



Wastewater Operations

Annual Performance Report ***Innisfil Sanitary Sewage Collection System*** ***Environmental Compliance Approval (ECA) #120-W601***

~Town of Innisfil~

Reporting Year - 2025

Introduction

Effective January 1, 2016, the Town of Innisfil (TOI) transferred ownership of its municipal sewage works to InnServices Utilities Inc. (InnServices). InnServices is a municipal service corporation, wholly owned by the Corporation of the Town of Innisfil, charged with the responsibility to operate, maintain, and expand the municipal sewage works which service the Town of Innisfil.

The Board of Directors are appointed by the Shareholder and represent the Owners of the System.

InnServices has prepared this Annual Performance Report for the operations conducted during the 2025 calendar year.

This Annual Performance Report has been prepared to meet the following commitments:

- To provide InnServices Utilities Inc. Board of Directors, as “Owners” of the sewage works, a summary of the operations and maintenance of the Innisfil Sanitary Sewage Collection System for the period January 1 to December 31, 2025; and
- To comply with Schedule E, Condition 4.6 of Environmental Compliance Approval (ECA) #120-W601, issued March 28, 2023.

This Annual Performance Report, provided to the InnServices Board of Directors, conveys information related to the performance of operations and maintenance, which aids decision making related to system expansion needs.

The Innisfil Municipal Sanitary Sewage System (referred to hereafter as the collection system) consists of works for the collection and transmission of sewage, two separate systems consisting of 132.48 kilometers of gravity sewers and 13.52 kilometers of forcemains and 10 (ten) sewage pumping stations, with discharge into the Lakeshore WWTP; and 12.32 kilometers of gravity sewers for discharge into the Cookstown Water Pollution Control Plant and 1.53 kilometers of forcemain for transmission of effluent to the outfall at Innisfil Creek.

Environmental Compliance Approval (ECA)

The Innisfil Sanitary Sewage Collection System is now subject to the conditions as set out in Environmental Compliance Approval (ECA) Number 120-W601, issued March 28, 2023. As such, there is a requirement to prepare an Annual Performance Report which is submitted to the Director.

For the reporting period covered in this report, InnServices Utilities Inc. was defined as the Operating Authority of the collection system.

The collection system is operated under the following Certificates of Classification:

Class II Wastewater Collection Certificate #2450 (Lakeshore)

Class I Wastewater Collection Certificate #1479 (Cookstown)

Monitoring Data

Normal pump station (PS) operation is unmanned and automated by use of electronics, electro-mechanical devices, and programmable logic controllers. Real-time condition data is monitored by a Supervisory Control and Data Acquisition (SCADA) system and recorded on a data server located at the Lakeshore Wastewater Treatment Plant (WWTP).

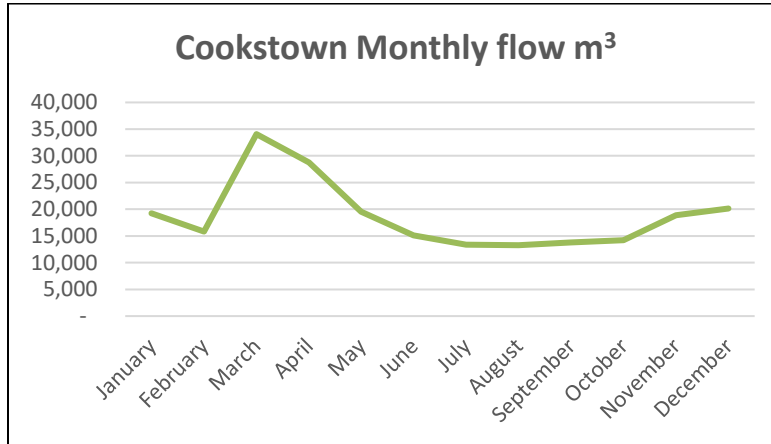
Ten (10) pump stations have flow meters and, in general, smaller pump stations have less complex control and metering systems. Station alarms will call out via wireless network to an on-call operator. Alarms are annunciated at the Lakeshore WWTP.

The Cookstown collection system directs flow by gravity mains to the site pumping station at the Cookstown WPCP. Annual influent flow for 2025 was 226,174 m³ (cubic meters) for the Cookstown portion of the collection system. Monthly influent flows terminating at the Cookstown WPCP are depicted in the table and graph below.

