



REPORT FOR ACTION

Sewers and Water Supply By-laws 2016 Compliance and Enforcement Annual Report

Date: August 31, 2017

To: Public Works and Infrastructure Committee

From: General Manager, Toronto Water

Wards: All

SUMMARY

This report provides a summary of the activities performed in 2016 by Toronto Water's Environmental Monitoring & Protection Unit, which is responsible for administrative compliance and enforcement of the City of Toronto's Sewers and Water Supply By-laws (Municipal Code Chapter 681 – Sewers and Municipal Code Chapter 851-Water Supply, respectively).

In 2016, the Environmental Monitoring & Protection Unit performed 3,936 tasks, such as company inspections, dye tests, meetings with businesses, storm sewer outfall inspections under the Sewers By-law and 431 inspections under the Water Supply By-law. The staff performed 3,142 sampling events, which resulted in 27,610 laboratory analyses. Additionally, a total of 679 Notices of Violation were issued for non-compliance under the Sewers By-law.

In 2016, cases involving 47 companies and 1 individual moved forward to prosecution. Under the Sewers By-law, there were 26 convictions resulting in \$365,250 in fines and under the Water Supply By-law, 1 conviction resulting in \$7,500 in fines, totalling 27 convictions with \$372,750 in fines for 2016 (convictions may include prosecution files started in previous years). This total does not include the Victim Surcharge Fine (which is collected and retained by the Ontario Provincial Government for victims of crime – for fines over \$1,000; the surcharge is 25% of the fine). The remaining prosecution files are still before the courts.

The number of Industrial Waste Surcharge Agreements entered into with businesses increased in 2016 and resulted in \$13.3 million in cost recovery for Toronto Water. Similarly, the total number of Sanitary Discharge Agreements increased, which resulted in cost recovery of \$2.9 million.

The Outfall Monitoring Program identified 41 cross connections (arising from sanitary wastewater misdirected to a storm sewer) and verified the correction of 48 cross connections (some were carried over from previous years). In 2016, 8 Priority

Outfalls within Toronto's watersheds were delisted, thereby seeing an improvement in water quality at those outfalls and receiving waters.

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 & 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, April 18, 2012, August 22, 2013, August 13, 2014, August 25, 2015, and October 7, 2016 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>

<http://www.toronto.ca/legdocs/mmis/2014/pw/bgrd/backgroundfile-72348.pdf>

<http://www.toronto.ca/legdocs/mmis/2015/pw/bgrd/backgroundfile-84115.pdf>

<http://www.toronto.ca/legdocs/mmis/2016/pw/bgrd/backgroundfile-96906.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>

The 2013 annual report included graphical presentations of the effect of the Pollution Prevention Program on the subject pollutants concentration in the discharge from the businesses that are monitored by the Environmental Monitoring & Protection Unit. This was requested by the 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>

COMMENTS

This is the ninth annual report on Sewers By-law and Water Supply By-law Compliance and Enforcement by Toronto Water.

Sewers By-law Compliance and Enforcement

The Division's Environmental Monitoring & Protection Unit (EM&P) oversees the compliance and enforcement of the Sewers 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

Toronto's EM&P also oversees compliance and enforcement of the Water Supply By-law, which was enacted on January 1, 2008 to harmonize existing By-laws from the former municipalities (the "Water Supply By-law"). The Water Supply By-law refined existing roles and responsibilities of both property owners and the City and put in place specific additional measures with a view to further protect the integrity of the City's drinking water supply system and to improve operational efficiency.

In Ontario, the Safe Drinking Water Act, 2002 and its regulations (the "SDWA") govern the treatment and distribution of drinking water in Ontario. The SDWA has a number of important provisions designed to protect drinking water for consumers. Among these many provisions, Section 11 of the SDWA requires every owner and operator of a municipal drinking-water system to ensure that all water provided by the system meets the requirements of drinking-water quality standards and that the drinking-water system is operated in accordance with the SDWA. In addition, subsection 20(1) of the SDWA makes it an offence to cause or permit anything to

enter a drinking-water system if it could result in a drinking-water health hazard, a contravention of a prescribed standard or the interference with the normal operation of the system.

Providing safe drinking water is of paramount importance to the City. The backflow of contaminated water from private plumbing systems to the City's drinking-water distribution system may pose an adverse risk to the health, safety and well-being of drinking-water consumers. In order to protect against this risk, the Water Supply By-law requires, among other things, that industrial, commercial, institutional and multi-residential properties have a backflow prevention device installed at each water service connection to the City's drinking-water distribution system. This requirement is one way in which the City protects the water quality of its municipal drinking-water system.

Violations, Investigations, Prosecutions and Convictions

Toronto Water generally issues written warning letters known as Notices of Violation for offences under the Sewers and Water Supply By-laws. Should compliance not be achieved following notification of offences using Notices of Violation, then investigations may be conducted which may lead to prosecutions and potential convictions before the courts. In circumstances, which pose an immediate threat to public health or infrastructure or the environment or otherwise require immediate action, Toronto Water may issue an order to comply or take other remedial actions. This report details the activities under the Sewers and Water Supply By-laws for 2016.

Pollution Prevention Program

Toronto was the first Canadian Municipality to implement a Pollution Prevention reporting program under a Sewers By-law. Toronto Water's EM&P Unit oversees the Pollution Prevention (P2) Program. The Sewers By-law requires every subject sector industry and every industry that discharges any amount of a subject pollutant to prepare a Pollution Prevention Plan and submit the plan to the General Manager with respect to the premises from which the discharge occurs. As part of the P2 Program, Best Management Practices, approved by the General Manager, may be used by certain sectors.

The program requires businesses to review processes and identify and reduce any of the 33 subject pollutants under the Sewers By-law detected in their effluent. Commercial sectors, such as automotive repair and refinishing, photofinishing and car washes, follow Best Management Practices to minimize contaminant releases to the City's sewer system.

A "subject pollutant" is a specific pollutant – such as benzene – that has been identified as an element, material or compound that requires further monitoring and reporting due to its negative effects on the City's sewer system and/or the natural environment. Subject pollutants also have By-law discharge limits that companies

must comply with. In addition, ongoing reporting is required for any amount of discharge of a subject pollutant.

Outfall Monitoring Program to find Cross Connections

The Outfall Monitoring Program identified 767 cross connections since the program's inception in late 2005. In total, 710 cross connections have been corrected leading to the delisting of a total of 138 priority outfalls by the end of 2016, thereby seeing an improvement in water quality at those outfalls and receiving waters. The remaining balance of the identified cross connections are in the process of being corrected.

Major Program Areas

This report addresses the following major program areas and activities in 2016 performed by the Environmental Monitoring & Protection Unit:

- 1) Sewers By-law Compliance and Enforcement - Industrial Inspection and Sampling Program
- 2) Industrial Waste Surcharge Agreements and Permits
- 3) Sanitary/Storm Discharge Agreements and Permits
- 4) Compliance Program Agreements
- 5) Grease Issues
- 6) Reports of Spills & Pollution Complaint Response
- 7) Industrial Water Rate – Block 2
- 8) Liaison with Other Divisions
- 9) Pollution Prevention (P2) Program
- 10) Storm Sewer Outfall Monitoring Program
- 11) Water Supply By-law - Backflow Prevention Program
- 12) Collaborative Surface Water Monitoring Programs
- 13) 2016 Pollution Prevention (P2)/Sewers By-law Stakeholder Consultation and Implementation
- 14) Groundwater/Private Water Inter-Divisional Work and Outreach to the Development Industry

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

The frequency in which Toronto Water samples and inspects businesses discharging to the City's sewer system, for the purpose of determining compliance, is dependent on a risk-based potential to pollute (i.e. High, Medium or Low Potential) and the impact to the City's sewer system and wastewater treatment plants. The objective is to prevent the discharge of contaminants that may be harmful to persons, the environment and the City's sewer system and wastewater treatment plants.

The Environmental Monitoring & Protection Unit's staff include Provincial Offences Officers who inspect businesses to determine whether a facility's wastewater discharge to the City's sewer system complies with the Sewers By-law. These inspections typically include evaluation of any manufacturing or production processes,

chemicals and products used or stored and waste streams generated onsite that may affect the City's 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. Officers may make observations or issue verbal instructions and/or written orders to rectify issues that are identified. Samples collected by Officers are analyzed by the accredited Toronto Water Laboratory to determine compliance with the Sewers By-law.

In 2016, the Industrial Wastewater Control, a subgroup within the Environmental Monitoring & Protection Unit, conducted 2,142 industrial and commercial inspections and other tasks and performed 2,493 sampling events. Table 1 references the High and Medium Potential completion rates for the Sewers By-law inspection and sampling for the years 2014, 2015 and 2016. Table 2 provides a breakdown of various activities performed at industrial and commercial sites in 2016.

Table 1: Sewers By-law Inspection and Sampling Metrics for 2014 to 2016

Potential	High Potential			Medium Potential		
	2016	2015	2014	2016	2015	2014
Year						
Sampling Completion Rate (%)	99%	102%	100%	98%	98%	97%
Inspection Completion Rate (%)	102%	92%	88%	110%	84%	78%

Table 2: Breakdown of Various Activities in 2016 at Industrial and Commercial Sites by Industrial Wastewater Control Group

High Potential Industry Inspections	101
Medium Potential Industry Inspections	225
Automotive, Restaurants, and other Commercial Facility Inspections	874
Construction Site Inspections	484
Dye Testing to Confirm Discharge to City Sewers	170
On Site Meetings	288

If, during an inspection, Toronto Water identifies a violation of the Sewers By-law, generally, a written Notice of Violation is issued and, depending on the circumstances and nature of the violation, the business is generally given an opportunity to rectify the violation. However, in circumstances that pose an immediate threat to public health, infrastructure or the environment or otherwise require immediate action, Toronto Water may issue an order to comply to correct a violation. In 2016, one order was issued to a company to immediately discontinue the discharge of sewage to the City's sanitary sewer, which did not comply with the pH limits set out in the Sewers By-law. Low pH can harm the sewer infrastructure and generate hydrogen sulfide gas, which is harmful to employees working in and around sewers.

The Industrial Wastewater Control group issued 652 Notices of Violation letters to businesses in 2016 for Sewers By-law violations. Appendix A of this report references the individual categories of violations, which occurred in 2016, categorized into various By-law sections: sanitary; storm; Pollution Prevention Plan; maintenance access hole; and interceptor requirements.

In the event that multiple and/or re-occurring violations are identified, generally stricter enforcement action may be undertaken. A violation of sufficient severity can result in Provincial Offences Officers moving to investigations mode and collecting evidence and proceeding with formal charges under either By-laws, without a Notice of Violation being issued. EM&P transfers the carriage of these files to Legal Services' Prosecutions Section, which prosecutes offences under the Sewers By-law before the courts. EM&P then acts as a support group to assist prosecutors with questions that arise from prosecution files.

Convictions - Sewers By-law

Under the Sewers By-law, there were 26 convictions in 2016 resulting in \$365,250 in fines, excluding the victim surcharge fine of 25%. In 2016, there were 81 investigations for potential prosecution, 60 prosecution cases (representing 47 companies as some were charged multiple times) and 1 individual referred to Legal Services' Prosecutions Section. Many of these prosecution cases are presently before the courts. Additionally, some prosecutions from previous years continue to remain before the courts. Appendix B provides details of the Sewers and Water Supply By-laws convictions for 2016.

