



Staff Report for Committee of the Whole Meeting

Date of Meeting: March 18, 2019

Report Number: SRCS.19.09

Department: Community Services
Division: Public Works Operations

Subject: SRCS.19.09 Municipal Drinking Water Reporting

Purpose:

This report provides information to Council related to the Town of Richmond Hill's Water Distribution System, pursuant to requirements under the *Safe Drinking Water Act, 2002*; a Summary Report, an Annual Report, the Ministry of the Environment, Conservation and Parks Inspection Report, and updates to the Municipal Drinking Water Licensing Program.

Recommendation(s):

- a) That the "Summary Report" of Richmond Hill's drinking water system, as set out in SRCS.19.09 and as required under Schedule 22 of O.Reg. 170/03 be received;
- b) That the "Town of Richmond Hill 2018 Annual Report" regulatory reporting for municipal drinking water systems as contained in Appendix #1 to SRCS.19.09 and as required under Section 11 of O.Reg. 170/03 be received;
- c) That the Ministry of the Environment, Conservation and Parks 2018 Inspection Report for Richmond Hill's drinking water system, as contained in Appendix #2 to SRCS.19.09 be received;
- d) That updates and information regarding the Quality Management System 2018 Annual Report, as contained in Appendix #3 to SRCS.19.09, be received; and
- e) That Richmond Hill's Quality Management System "Operational Plan", version 5.0 as contained in Appendix #4 to SRCS.19.09 be endorsed by Council.

Contact Person:

Grant Taylor, Director, Public Works Operations, Extension 2966

Report Approval:

Submitted by: Ilmar Simanovskis, Commissioner of Community Services

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Approved by: Neil Garbe, Chief Administrative Officer

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), Town Solicitor (as required), Commissioner, and Chief Administrative Officer. Details of the reports approval are attached.

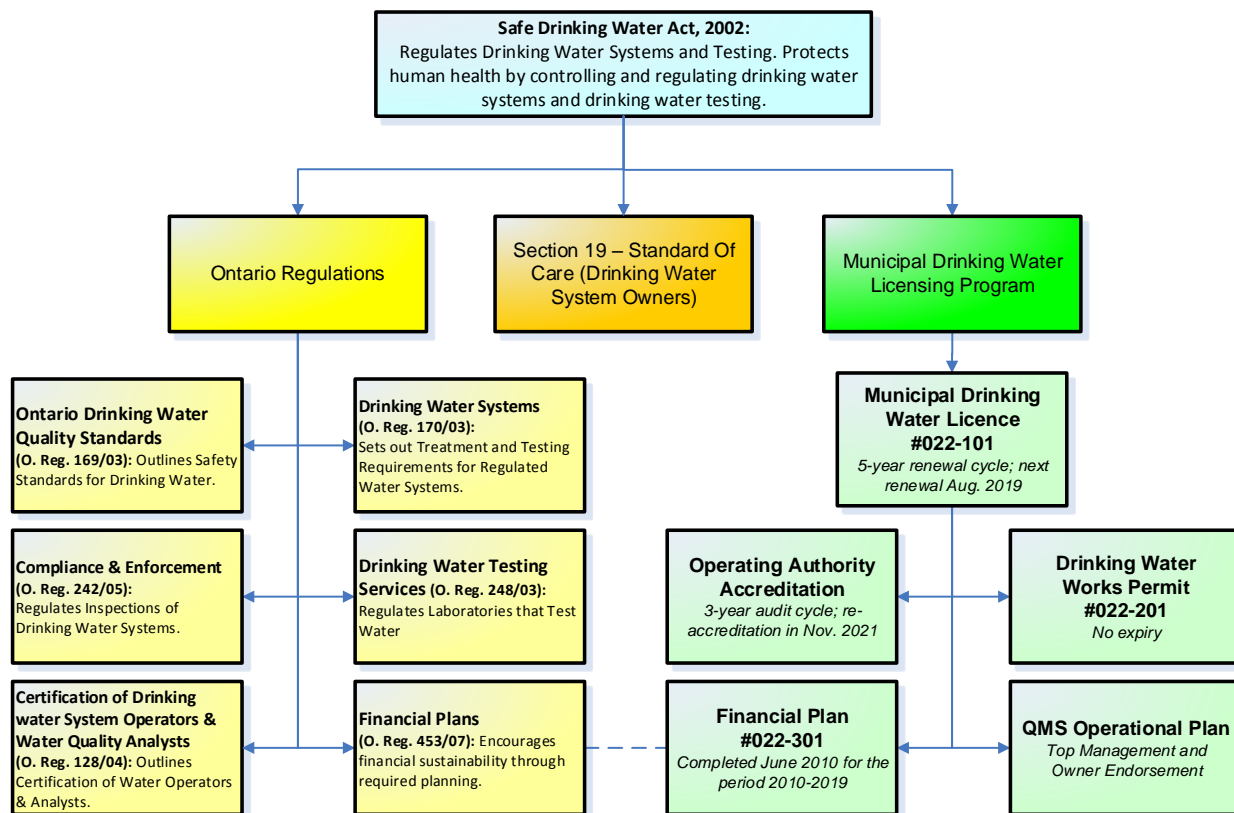
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Background:

