



Environmental Services  
82 Erie Street, 3<sup>rd</sup> Floor  
Stratford ON N5A 2M4  
(519) 271-0250 Ext. 222  
[www.stratford.ca](http://www.stratford.ca)

March 31<sup>st</sup>, 2026

Dear Environmental Services Customer,

We are pleased to present the 2025 Annual Performance Report for the City of Stratford's Wastewater Collection System, which services the City's Water Pollution Control Plant. This report has been prepared in accordance with Environmental Compliance Approval (ECA) 074-W601, Schedule E, Section 4.6, issued on October 6, 2022, to the City of Stratford.

This report covers the period from January 1 to December 31, 2025. It will be available on the City of Stratford's website, and hard copies can also be available at our office located at 82 Erie Street, third floor.

For any questions or additional information regarding the report, please contact me at (519) 271-0250 ext. 222.

Yours truly,

Sean Beech  
Manager of Environmental Services



# 2025

## ANNUAL PERFORMANCE REPORT

### City of Stratford Wastewater Collection System

## Table of Contents

<b>Executive Summary</b> .....	4
<b>2025 Annual Performance Report</b> .....	4
(a) Interpretation of Monitoring Data.....	5
(b) Operating Problems and Corrective Actions.....	7
(c) Major Structure and Equipment Calibration, Maintenance and Repair.....	9
(d) Complaints.....	10
(e) Alterations to the Authorized System.....	11
(f) Summary of Collection System Overflows or Spills of Sewage.....	12
(g) Summary of Efforts Made to Reduce Overflows, Spills and Bypasses.....	12
(h) Pollution Prevention Control Plan (PPCP).....	13
<b>Tables</b>	
Table A - Summary of Monitoring Data.....	4
Table B - Summary of Operating Problems and Corrective Actions.....	7
Table C - Summary of Major Structure and Equipment Calibration, Maintenance & Repair.....	9
Table D - Summary of Complaints .....	10
Table E - Summary of Alterations to the Authorized System.....	12
Table F - Summary of Collection System Overflows or Spills of Sewage.....	12
Table G - Summary of Efforts Made to Reduce Overflows, Spills and Bypasses.....	12
<b>Appendices</b>	
Appendix A - e.Ris Forms and Maintenance Tracking Examples.....	15

## Executive Summary

The City of Stratford Wastewater Collection System (WWC) is owned and operated by the City of Stratford in accordance with Environmental Compliance Approval #074-W601, issued October 6, 2022. The wastewater collection system consists of approximately 180 kms of sanitary sewers, and eleven sewage pumping stations. The WWC system also includes all other controls, electrical equipment, instrumentation, piping, pumps, valves, and appurtenances that are essential for the operation of the works. The City of Stratford's Collection System is classified as a Class 2 system.

Throughout the reporting period (January 1, 2025, to December 31, 2025), operations staff worked diligently completing several maintenance, rehabilitation, and renewal projects to ensure the adequacy of the City's wastewater system infrastructure.

No Ministry of Environment, Conservation and Parks (MECP) inspections occurred during the reporting period.

### 2025 Annual Performance Report – Wastewater Collection System

In accordance with the Environmental Compliance Approval #074-W601, Schedule E Section 4.6, The City of Stratford, as the Owner of the Municipal Wastewater Collection System, shall prepare and submit a performance report to the Ministry of the Environment, Conservation and Parks (MECP) on an annual basis.

Schedule E Section 4.6 of the ECA requires the Annual Performance Report to contain the following elements:

- (a) a summary and interpretation of all required monitoring data, including an overview of the success and adequacy of the Works and to determine if modifications to the system are required,
- (b) a description of any operating problems encountered, and corrective actions taken,
- (c) a summary of all calibration, maintenance, and repairs conducted on any major structure, equipment, apparatus, mechanism, or thing forming part of collection system,
- (d) a summary of any complaints received during the reporting period and any steps taken to address the complaints,
- (e) A summary of alterations to the Authorized System within the reporting period authorized by the ECA including a list of

alterations that pose a Significant Drinking Water Threat.