Table 3 denotes the number of compliance and enforcement activities undertaken by all of Environmental Monitoring & Protection Unit during 2016 and the previous 2 years (for comparison purposes) for all aspects of the Sewers By-law.

Table 3: Comparison of All Sewers By-law Compliance and Enforcement Activities: 2014-2016

Activity	2016	2015	2014
Inspections	3,936	2,837	3,625
Sampling Events	3,142	3,626	4,431
Lab Tests Conducted	27,610	27,874	33,109
Notices of Violation Issued	679	604	680
Orders	1	0	3
Pollution Complaints	628	647	572
Investigations*	81	77	72
Prosecutions**	60	78	62
Convictions***	26	21	23
Unsuccessful Prosecutions	0	0	0
Withdrawn Prosecutions Where Charges Laid	6	2	0
Fines (excluding 25% victim surcharge fee)	\$365,250	\$369,500	\$137,000

* Some companies were investigated multiple times for different violations/occurrences, thus the number of investigations are higher than the actual number of companies issued summonses.

** Prosecution refers to the total number of summonses issued to companies or individuals with some companies receiving multiple summonses in a year. For 2016, 47 companies and 1 individual received summonses for offences under the Sewers By-law.

*** Convictions may include multiple prosecutions for a company or individual and may include prosecution files initiated in prior years and concluded in 2016.

2) Industrial Waste Surcharge Agreements and Permits

In 2016, businesses that exceeded the sanitary sewer discharge By-law limits for 5 specific and treatable parameters were given the options to comply with the Sewers By-law by adding additional treatment and/or undergoing pollution prevention, or entering into an Industrial Waste Surcharge Agreement (IWSA) with Toronto Water. Most companies opted to enter into an IWSA.

The 5 parameters, treatable in Toronto's wastewater treatment plants, permissible under an IWSA are: Biological Oxygen Demand (BOD), Total Suspended Solids

(TSS), Total Phosphorous (TP), Phenols, and Total Kjeldahl Nitrogen (TKN – a measure of concentrated nitrogen and ammonia). Under an IWSA, generally a composite sample (samples that are generally collected over a 24-hour period) is taken from a company's premises and used to evaluate the quality of wastewater generated by that company to then determine the costs payable by the company to the City to treat the excess amount discharged over the Sewers By-law limit.

The surcharge fee for an IWSA or permit is based only on the parameter that exceeds the Sewers By-law limits the most, rather than based on the cost to treat all Sewers By-law limit exceedances.

In November of 2012, Toronto City Council adopted, effective January 1, 2013, the maximum fees per IWSA parameter recommended by the City's consultant and the continuation to only charge on the highest exceeding parameter. Council also mandated that Toronto Water re-evaluate the fees in the first two years, and subsequently in the next 5 years, to determine if increases are warranted due to increases in the cost of treating the wastewater.

After the two-year review was conducted, the fees were re-evaluated and Council approved the increased rates for Toronto Water's treatable parameters on December 9 and 10, 2015, effective on April 1, 2016. The new IWSA fees are identified in Table 4 below.

Table 4: Treatable Parameter Fees for Toronto Water Industrial Waste Surcharge Agreement

	BOD / Phenolics (4AAP)	Total Suspended Solids	Total Phosphorous	Total Kjeldahl Nitrogen
Rates Effective from April 1, 2016 (\$/Kg)	\$0.64	\$0.70	\$2.24	\$1.43

In 2016, there were 295 businesses under an active IWSA; this includes 33 that were newly added. Eighteen (18) businesses closed operations, or had their agreement terminated at some point during 2016. By the end of 2016, there were 277 IWSAs on file. Refer to Appendix C, for a complete list of surcharge dischargers and their 2016 status. The program recovered \$13.2 million in costs in 2016, \$13.6 million in 2015, and \$11.9 million in 2014.

Toronto Municipal Code Chapter 441 - Fees and Charges, provides that the minimum amount payable under an industrial waste surcharge permit or agreement is \$500. In 2016, 60 companies were charged the \$500 minimum fee for an industrial waste surcharge permit or agreement. A total of \$33,536 in costs was recovered for such permits or agreements, which includes the application fee charged for any new permit or agreement. Appendix D lists the industries under a minimum permit or agreement. In 2016, three new minimum industrial waste surcharge permits were issued.

In total for 2016, approximately \$13.3 million in costs were recovered from industrial waste surcharge permits and agreements.

3) Sanitary/Storm Discharge Agreements and Permits

Toronto Water enters into agreements and permits with customers that draw from private water supplies (e.g. Lake Ontario, groundwater) and discharge to a City sanitary or storm sewer. Customers discharging to a City sanitary sewer for treatment are charged a fee based on the volume of private water being discharged. Private water discharged into a City storm sewer must meet quality and quantity limits as the discharge will enter watercourses, rivers and lakes. No fee is charged for approved discharges to the City's storm sewers, as no treatment service is provided by the City.

There are two types of approvals for discharge to the City's sanitary or storm sewers, depending on the duration of the proposed discharge: (1) long-term agreements that may be renewed and (2) short-term agreements or permits, generally for a short duration with no renewal period.

The long-term agreements are generally used for discharge for site decontamination, site decommissioning purposes or for the discharge from permanent building foundation drains. Depending on the sewer in which the discharge is directed to, these may be sanitary discharge agreements or storm sewer discharge agreements.

The short-term agreements and permits are generally used for discharge for construction dewatering purposes. Sanitary and storm discharge permits are used instead of agreements for construction dewatering where the anticipated total fee for one year or lesser term would be \$20,000 or less.

The private water discharged to the City's sewer must meet the applicable quality limits under the Sewers By-law for discharge to either the sanitary or storm sewer. If not, the customer may also need to enter into an IWSA, where applicable, or install a wastewater pre-treatment system. There were 193 new long-term agreements and 37 new short-term discharge permits issued in 2016. As of December 31, 2016, there was a total of 263 long-term agreements in effect.

Cost recovery on the long-term sanitary discharge agreements was approximately \$2.8 million and cost recovery for short-term sanitary discharge permits was approximately \$78,692, totalling \$2.9 million in 2016 for Toronto Water.

4) Compliance Program Agreements

Section 7 of the Sewers By-law allows a business to submit a compliance program application to the General Manager, where its discharge to the City's sewer is in non-compliance with the Sewers By-law. The business will set out activities to be undertaken that would result in the prevention or reduction and control of the discharge by the date specified in its plan.

If the compliance program is approved by the General Manager, the City will enter into a compliance program agreement with the business to permit them, within an approved schedule, time to obtain the necessary equipment, implement the appropriate prevention measures, or otherwise remedy a Sewers By-law violation as soon as possible. This allows the business to continue to discharge to the City sanitary sewer in excess of the Sewers By-law limits, (within certain parameters, conditions and timelines prescribed in the agreement) while taking the required corrective action to address and resolve the problem as quickly as possible. As part of the agreement conditions, the company must perform weekly sampling and report these sample results along with progress reports regularly to the City. Failure to comply with any aspect of the compliance program agreement may result in its termination.

In 2016, there were 17 compliance agreements issued, in comparison to 2014 and 2015, which had 22 and 12, respectively. Appendix E lists companies that entered into compliance program agreements with Toronto Water. Improvements in the quality of the effluent are generally accomplished through pollution prevention options, wastewater treatment systems, or a combination of the two. In 2016, 4 compliance agreements used pollution prevention options, 6 used wastewater treatments systems, and 7 utilized both approaches. Two compliance program agreements were terminated in 2016 for failing to comply with the compliance agreement.

5) Grease Issues

Grease build-up in the City sewers is an ongoing issue that may create potential public health concerns by attracting rodents and causing sewer back-ups. Toronto Water and Toronto Public Health have been working together since 2008 to address this problem. Toronto Public Health checks for the presence or absence of grease interceptors during restaurant DineSafe Inspections. Restaurants without grease interceptors, or those with a history of sewer backups, are referred to Toronto Water for a further detailed inspection and any required enforcement under the Sewers By-law.

In February 2016, Toronto Council approved a Food Service Establishment Environmental Code of Practice. This document includes grease interceptor installation and maintenance requirements similar to the Canadian Standard Association (CSA) Standard B481 Series-12 Grease Interceptors and provides clear maintenance requirements that were otherwise more generalized. It has assisted in managing grease build-up in the City sewers.

In 2016, Toronto Water issued 87 Notices of Violation to restaurants/food service establishments for failure to properly install or maintain grease interceptors compared to 57 in 2015 and 63 in 2014.

6) Reports of Spills & Pollution Complaint Response

Toronto Water EM&P Provincial Offences Officers respond to reports of possible spills or pollution complaint calls on a 24 hour/7 day per week basis. This is achieved through night and on-call weekend shifts via a rotating weekly schedule. Some examples of pollution complaints are a resident dumping paint into a street catch basin or reporting discoloured water in a creek. In 2016, EM&P received and attended to 643 such complaints, 647 in 2015, and 572 attended to in 2014.

EM&P Provincial Offences Officers also respond to complaints related to discharges from swimming pools on a regular basis from the spring to the fall season. In 2016, Toronto Water responded to 41 swimming pool discharge complaints that were alleged to be contrary to the Sewers By-law. Toronto Water uses these opportunities to further remind and educate the public and property owners on the Sewers By-law and the requirements for discharging into the City sewer system. If additional complaints for the same property or pool operator occur, Toronto Water issues a Notice of Violation and/or takes other enforcement action. Several pool cleaning companies have been convicted over the years.

7) Industrial Water Rate - Block 2

The City offers a lower water rate to eligible industrial water customers, the Block 2 rate, which is a discount of 30% from the Block 1 water rate. The eligibility criteria to receive the Block 2 rate is set out in Municipal Code Chapter 849 – Water and Sewage Services and Utility Bill (“Code Chapter 849”) and in 2016 was based on the following factors:

- an industrial property tax classification;
- use of water exclusively for industrial or manufacturing processes;
- consumption of water in excess of 5,000 m³ per year (changed from 6,000 m³ by City Council effective January 1, 2016);
- compliance with the Sewers By-law;
- submission, approval and implementation of a Water Conservation Plan and related progress report(s);
- if required, the installation and maintenance of effluent monitoring equipment; and
- additional criteria in the event only a portion of the property is assessed in the industrial property tax class.

Failure by an industrial water customer to maintain eligibility, in accordance with the Municipal Code requirements as mandated by Council, will result in the loss of the Block 2 rate depending on the circumstances. EM&P, however, takes a proactive approach to encourage industrial water customers to remain in compliance with the eligibility requirements. For example, EM&P staff often meet with industrial water customers to discuss compliance programs and/or other solutions. Also, where appropriate, the General Manager, Toronto Water, may exercise his delegated authority under Code Chapter 849 to resolve with a customer a non-compliance matter under the Sewers By-law that affects the customer’s entitlement to the Block 2

rate in order to rectify the non-compliance within 6 months. During such time, the customer will be entitled to continue to receive the Block 2 rate.