Following the Walkerton tragedy in 2000, the Ontario government developed a new, comprehensive legislative regime based on source-to-tap, multi-barrier protection of drinking water. The *Safe Drinking Water Act, 2002*, (SDWA) and its regulations, contain requirements for municipalities that treat and/or provide potable water to consumers.

The chart below outlines key aspects of the SDWA that relate to Richmond Hill's drinking water distribution system:

Legislative Framework for Richmond Hill's Municipal Drinking Water System



Under Section 19 (Standard of Care) of the SDWA, owners of a drinking water system are required to:

- exercise the level of care, diligence and skill in respect of a municipal drinking water system that a reasonably prudent person would be expected to exercise in a similar situation; and
 - act honestly, competently and with integrity, with a view to ensuring the protection and safety of the users of the municipal drinking water system.
- 2002, c. 32, s. 19 (1).

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This report intends to provide relevant information to help Council, as owners of Richmond Hill's water distribution system, meet this Standard of Care. Its contents are organized as follows, according to specific reporting requirements under the *SDWA*:

1. **Summary Report:** Schedule 22 of Ontario's *Drinking Water Systems Regulation* (O. Reg. 170/03) requires that a summary report be prepared for the preceding calendar year, and submitted to members of Council to disclose compliance status and provide pertinent water quantity data.
2. **Annual Report** (*Appendix #1*): Section 11 of O. Reg. 170/03 requires that an Annual Report be prepared for the preceding calendar year, and submitted to members of Council and the Regional Municipality of York. This report summarizes water quality monitoring, corrective actions, and major expenses, it is available to the public on Richmond Hill's website and at the offices of the Environment & Infrastructure Services Department, Operations Centre and Central Library.
3. **Ministry of the Environment and Climate Change Inspection Report** (*Appendix #2*): In 2006, the Ministry of the Environment and Climate Change introduced a comprehensive inspection program for municipal residential drinking water systems. The objectives of this program are to determine compliance with the *SDWA* and associated regulations; to encourage the continuous improvement of the drinking water system; and to establish a process to measure these improvements.
4. **Quality Management System Annual Report** (*Appendix #3*): Under the Drinking Water Quality Management Standard (DWQMS) the Town is required to communicate to Council key information related to; Operational Structure, Roles, Responsibilities and Authorities; Infrastructure Maintenance, Rehabilitation, and Renewal Summary; Management Review; and Operating Authority Accreditation.
5. **QMS "Operational Plan"** (*Appendix #4*): The *SDWA*, through the Municipal Drinking Water Licensing Program, requires that a municipal drinking water system owner (Council) endorse the most current version of the QMS Operational Plan. This document once endorsed, will be posted on the Richmond Hill's website and made available at the Operations Centre.

1. SUMMARY REPORT

1.1 *Submission to Council*

Schedule 22 of Ontario Regulation 170/03 requires, for large municipal residential systems, that a Summary Report be prepared and submitted to Municipal Council for the period from January 1 to December 31, 2018.

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1.2 Statement of Compliance

Requirements for owning and operating Richmond Hill's drinking water system are contained within the *Safe Drinking Water Act (SDWA)*, its applicable regulations, and approval instruments.

- The *Ministry of Environment Conservation and Parks (MECP)* "Drinking Water Ontario" web portal provides the most current version of the Act and its regulations: www.ene.gov.on.ca/environment/dwo
- Richmond Hill is approved by the *MECP* to operate a Class 2 water distribution system through its Municipal Drinking Water License #022-101; and to alter the system through its Drinking Water Works Permit #022-201.

Compliance with these standards is evaluated through the annual *MECP* inspections. Richmond Hill's 2018 inspection report (*Appendix #2*) contains one incident of non-compliance due to an administrative error, which was rectified immediately upon notification. The Town attained a final inspection rating of 98.4%. There have been no Orders issued by the *MECP* under the *SDWA* or Ontario Regulation 170/03.

1.3 Summary of Flow Rates

Under Schedule 22-2(3) of O.Reg.170/03, the Summary Report must include a summary of flow rates for the purpose of enabling the system owner to assess the capability of the system to meet existing and planned uses.

