

Sewers and Water Supply By-laws 2013 Compliance and Enforcement Annual Report

Date:	July 28, 2014
To:	Public Works and Infrastructure Committee
From:	General Manager, Toronto Water
Wards:	All
Reference Number:	P:\2014\Cluster B\TW\pw14014

SUMMARY

This report provides highlights of the activities performed in 2013 by Toronto Water's Environmental Monitoring & Protection Unit, which is responsible for Sewers By-law and Water Supply By-law compliance and enforcement (Municipal Code Chapter 681 – Sewers and Municipal Code Chapter 851-Water Supply, respectively).

In 2013, the Environmental Monitoring & Protection unit performed 3,621 inspections and 3,595 sampling events that resulted in 28,557 laboratory analyses. There was a total of 745 Notice of Violations issued for non-compliance by the industrial wastewater control and stormwater groups of the Environmental Monitoring & Protection Unit.

Forty-one companies moved forward to prosecution and 11 companies that were prosecuted in previous years were convicted with fines of \$67,250.00 issued, excluding the Victim Surcharge Fee (this fee is collected and retained by the Ontario Provincial government for victims of crime – for fines over \$1000 the surcharge is 25% of the fine). The remaining prosecution files are still before the court.

The Industrial Surcharge Agreements generated \$11.4 million and the total Sanitary Discharge Agreements revenues totalled \$2.69 million.

The Outfall Monitoring Program found 11 cross connections and verified the correction of 25 cross connections, resulting in the delisting of 15 Priority Outfalls within Toronto's watersheds.

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>

<http://www.toronto.ca/legdocs/mmis/2013/pw/bgrd/backgroundfile-61163.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>

Also included in this report are graphical presentations of the effect of the Pollution Prevention Program on the concentration of subject pollutants monitored by Environmental Monitoring & Protection from the effluent of businesses. This was requested by Public Works and Infrastructure Committee on November 20, 2013, during consideration of a report titled *Sewers By-law Pollution Prevention (P2) Program and Hexavalent Chromium Stakeholder Update*. The decision and link to the report and appendices can be found at

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.PW27.8>

ISSUE BACKGROUND

Sewers By-law Compliance and Enforcement

This is the sixth annual report on Sewers By-law compliance and enforcement by Toronto Water. The Division's Environmental Monitoring & 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 premise isolation backflow prevention devices for each water service connection in industrial, commercial, institutional and multi-residential properties, to prevent the potential contamination of water in the water distribution system that 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. The property owners are required to install and test the devices, at their cost.

Toronto Water's Environmental Monitoring & Protection Unit is also mandated to enforce the Water Supply By-law. It also administered the Backflow Prevention Program under this By-law until December 31, 2013, at which time the program was transferred to the Business & Customer Support Unit of Toronto Water.

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. Further, should compliance not be achieved following the 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 2013.

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 Subject Pollutants listed in the Sewers By-law. Hexavalent Chromium was added as the 39th Subject Pollutant effective January 1, 2014. 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 Public Works & Infrastructure Committee requested Toronto Water 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>

<http://www.toronto.ca/legdocs/mmis/2013/pw/bgrd/backgroundfile-61163.pdf>

The Outfall Monitoring Program found 645 cross connections since the program's inception in late 2005. Six hundred and seventeen (617) cross connections have been corrected leading to the delisting of a total of 85 priority outfalls by the end of 2013, 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 2013 performed by the Environmental Monitoring & Protection Unit:

- 1) Sewers By-law Compliance and Enforcement - Industrial Inspection and Sampling Program – Industrial Wastewater Control
- 2) Industrial Waste Surcharge Agreements/Permits
- 3) Sanitary Discharge Agreements/Permits
- 4) Compliance Plan Agreements
- 5) Grease Issues
- 6) Spills & Complaint Response
- 7) Industrial Water Rate – Block 2
- 8) Auditor General Recommendations
- 9) Liaison with other divisions
- 10) Pollution Prevention Plan Program
- 11) Historical Pollution Prevention (P2) Subject Pollutant Parameter Data for 33 Subject Pollutants
- 12) Storm Sewer Outfall Monitoring Program
- 13) Water Supply By-law Backflow Prevention Program
- 14) Collaborative Surface Water Monitoring Programs

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

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 which can affect the sanitary and storm sewers.

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. Occasionally, gap analyses are also performed on sector industry listings which are obtained from other Divisions or regulatory agencies. Industrial/Commercial inspections are conducted using a streamlined annual inspection form to allow for efficient and standardized work.

In 2013, there were 1,311 industrial/commercial inspections conducted and 2,563 industrial sampling events performed. At peak times in 2013, there were 85 High Potential and 411 Medium Potential industries.

Table 1 references the High and Medium Potential percentage (%) completion for Sewers By-law inspection and sampling and achievement levels for the year 2011, 2012 and 2013.

Table 1: Sewers By-law Inspection and Sampling Metrics for 2011, 2012 and 2013

Potential	High Potential			Medium Potential		
Year	2013	2012	2011	2013	2012	2011
Sampling Completion Rate (%)	99%	102%	91%	93.5%	93%	80%
Inspection Completion Rate (%)	86%		83%	73%		85%

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 736 Notice of Violation letters for the work performed by the Environmental Monitoring and Protection Unit Industrial Wastewater Control group in 2013 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 individual categories of violations determined in 2013 categorized into various By-law sections: sanitary, storm, Pollution Prevention Plan, maintenance access hole and interceptor requirements.

For violations requiring more immediate action, an Order can be served. Non-compliance with the Order can result in an immediate prosecution and/or the City possibly remedying the situation at full cost to the person or company.

In 2013, 4 Orders were sent to immediately rectify a non-compliance. All orders in 2013 were addressed and compliance was achieved. For example, one of the companies that received an Order complied by installing a pH adjustment system (the pH scale measures how acidic or basic a substance is) for its process water and complied with the Sewers By-Law pH limit.

Convictions

Under the Sewers By-law, there were 10 convictions in 2013 resulting in \$66,750 in fines, excluding victim surcharge fine of 25%. Out of the 43 companies investigated for potential prosecution, 41 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 convictions for 2013 and also includes one conviction under the Water Supply By-law.

Table 2, below, denotes the number of compliance and enforcement activities undertaken by Toronto Water during 2013 and the previous 2 years (for comparison purposes) for all aspects of the Sewers By-law.

Table 2: Comparison of All Sewers By-law Compliance and Enforcement Activities: 2011-2013

Activity	2013	2012	2011
Inspections	3,621	5,459	4,809
Sampling Events	3,595	3,767	7,529
Lab Tests Requested	28,557	26,150	27,911
Notice of Violations Issued	745	995	1,117
Orders	4	3	1
Complaints	473	344	218
Investigationsⁱ	43	40	51

Activity	2013	2012	2011
Prosecutions^{i, ii}	41	36	46
Convictionsⁱⁱⁱ	10	8	21
Unsuccessful Prosecutions	0	0	0
Withdrawn Prosecutions where charges laid	0	2 ^{iv}	0
Fines (excluding 25% victim surcharge fee)	\$66,750	\$57,900	\$181,250

Notes:

- i. Prosecution and investigation data includes both the Sewers and Water Supply By-laws for 2011 but not for 2012 and 2013;
- ii. 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;
- iii. Convictions may include multiple prosecutions for a company/person and may include prosecution files concluded from prior years in the year reported; they are for the Sewers By- Law and do not include the Water Supply By-Law convictions.
- iv. One charge was withdrawn as the company entered into an IWSA and paid all the back-fees. The second prosecution was withdrawn against the principal contractor as the sub-contractor company was convicted for the offence.

2) Industrial Waste Surcharge Agreements and Permits

In 2013, companies that exceeded the wastewater sanitary concentration limits for 5 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 Sewers 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 5 parameters permissible under an Industrial Waste Surcharge Agreement in 2013 were: Biological Oxygen Demand (BOD), Total Suspended Solids (TSS), Total Phosphorous (TP), Phenols, and Total Kjeldahl Nitrogen (TKN – a measure of concentrated nitrogen and ammonia); all of which 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 November of 2012, 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 the City's consultant and denoted in the following Table 3.

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

	<u>BOD/Phenolics</u> <u>(4AAP)</u>	<u>Total Suspended</u> <u>Solids</u>	<u>Total</u> <u>Phosphorous</u>	<u>Total</u> <u>Kjeldahl</u> <u>Nitrogen</u>
New 2013 Rates (\$/Kg)	0.62	0.60	1.69	1.18

In 2013, at peak levels, there were 211 companies under an active Industrial Waste Surcharge Agreement, this includes, thirty seven (37) facilities that were newly added. Seven (7) companies closed operations at some point during 2013 and three (3) companies are listed under new names as a result of corporate name changes. Refer to Appendix C (a), for a complete list of surcharge companies and their 2013 status. The program generated Toronto Water \$11.4 million in revenue in 2013, \$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 for the 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 2013, Toronto Water billed 76 companies the \$500 minimum Industrial Waste Surcharge fee and generated an additional \$38,000 in revenue. Appendix C (b) lists the industries under a minimum Industrial Waste Surcharge permit. In 2013, 25 companies were newly added as \$500 surcharge minimums.

In total for 2013, \$11.48 million in revenue was generated from both the Industrial Waste Surcharge Agreements and the Industrial Waste Surcharge Permits.

3) Sanitary Discharge Agreements and Permits

The City of Toronto 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 and treatment service. In this situation, water is not purchased from the City but still requires treatment. Therefore, a separate fee is applied to the volume of wastewater discharged to the sanitary sewer for treatment.

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, or install a waste water pre-treatment system.

There were 74 Sanitary Discharge Agreements and 66 Short Term Permits issued in 2013. 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 \$1.75 million and the revenue for Short Term Permits was approximately \$0.9 million in 2013. The total Sanitary Discharge revenues amounted to \$2.69 million in 2013 for Toronto Water.

4) Compliance Plan Agreements

The Sewers By-law has a provision that allows a company that enters 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 City sanitary 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 comply with any aspect of the Agreement may result in termination of the agreement that is signed by each party.

In 2013, there were 43 Compliance Plan Agreements. Appendix D lists companies that entered Compliance Plan Agreements with Toronto Water 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 2013, 12 compliance plans opted for pollution prevention options, 24 plans used wastewater treatments systems, and 7 plans utilized both approaches. There were 5 agreements terminated in 2013 for either failing to comply with the sampling and reporting provisions or the compliance limit(s).

5) 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 a joint Toronto Water – Toronto Public Health pilot project was established in 2008. 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 2013, Toronto Water issued 172 Notices of Violations for the installation or maintenance of grease interceptors compared to 338 in 2012 and 200 in 2011. This number has decreased as a result of less referrals coming from Toronto Public Health as many restaurants have installed a grease interceptor or addressed the maintenance issues. Restaurants that have not responded to Notices of Violation are contacted for follow-up and additional enforcement tools such as an Order are considered. There were no Orders for grease interceptor installation issued for 2013.

6) Spills & Complaint Response

Toronto Water Provincial Offences Officers are 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 via a rotating weekly schedule. Some examples of complaints are a resident dumping paint into a street catch basin or reporting foam or discoloured water in a creek. In 2013, staff received and attended to 473 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 2013, there were 40 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 and/or takes enforcement action.

7) Industrial Water Rate - Block 2

Based on Council's decision to offer a lower Block 2 water rate (a preferential 30% reduction in the 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
- submit an acceptable Water Conservation Plan
- comply with the Sewers By-law
- 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, as determined by Toronto Water.

Toronto Water takes a proactive approach to encourage industrial customers to stay on the Block 2 rate program. In 2013, Toronto Water met and held teleconferences with 13 industrial customers several times, once they received 2 Notice of Violations in 2013 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. Only one industry lost the Block 2 rate as a result of receiving 3 Notices of Violation in 2013.

To date, 87 industrial customers are part of the Block 2 Water Rate Initiative. As of December 31, 2013, 81 industrial customers were in compliance and were receiving the Block 2 rate, and 2 industrial customers were not in compliance and lost the Block 2 rate some point during the calendar year. The remaining 4 industrial customers had received 3 Notices of Violation in a prior calendar year and continue to remain off the Block 2 rate as they have yet to demonstrate 12 consecutive months of compliance based on the City's sampling results.

8) Auditor General Recommendations

The Auditor General, in his November 4, 2008 report to the Audit Committee, made 23 recommendations related to Sewers By-law administration and operations. All the recommendations have been addressed and implemented by December 2013.

9) Liaison with other Divisions

There are over 3,000 licensed automotive 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, as part of an Auditor General Recommendation, to assist in automotive garage inspections.

Toronto Water developed an automotive inspection checklist referral form for Municipal Licensing and Standards Officers to complete each time they visit an automotive garage for clearance or investigation purposes. Completed surveys are sent to Toronto Water for detailed inspection under the Sewers By-law. In November 2012, Municipal Licensing and Standards Officers were trained by Toronto Water. In 2013, 169 automotive garage referrals were received from Municipal Licensing and Standards.

10) Pollution Prevention (P2) Plan Program

Toronto requires Pollution Prevention Plans to be submitted every six years by any business that discharges any amount of subject pollutants. Certain commercial operations are required to follow Best Management Practices which provide 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 fall under 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, including confirmation on the use of a waste hauler and commitment to follow Best Management Practices. Approximately 6,000 facilities fall under the program.

In 2013, 311 Pollution Prevention Plans and Best Management Practices forms were reviewed. Failure to submit a Pollution Prevention Plan may result in the issuance of a Notice of Violation. There were 45 Notices of Violation issued for Pollution Prevention Plan submission requirements in 2013. A Pollution Prevention Plan submitted that does not meet the By-law requirements is rejected.

Table 4 highlights the 2013 statistics with respect to the percentage of Pollution Prevention Plan submissions received by Toronto Water. A new Pollution Prevention Plan submission cycle for many businesses began on December 31, 2013, and thus the compliance rate is generally lower than the previous year as commercial sector firms either omit to submit their Pollution Prevention Plans for the next six year cycle or have a late submission (entering into year 2014). The Environmental Monitoring and Protection Unit follow up after the deadline.

For 2013, industrial and institutional industries such as, metal finishing, laundry and hospital/health care sectors were notified that the Pollution Prevention Plan submission was due in 2013. There was an 88% and 83% compliance rate for the metal finishing sector and for non-sector, respectively. The commercial sectors are not notified by Toronto Water and there is corresponding lower percentage compliance rate as seen with the dental office sector

at 23%. Toronto Water continues to receive Pollution Prevention Plan submissions in 2014 for companies who began the new Pollution Prevention Plan cycle (December 31, 2013). In 2014, Notices of Violation will be issued to those companies who have not met the submission requirement.

Table 4: Pollution Prevention - Statistics Related to Reporting

Pollution Prevention Plans and Best Management Practices: Submission Reporting Statistics – as of December 31, 2013				
Organization Type	Total Number of Facilities	Pollution Prevention & Best Management Practice Compliance Rate		
		2013	2012	2011
Autobody Refinishing	473	25% **	72%	58%
Automotive Services	2623	58%	56%	51%
Dental Offices	1569	23% **	82%	81%
Photo Labs	214	69%	69%	58%
Metal Finishing	98	88%	93%	88%
Printing	338	51%	71%	62%
Non-Sector*	46	83%	88%	69%
Manufacturing	192	89%	90%	77%
Dry Cleaners & Commercial Laundry	312	35% **	100%	100%
Textile and Industrial Laundry	40	70% **	93%	86%
Hospital/Health Care	37	65% **	86%	86%
Total	5942			

* Refers to any industry that is not listed as a subject sector in Appendix 1, Sewers By-law.

** Refers to: December 31, 2013 submission due date compliance percentage.

11) Historical Pollution Prevention (P2) Subject Pollutant Parameter Data for 33 Subject Pollutants

This report provides historical information for 33 subject pollutants. Five subject pollutants, which are pesticides (aldrin, chlordane, hexachlorobenzene, hexachlorocyclohexane, and mirex) have not been included in the graphs. In general, these 5 subject pollutants (pesticides) are not expected to be found discharging from ICI industries to the sanitary sewer and there is no historical sampling data for these subject pollutants. Hexavalent chromium was also not included as it was added as a subject pollutant in January 2014.

The 33 historical Pollution Prevention Plan subject pollutant graphs found in Appendix E show that there is an overall decline in the concentration of subject pollutants in the wastewater discharged to Toronto's sewers from industrial, institutional, and commercial facilities. Some peak concentrations over the timeline of 1996 to 2012 showed that more efforts were required by industries to mitigate the high discharges coupled with the Environmental Monitoring & Protection Unit enforcement tools.

Prior to the onset of Pollution Prevention Plans, some of the parameters had limited data. Historically, some pollutants have consistently shown very low results. Some of the graphs show a flat line that shows that the parameters are detected in trace amounts. As companies were implementing Pollution Prevention Plan efforts there were many changes taking place with product substitution.

Some chemicals that are harmful to aquatic life such as nonylphenol (NP) and nonylphenol ethoxylates (NPE) show concentrations that were drastically reduced as a result of the Pollution Prevention Program. The reduction of these chemicals can be attributed to:

- product reformulation by detergent manufacturers for industrial laundries;
- plating chemical and cleaner reformulation by suppliers for metal finishing; and
- printed circuit board industries.

In certain sectors, such as the textile manufacturing, there was a virtual elimination of NP/NPE's. Other pollutants such as pesticides are no longer in use and Toronto Water is no longer testing for the pesticide parameters.

Significant reductions were observed in the wastewater discharge from the metal finishing sector for copper, lead, nickel, chromium, and cadmium concentrations. Lead has been practically eliminated from circuit board manufacturing process. Copper reduction can be attributed to better plating process technology, and the use of Pollution Prevention to recycle/reuse chemicals. Cadmium and chromium plating has also declined over the last 10 years contributing to the reduction in the concentrations discharged to sewers.

Some graphs show spikes of certain subject pollutants and this is a result of samples from some companies with gross violations of those parameter and the City has utilized its enforcement tools to bring companies into compliance.

In general, the graphs show that the majority of subject pollutants discharged in wastewater are below the By-law limits demonstrating that the enforcement and Pollution Prevention efforts of the Environmental Monitoring & Protection Unit have been effective. This can be seen for mercury, molybdenum and zinc which demonstrate a drastic decline since the Pollution Prevention Program started. Other pollutants have remained below the By-law limit such as Cis-1,2-dichloroethylene.

The mandatory reporting of Pollution Prevention Plans was largely successful with numerous industrial facilities, metal finishers, and hospitals. This is primarily due to the available resources to those organizations and their understanding that Pollution Prevention was important. The industry associations such as Canadian Association of Metal Finishers (CAMF), Ontario Printing Industry Association (OPIA), Canadian Association of Textile Colourists and Chemists (CATCC) were instrumental in promoting the Pollution Prevention approach with their members and also working with the product manufacturer/suppliers to reduce/eliminate subject pollutants from products to support Pollution Prevention Plans.

12) Storm Sewer Outfall Monitoring Program

Toronto Water continues to operate the Outfall Monitoring Program with success. It is close to achieving its goal of surveying and sampling all outfalls that have a dry weather flow within Toronto's watersheds. The program is also responsible for investigating and rectifying any contaminated flows by enforcing 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 2012 and 2013.

Year	2012	2013
Precipitation (mm)	822	1019
Cross Connections Found	83	11
Cross Connections Corrected	62	25
Total Priority Outfalls	100	86
Outfalls of Concern	3	4
Delisted Priority Outfalls	12	15

Staff completed the outfall survey for the Don River in summer 2013 and started the first round of sampling for the outfalls with dry weather flow. The first round sampling will continue into 2014. One Don River outfall was classified as a Priority Outfall and added to the Priority Outfall List. From the preliminary sampling results, it immediately showed signs of contamination and was flagged for active investigation. Outfalls of Concern are outfalls that have not been classified due to insufficient data but have shown signs of contamination.

Table 6, below, summarizes the total Don River outfalls surveyed in 2013 and those with a dry weather flow. Including last year, the completed survey found a total of 801 outfalls and 420 of those had a dry weather flow. So far the program has completely surveyed over 3,090 outfalls from all of the City's main watersheds. This list includes Black Creek, Etobicoke Creek, Don River, Highland Creek, Humber River, Lake Ontario, Mimico Creek, Taylor Massey Creek and Rouge River.

Table 6: Survey of Don River Outfalls for 2012 and 2013

Year	Survey Started	Survey Completed	Total Outfalls Surveyed	Outfalls With Dry Weather Flow
2012	July 2012	ongoing	425	165
2013	ongoing	July 2013	376	255

Numerous Priority Outfall investigations were conducted along the storm sewer system searching for sources of contamination. The Environmental Monitoring & Protection Unit found 11 cross connections by performing 85 dye tests and also verified the correction of 25 cross connections. Of the cross connections found, 7 were residential, 2 were commercial and 2 were institutional. Of the cross connections corrected, 19 were residential, 3 were commercial and 3 were institutional (Refer to Appendix F -Table 1).

Additional sources of contamination such as combined sewer overflow spillovers and spills to the sewer system were also remedied. For enforcement purposes, 9 Notices of Violation were

issued for Sewers By-law infractions related to the Outfall Monitoring Program. Of these issued Notices of Violation, 5 were residential, 2 were commercial and 2 were institutional facilities. Table 7, below, provides a summary of storm water related tasks in 2013.

Table 7: Summary of Storm Water Related Tasks for 2012 and 2013

Storm Water Related Tasks	2012	2013
Inspections	2,447	2,310
Sampling Events	735	1,032
Laboratory Analyses	9,624	10,794
Notices of Violation Issued	52	9

As a result of eliminating these sources of contamination, 15 Priority Outfalls were delisted from the Priority Outfall List. This was verified by monitoring and sampling the Priority Outfalls until they showed improvements in water quality. Refer to Appendix F-Table 2 for a list of de-listed priority outfalls in 2013 along with their corresponding watersheds and respective wards. As of December 31, 2013, the Priority Outfall List consists of 86 Priority Outfalls. Appendix F-Table 3 provides a summary of Priority Outfalls, Outfalls of Concern and delisted outfalls for 2012 and 2013.