- (f) a summary of any collection system overflow or spills of sewage that occurred in the reporting period,
- (g) a summary of efforts made to reduce collection system overflows, spills, and/or bypasses.

This following report was generated from the records maintained by The City of Stratford Wastewater Collection System (WWC) for the calendar year 2025.

### **(a) Interpretation of Monitoring Data**

Licensed operators observe and monitor the sewage pumping stations regularly, during station checks/inspections and while performing scheduled preventative maintenance activities. Operators take all reasonable steps to ensure the proper operation and servicing of the Works and associated equipment, with all relevant observations documented in the digital logbooks (eRIS). Please refer to Appendix A for examples of our eRIS logbook system.

Monitoring and inspection of the wastewater collection system includes annual programs consisting of sanitary main flushing, camera work, acoustic sewer inspections, and maintenance hole repair/replacement. All programs help to sustain an effective Capital Works program that coordinates with the Municipalities Water and Wastewater Rate Study on all assets associated with the wastewater collection system.

The table on the following page details the monitoring activities performed by WWC staff during the reporting period. Based on the data collected and reviewed, it has been determined that the system is performing adequately to meet demand and maintenance requirements. At this time there are no required major modifications required for the collection system. Continuous improvement and optimization will continue to be a priority for staff and management.

Table A – Summary of Monitoring Programs

Program Title	Program Description	Program Data from Reporting Period
Acoustic Sewer Inspections	Acoustic signals are sent through a sewer main segment between two MH's (transmitter and receiver). A score is given that will indicate if there are any obstructions to flow in the pipe that may need to be addressed.	Using the Sewer Line Rapid Assessment Tool (SL-Rat) RAT Inc staff completed 16,100m of sewer main was inspected during the reporting period.
Sewer main Flushing	Combination of reactive flushing due to sewer obstructions and mains flushed based of the SL-Rat inspection data.	Staff flushed approximately 8725m during the reporting period.
Maintenance Hole (MH) Inspections	MH condition assessments completed at the same time as SL-Rat Inspections.	Staff inspected 86 maintenance holes during the reporting period.
Maintenance Hole Washdowns	Flushing and hydro vac cleaning of known MHs with elevation or flow issues as a means of preventing flow obstructions.	There are 46 known MH structures on this maintenance list. They were all flushed 6 times in 2025.
Backflow Valve Inspections	The City has engineered backflow valves installed at critical points in the collection system on the north and south sides of the Avon River to prevent local main surcharges in the event of an issue in the trunk sewer.	Staff completed all biannual inspections and operation of the back flow valves which total 96 BFV inspections during the reporting period.
Air Release Valve Inspections	Inspections on air release valves that are connected to force mains within the collection system.	Staff inspected the six system ARV's twice during the reporting period.
Generator Tests	Testing the portable and permanent WWC generators at the pump stations and the PW facility.	Staff inspected all 11 portable and permanent generators monthly during the reporting period.
Pumping Station and SCADA Alarm Inspections	General and detailed pumping station inspections at all eleven sites. These inspections look at health and safety and operational parameters.	Each pumping station was inspected weekly. A confined space dry/wet well inspection was completed once a month. At least twice a year, staff tested all alarm components at the stations (floats, SCADA etc.).

**(b) Operating Problems and Corrective Actions**

All maintenance activities, conducted on behalf of the Owner by licensed Operators or qualified contractors, focused on ensuring the system and its components were operated and maintained in accordance with regulatory requirements and the conditions of the Approval.