Table 1 is a summary of the quantities and flow rates of the water supplied during the period covered by the report, including monthly average.

Table 1: 2018 Summary of Flows for Richmond Hill

Month	Billing Period (# of Days)	Total (m ³)	Average Daily (m ³)
January	31	1,738,333	56,075
February	28	1,524,998	54,464
March	31	1,617,941	52,192
April	30	1,510,884	50,363
May	31	1,675,398	54,045
June	30	1,891,138	63,038
July	31	2,044,990	65,967
August	31	1,887,607	60,891

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September	30	1,750,292	58,343
October	31	1,623,416	52,368
November	30	1,491,840	49,728
December	31	1,526,125	49,230
Total	365	20,282,962	
Annual Average Daily			55,342

1.4 Responsibility for Water Supply, Treatment and Storage

Provincial Legislation sets out the responsibility for water supply in the Town of Richmond Hill. Under the *Municipal Act, 2001*, York Region is responsible for the treatment and storage of water in the Town of Richmond Hill. In the early 1980s, Richmond Hill's water supply was converted from a groundwater source (municipal wells) to a Lake Ontario-based source supplied by the City of Toronto. The Region of York now purchases treated water from two sources – the City of Toronto and the Regional Municipality of Peel – and transmits the water to lower tier municipalities in the region.

1.5 How Does Lake Ontario Water Get to Richmond Hill?

Lake Ontario is a drinking water source for many municipalities, including Richmond Hill. Water is drawn into four treatment plants in the City of Toronto and one treatment plant in the Regional Municipality of Peel, which implement all necessary filtration and disinfection requirements in accordance with the *Ontario Drinking Water Standards*. Both Toronto and Peel use “chloramination” (chlorine plus ammonia) to disinfect the water. The chloraminated water is pumped to the Regional Municipality of York. It is York Region's responsibility to maintain trunk watermain, pumps and reservoirs.

1.6 The Richmond Hill Water Distribution System

Physical Infrastructure:

The Town of Richmond Hill owns and operates a Class 2 Water Distribution System under the authority of the Ministry of the Environment and Climate Change. Richmond Hill's distribution network, which provides water to the end consumer, is comprised of approximately 621 kilometres of watermain (pipes, valves, and hydrants). The watermain ranges in size from 50 mm to 600 mm in diameter and are operated between 310 Kpa to 689 Kpa (45 and 100 psi). Pipe materials are predominately poly vinyl chloride (PVC), ductile iron and cast iron.

Roles and Responsibilities:

The Town's Environment and Infrastructure Services Department is responsible for the design and construction of the Water Distribution System, which the Community

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Services Department then maintains and operates. Town employees that operate the system are certified by the Ministry of the Environment, Conservation and Parks. Certified operators perform a variety of maintenance activities on the watermain to keep them operational and to satisfy mandated sampling for disinfectant levels and bacteriological testing. Key activities include: watermain breaks, service connection repairs, valve exercising and other infrastructure repair programs, watermain flushing, fire hydrant maintenance, and water sampling and testing. (See *Appendix #3: Quality Management System Annual Report*)

1.7 Water Sampling and Testing

The purpose of sampling and testing is to confirm that water is safe for human consumption and to provide a comprehensive track record.

Requirement:

O.Reg.170/03 stipulates the minimum number and frequency of sampling for Richmond Hill's distribution system. Based on the estimated 2018 population of 214,100, and in accordance with Richmond Hill's Ministry of Environment, Conservation and Parks Inspection Report (*Appendix #2*), Richmond Hill must meet the following annual sampling requirements:

Parameter	Description/Notes	Required # of Samples	Requirement Source
Chlorine residual	For monitoring amount of residual chlorine in system, and confirming of water quality following maintenance	365	<i>O. Reg. 170/03, Sch. 7</i>
<i>E. Coli</i> Total Coliform HPC	For testing presence of microbiological activity	1560	<i>O. Reg. 170/03, Sch. 10</i>
Trihalomethanes (THM's)	For testing presence of disinfection by-products	12	<i>O. Reg. 170/03, Sch. 13</i>
Lead (Pb)	For testing presence of lead in the distribution system only – not private side	40	<i>O. Reg. 170/03, Sch. 15; Richmond Hill's License, Sch. D</i>
Haloacetic Acid (HAA)	For testing presence of disinfection by-products	12	<i>O. Reg. 170/03, Sch. 13</i>

Sampling Frequency and Location:

Certified Richmond Hill operators perform daily chlorine residuals tests and obtain microbiological samples for analysis five days a week. Samples are taken primarily from dedicated sampling stations installed strategically throughout the town. Operators may use Town buildings (Fire Halls, Libraries, Community Centres, and Municipal Offices). Commercial establishments are alternative sampling locations.