Closed Circuit Television (CCTV) continues to be an invaluable tool in detecting cross connections and infrastructure issues along the sewer system. Of the 11 cross connections found, 2 were flagged using the help of CCTV. By using CCTV, fewer resources were needed to narrow down the problem. Normally staff would trace the contaminated flow to a source by sampling along the storm sewer system at manholes.

So far, staff working on the Outfall Monitoring Program have found a total of 645 cross connections and facilitated the correction of 617 cross connections. Fixing these problems has contributed to the removal of 85 Priority Outfalls from the Priority Outfall List and from active investigation. The program continues to be proactive in improving storm water quality in the storm sewer system. As a result, less pollution is entering the City of Toronto's surface waters and the natural environment.

13) Water Supply By-law Backflow Prevention Program

Toronto Water's Environmental Monitoring & Protection Unit also administered the Backflow Prevention Program since its 2008 inception 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 with the Sewers By-law. Table 8, below, highlights the number of compliance and enforcement activities undertaken by Toronto Water staff in 2013 for the Water Supply By-law compared to 2012. The numbers over the past year in comparison to the previous year have declined as a result of staff shortages that were experienced within the unit in 2013.

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

Activity	2013	2012
Inspections	695	734

Notice of Violations for Backflow Prevention (BF) Device Installation	585	1,374
Notice of Violations for BF device Installation Correction	41	56
Notice of Violations for wrong BF device	6	32
Reminder Notices for BF Test Report	2,311	4,345
BFP Test Reports Received	5,924	6,224
Notice of Violations for Rejected Test Report	112	51
Complaints	10	2
Investigations	1	3
Prosecutions	1	3
Convictions	1	3
Unsuccessful Prosecutions	0	0
Withdrawn Prosecutions where charges laid	0	0
Fines (excluding 25% victim surcharge fee)	\$500	\$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. As part of the inspection, if fire hydrants are obstructed then staff address the issue by immediately notifying the homeowner first by written notice to have the obstructing material removed.

District Operations staff re-visit the site shortly thereafter 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 for enforcement.

In 2013, Environmental Monitoring & Protection received 5 referrals from District Operations staff. One referral was for the illegal use of a fire hydrant. Four referrals were for obstruction of a fire hydrant and Orders were issued for each of them and complied with by the property owners.

14) Collaborative Surface Water Monitoring Programs

Toronto Water continues its engagement in coordinating the Beaches Monitoring Program along with Toronto Public Health and Toronto Police Services through the use of seasonal beach lifeguards. Certain bacteria, more specifically E. coli, can cause people to become sick. Water quality along the beaches is monitored by testing for E. coli during the beach season. Lifeguards collect the beach water samples, while Toronto Water handles the sample delivery and weekend/holiday testing.

The Ministry of Health and Long-Term Care contributes with weekday testing. Toronto Public Health determines whether a beach should be open or closed by reviewing the test results. Staff collected a total of 5,813 beach water samples along all of Toronto's 11 beaches from late May to Labour Day 2013. It should be noted that 8 of Toronto's beaches have received an

internationally recognized Blue Flag designation for meeting strict water quality criteria.

Toronto Water continued to assist Transportation Services with the Ministry component of the Federal government mandated 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 operators to meet Environment Canada's Salt Management Plan requirements.

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ATTACHMENTS

Appendix A: Sewers By-law Violations in 2013

Appendix B: 2013 Sewers and Water Supply By-law Convictions

Appendix C (a): Organizations invoiced for Industrial Waste Surcharge Agreements or Permits, as of December 31, 2013

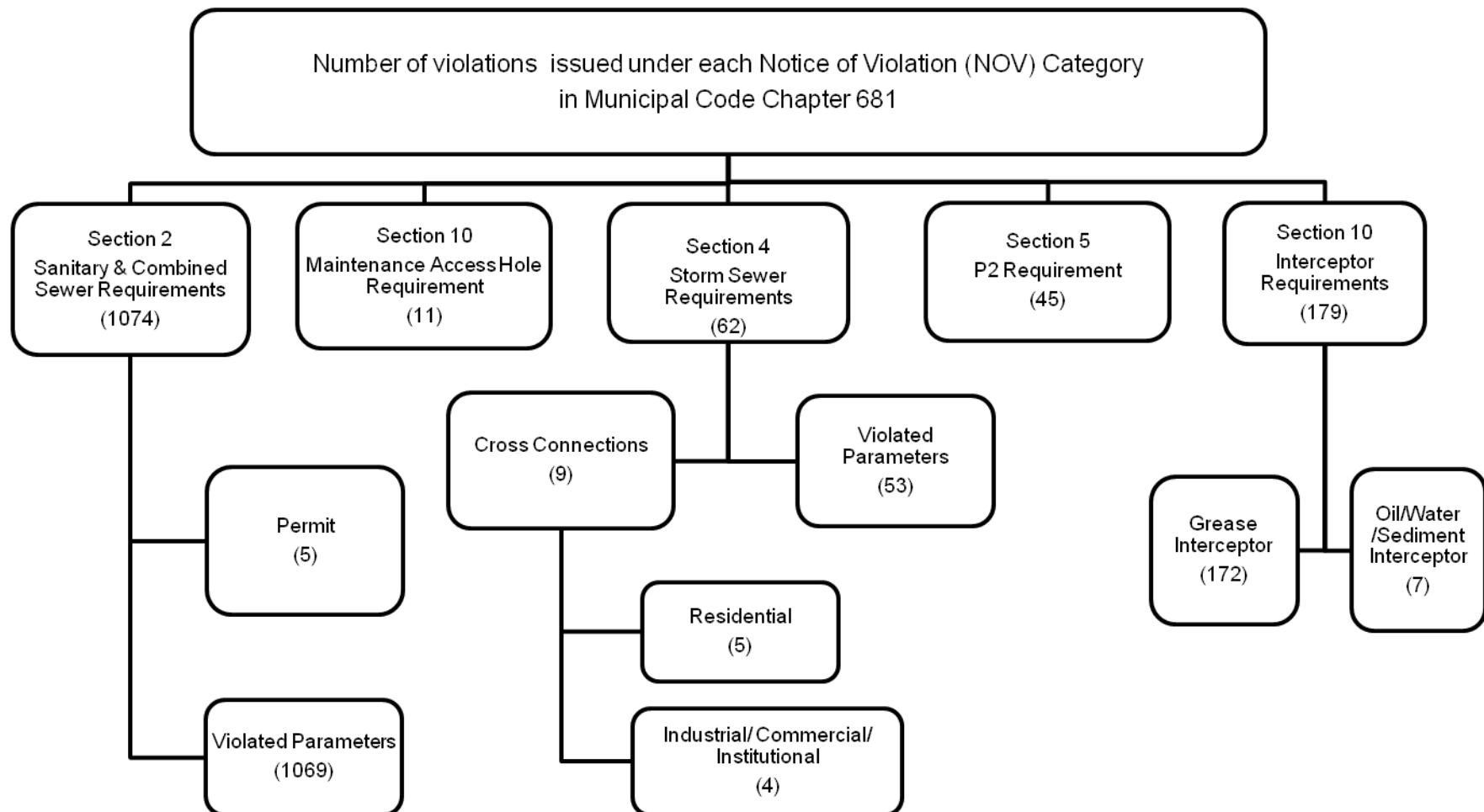
Appendix C (b): Organizations invoiced for Industrial Waste Surcharge Permits, as of December 31, 2013 (Billed Minimum Surcharge Fee \$500.00/year)

Appendix D: List of Facilities with a Compliance Program in 2013

Appendix E: Historical Pollution Prevention (P2) Subject Pollutants Data Graphs for 33 Subject Pollutants

Appendix F: Outfall Monitoring Program Summary

Appendix A: Sewers By-law Violations in 2013 by Category



Appendix B:

Table 1: 2013 Sewers and Water Supply By-law Convictions

Conviction Date	Company	Ward	No. of Parameters charged*	Conviction	Fines (excluding 25% Victim Surcharge)	Positive Outcome of Prosecution File
30/01/13	Lush Handmade Cosmetics	5	1	<u>Sanitary:</u> Oil & Grease (non-mineral)	\$1,000.00	Company installed an Oil & Grease interceptor.
4/02/13 Water Supply By Law**	59 Project Management Inc.	30	1	<u>Water Supply:</u> Turning on a water supply without authorization	\$500.00	Company now aware that permission is required to obtain water from the City.
22/04/13	Delcorp Foods Inc.	12	5	<u>Sanitary:</u> Biochemical Oxygen Demand, Total Kjeldahl Nitrogen (2), Total Phosphorus (2)	\$10,000.00	Delcorp Foods Inc. sold its business and the new company operating at the same address has changed its business name and is in compliance.
1/05/13	Give N Go Prepared Foods	1	2	<u>Sanitary:</u> Oil & Grease (non-mineral & mineral)	\$4,000.00	Company installed a waste water treatment system common to the food manufacturing sector and are demonstrating compliance.

Conviction Date	Company	Ward	No. of Parameters charged*	Conviction	Fines (excluding 25% Victim Surcharge)	Positive Outcome of Prosecution File
19/06/13	Ganz Realty Limited	6	4	<u>Sanitary:</u> Biochemical Oxygen Demand (BOD)	\$1,000.00	Ganz Realty entered into an Industrial Waste Surcharge Agreement
24/06/13	Maple Leaf Foods Inc.	11	3	<u>Sanitary:</u> Discharging substance that can obstruct sewer	\$3,500.00	Company took corrective action to prevent large solids from entering into the sewer system
9/09/13	Mitchie's Eatery Inc.	17	3	<u>Sanitary:</u> Failure to install a grease interceptor	\$250.00	The company installed a grease interceptor.
15/10/13	ONNI (Westlake) Developments Ltd.	6	7	<u>Storm:</u> Manganese, Total Phosphorus, Zinc, TSS Discharging without a permit Damaging part of sewer works (catch basin) Discharging ground water	\$40,000.00	Company obtained discharge permit and then entered into a Sanitary Discharge Agreement.

Conviction Date	Company	Ward	No. of Parameters charged*	Conviction	Fines (excluding 25% Victim Surcharge)	Positive Outcome of Prosecution File
25/11/13	Cameron Advertising Displays Limited	37	5	Sanitary: Biochemical Oxygen Demand	\$5,000.00	The company entered into an Industrial Waste Surcharge Agreement.
24/11/13	Lolina Holdings	37	1	Sanitary: Failing to install a maintenance access hole.	\$750.00	The company installed a maintenance access hole.
17/12/13	Quick Circuits Inc.	38	1	Sanitary: Copper	\$1,250.00	The company installed a new sump pump and a resin system which uses ion exchange to reduce dissolved metals.
				All By-laws	Total \$ 67,250.00	
				Sewers By-Law Total	Total \$66,750.00	
				Water Supply By-Law	Total \$500.00	

*The number of parameters charged may not reflect the number of convictions as some parameters that were charged on may have been given a suspended sentence or negotiated to reach a settlement for a conviction.

**Shaded row refers to a conviction under the Water Supply By-Law.

Appendix C:

a) Organizations invoiced for Industrial Waste Surcharge Agreements, or Permits, as of December 31, 2013

No.	Industry Name	Address	Ward	Status as of 2013
1	1458935 Ontario Ltd. (Shefa Meats)	195 Bridgeland Avenue	15	Active
2	1562541 Ontario Ltd. (Rex Services)	100 Silver Star Boulevard	41	Active
3	1671193 Ontario Inc. (Wing Loon)	105 Howden Road	37	Active
4	2168587 Ontario Ltd. (Upper Crust Bakery)	55 Canarctic Drive	8	Active
5	2312827 Ontario Inc.	605 Middlefield Road	41	Active
6	3321061 Canada Inc.(Sunrise Soya Foods)	21 Medulla Avenue	5	Active
7	573349 Ontario Ltd. (The Butcher Shoppe)	121 Shorncliffe Road	5	Active
8	699145 Ontario Limited	145 Norfinch Drive	8	Active
9	A. Lassonde Inc.	95 Vulcan Street	2	Active
10	Ace Bakery Limited	1 Hafis Road	12	Active
11	Adelphia Poultry Inc.	61 Torlake Crescent	6	Active
12	ADP Direct Poultry Ltd.	34 Vansco Road	5	Active
13	Agropur Cooperative (Natrel)	1275 Lawrence Avenue East	34	Active
14	Allseas Fisheries Inc.	55 Vansco Road	5	Active
15	Apollo Health and Beauty Care	1 Apollo Place	8	Active
16	Aspiration Holdings Inc.	160 Thermos Road	37	Active
17	Atlantic Packaging Products Ltd.	350 Midwest Road	37	Active
18	Atlantic Packaging Products Ltd.	80 Progress Avenue	37	Active
19	Bank Bros. & Son Limited	116 Glen Scarlett Road	11	Active
20	BASF Canada Inc.	10 Constellation Court	2	Active
21	Beechgrove Country Foods Inc.	20 Minuk Acres	44	Active
22	Belmont Meat Products Limited	230 Signet Drive	7	Active
23	Bento Nouveau Ltd.	19 Skagway Avenue	36	Active
24	Best Baking Inc.(Dufflet Pastries)	166 Norseman Street	5	Active
25	Bona Foods Limited	184 Toryork Drive	7	Active
26	Brass Hill Investments Limited	801 Alness Street	8	Active

No.	Industry Name	Address	Ward	Status as of 2013
27	Breadsource Corporation	1820 Ellesmere Road	38	Active
28	Campbell Company Of Canada	60 Birmingham Street	6	Active
29	Cargill Limited	25 Newbridge Road	5	Active
30	Central - Epicure Food Products Limited	501 Garyray Drive	7	Active
31	Chai Poultry Inc.	115 Saulter Street	30	Active
32	Charlie's Meat & Seafood Supply Ltd.	61 Skagway Avenue	36	Active
33	Charlie's Meat & Seafood Supply Ltd.	65 Skagway Avenue	36	Active
34	Chemtura Canada Co./CIE	10 Chemical Court	44	Active
35	Chrysler Canada Inc.	15 Brown's Line	6	Active
36	Cintas Canada Limited	23 Torlake Crescent	6	Active
37	Cintas Canada Limited	3370 Dundas Street West	13	Active
38	Cintas Canada Limited	1110 Flint Road	8	Active
39	City Linen Inc.	1680 Midland Avenue	37	Active
40	Coca-Cola Refreshments Canada Company	24 Fenmar Drive	7	Active
41	Commercial Bakeries Corp.	45 Torbarrie Road	7	Active
42	Dare Foods Limited	143 Tycos Drive	15	Active
43	Deco Adhesive Products (1985) Limited	28 Greensboro Drive	2	Active
44	Del's Pastry Limited	344 Bering Avenue	5	Active
45	Dezen Realty Company Limited	31 Windsor Street	2	Active
46	Dimpfleier Bakery Limited	26-36 Advance Road	5	Active
47	Dolomite Manor Corporation	312 Dolomite Drive	8	Active
48	Dominion Colour Corporation	199 New Toronto Street	6	Active
49	Dunway Developments Limited (DMS Group)	80 Galaxy Boulevard	2	Active
50	Earthfresh Farms Inc.	131 Brown's Line	6	Active
51	Elbee Meat Packers Limited	1-3 Glen Scarlett Road	11	Active
52	Etobicoke Noodles Inc.	66 Newcastle Street	6	Active
53	Faster Linen Service Limited	89 Torlake Crescent	6	Active
54	FGF Brands Inc.	1295 Ormont Drive	7	Active
55	Fiera Foods Company	220 Norelco Drive	7	Active
56	Fiera Foods Company	50 Marmora Street	7	Active
57	Fung Wah Laundry Services Inc.	805 Middlefield Road	41	Active

No.	Industry Name	Address	Ward	Status as of 2013
58	G&K Services Canada Inc.	940 Warden Avenue	37	Active
59	Gay Lea Foods Co-Operative Limited	100 Clayson Road	7	Active
60	Gay Lea Foods Co-Operative Limited (Longlife)	180 Ormont Drive	7	Active
61	Gibson's Cleaners Co. Limited	4241 Dundas Street West	5	Active
62	Give and Go Prepared Foods Corp.	6650 Finch Avenue West	1	Active
63	Give and Go Prepared Foods Corp.	300 Humber College Boulevard	1	Active
64	Global Egg Corporation	283 Horner Avenue	6	Active
65	Gourmet Baker East Inc.	17 Vickers Road	5	Active
66	Grande Cheese Company Limited	175 Milvan Drive	7	Active
67	Great Lakes Brewing Company Inc.	30 Queen Elizabeth Boulevard	5	Active
68	Griffith Laboratories Limited	757 Pharmacy Avenue	35	Active
69	Halltech Inc.	465 Coronation Drive	44	Active
70	Hans Dairy Inc.	36 Taber Road	2	Active
71	Hoi Tin Food Products Ltd.	439 Birchmount Road	35	Active
72	Hung Wang Foods Inc.	751 Warden Avenue	35	Active
73	International Cheese Co. Ltd	67 Mulock Avenue	11	Active
74	Irving Tissue Corporation	1551 Weston Road	11	Active
75	Janes Family Foods Ltd.	401 Canarctic Drive	8	Active
76	Joriki Inc.	3431 McNicoll Avenue	41	Active
77	Kerr Bros. Limited	956 Islington Avenue	5	Active
78	KIK Operating Partnership	13 Bethridge Road	2	Active
79	KIK Operating Partnership	2000 Kipling Avenue	2	Active
80	Korex Canada Company	104 Jutland Road	5	Active
81	Kretschmar Inc.	71 Curlew Drive	34	Active
82	Liberte Natural Foods Inc.	60 Brisbane Road	8	Active
83	Loders Croklaan Canada Inc.	195 Belfield Road	2	Active
84	Louis Dreyfus Commodities Canada Ltd.	55 Torlake Crescent	6	Active
85	Luiza Investments Limited	3501 McNicoll Avenue	41	Active
86	MacGregors Meat & Seafood Ltd.	265 Garyray Drive	7	Active
87	Maple Leaf Foods Inc.	150 Bartor Road	7	Active

No.	Industry Name	Address	Ward	Status as of 2013
88	Maple Leaf Foods Inc.	100 Ethel Avenue, 99,109 Ryding Avenue	11	Active
89	Maple Leaf Foods Inc. (Cappola Food Inc.)	92 Cartwright Avenue	15	Active
90	Marketing 3000 Plus Inc.	25 Passmore Avenue	39	Active
91	Maypole Dairy Products Ltd.	64 Fordhouse Boulevard	5	Active
92	Metropolitan Toronto Condominium Corporation No. 786	50-52 Airview Road	2	Active
93	Metropolitan Toronto Condominium Corporation No. 862	63 Silver Star Boulevard	41	Active
94	Metropolitan Toronto Condominium Corporation No. 870	110 Dynamic Drive	41	Active
95	Metropolitan Toronto Condominium Corporation No. 870	120 Dynamic Drive	41	Active
96	Metropolitan Toronto Condominium Corporation No. 896	2691 Markham Road	42	Active
97	Metropolitan Toronto Condominium Corporation No. 948	21 Milliken Boulevard	39	Active
98	Metropolitan Toronto Condominium Corporation No. 948	23,25,27 Milliken Boulevard	39	Active
99	Metropolitan Toronto Condominium Corporation No. 960	328 Passmore Avenue	41	Active
100	Molson Canada 2005	1 Carlingview Drive	2	Active
101	Mondelez Canada Inc.	5 Bermondsey Road	31	Active
102	Mondelez Canada Inc.	40 Bertrand Avenue	37	Active
103	Mondelez Canada Inc.	277 Gladstone Avenue	18	Active
104	Mondelez Canada Inc.	370 Progress Avenue	37	Active
105	Morrison Lamothe Inc.	399 Evans Avenue	6	Active
106	Morrison Lamothe Inc.	141 Finchdene Square	42	Active
107	Ms. Clean Laundry & Linen Services Inc.	25 Windsor Street	6	Active
108	Mucher Enterprises Limited	1821 Albion Road	1	Active
109	Multi-National Manufacturing Ltd.	65 Melford Drive	42	Active
110	National Dry Company Limited	30 Arrow Road	7	Active
111	Nestle Canada Inc.	72 Sterling Road	18	Active

No.	Industry Name	Address	Ward	Status as of 2013
112	New Forest Paper Mills LP	333 Progress Avenue	37	Active
113	Newalta Corporation	55 Vulcan Street	2	Active
114	Nino D'Aversa Bakery Limited	1 Toro Road	8	Active
115	Nitta Gelatin Canada, Inc.	60 Paton Road	18	Active
116	Norampac, a division of Cascades Canada ULC	450 Evans Avenue	6	Active
117	Norampac-Lithotech, a division of Cascades Canada ULC	5910 Finch Ave East	42	Active
118	North John Holdings Inc.	555 Steeprock Drive	8	Active
119	Oak Leaf Confections Co.	440 Comstock Road	35	Active
120	Ontario Bakery Supplies Limited	84 Oakdale Road	7	Active
121	Organic Resource Management Inc.	290 Garyray Drive	7	Active
122	Owens-Corning Insulating Systems Canada LP	3450 McNicoll Avenue	41	Active
123	Parmalat Canada Inc.	25 Rakely Court	3	Active
124	Pepe's Mexican Foods Inc.	122 Carrier Drive	1	Active
125	Perfect Poultry Inc.	239 Toryork Drive	7	Active
126	Pizza Pizza Limited	58 Advance Road	5	Active
127	Planway Poultry Inc.	26 Canmotor Avenue	5	Active
128	Portuguese Cheese Company Limited	2 Buckingham Street	6	Active
129	Production Paint Stripping Ltd.	11 McLachlan Drive	2	Active
130	Pyung Hwa Food Company Inc.	7 Kenhar Drive	7	Active
131	Quantex Technologies Inc.	309 Cherry Street	30	Active
132	Ready Bake Foods Inc. (Annette's Donuts)	1965 Lawrence Avenue West	11	Active
133	Ready Bake Foods Inc.	675 Fenmar Drive	7	Active
134	Real Food for Real Kids Inc.	41 Dovercourt Road	19	Active
135	Redpath Sugar Ltd.	95 Queen's Quay East	28	Active
136	Reneé Gourmet Foods Inc.	21 Coronet Road	5	Active
137	Rocktenn-Container Canada L.P.	730 Islington Avenue	6	Active
138	Rohm and Haas Canada LP	2 Manse Road	44	Active
139	Ryding- Regency Meat Packers Ltd.	70 Glen Scarlett Road	11	Active
140	Select Foods Products, Limited	120 Sunrise Avenue	34	Active
141	Servisair Deicing Services Inc. (GTAA)	2400 Britannia Road East	N/A	Active

