

CITY OF ORILLIA POLICY MANUAL

Part	9	Environmental Services	9.1.1.1.
Section	1	Environmental	
Sub-Section	1	Pollution Control	
Policy	1	Septic System Re-Inspection Program	

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THAT...a Septic System Re-Inspection Program be initiated by the City of Orillia in accordance with the provisions of the Clean Water Act, 2006 and the Building Code Act;

AND THAT the Septic System Re-Inspection Program include all lands with existing systems within the municipal boundaries.

(R. 2011-125 11.05.02)

(R. 2014-231 14.12.15)

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Responding to Requests to Groundwater Site Condition Standards (Ontario Regulation 153/04)

Policy Statement:

This policy outlines the approach that will be required to respond to all notices of intent or requests made in regards to Ontario Regulation 153/04 (O. Reg. 153/04) under the Environmental Protection Act (Act), to apply for Non-Potable Site Condition Standards, (Tables 1 through 9 of the Soil, Groundwater and Sediment Standards for Use Under Part XV.1 of the Environmental Protection Act), for remediation of contaminated sites within the City of Orillia.

Purpose:

To provide clear direction and equality to all proponents when responding to Requests for Site Condition Standards as required by O. Reg. 153/04 to ensure environmental and health related issues are addressed.

Definitions:

Area of High Groundwater Vulnerability:

Areas where contamination of aquifers is more likely to occur as a result of surface contamination.

Contaminated Site:

Lands on which industrial or commercial activity took place in the past and that may need to be remediated before these lands can be redeveloped.

Intake Protection Zones (IPZ):

It is the area around a surface water intake that is defined to protect the source water for a municipal drinking water system. In most cases the protection zone includes the water and the land that surrounds the intake and takes into account the influence of land use and water activities.

Non-Potable Standards:

The Generic Site Condition Standards prescribed under section 37 in O. Reg. 153/04 and as set out in Tables 3, 5, 7 and 9 of the Soil, Ground Water and Sediment Standards for Use Under Part XV.1 of the Act.

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Notice of Intention:

A letter provided by the owner of a property to the Clerk of the local municipality in which the property is located, requesting to use one of the Non-Potable Ground Water Condition Standards (Non-Potable Std.) in preparing a Record of Site Condition (RSC) for the property.

Notice of Objection:

A letter of response provided from the Director of Environmental Services, objecting to a request to apply a Non-Potable Std. for site remediation.

Potable Standards:

The Generic Site Condition Standards prescribed under section 36 in O. Reg. 153/04 and as set out in Tables 2, 4, 6 and 8 of the Soil, Ground Water and Sediment Standards for Use Under Part XV.1 of the Act, which set standards that ensure water is fit for human consumption.

Qualified Person (QP):

Generally “Qualified Persons” are licensed under the Professional Engineers Act, or are members of the Association of Professional Geoscientists of Ontario, and/or they meet the requirements as set out in O. Reg. 153/04.

Wellhead Protection Area (WHPA):

A wellhead is the physical structure of the well above the ground. A wellhead protection area is the area around a wellhead where land use activities have the potential to affect the quality and quantity of water that flows into the well.

Procedure:

1. Pursuant to Section 35 (3) (d) of O. Reg. 153/04, the owner has given the Clerk of the local municipality in which the property is located, a written “notice of intention” to apply the Non-Potable Std. in preparing a RSC for the property. The Clerk will forward this request to the Environmental Services Department for assessment and response.
2. A “notice of objection” response must be provided from the Director of Environmental Services within 30 days after receiving the written “notice of intention”. If a “notice of objection” response is not provided, the “notice of intention” for the use of the Non-Potable Std. is considered applicable as defined in the Act.
3. Should the owner wish to pursue the Non-Potable Std., a request of the City to re-evaluate their “notice of objection” may be provided, using a QP to rationalize and provide documentation pertinent to assess and re-evaluate the objection (see required information section).

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4. A written letter providing intention to provide an RSC upon completion of the remediation must be provided as a requirement of acceptance of any Non-Potable Std.
5. Upon receipt of all required information including the processing fee, the City will complete the re-evaluation process.
6. Upon completion of the re-evaluation process, the Director of Environmental Services will provide a letter of acceptance or denial for the use of the Non-Potable Std.

Required Information:

The information submitted to the City of Orillia to assess a Non-Potable request must include the following:

1. A completed City of Orillia Environmental Site-Screening Questionnaire (Appendix 1);
2. Description of previous and proposed land use(s) for the site;
3. Site remediation description, pre and post-predicted remediation concentrations according to applicable standard;
4. The results of a well survey of the properties within a 250 m radius from the site boundaries, proving that there are no registered groundwater extraction wells and all properties within this area are supplied by the municipal water distribution system;
5. Any other documents that the City feels are pertinent to making the final assessment.

Processing Fee:

All re-evaluation requests to use the Non-Potable Std. will be charged a non-refundable processing fee of \$200 to recover costs for staff time to review the documents. A cheque must accompany the re-evaluation request to use the Non-Potable Std. and if it is not received will result in an automatic response from the City of Orillia recommending Potable Standards.

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Evaluation Criteria:

When determining applicable Site Condition Standards, it will be evaluated whether standards based on potable or non-potable groundwater conditions are the applicable Site Condition Standards for the subject property.

1. Potable Groundwater Site Condition Standards may be applied without permission of the City of Orillia.
2. A Non-Potable Std. will be acceptable if all of the below circumstances exist, or at a minimum, in accordance with the regulation:
 - The subject site, and all other properties located in whole or part, within 250 m of the site boundaries are supplied by City's drinking water system and have no wells installed for the extraction of groundwater;
 - The subject site is either,
 - not located in an area designated as a WHPA under the Clean Water Act (2006) for the protection of groundwater (Appendix 2), or
 - not located in an area designated as IPZ under the Clean Water Act (2006) for the protection of surface water (Appendix 3).
 - The subject site is not used for agricultural or "other use" as defined by O. Reg. 153/04.
 - The subject site is not in an area of high groundwater vulnerability.

All other requests to use the Non-Potable Std. in areas that municipal water services are available will be evaluated and assessed in accordance with the requirements of O. Reg. 153/04.