Table 1: Cookstown collections monthly flows in cubic meters

MONTH	COOKSTOWN
January	19,234
February	15,826
March	34,066
April	28,765
May	19,516
June	15,082
July	13,381
August	13,272
September	13,771
October	14,208
November	18,894
December	20,159
TOTAL	226,174
Min	13,272
Max	34,066
Avg.	18,848

Graph 1: Cookstown monthly flow summary

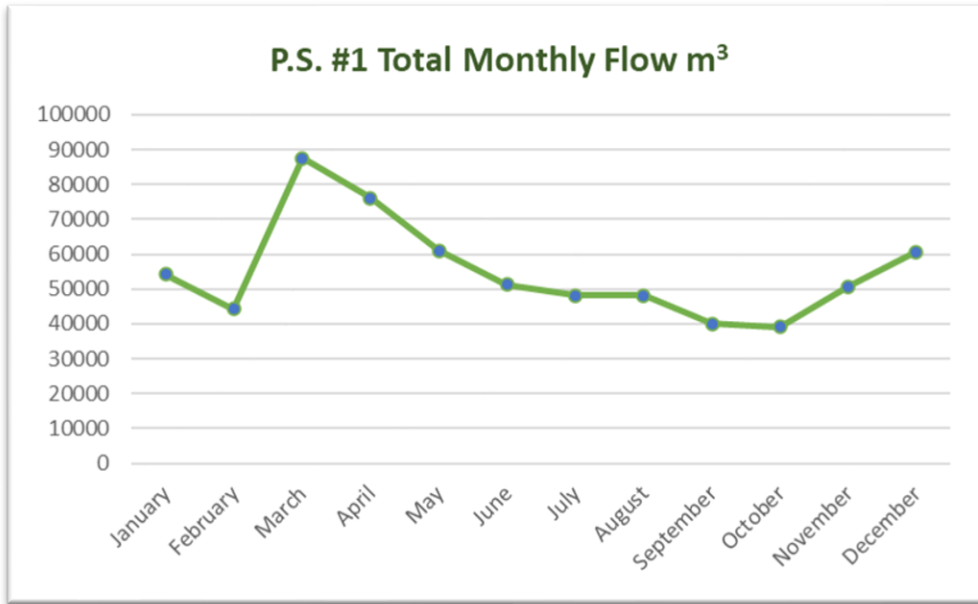


Monthly flow summaries for the pump stations that direct influent flows terminating at the Lakeshore WWTP are depicted in Table 2 and Graphs 2-5 on the following pages. Annual influent flow for 2025 was 3,818,938 m³ for the Lakeshore portion of the collection system.

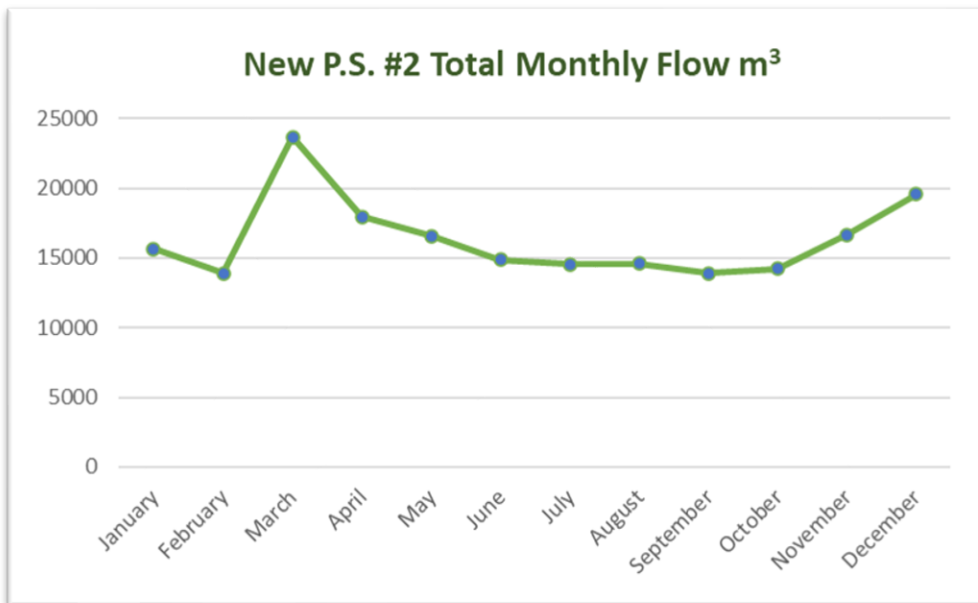
Table 2: Monthly flow summaries Lakeshore System in Cubic Meters (m³)