However, if the non-compliance is not rectified to the General Manager's satisfaction within the prescribed time, the customer will lose the benefit of the Block 2 rate. Also, as mandated by Council, if an industrial water customer has three instances of non-compliance within the same billing year, that customer will lose the Block 2 rate until such time as the customer demonstrates to the satisfaction of the General Manager, Toronto Water, that they have been in compliance for at least 12 consecutive months. If an industrial water customer loses the Block 2 rate, Municipal Code Chapter 849 allows the customer to reapply for reinstatement of the lower Block 2 rate.

At the end of 2016, of the 96 industrial water customers, 91 were receiving the lower Block 2 Water Rate and 5 lost the Block 2 Water Rate due to a variety of non-compliance issues, resulting in 95% of customers in compliance.

8) 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 (MLS), as part of an Auditor General Recommendation, to assist in automotive garage inspections.

Toronto Water developed an automotive inspection checklist referral form for MLS Officers to complete each time they visit an automotive garage for clearance or investigation purposes. Completed checklists are sent by MLS to Toronto Water to be reviewed in detail for compliance under the Sewers By-law. In November 2012, MLS Officers were trained by Toronto Water to identify issues relating to the Sewers By-law.

In 2016, 29 automotive garage referrals were received from MLS Officers compared to 63 referrals in 2016 and 105 referrals in 2014.

9) Pollution Prevention (P2) Program

Toronto Water requires businesses, that discharge any amount of the 33 subject pollutants identified in the Sewers By-law, to submit a P2 Plan every six years and an update every third year, unless that business continually meets the requirements of and is participating in a Best Management Practices Plan (BMP) approved by Council.

Best Management Practices provide a number of "do's and don'ts" designed to improve effluent quality of that particular commercial operation and when followed, minimize the release of pollutants to the City sewer system.

The BMP approach has proven to be more effective for smaller businesses, rather than submitting P2 Plans. Businesses in which there are BMP include: photofinishing, automotive repairs (including maintenance and body work), gas

stations and vehicle wash facilities. To participate in a BMP, each of the foregoing facilities submits a declaration form that outlines their processes, including confirmation on the use of a waste hauler and a commitment to follow the BMP.

Approximately 6,000 facilities fall under the P2 Program. In 2016, the automotive refinishing sector (autobody shops) was added to the facilities in which BMP are available and the BMP document was updated to reflect the change.

In 2016, 2,228 P2 Plans and declaration forms submitted by businesses were reviewed. Failure to submit a P2 Plan may result in the issuance of a Notice of Violation. There were 48 Notices of Violation issued for failure to meet P2 Plan submission requirements in 2016.

In February 2016, Toronto Council approved a revised P2 Plan Program for Dental Offices. A dental office is now required to make a one-time submission of a P2 Plan. However, as part of the P2 Plan requirements, the amalgam separator must be serviced on a frequency based on the manufacturer's specifications and the number of dental chairs. Each time the amalgam separator is serviced, the invoice is required to be submitted to the City. In 2016, the P2 Plan submission compliance rate was 93%.

Table 5 highlights the 2016 statistics with respect to the percentage of Pollution Prevention Plan submissions received by Toronto Water. In 2016, Toronto Water followed up with businesses for compliance with the P2 Plan submission requirements. These resulted in an overall higher compliance rate compared to 2014 and 2015.

Table 5: Pollution Prevention - Statistics Related to Reporting

<i>Pollution Prevention Plans and Best Management Practices: Submission Reporting Statistics – as of December 31, 2016</i>				
Sectors	Total Number of Facilities	Pollution Prevention & Best Management Practice Compliance Rate		
		2016	2015	2014
Autobody Refinishing	479	89%	30%	31%
Automotive Services	2,638	60%	60%	59%
Dental Offices	1,649	93%	65%	65%
Photo Labs	74	100%	100%	69%
Metal Finishing	76	88%	90%	79%
Printing	222	68%	66%	54%
Non-Sector*	79	94%	94%	88%
Manufacturing	138	93%	94%	78%
Dry Cleaners & Commercial Laundry	218	85%	49%	47%
Textile and Industrial Laundry	21	90%	91%	75%
Hospital/Health Care	41	71%	79%	64%

*Includes any industry that is not listed as a subject sector in Appendix 1 of the Sewers By-law.

10) Storm Sewer Outfall Monitoring Program

EM&P continues to operate the Outfall Monitoring Program (OMP) with success. EM&P achieved 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 addressing cross connections through enforcement action under the Sewers By-law. Table 6 compares key performance indicators for the Outfall Monitoring Program for the last three years.

Table 6: Comparison of Cross Connections Found and Addressed, Priority Outfalls, Outfalls of Concern and De-listed Priority Outfalls during 2014, 2015 and 2016

Year	2016	2015	2014
Precipitation (mm)	632	611	734
Cross Connections Found	41	31	50
Cross Connections Corrected	48	29	16
Total Priority Outfalls	58	62	65
Outfalls of Concern	1	8	50
Delisted Priority Outfalls	8	17	28

Whenever a contamination of an outfall was discovered (priority outfall), the storm sewer system was investigated in an effort to trace the source of contamination. Numerous investigations were undertaken in 2016. The EM&P Unit's Stormwater Group found 41 cross connections (arising from sanitary wastewater misdirected to a storm sewer) by performing 225 dye tests and also verified the correction of 48 cross connections. Of the 41 cross connections found, 32 were residential, 4 were commercial, 2 were institutional and 3 were industrial facilities. Of the 48 cross connections corrected, 37 were residential, 5 were commercial, 1 was institutional and 5 were industrial facilities (Refer to Appendix F).

Closed Circuit Television (CCTV) continues to be a helpful tool in detecting cross connections and infrastructure issues along the sewer system. Three (3) cross connections were found with CCTV. Normally staff would trace the contaminated flow to a source by sampling along the storm sewer system at manholes. By using CCTV, fewer resources are needed to narrow down the problem quickly.

Eight priority outfalls were de-listed from the Priority Outfall List as a result of the work undertaken under the OMP in 2016, which includes rectifying cross connections and then verifying through monitoring and sampling of the priority outfalls. Refer to Appendix G for a list of de-listed priority outfalls in 2016 along with their corresponding Watersheds and respective Wards. As of December 31, 2016, the Priority Outfall List consists of 58 priority outfalls. Three (3) Don River outfalls and 1 Taylor Massey Creek outfall were added to the list due to signs of contamination at the outfall. Appendix H provides a summary of priority outfalls, outfalls of concern and delisted outfalls for 2015 and 2016.

Additional sources of contamination, such as combined sewer overflow spillovers and spills to the storm sewer system, were also remedied. For enforcement purposes, 27 Notices of Violation were issued for Sewers By-law infractions related to the OMP. Of these issued Notices of Violation, 21 were residential, 3 were commercial, and 3 were industrial facilities. Table 7 provides a summary of storm water related tasks (2014-2016).

Table 7: Summary of Storm Water Related Tasks for 2014, 2015 and 2016

Storm Water Related Tasks	2016	2015	2014
Inspections	1,794	2,324	3,840
Sampling Events	649	1,000	2,035
Laboratory Analyses	8,571	10,343	16,385
Notices of Violation Issued	27	16	32

So far, Toronto Water has found a total of 767 cross connections and facilitated the correction of 710 cross connections. Fixing these problems has contributed to the removal of 138 priority outfalls from the Priority Outfall List and from active investigation. The Outfall Monitoring Program continues to be proactive in improving storm water quality in the storm sewer system and improving Toronto's environment.

11) Water Supply By-law - Backflow Prevention Program

Toronto Water's Environmental Monitoring & Protection Unit administered the Backflow Prevention Program since its 2008 inception until December 31, 2013. It continues to conduct inspections of industrial, commercial and institutional properties to ensure compliance with the Water Supply By-law. Under the Water Supply By-law, there was 1 conviction in 2016 resulting in \$7,500 in fines, excluding the victim surcharge fine of 25%. Table 8 highlights the number of compliance and enforcement activities undertaken by Toronto Water staff in 2016 for the Water Supply By-law compared to 2014 and 2015.

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

Activity	2016	2015	2014
Inspections	431	248	754
Notices of Violation for failure to install a Backflow Prevention (BFP) Device	4,222	7,637	1,638
Reminder Notices for BF Test Reports	6,548	7,889	3,869
BFP Test Reports Received	12,384	10,061	6,255
Fire Hydrants Complaints	13	6	9
Investigations	1	0	6
Orders	0	1	0
Prosecutions	1	1*	5
Convictions	1	3**	2
Unsuccessful Prosecutions	0	0	0
Withdrawn Prosecutions where Charges Laid	0	0	0
Fines (excluding 25% victim surcharge fee)	\$7,500	\$4,500	\$2,250

* Investigation started in 2014.

** Convictions may include prosecution files started in prior years but concluded in 2015.

Fire Hydrant Obstruction

In accordance with the Water Supply By-law, fire hydrants must be kept free of obstructions. Toronto Water's Distribution and Collection staff perform regular scheduled inspections and maintenance of hydrants. If fire hydrants are found to be obstructed, during a routine inspection, then staff addresses the issue by immediately notifying the property owner, by written notice, to have the obstructing material removed. If the obstruction has still not been removed, the issue is escalated with a referral to the Environmental Monitoring & Protection Unit for enforcement.

In 2016, the EM&P Unit did not have any enforcement referrals for hydrant obstruction. It did attend a number of complaints (13) regarding theft of water from fire hydrants and one such conviction occurred in 2016.

12) 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 *Escherichia coli* (*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 testing. The Ministry of Health and Long-Term Care and Public Health Ontario contributes with weekday/holiday testing.

Toronto Public Health determines whether a beach should be opened or closed by reviewing the test results. Staff collected 5,969 beach water samples along all of Toronto's 11 beaches from late May to Labour Day 2016. 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 monitoring 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 in order to meet Environment and Climate Change Canada's Salt Management Plan requirements.

13) 2016 Pollution Prevention (P2)/Sewers By-law Stakeholder Consultation and Implementation

In December 2013, City Council directed Toronto Water staff to undertake consultations in 2014 and 2015 regarding five proposed changes to the Pollution Prevention (P2) Program and subsequently the Sewers By-law, Municipal Code Chapter 681.

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

Two reports were presented to the Public Works and Infrastructure Committee (PWIC) on these proposed changes. One on November 12, 2015 titled "Sewers By-

law Pollution Prevention (P2) Program Stakeholder Update – 2015 and Sewers and Water Supply By-law Amendments" and another on January 21, 2016 titled "Proposed Amendments to the Sewers and Water Supply By-law", recommending adoption of amendments to Chapters 681 to implement some of the five proposed changes. The latter report also included unrelated amendments to the Water Supply By-Law. Table 9 summarizes the actions taken by City Council on these five proposed changes.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.PW9.5>

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.PW10.5>

Table 9: Summary of Proposed Sewers By-law Changes and City Council

Proposed Change	City Council Action
1) Creation of a subject pollutant threshold reporting list.	December 2015 - Referred back to Toronto Water staff to report back on a risk based approach to minimum reporting thresholds for subject pollutants, including evaluating the use of existing storm water limits.
2) Changes to the dental office P2 submission requirement.	February 2016 - Adopted and came into force May 31, 2016.
3) Creation of an Environmental Code of Practice (ECP) for restaurants with the requirement to adhere to the CSA Standard B481 Series-12 Grease Interceptor.	February 2016 - Adopted and came into force February 4, 2016.
4) Creation of a Best Management Practice (BMP) for the automotive refinishing Sector (autobody shops).	February 2016 - Adopted and came into force February 4, 2016.
5) Creation of an Environmental Code of Practice for mobile washing business operations.	December 2015 - Adopted Toronto Water staff recommendation to continue stakeholder consultations throughout 2016 and report back in 2017.