(R. 2013-246 13.08.15)
(R. 2014-231 14.12.15)

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Appendix 1 to Policy 2.7.3.1.

**The Corporation of the City of Orillia
50 Andrew Street South, Suite 300
Orillia
Ontario L3V 7T5**

Environmental Site - Screening Questionnaire

**City of Orillia
Environmental Services Department
Tel: 705-326-1502
Email: enviroservices@orillia.ca**

Environmental Site - Screening Questionnaire

Applicant: _____

Legal Municipal Address: _____

1. Was the subject property ever used for industrial purposes? yes no uncertain
2. Was the property ever used for commercial purposes that may have caused contamination (e.g. gasoline station, dry cleaners, etc.)? yes no uncertain
3. Has imported fill ever been placed on the subject property? yes no uncertain
4. Is there any reason to believe that the subject property is potentially contaminated based on historical information or any lot located within 100 m of the property? yes no uncertain
5. Are there or were there any waste disposal activities on the property? yes no uncertain
6. Have any of the buildings on the subject property been heated by fuel oil? yes no uncertain

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7. For existing or previous buildings or structures on the property, do they contain designated substances that may be potentially hazardous to human health (asbestos, lead, etc.)? yes no uncertain
8. Is the land use changing to a more sensitive land use (e.g. Industrial/commercial to residential/institutional)? yes no uncertain

Certification

I, _____ certify that I am the *registered owner/authorized agent for the owner* of the land that is subject of this document and to the best of my knowledge, the information provided in this questionnaire is correct.

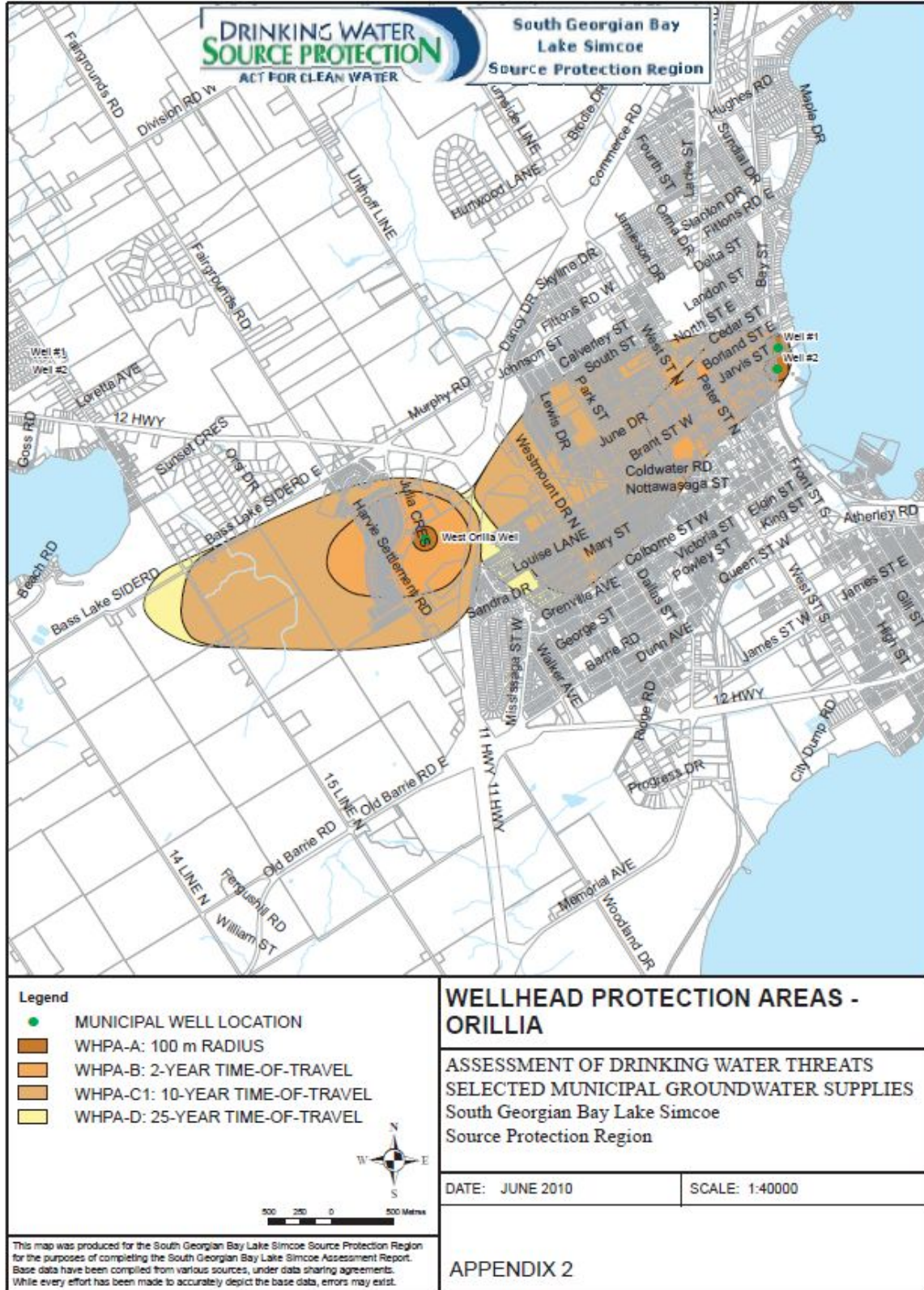
Signature of Registered Owner/Authorized Agent