Table B – Summary of Operating Problems and Corrective Actions

<b>Operational Issue</b>	<b>Date</b>	<b>Corrective Action Taken</b>
<b>Burritt SPS:</b> UPS failure	Nov 13, 2025	Sean Chandler (electrician) replaced the unit.
<b>Devon SPS:</b> HMI repair	Dec 17, 2025	Sean Chandler (electrician) installed new HMI.
<b>Douro SPS:</b> SCADA upgrade	July 10, 2025	Sean Chandler (electrician) completed SCADA installation
<b>Erie SPS:</b> Station upgrade	Sept 5, 2025	RM Energy services and Stratford Metal Products welded conduit mounting brackets.
<b>Downie SPS:</b> Box Heater failure	Feb 7, 2025	Box heater repaired/replaced by BKS Electric.
<b>Lorne SPS:</b> Float replacement	January 17, 2025	RM Energy services change out the float ball.
<b>Lorne SPS:</b> Low float alarm	January 19, 2025	Low float alarm. Sean Chandler (electrician) investigated.
<b>Quinlan SPS:</b> Level Transmitter alarm	March 4, 2025	Sean Chandler (electrician) was called for level transmitter alarm. Wet well was pumped down.
<b>Quinlan SPS:</b> Transducer replacement	March 28, 2025	Sean Chandler (electrician) replaced level transducer in cell 1. Pump cycles are back to normal.
<b>Quinlan SPS:</b> Calibrations	May 28, 2025	Flow meter passed calibrations
<b>Quinlan SPS:</b> Bioxide Refill	August 29, 2025	Alpine truck refilled bioxide

<b>Quinlan SPS:</b> Bioxide Refill	November 3, 2025	Bioxide refill
<b>Taylor SPS:</b> Station Upgrade	November 4, 2025	Sean Chandler (electrician) installed a Pro Talk dialer alarm to the station
<b>Taylor SPS:</b> Pump Replacement	Dec 29, 2025	Replaced Pump #2 in the wet well.
<b>Vic Inn SPS:</b> Hour meter failure	January 9, 2025	RM Energy services replaced the hour meter Feb 14, 2025.
<b>Vivian SPS:</b> Pro Talk Failure	November 3, 2025	Sean Chandler (electrician) removed Pro Talk dialer, still in need of replacement.
<b>Vivian SPS:</b> Station Upgrade	October 10, 2025	Sean Chandler installed new pressure transducer.

**(c) Major Structure & Equipment Calibration, Maintenance and Repair**

The table below provides a summary of activities carried out on major structures and collection system works that were not covered under the operational issues section (b) of this report.

Table C – Major Structure & Equipment Calibration, Maintenance and Repair

<b>Major Structure</b>	<b>Work Performed in 2025</b>
Douro: New Gantry	New gantry and electric hoist for pump maintenance was installed at Douro Station.
Pump Replacement	Taylor Station pump replacement December 29, 2025.
Pressure Transducer	RM Electrical Services replaced transducers at Vivian, and Quinlan Pump Station.

**(d) Complaints**

The number of complaints received during the Reporting Period, regarding the Wastewater Collection System, was fourteen (14). Complaints are itemized below with corresponding steps taken to address the complaints.

Table D – Summary of Complaints

<b>Complaint and Location</b>	<b>Date</b>	<b>Resolution</b>
14 Sanitary sewer investigations	April 3 -22, June 2-26, Dec 19 2025	Residents experienced back ups. Operators checked multiple manholes and no blockages were found. High flows of water in the collection system.
Sanitary Sewer investigation	April 24, 2025	Sewers were backed up. Resident was concerned the city tree is causing issues. Operator Recommended calling a plumber to have the service rodded and CCTV to assess.
Sanitary sewer investigation	April 9, 2025	Assessed property grading. Changes to neighboring school yard impacted their backyard causing substantial flooding.
Sanitary sewer investigation	April 4, 2025	Sewer back-up and extensive property damage. CCTV of sanitary lateral conducted.
Sanitary CCTV	April 2, 2025	Resident requested information of their sanitary and storm service connections. CCTV investigation was conducted.
Abnormal Chemical Smell	May 2 and 22, 2025	Resident experienced a chemical smell emanating from the floor access box (sanitary) in the basement. Inspection was conducted.
Service Investigation	May 12, 2025	Sump pump was operating at a high frequency. Infiltration observed around the outlet pipe in newly installed manhole structure. Further investigation is required.
Sinkhole Investigation	May 30, April 11, 2025	Repair of sanitary main in a sinkhole.
Sump Pump Failure	July 3, 2025	Resident called about sump pump discharge and a minor grading issue.
Sanitary Flushing	July 21, 2025	River Gardens retirement sanitary line was cleaned.
Vivian Sanitary Smell	August 1, 2025	Operators confirmed Vivian Station is functioning properly, and the wet well is in order. Bioxide at Quinlan was turned up.
Service Investigation/ Dye Test	Sept 15, 2025	Operators investigated Erie parking lot storm water grate.
Contractor Pumping	Oct 15, 2025	Inspector on scene was able to talk with contractor
Norfolk St catch basin lid was knocked off	Dec 20, 2025	Staff from Public Works placed the lid back on the catch basin.