Staff continued consultation on the last proposed change, creation of an Environmental Code of Practice for mobile washing business operations, performing the following tasks throughout 2016:

- Researching wastewater disposal options and alternative washing procedures/equipment.
- Considering framework for a preliminary Environmental Code of Practice.
- Consulting with surrounding municipalities regarding the cost, operations and maintenance of bulk water fill stations.
- Creating and meeting with the Divisional Washing Practices Working Group (as current washing practices performed by City Divisions and by contractors hired by the City was raised by mobile washing businesses).

Additionally, in January 2016, the PWIC directed Toronto Water staff to undertake a review of chemicals that could be added as subject pollutants in the Sewers By-law because these chemicals could impact the Toronto wastewater treatment plant operations. As per Council, the review was to start in the fourth quarter of 2016 with a report back to the PWIC in 2017. Toronto Water conducted preliminary research in late 2016 and started consultation with different levels of government such as the Ministry of the Environment and Climate Change and Environment and Climate Change Canada. The latter agencies conduct comprehensive research and compile lists on chemicals manufactured, imported or used in Canada (e.g. Substances of Concern List).

14) Groundwater/Private Water Inter-Divisional Work and Outreach to the Development Industry

The discharge of groundwater, whether directly or indirectly to a City sewer, is generally prohibited under the Sewers By-law. An exemption from this prohibition may be available in certain prescribed circumstances where there are no alternate means of drainage. However, the sewer must have the capacity to handle the quality of flow, and the quantity and quality of the discharge must meet the requirements of the Sewers By-law. If a property requires the discharge of groundwater into a City sewer for any reason, including construction dewatering or long-term drainage/dewatering, then an application, along with supporting reports, must be submitted to Toronto Water EM&P for review and approval. The application and supporting reports are required so that the City can assess the quality of the groundwater to ensure compliance with the Sewers By-law and other applicable legislation and to ensure sufficient capacity is available in the City's sewage works. To this end, a private water fillable on-line application form was implemented in late 2016, which streamlined the application process, thereby improving the application review process and customer service.

EM&P also worked collaboratively with Toronto Water's Water Infrastructure Management Unit (WIM), Engineering and Construction Services Division (ECS) and City Planning to update the Terms of Reference for the Geotechnical and Hydrological (Hydrogeological) Review in order to ensure all information is provided up front and can be used to more effectively evaluate discharge approvals and development applications.

In 2016, the City continued working with the Building Industry and Land Development Association (BILD) and the Residential Construction Council of Ontario (RESCON) to advise each of the new private water online application and screening approval. Three outreach sessions were held in December 2016 by EM&P to educate stakeholders on the new online private water application and the approval process.

Finally, City staff from Toronto Water, City Planning, ECS and Toronto Buildings are working diligently to develop a new formal procedure related to groundwater/private water for the development sector.

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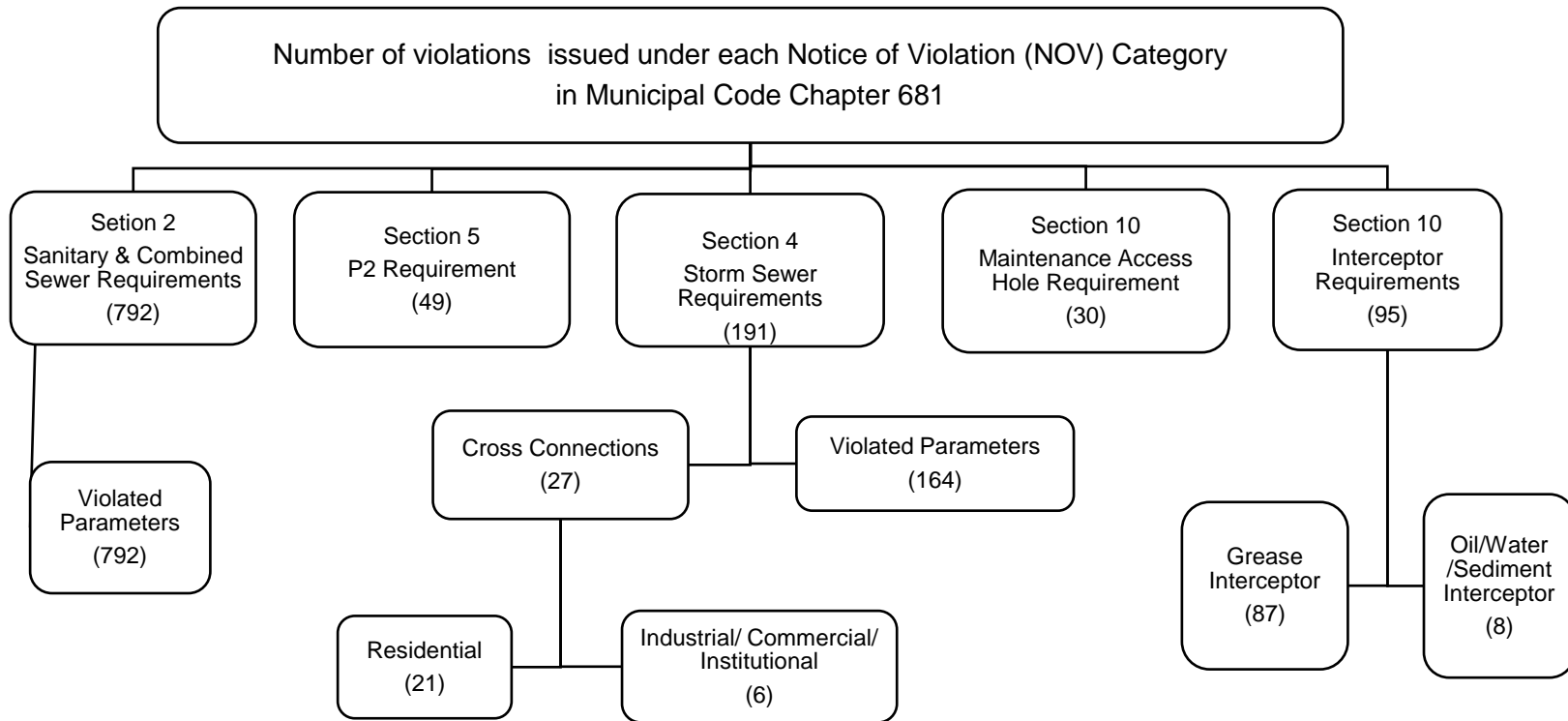
Lou Di Gironimo
General Manager, Toronto Water

ATTACHMENTS

- Appendix A: Sewers By-law Violations in 2016 by Category
- Appendix B: 2016 Sewers and Water Supply By-law Convictions
- Appendix C: Organizations invoiced for Industrial Waste Surcharge Agreements, as of December 31, 2016
- Appendix D: Organizations invoiced for Industrial Waste Surcharge Permits, as of December 31, 2016 (Billed Minimum Surcharge Fee \$500/year)
- Appendix E: List of Facilities with a Compliance Program in 2016
- Appendix F: Outfall Monitoring Program (OMP) Summary, Cross Connection Summary (January 1, 2016 – December 31, 2016)
- Appendix G: Outfall Monitoring Program (OMP) Summary, Priority Outfalls Remove/De-listed from the Priority Outfall List in 2016
- Appendix H: Outfall Monitoring Program (OMP) Summary, Comparison of Priority Outfalls and De-listed Outfalls in 2015 and 2016

Appendix A: Sewers By-law Violations in 2016 by Category

Note: The number in brackets represents the number of violations. There may be multiple violations within one issued Notice of Violation.



Appendix B: 2016 Sewers and Water Supply By-law Convictions

Conviction Date	Company	Ward	No. of Violations "convicted"	Conviction	Fines (excluding 25% Victim Surcharge)	Outcome of EM&P Enforcement Activity
January 20, 2016	Lomax Management Inc.	14	1	<i>Sewers By-law</i> Failure to submit a spill report to the Toronto Water General Manager within 5 days	\$1,000	Non-compliance rectified.
January 25, 2016	662526 Ontario Inc.	41	3	<i>Sewers By-law</i> Exceedances for Chloroform, Oil and Grease – animal and vegetable, and pH to the sanitary sewer	\$5,000	Units in plaza that were contributing to exceedances have closed their operations. No further violations detected.
February 2, 2016	Coleman Containers Limited	5	1	<i>Sewers By-law</i> Failure to submit a spill report to the Toronto Water General Manager within 5 days	\$2,000	Non-compliance rectified.
March 7, 2016	Production Paint Stripping	2	4	<i>Sewers By-law</i> Sanitary Sewers By-law limit exceedances for Phosphorus (total), Aluminum (total), Lead (total), Zinc (total)	\$12,000	Adjustments to treatment system were made to comply with the Sewers By-law.

Conviction Date	Company	Ward	No. of Violations "convicted"	Conviction	Fines (excluding 25% Victim Surcharge)	Outcome of EM&P Enforcement Activity
March 8, 2016	Wing Hing Lung Ltd.	6	8	<i>Sewers By-law</i> Sanitary Sewers By-law limit exceedances for Zinc (total), Oil and Grease – animal and vegetable (x4), Oil and Grease - mineral and Failure to contain a spill (x2)	\$33,000	Company was sold and the new company is installing a Dissolved Air Flootation (DAF) unit to treat its effluent.
April 6, 2016	U-Pak Disposal (1989) Limited	2	7	<i>Sewers By-law</i> Sanitary Sewers By-law limit exceedances for Chloroform on 3 different offence dates	\$7,500	Adjustments to treatment system and operations were made.
May 16, 2016	Eastend Plating Co. Ltd.	42	8	<i>Sewers By-law</i> <i>Sanitary and Storm By-law limit exceedances for Chromium (x2), Zinc (x6)</i>	\$121,500 + Prohibition Order	Company closed its operations in Toronto.
May 16, 2016	Tony Baccio	42	3	<i>Sewers By-law</i> Storm By-law exceedances for Chromium and Zinc; along with providing false information	\$45,000	Closed operations in Toronto.

Conviction Date	Company	Ward	No. of Violations "convicted"	Conviction	Fines (excluding 25% Victim Surcharge)	Outcome of EM&P Enforcement Activity
May 16, 2016	Atom Electroplating (2013) Ltd.	42	1	<i>Sewers By-law</i> Storm By-law exceedances for Cyanide	\$10,000	Company closed its operations in Toronto.
May 20, 2016	Zion Granite Inc.	37	1	<i>Sewers By-law</i> Failure to submit a spill report to the Toronto Water General Manager within 5 days	\$1,500	Non-compliance rectified.
May 25, 2016	Empire Communities (2183 Lakeshore Blvd. W.) Ltd.	6	1	<i>Water Supply By-law</i> Obtaining water without paying applicable charges or fees for that water	\$7,500	Non-compliance rectified.
June 20, 2016	1064979 Ontario Ltd. o/a Winsun Laundry and Linen Supply Ltd.	35	1	<i>Sewers By-law</i> Discharging matter with a temperature greater than 40 degrees Celsius into a storm sewer	\$2,000	Non-compliance rectified.