No.	Industry Name	Address	Ward	Status as of 2013
142	Siltech Corporation	225 Wicksteed Avenue	26	Active
143	SIR Corp.	25 Carlson Court	2	Active
144	St. Andrew's Poultry (Ontario) Inc.	17 St.Andrew's Street	2	Active
145	St. Clair Ice Cream Limited	2859 Danforth Avenue	32	Active
146	Steam Whistle Brewing Inc.	255 Bremner Boulevard	20	Active
147	Stonemill Bakehouse (BCE Place) Inc.	426 Nugget Avenue	41	Active
148	Supreme Egg Products Inc.	17 Newbridge Road	5	Active
149	Surati Sweet Mart Limited	26 Carnforth Road	34	Active
150	Tasty Chip (2008) Inc.	10 Shorncliffe Road	5	Active
151	The Tripe Factory Corporation	95 Milliken Boulevard	39	Active
152	Tiffany Gate Foods Inc.	195 Steinway Boulevard	1	Active
153	Topper Linen Supply Limited (North)	26 Mulock Avenue	11	Active
154	Topper Linen Supply Limited (South)	24-36 Mulock Avenue	11	Active
155	Toronto Abattoirs Limited	2 Tecumseth Street	19	Active
156	Toronto Solid Waste Division	35 Vanley Crescent	8	Active
157	Toryork Catering (1988) Ltd.	230 Milvan Drive	7	Active
158	Trafalgar Industries of Canada	333 Rimrock Road	8	Active
159	Trillium Beverage Inc.	21 Tankhouse Lane	28	Active
160	Trillium Beverage Inc.	300 Midwest Road	37	Active
161	U-Pak Disposals (1989) Limited	15 Tidemore Avenue	2	Active
162	Univar Canada Ltd.	64 Arrow Road	7	Active
163	Vegfresh Inc. & GMASJ Ontario Inc.	1290 Ormont Drive	7	Active
164	Vienna Meats Products Limited	170 Nugget Avenue	41	Active
165	W.T. Lynch Foods Limited	72 Railside Road	34	Active
166	Wagener's Meat and Delicatessen Limited	40-44 Six Point Road	5	Active
167	Warmia Deli and Meat Products Ltd. (Andy's Sausage)	63 Mulock Avenue	11	Active
168	White Veal Meat Packers Ltd.	37 Fenmar Drive	7	Active
169	Wilben Investments Limited	22 Eddystone Avenue	7	Active
170	Wing Hing Lung Limited	50 Torlake Crescent	6	Active
171	Wing Hing Lung Limited	275 Albany Avenue	20	Active

No.	Industry Name	Address	Ward	Status as of 2013
172	Wrigley Canada	1123 Leslie Street	25	Active
173	York Chicken Wholesale Limited	188 New Toronto Street	6	Active
174	Zhi Fong Trading Company Ltd.	46 Kensington Avenue	20	Active
175	2218854 Ontario Inc. (Prosperity Foods)	474 Attwell Drive	2	New Active Surcharge
176	662526 Ontario Inc.	805 Middlefield Road	41	New Active Surcharge
177	6813038 Canada Inc. (FV Foods)	6-10 Malley Road	35	New Active Surcharge
178	733907 Ontario Ltd. (European Quality Meats)	16 Jutland Road	5	New Active Surcharge
179	ADP Direct Poultry Ltd.	42 Taber Road	2	New Active Surcharge
180	Airborn Flexible Circuits Inc.	11 Dohme Avenue	31	New Active Surcharge
181	Al Reisman Limited	3241,3251 Kennedy Road, 19, 23,27,29,31 Passmore Avenue	41	New Active Surcharge
182	Amsterdam Brewing Co. Limited	45 Esandar Drive	26	New Active Surcharge
183	Aspiration Holdings Inc.	46 Modern Road	37	New Active Surcharge
184	Atlantic Packaging Ltd.	111 Progress Avenue	37	New Active Surcharge
185	Bombardier Inc.	123 Garratt Boulevard	9	New Active Surcharge
186	Cameron Advertising Displays Limited	12 Nantucket Boulevard	37	New Active Surcharge
187	Canadian Linen and Uniform Service Co.	75 Norfinch Drive	8	New Active Surcharge
188	CMS Ontario Limited	134 Norfinch Drive	8	New Active Surcharge
189	Davpart Inc.	75 Horner Avenue	6	New Active Surcharge
190	Delfresh Foods Inc.	24 Steinway Boulevard	1	New Active Surcharge
191	Dextran Products Limited	421 Comstock Road	35	New Active Surcharge
192	DMX Plastics Limited	402 Attwell Drive	2	New Active Surcharge
193	Future Bakery Limited	106 North Queen Street	5	New Active Surcharge
194	GFL Environmental Inc.	242 Cherry Street	30	New Active Surcharge
195	Kam Li Food Co. Ltd.	229 Broadview Avenue	30	New Active Surcharge
196	Kilbarry Holding Corporation	1889 Albion Road	1	New Active Surcharge
197	Maple Leaf Foods Inc.	25 LePage Court	8	New Active Surcharge
198	Metropolitan Toronto Condominium Corporation No. 967	38 Thornmount Drive	42	New Active Surcharge
199	Metropolitan Toronto Condominium Corporation No. 967	50 Thornmount Drive	42	New Active Surcharge
200	Milliken Wells Shopping Centre Holdings	240-250 Alton Towers	41	New Active Surcharge

No.	Industry Name	Address	Ward	Status as of 2013
	Limited			
201	Newgen Restaurant Services Inc.	15 Carlson Court	2	New Active Surcharge
202	Peter the Chef Fine Food Limited	401 Humberline Drive	1	New Active Surcharge
203	Pianosi Bros. Construction Limited	471-515 Champagne Drive	8	New Active Surcharge
204	Shorewood Packaging Corp. of Canada Limited	2220 Midland Avenue	37	New Active Surcharge
205	Sterling Silver Development Corporation	689 Warden Avenue	35	New Active Surcharge
206	Tilzen Holdings Limited	40 Nugget Avenue	41	New Active Surcharge
207	Toronto Standard Condominium Corporation No. 2255	19 & 25 Woodbine Downs, 6628,6630,6640 Finch Avenue West	1	New Active Surcharge
208	Tradition Fine Foods Ltd.	663 Warden Avenue	35	New Active Surcharge
209	Weston Bakeries Limited	462 Eastern Avenue	30	New Active Surcharge
210	Wing Hing Lung Limited	550 Kipling Avenue	6	New Active Surcharge
211	Ya Ya Foods Corp.	450 Kipling Avenue	6	New Active Surcharge
212	ADP Direct Poultry Ltd.	130 The West Mall	5	Closed (February 1, 2013)
213	Canada Bread Company, Limited	35 Rakely Court	3	Closed (June 6, 2013)
214	Emery Oleochemicals Canada Ltd.	425 Kipling Avenue	6	Closed (Sept 15, 2013)
215	Lush Handmade Cosmetics Ltd.	63 Advance Road	5	Closed (July 31, 2013)
216	Lush Handmade Cosmetics Ltd.	324 Horner Avenue	6	Closed (July 31, 2013)
217	Mondelez Canada Inc.	2150 Lakeshore Boulevard West	6	Closed (Sept 30, 2013)
218	Superior Sausage & Meat Products Limited	1004 Dundas Street West	19	Closed (November 20,2013)
219	Marsan Foods Limited	160 Thermos Road	37	Corporate name change (July 31,2013)
220	McCain Foods Limited	55 Torlake Crescent	6	Corporate name change (June 10,2013)
221	Unilever Canada Inc.	195 Belfield Road	2	Property Ownership Change (Dec 13,2013)

b) Organizations invoiced for Industrial Waste Surcharge Permits, as of December 31, 2013 (Billed Minimum Surcharge Fee \$500.00/year)

No.	Industry Name	Address	Ward	Status as of 2013
222	1027766 Ontario Ltd. (Gia Phat)	155 Augusta Avenue	20	Active
223	1730500 Ontario Ltd. (Tofu Superior)	175 Weston Road	11	Active
224	2117129 Ontario Inc. (Modern Laundry)	282 Dupont Street	20	Active
225	Alsafa & Almarwa Meat Processing Inc.	49-51 Six Point Road	5	Active
226	Apotex Inc.	150 Signet Drive	7	Active
227	Blue Danube Sausage House #1 Ltd.	24 Chauncey Avenue	5	Active
228	Campione Restaurant Supply Inc.	844 Caledonia Road	15	Active
229	Canadian Linen and Uniform Service Co.	24 Atomic Avenue	5	Active
230	Canada Post Corporation	1860 Midland Avenue	37	Active
231	Canadian Select Meats Inc.	145A Bethridge Road	2	Active
232	Celestica Inc.	844 Don Mills Road	26	Active
233	Chair-Man Mills Corp.	184 Railside Road	34	Active
234	Estee Lauder Cosmetics Ltd.	161 Commander Boulevard	41	Active
235	Feather Industries (Canada) Ltd.	115 Glen Scarlett Road	11	Active
236	Felcor Canada Co. (Holiday Inn)	970 Dixon Road	2	Active
237	Filicetti Foods Inc.	350 Garyray Drive	7	Active
238	Gelato Fresco	60 Tycos Drive	15	Active
239	Global Laundry & Linen Supply Co.	100 McLevin Avenue	42	Active
240	Good Linen Rental Inc.	145 Claireport Crescent	1	Active
241	Grosnor Industries Inc.	375 Rexdale Boulevard	2	Active
242	InnVest Hotels GP IX Ltd. (Holiday Inn)	600 Dixon Road	2	Active
243	Kings Hospitality Inc. (Boston Pizza)	5 Carlson Court	2	Active
244	Le Meridien King Edward	37 King Street East	28	Active
245	Larry Linen Rental Ltd.	91 Penn Drive	7	Active
246	Lincoln Electric Co. of Canada Ltd.	179 Wicksteed Avenue	26	Active
247	Lounsbury Foods Limited	11 Wiltshire Avenue	17	Active
248	Madina Wholesale Poultry Inc.	128 Sunrise Avenue	34	Active

No.	Industry Name	Address	Ward	Status as of 2013
249	Metropolitan Toronto Condominium Corporation No. 870	130 Dynamic Drive	41	Active
250	Metropolitan Toronto Condominium Corporation No. 1406	21 Royalcrest Road	1	Active
251	Mucher Enterprises Limited	1801-1811 Albion Road	1	Active
252	Nucap Industries Inc.	3370 Pharmacy Avenue	39	Active
253	Osler Fish Warehouse	16 Osler Street	18	Active
254	Paragon Linen/Laundry Services Inc	10 Melford Drive	42	Active
255	Purolator Courier Ltd.	62 Vulcan Street	2	Active
256	Quebecor Media Inc.	2250 Islington Avenue	2	Active
257	Rudolph's Bakeries Ltd.	400 Alliance Avenue	11	Active
258	Salsicharia Pavao Delicatessen	1435 Dundas Street West	18	Active
259	Sandman Hotels, Inn & Suites Limited	55 Reading Court	2	Active
260	Santa Maria Foods Corporation	353 Humberline Drive	1	Active
261	ShaSha Bread Co. Inc.	10 Plastics Avenue	5	Active
262	ShaSha Bread Co. Inc.	20 Plastics Avenue	5	Active
263	Shelmac Brand Products Inc.	1289 Caledonia Road	15	Active
264	Solo Cup Canada	2121 Markham Road	42	Active
265	Terrazzo Mosaic & Tile Company Ltd.	900 Keele Street	17	Active
266	Toronto Transit Commission	1138 Bathurst Street	21	Active
267	Toronto Transit Commission	580 Commissioners Street	30	Active
268	Toronto Transit Commission	400 Evans Avenue	6	Active
269	Toronto Transit Commission	400 Greenwood Avenue	30	Active
270	Tremco Canada Ltd.	220 Wicksteed Avenue	26	Active
271	Via Rail Canada Inc.	50 Drummond Street	6	Active
272	Victory Linen Supply Ltd.	165 Midwest Road	37	Active
273	3382699 Canada Inc.	2101 Lawrence Avenue East	37	New Active Surcharge
274	974555 Ontario Limited	71 Steinway Boulevard	1	New Active Surcharge
275	A.G. Simpson Automotive Inc.	675 Progress Avenue	38	New Active Surcharge
276	Choice Children's Catering Limited	103 Manville Road	35	New Active Surcharge
277	Colmar Corporation	310 Attwell Drive	2	New Active Surcharge
278	Cosmetica Investments Inc.	1960 Eglinton Avenue East	37	New Active Surcharge

No.	Industry Name	Address	Ward	Status as of 2013
279	Dawn Food Products (Canada), Ltd.	75 Vickers Road	5	New Active Surcharge
280	Ellen's Health Food Ltd.	327 Spadina Avenue	20	New Active Surcharge
281	Flash Reproductions Limited	51 Galaxy Boulevard	2	New Active Surcharge
282	Fybon Industries Limited	202 Fairbank Avenue	15	New Active Surcharge
283	Ganz Realty Limited	411-435 Horner Avenue	6	New Active Surcharge
284	Hillcrest Enterprises Inc.	43 Mulock Avenue	11	New Active Surcharge
285	Magna International Inc.	225 Claireville Drive	1	New Active Surcharge
286	Metropolitan Toronto Condominium Corporation No. 807	40 Skagway Avenue	36	New Active Surcharge
287	Metropolitan Toronto Condominium Corporation No. 982	15 Richmond Street East	28	New Active Surcharge
288	Metropolitan Toronto Condominium Corporation No. 963	244-246 Brockport Drive	2	New Active Surcharge
289	Navroz Hospitality Services Inc.	2151 Kingston Road	36	New Active Surcharge
290	North Fish Company Ltd.	5 Six Point Road	5	New Active Surcharge
291	Pro Pak Packaging Limited	51 Kelfield Street	2	New Active Surcharge
292	Rudolph's Bakeries Ltd.	390 Alliance Avenue	11	New Active Surcharge
293	Shawcor Ltd.	25 Bethridge Road	2	New Active Surcharge
294	Teva Canada Limited	30 Novopharm Court	42	New Active Surcharge
295	Triple Seal Ltd.	355 Attwell Drive	2	New Active Surcharge
296	Viasystems Toronto, Inc.	8150 Sheppard Avenue East	42	New Active Surcharge
297	York Condominium Corporation No. 485	30 Titan Road	5	New Active Surcharge
298	733907 Ontario Ltd. (European Quality Meats)	16 Jutland Road	5	Terminated; moved to IWSA
299	Atlantic Packaging Products Ltd.	111 Progress Avenue	37	Terminated; moved to IWSA
300	Can-Wall Systems Inc.	151 Toryork Drive	7	Terminated
301	GFL Environmental Inc.	242 Cherry Street	30	Terminated; moved to IWSA
302	Kilbarry Holding Corporation	1889 Albion Road	1	Terminated; moved to IWSA
303	Marsan Foods Limited	46 Modern Road	37	Terminated; moved to IWSA & Corporate Name Change
304	Weston Bakeries Limited	462 Eastern Avenue	30	Terminated; moved to IWSA
305	Chair-Man Mills Inc.	184 Railside Road	34	Corporate Name Change

Appendix D:

List of Facilities with a Compliance Program in 2013

WWT = Wastewater Treatment installed; P2 = Pollution Prevention

Terminated/Rejected.

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Ace Bakery Limited	1 Hafis Road	12	Jan. 11, 2013	Mar. 30, 2013	Oil & Grease – animal/veg	800	Ordered and installed above ground grease interceptor.	Extension requested due to delayed delivery of grease interceptor. (WWT)
Ace Bakery Limited	1 Hafis Road	12	Mar. 30, 2013	Apr. 19, 2013	Oil & Grease – animal/veg	800	Completed installation of above ground grease interceptor and conducted operator training.	Fulfilled compliance activities. (WWT) & (P2)
ADP Direct Poultry Ltd.	34 Vansco Road	5	Jan. 14, 2013	Aug. 26, 2013	Oil & Grease – animal/veg TKN Phosphorus (total)	200 900 200	Installed reaction and equalization tanks. Installed a DAF (dissolved air floatation) wastewater treatment system and trained operators.	Installation of tanks delayed due to weather. Delay in delivery of DAF system, leading to a Dec 2013 installation. Fulfilled compliance activities. (WWT)
Andrejs Management Inc./MTCC 963	244-246 Brockport Road	2	Feb. 25, 2013	Jun. 14, 2013	Chloroform Nonylphenols Nonylphenols Ethoxylates Oil & Grease – animal/veg Phosphorus (total) pH	0.33 0.10 0.30 400 20 5.5-12	Complete wastewater characterization and develop a compliance program to reduce/eliminate concentration of parameters, with the help of a consultant.	Compliance agreement terminated as tasks were not completed by the industry. (P2)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Andrejs Management Inc./MTCC 963	244-246 Brockport Road	2	Jun. 26, 2013	Aug. 31, 2013	Chloroform Nonylphenols Nonylphenols Ethoxylates Oil & Grease – animal/veg Phosphorus (total) BOD TSS pH	0.33 0.10 0.30 400 20 2000 500 5.5-12	Completed wastewater characterization and developed and implemented a compliance program to reduce/eliminate concentration of parameters.	Prior to the compliance program, parameter exceedances were indicative of discharges from a laundry operation. Laundry tenant ceased operations and closed Sept 30/13. (P2)
Apollo Health and Beauty Care	1 Apollo Place	8	Jan. 1, 2013	Jun. 21, 2014	Zinc (routine care products) Zinc (unique care products) Manganese Selenium Oil & Grease – mineral Oil & Grease – animal/veg Titanium Nonylphenols Nonylphenols Ethoxylates	5 10 10 5 125 200 10 1 1	Waste characterization; Implement P2 options; order equipment install a wastewater management system.	Installation delayed. New compliance plan issued. (WWT) (P2)
Apollo Health and Beauty Care	1 Apollo Place	8	May 27, 2013	Jun. 21, 2014	Zinc (routine care products) Zinc (unique care products) Manganese Selenium Oil & Grease – mineral Oil & Grease – animal/veg Titanium Nonylphenols Nonylphenols Ethoxylates	5 10 10 5 125 200 10 1 1	In the process of installing a wastewater management system.	Delivery of tank liner delayed. New compliance plan issued due to delay in installation of wastewater treatment equipment. (WWT)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Apollo Health and Beauty Care	1 Apollo Place	8	May 27, 2013	Jun. 21, 2014	Zinc (routine care products) Zinc (unique care products) Manganese Selenium Oil & Grease – mineral Oil & Grease – animal/veg Titanium Nonylphenols Nonylphenols Ethoxylates	5 10 10 5 125 200 10 1 1	In the process of installing a wastewater management system and conducting operator training.	Compliance plan Ongoing (WWT)
Aramark Uniform Services (Canada)	90 Clayson Road	7	Aug. 26, 2013	Nov. 15, 2013	Nonylphenols Nonylphenols Ethoxylates Toluene Xylenes (total)	2 2 0.064 2	Evaluated 2 new bag filter systems for better sediment removal and improved carbon filter system performance. Implemented new oxidation product to reduce VOCs.	Fulfilled compliance activities. (WWT) & (P2)
Atlantic Packaging Products Ltd.	111 Progress Avenue	37	Feb. 1, 2013	Feb. 28, 2014	Chloroform	0.6	Installed new feed equipment for chloroform control and trained plant personnel.	Fulfilled compliance activities. (WWT) & (P2)
Beechgrove Country Foods Inc.	20 Minuk Acres	44	Mar. 11, 2013	May 11, 2013	Oil & Grease – animal/veg	300	Ordered and installed a new mixture and conveyer.	Extension requested due to delayed delivery. (WWT)
Beechgrove Country Foods Inc.	20 Minuk Acres	44	May 12, 2013	May 31, 2013	Oil & Grease – animal/veg	300	Installed a new mixture and conveyer.	Fulfilled compliance activities. (WWT)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Chemtura Canada Co/Cie	565 Coronation Drive	44	Mar. 9, 2013	Feb. 15, 2014	Toluene	0.22	Optimized methanol distillation column performance to ensure methanol concentration in bottom discharge is minimal. Installed lab analytical instrument to monitor presence of organic carbon compounds.	Fulfilled compliance activities. (P2)
Cintas Canada Limited	23 Torlake Crescent	6	Jan. 1, 2013	Jun. 15, 2013	Oil & Grease – mineral Chloroform pH	50 0.25 6-12	In the process of installing a DAF (dissolved air flotation) treatment system and building addition to house new equipment.	Agreement terminated June 12, 2013 due to non submission of compliance reports. (WWT)
DMX Plastics Limited	402 Attwell Drive	2	Apr. 26, 2013	Jun. 30, 2013	Oil & Grease – animal/veg Oil & Grease – mineral Zinc	4 200 25	Installed a wastewater treatment system (DAF) and conducted maintenance training.	Wastewater system installed online Fulfilled compliance activities. (WWT)
FGF Brands Inc.	1295 Ormont Drive	7	Feb. 11, 2013	Apr. 12, 2013	Oil & Grease – animal/veg	600	Installed dry cleaning system for four pan washers to remove any solids before entering the wet washing section. Also installed oil reclaim system on all production lines.	Fulfilled compliance activities. (WWT) (P2)
Faster Linen Service Limited	89 Torlake Crescent	6	May 13, 2013	Oct. 31, 2013	Oil & Grease – animal/veg Oil & Grease – mineral	300 30	In the process of developing a soiled goods grading system to differentiate goods by degree of soiling and assessing results of the new washer program.	Oil/washer coalescer had drawbacks, hence a belt/rope skimmer obtained to increase removal. (P2)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Fiera Foods Company	50 Marmora Street	7	Dec 9, 2013	Dec 31, 2013	Oil & Grease – mineral	55	Conducted training program with a focus on minimizing the use of mineral oil on production lines, avoiding spills and proper cleaning procedures of spills.	Fulfilled compliance activities. (P2)
G & K Services Canada Inc.	940 Warden Avenue	37	Mar. 11, 2013	Nov. 18, 2013	Nonylphenols Nonylphenols Ethoxylates Toluene Ethyl Benzene Xylenes (Total) Chloroform	0.5 3 1.5 0.3 1.9 0.15	Installed sight glass on solvent separator, investigated the application of Bio-Reactor to further treat discharge and replaced mechanical solvent flow controller with a probe level control.	Compliance agreement terminated due to activity reports not being submitted. Application for another agreement submitted. (WWT)
G & K Services Canada Inc.	940 Warden Avenue	37	Nov. 18, 2013	Jul. 11, 2014	Toluene	1	Continue evaluation of Bio-Reactor. Concurrently, re-evaluate the use of ozone to treat effluent.	Bio-reactor not viable currently testing use of ozone to treat effluent. Compliance plan still ongoing. (WWT)
Gibson's Cleaners Company Limited	4241 Dundas Street West	5	Feb. 25, 2013	Aug. 30, 2013	Oil & Grease – mineral	30	Developed a Priority Washing Procedure that includes segregation of goods and an Employee Training Program for wash operators. Eliminated products that contain high concentration of mineral oil. Installed wastewater treatment system with equalization tank and oil/water separation vessel.	Treatment system consisting of 2 water/oil separators installed, commissioned and operating. Fulfilled compliance activities. (WWT) & (P2)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Gourmet Baker East Inc.	17 Vickers Road	5	Mar. 4, 2013	Apr. 30, 2013	Phosphorus (total)	40	Reviewed water use in facility to reduce amount of wastewater produced and investigated equipment and screens (for drains) in other facilities and incorporated them.	Fulfilled compliance activities. (WWT) & (P2)
Imperial Oil Ltd.	1150 Finch Avenue West	8	Oct. 1, 2013	Dec. 31, 2014	Manganese Zinc	2 0.2	In the process of developing a detailed cleaning and repair plan of the storm sewer and performing sewer integrity repairs and subsequent sewer system/catch basin cleaning.	Ongoing (P2)
Irving Tissue Corporation	1551 Weston Road	11	Set. 16, 2013	Sep. 15, 2014	TSS Upper Limit (Sep '13 – Feb '14) Lower Limit (Sep '13 – Feb '14) TSS Upper Limit (Mar– May '14) Lower Limit (Mar-May '14) TSS Upper Limit (Jun - Sep '14) Lower Limit (Jun-Sep '14)	3000 409 2500 409 2000 409	In the process of installing and commissioning new fiber processing equipment.	New disc filter equipment installed. Sample results for TSS were below the compliance limits set out. Ongoing. (WWT)
Knoll North America Corp.	1000 Arrow Road	7	Apr. 22, 2013	Jul. 19, 2013	Toluene	0.05	Installed a rental air stripping unit and submitted a capital plan to purchase unit.	Fulfilled compliance activities. (WWT)
Liberte Natural Foods Inc.	60 Brisbane Road	8	Mar. 31, 2013	Apr. 30, 2013	Oil & Grease – animal/veg Phosphorus (total)	400 100	Changed process to capture milk spills on line, in pasteurization process for offsite disposal and tested raw area capture system installed in January.	Fulfilled compliance activities. (P2)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Maple Leaf Foods Inc.	100 Ethel Avenue	11	Jan. 14, 2013	Jun. 30, 2014	Oil & Grease – animal/veg Oil & Grease - mineral Phosphorus (total)	350 55 25	Installed screening system and trained operators. In the process of assessing and implementing oil and grease treatment system.	Compliance plan terminated on March 21, 2014 for grossly exceeding limit for Oil & Grease (animal/veg). (WWT)
Molson Canada 2005	1 Carlingview Drive	2	Jul. 1, 2013	Dec. 31, 2013	Oil & Grease – animal/veg Phosphorus (total) pH	200 50 5.2-12	Installed wastewater neutralization system to treat the effluent for high and low pH prior to discharge to sanitary sewer.	Fulfilled compliance activities. (WWT)
Nestle	72 Sterling Road	18	Mar. 30, 2013	Apr. 30, 2013	Oil & Grease – animal/veg Oil & Grease - mineral Phosphorus (total) pH	350 25 60 5.5-11.5	Implemented changes to mould washer operation and installed a pH control system.	Fulfilled compliance activities. (WWT)
Newalta Corporation	55 Vulcan Street	2	Jul. 17, 2013	Dec. 31, 2013	Oil & Grease – mineral Nonylphenols Nonylphenols Ethoxylates	100 1 10	Created a Preventive Maintenance Interval in the Preventive Maintenance Program for the cleaning of the discharge pipe to reduce oil and grease. In the process of working with companies to transition to alternative soaps and degreasers that contain no or reduced NP/NPE.	(P2)
Nitta Gelatin Canada Inc.	90 Paton Road	18	Dec. 9, 2013	Feb. 15, 2014	Oil & Grease – animal/veg	250	Replaced flocculant pump, verify performance of chemical treatment program for fats, oils and grease (FOG) removal and install Webmaster control, chemical feed algorithms and new pH probes to improve performance.	Fulfilled compliance activities. (WWT)

