

Committee of the Whole Meeting Agenda



Monday, March 2, 2020, 1:30 p.m.

Council Chambers, Guelph City Hall, 1 Carden Street

Changes to the original agenda are noted with an asterisk "*".

Please note that Committee of the Whole will recess at 5:00 p.m. for a 30 minute break.

Pages

1. Call to Order - Mayor

1.1 Disclosure of Pecuniary Interest and General Nature Thereof

2. Authority to move into closed meeting

Recommendation:

That the Council of the City of Guelph now hold a meeting that is closed to the public, pursuant to the Municipal Act, to consider:

2.1 Disclosure of Pecuniary Interest and General Nature Thereof

2.2 IDE-2020-23 Dolime Mediation Update

Section 239 (2)(e) and (f) of the Municipal Act relating to litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board; and advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

3. Open Meeting - 2:00 p.m.

3.1 Closed Meeting Summary

4. Staff Recognitions

4.1 CET Designation

David Phan, Construction Engineering Technologist

4.2 PMP Certification

Heather Connell, Manager, Business and Technical Services
Shelley Lorenz, Project Manager, Solid Waste Resources
Amanda Pepping, Project Manager, Water Services
David Gordon, Project Manager, Solid Waste Resources

4.3 OPWA Awards

Corridor Improvement Tool
Market Parkade

5. Presentation

5.1 World Council on City Data Award and Presentation

1

Patricia McCarney, President and CEO, World Council on City Data
Jennifer Smith, Manager, Corporate and Community Strategic Initiatives
Jodie Sales, General Manager, Strategy, Innovation and Intergovernmental Services

6. Service Area - Governance

Chair - Mayor Guthrie

7. Items for Discussion - Governance

The following items have been extracted from Consent Agenda and will be considered separately. These items have been extracted either at the request of a member of Council or because they include a presentation and/or delegations.

7.1 CAO-2020-02 Smart Cities Challenge Update and Confirmation of Advisory Board of Management Governance Structure

17

Presentation:

Barb Swartzentruber, Executive Director, Smart Cities
Cathy Kennedy, Manager, Smart Cities

Recommendation:

1. That Council confirm its approval and support of the achievements to date under the Smart Cities Project, including all management, administrative, financial, and contractual aspects.
2. That Council appoint the Mayor to the Advisory Board of Management of the Our Food Future initiative and that this appointment be reviewed twice per term as part of Council's nomination committee process.

8. **Service Area Chair and Staff Announcements**
9. **Service Area - Infrastructure, Development and Enterprise Services**
Chair - Councillor Gibson
10. **Items for Discussion - Infrastructure, Development and Enterprise Services**

The following items have been extracted from Consent Agenda and will be considered separately. These items have been extracted either at the request of a member of Council or because they include a presentation and/or delegations.

- 10.1 **IDE-2020-17 Clair-Maltby Secondary Plan - Open Space System Strategy** 59
Presentation:
Stacey Laughlin, Senior Policy Planner
Recommendation:
That the Clair-Maltby Secondary Plan Policy Directions: Open Space System Strategy dated March 2, 2020 and included as Attachment 2 to report IDE-2020-17, be approved to provide direction for the preparation of the draft official plan amendment, secondary plan policies and Master Environmental Service Plan.
- 10.2 **IDE-2020-22 Dolime Community Engagement Results for Proposed Settlement Pathway** 104
Presentation:
Jennifer Rose, General Manager, Environmental Services
Recommendation:
That the settlement pathway outlined in the report titled "Dolime Community Engagement Results for Proposed Settlement Pathway," dated March 2, 2020, be approved and staff be directed to take the first steps in implementing the settlement pathway.
- 10.3 **IDE-2020-24 2019 Water Services' Annual and Summary Report** 118
Presentation:
Wayne Galliher, Division Manager, Water Services

Recommendation:

1. That Guelph City Council approves the 2019 Water Services' Annual and Summary Report.
2. That Guelph City Council endorse the updated Organizational Structure of the Operational Plan as defined in section o) of the 2019 Water Services' Annual and Summary Report and shown in Attachments 2 and 3.

11. Service Area Chair and Staff Announcements

12. Adjournment

Guelph. Future ready.

World Council on City Data presentation
March 2, 2020



A data driven city

City of Guelph and the World Council on City Data

- WCCD strengthens the data foundation of the City's Strategic Plan and Guelph's Community Plan
- Further developed our data capacity
- Aligned to continuous improvement efforts
- Strengthened community partnerships
- Supports measuring progress as an organization and community



WCCD

THE WORLD COUNCIL ON CITY DATA

WCCD ISO 37120

Platinum Certification

City of Guelph

**Patricia McCarney
President and CEO**

<http://www.dataforcities.org/>

Twitter: @WCCityData

Facebook: WCCityData

CITY DATA ACROSS THE WORLD IS UNEVEN –

- * DIFFERENT DEFINITIONS OF WHAT IS BEING MEASURED
- * DIFFERENT METHODOLOGIES ON HOW MEASUREMENT IS UNDERTAKEN
- * AND ACCORDING TO DIFFERENT BOUNDARIES OF THE CITY BEING MEASURED

Cities of all Sizes and the Challenges of Comparative Data



The ISO 37120 Series for Cities
World Council on City Data



The **first** ISO standard
for cities.

Published July 2014

WCCD Launched July
2014

ISO
37120

104
Indicators



19 themes



Economy



Education



Energy



Environment & climate change



Finance



Governance



Health



Housing



Population & social conditions



Recreation



Safety



Solid Waste



Sport & Culture



Telecommunication



Transportation



Urban/local agriculture & food security



Urban Planning



Wastewater



Water





WCCD

Guelph in a Global Context

HOW IS GUELPH PROMOTING EMPLOYMENT OPPORTUNITIES AND INVESTING IN A PROSPEROUS FUTURE?

Youth unemployment rate

10.63%

**Guelph
Canada**

ISO 37120

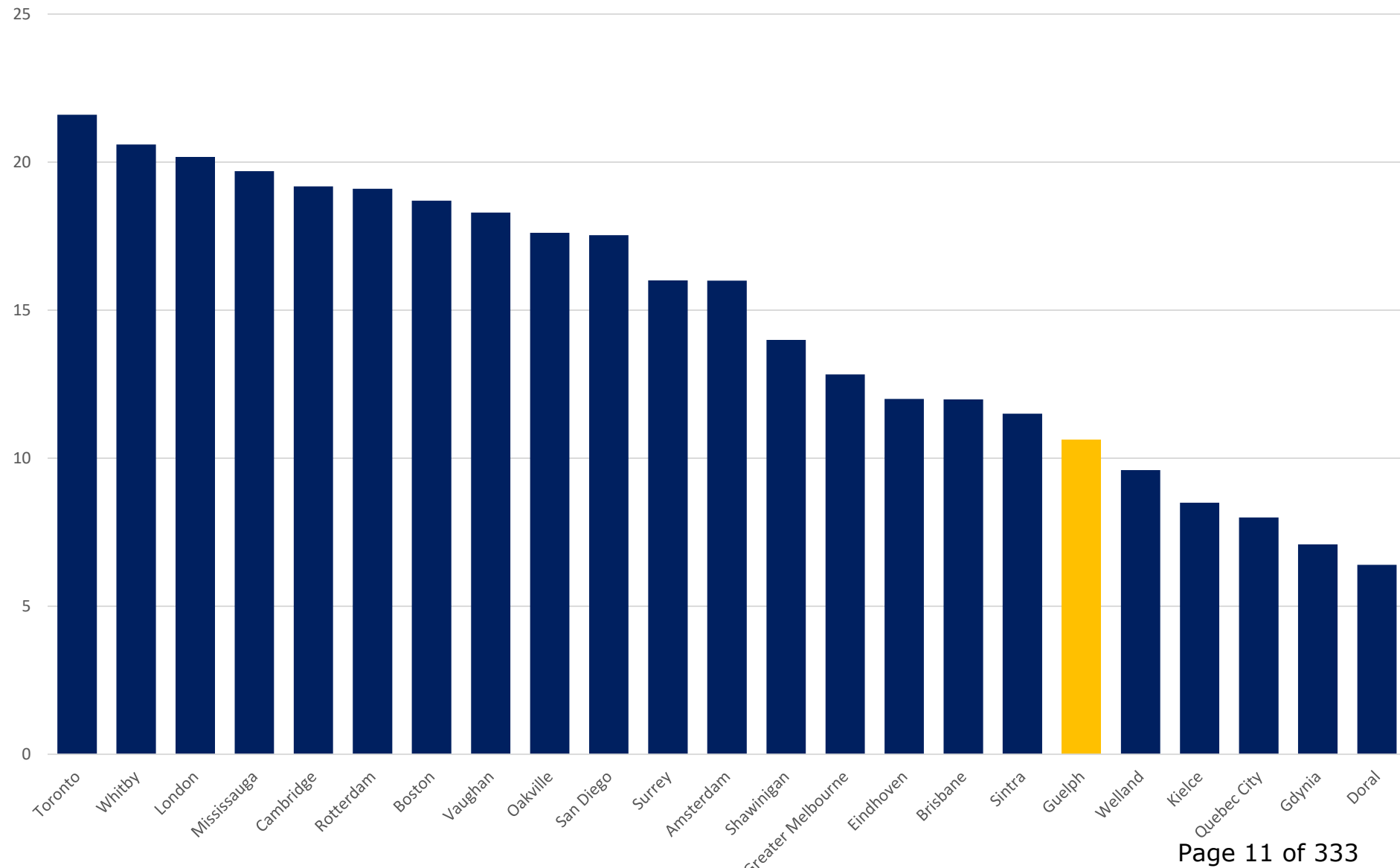


WCCD ISO 37120 Indicator 5.4: Youth Unemployment Rate



WCCD

WORLD COUNCIL
ON CITY DATA



HOW IS GUELPH CREATING A GREEN, LIVABLE CITY?

1983.39

Green area (hectares) per 100,000 population

Guelph
Canada

ISO 37120

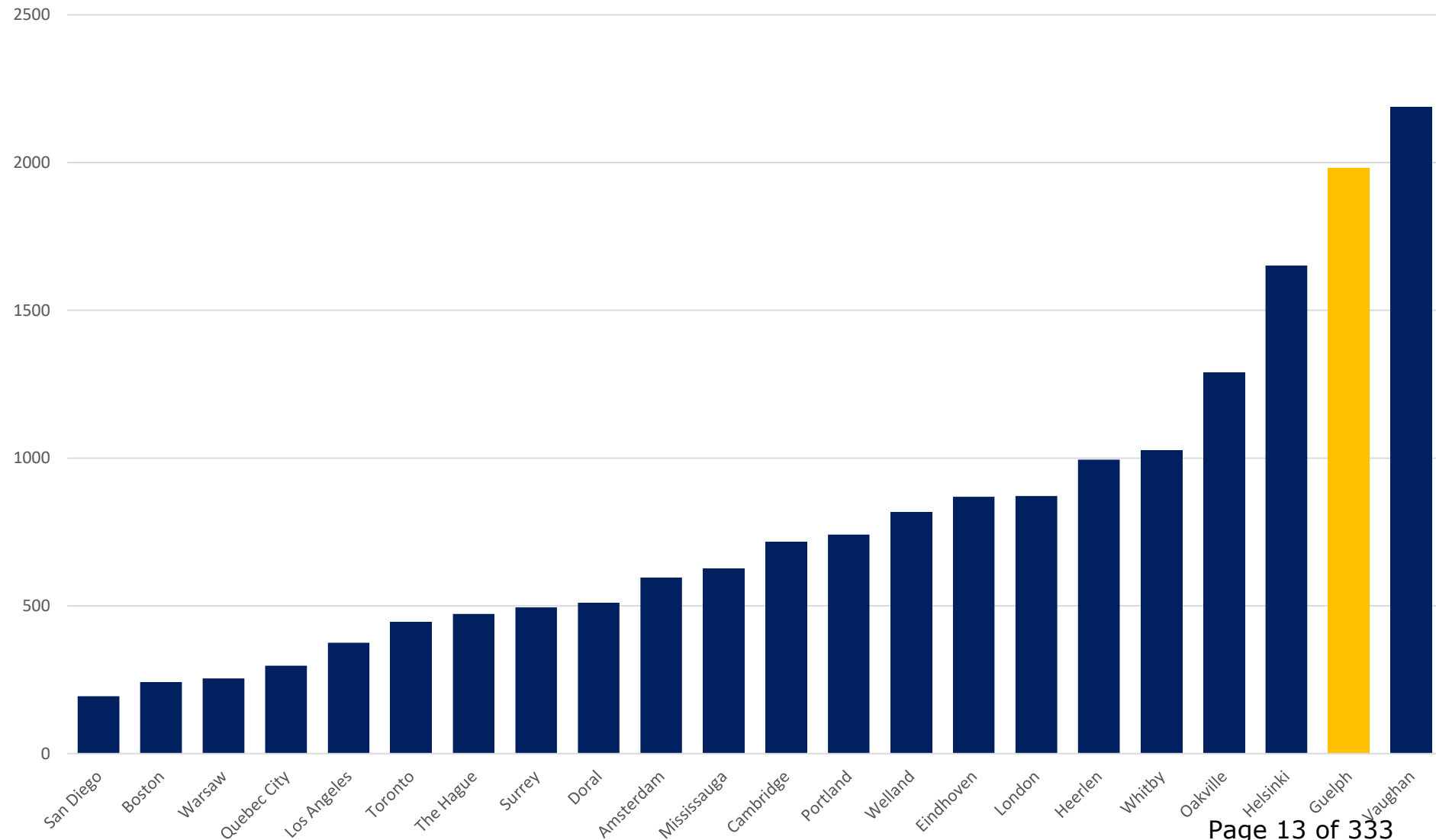


WCCD ISO 37120 Indicator 21.1: Green area (hectares) per 100 000 population



WCCD

WORLD COUNCIL
ON CITY DATA



THE VALUE OF MUNICIPAL DATA AS GENERATED BY THE WORLD COUNCIL ON CITY DATA

DATA THAT IS:

- Globally Standardized (ISO 37120 + ISO 37122 + ISO 37123)
- Regularly Reported (Annual Reporting)
- “Outside of government” and trusted
- Enables cities of all sizes to attract investment with globally comparative data
- Independent and Third Party Verified (WCCD + Externally Audited)
- Open (Housed on the WCCD Global Open Data Portal)
- Drives economic development and informed infrastructure investment with measurable results
- Pre-requisite for resilient city development with support to both municipalities and the insurance industry



WCCD

**WORLD COUNCIL
ON CITY DATA**

CITY OF GUELPH
WCCD ISO 37120
PLATINUM CERTIFICATION
THE HIGHEST LEVEL OF CERTIFICATION



WCCD

ISO 37120

ISO 37120



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ON CITY DATA

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Page 15 of 333



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THE WORLD COUNCIL ON CITY DATA

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Staff Report



| | |
|---------------|--|
| To | Committee of the Whole |
| Service Area | Office of the Chief Administrative Officer |
| Date | Monday, March 2, 2020 |
| Subject | Smart Cities Challenge Update and Confirmation of Advisory Board of Management Governance Structure |
| Report Number | CAO-2020-02 |

Recommendation

1. That Council confirm its approval and support of the achievements to date under the Smart Cities Project, including all management, administrative, financial, and contractual aspects.
 2. That Council appoint the Mayor to the Advisory Board of Management of the Our Food Future initiative and that this appointment be reviewed twice per term as part of Council’s nomination committee process.
-

Executive Summary

Purpose of Report

To provide Council with an update of the “Our Food Future” initiative and detail the proposed governance structure.

Key Findings

On May 14, 2019, Infrastructure Canada announced that the City of Guelph/County of Wellington’s proposal to create Canada’s first technologically enabled circular food economy was selected a winner of the [Smart Cities Challenge](#), and a recipient of \$10M.

Over the succeeding months, staff have implemented a project plan to oversee the 5-year initiative. Activities included:

- setting up a Smart Cities office
- finalizing Agreements with the Federal Government and Project Collaborators
- hiring a firm to lead the communications and community engagement strategy
- developing a project management plan in accordance with the City of Guelph’s Project Management Office discipline
- confirming cross-sectoral membership on identified program delivery tables; and
- establishing early cross-functional pilots/projects that connect the three goals and demonstrate broad community impact

A component of the governance structure includes the appointment of the Mayor as a member on the City/County Advisory Board of Management. This appointment is supported by the City Clerk’s Office, and will be maintained through the City’s nominating/striking process.

On February 24, 2020, By-law Number: (2020)-20476 was adopted authorizing the City to enter and execute an agreement between Her Majesty the Queen in Right of Canada, as represented by the Minister of Infrastructure and Communities, and The Corporation of the City of Guelph, in respect of the Smart Cities Challenge.

Financial Implications

The \$10 million grant from Infrastructure Canada is structured to allow for coverage of all expenses related to the establishment and execution of the Our Food Future initiative.

One of the key deliverables of this initiative is to demonstrate the degree to which the \$10 million grant is able to leverage additional investment within the community. To that end, reporting of this project will extend beyond actual expenditures and will include participants' in-kind contributions.

Report

Accomplishments since June 24, 2019 Presentation to Council

Smart Cities Office Established:

On September 3, 2019, the Smart Cities Office officially opened. An in-kind contribution of the County, the dedicated office facility provides a space for City and County staff to work together to manage the initiative. City staff dedicated to the initiative include an Executive Director, Manager, Program Coordinator (2-year contract) and Administrative Coordinator (5-year contract).

The Smart Cities Office provides a primary point of contact for the Our Food Future initiative; responsible for the overall issues, risks and change management requirements. It provides project management, administration and oversight for the execution of key project milestones and deliverables. Responsible for coordinating the governance system, financial administration and performance monitoring/reporting, it also coordinates and delivers the overall engagement, communication and management functions and guides the implementation of technology and data strategies, on behalf of all projects.

Knowledge Sharing/Recognition:

Since the announcement of the Infrastructure Canada Smart Cities Challenge win, members of the Smart Cities team have presented at 24 events, locally, nationally and internationally, reaching an audience of approximately 4,000 people; in addition to podcasts and radio broadcasts.

Additionally, on April 6, 2020, in Denver, Colorado, the Our Food Future initiative will be recognized at the Smart 50 Awards, in collaboration with Smart Cities Connect, Smart Cities Connect Foundation, and US Ignite, in the category of community engagement. This prestigious award annually recognizes the 50 most influential and innovative projects in smart communities worldwide.

Communications and Community Engagement Strategy Finalized:

Following a competitive Request for Proposals process, which included a review of proposals by City and County staff, Dillon Consulting was selected as the consultant to

develop and execute a communications and community engagement strategy for the Our Food Future initiative.

Project Management Processes Instituted:

During the project development stage of the Smart Cities Challenge application, the City and County held various roundtables to support decision-making, strategic direction, planning and development for the overall initiative and the nine specific pathfinder projects. Each of these teams included broad-based sectoral representation with collaborators, including participation from the University of Guelph, Conestoga College, health organizations, food security and social innovation agencies, businesses and school boards, as well as residents, data and technology experts, and food producers. These collaborators contributed to the success of the application through their extensive networks, service delivery capacity and engagement channels with community and client groups. The participant-led roundtables co-created project plans and budgets, as well as carried out prototyping experiments.

A Transitional Advisory Board was also formed, providing executive-level membership from the community, small and medium enterprises, large businesses, academic institutions, the tech sector, public health, the Ontario Centres of Excellence, the Ontario Federation of Agriculture, Ontario Agri-Food Technologies, Bell Canada and RBC. Co-chaired by a community representative and the CAOs of the City and County, the Transitional Advisory Board met for a series of strategic meetings, providing subject matter expertise and strategic advice and supporting knowledge mobilization.

The Our Food Future initiative is classified a "Tier 1" program under the City's Project Management Policy, which has direct support and oversight from the Project Management Office. This classification provides a stage-gate approach that includes budget planning (pre-initiation), initiation, planning, execution (with monitoring/controlling) and close-out. Staff will monitor activities as per the Program Management Plan (in particular, cost, schedule, risk and change management). The Contribution Agreement as negotiated with Infrastructure Canada also identifies additional project management requirements.

As per the expectations of the Tier 1 Project Management discipline, the following processes have been implemented:

- Program and Project Charters approved
- Risk Register completed
- Financial tracking and reporting established
- Implementation Schedule prepared and baselined
- Program Management Plan completed

Additionally, the City of Guelph are implementing processes to track the amount of funding leveraged from the Smart Cities award as well as the monetary value of the in-kind contributions of the community.

Agreements Finalized:

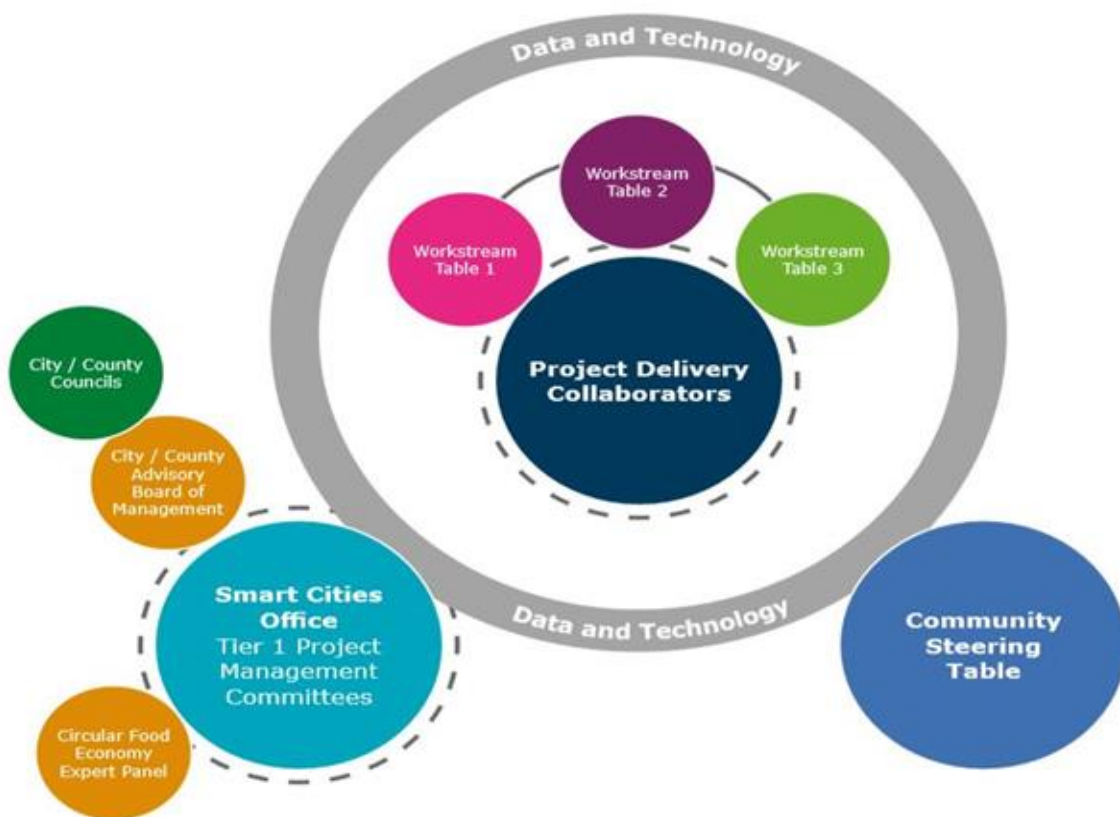
On July 12, 2019, the City received correspondence from the Government of Canada confirming the approval-in-principle of the City of Guelph's award of up to \$10M to implement the Our Food Future initiative over the term of the funding agreement.

City staff have negotiated the final particulars of the mandatory agreement with the Government of Canada. A special By-law authorizing the execution of that agreement has proceeded separately.

The City and project collaborators have also negotiated and finalized participant 5-year contracts. Principal organizations are required to ensure cross-sectoral collaboration with community members and applicable expert organizations to ensure a fulsome, community centred approach to program delivery. Details of the collaborator requirements are identified in Appendix 1. Remaining funding is designated for the execution of pilots or demonstration projects aimed to realize the circular food economy in action and the administration of the Smart Cities office.

Governance Structure:

The Our Food Future governance structure is outlined in the diagram below.



Community Participant Tables

The Community Steering Table includes core delivery participants, as well as organizations that may not be directly involved in project implementation, but play a supporting role in achieving the outcomes of the initiative. This local community-coordination table will receive regular reports from Project Delivery Collaborators and provides advice regarding implementation, resource coordination, community and stakeholder engagement, and outreach. The membership of this multi-sector table reflects principles of diversity and inclusion.

The Smart Cities office has also established a Program Delivery Team, comprised of City/County staff and delivery leads from the three Workstream tables, as well as data and technology experts from the City, County and community.

A strong data and technology approach is foundational to the Our Food Future initiative, encircling the work of the individual projects. Establishing a system of public data collection and use that is sustainable and participatory is a key step in building a healthy, circular digital economy. To do that, a robust data management plan is required. Our Food Future will embrace an open system that interconnects public and private systems and stakeholders. By establishing an open system, data from a variety of sources will be collected and shared across a variety of community collaborators, allowing the community to design interventions specific to local needs. The concept of a Data Utility will operate as a public trust, designed and governed according to the core proposition that access to public data is a service provided to the community to enable engagement, transparency, value creation and ongoing improvements in services. This new form of infrastructure will act as a test case for conceptualizing a comprehensive Data Utility program citywide in the future.

Appendix 2 identifies the composition of the Our Food Future leadership tables.

Expanding the knowledge of international Smart City best practices, developments in technology and data, innovation approaches, and providing considerations for sustainable future developments in circular food economy thinking, a Circular Food Expert Panel will seek advice from national and global leaders in these fields.

City/County Advisory Board of Management

The City/County Advisory Board of Management is designed to ensure public accountability in the coordination of a joint City/County initiative of this nature. Operating under the authority of Guelph City Council, this board will provide the strategic direction and oversight for the Our Food Future initiative as a whole. The Board will be responsible for monitoring the implementation/achievement of the circular food economy vision and objectives, addressing the ongoing sustainability of the initiative and resolving issues where required. Participants of the Advisory Board of Management will meet twice yearly.

Appointment of the Mayor as the City's Council representative on the Advisory Board of Management is requested at this time. Similarly, County of Wellington staff are proceeding with their regular processes to request the appointment of the Mayor of the Township of Centre Wellington on this shared committee.

The following City and County staff will provide support to the City/County Advisory Board of Management:

- CAO Scott Stewart, City of Guelph
- CAO Scott Wilson, County of Wellington
- Barb Swartzentruber, City of Guelph
- Mark Montgomery, County of Wellington
- Greg Clark, City of Guelph
- Ania Orłowska, City of Guelph

Activities for 2020:

Communications and Community Engagement

- Components include but are not limited to:
 - identifying key messages and a statement of the overall vision for engaging the community
 - establishing guiding principles for engagement and communications
 - completing an analysis of engagement and communications-related risks to the Our Food Future initiative and corresponding mitigation strategies
 - designing community and stakeholder engagement objectives, including broader objectives that span the entire initiative, and more detailed engagement objectives for Year 1
 - a stakeholder analysis and a strategy for managing various levels of stakeholder involvement in the initiative
 - compiling a fulsome communications toolkit that will include elements such as brand guidelines, an image library, protocols, video and multimedia resources, social sharing assets and guidelines etc.
 - establishing engagement tools and tactics tailored to the needs of stakeholders and the project objectives. Specifically, intentional strategies for engaging youth/schools, Indigenous communities, new Canadians, older adults, and the rural/farming communities
 - instituting a digital engagement strategy describing the community engagement hub and data dashboard
 - engagement monitoring, evaluation and reporting plan

Nutritious Food Workstream

- Commencing an assessment of neighbourhood food assets to determine which areas do or do not have access to healthy food so interventions can be considered and tested

Business Workstream

- Launching the Circular Food Economy iHub – hosting hackathons, design jams and challenges to bring businesses and researchers together to tackle food system challenges
 - In December 2019, one such event was held in collaboration with Agriculture and Agri-Food Canada (AAFC). AAFC’s Regional Research Users Meeting brought researchers, businesses and academia together for a one day session to discuss advancements in food waste loss prevention. Speakers included City staff, initiative collaborators and AAFC officials. Innovation Guelph staff also facilitated a half-day session to discuss collaboration opportunities between researchers and businesses. 40 participants attended the event
- Launching the Harve\$t Impact Fund that will provide awards to businesses that demonstrates circular principles and providing seed funding to launch new collaborations and businesses
- Exploring the feasibility of circular food economy sustainability graduate certificate program at Conestoga College

Waste as a Resource Workstream

- Working with businesses to provide tools to reduce waste and realize cost savings and greenhouse gas reductions by altering practices
- City and County waste departments working together to acquire baseline data related to food waste generation at the household level, with the intent to evaluate

opportunities to collaborate on food waste reduction and diversion initiatives in the future

- Participating in a nation-wide awareness campaign highlighting the realities and repercussions of food waste

Cross-Functional Pilots/Projects

- Initiating demonstration projects within the community – e.g. the SEED’s upcycle kitchen taking surplus food and processing it into healthy, value added products (e.g. jams, sauces, etc.). These products can then be sold at sliding scale rates, creating greater access to a wider range of food products more affordably
- Commencing the newcomer pilot (a collaboration with the University of Guelph’s Centre for Urban Organic Farming) to leverage existing relationships to identify the food needs of new Canadians in one of Guelph’s lower income neighbourhoods, growing the food on the University of Guelph urban farm, and providing farming skills to newcomer women and youth
- Supporting a Food Waste project, led by the Recycling Council of Ontario, which will pilot a method and model to better manage edible food so it maintains and maximizes highest value, and optimize organics and packaging recycling within the institutional, commercial and industry sector
- Debuting a collaborative portal data utility where data can be shared in an open and transparent way
- Continuing to foster community based relationships and collaborations.
Examples include:
 - working with school boards to imbed the Our Food Future vision in curricula
 - providing placement opportunities to University students across the workstreams and Smart Cities office
 - expanding the SEED community market into the Guelph Y facility
- Our County collaborators will also develop their rural broadband access pilot to help connect the rural communities and create an on-farm pilot to test and showcase the benefits of digital agriculture

Financial Implications

The \$10 million grant from Infrastructure Canada is structured to allow for coverage of all expenses related to the establishment and execution of the Our Food Future initiative. Reporting requirements over the five years are in line with current practices at this City, as well collaborators will be expected to provide quarterly reporting of all financial activity to support this requirement.

One of the key deliverables of this initiative is to demonstrate the degree to which the \$10 million grant leverages additional investment within the community.

The majority of the funding from the grant will flow directly to the City’s collaborators, via Participant Contracts. Full financial reporting of their activities and progress will be provided to the City on a quarterly basis in order to ensure compliance with INFC requirements of the grant agreement.

In addition, information related to in-kind or ancillary projects that leverage the overall investment will be collected and shared as part of the quarterly Tier-1 public reporting.

Strategic Plan Alignment

The Our Food Future initiative specifically aligns with the Strategic Plan priority areas of Powering, Building and Sustaining our future.

Through Our Food Future, Guelph will become a global innovation leader with its “made-in-Guelph” circular economy. Two of the goals for Our Food Future include supporting local and regional economies through the creation of new circular food businesses /collaboration opportunities and increasing revenues by recognizing the value of waste. Through this work, innovation through collaborations will be encouraged and businesses opportunities fostered, all of which contribute directly to the [Powering our Future](#) priority area of the Strategic Plan.

Participants will seek strategic investments that nurture social well-being, and by increasing access to affordable, nutritious food, the City of Guelph will continue to build strong, vibrant, safe and healthy communities that promote resilience in the people who live here. This work therefore contributes directly to the [Building our Future](#) priority area of the Strategic Plan.

Further, efforts to reduce and reimagine food waste will continue the City’s commitment to care for the local environment which is directly supportive of the [Sustaining our Future](#) priority area of the Strategic Plan

This initiative also aligns with other City priorities:

- Creating a culture to drive innovation and forming a foundation of [Building Partnerships](#). With its four commitments, when realized, it will be easier for business:
 - Get to yes - working with the community using a solutions-oriented mindset
 - Providing the tools needed to ensure processes are clear and straightforward
 - Building the right team to get the job done
 - Listen, learn, lead – the City’s culture of continuous improvement
- Enhancing Guelph’s profile as the heart of the innovation corridor
 - The City is anchored by a rich tradition in agriculture, the expertise and world-class research facilities at the University Guelph, home to the Ontario Agricultural College, and a cluster of companies and government agencies engaged in research, innovation and commercialization in the sector.
- Completing the implementation of Prosperity 20Next and setting the groundwork for the City’s next 5 year economic development strategy
- Reaching the City’s bold sustainability goals
- Leadership in progressive waste programming and waste diversion
- Guelph’s [Community Plan](#) which outlined goals shared by residents, businesses and other stakeholders that require collective efforts to achieve environmental, economic/social resiliency and adaptation including a circular food system – all of which are integral to the Our Food Future Vision.

Departmental Approval

Financial Services

Legal Services

Project Management Office

Report Author

Cathy Kennedy, Manager, Smart Cities Office



Approved By

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Appendix 1

Collaborator Project Details

Alectra Gre&t Centre - \$150,000 (matched funding)

The data management plan includes the establishment of a Data Utility, similar in concept of public utilities that provide core infrastructure services, such as electricity and water. The concept of a Data Utility is gaining momentum around the world as more cities recognize the critical nature data represents in effective community engagement. A Data Utility will become a critical infrastructure service, responsible to support the requirements of Guelph-Wellington residents in an open and secure manner. However, providing secure, transparent access to data is only half of the role of the Data Utility. Equally important is integrating it with a solution/application development platform that will enable an innovation ecosystem for value-added services to be developed and monetized. The Data Utility will operate as a public trust, designed and governed according to the core proposition that access to public data is a service provided to the community to enable engagement, transparency, value creation and ongoing improvements in services. This will require the implementation of strict governance and security measures, aligned to the requirements of the individual data sources and designed for reliability/resilience. This new form of infrastructure will act as a test case for conceptualizing a comprehensive Data Utility program citywide in the future.

Provision Coalition: Business Tools and Services - \$548,000

- Project: Business tools and services
- Co-lead of Waste as a Resource Workstream. Membership includes:
 - City of Guelph (expertise from waste management and energy management departments), County of Wellington, Innovation Guelph, University of Guelph, Wellington Waterloo Community Foundations

This project will develop, curate and share a suite of tools, business diagnostics and services to help public organizations and businesses reinvent their processes and business models. This includes developing baseline data, measurement technologies to support evidence based interventions and decision making that increase sustainability and circular principles.

Dillon Consulting: Communications and Community Engagement Strategy - \$670,000

- Strategy and implementation components include but are not limited to:
 - identifying key messages and a statement of the overall vision for engaging the community
 - establishing guiding principles for engagement and communications
 - completing an analysis of engagement and communications-related risks to the Our Food Future initiative and corresponding mitigation strategies
 - designing community and stakeholder engagement objectives, including broader objectives that span the entire initiative, and more detailed engagement objectives for Year 1
 - a stakeholder analysis and a strategy for managing various levels of stakeholder involvement in the initiative
 - compiling a fulsome communications toolkit that will include elements such as brand guidelines, an image library, protocols, video and multimedia resources, social sharing assets and guidelines etc.

- establishing engagement tools and tactics tailored to the needs of stakeholders and the project objectives. Specifically, intentional strategies for engaging youth/schools, Indigenous communities, new Canadians, older adults, and the rural/farming communities
- instituting a digital engagement strategy describing the community engagement hub and data dashboard
- engagement monitoring, evaluation and reporting plan

County of Wellington: County based pilots/initiatives - \$845,000

- County Food Hub feasibility study, City/County collaboration on food waste reduction/diversion initiatives, Rural Broadband Access Pilot and Digital Agriculture Capacity-Building Adoption of an on-farm pilot
- Co-lead of Waste as a Resource Workstream. Membership includes:
 - City of Guelph (expertise from Solid Waste and Energy Management departments), Innovation Guelph, Provision Coalition, University of Guelph, Wellington Waterloo Community Foundations

This work will include conducting a feasibility study for County Food Hub, launching the Rural Broadband Access Pilot, launching Digital Agriculture Capacity Building & Adoption (on-farm pilot), and leveraging Guelph/Wellington Solid Waste Master Plan by exploring, developing, executing and evaluating opportunities to collaborate on food waste reduction and diversion initiatives.

\$600,000 has also been allocated to the City’s Solid Waste Department for staffing and to support their work with the County to explore, develop, execute and evaluate opportunities to collaborate on food waste reduction and diversion initiatives.

Innovation Guelph: Circular Food Economy Innovation Hub (CFE iHub) - \$1,136,400

- Co-lead of Circular Business Workstream. Membership includes:
 - City of Guelph (expertise from the Business Development Enterprise department), County of Wellington, 10C, Business Centre Guelph-Wellington, Conestoga College, Guelph Chamber of Commerce, Launchit Minto, Ontario Agri-Food Technologies, the SEED University of Guelph, Wellington Waterloo Community Foundations

This “think and do” iHub will be a circular economy innovation engine for the region, helping entrepreneurs come together to tackle our most complex food challenges. It will serve as a hub for discovery, assessment and analysis of problems; ideation, user-design, prototyping and validation of solutions; and ongoing mentoring and acceleration of new circular food economy entities. It will create collaborations to re-invent local food systems and solve local food problems that are globally relevant. Anchoring the project will be the establishment and operation of collision activities that foster collaboration in the agri-tech, clean-tech, social innovation and other sectors that may contribute to the initiative’s goals.

Wellington-Dufferin-Guelph Public Health: Assessing the Guelph-Wellington Food Environment and Circular Food Security and Health Action Plan - \$1,710,730

- Co-lead of Nutritious Food Workstream. Membership includes:
 - City of Guelph (expertise from the Community Investment department), County of Wellington, Guelph and Area Ontario Health Team, Guelph Neighbourhood Support

Coalition, North End Harvest Market, the SEED, Toward Common Ground, University of Guelph, Wellington Waterloo Community Foundations

- A) Utilizing on-the-ground research, surveying, GIS mapping and the results of Guelph Family Health study on the food environment, neighbourhood level access to healthy, nutritious food will be assessed, as well as behaviours related to food purchases and consumption. The data gathered will support the development an internet-based Dashboard. The Dashboard will provide access to baseline data regarding of the state of access to nutritious food and community assets. Data mapping and analysis of multiple datasets will identify access gaps, enabling us to establish targets, develop highly effective strategies and track these strategies across time. The information gathered will then be used as an evaluation or benchmarking tool.
- B) Informed by insights gathered by the Asset and Behaviour Mapping project, a Food Security and Health Action Plan will be developed to establish new intervention models, evidence-based policies and resource allocation decisions. Interventions will help influence behaviours related to food purchases and consumption, as well as attract the agri-food industry, community partners and businesses to areas with insufficient access to healthy nutritious and affordable food assets. The results will be effective investments in community-based programs and policies; greater physical and economic access to nutritious foods; well-informed and empowered residents; and, ultimately, improved population health outcomes.

10C Shared Space -The Harve\$t Impact Fund: - \$1,729,760

- Co-lead of Circular Business Workstream. Membership includes:
 - City of Guelph (expertise from the Business Development Enterprise department), County of Wellington, University of Guelph, the SEED, Innovation Guelph, Wellington Waterloo Community Foundations, Business Centre Guelph-Wellington, Launchit Minto, Conestoga College, Guelph Chamber of Commerce, Ontario Agri-Food Technologies

This expanded and connected local financial marketplace leverages granted funds to “de-risk” projects and grows institutional and venture capital opportunities. This circular fund and finance ecosystem will ensure the development/growth of a variety of types of businesses, support of social goals and enhanced success. The initial \$500,000 fund will enable new collaborations, support start-ups and facilitate innovations that apply circular ideas, data and technology to food problems. The Harve\$t Impact Fund will enable the sustainability of the Our Food Future initiative by supporting a pipeline of innovative data- and technology-driven businesses and collaborations, provide awards to circular establishments and seed new businesses.

Appendix 2

Composition of Leadership Tables

Organizations involved in the Program Delivery Table

10Carden
Conestoga College
County of Wellington
Guelph Neighbourhoods
Innovation Guelph
Ontario Agriculture Food Tech.
Provision Coalition
Toward Common Ground
The SEED
University of Guelph
Wellington Dufferin Guelph Public Health

Organizations involved in the Community Steering Table

10Carden
Conestoga College
County of Wellington
General Mills
Grand River Metis Council
Guelph Chamber of Commerce
Guelph Family Health Team
Innovation Guelph
LHIN
Maple Leaf Foods
OMAFRA
Ontario Agriculture Food Tech.
Ontario Federation of Agriculture
Poverty Task Force
Provision Coalition
Second Harvest
Toward Common Ground
The SEED
University of Guelph
YMCA/YWCA
Wellington Catholic District School Board
Wellington District School Boards

Appendix 2 Continued

Composition of Leadership Tables

Organizations involved in the Data/Tech Team

Alectra Utilities
County of Wellington
Innovation Guelph
Ontario Agriculture Food Tech.
Toward Common Ground
Upper Grand District School Board
University of Guelph
Wellington Dufferin Guelph Public Health
Wellington Waterloo Community Futures



Smart Cities Challenge Update

Council Presentation March 2, 2020



Video



Guelph. Future ready.

Powering our future



Sustaining our future



Building our future



Navigating our future



Working together for our future



January 2020 – 5 year initiative launch

- Opened Smart Cities Office – 27 Douglas Street
- Staffing Transition and onboarding (Project Coordinator, County Coordinator)
- Finalized agreements with Federal Government and Project Collaborators
- Participated in 24 events locally, nationally and internationally reaching approx. 4,000 people
- Recognized with an international Smart 50 Award (April 6, 2020)
- Established collaborative governance & Project Management structure for Our Food Future

2020 and beyond



Access to healthy, affordable nutritious food

Increase access to healthy, affordable nutritious food
by 50%

Baseline asset mapping and public reporting dashboard



SEED Upcycle Kitchen



Sliding scale market expansions and partnerships



YMCA - YWCA of
Guelph

Proud supporters of



GUELPH-WELLINGTON - Canada's
first food smart community

A Smart Cities Challenge Initiative

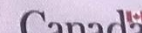
In partnership with



Making a Difference



Funding provided by



Urban Agriculture development



Food from Home Newcomer pilot



Circular businesses and collaborations

Create 50 new circular businesses and collaborations

Launching Circular Food iHub



HELP US BUILD CANADA'S FIRST CIRCULAR FOOD ECONOMY



The Circular Food Economy Innovation Hub (CFE iHub) connects urban and rural communities with the goal of finding innovative solutions to real-world problems related to food security and sustainability in Guelph and Wellington County.

Imagine a food system where there's no such thing as waste and where every resident has access to the healthy, nutritious food they need.
 Imagine a living lab that promotes collaboration between food entrepreneurs, farmers, researchers and social innovators—and a rural-urban partnership that leverages smart technology to make it all possible.
 Guelph-Wellington is leading the way as Canada's first circular food economy, and you can help us make it happen.

HELP US CREATE THE FOOD COMMUNITY OF THE FUTURE

...ntal requirement of life on this planet. However, the basic structure of today's linear food system is unsustainable—economically, socially and environmentally. In Guelph, families experience food insecurity, and the cost of healthy food keeps increasing. A third and a half of the food we produce is thrown away. Much of that ends up in landfill, releasing greenhouse gases that drive climate change.

...me to address these issues by creating Canada's first circular food economy, reimagining, distribute, sell and consume food for a more inclusive and sustainable food system. We want a place where everyone can access nutritious food, nothing is wasted, and the impact on our planet is minimal. We imagine a system where food experts and entrepreneurs come together to tackle these challenges.

...become Canada's first technology-driven Circular Food Economy with three bold goals:
 1. Access to affordable, nutritious food;
 2. Support for local businesses, collaborations and social enterprises; and
 3. Economic revenues by reducing and reimagining our food waste.

...share our ideas, data and technology solutions to move from the current system to a circular food economy that creates new jobs, and values our planet, health, equity and dignity.

HOW CIRCULAR IS YOUR BUSINESS?

A circular food business is a for-profit, not-for-profit, or social business that contributes to the circular food economy. Businesses can do this by preventing waste and reusing food waste, developing shared prosperity through inclusivity, and expanding access to nutritious food.

- Which of the following categories best describes your business?
- Processor • Food Transportation • Food Retail • Food Waste
 - Food Packaging • Feed Production • Recycling • Repurposing
 - Manufacturer • Agri-Innovation • Agriculture/Food Technology
 - Designer • Food Educators • Agri-Food Consultants
 - All Innovators • Agro-System Specialists

If you fit into one or more of these categories, then you are in the perfect position to help! Together, we can create a smart community right here in Guelph and Wellington County.

You can play a role in finding solutions! In your Guelph-Wellington community, you can support the Circular Food Economy. Join us for events, start conversations, and explore how you can get involved.
 Visit foodfuture.ca

HOW CIRCULAR IS YOUR BUSINESS?

The checklist below shows some of the characteristics of a circular/sustainable food business. How many does your company have? (Standardized terms are defined below the checklist)

Preventing/ Reducing Waste and Carbon Emissions

Do you engage in any of the following emission reductions activities?

- Use renewable energy sources (wind, solar, etc.)
- Participate in official programs (carbon credits or carbon offsetting)

Do you track your environmental performance?

- Formal system (ISO, etc.)
- Informal system

Repurposing Waste

Do you maximize the value of waste using any of the following strategies?

- Product focused (products-as-a-service, product life extension, sell and buy-back, long-life sharing platform)
- Material focused (renewable, recycle, reuse, remanufacture, recovery)

Expanding Access to Affordable, Nutritious Food

Do your products improve food access?

- Available to a wider variety of consumers
- Provides essential vitamins, minerals, or proteins

Developing Shared Prosperity

Are you a living wage employer?

- I am not certified through the Ontario Living Wage Network
- I am a certified living wage employer

Do you offer inclusive products or services?

DEFINITIONS:

Biodegradable: A material that is not dispersed when used and decomposes naturally in the environment.

Compostable: A material that can be broken down into soil by microorganisms under specific conditions.

Long-life: A product designed to work longer than others of the same kind.

Sharing Platform: A formal or informal system that allows users to share resources.

Renewable: A natural resource or source of energy not depleted when used.

Recycle: The conversion of waste into reusable materials.

Reuse: To use again or more than once.

Remanufacture: Restoring through repair and replacement.

Recovery: The recovery of waste without any pre-processing.

Living Wage: The hourly salary at which a household can meet its basic needs, including groceries, housing, and education in Guelph-Wellington in 2020.

Buy-back scheme: A program where a business buys back products from consumers.



Harvest Impact Fund

Awards

\$100,000+ granted
over four years

Social Finance Fund

Launch of \$2M+ fund
to intake local
investments and
invest in
local projects

New collaborations



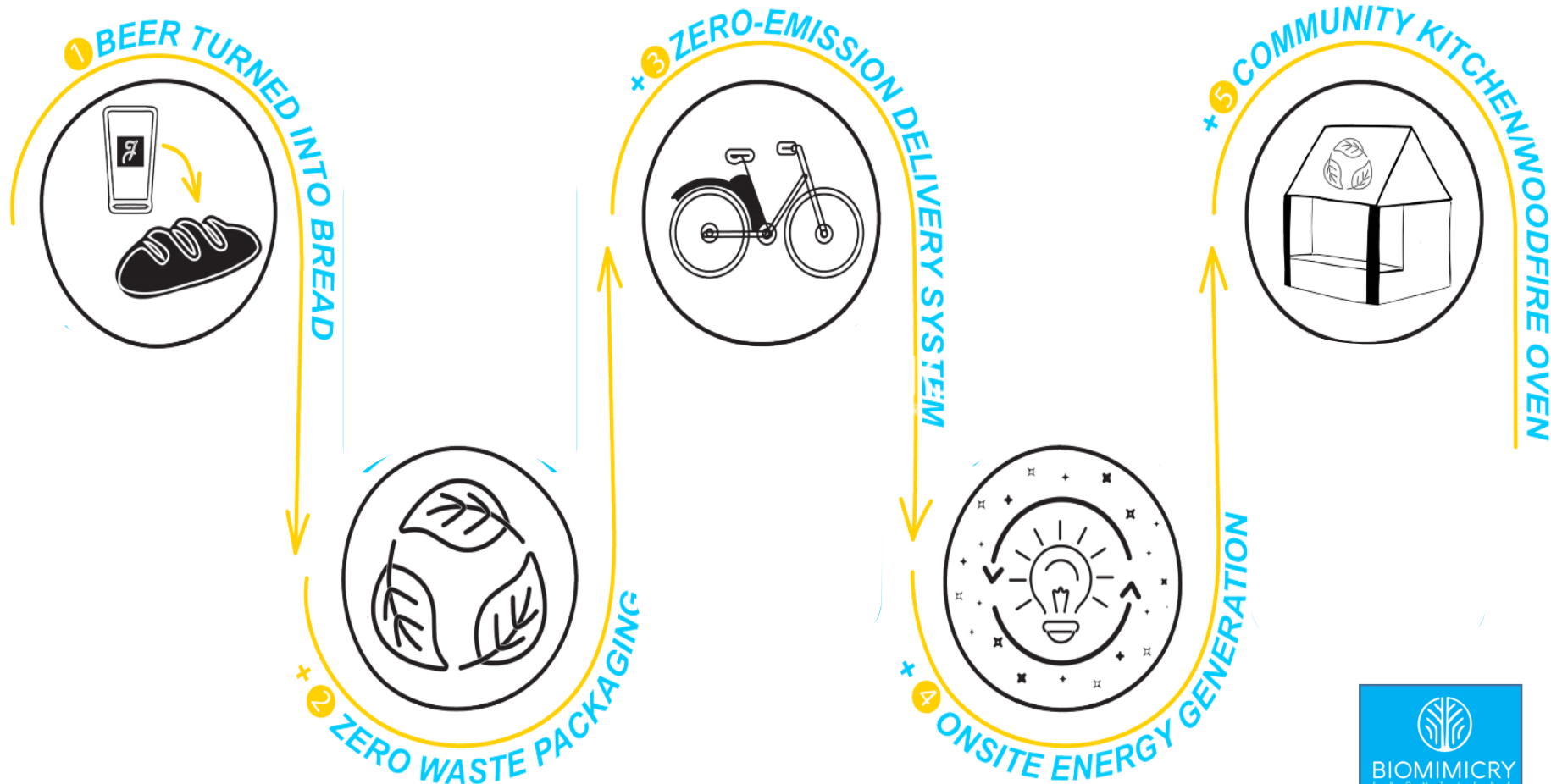
Eat, Talk and Get Inspired!

food Fridays

Businesses tools and resources



Neighborhood pilot – Circular food economy in action



Guelph Chamber of Commerce Regional Economic Summit



Join community and business leaders from across the region as we discuss the importance of circular economies and showcase how local and national organizations are executing this work at our Regional Economic Summit.

