



方卓怡 市議員 **Paula Fletcher**

City Councillor | Ward 14 Toronto-Danforth

April 28th, 2026

Infrastructure and Environment Committee
City of Toronto

Odour from the Ashbridges Bay Wastewater Treatment Plant

Dear Members of the Infrastructure and Environment Committee,

Located in Ward 14 on the Waterfront, Ashbridges Bay Wastewater Treatment Plant (ABTP) is the main sewage treatment plant for Toronto, servicing upwards of 1.4 million residents.

Over the last number of years, Toronto Water has increased funding and undertaken upgrades for odour control.

Last week, I received many complaints from local residents who were very upset with a dreadful odour that was emanating from the plant. There were emails to my office as well as calls to 311. Some residents shared that they were confused with the 311-reporting process.

Thankfully the mechanical breakdown in one of the holding tanks has now been repaired after a very rough week.

On Monday, April 27th, I received an email from Toronto Water indicting that there were only 6 odour sewer complaints in the area near the plant and only 3 odour complaints made to date in 2026 to the plant directly. Apparently the 311 system for complaints covers sewer odours in general and there does not seem to be a stand-alone Service Request for odours from the plant.

I would hope that Toronto Water knew that there had been a mechanical failure at ABTP and that nauseating odours were emanating from the plant and were settling over the east end air shed. I am concerned that my office was not advised that there was a critical failure and a serious odour issue at the plant.

With such a large critical permanent installation as the ABTP, I would like to propose a revamp of the system interface with local residents when odour issues arise – both for intake as well as outgoing messages. The current system seems to be frustrating and not working as well as it could. Residents who live in the immediate airshed of the main sewage treatment plant require an improved communications protocol for issues arising from the operations as well as a clearer portal that captures and tracks all service requests related to operations.

Infrastructure and Environment Committee:

1. Request the General Manager, Toronto Water, in consultation with the Deputy City Manager, Infrastructure Services, the Deputy City Manager, Corporate Services and the Chief Communications Officer to report directly to the May 20, 21 and 22, 2026 meeting of City Council with an initial framework for an improved communications protocol for issues arising

from the operations of the Ashbridges Bay Wastewater Treatment Plant and a clear portal that captures and tracks all service requests related to its operations.

Sincerely,

Paula Fletcher

City Councillor

Ward 14, Toronto-Danforth