Conviction Date	Company	Ward	No. of Violations "convicted"	Conviction	Fines (excluding 25% Victim Surcharge)	Outcome of EM&P Enforcement Activity
July 28, 2016	Highglen Homes Ltd.	44	1	<i>Sewers By-law</i> Failure to submit a spill report to the Toronto Water General Manager within 5 days	\$1,250	Non-compliance rectified.
August 3, 2016	1148155 Ontario Ltd.	42	5	<i>Sewers By-law</i> Sanitary and Storm Sewers By-law limit exceedances for Zinc (total) (x3) and Chromium (total) (x2)	\$45,000	The problematic tenant vacated the unit and the company is now more diligent with leasing out their properties.
August 3, 2016	Al Reisman Ltd.	39	3	<i>Sewers By-law</i> Sanitary Sewer By-Law exceedance for Oil and Grease – animal and vegetable (non-mineral). Failure to submit a Pollution Prevention Plan (P2)	\$5,000	Company submitted a P2 plan to target the reduction subject pollutants. No further violations for Oil & Grease detected at the end of December 31, 2016.
August 24, 2016	International Cheese Company	11	2	<i>Sewers By-law</i> Sanitary Sewers By-law exceedances for Oil and Grease – animal and vegetable (non-mineral) and Total Phosphorus	\$3,500	Company added Total Phosphorus onto its IWSA. No further violations for Oil & Grease detected at the end of December 31, 2016.

Conviction Date	Company	Ward	No. of Violations "convicted"	Conviction	Fines (excluding 25% Victim Surcharge)	Outcome of EM&P Enforcement Activity
September 7, 2016	Yummy Market Inc.	8	7	<i>Sewers By-law</i> Storm Sewer By-law limit exceedances for pH and Suspended Solids (total)	\$11,000	Company implemented standard operating procedure for its employees relating to proper cleaning and spill reporting.
September 21, 2016	ADP Direct Poultry Ltd.	5	1	<i>Sewers By-law</i> Sanitary Sewer By-law exceedance for pH	\$1,000	Company installed a pH adjustment system.
October 31, 2016	59 Project Management	35	2	<i>Sewers By-law</i> Storm Sewer By-law limit exceedance for Zinc (total) Discharging to storm sewer without a permit	\$8,000	
November 16, 2016	M&M Plating Inc.	35	1	<i>Sewers By-law</i> Sanitary Sewer By-law exceedance for Zinc	\$3,500	Company has made upgrades to treatment system. No further zinc violations detected as of up to December 31, 2016

Conviction Date	Company	Ward	No. of Violations "convicted"	Conviction	Fines (excluding 25% Victim Surcharge)	Outcome of EM&P Enforcement Activity
November 16, 2016	Ontario Sewer Services Inc.	7	1	Sewers By-law Unauthorized entry into sewage works	\$3,000	Non-compliance rectified. MOECC also notified of possible provincial legislation contravention.
November 22, 2016	Dol Hydro-seeding Inc.	10	1	<i>Sewers By-law</i> Failure to submit a spill report to the Toronto Water General Manager within 5 days	\$1,500	Non-compliance rectified.
November 22, 2016	CMS Ontario Ltd.	8	2	<i>Sewers By-law</i> Storm sewer By-law exceedance for Suspended Solids (total). Failure to submit a spill report to the Toronto Water General Manager within 5 days	\$3,000	Non-compliance rectified.
November 23, 2016	North John Holding o/a Johnvince Foods	8	3	<i>Sewers By-law</i> Sanitary Sewers By-law limit exceedances for Oil and Grease – mineral and synthetic and Oil and Grease – animal and vegetable (non-mineral) (x2)	\$11,000	Company replaced one grease interceptor and retrofitted the rest. Additionally, the maintenance frequency of the interceptors was increased.

Conviction Date	Company	Ward	No. of Violations "convicted"	Conviction	Fines (excluding 25% Victim Surcharge)	Outcome of EM&P Enforcement Activity
December 7, 2016	1225 Kennedy Holdings Inc.	37	1	<i>Sewers By-law</i> Failure to install a maintenance access hole	\$15,000 + Prohibition Order to comply	As of December 31, 2016, the company has not installed a maintenance access hole and the court notified.
December 7, 2017	Obayashi Canada Ltd.	21	2	<i>Sewers By-law</i> Storm Sewer By-law exceedance for Suspended Solids (total) Discharge of private water to the storm sewer	\$13,000	Non-compliance rectified.
				All By-laws	Total \$372,750	
Total Sewers By-law Convictions			26	Sewers By-law fines	Total \$365,250	
Total Water Supply By-law Convictions			1	Water Supply By-law fines	Total \$7,500	

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

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

Appendix C: Organizations invoiced for Industrial Waste Surcharge Agreements, as of December 31, 2016