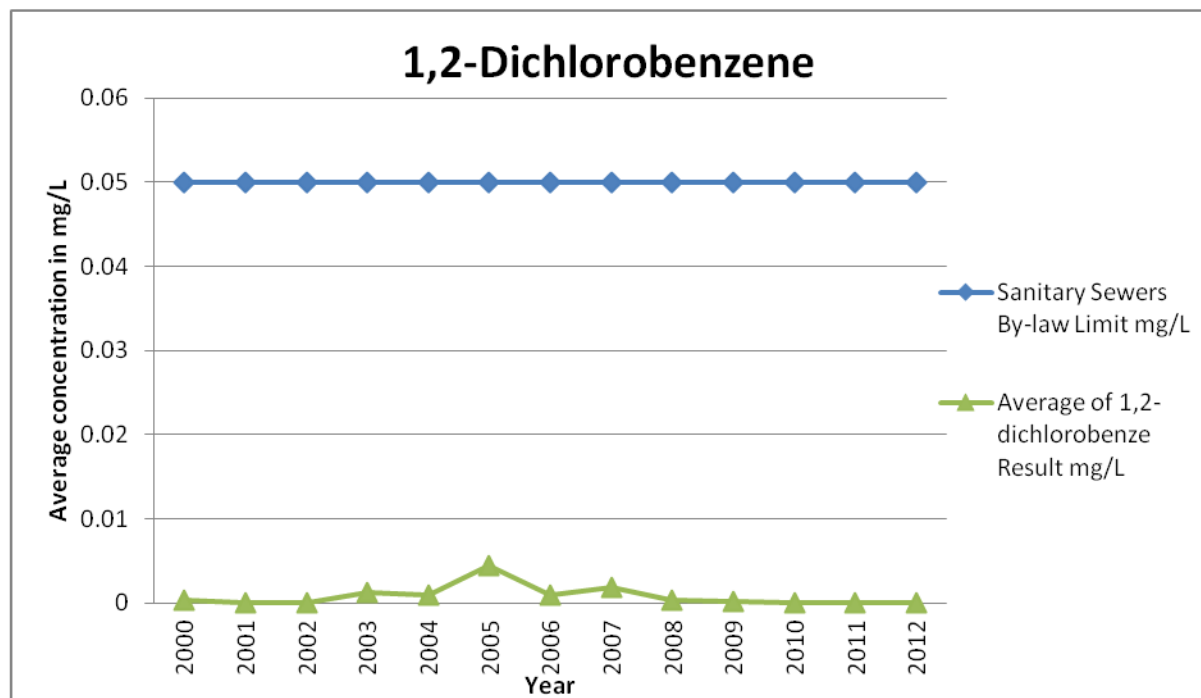
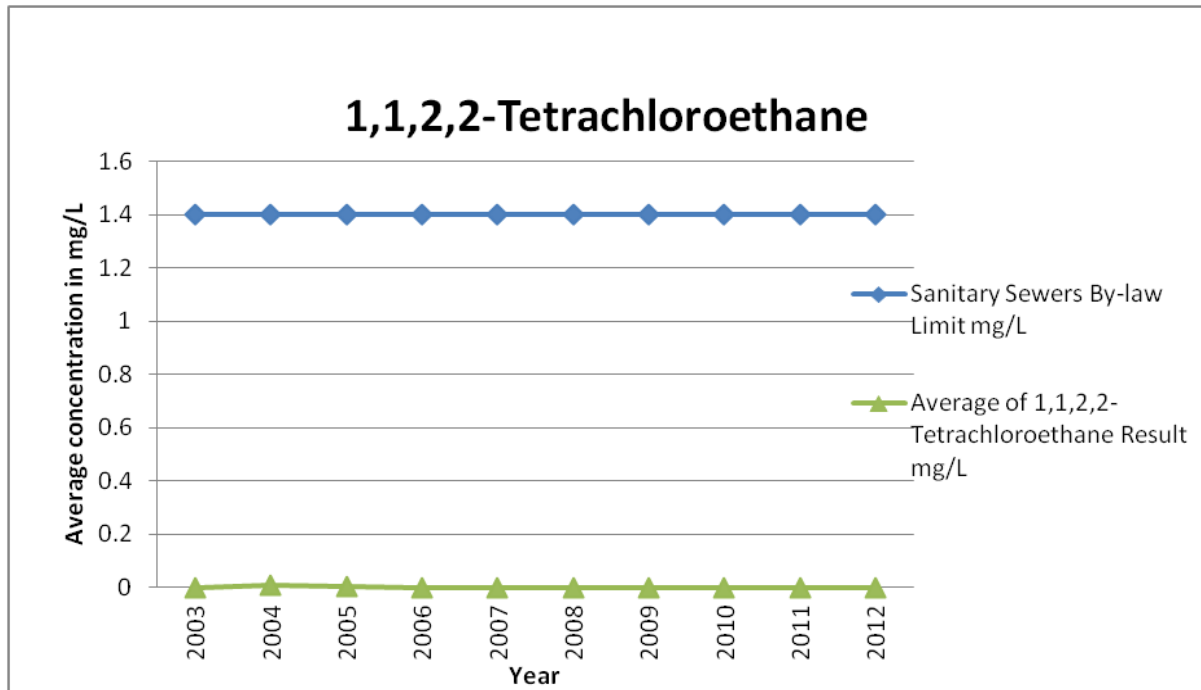
Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
Olympic Dust / 958535 Ontario Inc.	222 Norfinch Drive	8	Aug. 12, 2013	Sep. 13, 2013	Total Suspended Solids	750	Increased settling tank size and installed metal dividers and wall to tank to improve settling of solids and slow down discharge to sewer.	Fulfilled compliance activities. (WWT)
Parmalat Canada Inc.	25 Rakely Court	3	Feb. 25, 2013	Dec. 31, 2013	Oil & Grease – animal/veg Oil & Grease – mineral Chloroform	600 75 0.4	Eliminated use of chlorine for floor sanitation and changed the sanitizer for equipment from chlorine to a non-chlorine based sanitizer. Installed additional collection of the secondary source of milky water and effluent monitoring system. Trained employees in proper maintenance of oil separators.	Fulfilled compliance activities. (P2)
Ryding-Regency Meat Packers Ltd.	70 Scarlett Road	11	Apr. 1, 2013	Apr. 30, 2013	Phosphorus (total) TKN	100 300	Completed pilot testing of rotating drum thickener with chemical addition, and sludge dewatering equipment.	Testing of drum thickener failed. DAF (dissolved air floatation) is the only system that will work but it needs space larger than what the company has at the facility. Compliance plan submitted to improve blood collection and TKN and Total Phosphorus added to Industrial Waste Surcharge Agreement. (WWT)

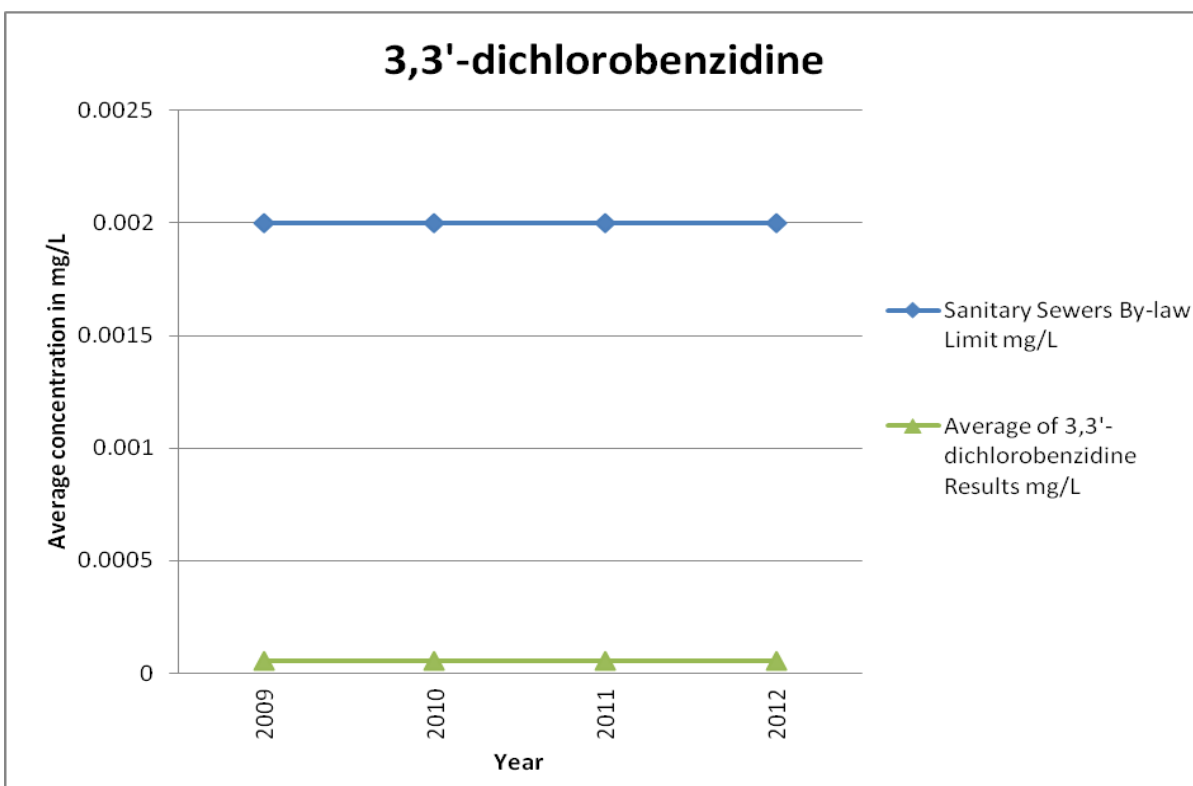
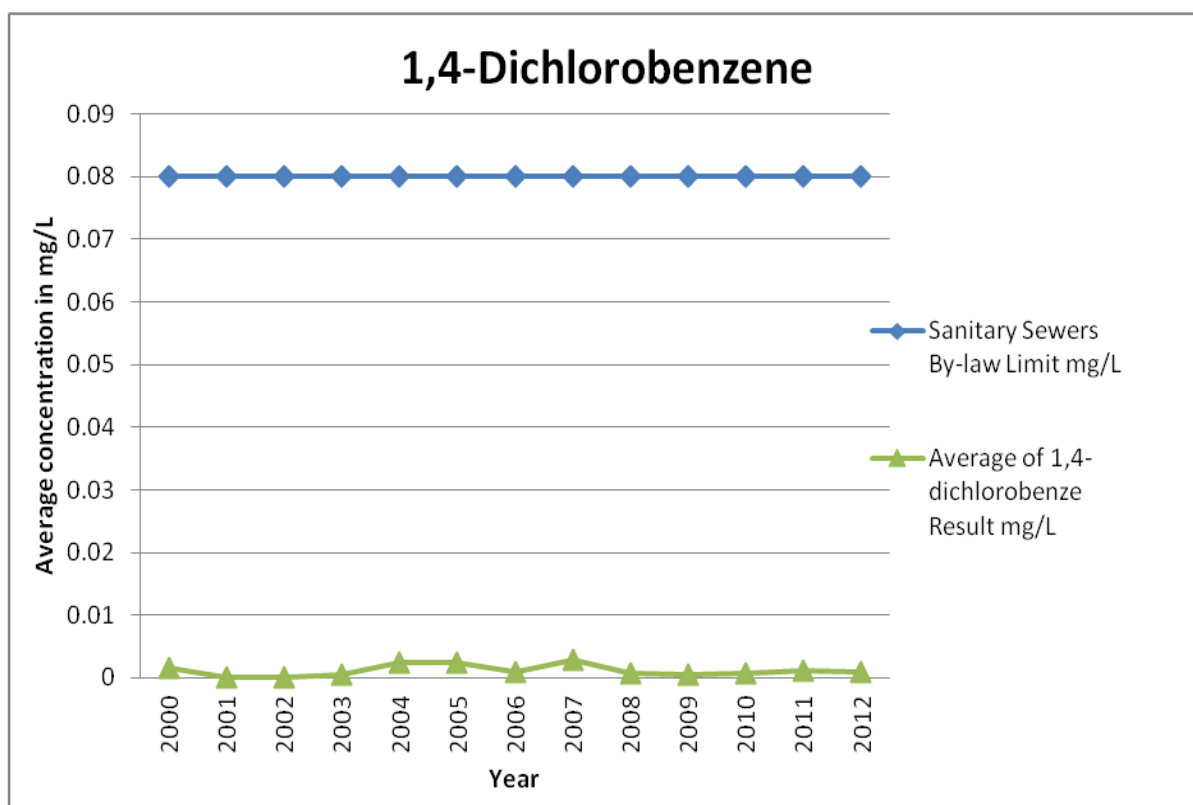
Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
St. Helen's Meat Packers Limited	1-3 Glen Scarlett Road	11	Sep. 30, 2013	Jan. 31, 2014	Oil & Grease – animal/veg	275	Installed belt skimmer, sludge removal pumps, sludge filtering system and metal decking to support the belt skimmer system.	Fulfilled compliance activities. (WWT)
Shield Plating Inc.	123 Manville Road	35	Jul. 2, 2013	Sep. 30, 2013	Chloroform	0.20	Replaced bleach with hydrogen peroxide in the cyanide destruction process and installed equipment and /or chemicals needed to mitigate chloroform exceedance.	Fulfilled compliance activities. (P2)
Tiffany Gate Foods	195 Steinway Boulevard	1	Oct. 15, 2013	Jan. 31, 2014	Oil & Grease – animal/veg Oil & Grease – mineral Phosphorus (total) pH	600 25 21 5.5-11.5	Conducting wastewater characterization, evaluating cleaning chemical usage, testing alternative cleaning chemicals, improving housekeeping procedures and training staff on procedures. Inspecting floor/sink drains, replacing missing strainers and including procedure in preventive maintenance protocol.	Agreement terminated November 5, 2013 due to non-compliance of Oil and Grease (Mineral) limit. (P2)
Toronto Abattoirs	2 Tecumseth Street	19	Dec 23, 2013	Apr 30, 2014	Oil & Grease – animal/veg	500	Company inspected the sewer from the DAF (dissolved air floatation) unit to the manhole and power washed and vacuumed the sewer. Testing and evaluating two treatment systems.	Company was placed under receivership on May 6, 2014. (WWT)

Industry Name	Address	Ward	Compliance Plan Agreement					Comments
			Program Date		Parameters	Limit mg/L	Activities	
			Start	End				
TTC – Hillcrest Yard	1138 Bathurst Street	21	May 1, 2013	Dec. 15, 2013	Oil & Grease – mineral	45	Replaced the existing pump servicing the oil interceptor and install oil skimmer.	Company continues to work towards compliance in 2014. (WWT)
U-Pak Disposals (1989) Limited	15 Tidemore Avenue	2	Jan. 15, 2013	Apr. 15, 2013	Oil & Grease – animal/veg Oil & Grease – mineral Phosphorus (total) TKN Phenols	400 30 30 200 2	Modified on-site wastewater treatment system to facilitate batch treatment.	Fulfilled compliance activities. (WWT).
Wing Hing Lung Limited	50 Torlake Crescent	6	Sep. 23, 2013	Mar. 31, 2014	Oil & Grease – animal/veg Oil & Grease – mineral pH	800 70 5-12	In the process of adding equipment to enhance current treatment system (i.e.: two 5000 gallons retention tanks, drum screening device for solids removal and coalescing type separator for oil removal) and improving Programmable Logic Contoller (PLC) codes to increase the efficiency and sensitivity of the automated pH control system.	Equipment has been purchased and installed and company is in testing phase. Ongoing. (WWT)
Winsun Laundry & Linen Supply Ltd.	689 Warden Avenue	35	Dec. 9, 2013	Feb. 14, 2014	Chloroform	0.5	Wastewater characterization and introducing chloroform scavenger product to the washing cycle.	(P2)
W.T. Lynch Foods Limited	72 Railside Road	34	Jul. 22, 2013	Nov. 1, 2013	Oil & Grease – animal/veg Oil & Grease – mineral pH	800 70 5-11.5	Installed pumps, mixer, pH sensors, level controls and commissioned pH control system. Also installed oil skimmer, for efficient removal of floating oils from the surface of the mix tank and commissioned oil and grease separation system.	Work delayed due to contractor's work schedule. (WWT)