Hear from **keynote speaker, John Coyne, Vice-President, External Affairs & Sustainability at Unilever Canada Inc.** to learn how Unilever is maximizing on sustainable initiatives and implementing changes to better tomorrow.

As a well-known leader in corporate sustainability, John is a passionate activator of the Unilever Sustainable Living Plan, the organization's strategy to grow business, reduce its environmental footprint and increase its positive contribution to society. John is Executive Chair of the Board of the Canadian Stewardship Services Alliance Inc., Co-Chair of the Partners in Project Green steering committee (a major environmental initiative of the Toronto Region Conservation Authority), and Past Chair of the Board of the Stewardship of Ontario, just to name a few.

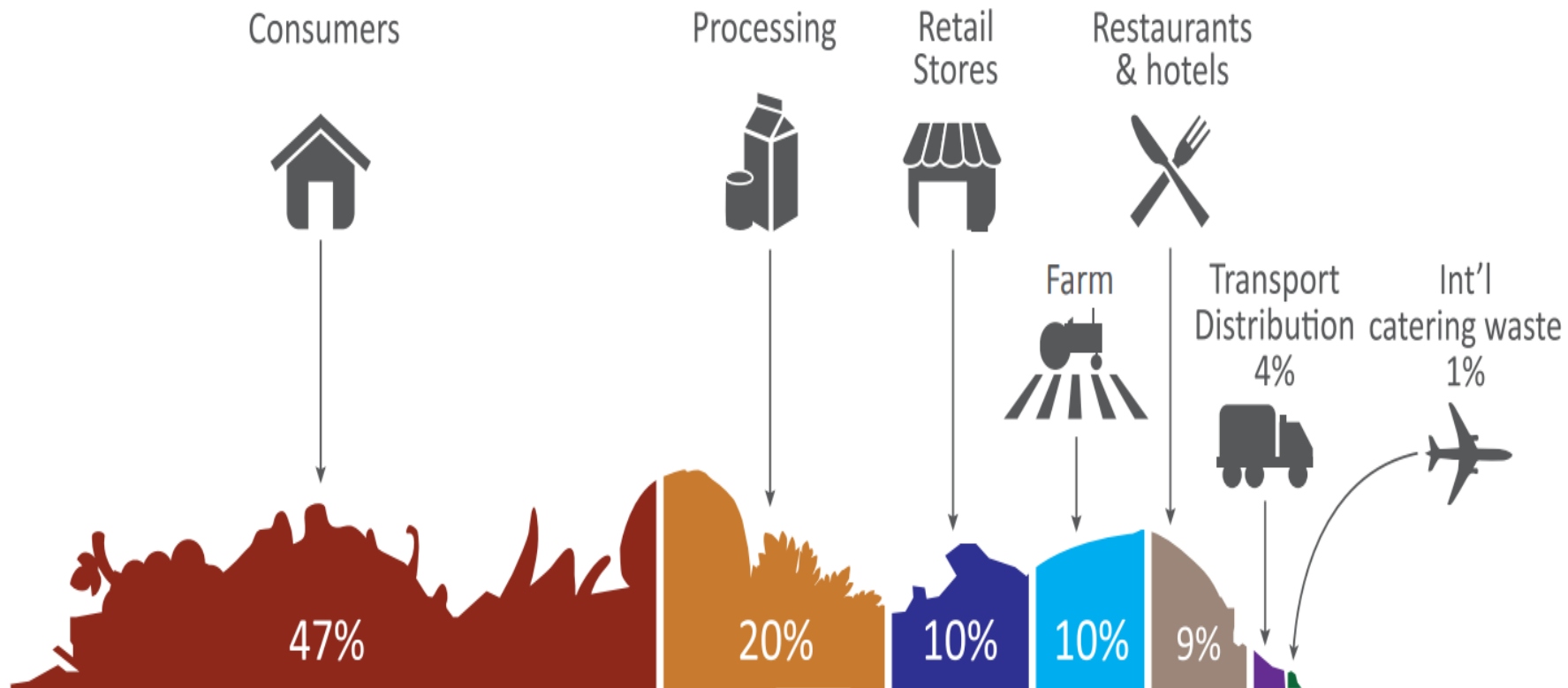
John is Co-Chair of the **Circular Economy Leadership Coalition**, which was launched in 2018 to accelerate Canada's transition to a circular economy. He was also appointed to the federal Plastics Advisory group, advising Canada's Minister of the Environment and Climate Change on issues relating to plastics and the implementation of the Ocean Plastics Charter.

Circular municipal waste systems

Increase the economic value of food waste and
reduce environmental impacts by 50%

G-W Food and Waste Flow Study

WHERE FOOD WASTE OCCURS THROUGH CANADA'S FOOD VALUE CHAIN⁹



(Source: \$27 billion revisited: The cost of Canada's annual food waste, VCM International, 2014)

Municipal waste systems

- Shared opportunities from County and City Waste masterplanning
- Tools for businesses to reduce waste, realize cost savings and reduce greenhouse gas
- Baseline data on food waste generation in homes (City and County)
- Pilot with Recycling Council of Ontario to rescue edible, separate organics, recycle in ICI sector
- County Green bin implementation and waste audits

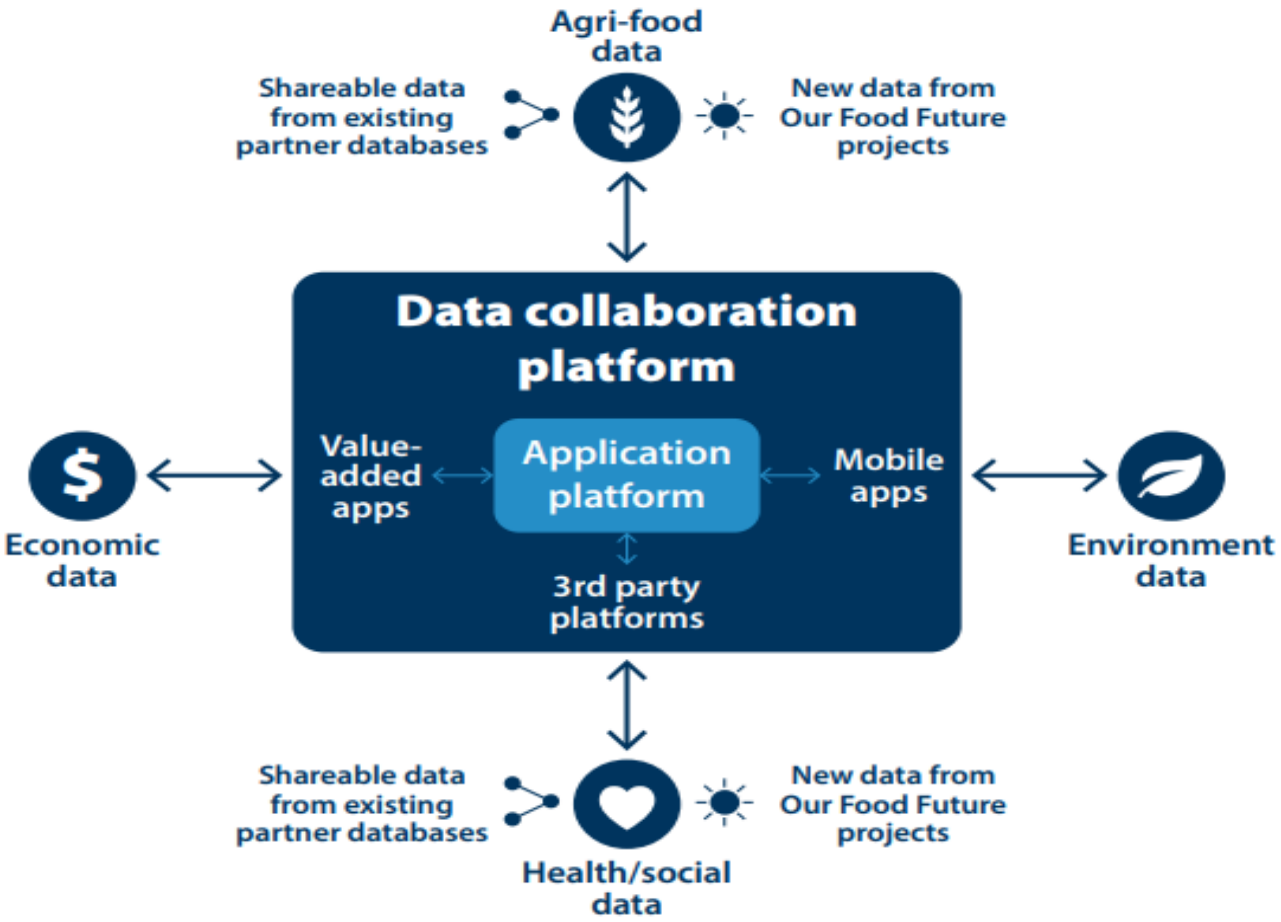
Launch Reimagine Food Campaign



Data and technology

Increase capacity to use data and technology to solve food system challenges

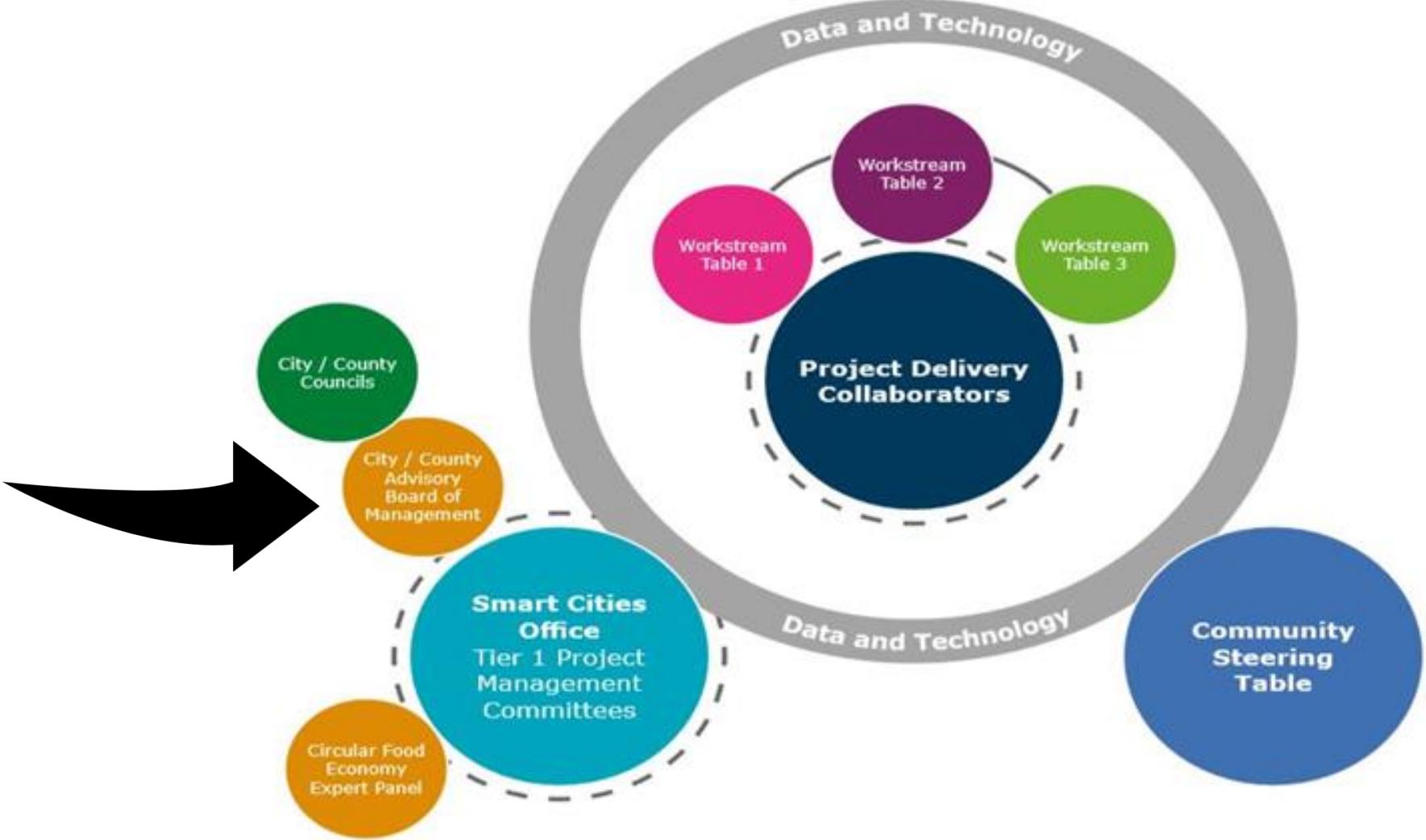
Data Utility pilot



County data and tech projects

- Rural Broadband Project
 - Identify barriers and increase access to broadband service in rural communities
 - Test the viability of bulk purchasing high-speed internet
- On-Farm Project
 - Test new digital technologies to measure and record crop yields and quality
 - Create a living lab to act as an incubator for innovation

Proposed governance structure



Recommendations

1. That Council confirm its approval and support of the achievements to date under the Smart Cities Project, including all management, administrative, financial, and contractual aspects.
2. That Council appoint the Mayor to the Advisory Board of Management of the Our Food Future initiative and that this appointment be reviewed twice per term as part of Council's nomination committee process.

Our Food Future

Guelph-Wellington



Staff Report



| | |
|---------------|---|
| To | Committee of the Whole |
| Service Area | Infrastructure, Development and Enterprise Services |
| Date | Monday, March 2, 2020 |
| Subject | Clair-Maltby Secondary Plan – Open Space System Strategy |
| Report Number | IDE-2020-17 |

Recommendation

1. That the Clair-Maltby Secondary Plan Policy Directions: Open Space System Strategy dated March 2, 2020 and included as Attachment 2 to report IDE-2020-17, be approved to provide direction for the preparation of the draft official plan amendment, secondary plan policies and Master Environmental Service Plan.
-

Executive Summary

Purpose of Report

The purpose of this report is to provide Council with the recommended Open Space System Strategy for the Clair-Maltby Secondary Plan (CMSP) for approval.

Key Findings

The Open Space System for the CMSP area is proposed to include one ten-hectare Community Park, eight one-hectare Neighbourhood Parks, a linear system known as the moraine ribbon, which will be over 20 hectares in size and additional local trails.

Additional recreation and open space opportunities will be explored through integration with the stormwater management capture areas within the CMSP area.

The recommended Open Space System was informed by extensive community engagement that occurred in September – December 2019.

Financial Implications

All components of the Open Space System will have to be acquired by the City. All options and tools available to the municipality will have to be explored in order to consider the acquisition of these lands. The estimated cost and the acquisition options will inform and be further investigated through the Financial Impact Assessment being completed for the CMSP in its entirety. The Financial Impact Assessment will be brought forward for Council's information prior to approval of the CMSP.

Report

Background

The CMSP is being undertaken to comprehensively plan the last unplanned greenfield area of the City. The Secondary Plan will develop a land use plan for the study area which provides more detailed planning objectives and policies than those found in the overall Official Plan. The Master Environmental Servicing Plan (MESP) component of the study will determine preferred municipal infrastructure and servicing related to water, wastewater, stormwater management and mobility for the secondary plan area.

On May 13, 2019, Council considered [Report IDE-2019-51 titled 'Clair-Maltby Secondary Plan: Phase 3 Project Update'](#) which, among other matters, recommended approval of an updated Preferred Community Structure and the related Policy Directions Document as the basis for the preparation of the draft secondary plan policies, as well as ongoing technical work.

At that meeting Council passed the following resolution:

1. That the updated Clair-Maltby Secondary Plan Preferred Community Structure, dated May 13, 2019 and included as Attachment 1 to report IDE-2019-51, be approved, with the exception of the location of the Potential Community Park, as the basis for the preparation of the draft official plan amendment, secondary plan policies and Master Environmental Servicing Plan, as well as ongoing detailed technical analysis, including numerical modelling throughout Phase 3 of the project while still allowing for flexibility to respond to updated data, and community engagement.
2. That the Clair-Maltby Secondary Plan Policy Directions Document dated May 13, 2019 and included as Attachment 3 to report IDE-2019-51, be approved to provide direction for the preparation of the draft official plan amendment, secondary plan policies and Master Environmental Servicing Plan.
3. That the feasibility of a Moraine Ribbon as part of the Open Space System in the Clair-Maltby Secondary Plan area be explored throughout the remainder of Phase 3 of the project.
4. That the Interim Employment Lands Update prepared by Watson & Associates Economists Ltd. dated February 21, 2018 and included as Attachment 6 to report IDE-2019-51 be received.
5. That the proposed project timeline for the remainder of Phase 3 of the project be approved as outlined in report IDE-2019-51 subject to any timing impacts associated with changes to Provincial policy and legislation, which would be reported back to Council.
6. That staff be directed to further review the location and size of the Potential Community Park and the policy direction of co-locating the Community Park with stormwater management facilities and schools as part of the Open Space System Strategy, and that the Open Space System Strategy be brought forward for Council consideration prior to the draft secondary plan and Master Environmental Servicing Plan.

Since that time, staff has been working on developing an Open Space System Strategy for the CMSP area and the purpose of this report is to bring forward the Open Space System Strategy Policy Directions Document for approval.

Process for developing the Open Space System Strategy

As the process for the Open Space System Strategy was developed, staff established several parameters. These parameters guided the process and are as follows:

- The Open Space System Strategy for the CMSP is not intended to develop detailed programming and trail mapping for open spaces;
- The Natural Heritage System (NHS) is not a component of the Open Space System in the CMSP area;
- Open space planning is not influenced by existing or potential future property lines, current land ownership or individual landowners' future plans for development;
- There will be a minimum of 10 hectares of community park space in the CMSP area;
- A community park should have access to a collector or arterial road, should not be located within the NHS or within the Gordon Street corridor and should not be bisected by a road;
- Through the secondary plan process, Open Space System policies that are appropriate for the CMSP area will be developed; these policies may modify the Open Space System policies in the City's Official Plan to reflect the detailed study of the area;
- Eight neighbourhood parks are planned throughout the CMSP in addition to the community park.

Round 1 Community Engagement

On September 25, 2019, the first round of engagement on the Clair-Maltby Open Space System Strategy began with a workshop. The same content and questions asked at the workshop were available online through the City's community engagement website haveyoursay.guelph.ca following the workshop.

The purpose of the first round of engagement was to hear thoughts from the community on the size, function and location of a future community park in the CMSP area, as well as to get feedback on the proposed moraine ribbon. Attachment 3 is the mapping that was used to identify all the potential community park options available for consideration and for which the City was seeking feedback.

The feedback provided in round 1 assisted in establishing criteria in order to develop a short list of potential community park locations, as well as understanding the community's thoughts on where it was most important to establish the proposed moraine ribbon.

Summary of Feedback from Round 1

The [Summary of Feedback for Round 1](#) is available at guelph.ca/clair-maltby.

The community park feedback suggested that: there was a slight preference for one large (10 ha) community park rather than two smaller (5 ha each) parks; multiple functions with both active and passive recreation opportunities should be accommodated; the park should be centrally located within the area,

interconnected with other parks and trails and accessible by various modes of transportation; and the existing topography and natural features should be preserved as part of the function of the park.

Using the following criteria, that were developed based on community and stakeholder feedback, the short-list of community park options was created.

Criteria:

- Can the size and location accommodate multiple functions including active and passive uses?
- Can the park be interconnected with other parks and/or trails?
- Can the existing topography be largely maintained as part of the function of the park?
- Is the location central to the secondary plan area?
- Is the location walkable and accessible by various modes of transportation?
- Is the location, or portions thereof, quiet?
- Is the location safe?
- Is the location near a landmark or notable feature?
- Will there be a benefit to the NHS?
- Will there be sufficient infrastructure to handle the increase in traffic?

The short-list of community park options was evaluated against the above criteria and the evaluation matrix is included as Attachment 4 to this report. The six potential community park locations are included as Attachment 5 to this report.

The moraine ribbon feedback was diverse. Some respondents suggested that a moraine ribbon is not needed while others were supportive of the proposed moraine ribbon and saw it as a linear park system and/or trail system. Suggestions were made with respect to where the ribbon could be "interrupted" but a high-level review of the feedback suggests that respondents would like it to be maintained where it enhances connectivity and linkages and where there are environmental features that are more sensitive.

The feedback received regarding the moraine ribbon assisted in refining the moraine ribbon mapping to create more direct routes that accommodate "travel" to and from places, as well as other routes to accommodate passive recreation opportunities. The refined moraine ribbon mapping is included as Attachment 6 to this report.

Round 2 Community Engagement

Round 2 of the Open Space System Strategy engagement began on November 19, 2019 with a workshop and ended on December 5, 2019 when the online component of round 2 closed. The in-person workshop and the online component provided the same information and requested the same feedback from participants. The exercise included providing a summary of the feedback received through the first round of engagement and then participants were requested to identify the pros and cons of each of the six potential community park options (see Attachment 5).

All of the community park options provided 10 ha of community park space, however, three of the options had the park space divided into two locations. Participants were asked to identify the pros and cons of each community park option.

The refined mapping for the moraine ribbon (see Attachment 1) was also presented during Round 2 of engagement and participants were invited to provide further comments.

Summary of Feedback from Round 2

The [Summary of Feedback from Round 2](#) is available at guelph.ca/clair-maltby.

The community park feedback suggested that there continued to be a slight preference for one large (10 ha) community park rather than two smaller (5 ha each) parks and there seemed to be a general desire for the community park to have access to nature. Concern that the existing topography and natural features be preserved was raised throughout the feedback, along with the desire for both active and passive recreation opportunities to be accommodated within the park. Finally, there were many comments suggesting that a well-connected, centrally located community park was desirable.

Youth Workshops

In addition to the two rounds of community engagement described above, staff also made an effort to get feedback from a younger demographic by holding workshops with students from Bishop Macdonell Catholic High School and Centennial Collegiate Vocational Institute in November 2019.

The workshops were held with Grade nine geography students, which complemented a unit in their curriculum on urban planning. It was valuable to speak with high school students because they had unique perspectives to contribute and they represent the demographic that will likely be living in the CMSP area when it is built out.

On November 14, 2019 staff held four separate workshops and reached 159 students at Centennial and two workshops on November 21, 2019 with 58 students at Bishop Macdonell. The total number of students who participated was 217.

A brief presentation was given to all of the students, which explained the role of an urban planner, the planning system in Ontario, what is Clair-Maltby and the park scenarios. Similar to the community workshop, the students were given the six park scenarios (which were determined based on feedback from Workshop 1). Students were asked to work in teams to develop pros and cons for each park scenario. They listed various considerations related to benefits of locating parks near schools, providing good access to parks, centrally locating parks so kids can walk to them, and various concerns with crossing Gordon Street and other busy roads. These considerations helped to inform their lists of pros and cons for each park scenario, which they presented to staff and their classmates.

Analysis

Following the Community Engagement, technical experts from city staff and the CMSP consultant team undertook an analysis of the proposed Open Space System. The review involved input from a variety of experts including: environmental specialists, land use planners, park planners and water resource engineers.

The input received from the public through community engagement informed the criteria that city staff and the technical experts on the project consultant team

applied to evaluate the potential community park locations and assess the feasibility of the proposed moraine ribbon.

The following analysis considers the City's current Official Plan policies, identifies the components of the open space system for the CMSP area, and analyzes the potential community park locations and the proposed moraine ribbon.

Current OP Park Policies

The City's Open Space System consists of parks, trails and open spaces that are not part of, but may be interconnected with, or supportive of, the NHS.

The Official Plan sets out several objectives and policies for the City's Open Space System. The objectives for the City-wide open space system include, but are not limited to:

- Developing a connected system of trails and parks that provide exposure to, awareness of and interaction with nature and contributes to community health and wellness.
- Developing a city-wide trail system that is off-road where possible and supported by on-road links when necessary.
- Creating a hierarchy of open space, trails and parks based on size, function and population to be served.
- Providing sufficient open space to meet the active and passive recreational needs of residents, accessible to all residents.
- Accommodating the park and trail needs created by residential intensification with an emphasis on walkability.
- Protecting and enhancing trails, parks and open spaces for current and future generations.
- Creating and promoting tourism attractions in the open space system.
- Encouraging indigenous biological diversity, naturalization and environmental enhancement in appropriate open space and park locations.
- Ensuring that urban forestry is a key component of park design.
- Planning for appropriate interconnections, protection and enhancement opportunities between the open space system and the NHS.

Parkland targets

There are four different categories of park: urban squares, neighbourhood parks, community parks and regional parks. Park types are differentiated largely based on: function, size, amenity and population served. The Official Plan sets out policies for each type of park some of which include targets for park space per 1000 residents the City will plan to provide.

The targets set out in the Official Plan for Neighbourhood Parks, Community Parks and Regional Parks are not intended to be applied to specific areas of the City. Rather, it is intended that the targets be applied across the entire City.

There were a number of comments received through community engagement process suggesting that the targets are not being met, therefore the amount of parkland being planned for the CMSP area should be increased.

In order to respond to these comments, staff have applied the city-wide targets to the CMSP area and provide the following for informational purposes only. Based on the Preferred Community Structure endorsed by Council on May 13, 2019, it is estimated that approximately 16,000 people will live in the CMSP area. The Official Plan sets the following city-wide targets:

- Neighbourhood Parks: the City will maintain a minimum city-wide average rate of 0.7 ha/1000 residents.
- Community Parks: the City will maintain a minimum city-wide average rate of 1.3 ha/1000 residents.
- Regional Parks: the City will encourage the provision of 1.3ha/1000 residents.

In order to meet these policies, the City would need to plan for 11.2 ha of neighbourhood park space and 20.8 ha of community park space. The City would also encourage 20.8 ha of regional park space. Based on these policies, the total amount of park space the City should plan for within the CMSP area is between 32 and 52.8 ha in the form of neighbourhood, community and regional park space.

At this time, the CMSP process is planning for the following Open Space System within the secondary plan area:

- Community Park: approximately 10 ha
- Neighbourhood Parks: approximately 8 ha
- Moraine Ribbon: approximately 20 ha

Although the framework is slightly different, this results in approximately 38 ha of open space which is within the range outlined by the Official Plan and will result in future residents of this area having suitable access to park space.

It is also intended that the CMSP Open Space System will be enhanced and complemented through the opportunistic use of stormwater management systems for recreational purposes (where possible). The estimated amount of land to be dedicated to stormwater management capture areas in the CMSP area is approximately 18 ha.

Recommended Components of the CMSP Open Space System

In order to determine the appropriate Open Space System for the CMSP area, utilizing a design-based approach has continued to be the best approach to planning for this unique area of the City. The Open Space System is being designed to be supportive of, and complementary to, the NHS. In utilizing a design-based approach, it was also important to have consideration for the existing Open Space System policies in the City's Official Plan.

The Open Space System in the CMSP is comprised of four components:

1. Community park
2. Neighbourhood parks
3. Moraine ribbon
4. Local trails

The proposed mix of traditional parkland in the form of community park space and neighbourhood park space, as well as the introduction of a linear park system (moraine ribbon) throughout this area, will meet the parkland needs of the future residents of this area. It is also anticipated that the community park and the

moraine ribbon will serve the broader community. With these elements, the Open Space System is approximately 38 ha of land. The opportunistic recreational use of stormwater management capture areas, as well as 'local' trails and the Active Transportation Network will provide additional recreational opportunities.

Component 1: Community Park

A key consideration of the Open Space System Strategy included determining the size and location of the community park as per the Council direction in May 2019.

Community Park Size – Ten hectares

As outlined above, the feedback from the community identified a preference for one larger park rather than two or more smaller parks to create the community park space (recognizing that there are also smaller neighbourhood parks at 1 hectare each distributed around the plan area). Although it was clear that one large community park was preferred, it should be noted that some participants indicated they felt that 10 hectares of community park was still too small and that the community park should be larger to accommodate Guelph's rapidly growing population.

Recognizing that the CMSP community park will serve more than one neighbourhood and will likely provide facilities for active and passive recreation at an intermediate level, staff agreed that one larger park is preferable and continue to recommend that the community park be ten hectares in size. Ten hectares for the community park was determined based on the following considerations:

1. **Planned future programming:** The community park will accommodate active and passive facilities. It is envisioned that the site could be able to accommodate a range of active facilities including several sport fields, an intermediate recreational amenity or a large event space. In addition to an active intermediate facility, the site will also accommodate passive uses and parking.

The community park will include both a level area as well as areas that have the ability to appreciate the unique topography of the area. The community expressed, through engagement, a desire for the community park to have opportunities for interacting and appreciating nature.

An example of this vision for a community park is Norm Jary Park (22 Shelldale Crescent) which has both active and passive uses including three sport fields, a natural area and a variety of other recreational amenities. The park is 9 ha in size and is co-located beside a community hub and an elementary school. Given the topography of the area, providing one centralized park helps ensure that it can provide the level of programming that the community has identified as important.

The City currently has 34 community-level parks and the average size of our community parks is less than the minimum 10 ha outlined in the OP. The existing community parks are serving the intended function and through the early stages of the Park and Recreation Master Plan process there has been no indication that community parks need to be bigger. Through the Parks and Recreation Master Plan benchmark analysis it is noted that many other

comparator municipalities have community parks policies with a standard size that is smaller than 10 ha in size. For example, the City of Milton's community park minimum size is 6.0 ha, Hamilton is 7.0 ha and Ottawa is the smallest at 3.6-6.0 ha. Therefore, staff are recommending that the community park in the CMSP area be 10 ha in size.

2. **Functional examples of existing community parks:** Currently many community parks in Guelph offer specialized recreational amenities on sites smaller than 10 ha. Castlebury Park (50 Castlebury Drive) in the City's west end is a good example of a smaller community park. It is about 3.7 ha and provides two full sized soccer fields, parking, a playground, a half basketball court and walking paths. It is also beside a City drainage channel. Castlebury Park is also co-located with a future school site, which makes the park appear much bigger than it is and provides opportunity for shared resources. This demonstrates that a significant amount of active recreation can be accommodated in a smaller area.
3. **Existing Official Plan policies:** The current policies in the Official Plan outline criteria to be considered in the development of community parks. The criteria include that a community park should be between 10-20 hectares in size, however, it may be smaller where specialized facilities are developed. A ten-hectare park is supported by the current Official Plan policies, however, the CMSP is design-based to ensure that the characteristics of this important area in the City are recognized. This approach also balances the needs of a growing population with the need to ensure that Clair-Maltby promotes a complete community with a high quality of life for future residents.

With a high-level understanding of the potential function of this future park, staff is confident that the needs of the future Clair-Maltby residents, as well as residents in other areas of the City, can be adequately served with a 10-hectare park in the CMSP area. This size provides the ability to offer active and passive recreation. The community park size will be able to provide higher level park functions that will be complemented by the other eight one-hectare parks distributed around the community.

Community Park Location

Throughout the community engagement on the Open Space System, dozens of potential park locations and options were considered and ultimately three potential 10-hectare park locations rose to the top to be considered and evaluated more fully.

As described through the community engagement process, the dozens of potential community park locations and options were reviewed and reduced to a short-list of six potential community park options. The short-list was created based on criteria generated from community input (see Attachment 4 for the Evaluation Matrix and Attachment 5 for the short list of community park options). The community was further engaged on the short-list of options and then staff and the project consultant team reviewed the short-list of locations to arrive at the recommended community park location.

While the input from the community engagement was considered in arriving at the recommended community park location, it was not determinative. The views of

stakeholders were very polarized on many considerations when discussing the potential park locations. Ultimately, the recommendations contained in this report are based on staff’s professional evaluation of all relevant inputs, including, but not limited to public input.

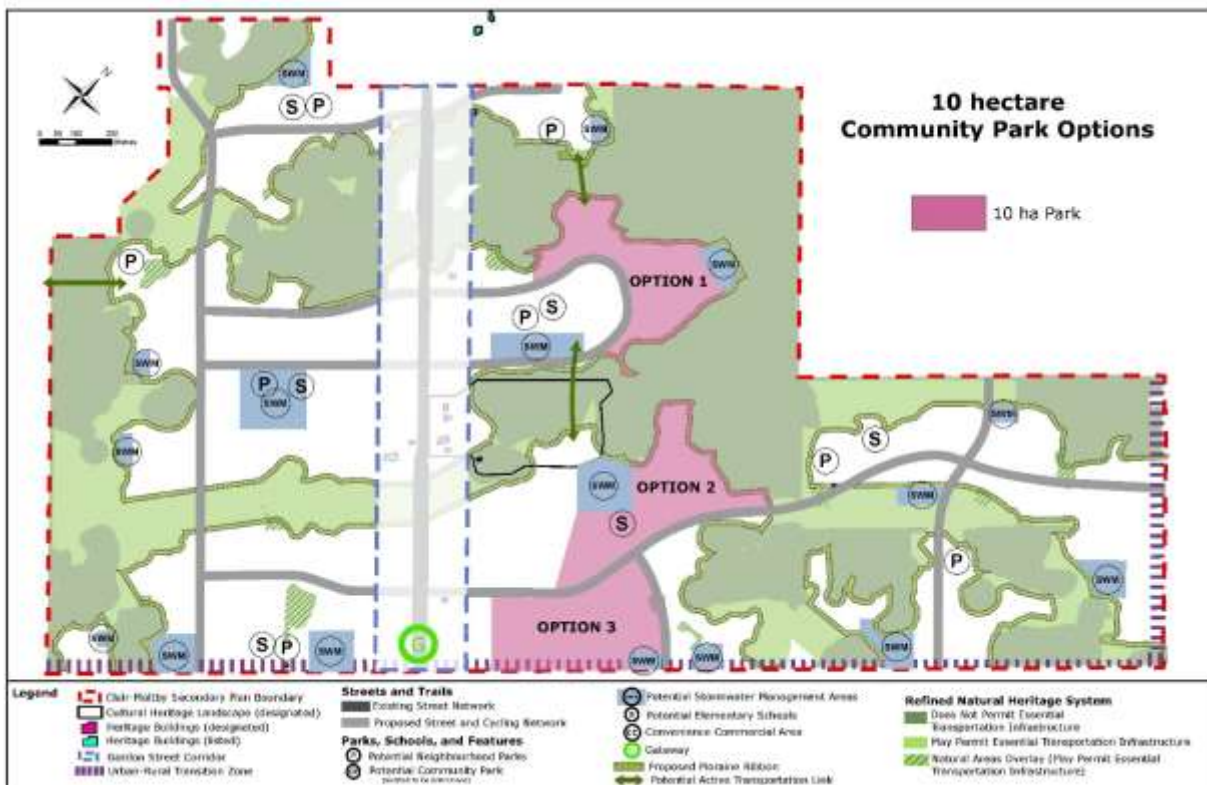
In order to evaluate the short-list of community park location options, staff determined that the following criteria would be applied:

- Will the size accommodate the intended community park function including active and passive uses?
- Is it a centralized and walkable location?
- Is the location accessible from major roads?
- Is the location accessible by all modes of transportation?
- Does the location abut the NHS?
- Can the existing topography accommodate the community park?

The complete evaluation matrix of the three park options is included as Attachment 6.

Location Criteria: Size

With the determination that the community park should be ten hectares in size, as detailed above, the short-list of six community park options was reduced to three potential community park locations to be evaluated.



Location Criteria: Centralized and walkable

Some input from the community suggested that a location central to the CMSP area would be valuable. Staff agree that a centralized location would be appropriate to promote walkability and other forms of active transportation thereby potentially

reducing the number of people that will access the community park by way of private vehicles. A centralized location also allows the community park to serve a neighbourhood function for future residents. In addition to the location being centralized, the community park should also be separated from the existing South End Community Park located on the northwest boundary of the CMSP area.

All three potential park locations are generally centrally located within the secondary plan area. Analyzing each location as well as the surrounding future land use (based on the preferred community structure), the number of potential future residents within a 5-10 minute walk (400-800m) of each location was estimated (see Attachment 7 for mapping).

| | Residents within 400m | Residents within 800m |
|----------|-----------------------|-----------------------|
| Option 1 | 2950 (1850 in CMSP) | 8900 (5800 in CMSP) |
| Option 2 | 4150 | 8700 |
| Option 3 | 4400 | 7050 |

The following parameters informed this estimation:

- Walking distances are calculated from the edge of the park.
- All populations assume build-out scenario using 2016 people per unit information.
- Populations are calculated as-the-crow-flies (a buffer) and are a gross estimation. The calculations do not account for barriers such as the NHS or lack of pedestrian routes.
- Population within walking distance of Option 1 includes portions of lands north of the CMSP area and assumes a build-out scenario. This added an additional 1100 people within 400m, and 3100 people within 800m.
- Due to lack of data, population outside the City boundary was not included.
- All figures are rounded to the nearest 50.

Based on these estimations, all three potential locations would be walkable for a significant number of residents.

Option 2 has the benefit of being accessible to more pedestrians without crossing Gordon Street or a future collector road (both of which are potential barriers for pedestrians, especially children). This allows it to also provide a neighbourhood park function for more future CMSP residents and greater access to a park whereas they otherwise would not.

With respect to walkability, Option 2 is preferred. With respect to separation distance from an existing community park, Options 2 and 3 are preferred.

Location Criteria: Accessible by road

In addition to being able to easily walk and use active modes of transportation to access the park in a central location, it is important that a community park have good access to major roads to facilitate access by way of transit and private vehicles. This recognizes that a community park does play a role for the entire community and draws from a larger area that requires these modes of transportation to be considered.

Access in and out of a park are important from a safety perspective and crowd management perspective, especially when these parks hold community events that draw in large numbers of people.

Best practice in parks planning indicate that good street frontage on a major road, that allows people to access the park more than one way helps manage this flow of traffic.

Based on the preferred community structure, all three park locations will have access to a major road (collector or arterial). Concern was raised with respect to the road accessibility of Option 1. This location is in an isolated pocket of the CMSP area with one future collector road looping through and only connecting to Gordon Street in two locations. This does not allow traffic to disperse when major events are held in the community park, thus the accessibility of this location from a road and transit will likely be impacted.

Of the three locations, Option 1 is less desirable based on this criteria. The other two options achieve this criteria.

Location Criteria: Accessible by all modes of transportation

Based on the Preferred Moraine Ribbon Location mapping (see Attachment 1), all three potential park locations will be accessible by multiple modes of transportation. Road accessibility was discussed above and would facilitate access by way of transit and private vehicles. A potential Active Transportation Network (ATN) route is accessible to each location and the proposed moraine ribbon would connect to both Options 1 and 2. While Option 3 does not connect to the proposed moraine ribbon, it is directly connected to the high-density residential area in the Gordon Street corridor.

This criteria was not determinative in recommending a community park location.

Location Criteria: Proximity to the NHS

Protecting the Natural Heritage System (NHS) and its function, including the moraine, is important and has been a key consideration throughout the CMSP project. Input received through the community engagement on the Open Space System Strategy highlighted the significance of minimizing impacts to the NHS. Locating open space and park lands immediately adjacent to the NHS edges in an urbanizing context is desirable insofar as it provides a more complementary and less intensive land use than residential, mixed-use or commercial land uses. Open spaces and parks, compared to residential, mixed-use or commercial land uses, typically:

- have much less impervious surface allowing for more in situ infiltration;
- contain more opportunities for treed and other “green” spaces (including naturalization areas) that can help support NHS functions; and,
- support human uses that may be intensive at certain times of day or year but, overall, are less intensive than other urban land uses (e.g., fewer and less busy roads and parking).

Furthermore, potential impacts associated with human use within a City park can be mitigated and managed as needed by the City with tools at the City’s disposal (e.g., directional lighting away from natural areas, formalized trails to direct use,

signs directing users to stay on trails, fencing where deemed appropriate, etc.), which are considerations in parks planning in all City parks.

Locating the community park where it will abut the NHS aligns with the current city-wide open space objective to develop parks that provide exposure to, awareness of and interaction with nature and contributes to community health and wellness.

Consequently, Options 1 and 2 are preferred from a natural heritage perspective as they both abut the NHS (and the Significant Landform), with a slight preference for Option 1 as more of the park abuts the NHS.

Of the three options, Option 3 is the least desirable from a natural heritage perspective as it does not abut the NHS.

Location Criteria: Existing Topography

The existing topography of the CMSP area is an important consideration for all future development in this area including the development of the future community park. Input received through the community engagement on the Open Space System Strategy highlighted that many members of the community also feel that maintaining the existing topography is very important in the CMSP area.

As outlined above, it is intended that the community park in the CMSP will provide opportunities for both active and passive recreation activities. It is assumed that the active recreation opportunities may be sportfields which would require some flatter land. The existing topography of each potential park option was examined and it has been determined that each location has areas with significant topography that would facilitate passive recreation opportunities or other uses that may benefit from being located on a hill or slope. It was also determined that each location has areas that are flatter and could facilitate active recreation opportunities, such as sportsfields, with minimal grading.

This criteria was therefore not determinative in recommending a community park location as all three potential park locations could facilitate the intended function of the park while largely respecting the existing topography.

Staff Recommended Community Park Location: Option 2

The complete evaluation matrix of the three park options is included as Attachment 7. Based on the evaluation matrix, as summarized above, staff has concluded that Option 2 best meets the locational criteria as it:

- is centrally located;
- has good road accessibility;
- is accessible by all modes of transportation and is well connected by the moraine ribbon and the ATN;
- it abuts the NHS; and,
- respects existing topography which has the ability to accommodate both active and passive recreation opportunities.

Component 2: Neighbourhood Parks

Neighbourhood parks having a minimum size of 1 ha each are proposed to be located throughout the CMSP area to ensure that all future residents have access to a park space within walking distance of their home. Through the Open Space

System community engagement, there was no discussion regarding the size or location of neighbourhood parks. The proposed neighbourhood parks will be connected to the moraine ribbon and co-located with school sites and stormwater management capture areas where feasible.

Staff continues to recommend the neighbourhood park size and locations that were identified on the updated Preferred Community Structure that was endorsed by Council in May 2019.

Component 3: Moraine Ribbon

The CMSP area is located on the Paris Moraine, which is a natural feature unique to this area of the City. Significant portions of the moraine are protected as significant landform as part of the City's NHS. As such, an innovative approach to achieving the City's open space objectives that highlight this natural feature is being proposed, along with parkland that is more traditional.

What is the moraine ribbon?

The moraine ribbon generally abuts the NHS in the CMSP area and can be viewed as a linear park feature that highlights the unique topography and the significant amount of NHS in this area of the City. The moraine ribbon could be considered a re-interpretation of a Regional Park. The intent is to provide future users with exposure to, awareness of, and interaction with nature in accordance with the open space system objectives of the Official Plan. Through the creation of recreational open space immediately abutting the NHS, future users will have visual access to the NHS without negatively impacting the natural heritage features or their functions. The final designation of the space will be determined through the secondary plan.

The moraine ribbon is intended to incorporate a trail throughout its length. In some sections of the ribbon, the trail may be developed to be transportation focused and built to ATN standards (i.e. wider, asphalt or other hard surface) while in other areas the trail will be much smaller intending to be recreational focused.

The features included in the moraine ribbon will change throughout its length. In some sections it may incorporate green infrastructure for stormwater management purposes. In other areas or sections of the ribbon, play equipment or small pockets of open space could be planned for. Similar to the design of other open spaces within the CMSP area, the detailed design and programming of the moraine ribbon will occur closer to when it is being acquired or developed.

Preferred vs. potential moraine ribbon locations

As outlined earlier, through the community engagement on the Open Space System, feedback was requested with respect to where the moraine ribbon could be removed or interrupted if it cannot be acquired in its entirety for any reason. A refined map has been prepared which identifies "preferred moraine ribbon locations" and "potential moraine ribbon locations" (see Attachment 1).

The preferred moraine ribbon locations focus on creating connections throughout the CMSP area including direct routes to facilitate active transportation movement, and connections to destinations such as parks, schools or commercial areas. Other sections of the preferred moraine ribbon are intended to provide opportunities for passive recreational movement and the enjoyment of nature.

Approximately 6 hectares of the moraine ribbon has been identified as 'potential moraine ribbon'. These are areas that could be removed while still providing a connected Open Space System but should still be pursued in order to place a compatible land use (open space) abutting the NHS (see Attachment 1). This will be further evaluated in conjunction with the Financial Impact Assessment being completed for the CMSP in its entirety.

How big is the moraine ribbon?

As detailed design and programming will not occur until a much later date, the assumed size or width of the moraine ribbon is 12 metres. However, the supporting policy direction for the moraine ribbon is intended to provide flexibility for the 12 metres to be increased or decreased in order to respond to the unique features and intended programming of each section of the moraine ribbon, the existing topography of the CMSP area and the site specific subdivision design of future development.

Using the assumed 12-metre width, and including both the Preferred and Potential Moraine Ribbon areas, the entire moraine ribbon as a linear park system is estimated to be over 21 ha in size. However, portions of the ribbon may be acquired as part of the future stormwater management system and other sections of the ribbon will take the form of enhanced pedestrian and cycling facilities within a right-of-way (road).

Component 4: Local Trails

The moraine ribbon provides a significant opportunity for trails and active transportation to be developed throughout the CMSP area, however, additional localized facilities will be required.

In order to supplement the trail system provided within the moraine ribbon, local trails designed through future plans of subdivision will be necessary to make important connections within each smaller neighbourhood. These connections are intended to provide users of all ages and abilities with safe, convenient and comfortable routes to elementary schools, neighbourhood parks, commercial areas and other destinations.

Co-location of the community park and an elementary school site

While there may be benefits to co-location of the community park with elementary school sites, there are also potential concerns. The benefits include:

- extracurricular learning opportunities;
- experiential learning and environmental stewardship;
- increased flexibility for possible school/site expansion; access to play fields and passive recreation opportunities;
- the possibility of other community hub/recreation centre type uses; and,
- the ability to share parking or other outdoor facilities located at either the school or park based on use generally being at different times of the day.

Based on discussions with the Wellington Catholic District School Board (WCDSB) and the Upper Grand District School Board (UGDSB), the potential elementary school site that was co-located with the recommended community park location (Option 2) should be shifted to the southerly side of the future east-west collector road.

This shift will be made when the draft secondary plan is prepared to recognize that one of the primary objectives for siting schools is to ensure that they are placed in a location adjacent to as much residential as possible. Proximity to residential uses ensures that: the school is appropriately situated in relation to the population it is designed to serve; there is a better chance of a sustainable student population; and it is accessible by the greatest possible walk-in population.

Acquisition of the Open Space System in Clair-Maltby

With recent changes to the Planning Act, it is likely that all or a significant portion of the Open Space System in Clair-Maltby will have to be purchased by the City.

With respect to portions of the Open Space System that may be acquired by way of dedication we can advise the following:

- Portions of identified Active Transportation Networks within the moraine ribbon may be dedicated through future development applications if appropriately identified in the City's Official Plan.
- Portions of the moraine ribbon forming part of an identified municipal right-of-way may be dedicated through future development applications if appropriately identified in the City's Official Plan.
- Portions of the moraine ribbon which overlap with stormwater management infrastructure requirements may be dedicated to the City through future development applications.

The appropriate option for acquisition of the Open Space System would be determined at the time of development and/or acquisition.

Financial Implications

The estimated cost of the Open Space System and the acquisition options will be developed and evaluated through the Financial Impact Assessment being completed for the CMSP in its entirety. The Financial Impact Assessment will be brought forward for Council's information and consideration prior to approval of the CMSP. This may inform amendments to the recommended Open Space System.

Funding for the purchase of the lands may come from the new community benefit charge (CBC) or other municipal sources. The province has passed legislation that replaces certain development charges, parkland dedication and density bonusing revenues with a new CBC. These are significant revenue streams for the City which are used to the fund growth-related park acquisition and development, recreation facilities and equipment, parking and library facilities in the long-term capital plan. There is a great degree of uncertainty around the future of these revenue streams due to the provincial development and expected consultation process of the CBC regulations.

There may be fiscal impacts from these changes that cause an increase in property taxes and/or a reconsideration of the capital plan, including reducing the size and scope of projects or extending the time horizon of when the project would begin. The fiscal impacts may also result in revisiting service levels as defined in the Official Plan and Master Planning documents.

The City is actively participating in conversations with our peer municipalities and professional associations, monitoring the provincial development of the CBC

legislation and advocating for revenue neutrality through these changes through political channels. Staff will advise Council as soon as more information is known.

Consultations

As detailed earlier, two rounds of community engagement were undertaken with the community and stakeholders, as well workshops with more than 200 high schools students, to get feedback regarding the Open Space System in the CMSP area.

| | |
|---------------------------------|---|
| September 25, 2019 | Afternoon and evening public workshops (round 1) |
| September 30 – October 14, 2019 | Online engagement (round 1) |
| November 14 & 21, 2019 | Workshops at Centennial CVI and Bishop Macdonell Catholic High School |
| November 19, 2019 | Afternoon and evening public workshops (round 2) |
| November 21 – December 5, 2019 | Online engagement (round 2) |

Strategic Plan Alignment

The CMSP will align with the following priorities within the Strategic Plan:

Powering our future – this study will support a healthy economy.

Sustaining our future – this study will ensure that there is adaptable green infrastructure to support population and economic growth for future generations. The NHS within Clair-Maltby will be protected.

Navigating our future – this study will consider transportation connectivity, safety and improving connections between our existing community and this future community for all modes of transportation.

Building our future – The open space system in Clair-Maltby will be a strategic investment that nurtures well-being for Guelph residents. It will be a new asset to respond to Guelph’s growing and changing social, economic and environmental needs.