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
1	1265534 Ontario Inc.	801 Dixon Road	2	2	Active
2	1308963 Ontario Ltd.	1405 Morningside Avenue	42	3	Active
3	1310890 Ontario Limited (Park Inn Toronto)	30 Vice Regent Boulevard	2	2	Active
4	1458935 Ontario Ltd. (o/a Shefa Meats)	195 Bridgeland Avenue	15	4	Active
5	1611895 Ontario Inc.	5 Dohme Avenue	31	2	Active
6	1671151 Ontario Inc.	105 Howden Road	37	4	Active
7	1869916 Ontario Inc.	135 Select Avenue	41	4	Active
8	2154431 Ontario Inc.	365 Midwest Road	37	4	Active
9	2168587 Ontario Ltd. (o/a Upper Crust Bakery)	55 Canarctic Drive	8	5	Active
10	2209008 Ontario Ltd. (o/a Asian Buffet)	161 Rexdale Boulevard	2	3	Active
11	2389807 Ontario Inc.	3885 Yonge Street	25	3	Active
12	3321061 Canada Inc.(Sunrise Soya Foods)	21 Medulla Avenue	5	5	Active
13	3382699 Canada Inc. (o/a Diana's Seafood)	2101 Lawrence Avenue East	37	4	Active
14	344335 Ontario Limited (o/a Katz's Deli & Corned Beef Emporium)	3300 Dufferin Street	15	3	Active
15	3450 Dufferin Yorkdale Holdings Inc.	3450 Dufferin Street	15	2	Active
16	476992 Ontario Limited	3280 Midland Avenue	41	2	Active
17	476992 Ontario Limited	3290-3300 Midland Avenue	41	2	Active
18	517210 Ontario Limited	1263 Dundas Street West	19	4	Active
19	573349 Ontario Ltd. (The Butcher Shoppe)	121 Shorncliffe Road	5	4	Active
20	6813038 Canada Inc. (FV Foods)	6-10 Malley Road	35	2	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
21	699145 Ontario Limited	145 Norfinch Drive	8	3	Active
22	A. Lassonde Inc.	95 Vulcan Street	2	4	Active
23	Ace Bakery Limited	1 Hafis Road	12	2	Active
24	Ace Bakery Limited	1470 Birchmount Road	37	2	Active
25	Active Exhaust Corp.	1865 Birchmount Road	40	1	Active
26	Adelphia Poultry Inc.	61 Torlake Crescent	6	4	Active
27	ADP Direct Poultry Ltd.	42 Taber Road	2	4	Active
28	ADP Direct Poultry Ltd.	34 Vansco Road	5	4	Active
29	Agropur Cooperative	1275 Lawrence Avenue East	34	3	Active
30	Airborn Flexible Circuits Inc.	11 Dohme Avenue	31	2	Active
31	Al Reisman Limited	3241, 3251 Kennedy Road, 19, 23, 25, 27, 29, 31 Passmore Avenue	41	4	Active
32	Allseas Fisheries Inc.	55 Vansco Road	5	3	Active
33	Alness Developments Ltd.	312 Dolomite Drive	8	4	Active
34	Alpha Omega Management Corp.	514 Carlingview Drive	2	4	Active
35	Amsterdam Brewing Co. Limited	45 Esandar Drive	26	4	Active
36	Apollo Health and Beauty Care	1 Apollo Place	8	4	Active
37	Array Canada Inc.	45 Progress Avenue	40	3	Active
38	Aspiration Holdings Inc.	160 Thermos Road	37	2	Active
39	Aspiration Holdings Inc.	46 Modern Road	37	2	Active
40	Atlantic Packaging Products Ltd.	350 Midwest Road	37	2	Active
41	Atlantic Packaging Products Ltd.	111 Progress Avenue	37	2	Active
42	Atlantic Packaging Products Ltd.	80 Progress Avenue	37	4	Active
43	Baker Street Bakery Inc.	130 The West Mall	5	2	Active
44	Bank Bros. & Son Limited	116 Glen Scarlett Road	11	4	Active
45	BASF Canada Inc.	10 Constellation Court	2	2	Active
46	Beechgrove Country Foods Inc.	20 Minuk Acres	44	4	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
47	Belmont Meat Products Limited	230 Signet Drive	7	3	Active
48	Bento Nouveau Ltd.	19 Skagway Avenue	36	3	Active
49	Best Baking Inc.	166 Norseman Street	5	3	Active
50	Bombardier Inc.	123 Garratt Boulevard	9	4	Active
51	Bona Foods Limited	184 Toryork Drive	7	2	Active
52	Brass Hill Investments Limited	801 Alness Street	8	4	Active
53	Breadsource Corporation	1820 Ellesmere Road	38	3	Active
54	Cameron Advertising Displays Limited	12 Nantucket Boulevard	37	2	Active
55	Campbell Company Of Canada	60 Birmingham Street	6	2	Active
56	Canadian Linen and Uniform Service Co.	75 Norfinch Drive	8	2	Active
57	Central - Epicure Food Products Limited	501 Garyray Drive	7	3	Active
58	Charlie's Meat & Seafood Supply Ltd.	61 Skagway Avenue	36	4	Active
59	Charlie's Meat & Seafood Supply Ltd.	65 Skagway Avenue	36	4	Active
60	Chemtura Canada Co./CIE	10 Chemical Court	44	4	Active
61	Choice Children's Catering Limited	103 Manville Road	35	2	Active
62	Cintas Canada Limited	23 Torlake Crescent	6	3	Active
63	Cintas Canada Limited	3370 Dundas Street West	13	2	Active
64	Cintas Canada Limited	1110 Flint Road	8	2	Active
65	CMS Ontario Limited	134 Norfinch Drive	8	2	Active
66	Coca-Cola Refreshments Canada Company	24 Fenmar Drive	7	2	Active
67	Commercial Bakeries Corp.	45 Torbarrie Road	7	4	Active
68	Compass Hill Hospitality Inc. (o/a McDonald's)	2362 Finch Avenue West	7	2	Active
69	Corsetti Packers & Realities Ltd.	2255 St. Clair Ave West	11	3	Active
70	Davpart Inc.	75 Horner Avenue	6	4	Active
71	Deco Adhesive Products (1985) Limited	28 Greensboro Drive	2	2	Active
72	Del's Pastry Limited	344 Bering Avenue	5	3	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
73	Delfresh Foods Inc.	24 Steinway Boulevard	1	4	Active
74	Delmare Quality Foods Inc.	15 Meteor Drive	2	4	Active
75	Dextran Products Limited	421 Comstock Road	35	4	Active
76	Dezen Realty Company Limited	31 Windsor Street	2	4	Active
77	Dimpflmeier Bakery Limited	26-36 Advance Road	5	3	Active
78	Dominion Colour Corporation	199 New Toronto Street	6	4	Active
79	Elbee Meat Packers Limited	1-3 Glen Scarlett Road	11	4	Active
80	Elite Dairy Ltd.	123 McCormack Street	11	3	Active
81	Etobicoke Noodles Inc.	66 Newcastle Street	6	2	Active
82	Falcon Fasteners Reg'd Limited	251 Nantucket Boulevard	37	4	Active
83	Faster Linen Service Limited	89 Torlake Crescent	6	2	Active
84	FCA Canada Inc.	15 Brown's Line	6	4	Active
85	FGF Brands Inc.	1295 Ormont Drive	7	4	Active
86	Fiera Foods Company	220 Norelco Drive	7	2	Active
87	Fiera Foods Company	50 Marmora Street	7	3	Active
88	Food Directions Inc.	120 Melford Drive Unit 8	42	4	Active
89	Future Bakery Limited	106 North Queen Street	5	4	Active
90	G.K. Chemical Specialities Co. Inc.	90 Barbados Boulevard	35	3	Active
91	G&K Services Canada Inc.	940 Warden Avenue	37	2	Active
92	Gay Lea Foods Co-Operative Limited	100 Clayson Road	7	3	Active
93	Gay Lea Foods Co-Operative Limited	180 Ormont Drive	7	3	Active
94	Gen-Evo Investments Incorporated (o/a Canadian Select Meat)	145A Bethridge Road	2	2	Active
95	GFL Environmental Inc.	242 Cherry Street	30	3	Active
96	Gibson's Cleaners Co. Limited	4241 Dundas Street West	5	2	Active
97	Give and Go Prepared Foods Corp.	6650 Finch Avenue West	1	3	Active
98	Give and Go Prepared Foods Corp.	300 Humber College Boulevard	1	2	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
99	Global Egg Corporation	283 Horner Avenue	6	4	Active
100	Grande Cheese Company Limited	175 Milvan Drive	7	2	Active
101	Great Lakes Brewing Company Inc.	30 Queen Elizabeth Boulevard	5	3	Active
102	Griffith Laboratories Limited	757 Pharmacy Avenue	35	4	Active
103	Ontari Holdings Ltd.	120 McLevin Avenue	42	2	Active
104	Halltech Inc.	465 Coronation Drive	44	2	Active
105	Handi Foods Ltd.	190 Norelco Drive	7	3	Active
106	Hoi Tin Food Products Ltd.	439 Birchmount Road	35	4	Active
107	Hung Shing Meat Trading Ltd.	23 Commander Boulevard	41	4	Active
108	Hung Wang Foods Inc.	751 Warden Avenue	35	3	Active
109	International Cheese Co. Ltd	67 Mulock Avenue	11	4	Active
110	International Food Centre Ltd.	1415 Bloor Street West	18	3	Active
111	Irving Tissue Corporation	1551 Weston Road	11	2	Active
112	Joriki Inc.	3431 McNicoll Avenue	41	2	Active
113	K.R. Property Management Agency Incorporated	100 McLevin Avenue	42	2	Active
114	Kam Li Food Co. Ltd.	229 Broadview Avenue	30	2	Active
115	Kerr Bros. Limited	956 Islington Avenue	5	2	Active
116	KIK Operating Partnership	13 Bethridge Road	2	4	Active
117	KIK Operating Partnership	2000 Kipling Avenue	2	4	Active
118	Kilbarry Holding Corporation	1889 Albion Road	1	3	Active
119	Koch Heat Transfer Canada LP	4750 Sheppard Ave East	41	2	Active
120	Korex Canada Company	104 Jutland Road	5	4	Active
121	Kwan & Kwan Limited	888-900 Don Mills Road	25	2	Active
122	Lifelabs LP	100 International Boulevard	2	3	Active
123	Loders Croklaan Canada Inc.	195 Belfield Road	2	2	Active
124	Louis Dreyfus Commodities Canada Ltd.	55 Torlake Crescent	6	3	Active
125	Luiza Investments Limited	3501 McNicoll Avenue	41	3	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
126	Lush Manufacturing Ltd.	35 Jutland Road	5	3	Active
127	MacGregors Meat & Seafood Ltd.	265 Garyray Drive	7	2	Active
128	Madina Fine Foods Inc.	128 Sunrise Avenue	34	2	Active
129	Maple Leaf Foods Inc.	100 Ethel Avenue, 99,109 Ryding Avenue	11	4	Active
130	Maple Leaf Foods Inc.	25 LePage Court	8	4	Active
131	Maple Leaf Foods Inc.	92 Cartwright Avenue	15	4	Active
132	Marriott Hotels of Canada Ltd.	901 Dixon Road	2	2	Active
133	Metropolitan Toronto Condominium Corporation No. 666	1850 Albion Road	1	3	Active
134	Metropolitan Toronto Condominium Corporation No. 807	40 Skagway Avenue	36	4	Active
135	Metropolitan Toronto Condominium Corporation No. 862	63 Silver Star Boulevard	41	4	Active
136	Metropolitan Toronto Condominium Corporation No. 870	110 Dynamic Drive	41	4	Active
137	Metropolitan Toronto Condominium Corporation No. 870	120 Dynamic Drive	41	4	Active
138	Metropolitan Toronto Condominium Corporation No. 895	21 Steinway Boulevard, Unit 12	1	3	Active
139	Metropolitan Toronto Condominium Corporation No. 896	2691 Markham Road	42	4	Active
140	Metropolitan Toronto Condominium Corporation No. 948	21 Milliken Boulevard	39	4	Active
141	Metropolitan Toronto Condominium Corporation No. 948	23,25,27 Milliken Boulevard	39	4	Active
142	Metropolitan Toronto Condominium Corporation No. 960	328 Passmore Avenue Building A	41	4	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
143	Metropolitan Toronto Condominium Corporation No. 960	328 Passmore Avenue Building B & C	41	4	Active
144	Metropolitan Toronto Condominium Corporation No. 967	38 Thornmount Drive	42	4	Active
145	Metropolitan Toronto Condominium Corporation No. 967	50 Thornmount Drive	42	4	Active
146	Metropolitan Toronto Condominium Corporation No. 1026	89 Thornmount Drive	42	3	Active
147	Metropolitan Toronto Condominium Corporation No. 1115	3833 Midland Avenue	41	2	Active
148	Metropolitan Toronto Condominium Corporation No. 1141	8 Glen Watford Drive	41	2	Active
149	Molson Canada 2005	1 Carlingview Drive	2	4	Active
150	Mondelez Canada Inc.	5 Bermondsey Road	31	3	Active
151	Mondelez Canada Inc.	40 Bertrand Avenue	37	3	Active
152	Mondelez Canada Inc.	277 Gladstone Avenue	18	2	Active
153	Mondelez Canada Inc.	370 Progress Avenue	37	2	Active
154	Morrison Lamothe Inc.	399 Evans Avenue	6	3	Active
155	Morrison Lamothe Inc.	141 Finchdene Square	42	4	Active
156	Mr. Potato Inc.	355 Midwest Road	37	4	Active
157	Ms. Clean Laundry & Linen Services Inc.	25 Windsor Street	6	2	Active
158	Mucher Enterprises Limited	1821 Albion Road	1	3	Active
159	Multi-National Manufacturing Ltd.	65 Melford Drive	42	3	Active
160	National Dry Company Limited	30 Arrow Road	7	2	Active
161	Nestle Canada Inc.	72 Sterling Road	18	4	Active
162	New Forest Paper Mills LP	333 Progress Avenue	37	4	Active
163	Newgen Restaurant Services Inc.	15 Carlson Court	2	3	Active
164	Nino D'Aversa Bakery Limited	1 Toro Road	8	3	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
165	Nitta Gelatin Canada, Inc.	60 Paton Road	18	4	Active
166	Norampac, a division of Cascades Canada ULC	450 Evans Avenue	6	4	Active
167	Norampac-Lithotech, a division of Cascades Canada ULC	5910 Finch Ave East	42	3	Active
168	North John Holdings Inc.	555 Steeprock Drive	8	4	Active
169	Oak Leaf Confections Co.	440 Comstock Road	35	2	Active
170	Ocean Food Company Limited	3 Turbino Avenue	41	2	Active
171	Omega Alpha Pharmaceuticals Inc.	795 Pharmacy Avenue	35	4	Active
172	Ontario Bakery Supplies Limited	84 Oakdale Road	7	4	Active
173	Owens-Corning Insulating Systems Canada LP	3450 McNicoll Avenue	41	3	Active
174	Parmalat Canada Inc.	25 Rakely Court	3	4	Active
175	Pepe's Mexican Foods Inc.	122 Carrier Drive	1	4	Active
176	Pestrin Group Limited	315 Humberline Drive	1	4	Active
177	Peter the Chef Fine Food Limited	401 Humberline Drive	1	4	Active
178	Pianosi Bros. Construction Limited	471-515 Champagne Drive	8	4	Active
179	Pizza Pizza Limited	58 Advance Road	5	2	Active
180	Planway Poultry Inc.	26 Canmotor Avenue	5	4	Active
181	Portuguese Cheese Company Limited	2 Buckingham Street	6	4	Active
182	Production Paint Stripping Ltd.	11 McLachlan Drive	2	5	Active
183	Pyung Hwa Food Company Inc.	7 Kenhar Drive	7	2	Active
184	Q.H. Food Products Inc.	484 Rogers Road, Unit 2	12	3	Active
185	Ready Bake Foods Inc.	675 Fenmar Drive	7	2	Active
186	Ready Bake Foods Inc.	1965 Lawrence Avenue West	11	2	Active
187	Redpath Sugar Ltd.	95 Queen's Quay East	28	3	Active
188	Revolution Environmental Solutions LP	55 Vulcan Street	2	5	Active
189	Rocktenn-Container Canada L.P.	730 Islington Avenue	6	2	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
190	Rohm and Haas Canada LP	2 Manse Road	44	2	Active
191	Ryding- Regency Meat Packers Ltd.	70 Glen Scarlett Road	11	4	Active
192	Select Foods Products, Limited	120 Sunrise Avenue	34	4	Active
193	Servisair Deicing Services Inc. (GTAA)	2400 Britannia Road East	N/A	1	Active
194	Shelmac Brand Products Inc.	1289 Caledonia Road	15	2	Active
195	Shorewood Packaging Corp. of Canada Limited	2220 Midland Avenue	37	4	Active
196	Siltech Corporation	225 Wicksteed Avenue	26	2	Active
197	SIR Corp.	25 Carlson Court	2	3	Active
198	Sofina Foods Inc.	401 Canarctic Drive	8	3	Active
199	Sofina Foods Inc.	353 Humberline Drive	1	4	Active
200	Sofina Foods Inc.	170 Nugget Avenue	41	3	Active
201	Spec Furniture Inc.	165 City View Drive	2	3	Active
202	St. Clair Ice Cream Limited	2859 Danforth Avenue	32	2	Active
203	St. George's Golf and Country Club	1668 Islington Avenue	4	2	Active
204	Starboard Seafood (Ontario) Inc.	33 Upton Road	35	4	Active
205	Steam Whistle Brewing Inc.	255 Bremner Boulevard	20	4	Active
206	Sterling Silver Development Corporation	689 Warden Avenue	35	2	Active
207	Supreme Egg Products Inc.	17 Newbridge Road	5	4	Active
208	SWA Toronto L.P.	1 Harbour Square	28	2	Active
209	Tasty Chip (2008) Inc.	10 Shorncliffe Road	5	3	Active
210	The Tripe Factory Corporation	95 Milliken Boulevard	39	4	Active
211	Tiffany Gate Foods Inc.	195 Steinway Boulevard	1	3	Active
212	Tilzen Holdings Limited	40 Nugget Avenue	41	4	Active
213	Topper Linen Supply Limited (North)	26 Mulock Avenue	11	2	Active
214	Topper Linen Supply Limited (South)	24-36 Mulock Avenue	11	2	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
215	Toronto Standard Condominium Corporation No. 2255	19 & 25 Woodbine Downs 6628, 6630, 6640 Finch Avenue West	1	3	Active
216	Toronto Transit Commission	38 Comstock Road	35	4	Active
217	Toronto Transit Commission	400 Danforth Avenue	29	3	Active
218	Toryork Catering (1988) Ltd.	230 Milvan Drive	7	2	Active
219	TP Poultry Inc.	239 Toryork Drive	7	4	Active
220	Tradition Fine Foods Ltd.	663 Warden Avenue	35	2	Active
221	Trafalgar Industries of Canada	333 Rimrock Road	8	2	Active
222	Trillium Beverage Inc.	21 Tankhouse Lane	28	3	Active
223	TWI Foods Inc.	40-42 Shaft Road	2	4	Active
224	Univar Canada Ltd.	64 Arrow Road	7	2	Active
225	U-Pak Disposals (1989) Limited	15 Tidemore Avenue	2	4	Active
226	Vegfresh Inc. & GMASJ Ontario Inc.	1290 Ormont Drive	7	4	Active
227	Via Rail Canada Inc.	280 New Toronto Street	6	4	Active
228	W.T. Lynch Foods Limited	72 Railside Road	34	3	Active
229	Wagener's Meat and Delicatessen Limited	40-44 Six Point Road	5	4	Active
230	*Individual Names Withheld*	3380 Midland Avenue	41	4	Active
231	Walker Environmental Group Inc.	290 Garyray Drive	7	3	Active
232	Warmia Deli and Meat Products Ltd.	63 Mulock Avenue	11	4	Active
233	West End Meat Packers Ltd.	377 Olivewood Road	5	2	Active
234	Weston Bakeries Limited	26 Pine Street	11	3	Active
235	Weybright Business Court Inc.	60 Weybright Court	41	4	Active
236	Wilben Investments Limited	22 Eddystone Avenue	7	3	Active
237	Wildly Delicious Preserve Company Limited	114A Railside Road	34	4	Active
238	Ventura Foods Canada ULC	50 Torlake Crescent	6	2	Active

