topper Linen Supply Limited (South)	24-36 Mulock Avenue	11	Active
125	Toronto Abattoirs Limited	2 Tecumseth Street	19	Active
126	Toronto Solid Waste Division	35 Vanley Crescent	8	Active
127	Toryork Catering Limited	230 Milvan Drive	7	Active
128	Trillium Beverage Inc.	55 Mill Street	28	Active
129	Trillium Beverage Inc.	300 Midwest Road	37	Active
130	Unilever Canada Inc.	195 Belfield Road	2	Active
131	U-Pak Disposals (1989) Limited	15 Tidmore Avenue	2	Active
132	Univar Canada Ltd.	64 Arrow Road	7	Active
133	Vegfresh Inc. & GMASJ Ontario Inc.	1290 Ormont Drive	7	Active
134	Vienna Meats Products Limited	170 Nugget Avenue	41	Active
135	Warmia Deli and Meat Products Ltd. (Andy's Sausage)	63 Mulock Avenue	11	Active
136	White Veal Meat Packers Ltd.	37 Fenmar Drive	7	Active
137	W.T. Lynch Foods Limited	72 Rainside Road	34	Active
138	Wageners Meat and Delicatessen Limited	40-44 Six Point Road	5	Active
139	Wilben Investments Limited	22 Eddystone Ave	7	Active
140	Wing Hing Lung Ltd.	50 Torlake Crescent	6	Active
141	Wing Hing Lung Ltd.	275 Albany Avenue	20	Active
142	Wrigley Canada Inc.	1123 Leslie Street	25	Active
143	York Chicken Wholesale Limited	188 New Toronto Street	6	Active
144	Zhi Fong Trading Company Ltd.	46 Kensington Avenue	20	Active
145	1671193 Ontario Inc.	105 Howden Road	37	New Active Surcharge
146	699145 Ontario Limited	145 Norfinch Drive	8	New Active Surcharge
147	Adelphia Poultry	61 Torklake Crescent	6	New Active Surcharge
148	ADP Direct Poultry Ltd.	130 The West Mall	5	New Active Surcharge
149	Apollo Health and Beauty Care	1 Apollo Place	8	New Active Surcharge
150	Brass Hill Investments Limited	801 Alness Street	8	New Active Surcharge
151	Breadsource Corporation	1820 Ellesmere Road	38	New Active Surcharge
152	Cintas Canada Limited	1110 Flint Road	8	New Active Surcharge
153	Deco Adhesive Products	28 Greensboro Drive	2	New Active Surcharge
154	Dezen Realty Group	23 Windsor Street	2	New Active Surcharge
155	Dolomite Manor Corporation	312 Dolomite Drive	8	New Active Surcharge
156	Etobicoke Noodles	66 Newcastle Street	6	New Active Surcharge
157	Fung Wah Laundry Services	805 Midlefield Road	41	New Active Surcharge
158	Gourmet Baker East Inc.	17 Vickers Road	5	New Active Surcharge
159	Hung Wang	751 Warden Avenue	35	New Active Surcharge
160	Janes Family Foods Ltd.	401 Canarctic Drive	8	New Active Surcharge
161	Johnvince Foods Inc.	555 Steeprook Drive	8	New Active Surcharge
162	Luiza Investments	3501 McNicoll Avenue	41	New Active Surcharge
163	Lush Handmade Cosmetics Ltd.	324 Horner Avenue	6	New Active Surcharge
164	Marketing 3000 Plus Inc.	25 Passmore Avenue	39	New Active Surcharge
165	Metropolitan Toronto Condominium Corporation No. 786	50-52 Airview Road	2	New Active Surcharge
166	Metropolitan Toronto Condominium Corporation No. 862	63 Silver Star Boulevard	41	New Active Surcharge