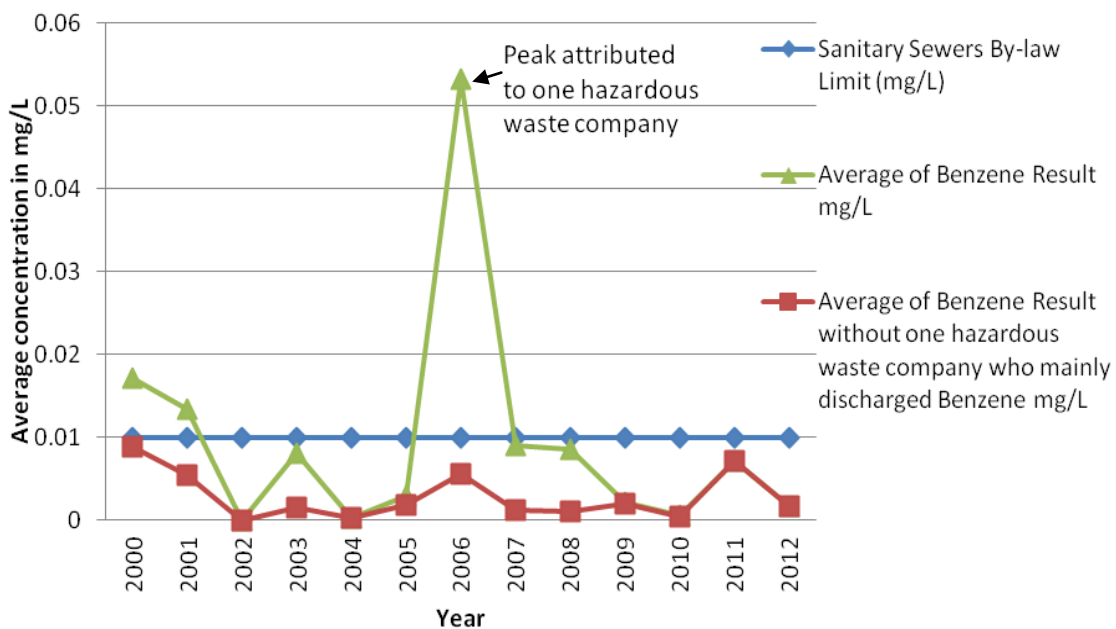
Appendix E:

Historical Pollution Prevention (P2) Subject Pollutant Data Graphs for 33 Subject Pollutants related to Companies Discharging into the Sanitary Sewers and Measured by Toronto Water's Environmental Monitoring & Protection

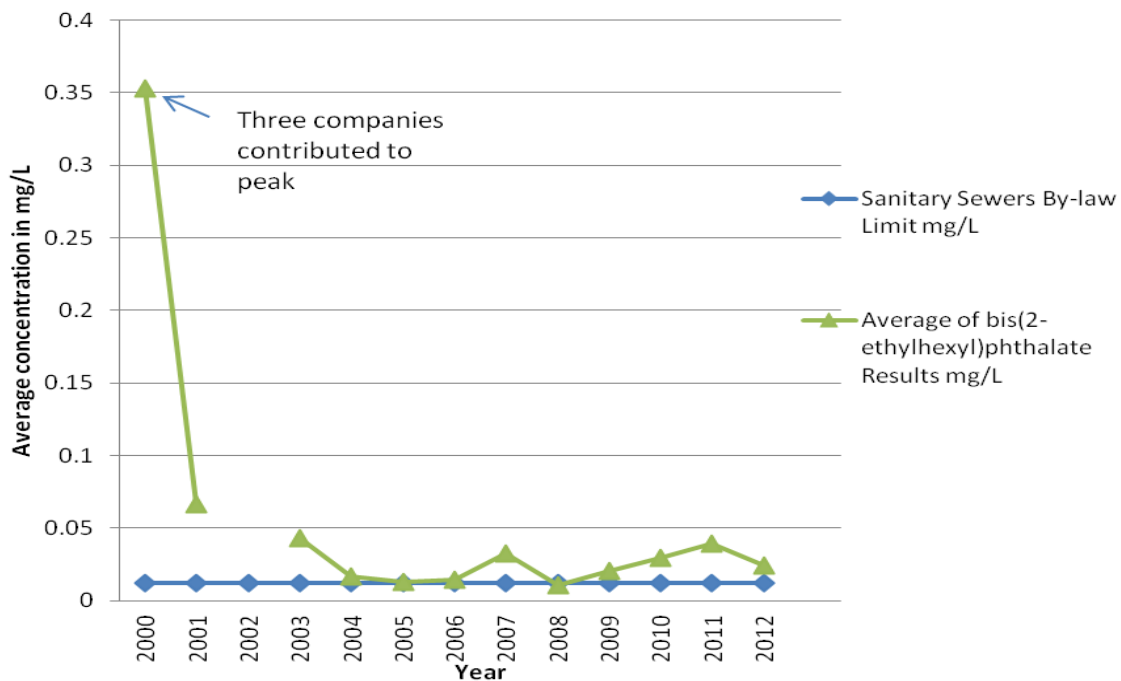


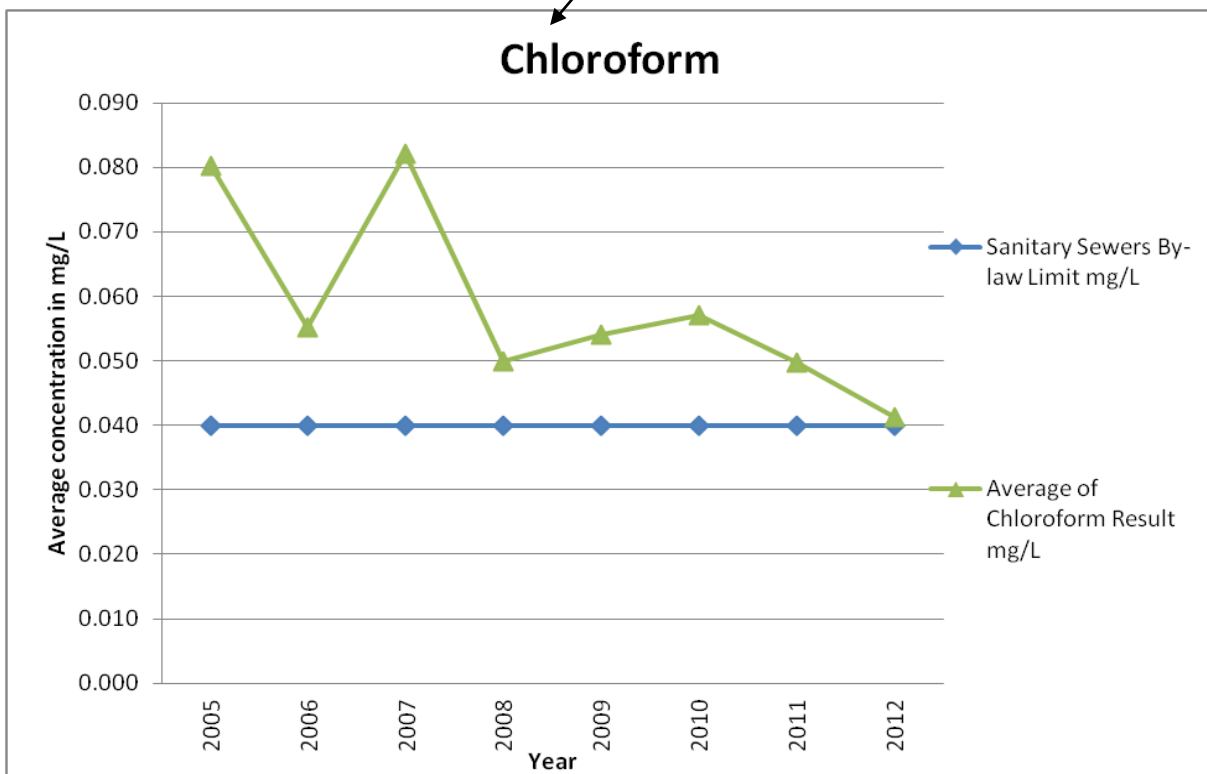
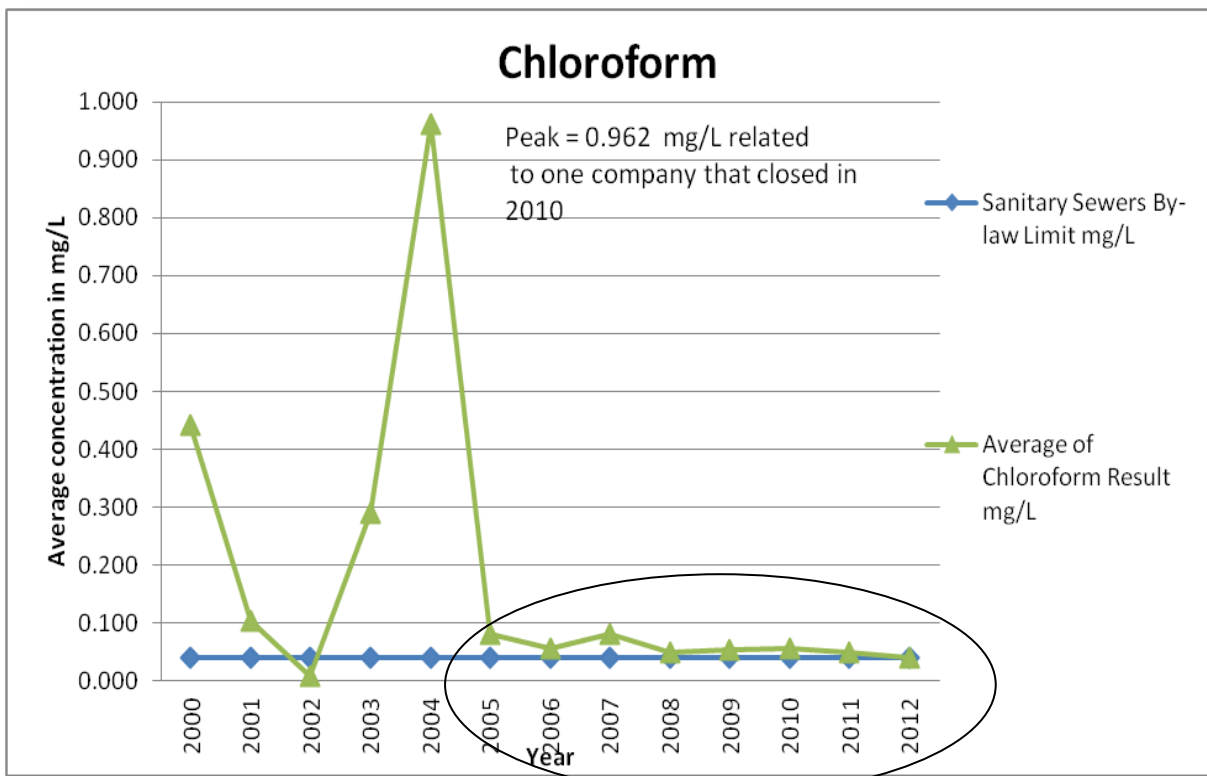


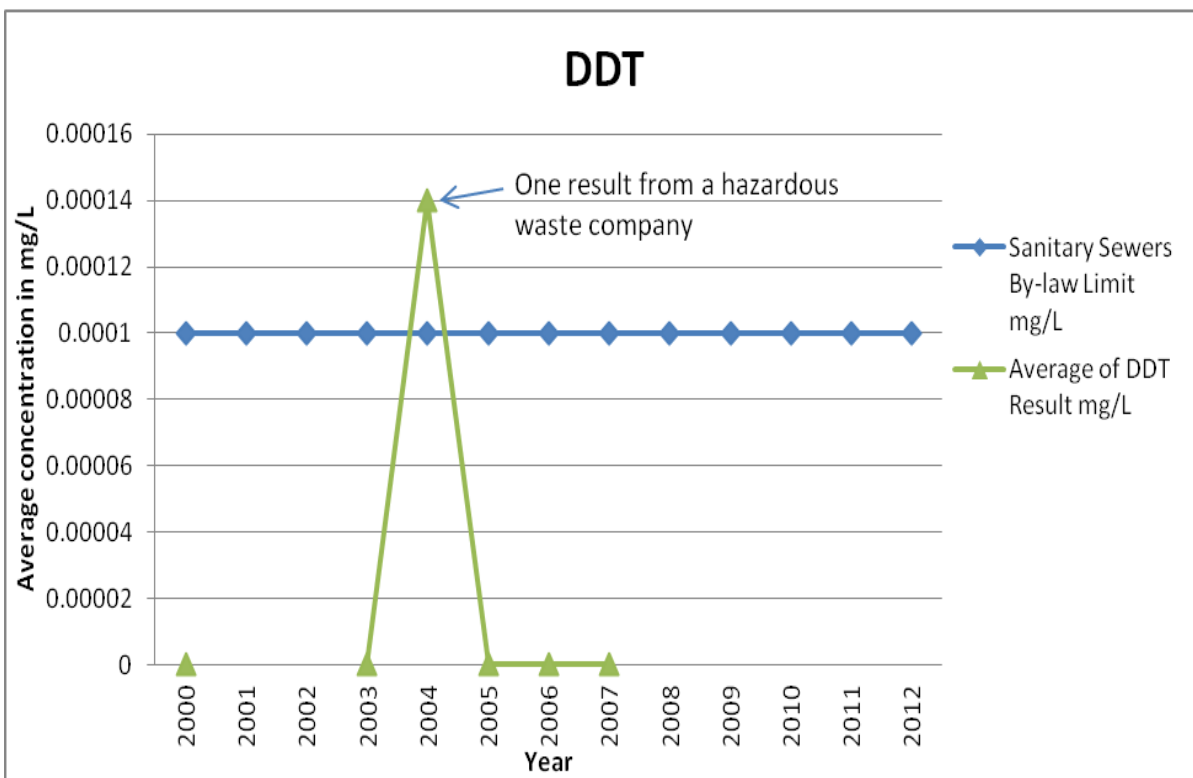
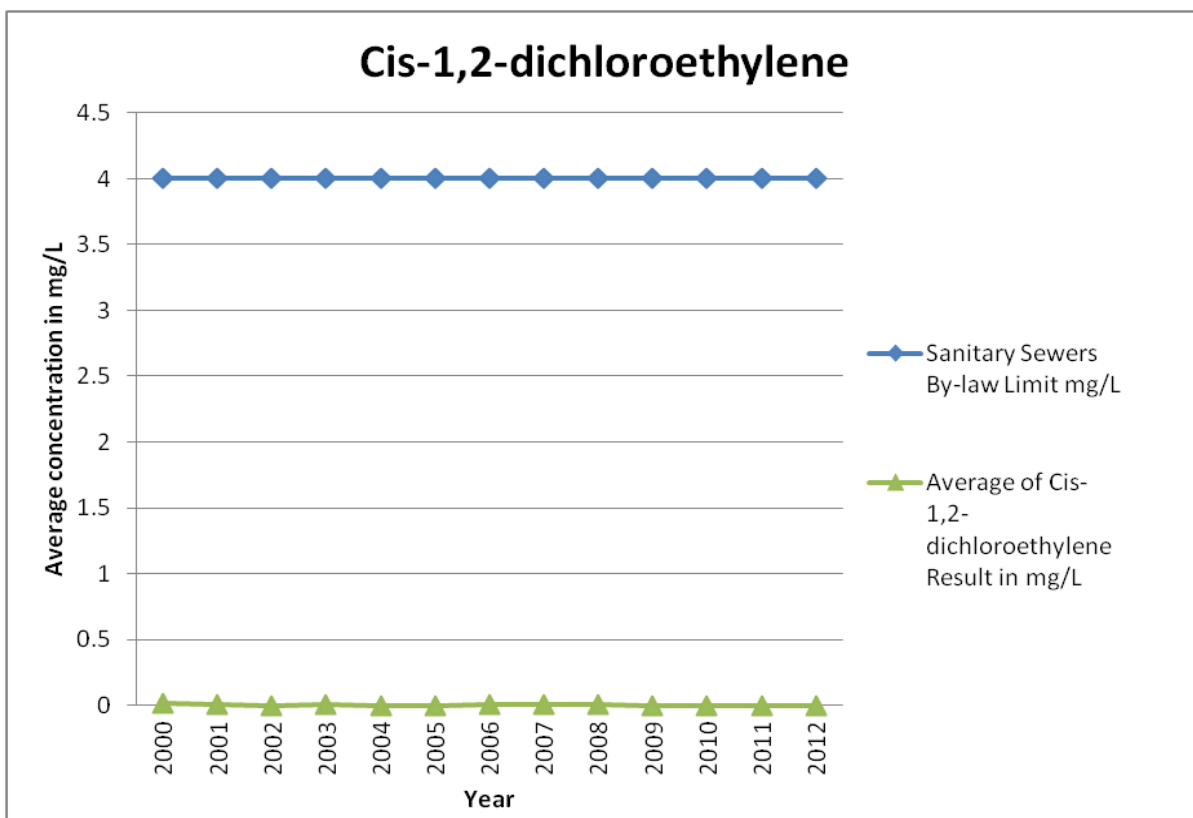
Benzene