Attachments

Attachment-1 Map 1: Components of Recommended Open Space System (March 2, 2020)

Attachment-2 Policy Directions: Clair-Maltby Open Space System Strategy

Attachment-3 Round 1 Community Engagement Mapping – all community park options

Attachment-4 Community Criteria Evaluation Matrix

Attachment-5 Mapping of the short-list of community park options

Attachment-6 Evaluation Matrix of the three community park options

Attachment-7 Residents within 5-10 minute walk of the potential community park locations

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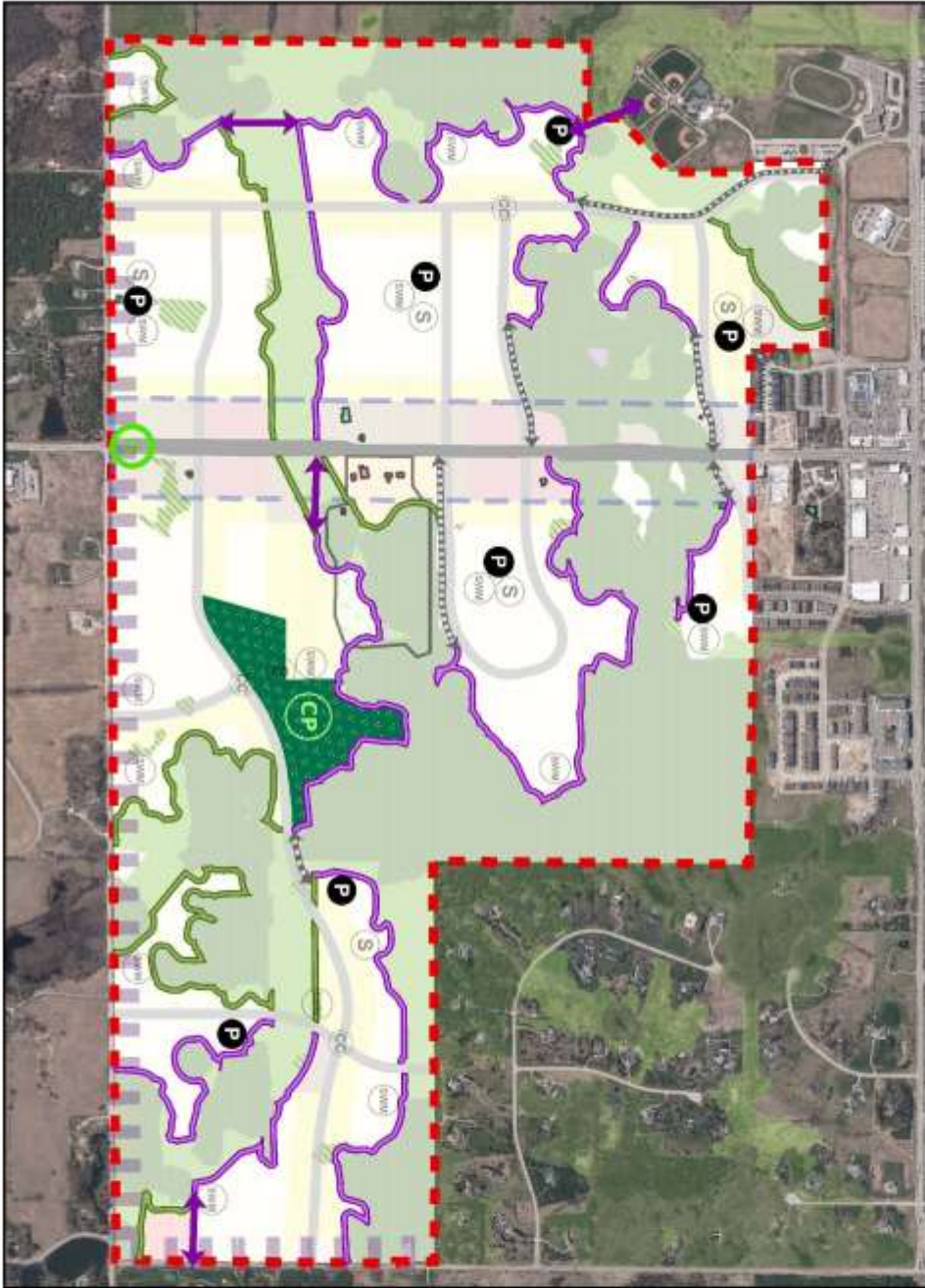


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Attachment-1 Map 1: Open Space System (March 2, 2020)

COMPONENTS OF RECOMMENDED OPEN SPACE SYSTEM



Legend

- - - - Clair-Maitly Secondary Plan Boundary

Open Space System Components

- CP Community Park
- P Potential Neighbourhood Parks
- Preferred Moraine Ribbon Locations
- Other Potential Moraine Ribbon Locations
- Potential Trail Connection
- Enhanced Pedestrian & Cycle Facilities

Note:

Other elements of the preferred Community Concept Plan endorsed by Council in May 2019 are shown underlying the Open Space System components for context only.

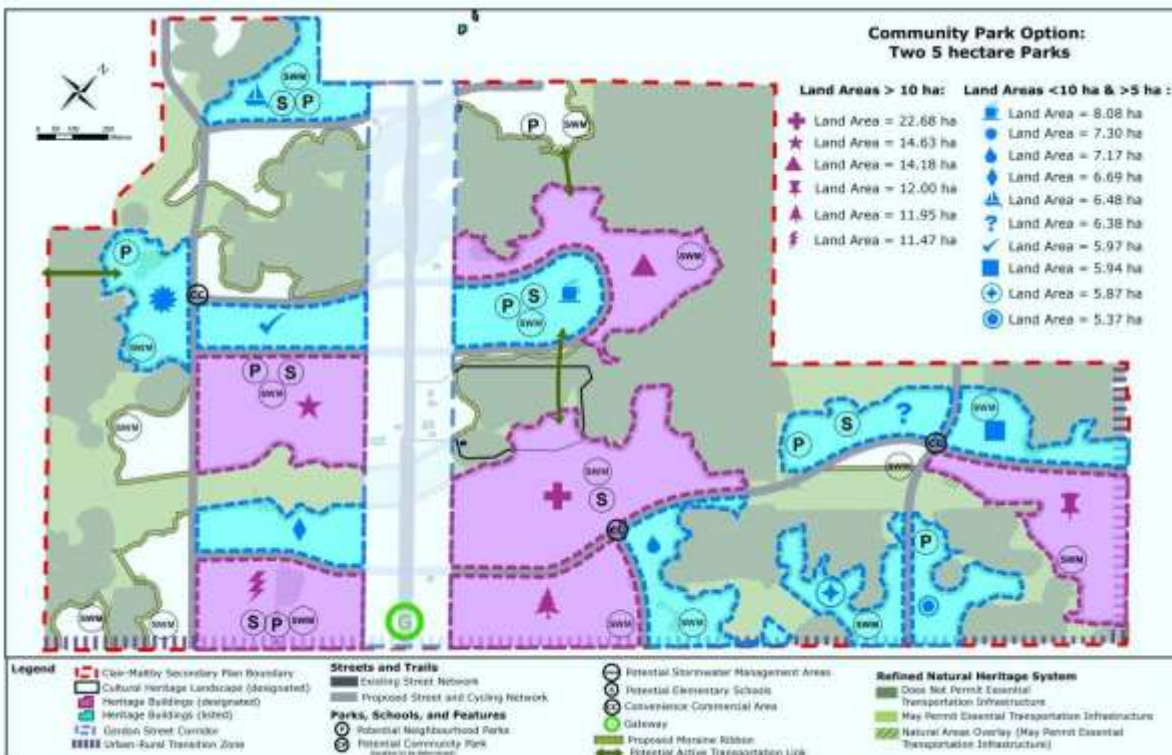
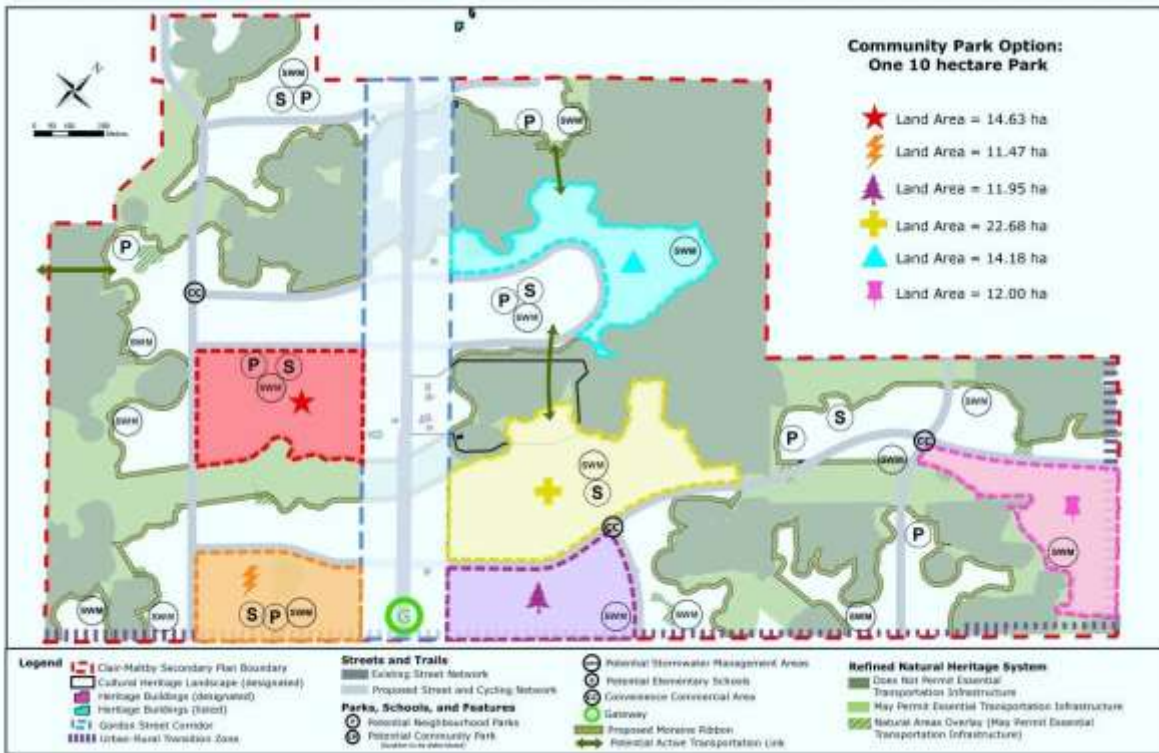


MARCH 2, 2020

Attachment-2 Policy Directions: Clair-Maltby Open Space System Strategy

[Link to the document: Policy Directions: Clair-Maltby Open Space System Strategy](#)

Attachment-3 Round 1 Community Engagement Mapping – all community park options



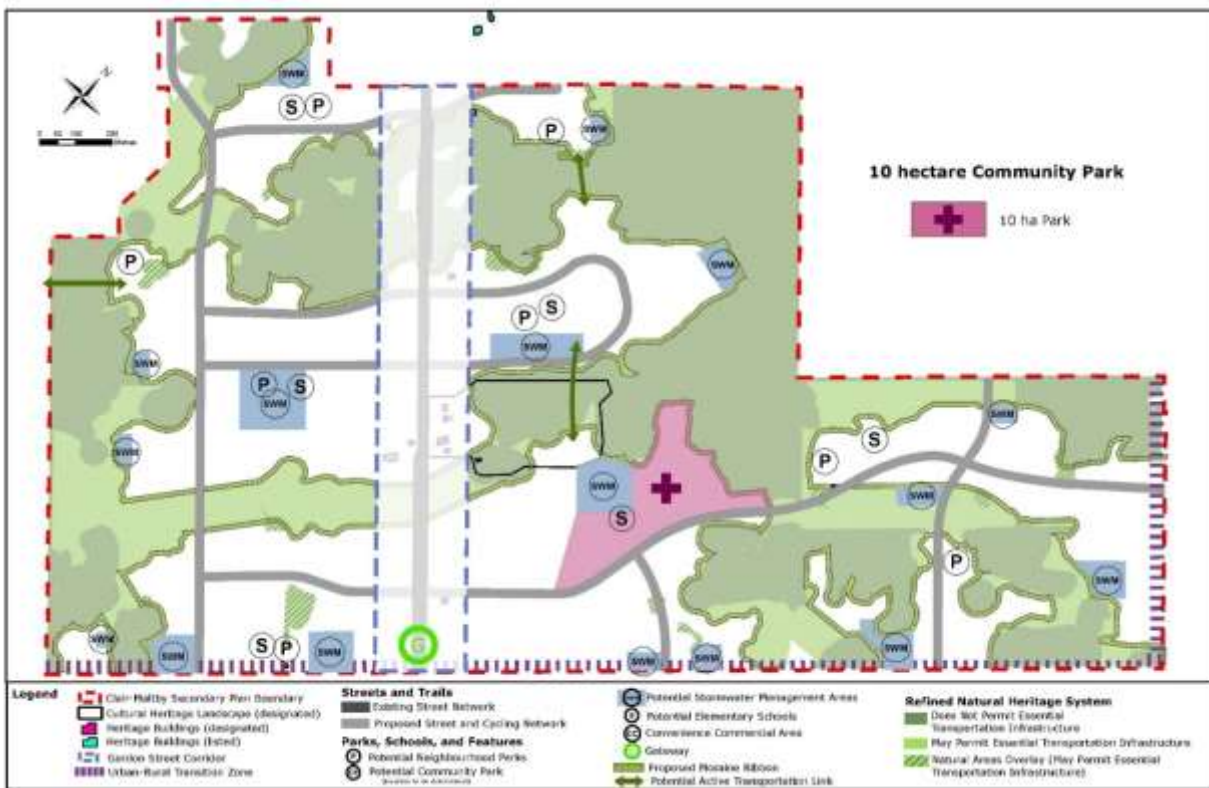
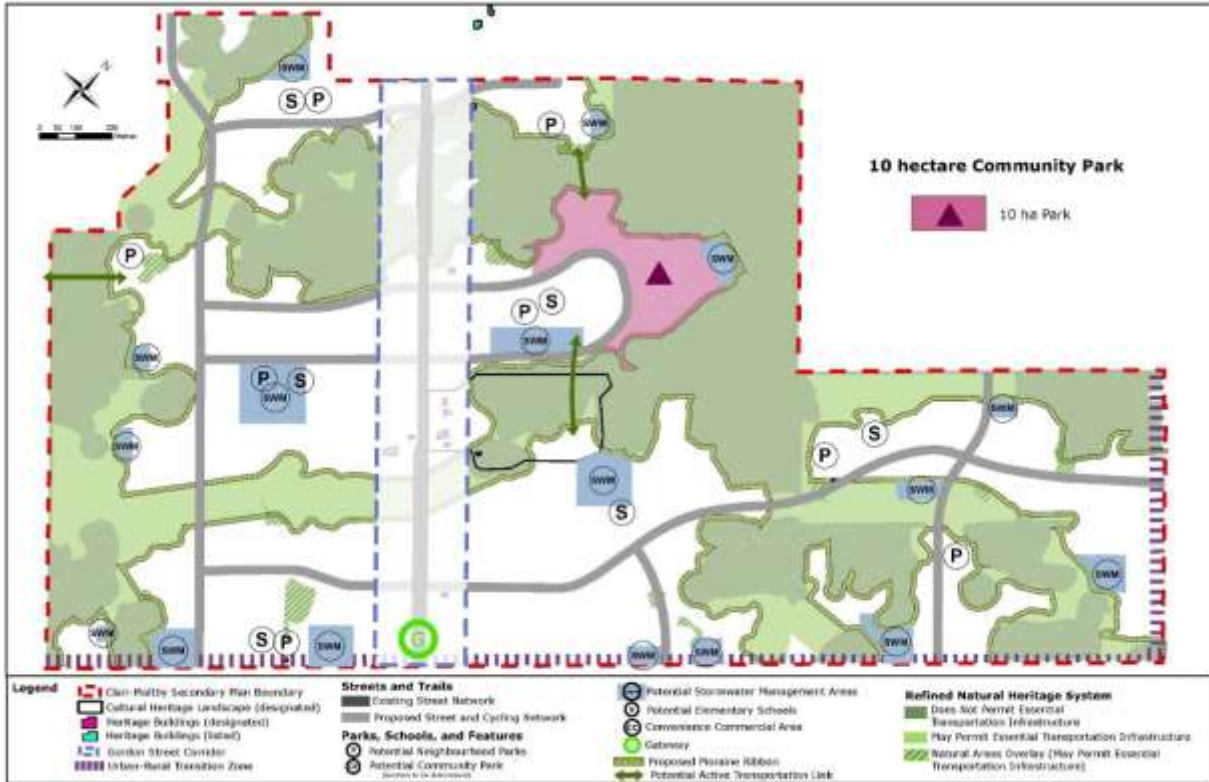
Attachment-4 Community Criteria Evaluation Matrix

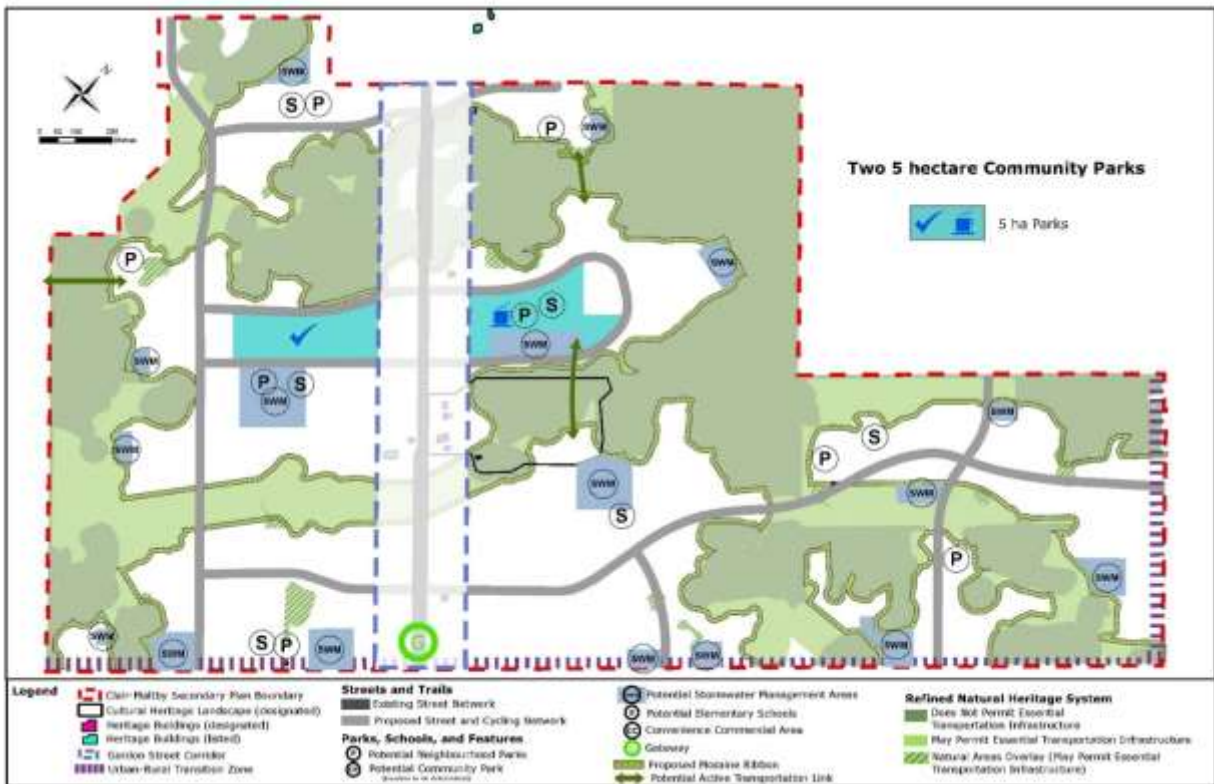
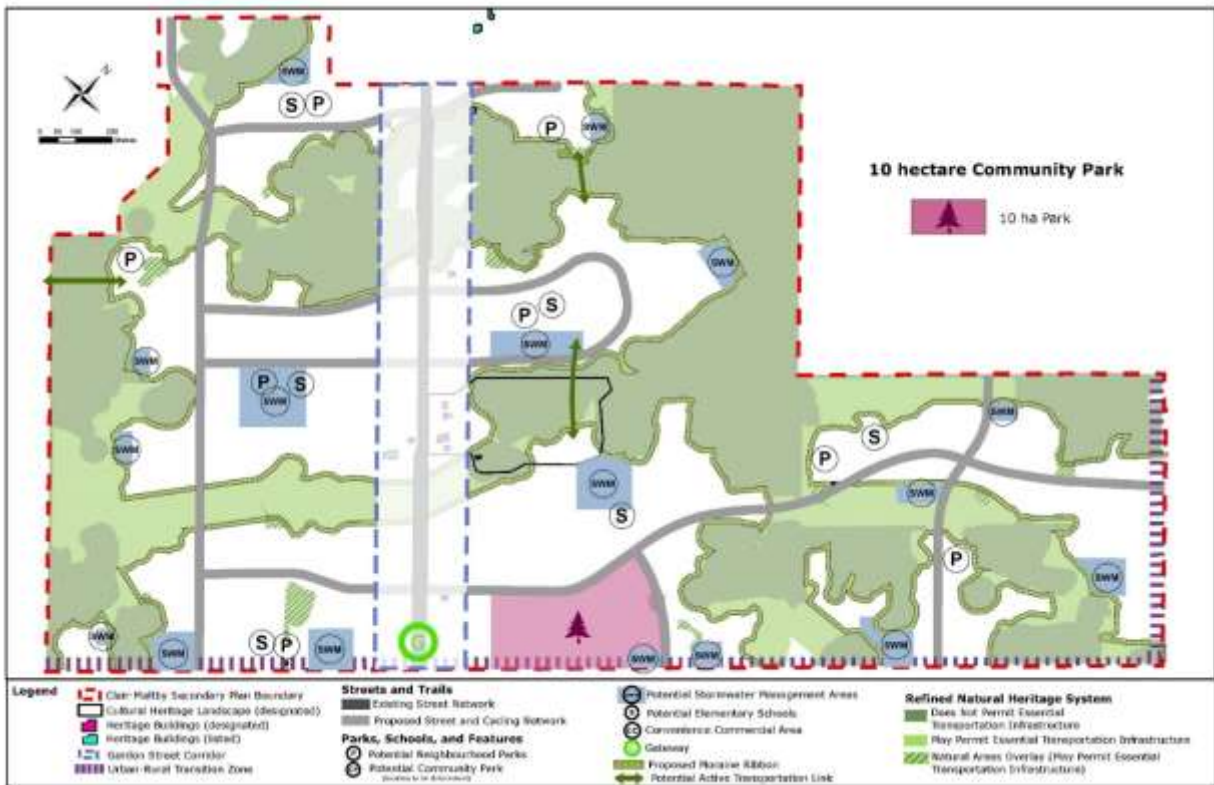
| Criteria | | Triangle | Plus Sign | Tree | Coffee Cup & Checkmark | Triangle & Plus Sign | Star & Plus Sign | Analysis |
|----------|---|---|---|---|---|---|---|---|
| Size | Can the size and location accommodate multiple functions including active and passive uses? | Yes | Yes | Yes | Yes | Yes | Yes | All locations can accommodate multiple functions (2 five hectare parks or 1 ten hectare park) |
| | Can the park be interconnected with other parks and trails | <ul style="list-style-type: none"> Moraine Ribbon Active Transportation Route Collector Road | <ul style="list-style-type: none"> Moraine Ribbon Active Transportation Route Collector Road | <ul style="list-style-type: none"> Active Transportation Route Collector Road Arterial Road (Maltby) | <ul style="list-style-type: none"> Collector Road Moraine Ribbon or enhanced pedestrian and cycle facilities | <ul style="list-style-type: none"> Collector Road Moraine Ribbon or enhanced pedestrian and cycle facilities Active Transportation Route | <ul style="list-style-type: none"> Collector Road Moraine Ribbon | All of the park locations provide opportunities to be interconnected with other parks and trails. |
| | Can the existing topography be largely maintained as part of the function of the park? | Likely that both active and passive uses could be accommodated through the design with minimal grading | Likely that both active and passive uses could be accommodated through the design with minimal grading | Likely that both active and passive uses could be accommodated through the design with minimal grading | Between both park locations, it is likely that both active and passive uses could be accommodated through the design with minimal grading | Between both park locations, it is likely that both active and passive uses could be accommodated through the design with minimal grading | Between both park locations, it is likely that both active and passive uses could be accommodated through the design with minimal grading | Between both park locations, it is likely that both active and passive uses could be accommodated through the design with minimal grading |
| Location | Is the location central to the secondary plan area? | Yes (slightly northeast) | Yes (slightly east) | No (south) | Yes (one park on the east and one on the west) | No (further east) | Yes (one park on the east and one on the west) | All parks are generally central. The tree park, triangle, and plus sign are slightly less central. |
| | Is the location walkable and accessible by various modes of transportation? | Yes | Yes | Yes | Yes | Yes | Yes | Policies will be written to ensure walkability is prioritized in all park location scenarios. |
| | Is the location, or portions thereof, quiet? | Yes | Yes | Yes | Yes | Yes | Yes | The park will be designed so that the park has portions that are quiet and allows for privacy and relaxation in all options. |
| | Is the location safe? | Yes | Yes | Yes | Yes | Yes | Yes | The park will be designed to ensure that safety is considered. |
| | Is the location near a landmark or notable feature? | Near Halls pond/ surrounded by NHS | Near Halls pond | Near green gateway | No | Near Halls pond | Plus sign next to Hall Pond | The Coffee Cup and Check Mark park is the main park that is not in close proximity to a major landmark/notable features. |

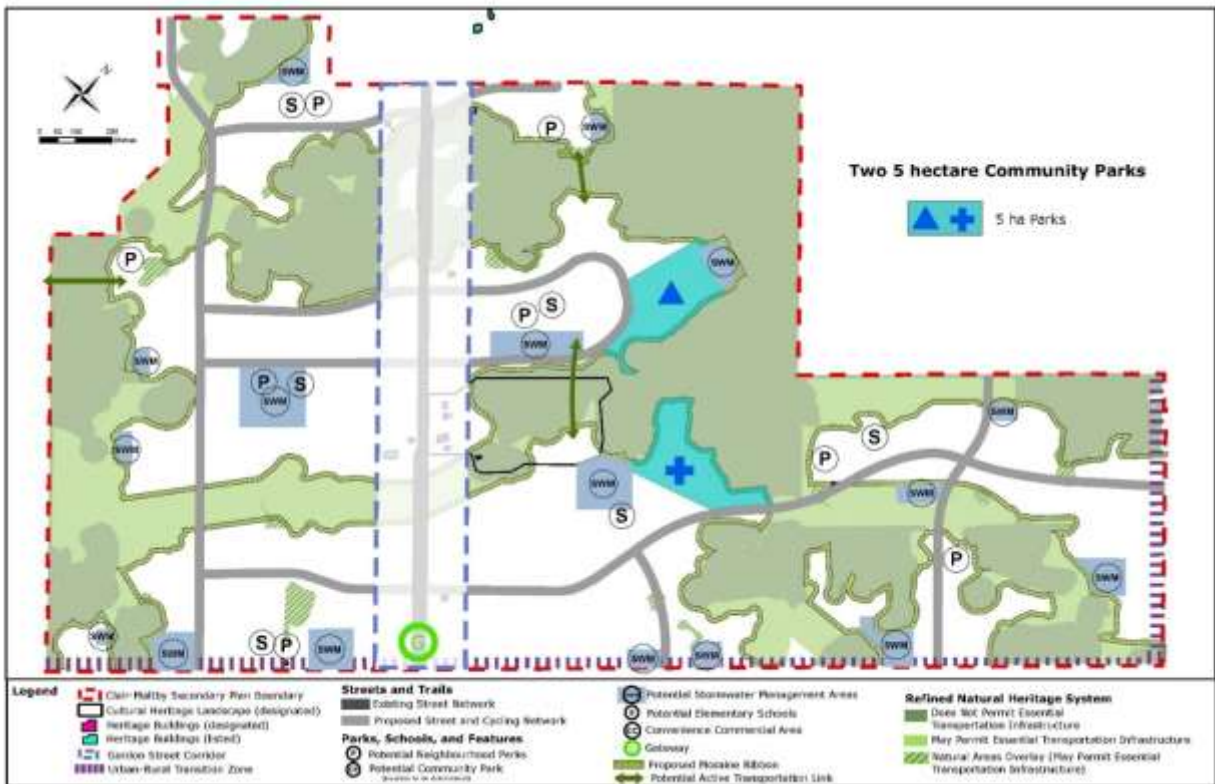
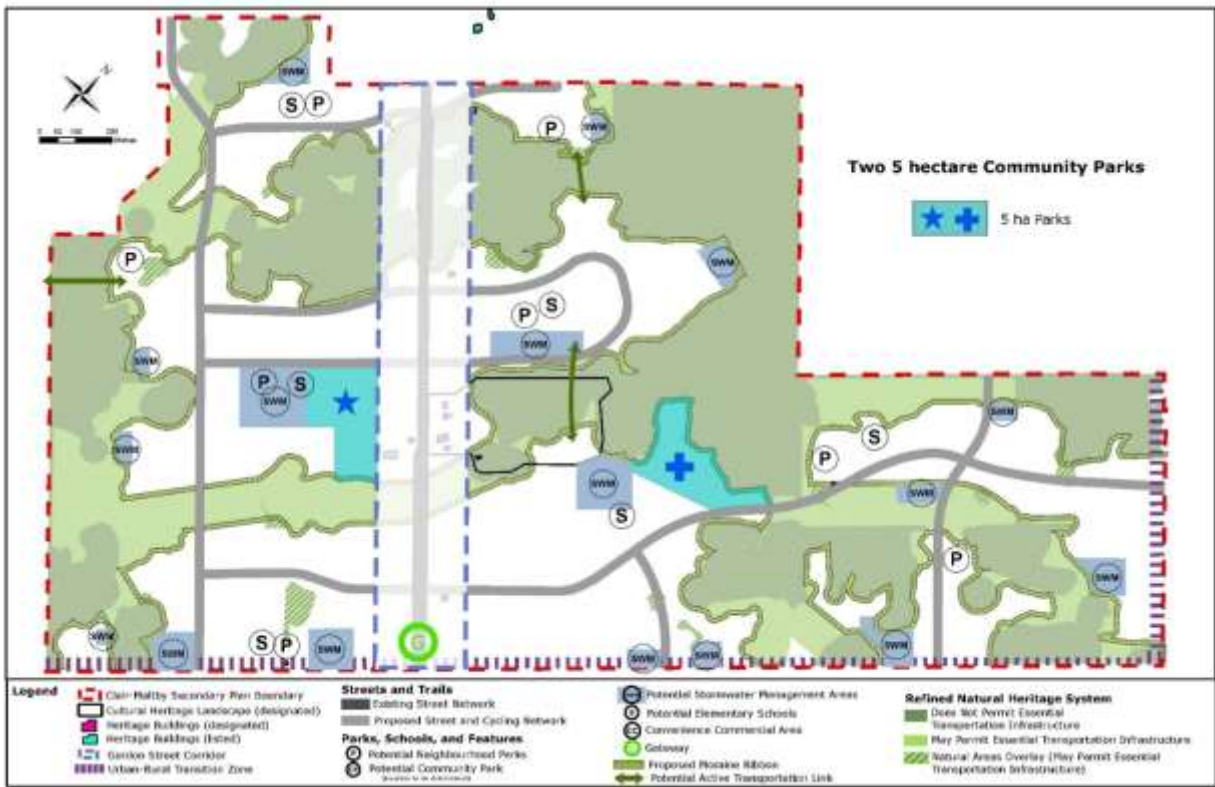
Attachment-4 Community Criteria Evaluation Matrix (continued)

| Criteria | | Triangle | Plus Sign | Tree | Coffee Cup & Checkmark | Triangle & Plus Sign | Star & Plus Sign | Analysis |
|----------|---|---------------------------|---------------------------|------------------------------|------------------------------|---------------------------|----------------------------------|---|
| | Will there be a benefit to the NHS? | Yes (adjacent to the NHS) | Yes (adjacent to the NHS) | No (not adjacent to the NHS) | No (not adjacent to the NHS) | Yes (adjacent to the NHS) | Yes (Plus sign park next to NHS) | The Triangle, Plus Sign, Tringle/Plus sign and star/plus sign provide access to the NHS. The Triangle and Triangle/plus sign park provide the largest interface with the NHS. |
| | Will there be sufficient infrastructure to handle the increase in traffic? | Yes | Yes | Yes | Yes | Yes | Yes | All park locations will be designed to appropriately handle increased traffic. |

Attachment 5 – Short List of Community Park Options







Attachment-6 Evaluation Matrix of the three community park options

| Criteria | Option 1 | Option 2 | Option 3 | Analysis |
|---|---|---|---|--|
| Will the size accommodate the intended community park function including active and passive uses? | <ul style="list-style-type: none"> Accommodates both active and passive recreation | <ul style="list-style-type: none"> Accommodates both active and passive recreation | <ul style="list-style-type: none"> Accommodates both active and passive recreation | <p>This criteria is not determinative in recommending a community park location as all parks can accommodate both active and passive uses.</p> |
| Is it a centralized and walkable location? | <ul style="list-style-type: none"> Yes Serves approximately 2950 (1850 in CMSP) people at a 400m radius and 8900 (5800 in CMSP) people at a 800m radius | <ul style="list-style-type: none"> Yes Serves approximately 4150 people at a 400m radius and 8700 people at a 800m radius Serves many residents without crossing Gordon Street or a future collector road (both of which are potential barriers for pedestrians, especially children). Separated from the existing South End Community Park located on the northwest boundary of the CMSP area. | <ul style="list-style-type: none"> Yes Serves approximately 4400 people at a 400m radius and 7050 people at a 800m radius Separated from the existing South End Community Park located on the northwest boundary of the CMSP area. | <p>All three potential locations would be walkable for a significant number of residents, but Option 2 is preferred.</p> <p>Option 2 has the benefit of being accessible to more pedestrians without crossing Gordon Street or a future collector road. Option 2 and 3 are preferred with respect to separation distance from an existing community park.</p> |
| Is the location accessible from major roads? | <ul style="list-style-type: none"> Least preferred from a road access point of view as it is located in an isolated pocket of the CMSP area with one future collector road looping through and only connecting to Gordon Street in two locations. This does not allow for traffic to disperse when major events are held in the community park, thus the accessibility of this location from a road will likely be impacted. | <ul style="list-style-type: none"> Connected to a major east-west collector which provides access to north-south routes | <ul style="list-style-type: none"> Best access as the location has major roads abutting three sides of the park with both east-west and north-south access | <p>This criteria determined Option 1 is least desirable because it has the greatest limitations for access management.</p> <p>Option 2 and 3 meet this criteria.</p> |
| Is the location accessible by all modes of transportation? | <ul style="list-style-type: none"> Will be accessible by multiple modes of transportation | <ul style="list-style-type: none"> Will be accessible by multiple modes of transportation | <ul style="list-style-type: none"> Will be accessible by multiple modes of transportation | <p>This criteria was not determinative in recommending a community park location as all three potential park locations will be accessible by multiple modes of transportation.</p> |
| Does the location abut the NHS? | <ul style="list-style-type: none"> About 70% of the CP abuts the NHS and associated Significant | <ul style="list-style-type: none"> About 40% of the CP abuts the NHS and associated Significant | <ul style="list-style-type: none"> This location does not abut the NHS and therefore the potential | <p>Option 1 and 2 are preferred from a natural heritage</p> |

Attachment-6 Evaluation Matrix of the three community park options (continued)

| Criteria | Option 1 | Option 2 | Option 3 | Analysis |
|--|---|---|--|---|
| | <p>Landform (SL). This provides excellent opportunities to:</p> <ul style="list-style-type: none"> ○ View the SL as the park would essentially be "framed" by NHS and SL ○ Provide outreach, education and stewardship related to the NHS and SL <ul style="list-style-type: none"> • Surrounded on three sides by the most sensitive NHS features in the CMSP area. Having a community park in this location will help ensure that the adjacent land uses include: <ul style="list-style-type: none"> ○ Relatively high levels of pervious surface ○ Relatively high levels of tree canopy and / or naturalized areas and / or other "green" space | <p>Landform. This provides opportunities (albeit less than Option 1) to:</p> <ul style="list-style-type: none"> ○ View the SL as the park would essentially be "framed" by NHS and SL ○ Provide outreach, education and stewardship related to the NHS and SL <ul style="list-style-type: none"> • Abuts some of the most sensitive NHS features in the CMSP area (albeit less than the Option 1). Having a community park in this location will help ensure that the adjacent land uses include: <ul style="list-style-type: none"> ○ Relatively high levels of pervious surface ○ Relatively high levels of tree canopy and / or naturalized areas and / or other "green" space | <p>for impacts to the NHS related to lighting and noise are not mitigated by the distance from the NHS.</p> <ul style="list-style-type: none"> • This location does not provide the benefit of locating a park use adjacent to the NHS. | <p>perspective as they both abut the NHS (and the Significant Landform), with a slight preference for Option 1 as more of the park abuts the NHS.</p> <p>Of the three options, Option 3 is the least desirable from a natural heritage perspective as it does not abut the NHS.</p> |
| Can the existing topography accommodate the community park? | <ul style="list-style-type: none"> • Has areas with topography that would facilitate passive recreation opportunities. There are areas that are flatter and could facilitate active recreation opportunities with minimal grading. | <ul style="list-style-type: none"> • Has areas with topography that would facilitate passive recreation opportunities. There are areas that are flatter and could facilitate active recreation opportunities with minimal grading. | <ul style="list-style-type: none"> • Has areas with topography that would facilitate passive recreation opportunities. There are areas that are flatter and could facilitate active recreation opportunities with minimal grading. | <p>This criteria was not determinative in recommending a community park location as all three potential park locations could facilitate the intended function of the park while respecting the existing topography.</p> |



Clair-Maltby

Open Space System Strategy

Committee of the Whole

March 2, 2020

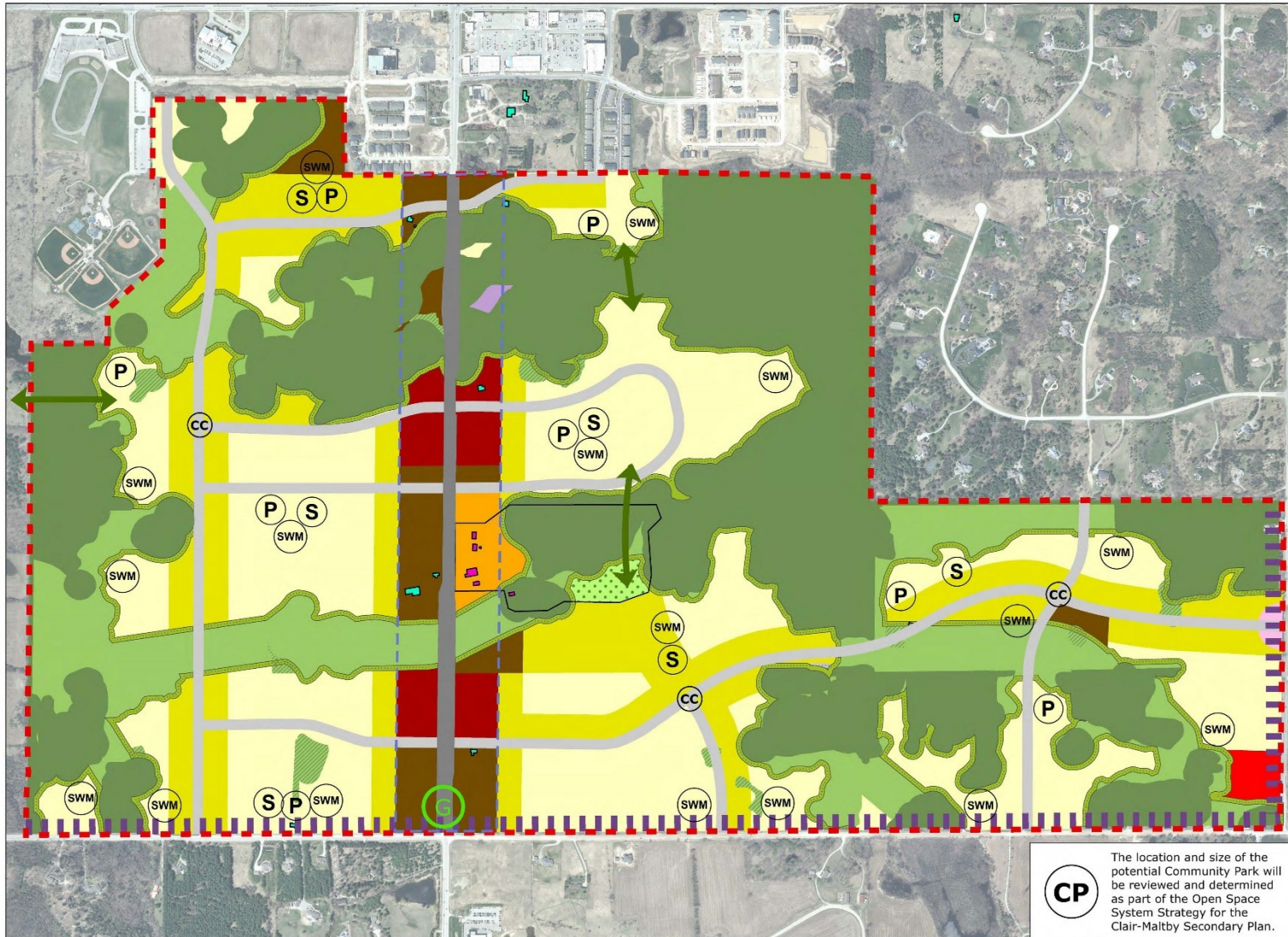


Recommendation

- That Council approve the CMSP Open Space System Strategy as the basis for the preparation of the draft secondary plan
- Available at:
guelph.ca/clair-maltby
>documents

PREFERRED COMMUNITY STRUCTURE:

Council Endorsed May 13, 2019



Legend

- Clair-Maltby Secondary Plan Boundary
- Cultural Heritage Landscape (designated)
- Heritage Buildings (designated)
- Heritage Buildings (listed)
- Gordon Street Corridor
- Urban-Rural Transition Zone

Streets and Trails

- Existing Street Network
- Proposed Street and Cycling Network

Parks, Schools, and Features

- Potential Neighbourhood Parks
- Potential Community Park (location to be determined)
- Potential Stormwater Management Areas
- Potential Elementary Schools
- Convenience Commercial Area Gateway
- Gateway
- Proposed Moraine Ribbon
- Potential Active Transportation Link

Refined Natural Heritage System

- Does Not Permit Essential Transportation Infrastructure
- May Permit Essential Transportation Infrastructure
- Natural Areas Overlay (May Permit Essential Transportation Infrastructure)
- Restoration Area (Does Not Permit Essential Transportation Infrastructure)


Land Use

- Low Density (Residential)
- Medium Density (Residential)
- High Density (Residential)
- Mixed-use
- Neighbourhood Commercial
- Service Commercial
- Mixed Office / Commercial
- Open Space

The location and size of the potential Community Park will be reviewed and determined as part of the Open Space System Strategy for the Clair-Maltby Secondary Plan.



May 13, 2019



What is the open space system?

The City's open space system is comprised of trails, parks and other open spaces that accommodate a variety of recreational pursuits

Clair-Maltby's Recommended Open Space System:

Community Park
Neighbourhood Parks
Moraine Ribbon
Trails



Assumptions

- NHS is not a component of the open space system
- Detailed park programming and trail mapping is not being developed at this time



Assumptions (continued)

- Open space planning was not influenced by existing or potential future property lines or plans for development
- The financial feasibility still needs to be explored and may impact any final recommendations



Community Engagement

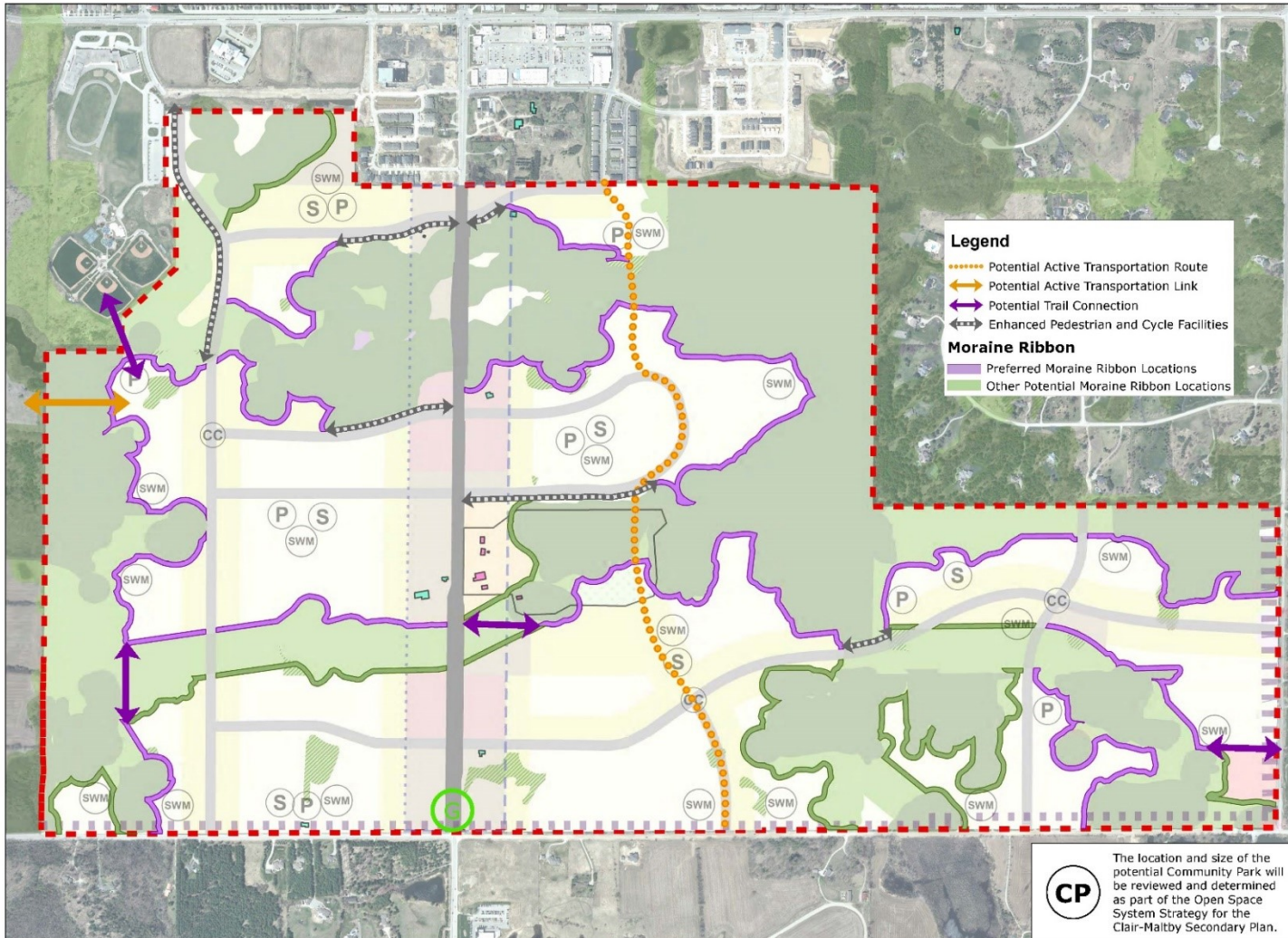
| | |
|----------------|--|
| Round 1 | Workshops: September 25, 2019 Online: September 30 – October 14 -Feedback on the size, function and location of the potential community park -Feedback on the proposed moraine ribbon |
| Round 2 | Workshops: November 19, 2019 Online: November 21 – December 5 -Presented summary of feedback from Round 1 -Feedback on the pros and cons of the short list of community park options -Feedback on the prioritized locations for the moraine ribbon |



Youth Workshops

| | |
|---------------|--|
| Nov. 14, 2019 | Centennial Collegiate Vocational Institute 4 workshops 159 students |
| Nov. 21, 2019 | Bishop Macdonell Catholic High School 2 workshops 58 students |

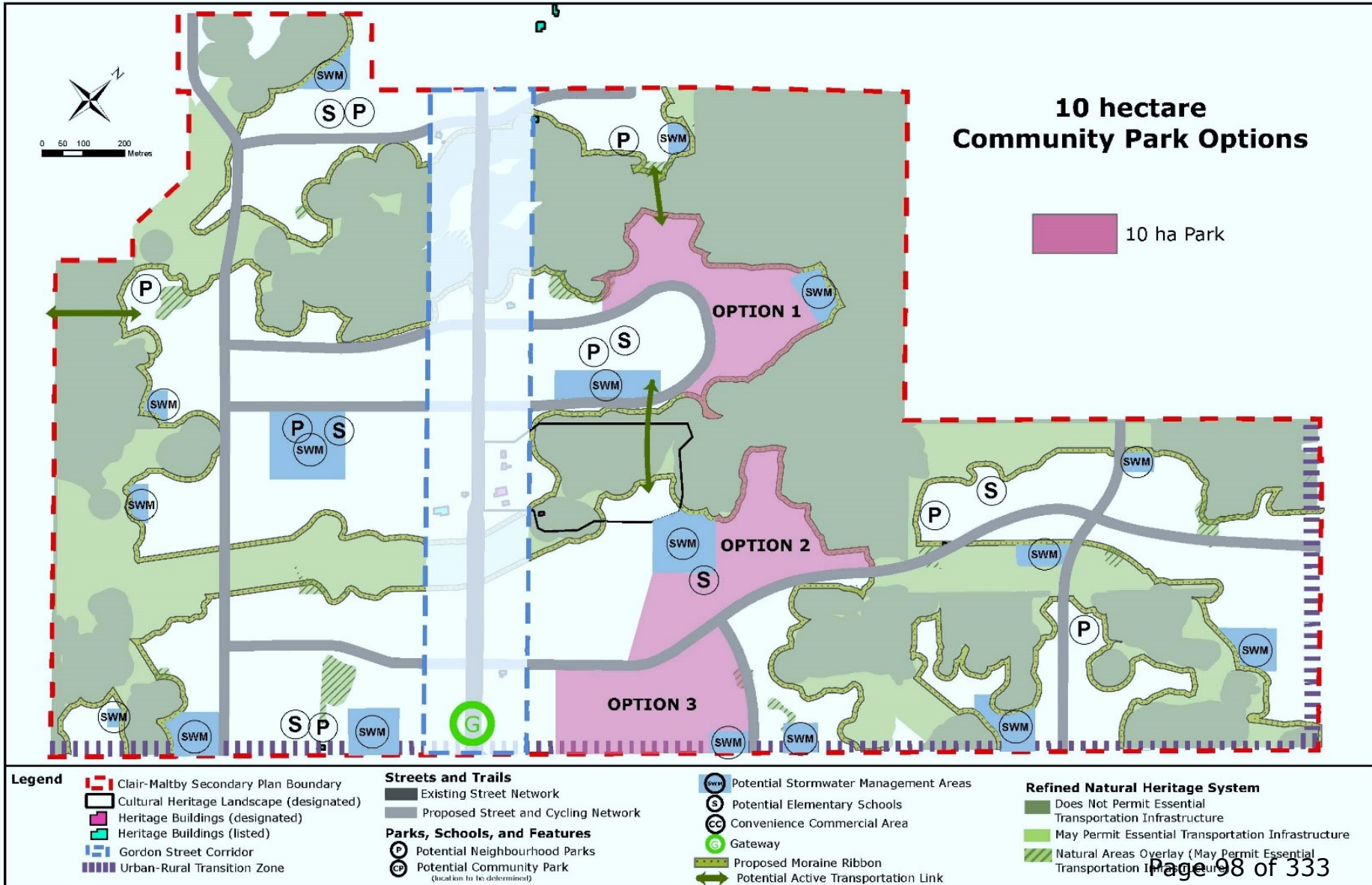
Preferred Moraine Ribbon Locations



- Legend**
- Clair-Malby Secondary Plan Boundary
 - Cultural Heritage Landscape (designated)
 - Heritage Buildings (designated)
 - Heritage Buildings (listed)
 - Gordon Street Corridor
 - Urban-Rural Transition Zone
- Streets and Trails**
- Existing Street Network
 - Proposed Street and Cycling Network
- Parks, Schools, and Features**
- Potential Neighbourhood Parks
 - Potential Community Park (location to be determined)
 - Potential Stormwater Management Areas
 - Potential Elementary Schools
 - Convenience Commercial Area
 - Gateway
- Refined Natural Heritage System**
- Does Not Permit Essential Transportation Infrastructure
 - May Permit Essential Transportation Infrastructure
 - Natural Areas Overlay (May Permit Essential Transportation Infrastructure)
 - Restoration Area (Does Not Permit Essential Transportation Infrastructure)
- Land Use**
- Low Density (Residential)
 - Medium Density (Residential)
 - High Density (Residential)
 - Mixed-use
 - Neighbourhood Commercial
 - Service Commercial
 - Mixed Office / Commercial
 - Open Space

CP The location and size of the potential Community Park will be reviewed and determined as part of the Open Space System Strategy for the Clair-Malby Secondary Plan.