No.	Industry Name	Address	Ward	Status as of 2012
167	Metropolitan Toronto Condominium Corporation No. 870	110 Dynamic Drive	41	New Active Surcharge
168	Metropolitan Toronto Condominium Corporation No. 870	120 Dynamic Drive	41	New Active Surcharge
169	Metropolitan Toronto Condominium Corporation No. 896	2691 Markham Road	42	New Active Surcharge
170	Metropolitan Toronto Condominium Corporation No. 948	21 Milliken Boulevard	39	New Active Surcharge
171	Metropolitan Toronto Condominium Corporation No. 948	23,25,27 Milliken Boulevard	39	New Active Surcharge
172	Mucher Enterprises Limited	1821 Albion Road	1	New Active Surcharge
173	Nino D'Aversa Bakery	1 Toro Road	8	New Active Surcharge
174	Ontario Bakery Supplies Limited	84 Oakdale Road	7	New Active Surcharge
175	Production Paint Stripping Ltd.	11 McLachlan Drive	2	New Active Surcharge
176	St. Andrew's Poultry	17 St. Andrew's Street	2	New Active Surcharge
177	Siltech Corporation	225 Wicksteed Avenue	26	New Active Surcharge
178	SIR Corp.	25 Carlson Court	2	New Active Surcharge
179	Tasty Chip (2008) Inc.	10 Shornccliffe Road	5	New Active Surcharge
180	The DMS Group	80 Galaxy Boulevard	2	New Active Surcharge
181	Trafalgar Industries of Canada	333 Rimrock Road	8	New Active Surcharge
182	Amsterdam Brewing Company Limited	21 Bathurst Street	20	Closed (October 31 2012)
183	Canada Bread Company, Limited	130 Cawthra Avenue	11	Closed (March 31,2012)
184	Delmare Quality Foods Inc.	122 Judge Road	5	Closed (May 1, 2012)
185	Deluxe Toronto Ltd.	350 Evans Avenue	6	Closed (July 11, 2012)
186	DMX Plastics Limited	200 Hymus Road	35	Closed (September 15, 2012)
187	Golden Cut Poultry Ltd.	42 Taber Road	2	Closed (July 28, 2012)
188	2325374 Ontario Inc.	17 Vickers Road	5	Corporate name change (June 26, 2012)
189	Benevito Foods Inc.	17 Vickers Road	5	Corporate Name Change (April 30, 2012)
190	Heng Lee Food Products Co. Ltd.	605 Middlefield Road	41	Corporate Name change (February 1, 2012)
191	Kraft Canada Inc.	5 Bermondsey Road	31	Corporate Name change (October 1, 2012)
192	Kraft Canada Inc.	40 Bertrand Avenue	37	Corporate Name change (October 1 2012)
193	Kraft Canada Inc.	277 Gladstone Avenue	18	Corporate Name change (October 1, 2012)
194	Kraft Canada Inc.	2150 Lakeshore Boulevard W	6	Corporate Name change (October 1, 2012)
195	Kraft Canada Inc.	370 Progress Avenue	37	Corporate Name change (October 1, 2012)
196	Turtle Island Paper Co.	242 Cherry Street	30	Corporate Name Change & terminated; moved to minimum surcharge permit
197	Canadian Linen and Uniform Service Co.	24 Atomic Avenue	5	Terminated; moved to minimum surcharge permit

No.	Industry Name	Address	Ward	Status as of 2012
198	DF Foods Mfg. Inc.	75 Vickers Road	5	Terminated; moved to minimum surcharge permit

b) Organizations invoiced for Industrial Waste Surcharge Permits, as of December 31, 2012 (Billed Minimum Surcharge Fee \$500.00/year)

199	1730500 Ontario Ltd. (Tofu Superior)	175 Weston Road	11	Active
200	Apotex Inc.	150 Signet Drive	7	Active
201	Atlantic Packaging Products Ltd.	111 Progress Avenue	37	Active
202	Campione Restaurant Supply Inc.	844 Caledonia Road	15	Active
203	Canada Bread Company Limited	2 Fraser Avenue	14	Active & Closed (Feb 3 2012)
204	Canada Post Corporation	1860 Midland Avenue	37	Active
205	Canadian Select Meats Inc.	145A Bethridge Road	2	Active
206	Can-Wall Systems Inc.	151 Toryork Drive	7	Active
207	Chair-Man Mills Inc.	184 Railside Road	34	Active
208	Celestica Inc.	844 Don Mills Road	26	Active
209	Estee Lauder Cosmetics Ltd.	161 Commander Boulevard	41	Active
210	European Quality Meats & Sausages	16 Jutland Road	5	Active
211	Filicetti Foods Inc.	350 Garyray Drive	7	Active
212	Gelato Fresco	60 Tycos Drive	15	Active
213	Global Laundry & Linen Supply Co.	100 McLevin Avenue	42	Active
214	Le Meridien King Edward	37 King Street East	28	Active
215	Larry Linen Rental Ltd.	91 Penn Drive	7	Active
216	Lincoln Electric Co. of Canada Ltd.	179 Wicksteed Avenue	26	Active
217	Lounsbury Foods Limited	11 Wiltshire Avenue	17	Active
218	Marsan Foods Limited	46 Modern Road	37	Active
219	Medina Wholesale Poultry Inc.	128 Sunrise Avenue	34	Active
220	Osler Fish Warehouse	16 Osler Street	18	Active
221	Paragon Linen/Laundry Services Inc	10 Melford Drive	42	Active
222	Purolator Courier Ltd.	62 Vulcan Street	2	Active
223	Quebecor Media	2250 Islington Avenue	2	Active
224	Salsicharia Pavao Delicatessen	1435 Dundas Street West	18	Active
225	Santa Maria Foods Corporation	353 Humberline Drive	1	Active
226	ShaSha Bread Co. Inc.	10 Plastics Avenue	5	Active
227	ShaSha Bread Co. Inc.	20 Plastics Avenue	5	Active
228	Shelmac Brand Products Inc.	1289 Caledonia Road	15	Active
229	Solo Cup Canada	2121 Markham Road	42	Active
230	Terrazzo Mosaic & Tile Company Ltd.	900 Keele Street	17	Active
231	Toronto Transit Commission	580 Commissioners Street	30	Active
232	Toronto Transit Commission	400 Evans Avenue	6	Active
233	Toronto Transit Commission	400 Greenwood Avenue	30	Active
234	Tremco Canada Ltd.	220 Wicksteed Avenue	26	Active
235	Via Rail Canada Inc.	50 Drummond Street	6	Active
236	Victory Linen	165 Midwest Road	37	Active
237	Weston Bakeries Ltd.	462 Eastern Avenue	30	Active