Date

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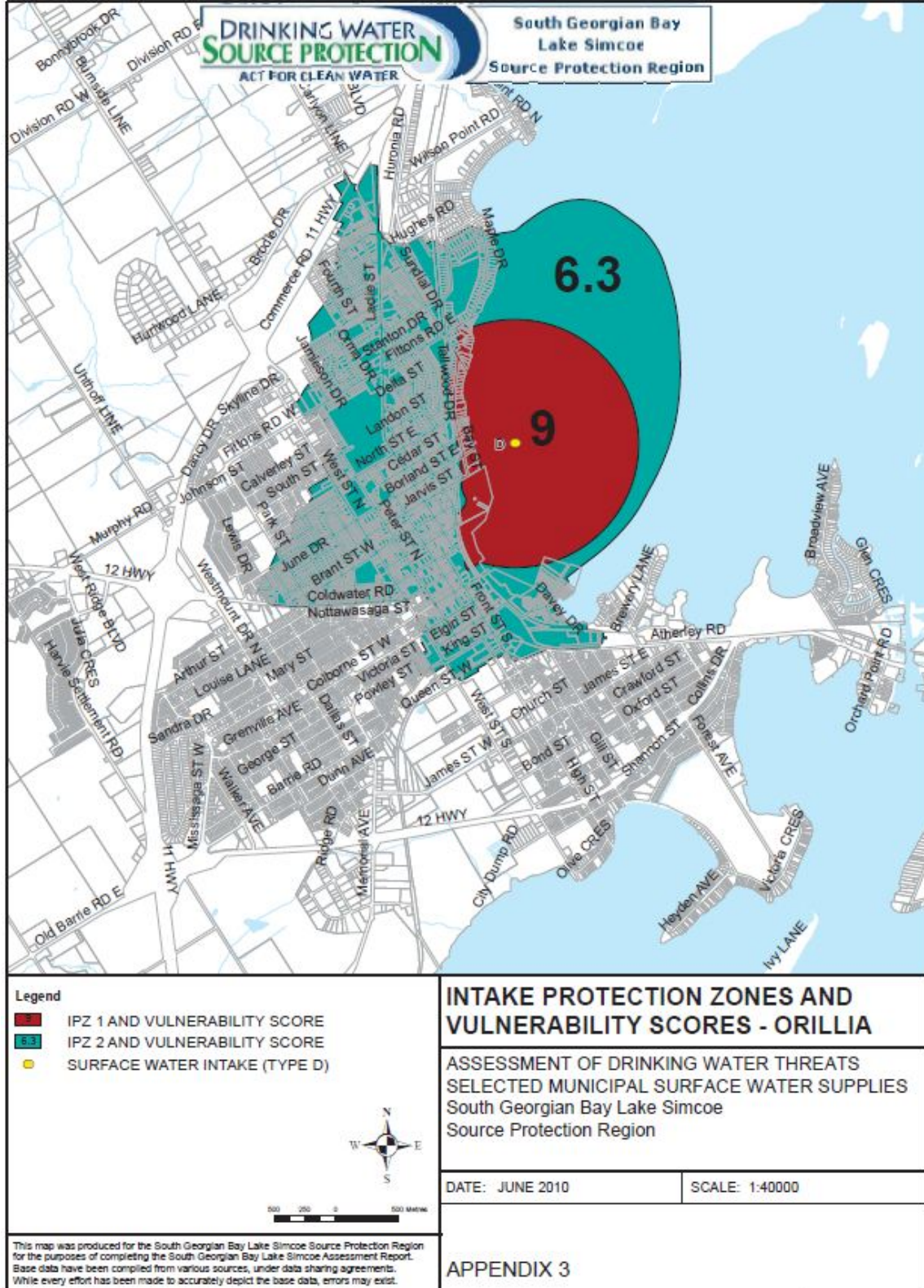
Appendix 2 to Policy 2.7.3.1.



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Appendix 3 to Policy 2.7.3.1.



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Policy	1	Connections	

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Each property owner is responsible for the maintenance, including rodding, of his or her sewer lateral from any building to the sanitary sewer.

If a spot repair is required between the sanitary sewer and the property line, the cost of the spot repair shall be shared 50/50 between the City and the property owner, provided the need for the spot repair was not caused by an action of the property owner or tenant. If a complete replacement lateral is required on Municipal property, it will be done at City expense provided replacement is not due to the property owner or tenant's negligence.

A deposit for the spot repair as set out in Schedule "A" of Municipal Code Chapter 459 – User Fees – Water and Wastewater will be required prior to the City commencing any excavations for the repair.

(R. 2006-143 06.05.15)
(R. 2014-231 14.12.15)

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1. The City maintains an Enviro-Save Program to encourage the removal of private sector inflow sources.
2. Grants are not provided for property owners for the purpose of carrying out corrective work on illegal connections.
3. City staff monitor potential property sales and notify purchasers of any known inflow deficiency, prior to purchase.
4. All developments requiring Rezoning or Committee of Adjustment Applications are to have conditions placed requiring an inspection of the premises for the purpose of locating and rectifying illegal sewer connections.
5. Enviro-Save inspections shall be carried out to ensure all properties conform to the Municipal Code by subsidizing the corrective work required to eliminate the known groundwater infiltration problems, in particular, footing drains discharging into the sanitary sewer system
6. The cost of the corrective work up to \$2,500.00 shall be paid by the designated property owner with the assistance of a 50% subsidy allocated by the City of Orillia for works satisfactorily completed and inspected.
7. The Class 1 – Verification only fee shall be waived for properties that have been through the verification process in the previous 12 months.

(R. 1990-405 09.06.11)

(R.1994-348 94.09.26)

(R. 1999-89 99.04.12)

(R. 1999.89 99.04.12)

(R. 2014-231 14.12.15)

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Sub-Section	1	Sanitary Sewer System	
Policy	3	Acceptance of Hauled Sewage/Septage/Leachate	

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1. Hauled Sewage/Septage/Leachate may be discharged to the City's sewage system subject to approval in advance by the City.
2. Septage and Hauled Sewage generated within the City of Orillia and from area municipalities will be received at the Septage Reveal Facility, located at 125 James St. W. At times when there are capacity issues, operational problems or deterioration in effluent quality at the Orillia Wastewater Treatment Centre (WWTC), the material from commercial, institutional and industrial sources may not be accepted, while every effort would be made to continue to receive domestic septage and hauled sewage.
3. Exceptional volumes of highly concentrated septage will not be accepted at the Septage Reveal Facility. This, as well as receipt of any volume of septage, will be at the discretion of the Director of Environmental Services or his designate.
4. The Director of Environmental Services or his designate may suspend the receipt of septage from any or all haulers, at any time and for an indefinite period of time, should it is deemed necessary for protecting the Wastewater Treatment Centre.
5. The City may inspect and/or sample loads as it deems appropriate.
6. Loads may be refused permission to discharge based on inspection, non-compliance with this policy, or non-payment of account.
7. Rates shall be set on an annual basis by City Council. Payment shall be based on metered volume discharged. Metered volumes shall act as final payable unless the customer can provide proof in the case where a discrepancy exists.
8. Haulers shall provide the City with copies of appropriate documentation to include as a minimum: contact names of company officials, insurance, permits, licenses and spill contingency plans. Updates are required on an annual basis for insurance, no later than February 1 of each year. Appropriate renewals prior to February 1 and throughout the year are the requirement of the Hauler. The Hauler is required to provide updated contact information, permits, licensing and spill contingency plans as they change. Failure to provide the required documentation will result in permission refusal and access cards will be deactivated.