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Samples taken in 2018

In 2018, staff collected 2336 microbiological samples (1560 Regulatory and 776 Operational) and performed 2701 chlorine residual tests (365 Regulatory and 2336 Operational). Microbiological samples are taken for analysis to the York-Durham Regional Environmental Laboratory in Pickering. The Laboratory is accredited for microbiological testing by the Canadian Association for Environmental Analytical Laboratories (CAEAL).

Richmond Hill staff also took 40 lead samples, 12 trihalomethane (THM), and 12 Haloacetic Acid samples through this reporting period. THM's are the most commonly occurring group of disinfection by-products resulting from the use of chlorine. The four most detected trihalomethanes in drinking water are: chloroform, bromodichloronmethanes, chlorodibromomethane and bromoform.

Residents having private side plumbing issues are referred to York Region Public Health for information.

Table 2 – Water Quality Samples, 2018

Source	Number of Samples	Re-sampling Required
Distribution System (sampling stations, residencies, etc.)	2336 microbiological	25
	2701 chlorine residual	N/A
	12 trihalomethane	N/A
	40 lead	0
	12 haloacetic acid	0

Schedules 1,2,3 and 4 contain more detailed summaries of sampling results. All follow-up samples passed Ontario Drinking Water Quality Standards.

1.8 Drinking Water is also tested by the City of Toronto, Peel Region, and York Region

Under the SDWA, all agencies providing water have a responsibility from the source to the consumer. Toronto and Peel both sample raw water and treated water entering the distribution system. The Regional Municipality of York also samples and tests water received from Toronto and Peel at its storage facilities and pumping stations. The Town of Richmond Hill tests water received from York Region as it moves through the distribution system to the consumer.

The sampling completed at the source by the treatment facility owners includes a rigorous scan of over 300 parameters. More information on Toronto's and Peel's sampling and system analysis can be reviewed at their respective web sites:

www.toronto.ca/water and www.peelregion.ca/pw/water.

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The Region of York is also required to take additional samples for microbiological testing and residual disinfectant levels. More information on York Region's sampling and system analysis can be obtained through their web site at www.york.ca.

1.9 Communications When Adverse Water Samples Are Identified

Requirement – Laboratory:

A water sample that does not meet provincial water quality standards is considered "adverse". When adverse water quality is detected, the York-Durham Laboratory, conducting the tests on behalf of Richmond Hill, will immediately notify Town staff, the Ministry of the Environment, Conservation and Parks (Spills Action Centre) and the York Region Medical Officer of Health. This notification is made by telephone through live communication to a person in authority; messages are not permitted. In addition to the phone calls, a fax is sent to the three agencies to verify the live communication made earlier.

Requirement – Drinking Water System Owner/Operating Authority:

The SDWA also requires the drinking water system owner/operating authority to immediately notify the Ministry of the Environment, Conservation and Parks, and the York Region Medical Officer of Health that the laboratory notice has been received and that "corrective actions" are being initiated. The method of contact is, again, by telephone to a person in authority. Richmond Hill also faxes both agencies first to verify the previous live communication, and again to confirm that corrective actions have been completed and the issue resolved.

This reporting system provides assurance that the water works owner is complying with applicable regulations and that appropriate corrective actions are being taken and are being reported.

2. ANNUAL REPORT

The Annual Report is appended to this report as **Appendix #1**. The format for the Annual Report was established by the Ministry of the Environment, Conservation and Parks. Section 11 of Ontario Regulation 170/03 requires that an Annual Report be prepared by February 28 each year for the preceding calendar year. As well, the Annual Report must be made available to the public, free of charge. To meet this requirement, Richmond Hill's 2018 Annual Report will be posted in a number of Town facilities and on the Town's website. The Report must include:

- A brief description of the water system.
- A summary of chemical usage for treatment.
- A summary of expenses incurred to make improvements to the distribution system.
- A summary of water quality testing results for microbiological, inorganic chemical and organic chemical parameters.
- A summary of adverse water quality reports.

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- A description of how the Annual Report has been distributed and where the Annual Report and Summary Report required under O.Reg.170/03 Schedule 22, will be located in order to be accessible to the public.

3. MINISTRY OF THE ENVIRONMENT, CONSERVATION AND PARKS INSPECTION REPORT

On September 7, 2018, Ministry of the Environment, Conservation and Parks staff conducted a scheduled inspection of Richmond Hill's Water Distribution System. The inspection included a review of operating manuals, logbooks, staff certification and training, and water quality monitoring, and an audit of water samples.