238	1027766 Ontario Ltd. (Gia Phat)	155 Augusta Avenue	20	New Active Surcharge
239	2117129 Ontario Inc. (Modern Laundry)	282 Dupont Street	20	New Active Surcharge
240	Alsafa & Almarwa Meat Processing Inc.	49-51 Six Point Road	5	New Active Surcharge
241	Biddington Property Management Corp.	1889 Albion Road	1	New Active Surcharge
242	Blue Danube Sausage House #1 Limited	24 Chauncey Avenue	5	New Active Surcharge
243	Canadian Linen and Uniform Service	24 Atomic Avenue	5	New Active Surcharge
244	GFL Environmental East Corporation	242 Cherry Street	30	New Active Surcharge
245	Good Linen Rental Inc.	145 Claireport Crescent	1	New Active Surcharge
246	Grosnor Industries Inc.	375 Rexdale Boulevard	2	New Active Surcharge
247	Holiday Inn (Felcor Canada Co.)	970 Dixon Road	2	New Active Surcharge
248	Holiday Inn Toronto Airport East	600 Dixon Road	2	New Active Surcharge
249	Kings Hospitality Inc. (Boston Pizza)	5 Carlson Court	2	New Active Surcharge
250	Metropolitan Toronto Condominium Corporation No. 870	130 Dynamic Drive	41	New Active Surcharge
251	Metropolitan Toronto Condominium Corporation No. 1406	21 Royalcrest Road	1	New Active Surcharge
252	Mucher Enterprises Limited	1801-1811 Albion Road	1	New Active Surcharge
253	Nucap Industries Inc.	3370 Pharmacy Avenue	39	New Active Surcharge
254	Rudolph's Bakeries Ltd.	400 Alliance Avenue	11	New Active Surcharge
255	Sandman Hotels, Inn & Suites Limited	55 Reading Court	2	New Active Surcharge
256	Toronto Transit Commission	1138 Bathurst Street	21	New Active Surcharge
257	Culinary Destinations Limited	35 Jutland Road	5	Closed (April 13 2012)
258	Harcan Kingsoya	33 Casebridge Court	42	Closed (March 7 2012)
259	North Fish Co. Ltd.	23 Six Point Road	5	Closed (October 2012)
260	Tencorr Packaging Inc.	188 Cartwright Avenue	15	Closed (January 2012)
261	CMS Ontario Limited	134 Norfinch Drive	8	Permit Terminated; moved to IWSA
262	Dominion Colour Corporation	199 New Toronto Street	6	Moved to Sanitary Discharge Agreement
263	Feather Industries (Canada) Ltd	115 Glen Scarlett Road	11	Permit Terminated; moved to IWSA
264	Future Bakery	106 North Queen Street	5	Permit Terminated; moved to IWSA
265	Lantic Sugar Limited	198 New Toronto Street	6	Terminated
266	Tasty Chip (2008) Inc.	10 Shorncliffe Road	5	Permit Terminated; moved to IWSA
267	Winsun Laundry and Linen Supply Ltd.	689 Warden Avenue	35	Permit Terminated; moved to IWSA

Appendix D:

List of Businesses with a Compliance Program in 2012

WWT = Wastewater Treatment installed; P2 = Pollution Prevention TKN=Sum of organic nitrogen, ammonia and ammonium in the wastewater

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
1562541 Ontario Ltd. O/A Rex Services	100 Silver Star Blvd Unit 212-213 M1V 4V8	41	Mar 1 2012	May 4 2012	Phenols TKN Phosphorus	5 400 65	Install new waste treatment equipment.	Installation of Dissolved Air Floatation (DAF) wastewater treatment equipment. (WWT)
1562541 Ontario Ltd. O/A Rex Services	100 Silver Star Blvd Unit 212-213 M1V 4V8	41	Jun 25 2012	Jan 31 2013	Phenols TKN	3 400	Complete the installation of new treatment equipment	TKN will be added to IWSA in 2013. Phenol concentration is treated to below bylaw limit. (WWT)
Weston Foods (Canada) Inc. O/A Ace Bakery Limited	1 Hafis Rd M6M 2V6	12	June 15 2012	Nov 30 2012	Oil & Grease - animal/veg	800	Purchase and install grease interceptor.	Replacement of equipment supplier caused delay to the compliance plan. New compliance agreement signed in February 2013. (WWT)
Agropur Cooperative	1275 Lawrence Ave East M3A 3P9	34	Jan 23 2012	Jan 31 2013	Phosphorus	30	Replace phosphorus-based cleaning chemicals and prepare a source reduction plan to reduce or eliminate discharge of product to drain.	Fulfilled compliance activities. (P2)