Community Park Process



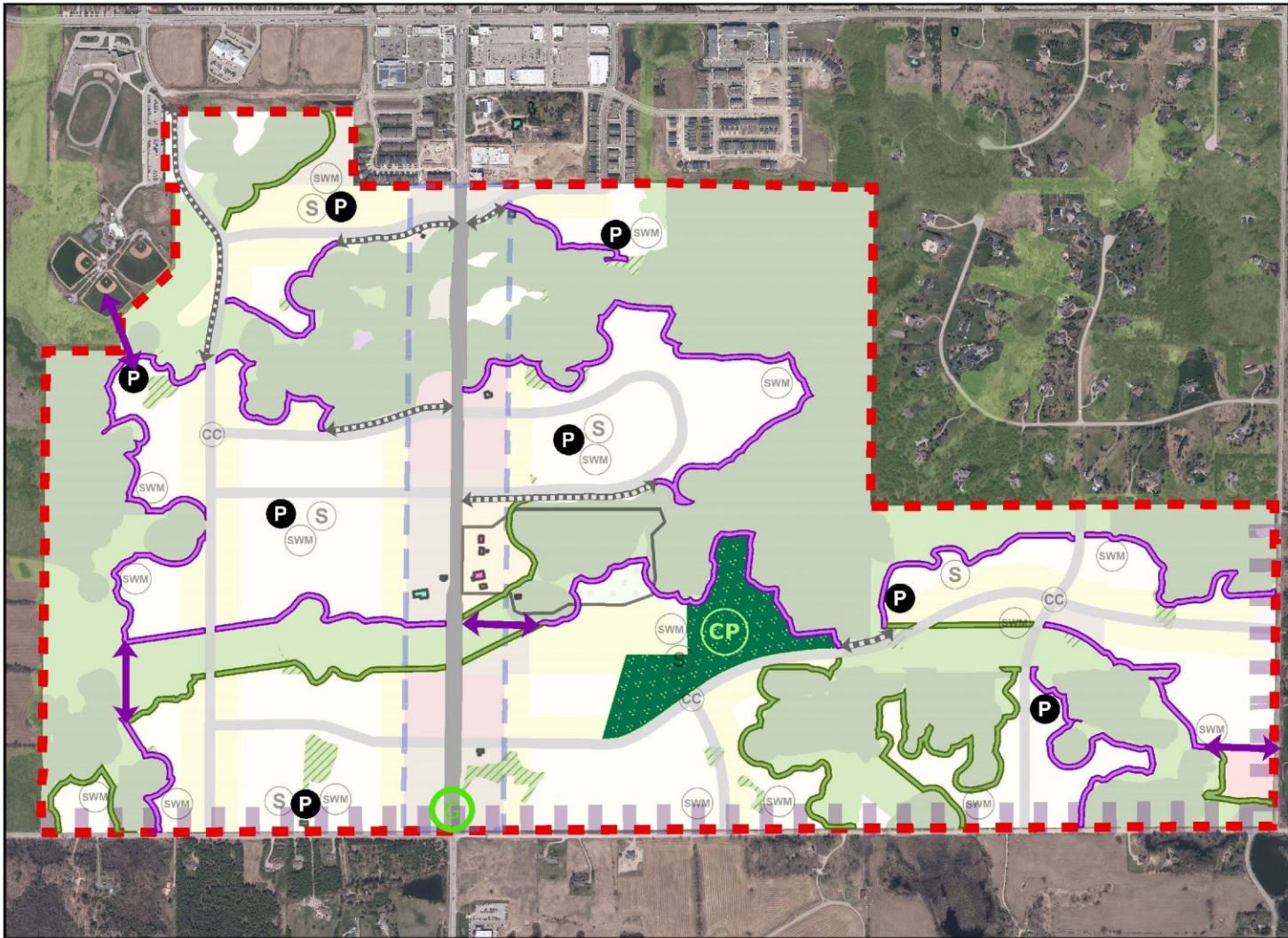


Technical review of shortlist

Other considerations involved in identifying a preferred community park location:

- Will the size accommodate the intended community park function including active and passive uses?
- Is it a centralized and walkable location?
- Is the location accessible by all modes of transportation?
- Does the location abut the NHS?
- Can the existing topography accommodate the community park?

COMPONENTS OF RECOMMENDED OPEN SPACE SYSTEM



Legend

- - - Clair-Maltby Secondary Plan Boundary

Open Space System Components

- CP Community Park
- P Potential Neighbourhood Parks
- Preferred Moraine Ribbon Locations
- Other Potential Moraine Ribbon Locations
- ↔ Potential Trail Connection
- ↔ Enhanced Pedestrian & Cycle Facilities

Note:

Other elements of the preferred Community Concept Plan endorsed by Council in May 2019 are shown underlying the Open Space System components for context only.



Open Space System Strategy Directions

The directions document will inform the final secondary plan and focuses on the following key components:

1. Community Park
2. Neighbourhood Parks
3. Moraine Ribbon
4. Trails



Financial considerations

- The appropriate option for acquisition of lands will be determined at the time of development and/or acquisition
- The estimated cost of the Open Space System will be included in the Financial Impact Assessment to be completed for the CMSP in its entirety. The financial feasibility may impact any final recommendations



Recommendation

That Council approve the **Policy Directions for the Clair-Maltby Open Space System Strategy** as the basis for the preparation of the draft secondary plan

Staff Report



| | |
|---------------|--|
| To | Committee of the Whole |
| Service Area | Infrastructure, Development and Enterprise Services |
| Date | Monday, March 2, 2020 |
| Subject | Dolime Community Engagement Results for Proposed Settlement Pathway |
| Report Number | IDE-2020-22 |

Recommendation

That the settlement pathway outlined in the report titled "Dolime Community Engagement Results for Proposed Settlement Pathway," dated March 2, 2020, be approved and staff be directed to take the first steps in implementing the settlement pathway.

Executive Summary

Purpose of Report

To present the findings of the public education and engagement program and to obtain Council approval to implement the proposed settlement pathway to protect Guelph's water.

Key Findings

Public feedback

The results of feedback from the nine-week Our Community, Our Water public education and engagement program indicate that there is support in the community to proceed with the proposed solution to protect Guelph's drinking water provided:

- environmental considerations are a focus of development planning, especially with respect to present wildlife and plants,
- development planning considers and mitigates increased traffic and is designed to be an accessible neighbourhood, and
- the City and taxpayers don't bear responsibility for risks and costs of land development and water safety.

Water management system

A preliminary technical assessment of alternatives for an on-site water management system, which will be undertaken if the settlement pathway proceeds, has shown that a program that involves management and monitoring of water levels in the quarry pond is a viable option which will achieve objectives for long term drinking water quality and quantity protection. This option will be subject to further study through an operational testing program. It is expected that new water supply capacity will be obtained from the water management strategy, referred to as Pond Level Management ("PLM") which will require new City infrastructure to be

constructed including the PLM pumping station. Therefore, a Class Environmental Assessment (EA) will be implemented as is required under the Ontario Environmental Assessment Act.

Planning Approvals

The quarry closure and redevelopment component of the settlement pathway is subject to a number of provincial and municipal restructuring and planning approvals. The provincial approval requirements will need to be discussed with the Province if Council decides to proceed with the proposed settlement pathway.

Financial Implications

Financial implications are subject to a confidential mediation process.

Report

Background

The Dolime Quarry, owned by River Valley Development (RVD), is an active quarry with rock extraction and water-taking permissions that the City believes presents current and long-term water quality and quantity concerns for the City's water supply. City staff have identified that risks arise from a breach in the Vinemount Aquitard (the layer of rock providing protection to the Gasport Aquifer that provides the majority of the City's water supply). The City has been engaged in a study, negotiation and confidential mediation process with RVD and the Ministry of Environment, Conservation and Parks (MECP) since 2014 with the aim of resolving the City's Appeal against MECP's approval of RVD's Permit to take Water (PTTW), currently before the Environment Review Tribunal (ERT).

Settlement discussions between RVD and the City reached a point where a potential settlement path emerged. This proposed pathway (the "settlement pathway") involves the following components: bring the Dolime quarry lands into the City's boundary, build a water management system at the quarry pond to protect Guelph's drinking water and potentially increase the amount of drinking water available in the municipal aquifer, close the quarry and redevelop the quarry lands for residential development. This settlement pathway would require the agreement of the County of Wellington and Township of Guelph-Eramosa and agreement and approvals from the Province

Public Engagement

Our Community, Our Water summary and results

The City launched **Our Community, Our Water** on October 1, 2019 through a media event, and a meeting with the Wellington Water Watchers. The public education and engagement program focused on sharing the proposed solution for addressing the City's concerns with drinking water quality and quantity related to operations at the Dolime quarry.

Limits to engagement

Limitations to the engagement process should be noted. First, it was not possible to provide a complete picture for how added land and a new residential development would be factored into the Province's growth plans for Guelph. This can only be addressed through discussions with the Province which would only occur if Council

approves moving ahead with the proposed solution (i.e. City staff need to be directed to work with the Province for approvals and planning). Second, capital and operational cost allocations to implement the proposed solution were not available. Final costs won't be available until after any required environmental assessments are completed.

Education and engagement

Our Community, Our Water took place over a nine-week period from October 1- November 30, 2019. The first four weeks of the program were focused on introducing the proposed solution to the community, both in the City and the Guelph-Eramosa Township. The City used a variety of traditional (print ads and media) and digital (video and web, screen and social media ads) to reach the community ([see link for detailed reporting](#)).

During the education phase, people were encouraged to submit questions via phone, email, social media and through the City's Have Your Say website. The City publically answered 16 questions through the Have Your Say site, and addressed other questions posed through social media, email and by phone.

The first open house was held at City Hall on October 29, 2019, with two sessions at 2-4 p.m. and 6-8 p.m. This open house officially launched the engagement phase of the program. Thirty-seven people attended the open house (both sessions) and provided feedback through one of three methods: on computers connected to the City's Have Your Say website, written on a community whiteboard, or filled out on paper.

A second open house was held at the Holiday Inn and Conference Centre on November 26, 2019, again with two sessions at 2-4 p.m. and 6-8 p.m. Forty-seven people attended the open house (both sessions) and provided feedback through one of three methods: on computers connected to the City's Have Your Say website, written on flipcharts, or filled out on paper.

The City also participated in or held a total of four pop-up sessions:

- Breezy Corners Breakfast hosted by Councillor James Gordon on October 31, 2019
- West End Recreation Centre information booth on November 9, 2019
- Old Quebec Street Mall information booth on November 16, 2019 (hosted to coincide with the arrival of attendees for a Guelph Storm Hockey Game)
- Ward 5 Townhall hosted by Councillors Cathy Downer and Leanne Piper on November 21, 2019

Through these events, City staff spoke with over 150 people who had the opportunity to talk to City staff, have questions answered, and provide comments in person, or online later at their convenience.

The three questions asked throughout engagement were:

- i. What do you think are the benefits of the proposed solution for our community?
- ii. What do you think are the challenges of the proposed solution for our community?

- iii. Council will consider water, financial, technical and planning aspects of the proposed solution in making their decision. What additional considerations are important to you in the context of this proposed solution?

These questions were aimed at understanding what our community values with respect to the proposed solution in terms of perceived benefits and risks, and whether there was a sense of benefit that outweighed risk or vice versa. The third question was aimed at ensuring Council understood what considerations were important to the community as they look to make a decision on whether to pursue the proposed solution.

November 30, 2019 was the last day for people to submit comments about the proposed solution.

Internal communications and engagement

The City also hosted internal opportunities for staff from other departments to learn about the proposed solution and ask questions or provide comments. All staff were invited to learn about the program and the program team held specific sessions for staff in Planning Services and Water Services (most directly impacted).

Outcomes

The City collected 135 written comments on the proposed solution from all sources. About 10 per cent of overall comments were out of scope of the engagement (including off-topic or unrelated comments) and were not included for further analysis. All comments are available in the [detailed report](#).

Overall, comments about the proposed solution were primarily neutral to positive (81 per cent).

Four key themes were brought forward from residents regarding the proposed solution:

1. Water protection: Most comments and inquiries received were related to, and supportive of, the need for water protection, particularly given the unique groundwater source the City uses for drinking water.
2. Environmental considerations: With respect to the development aspect of the proposed solution, some respondents identified concerns and had questions pertaining to plants and wildlife in the area and ensuring they are considered in the final plans.
3. Growth and long-term sustainability: A key theme voiced by respondents was related to Guelph's growth as a community, and spoke to the need for innovative and accessible neighbourhoods to support a potential increase in population and traffic.
4. Cost implementations to taxpayers: Some respondents believe that RVD should be responsible for any risks and costs associated with the redevelopment of the land and water safety, and the City and taxpayers should not be accountable for providing any funds.

More details on these key themes and the overall findings of the engagement are available in the [Our Community, Our Water engagement report](#).

Settlement Pathway

On-Site Water Management System Component

City staff have completed preliminary technical assessments of the proposed settlement pathway for the Dolime quarry. Initial technical assessment of alternatives for an on-site water management strategy has shown that a program called Pond Level Management (PLM) which involves management and monitoring of water levels in the quarry pond is a viable option which will achieve both long term drinking water quality protection and quantity objectives. This plan would be subject to further study through an operational testing program (OTP). It is expected that new water supply capacity will be obtained from PLM which will require new City infrastructure to be constructed including a pumping station. This and other technical water management system requirements will be confirmed as part of a Class Environmental Assessment (EA) will be implemented as is required under the Ontario Environmental Assessment Act.

The detailed technical requirements of pond level management will need to be obtained through an OTP which monitors groundwater levels. An operational testing program consisting of an expanded data gathering, monitoring and verification program, conducted over several years, is now needed to:

- validate effectiveness of PLM;
- provide an accurate estimate of the maximum, sustainable water available to the City's water supply wells within the southwest quadrant under PLM;
- establish a final post-closure design and contingency program for PLM; and
- finalize the cost estimates for PLM.

Quarry Redevelopment Component

One of the components of the proposed settlement pathway is the anticipated planning approval process for the redevelopment of the quarry lands.

It should be emphasized that this component of the settlement pathway will require approvals that are not within the decision-making authority of the City including provincial approvals as well as approval of the Councils for both the County of Wellington and Township of Guelph Eramosa. Consultation has been carried out with all three of these government bodies.

Planning approvals will involve public engagement.

Financial Implications

Financial implications are subject to a confidential mediation process.

Consultations

Finance - James Krauter, Deputy Treasurer/Manager, Taxation Revenue

Legal, Realty and Court Services - Christopher Cooper, General Manager/City Solicitor

Corporate Communications and Customer Service - Tara Sprigg, General Manager

Strategic Plan Alignment

The recommendations in this report align with Sustaining our Future as the recommendations will directly lead to protecting Guelph's groundwater – the

drinking water supply for residents and businesses. The recommendations also support Building our Future as an investment in infrastructure will be required.

Attachments

None

Departmental Approval

Jennifer Rose, General Manager, Environmental Services

Report Author

Laura Mousseau, Manager, Corporate Communications

Wayne Galliher, Division Manager, Water Services

Jennifer Rose, General Manager, Environmental Services



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Our Community, Our Water

Engagement summary

Committee of the Whole
March 2, 2020





OUR COMMUNITY
OUR WATER
QUARRY SITE REVITALIZATION

> Campaign overview

City-led community education and engagement program

- 1. Build awareness:** help the community understand the City's drinking water concerns, current and emerging drinking water needs, and the proposed solution to address the City's concerns
- 2. Encourage engagement:** collect community feedback on the proposed solution with respect to benefits, challenges and additional considerations for making a decision on implementing the proposed solution
- 3. Support informed decision-making:** analyze and report back on community feedback to provide key decision makers with actionable community input

> Timeline

October 1,
2019

October
26, 2019

October-
November,
2019

November
26, 2019

November
30, 2019

February
20, 2020

March 2,
2020

March 30,
2020



Launch date



First open
house,
engagement
starts



Online
engagement
and pop-up
information
sessions



Second open
house



Engagement
closes,
analysis
begins



Engagement
report posted
on
guelph.ca



Committee
of the Whole
meeting



Council
meeting and
decisions

> Channels of communication and engagement



Online



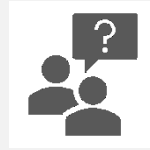
guelph.ca
haveyoursay.guelph.ca

Social media



Facebook
Twitter

In-person



Open houses
Pop-up info sessions

Video



guelph.ca
Facebook
Twitter
YouTube

Advertising



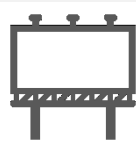
City screens
Intrigue Media screens
Guelph Mercury Tribune
(online and print)
GuelphToday.com
The Weather Network

Media coverage



CTV
Global
Guelph Mercury Tribune
Guelph Politico
GuelphToday.com
Water Canada
Wellington Advertiser

Other



Information available at
all Guelph Public Library
branches; displays at
Main and Westminster
branches

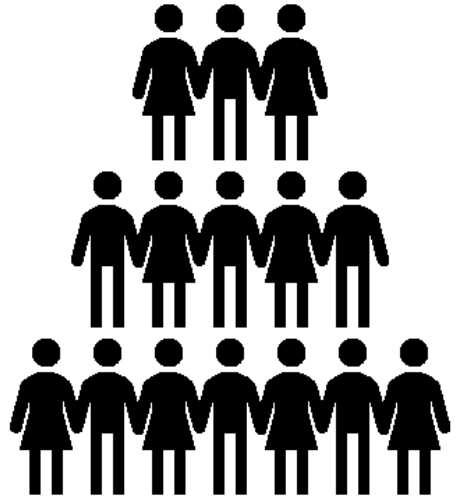
Email and phone



ocow@guelph.ca
519-822-1260 extension 3615



Engagement statistics



over **200** people engaged through in-person events

88

surveys completed and **47** comments on City social media channels

> 100,000

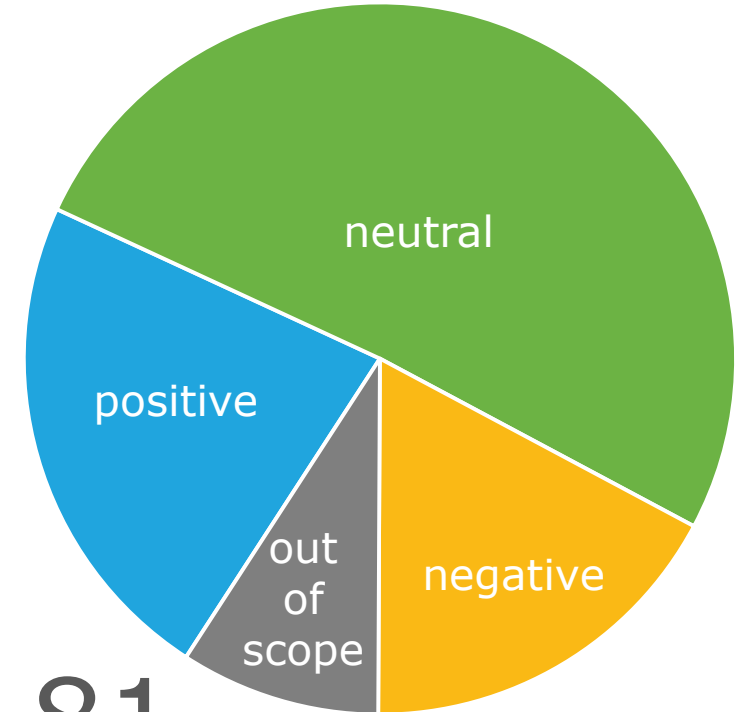
social impressions and **1,800** post engagements

7,200

video views

2,200

unique web page views



81 percent of comments neutral to positive

> Key themes

1. **Water protection**

- Comments related to water protection highlighted Guelph's unique groundwater supply
- Overall, there is confidence that the proposed solution will address groundwater protection and that this is the greatest community benefit

2. **Environmental considerations**

- Guelph residents want to continue to be part of a community that leads in developing and implementing environmentally-sustainable solutions
- Residents are concerned about species native to the area and ensuring native wildlife and plants are considered in development plans

3. **Growth and long-term sustainability**

- Supporting manageable growth and long-term sustainability emerged as a priority
- Respondents believe the most important aspect of the redevelopment project is the protection of the environment

> Recommendations

That the settlement pathway outlined in the report titled Dolime Community Engagement Results for Proposed Settlement Pathway, dated March 2, 2020, be approved, i.e.

- Move Guelph's boundary to include the Dolime Quarry property
- Obtain municipal and provincial land use planning approvals to allow residential development on the property
- Build a system to protect Guelph's drinking water
- Complete detailed development planning through the City's standard planning processes and building the residential development

THANK YOU

Staff Report



| | |
|---------------|---|
| To | Committee of the Whole |
| Service Area | Infrastructure, Development and Enterprise Services |
| Date | Monday, March 2, 2020 |
| Subject | 2019 Water Services' Annual and Summary Report |
| Report Number | IDE-2020-24 |

Recommendation

1. That Guelph City Council approves the 2019 Water Services' Annual and Summary Report.
 2. That Guelph City Council endorse the updated Organizational Structure of the Operational Plan as defined in section o) of the 2019 Water Services' Annual and Summary Report and shown in Attachments 2 and 3.
-

Executive Summary

Purpose of Report

The Water Services' Annual and Summary Report (the Report) is a compilation of information that demonstrates to the water system Owner (City Council) and all stakeholders the ongoing delivery of an adequate and safe supply of drinking water to customers serviced by the City of Guelph Drinking Water System (Guelph DWS) and the Gazer Mooney Subdivision Distribution System (Gazer Mooney SDS, located in the Township of Guelph/Eramosa).

This report satisfies the regulatory requirements of the Safe Drinking Water Act (SDWA) including the Drinking Water Quality Management Standard (DWQMS); Section 81 of the Clean Water Act (CWA); and regulatory reporting required under O. Reg. 170/03 – Section 11 and Schedule 22.

Through the report, system owners, senior leaders, and customers are informed of the performance of Water Services for the period of January 1 to December 31, 2019.

Key Findings

In 2019, Water Services maintained its commitment of providing consumers in the City of Guelph and the Gazer Mooney subdivision in Guelph/Eramosa Township with a safe, consistent supply of high quality drinking water while meeting or exceeding, and continually improving on legal, operational and quality management system requirements.

Financial Implications

All financial implications of the Report were included as part the Council approved 2019 Water Services Non-Tax Operating and Capital Budgets.

Report

In satisfying the requirements of Safe Drinking Water Act (2002), Water Services is pleased to present the 2019 Water Services Annual and Summary Report for review and approval by the system Owner (City Council). Significant highlights of the report are described below. For Council and public reference, the complete report is available for review at guelph.ca/living/environment/water/drinking-water/water-testing/ or by request at 29 Waterworks Place, Guelph.

Water Services works closely with the Ministry of the Environment, Conservation and Parks and Wellington Dufferin Guelph Public Health to improve the drinking water system and ensure safe drinking water

Inspection

The drinking water system is routinely inspected annually by the Ministry of the Environment, Conservation and Parks (MECP) and externally audited by an MECP approved third-party auditor. Staff also perform required annual internal audits. Through the annual MECP inspection, there were four non-compliances identified in the Guelph Drinking Water System (Guelph DWS) and no non-conformances identified in the Gazer Mooney Subdivision Distribution Subsystem (Gazer Mooney SDS). Please note that none of the issues of non-compliance put the drinking water system or public health at risk. Please refer for section a) Incidents of Regulatory Non-Compliance in the Report for more information.

Water Services has corrected all issues of non-compliance identified through the inspection to the satisfaction of the drinking water inspector. Through the root-cause analysis process, Water Services initiates continual improvement measures and implements new policies and procedures to prevent such issues of non-compliance from reoccurring.

In the 2018-2019 MECP Inspection, a score of 100% was achieved for the Gazer Mooney SDS and 89.42% for the Guelph DWS.

Audits

Through the 2019 Drinking Water Quality Management Standard Internal and Third-Party Audits, 41 process audits were completed to confirm that Water Services is meeting the requirements of the Standard. During the third-party audit, there were two minor non-conformances identified by the auditor. One was around Element 5 – Document and Records Control and one around Element 13 – Essential Supplies and Services.

In both minor non-conformances, a root-cause analysis was completed to identify corrective and preventative actions to ensure that the issues will not occur again. In both cases, corrective and preventative actions were presented and accepted by the auditor. Both non-conformances are closed and accreditation with the DWQMS Version 2.0 standard is maintained by Water Services.

Section e) Internal and Third-Party Audit Results of the report provides more detail on the internal and third-party audits completed in 2019.

Adverse Water Quality Incidents

In 2019, there were three Adverse Water Quality Incidents (AWQIs) in the Guelph DWS. More information can be found in section b) Adverse Water Quality Incidents

of the report. Resampling results were communicated to Wellington Dufferin Guelph Public Health (WDGPH) and the AWQIs are closed.

During implementation of an enhanced Dead-End-Flushing Program to improve water quality to customers, an AWQI of a low chlorine residual in the distribution system was experienced at a hydrant, located at the end of an extension of watermain awaiting customers as part of future development. Results were communicated to WDGPH and the MECP. The watermain was flushed until a residual of 0.64mg/L was achieved. This hydrant is now part of the regular flushing program and has scheduled flushings to maintain acceptable secondary disinfection free chlorine residuals. The AWQI is closed.

There was one AWQI reported in the Gazer Mooney SDS. Resamples results were communicated to WDGPH and the AWQIs are closed.

We are ensuring accountability by following up on action items

Water Services conducts an annual Management Review, as required under the DWQMS. Management review meetings were conducted on January 25, 2019 and on January 29, 2020. Through the management review process, deficiencies are noted and reported to the Owner (Council). Water Services works diligently to ensure that any deficiencies are corrected and makes changes to policies and procedures to prevent further deficiencies. For more information, please see section i) of the report.

Collaborative Approach

A collaborative approach between Water Services and other City departments is important to deliver safe drinking water to the residents and businesses of Guelph and supports Building our Future and Sustaining our Future Strategic Priorities

- Water Services and Planning and Building Services monitor Critical Control Points (CCP) and Limits

If there are any deviations to CCPs, Water Services and Building Services undertake quick actions to resolve the issue. There was one deviation from the CCPs in 2019 and is discussed in section c) of the report.

- Water Services identifies and assesses risks to the drinking water system

An annual risk assessment is conducted by Water Services in order to mitigate or plan for hazards and hazardous events that may affect the drinking water system. Water Services presented the full results of the risk assessment to Council in March 2019. More information on the 2019 risk assessment process can be found in section d) of the report.

- Water Services prepares for emergencies

Through annual emergency response training and testing, Water Services maintains a reasonable readiness to deal with emergencies and abnormal events. All Water Services staff participate in an annual emergency test exercise along with participation from staff from the MECP, WDGPH, Corporate Communications and the Fire Department. Building relationships and defining roles and responsibilities with other government agencies prior to an emergency

is vital to ensuring an effective emergency response during actual emergency events.

Throughout 2019, Water Services responded to three actual emergencies, which are discussed further in section f) of the report.

- Water Services monitors water quality through a robust sampling program

Under the Safe Drinking Water Act, municipalities are required to monitor both the raw and treated quality of the source water supplied. This monitoring is performed for both regulatory compliance and due diligence and is expected to identify any changes within the treated water, as well as, in raw source waters.

In 2019, there were 2,658 raw (untreated) water bacteriological analyses (E. coli, Total Coliform and Background) done in the Guelph DWS. A total of 10,109 bacteriological sampling analyses (E.coli, Total Coliform, Background, HPC, and Free Chlorine Residual) were done on the treated water (both at the Point of Entry and in the Distribution system) in the Guelph DWS in 2019.

In the Gazer Mooney SDS, 573 distribution analyses (E. coli, Total Coliform, HPC, Background and Free Chlorine Residual) were completed in 2019. Of the total 13,250 analyses, 0 were outside of the Ontario Drinking Water Quality Standard criteria.

Section h) Raw and Treated Water Quality and Drinking Water Quality Trends provides further details regarding further sampling (quarterly, annual 3-year, 5-year) completed in 2019 for the Guelph DWS and the Gazer Mooney SDS.

- Customer service – ensuring consumer satisfaction

Water Services fielded 941 customer calls in 2019 that required follow up from Water Services staff. This was down from 1,027 calls received in 2018. A breakdown of the calls received can be found in section l) of the report.

By way of vote by its customers, Water Services received the Diamond Award for Best Water Delivery/Supply in the 2019 Guelph Mercury Tribune Readers' Choice.

- Listening to Water Services Staff and implementing their suggestions

Water Services values the contribution of its employees and works to implement suggestions for improvement. In 2019, Water Services staff contributed 55 suggestions to improve on programs, processes, the quality management system, or the drinking water system. Section p) and Appendix H of the report outlines the staff suggestions in more detail.

Improvements to the Drinking Water System

Improvements to the Drinking Water system show a responsible approach to maintaining water infrastructure.

Section g) of the report discusses System Maintenance and Updates made to the drinking water system in 2019. Some highlights of infrastructure maintenance completed include:

- Repair of 58 watermain breaks in 2019, which was 20% less than those experienced in 2018.

- 5 below grade well inspections, 3 well rehabilitations and 5 contact chamber/reservoir inspections were completed in 2019.
- 342 km of metallic watermain were proactively surveyed for the presence of distribution system leaks. 33 possible leaks were identified through this survey, with 28 confirmed leaks repaired by Water Services staff.
- Inspection of all distribution system hydrants with maintenance completed on 301 hydrants resulting from inspections performed to maintain these important assets in a fit state of repair.
- The valve exercising program identifies required repairs and replacements of valves. Maintenance was completed on 54 valves in 2019 and 20 valves were replaced.
- 8,597 infrastructure locate requests were completed in 2019 to protect water infrastructure during local construction activities.
- Infrastructure planning, design and construction oversight of the extension of Drinking Water System linear assets and customer servicing requests by Engineering and Transportation Services, including the installation of 600m of new City owned watermain in 2019.

Water Services works with home owners to “Get the Lead Out” of the drinking water system and has replaced 703 lead services lines to date. A grant program is available to encourage replacement of privately owned lead service lines by reducing the financial burden to property owners. In 2019, 9 privately owned lead service lines were replaced through the grant program.

More information can be found in section g) Operational Performance and Statistics of the report.

Planning for the Future

Water Services is planning for the future – maintaining the drinking water system and the quality management system

Identifying resources needed to maintain the drinking water system and the quality management system shows a proactive approach to water utility planning and is discussed in section m) of the report. Operational challenges Water Services is experiencing continue to drive the need for additional resources, such as:

- a changing staff profile, with experienced staff that have retired or are due for retirement in the next few years;
- aging city infrastructure requiring increased budget considerations;
- increased demands of future growth leading to a potential source water supply shortfall requiring increased capital project and budget considerations;
- distribution system issues, such as dead-ends, frozen city infrastructure, larger infrastructure failures, aging water meters and watermains, and watermains located on easements; and
- private property issues, such as substandard water services.

Working with Engineering and Transportation Services, asset management plans completed by Corporate Asset Management and Water Services staff work to ensure that the drinking water system is maintained in a fit state of repair. Please refer to Section n) of the report for further information.

In conjunction with Engineering and Transportation Services, Water Services establishes a list of priority projects that need to be completed in the distribution

system. This is based on infrastructure conditions, inventory age, the capital asset prioritization system and system criticality.

The Water Supply Master Plan and Water and Wastewater Linear Servicing Master Plan define preferred water supply servicing alternatives in meeting the needs of existing customers and future community growth.

A 10-year capital forecast for Facility and Water Plant Upgrades was endorsed by Council as part of the 2020 Capital Budget to address a backlog in infrastructure investment required to sustain operation of the City's critical water supply facilities and processes in a fit state of repair.

In 2019, nine key capital projects have been initiated or completed. Section n) describes these capital projects in further detail.

Applicable Legislation and Changes

Water Services stays current on applicable legislation as well as changes that could affect the drinking water system or quality management system.

Appendix E of the report includes a summary of legislative and regulatory updates from January 1, 2019 to December 31, 2019.

The Municipal Drinking Water License was renewed in 2019, which includes a council approved Financial Plan and Operational Plan. There were two Permits to Take Water (PTTW) that were renewed in 2019 and one PTTW is scheduled for renewal in 2020.

A total of 33 employees at Water Services are certified to operate the drinking water system, including 17 Water Distribution Operators and 11 Water Treatment Operators.

Water Services continues to implement a proactive approach to the DWQMS by maintaining accreditation, identifying ways to improve the drinking water system, involving staff in the quality management system, ensuring any deficiencies are responded to and corrected quickly, collaborating with other municipalities in system improvements and continuing advancements to emergency prevention and preparedness plans.

Section k) of the report provides further details on how Water Services stays current with legislation and changes to the drinking water system and quality management system.

On an ongoing basis, the Quality Management Specialist with the help of additional Water Services Staff updates the Operational Plan. The Operational Plan was presented to Council on January 14, 2019 for endorsement. Updates to the Operational Plan were communicated to Water Services management and staff via email on September 10, 2019.

In maintaining an up-to-date Operational Plan, Water Services is seeking Council's endorsement of the revised Organizational Structure, with the current and new proposed structures included as attachment 2 and 3 to this report, respectively. Update to the Organization Structure includes formal identification of the Owner Representative, the General Manager of Environmental Services, to identify the person who is ultimately responsible and accountable for informing the Owner (Council) of items related to the drinking water system. Corresponding revisions to

QMS 09 Organizational Structure, Roles, Responsibilities & Authorities are made as well, including specifying that Council alone is the Owner.

Notable updates to the Operational Plan are presented in section o) of the report.

Water Services pumped 17.2 billion liters of water in 2019

Water Services processed 17,160,654 cubic metres (17.2 billion litres) of water to the distribution system in 2019, equivalent to 6,864 Olympic-sized swimming pools.

The average daily water demand was 47,015 cubic meters (47.0 million litres) per day.

The maximum day production of water in 2019 was 58,411 cubic metres (58.4 million litres) per day and occurred on November 30, 2019 due to a large watermain break, which contributed to the high amount of water pumped that day.

The minimum day production of water in the same time period was 32,477 cubic metres (32.5 million litres) per day and occurred on December 26, 2019. Please see section g) and Appendix C of the report for more information.

Water Services is a leader in water conservation and efficiency

As one of Canada's largest communities reliant on a finite groundwater supply for our drinking water needs, our ability to reclaim water and wastewater servicing capacity through conservation initiatives offers numerous benefits to our community and local ecosystem.

The 2016 Water Efficiency Strategy identified a 10-year savings goal of 6,265 cubic metres per day between 2017 and 2026. The total water savings achieved for 2019 was 658.5 cubic metres per day, which surpassed the 2019 target set in the Water Efficiency Strategy.

In 2019, 984 rebate applications and audits were completed and 38 incentives for municipal and business upgrades were processed.

The various education and outreach programming completed in 2019 provided information about Guelph's water supply, water conservation and efficiency to over 12,000 participants.

The Guelph Water Wagon, now in its seventh year of providing tap water to attendees of large, outdoor community events, provided 22,332 litres of water to event goers. Further, it provides Water Services an excellent opportunity to engage the public on:

- the value of Guelph's water;
- the need for water conservation and source protection;
- answer questions from the public around municipal tap water or Water Services programs and studies; and
- promote tap water consumption over other beverages.

More information around Water Services' Water Conservation and Efficiency Program can be found in Appendix I.

Source Water Protection protects your drinking water from contamination

Source Protection staff at Water Services continue to identify and mitigate current and future threats to drinking water sources, as required by the Clean Water Act,

2006. The 2010 Assessment Report identified a total of 942 threats to the drinking water source within the City of Guelph. Threat verification has been completed for 409 of the sites, which has resulted in 12 Risk Management Plans and an additional 4 currently in progress.

The Clean Water Act requires a section 59 Notice for development within a Wellhead Protection Area. Source Protection staff reviewed 361 applications and issued 167 Section 59 Notices in 2019.

The City of Guelph is responsible for implementing Source Protection Policies under the Grand River Source Protection Plan. There are 48 identified policies that are the responsibility of the City of Guelph to implement. Of these 48, 28 have been fully implemented with another 18 that the City has made progress on.

In 2019, the City of Guelph' Source Water Protection program was awarded the American Water Works Association Exemplary Source Water Protection Award.

The full Risk Management Official Update can be found in Appendix K of the report.

Financial Implications

All financial implications of the Report were included as part the Council approved 2019 Water Services Non-Tax Operating and Capital Budgets.

Consultations

Departmental consultation completed in support of the 2019 Water Services Annual and Summary Report, include:

- Engineering and Transportation Services;
- Planning and Building Services;
- Legal, Realty and Court Services; and
- Finance Services – Teisha Colley-Balgrove

Strategic Plan Alignment

This report is aligned with the Strategic Plan Priorities of Sustaining our Future by providing water in a sustainable way, Building our Future by maintaining and replacing water assets and Working Together For Our Future through our collaborative approach to the delivery of water services.

Attachments

Attachment-1 Annual & Summary Water Services Report – 2019

The full report is available on the City's website at:

guelph.ca/living/environment/water/drinking-water/water-testing/

Attachment-2 QMS 09-01 Organizational Structure – 2019-08-19 (old)

Attachement-3 QMS 09-01 Organizational Structure – 2020-01-20 (new)

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2019 Annual and Summary Report

January 1 to December 31, 2019

Guelph Drinking Water System

Corporation of the City of Guelph

Gazer Mooney Subdivision Distribution System

Township of Guelph/Eramosa



Water Services

Environmental Services Department

Last Revision: January 29, 2020

As per the Accessibility for Ontarians with Disabilities Act (AODA), this document is available in an alternate format by e-mailing waterservices@guelph.ca or by calling 519-837-5627; TTY: 519-837-5688 or text 226-821-2132.

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Executive Summary

The purpose of this report is to provide information to system owners and stakeholders to satisfy the regulatory requirements of the Safe Drinking Water Act (SDWA) including the Drinking Water Quality Management Standard (DWQMS); Section 81 of the Clean Water Act (CWA); and regulatory reporting required under O. Reg. 170/03 - Section 11 and Schedule 22.

This report is a compilation of information that helps to demonstrate the ongoing provision of a safe, consistent supply of high quality drinking water to customers located within the City of Guelph and the Gazer Mooney Subdivision (located in the Township of Guelph/Eramosa).

Water Services is a municipally-owned and operated water utility, established in 1879. The Guelph Drinking Water System (Guelph DWS) consists of water supply and treatment facilities and a water distribution system. The Guelph DWS is a Class II Water Treatment Subsystem and Class IV Water Distribution Subsystem.

The Gazer Mooney Subdivision Distribution System (Gazer Mooney SDS) is a Class I Distribution System supplied with water from the Guelph DWS. Guelph Water Services is the Operating Authority for this system owned by Guelph/Eramosa Township.

Both the Guelph DWS and the Gazer Mooney SDS are required to comply with the Safe Drinking Water Act (SDWA) and other regulations as well as requirements contained in Permits to Take Water (PTTW), Municipal Drinking Water Licences (MDWL), and Drinking Water Works Permits (DWWP). Having met the quality management system requirements of the SDWA, Guelph Water Services is an accredited Operating Authority with an up-to-date Operational Plan (OP). The OP is available upon request from Guelph Water Services.

The source of Guelph's drinking water is a series of 21 operational groundwater wells and a shallow groundwater collector system. These sources consists primarily of true groundwater sources, with some "groundwater under the direct influence of surface water with effective in-situ filtration" (GUDI-WEF) sources (Carter 1, Carter 2, Arkell 1, Arkell 15 and the Arkell Springs Glen Collector System).

The water system is operated to meet daily, seasonal, and other operational demands (including fire demands) with various combinations of supply sources in operation at any given time. A total of 17,160,654 cubic meters (17.2 billion litres) of water was treated and pumped to the system in 2019. The average daily water demand was 47,015 cubic metres (47.0 million litres). The maximum daily production of water in 2019 was 58,441 cubic metres (58.4 million litres) and occurred on November 30, 2019. A large watermain break occurred on this day, resulting in an increased amount of water pumped. Please see the

Results of Emergency Response Testing section for more information. The minimum daily production of water in the same time period was 32,477 cubic metres (32.5 million litres) and occurred on December 26, 2019.

All water provided to the Guelph Drinking Water System and the Gazer Mooney Subdivision Distribution System was treated with sodium hypochlorite (for chlorine disinfection) with some sources also using UV treatment, two sites using sodium silicate for dissolved iron and manganese sequestering and one site using green-sand filtration for manganese removal. All of the water supplied was continually tested and met all regulatory standards. City of Guelph Water Services maintained the drinking water system in a fit state of repair and followed best industry practices during the repair and maintenance of the system.

The City of Guelph has approximately 44,000 fully metered water service connections, 557.3 kilometres of underground watermains, and a population of approximately 131,794¹. The Gazer Mooney Subdivision has approximately 72 fully metered water service connections, 2 kilometres of underground watermains, and an approximate population of 200 people.

As the Operating Authority for both the Guelph DWS and Gazer Mooney SDS, Guelph Water Services is annually inspected by the Ministry of the Environment, Conservation and Parks (MECP) for compliance with regulatory requirements. There were four incidents of non-compliance associated with the Guelph DWS in 2019; the Gazer Mooney SDS had no incidents of non-compliance. Through the 2018-2019 MECP inspection, Water Services received a 89.42% score for the Guelph DWS and a 100% score for the Gazer Mooney SDS.

In 2019, Guelph Water Services reported three Adverse Water Quality Incidents (AWQIs) in the Guelph Drinking Water System – please refer to section b) Adverse Water Quality Incidents.

In conjunction with the Wellington-Dufferin-Guelph Public Health (WDGPH) and the MECP, all appropriate corrective actions and required reporting were completed with no health-based issues for the AQWIs.

There was one AWQI in the Gazer Mooney Subdivision Distribution System in 2019. Please refer to section b) Adverse Water Quality Incidents, Table 2 for a description of the AWQI. In conjunction with the MECP and WDGPH all appropriate corrective actions and required reporting were completed with no health-based issues stemming from these AWQIs.

¹ Statistics Canada, 2016 Census of Population.

Water Services' risk assessment updates, emergency response testing, internal and external audits help facilitate continual improvement of Water Services' processes and programs through implementation of corrective actions.

Water Services continues to implement:

- Recommendations of the 2016 Water Efficiency Strategy.
- Source water protection based on a MECP approved Source Water Protection Plan.
- Arkell Springs Forest Stewardship Project investments (to protect the Arkell Wellfield's source water quality).
- The Lead Reduction Plan in accordance with the regulatory relief provisions of the SDWA.
- Facility asset management and infrastructure reviews to optimize priority projects.
- A robust backflow prevention program overseeing 2,879 properties with 6,790 backflow prevention devices installed.

Details of ongoing and emerging water quality, supply/treatment, and distribution initiatives are outlined in section h) of this report and include successful programs related to: water conservation and efficiency, Arkell Springs forest stewardship, source water protection, lead reduction and frozen services prevention and monitoring.

The City has completed this Annual & Summary Report to satisfy the regulatory requirements of the Safe Drinking Water Act, O. Reg. 170/03 (Section 11 and Schedule 22). For more information please contact Guelph Water Services at (519) 837-5627 or waterservices@guelph.ca.