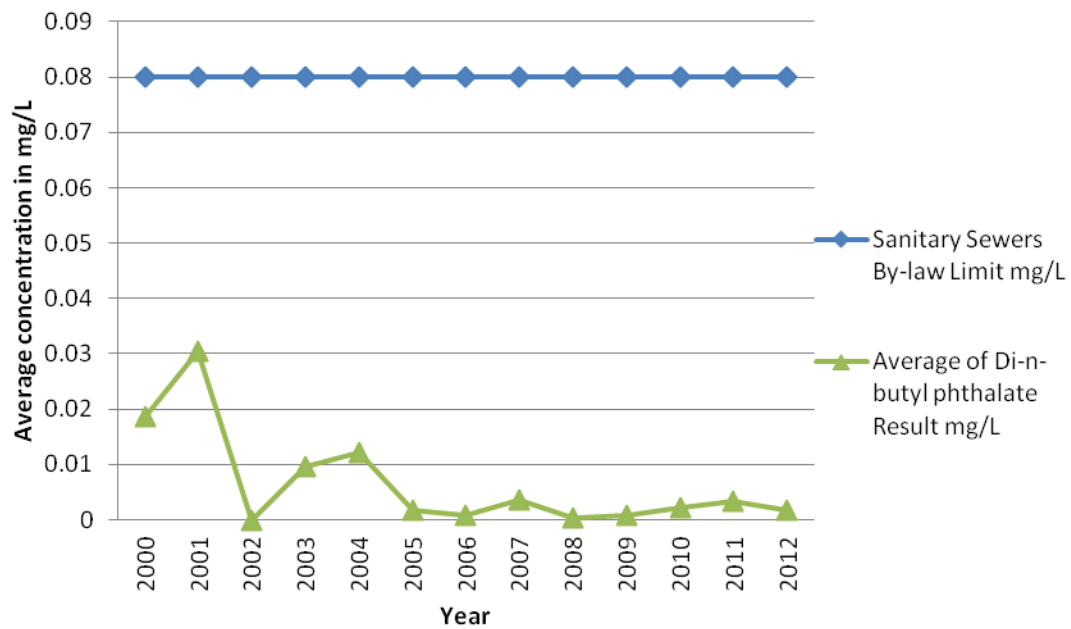
Bis(2-ethylhexyl)phthalate



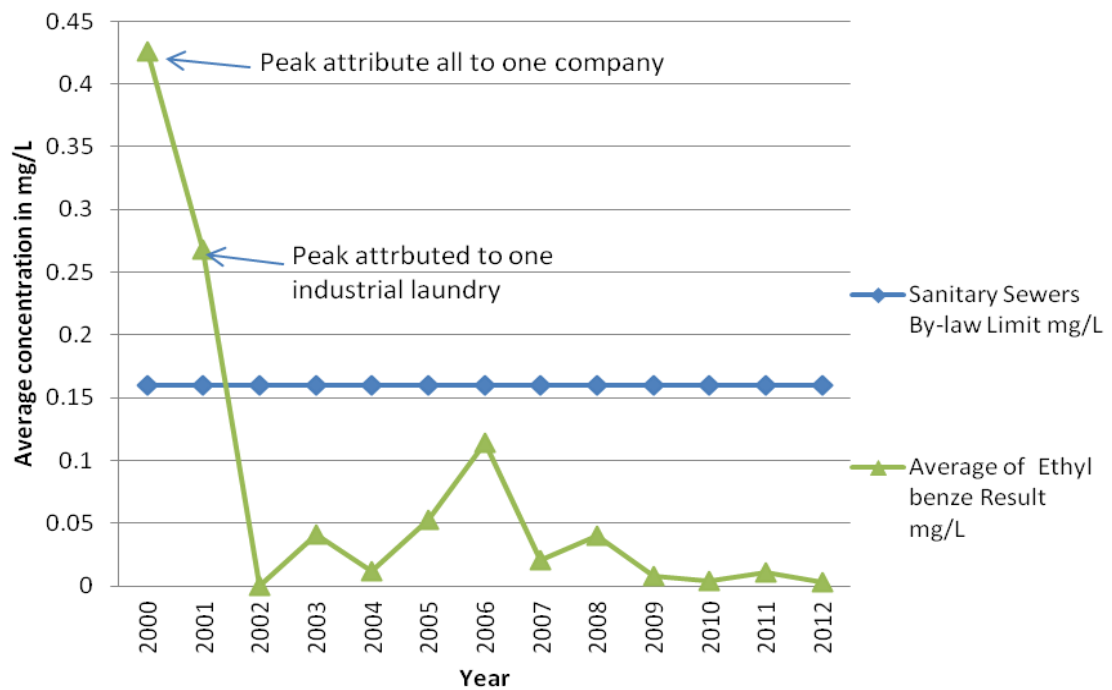


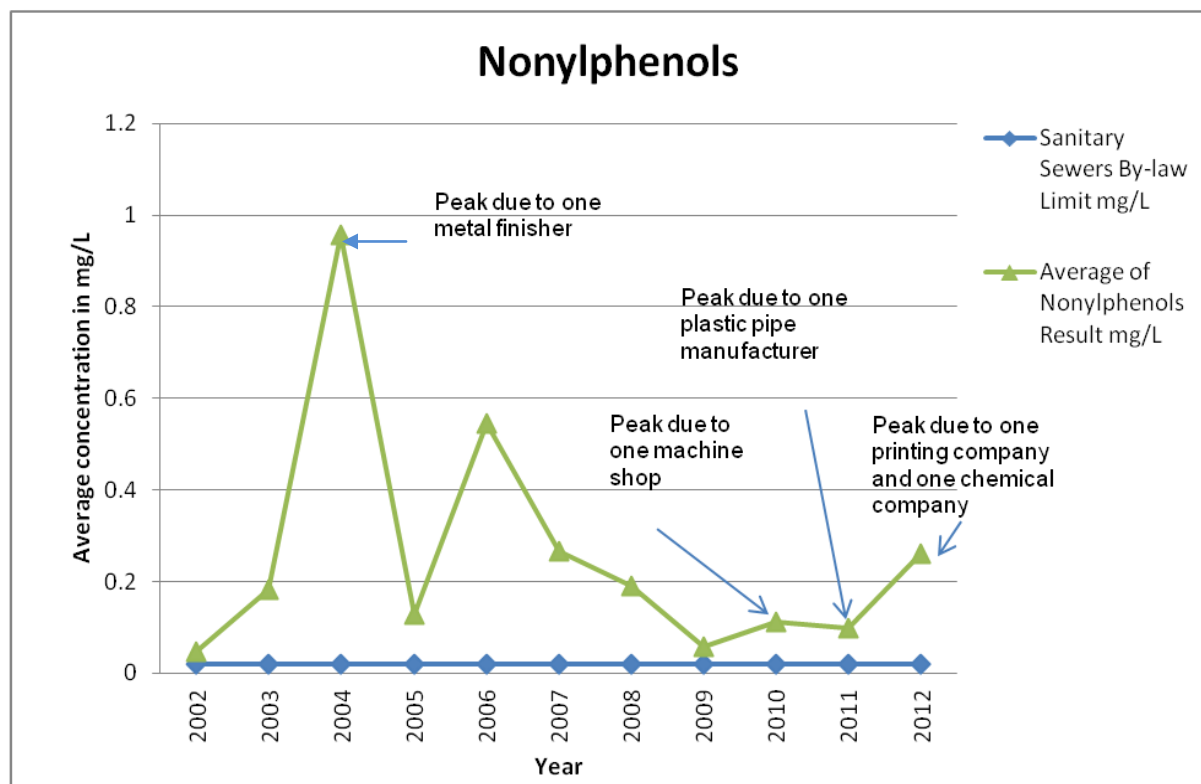
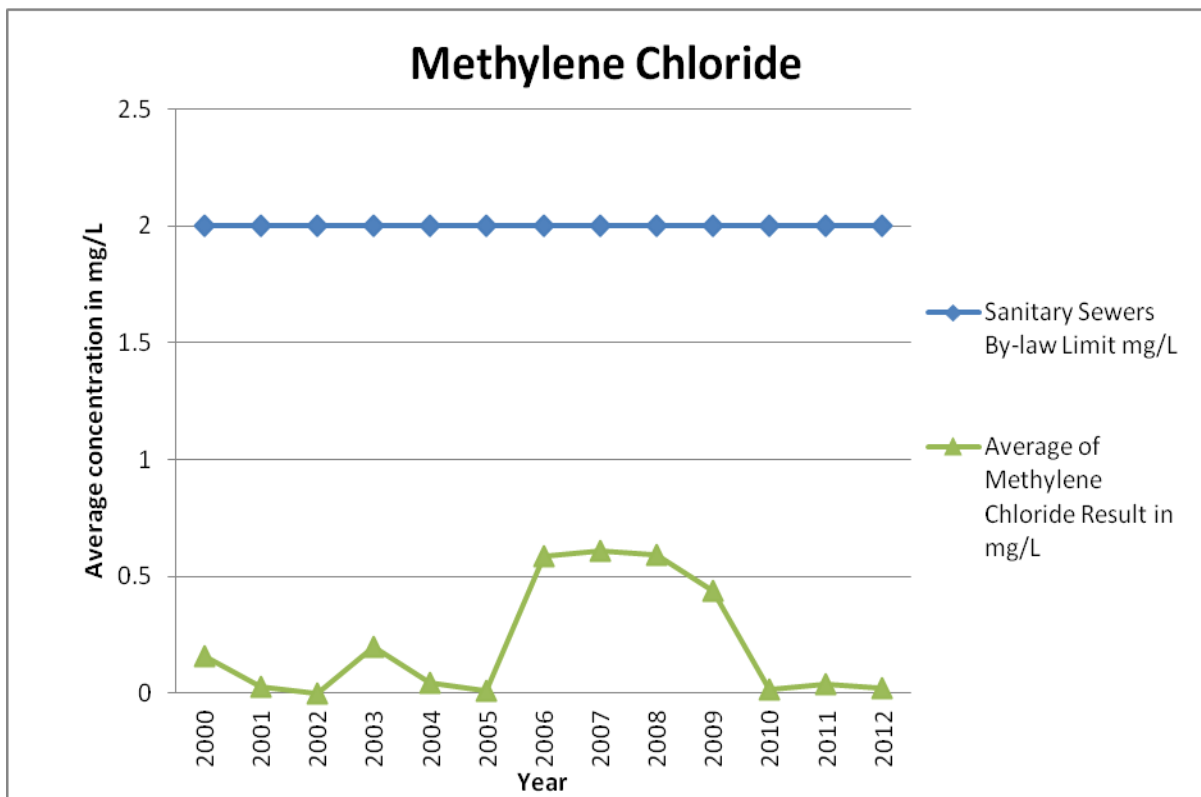


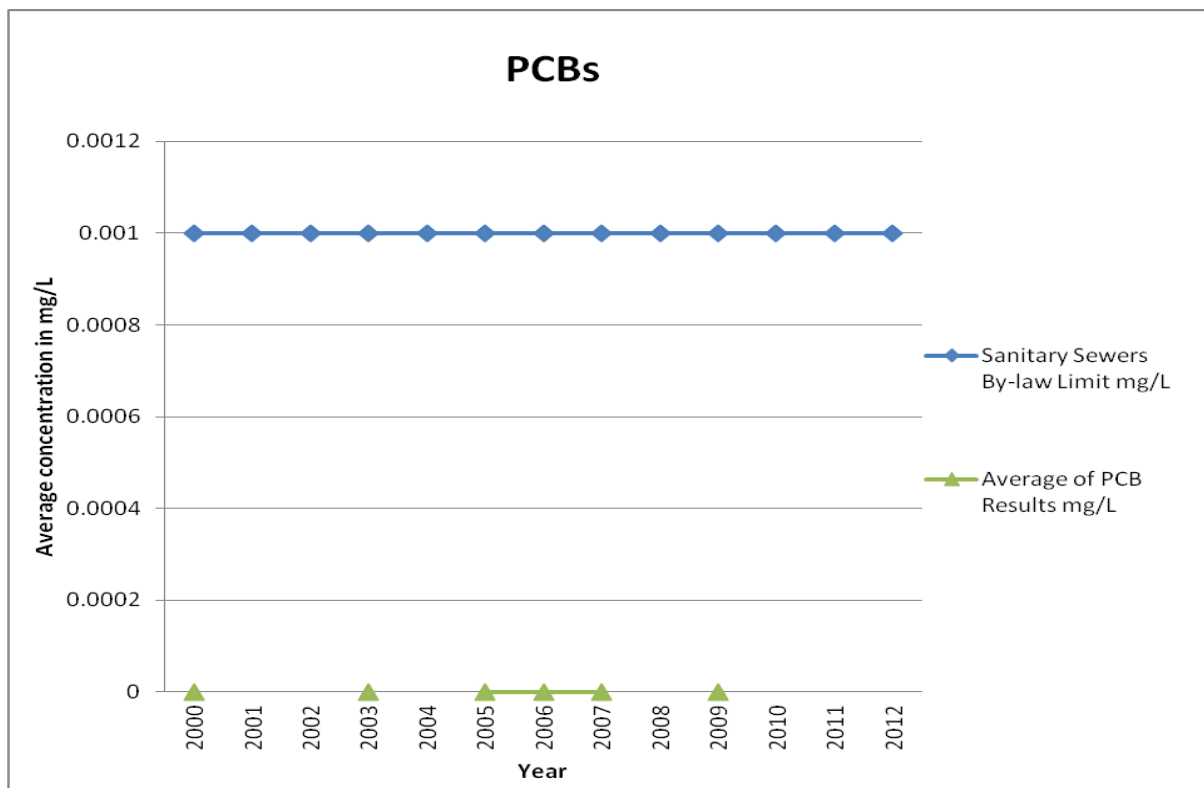
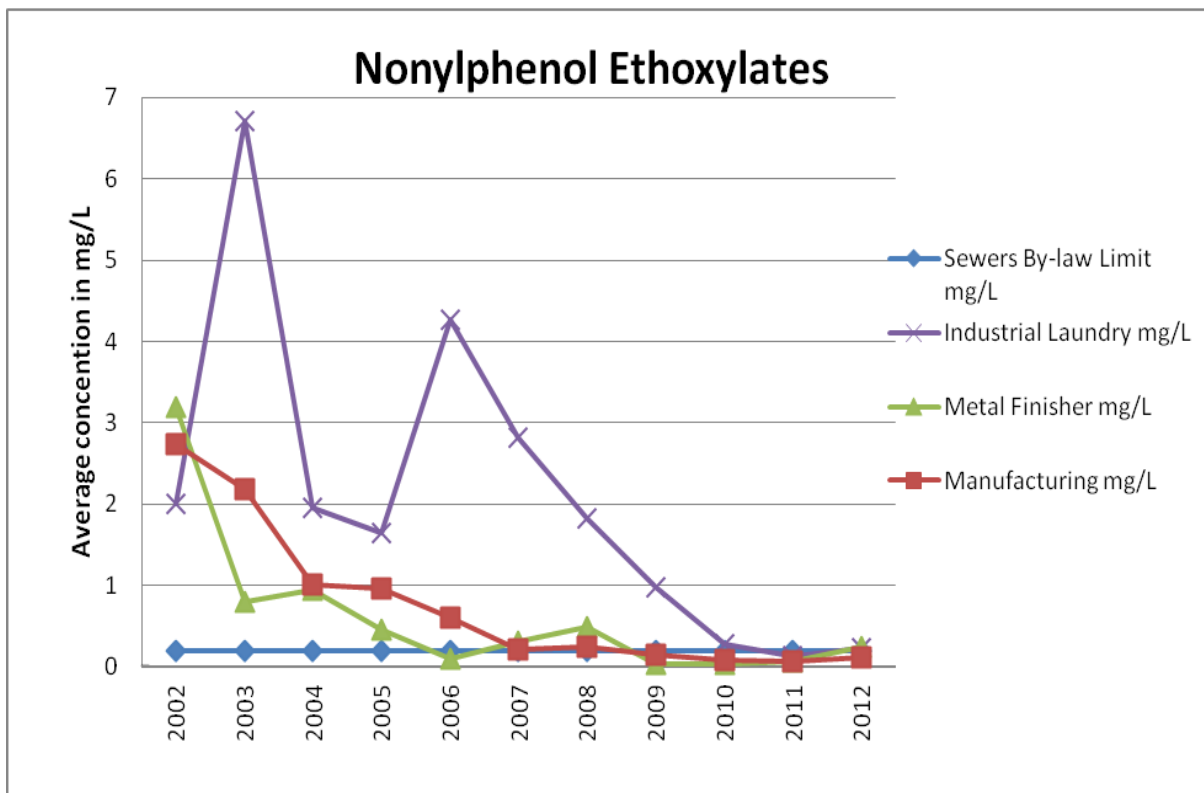
Di-n-butyl Phthalate

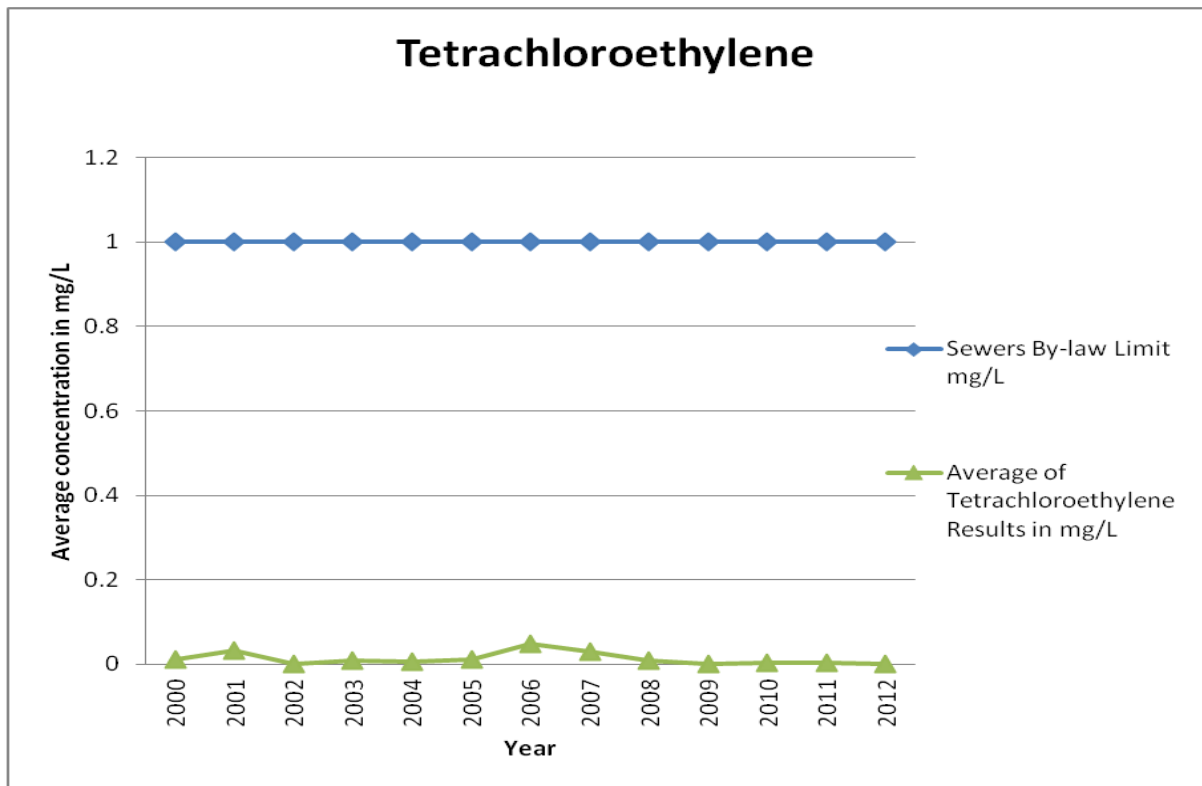
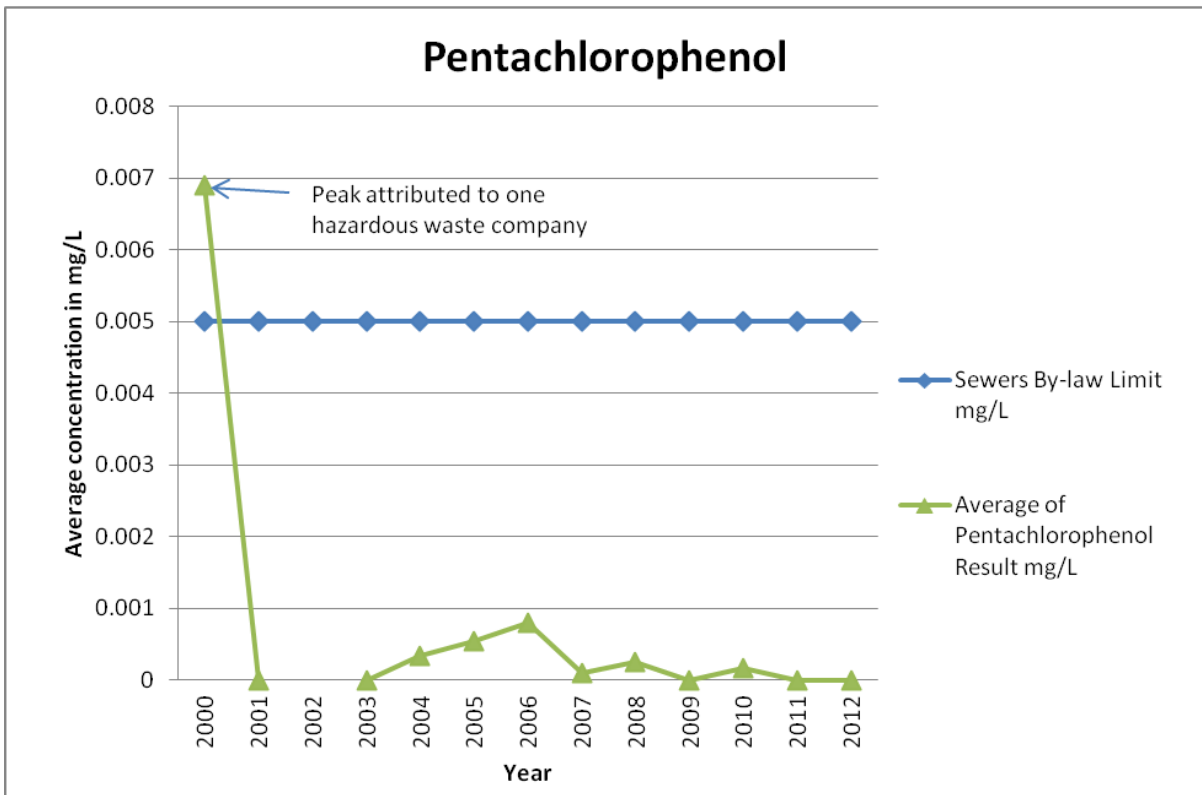