Industry Name	Address	Ward	Compliance Plan Agreement				Comments	
			Program Date		Parameters	Limit mg/L		Activities
			Start	End				
Atlantic Packaging Products Ltd.	111 Progress Ave M1P 2Y9	37	July 23 2012	Jan 31 2013	Chloroform	1.2	Install new equipment to allow for closed loop control of sodium hypochlorite dosing system, replace hypochlorite as odour control chemical and test new settling aid for clarifier.	There was a delay due to long lead time for trial product (odour control chemical). Requested an extension. (P2)
Beechgrove Country Foods Inc.	20 Minuk Acres M1E 4Y6	44	Aug 20 2012	Jan 31 2013	Oil & Grease - animal/veg TKN	300 200	Repair or modify existing process equipment and purchase new equipment to eliminate or reduce oil and grease in effluent.	Seven out of eight compliance activities were completed. Last item for compliance was then included in a new compliance agreement for 2013. (P2)
Blue Bell Electroplating Inc.	80 Midwest Rd #9 M1P 4R2	37	June 25 2012	Sep 30 2012	Zinc	5	Experiment using five formulations of the soak cleaner to reduce particulate carry over to the effluent and install a second holding/settling tank.	Fulfilled all compliance activities but the effluent still has a high concentration of zinc. Next steps being determined.
Bombardier Inc.	123 Garratt Blvd M3K 1Y5	9	Jan 1 2012	Jun 1 2013	Manganese Zinc	1.31 0.20	Submit a detailed long-term stormwater management plan, including timeframe for upgrades to and maintenance of the storm sewer system on site. Contact CN (owner of west neighbouring railway) for a request to change railway ditch and removal of conduits discharging onto Bombardier property.	Stormwater management plan in progress. Bombardier contacted CN regarding changes to railway ditch. (P2)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
BoxSys Canada Inc.	1801-1811 Albion Rd M9W 5S7	1	Dec 10 2012	Apr 15 2013	Chloroform pH	0.10 6-11.7	Determine lowest dosage of liquid chlorine possible, experiment with peroxide as chlorine substitute and experiment with chlorine/chloroform scavengers for reducing chloroform. Install an equalization tank to control pH.	Did not experiment with peroxide. Instead used a non-oxidizing based liquid sanitizer. (P2) A water demand study was undertaken to properly size the equalization tank. (P2)
Canadian Builders Hardware Mfg. Inc.	71 Sheffield Street M6M 3E9	12	Oct 1 2012	Oct 31 2012	Nickel	5	Purchase nanofiltration system to remove solid particles from rinse water before discharge to the sanitary sewer.	Fulfilled compliance activities. (WWT)
Canadian Linen and Uniform Service Co.	24 Atomic Ave M8Z 5L2	5	Dec 3 2012	Jan 31 2013	Chloroform	0.5	Install air stripper treatment system.	The company is waiting for a City Building permit to install a new sewer line. (WWT)
Chemtura Canada Co/Cie	10 Chemical Court M1E 3X7	44	July 30 2012	Mar 8 2013	Toluene	0.15	Implement wastewater characterization plan to identify sources of toluene.	Sources of toluene were identified. Applied for a new compliance agreement to implement control measures. (P2 and WWT)
Chrysler Canada Inc.	15 Brown's Line M8W 3S3	6	Nov 21 2012	Feb 15 2013	Nonylphenols Nonylphenol Ethoxylates TKN Phosphorus	0.10 1.5 250 35	Eliminate two cleaning products from the plant and replace with products that do not contain NP,NPE,TKN and TP.	Fulfilled compliance activities. (P2)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Cintas Canada Limited	23 Torlake Cres M8Z 1B5	5	Jan 9 2012	July 1 2012	Oil & Grease - animal/veg Oil & Grease - mineral Zinc pH (Standard Unit) Chloroform Toluene Nonylphenol Ethoxylates Nonylphenols	750 70 5 12 0.10 0.10 1.0 0.10	Eliminate products containing NPE, install pH adjustment equipment and evaluate customer base for sources of mineral oils and greases.	Fulfilled compliance activities. (P2 and WWT)
Colour Pak, A Division of Atlantic Packaging Products Ltd.	80 Progress Ave M1P 2Z1	37	May 14 2012	Dec 31 2012	TKN	600	Implement process changes and optimize wastewater treatment system.	Requested TKN be added to IWSA in 2013. (P2)
Continuous Colour Coat Ltd. O/A Metal Koting	1430 Martin Grove Rd M9W 4Y1	2	Aug 27 2012	Nov 30 2012	pH (Standard Unit) Zinc	12 5	Add pH control equipment, make necessary process changes and train plant personnel on process operations.	Fulfilled compliance activities. (P2)
Crown Metal Packaging Canada Inc.	21 Fenmar Dr M9L 2Y9	7	May 14 2012	Dec 30 2012	Tin	10	Test various filter media and install oil skimmer (tin is in rejected oil).	Fulfilled compliance activities. (P2)
DDI Toronto Corp.	8150 Sheppard Ave East M1B 5K2	42	July 1 2012	Jan 31 2013	TKN	250	Wastewater treatment system commissioning and de-bugging.	Fulfilled compliance activities. (WWT)
DMX Plastics Limited	200 Hymus Rd M1L 2E1	35	Jan 23 2012	July 13 2012	Phosphorus Zinc Oil & Grease - animal/veg Oil & Grease - mineral	50 5 500 25	Evaluate wastewater treatment systems and order system from China.	Compliance activities not fulfilled as the company moved to another Toronto location. (WWT)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Dominion Colour Corporation	199 New Toronto Street M8V 3X4	6	Mar 19 2012	Feb 28 2014	TKN	200	Conduct bench scale trials for substitution of raw materials containing TKN in nine products.	Compliance agreement terminated in February 2013 and requested to include TKN in their IWSA. (P2)
Faster Linen Service Ltd	89 Torlake Cres M8Z 1B4	5	May 14 2012	Nov 15 2012	Chloroform	0.3	Run plant trials using effective dosages of sodium hypochlorite and chloroform scavenger.	Fulfilled compliance activities. Laboratory results are still above bylaw limit. (P2)
FGF Brands Inc.	1295 Ormont Dr M9L 2W6	7	May 14 2012	Jun 30 2012	Oil & Grease- animal/veg	1000	Conduct trial test using rented oil separation unit.	Oil separation unit did not work due to clogging problem. Asked for another compliance agreement to trial other reduction activities. (WWT)
FGF Brands Inc.	1295 Ormont Dr M9L 2W6	7	Sep 17 2012	Nov 9 2012	Oil & Grease- animal/veg	900	Install oil mist collection system to avoid oil spillage and improve food waste collection	Fulfilled compliance activities. (P2)
G & K Services Canada Inc.	940 Warden Ave M1L 4C9	35	Aug 28 2012	Sep 27 2012	NP NPE Toluene Ethyl Benzene Total Xylenes Oil & Grease - mineral Chloroform	0.5 4.0 2.0 0.5 2.0 40.0 0.2	Install carbon adsorption unit, third VOC washer and solvent recovery system upgrades	Fulfilled compliance activities. (P2) Requested another compliance agreement for NPE, toluene, ethyl benzene and total xylenes.
Gay Lea Foods Co-operative Limited (Long Life)	180 Ormont Dr M9L 1N7	7	Apr 23 2012	Sep 15 2012	Oil & Grease- animal/veg	800	Pilot test wastewater treatment system(s) and report selected system	Requested extension - approval was not received to purchase treatment system. Request denied. (WWT)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Global Egg Corporation	283 Horner Ave M8Z 4Y4	5	Nov 7 2012	Nov 30 2012	TKN Phosphorus Bis(2-ethylhexyl)phthalate Oil & Grease- Mineral pH (Standard Unit)	960 90 0.055 30 6-12	Install wastewater treatment system	Fulfilled compliance activities. (WWT)
Global Egg Corporation	283 Horner Ave M8Z 4Y4	5	Mar 1 2012	Jun 30 2012	TKN Phosphorus Bis(2-ethylhexyl)phthalate	960 90 0.055	Install additional equipment to the wastewater treatment system	Fulfilled compliance activities. TKN added in IWSA for 2013. (WWT)
Halltech Inc.	465 Coronation Dr M1E 2K2	44	Sep 10 2012	Nov 30 2012	Oil & Grease - animal/veg Phosphorus	250 30	Eliminate or substitute raw materials containing phosphorus and, oil and grease	Fulfilled compliance activities. (P2)
Halltech Inc.	465 Coronation Dr M1E 2K2	44	Dec 3 2012	Jan 3 2013	Ethyl Benzene Toluene	0.50 0.06	Find possible sources of contaminants by sampling all process streams and reviewing specifications of all raw materials	Fulfilled compliance activities. Source has been identified and eliminated. (P2)
Imperial Oil Ltd.	1150 Finch Ave W M3J 2E4	8	Apr 2 2012	Sep 30 2013	Copper Manganese Zinc Phosphorus	0.70 1.0 0.20 1.0	Install a new sampling point at the facility and complete an assessment of potential sources of contaminants	New sampling point has been installed. Integrity of the storm sewer was assessed via CCTV and repair work was completed. (P2)
International Cheese Co. Ltd.	67 Mulock Ave M6N 3C5	17	Sep 11 2012	Oct 31 2012	Oil & Grease - animal/veg TKN Phosphorus	265 160 150	Pilot test a wastewater system	Treatment system piloted did not achieve compliance. Company is looking at a smaller and more effective treatment equipment. (WWT)