Table of Contents

| | |
|---|----|
| Executive Summary | i |
| Table of Contents | iv |
| List of Tables | ix |
| List of Figures | xi |
| Purpose | 1 |
| Scope | 1 |
| Notice | 2 |
| Systems Overview | 3 |
| Guelph Drinking Water System | 3 |
| Gazer Mooney Subdivision Distribution System | 7 |
| Water Services' Annual and Summary Report | 9 |
| a) Incidents of Regulatory Non-Compliance | 9 |
| Guelph Drinking Water System | 9 |
| Gazer Mooney Subdivision Distribution System | 10 |
| b) Adverse Water Quality Incidents | 10 |
| Guelph Drinking Water System | 10 |
| Gazer Mooney Subdivision Distribution System | 13 |
| c) Deviations from Critical Control Point (CCP) Limits and Response Actions | 14 |
| d) The Effectiveness of the Risk Assessment Process | 14 |
| e) Internal and Third-Party Audit Results | 15 |
| 2019 Internal Audit | 15 |
| 2019 External Audit | 16 |
| f) Results of Emergency Response Testing | 17 |
| g) Operational Performance and Statistics | 19 |
| 2019 Totalized Pumpages and Instantaneous Flows | 20 |
| Water Production, Consumption and Population | 21 |
| Arkell Springs Glen Collector System Source Water | 22 |
| Water Supply Capacity | 24 |
| System Maintenance and Updates | 27 |
| SCADA System Improvements | 29 |
| Form 1s, Form 2s and Form 3s | 31 |
| Water Distribution Locates | 32 |
| Status of Ongoing and Emerging Water Quality, Supply and Distribution Initiatives | 33 |
| Water Efficiency Strategy | 33 |
| Source Water Protection Plan | 34 |

| | |
|--|----|
| Arkell Springs Forest Stewardship Project..... | 34 |
| Lead Reduction Plan..... | 35 |
| Lead Sampling in the Guelph Drinking Water System..... | 36 |
| Lead Sampling in the Gazer Mooney Subdivision Distribution System | 36 |
| Lead Sampling | 36 |
| Lead Service Line Replacements..... | 37 |
| Frozen Water Pipe Prevention and Monitoring Program..... | 38 |
| 2019 Frozen Water Pipe Program Statistics | 39 |
| h) Raw and Treated Water Quality and Drinking Water Quality Trends | 40 |
| Guelph Drinking Water System..... | 40 |
| Water Quality Review – Guelph Drinking Water System..... | 40 |
| Microparticulate Analysis | 44 |
| Treated Water Quality Statistics – Guelph Drinking Water System | 44 |
| O. Reg. 170/03 Schedule 6-5 - Continuous Monitoring Results Summary | 44 |
| O. Reg. 170/03 Schedule 13-6 and 13-7, “Three Month” Sampling Results Summary | 45 |
| Operational VOC Scan Results Summary..... | 48 |
| O. Reg. 170/03 Schedule 23 Results Summary | 50 |
| O. Reg. 170/03 Schedule 24 Results Summary | 52 |
| O. Reg. 170/03 Schedule 13-8 and 13-9, “Five Year” Sampling Results Summary | 57 |
| General Chemistry Results Summary | 59 |
| Gazer Mooney Subdivision Distribution System | 61 |
| Water Quality Review - Gazer Mooney Subdivision Distribution System | 61 |
| Treated Water Quality Statistics – Gazer Mooney Subdivision Distribution System | 63 |
| O. Reg. 170/03 Schedule 13-6, “Three Month” Sampling Results Summary .. | 63 |
| O. Reg. 170/03 Schedule 13-8 and 13-9, “Five Year” Sampling Results Summary | 64 |
| General Chemistry Results Summary | 65 |
| i) Follow-up on Action Items from Previous Management Reviews | 67 |
| Results of the Management Review, the identified deficiencies, decisions and action items 67 | |
| j) The Status of Management Action Items Identified Between Management Reviews | 68 |
| k) Changes that Could Affect the Drinking Water System and the Quality Management System..... | 68 |

| | |
|--|----|
| Changes Affecting the Drinking Water System (DWS) - Licence Approvals and Amendments | 68 |
| Municipal Drinking Water Licence (MDWL) Renewal | 68 |
| Permits to Take Water (PTTW) Renewals | 69 |
| Sentry Monitoring Wells | 70 |
| Carter Monitoring Program – Operational Testing | 70 |
| Staff Certification | 70 |
| Changes Affecting the Quality Management System (QMS)..... | 73 |
| Ontario’s updated Drinking Water Quality Management Standard (DWQMS) Version 2.0..... | 73 |
| Quality Management System Implementation | 73 |
| l) Consumer Feedback | 73 |
| m) The Resources Needed to Maintain the Drinking Water System and Quality Management System..... | 75 |
| n) Results of Infrastructure Review | 75 |
| Distribution Infrastructure Needs..... | 75 |
| Water Supply and Treatment Facilities Infrastructure Needs..... | 76 |
| F.M. Woods Station Upgrades and Engine House and Pumping Station Building (Heritage Building) Retrofit | 77 |
| Burke Well Station Upgrades | 77 |
| Clythe Well Treatment Upgrades and Zone 2 Environmental Assessment..... | 77 |
| Paisley Pumping Station Upgrades | 78 |
| Middle Reach of the Aqueduct..... | 78 |
| Calico Well Upgrades..... | 78 |
| Membro Well Upgrades | 79 |
| Guelph South Feasibility Study | 79 |
| Logan Well Feasibility Study | 79 |
| Backflow Prevention Program..... | 80 |
| o) Operational Plan Currency, Content and Updates | 82 |
| p) Staff Suggestions..... | 84 |
| q) New or Other Business..... | 84 |
| r) Next Meeting Dates | 85 |
| Appendix A: Summary of Critical Control Points and Critical Control Limits | 86 |
| Appendix B: Summary of Internal and External Audit Plans | 89 |
| Appendix C: Total Water Pumped and Instantaneous Flows | 93 |
| City of Guelph Water Services – Pumpages to System, January 1 – December 31, 2019. | 94 |

| | |
|---|-----|
| City of Guelph Water Services – Permit to Take Water Pumpages, January 1 – December 31, 2019 | 96 |
| City of Guelph Water Services – Instantaneous Flows Summary (PTTW), January 1 – December 31, 2019 | 102 |
| Appendix D: Treated Water Quality Statistics | 106 |
| O. Reg. 170/03 Schedule 23, 13-2b – “Three Year” Results Summary (Jan. 1 – Dec. 31, 2019)..... | 106 |
| O. Reg. 170/03 Schedule 24, 13-4b – “Three Year” Results Summary (Jan. 1 – Dec. 31, 2019)..... | 107 |
| Operational VOC Scan Results Summary (Jan. 1 – Dec. 31, 2019)..... | 111 |
| General Chemistry Results Summary (Jan. 1 – Dec. 31, 2019)..... | 114 |
| Appendix E: Legal and Other Requirements Table | 119 |
| Appendix F: Action Items from Management Review | 128 |
| Appendix G: Status of Management Action Items Identified between Reviews | 130 |
| Appendix H: Summary of Staff Suggestions | 141 |
| Appendix I: Water Efficiency Program – 2019 Annual Progress Report | 149 |
| Background | 149 |
| Water Reduction Target Progress..... | 150 |
| Water Efficiency Incentive and Rebate Programs | 153 |
| Royal Flush Toilet Rebate Program | 153 |
| Residential Sub-Water Meter Rebate Program..... | 153 |
| Water Use Home Visit and Audit Program | 154 |
| Blue Built Home Water Efficiency Standards and Rebate Program | 155 |
| Multi-Residential Water Audit Program | 155 |
| Water Smart Business Program | 156 |
| Cooling Tower Research..... | 158 |
| Alliance for Water Efficiency Cooling Tower Research Project | 158 |
| Legionella | 159 |
| Municipal Facility Water Efficiency | 160 |
| Leak Detection Program | 161 |
| Peak Season Water Demand Management | 161 |
| Outside Water Use Program..... | 161 |
| Healthy Landscapes | 162 |
| Peak Season Water Demand Research..... | 163 |
| Youth and Public Outreach and Education Programming | 163 |
| Curriculum-Linked Education Programming | 164 |

Other Outreach and Engagement Programming 165

 H2O Go Festival 165

 Waterloo Wellington Children’s Groundwater Festival 166

 Outreach to New Canadians in Guelph 166

 Water-Energy Nexus Research 167

Guelph Water Wagon 168

Water Softener Alternatives Testing and Market Research 169

Appendix J: Water Services Committees 170

 Water Conservation and Efficiency Public Advisory Committee – Annual Report 170

 Well Interference Committee 171

Appendix K: Source Water Protection 173

 City of Guelph internationally recognized for Source Protection 173

 Risk Management Official Update..... 174

 Threat Verification and Negotiating Risk Management Plans 174

 Policy Implementation 176

 Protecting Water Quantity 176

 Education and Outreach..... 177

 Moving Forward in 2020 177

Appendix L: Glossary 179

List of Tables

| | |
|--|----|
| Table 1: Guelph Drinking Water System Adverse Water Quality Incidents, 2019 | 11 |
| Table 2: Gazer Mooney Subdivision Distribution System Adverse Water Quality Incidents, 2019 | 13 |
| Table 3: Emergency Response Tests..... | 18 |
| Table 4: Permitted Rates and Point of Entry Firm Capacities of Water Supply Wells | 26 |
| Table 5: Water Distribution Maintenance Activity | 27 |
| Table 6: Water Treatment Maintenance Activity, 2019 | 29 |
| Table 7: SCADA and Security - Maintenance and Improvement Activities, 2019 | 30 |
| Table 8: Summary of Form 1s, Form 2s and Form 3s, 2019 | 32 |
| Table 9: Water Distribution Locates Requested and Responded to in 2019 | 32 |
| Table 10: Historical Locate Requests Received | 33 |
| Table 11: Lead Reduction Plan Lead Sampling - Guelph Drinking Water System, 2019..... | 36 |
| Table 12: Lead Reduction Plan – Gazer Mooney Subdivision Distribution System, 2019..... | 36 |
| Table 13: Private Lead Service Line Replacement Grant Programs (2010 – Dec. 31, 2019) | 38 |
| Table 11: O. Reg. 170/03 Schedule 7-2, City of Guelph - Distribution Manual Free Chlorine Residual Summary, 2019 | 41 |
| Table 12: O. Reg. 170/03 Schedule 10-4, City of Guelph - Raw Bacteriological Sampling Summary, 2019..... | 41 |
| Table 13: O. Reg. 170/03 Schedule 10-2, 10-3 and 6-3, City of Guelph - Treated Bacteriological Sampling Summary, 2019..... | 42 |
| Table 14: O. Reg. 170/03 Schedule 7-3, City of Guelph - Raw Source Turbidity Sampling Summary, 2019..... | 43 |
| Table 15: O. Reg. 170/03 Schedule 7-3, City of Guelph - Raw Ultraviolet Transmittance Sampling Summary, 2019..... | 43 |
| Table 16: O. Reg. 170/03 Schedule 6-5, Continuous Monitoring Results Summary, 2019 .. | 45 |
| Table 17: O. Reg. 170/03 Schedule 13-6 and 13-7, City of Guelph – “Three Month” Sampling Results Summary, 2019..... | 47 |
| Table 18: City of Guelph Operational VOC Scan Selected Results Summary, 2019..... | 49 |
| Table 19: O. Reg. 170/03 Schedule 23, 13-2a, City of Guelph - Annual Schedule 23 Sampling Results Summary, 2019..... | 51 |
| Table 20: O. Reg. 170/03 Schedule 24, 13-4a, City of Guelph - Annual Schedule 24 Sampling Results Summary, 2019..... | 53 |
| Table 21: O. Reg. 170/03 Schedule 13-8 and 13-9, City of Guelph – “Five Year” Sampling Results Summary..... | 58 |
| Table 22: City of Guelph General Chemistry Selected Results Summary, 2019..... | 60 |
| Table 23: O. Reg. 170/03 Schedule 7-2, Gazer Mooney - Distribution Manual Free Chlorine Residual Summary, 2019 | 62 |

| | |
|---|-----|
| Table 24: O. Reg. 170/03 Schedule 10-2, Gazer Mooney Treated Bacteriological Sampling Summary, 2019..... | 62 |
| Table 25: O. Reg. 170/03 Schedule 13-6, Gazer Mooney - "Three Month" Sampling Results Summary, 2019..... | 64 |
| Table 26: O. Reg. 170/03 Schedule 13-8 and 13-9, Gazer Mooney - "Five Year" Sampling Results Summary..... | 65 |
| Table 27: Gazer Mooney General Chemistry Results Summary, 2019..... | 66 |
| Table 31: Municipal Drinking Water Licensing Documents..... | 69 |
| Table 32: Water Services Employees (Operators and Management Staff) with Drinking Water Operator Certificates..... | 71 |
| Table 33: Competency and Years of Experience for Certified Management Staff..... | 72 |
| Table 34: Years of Experience of Certified Operational Staff..... | 72 |
| Table 35: Number of Customer Calls Received, 2017-2019..... | 74 |
| Table 36: 2019 Backflow Report - Number of Letters Sent out for Annual Testing and Re-survey..... | 80 |
| Table 37: Backflow Devices Installed by Type in 2019..... | 81 |
| Table 38: Summary of Critical Control Points and Critical Control Limits..... | 86 |
| Table 39: Summary of Internal and External Audit Plans, 2018-2020..... | 89 |
| Table 40: Pumpages (Discharge) to System, January 1 to December 31, 2019..... | 94 |
| Table 41: City of Guelph Permit to Take Water Pumpages, 2019..... | 96 |
| Table 42: City of Guelph Permit to Take Water Pumpages, 2019 - Continued..... | 99 |
| Table 43: City of Guelph - Instantaneous Flow Summary, 2019..... | 102 |
| Table 44: Instantaneous Flow Summary, 2019 - Continued..... | 104 |
| Table 45: O. Reg. 170/03 Schedule 23, 13-2b - "Three Year" Results Summary..... | 106 |
| Table 46: O. Reg. 170/03 Schedule 24, 13-4b - "Three Year" Results Summary..... | 107 |
| Table 47: Operational VOC Scan Results Summary..... | 111 |
| Table 48: General Chemistry Results Summary..... | 114 |
| Table 49: Legal and Other Updates that Could Affect the Drinking Water System or the Quality Management System, 2019..... | 119 |
| Table 50: Action Items from the 2019 (Items 1-12) and 2020 (Items 13-17) Management Review Meetings..... | 128 |
| Table 51: Management Action Items Identified Between Management Review Meetings, 2019..... | 130 |
| Table 52: Suggestions Provided by Staff, 2019..... | 141 |

List of Figures

| | |
|--|-----|
| Figure 1: Guelph Drinking Water System | 6 |
| Figure 2: Gazer Mooney Water Distribution System | 8 |
| Figure 3: Totalized Pumpages, 2019..... | 20 |
| Figure 4: Guelph Water Production, Water Consumption, Population..... | 22 |
| Figure 5: 2019 Arkell Spring Grounds Glen Collector System Volumes | 24 |
| Figure 6: Water Supply Master Plan (2014) and Water Efficiency Strategy (2016) Production Rates..... | 151 |
| Figure 7: Residential Water Use | 152 |
| Figure 8: City Staff Receiving AWWA Award along with Guelph Mayor and Councillors. ... | 174 |
| Figure 9: Risk Management Official Summary, 2019..... | 175 |
| Figure 10: Clean Water Act, Section 59 Summary | 176 |
| Figure 11: Source Water Protection Advertisement to Reduce Your Winter Salt Use..... | 177 |

Purpose

The purpose of this report is to provide information to several stakeholders and to satisfy the regulatory requirements of the Safe Drinking Water Act (SDWA) including the Drinking Water Quality Management Standard (DWQMS), Clean Water Act (CWA) and regulatory reporting required under O. Reg. 170/03 - Section 11 and Schedule 22. The report is a compilation of information that helps to demonstrate the ongoing provision of a safe, consistent supply of high quality drinking water to customers located within the City of Guelph and the Gazer Mooney Subdivision, located in the Township of Guelph/Eramosa.

Scope

This Water Services Annual and Summary Report includes information from both the **Guelph Drinking Water System** and the **Gazer Mooney Subdivision Distribution System** for the period of January 1 to December 31, 2019, unless otherwise noted. The information is required to be reported to the following:

- the Drinking Water System Owners:
 - Guelph City Council, Chief Administrative Officer (CAO) and Deputy CAO – Infrastructure, Development and Enterprise;
 - Township of Guelph Eramosa (Council and CAO);
- Senior officials of Guelph Water Services and Township of Guelph/Eramosa; and
- the general public and interested stakeholders.

This report satisfies the requirements of both the Safe Drinking Water Act (SDWA) and Ontario Regulation 170/03:

Section 11, Annual Reports which includes:

- a brief description of the drinking water systems;
- a list of water treatment chemicals used;
- a summary of the most recent water test results required under O. Reg. 170/03 or an approval, Municipal Drinking Water Licence (MDWL) or order;
- a summary of adverse test results and other issues reported to the Ministry of the Environment, Conservation and Parks (MECP) including corrective actions taken;
- a description of major expenses incurred to install, repair or replace required equipment; and
- the locations where this report is available for inspection.

Schedule 22, Summary Report which includes:

- list the requirements of the Safe Drinking Water Act, the regulations, the system's approval, Drinking Water Works Permit (DWWP), MDWL, and any orders applicable to the system that were not met at any time during the period covered by the report;
- for each requirement that was not met, the duration of the failure and the measures that were taken to correct the failure;
- a summary of the quantities and flow rates of the water supplied during the period covered by the report, including monthly average and maximum daily flows; and
- a comparison of this information to the rated capacity and flow rates approved in the system's approval, DWWP and/or MDWL.

This report satisfies applicable requirements for both the Guelph Drinking Water System and the Gazer Mooney Subdivision Distribution System.

A copy of this report is available for viewing at:

- **City of Guelph Water Services**, 29 Waterworks Place, Guelph;
- **Township of Guelph/Eramosa**, 8348 Wellington Rd. 124, Rockwood; and
- **Online** at guelph.ca/water.

Any inquiries can be made to:

- City of Guelph Water Services by e-mailing waterservices@guelph.ca or by calling 519-837-5627.
- Township of Guelph/Eramosa Public Works – Water / Wastewater by e-mailing general@get.on.ca or by calling 519-856-9596.

Notice

Please note that every reasonable effort is made to ensure the accuracy of this report. This report is published with the best available information at the time of publication. In the event that errors or omissions occur, the online report will be updated. Please refer to the online version of the report for the most current version.

Please note that some hyperlinks in the document are linked to Guelph's electronic document management system (EDMS), which is available for internal City use only.

Systems Overview

Guelph Drinking Water System

Water Services at the City of Guelph is committed to providing consumers with a safe, consistent supply of high quality drinking water while meeting or exceeding, and continually improving on legal, operational and quality management system requirements. Water Services strives to provide reliable and cost-effective water treatment and distribution systems for the safe production and delivery of consistently high quality water. Established in 1879, Water Services and is a municipally-owned and operated water utility.

The Guelph Drinking Water System is classified as a Class II Water Treatment Subsystem and a Class IV Water Distribution Subsystem. All necessary licences have been obtained by staff to operate the Guelph Drinking Water System. As of December 31, 2019 thirty-three team members held drinking water certificates to operate and maintain the water system.

In 2019, Water Services maintained full scope accreditation to the Drinking Water Quality Management Standard (DWQMS) Version 2.0 after a successful on-site verification audit, conducted by the third-party accreditation body - NSF International Strategic Registrations. This full accreditation satisfies part of the requirements under the Municipal Drinking Water Licensing Program.

The distribution system (including watermains, valves, fire hydrants, services, and meters) serves a population of approximately 131,794² within the City of Guelph. All new system components meet NSF 61³ requirements or approved equivalents and are installed and maintained in accordance with approved industry standards. Water system customers are fully metered and billed in accordance with the Water and Wastewater Customer Rates and Charges by-law.

The Guelph Drinking Water System distribution system is comprised of the following infrastructure:

- 6.38 kilometres of 900-1,050 mm diameter water supply aqueduct;
- five underground storage reservoirs with a combined approximate capacity of 48,000 cubic metres (48 million litres);

² Statistics Canada, 2016 Census of Population.

³ NSF/ANSI Standard 61: Drinking Water System Components - Health Effects

- three water towers with a combined approximate capacity of 11,200 cubic metres (11.2 million litres);
- 557.3 kilometres of buried watermain with a diameter < 900 mm;
- 4,286 watermain valves;
- 2,809 fire hydrants; and
- approximately 44,000 water services and water meters.

The source of Guelph's drinking water is a series of 21 operational groundwater wells and a shallow groundwater collector system. The drinking water sources consist primarily of true groundwater, with some "groundwater under the direct influence of surface water with effective in-situ filtration" (GUDI-WEF) sources. The GUDI-WEF sources include: Carter Well 1 and 2; Arkell 1; Arkell 15; and the Arkell Springs Glen Collector System.

The Guelph Drinking Water System uses 12 per cent Sodium Hypochlorite (that is NSF 60⁴ certified) for primary disinfection for the following 11 sources:

- Downey Well
- Burke Well
- Park Well 1 and 2
- Emma Well
- Dean Well
- University Well
- Queensdale Well
- Helmar Well
- Calico Well
- Water Street Well (UV treatment available on site)

12 per cent Sodium Hypochlorite along with ultraviolet light treatment is used as part of a multi-barrier primary disinfection for the following ten sources:

- Arkell Wells 1, 6, 7, 8, 14 and 15
- Arkell Springs Glen Collector System
- Carter Wells 1 and 2
- Membro Well

NSF 60-certified Sodium Silicate, used for aesthetic purposes to sequester dissolved iron and manganese is also used at Helmar Well and Queensdale Well.

⁴ NSF/ANSI Standard 60: Drinking Water Treatment Chemicals - Health Effects

In total, Water Services operates and maintains 31 facilities.

The replacement cost of the Guelph Drinking Water System is estimated to be \$620.3 million or approximately \$4,578 per capita (2019, based on 2017 projected population).

The Guelph Drinking Water System operations are funded directly from the sale of water, with minor additional funding through government grant programs. Property taxes are not used to fund the operation, maintenance or capital renewal of the system.

A total of 17,160,654 cubic meters (17.2 billion litres) of water was treated and pumped to the system in 2019. The average daily water demand was 47,015 cubic metres (47.0 million litres). The maximum daily production of water in 2019 was 58,441 cubic metres (58.4 million litres) and occurred on Nov 30, 2019. The minimum daily production of water in the same time period was 32,477 cubic metres (32.5 million litres) and occurred on December 26, 2019.

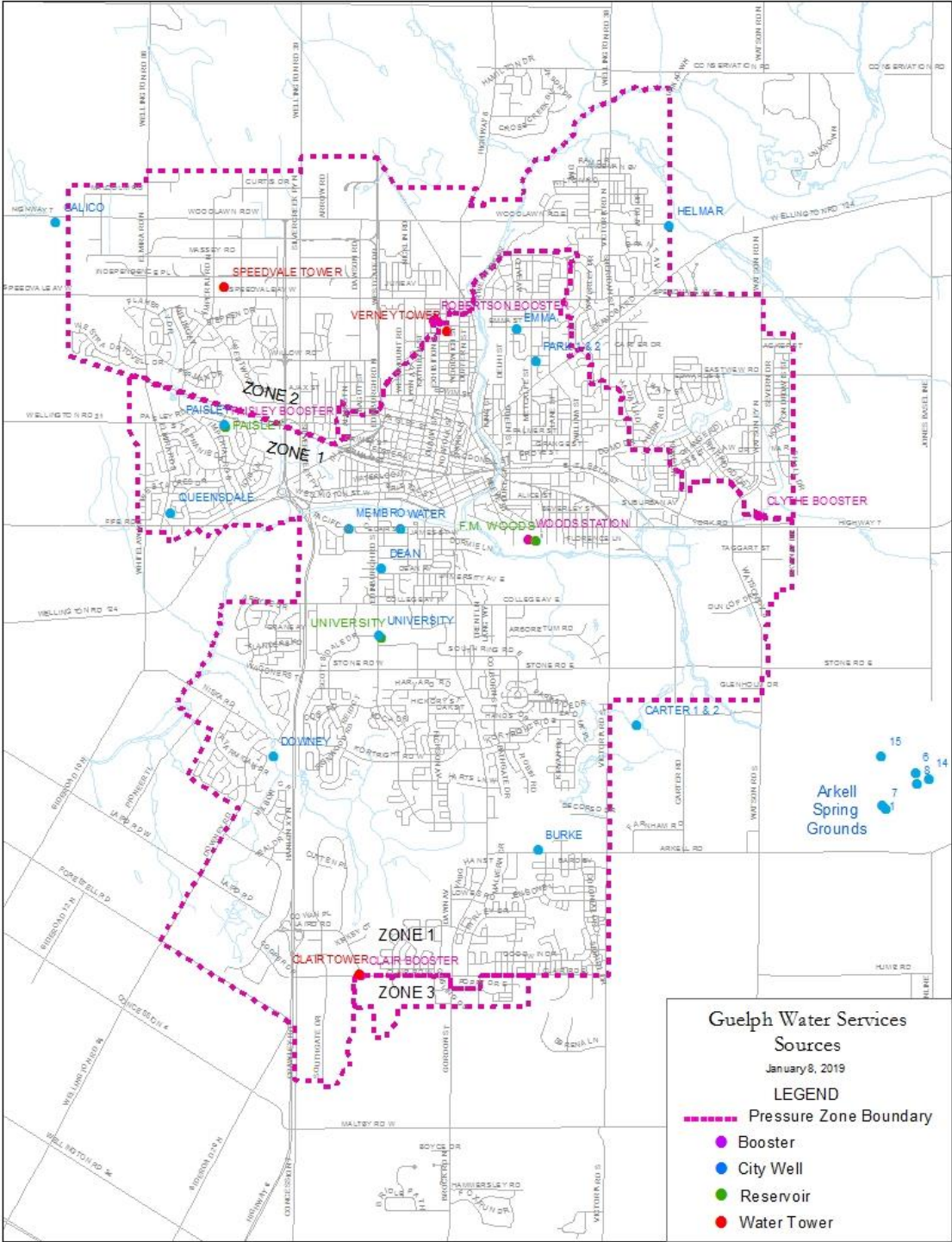
In 2019, all regulatory microbiological and chemical quality samples were taken by certified operators and tests on water samples collected throughout the drinking water system were performed by accredited, licensed laboratories. These tests include both regulatory and operational testing – in most cases only regulatory reporting is included in this report. In all cases, the drinking water supplied to all customers was confirmed safe and the water was of higher quality than all Ontario and Canadian health-related guidelines.

The Guelph Drinking Water System is defined as a large residential system operated under the regulatory requirements of the Safe Drinking Water Act and the Ontario Water Resources Act (accessed at [Ontario e-laws](#)). In 2019, the Guelph Drinking Water System operated under Municipal Drinking Water Licence (MDWL) 017-101, Issue numbers 11 and 12 and the Drinking Water Works Permit (DWWP) 017-201, Issue numbers 7 and 8.

The MDWL and the DWWP describe system-specific requirements that are supplementary to provincial regulations and act as licences for water supply and distribution operations. These documents outline specific conditions and requirements regarding operation, maintenance and upgrades that are required by the system and are considered regulatory in nature. These documents are available by request for viewing at Water Services, 29 Waterworks Place, Guelph.

Figure 1: Guelph Drinking Water System shows the locations of the Guelph Drinking Water System facilities that were active in 2019.

Figure 1: Guelph Drinking Water System



Gazer Mooney Subdivision Distribution System

The Gazer Mooney Subdivision Distribution System is a Class 1 Distribution Subsystem that serves approximately 200 people, and is owned by the Township of Guelph/Eramosa. The system is operated by Guelph Water Services through a legal agreement that was signed by representatives of the City of Guelph and the Township of Guelph/Eramosa. The current agreement came into effect on March 1, 2019 and will continue until February 29, 2024 and will be automatically renewed and extended to February 28, 2029, unless terminated earlier.

All of the water for the Gazer Mooney Subdivision Distribution System is supplied from the Guelph Drinking Water System. All water is treated to provincial standards in the Guelph Drinking Water System and no further treatment chemicals are added to the Gazer Mooney Subdivision Distribution System.

All new distribution infrastructure components meet NSF 61 requirements or approved equivalents and are installed and maintained in accordance with approved industry standards. The system is fully metered.

The Gazer Mooney Subdivision Distribution System is comprised of the following infrastructure:

- approximately 720 meters of 200mm diameter watermain;
- approximately 600 meters of 150mm diameter watermain;
- six watermain valves;
- six fire hydrants;
- one sampling station; and
- approximately 72 water services and water meters.

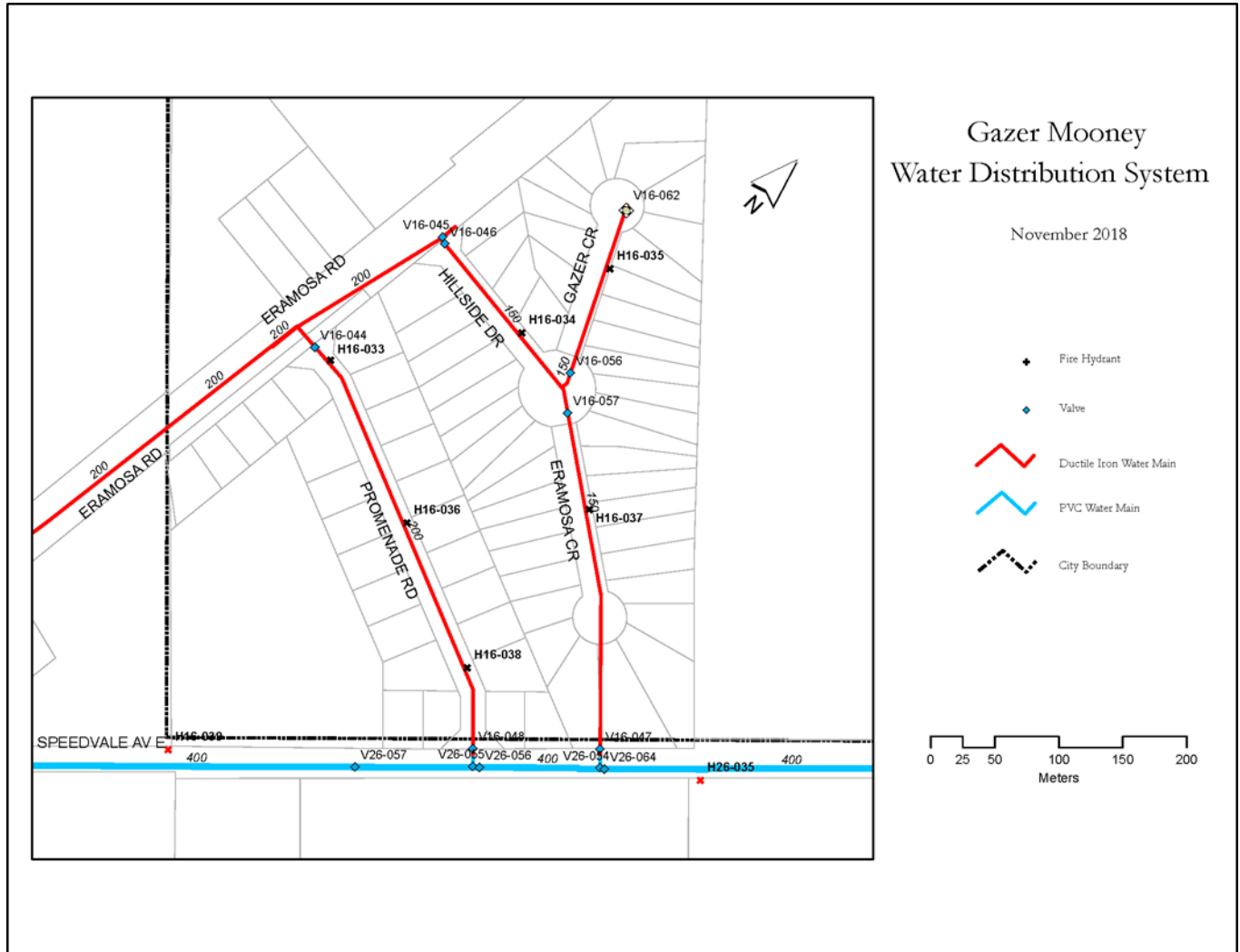
The cost of construction of the Gazer Mooney Subdivision Distribution System in 1980 was listed as \$197,933.

The Gazer Mooney Subdivision Distribution System is considered a small residential system and is operated under the regulatory requirements of the Safe Drinking Water Act and the Ontario Water Resources Act which may be found at [Ontario e-laws](#).

In 2019, the Gazer Mooney Subdivision Distribution System operated under Municipal Drinking Water Licence No. 104-103, Issue number 2; and Drinking Water Works Permit No. 104-203, Issue number 2. These documents are available by request for viewing at Water Services, 29 Waterworks Place, Guelph and at the Township of Guelph/Eramosa, 8348 Wellington Rd. 124, Rockwood.

Figure 2: Gazer Mooney Water Distribution System shows the location of the Gazer Mooney Subdivision Distribution System.

Figure 2: Gazer Mooney Water Distribution System



Water Services' Annual and Summary Report

a) Incidents of Regulatory Non-Compliance

This section describes all incidents of non-compliance.

Guelph Drinking Water System

There were four incidents of non-compliance associated with the Guelph Drinking Water System in 2019. The four incidents are described below:

- Caps on the water level monitoring access points on two wells, located inside secure buildings, were found to not be in place. This was immediately corrected at the time of inspection.
- A Form 1 (Record of Watermains Authorized as a Future Alteration) was completed in November 2019 for work on a watermain that occurred in September 2019. The City's DWWP requires the Form 1 to be completed prior to the watermain being placed into service. Water Services is working with Engineering and Transportation Services to develop a procedure to ensure that Form 1's are completed prior to any watermain additions, modification, replacement or extension being placed into service.
- A chlorine residual in a dead-end of the distribution system was found to be below 0.05mg/L, which is discussed further in section b) Adverse Water Quality Incidents. Water Services is committed to ensuring that an acceptable chlorine residual is maintained throughout the water distribution system and has implemented a regular flushing program in this area.
- It was found that HPC analysis was not completed on two treated water samples taken on February 6, 2019. This was caused by human error, where the treated water samples were mistakenly recorded on the chain of custody as raw water samples; HPC analysis is not required for raw samples. Water Services now has separate chains of custody for raw and treated water samples to help eliminate the chance of this reoccurring.

A score of 89.42% was achieved in the 2018-2019 Ministry of the Environment, Conservation and Parks Annual Inspection Report for the Guelph Drinking Water System.

Water Services has corrected all issues of non-compliance identified during the MECP inspection. Through the root-cause analysis process, Water Services initiates continual improvement measures and implements new policies and procedures to prevent issues of non-compliance from re-occurring.

Gazer Mooney Subdivision Distribution System

There were no incidents of non-compliance associated with the Gazer Mooney Subdivision Distribution System in 2019.

A score of 100% was achieved in the 2018-2019 Ministry of the Environment, Conservation and Parks Annual Inspection Report for the Gazer Mooney Subdivision Distribution System.

b) Adverse Water Quality Incidents

This section describes all Adverse Water Quality Incidents (AWQI's). This term refers to any unusual test result from treated water that does not meet a provincial water quality standard, or a situation where disinfection of the water may be compromised. An adverse water quality incident indicates that on at least one occasion and at a certain instance in time, a water quality standard was not met. On average, the Guelph Drinking Water System processes four to five AWQI's annually.

Many AWQI's have proven to be the result of water sampling and testing problems rather than poor water quality. False positive results can be caused by: contaminated sampling containers and equipment; improper sampling technique; handling and transportation; and sampling analysis errors.

Please note: The City was granted regulatory relief from Schedule 15.1 of O. Reg. 170/03 in favour of a Guelph specific Lead Reduction Plan (LRP). Residential sample results collected under the LRP that have lead concentrations above 10 µg/L, are tracked and reported to Wellington-Dufferin-Guelph Public Health, the Ministry of the Environment, Conservation and Parks (as per MDWL 017-101, Schedule D) and the customer. See 0 Status of Ongoing and Emerging Water Quality, Supply and Distribution Initiatives for more information on the Lead Reduction Plan.

Guelph Drinking Water System

In 2019, there were three adverse water quality incidents (AWQI's #144857, #144859 and #148104) and a summary of these are included in Table 1.

Table 1: Guelph Drinking Water System Adverse Water Quality Incidents, 2019

| # | Date | AWQI # | Location | Description | Corrective Action | Re-sample Results Good | Deviation from Critical Control Point ⁵ |
|-------|---------|-------------------|--------------------------|----------------------------------|--|------------------------|--|
| 1 & 2 | Feb. 25 | 144857 and 144859 | Burkes Well - POE (S002) | Sodium result of 66 mg/L at S002 | Water Services was informed by the laboratory of two sodium exceedances, both at a concentration of 66mg/L. Wellington-Dufferin-Guelph Public Health (WDGPH), MECP, and Spills Action Centre (SAC) were notified. Re-samples were taken and results of 71 mg/L were received on March 4, confirming Burke treated source water is above the aesthetic objective lower limit of 20 mg/L. Resample results were communicated to the WDGPH and the AQWI was closed. | No ⁶ | No |

⁵ Please see Section c) Deviations from Critical Control Point (CCP) Limits and Response Actions of this report for a description of “critical control points”.

⁶ The aesthetic objective for sodium in drinking water is 200 mg/L. The local Medical Officer of Health should be notified when the sodium concentration exceeds 20 mg/L so that this information may be communicated to local physicians for their use with patients on sodium restricted diets. Water Services communicated the sodium test results to the Wellington-Dufferin-Guelph Public Health Unit.

| # | Date | AWQI # | Location | Description | Corrective Action | Re-sample Results Good | Deviation from Critical Control Point ⁵ |
|---|----------|--------|-----------------|---|--|------------------------|--|
| 3 | Sept. 17 | 148104 | Hydrant H29-068 | Distribution system chlorine residual below 0.05 mg/L | <p>Hydrant H29-068 was flushed on Sept. 17 as part of a Dead-End-Flushing Program and a chlorine residual of 0.00mg/L was recorded. After 35 minutes of flushing at approximately 7 L/sec., a residual of 0.64 mg/L was achieved.</p> <p>Wellington-Dufferin-Guelph Public Health (WDGPH), MECP, and Spills Action Centre (SAC) were notified.</p> <p>Hydrant H29-068 is now part of the regular flushing program and has scheduled flushings to maintain acceptable secondary disinfection free chlorine residuals. The AWQI is closed.</p> | Yes | Yes |

Gazer Mooney Subdivision Distribution System

There was one adverse water quality incident in the Gazer Mooney Subdivision Distribution System in 2019.

Table 2: Gazer Mooney Subdivision Distribution System Adverse Water Quality Incidents, 2019

| # | Date | AWQI # | Location | Description | Corrective Action | Re-sample Results Good | Deviation from Critical Control Point ⁷ |
|---|---------|--------|-----------------------------------|-----------------------------------|---|------------------------|--|
| 1 | Mar. 26 | 145058 | Gazer Mooney Lift Station (GM223) | Sodium result of 26 mg/L at GM223 | Wellington-Dufferin-Guelph Public Health (WDGPH), MECF, Spills Action Centre (SAC), and Guelph/Eramosa Township staff were notified. Re-samples were taken and results of 24 mg/L were received on March 28, confirming Gazer Mooney treated water is above the aesthetic objective lower limit of 20 mg/L. Resample results were communicated to the WDGPH and the AQWI was closed. | No ⁸ | No |

⁷ Please see Section c) Deviations from Critical Control Point (CCP) Limits and Response Actions of this report for a description of “critical control points”.

⁸ The aesthetic objective for sodium in drinking water is 200 mg/L. The local Medical Officer of Health should be notified when the sodium concentration exceeds 20 mg/L so that this information may be communicated to local physicians for their use with patients on sodium restricted diets. Water Services communicated the sodium test results to the Wellington-Dufferin-Guelph Public Health Unit.

c) Deviations from Critical Control Point (CCP) Limits and Response Actions

A critical control point in the drinking water system is where control can be applied to prevent or eliminate a drinking water hazard, or to reduce it to an acceptable level. Water Services has identified three Critical Control Points (CCP) in the drinking water system:

- 1) Multi-Barrier Primary Disinfection - To remove or inactivate pathogens potentially present in the source water.
- 2) Secondary Disinfection - To ensure the maintenance of a disinfectant residual throughout the distribution system.
- 3) Backflow Prevention - To prevent cross-contamination that can result from the flowing back of or reversal of the normal direction of flow of water.

Any deviations from the CCPs are reported to both the Owners and Top Management, and are summarized in b) Adverse Water Quality Incidents in this report. There was one deviation from the Critical Control Points in 2019. The deviation was related to secondary disinfection. Information about this incident and actions taken to resolve the issue is outlined in b) Adverse Water Quality Incidents under item 3.

Additional information (e.g. critical control limits and response actions) is included in Appendix A: Summary of Critical Control Points and Critical Control Limits.

d) The Effectiveness of the Risk Assessment Process

This section confirms the occurrence of reviews of the risk assessment process. The risk assessment process determines the effectiveness of identifying and appropriately assessing the risk of hazards and hazardous events to the drinking water system. It also identifies the appropriate control measures; critical control points (CCPs); and related critical control limits (CCLs) related to the hazards and hazardous events. A description of the CCPs and CCLs are included in Appendix A: Summary of Critical Control Points and Critical Control Limits.

The annual risk assessment review was conducted by Water Services staff over several meetings between August 15 and August 30, 2019. The updated risk assessment outcomes was subsequently reviewed and approved at a management meeting on September 24, 2019. The results of the Risk Assessment are not made available to the public, but are made available to internal staff and the Guelph DWS Owners.

Through the risk assessment process, the following Water Services program or process aspects were added:

- Locates - Inability to properly locate due to no tracer wire installed or installed incorrectly or not locatable material leading to watermain damage;
- Locates - Inability to properly locate due to inaccessible, incorrect or not updated records resulting in damaged watermain.

e) Internal and Third-Party Audit Results

Internal auditing and third-party auditing is performed to fulfill the mandatory requirements of the Drinking Water Quality Management Standard (DWQMS). The internal audit is completed using trained internal Water Services staff as auditors. The purpose of audits are to evaluate the level of conformance of Water Services to the DWQMS. Audits identify both conformance and non-conformance with the Standard, as well as, opportunities for improvement. Appendix B: Summary of Internal and External Audit Plans includes the past two years' internal and external audit plans and the plan for the upcoming year.

2019 Internal Audit

The internal audit was completed on April 1 to April 5, 2019 and looked at 17 processes at Water Services. Many strengths were identified during the internal audit, including a sense of pride, ownership and commitment to the DWQMS and processes outlined in the Operational Plan. Participating staff at all levels are knowledgeable and aware of their duties as it relates to providing safe drinking water to the water consumers.

There were no non-conformities identified during these internal audits.

Various opportunities for improvement, such as: improved document and records control; training; communications; essential services; staffing levels; emergency management; and standard operating procedure creation were also noted in the internal audit report. Water Services strives to promptly address issues identified in internal audits as part of continuous improvement of its procedures and processes. The next internal audit is scheduled to take place between March 2 and 6, 2020.

2019 External Audit

The third-party external on-site verification audit was completed between November 25 and November 27, 2019 by NSF International Strategic Registrations and looked at 24 processes at Water Services. Accreditation to the DWQMS Version 2.0 was maintained.

The auditor noted that there continues to be strong evidence of ongoing commitment to the DWQMS at the City of Guelph. System strengths observed during the audit include:

- Staff participation / engagement
- Ownership / pride
- DWQMS documentation
- Management review process
- Internal audit process
- Continual improvement
- Communication: internal and external
- Risk assessment process
- Leak detection program
- Emergency planning / testing processes

There were two minor non-conformities identified during this audit. The first minor non-conformance related to Document and Records Control (DWQMS Element 5). The auditor noted that: there was a standard operating procedure that does not reflect current practices for calibration and verification of colorimeters; and an obsolete version of design specifications was found to be available to operators.

The second minor non-conformance relates to Essential Supplies and Services (DWQMS Element 13) and documentation around chemical receiving. Instances were identified where the lot number was missing on the bill of lading from our chemical supplier.

In both minor non-conformances, immediate containment of the issues were taken. A root-cause-analysis was completed to identify corrective and preventative actions to ensure that the issues will not occur again. In both minor non-conformances, the auditor accepted our corrective and preventative actions and the minor non-conformances are considered closed.

Noted opportunities for improvement by the auditor were related to improving the following processes:

- Document and Records Control (DWQMS 5);
- Communications (DWQMS 12);
- Infrastructure Maintenance, Rehabilitation and Renewal (DWQMS 15);
- Sampling, Testing and Monitoring (DWQMS 16); and

- Continual Improvement (DWQMS 21).

Water Services maintains a culture of continual improvement and works towards implementing improvements suggested by the external auditor. The minor non-conformances and opportunities for improvement will be reviewed by the external auditor at the next on-site audit, scheduled between November 23 and 25, 2020.

f) Results of Emergency Response Testing

Emergency response testing is regularly completed as part of the Water Services' Quality Management System (QMS) to ensure that Water Services maintains a reasonable readiness to deal with emergencies and abnormal events. The ability to properly manage emergencies and unplanned failures is critical in demonstrating that Water Services has taken a diligent approach in its operations.

Water Services' last emergency test exercise involved a mock scenario where a large watermain break occurred on a section of 20 inch watermain that feeds the west end of the city, which resulted in low pressure and/or no water for the affected customers, a boil water advisory and a workplace incident where a car drove into the watermain trench, resulting in an investigation by the Ministry of Labour. The emergency test exercise was held on November 1, 2019 and included representatives from the Ministry of the Environment, Conservation and Parks (Inspector), representatives from Wellington-Dufferin-Guelph Public Health (WDGPH) as well as Water Services and other City staff. All other Water Services' staff participated in sessions that took place between November 6 and 8, 2019.

Water Services had three actual emergency events in 2019.

The first one occurred on May 10, 2019. A contractor who was working on site at Water Services punctured the gas main with a backhoe. Water Services staff evacuated the building until the gas supply could be shut off. Fire Services were on scene to assess the situation and determine when staff could return to work. The gas main was repaired by Union Gas.

The second emergency involved four watermain breaks on a section of Silvercreek Parkway on the weekend of September 13, 2019. Based on the poor structural condition of this segment of watermain, an emergency replacement of that section of pipe was initiated on September 16, 2019. Following completion of reconstruction of this segment of pipe it was returned to regular service in early October.

The third emergency involved a large watermain break on a 16” watermain on Speedvale Avenue between the Hanlon Parkway and Silvercreek Parkway on November 30, 2019. This resulted in significant water loss from the Speedvale Tower; although pressure was maintained throughout the north end of the city during the watermain break. Emergency repairs were completed by a contractor, with Water Services staff overseeing the repairs.

Feedback from emergency testing and from actual emergency events is gathered during debriefing sessions and improvement items are incorporated into the Emergency Plan, standard operating procedures and/or daily operations.

Table 3 includes the dates of Completed Emergency Response Tests for the past three years and planned tests for 2020.

Table 3: Emergency Response Tests

| Hazardous Event / Hazard ⁹ | 2017 | 2018 | 2019 | 2020 |
|---|---------------------------|-------------------------------|----------------------------|--------------|
| Long-term impacts of climate change | Dec. 8, 13 (2017 test) | Jan. 26 (2017 test) | | |
| Source water supply shortfall | Jan. 20 (2016 test) | | | Planned test |
| Extreme weather events (e.g. tornado, ice storm, flood) | Dec. 8, 13 (2017 test) | Jan. 26 (2017 test) | | |
| Sustained extreme temperatures (e.g. heat wave, deep freeze) | Dec. 8, 13 (2017 test) | Jan. 26 (2017 test) | | |
| Chemical spill impacting source water | | | | Planned test |
| Sustained pressure loss | | Nov. 23, 28-30 (2018 test) | Nov. 1, 6-8 (2019 test) | |

⁹ The Hazardous Event / Hazard list reflects the MECP’s mandated “Potential Hazardous Events for Municipal Residential Drinking Water Systems to Consider in the Risk Assessment” document.

| Hazardous Event / Hazard ⁹ | 2017 | 2018 | 2019 | 2020 |
|--|------------------------|----------------------------|---|--------------|
| Backflow / Cross-connection | | Nov. 23, 28-30 (2018 test) | | |
| Terrorist threat | | | | Planned test |
| Vandalism | | | | |
| Sudden changes to raw water characteristics (e.g. turbidity, pH) | Dec. 8, 13 (2017 test) | Jan. 26 (2017 test) | | Planned test |
| Failure of equipment or process associated with primary disinfection (e.g. UV, chlorination) | | | | |
| Failure of equipment or process associated with secondary disinfection (e.g. chlorination) | | | | |
| Loss or contamination of treated water supply | | Nov. 23, 28-30 (2018 test) | Nov. 1, 6-8 (2019 test) Sept. 13 and Nov. 30 (main breaks) | |
| Loss of monitoring system | | | Nov. 3 (AWQI) | |

g) Operational Performance and Statistics

The following section describes Operational performance statistics within Water Services that includes:

- 2019 Totalized Pumpages as per the Municipal Drinking Water Licence and Permits to Take Water;
- 2019 Instantaneous Flows as per Permit to Take Water requirements;
- Water Production and Population;
- 2019 Arkell Springs Glen Collector Flows;

- Water Supply Capacity;
- System Maintenance and Updates; and
- Status of Ongoing and Emerging Water Quality, Supply and Distribution Incentives.

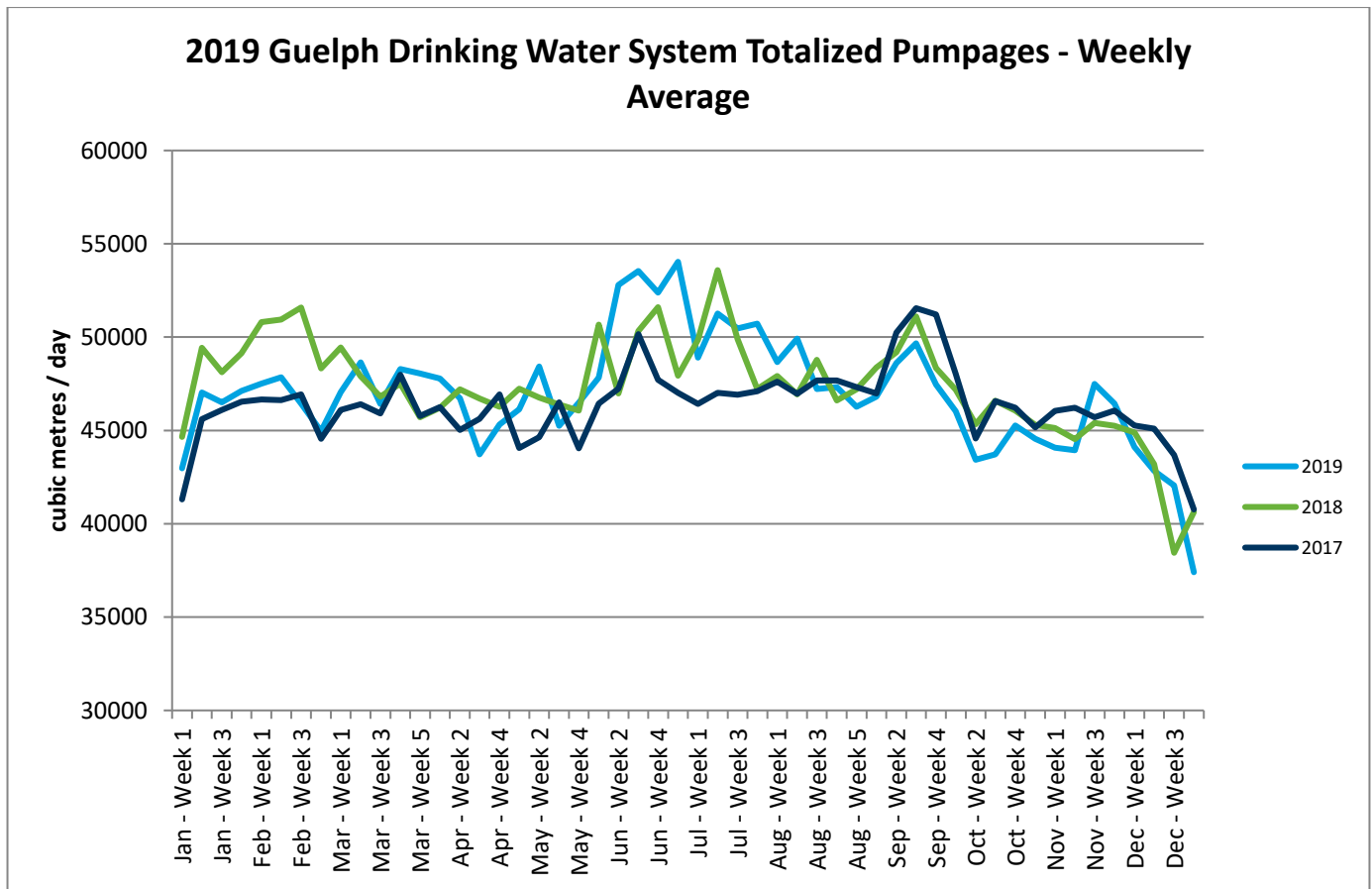
2019 Totalized Pumpages and Instantaneous Flows

The Safe Drinking Water Act and the Ontario Water Resources Act each require that operating authorities record and report both water takings as governed by Permits-to-Take-Water, and water being supplied to the City of Guelph.

Summaries of total water pumped, instantaneous flows and capacity (flows and volumes compared to rated capacities) by the City of Guelph can be found in Appendix C: Total Water Pumped and Instantaneous Flows.

Figure 3 below, depicts the water pumpage rate in cubic metres per day (m³/day) that is averaged each week.

Figure 3: Totalized Pumpages, 2019



Water Services processed 17,160,654 cubic metres (17.2 billion litres) of water to the distribution system in 2019, equivalent to 6,864 Olympic-sized swimming pools. This represents 0.9 per cent less water being supplied to the distribution system in 2019 as compared to the same time period in 2018 and 1.4 per cent more water than in 2017.

The average daily water demand was 47,015 cubic metres (47.0 million litres). The maximum day production of water in 2019 was 58,411 cubic metres (58.4 million litres) and occurred on November 30, 2019. The minimum day production of water in the same time period was 32,477 cubic metres (32.5 million litres) and occurred on December 26, 2019.

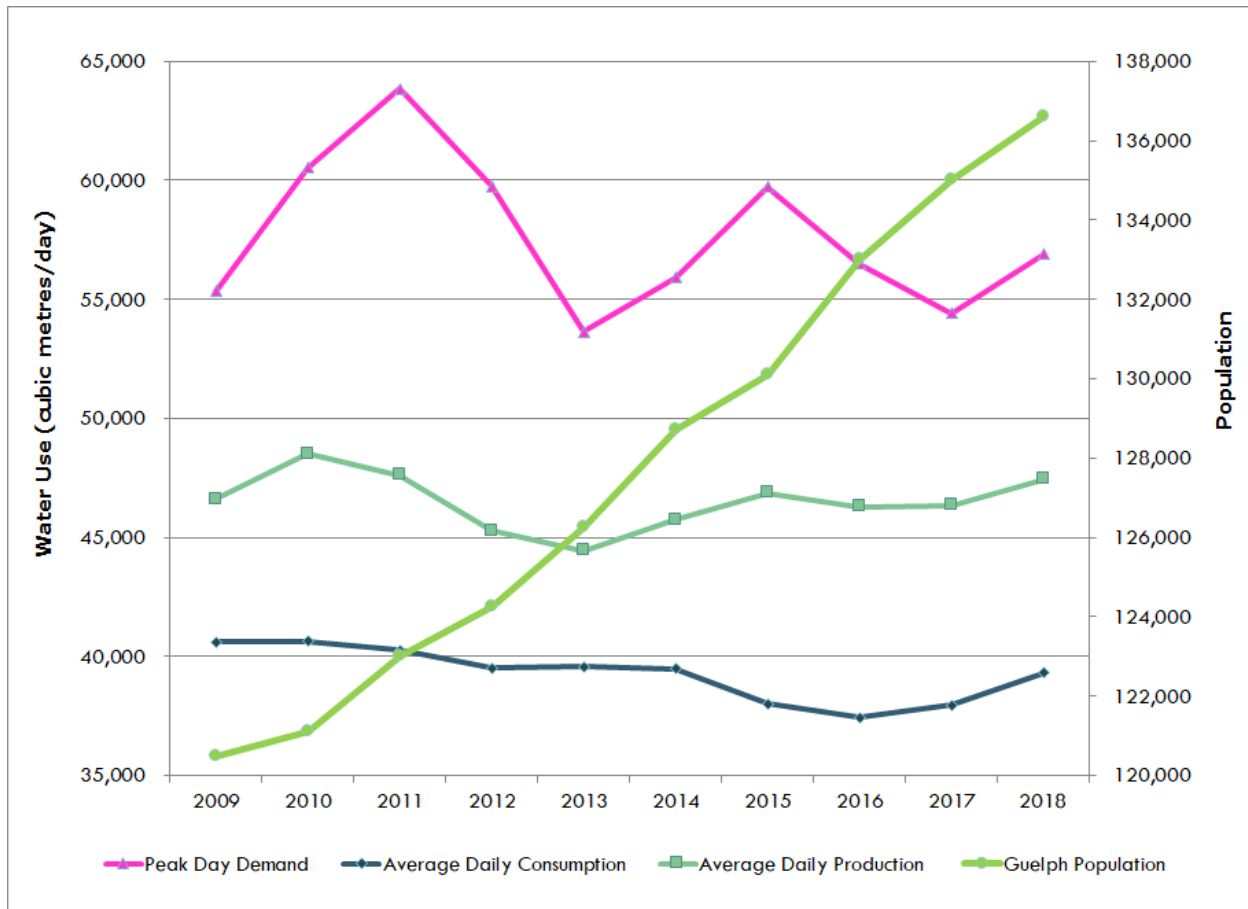
Water Production, Consumption and Population

Figure 4 below shows the City of Guelph's annual average daily water production, annual average daily consumption, annual peak day demand, and population from 2009 to 2018. Consumption data for 2019 was not available at the time of publication.

