



# **Storm Water System Performance Report 2024**

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## 1.0 Introduction

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This report summarizes the annual performance of the Oxford County Storm Sewer System (Authorized System) and is being submitted to the Ontario Ministry of Environment, Conservation and Parks (MECP) in accordance with Environmental Compliance Approval (ECA) Number 071-S701 issued on February 3, 2023.

## 2.0 Background

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Oxford County (Oxford) is a regional government with eight Area Municipalities comprising of the Township of Blandford-Blenheim, Township of East Zorra-Tavistock, Township of Norwich, Township of South-West Oxford, Township of Zorra, Town of Tillsonburg, Town of Ingersoll and the City of Woodstock.

Oxford owns and operates the storm sewer collection system within its road right of ways that is generally connected to/part of the local storm sewer network owned and operated by the respective Area Municipality.

County owned storm sewer infrastructure within Woodstock, Tillsonburg and Ingersoll is maintained by the respective Area Municipalities on the County's behalf as part of municipal service agreements.

## 3.0 System Description

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The Authorized System consists of storm sewers, culverts, and ditches for the conveyance of surface water runoff to mitigate flooding of private and public property. Table 1 provides a summary of storm water infrastructure that is part of the Authorized System:

Table 1 Storm Water System Infrastructure	
Infrastructure Type	Quantity (km)
Storm sewer/culverts	175.2
Ditches/swales	1198.4

## 4.0 Monitoring Data and Environmental Trends

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The County does not currently operate a storm water system monitoring program.

## 5.0 Operational Issues

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No operational issues were identified during the reporting period.

## 6.0 Inspections and Maintenance

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### Inspections

Storm sewer inspections completed during the reporting period are summarized in Table 2:

**Table 2: Storm Water System Inspections**

Location	Description
Oxford Road 59 (Vansittart Ave) - Woodstock	Closed circuit television (CCTV) inspection from Thames River to Oxford Road 35 (Devonshire Ave)
Oxford Road 35 (Devonshire Ave) - Woodstock	CCTV inspection from Oxford Road 59 to Oxford Road 54 (Huron Street)

### Maintenance

Storm water system maintenance activities are summarized in Table 3:

**Table 3: Storm Water System Maintenance**

Location	Maintenance Activity
Oxford Road 2 – Across frontage of 1717 Dundas Street	Roadside ditching, north side
Oxford Road 2 – Oxford Road 6 west for approximately 600m	Roadside ditching, north and south sides
Oxford Road 3 – From 895489 to Township Road 5	Roadside ditching, west side
Oxford Road 3 – Across frontage of 896652	Roadside ditching, east side
Oxford Road 6 – North and south side of Oxford Road 16 intersection	Roadside ditching, west and east sides
Oxford Road 6 – North of Oxford Road 17 intersection	Repair ditch damage from MVC, west side

Oxford Road 6 – Across frontage of 374176	Roadside ditching, east side
Oxford Road 8 – Across frontage of 49 John Street West	Roadside ditching, north side
Oxford Road 8 – Across frontage of 927155	Roadside ditching, north side
Oxford Road 8 – Across frontage of 927026	Roadside ditching, south side
Oxford Road 8 – West of 10 <sup>th</sup> Line intersection	Roadside ditching, south side
Oxford Road 9 – Across frontage of 584780 to 584770	Roadside ditching, south side
Oxford Road 9 – Across frontages of 584316 and 584324	Roadside ditching, east side
Oxford Road 10 – Keswick Road intersection south to north limit of Brownsville	Roadside ditching, west and east sides
Oxford Road 15 – Across frontages of 565589 and 565601	Roadside ditching, north side
Oxford Road 15 – Across frontages of 565622 and 565626	Roadside ditching, south side
Oxford Road 20 – East limit of Brownsville to west limit of Delmer	Roadside ditching, north side
Oxford Road 28 – East of Oxford Road 6 intersection	Roadside ditching and culvert repair, north side
Oxford Road 28 – Between Township Road 27 and Township Road 29	Roadside ditching, north and south sides
Oxford Road 36 – Across frontage of 3739	Roadside ditching, west and east sides of the road
Oxford Road 55 – Between Patullo Ave and Hwy 403	Roadside ditching, south side
Oxford Road 59 – Across frontage of 595993	Roadside ditching, west side
Oxford Road 59 – Across frontage of 595487	Roadside ditching, west side
Oxford Road 59 – Across rear yard frontages of 574242 – 574252 Old School Line	Roadside ditching, west side
Oxford Road 60 – Across frontage of 675671	Roadside ditching and entrance culvert replacement, west side