Total Flow (cubic meters m ³)				
MONTH	P.S.#1	NEW PS#2	P.S.#2	P.S.#3
January	54212.4	15657.2	845.24	249650.83
February	44201	13921.3	592.24	201774.36
March	87487.80	23688.50	2108.66	383193.80
April	76197.60	17956.10	1492.01	322731.00
May	61113.40	16586.70	993.33	260129.29
June	51306.20	14864.10	852.16	227160.50
July	48233.20	14563.80	1093.56	215268.60
August	48115.00	14614.65	1209.00	208404.80
September	40014.10	13915.40	872.35	194137.68
October	39118.00	14230.10	757.49	194506.71
November	50673.85	16687.30	1136.55	236152.60
December	60653.33	19569.70	1548.40	276442.60
TOTAL	661325.88	196254.85	13500.99	2969552.77
Min	39118.00	13915.40	592.24	194137.68
Max	87487.80	23688.50	2108.66	383193.80
Avg.	55110.49	16354.57	1125.08	247462.73

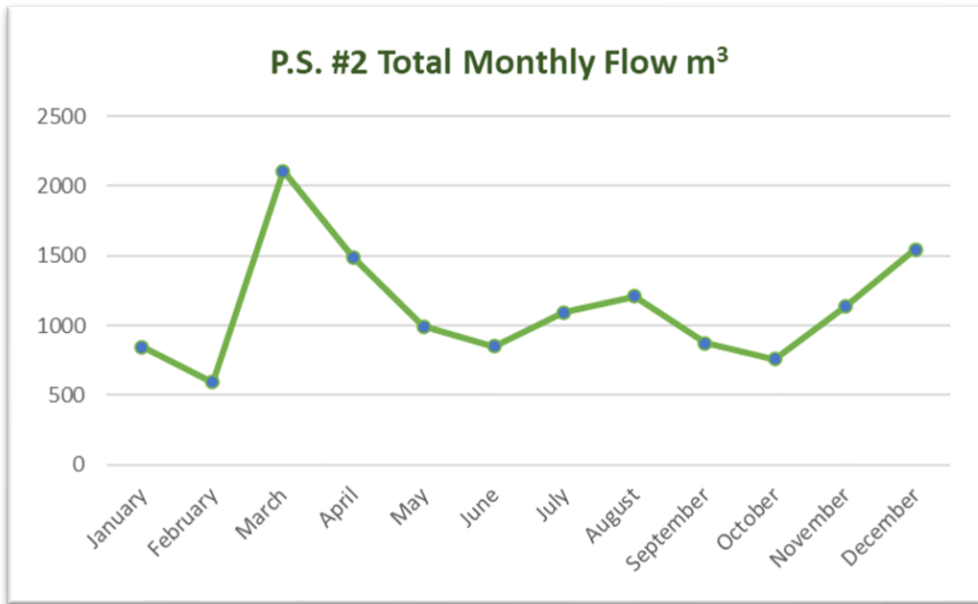
Graph 2: Pump Station 1 Monthly flow summary



