

Operational Metrics

The City of Winnipeg Water and Waste Department (WWD) serves the citizens of Winnipeg by protecting public health and the environment by providing quality water, wastewater treatment, land drainage, flood protection, and garbage and recycling services, in a responsive, cost-effective and efficient manner.

The WWD is divided into nine business divisions, of which the Environmental Standards Division (ESD) is responsible for regulatory compliance, reporting, by-law programs, analytical services, quality management, emergency response planning and security governance. The ESD is located at the North End Water Pollution Control Centre (NEWPCC) at 2230 Main Street and has staff equivalent to 60 FTEs.

The Industrial Waste Services Branch (IWSB) of the Environmental Standards Division is responsible for various monitoring enforcement programs under the sewer by-law, and has staff equivalent to 14 FTEs. Standard branch hours are 8:30am – 4:30pm Central, Monday to Friday, with the exception of statutory holidays.

IWSB is responsible for administering five main programs: the Hauled Wastewater Program, the Sewered Overstrength Program, the Pollution Prevention Program, the Grease Trap Program and the Special Waste Program.

IWSB staff use multiple custom developed MS Access Databases to manage these programs. Environmental regulations have become more important over time, and IWSB has added and grown their programs and databases to collect and report on regulatory information. The lack of integration between these databases results in staff entering the same information multiple times.

Hauled Wastewater Program

The Hauled Wastewater Program provides a service where waste haulers can bring in liquid wastewater to be treated at the water pollution control centre. IWSB uses the Waste Hauler Manifest System (WHMS) to track and report on both waste haulers and waste generators. Under the Sewer By-Law of 2010, IWSB provides licenses to wastewater hauling businesses to enforce certain conditions that mitigate the risks of untreated wastewater going to the rivers. The program hours are 8:30am – 4:30pm, Monday to Friday for licensing and monitoring. Hauled waste discharge lanes are open 24/7/365, with Operations staff on site 24/7/365.

Registered Waste Generators	11000
Licensed Hauling Companies	40
Licensed Hauler Trucks	300
Disposals per day	100
Violations issued per month	1
Sampling events per month	100

Pollution Prevention Program

The Pollution Prevention Program works with industry tiers, produced by City Council, to reduce the amount and strength of industrial waste. IWSB uses its custom Pollution Prevention Database to administer the program. The program hours are 8:30am – 4:30pm, Monday to Friday.

Industries Eligible for Program	700
Industries Eligible for Program Post 2018 new Tiers Introduction	Approximately 300
Active Pollution Prevention Plans in Place (on average)	50
Inspections per Month	10
Violations Issued per Month	1
Sample Events per Month	10

Sewered Overstrength Program

The Sewered Overstrength Program monitors waste being disposed of via sewers on commercial sites. IWSB uses its custom Industries Database to administer and oversee the program. The program hours are 8:30am – 4:30pm, Monday to Friday for inspections, automated sampling and ad hoc sampling. Sampling hours are 6:30am – 10:30pm, Monday to Thursday, and 8:30am – 4:30pm Friday.

Industries Currently Licensed (on average)	60
Industries Currently Surchargeable/Surcharged (on average)	25
Inspections per Month	5
Violations Issued per Month	1
Sampling Events per Month	100

Grease Trap Program

The Grease Trap Program enforces grease trap presence and maintenance in Food Service Establishments, based on the Sewer By-Law. IWSB uses its custom Grease Trap Database to administer the program. The program hours are 8:30am – 4:30pm, Monday to Friday.

Number of Grease Traps being Tracked	2800
Inspections per Month	40
Violations Issued per Month	10

Special Waste Program

The Special Waste Program responds to situations where liquid waste requires disposal, i.e. one time discharges, residential and commercial swimming pools, etc. IWSB uses various IWSB systems to administer and oversee the program. The program hours are 8:30am – 4:30pm, Monday to Friday. In the event of an emergency outside of standard hours, there is a contact protocol in place with 311 and Emergency Services.

Disposal Licenses Currently in Place (on average)	25
Temporary Disposal Permits Issued per Month	5