Industry Name	Address	Ward	Compliance Plan Agreement				Comments	
			Program Date		Parameters	Limit mg/L		Activities
			Start	End				
Janes Family Foods Ltd.	401 Canarctic Dr M3J 2P9	8	Sep 4 2012	Nov 15 2012	TKN	130	Improve collection of solid food waste and train production staff	Fulfilled compliance activities and TKN added to IWSA in 2013. (P2)
Kraft Canada Inc. (Mondelez)	5 Bermondsey Rd M4B 2T7	31	July 1 2012	Apr 15 2013	Oil & Grease - animal/veg	500	Install Dissolved Air Flotation (DAF) waste water treatment system	Fulfilled all compliance activities. (WWT)
Liberte Natural Foods Inc.	60 Brisbane Rd M3J 2K2	8	Jun 1 2012	Sept 30 2e012	TKN Phosphorus Oil & Grease - animal/veg	78 89 180	Purchase new equipment to collect all whey streams and capture milk spills for offsite disposal	Compliance activities were delayed due to new ownership and an extension was granted. (P2)
Liberte Natural Foods Inc.	60 Brisbane Rd M3J 2K2	8	Nov 12 2012	Jan 31 2013	TKN Phosphorus Oil & Grease - animal/veg	175 100 400	Extension of previous compliance agreement	Compliance activities not completed. A second extension was requested. (P2)
Maple Leaf Foods Inc.	150 Bartor Rd M9M 1H1	7	June 22 2012	Aug 10 2012	Phosphorus	70	Hire consultant to work as dedicated environmental coordinator in order to identify sources/causes of phosphorus loading through process or procedural changes	Fulfilled all compliance activities. (P2)
Mega City Linen & Uniform Rental Service Inc.	1821 Albion Rd M9W 5W8	1	Dec 10 2012	Apr 15 2013	Chloroform pH (Standard Unit)	0.50 6-11.7	Experiment with (a) use of lower dosage of chlorine and (b) use of peroxide. Install an equalization tank	Compliance plan progressing. (P2)