Access cards will be assigned to preapproved haulers. A card activation fee as set out in Schedule "A" of Municipal Code Chapter 459 – User Fees – Water and Wastewater will apply to all new or replacement cards issued. All invoices are subject to an additional 15% administration fee. All card fees will be applied to the applicable month's invoice.

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9. Credit will be extended upon approval of a Credit Application Form. A customer account will be set-up upon completion of successful credit reference checks. Account approvals may take up to 5 business days. Monthly invoices will be issued for all accounts regardless of the balance. Payment is due upon receipt of invoice. Credit may be withdrawn from customers who are delinquent in payment of their accounts, or have inactive or low volume accounts. For accounts that are 30 days past due, discharge privileges will be withdrawn if 100% of the outstanding balance has not been paid.

It is the responsibility of the City of Orillia Treasury Department to inform the Environmental Services Department when an account is past due.

10. The Septage Receiving Facility is open 24 hours a day, seven days a week. While not required, it is preferred that accessing this facility is conducted during regular business hours Monday to Friday 7:30 a.m. to 4:00 p.m. so if any issues arise, they can be promptly addressed by City staff.

(R. 1997-7 97.05.05)
(R. 2006-47 06.02.13)
(R. 2013-354 13.12.03)
(R. 2014-231 14.12.15)
(R. 2016-38 16.03.07)

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Policy	4	Pollution Prevention Policy – Wastewater System Collection and Treatment Facilities	

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The City of Orillia provides wastewater collection and treatment facilities, which are designed to meet the present and future needs of residents, business and the industrial community. In supplying these services, the City seeks to protect human health and the natural environment.

It is the goal of the City of Orillia to:

- provide efficient wastewater collection and treatment services that include long-term planning and investment strategies to improve treatment capacities and enhance treatment procedures;
- comply with all applicable federal, provincial, and municipal environmental legislation, regulatory and other requirements to which the organization subscribes; and,
- educate, train and motivate employees to understand and undertake their role in minimizing environmental hazards and continuously improving health and safety.

To achieve these, all reasonable efforts will be taken by the City of Orillia to manage its operations in ways that are environmentally sustainable and economically feasible to reduce emissions produced through the transmission and treatment of wastewater, minimize waste production and energy usage, monitor and control industrial discharges and reduce extraneous flows. The City of Orillia is also committed to provide appropriate public information, assistance and education to further reduce impacts to the natural environment.

Wastewater operations will be monitored, measured and documented to promote system efficiency, to protect human health and to protect the natural environment. The City of Orillia will periodically review and update if necessary, the pollution prevention plan to ensure continual improvement. All services will reflect a commitment to pollution prevention.

The Director of Environmental Services is responsible for the implementation and communication of the pollution prevention plan.

The Pollution Prevention Policy will be posted at the City of Orillia Wastewater Treatment Centre and will be made available to the public.

(R. 2006-230 06.09.18)
(R. 2014-231 14.12.15)

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Policy	5	Sanitary Sewer Charge Exemptions	

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The administration of exemptions from the rate-based sanitary sewer charge are as follows:

1. That the sanitary sewer charge applied to water consumed in a residential, commercial/industrial process by means of (i) garden/lawn watering, or (ii) wastewater discharged into a storm sewer, or (iii) discharged from a building with a sump pump onto the property grounds subject to;
 - (i) the property owner supplying and installing a water meter for City meter reading purposes on the water line used for the above activity,
 - (ii) this meter will be considered as a separate water service,
 - (iii) the property owner supplying and installing a wastewater flow measuring device on the discharge to the storm sewer or property grounds, for reading purposes,
 - (iv) that the meter system is acceptable to the Director of Environmental Services,
 - (v) wastewater quality in compliance with storm sewer and property standards water quality, and
 - (vi) requests for rebates for the previous year must be received by the City by February 28 of the year following. Any request received after February 28 will not be considered.
2. That Residential and Commercial/Industrial water users who are currently on septic systems be exempted from the sanitary sewer charge, subject to:
 - (i) there being no sanitary sewer line on a street abutting the property.
3. That the sanitary sewer charge applied to water consumed in a commercial or manufacturing process by means of (i) evaporation or (ii) included as a component of a product shipped from the municipality, be rebated to the water user subject to:
 - (i) the volumes consumed in the activities mentioned above exceeding 2273 m³ annually,
 - (ii) the property owner supplying and installing a wastewater flow measuring device to calculate wastewater flows, and
 - (iii) requests for rebates for the previous year must be received by the City by February 28 of the year following. Any request received after February 28 will not be considered.

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4. All submissions for rebates are reviewed on a case by case basis and will be granted solely at the discretion of the Director of Environmental Services or his/her designate.

(R. 2014-134 14.06.23)

(R. 2014-231 14.12.15)

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Sub-Section	2	Local Improvement Requirements, Rates and Exemptions	
Policy	1	Assessing Costs for Local Services	

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The following will be used as a guideline for assessing costs to benefiting property owners when the City installs water and sewer services for developed areas without services.

SANITARY SEWERMAINS

- Benefitting property owners are assessed on the basis of local need. Generally, this will be 200mm sanitary sewer at the depth required for those properties or 75mm common forcemain.
- All oversizing costs (generally pipes larger than 200mm or pipes installed to accommodate non-local needs) are paid by the City.
- Assessment will be based on frontage, area, per property or a combination of two or three of these factors that most fairly funds the project in light of the reasonably expected benefit.
- If the assessment is on a frontage basis only the frontage consistent with neighbouring properties will be considered for corner lots.