During this time, the City of Guelph's population increased 12 per cent while at the same time annual average daily water production and consumption demonstrate a downward trend (3 per cent) based on linear regression.

Fluctuation in water production and consumption is anticipated to occur, year to year, based on a number of factors, including seasonal temperatures and annual precipitation, system demands (including planned and unplanned maintenance) and steady population growth.

Figure 4: Guelph Water Production, Water Consumption, Population



Arkell Springs Glen Collector System Source Water

The Arkell Springs Glen Collector System (Collectors), one of Guelph’s many water sources, consists of a gravity-fed, under-drain system that collects shallow overburden groundwater. This system has been in use since the early 1900’s and can represent as much as 40 per cent of the total city-wide daily water production when in operation. When the output of this source is reduced, Water Services is required to make up the difference from other water supplies. Throughout the year, the production from this water supply varies from an approximate low of 4,000 cubic metres (4 million litres) up to an approximate high of 20,000 cubic metres (20 million litres) per day.

Seasonally, between April 15 and November 15, the City has a Permit-to-Take-Water that allows water to be pumped from the Eramosa River to a pond and trench-based Recharge System. In the Recharge System, the river water enters the trench where it filters through the ground and is later captured in the Arkell Springs Glen Collector System.

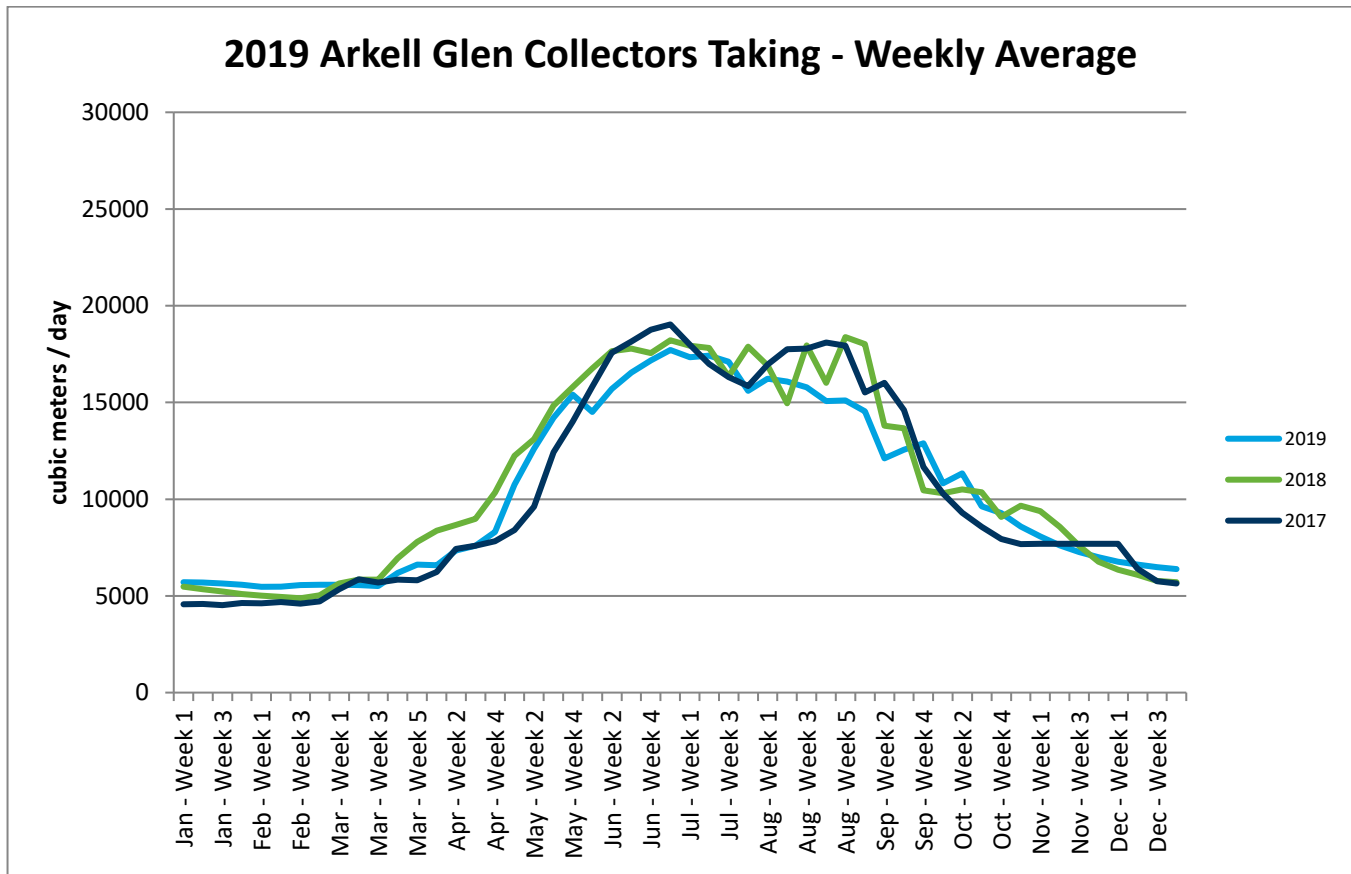
In 2016, the Recharge System was out of service to accommodate infrastructure improvements including an extension of the trench system in an effort to capture more water in the Collectors. The Recharge System was returned to service in May 2017 and tested during 2017 and 2018 to determine the impact of the extended trench on the Collector flows. In 2018, 1,368,766 m³ of raw water was pumped from the Eramosa River (from April through November) and 1,119,787 m³ of raw water was pumped from Arkell Well 7 (from March through September) to the Recharge System as part of a Collector System capacity test. Recent modelling showed that approximately 52 per cent of this volume was captured in the Collector system.

The productivity of the Collectors can be used as one of many predictive tools. If the production volume from the Collectors is low, then it can be assumed that other water supplies would be needed to make up the difference. This may alter how regular maintenance is performed as well as the urgency with which repairs are made to supplies that unexpectedly go off-line as they may be needed to supplement overall production for the City when the Collector System is unable to produce a sufficient supply.

The Collectors have produced 3,853,004 cubic metres (3.9 billion litres) of water in 2019, which is approximately 22 per cent of Guelph's total water production. This represents 4.2 per cent less water as compared to the same time period in 2018 and 1.4 per cent more water than in 2017.

For a visual representation, please refer to Figure 5, which depicts the Arkell Spring Grounds Collector flow volumes in cubic metres per day (m³/day) that is averaged each week.

Figure 5: 2019 Arkell Spring Grounds Glen Collector System Volumes



Please note: Arkell Well 7 contributed 1,119,787 m³ to the Recharge System (from March through September 2018) with approximately half (560,000 m³) captured in the Collector flow post filtration through the ground.

Water Supply Capacity

Pumping stations are typically rated on their firm capacity, which is defined by the Ministry of Environment, Conservation and Parks (MECP) Design Guidelines for the Design of Drinking Water Distribution Systems (2008) by the following criteria:

- Capacity of the pumping station with the largest unit out of service if the station supplies a pressure zone with adequate storage available for fire protection and balancing;
- Capacity of the pumping station with the two largest units out of service if the pumping station serves a pressure zone that does not have adequate floating storage available and is the sole source of supply in the area.

This approach however, does not address the “system” firm capacity. Neither is it directly applicable to a groundwater system with many sources. Firm Capacity assessment of a water supply system is essentially an exercise in risk assessment, such that a municipality will incorporate measures or strategies to minimize the risk of certain aspects of the system being off-line, and will accept a level of risk that a portion of the system will not be available due to maintenance, water quality issues or other.

A proposed approach to more accurately reflect system conditions for the City considers equipment reliability (i.e. assumptions for percentage of inoperable wells or pumps) and also potential future contamination issues. This will also take into consideration wells that are presently shut down for water quality reasons and whether it would be acceptable to bring these sources back online in emergency conditions.

Historically, City staff have assessed a safe, sustainable yield of existing groundwater supplies through hydrogeological assessments conducted mainly through quadrant studies, subsequent pumping tests and operational data. The groundwater flow model has also been used to confirm sustainable capacity, however both of these methods reflect permitted capacities, either takings allowed in the Permit to Take Water (PTTW) or those included in Environmental Certificates of Approval (ECA) for each well or pumping station.

In order to more accurately address the questions of system firm capacity, Water Services staff annually review the operational water demand data for water supply facilities under maximum demands. Values used for permitted pumping rate and firm capacity calculations by well are provided in Table 4. The permitted pumping rate is the rate of pumping allowed as identified in the Permits to Take Water. The firm capacity rate is the actual rate of pumping that can be achieved at each well.

Table 4: Permitted Rates and Point of Entry Firm Capacities of Water Supply Wells

| Well Name | Permitted Daily Maximum (m³/day) | Permitted Rate (L/s) | Point of Entry Firm Capacity¹⁰ (m³/day) | Point of Entry Firm Capacity (L/s) |
|--|--|-----------------------------|--|---|
| Arkell 1 | 3,273 | 37.9 | 1,640 | 19.0 |
| Arkell Springs Wellfield ¹¹ | 28,800 | 333.3 | 28,800 | 333.3 |
| Burke | 6,546 | 75.8 | 5,790 | 67.0 |
| Carter 1 and Carter 2 | 7,855 | 75.8 | 5,184 | 60.0 |
| Membro | 6,050 | 78.0 | 3,200 | 37.0 |
| Water St. | 3,400 | 44.4 | 2,500 | 28.9 |
| Dean | 2,300 | 34.6 | 1,500 | 17.4 |
| University | 3,300 | 38.2 | 2,400 | 27.8 |
| Downey | 5,237 | 60.6 | 5,000 | 57.9 |
| Park 1 and Park 2 | 10,300 | 119.2 | 9,500 | 110.0 |
| Emma | 3,100 | 35.9 | 2,330 | 27.0 |
| Helmar | 3,273 | 37.9 | 1,300 | 15.0 |
| Paisley | 3,200 | 37.0 | 1,300 | 15.0 |
| Calico | 5,237 | 60.6 | 1,040 | 12.0 |
| Queensdale | 5,237 | 60.6 | 1,210 | 14.0 |

¹⁰ The firm capacity rate is the actual rate of pumping that can be achieved at each well.

¹¹ The Arkell Springs Wellfield consists of five (5) municipal drinking water production wells: Arkell 6, Arkell 7, Arkell 8, Arkell 14 and Arkell 15. All of the aforementioned Arkell Wells are contained within the same Permit to Take Water (No. 5061-9ZKKWV). Notwithstanding the specified maximum permitted taken per day, any combination of these wells can be used to obtain the permitted rate.

Water Services staff use the calculated firm capacity values in order to aid planning of scheduled shutdowns and maintenance of the water supply wells. Staff hold monthly meetings to review project statuses that affect firm capacity. At the meetings there are discussions related to the progress of maintenance and upgrade operations. The purpose of the monthly meeting is to ensure adequate servicing capacity is available to meet the City’s water demands while maintenance and capital upgrades are undertaken to maintain the system in a fit state of repair.

System Maintenance and Updates

The tables that follow summarize Water Services’ maintenance work – for Water Distribution (Table 5) and for Water Treatment (Table 6).

Table 5: Water Distribution Maintenance Activity

| Job Type | 2017 Total | 2018 Total | 2019 Total |
|-----------------------|------------|------------|-------------------|
| Acoustic Leak – Dry | 1 | 0 | 5 |
| Blow Off Install | 0 | 0 | 0 |
| Dig to find leak | 0 | 0 | 1 |
| Hi/Low Jumper Install | 0 | 0 | 0 |
| Hydrant Install (WW) | 0 | 0 | 1 |
| Hydrant Remove | 0 | 0 | 1 |
| Hydrant Repair | 35 | 6 | 301 ¹² |
| Hydrant Repair Hit | 2 | 7 | 2 |
| Hydrant Replace (WW) | 2 | 2 | 9 |
| Hydrant Replace Hit | 2 | 1 | 1 |
| Main Break | 47 | 72 | 58 |

¹² Water Services has started tracking all repairs through a Work and Asset Management Program, resulting in a more detailed accounting of the number of repairs completed.

| Job Type | 2017 Total | 2018 Total | 2019 Total |
|---|-------------------|-------------------|---------------------|
| Other (e.g. exploratory excavations, miscellaneous repairs, etc.) | 2 | 11 | 1 |
| Re-route Watermain | 0 | 0 | 0 |
| Sample Station Install | 17 | 1 | 1 |
| Sample Station Replace | 10 | 0 | 1 |
| Service Cut Off | 3 | 5 | 3 |
| Service Lowered | 0 | 0 | 0 |
| Service New Install | 0 | 2 | 2 |
| Service Repair | 91 | 99 | 489 ¹³ |
| Service Replace | 7 | 11 | 14 |
| Trench Repair | 0 | 0 | 0 |
| Valve Install (WW) | 1 | 4 | 5 |
| Valve Remove | 0 | 0 | 0 |
| Valve Repair | 7 | 7 | 54 |
| Valve Replace (WW) | 22 | 25 | 20 |
| Meters New | 487 | 315 | 367 |
| Meters Exchanged | 712 | 950 | 4,612 ¹⁴ |
| Watermains Cleaned (km) | 150.65 | 225 | 15.6 |
| Watermains Re-lined (m) | 171 | 0 | 1,390 |

¹³ Water Services has started tracking all repairs through a Work and Asset Management Program, resulting in a more detailed accounting of the number of repairs completed.

¹⁴ 1,344 meters were exchanged by Water Services, 3,268 meters were exchanged through the Water Meter Replacement Program.

The next table (Table 6) includes Water Treatment-related maintenance activities and expenditures (may include programs that have a series of projects).

Table 6: Water Treatment Maintenance Activity, 2019

| Maintenance Activity | Location |
|---|--|
| Below Grade Well Inspections | Arkell 15, Carter 1, Paisley, Park 1, and Queensdale |
| Clair/Zone 3 Booster Testing | Clair Booster Station |
| Contact Chamber/Reservoir Inspections | Downey, Paisley, Park, Queensdale and FM Woods Station |
| Electrical "as found" Drawings | Arkell |
| Electrical and Instrumentation Upgrades | Various Sites |
| Facility Lighting Upgrades | Various Sites |
| Facility Repairs and Maintenance | Various Sites |
| Fencing and Security Upgrades | Arkell |
| Process and Monitoring Equipment Upgrades | Various Sites |
| Process Piping Upgrades | Queensdale |
| Pump Replacements | Arkell 14, Park and Queensdale |
| Standby Power Generator Installation | Arkell Well 8 |
| Turbidimeter Installations and Removals | Membro and Burke |
| Well Pump Discharge Pressure Transmitters | Various Sites |
| Well Rehabilitations | Paisley, Park 1 and Queensdale |

SCADA System Improvements

The Supervisory Control and Data Acquisitions (SCADA) system is the computerized control system that monitors and automatically controls the pumps, valves, water towers and online instrumentation at the 25 water facilities located throughout the City and 8 water facilities

located in the Arkell Springs well field. SCADA also monitors 49 flowmeters and pressure transmitters located throughout the water distribution system.

The SCADA system performs the vital role of monitoring/logging process data to ensure regulatory compliance, and providing tools to the Operations team that enables them to run the City’s water system in a consistent manner. Furthermore, the SCADA system is also configured to automatically shut down facilities and/or notify an on-call operator in the case of abnormal process conditions. The SCADA system also monitors the security systems at all water facilities. Lastly, the SCADA system also provides process data reports and queries that are used for compliance reporting, hydraulic system modelling, and long term planning.

In 2019, SCADA system uptime was over 99.995 per cent, due to SCADA network upgrades that were undertaken in 2017 to add redundant auto-failover backup SCADA network links to all facilities and due to SCADA backup system upgrades in 2018-2019.

Upgrades to the SCADA system in 2019 were focused around updating SCADA system programming standards, modernizing control system programming, and updating backup systems. In addition to incremental updates, all-new SCADA code and screens were deployed at 2 facilities in conjunction with capital projects.

Table 7 below, provides a summary of improvements to SCADA and Security undertaken in 2019.

Table 7: SCADA and Security - Maintenance and Improvement Activities, 2019

| SCADA / Security Maintenance & Improvement Activities | Location(s) |
|--|---------------|
| Additional SCADA data-logging redundancy (with secondary data-loggers) | Various Sites |
| Process flow diagrams and piping & instrumentation diagrams (P&ID’s) updates | All Sites |
| Equipment layout drawings updates | All Sites |
| Facility electrical drawings updates | Various Sites |
| SCADA Input / Output Lists and standardized connection diagram updates | Various Sites |
| SCADA backup server upgrades | Various Sites |
| New building temperature transmitters for facility monitoring | All Sites |

| SCADA / Security Maintenance & Improvement Activities | Location(s) |
|--|---------------|
| Updates to SCADA design and programming guidelines for capital projects | All Sites |
| SCADA programming standards updates | All Sites |
| SCADA software code updates (multi-year program) | Various Sites |
| New display screens to show current treatment chemical tank inventories in terms of level, percentage, tank capacity, and volume remaining | All Sites |
| Operator display screen updates to use high performance HMI concepts | Various Sites |
| Security systems upgrades | All Sites |

Form 1s, Form 2s and Form 3s

Form 1s and 2s are required by the MECP to document significant changes to the drinking water system. Engineering Services staff complete the Form 1 – Record of Watermains Authorized as a Future Alteration. Water Services’ staff complete the Form 2- Record of Minor Modification or Replacements to the Drinking Water System. Form 3s are associated with the addition of Emergency Stand-by Power. Water Services’ staff complete the Form 3 – Record of Addition, Modification or Replacement of Equipment Discharging a Contaminant of Concern to the Atmosphere.

Table 8 below provides a summary of Form 1s, Form 2s and Form 3s completed over the course of 2019.

Table 8: Summary of Form 1s, Form 2s and Form 3s, 2019

| Form Type | Total Number of Completed Forms |
|--|---------------------------------|
| Form 1 – Record of Watermains Authorized as a Future Alteration | 3 |
| Form 2 – Record of Minor Modification or Replacements to the Drinking Water System | 11 |
| Form 3 – Record of Addition, Modification or Replacement of Equipment Discharging a Contaminant of Concern to the Atmosphere | 1 |

Water Distribution Locates

In 2014, The City of Guelph registered its utility infrastructure with ON1Call, as mandated by the Ontario Underground Infrastructure Notification System Act, 2012.

Since registering, the City experienced a significant increase in locate request volumes. This increase in volume ensures that Water Services is notified of and attends all locate requests for every excavation in proximity to water infrastructure. This prevents damage to City infrastructure and protects the City's water quality and quantity.

In order to provide efficient locate services across the corporation, the City has transitioned all infrastructure locates into one corporate group which is housed at Water Services. This includes water, sanitary and storm sewers, traffic signals, and fibre optics. Utility locators now locate all infrastructure in one site visit rather than each department individually. Table 9 includes all water locate requests received and responded to in 2019 with a year to year comparison below in Table 10.

Table 9: Water Distribution Locates Requested and Responded to in 2019

| Jan | Feb | Mar | Apr | May | June | July | Aug | Sep | Oct | Nov | Dec |
|-----|-----|-----|-----|-------|------|------|-----|-----|-----|-----|-----|
| 289 | 382 | 538 | 837 | 1,408 | 925 | 862 | 952 | 818 | 842 | 546 | 198 |

Table 10: Historical Locate Requests Received

| Year | Total |
|------|-------|
| 2019 | 8,597 |
| 2018 | 8,275 |
| 2017 | 8,622 |
| 2016 | 7,979 |
| 2015 | 9,255 |

Status of Ongoing and Emerging Water Quality, Supply and Distribution Initiatives

This includes summaries and updates related to the implementation of the:

- 2016 Water Efficiency Strategy;
- Arkell Springs Forest Stewardship Project,
- Source Water Protection Plan;
- Lead Reduction Plan; and
- Frozen Services Monitoring Program.

Water Efficiency Strategy

The City of Guelph strives to be a leader in water conservation and efficiency. As one of Canada’s largest communities reliant on a finite groundwater source for drinking water supply, the City’s ability to reclaim water and wastewater serving capacity through conservation and efficiency initiatives offers numerous benefits to our community and local ecosystem. Water Services continues to promote the ongoing sustainability of our finite water resources through active water conservation and efficiency programming to meet the water reduction targets as outlined in the 2014 Water Supply Master Plan.

Appendix I: Water Efficiency Program – 2019 Annual Progress Report presents the achievements and progress made for the period of January 1 to December 31, 2019 in the implementation of the 2016 Water Efficiency Strategy.

Source Water Protection Plan

The City of Guelph is committed to drinking water source protection and in 2016, Council appointed risk management staff to implement the Source Water Protection program.

The City of Guelph falls under the Grand River Source Protection Plan, which was approved by the MECP and became effective on July 1, 2016. Of the 72 policies identified in the Grand River Source Protection Plan, the City of Guelph is the primary implementing body for 48 of the 72 policies, with the remaining policies to be implemented by provincial ministries. As of December 31, 2019, 28 of the 48 policies have been fully implemented, based on priority basis or deadline.

Appendix K: Source Water Protection includes a highlight of the progress made for the period of January 1 to December 31, 2019 in the implementation of the City of Guelph's Source Water Protection program. This third annual report summarizes information requested from the Risk Management Official by the Source Protection Authorities, as required under Section 81 of the Clean Water Act, 2006 (CWA).

For more information on Guelph's Source Water Protection Program, visit guelph.ca/sourcewater.

Arkell Springs Forest Stewardship Project

The Arkell Spring Grounds cover an area of 804 acres. The area is comprised of old and new forested areas. The objective of the Arkell Springs Forest Stewardship Project has been to protect the drinking water source supply by monitoring general forest health, managing tree plantings and enhancing fallow areas with new plantings.

Managed forest stands require continued maintenance and observation to ensure the health of the forest and prevent any unnecessary losses. The many benefits of this long-standing Stewardship Project include:

- the creation and maintenance of a diverse and functioning forest cover;
- maintenance and re-generation of older forested areas on the property;
- protection and recharge of underground aquifers which supply the City's water;
- prevention of undesirable surface water runoff and flooding into local waterways;
- localized temperature stabilization;
- retain precipitation to enhance infiltration and improve supply; and
- regulating water flow.

This property management approach results in the highest possible quality of water to supply Guelph's drinking water system.

To improve the overall health of the property, a tree planting program for fallow farm fields has been ongoing since 2007. On a volunteer basis, the Community Environmental Leadership Program (CELP) with the Upper Grand District School Board has planted 28,500 trees on 18 acres, and Bartram Woodlands (on-site contractor) has planted 39,240 trees on another 16 acres.

In 2019, a five-year plan for forest management was developed to identify priorities at the Arkell Spring Grounds. The plan identifies tree planting, maintenance and invasive vegetation removal to ensure the health of this site. It further recommends a forest inventory plan to guide the management of this important source protection measure.

Arkell Springs Forest Stewardship Project is an important part of the Arkell and Carter Integrated Property Management Plan.

Lead Reduction Plan

The City has been working proactively to address the presence of lead service lines (LSLs) in Guelph since 2007 through identification and replacement of both the private and public portions of LSLs. Full LSL replacement has demonstrated to be effective in reducing lead concentrations and achieving regulatory compliance as measured at the point to water consumption.

The City of Guelph's Lead Reduction Plan (LRP) was developed in lieu of a Corrosion Control Plan (as outlined in Ontario Regulation 170/03 Schedule 15.1) and was formally approved by the MECP on March 21, 2012. The LRP focuses on physical lead service line replacement through verification sampling, financial incentives and public outreach.

As per the City of Guelph MDWL 017-101 - Schedule D, the City is required to submit all lead sampling data every 6 months and an annual Evaluation Report to assess the effectiveness of the Lead Reduction Plan.

Lead Sampling in the Guelph Drinking Water System

The following table presents summary results for lead sampling in the Guelph Drinking Water System as per Schedule D for the period of January 1 to December 31, 2019.

Table 11: Lead Reduction Plan Lead Sampling - Guelph Drinking Water System, 2019¹⁵

| Number of Locations | Location Type | Number of Samples | Lead Range (mg/L) |
|---------------------|---------------------------------------|-------------------|-------------------|
| 95 | Plumbing that Serves Private Property | 110 | 0.0000 – 0.038 |
| 10 | Distribution System | 20 | < 0.0005 |

Lead Sampling in the Gazer Mooney Subdivision Distribution System

In the Gazer Mooney Subdivision Distribution System, all samples were below the Ontario Drinking Water Quality Standards (ODWQS) for lead of 0.01 mg/L, as presented in the following table.

Table 12: Lead Reduction Plan – Gazer Mooney Subdivision Distribution System, 2019

| Number of Locations | Location Type | Number of Samples | Lead Range (mg/L) | pH Range | Alkalinity Range (mg/L) |
|---------------------|---------------|-------------------|-------------------|-------------|-------------------------|
| 1 | Distribution | 2 | <0.0005 | 7.78 – 7.88 | 260 – 270 |

Lead Sampling

Over 5,000 homes/businesses have been sampled for lead to identify the presence of LSLs and to monitor lead levels following a LSL replacement. For the period of January 1 to December 31, 2019, 90 private plumbing locations were sampled for the purposes of verifying the presence of a LSL. Of these locations, 11 locations were above 0.005 mg/L

¹⁵ Includes all samples as required by the MDWL or Lead Reduction Plan.

indicating presence of a lead service line and 4 also exceeded the ODWQS of 0.01 mg/L. Lead samples are collected before and after a LSL replacement has been undertaken. There were 5 locations resampled in order to monitor lead levels post-replacement. Based on sample results to date, regulatory compliance is expected at individual sites that have undergone a full LSL replacement or where there is no lead remaining in the service line.

Lead Service Line Replacements

Since 2007, there has been a total of 703 lead service lines replaced in the City. As a result, 91 per cent of these homes are now considered to be 'lead-free' service lines (i.e. either a full replacement or a partial replacement that connected to a non-lead material). There were 14 LSL replacements undertaken in the City between January 1 to December 31, 2019. Of these, there were 3 LSL replacements on City property and 2 LSLs were replaced on both City and private property by coordinating the work with the homeowner. An additional 9 LSL replacements were completed on private property by the homeowner.

Since 2010, the City initiated financial incentive programs to encourage replacement of privately-owned LSL by reducing the financial burden to property owners. The grants cover, on average, 75 per cent of the LSL replacement cost for homeowners. From 2010 to Dec. 31, 2019, 229 privately owned lead service lines were replaced through the grant program, as presented in Table 13.

Table 13: Private Lead Service Line Replacement Grant Programs (2010 – Dec. 31, 2019)

| Year | Grant Program Total | Cumulative Total |
|-------------|----------------------------|-------------------------|
| 2010 | 60 | 60 |
| 2011 | 62 | 122 |
| 2012 | 31 | 153 |
| 2013 | 20 | 173 |
| 2014 | 9 | 182 |
| 2015 | 12 | 194 |
| 2016 | 7 | 200 |
| 2017 | 13 | 213 |
| 2018 | 7 | 220 |
| 2019 | 9 | 229 |

Targeted outreach regarding the Grant Programs is directed at all properties with known or suspected privately-owned LSLs. The main barriers to privately owned LSL replacement for homeowners include financial costs, disruption to property, rental properties and people who are unconcerned about the health risks of lead in drinking water. Direct communications continued to be tailored to address these barriers.

Frozen Water Pipe Prevention and Monitoring Program

Water Services takes a proactive approach in monitoring and preventing frozen water pipes. The purpose of the 2015 Council-approved [Frozen Water Pipe Policy](#) is to prevent and manage interruptions to the City’s supply of water, caused by the temporary freezing of City and/or customer water pipes, so that customers maintain reliable, continuous access to water.

Water Services monitors daily temperatures, frost levels, degree-days and water temperature in the water distribution system. When certain thresholds are reached, the freeze prevention program is initiated.

The Frozen Water Pipe Program requires customers to take specific actions to prevent the freezing of water pipes. Water Services has identified two tiers for their frozen water pipe prevention program. Tier 1 properties are most susceptible to freezing and have historically frozen every year or are properties where running water will ensure the water mains in the area do not freeze. Tier 2 properties are also at risk for freezing and have had frozen pipes in the past during prolonged periods of severe winter temperatures. Through communication with these customers, Water Services works hard to ensure that frozen water pipes are prevented. The customers in both of these Tiers are registered in our notification program.

For more information on the Frozen Water Pipe Program, visit guelph.ca/frozenpipes.

2019 Frozen Water Pipe Program Statistics

Through the winter of 2018/2019 Guelph experienced fluctuating temperatures throughout the early part of the winter (November and December). Early into 2019, nighttime temperatures consistently remained below -10°C, dropping below -20°C and remaining steady for over a week. The result of which pushed frost down into the ground creating a scenario with high probability of frozen water pipes.

By late January, 3.5 feet of frost was noted in the ground – the lowest frost depth for the season. With the addition in the cumulative mean daily temperature (i.e. the lower the temperature, the quicker the approach to the cumulative temperature trigger) it was decided to initiate the freeze prevention program.

On January 21, Tier 1 and Tier 2 customers began running water as per the actions set out in this program to prevent water pipes from freezing. As temperatures warmed up in February, the frost level in the ground rose and forecasted temperatures saw no return to cooler temperatures. By late February, all customers were contacted to cease running their water, as per the program.

Summary of 2018/2019 Winter Statistics

- Temperature hit cumulative low trigger amount of -400°C: February 19.
- Lowest temperature recorded for the season was on February 1: -25.58°C.
- Lowest frost depth recorded for the season was 3.5 feet was on January 29.
- No frozen calls were received during the season.

h) Raw and Treated Water Quality and Drinking Water Quality Trends

Guelph Drinking Water System

This section describes the water quality monitoring, both regulatory and operational, that has been completed in 2019.

Water Quality Review – Guelph Drinking Water System

Under the Safe Drinking Water Act, municipalities are required to monitor both the raw and treated quality of the source water supplied. This monitoring is performed for both regulatory compliance and due diligence and is expected to identify any changes within the treated water, as well as, in raw source waters.

A note about all tables included in this section

1. All regulated chemicals detected in the City of Guelph's treated water sources that are above the lab's MDL (minimum detection limit) are underlined indicating a hyperlink to an Excel Workbook in Guelph's electronic document management system (EDMS). The workbook contains a definition of the parameter and an Excel worksheet for each treated source where the parameter has been detected with values for all sample results from January 1, 2007 to December 31, 2019. This database is used to closely track the instances of the identified chemical parameters and therefore provide time for planning and budgeting if treatment or an alternative supply is eventually required due to the presence of a given parameter. The database is updated annually.
2. Tabulated data is from the best available information at the time of table creation.
3. If sampling for a particular schedule's parameters (e.g. Schedule 23 and 24) did not occur within the calendar year of the report, then the most recent values are included in the report for reference.
4. All acronyms and initials included in tables are described in Appendix L: Glossary.
5. Please note that some hyperlinks in the tables are linked to Guelph's electronic document management system (EDMS). Note: EDMS is available for internal use only.

The following section summarizes Distribution free chlorine residual test results (January 1 to December 31, 2019) required by O. Reg. 170/03 Schedule 7-2, where secondary disinfection is provided.

Please note that the City of Guelph takes additional operational daily Distribution samples and tests for free chlorine residual in order to better monitor the free residual in the Distribution System and respond accordingly. There was no instance of an adverse result in 2019 associated with these sampling sites, as presented in Table 14.

Table 14: O. Reg. 170/03 Schedule 7-2, City of Guelph - Distribution Manual Free Chlorine Residual Summary, 2019

| Parameter | ODWQS Criteria | Total Analyses | Total Samples above Detection Limit | Total Outside ODWQS Criteria | Range (mg/L) |
|-----------------------------------|----------------|----------------|-------------------------------------|------------------------------|--------------|
| Free Chlorine Residual - Zone One | 0.05 - 4.0 | 297 | 297 | 0 | 0.52 - 1.21 |
| Free Chlorine Residual - Zone Two | 0.05 - 4.0 | 297 | 297 | 0 | 0.35 - 1.03 |

Table 15 below summarizes raw bacteriological sampling and test results required by O. Reg. 170/03 Schedule 10-4 including investigative re-sampling for the period of January 1 to December 31, 2019. There were a total of 886 raw samples taken and 2,658 raw analyses conducted.

Table 15: O. Reg. 170/03 Schedule 10-4, City of Guelph - Raw Bacteriological Sampling Summary, 2019

| Parameter | ODWQS Criteria | Total Analyses | Total Outside ODWQS Criteria | Range (cfu/100 mL) |
|----------------------|----------------|----------------|------------------------------|--------------------|
| Raw - E. coli | n/a | 886 | n/a | 0 - 4 |
| Raw - Total Coliform | n/a | 886 | n/a | 0 - 78 |
| Raw - Background | n/a | 886 | n/a | 0 - 480 |

Table 16 summarizes treated bacteriological sampling and test results required by O. Reg. 170/03 Schedule 10-3 and 6-3 including investigative re-sampling for 2019.

- Number of POE¹⁶ samples taken: 554
- Number of POE analyses: 2,209
- Number of Distribution samples taken: 1,534
- Number of Distribution analyses: 7,693

Table 16: O. Reg. 170/03 Schedule 10-2, 10-3 and 6-3, City of Guelph - Treated Bacteriological Sampling Summary, 2019

| Parameter | ODWQS Criteria | Total Analyses | Total Outside ODWQS Criteria | Range | Units |
|---------------------------------------|----------------|-------------------|------------------------------|-------------|-------------|
| POE - E. coli | 0 | 554 | 0 | 0 | cfu /100 mL |
| POE - Total Coliform | 0 | 554 | 0 | 0 | cfu /100 mL |
| POE – HPC | n/a | 547 | n/a | 0 – 1300 | cfu /mL |
| POE – Background | n/a | 554 | n/a | 0 – 9 | cfu /100 mL |
| POE – Free Chlorine Residual | 0.05 - 4.0 | 549 ¹⁷ | 0 | 0.53 – 1.44 | mg/L |
| Distribution - E. coli | 0 | 1,578 | 0 | 0 | cfu /100 mL |
| Distribution - Total Coliform | 0 | 1,578 | 0 | 0 | cfu /100 mL |
| Distribution – HPC | n/a | 703 | n/a | 0 – 280 | cfu /mL |
| Distribution – Background | n/a | 1,578 | n/a | 0 – 380 | cfu /100 mL |
| Distribution – Free Chlorine Residual | 0.05 - 4.0 | 1,914 | 0 | 0.30 – 1.30 | mg/L |

¹⁶ Point of Entry - the point at or near which treated water enters the distribution system.

¹⁷ Total number of samples used specifically to satisfy the requirements of O. Reg. 170/03 Schedule 10-3 and 6-3 (Treated Source samples taken for Operational purposes are not included).

Table 17 summarizes raw source turbidity sampling and test results required by O. Reg. 170/03 Schedule 7-3 for the period of January 1 to December 31, 2019. Schedule 7-3 requires monthly raw source turbidity sampling, but the City of Guelph samples all raw sources and tests for turbidity on a weekly basis to better monitor this aspect of raw water quality.

Table 17: O. Reg. 170/03 Schedule 7-3, City of Guelph - Raw Source Turbidity Sampling Summary, 2019

| Parameter | ODWQS Criteria | Total Analyses | Total Outside ODWQS Criteria | Range (ntu) |
|----------------------|----------------|----------------|------------------------------|-------------|
| Raw Source Turbidity | n/a | 1036 | n/a | 0.05– 1.00 |

Table 18 summarizes raw source Ultraviolet Transmittance (UVT) sampling and test results required by the City’s Municipal Drinking Water Licence (MDWL), where UV for primary disinfection is used for the period of January 1 to December 31, 2019. The MDWL requires a UVT test to be conducted and recorded on a weekly sampling schedule.

Table 18: O. Reg. 170/03 Schedule 7-3, City of Guelph - Raw Ultraviolet Transmittance Sampling Summary, 2019

| Parameter | MDWL Criteria (% UVT) | Total Analyses | Total Outside MDWL Criteria | Range (% UVT) |
|----------------------------|-----------------------|----------------|-----------------------------|---------------|
| Raw UVT F.M. Woods Station | 93.5 | 58 | 0 | 94.6 - 100 |
| Raw UVT Membro Well | 90.0 | 102 | 0 | 90.0 – 99.8 |
| Raw UVT Water St. Well | 87.0 | 52 | 0 | 88.1 – 98.1 |

Microparticulate Analysis

As a part of the Guelph Drinking Water System's Municipal Drinking Water Licence, Guelph Water Services is required, twice annually, to assess the Arkell Springs Glen Collector System which is characterized as groundwater under the influence of surface water with effective in situ filtration (GUDI-WEF). The purpose of the assessment is to ensure that the source continues to meet the GUDI-WEF source water characteristics as outlined by the MECP. Sampling was performed on this water source in the spring and fall of 2019. The source continues to meet the GUDI-WEF source water characteristics.

Treated Water Quality Statistics – Guelph Drinking Water System

O. Reg. 170/03 Schedule 6-5 - Continuous Monitoring Results Summary

Water Services utilizes over forty regulatory and operational continuous monitoring devices to measure water quality. Each regulatory device has controls associated with it such that in the event that the device detects that a measured value is outside the acceptable parameters for that location, the device causes an alarm to be sent to an Operator for immediate response (24 hours per day, seven days per week) and either automatically shuts down the station or activates a second alarm for immediate Operator response.

Both the minimum allowable levels (if applicable) and the target values for Water Services regulatory continuous monitoring devices are listed in Table 19. The target values represent a safety margin to ensure that regulatory requirements are satisfied at all times. Please note that, continuous monitoring values all fell within acceptable regulatory standards in 2019.

Table 19: O. Reg. 170/03 Schedule 6-5, Continuous Monitoring Results Summary, 2019

| Parameter | ODWQS or Regulatory Minimum | Target Range | Units |
|---------------------------------------|-----------------------------|------------------|--------------------|
| Point of Entry Free Chlorine Residual | 0.05 mg/L | Greater than 0.4 | mg/L |
| UV Dose F.M. Woods Station | 24 mJ/cm ² | Greater than 40 | mJ/cm ² |
| UV Dose Water St. Well | 40 mJ/cm ² | Greater than 45 | mJ/cm ² |
| UV Dose Membro Well | 20 mJ/cm ² | Greater than 40 | mJ/cm ² |

O. Reg. 170/03 Schedule 13-6 and 13-7, "Three Month" Sampling Results Summary

In 2019, all operational Treated Sources were sampled and analyzed for Schedule 13-6, 13-16.1 and 13-7 parameters as per O. Reg. 170/03.

Regulation 170/03, Schedule 13-6 requires a minimum of one distribution sample taken from the Distribution System where THM's (trihalomethanes) are most likely to develop (locations with high retention times). Water Services uses the Speedvale, Clair and Verney Elevated Tanks for this purpose in the Guelph Drinking Water System. The Maximum Allowable Concentration (MAC) for THM's is 0.1 mg/L. However, for this parameter, the MAC uses a running annual average of quarterly samples.

The results of the running annual average value for THMs for all related Distribution System samples in each quarter of 2019 (Jan. 01 to Dec. 31) is below the half of the maximum allowable concentration ($\frac{1}{2}$ MAC): Q1 = 0.023 mg/L; Q2 = 0.028 mg/L; Q3 = 0.034 mg/L and Q4 = 0.039 mg/L.

Regulation 170/03, Schedule 13-6.1 requires a minimum of one distribution sample taken from the Distribution System where HAAs (haloacetic acids) are most likely to develop. Water Services uses Woods Sample Station, Ptarmigan Sample Station, Clair Tower Sample Tap and Edinburgh South Sample Station for this purpose in the Guelph Drinking Water System. The Maximum Allowable Concentration (MAC) for HAAs is 0.08 mg/L. However, for this parameter, the MAC uses a running annual average of quarterly samples.

The results of the running annual average value for HAAs for all related Distribution System samples in each quarter of 2019 (Jan. 01 to Dec. 31) is below the half of the maximum allowable concentration ($\frac{1}{2}$ MAC): Q1 = 0.024 mg/L; Q2 = 0.021 mg/L; Q3 = 0.027 mg/L and Q4 = 0.025 mg/L.

All operational Treated Sources were sampled and analyzed for Nitrates and Nitrites as per Regulation 170/03, Schedule 13-7. There was no instance of an adverse result in 2019. Raw sampling results are also presented in Table 20.

Table 20: O. Reg. 170/03 Schedule 13-6 and 13-7, City of Guelph – “Three Month” Sampling Results Summary, 2019

| Parameter | ODWQS MAC | 1/2 MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average ¹⁸ (mg/L) |
|--|---------------------|---------|---------------|-------------------|----------------------------|------------|------------|------------------------------|
| <u>Trihalomethanes</u> | 0.100 ¹⁹ | n/a | 23 | 23 | 0 | 0.0125 | 0.0712 | 0.0363 |
| Haloacetic Acids | 0.08 ²⁰ | n/a | 14 | 12 | 0 | < 0.005 | .040 | 0.025 |
| <u>Nitrate + Nitrite (as nitrogen)</u> | 10 | 5 | 47 | 33 | 0 | < 0.10 | 2.14 | 1.08 |
| <u>Nitrate + Nitrite (as nitrogen) - Woods' Raw Sources (Operational Sampling)</u> | n/a | n/a | 35 | 35 | n/a | 0.36 | 4.65 | 1.29 |
| <u>Nitrate + Nitrite (as nitrogen) - University Raw Source (MDWL Sampling)</u> | 10 | 5 | 5 | 5 | 0 | 0.35 | 0.62 | 0.41 |
| <u>Nitrate + Nitrite (as nitrogen) - Paisley Raw Source (MDWL Sampling)</u> | 10 | 5 | 5 | 5 | 0 | 1.99 | 2.14 | 2.05 |

¹⁸ This is the average of values above the lab detection limit.

¹⁹ This standard is expressed as a running annual average.

²⁰ This standard is expressed as a running annual average.

Operational VOC Scan Results Summary

Please note that Schedule 13-6, 13-6.1 and Schedule 24 parameters are also part of the “Operational VOC Sampling Regime” and therefore the values in the “Operational VOC Scan Results Summary” in Appendix D: Treated Water Quality Statistics include a repetition of the relevant data from the Schedule 13-6, 13-6.1 and Schedule 24 tables. The “Operational VOC Scan Results Summary” lists the total number of samples analyzed for these parameters in 2019 (January 1 to December 31, 2019). Table 21 (below), highlights specific VOC parameters due to their presence / significance within the water supply. There was no instance of an adverse result in 2019.

Table 21: City of Guelph Operational VOC Scan Selected Results Summary, 2019

| Parameter | ODWQS MAC | ½ MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|--------------------------|---------------------|--------|------------------|-------------------------|-------------------------------------|---------------|---------------|-------------------|
| <u>Trichloroethylene</u> | 0.005 | 0.0025 | 148 | 54 | 0 | < 0.0001 | 0.00199 | 0.00063 |
| <u>Trihalomethanes</u> | 0.100 ²¹ | n/a | 135 | 58 | 0 | < 0.0002 | 0.0365 | 0.00835 |

²¹ This standard is expressed as a running annual average.

O. Reg. 170/03 Schedule 23 Results Summary

In 2019, all operational treated sources were sampled and analyzed for Schedule 23 parameters as per O. Reg. 170/03. All of the City of Guelph's treated ground water sources are on a three year sampling schedule. F.M. Woods' Station is the exception and is sampled on the annual surface water schedule due to the fact that five of the nine sources that supply F.M. Woods are GUDI-WEF sources (the Carter Well 1 and 2, Arkell 1, Arkell 15 and the Arkell Springs Glen Collectors).

The results of the Schedule 23 inorganic parameter analysis in 2019 were all under half of the maximum allowable concentration ($\frac{1}{2}$ MAC) and the majority were under the laboratory's MDL (minimum detection level). Please refer to the section titled "O. Reg. 170/03 Schedule 23 Results Summary" included in Appendix D: Treated Water Quality Statistics for more information.

Table 22: O. Reg. 170/03 Schedule 23, 13-2a, City of Guelph - Annual Schedule 23 Sampling Results Summary, 2019

| Parameter | ODWQS MAC | ½ MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|-----------------|--------------|--------|------------------|-------------------------|-------------------------------------|---------------|---------------|-------------------|
| <u>Antimony</u> | 0.014 | 0.007 | 24 | 5 | 0 | < 0.0001 | 0.00092 | 0.00065 |
| <u>Arsenic</u> | 0.025 | 0.0125 | 24 | 5 | 0 | < 0.0002 | 0.0043 | 0.002 |
| <u>Barium</u> | 1.0 | 0.5 | 24 | 24 | 0 | 0.035 | 0.11 | 0.0672 |
| <u>Boron</u> | 5.0 | 2.5 | 24 | 24 | 0 | 0.014 | 0.043 | 0.028 |
| <u>Cadmium</u> | 0.005 | 0.0025 | 24 | 5 | 0 | 0.00009 | 0.00013 | 0.00011 |
| Chromium | 0.05 | 0.025 | 24 | 2 | 0 | 0.008 | 0.015 | 0.0079 |
| Mercury | 0.001 | 0.0005 | 12 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Selenium | 0.01 | 0.005 | 24 | 0 | 0 | < 0.002 | < 0.002 | n/a |
| <u>Uranium</u> | 0.02 | 0.01 | 24 | 22 | 0 | < 0.00010 | 0.0017 | 0.00107 |

O. Reg. 170/03 Schedule 24 Results Summary

In 2019, all operational Treated Sources were sampled and analyzed for Schedule 24 parameters as per O. Reg. 170/03. All of the City of Guelph's treated ground water sources are on a three year sampling schedule. F.M. Woods' Station is the exception and is sampled on the annual surface water schedule due to the fact that five of the nine sources that supply F.M. Woods' are GUDI-WEF sources (the Carter Well field, Arkell 1, Arkell 14 and the Arkell Springs Glen Collectors).

The results of the Schedule 24 organic parameter analysis in 2019 were all under half of the maximum allowable concentration ($\frac{1}{2}$ MAC) and the majority were under the laboratory's MDL (minimum detection level). Please refer to the section entitled "O. Reg. 170/03 Schedule 24 Results Summary" included in Appendix D: Treated Water Quality Statistics for more information.

It should be noted that, before 2012, values for TCE (trichloroethylene) at Membro and Emma occasionally crested the $\frac{1}{2}$ MAC value of 0.0025 mg/L and as a result Water Services moved to an "Increased Frequency Sampling Plan" as required by Regulation 170/03 - 13-5 which requires that sampling for this parameter be sampled every "three months" until two consecutive sample results are below the $\frac{1}{2}$ MAC value. As a precautionary measure, Water Services samples on a monthly schedule at Membro and Emma wells. All other sources, are sampled annually (minimally) for VOC's (Volatile Organic Carbons) through a "Guelph VOC Scan" in order to better track parameters such as TCE via more data. Currently, TCE is above the MDL but below the $\frac{1}{2}$ MAC at Membro, Water Street, Emma and Park treated water samples.

Table 23: O. Reg. 170/03 Schedule 24, 13-4a, City of Guelph - Annual Schedule 24 Sampling Results Summary, 2019

| Parameter | ODWQS MAC | ½ MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|---|--------------|----------|------------------|-------------------------|-------------------------------------|------------|---------------|-------------------|
| Alachlor | 0.005 | 0.0025 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Atrazine + N-dealkylated metabolites | 0.005 | 0.0025 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Azinphos-methyl | 0.02 | 0.01 | 12 | 0 | 0 | < 0.002 | < 0.002 | n/a |
| Benzene | 0.005 | 0.0025 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Benzo(a)pyrene | 0.00001 | 0.000005 | 12 | 0 | 0 | < 0.000005 | < 0.000005 | n/a |
| Bromoxynil | 0.005 | 0.0025 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Carbaryl | 0.09 | 0.045 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Carbofuran | 0.09 | 0.045 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Carbon Tetrachloride | 0.005 | 0.0025 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Chlorpyrifos | 0.09 | 0.045 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Diazinon | 0.02 | 0.01 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |

| Parameter | ODWQS MAC | ½ MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|---|--------------|--------|------------------|-------------------------|-------------------------------------|------------|---------------|-------------------|
| Dicamba | 0.12 | 0.06 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| 1,2-Dichlorobenzene | 0.2 | 0.1 | 66 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| 1,4-Dichlorobenzene | 0.005 | 0.0025 | 66 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| 1,2-Dichloroethane | 0.005 | 0.0025 | 66 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| 1,1-Dichloroethylene | 0.014 | 0.007 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| <u>Dichloromethane</u> | 0.05 | 0.025 | 66 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| 2,4-Dichlorophenol | 0.9 | 0.45 | 12 | 0 | 0 | < 0.00025 | < 0.00025 | n/a |
| 2,4-Dichlorophenoxy- acetic acid (2,4-D) | 0.1 | 0.05 | 12 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Diclofop-methyl | 0.009 | 0.0045 | 12 | 0 | 0 | < 0.0009 | < 0.0009 | n/a |
| Dimethoate | 0.02 | 0.01 | 12 | 0 | 0 | < 0.0025 | < 0.0025 | n/a |
| Diquat | 0.07 | 0.0035 | 12 | 0 | 0 | < 0.007 | < 0.007 | n/a |
| Diuron | 0.15 | 0.075 | 12 | 0 | 0 | < 0.01 | < 0.01 | n/a |
| Glyphosate | 0.28 | 0.14 | 12 | 0 | 0 | < 0.01 | < 0.01 | n/a |

| Parameter | ODWQS MAC | ½ MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|-------------------------------------|--------------|--------|------------------|-------------------------|-------------------------------------|------------|---------------|-------------------|
| Malathion | 0.19 | 0.095 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| 2-Methyl-4-chlorophenoxyacetic acid | 0.1 | 0.05 | 12 | 0 | 0 | < 0.00012 | < 0.00012 | n/a |
| Metolachlor | 0.05 | 0.025 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Metribuzin | 0.08 | 0.04 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Chlorobenzene | 0.08 | 0.04 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Paraquat | 0.01 | 0.005 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Pentachlorophenol (PCP) | 0.06 | 0.03 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Phorate | 0.002 | 0.001 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Picloram | 0.19 | 0.095 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Polychlorinated Biphenyls (PCB) | 0.003 | 0.0015 | 12 | 0 | 0 | < 0.00005 | < 0.00005 | n/a |
| Prometryn | 0.001 | 0.0005 | 12 | 0 | 0 | < 0.00025 | < 0.00025 | n/a |
| Simazine | 0.01 | 0.005 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Terbufos | 0.001 | 0.0005 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |

| Parameter | ODWQS MAC | ½ MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|---------------------------|--------------|--------|------------------|-------------------------|-------------------------------------|------------|---------------|-------------------|
| Tetrachloroethylene (PCE) | 0.03 | 0.015 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| 2,3,4,6-Tetrachlorophenol | 0.1 | 0.05 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Triallate | 0.23 | 0.115 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Trichloroethylene | 0.005 | 0.0025 | 66 | 24 | 0 | < 0.0001 | 0.00167 | 0.00046 |
| 2,4,6-Trichlorophenol | 0.005 | 0.0025 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Trifluralin | 0.045 | 0.0225 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Vinyl Chloride | 0.002 | 0.001 | 66 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |

O. Reg. 170/03 Schedule 13-8 and 13-9, “Five Year” Sampling Results Summary

In 2019, all operational Treated Sources were sampled and analyzed for the Schedule 13-9 Fluoride parameter as per O. Reg. 170/03. In 2019, Fluoride (naturally present and not added as part of the treatment process) was detected at all treated sources; the analytical results were all under the maximum allowable concentration (MAC). The values in Table 24 reflect the 2019, Schedule 13-9 sampling regime.