Industry Name	Address	Ward	Compliance Plan Agreement				Comments	
			Program Date		Parameters	Limit mg/L		Activities
			Start	End				
Molson Canada 2005	1 Carlingview Dr M9W 5E5	2	Apr 2 2012	June 30 2013	Oil & Grease - animal/veg Total Phosphorus pH (Standard Unit)	215 50 5.2-12	Source and retain services of an outside engineering consulting firm to design and install a wastewater neutralization system	Compliance activities progressing. (WWT)
MS Clean Laundry & Linen Services Inc.	25 Windsor Street M8Y 2V9	6	Sept 4 2012	Sep 30 2012 Nov 30 2012 Nov 30 2012 Jan 31 2013	Oil & Grease - Mineral pH Bis(2-ethylhexyl)phthalate Chloroform	90 6-12 0.10 0.34	Eliminate goods containing excessively high mineral grease and phthalates. Experiment if chlorine can be replaced by peroxide and maintain wash quality.	Fulfilled compliance activities and installed an equalization tank for better results. (P2)
National Silicates Limited	429 Kipling Ave M8Z 5C7	5	May 14 2012	Sep 30 2012	Manganese Zinc Oil & Grease - mineral pH (Standard Unit)	0.15 0.16 25 5.5 - 11.5	Apply corrosion resistant coating to all identified galvanized structure at the site plus the three inground stormwater pipes.	Fulfilled compliance activities but the concentration of manganese and zinc in the stormwater was still higher than the bylaw storm discharge limits. Applied for a Sanitary Discharge Agreement to discharge stormwater runoff to the City sanitary sewer for a fee. (P2)
Nestle Canada Inc.	72 Sterling Rd M6R 2B6	14	Nov 21 2012	Mar 29 2013	Oil & Grease - animal/veg Phosphorus Oil & Grease - Mineral pH (Standard Unit)	350 60 25 5.5 - 11.5	Investigate possible causes for the exceedences and install pH control system	Requested an extension to complete installation of the pH control system. (P2 and WWT)