WATERMAIN

- Benefitting property owners are assessed on the basis of local need (generally 200mm watermain).
- All oversizing costs for system or future, out of area needs are paid for by the City.
- Cost of the hydrants is paid by the City.
- Basis for assessment and corner lot exemption as for sanitary sewer mains.

(R. 2007-56 07.02.19)
(R. 2014-231 14.12.15)

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Section	2	Sewer and Water	
Sub-Section	2	Local Improvement Requirements, Rates and Exemptions	
Policy	2	Laterals	

...THAT where sanitary sewer and/or watermain construction has been initiated by Council under authority of the *Municipal Act* the following policies shall apply to the installation of sewer and water service laterals:

1. All lots either vacant or with a dwelling unit thereon shall be serviced with a minimum of one individual sanitary sewer and water service lateral.
2. The cost of speculative sanitary sewer and water service laterals shall be assessed on the basis of the *flat rates approved or actual construction costs.

(R. 1987-749 87.12.14)
(R. 2006-30 06.09.18)
(R. 2014-231 14.12.15)

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Sub-Section	3	Sanitary Sewer and Watermain Servicing Program	
Policy	1	Sewer Maintenance Program	

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...THAT a full time Sewer Maintenance program including complete flushing of sewers, inspection of manholes every five years

A program of Closed Circuit Television (CCTV) inspection of sanitary sewers shall be carried out with an appropriate inspection cycle based on the current condition and criticality of the sewer. In addition, all new and rehabilitated sewers shall be televised prior to municipal assumption.

(R. 1990-405 90.06.11)

(R. 2014-231 14.12.15)

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Sub-Section	3	Sanitary Sewer and Watermain Servicing Program	
Policy	2	Servicing Program – Water and Sewage Design Flows	

THAT water and sewage design flows for determining future plant and system capacities be as follows:

Domestic	<p>300 lpcd</p> <p>350 lpcd used for sewage flows when assessing areas greater than 10 years old house counts for existing areas</p> <p>12 units per ha for unknown future single family residential and 42 units per ha for multiple residential</p>
Commercial/Institutional	28 cu.m./ha.d
Industrial	36 cu.m./ha.d
Inflow/Infiltration	<p>3.46 cu.m./ha.d for future areas</p> <p>Assessed individually for existing areas</p>
Water Maximum Day Factor	1.60
Sewage Peaking Factor	<ul style="list-style-type: none"> • Harmon Equation for domestic • 1.60 for Commercial • Area based for Industrial • 2.50 for Inflow/Infiltration

(R. 2003-144 03.04.28)
(R. 2014-231 14.12.15)

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Each property owner is responsible for the maintenance, including rodding, of his or her sewer lateral from any building to the storm sewer.

If a spot repair is required between the storm sewer and the property line, the cost of the spot repair shall be shared 50/50 between the City and the property owner, provided the need for spot repair was not caused by an action of the property owner or tenant. If a complete replacement lateral is required on Municipal property, it will be done at City expense provided replacement is not due to the property owner or tenant's negligence.

(R. 2006-143 06.05.15)
(R. 2014-231 14.12.15)

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Sub-Section	4	Storm Sewer System	
Policy	2	City Owned Stormwater System Maintenance and Inspections	

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GENERAL

The following policy is in reference to City of Orillia owned stormwater system and do not apply to privately owned stormwater components.

STORM SEWER MAINS

The City shall engage in closed circuit televising of storm sewers on an annual basis as part of its Closed Circuit Television (CCTV) Program. Storm sewers will be inspected using the current Water Resource Council coding system, focusing on areas of sediment deposition and major risks associated with structural integrity. Results will be documented in the City's Stormwater database for further evaluation and record retention. As structural risks or operational deficiencies are presented, a prioritization of risk will be established and retrofit opportunities for alternative innovative solutions presented. Where possible low impact development (LIDs) techniques will be implemented to increase discharge quality and decrease discharge quantity. All new or relined storm sewers shall be televised post installation prior to municipal assumption.

CATCH BASINS

Catch basin inspection shall be undertaken to evaluate sediment loading, and system surcharging. If catch basin deposits are equal to or exceeding 1/3rd of the depth from the basin to the invert, the catch basin will be reported to Public Works Operations for cleaning. If surcharging is observed, the catch basin will be reported to the Manager of Water Resources for further evaluation. Inspection will also review structural deficiencies for replacement opportunities. When opportunities for replacement arise due to structural or operational deficiencies, an evaluation of the inlet will take place to determine if inline inlet treatment can be incorporated into the replacement.

STORM SEWER OUTLETS

Storm sewer outlets will be inspected biannually during spring and fall to evaluate flows, and sediment loading. As per the Federal Fisheries Act, Section 36(3): Prohibits anyone depositing or permitting the deposit of deleterious substance in an area frequented by fish or where water may enter such an area. As all outlets within Orillia contribute to known fisheries, the City will actively demonstrate due diligence in diverting deleterious substances (including sediment) from entering watersheds. If deposition is observed, remediation through corrective action such as process controls and site restoration will be required.

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Policy	2	City Owned Stormwater System Maintenance and Inspections	

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Preventative Maintenance and Due Diligence Opportunities will be applied during spring and fall on catch basins to prepare for winter discharges of sediment. Sediment controls will be site specific to reduce sediment loading from occurring. In spring sediment controls will be maintained until road cleaning, resulting in sediment removal, has taken place. Continuous evaluation of stormwater management techniques will be conducted to reflect dynamic changes within drainage, runoff and climate change patterns.

STORMWATER FACILITIES

Stormwater management facilities shall be inspected and maintained as per the manufacturers recommended maintenance schedules and according to the requirements set out in the Stormwater Master Plan.