Oxford Road 119 – Across frontage of 196614	Roadside ditching and entrance culvert replacement, east side
County-wide	Catch basin cleaning

## 7.0 Complaints/Inquiries

A total of 27 complaints/inquiries were received by the County related to storm water system and are summarized in Appendix A.

## 8.0 Spills

A summary of spills that impacted the Authorized System are listed in Table 4:

**Table 4: Summary of Reported Spills**

Date	Spills Action Centre (SAC) Incident Number	Location	Details
Dec.4, 2024	1-EA69OU	Oxford Road 29, just east of Oxford Road 22	200 L of diesel fuel and 50 L of hydraulic oil from MVC spilled into the roadside ditch. Impacted soil was removed.

## 9.0 Alterations

Pre-approved alterations to the Authorized System are summarized in Table 5:

**Table 5: Alterations to the Authorized System**

Location	Description of Alteration
Oxford Road 37 (Potters Road) - Tillsonburg	Replacement of existing 375mm diameter CSP with 375mm diameter PVC pipe, at West Townline
Oxford Road 51 (John Pound Road) - Tillsonburg	70 meters of 300mm diameter PVC pipe and 32 meters of 150mm HDPE perforated subdrain with filter sock.
Oxford Road 17 – Woodstock	230 meters of 300-750mm diameter on Oxford Road 17 as Woodstock Meadows SD – Phase 1

Location	Description of Alteration
Strik Drain Facility – Township of South West Oxford	Nitrate removal storm water management facility at the Thorton Municipal Well Field
Oxford Road 8 - Township of Blandford Blenheim	Replacement of existing storm sewers in the village of Washington with new PVC pipe
Oxford Road 6 – Township of Zorra	Culvert replacement at CPKC rail crossing, just north of Oxford Road 2
Oxford Road 46 Township of South-West Oxford	Catch basin repairs in the village of Salford.
OR 22 Culvert - Township of Blandford Blenheim	Culvert replacement between Township Road 2 and 3.
Oxford Road 8 – Township of East Zorra - Tavistock and Township of Blandford Blenheim	Culvert replacement from Hickson to Bright.
Oxford Road 18 – Township of Norwich	Culvert replacement from the village of Norwich to Brant County boundary.
Oxford Road 19 – Township of Norwich	Culvert replacement from Zenda Line to Oxford Road 13.
Oxford Road 37 – Township of Norwich	Culvert replacement from West Townline to Oxford Road 13
Oxford Road 119 – Township of Zorra	Culvert replacement at Township Road 64

## 10.0 Summary of Actions Taken to Improve/Correct Performance

No actions were undertaken in 2024 to improve or correct the performance of any aspect of the Authorized System.

## **11.0      Status of Actions from Previous Reporting Year**

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This is not applicable since 2024 is the first reporting year.