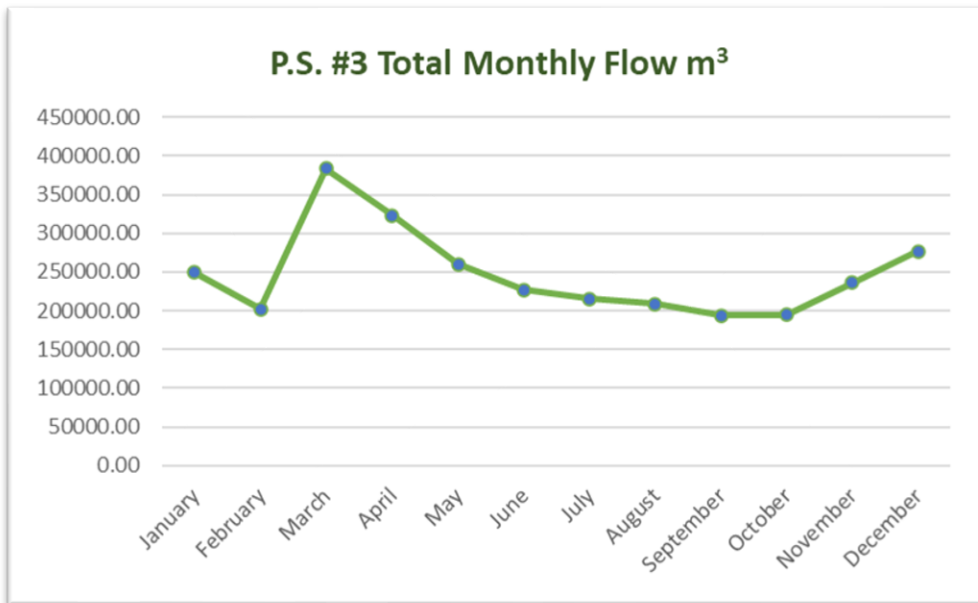
Graph 3: New Pump Station #2 Monthly flow summary



Graph 4: Pump Station #2 Monthly flow summary



Graph 5: Pump Station #3 Monthly flow summary



Operational Issues and Corrective Actions Taken

In general, the accumulation of non-organic debris (i.e., wipes, personal hygiene products) are plugging pumps and causing pump failure. The system is also experiencing an increase of organic material such as grease. This has been compounded and continues to cause problems. A public education program through social media and community engagement continues to raise awareness.

Much of the equipment, structures mechanisms and apparatus forming the Works are aging and require frequent assessment. Repair and/or replacement is completed, when necessary, those items of larger scope are put forth as Capital Works Projects.

Calibration, Maintenance and Repair Activities

Annual verifications/calibrations of flow monitoring equipment were performed in October 2025 by a third-party instrumentation and controls technician. This included influent and Parshall flume flow monitoring equipment.

All were found to be within the tolerance of the equipment as recommended by the manufacturer.

The Maintenance Mechanic and Operations Staff perform a variety of scheduled, preventative, predictive and reactive maintenance on a variety of equipment throughout the year. Equipment replacement and upgrades contribute to greater process control at the Plant and increased capacity in the collection system.

Notable maintenance activities in 2025 include:

- Bi-weekly bar screen cleaning at pump stations 1,3,4, & 22
- PS22 wet well clean-out completed January 2025
- PS22 pump 3 pulled and lifting chain repaired January 2025
- PS7 start & stop floats replaced April 2025
- PS22 automatic gate repaired April 2025
- PS7 new disconnect breakers installed for both pumps May 2025
- PS7 both pumps replaced May 2025
- PS7 new power loss alarm auto dialer installed June 2025
- PS6 new milltronics head and receiver installed June 2026
- PS2 UPS replaced July 2025
- PS5 UPS replaced July 2025
- PS9 city water valves repaired July 2025
- PS9 generator cooling flow control solenoid valve repaired July 2025
- PS2 new exhaust fan installed July 2025
- PS2 ventilation fan replaced August 2025
- PS3 wet well clean-out completed August 2025
- PS4 wet well clean-out completed August 2025
- PS7 pump hours counter installed September 2025
- PS6 level sensor replaced October 2025
- PS8 generator heater repaired November 2025
- PS2 heater replaced November 2025
- PS2 multiple thermostats installed November 2025
- PS6 voltage regulator on stand-by generator repaired November 2025

Customer Service inquiries

Customer service inquiries related to both the Cookstown and Lakeshore Wastewater Treatment Plants (WWTPs) and their associated collection systems are received and logged through the Town of Innisfil.

In 2025, the Cookstown WWTP recorded one (1) sewer back-up call that was determined to be on the homeowner's side.

There were eleven (11) inquiries for sewer back-ups in the Lakeshore collection system in 2025.

Eight (8) were found to be on homeowner side. One was a sump pump issue.

There were two (2) in the sanitary sewer main causing surcharge. One (1) surcharge was caused by power failure in the pump station. The other surcharge was caused by an accumulation of grease and non-organic materials in the main, which was flushed and cleared.