(R. 2014-134 14.06.23)

(R. 2014-231 14.12.15)

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Sub-Section	5	Water Supply	
Policy	1	Holding Zone	

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THAT...with respect to Committed Development at the Water Treatment Plant:

- a) All re-zonings for new development which would significantly increase the requirements for water service be placed in a “Holding” zoning so that they do not tie-up plant capacity unnecessarily. Developers should be advised of this prior to the processing of their proposal. Staff would review each project in terms of its potential impact on services.
- b) In order to recapture some allocated water treatment capacity and to give the City room to consider some new application, the industrial lands controlled by the City be placed in a “Holding” zone.
- c) The City initiate the deregistration process for some of the older Registered Plans which have been inactive.

(R. 1994-217 94.06.13)

(R. 2014-231 14.12.15)

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Sub-Section	5	Water Supply	
Policy	2	Well Head Protection Policy	

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1. The 50-day, 2-, 10- and 25-year capture zones will be as outlined in Appendix I. (copy of Appendix I - can be found in the Public Works Department)
2. The Well Head Protection Areas (WHPA's) will be the 25-year capture zones.
3. City staff will have regard to the WHPA's in dealing with related matters that may affect water quality.
4. Maintain signs within 200m of the municipal wells indicating designated locales of WHPA's.
5. Maintain a community awareness campaign with periodic updates and information using flyers and Bulletin Board postings. Present source water protection awareness section in school presentations.
6. Use Official Plan amendments and create By-Laws to minimize high-risk land usages in WHPA's.
7. Table 12.4, Risk Categories By Activity and Table 12.5, Environmental Site Screening Questionnaire (Appendix II) from the North Simcoe Groundwater Study (NSGWS) will be used as guidance. (copy of Appendix II - can be found in the Public Works Department)
8. As part of the Site Plan Approval, hydrogeological testing will be considered for new high-risk (Category A), and medium risk (Category B) companies setting up in the WHPA's.
9. High-risk (Category A) and medium risk (Category B) businesses located within WHPA's may be required to take enhanced precautions to protect groundwater.
10. Whenever consultants are involved with projects regarding groundwater or geotechnical investigations, the City should provide the consultants with an up-to-date database for the specific geographic area and use the consultants findings to up-date City's database.
11. Maintain an inventory of water wells, septic systems and oil/fuel storage tanks that are within the WHPA's.
12. Create a link from the City website to www.severnsound.ca/groundwater for the public to access to executive summary of the North Simcoe Groundwater Study (NSGWS) and to acquire other information related to groundwater.

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Policy	2	Well Head Protection Policy	

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13. Cooperate with, as appropriate, other government agencies and non-government organizations, in their efforts to collect, coordinate, analyze and update environmental data.
14. Continue to be proactive in the protection of the water supply. This may include the following programs:
 - a. By-Laws restricting lawn care chemicals within 200m of the municipal wells.
 - b. Decommissioning of unused water wells in the WHPA's.
 - c. Decommissioning of septic systems in the WHPA's.
 - d. Decommissioning/upgrading of oil/fuel storage tanks in the WHPA's.

(R. 2006-14 06.01.16)
(R. 2014-231 14.12.15)

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Sub-Section	5	Water Supply	
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1. Bulk water may be dispensed from the truck dispensing system located at the West Orillia Well, 25 Mulcahy Crt., subject to approval in advance by the City.

The Bulk Water Dispensing System provides self-service convenience in the dispensing of water through the use of smart cards.

2. Rates shall be set on an annual basis by City Council. Payment shall be based on metered volumes dispensed. Metered volumes shall act as the final payable amount required. It is the responsibility of the card holder to provide proof in the case where they feel a discrepancy exists.
3. Access cards will be assigned to pre-approved haulers (customer). A card activation fee as set out in Schedule “A” of Municipal Code Chapter 459 – User Fees – Water and Wastewater will apply to all new or replacement cards issued. All invoices are subject to an additional 15% administration fee. All card fees will be applied to the applicable quarterly invoice.

4. Credit

Credit will be extended upon approval of a Credit Application Form. A customer account will be set-up upon completion of successful credit reference checks. Account approvals may take up to 5 business days. Quarterly invoices will be issued for all accounts regardless of the balance. Payment is due upon receipt of invoice.

Credit may be withdrawn from customers who are delinquent in payment of their accounts, or have inactive or low volume accounts. For accounts that are 30 days past due, dispensing privileges will be withdrawn if 100% of the outstanding balance has not been paid.

It is the responsibility of the City of Orillia Treasury Department to inform the Environmental Services Department when an account is past due.

(R. 2013-354 13.12.09)
(R. 2014-231 14.12.15)

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Policy	1	Hours of Operation	

Summer Weekdays.	8:30 a.m. – 5:00 p.m.
Winter Weekdays	8:30 a.m. – 4:30 p.m.
Saturdays	8:30 a.m. – 1:00 p.m.

1. Summer hours are the period April 1 – November 30.
2. Winter hours are the period December 1 – March 31.

The Household Hazardous Waste Depot and the Electronics Recycling Depot shall follow the hours of operation of the Waste Diversion Site.

The Site closes on the following Statutory Holidays:

New Year’s Day	Thanksgiving Day	Good Friday
Canada Day	Christmas Day	Civic Monday
Labour Day	Boxing Day	Victoria Day
Remembrance Day	Easter Monday	Family Day

- (R. 1985-467 85.10.15)
- (R. 1988-233 88.03.28)
- (R. 1992-220 92.05.11)
- (R. 1994-160 94.04.25)
- (R. 1995-133 95.04.03)
- (R. 1996-72 96.04.29)
- (R. 2002-33 02.01.28)
- (R. 2007-199 07.06.11)
- (R.2008-279 08.10.20)
- (R. 2014-231 14.12.15)

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Policy	2	SWM Payment of Tipping Fees	

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1) Payment

Payment of Tipping Fees may be made by the following methods:

- a) Cash, VISA, Mastercard, debit card, upon departure from the Waste Diversion Site. Effective August 1, 2008, no cheque accepted upon departure from the Waste Diversion Site. Payment in Canadian funds only (U.S. currency less than \$1 excepted).
- b) Charged to pre-authorized charge account and invoiced at the end of each month. Payment is due upon receipt of City invoice.