**Appendix A: Summary of Complaints/Inquiries**

Request ID	Entry Date	Issue	Address SR	Description	Patrol	Priority	Entered By	Close Date	Completion Notes
SR01410-24	5/21/2024 10:29	(Roads) Catch Basin	145291 Potters Rd NORWICH TWP	Called Dennis on Friday May 17 with the following information - Al from Norwich Township called in to say a resident came into the Township office to report a catch basin lid had been driven on and bent. He provided the following location details:  145291 Potters Road, between Middleton Line and Neidert on the north side	Springford	None	jmelliott24	5/22/2024 0:00	Hi CS:  I have attached photos of before and after for the repair done on the catch basin at 145291 Potters Road. Please close this service request.  Thanks Dennis Walter
SR00315-24	2/5/2024 16:20	(Roads) Culvert Issue	595993 Highway 59 EAST ZORRA-TAVISTOCK TWP	Culverts are plugged along his roadway (his and his neighbors). He's been experiencing drainage issues at his property and has been taking steps to figure things out, when there is a major rain fall and snow melt he notices it is worse. Can someone call him to chat about this soon? He's hoping to hear back within 24 hours please. He would like to set up a time to meet with someone. Thanks.	Highland	None	cchambers	2/7/2024 0:00	
SR00983-24	4/16/2024 9:39	(Roads) Culvert Issue	565626 Towerline Rd NORWICH TWP	Brian Miles is looking to speak to someone in the Woodstock shop regarding culverts - could someone please call him back re culverts around his area (565626 Towerline Rd).  Brian Miles 519-537-0728	Woodstock	None	jmelliott24	6/19/2024 0:00	Hi CS John and Dennis discussed and have added it to the Gradall list to be done between the second and third week in July  Please close this request  Thanks John
SR01346-24	5/15/2024 10:10	(Roads) Culvert Issue	224959 Otterville Rd NORWICH TWP	Hello, Rebecca Hailey would like a call from a roads operator when available. 519-318-3839  She has noticed that the gravel is eroding on top of the culvert at her property, and would like to prevent collapse.  Thank you,	Springford	None	bfisler	6/19/2024 0:00	Hi CS:  Our crew che3cked out the concern on May 16. We cleaned up area and advised her that this culvert I believe was to be replaced this year through our road construction. At this point there is no issue with this culvert.  Please close this service request.  Thanks Dennis

Request ID	Entry Date	Issue	Address SR	Description	Patrol	Priority	Entered By	Close Date	Completion Notes
SR01522-24	5/30/2024 13:17	(Roads) Culvert Issue	963452 Road 96 ZORRA TWP	<p>We had a caller report a blocked culvert:</p> <p>The culvert slightly east of the main driveway (963452 road 96)is blocked. It was also described as east of the new barricade. This is located between the 27th and 29th line.</p>	Highland	None	jmelliott24	6/4/2024 0:00	Bill F looked at Location. going to ditch area. when comes to highlands area.
SR01991-24	7/9/2024 10:44	(Roads) Culvert Issue	434 King St W Ingersoll	<p>Ken Griffin has called to report a blocked culvert outside of his house on King St W, Ingersoll. He says this culvert has been blocked several times over the last few years and is concerned about the upcoming rain storm - this culvert has been blocked for the last two weeks. There has been damage to the homes in this area previously due to this blocked culvert.</p> <p>Ken Griffin - 519-539-1001 434 King St W, Ingersoll</p>	Lower Tier	None	jmelliott24	7/11/2024 0:00	<p>HI CS:</p> <p>I have taken pictures of the area of concern and sent to Shawn and Alex to look at in the future. Also I contacted Ingersoll to address the washout issue at 432 king St. west.</p> <p>I believe John may have asked to close already. If not please close out this service request.</p> <p>Thanks Dennis</p>
SR02074-24	7/17/2024 8:10	(Roads) Culvert Issue	196614 19th Line ZORRA TWP	<p>Steve called back July 30th, 2024 requesting this be put in high priority list as he's experiencing more flooding. E-mail sent to Jamie Davis to call Steve. CChambers</p> <p>Steves culvert has been plugged for about a year now. He has called previously and locates have been done a few times at his place to dig/repair his culvert but it hasn't happened yet. With all of the rain we've got it's washing his laneway out. He's wondering if it could be put on the list to happen some time soon.</p> <p>Please call Steve and follow up.</p> <p>Thanks.</p>	Highland	None	cchambers	7/31/2024 0:00	called Steve going to clean out end of culvert
SR02158-24	7/22/2024 11:34	(Roads) Culvert Issue	196998 19th Line ZORRA TWP	Jeremy was calling to report a couple blocked culverts from all the rain - his driveway (196998 19th line) as well as the culvert that is up 10 feet north from his drive (did not know the address off hand).	Highland	None	jmelliott24	7/29/2024 0:00	cleaned end out

