

 TORONTO	Routine Disclosure Plan
March 2023	Division: Toronto Water

Toronto Water – Routine Disclosure Plan

This document describe the types of records available routinely from Toronto Water.

Record Type	Description	Comments	How to Get Information
Basement Flooding Environmental Assessment (EA) Reports	The City has identified and developed a plan to study different areas of Toronto in order to develop sewer/drainage improvement plans.	Provides a five year project list which presented annually to City Council.	Access the Basement Flooding Study Areas and Report.
Blue Flag Lake Water Testing	The City of Toronto collects daily water samples from Toronto's supervised public beaches to be tested for E.coli bacteria. (June to September only)	Results are available in JSON format.	History can be downloaded from Toronto Public Health's page .
Call Documents	Online Call Document System to search all currently posted Toronto Water calls.	Can be viewed, copied and released.	Search the Online Call Document System by solicitation number, type or Division.
Capital Water Service Replacement Program	Directory of water pipes replaced through the Capital Program since 2008.	Excluded are pipes replaced through the Priority Lead Water Service Replacement Program or through emergency repairs.	Search the Capital Water Service Replacement database for 2008-2018.
Design Criteria for Sewers and Watermains	Provides step by step criteria for the design of a sewer or watermain and the requirements for submission.	Designed for consulting engineers and city staff working on capital improvement projects and designs/drawings and for private developments.	Download Design Criteria for Sewers and Watermains (Second Edition – January 2021).
Drinking Water Quality, Annual & System Reports	Summarizes the parameters found in Toronto's drinking water and a brief description of each water treatment plant.	Reports submitted to the Ministry of the Environment, Conservation and Parks.	Reports are available through the Tap Water Quality & System Reports page .



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Environmental Notices of Violation (NOV) - Record Search Program	Records for compliance violations against Municipal Code (Chapter 681)-Sewers By-law, and Municipal Code (Chapter 851)-Water Supply By-law that have been issued for property addresses.	Environmental Notices (NOV's) are available for purchase.	Contact twrecordsearch@toronto.ca or 416-338-0635 to proceed with a request.
Fluoride in Drinking Water	Data related to fluoride in drinking water can be found in the Drinking Water Quality Analysis Summary Reports.	Fluoride levels in Toronto's drinking water are regulated in Ontario under the Safe Drinking Water Act administered by the Ministry of the Environment, Conservation and Parks.	Refer to guidance posted by Toronto's Public Health regarding Fluoride in Drinking Water.
Lead Status Inquiry	To determine if the City-owned portion of a water service line is lead	Provides the lead status on the City portion of the service line.	Contact 311 to initiate a service request (416-392-2489 outside the City) or e-mail 311 at 311@toronto.ca .
MyWaterToronto	Provides account-specific data on water consumption and billing.	Customers must have an automated water meter and Internet Explorer version 10, Chrome or Firefox in order to use the tool.	Access the MyWaterToronto portal online .
Ontario Regulated Lead Testing Program	Toronto Water is required to collect, analyze and submit the results of water samples as part of the provincial Regulated Lead Testing Program.	These results are submitted to the Ontario Ministry of the Environment, Conservation and Parks (MECP).	Access the Regulated Test Results on the program page .
Open Data Sets	Toronto Water Data that is available through the Open Data Portal.	Can be viewed, copied and released.	Datasets are available through the City of Toronto's Open Data Portal .
Published Budget Reports	Annual Budget Reports submitted as part of Toronto Water's annual operating and capital budget submissions.	Can be viewed, copied and released.	Budget documents including notes, reports and presentations can be accessed through the City's website .



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Published Staff Reports	Published City Council agenda, staff reports can be viewed, copied and released.	Staff reports which have not been published on an agenda cannot be viewed, copied or released.	Staff Reports can be accessed through the City's website for Meetings, Agendas and Minutes.
Toronto Water Sampling and Testing Standards	Guidelines with respect to sampling, analysis and QA/QC procedures and to specify requirements for compliance with Ministry regulations and/or Environmental Compliance Approvals (ECA)	Designed by the Ministry of the Environment, Conservation and Parks – Laboratory Service Branch.	Download the Protocol for the Sampling and Analysis of Industrial/Municipal Wastewater (Version 2.0 – January 2016).
Utility Maps and Engineering Drawings	City Utility Mapping (CUMAP) data shows the sewer or watermain network data as well as the sanitary sewer, combined sewer and storm sewer networks.	These maps are available for purchase and include sewer and water infrastructure.	Contact City Utility Mapping Sales at 416-338-7954 or e-mail at endrawings@toronto.ca .
Wastewater Treatment Plants & Reports	Summarizes the parameters found in all of Toronto's Wastewater Treatment Plants as well as brief descriptions of each plant.	Provides information regarding capital construction projects, annual reports and plant bypass information.	Information can be accessed through Wastewater Treatment Plants & Reports page .
Water Billing	For water bill information and record requests contact Revenue Services Customer Service.	Inquiries regarding water bill payments including payments, tax receipts and transfers.	Contact Revenue Services directly through 311 (Tax & Utility Inquiry Line) or e-mail utilitybill@toronto.ca
Water Production	Provides daily, monthly and year-to-date summary of drinking water consumed by residents and businesses on an aggregate.	A megalitre (ML) is equal to one million litres. For example, 1,000 megalitres is equal to one billion litres.	Access the Water Consumption Report online .
Service Cards	Service cards contain various information about cityside water/sewer connections including size, material type, drawings and distances from curb and property line.	Residents can request this information through the 311 webform.	311 Webform direct link .