2) Dump Lock

- a) Access to the Waste Diversion Site is denied to any charge account customer whose account is over 60 days past due. A "60 Days Past Due List" is provided by the Treasury Department on a regular basis. Dumping privileges are withdrawn from this overdue account and the account is known as "Dump Locked". After the account is paid, access to the Waste Diversion Site will be on a cash basis only.
- b) Access to the Waste Diversion Site is denied to any Cash customer who has left the site without paying after notification upon entry that a payment would be due upon departure. Access may be reinstated upon receipt of outstanding monies.

3) Credit

- a) To obtain charging privileges, a "Waste Diversion Site Credit Application" must be completed and forwarded to the Treasury Department.
- b) Upon receipt of a customer account number from the Treasury Department, a charge account is then entered into the weighscale software system, allowing a customer direct billing privileges.
- c) Payment is due upon receipt of City invoice at the end of each month.
- d) Credit may be withdrawn from customers who are delinquent in payment of their accounts, or have inactive or low volume accounts.

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THAT...staff be authorized, during peak traffic periods, to estimate weights of loads of material from small vehicles entering the Waste Diversion Site on an ongoing basis;

AND THAT customers have the option of being processed based on the estimate or using weigh scales;

(R. 1996-219 96.12.09)

(R. 2002-33 02.01.28)

(R. 2005-22 05.01.31)

(R. 2008-151 08.05.26)

(R. 2014-231 14.12.15)

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Policy	3	Miscellaneous Materials, Site Activity and Household Hazardous Waste Depot	

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1. MISCELLANEOUS MATERIALS

- a) Waste (excluding clean fill and topsoil) from City Departments and City jobs accepted at no charge except if full costing is needed for subsidy or charging a third party.
- b) Spill Cleanup Material forming a part of the tipping fee schedule will generally include materials which may require special handling or consideration and shall include cleanup material from any spill which is reportable, or which is reported, under Part X of the *Environmental Protection Act*, and material which is registerable under Regulation 347 of the *Environmental Protection Act*.

2. SITE ACTIVITY

- a) Materials brought to site shall be separated to make use of diversion programs.
- b) Traffic movement and unloading of material shall be done as directed by Waste Diversion Site staff.
- c) Waste Diversion Site staff will not assist with unloading material from vehicles.
- d) At the request of a driver, Waste Diversion Site staff may tow a disabled vehicle. This is only done with permission of the driver and if the driver attaches the chain to his/her vehicle.

3. HOUSEHOLD HAZARDOUS WASTE DEPOT (HHW)

- a) The HHW depot provides service for residents of Orillia and designated areas of surrounding townships for residential quantities of HHW.

(R. 1995-133 95.04.03)

(R. 1996-72 96.04.29)

(R. 2002-33 02.01.28)

(R. 2010-124 10.05.17)

(R. 2014-231 14.12.15)

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Policy	1	SWM Definitions	

- Commercial Unit** - defined as having a private entrance and a washroom. Does not include storage units, motels, hotels etc.
- Multi-Unit Plaza** - plaza or similar development where each business has a separate entrance and store front.
- Residential Dwelling Unit** - one or more habitable rooms designed for use by, and occupied by not more than, one family and in which separate kitchen and sanitary facilities are provided for exclusive use of such family with a private entrance from outside the building or from a common hallway or stairway inside the building. Each dwelling unit must be legally registered with the City's Development Services Department.
- Individual Residential** - including houses, duplexes, rental, and condominium (townhouses and apartments) with fewer than six dwelling units. Each dwelling unit must be legally registered with the City's Development Services Department.
- Mobile Home Parks** - areas where lots are rented or leased for mobile homes.
- Bin Apartment** - includes multi-unit residential buildings with nine or more dwelling units, which are on garbage bin collection service

Note:

The following definitions are found elsewhere and shall apply to this policy: Business (Municipal Code Chapter 877.1.10) and Multi-Unit Residential Building (Municipal Code Chapter 877.1.15).

- (R. 1995-133 95.04.03)
- (R. 2002-33 02.01.28)
- (R. 2006-143 06.05.15)
- (R. 2014-231 14.12.15)

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Policy	2	Collection Procedures	

1. GENERAL

Collection (Garbage, Readily Compostable Organics, Recyclable Materials) is available to all residences and businesses in the City, subject to Municipal Code Chapter 877 and the following conditions:

- a) For Individual Residential collection, service at the curb is provided.
- b) For mobile home parks, the City Contractor provides curbside service by internal park private roads.
- c) For multi-unit residential buildings (apartment buildings, condominiums, and townhouses) service at the curb, municipal road curbside service, private road curbside service or bin service as noted in e) below is provided.
- d) For collection described in c), where the multi-unit residential building has nine or more dwelling units (Bin Apartment), the City Contractor may enter into an agreement with the owner of the property to provide a bin for collection of garbage rather than pickup of bags or containers.
- e) For businesses, including those in multi-unit plazas with municipal road curbside service or private road curbside service, bin service will not be provided.
- f) Garbage will not be collected from the schools of the School Boards. Recycling Box and Readily Compostable Organics will be collected from the School Boards in compliance with cost sharing agreements.
- g) For collection of Recycling Box materials, Readily Compostable Organics and Garbage from multi-unit residential buildings, multi-unit plazas, and mobile home parks, upon request from the property owner and if it is safe to do so, the City Contractor will enter into an agreement with the owner of these buildings to enter onto private lands. The location of the pick-up point is subject to approval of the City.
- h) For collection of Recycling Box materials, Readily Compostable Organics and Garbage from businesses, the City Contractor will collect from the rear of the buildings where possible and upon request from the building owner.

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- i) Collection on private lands in items b, c, and e above will only be provided where it is safe to maneuver the collection vehicles.

- j) Businesses may receive up to a maximum of eight carts for the purpose of participating in the City's recycling collection program. Multi-unit residential buildings and schools of the School Boards are excluded from this limit.

(R.1995-133 95.04.03)

(R. 2002-33 02.01.28)

(R. 2006-143 06.05.15)

(R. 2006-263 06.10.23)

(R. 2012-181 12.07.16)

(R. 2014-231 14.12.15)

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FOREST AVENUE SOUTH

- a. Provided for the Use of Grape Island residents.
- b. Materials accepted at the depot include Recycling Box material and garbage in general compliance with the SWM Collection Program.
- c. Readily Compostable Organics can be accepted at this depot.
- d. Collection of Recycling Box materials and Readily Compostable Organics are provided weekly from April 1 to October 31 and every other week from November 1 to March 31. Garbage collection is provided every other week year-round.