Ethyl benzene

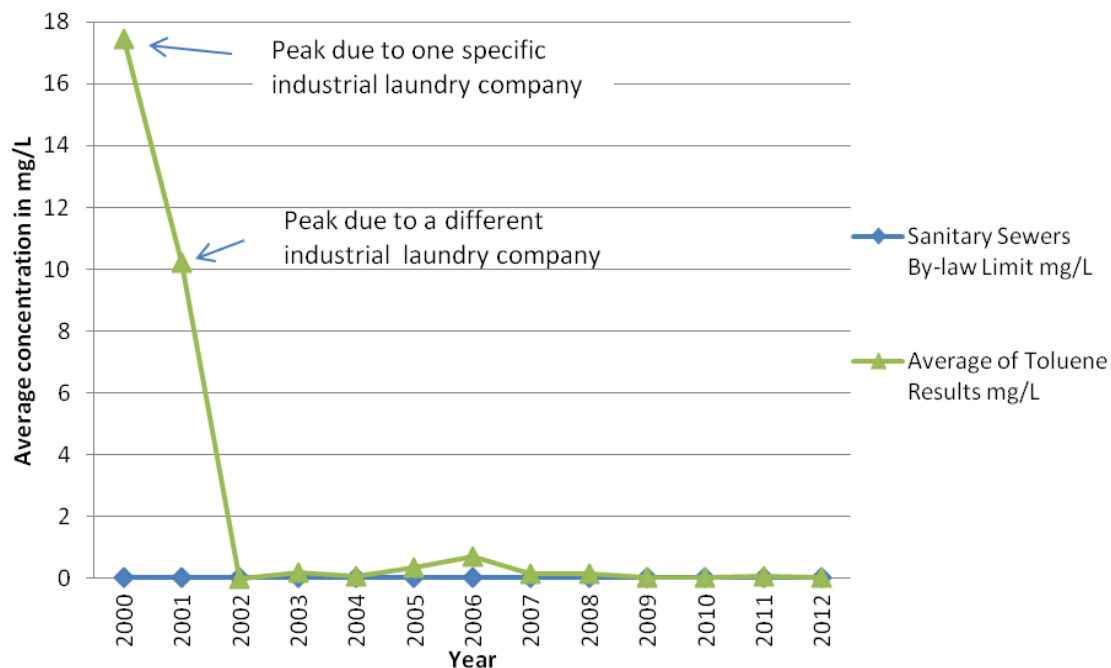




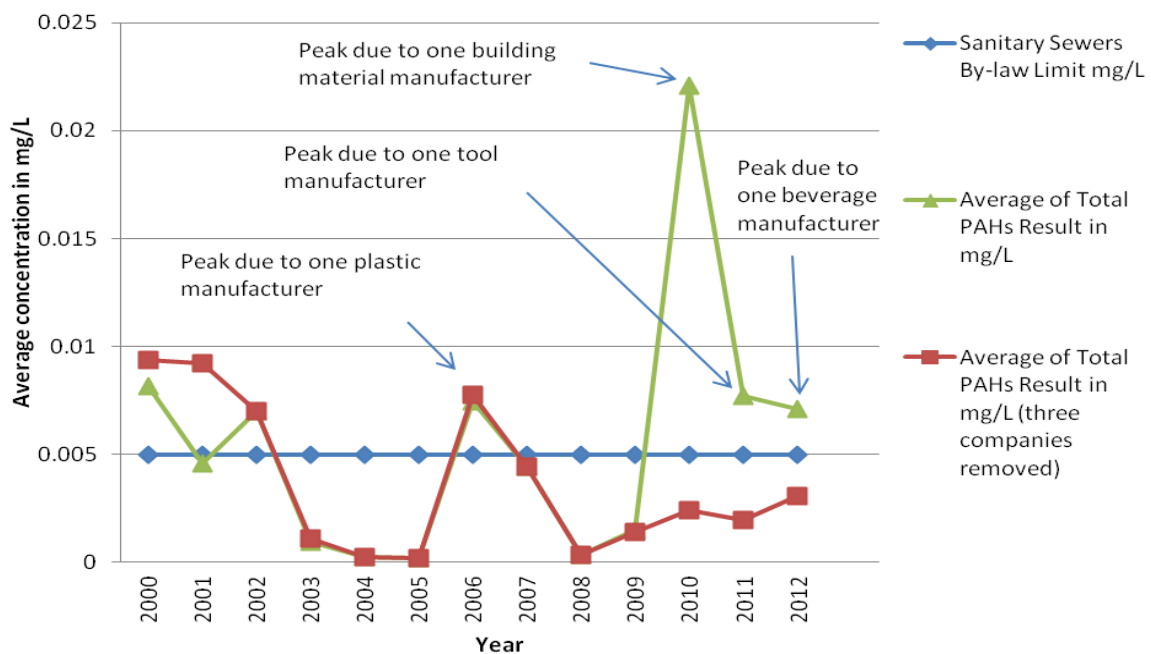


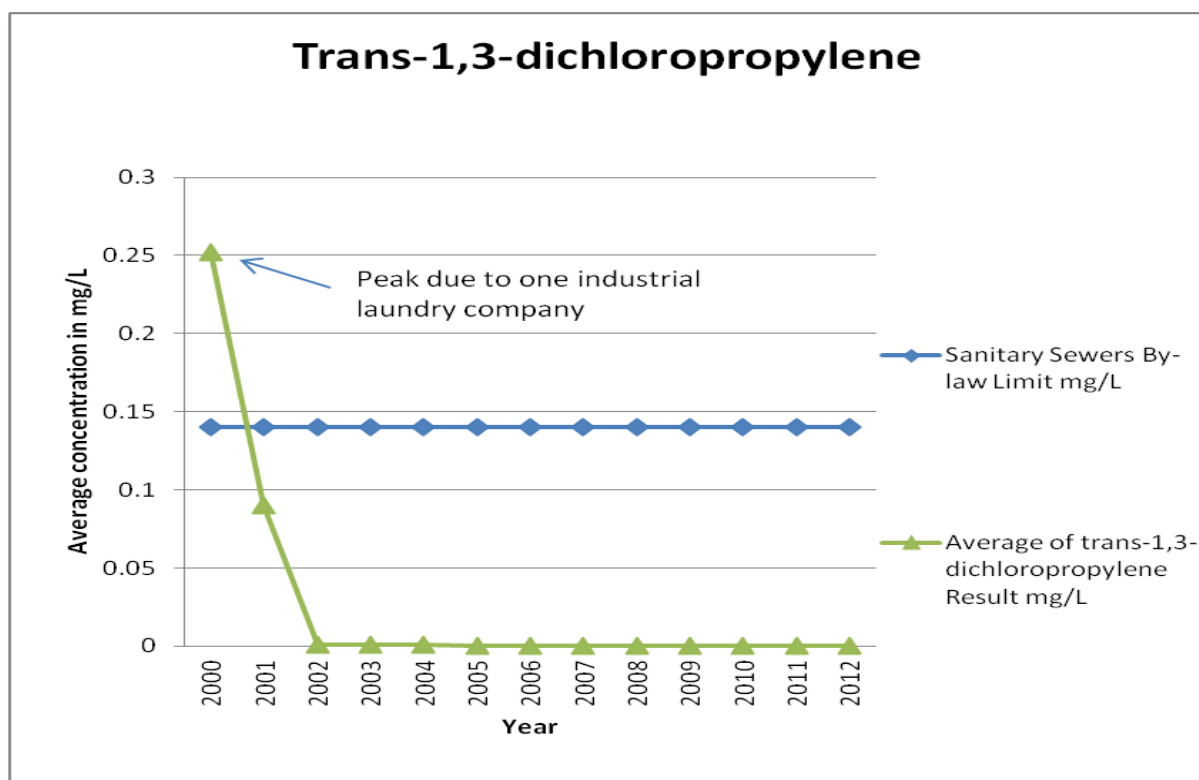
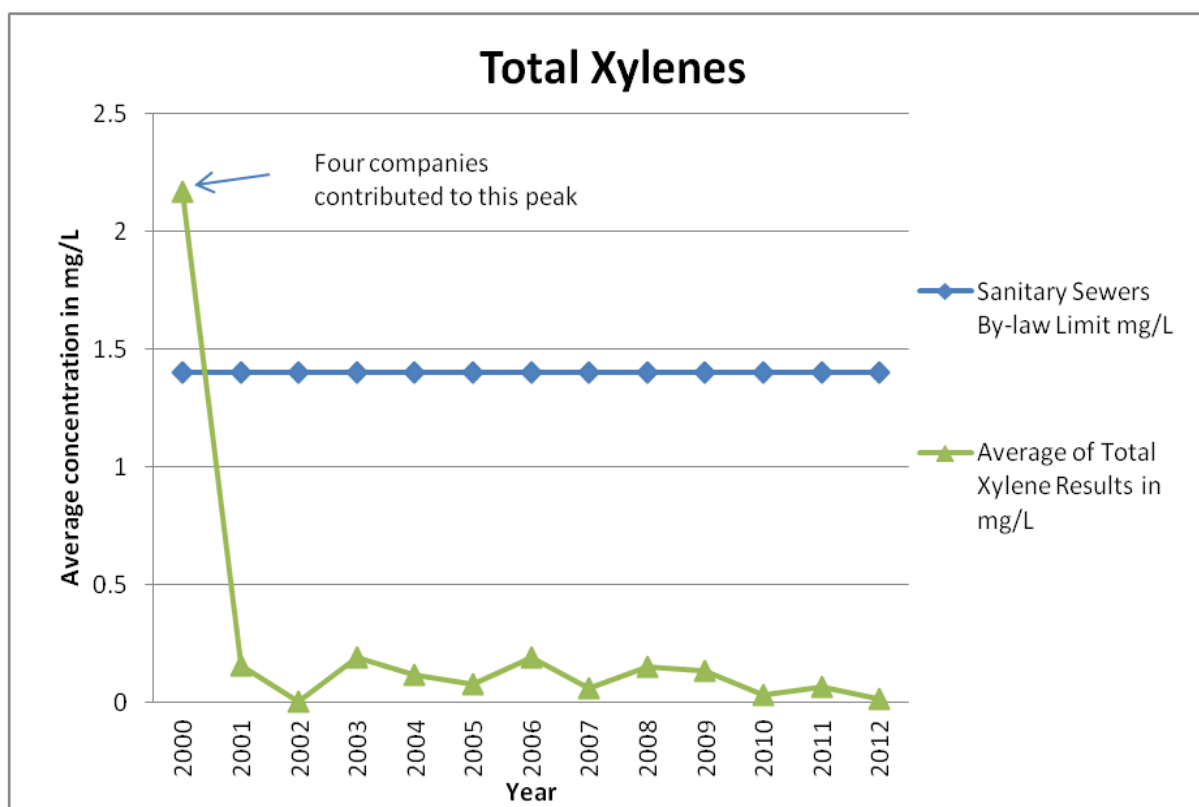


Toluene

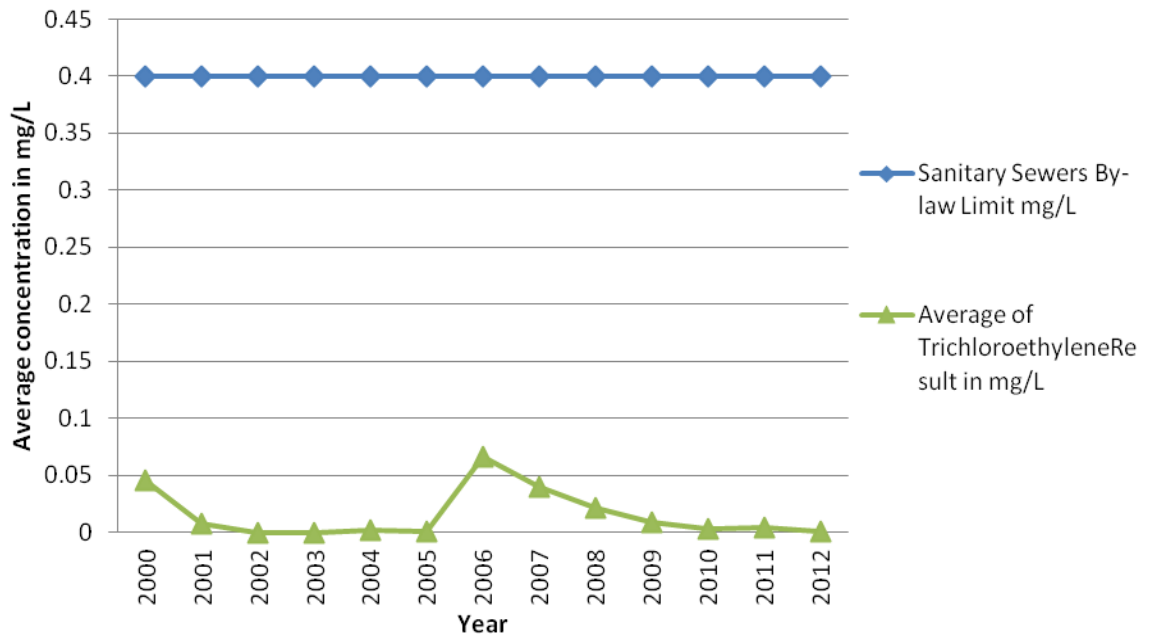


Total PAHs

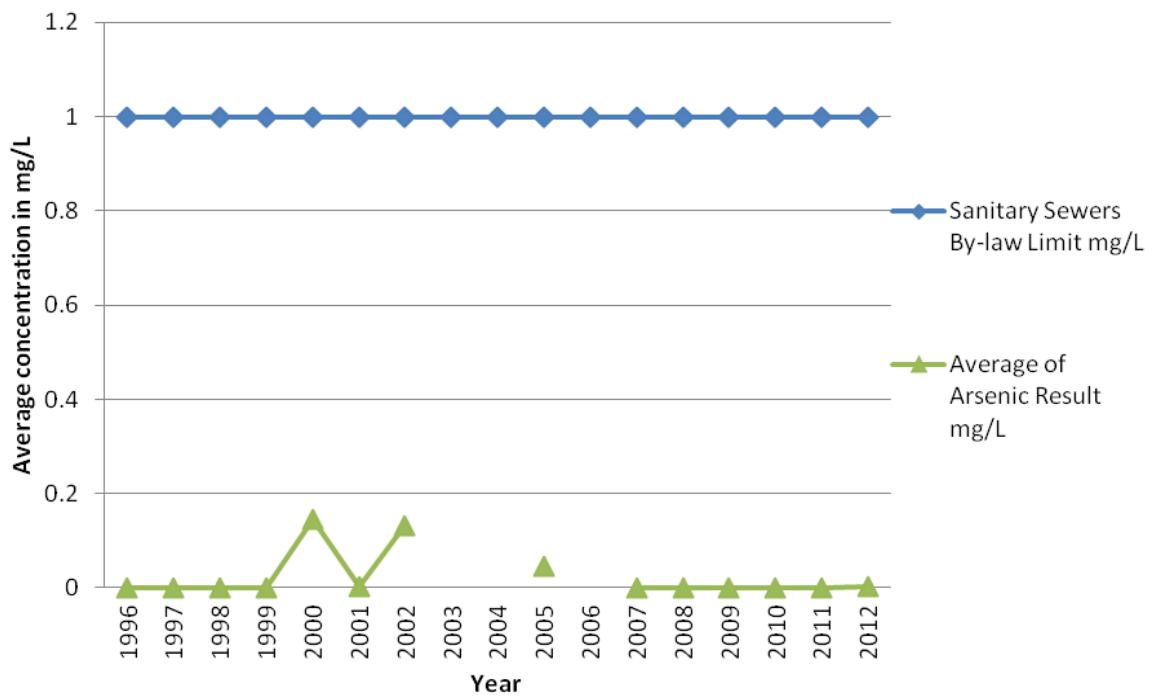


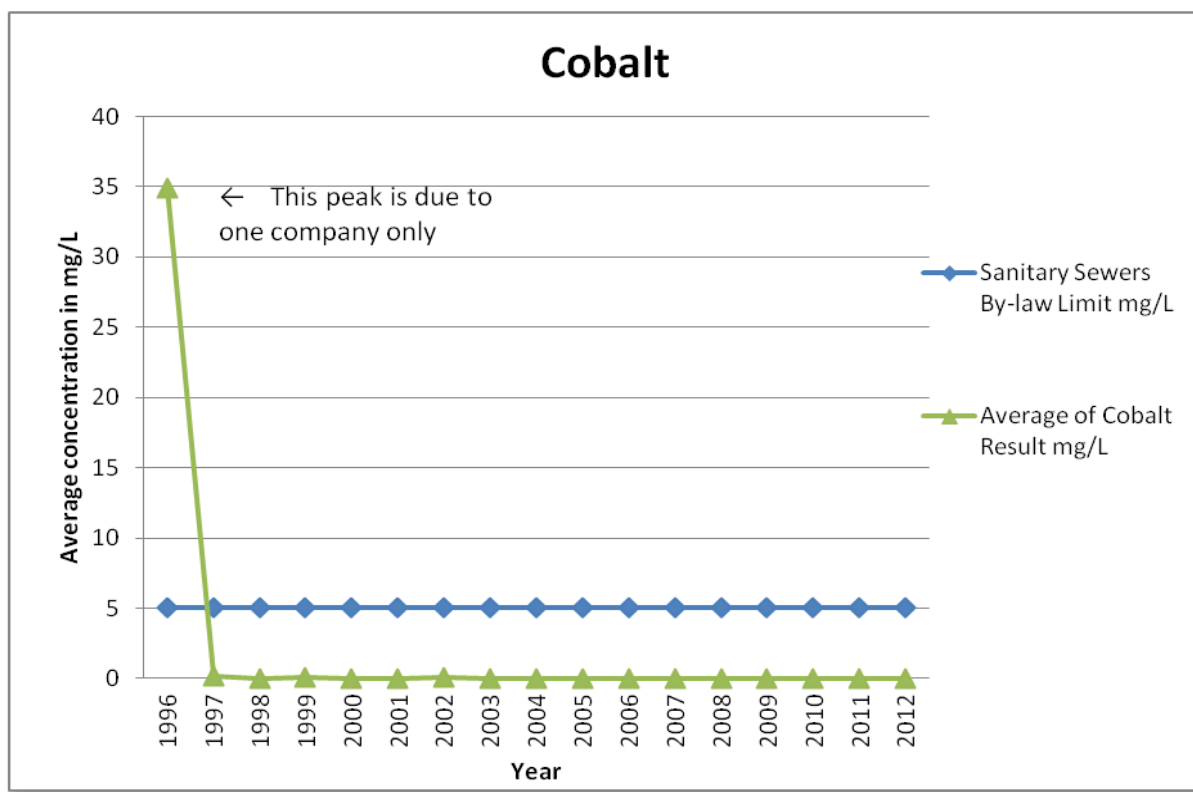
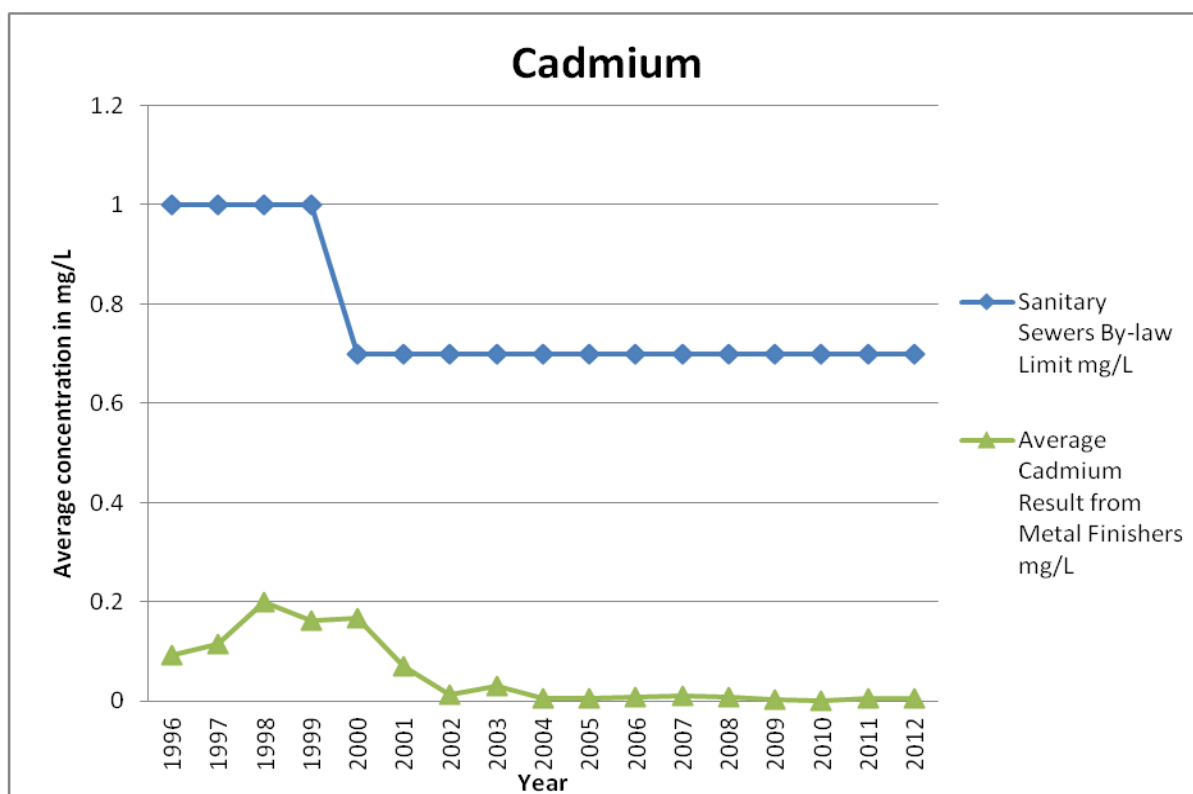


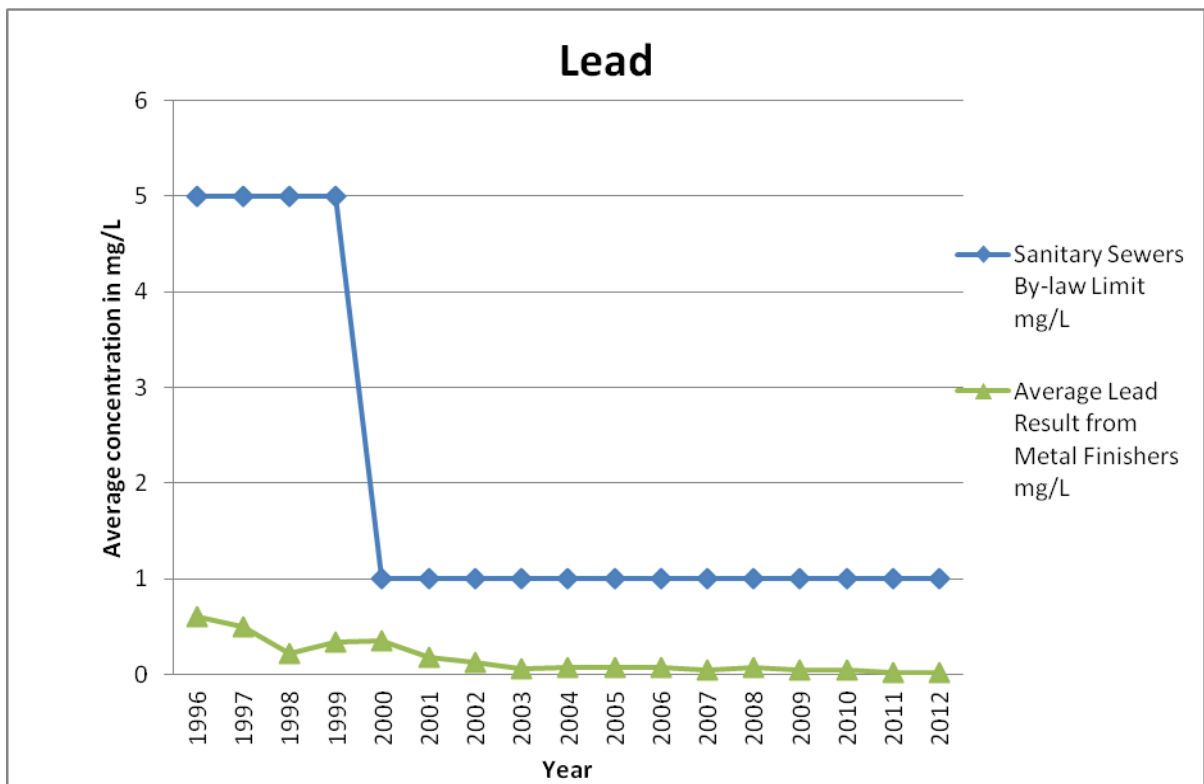
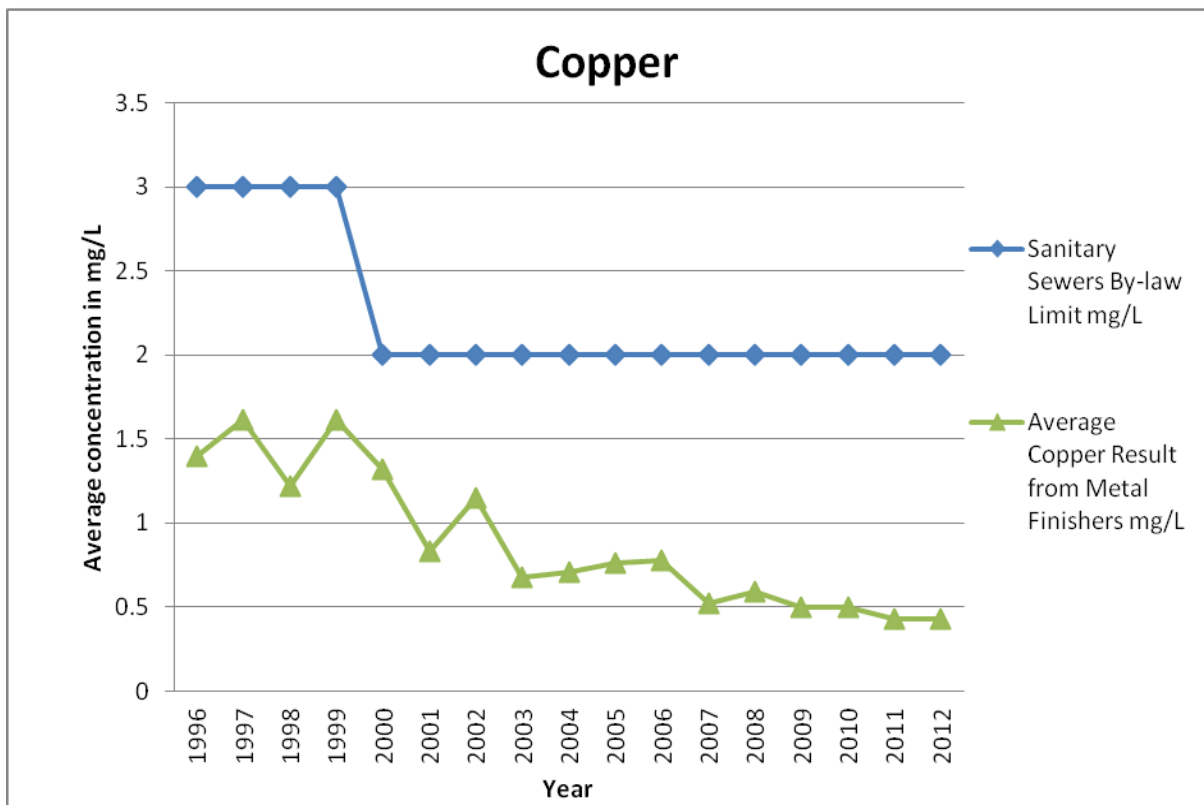
Trichloroethylene