Industry Name	Address	Ward	Compliance Plan Agreement				Comments	
			Program Date		Parameters	Limit mg/L		Activities
			Start	End				
Newalta Corporation	55 Vulcan Street M9W 1L3	2	Sept 4 2012	Feb 28 2013	Toluene TKN	0.5 300	Evaluate air stripper efficiency in reducing toluene. Monitor incoming wastes for TKN to identify wastes that contain high level of TKN which will be re-directed to another facility for treatment.	Fulfilled compliance activities. Will continue monitoring of incoming wastes. TKN added to IWSA in 2013. (P2)
Nitta Gelatin Canada Inc.	60 Paton Rd M6H 1R8	18	May 14 2012	Oct 15 2012	TKN Oil & Grease - animal/veg	350 500	Install control methodology to modify DAF chemical addition and install a trial unit to separate fat and protein from the wastewater.	Unable to implement these compliance activities due to test equipment problems. Requested that TKN be added to the IWSA since TKN is the main problem in the wastewater. (WWT)
Norampac Inc.	450 Evans Ave M8W 2T5	6	Aug 20 2012	Feb 28 2013	TKN	200	Purchase and install a larger and more automated waste treatment system, and work with ink supplier to modify ink formulations to contain reduced or no TKN	Acquired an up-to-date and larger WWT system from another Norampac facility that is closing down. Requested TKN to be included in IWSA. (P2 and WWT)
NUCAP Industries Inc.	115 Ridgetop Rd M1P 4W9	37	Aug 13 2012	Oct 19 2012	Oil & Grease - mineral	100	Trial testing of wastewater treatment system	Fulfilled compliance activities. (WWT)
Organic Resource Management Inc.	290 Garyray Dr M9L 1P4	7	Nov 29 2012	Feb 28 2013	Oil & Grease - animal/veg Oil & Grease - Mineral	900 50	Install a DAF wastewater treatment system	DAF system has been installed. Commissioning of the system has started. Compliance plan activities progressing. (WWT)
			Nov 29 2012	Jan 3 2013	Phosphorus	160		
			Mar 1 2013	Jun 30 2013	Oil & Grease - animal/veg Oil & Grease - Mineral	450 25		

Industry Name	Address	Ward	Compliance Plan Agreement				Comments	
			Program Date		Parameters	Limit mg/L		Activities
			Start	End				
			Jan 4 2013	Jun 30 2013	Phosphorus	80		
Parmalat Canada Inc.	25 Rakely Court M9C 5G2	3	Jan 16 2012	Sept 30 2012	Chloroform	0.2	Prepare and finalize engineering design of collection and removal of interface materials before and after the pasteurizer	Engineering design complete, capital funding approved, finalizing quotation. (P2)
Parmalat Canada Inc.	25 Rakely Court M9C 5G2	3	July 9 2012	Sept 30 2012	Oil & Grease - animal/veg	1000	Test new sanitizer. Complete validation of its effectiveness	Fulfilled compliance activities. (P2)
Production Paint Stripping Limited	11 McLachlan Dr M9W 1E3	2	Sept 17 2012	Jan 31 2013	TKN	320	Evaluate all raw materials and process tanks to determine if compliance can be achieved via material substitution or process modifications	Compliance agreement was cancelled and company agreed to sign an IWSA for TKN. (P2 and WWT via City)
Pure Metal Tinning Co. Limited	360 Attwell Dr M9W 5C2	2	July 16 2012	Aug 17 2012	Zinc	5	Determine sources of zinc by cleaning pump out and underground sewer lines and sampling	Fulfilled compliance activities. (P2)
Ready Bake Foods Inc.	1965 Lawrence Ave W M9N 1H5	11	June 15 2012	July 22 2012	pH (Standard Unit)	5	Purchase and installation of a pH control system	Fulfilled compliance activities. (WWT)
Ryding-Regency Meat Packers Ltd.	70 Glen Scarlett Rd M6N 1P4	17	July 23 2012	March 30 2013	Phosphorus TKN	100 300	Pilot test different treatment equipment and report to Toronto Water with recommendations of best treatment option	DAF is the best option to treat effluent but plant has no space for size required. Consultant recommended a rotating drum thickener to test. Requested an extension to evaluate Rotary Drum. (WWT)

Industry Name	Address	Ward	Compliance Plan Agreement				Comments	
			Program Date		Parameters	Limit mg/L		Activities
			Start	End				
Santa Maria Foods ULC	353 Humberline Dr M9W 5T6	1	Sept 17 2012	Mar 1 2013	Phosphorus TKN	30 200	Determine sources of contaminants by sampling and testing	Solid and liquid organic waste materials are now being collected for off-site disposal. (P2)
ShawCor Limited	25 Bethridge Rd M9W 1M7	2	Dec 3 2012	Mar 29 2013	TKN Phosphorus	200 30	Conduct sampling and testing of wastewater from possible sources of contaminants	Fulfilled compliance activities. (P2)
Tasty Chip (2008) Inc.	10 Shorncliffe Rd M9B 3S3	5	April 2 2012	July 31 2012	Phosphorus TKN	75 500	Design and install a containment system for collecting brine and defrost water for haulage	Compliance activities not completed. Next steps to be determined. (P2)
Teskey Construction Company Ltd.	20 Murray Rd M3K 1T2	9	Aug 1 2012	Sept 30 2012	Copper Lead Manganese Phosphorus TSS Zinc	0.10 0.20 0.080 0.50 68 0.60	Complete and submit to MOE application for approval of construction of sump area, and advise Toronto Water	Fulfilled compliance activity. MOE approved Teskey to begin construction of a new sediment basin. (WWT and P2)
Teskey Construction Company Ltd.	20 Murray Rd M3K 1T2	9	June 13 2012	July 31 2012	Copper Lead Manganese Phosphorus TSS Zinc	0.10 0.20 0.080 0.50 68 0.60	Hire consultant to prepare application to MOE to amend the Industrial Sewage Works Environmental Compliance Approval including Stormwater Management Plan and Sump Design	Requested an extension to finish the application to MOE. (WWT and P2)
Teva Canada Limited	30 Novopharm Ct M1B 2K9	42	Aug 1 2012	Dec 15 2012	Phosphorus	20	Validate alternate cleaning detergent	Cancelled compliance agreement and requested instead to sign IWSA for phosphorus.