**(e) Alterations to the Authorized System**

The table on the following page summarizes the projects that saw alterations to the collection system in 2025. Several of the major capital projects from the reporting period were water only and not sanitary. However, there were new developments that connected to the system in 2025. This is expected to increase in the 2025 Performance Report.

Table E – Summary of Alterations to the Authorized System

Alteration to the Authorized System Project Name	Project Details	Does This Project Pose a Significant Drinking Water Threat (SDWT)?
Avon and Avondale	Approximately 696.21m of 150–300 mm diameter sanitary sewer was installed along Avon and Avondale St. A sanitary sewer on John Street served as the outlet for the system.	No
Albert St	Approximately 279.93 meters of pipe were reconstructed along Albert Street. Reconstruction from Front Street to Queen Street was completed in 2025, while reconstruction from Queen Street to King Street is scheduled for completion in 2026.	No

**(f) Summary of Collection System Overflows or Spills of Sewage**

There were no environmental incidents reported in 2024, including any bypasses, spills, or abnormal discharges from the collection system.

Table F – Summary of Collection System Overflows or Spills of Sewage

Overflow or Spill Location	Date	Volume and Duration	Loadings (TSS, BOD, TP, KJN, E. coli)	Disinfection (if applicable)	Adverse Impacts/ Corrective Actions
N/A	N/A	N/A	N/A	N/A	N/A

**(g) Summary of Efforts Made to Reduce Overflows, Spills and Bypasses**

Table G – Summary of Efforts Made to Reduce Overflows, Spills and Bypasses

Overflow/Spill/Bypass Reduction Project	Project Description	Does This Project Pose a Significant Drinking Water Threat (SDWT)?
Albert St. Reconstruction	The replacement of existing sewer mains and laterals which lower the inflow and infiltration into the collection system.	No
Subsidy Programs	Fourteen properties disconnected their weeping tile of their homes from the sanitary lateral and installed a sump pump. Twelve properties had their sewer laterals relined. These were all completed under the City's sewer subsidy programs and result in reduced collection system I&I.	No
Dish Installations	Staff installed twenty-five MH's that are in low elevation spots. The dishes will reduce the inflow and infiltration into the collection system.	No
City Wide Leak Program	The city water department completed a system wide leak survey on potable water system components. Several leaks were found and repaired which will affect inflow and infiltration into the wastewater collection system.	No

**Pollution Prevention Control Plan (PPCP)**

The city has a PPCP from 2007 that was amended in 2016. This section of the Annual Performance Report highlights the ongoing work within the City of Stratford to improve its sanitary and collection system.

Upon completion of the flow monitoring program, sanitary sewer system model update, and update to the City's Sanitary Master Plan in 2025, the City will present a complete updated Pollution Prevention and Control Plan to comply with all the requirements of MOE Procedure F-5-5.

PPCP Project	Project Details	Effectiveness of Action Taken
Sewer Re-lining	Annual Program with approximately \$800,000/year budgeted to complete sanitary main relining. This program has been in place since 2015.	Reduced I&I with the relining rehabilitation of older, failing sanitary mains.

Sanitary Master Plan	The update of the Sanitary Master Plan was awarded to Civica Consulting. The plan is to be completed in 2026. The sanitary model will also be updated as part of this project and will include a Flow Monitoring Report.	This plan will provide detailed recommendations on the sanitary system performance. It will also contain data relating to flow I&I and recommendations to reduce this issue.
Albert St. Reconstruction Phase 2	Albert St reconstruction Phase 2 was completed in 2025, which consisted of Albert St from Front St to Queen St.	Replacement of this aging infrastructure will show a decrease in collection system I&I.
Subsidy Programs	The city budgets annually for subsidy programs available to resident for the disconnection of weeping tile systems from the sanitary system. In addition, there are subsidies available for the replacement and rehabilitation of sewer laterals.	Each year we are seeing more residents use the subsidies for relining the laterals. The city intends to have more public outreach to make residents aware of these programs as they all contribute to reduced I&I.

