



**2024 Annual Performance Report
Richmond Hill Sewage Collection System**

Environmental Compliance Approval (022-W601)

Date of Issue: March 24, 2025

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1 Introduction

The 2024 Annual Performance Report has been prepared in compliance with Section 4.6, Schedule E: Operating Conditions of the City of Richmond Hill's Environmental Compliance Approval (ECA) for a Municipal Sewage Collection System (022-W601). This document was issued to the City of Richmond Hill on June 20, 2023.

This report covers the period of January 1 to December 31, 2024.

The City of Richmond Hill's Sewage Collection System consists of works for the collection and transmission of sewage, consisting of sanitary sewers, sewage pumping stations, which discharge into Duffins Creek Wastewater Treatment Plant.

The report is organized with sections that correspond with the subsections of Schedule E, Section 4.6 which are noted within the headings.

2 Reporting

2.1 Monitoring Data (4.6.3)

Not applicable at this time. The future system 'monitoring plan' will be developed and implemented in accordance with Ministry of the Environment, Conservation and Parks (MECP) guidelines (yet to be released) and ECA requirements.

2.2 Operating Problems and Corrective Actions (4.6.4)

The City undertakes a variety of operations and maintenance (O&M) programs and activities to maintain services of the wastewater system as noted in Table 1.

Table 1: Summary of Wastewater Operation Programs

Operation Program / Activity	Program Description	Frequency
CCTV Sewer Inspections & Cleaning/ Flushing	Main line CCTV inspections and flushing to remove debris that may be causing a blockage	Once every 5 years
Pumping Station Inspections	Inspecting sanitary pumping stations for anything that may impede the operation of equipment and/or condition of the overall building	Annually
Sewer Cleaning and Flushing	Flushing sewers to remove debris and to clean pipes	Once every 5 years

Operation Program / Activity	Program Description	Frequency
Backflow Preventor Installation	Installing backwater valves in residential sanitary lines which allows wastewater to flow in only one direction to prevent sewer back-ups in the home.	As needed
Wastewater Compliance Sampling Program	Inspections, monitoring, and wastewater effluent sampling to ensure compliance with the Sewer Use Bylaw	Monthly

Throughout the year, operations work is completed on the wastewater system and recorded in a work order (WO) management tracking software called MAXIMO. These work orders are summarized in Table 2.

Table 2: Summary of Wastewater Operations

Operating Programs / Activity	# of Works Completed / Work Orders
CCTV Sewer Inspections & Cleaning/ Flushing	12
Maintenance Holes	WW: 562 (inspections, repair, replacement, and maintenance within the maintenance holes themselves) Roads: 114 (manhole covers repair; repairing surface area around the manhole cover)
Pumping Stations	371 (inspections, maintenance, repair, and alarms)
Gravity Mains	2 (main line replacement, repair, blocked, reaming, and maintenance).
Lateral Connections	13 (TV inspection, blocked, replace, and repair)

2.3 Calibration, Maintenance and Repairs Equipment (4.6.5)

No pumping station maintenance and repairs were undertaken in 2024.

2.4 Inquiry Summary (4.6.6)

The City of Richmond Hill receives inquiries related to the municipal sewage system through the Access Richmond Hill Contact Centre (Access RH). Staff review, assess and investigate the concern and respond to all inquiries based on established service timelines.

Where inquiries require work to be completed to the municipal sewage system, work orders are created through an internal tracking software as noted in Operating Problems and Corrective Actions (4.6.4).

Table 3 notes the inquiries received and resolved within the reporting period. For the category of “Other” the calls could not be categorized based on the information included in the notes from Access RH other than that they were related to the Municipal Sewage System.

Table 3: Summary of Public Inquiries related to Municipal Sewage System

Inquiry Type	Total
Mainline Sewer	9
Lateral Sewer	155
Sanitary Odour	13
Maintenance Hole Issues	2
Other	18
Total	197

2.5 System Alterations (4.6.7)

Table 4 shows the summary of all alterations to the sewage system for 2023. It should be noted that the City of Richmond Hill does not have any areas identified as significant drinking water threats and as such, this information has not been included in Table 4.

Table 4: Summary of All Alterations

Alteration Type	Number of Alterations
Pre-Authorized Contaminant of Concern to Atmosphere	0
Pre-Authorized Sanitary Sewer	5
Pre-Authorized Sanitary System Components	0
Schedule C Works	0
Total	5

2.6 Overflows and Spills (4.6.8 and 4.6.9)

No overflows were reported from the sanitary system in 2024.