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
239	Wing Hing Lung Limited	275 Albany Avenue	20	2	Active
240	Wing Hing Lung Limited	550 Kipling Avenue	6	3	Active
241	Ya Foods Corp.	450 Kipling Avenue	6	2	Active
242	York Condominium Corporation No. 485	30 Titan Road	5	4	Active
243	Yoplait Liberte Canada Co.	60 Brisbane Road	8	4	Active
244	Zhi Fong Trading Company Ltd.	46 Kensington Avenue	20	3	Active
245	2058998 Ontario Inc.	25 Medulla Avenue	5	2	New Active Surcharge
246	Arrow (122/130) Holdings Inc.	130 Arrow Road	7	2	New Active Surcharge
247	Baxter Kitchens Inc.	426 Nugget Avenue	41	2	New Active Surcharge
248	Brimley Industrial Inc.	60 Barbados Boulevard	35	2	New Active Surcharge
249	Cana-Datum Moulds Ltd.	55 Goldthorne Avenue	6	1	New Active Surcharge
250	Catelectric Inc.	125 Commander Boulevard	41	1	New Active Surcharge
251	Cedar City Paradise (Milliken) Inc.	240-250 Alton Towers	41	2	New Active Surcharge
252	CRH Canada Group Inc.	1940 McCowan Road	41	1	New Active Surcharge
253	Crystal Claire Cosmetics Inc.	20 Overlea Boulevard	26	4	New Active Surcharge
254	Dart Canada Inc.	2121 Markham Road	42	3	New Active Agreement
255	Evans & Kipling Properties GP Limited	291-351 Evans Avenue	6	2	New Active Surcharge

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
256	Firan Technology Group Corporation	250 Finchdene Square	42	2	New Active Surcharge
257	First Capital Holdings (Ontario) Corporation	175 Commander Boulevard	41	2	New Active Surcharge
258	KSD Enterprises Ltd.	655 Dixon Road	2	2	New Active Surcharge
259	Lina-Arvind Holdings Inc.	250 Norfinch Drive	8	1	New Active Surcharge
260	Metrolinx	125 Judson Road	6	2	New Active Surcharge
261	Metropolitan Toronto Condominium Corporation No. 826	100 and 110 Silver Star Boulevard	41	2	New Active Surcharge
262	Metropolitan Toronto Condominium Corporation No. 1026	87 Thornmount Drive	42	3	New Active Surcharge
263	Moriah Food Services Ltd. (o/a McDonalds Restaurants)	2 Ingram Drive	12	2	New Active Surcharge
264	N. Turk Investments Limited	10 Melford Drive	42	4	New Active Surcharge
265	N. Turk Investments Limited	20 Melford Drive	42	4	New Active Surcharge
266	North Fish Company Ltd.	5 Six Point Road	5	2	New Active Surcharge
267	R.F.G. Canada Inc.	50 Claireport Crescent	1	2	New Active Surcharge
268	Sonoma Nutraceuticals Inc.	130 McLevin Avenue Unit 7	42	2	New Active Surcharge
269	Surati Sweet Mart Limited	300 Middlefield Road	41	3	New Active Surcharge

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
270	Suvasa Holdings Limited	440-442 Brimley Road	35	4	New Active Surcharge
271	The Stonemill Bakehouse Limited	365 Passmore Avenue	41	2	New Active Surcharge
272	Torgan Construction Limited	4186-4190 Finch Avenue East	41	2	New Active Surcharge
273	Toronto Standard Condominium Corporation No. 1718	4779 Steeles Avenue East	41	2	New Active Surcharge
274	Toronto Standard Condominium Corporation No. 2124	3250-3278 Midland Avenue	41	2	New Active Surcharge
275	Toronto Transit Commission	400 Greenwood Avenue	30	2	New Active Surcharge
276	Victory's Kitchen Ltd.	30 Gunns Road	11	4	New Active Surcharge
277	Wholesome Harvest Baking Ltd.	271 Attwell Drive	2	2	New Active Surcharge
278	2218854 Ontario Inc. (Prosperity Foods)	474 Attwell Drive	2	4	Closed (August 2016)
279	662526 Ontario Inc.	805 Middlefield Road	41	2	Closed (April 2016)
280	Cargill Limited	25 Newbridge Road	5	2	Closed (November 2016)
281	Dare Foods Limited	143 Tycos Drive	15	2	Closed (December 2016)
282	Sreit (Quest Ontario) Ltd.	2200 Markham Road	41	4	Closed (May 2016)

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
283	Trillium Beverage Inc.	300 Midwest Road	37	4	Closed (September 2016)
284	Wrigley Canada	1123 Leslie Street	25	4	Closed (March 2016)
285	Obayashi Canada Ltd.	2330 Eglinton Avenue West	12	4	Terminated (March 2016)
286	Obayashi Canada Ltd.	2517 Eglinton Avenue West	12	4	Terminated (March 2016)
287	Obayashi Canada Ltd.	2297 Eglinton Avenue West	12	4	Terminated (March 2016)
288	Obayashi Canada Ltd.	2000 Eglinton Avenue West	12	4	Terminated (March 2016)
289	Obayashi Canada Ltd.	1685 Eglinton Avenue West	12	4	Terminated (March 2016)
290	Obayashi Canada Ltd.	1500 Eglinton Avenue West	12	4	Terminated (March 2016)
291	Obayashi Canada Ltd.	2116 Eglinton Avenue West	12	4	Terminated (March 2016)
292	Obayashi Canada Ltd.	1350 Eglinton Avenue West	12	4	Terminated (March 2016)
293	Obayashi Canada Ltd.	2801 Eglinton Avenue West	12	4	Terminated (March 2016)
294	Obayashi Canada Ltd.	1250 Eglinton Avenue West	12	4	Terminated (March 2016)
295	Quantex Technologies Inc.	309 Cherry Street	30	4	Terminated (January 2016)

No.	Industry Name	Address	Ward	Number of parameters	Status as of 2016
296	GTA EAST McLevin ARI Ltd.	120 McLevin Avenue	42	2	Corporate Name Change (August 22, 2016)
297	Wing Hing Lung Limited	50 Torlake Crescent	6	2	Corporate Name Change (February 1, 2016)

Appendix D: Organizations invoiced for Industrial Waste Surcharge Permits, as of December 31, 2016 (Billed Minimum Surcharge Fee \$500/year)

No.	Industry Name	Address	Ward	Status as of 2016
298	1027766 Ontario Ltd. (o/a Gia Phat)	155 Augusta Avenue	20	Active
299	1354335 Ontario Inc.	225 Claireport Crescent	1	Active
300	1730500 Ontario Ltd. (o/a Tofu Superior)	175 Weston Road	11	Active
301	882194 Ontario Limited	70 Production Drive	38	Active
302	2117129 Ontario Inc. (o/a Modern Laundry)	282 Dupont Street	20	Active
303	ABC INOAC Exterior Systems Inc.	220 Brockport Drive	2	Active
304	Alsaifa & Almarwa Meat Processing Inc.	49-51 Six Point Road	5	Active
305	Apotex Inc.	150 Signet Drive	7	Active
306	Canada Post Corporation	1860 Midland Avenue	37	Active
307	Canadian Linen and Uniform Service Co.	24 Atomic Avenue	5	Active
308	Celestica Inc.	844 Don Mills Road	26	Active
309	Cosmetica Investments Inc.	1960 Eglinton Avenue East	37	Active
310	Coyle Corrugated Containers Inc.	5600 Finch Avenue East	42	Active
311	Estee Lauder Cosmetics Ltd.	161 Commander Boulevard	41	Active
312	Feather Industries (Canada) Ltd.	115 Glen Scarlett Road	11	Active
313	Felcor Canada Co. (o/a Holiday Inn)	970 Dixon Road	2	Active
314	Filicetti Foods Inc.	350 Garyray Drive	7	Active
315	Flash Reproductions Limited	51 Galaxy Boulevard	2	Active
316	Ganz Realty Limited	411-435 Horner Avenue	6	Active
317	Good Linen Rental Inc.	145 Claireport Crescent	1	Active
318	Grosnor Industries Inc.	375 Rexdale Boulevard	2	Active
319	Ingram Sales Inc.	24 Chauncey Avenue	5	Active
320	InnVest Hotels GP IX Ltd. (o/a Holiday Inn)	600 Dixon Road	2	Active
321	Kings Hospitality Inc. (o/a Boston Pizza)	5 Carlson Court	2	Active
322	Le Meridien King Edward	37 King Street East	28	Active
323	Lincoln Electric Co. of Canada Ltd.	179 Wicksteed Avenue	26	Active