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Teva Canada Limited	30 Novopharm Ct M1B 2K9	42	Mar 19 2012	July 31 2012	Chloroform Phosphorus	0.50 20	Install a new treatment system	Fulfilled compliance activities. (WWT)
Topper Linen Supply Ltd.	26 Mulock Ave M6N 3C5	17	May 14 2012	Nov 30 2012	Oil & Grease - animal/veg Oil & Grease - Mineral Zinc	900 80 5	Run wash trials using goods segregated by industry, client and nature of contamination and report to Toronto Water results	Fulfilled compliance activities. Will add a large pit/reservoir to provide better flow equalization. (P2)
Toronto Abattoirs Ltd.	2 Tecumseth Street M5V 2R5	19	Jan 1 2012	June 30 2012	Oil & Grease - animal/veg Oil & Grease - Mineral Phosphorus TKN	600 48 30 220	Install wastewater treatment equipment and investigate disposal options to ship waste products off site.	Fulfilled compliance activities. (WWT and P2)
U-Pak Disposals (1989) Limited	15 Tidemore Ave M9W 7E9	2	Feb 8 2012	June 30 2012	TKN Total Phosphorus Oil & Grease - animal/veg Oil & Grease - Mineral Phenols	300 45 500 50 4	**Terminated June 29 2012**	Agreed to sign IWSA for TKN.
Weston Bakeries Ltd.	462 Eastern Ave M4M 1C3	30	June 15 2012	Nov 30 2012	Oil & Grease- animal/veg	1000	Install above ground grease interceptor.	Fulfilled compliance activities. (WWT)
Wrigley Canada Inc.	1123 Leslie Street M3C 2K1	25	Mar 19 2012	Dec 15 2012	Phenols Phosphorus	3 35	Review MSDSs of all ingredients and cleaning chemicals and substitute the ones that are sources of phenols and phosphorus	Replaced dishwashing agent but found it difficult to replace product flavours. Looking at engineering design to reduce and capture flavour-contaminated rinse water. (P2 and planning WWT)

Terminated/Rejected. Agreed to sign IWSA for TKN.

Appendix E:

Outfall Monitoring Program Summary

Table 1: Cross Connection Summary (January 1, 2012 – December 31, 2012)

Watershed	Cross Connections Found ¹	Cross Connections Corrected ²
Black Creek	18	17
Don River	6	6
Highland Creek	21	19
Humber River	19	8
Lake Ontario	6	4
Mimico Creek	0	0
Rouge River	8	4
Taylor-Massey Creek	5	4
TOTAL³	83	62

¹ Of the total cross connections found, 56 were residential, 15 were commercial, 6 were industrial, 5 were institutional, and 1 was sewer infrastructure problems.

² Of the total cross connection corrected, 38 were residential, 14 were commercial, 6 were industrial, 2 were institutional, and 2 were sewer infrastructure problems.

³ Etobicoke Creek has no Priority Outfalls.

Table 2: Priority Outfalls removed / de-listed from the Priority Outfall List in 2012

Outfall ID	Watershed	Ward
BC29-3	Black Creek	11
HC31	Highland Creek	44
HCE03	Highland Creek	43
HCE24	Highland Creek	38
HCE55	Highland Creek	41

HCW152	Highland Creek	38
HRW347	Humber River	1
HR136	Humber River	11
HR153	Humber River	11
HR66	Humber River	4
HR76	Humber River	4
MC140	Mimico Creek	2

Table 3: Comparison of Priority Outfalls and De-listed Outfalls in 2011 and 2012

Watershed	Priority Outfalls as of Dec. 31, 2011	Priority Outfalls Delisted in 2012	Priority Outfalls as of Dec. 31, 2012	Priority Outfalls Delisted since start of OMP	Outfalls of Concern as of Dec. 31, 2011	Outfalls of Concern as of Dec. 31, 2012
Black Creek	8	1	7	10	0	0
Etobicoke Creek	0	0	0	3	0	0
Don River	0	0	1	2	2	2
Highland Creek	32	5	27	22	2	1
Humber River	18	5	13	6	35	0
Lake Ontario	1	0	10	0	0	0
Mimico Creek	10	1	9	3	0	0
Rouge River	2	0	2	1	0	0
Taylor-Massey Creek	31	0	31	23	0	0
TOTAL	102	12	100	70	39	3