Sodium, however, is sampled on a more frequent basis (annually) than the Schedule 13-8 requirement due to the fact that at every treated source, sodium levels are above the lower reportable limit of 20 mg/L.

The increased frequency of sampling provides more data in order to better establish sodium value trends. Sodium results for 2019 can be referenced in Table 24. This data is provided to Wellington-Dufferin-Guelph Public Health, as required.

Table 24: O. Reg. 170/03 Schedule 13-8 and 13-9, City of Guelph – “Five Year” Sampling Results Summary

| Parameter | ODWQS MAC | ½ MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|-----------|---------------------------|-------|------------------|----------------------|-------------------------------------|---------------|---------------|-------------------|
| Sodium | 20 and 200 ²² | n/a | 32 | 32 | 32 | 23 | 170 | 88.9 |
| Fluoride | 1.5 and 2.4 ²³ | n/a | 10 | 10 | 0 | 0.12 | 0.73 | 0.30 |

²² The aesthetic objective for sodium in drinking water is 200 mg/L. The local Medical Officer of Health should be notified when the sodium concentration exceeds 20 mg/L so that this information may be communicated to local physicians for their use with patients on sodium restricted diets.

²³ Where supplies contain naturally occurring fluoride at levels higher than 1.5 mg/L but less than 2.4 mg/L, the Ministry of Health and Long Term Care recommends an approach through local boards of health to raise public and professional awareness to control excessive exposure to fluoride from other sources.

General Chemistry Results Summary

Water Services has initiated an “Annual General Chemistry” sampling event through RCap (Rapid Chemical Analysis Package). This body of data can be used to answer customer inquiries, as well as, inquiries from Water Services staff and consultants in terms of treatment upgrades.

Please note that Schedule 23 parameters are also part of the “Annual General Chemistry Sampling Regime” and therefore the values in the “General Chemistry Results Summary” section in Appendix D: Treated Water Quality Statistics include a repetition of the relevant data from the Schedule 23 Table. The “General Chemistry Results Summary” lists the total number of samples analyzed for these parameters in 2019.

In 2019, all operational Treated Sources were sampled and analyzed for general chemistry parameters. Please refer to the “General Chemistry Results Summary” in Appendix D: Treated Water Quality Statistics for the full list of parameters.

Table 25 highlights specific parameters due to their presence / significance within the water supply.

Table 25: City of Guelph General Chemistry Selected Results Summary, 2019

| Parameter | ODWQS MAC | ODWQS AO | ODWQS OG | Total Samples | Samples Above MDL | Total Above Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|--|--------------|---------------|-------------|------------------|-------------------------|----------------------------|---------------|---------------|-------------------|
| Ammonia-N | n/a | n/a | n/a | 12 | 2 | n/a | < 0.05 | 0.18 | 0.16 |
| <u>Chloride</u> | n/a | 250 | n/a | 12 | 12 | n/a | 39 | 280 | 160 |
| <u>Hardness</u> (Calculated as CaCO ₃) | n/a | n/a | 80-100 | 12 | 12 | 12 | 330 | 570 | 448 |
| <u>Iron</u> | n/a | 0.3 | n/a | 24 | 6 | 2 | < 0.005 | 1.8 | 0.56 |
| Lead | 0.01 | n/a | n/a | 23 | 2 | 0 | <0.0005 | 0.0014 | <0.00073 |
| <u>Manganese</u> | n/a | 0.05 | n/a | 24 | 19 | 0 | <0.002 | 0.037 | 0.0088 |
| <u>Sodium</u> | n/a | 20 and 200 | n/a | 38 | 38 | 38 | 23 | 170 | 91 |

Gazer Mooney Subdivision Distribution System

This section describes the regulatory water quality monitoring that has been collected in the Gazer Mooney Subdivision Distribution System in 2019. For regulatory sampling schedules that do not occur in 2019 related to the Gazer Mooney System, the most recent historical data is listed.

Water Quality Review - Gazer Mooney Subdivision Distribution System

Under the Safe Drinking Water Act, municipalities are required to monitor both the raw and treated quality of the source water supplied. This monitoring is performed for both regulatory compliance and due diligence and is expected to identify any changes within the treated water as well as in the raw source waters.

A note about all tables included in this section

1. All regulated chemical parameters where values above the lab's MDL (minimum detection limit) have been detected in the City of Guelph's treated water sources are underlined indicating a hyperlink to an Excel Workbook in Guelph's EDMS. The workbook contains a definition of the parameter, an Excel worksheet for each treated source where the parameter has been detected with values for all sample results from January 1, 2007 to December 31, 2019. This database is used to closely track the instances of the identified chemical parameters and therefore provide time for planning and budgeting if treatment or an alternative supply is eventually required due to the presence of a given parameter. The database is updated quarterly.
2. Tabulated values are from best available information at the time of table creation. While the values documented here satisfy the regulatory minimum regulatory requirements, Water Services performs many additional operational tests not listed in this report.
3. All acronyms and initialisms included in tables are described in Appendix L: Glossary.
4. Please note that some hyperlinks in the tables are linked to Guelph's electronic document management system (EDMS) which is available for internal City use only.

Table 26 summarizes daily Distribution free chlorine residual test results required by O. Reg. 170/03 Schedule 7-2 for the period of January 1 to December 31, 2019. There was no instance of an adverse result in 2019.

Table 26: O. Reg. 170/03 Schedule 7-2, Gazer Mooney - Distribution Manual Free Chlorine Residual Summary, 2019

| Parameter | ODWQS Range | Total Samples | Total Samples Outside of ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|------------------------|-------------|---------------|---|------------|------------|----------------|
| Free Chlorine Residual | 0.05 – 4.0 | 105 | 0 | 0.49 | 1.07 | 0.92 |

Table 27 summarizes bacteriological sampling and test results required by O. Reg. 170/03 Schedule 10 for the period of January 1 to December 31, 2019. There was no instance of an exceedance for a Regulatory microbiological parameter in 2019. There were 52 Distribution samples taken and 573 Distribution analyses completed in 2019.

Table 27: O. Reg. 170/03 Schedule 10-2, Gazer Mooney Treated Bacteriological Sampling Summary, 2019

| Parameter | ODWQS Criteria | Total Analyses | Total Outside ODWQS Criteria | Range | Units |
|--------------------------------------|----------------|----------------|------------------------------|-------------|------------|
| Distribution - E. coli | 0 | 52 | 0 | 0 | cfu/100 mL |
| Distribution - Total Coliform | 0 | 52 | 0 | 0 | cfu/100 mL |
| Distribution – HPC | n/a | 52 | n/a | 0 - 3 | cfu/mL |
| Distribution – Background | n/a | 52 | n/a | 0 - 3 | cfu/100 mL |
| Distribution- Free Chlorine Residual | 0.05 – 4.0 | 105 | 0 | 0.49 – 1.07 | mg/L |

Treated Water Quality Statistics – Gazer Mooney Subdivision Distribution System

O. Reg. 170/03 Schedule 13-6, “Three Month” Sampling Results Summary

In 2019, Gazer Mooney Subdivision Distribution System was sampled and analyzed for Schedule 13-6 and 13-6.1 parameters as per O. Reg. 170/03. Regulation 170/03, Schedule 13-6 requires a minimum of one distribution sample taken from the Distribution System where THMs (trihalomethanes) are most likely to develop (points with high retention times). The MAC for THMs is 0.1 mg/L. However, for this parameter the MAC uses a running annual average of quarterly samples. These results are presented in Table 28.

The results of the running annual average value for THMs in the Gazer Mooney Subdivision Distribution System samples in 2019 were below the half maximum allowable concentration ($\frac{1}{2}$ MAC): Q1 = 0.020 mg/L; Q2 = 0.018 mg/L; Q3 = 0.018 mg/L and Q4 = 0.019 mg/L.

Regulation 170/03, Schedule 13-6.1 requires a minimum of one distribution sample taken from the Distribution System where HAAs (haloacetic acids) are most likely to develop. The MAC for HAAs is 0.08 mg/L. However, for this parameter the MAC uses a running annual average of quarterly samples.

The results of the running annual average value for HAAs in the Gazer Mooney Subdivision Distribution System samples in 2019 is below the half maximum allowable concentration ($\frac{1}{2}$ MAC): Q1 = not detected; Q2 = not detected; Q3 = not detected and Q4 = not detected.

Table 28: O. Reg. 170/03 Schedule 13-6, Gazer Mooney - "Three Month" Sampling Results Summary, 2019

| Parameter | ODWQS MAC mg/L | 1/2 MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|------------------|---------------------|-----------------|------------------|----------------------|---------------------------|---------------|---------------|-------------------|
| Trihalomethanes | 0.100 ²⁴ | n/a | 4 | 4 | 0 | 0.013 | 0.020 | 0.019 |
| Haloacetic Acids | 0.08 ²⁵ | n/a | 4 | 0 | 0 | <0.005 | <0.005 | n/a |

O. Reg. 170/03 Schedule 13-8 and 13-9, "Five Year" Sampling Results Summary

In 2019, Gazer Mooney Subdivision Distribution System was sampled and analyzed for the Schedule 13-9 Fluoride parameter as per O. Reg. 170/03. In 2019, Fluoride (naturally present and not added as part of the treatment process) was detected; the analytical result was under the maximum allowable concentration (MAC). The values in Table 29 reflect the 2019, Schedule 13-9 sampling regime.

Sodium, however, is sampled on a more frequent basis (annually) than the Schedule 13-8 requirement due to the fact that at every treated source, sodium levels are above the lower reportable limit of 20 mg/L. The increased frequency of sampling provides more data in order to better establish sodium value trends. Sodium results for 2019 can be referenced in Table 29. This data is provided to Wellington-Dufferin-Guelph Public Health, as required.

²⁴ This standard is expressed as a running annual average.

²⁵ This standard is expressed as a running annual average.

Table 29: O. Reg. 170/03 Schedule 13-8 and 13-9, Gazer Mooney - "Five Year" Sampling Results Summary

| Parameter | ODWQS MAC | 1/2 MAC | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|---------------|---------------------------|---------|---------------|-------------------|----------------------------|------------|------------|----------------|
| <u>Sodium</u> | 20 and 200 ²⁶ | n/a | 2 | 2 | 2 | 24 | 26 | 25 |
| Fluoride | 1.5 and 2.4 ²⁷ | n/a | 1 | 1 | 0 | 0.17 | 0.17 | 0.17 |

General Chemistry Results Summary

In addition to the regulatory sampling and analysis required for the operation of the Gazer Mooney Subdivision, Water Services samples for parameters as listed in Table 30 in order to gather additional data and answer common inquiries from the public.

²⁶ The aesthetic objective for sodium in drinking water is 200 mg/L. The local Medical Officer of Health should be notified when the sodium concentration exceeds 20 mg/L so that this information may be communicated to local physicians for their use with patients on sodium restricted diets.

²⁷ Where supplies contain naturally occurring fluoride at levels higher than 1.5 mg/L but less than 2.4 mg/L, the Ministry of Health and Long Term Care recommends an approach through local boards of health to raise public and professional awareness to control excessive exposure to fluoride from other sources.

Table 30: Gazer Mooney General Chemistry Results Summary, 2019

| Parameter | ODWQS MAC mg/L | ODWQS AO | ½ MAC mg/L | Total Samples | Samples Above MDL | Total Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|---------------|-----------------------------|-------------|---------------|------------------|----------------------|----------------------------------|---------------|---------------|-------------------|
| <u>Sodium</u> | 20 and 200 ²⁸ | n/a | n/a | 3 | 3 | 3 | 24 | 26 | 25 |
| Chloride | n/a | 250 | n/a | 1 | 1 | 0 | 40 | 40 | 40 |

²⁸ The aesthetic objective for sodium in drinking water is 200 mg/L. The local Medical Officer of Health should be notified when the sodium concentration exceeds 20 mg/L so that this information may be communicated to local physicians for their use with patients on sodium restricted diets.

i) Follow-up on Action Items from Previous Management Reviews

A Management Review meeting was held on January 25, 2019 and January 29, 2020. The following is a summary of results of the management review. Appendix F: Action Items from Management Review includes the action items from the meetings. Items 1-12 are from the January 25, 2019 Management Review meeting and items 13-17 are from the January 30, 2020 Management Review Meeting.

Results of the Management Review, the identified deficiencies, decisions and action items

The summary below includes identified deficiencies and decisions from the meeting held on January 30, 2020.

Deficiencies

- There were four identified non-compliance issues identified in the 2018-2019 Ministry of the Environment, Conservation and Parks inspection. Through the Root-Cause Analysis program, Water Services has worked to implement policies and procedures to reduce the likelihood of these non-compliances re-occurring in the future.
- Three AWQI's occurred in 2019 in the Guelph Drinking Water System and one in the Gazer Mooney Subdivision Distribution System. Three of the AWQIs were related to sodium exceedances and one related to an incident where the chlorine residual in a dead-end watermain was found to be below 0.05mg/L.
- There was one deviation from a Critical Control Point relating to the low distribution system (secondary) chlorine residual found in a dead-end section of watermain. Corrective and preventive actions have been taken to prevent this from re-occurring in the future.
- There were two minor non-conformance issues identified in the 2019 accreditation (external) audit. A corrective action plan was sent to the accreditation body and was accepted on December 15, 2019.

Decisions

- See section d) The Effectiveness of the Risk Assessment Process regarding decisions made in the Risk Assessment process on September 24, 2019.
- Investigate using J-Plugs on the drop tubes in the production wells.
- Consider adding water loss data to the Annual and Summary Report for 2020.

- Perform additional analysis on the frozen services program, specifically the running tap program, and how it relates to water consumption and water production.
- Look at adding a line for performance testing to Table 6 for next year's annual report.
- Have the SCADA group provide C3 Water with copies of facility P&ID, PFD and equipment layout drawings so that the hydraulic model can be adjusted to take into account pipe friction factors within treatment facilities.

j) The Status of Management Action Items Identified Between Management Reviews

Water Services is very committed to continually improving the drinking water system, including improving on existing programs and processes. Throughout the year, continual improvement suggestions (management action items) can be presented throughout many different activities, such as: emergency tests, audits, staff suggestions, debrief sessions, root-cause analysis meetings, etc. These items are logged into Water Services' Continual Improvement Database and the appropriate teams meet every other month to update on the status of these items.

Appendix G: Status of Management Action Items Identified between Reviews is a list of continual improvement items identified in 2019 for management follow-up.

k) Changes that Could Affect the Drinking Water System and the Quality Management System

Appendix E: Legal and Other Requirements Table includes a summary of legislative and regulatory updates from January 1 to December 31, 2019 that could affect the Drinking Water System and/or the Quality Management System.

Changes Affecting the Drinking Water System (DWS) - Licence Approvals and Amendments

Municipal Drinking Water Licence (MDWL) Renewal

The Municipal Drinking Water Licence was renewed in 2019 and expires in 2024. Table 31 below includes Licence documents' dates of issue and expiry. Copies of the documents listed in Table 31 are available by contacting Water Services at waterservices@guelph.ca or calling 519-837-5627.

As part of the MDWL renewal, the updated Financial Plan was submitted to Council for approval in March 2019 and the Operational Plan was endorsed by Council in January 2019.

Table 31: Municipal Drinking Water Licensing Documents

| Document | Issue Date (yyyy-mm-dd) | Expiry (yyyy-mm-dd) |
|---|------------------------------------|--------------------------------|
| <u>Municipal Drinking Water Licence (#017-101)</u> | 2019-07-26 | 2024-07-24 |
| <u>Drinking Water Works Permit (#017-201)</u> | 2019-07-26 | 2024-07-24 |
| <u>Municipal Long Range Financial Plan (#017-301)</u> | 2019-02 | 2024-07-24 |
| <u>DWQMS Certificate of Registration - Guelph Drinking Water System (017-OA1)</u> | 2018-12-20 | 2021-11-25 |
| <u>Operational Plan Re-endorsement Guelph Drinking Water System (resolution)</u> | 2019-01-14 | 2023-10-31 |
| <u>Agreement Regarding Water Services for the Gazer-Mooney Subdivision</u> | 2019-03-01 | 2029-02-28 |
| <u>Gazer Mooney Municipal Drinking Water Licence (#104-103)</u> | 2016-01-28 | 2021-01-26 |
| <u>Gazer Mooney Drinking Water Works Permit (#017-203)</u> | 2016-01-28 | 2021-01-26 |
| <u>Operational Plan Re-endorsement Gazer Mooney Subdivision Dist. System (resolution)</u> | 2019-09-16 | 2023-10-31 |
| <u>DWQMS Certificate of Registration - Gazer Mooney (104-OA2)</u> | 2018-12-20 | 2021-11-25 |

Permits to Take Water (PTTW) Renewals

The Water St. Wellfield PTTW and the Downey PTTW were both renewed in 2019 and expire in 2029.

One PTTW is scheduled for renewal in 2020. The Arkell Bedrock PTTW expires on May 31, 2020.

Sentry Monitoring Wells

A consultant was retained in 2015 to develop a groundwater monitoring network in the area of the Membro and Emma Production Wells. These particular wells were categorized as having a drinking water quality issue for Trichloroethylene (TCE), a volatile organic compound (VOC) under the Clean Water Act. The source(s) of the VOCs is (are) unknown but there are potential sources in the vicinity of each well. The main objective of this project was to review the potential contaminant sources and install monitoring wells (i.e. Sentry Wells) between the potential VOC sources and the municipal wells that will be monitored and used to document changes in groundwater quality. These wells can provide an early warning of potential contamination moving toward the production well and also track changes in existing groundwater quality.

As such, a sampling plan has been created to regularly collect water quality samples from each of the eight (8) Sentry Wells, within their respective vertically discrete sampling intervals. Review of the data collected thus far is ongoing and the retained consultant is expected to deliver a final report on the status of this project in early 2020.

Carter Monitoring Program – Operational Testing

The Permit to Take Water for Carter Well 1 and 2 requires that the Carter Wells be operated at increased levels in conjunction with monitoring in the Torrence Creek Subwatershed. This monitoring was completed via consultant in 2019. The purpose of the monitoring is to quantify impacts within this subwatershed.

Staff Certification

The following tables (Table 32, Table 33 and Table 34) describes all Operators and Management staff with various classes of provincial Drinking Water Operator Certificates and years' experience, as of December 31, 2019. Due to the system reclassification in late 2018, there was an increase in Class I operators in 2019 to meet the new certification requirements.

Table 32: Water Services Employees (Operators and Management Staff) with Drinking Water Operator Certificates

| Certificate Class | Number of Certified Employees | | |
|----------------------------------|-------------------------------|-----------|-----------|
| | 2017 | 2018 | 2019 |
| Operator-In-Training | 3 | 7 | 8 |
| Class I | 0 | 1 | 11 |
| Class II | 3 | 3 | 2 |
| Class III | 8 | 7 | 5 |
| Class IV | 19 | 19 | 7 |
| Total Certified Employees | 33 | 37 | 33 |

Table 33: Competency and Years of Experience for Certified Management Staff

| Role | Minimum Competency Required ²⁹ | Competency Achieved | Years' Experience |
|---|---|----------------------|-------------------|
| Manager of Operations / ORO -Overall Responsible Operator | Class IV Certificate | Class IV Certificate | 30+ |
| Supervisor of Distribution - Construction | Class I Certificate or higher | Class IV Certificate | 23 |
| Supervisor of Distribution | Class I Certificate or higher | Class IV Certificate | 20 |
| Supervisor Water Treatment and Maintenance | Class I Certificate or higher | Class IV Certificate | 10 |
| Supervisor Meters and Locates | n/a | Class IV Certificate | 19 |

Table 34: Years of Experience of Certified Operational Staff

| Role | <5 years | 5-9 years | 10-14 years | 15-19 years | 20-24 years | 25+ years |
|---------------------------|----------|-----------|-------------|-------------|-------------|-----------|
| Distribution Operators | 5 | 3 | 6 | 1 | 0 | 2 |
| Water Treatment Operators | 4 | 0 | 1 | 4 | 1 | 1 |

²⁹ Minimum competency includes the certification requirements listed here, plus the completion of ongoing training requirements of O. Reg. 128/04.

Changes Affecting the Quality Management System (QMS)

Ontario's updated Drinking Water Quality Management Standard (DWQMS) Version 2.0

Guelph Water Services implemented the requirements of the updated DWQMS Version 2.0, released in February 2017, in its quality management system. Water Services was accredited to DWQMS Version 2.0 in the 2018 external audit and maintained accreditation in the 2019 audit.

Quality Management System Implementation

Guelph Water Services strives for continual improvement in all of its programs and processes. Improvements made to the drinking water system and its process are evaluated through: internal and external audits; staff suggestions; risk assessments; emergency training and testing; consumer feedback and through the management review process.

Water Services at the City of Guelph is committed to providing consumers with a safe, consistent supply of high quality drinking water while meeting or exceeding, and continually improving on legal, operational and quality management system requirements.

Throughout 2020, we will continue with a proactive approach to the DWQMS by:

- Maintaining accreditation to the DWQMS 2.0;
- Identifying ways to improve the drinking water system and its related processes;
- Expanding knowledge and involvement of staff for collaboration and integration of the quality management system;
- Ensuring that any deficiencies identified are responded to and corrected quickly and efforts are taken to ensure that the problem does not reoccur;
- Collaborating with other municipalities to ensure that we are enhancing our performance standards and operating practices; and
- Continuing advancements to emergency prevention and preparedness, including the risk assessment process.

I) Consumer Feedback

Table 35 below represents the number of all customer calls received, but do not necessarily reflect the number of individual issues (as more than one call could relate to a single issue).

Table 35: Number of Customer Calls Received, 2017-2019

| Type of Call | # Calls 2017 | # Calls 2018 | # Calls 2019 |
|-------------------------------|--------------|--------------|-------------------|
| Discoloured Water | 106 | 116 | 132 |
| Distribution | 54 | 21 | 14 |
| Flushing | 13 | 5 | 2 |
| Frozen | 3 | 51 | 54 |
| Hydrant - Accident Report | 5 | 5 | 1 |
| Hydrant - Investigation | 35 | 25 | 27 |
| Hydrant Out-of-Service | 137 | 98 | 133 |
| Leak | 83 | 73 | 57 |
| Meter | 8 | 9 | 29 |
| Other | 33 | 43 | 24 |
| Pressure | 92 | 102 | 74 |
| Private Issue | 5 | 12 | 14 |
| Service Box Repairs | 194 | 212 | 220 |
| Swabbing | 16 | 39 | 2 |
| Trench Investigation | 4 | 9 | N/A ³⁰ |
| Valve | 19 | 28 | 26 |
| Water Quality / Appearance | 39 | 62 | 36 |
| Watermain | 6 | 5 | 3 |
| Watermain Break Investigation | 96 | 107 | 93 |
| Well Interference Inquiries | 3 | 5 | 0 |

³⁰ As of 2019, trenches are maintained by the Operations Department.

m) The Resources Needed to Maintain the Drinking Water System and Quality Management System

Water Services currently has one full-time Quality Management Specialist, who is also the Quality Management System Representative. Everyone at Water Services plays a role in ensuring the success of the Quality Management System. Beyond the work of all staff, the Quality Management Specialist has access to a Water Compliance Specialist; five Water Services Technicians; a Customer Service Clerk; and a seasonal Records Management Assistant to ensure that reporting and documentation requirements of the QMS are met.

Operational challenges in the drinking water system continue to drive the need for additional resources, such as:

- A changing staff profile, with experienced staff that have retired or are due to retire in the next few years;
- Aging city infrastructure requiring increased capital budget considerations;
- Potential source water supply shortfall (e.g. current supplies not meeting future demand, drought, contamination and demands of future growth) requiring increased capital project and budget considerations;
- Distribution system issues (e.g. dead ends in the distribution system, frozen city-side infrastructure, larger infrastructure failures and aging water meter infrastructure, aging watermains, watermains located on easements); and
- Private property issues (e.g. substandard water services).

n) Results of Infrastructure Review

The identification of water infrastructure requirements are achieved by reviewing the needs of existing and new infrastructure through the completion of asset management plans both at Water Services and corporately.

Distribution Infrastructure Needs

Distribution infrastructure needs are outlined in the corporate Asset Management Plan, which is developed using industry best management practices and completed by the Corporate Asset Management group in the Engineering and Transportation Service Division (Engineering Services). This linear plan is reviewed by Water Services who then assists in developing a priority sequence for project completion.

During the annual budget preparation process, Engineering and Water Services review infrastructure conditions, inventory age, CAPS (capital asset prioritisation system), and system criticality. From this evaluation, Engineering and Water Services finalize the list of priority projects that also considers the priorities of wastewater and road reconstruction projects so that these projects can share the costs of excavation and rehabilitation. New linear infrastructure reviews are primarily driven by Engineering Services.

Annual summaries of road reconstruction, sewer and watermain projects are identified on a capital project infrastructure map that is released by Engineering and Transportation Services early spring each year.

Water Supply and Treatment Facilities Infrastructure Needs

On July 28, 2014 Guelph City Council unanimously approved the Water Supply Master Plan update, defining preferred water supply servicing alternatives in meeting the needs of existing customers and future community growth.

In concert with the Water Supply Master Plan Update, the City's Engineering and Transportation Services Division completed an update to the linear water distribution network model as part of the 2014 Development Charges Background Study to define water distribution improvements needed for growth servicing.

As part of the above mentioned studies, a number of system upgrades have been identified including: additional water supply sources; new pumping stations; storage facilities; and new water distribution mains. To help integrate these complex works, the City completed the Pressure Zone 1 and 2 studies in 2015 and 2017, respectively. These studies support the implementation of capital projects as outlined in the Water and Wastewater Capital Budget deliberations.

In 2017, Water Services completed the Water Facility and Property Asset Management Plan. This Plan identifies and prioritizes capital projects and land acquisitions required to maintain and renew its existing facility assets and associated operations over a 25 year planning horizon in accordance with asset management industry best management practices as well as current codes, guidelines and standards. A 10-year capital forecast for Facility and Water Plant Upgrades was presented to and endorsed by Council as part of the 2020 Capital Budget deliberations to address a backlog in infrastructure investment required to sustain operation of the City's critical water supply facilities and processes.

As a result of the above noted studies, key capital projects have been initiated/completed in 2019. The following provides the project name with a brief description of these key projects.

Upgrades

F.M. Woods Station Upgrades and Engine House and Pumping Station Building (Heritage Building) Retrofit

In 2019, works were initiated on the F.M Woods Station Upgrades to address critical infrastructure upgrades and retrofit of the Engine House and Pumping Station Building (Heritage Building) to provide office space for staff, respectively. 2019 works included the completion of architectural design of new office space for the Heritage Building, tendering for consultant selection for the F.M. Woods Upgrades and completion of the reservoir inspections. The Heritage Building is scheduled for completion in Q4 2020, with the F.M. Woods Upgrades being completed in 2023.

Burke Well Station Upgrades

Originally built in 1975, Burke well is one of the largest individual wells in the City pumping about six million litres of water and supplies about 13,000 Guelph households with water each day. This water treatment plant, completed in Q2 2019, is the first of its kind for the City, and was constructed to remove iron and manganese from groundwater. Removal of these metals allow our pipes to stay cleaner longer; therefore, prolonging the life of this important City asset while also reducing the need for flushing programs and conserving water. For the community, this new treatment plant will improve overall water quality and service delivery.

The upgrades include construction of a building to house a pressure filtration system. The upgrades resulted in a reclassification of the Water System by the MECP for both treatment and distribution on December 20, 2018. The Guelph Drinking Water System is now classified as a Class 2 Water Treatment System and a Class 4 Water Distribution System.

Clythe Well Treatment Upgrades and Zone 2 Environmental Assessment

The Environmental Assessment (EA) was completed for the Clythe Well station in 2018. As a result, the City purchased a parcel of land in their preferred location, which will house the new Water Treatment Plant. Design of this treatment plant is anticipated to be initiated in 2020 after the completion of the Zone 2 EA. The Zone 2 EA will determine the need for future water storage requirements on the East Side of the City which may impact the design

criteria for the new Clythe Well station. The Zone 2 EA is anticipated to be completed in 2020.

Paisley Pumping Station Upgrades

Upgrades to the Paisley Pumping Station were initiated in 2018 and will be completed in 2021 to ensure asset life is maintained. The scope of this project includes assessment of the reservoirs, re-alignment of the pipes to accommodate a new watermain connection from Paisley Road, upgrades to ensure electrical efficiencies and upgrades to the SCADA and MCC (electrical system). Work is also being completed in preparation for the new Paisley Road Feeder Main Engineering Project, which will promote redundancy in water distribution to the west side of the City. In 2019, design of the new pumping station was almost completed with construction starting in 2020.

Middle Reach of the Aqueduct

In 2018, preliminary projects were completed in preparation for the condition assessment and potential maintenance of the middle reach of the aqueduct. Studies included completion of an Environmental Impact Study and key contingency planning for unplanned changes in water quality including operational responses. Meetings were also held with various stakeholders including the Township of Puslinch, site neighbours, the Health Unit and the MECP. It is anticipated that inspection will occur in the summer/fall of 2020 to inform future capital needs for aqueduct maintenance and renewal. A new laneway will be constructed to provide operational access to the middle reach in early 2020.

Calico Well Upgrades

Calico Well was taken out of service in August 2018 for scheduled contact chamber cleaning and inspection. During the cleaning process, the well casing that extends through the contact chamber was found to be damaged due to material corrosion. The site remains non-operational as consultant reports and recommendations are being reviewed to determine the best approach to deal with several process and building related issues. As a result of this supply being off-line, the section of the feedermain between the station and the City's distribution system has been isolated and taken out of service.

Membro Well Upgrades

Upgrades to the Membro Well station were initiated in 2019 to bring the new replacement well online after receiving the final Permit to Take Water from the Ministry of the Environment, Conservation and Parks in October 2019. Design of the upgraded facility was initiated in late 2019 with completion in Q1 2020. Upgrades, in addition to the addition of the new replacement well, may include the realignment of the UV system and energy upgrades such as VFDs and lighting. The main upgrades will include the building of an addition to the existing well house, pumps and piping to connect the new well to the distribution system and SCADA programming modifications.

In Q1 2020, a pumping test will be completed at the replacement well to confirm pumping capacity. This is required to inform the upgrades as noted above. During this test, dye tracer testing from the nearby sewage lift station will also be completed to determine a potential bacteria source pathway. This testing will occur for the duration of the pumping test which is anticipated to be completed in Q2 2020. If the dye is detected before Q2 2020, the pumping test will continue to determine the influence of this increased water taking on nearby wells.

Guelph South Feasibility Study

In 2019, the City initiated the feasibility study at the Guelph South test well in order to evaluate the potential availability of new water supply for future use, as per the Water Supply Master Plan. Further, the City has also partnered with the University of Guelph on this project to better understand interactions between the shallow groundwater and surface water in the area. Works include the installation of a new well in the proximity of the test well, pumping tests and installation of groundwater and surface water monitoring equipment. The majority of the work will be completed in 2020.

Logan Well Feasibility Study

In 2019 the City initiated the feasibility study at the Logan well in order to evaluate the potential availability of new water supply for future use, as per the Water Supply Master Plan. Works included tree clearing and maintenance of the access laneway in 2019. Preliminary tests of the well were conducted to determine the condition of the well. The full work plan will be implemented in 2020 which includes rehabilitation of the well and pumping tests.

Backflow Prevention Program

Preservation of drinking water quality within Guelph's infrastructure is supported by the City of Guelph's Building Services Division through administration of the Guelph Backflow Prevention Program and By-law (By-law Number 2016 - 20028). As defined under the By-law, Backflow means the flowing back of or reversal of the normal direction of flow of water. The By-law requires that no connections are made to the City's water supply where a private premise risk may exist without the installation of an approved backflow prevention device to isolate premises, sources, and zones to prevent cross-connections in every building or structure where a City water supply or other potable water supply exists.

Annually, Building Services provides a Backflow Report, included in Table 36 below, that tracks the number of letters sent out regarding backflow device annual testing and re-surveying requirements of the By-law. In accordance with the by-law, failure by property owners to maintain or replace the backflow prevention would result in the shut-off of water servicing to the premise to protect the integrity of the City's water supply.

Table 36: 2019 Backflow Report - Number of Letters Sent out for Annual Testing and Re-survey

| Letter Type | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | TOTAL |
|----------------------------------|-----|-----|-----|-----|-----|------|------|-----|------|-----|-----|-----|-------------|
| 1st Letter Annual Testing | 147 | 159 | 177 | 210 | 273 | 185 | 143 | 172 | 120 | 135 | 164 | 118 | 2003 |
| 2nd Letter Annual Testing | 60 | 85 | 114 | 109 | 128 | 138 | 133 | 97 | 125 | 41 | 93 | 98 | 1221 |
| Disconnect Letter Annual Testing | 68 | 33 | 44 | 39 | 53 | 63 | 67 | 72 | 49 | 36 | 37 | 60 | 621 |
| 1st Letter re-survey | 34 | 30 | 39 | 36 | 32 | 25 | 30 | 22 | 18 | 5 | 41 | 7 | 319 |
| 2nd Letter re-survey | 14 | 23 | 14 | 24 | 28 | 22 | 20 | 24 | 16 | 16 | 4 | 18 | 223 |

| Letter Type | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | TOTAL |
|-----------------------------|-----|-----|-----|-----|-----|------|------|-----|------|-----|-----|-----|------------|
| Disconnect Letter re-survey | 12 | 7 | 12 | 10 | 15 | 15 | 16 | 15 | 20 | 11 | 7 | 4 | 144 |
| Water service disconnected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

As presented in Table 37, the City of Guelph has a total of 2,879 properties (2,734 active and 145 inactive properties) that have a total of 6,790 backflow prevention devices installed. Of the total, 1,708 buildings have premise isolation and 1,026 buildings are without premise isolation (e.g. residential irrigation systems, plaza facility – plaza owner has premise isolation). From January 1 to December 31, 2019, of the 31 new properties that have a backflow prevention device, 12 are with premise and 19 are without premise isolation.

Table 37: Backflow Devices Installed by Type in 2019

| Devices Installed by Type | # of Devices |
|--|--------------|
| New Backflow Permits | 43 |
| Total Number of New Devices Installed | 125 |
| New Properties | 31 |
| Active Properties | 2,734 |
| Inactive Properties | 145 |
| Total Properties with Backflow Prevention Devices | 2,879 |
| Active Buildings with Premise Isolation | 1,708 |
| Active Buildings without Premise Isolation | 1,026 |
| Total Active Backflow Prevention Devices | 6,790 |

o) Operational Plan Currency, Content and Updates

On an ongoing basis, the Operational Plan is updated by the Quality Management Specialist with the help of additional Water Services Staff. The Operational Plan was presented to Council on January 14, 2019 for endorsement. Updates to the Operational Plan were communicated to Water Services management and staff via email on September 10, 2019.

Notable updates include:

- Element 2 – Quality Management System Policy
 - Added the new Supervisor of Distribution.
- Element 3 – Commitment and Endorsement
 - Added the new Supervisor of Distribution.
- Element 5 – Document and Records Control
 - QMS 05: Added “T” for Water Treatment and “SW” for Source Water to the list of the naming conventions used for our procedures.
 - QMS 05-01: Added the water bylaw and backflow bylaws to QMS 05-01 Document Master List.
 - QMS 05-02: Added the online retention time for the Annual & Summary Report, as per discussions with the MECP.
 - QMS 05-04: Updated the hyperlinks to the following new documents: lab agreement, meter agreement, DWWP, MDWL, Membro Raw Water Assessment, Operational Plan Endorsement, Downey PTTW, and chemical contract.
- QMS 06 – Drinking Water System
 - QMS 06: Updated the Burke Section, distribution section and added Clair Booster Station to Table 1.
 - QMS 06-01: Added the schematics for the new Burke Treatment facility. Added information about utilizing one or multiple cells in reservoirs and the reservoirs at Woods, Park, University and Paisley. Updated the treated sample locations at Water and Emma. Changed the title from "Sample Process Schematics" to "Treatment System Process Schematics".
 - QMS 06-03: Added the section on the responsibilities of Water Services as per the Gazer Mooney Agreement.
- QMS 07 – Risk Assessment
 - QMS 07: Updated the control & response measures section.
 - QMS 07-01: Updated the Consequence section to include the affect on fire flow capabilities based on the amount of water loss in each section.
 - QMS 07-02: Added rationale sections to each risk score. Separated into 2 sections: contributing factors of the hazard event occurring and possible

consequences if the hazardous event occurred. Added fire flow impact to the consequence section. Added additional control measures and response measures.

- QMS 08 – Risk Assessment Outcome
 - QMS 08-02: Added the corresponding risk numbers to the critical control points.
 - QMS 08-03: Revised the control measures and their descriptions to match our current programs and processes.
- QMS 09 – Organizational Structure, Roles, Responsibilities and Authorities
 - QMS 09-01: The organizational structure was updated to more clearly define Owner, Owner Representative and Top Management Responsibilities.
 - City Council is defined as the Owner of the Guelph Drinking Water System. The CAO, DCAO, General Manager of Engineering and Transportation Services and General Manager of Environmental Services form the Senior Management Team. Water Services Managers and Supervisors (the Management Team) and the General Manager Environmental Services make up Top Management.
- QMS 10 – Competencies
 - Revised licence requirements for treatment operators, distribution operators, the ORO and acting ORO to reflect requirements based on our new system classification.
 - Removed the separate on-the-job training form for Maintenance as they are now classified as Treatment Operators as well.
 - Created 10-04 Administration On-the-Job Training Form.
- QMS 11 – Personnel Coverage
 - Updated the section for licence requirements for the ORO now that we are classified as a Class 2 Treatment and a Class 4 Distribution system.
- QMS 12 – Communications
 - QMS 12: Revised section 2 to better describe the current practices.
 - QMS 12-01: Updated the A&S Report section to match the 2018 A&S Report. Added section 4 Operational Plan.
 - QMS 12-03: Updated meeting information for the functional areas. Deleted the section on Procedure Review Meetings as these are often done alone by staff and not in a meeting format.
 - QMS 12-04: Updated Appendix A, removed names and only listed positions.
 - QMS 12-05: Added more information around the Financial Plan requirements and council endorsement process for both the Financial Plan and Operational Plan. Updated the next renewal date.

- QMS 13 – Essential Supplies and Services
 - QMS 13: Updated the Gazer-Mooney Agreement (March 1, 2019)
 - QMS 13-01: Added: Tower climbs, confined space, valves.
- QMS 14 – Review and Provision of Infrastructure
 - QMS 14: Updated Gazer Mooney agreement date.
- QMS 15 – Infrastructure Maintenance, Rehabilitation and Renewal
 - QMS 15: Updated the table to list the priority capital projects for 2019-2020.
- QMS 16 – Sampling, Testing and Monitoring
 - QMS 16: Updated the section about sampling the Glen as per the MDWL.
 - QMS 16-01: Updated to include latest sample map from August 2019. Includes new sample location in Zone 3.
- QMS 17 – Measurement and Recording Equipment Calibration and Maintenance
 - Updated Operational Checks section to reflect current colorimeter verification schedule.
- QMS 18 – Emergency Management
 - QMS 18-01: Added "cannot utilize GUDI-wef sources" as a disadvantage in Appendix B.
- QMS 21 – Continual Improvement
 - Rearranged the order of the steps so that Root-Cause Analysis is before other OFIs. Added "debriefs" to section 2. Added that root cause analysis' will be scheduled at least 10 working days after the incident.

p) Staff Suggestions

Staff suggestions are identified during: staff and operational meetings; internal and external audits; debriefs and are taken into account during annual budget processes and continual improvement meetings.

Appendix H: Summary of Staff Suggestions includes a listing of various improvement items that were presented by staff from January 1 to December 31, 2019.

q) New or Other Business

There is no further new or other business to report in 2019.

r) Next Meeting Dates

The Management Review Meeting scheduled to review the updated 2019 Annual and Summary Water Services Report was held on January 29, 2020. Review of the Internal Audit findings will take place in March 2020, review of the Risk Assessment outcomes in September 2020 and review of the External Audit findings in November 2020. Monthly QMS updates are scheduled with the management team and the Quality Management Specialist. Monthly QMS updates are communicated to all staff at scheduled staff meetings.

Appendix A: Summary of Critical Control Points and Critical Control Limits

Table 38: Summary of Critical Control Points and Critical Control Limits

| Critical Control Point (CCP) | Hazard Description | Critical Control Limit (CCL) | Monitoring Process and/or Procedures | Response Procedures |
|---|--|---|---|--|
| Multi-Barrier Primary Disinfection To remove or inactivate pathogens potentially present in the source water. | Low Chlorine Dosage <ul style="list-style-type: none"> Chlorination system failure (e.g. pump, line, fitting, power, PLC, flow meter) Failure of analyzers (POE or process) to alarm Poor chemical quality | <u>Free Chlorine</u> <ul style="list-style-type: none"> Low Low and High High alarm limit range for all stations: <ul style="list-style-type: none"> 0.40 to 1.9 mg/L Programmed Auto Shutdown range for all stations: <ul style="list-style-type: none"> 0.40 to 2.5 mg/L | <ul style="list-style-type: none"> Certified and competent operators Continuous monitoring of control limits through SCADA Daily operational sampling, testing and monitoring of control limits by Operators Redundancy of system components (including equipment) & monitoring (operators, instruments); stand-by power Monitoring and alarming of control limits Calibration, maintenance and preventive maintenance – equipment Robust communication systems Receiving process for chemicals <ul style="list-style-type: none"> Certificates of Analysis required for essential chemicals Free Chlorine Analyzer auto well shut off limits: <ul style="list-style-type: none"> Programmed low Programmed high Analog signal error Power loss Analyzer malfunction | <ul style="list-style-type: none"> Supply Standard Operating Procedures Water Services Emergency Plan procedures Facility Setpoint Labels (identify specific ranges and shutdowns for each station) |
| | High Turbidity <ul style="list-style-type: none"> Sudden changes to raw water quality characteristics Failure of aqueduct infrastructure | <u>Turbidity</u> <ul style="list-style-type: none"> Turbidity alarm ranges for all stations that monitor turbidity: <ul style="list-style-type: none"> 0.3 to 0.8 ntu Auto diversion at the Glen Diversion Chamber based on turbidity <ul style="list-style-type: none"> 0.2 ntu | | |
| | Inadequate UV Dosage <ul style="list-style-type: none"> UV Treatment system failure (e.g. UV, UVT and Turbidity analyzers, high flow, reactor, PLC, power, flow meters) High turbidity event | <u>UV Dose</u> UV Dose auto shutdown alarm setpoints: <ul style="list-style-type: none"> FM Woods <ul style="list-style-type: none"> <30 mJ/cm² (Trojan controller programmed low) Water Street well <ul style="list-style-type: none"> <45 mJ/cm² (Trojan controller programmed low) 42 mJ/cm² (redundant PLC programmed low) | | |

| Critical Control Point (CCP) | Hazard Description | Critical Control Limit (CCL) | Monitoring Process and/or Procedures | Response Procedures |
|--|---|---|--|---|
| | <p>Operating a Station in Manual</p> <ul style="list-style-type: none"> • Inadequate CT (Concentration x Time) <ul style="list-style-type: none"> ○ Low reservoir level ○ Insufficient chlorine residual ○ Low contact time due to POE pump flow rate | <ul style="list-style-type: none"> • Membro <ul style="list-style-type: none"> ○ <25 mJ/cm² (Trojan controller programmed low) ○ <22 mJ/cm² (redundant PLC programmed) <p><u>CT Calculations</u></p> <ul style="list-style-type: none"> • Manual calculations must show that the minimum CT achieved is 4 | <ul style="list-style-type: none"> • Chlorine Pump alarms <ul style="list-style-type: none"> ○ Tube leak detection ○ Low speed feedback ○ Motor run/fail • Each station has the identified reservoir level, POE flow rate and minimum chlorine needed to meet CT • Manual CT calculations | |
| <p>Secondary Disinfection</p> <p>To ensure the maintenance of a disinfectant residual throughout the distribution system.</p> | <p>Deterioration of Chlorine Residual</p> <ul style="list-style-type: none"> • Reduced water flows based on demand, pipe size, etc. • Occurrence of dead ends and District Metered Areas • Increased water temperature (temporary mains) • Reaction with organic matter in watermains • Water age in the distribution system • Water age in storage facilities | <p><u>Free Chlorine</u></p> <p>Target Residual in the Distribution System:</p> <ul style="list-style-type: none"> • >0.20 mg/L (operational minimum) <p>Reportable under the SDWA:</p> <ul style="list-style-type: none"> • 0.05 mg/L <p><u>Customer Complaints</u></p> <ul style="list-style-type: none"> • Related to water quality characteristics (taste, odour, colour, other) | <ul style="list-style-type: none"> • Certified and competent operators • Sampling, testing and monitoring of control limits, as applicable • Watermain flushing and swabbing programs • Installation of blow-offs in dead ends • Regular samples taken and analyzed for chlorine residual • Rechlorination at booster stations • Mixing systems in Speedvale and Clair Towers | <ul style="list-style-type: none"> • Supply Standard Operating Procedures • Distribution Standard Operating Procedures • Response to customer calls • Service Request tracking and monitoring • Repair and system rehabilitation • Use of appropriately certified and competent contractors and suppliers |

| Critical Control Point (CCP) | Hazard Description | Critical Control Limit (CCL) | Monitoring Process and/or Procedures | Response Procedures |
|--|--|---|--|---|
| <p>Backflow Prevention</p> <p>To prevent cross-contamination that can result from the flowing back of or reversal of the normal direction of flow of water.</p> | <p>System contamination from negative or reduced pressure</p> <ul style="list-style-type: none"> • Lack of backflow prevention device • Main breaks or blow-outs • Large services • Temporary connections • Firefighting drawdown • Depressurization from residential usage • Pipe failure (deterioration) | <p><u>System pressure</u></p> <p>Alarm setpoint ranges for pressure:</p> <ul style="list-style-type: none"> • 210 to 900 kPa <hr/> <p><u>Consumer complaints</u></p> <ul style="list-style-type: none"> • Related to system pressure or water characteristics (taste, odour, colour, other) | <ul style="list-style-type: none"> • Backflow Prevention program • Where possible, implementation of backflow prevention devices and small mains • Proactive Watermain and substandard service replacement program • Pressure monitoring through pressure transmitters on hydrants and at stations | <ul style="list-style-type: none"> • Distribution Standard Operating Procedures • Response to customer calls • Service Request tracking and monitoring • Water Services Emergency Plan procedures |

Appendix B: Summary of Internal and External Audit Plans

Table 39: Summary of Internal and External Audit Plans, 2018-2020

| Guelph Water Services Process or Program | 2018 Audit Plan | | 2019 Audit Plan | | 2020 Audit Plan | |
|---|-----------------|-----------------|-----------------|---|-----------------|---|
| | I ³¹ | E ³² | I | E | I | E |
| Source Water – Source Water Protection Program | | | X | X | | |
| Source Water – Outdoor Water Use Program | X | X | | | | |
| Source Water – Tap Water Promotion, Education & Outreach | | | | X | | |
| Source Water – Water Smart Business Program | | X | | | X | |
| Water Supply – Source & Treated Water Sampling, Testing, Monitoring | X | X | | X | X | X |
| Water Supply – Operational Control: Disinfection, Minimum Storage, SCADA / Security | X | | X | | | X |
| Water Supply – SCADA Design, Maintenance & Upgrades | | X | | | X | X |
| Water Supply – Water Supply Master Plan Program (new water sources) | | | X | | | |
| Maintenance – Instrumentation Calibration / Verification | X | X | X | X | | X |
| Maintenance – Well Inspection & Rehabilitation Program | X | X | | | X | X |

³¹ I = Internal Audit

³² E = External Audit

| Guelph Water Services Process or Program | 2018 Audit Plan | | 2019 Audit Plan | | 2020 Audit Plan | |
|---|-----------------|-----------------|-----------------|---|-----------------|---|
| | I ³¹ | E ³² | I | E | I | E |
| Maintenance – Preventative & Reactive Maintenance Program | | | X | X | | |
| Maintenance – Infrastructure (facility and tower) Inspections Program | | X | | | X | X |
| Distribution Construction – Watermain Maintenance & Service Connections Improvement | X | | | X | | |
| Distribution Construction – Leak Detection & Water Loss Management | X | | | X | | |
| Distribution Construction – No Water Response (e.g. frozen pipes) | | X | | | | X |
| Distribution Construction – New Watermain Construction & Reconstruction | | | X | X | | |
| Distribution Construction – Temporary Watermains & Service Connections | X | X | | | | |
| Distribution Appurtenance Maintenance – Hydrant Inspection Program | X | | | X | | |
| Distribution Appurtenance Maintenance – Watermain Flushing & Swabbing Program | X | X | | | X | X |
| Distribution Appurtenance Maintenance – Valve Turning Program | | | X | X | | |
| Distribution Appurtenance Maintenance – DMAs | X | | | X | | |
| Distribution Appurtenance Maintenance – Water Meter Program | | X | | | X | X |
| Distribution Appurtenance Maintenance – Infrastructure Locates Program | | | X | X | | |

| Guelph Water Services Process or Program | 2018 Audit Plan | | 2019 Audit Plan | | 2020 Audit Plan | |
|--|--------------------|-----------------|--------------------|---|--------------------|---|
| | I ³¹ | E ³² | I | E | I | E |
| Infrastructure Programs – Tech Services: New Facility Construction | X | X | | | | |
| Infrastructure Programs – Tech Services: Major Facility Upgrades | X | X | | | X | X |
| Infrastructure Programs – Engineering: Infrastructure Planning | X | | | | | X |
| Infrastructure Programs – Engineering: Water Asset Planning & Condition Assessments | | X | | | | |
| Infrastructure Programs – Engineering/Water: Review of Infrastructure and Specifications | X | | | X | | |
| Infrastructure Programs – Engineering: Infrastructure Reconstruction & Planning | X | | X | X | X | |
| Infrastructure Programs – Engineering: New Construction (new subdivisions) | | | | X | | |
| Infrastructure Programs – Building Services: Backflow Prevention Program | | | | | | X |
| Management – Compliance Program | | X | | | X | X |
| Management – Certification Program | X | | | X | X | |
| Management – Owner Standard of Care | X | | | X | | |
| Management – Customer Services (Administration, Distribution & Supply) | | | X | X | | |
| Management – Human Resources & Supplier | | X | | X | | X |
| Management – Communications | X | X | | X | | X |
| Management – Review and Provision of Infrastructure | X | X | | X | | X |

| Guelph Water Services Process or Program | 2018 Audit Plan | | 2019 Audit Plan | | 2020 Audit Plan | |
|--|--------------------|-----------------|--------------------|---|--------------------|---|
| | I ³¹ | E ³² | I | E | I | E |
| QMS – Internal Audit Program | X | X | X | X | | X |
| QMS – Risk Assessments | X | X | X | X | X | X |
| QMS – Continual Improvement | X | X | X | X | X | X |
| QMS – Emergency Management | X | X | X | X | X | X |
| QMS – Management Review | X | X | X | X | | X |
| QMS – Document & Records Control | X | X | X | X | X | X |
| QMS – Drinking Water System | X | X | | | | X |

Appendix C: Total Water Pumped and Instantaneous Flows

This section summarizes the amount of water pumped and instantaneous flows in 2019.