No.	Industry Name	Address	Ward	Status as of 2016
324	Lounsbury Foods Limited	11 Wiltshire Avenue	17	Active
325	Magna International Inc.	225 Claireville Drive	1	Active
326	Metropolitan Toronto Condominium Corporation No. 870	130 Dynamic Drive	41	Active
327	Metropolitan Toronto Condominium Corporation No. 890	115 Ironside Crescent	42	Active
328	Metropolitan Toronto Condominium Corporation No. 963	244-246 Brockport Drive	2	Active
329	Metropolitan Toronto Condominium Corporation No. 982	15 Richmond Street East	28	Active
330	Metropolitan Toronto Condominium Corporation No. 1064	5318 Finch Avenue East	41	Active
331	Metropolitan Toronto Condominium Corporation No. 1406	21 Royalcrest Road	1	Active
332	Navroz Hospitality Services Inc.	2151 Kingston Road	36	Active
333	Nucap Industries Inc.	3370 Pharmacy Avenue	39	Active
334	Osler Fish Warehouse	16 Osler Street	18	Active
335	Pro Pak Packaging Limited	51 Kelfield Street	2	Active
336	Purolator Courier Ltd.	62 Vulcan Street	2	Active
337	Quebecor Media Inc.	2250 Islington Avenue	2	Active
338	Rudolph's Bakeries Ltd.	390 Alliance Avenue	11	Active
339	Rudolph's Bakeries Ltd.	400 Alliance Avenue	11	Active
340	Saand Rexdale	355 Attwell Drive	2	Active
341	Salsicharia Pavao Delicatessen	1435 Dundas Street West	18	Active
342	Sandman Hotels, Inn & Suites Limited	55 Reading Court	2	Active
343	ShaSha Bread Co. Inc.	10 Plastics Avenue	5	Active
344	ShaSha Bread Co. Inc.	20 Plastics Avenue	5	Active
345	Shawcor Ltd.	25 Bethridge Road	2	Active
346	Terrazzo Mosaic & Tile Company Ltd.	900 Keele Street	17	Active
347	Teva Canada Limited	30 Novopharm Court	42	Active
348	Tilzen Holdings Limited	60 Nugget Avenue	41	Active
349	Toronto Transit Commission	1138 Bathurst Street	21	Active
350	Toronto Transit Commission	580 Commissioners Street	30	Active

No.	Industry Name	Address	Ward	Status as of 2016
351	Toronto Transit Commission	400 Evans Avenue	6	Active
352	Tremco Canada Ltd.	220 Wicksteed Avenue	26	Active
353	Viasystems Toronto, Inc.	8150 Sheppard Avenue East	42	Active
354	Windsor Arms Hotel	20/22 St. Thomas Street	27	Active
355	Toronto Port Authority	60 Harbour Street	28	New Active Surcharge Permit
356	Toronto and Region Conservation Authority	5 Shoreham Drive	8	New Active Surcharge Permit
357	Toronto Standard Condominium Corporation No. 2289	165 Legion Road North	6	New Active Surcharge Permit
358	974555 Ontario Limited	71 Steinway Boulevard	1	Closed (January 2016)
359	Chair-Man Mills Corp.	184 Rainside Road	34	Closed (March 2016)
360	Colmar Corporation	310 Attwell Drive	2	Closed (September 2016)
361	Blue Danube Sausage House #1 Ltd.	24 Chauncey Avenue	5	Corporate Name Change (April 2016)
362	Gelato Fresco	60 Tycos Drive	15	Terminated; Moved to Limits
363	Harmar Limited	4490 Chesswood Drive	8	Terminated; Moved to Limits
364	Victory Linen Supply Ltd.	165 Midwest Road	37	Terminated; Moved to Limits

Appendix E: List of Facilities with a Compliance Program in 2016

WWT = Wastewater Treatment Installed; P2 = Pollution Prevention.

Industry Name	Address	Ward	Compliance Agreement			Comments
			Program Date		Parameters	
			Start	End		
Apollo Health and Beauty Care	1 Apollo Pl.	8	Oct 3, 2016	Oct 3, 2017	Oil & Grease - animal/veg Oil & Grease - mineral Zinc Selenium	Plan is still active. (WWT)
Atlantic Packaging Products Ltd.	111 Progress Ave.	37	Feb 22, 2016	Dec 31, 2016	Chloroform (Feb 22-April 30) Chloroform (May 1 - Sept 30) Chloroform (Oct 1 - Dec 31)	Compliance Achieved and end of Compliance agreement (P2)
Crown Metal Packaging Canada Inc.	21 Fenmar Drive	7	July 26, 2016	Oct 31, 2016	Oil & Grease - mineral Aluminum	Fulfilled compliance activities (WWT & P2)
2058998 Ontario Inc. o/a CT Bakery	25 Medulla Ave.	25	Oct 17, 2016	Dec 31, 2016	pH Oil & Grease - animal/veg Oil & Grease - mineral	Fulfilled compliance activities. (WWT & P2)

Industry Name	Address	Ward	Compliance Agreement		Parameters	Comments
			Program Date			
			Start	End		
Delmare Quality Foods Inc.	15 Meteor Drive	2	Nov 1, 2016	Dec 31, 2016	pH Oil & Grease - animal/veg Oil & Grease - mineral	Plan terminated activities were not going to be fully completed. (WWT & P2) Company resubmitted a new Compliance Plan Application.
Delmare Quality Foods Inc.	15 Meteor Drive	2	Nov 14, 2016	Dec 31, 2016	Oil & Grease - animal/veg Oil & Grease - mineral	Fulfilled compliance plan activities. (P2)
Faster Linen Services Ltd.	89 Torlake Cres.	6	Feb 22, 2016	Dec 31, 2016	Chloroform Oil & Grease - animal/veg Oil & Grease - mineral	Delay with installation of equipment. Company has applied for another compliance plan agreement. (WWT)
FCA Canada Inc.	15 Brown's Line	6	Feb 22, 2016	Jul 31, 2016	Oil & Grease - animal/veg Oil & Grease - mineral Bis(2-ethylhexyl) phthalate	Fulfilled compliance activities. Company has entered into another compliance agreement for installation of additional treatment options. (WWT & P2)

Industry Name	Address	Ward	Compliance Agreement		Parameters	Comments
			Program Date			
			Start	End		
FCA Canada Inc.	15 Brown's Line	6	Aug 17, 2016	Oct 31, 2016	Oil & Grease - animal/veg Oil & Grease - mineral Bis(2-ethylhexyl) phthalate	Fulfilled compliance activities. Company has entered into another compliance agreement for installation of additional treatment options. (WWT & P2)
FCA Canada Inc.	15 Brown's Line	6	Nov 1, 2016	Mar 31, 2017	Oil & Grease - animal/veg Oil & Grease - mineral Bis(2-ethylhexyl) phthalate	Fulfilled compliance activities. Company has entered into another compliance agreement for installation of additional treatment options. (WWT & P2)
Gay Lea Foods Cooperative Limited	180 Ormont Drive	7	Nov 21, 2016	June 5, 2017	pH Oil & Grease - animal/veg	Plan terminated for failure to meet timelines. Resubmitted a new Compliance Plan Application.(WWT)
Imperial Oil Limited	1150 Finch Ave. West	8	Mar 7, 2016	Sept 30, 2016	Manganese Zinc Total Suspended Solids	Activities not fully completed. Company has entered into another compliance agreement. (P2)

Industry Name	Address	Ward	Compliance Agreement			Comments
			Program Date		Parameters	
			Start	End		
Imperial Oil Limited	1150 Finch Ave. West	8	Nov 1, 2016	June 30, 2017	Manganese Zinc Total Suspended Solids	Company still active with the compliance plan agreement. (P2)
Revolution Environmental Solutions (Terrapure)	55 Vulcan Street	1	June 1, 2016	Oct 31, 2016	Oil & Grease - animal/veg Oil & Grease - mineral	Fulfilled compliance activities. (WWT & P2)
Toronto Northern Food	60 Weybright Court	41	Feb 22, 2016	April 30, 2016	pH Oil & Grease - animal/veg Oil & Grease - mineral	Terminated on April 4, 2016 due to business closing down. (WWT)
Ventura Foods Canada ULC	50 Torlake Cres.	6	Nov 21, 2016	July 28, 2017	pH Oil & Grease - animal/veg Oil & Grease - mineral	Company still active with compliance plan agreement. (WWT)
YaYa Foods Corp.	450 Kipling Ave.	6	Aug 29, 2016	Nov 30, 2016	pH Oil & Grease - animal/veg Oil & Grease - mineral	Fulfilled compliance activities (WWT)

Appendix F: Outfall Monitoring Program (OMP) Summary, Cross Connection Summary (January 1, 2016 – December 31, 2016)

Watershed	Cross Connections Found*	Cross Connections Corrected**
Black Creek	4	5
Don River	1	2
Highland Creek	18	14
Humber River	2	5
Mimico Creek	1	1
Taylor Massey Creek	13	15
Lake Ontario	2	6
TOTAL	41	48

* Of the total cross connections found, 32 were residential, 4 were commercial, 2 were institutional and 3 were industrial.

** Of the total cross connections corrected, 37 were residential, 5 were commercial, 1 was institutional and 5 were industrial.

Appendix G: Outfall Monitoring Program (OMP) Summary, Priority Outfalls Removed/De-listed from the Priority Outfall List in 2016

Outfall ID	Watershed	Ward
BC85	Black Creek	12
DR113-1	Don River	25
DR327-7	Don River	25
HC11	Highland Creek	44
HR52	Humber River	13
HRW330	Humber River	1
LO91	Lake Ontario	32
TC77	Taylor Massey Creek	35

Appendix H: Outfall Monitoring Program (OMP) Summary, Comparison of Priority Outfalls and De-listed Outfalls in 2015 and 2016

Watershed	Priority Outfalls as of Dec. 31, 2015	Priority Outfalls De-listed in 2016	Priority Outfalls as of Dec. 31, 2016	Priority Outfalls De-listed Since Start of OMP	Outfalls of Concern as of Dec. 31, 2015	Outfalls of Concern as of Dec. 31, 2016
Black Creek	4	1	3	14	0	0
Etobicoke Creek	0	0	0	3	0	0
Don River	19	2	20	7	6	0
Highland Creek	14	1	13	37	1	1
Humber River	7	2	5	14	0	0
Lake Ontario	2	1	1	9	0	0
Mimico Creek	0	0	0	12	0	0
Rouge River	2	0	2	1	0	0
Taylor-Massey Creek	14	1	14	41	1	0
TOTAL	62	8	58	138	8	1