The entire process concluded with a drinking water inspection report that identified required actions, recommended actions and a final inspection rating. A low inspection rating does not necessarily mean that the drinking water provided is unsafe; however, it does indicate the degree to which there is room for improvement in meeting the province's regulatory requirements. These findings are used as a tool to track progress towards the Chief Drinking Water Inspector's goal of achieving 100% compliance with the regulatory framework on a province wide basis.

The Town, through its efforts, achieved an inspection rating of **98.4%**. The Drinking Water System Inspection Report is appended to this report as **Appendix #2**.

4. QUALITY MANAGEMENT SYSTEM ANNUAL REPORT

Under the Drinking Water Quality Management Standard (DWQMS) the Town is required to communicate to Council key information. **Appendix #3** contains information relating to:

- a) Operational Structure, Roles, Responsibilities, and Authorities - describes the organizational structure of the operating authority, identifies persons and groups of people within the management structure along with their responsibilities.
- b) Infrastructure Maintenance, Rehabilitation, and Renewal Summary - provides status of the infrastructure maintenance, rehabilitation and renewal programs currently in place for the drinking water system.
- c) Management Review – provides information that evaluates the continuing suitability, adequacy and effectiveness of the Quality Management System.
- d) Operating Authority Accreditation - Every three years the Town's drinking water quality management system undergoes a thorough on-site audit, based on the 21 elements of the DWQMS. The Town's accreditation certificate is currently valid to November of 2021.

5. QMS OPERATIONAL PLAN

Richmond Hill must document its QMS in an Operational Plan, which must be endorsed by QMS Top Management and Richmond Hill Council, and made available to the public.

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The Operational plan defines and documents the quality management policies and procedures specific to the Town's municipal drinking water system.

Appendix #4 contains Richmond Hill's QMS Operational Plan version 5.0 for Council's review and endorsement.

Financial/Staffing/Other Implications:

This report is for information purposes, as required by Ontario's Ministry of the Environment, Conservation and Parks, and therefore has no financial, staffing or other implications.

Relationship to the Strategic Plan:

This report aligns with Richmond Hill's strategic goal of *Wise Management of Resources* by meeting the regulatory requirements to provide safe and sustainable drinking water.

Conclusion:

Richmond Hill takes considerable care in providing a safe and reliable supply of drinking water. Richmond Hill received an inspection rating of 98.4% in the Ministry of the Environment Conservation and Parks municipal drinking water inspection program for the 2018 calendar year.

Rigorous sampling and testing of over 300 parameters is completed at the drinking water source by the City of Toronto at each of its four filtration plants and by the Regional Municipality of Peel at its Lakeview water treatment plant. York Region performs additional testing at their facilities servicing Richmond Hill.

Richmond Hill drinking water staff are certified by the MECP to test and monitor water quality and to maintain and operate infrastructure. All relevant skills are continually being updated through publication notices, training, and workshops. In 2018, Richmond Hill complied with all mandatory testing under the *Ontario Drinking-Water Quality Standards*.

In accordance with the *Safe Drinking Water Act, 2002*, and Ontario Regulation 170/03, the receiving of this report by Council fulfills the condition of advising members of Council on the status of the drinking water system in Richmond Hill through the results published in the Summary Report and Annual Report.

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Attachments:

The following attached documents may include scanned images of appendices, maps and photographs. If you require an alternative format please call the contact person listed in this document.

- Appendix 1 – 2018 Annual Report
- Appendix 2 – 2018 MECP Inspection Report
- Appendix 3 – Quality Management System Annual Report
- Appendix 4 – Quality Management System Operational Plan v. 5.0

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Report Approval Details

Document Title:	SRCS.19.09 Municipal Drinking Water Reporting.docx
Attachments:	<ul style="list-style-type: none">- SRCS.19.09 Appendix 1 2018 Drinking Water Annual Report.pdf- SRCS.19.09 Appendix 2 2018 MECP Inspection Report- SRCS.19.09 Appendix 3 QMS Annual Report.pdf- SRCS.19.09 Appendix 4 Operational Plan v 5.0.pdf
Final Approval Date:	Mar 12, 2019

This report and all of its attachments were approved and signed as outlined below:

Grant Taylor - Mar 6, 2019 - 1:11 PM

Ilmar Simanovskis - Mar 12, 2019 - 9:31 AM

Task assigned to Neil Garbe was completed by delegate Italo Brutto

Italo Brutto on behalf of Neil Garbe - Mar 12, 2019 - 1:09 PM