# Appendix A

## Examples of eRIS Digital Forms and Maintenance Tracking:

### Vivian Station Check

2026-03-02 11:12:10

	Comments & History	Value	Units
<b>Wet Well</b>			
Wet Well Inspection	<input type="radio"/>	Visual	
Wet Well Condition General Components (Ventilation, Structure, Piping, Grating, Ladders Etc.)	<input type="radio"/>	No Concerns	
Cleaning Required Grease Build Up/Debris	<input type="radio"/>	No	
Cleaning Complete	<input type="radio"/>	No	
Float Ball Inspection Proper Position/Clean & Unobstructed	<input type="radio"/>	No Concerns	
Hi Level Float Test Physical Test of Float and Active Alarm	<input type="radio"/>	no	
Grating, Clear of Debris	<input type="radio"/>	Not Cleaned	
Vactor Cleaning Required	<input type="radio"/>	No	
Wet Well Ventilation	<input type="radio"/>	No Concerns	

### Station/Dry Well

Ventilation	<input type="radio"/>	No Concerns
Heating/Cooling	<input type="radio"/>	No Concerns
Gen Fuel	<input type="radio"/>	Enter value..
Gen Fluids	<input type="radio"/>	Select value...
Gen Battery	<input type="radio"/>	Select value...
Gen Hours	<input type="radio"/>	Enter value..
Dry Well Alarm Test	<input type="radio"/>	No
Dehumidifier	<input type="radio"/>	No Concerns
Sump Pump	<input type="radio"/>	No Concerns
Gen Test Vivian Generator Test Form	<input type="radio"/>	No

### Control Panel

Breakers/Disconnects On/Not Tripped	<input type="radio"/>	No Concerns
Panel Lights	<input type="radio"/>	No Concerns
Pump 1 Amps Hand Start (Unless Running or Well Level is too Low)	<input type="radio"/>	14
Pump 1 Hours	<input type="radio"/>	2251
Pump 2 Amps	<input type="radio"/>	Enter value..
Pump 2 Hours	<input type="radio"/>	Enter value..
Pump 3 Amps	<input type="radio"/>	18
Pump 3 Hours	<input type="radio"/>	1372
Pump 4 Amps	<input type="radio"/>	18
Pump 4 Hours	<input type="radio"/>	1425
Combo Hours	<input type="radio"/>	27
Millitronics	<input type="radio"/>	No Concerns

### Pumps/Piping/Valves

Pump 1 Condition Sound & Visual/Mechanical Condition, Piping & Valves (Gate, Check & ARV)	<input type="radio"/>	No Concerns
Pump 2 Condition	<input type="radio"/>	No Concerns
Pump 3 Condition	<input type="radio"/>	No Concerns
Pump 4 Condition	<input type="radio"/>	No Concerns

### Comments

Comments Please Note All Concerns
  Brame electric here to fix bathroom heater //

Thursday, January 18, 2024					
	10:30	Service Investigation	Sanitary main on Cobourg St. measured @ ~ 7'. Inspected basement, no c.o. access to service. Window to floor measurement ~ 56".	Mike Baker	2024-01-18 14:55:03
	08:30	Service Investigation	Prep for repairs to sanitary sewer lateral @ 26 Trow Ave.	Mike Baker	2024-01-18 14:51:38
	08:00	Other Sanitary Activities	Brett, Vivian bathroom reno.	Mike Baker	2024-01-18 08:21:24
	00:00		00:00:00-23:59:59 ORO: Sean Beech (sbeech) 00:00:00-23:59:59 OIC/Lead Hand: Mike Baker (pub-mb) 07:30:00-15:30:00 Operator: Brett Wallace (bwallace) 07:30:00-15:30:00 OIT: Josh Jongerden (jjongerden)	Mike Baker	2024-01-18 07:54:18