



方卓怡 市議員 **Paula Fletcher**

**City Councillor | Ward 14 Toronto-Danforth**

May 15, 2026

Lou Di Gironimo  
General Manager, Toronto Water  
City of Toronto

Danielle Seraphim  
Executive Director, Customer Experience Division  
City of Toronto

**Building a Better Odour Reporting Framework for the Ashbridges Bay Wastewater Treatment Plant**

Dear Mr. Di Gironimo and Mrs. Seraphim,

I am writing to express my concerns with the current 311 reporting process for residents within the airshed of the Ashbridges Bay Wastewater Treatment Plant (ABWTP) in reporting high odour levels.

As you know, there is currently an existing 311 service request code for residents to report sewage odours on specific streets, and these are directed to Toronto Water staff to investigate.

Residents calling to report odours specifically from the ABWTP are directed to the plant control room and a 311-service request is not created. This does not allow for Toronto Water staff to adequately track and investigate the odour complaints from the ABWTP.

I would like to request that Toronto Water and the Customer Experience Division work together to create a dedicated 311 service request code for odours originating from the ABWTP, and to implement a new procedure enabling Toronto Water to promptly action these reports by the May 20, 21, and 22, 2026 meeting of City Council.

Establishing this new service request code will allow residents within the airshed of the plant to report odours more effectively through 311 and will support Toronto Water staff in identifying the root cause of the odour, taking the appropriate mitigation measures and keeping the local residents informed.

Thank you for your work on this important matter and I look forward to discussing it with you at Council.

Sincerely,

Paula Fletcher  
City Councillor  
Ward 14, Toronto-Danforth