CENTENNIAL DRIVE (CHAMBER OF COMMERCE)

- a. Provided for the use of boaters using the Port of Orillia between April 1st and November 30th each year.
- b. Materials accepted at the depot include Recycling Box materials. (It is noted that a garbage depot is maintained at this location independently of the SWM Collection Program and SWM Depots).
- c. Readily Compostable Organics can be accepted at this depot.
- d. Collection of Recycling Box materials and Readily Compostable Organics are provided weekly as needed.

WASTE DIVERSION SITE (Recycling Box Materials Depot)

- a. Provided for the use of all residents and businesses in the Waste Diversion Site service area.
- b. Depots of other materials are established from time to time at the Waste Diversion Site.
- c. Charges may be established for these materials from time to time.

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GENERAL

- a. These depots are serviced under the City Collection Contract and operate in general compliance with the SWM Collection Program.
- b. Other depots may be established from time to time.

(R. 1995-133 94.04.03)

(R. 2002-33 02.01.28)

(R. 2007-137 07.04.23)

(R. 2014-231 14.12.15)

(R. 2016-73 16.04.25)

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Sub-Section	2	Collection Programs & Depots	
Policy	5	Special Events, Parades	

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THAT...Council support, as a policy, recycling at all special events in the City, including parades

(R. 2001-313 01.10.29)

(R. 2014-231 14.12.15)

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Policy	6	Garbage Tag Program	

1. All residential units and commercial units will receive 20 tags for the period of July 1 of one year to June 30 of the following year. No tags will be sent to bin apartments, Grape Island residents, conservation lands or vacant lands.
2. Bin apartments will receive service equivalent to 20/yr/unit (12 bags per 2 yds) over a 52 week period recognizing collection is every other week effective July 1, 2017. The every other week allotment is calculated as [(tag allotment) X (# of units)/(6 bags/yd)/52 weeks]. For each 2 cubic yds over the allowable bin size limit, a fee will be levied as per City of Orillia Municipal Code Chapter 457.
3. Commercial/apartment units that support their own janitorial service will not receive tags for the janitorial service.
4. Tags will be issued to purchasers of new homes (occupancy permit may be required).
5. If a homeowner/property owner moves after the start of the period and has not received tags, the tag allotment is pro-rated as below, and will be based on the possession date of the property. If the resident contacts the City more than three months after the possession date, pro-rating will be based on the date the resident contacts the City.

July 1 – Sept. 30	-20 tags	Jan. 1 – Mar. 31	-10 tags
Oct. 1 – Dec. 31	-15 tags	April 1 – June 30	- 5 tags

Residents or businesses who contact the City indicating that they or their tenants did not receive their allotment of garbage tags for the current period will receive no more than a prorated amount of tags as above based on the date they contact the City. Tags will not be issued for any claims of missed tags from previous tag distribution periods.

6. Tags will be sold at City Hall, the Waste Diversion Site and other outlets. Sales of 100 or more tags must receive receipts noting serial numbers. Tag sales are cash (cash, credit card, debit card) or credit (on sales of 3,000 tags or more, on approved credit worthiness). Cheques are not accepted.
7. Refunds for garbage tags are only provided if a receipt is produced.
8. Lost or stolen tags will not be replaced. An exception is tags lost through a dwelling fire, however, tags provided will be prorated as per Item 5.

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9. Resellers wishing to be entered on the City’s Official Reseller list will register and agree to sell tags at no more than face value.

10. HST will not be charged on tags.

11. City Departments that receive curbside pickup will receive tags and must have tagged bags at curb. Additional tags may be purchased by providing an account number to be debited for the purchased amount. Alternate garbage disposal arrangements may be made in lieu of curbside pickup.

12. Residents of Orillia (including homeowners, property owners and tenants) may apply for a medical exception in order to receive an additional allotment of up to 15 garbage tags at no charge. A medical exception form must be filled out and signed by a physician indicating that the medical condition will result in the generation of excess garbage. The allotment period will run from July 1 of one year to June 30 of the following year.

For new applications the tag allotment will be pro-rated as follows:

July 1 – Oct 31	-15 tags
Nov 1 – Feb 28	-10 tags
Mar 1 – June 30	- 5 tags

The date for pro-rating the tags will be taken as the date the application is received by the City (not the date on the application form).

The resident will have to reapply for this exception annually, however, the City may not require the completion of the physician’s section if one is already on file and is relatively up to date (within 5 years). All applications will be evaluated on a case by case basis.

13. Fluorescent orange garbage tags are no longer valid after July 1, 2012.

- (R. 2002-33 02.01.28)
- (R. 2006-263 06.10.23)
- (R. 2007-160 07.05.07)
- (R. 2009-115 09.05.04)
- (R. 2012-134 12.05.07)
- (R. 2012-157C 12.05.28)
- (R. 2014-231 14.12.15)
- (R. 2016-73 16.04.25)
- (R.2016-248 16.11.28)

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Policy	7	Treasure Hunt Program	

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THAT the Waste Management and Environmental Advisory Committee promote and advertise a Treasure Hunt Program on the 3rd Weekend of the month from May to October annually with rules as follows:

- The program is to encourage the recycle or re-use of large household items;
- Items may be set out at the curb after 5:00 p.m. on the Friday of the event weekend;
- Items not picked up are to be removed from the curb by Sunday at 11:00 p.m.;

AND THAT these program days be excepted from the provision of Chapter 877 of the City of Orillia Municipal Code, being the Solid Waste Management By-law.

(R. 2013-194 13.06.10)

(R. 2015-76 15.04.20)

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Policy	1	Enforcement of Anti-Littering By-law/ Dumping on Private Property	

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THAT...the O.P.P. continue to enforce the provisions of the Anti-Littering By-law on private property;

AND THAT the City not be involved in the clean-up of materials dumped on private property.

(R. 1998-8 98.01.12)
(R. 2014-231 14.12.15)