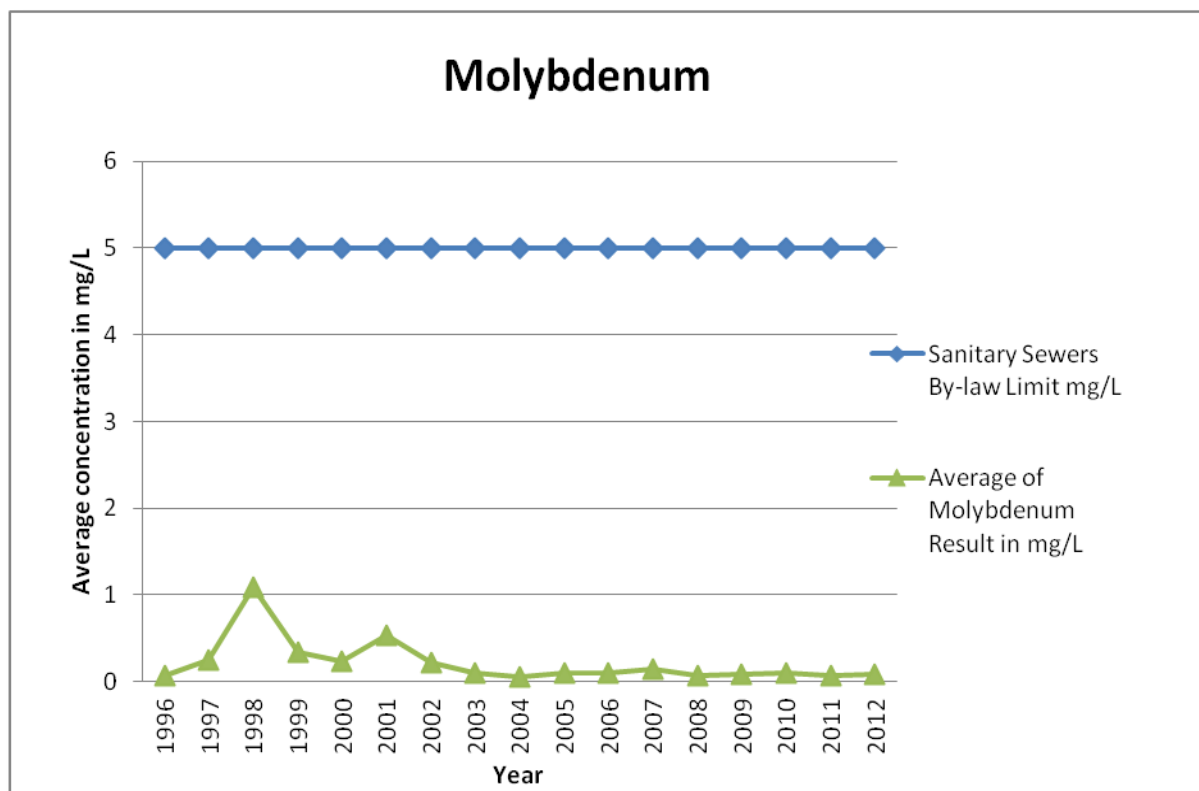
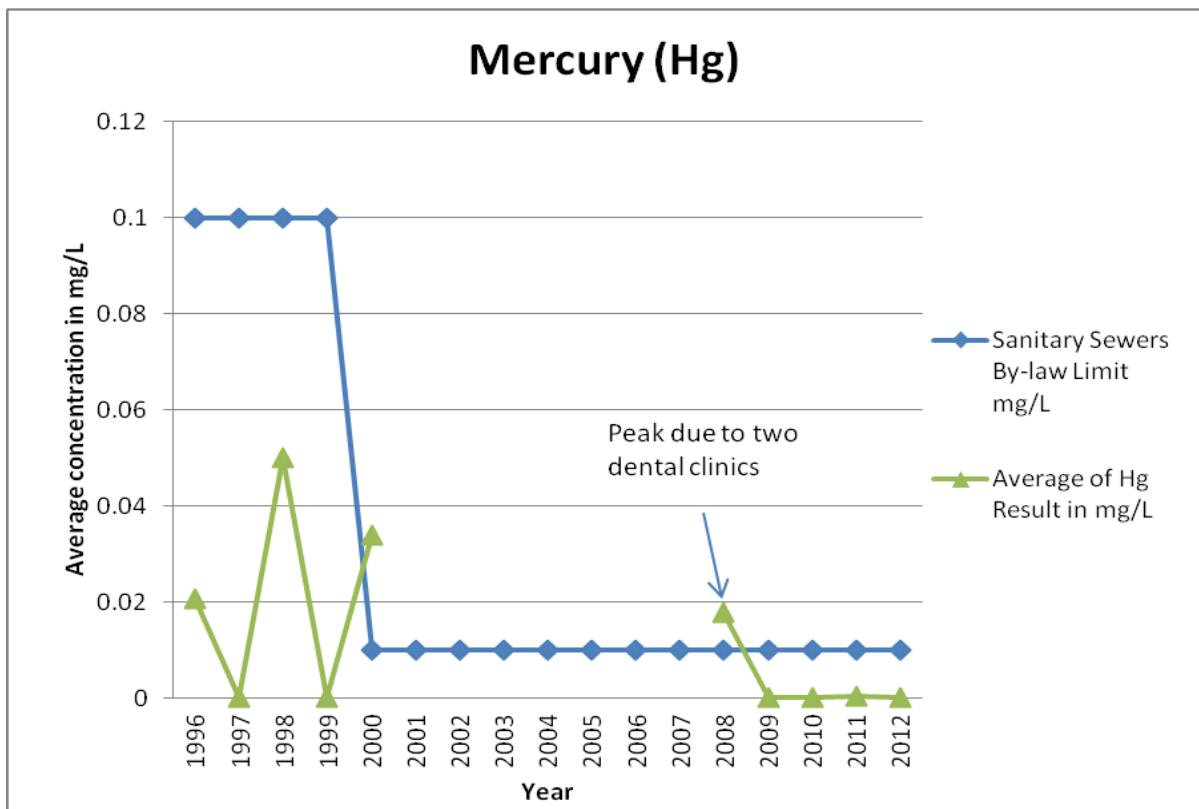


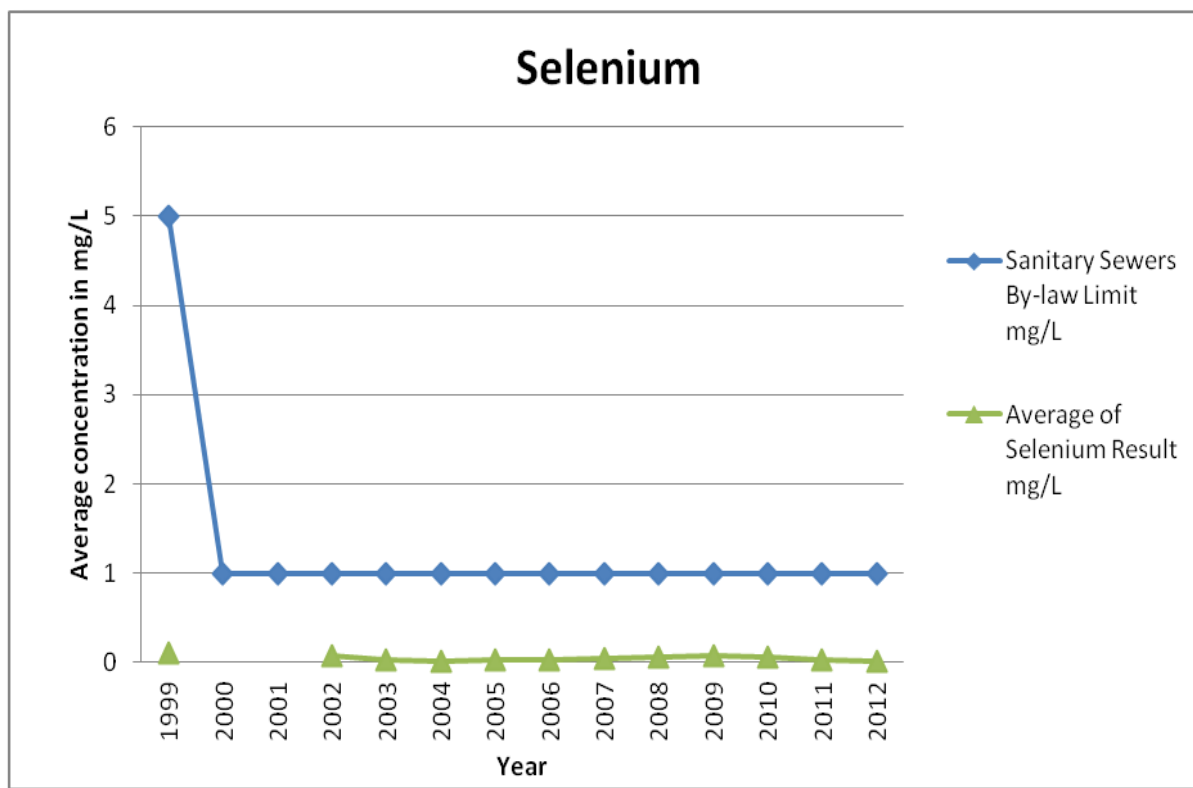
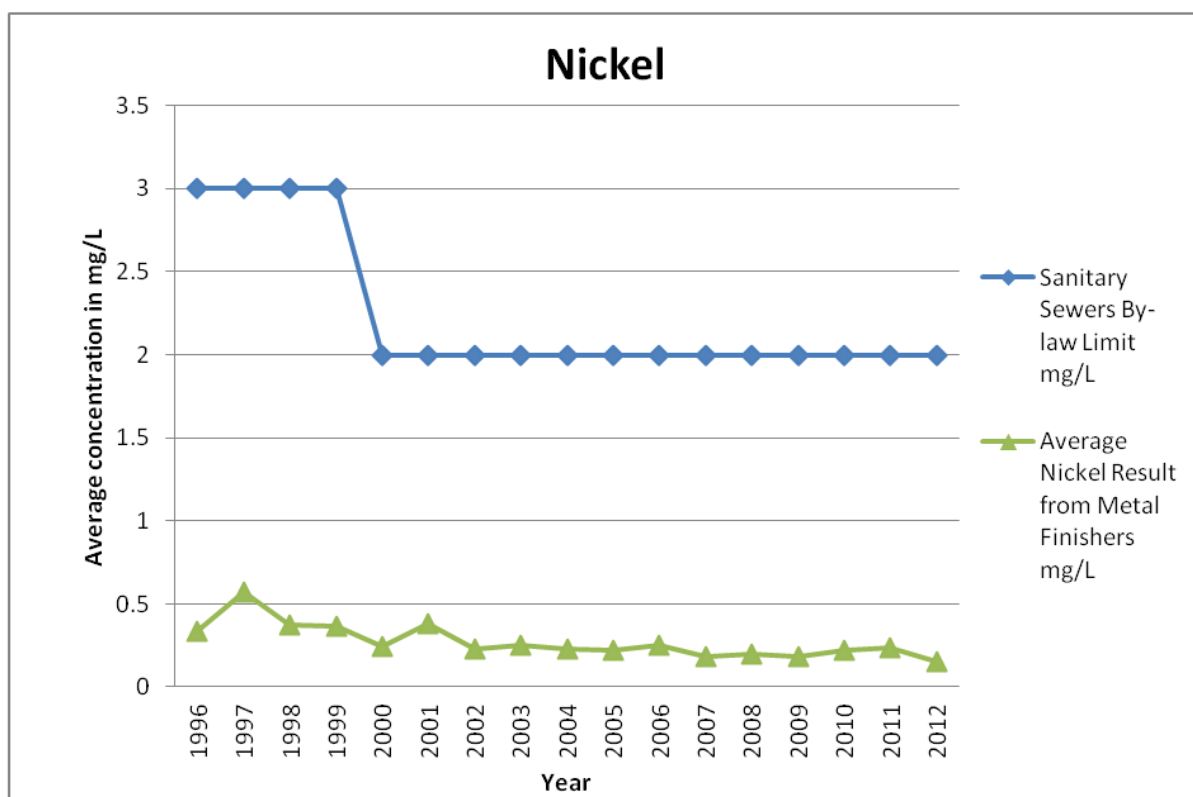
Arsenic

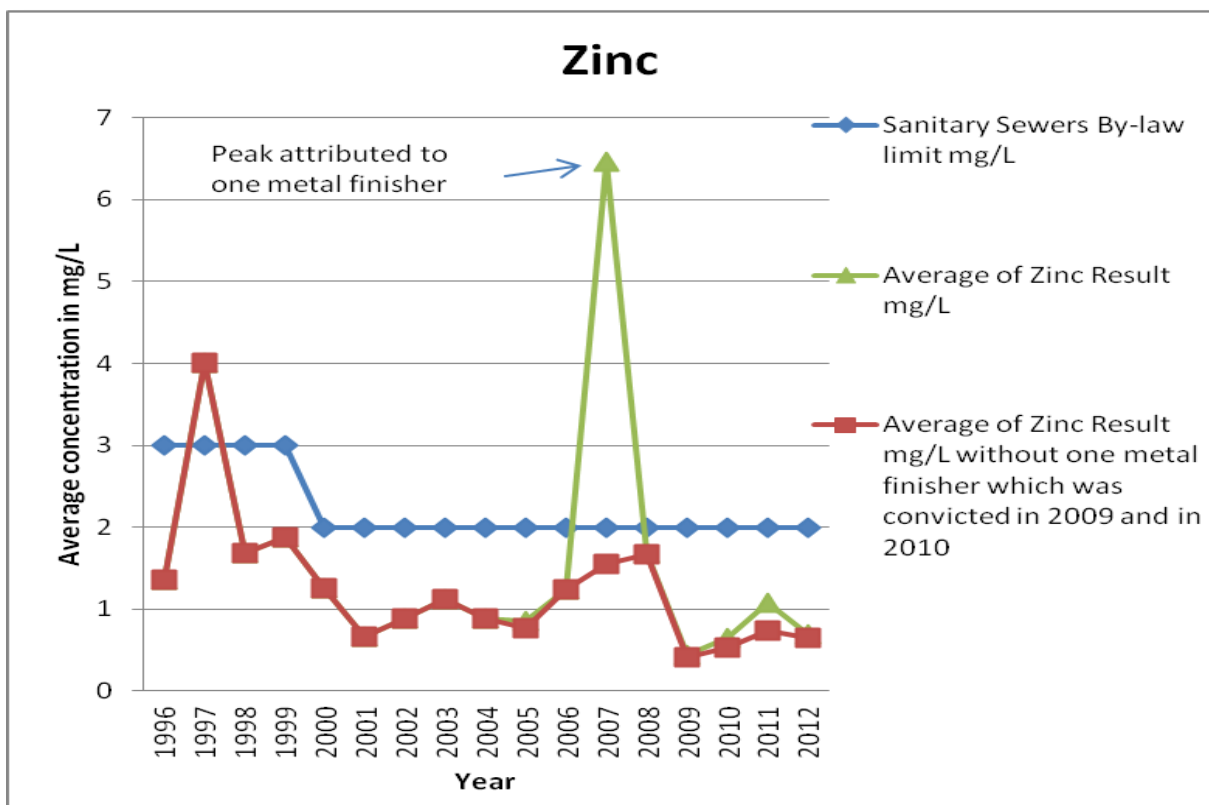
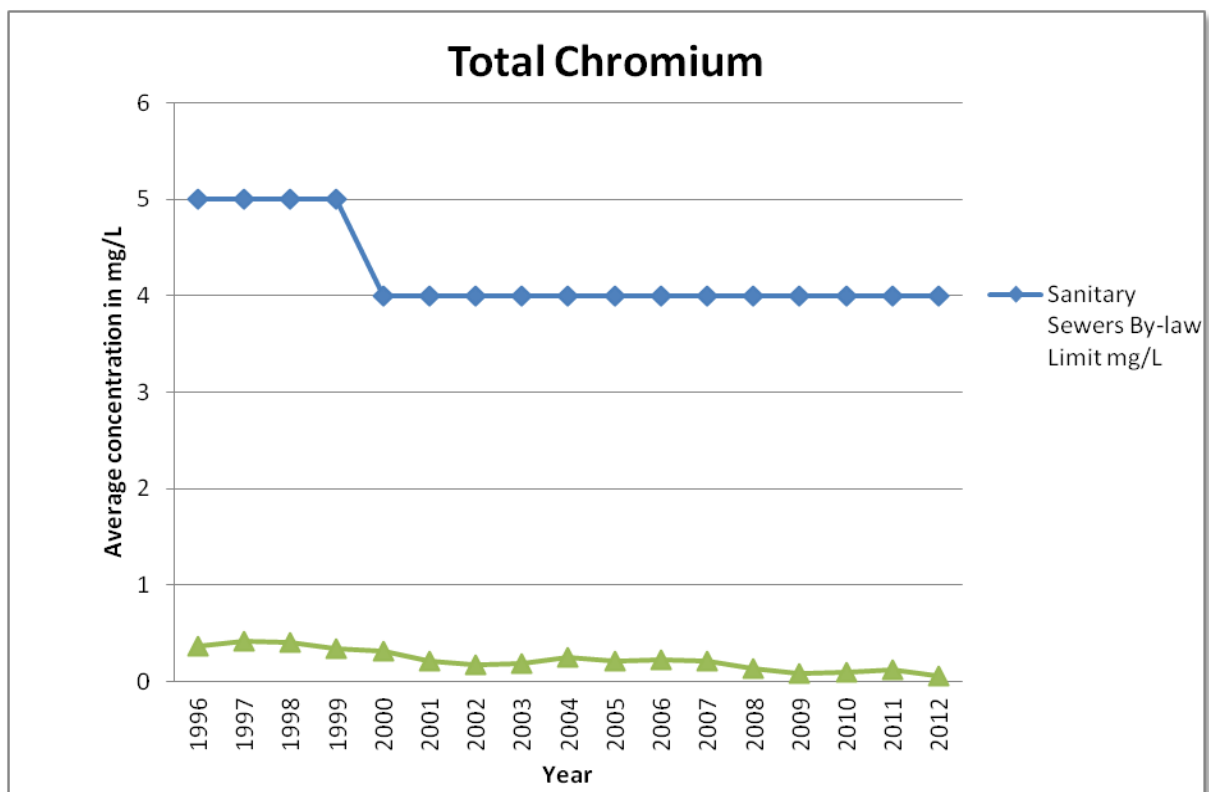












Appendix F:

Outfall Monitoring Program Summary

Table 1: Cross Connection Summary (January 1, 2013 – December 31, 2013)

Watershed	Cross Connections Found¹	Cross Connections Corrected²
Black Creek	1	2
Don River	2	2
Highland Creek	4	6
Humber River	1	7
Lake Ontario	2	2
Taylor Massey Creek	0	1
Rouge River	1	5
TOTAL	11	25

¹ Of the total cross connections found, 7 were residential, 2 were commercial and 2 were institutional.

² Of the total cross connection corrected, 19 were residential, 3 were commercial and 3 were institutional.

Table 2: Priority Outfalls removed / de-listed from the Priority Outfall List in 2013

Outfall ID	Watershed	Ward
BC110	Black Creek	12
HC64	Highland Creek	43
HCE02	Highland Creek	43
HCE118	Highland Creek	42
HCW105	Highland Creek	37
HCW144	Highland Creek	38
HR135	Humber River	11
HRE397	Humber River	1
LO120	Lake Ontario	36
LO126-1	Lake Ontario	44
MC17	Mimico Creek	6
MC36	Mimico Creek	5
MC37	Mimico Creek	5
TC36	Taylor Massey Creek	35
TC98-3	Taylor Massey Creek	37

Table 3: Comparison of Priority Outfalls and De-listed Outfalls in 2013

Watershed	Priority Outfalls as of Dec. 31, 2012	Priority Outfalls Delisted in 2013	Priority Outfalls as of Dec. 31, 2013	Priority Outfalls Delisted since start of OMP	Outfalls of Concern as of Dec. 31, 2012	Outfalls of Concern as of Dec. 31, 2013
Black Creek	7	1	6	11	0	0
Etobicoke Creek	0	0	0	3	0	0
Don River	1	0	2	2	2	2
Highland Creek	27	5	22	27	1	1
Humber River	13	2	11	8	0	0
Lake Ontario	10	2	8	2	0	0
Mimico Creek	9	3	6	6	0	0
Rouge River	2	0	2	1	0	0
Taylor-Massey Creek	31	2	29	25	0	1
TOTAL	100	15	86	85	3	4