Summary of Alterations to the Authorized System

There was one (1) documented alteration to the collection system, which was submitted in 2024, and still under construction in 2025:

- Sleeping Lion Subdivision Phase 4: installation of 1104 meters of 200 mm PVC sanitary sewer and 192 meters of 750 mm concrete sanitary trunk sewer, complete with Maintenance holes and sanitary service connections.

The InnServices Engineering team continues to work on Schedule B Municipal Class Environmental Assessments for several proposed sewage pump stations (SPS) to accommodate population and employment growth outlined in the Town of Innisfil Official Plan (2018) and OPA No. 1. Details can be found online at innservices.co

- Stroud Sewage Pumping Station - Environmental Assessment Project File Report closed on June 6, 2025, and is in preliminary design.
- Sandy Cove Sewage Pumping Station - EA closed on February 22, 2025, and the project is in preliminary design.
- Innisfil Heights Sewage Pumping Station 1 - EA is on-going.
- Innisfil Heights Sewage Pumping Station 2 - EA closed on May 3, 2025, and the project is in preliminary design.
- Innisfil Heights Sewage Pumping Station 6 - EA closed on March 24, 2025, and the project is in preliminary design.
- 20th Sideroad Sewage Pumping Station - EA expected to close February 2026. Project is in preliminary design.

Collection System Overflows and Spills

There were zero (0) incidents in the collection systems in 2025.

Efforts to Reduce Collection System Overflows, Spills, STP Overflows, and/or STP Bypasses

InnServices Utilities Engineering and Operations have been working on several projects and initiatives to eliminate Bypass/Overflow incidents. These include, but are not limited to the following ongoing efforts:

Lakeshore Collection System

- IUI Engineering is working with TOI Development Engineering to ensure all un-assumed sanitary maintenance holes are equipped with bulkheads. Implemented for the following development projects: LSAMI P1/P2/P3/P4, Grand Sierra, Innis Village, Melrose, Sleeping Lion Ph4 and underway for upcoming projects.
- Regular flushing and CCTV (closed-circuit television) inspection program of sanitary mains. All sanitary mains in the central area of Alcona were flushed and inspected via CCTV in 2025 under InnServices annual capital program.
- Annual pump station wet well clean out programs.
- Sewer laterals inspections are done with a lateral launch and repairs made if deficiencies are discovered from the main to the property line.
- External Maintenance Hole (MH) wrapping of horizontal joints on recent Capital projects and Development projects underway. All new development projects are still following the MH wrapping requirements.
- Flow Monitoring of active subdivision under progress in Alcona Capital, Sleeping Lion Phase 3, Innis Village, LSAMI P3/P4 and select condominium developments.
- Flow Monitoring of existing sewered areas to target areas contributing to I&I
- Condition assessment of MH at multiple locations leading to a repair/replacement plan as required.
- Working on a pre-qualified list of approved contractors to complete large sanitary sewer connections for site plans and developments.

Cookstown Collection System

- Flow Monitoring of active developments: 34 King Street Condominium
- Policy requiring CCTV inspections in subdivision developments: mainline twice - prior to Underground Certificate and after Above-ground Certificate, but before top asphalt; and once for laterals (prior to occupancy).
- Sanitary exfiltration testing of new sewers; low-pressure air testing is a requirement for subdivision developments, new development is subject to infiltration/exfiltration testing in accordance with OPSS 410.
- Required as per Town Standards section 5.15, external MH (maintenance hole) wrapping of horizontal joints and frame/moduloc on all projects (Capital and Development)
- IUI Engineering has identified the following practices and projects continuing into 2025:

- MH Lids in grassed, low lying, or in areas with regular flooding require waterproof MH frame/cover.
- Bulkhead and water-tight plug required in downstream MH of subdivision until first occupancy, developer's engineers to do regular inspection and pumping as required.
- Seek opportunities for more MH rehabilitation.
- Pursue opportunities for more Sanitary Sewer rehabilitation.
- Consider Wrapping of pipe to MH Connections (similar to Region of Peel).
- Explore Rebate program for disconnection of sump pump from sanitary (similar to City of Barrie).
- Add Inflow & Infiltration (I & I) information and education to the Town/IUI website.
- Flow monitoring of new developments from first occupancy until assumption and emergency measures to be established for high flow events.
- MH condition assessment program (Private and Municipal) to be developed.
- Internal non-penetrating frost straps on new MH installation
- InnServices Engineering also carried out I & I flow monitoring on Cookstown sanitary mains.