Request ID	Entry Date	Issue	Address SR	Description	Patrol	Priority	Entered By	Close Date	Completion Notes
SR00690-24	3/14/2024 14:48	(Roads) Ditching/Drainage	196122 19th Line ZORRA TWP	Nick Deelstra called (226-234-6469)  -he has noticed that the ditch is full of gravel from the work that was previously done to the 19th line and winter happening and gravel shifting.  -he noted that the south end of his driveway-- the ditch is almost completely full of gravel  -he wasn't sure if this is something the county would help fix or not-- but would love if someone could please give him a call to discuss.  thank you.	Highland	None	bfisler	3/18/2024 0:00	Can close this out I call Nick all good.  Jamie Davis Patrol Foreperson - North
SR00766-24	3/19/2024 13:31	(Roads) Ditching/Drainage	584076 Beachville Rd SOUTH-WEST OXFORD TWP	Water pooling at edge of driveway not draining properly. He's not sure if it's his responsibility to fix this or if it's something we would do on our end. He dug a trench to drain water at east side of driveway so water would go into ditch. Resident is home today and tomorrow - please call within 24 hours to advise what can be done. Thanks.	Woodstock	None	cchambers	4/2/2024 0:00	This request can be closed I have spoken with the resident and he is satisfied with the answer.  Thanks John McAdam
SR00769-24	3/19/2024 14:52	(Roads) Ditching/Drainage	695625 17th Line EAST ZORRA-TAVISTOCK TWP	A truck went into the ditch on his property and made a mess of the ditch. He would like you to give him a call to schedule a time to meet to discuss what repairs can be done to ensure he will be able to cut the grass in future. He also mentioned that water is pooling and not draining properly after this happened.	Highland	None	cchambers	4/1/2024 0:00	going to met with Murray on week of Apr 01 to 05  Fixed with Top soil Apr 01 2024

Request ID	Entry Date	Issue	Address SR	Description	Patrol	Priority	Entered By	Close Date	Completion Notes
SR00937-24	4/10/2024 13:46	(Roads) Ditching/Drainage	584780 Beachville Rd SOUTH-WEST OXFORD TWP	Gary brown called to report a drainage issue in the ditch. He said that there is long stream coming from Bower Hill and that work was done last year in this area (filled with rock) to stop the corrosion of the hydro post but now all the rock has moved with water flow and is clogging the ditch. There is 1.5-2 feet of water in the ditch now.  Gary Brown 519-537-1620 584780 Beachville Road	Woodstock	None	jmelliott24	10/2/2024 0:00	
SR00981-24	4/15/2024 15:11	(Roads) Ditching/Drainage	194649 19th Line ZORRA TWP	Tara called to say the culvert under her drive is blocked. To the east of her driveway is clear but to the west is completely flooded.  Tara Goyetche 519-537-0915 194649 19th Line	Woodstock	None	jmelliott24	6/19/2024 0:00	Hi CS Culvert under laneway is okay Dennis has checked this out and unfortunately she lives in a swampy area that drains slowly  Please close this service request  Thanks John
SR01474-24	5/27/2024 12:10	(Roads) Ditching/Drainage	465195 Curries Rd NORWICH TWP	Keith spoke with the township office who told him to come to us to discuss his neighbour piling dirt on the north side of the roadway (south of his property). He said he has destroyed a wetlands area here, and is piling dirt to prep the field. This is pushing water toward his property and flooding it. If you can call him to meet on site before you head out that would be great. He will be home all day today. I spoke with Dennis on the phone - he advised he would take a look to see if the dirt was within the road allowance and follow up with Keith.	Woodstock	None	cchambers	5/27/2024 0:00	Hi CS:  I talked with Keith on May28th about his concern and explained he may want to talk to the local conservation authority and/or the Norwich Township drainage person. There is no issue within our County road allowance.  Please close this service request.  Thanks Dennis
SR01539-24	6/3/2024 9:55	(Roads) Ditching/Drainage	164594 Kellett Rd SOUTH-WEST OXFORD TWP	Matt Called-  Looking to speak with someone about the ditch in front of his house.  Please call him back at 226-927-8454	Springford	None	bfisler	9/18/2024 0:00	Hi CS If not done request # CS01539-24 can be closed. Dennis and I confirmed yesterday that the culvert has been cleared  Thanks John

Request ID	Entry Date	Issue	Address SR	Description	Patrol	Priority	Entered By	Close Date	Completion Notes
SR02060-24	7/16/2024 10:54	(Roads) Ditching/Drainage	75 Loveys St E HICKSON EAST ZORRA-TAVISTOCK TWP	<p>CS staff have e-mailed Ashley at EZT back to let her know her concern was dispatched to roads crew.</p> <p>Emailed in From Township of EZT:</p> <p>Good morning,</p> <p>We had a resident call with concerns of blocked drains near property address 75 Loveys St E. The caller advised that there is water over the roadway, backing up from the roadside drains and is concerned about safety of drivers and hydroplaning.</p> <p>My kind regards,</p> <p>Ashley Bickle Corporate and Support Services Clerk Township of East Zorra-Tavistock 89 Loveys Street, Box 100, Hickson ON N0J 1L0 519-462-2697 x 7835 Fax: 519-462-2961 abickle@ezt.ca www.ezt.ca</p>	Highland	High	cchambers	7/16/2024 0:00	cleaned off CB in area water went away
SR02275-24	8/6/2024 13:02	(Roads) Ditching/Drainage	195332 19th Line ZORRA TWP	Canada Post mail delivery person asked Sue to call in to have us fix the drainage issue in front of her property. Water is pooling, there is a rut out front that the driver is having a tough time delivering the mail to her house. She said the rut is about 16 feet long.	Highland	None	cchambers	8/8/2024 0:00	added gravel in front of mailbox and in laneway Matt and Ryan did work
SR02282-24	8/7/2024 9:10	(Roads) Ditching/Drainage	744885 Oxford Road 17 EAST ZORRA-TAVISTOCK TWP	<p>Candy called to report divets along the shoulder of the road, starting at the top of the hill and down due to wash out from all the recent rain. The gravel is washing out into her driveway at the bottom of the hill. The divets along the shoulder are quiet large.</p> <p>Candy 519-537-1789 744885 Oxford Road 17</p>	Woodstock	None	jmelliott24	8/26/2024 0:00	<p>Hi CS:</p> <p>The crew did complete this task and talked to resident.</p> <p>Please close this service request.</p> <p>Thanks Dennis</p>

Request ID	Entry Date	Issue	Address SR	Description	Patrol	Priority	Entered By	Close Date	Completion Notes
SR02303-24	8/8/2024 14:29	(Roads) Ditching/Drainage	774570 Oxford 14 NORWICH TWP	E-mailed in from resident: Hello,  It's Wil Mijnders from 774570 Oxford rd 14. Just letting you know Weber the utility company putting the fibre in made a mess of the ditch and the water is backed up in several places..  Regards Wil  Pictures attached.	Woodstock	None	cchambers	8/26/2024 0:00	Hi CS:  I checked this out just after a rain a while back and the area at this point has no drainage issues. As far as Weber they working on the back side of the ditch which does not affect the ditch bottom and they have restored what they have worked on so far and are still working in area.  Please close this service request.  Thanks Dennis Walter
SR03080-24	10/22/2024 9:05	(Roads) Ditching/Drainage	683685 Road 68 ZORRA TWP	Mark Crocket called and would like a call back- 519-671-2271 -issue with truck damaging the ditch on his property (damage due to MC'Qs) -previous issue with culvert -bad connection with the phone when the caller called in, please call back for exact details, Mark would like to talk to someone in Roads about recent damage that has occurred at his property.  Thank you!	Woodstock	None	bfisler	10/23/2024 0:00	Called Mark going to fix up Oct 24

Request ID	Entry Date	Issue	Address SR	Description	Patrol	Priority	Entered By	Close Date	Completion Notes
SR03138-24	10/25/2024 9:02	(Roads) Ditching/Drainage	384934 Salford Rd NORWICH TWP	E-mailed in: Hi I have a concern of the ditch on road #46 as it passes our property 384934 salford road would like to see a road forman concerning the issue call me at 613 263 3100 to meet ne to discuss issue Gerald Kamps  ----- Origin: <a href="https://www.oxfordcounty.ca/en/your-government/departments-and-offices.aspx">https://www.oxfordcounty.ca/en/your-government/departments-and-offices.aspx</a> -----  This email was sent to you by gerald kamps<geraldrkamps@gmail.com> through <a href="https://www.oxfordcounty.ca/">https://www.oxfordcounty.ca/</a> .	Springford	None	cchambers	11/13/2024 0:00	
SR03356-24	11/19/2024 11:53	(Roads) Ditching/Drainage	785529 Oxford Road 33 EAST ZORRA-TAVISTOCK TWP	Resident called in to say her neighbour across the road has piled leaves in his ditch. In years past he has done this and roads crew has gone and asked him not to pile them there.  *DEC 2 Resident called back, unsure why the leaves were still there. Asked to speak to the roads department- CSD emailed Pete, asked for him to call the resident to speak with her.	Highland	None	cchambers	11/22/2024 0:00	Good Morning  Could you please close this SR. Most of the leaves have been blown out of the ditch the rest is a normal amount for this time of year. I will keep an eye on it going forward.  Thanks  Pete Schuurman Patrol Foreperson - North
SR03492-24	11/26/2024 14:58	(Roads) Ditching/Drainage	595629 Highway 59 EAST ZORRA-TAVISTOCK TWP	Gord called(519-533-8013)- there is an issue with gravel in the ditch at one of his properties. -gravel collected and caused water to gather and effect his crops this summer - was wondering if this could be looked at by the roads crew -his son lives in the home at this address, his name is Evan and can be reached at 519-535-7616	Highland	None	bfisler	11/27/2024 0:00	Could you please close this Sr . Spoke with Gord and are working on a solution to fix the problem.  Thanks  Pete Schuurman Patrol Foreperson - North

Request ID	Entry Date	Issue	Address SR	Description	Patrol	Priority	Entered By	Close Date	Completion Notes
SR02048-24	7/15/2024 11:15	(Roads) Flooding	714880 Oxford 4 Woodstock	considerable flooding on Oxford Road 4, outside 714880 Oxford Road 4. Traffic can get through at this time but getting deeper	Woodstock	None	jmelliott24	7/16/2024 0:00	Hi CS:  Due to the amount of rainfall we received in a short time the storm drains under the railway overpass was unable to keep up. Once the rain receded the flooding disappeared. A need for a road closure was not needed.  Please close this service request.  Thanks Dennis
SR02049-24	7/15/2024 11:52	(Roads) Flooding	685721 Highway 2 Woodstock	flooding road/culvert issues  flooding from road up to house	Woodstock	None	bfisler	7/22/2024 0:00	Hi CS:  The flooding issue was a big pot hole. I called Pate from Drumbo and asked if could have someone grade the shoulder to remove pot hole. Pete's crew added some A gravel and graded out to remove pot hole Wednesday, July 17th.  Please close this service request.  Thanks Dennis
SR02147-24	7/19/2024 13:52	(Roads) Storm Sewer	74 Main St W NORWICH NORWICH TWP	call in to say he has system in store that collects water from his eves and drains into a pipe that runs underneath of the store. It's plugged up, and a pipe ended up bursting in the store. He's fixing this...but he feels there are some issues out at the roadway with tree roots. He called Norwich township and they told him to call us. Wondering if you can follow up with Mark and let him know what his next steps are. Thanks.	Springford	None	cchambers	9/12/2024 0:00	Hi CS:  I talked to Mark Stubbs for Foodland explaining we checked our drain maps etc. and could not find anything. It was suggested he contact a plumber to look into further.  Please close this service request.  Thanks Dennis