Capacity is calculated by comparing the average pumped or flow value against the MDWL allowable volume or PTTW flow. Capacity is representative of the conditions of pumping for that year which may be influenced by other testing programs, maintenance or special operational conditions. Additionally, the actual capacity of the source may not be achievable with current infrastructure. Optimization efforts are included as a component of the Water Supply Master Plan with the intent to match the actual capacity of the water source with the appropriate infrastructure. Section g) Water Supply Capacity describes capacity in further detail.

City of Guelph Water Services – Pumpages to System, January 1 – December 31, 2019

Table 40 below shows the amount of water pumped to system from each facility in 2019 in cubic meters.

Table 40: Pumpages (Discharge) to System, January 1 to December 31, 2019

| Facility | Burke | Calico | Dean | Downey | Emma | Helmar | Membro | Paisley Net | Park | Queensdale | University Net | Water Street | F.M. Woods | Total System Discharge | |
|------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------------|------------------|
| Units | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | |
| Regulatory Limit | 6,546 | 5,237 | 2,300 | 5,237 | 3,100 | 3,273 | 6,050 | 13,738 | 10,300 | 5,273 | 5,108 | 3,400 | 65,000 | n/a | |
| Jan | Average | 0 | 0 | 1,347 | 4,593 | 2,405 | 792 | 2,183 | 861 | 4,230 | 0 | 1,522 | 1,872 | 25,750 | 46,297 |
| | Maximum | 0 | 0 | 1,350 | 4,670 | 2,520 | 800 | 2,337 | 864 | 5,075 | 752 | 2,323 | 1,915 | 29,066 | 49,815 |
| | Total | 0 | 0 | 41,764 | 142,383 | 74,556 | 24,549 | 67,678 | 26,695 | 131,126 | 23,008 | 47,170 | 58,027 | 798,249 | 1,435,204 |
| Feb | Average | 51 | 0 | 1,348 | 4,442 | 2,365 | 789 | 1,962 | 854 | 4,398 | 722 | 1,403 | 1,884 | 26,392 | 46,611 |
| | Maximum | 577 | 0 | 1,352 | 4,654 | 2,436 | 794 | 2,060 | 859 | 5,088 | 736 | 2,351 | 1,934 | 29,805 | 49,237 |
| | Total | 1,428 | 0 | 37,748 | 124,388 | 66,229 | 22,088 | 54,947 | 23,920 | 123,132 | 20,220 | 39,296 | 52,750 | 738,963 | 1,305,109 |
| Mar | Average | 5,216 | 0 | 1,392 | 4,427 | 2,400 | 779 | 1,424 | 843 | 3,530 | 439 | 1,206 | 1,804 | 24,282 | 47,741 |
| | Maximum | 6,243 | 0 | 1,438 | 4,466 | 2,536 | 790 | 2,252 | 848 | 4,991 | 897 | 2,368 | 1,940 | 28,582 | 51,438 |
| | Total | 161,684 | 0 | 43,154 | 137,222 | 74,390 | 24,149 | 44,156 | 26,122 | 109,429 | 13,610 | 37,398 | 55,916 | 752,736 | 1,479,966 |
| Apr | Average | 6,120 | 0 | 1,408 | 4,414 | 2,485 | 737 | 0 | 416 | 3,203 | 0 | 1,654 | 1,893 | 23,586 | 45,917 |
| | Maximum | 6,236 | 0 | 1,429 | 4,448 | 2,564 | 776 | 0 | 883 | 3,438 | 0 | 2,386 | 1,971 | 28,652 | 50,526 |
| | Total | 183,606 | 0 | 42,239 | 132,415 | 74,563 | 22,099 | 0 | 12,473 | 96,101 | 0 | 49,633 | 56,802 | 707,579 | 1,377,510 |
| May | Average | 6,117 | 0 | 1,406 | 4,392 | 2,391 | 792 | 0 | 0 | 2,150 | 384 | 1,414 | 1,686 | 26,173 | 46,905 |
| | Maximum | 6,234 | 0 | 1,430 | 4,432 | 2,610 | 797 | 0 | 0 | 3,539 | 674 | 2,381 | 1,971 | 30,992 | 52,991 |
| | Total | 189,618 | 0 | 43,591 | 136,161 | 74,108 | 24,550 | 0 | 0 | 66,649 | 11,911 | 43,831 | 52,277 | 811,353 | 1,454,048 |
| Jun | Average | 6,092 | 0 | 4,336 | 4,336 | 4,336 | 740 | 0 | 325 | 1,867 | 652 | 1,578 | 1,567 | 27,035 | 52,863 |
| | Maximum | 6,220 | 0 | 4,424 | 4,424 | 4,424 | 816 | 0 | 833 | 5,750 | 693 | 2,360 | 1,965 | 32,296 | 57,804 |
| | Total | 182,775 | 0 | 130,066 | 130,066 | 130,066 | 22,185 | 0 | 9,758 | 56,004 | 19,569 | 47,330 | 47,021 | 811,047 | 1,585,886 |
| Jul | Average | 6,022 | 0 | 1,121 | 3,772 | 2,546 | 794 | 0 | 808 | 1,881 | 565 | 1,554 | 1,565 | 29,566 | 50,194 |
| | Maximum | 6,289 | 0 | 1,439 | 4,439 | 2,619 | 816 | 0 | 1,090 | 3,545 | 704 | 2,000 | 1,917 | 32,772 | 54,193 |
| | Total | 186,695 | 0 | 34,762 | 116,937 | 78,919 | 24,607 | 0 | 25,042 | 58,316 | 17,509 | 48,165 | 48,519 | 916,552 | 1,556,023 |
| Aug | Average | 5,767 | 0 | 1,299 | 3,616 | 2,540 | 662 | 0 | 965 | 1,899 | 0 | 1,374 | 1,535 | 28,924 | 48,580 |
| | Maximum | 6,284 | 0 | 1,432 | 4,466 | 2,580 | 803 | 0 | 1,057 | 6,193 | 0 | 2,298 | 1,904 | 35,817 | 53,634 |
| | Total | 178,775 | 0 | 40,265 | 112,090 | 78,731 | 20,524 | 0 | 29,914 | 58,855 | 0 | 42,601 | 47,586 | 896,643 | 1,505,984 |

| Facility | Burke | Calico | Dean | Downey | Emma | Helmar | Membro | Paisley Net | Park | Queensdale | University Net | Water Street | F.M. Woods | Total System Discharge | |
|------------------|--------------------------|------------------|----------------|----------------|------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------------|-------------------|
| Units | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | |
| Regulatory Limit | 6,546 | 5,237 | 2,300 | 5,237 | 3,100 | 3,273 | 6,050 | 13,738 | 10,300 | 5,273 | 5,108 | 3,400 | 65,000 | n/a | |
| Sept | Average | 6,221 | 0 | 1,679 | 2,977 | 2,192 | 757 | 0 | 1,053 | 2,296 | 0 | 1,355 | 1,833 | 27,550 | 47,913 |
| | Maximum | 6,274 | 0 | 1,988 | 3,379 | 2,615 | 784 | 0 | 1,055 | 7,944 | 0 | 2,319 | 1,868 | 31,221 | 52,743 |
| | Total | 186,634 | 0 | 50,369 | 89,309 | 65,766 | 22,721 | 0 | 31,594 | 68,867 | 0 | 40,646 | 54,995 | 826,495 | 1,437,396 |
| Oct | Average | 6,157 | 0 | 1,256 | 3,186 | 2,481 | 752 | 0 | 1,049 | 1,773 | 0 | 580 | 1,842 | 25,530 | 44,607 |
| | Maximum | 6,272 | 0 | 1,407 | 4,274 | 2,600 | 767 | 0 | 1,054 | 6,529 | 0 | 2,374 | 1,886 | 32,882 | 55,452 |
| | Total | 190,872 | 0 | 38,926 | 98,779 | 76,923 | 23,299 | 0 | 32,514 | 54,970 | 0 | 17,994 | 57,107 | 791,423 | 1,382,806 |
| Nov | Average | 6,195 | 0 | 1,235 | 3,084 | 2,572 | 726 | 0 | 1,044 | 839 | 111 | 1,732 | 1,810 | 26,064 | 45,413 |
| | Maximum | 6,267 | 0 | 1,402 | 4,012 | 2,707 | 783 | 0 | 1,093 | 5,841 | 736 | 2,361 | 1,933 | 34,903 | 58,441 |
| | Total | 185,862 | 0 | 37,053 | 92,524 | 77,148 | 21,782 | 0 | 31,323 | 25,177 | 3,342 | 51,958 | 54,296 | 781,924 | 1,362,390 |
| Dec | Average | 6,185 | 0 | 1,387 | 2,783 | 2,494 | 739 | 0 | 1,046 | 1,481 | 673 | 927 | 1,861 | 21,659 | 41,236 |
| | Maximum | 6,254 | 0 | 1,397 | 3,244 | 2,596 | 747 | 0 | 1,055 | 5,997 | 706 | 2,352 | 1,921 | 26,766 | 46,749 |
| | Total | 191,726 | 0 | 42,993 | 86,278 | 77,308 | 22,911 | 0 | 32,435 | 45,922 | 20,865 | 28,748 | 57,706 | 671,438 | 1,278,330 |
| 2019 Year | Average | 5,012 | 0 | 1,601 | 3,835 | 2,600 | 755 | 464 | 772 | 2,462 | 357 | 1,358 | 1,763 | 26,043 | 47,023 |
| | Maximum | 6,289 | 0 | 4,424 | 4,670 | 4,424 | 816 | 2,337 | 1,093 | 7,944 | 897 | 2,386 | 1,971 | 35,817 | 58,441 |
| | Total | 1,839,674 | 0 | 582,930 | 1,398,552 | 948,705 | 275,464 | 166,781 | 281,792 | 894,547 | 130,035 | 494,769 | 643,003 | 9,504,401 | 17,160,654 |
| | Average Process Capacity | 77% | 0% | 69% | 73% | 84% | 23% | 8% | n/a | 24% | 7% | n/a | 52% | 40% | n/a |

City of Guelph Water Services – Permit to Take Water Pumpages, January 1 – December 31, 2019

Table 41 and Table 42 presented below, outline the Permit to Take Water Pumpages for 2019. Table 41 includes the following sources: Admiral Well, Arkell Well 1, Arkell Well 6, Arkell Well 7, Arkell Well 8, Arkell Well 14, Arkell Well 15, Arkell Recharge Pump, Arkell Springs Glen Collector System, Burke Well, Calico Well, Carter Well 1 and 2 and Clythe Well. Table 42 includes the following sources: Dean Well, Downey Well, Edinburgh Well, Emma Well, Helmar Well, Membro Well, Paisley Well, Park Wells 1 and 2, Queensdale Well, Sacco Well, Smallfield Well, University Well and Water Street Well.

Table 41: City of Guelph Permit to Take Water Pumpages, 2019

| Facility | | Admiral Well | Arkell Well #1 | Arkell Well #6 | Arkell Well #7 | Arkell Well #8 | Arkell Well #14 | Arkell Well #15 | Arkell Wellfield (#6,7,8,14,15) Total | Arkell - Recharge Pump | Arkell Springs Glen Collector System | Burke Well | Calico Well | Carter Wells #1and #2 | Clythe Well |
|------------------|--------------|-------------------|----------------|----------------|----------------|----------------|-----------------|-----------------|--|---------------------------|---|----------------|----------------|--------------------------|----------------|
| Units | | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ |
| Regulatory Limit | | N/O ³³ | 3,273 | 9,600 | 9,600 | 9,600 | 9,600 | 9,600 | 28,800 | 9,092 | 25,000 | 6,546 | 5,237 | 6,547 | N/O |
| January | Average | N/O | 95 | 3,587 | 7,478 | 1,799 | 2,776 | 4,529 | 20,171 | 0 | 5,604 | 0 | 0 | 0 | N/O |
| | Maximum | N/O | 706 | 5,543 | 7,610 | 5,371 | 6,722 | 6,398 | 23,166 | 0 | 5,725 | 0 | 0 | 0 | N/O |
| | Total | N/O | 2,941 | 111,207 | 231,832 | 55,778 | 86,064 | 140,408 | 625,289 | 0 | 173,712 | 0 | 0 | 0 | N/O |
| February | Average | N/O | 41 | 3,585 | 7,450 | 780 | 6,102 | 2,974 | 20,890 | 0 | 5,547 | 63 | 0 | 0 | N/O |
| | Maximum | N/O | 356 | 5,636 | 7,537 | 3,847 | 7,439 | 5,934 | 24,401 | 0 | 5,591 | 657 | 0 | 0 | N/O |
| | Total | N/O | 1,157 | 100,376 | 208,591 | 21,829 | 170,866 | 83,262 | 584,922 | 0 | 155,319 | 1,754 | 0 | 0 | N/O |
| March | Average | N/O | 79 | 3,371 | 7,498 | 853 | 5,683 | 951 | 18,356 | 0 | 6,059 | 5,328 | 0 | 0 | N/O |
| | Maximum | N/O | 663 | 5,259 | 7,602 | 3,333 | 6,780 | 3,014 | 21,769 | 0 | 7,221 | 6,364 | 0 | 0 | N/O |
| | Total | N/O | 2,463 | 104,509 | 232,428 | 26,452 | 176,168 | 29,466 | 569,022 | 0 | 187,833 | 165,182 | 0 | 0 | N/O |
| April | Average | N/O | 96 | 1,987 | 7,592 | 300 | 4,431 | 1,099 | 15,409 | 1,791 | 8,132 | 6,252 | 0 | 0 | N/O |
| | Maximum | N/O | 499 | 4,737 | 7,678 | 2,160 | 6,631 | 5,491 | 20,936 | 8,364 | 11,126 | 6,368 | 0 | 0 | N/O |
| | Total | N/O | 2,876 | 59,624 | 227,751 | 9,014 | 132,920 | 32,969 | 462,278 | 53,718 | 243,972 | 187,558 | 0 | 0 | N/O |

³³ N/O – not operational

| Facility | Admiral Well | Arkell Well #1 | Arkell Well #6 | Arkell Well #7 | Arkell Well #8 | Arkell Well #14 | Arkell Well #15 | Arkell Wellfield (#6,7,8,14,15) Total | Arkell - Recharge Pump | Arkell Springs Glen Collector System | Burke Well | Calico Well | Carter Wells #1and #2 | Clythe Well | |
|------------------|-------------------|----------------|----------------|----------------|----------------|-----------------|-----------------|---------------------------------------|------------------------|--------------------------------------|----------------|----------------|-----------------------|----------------|------------|
| Units | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | |
| Regulatory Limit | N/O ³³ | 3,273 | 9,600 | 9,600 | 9,600 | 9,600 | 9,600 | 28,800 | 9,092 | 25,000 | 6,546 | 5,237 | 6,547 | N/O | |
| May | Average | N/O | 96 | 1,153 | 7,685 | 9 | 2,193 | 1,098 | 12,138 | 8,184 | 14,496 | 6,254 | 0 | 0 | N/O |
| | Maximum | N/O | 722 | 3,565 | 7,834 | 150 | 5,889 | 3,476 | 17,926 | 8,350 | 16,673 | 6,364 | 0 | 0 | N/O |
| | Total | N/O | 2,974 | 35,731 | 238,239 | 294 | 67,981 | 34,026 | 376,272 | 253,705 | 449,372 | 193,874 | 0 | 0 | N/O |
| June | Average | N/O | 108 | 7,720 | 664 | 36 | 587 | 1,322 | 10,330 | 7,691 | 17,384 | 6,239 | 0 | 0 | N/O |
| | Maximum | N/O | 763 | 7,873 | 2,596 | 815 | 4,133 | 4,668 | 14,435 | 7,947 | 17,760 | 6,364 | 0 | 0 | N/O |
| | Total | N/O | 3,254 | 231,613 | 19,929 | 1,086 | 17,616 | 39,646 | 309,890 | 230,734 | 521,512 | 187,167 | 0 | 0 | N/O |
| July | Average | N/O | 1,113 | 388 | 7,114 | 665 | 2,387 | 1,503 | 12,058 | 7,316 | 16,873 | 6,176 | 0 | 1,330 | N/O |
| | Maximum | N/O | 1,203 | 7,665 | 7,907 | 4,020 | 7,495 | 4,099 | 15,647 | 7,627 | 17,685 | 6,440 | 0 | 6,275 | N/O |
| | Total | N/O | 34,511 | 12,043 | 220,524 | 20,629 | 74,006 | 46,608 | 373,810 | 226,781 | 523,051 | 191,468 | 0 | 41,229 | N/O |
| August | Average | N/O | 844 | 7,034 | 1,054 | 945 | 2,747 | 1,057 | 12,837 | 6,919 | 15,493 | 5,918 | 0 | 6,504 | N/O |
| | Maximum | N/O | 1,193 | 7,860 | 7,448 | 3,213 | 5,672 | 7,793 | 20,921 | 7,358 | 16,153 | 6,440 | 0 | 7,793 | N/O |
| | Total | N/O | 26,175 | 218,054 | 32,681 | 29,305 | 85,149 | 32,759 | 397,949 | 214,496 | 480,277 | 183,445 | 0 | 201,632 | N/O |
| September | Average | N/O | 66 | 5,607 | 5,327 | 1,331 | 2,692 | 0 | 14,957 | 4,172 | 12,676 | 6,386 | 0 | 6,852 | N/O |
| | Maximum | N/O | 346 | 7,830 | 7,596 | 3,694 | 6,079 | 0 | 18,805 | 7,282 | 14,974 | 6,440 | 0 | 7,759 | N/O |
| | Total | N/O | 1,967 | 168,196 | 159,822 | 39,939 | 80,752 | 0 | 448,709 | 125,147 | 380,293 | 191,574 | 0 | 205,553 | N/O |
| October | Average | N/O | 63 | 6,209 | 4,939 | 2,134 | 2,777 | 275 | 16,335 | 2,234 | 9,950 | 6,324 | 0 | 1,757 | N/O |
| | Maximum | N/O | 751 | 7,678 | 7,536 | 5,392 | 7,128 | 3,028 | 23,674 | 7,475 | 11,599 | 6,440 | 0 | 6,333 | N/O |
| | Total | N/O | 1,962 | 192,481 | 153,113 | 66,166 | 86,084 | 8,531 | 506,375 | 69,266 | 308,453 | 196,059 | 0 | 54,458 | N/O |

| Facility | Admiral Well | Arkell Well #1 | Arkell Well #6 | Arkell Well #7 | Arkell Well #8 | Arkell Well #14 | Arkell Well #15 | Arkell Wellfield (#6,7,8,14,15) Total | Arkell - Recharge Pump | Arkell Springs Glen Collector System | Burke Well | Calico Well | Carter Wells #1and #2 | Clythe Well | |
|------------------|-----------------------|----------------|----------------|------------------|------------------|-----------------|------------------|---------------------------------------|------------------------|--------------------------------------|------------------|------------------|-----------------------|----------------|------------|
| Units | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | m ³ | |
| Regulatory Limit | N/O ³³ | 3,273 | 9,600 | 9,600 | 9,600 | 9,600 | 9,600 | 28,800 | 9,092 | 25,000 | 6,546 | 5,237 | 6,547 | N/O | |
| November | Average | N/O | 37 | 5,066 | 6,010 | 3,197 | 3,507 | 965 | 18,745 | 0 | 7,549 | 6,364 | 0 | 0 | N/O |
| | Maximum | N/O | 333 | 8,017 | 7,517 | 5,897 | 6,417 | 5,341 | 28,272 | 0 | 8,595 | 6,439 | 0 | 0 | N/O |
| | Total | N/O | 1,099 | 151,980 | 180,294 | 95,921 | 105,209 | 28,956 | 562,360 | 0 | 226,478 | 190,927 | 0 | 0 | N/O |
| December | Average | N/O | 61 | 4,346 | 7,585 | 887 | 2,362 | 990 | 16,170 | 0 | 6,540 | 6,356 | 0 | 0 | N/O |
| | Maximum | N/O | 359 | 6,824 | 7,820 | 5,100 | 5,900 | 5,039 | 21,177 | 0 | 6,811 | 6,427 | 0 | 0 | N/O |
| | Total | N/O | 1,893 | 134,724 | 235,127 | 27,502 | 73,229 | 30,695 | 501,278 | 0 | 202,733 | 197,032 | 0 | 0 | N/O |
| 2019 Year | Average | N/O | 225 | 4,171 | 5,866 | 1,078 | 3,187 | 1,397 | 15,700 | 3,192 | 10,525 | 5,138 | 0 | 1,370 | N/O |
| | Maximum | N/O | 1,203 | 8,017 | 7,907 | 5,897 | 7,495 | 7,793 | 28,272 | 8,364 | 17,760 | 6,440 | 0 | 7,793 | N/O |
| | Total | N/O | 83,271 | 1,520,537 | 2,140,330 | 393,915 | 1,156,045 | 507,326 | 5,718,153 | 1,173,847 | 3,853,004 | 1,886,039 | 0 | 502,871 | N/O |
| | Average Pumped | N/O | 7% | 43% | 61% | 11% | 33% | 14% | 54% | 11% | 37% | 79% | 0% | 21% | N/O |

Table 42: City of Guelph Permit to Take Water Pumpages, 2019 - Continued

| Facility | Dean Well | Downey Well | Edinburgh Well | Emma Well | Helmar Well | Membro Well | Paisley Well | Park Wells #1 and #2 | Queensdale Well | Sacco Well | Smallfield Well | University Well | Water Street Well | |
|-------------------------|--------------|---------------|----------------|--------------|---------------|---------------|---------------|----------------------|-----------------|---------------|-----------------|-----------------|-------------------|---------------|
| Units | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | |
| Regulatory Limit | 2,300 | 5,273 | N/O | 3,100 | 3,273 | 6,050 | 3,200 | 10,300 | 5,237 | N/O | N/O | 3,300 | 3,400 | |
| January | Average | 1,338 | 4,705 | N/O | 2,405 | 772 | 2,156 | 861 | 4,189 | 744 | N/O | N/O | 1,522 | 1,872 |
| | Maximum | 1,374 | 4,780 | N/O | 2,520 | 795 | 2,315 | 864 | 5,063 | 782 | N/O | N/O | 2,323 | 1,915 |
| | Total | 41,482 | 145,855 | N/O | 74,556 | 23,942 | 66,837 | 26,695 | 129,847 | 23,079 | N/O | N/O | 47,170 | 58,027 |
| February | Average | 1,339 | 4,551 | N/O | 2,365 | 770 | 1,939 | 854 | 4,356 | 725 | N/O | N/O | 1,403 | 1,884 |
| | Maximum | 1,388 | 4,765 | N/O | 2,436 | 782 | 2,037 | 859 | 5,064 | 747 | N/O | N/O | 2,351 | 1,934 |
| | Total | 37,500 | 127,419 | N/O | 66,229 | 21,572 | 54,295 | 23,920 | 121,960 | 20,293 | N/O | N/O | 39,296 | 52,750 |
| March | Average | 1,383 | 4,533 | N/O | 2,400 | 760 | 2,120 | 843 | 3,499 | 438 | N/O | N/O | 1,206 | 1,804 |
| | Maximum | 1,460 | 4,572 | N/O | 2,536 | 780 | 2,432 | 848 | 4,955 | 936 | N/O | N/O | 2,368 | 1,940 |
| | Total | 42,878 | 140,514 | N/O | 74,390 | 23,559 | 65,720 | 26,122 | 108,464 | 13,570 | N/O | N/O | 37,398 | 55,916 |
| April | Average | 1,403 | 4,522 | N/O | 2,485 | 737 | 2,321 | 416 | 3,181 | 0 | N/O | N/O | 1,654 | 1,893 |
| | Maximum | 1,471 | 4,559 | N/O | 2,564 | 776 | 2,369 | 883 | 3,425 | 0 | N/O | N/O | 2,386 | 1,971 |
| | Total | 42,102 | 135,672 | N/O | 74,563 | 22,099 | 69,630 | 12,473 | 95,443 | 0 | N/O | N/O | 49,633 | 56,802 |
| May | Average | 1,419 | 4,503 | N/O | 2,391 | 774 | 2,343 | 0 | 2,129 | 385 | N/O | N/O | 1,414 | 1,686 |
| | Maximum | 1,470 | 4,543 | N/O | 2,610 | 791 | 2,370 | 0 | 3,496 | 700 | N/O | N/O | 2,381 | 1,971 |
| | Total | 43,986 | 139,592 | N/O | 74,108 | 23,986 | 72,625 | 0 | 65,996 | 11,948 | N/O | N/O | 43,831 | 52,277 |

| Facility | | Dean Well | Downey Well | Edinburgh Well | Emma Well | Helmar Well | Membro Well | Paisley Well | Park Wells #1 and #2 | Queensdale Well | Sacco Well | Smallfield Well | University Well | Water Street Well |
|------------------|--------------|---------------|----------------|----------------|---------------|---------------|---------------|---------------|----------------------|-----------------|------------|-----------------|-----------------|-------------------|
| Units | | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 |
| Regulatory Limit | | 2,300 | 5,273 | N/O | 3,100 | 3,273 | 6,050 | 3,200 | 10,300 | 5,237 | N/O | N/O | 3,300 | 3,400 |
| June | Average | 1,349 | 4,445 | N/O | 2,418 | 726 | 2,297 | 325 | 1,859 | 650 | N/O | N/O | 1,578 | 1,567 |
| | Maximum | 1,453 | 4,536 | N/O | 2,644 | 795 | 2,343 | 833 | 5,712 | 700 | N/O | N/O | 2,360 | 1,965 |
| | Total | 40,456 | 133,338 | N/O | 72,532 | 21,773 | 68,908 | 9,758 | 55,766 | 19,489 | N/O | N/O | 47,330 | 47,021 |
| July | Average | 1,119 | 3,867 | N/O | 2,546 | 776 | 2,253 | 808 | 1,860 | 560 | N/O | N/O | 1,173 | 1,565 |
| | Maximum | 1,460 | 4,554 | N/O | 2,619 | 807 | 2,306 | 1,090 | 3,496 | 697 | N/O | N/O | 2,404 | 1,917 |
| | Total | 34,687 | 119,868 | N/O | 78,919 | 24,067 | 69,858 | 25,042 | 57,663 | 17,345 | N/O | N/O | 36,352 | 48,519 |
| August | Average | 1,307 | 3,709 | N/O | 2,540 | 646 | 2,216 | 965 | 1,881 | 0 | N/O | N/O | 1,374 | 1,535 |
| | Maximum | 1,450 | 4,583 | N/O | 2,580 | 792 | 2,274 | 1,057 | 6,008 | 0 | N/O | N/O | 2,298 | 1,904 |
| | Total | 40,509 | 114,968 | N/O | 78,731 | 20,019 | 68,685 | 29,914 | 58,303 | 0 | N/O | N/O | 42,601 | 47,586 |
| September | Average | 1,380 | 3,062 | N/O | 2,192 | 739 | 2,186 | 1,053 | 2,283 | 0 | N/O | N/O | 1,355 | 1,833 |
| | Maximum | 1,418 | 3,469 | N/O | 2,615 | 779 | 2,192 | 1,055 | 7,879 | 0 | N/O | N/O | 2,319 | 1,868 |
| | Total | 41,400 | 91,858 | N/O | 65,766 | 22,179 | 65,594 | 31,594 | 68,483 | 0 | N/O | N/O | 40,646 | 54,995 |
| October | Average | 1,275 | 3,295 | N/O | 2,481 | 734 | 2,182 | 1,049 | 1,759 | 0 | N/O | N/O | 580 | 1,842 |
| | Maximum | 1,433 | 4,418 | N/O | 2,600 | 755 | 2,190 | 1,054 | 6,346 | 0 | N/O | N/O | 2,374 | 1,886 |
| | Total | 39,515 | 102,148 | N/O | 76,923 | 22,761 | 67,627 | 32,514 | 54,544 | 0 | N/O | N/O | 17,994 | 57,107 |

| Facility | | Dean Well | Downey Well | Edinburgh Well | Emma Well | Helmar Well | Membro Well | Paisley Well | Park Wells #1 and #2 | Queensdale Well | Sacco Well | Smallfield Well | University Well | Water Street Well |
|------------------|-----------------------|----------------|------------------|----------------|----------------|----------------|----------------|----------------|----------------------|-----------------|------------|-----------------|-----------------|-------------------|
| Units | | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 | m3 |
| Regulatory Limit | | 2,300 | 5,273 | N/O | 3,100 | 3,273 | 6,050 | 3,200 | 10,300 | 5,237 | N/O | N/O | 3,300 | 3,400 |
| November | Average | 1,251 | 3,192 | N/O | 2,572 | 709 | 2,188 | 1,044 | 829 | 116 | N/O | N/O | 1,732 | 1,810 |
| | Maximum | 1,428 | 4,150 | N/O | 2,707 | 768 | 2,289 | 1,093 | 5,662 | 737 | N/O | N/O | 2,361 | 1,933 |
| | Total | 37,532 | 95,757 | N/O | 77,172 | 21,275 | 65,644 | 31,323 | 24,867 | 3,482 | N/O | N/O | 51,958 | 54,296 |
| December | Average | 1,409 | 2,879 | N/O | 2,494 | 722 | 1,156 | 1,046 | 1,474 | 673 | N/O | N/O | 927 | 1,861 |
| | Maximum | 1,438 | 3,355 | N/O | 2,596 | 739 | 2,197 | 1,055 | 6,098 | 724 | N/O | N/O | 2,352 | 1,921 |
| | Total | 43,668 | 89,244 | N/O | 77,308 | 22,372 | 35,823 | 32,435 | 45,684 | 20,867 | N/O | N/O | 28,748 | 57,706 |
| 2019 Year | Average | 1,331 | 3,938 | N/O | 2,441 | 739 | 2,113 | 772 | 2,442 | 358 | N/O | N/O | 1,327 | 1,763 |
| | Maximum | 1,471 | 4,780 | N/O | 2,707 | 807 | 2,432 | 1,093 | 7,879 | 936 | N/O | N/O | 2,404 | 1,971 |
| | Total | 485,715 | 1,436,233 | N/O | 891,195 | 269,604 | 771,245 | 281,792 | 887,019 | 130,073 | N/O | N/O | 482,956 | 643,003 |
| | Average Pumped | 58% | 75% | N/O | 79% | 23% | 35% | 24% | 24% | 7% | N/O | N/O | 40% | 52% |

City of Guelph Water Services – Instantaneous Flows Summary (PTTW), January 1 – December 31, 2019

Table 43 and Table 44 presented below, outline the Instantaneous Flow Summary for 2019. Table 43 includes the following sources: Admiral Well, Arkell Well 1, Arkell Well 6, Arkell Well 7, Arkell Well 8, Arkell Well 14, Arkell Well 15, Arkell Recharge Pump, Arkell Springs Glen Collector System, Burke Well, Calico Well, Carter Well 1 and 2 and Clythe Well. Table 44 includes the following sources: Dean Well, Downey Well, Edinburgh Well, Emma Well, Helmar Well, Membro Well, Paisley Well, Park Wells 1 and 2, Queensdale Well, Sacco Well, Smallfield Well, University Well and Water Street Well.

Table 43: City of Guelph - Instantaneous Flow Summary, 2019

| Facility | | Admiral Well | Arkell Well #1 | Arkell Well #6 | Arkell Well #7 | Arkell Well #8 | Arkell Well #14 | Arkell Well #15 | Arkell Wellfield (#6,7,8,14,15) | Arkell - Recharge System | Arkell Springs Glen Collector System | Burke Well | Calico Well | Carter Wells | Clythe Well |
|------------------|---------|--------------|----------------|----------------|----------------|----------------|-----------------|-----------------|---------------------------------|--------------------------|--------------------------------------|------------|-------------|--------------|-------------|
| Units | | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s |
| Regulatory Limit | | n/a | 37.9 | 111.0 | 111.0 | 111.0 | 111.0 | 111.0 | n/a | 157.8 | 290.0 | 83.7 | 60.6 | 90.9 | n/a |
| January | Average | N/O | 1.1 | 41.6 | 86.4 | 20.8 | 32.1 | 52.4 | 234.5 | 0.0 | 0.3 | 0.0 | 0.0 | 0.0 | N/O |
| | Maximum | N/O | 13.1 | 91.2 | 89.5 | 86.2 | 92.5 | 93.6 | 466.0 | 0.0 | 64.1 | 0.0 | 0.0 | 0.0 | N/O |
| February | Average | N/O | 0.5 | 41.4 | 86.1 | 9.1 | 70.6 | 34.5 | 242.1 | 0.0 | 64.2 | 1.2 | 0.0 | 0.0 | N/O |
| | Maximum | N/O | 12.9 | 89.9 | 89.4 | 84.9 | 93.2 | 93.1 | 463.5 | 0.0 | 66.4 | 69.6 | 0.0 | 0.0 | N/O |
| March | Average | N/O | 0.9 | 87.0 | 39.2 | 9.9 | 65.8 | 11.0 | 213.8 | 0.0 | 68.8 | 61.7 | 0.0 | 0.0 | 0.9 |
| | Maximum | N/O | 12.9 | 90.0 | 90.1 | 84.8 | 94.0 | 92.7 | 464.5 | 0.0 | 85.6 | 75.5 | 0.0 | 0.0 | 12.9 |
| April | Average | N/O | 1.1 | 23.0 | 88.3 | 3.5 | 51.3 | 12.7 | 180.1 | 20.7 | 94.1 | 72.3 | 0.0 | 0.0 | N/O |
| | Maximum | N/O | 13.0 | 91.3 | 90.2 | 87.2 | 94.8 | 94.3 | 470.9 | 115.8 | 132.6 | 74.3 | 0.0 | 0.0 | N/O |
| May | Average | N/O | 1.1 | 13.4 | 89.3 | 0.1 | 25.4 | 12.7 | 142.0 | 94.8 | 163.9 | 72.4 | 0.0 | 0.0 | N/O |
| | Maximum | N/O | 14.6 | 96.9 | 90.4 | 86.4 | 93.6 | 94.6 | 476.5 | 97.3 | 197.0 | 75.7 | 0.0 | 0.0 | N/O |

| Facility | | Admiral Well | Arkell Well #1 | Arkell Well #6 | Arkell Well #7 | Arkell Well #8 | Arkell Well #14 | Arkell Well #15 | Arkell Wellfield (#6,7,8,14,15) | Arkell -Recharge System | Arkell Springs Glen Collector System | Burke Well | Calico Well | Carter Wells | Clythe Well |
|------------------|---------|--------------|----------------|----------------|----------------|----------------|-----------------|-----------------|---------------------------------|-------------------------|--------------------------------------|------------|-------------|--------------|-------------|
| Units | | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s |
| Regulatory Limit | | n/a | 37.9 | 111.0 | 111.0 | 111.0 | 111.0 | 111.0 | n/a | 157.8 | 290.0 | 83.7 | 60.6 | 90.9 | n/a |
| June | Average | N/O | 1.3 | 7.7 | 89.5 | 0.4 | 6.8 | 15.3 | 121.0 | 89.0 | 195.3 | 72.2 | 0.0 | 0.0 | N/O |
| | Maximum | N/O | 14.5 | 91.2 | 90.3 | 86.4 | 92.1 | 94.0 | 468.6 | 92.7 | 211.5 | 74.4 | 0.0 | 0.0 | N/O |
| July | Average | N/O | 12.6 | 82.5 | 4.5 | 7.5 | 27.6 | 17.4 | 152.2 | 84.7 | 193.0 | 71.5 | 0.0 | 15.4 | N/O |
| | Maximum | N/O | 14.3 | 92.3 | 91.0 | 86.1 | 91.5 | 93.3 | 468.5 | 89.0 | 208.8 | 75.2 | 0.0 | 75.8 | N/O |
| August | Average | N/O | 9.8 | 81.8 | 12.2 | 10.9 | 31.8 | 12.3 | 158.7 | 80.1 | 179.3 | 68.5 | 0.0 | 75.3 | N/O |
| | Maximum | N/O | 14.1 | 91.3 | 92.1 | 85.9 | 90.9 | 92.2 | 466.6 | 85.8 | 191.1 | 75.3 | 0.0 | 90.7 | N/O |
| September | Average | N/O | 0.8 | 65.2 | 61.8 | 15.4 | 31.1 | 0.0 | 174.3 | 48.3 | 146.7 | 73.9 | 0.0 | 79.3 | N/O |
| | Maximum | N/O | 19.6 | 91.4 | 91.4 | 85.5 | 88.7 | 0.0 | 376.7 | 85.6 | 177.6 | 75.2 | 0.0 | 92.2 | N/O |
| October | Average | N/O | 0.7 | 72.0 | 56.7 | 24.7 | 32.1 | 3.2 | 189.4 | 24.8 | 107.4 | 73.2 | 0.0 | 20.3 | N/O |
| | Maximum | N/O | 13.7 | 91.9 | 91.5 | 86.8 | 89.3 | 85.6 | 458.8 | 87.6 | 136.6 | 75.6 | 0.0 | 73.5 | N/O |
| November | Average | N/O | 0.4 | 58.5 | 69.4 | 37.1 | 40.5 | 11.1 | 217.0 | 0.0 | 85.7 | 73.7 | 0.0 | 0.0 | N/O |
| | Maximum | N/O | 13.5 | 91.7 | 92.5 | 88.9 | 88.4 | 87.1 | 462.0 | 0.0 | 102.3 | 75.3 | 0.0 | 0.0 | N/O |
| December | Average | N/O | 0.7 | 50.4 | 88.1 | 10.3 | 27.3 | 11.5 | 188.3 | 0.0 | 63.6 | 73.5 | 0.0 | 0.0 | N/O |
| | Maximum | N/O | 13.4 | 91.0 | 91.0 | 85.9 | 86.5 | 86.4 | 454.1 | 0.0 | 81.4 | 75.3 | 0.0 | 0.0 | N/O |

Table 44: Instantaneous Flow Summary, 2019 - Continued

| Facility | | Dean Well | Downey Well | Edinburgh Well | Emma Well | Helmar Well | Membro Well | Paisley Well | Park Wells | Queensdale Well | Sacco Well | Smallfield Well | University Well | Water Street Well |
|------------------|---------|-----------|-------------|----------------|-----------|-------------|-------------|--------------|------------|-----------------|------------|-----------------|-----------------|-------------------|
| Units | | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s |
| Regulatory Limit | | 39.9 | 90.9 | n/a | 40.9 | 37.9 | 105.0 | 42.0 | 127.2 | 60.6 | n/a | n/a | 57.3 | 59.0 |
| January | Average | 15.6 | 55.6 | N/O | 27.9 | 9.1 | 24.9 | 10.0 | 48.4 | 10.9 | N/O | N/O | 17.6 | 21.7 |
| | Maximum | 19.3 | 61.0 | N/O | 27.5 | 9.1 | 22.4 | 9.9 | 50.4 | 10.5 | N/O | N/O | 27.9 | 26.7 |
| February | Average | 15.6 | 53.8 | N/O | 30.4 | 12.9 | 30.2 | 10.0 | 60.5 | 13.0 | N/O | N/O | 16.2 | 21.9 |
| | Maximum | 19.3 | 61.6 | N/O | 37.5 | 14.0 | 0.0 | 10.0 | 111.3 | 17.6 | N/O | N/O | 28.6 | 25.5 |
| March | Average | 16.1 | 53.7 | N/O | 27.9 | 8.9 | 24.6 | 9.8 | 40.7 | 6.4 | N/O | N/O | 14.0 | 20.9 |
| | Maximum | 20.9 | 59.0 | N/O | 30.2 | 12.9 | 29.8 | 10.2 | 61.8 | 16.0 | N/O | N/O | 28.2 | 28.4 |
| April | Average | 16.3 | 53.5 | N/O | 28.9 | 8.7 | 26.9 | 4.7 | 36.9 | 0.0 | N/O | N/O | 19.2 | 21.9 |
| | Maximum | 20.0 | 55.7 | N/O | 31.1 | 15.6 | 28.8 | 10.3 | 62.3 | 0.0 | N/O | N/O | 28.6 | 26.9 |
| May | Average | 16.3 | 53.3 | N/O | 27.9 | 9.1 | 27.1 | 0.0 | 24.7 | 5.6 | N/O | N/O | 16.4 | 22.1 |
| | Maximum | 20.2 | 60.2 | N/O | 32.4 | 12.7 | 28.7 | 0.0 | 82.8 | 14.9 | N/O | N/O | 28.8 | 37.6 |
| June | Average | 15.6 | 52.6 | N/O | 28.1 | 8.5 | 26.6 | 3.8 | 21.5 | 9.5 | N/O | N/O | 19.0 | 18.1 |
| | Maximum | 20.1 | 54.9 | N/O | 32.5 | 12.7 | 27.2 | 10.1 | 119.5 | 12.7 | N/O | N/O | 28.5 | 31.3 |
| July | Average | 12.9 | 45.8 | N/O | 29.5 | 9.1 | 26.1 | 9.3 | 21.5 | 8.2 | N/O | N/O | 13.6 | 18.1 |
| | Maximum | 20.2 | 60.6 | N/O | 31.8 | 12.6 | 26.8 | 13.2 | 118.6 | 15.0 | N/O | N/O | 28.7 | 31.0 |
| August | Average | 15.1 | 44.0 | N/O | 29.5 | 7.6 | 25.6 | 11.2 | 21.8 | 0.0 | N/O | N/O | 15.9 | 17.8 |
| | Maximum | 29.1 | 60.1 | N/O | 31.3 | 13.2 | 26.9 | 13.2 | 117.7 | 0.0 | N/O | N/O | 29.0 | 29.2 |

| Facility | | Dean Well | Downey Well | Edinburgh Well | Emma Well | Helmar Well | Membro Well | Paisley Well | Park Wells | Queensdale Well | Sacco Well | Smallfield Well | University Well | Water Street Well |
|------------------|---------|-----------|-------------|----------------|-----------|-------------|-------------|--------------|------------|-----------------|------------|-----------------|-----------------|-------------------|
| Units | | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s | L/s |
| Regulatory Limit | | 39.9 | 90.9 | n/a | 40.9 | 37.9 | 105.0 | 42.0 | 127.2 | 60.6 | n/a | n/a | 57.3 | 59.0 |
| September | Average | 15.9 | 36.3 | N/O | 25.5 | 8.7 | 25.3 | 12.2 | 26.4 | 0.0 | N/O | N/O | 15.7 | 21.3 |
| | Maximum | 19.0 | 59.5 | N/O | 32.1 | 11.8 | 25.4 | 13.0 | 118.2 | 0.0 | N/O | N/O | 28.8 | 24.7 |
| October | Average | 14.7 | 39.0 | N/O | 28.9 | 8.6 | 25.2 | 12.1 | 20.2 | 0.0 | N/O | N/O | 20.2 | 21.4 |
| | Maximum | 18.4 | 61.8 | N/O | 31.7 | 11.7 | 25.5 | 12.3 | 117.6 | 0.0 | N/O | N/O | 28.5 | 29.9 |
| November | Average | 14.4 | 37.9 | N/O | 29.9 | 8.3 | 25.3 | 12.1 | 9.6 | 1.7 | N/O | N/O | 15.9 | 21.0 |
| | Maximum | 27.5 | 56.6 | N/O | 32.1 | 11.8 | 25.7 | 12.9 | 118.8 | 30.6 | N/O | N/O | 27.7 | 25.5 |
| December | Average | 16.3 | 34.1 | N/O | 29.0 | 8.5 | 13.4 | 12.1 | 17.0 | 9.9 | N/O | N/O | 10.7 | 21.6 |
| | Maximum | 20.1 | 60.7 | N/O | 32.2 | 11.7 | 25.6 | 13.4 | 117.8 | 13.7 | N/O | N/O | 28.4 | 25.5 |

Appendix D: Treated Water Quality Statistics

O. Reg. 170/03 Schedule 23, 13-2b – “Three Year” Results Summary (Jan. 1 – Dec. 31, 2019)

Table 45: O. Reg. 170/03 Schedule 23, 13-2b - "Three Year" Results Summary

| Parameter | ODWQS MAC mg/L | ½ MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|-----------------|----------------------|---------------|------------------|-------------------------|------------------------------|---------------|---------------|-------------------|
| <u>Antimony</u> | 0.014 | 0.007 | 24 | 5 | 0 | < 0.0001 | 0.00092 | 0.00065 |
| <u>Arsenic</u> | 0.025 | 0.0125 | 24 | 5 | 0 | < 0.0002 | 0.0043 | 0.002 |
| <u>Barium</u> | 1.0 | 0.5 | 24 | 24 | 0 | 0.035 | 0.11 | 0.0672 |
| <u>Boron</u> | 5.0 | 2.5 | 24 | 24 | 0 | 0.014 | 0.043 | 0.028 |
| <u>Cadmium</u> | 0.005 | 0.0025 | 24 | 5 | 0 | 0.00009 | 0.00013 | 0.00011 |
| <u>Chromium</u> | 0.05 | 0.025 | 24 | 2 | 0 | 0.008 | 0.015 | 0.0079 |
| <u>Mercury</u> | 0.001 | 0.0005 | 12 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| <u>Selenium</u> | 0.01 | 0.005 | 24 | 0 | 0 | < 0.002 | < 0.002 | n/a |
| <u>Uranium</u> | 0.02 | 0.01 | 24 | 22 | 0 | < 0.00010 | 0.0017 | 0.00107 |

O. Reg. 170/03 Schedule 24, 13-4b – “Three Year” Results Summary (Jan. 1 – Dec. 31, 2019)

Table 46: O. Reg. 170/03 Schedule 24, 13-4b - "Three Year" Results Summary

| Parameter | ODWQS MAC mg/L | ½ MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|--|----------------------|---------------|------------------|-------------------------|------------------------------|------------|------------|-------------------|
| Alachlor | 0.005 | 0.0025 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Atrazine + N- dealkylated metabolites | 0.005 | 0.0025 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Azinphos-methyl | 0.02 | 0.01 | 12 | 0 | 0 | < 0.002 | < 0.002 | n/a |
| Benzene | 0.005 | 0.0025 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Benzo(a)pyrene | 0.00001 | 0.000005 | 12 | 0 | 0 | < 0.000005 | < 0.000005 | n/a |
| Bromoxynil | 0.005 | 0.0025 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Carbaryl | 0.09 | 0.045 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Carbofuran | 0.09 | 0.045 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Carbon Tetrachloride | 0.005 | 0.0025 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Chlorpyrifos | 0.09 | 0.045 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Diazinon | 0.02 | 0.01 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |

| Parameter | ODWQS MAC mg/L | ½ MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|---|----------------------|---------------|------------------|-------------------------|------------------------------|------------|------------|-------------------|
| Dicamba | 0.12 | 0.06 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| 1,2-Dichlorobenzene | 0.2 | 0.1 | 66 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| 1,4-Dichlorobenzene | 0.005 | 0.0025 | 66 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| 1,2-Dichloroethane | 0.005 | 0.0025 | 66 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| 1,1-Dichloroethylene | 0.014 | 0.007 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Dichloromethane | 0.05 | 0.025 | 66 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| 2,4-Dichlorophenol | 0.9 | 0.45 | 12 | 0 | 0 | < 0.00025 | < 0.00025 | n/a |
| 2,4-Dichlorophenoxy- acetic acid (2,4-D) | 0.1 | 0.05 | 12 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Diclofop-methyl | 0.009 | 0.0045 | 12 | 0 | 0 | < 0.0009 | < 0.0009 | n/a |
| Dimethoate | 0.02 | 0.01 | 12 | 0 | 0 | < 0.0025 | < 0.0025 | n/a |
| Diquat | 0.07 | 0.0035 | 12 | 0 | 0 | < 0.007 | < 0.007 | n/a |
| Diuron | 0.15 | 0.075 | 12 | 0 | 0 | < 0.01 | < 0.01 | n/a |
| Glyphosate | 0.28 | 0.14 | 12 | 0 | 0 | < 0.01 | < 0.01 | n/a |
| Malathion | 0.19 | 0.095 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |

| Parameter | ODWQS MAC mg/L | ½ MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|-------------------------------------|----------------------|---------------|------------------|-------------------------|------------------------------|------------|------------|-------------------|
| 2-Methyl-4-chlorophenoxyacetic acid | 0.1 | 0.05 | 12 | 0 | 0 | < 0.00012 | < 0.00012 | n/a |
| Metolachlor | 0.05 | 0.025 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Metribuzin | 0.08 | 0.04 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Chlorobenzene | 0.08 | 0.04 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Paraquat | 0.01 | 0.005 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Pentachlorophenol (PCP) | 0.06 | 0.03 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Phorate | 0.002 | 0.001 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Picloram | 0.19 | 0.095 | 12 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Polychlorinated Biphenyls (PCB) | 0.003 | 0.0015 | 12 | 0 | 0 | < 0.00005 | < 0.00005 | n/a |
| Prometryn | 0.001 | 0.0005 | 12 | 0 | 0 | < 0.00025 | < 0.00025 | n/a |
| Simazine | 0.01 | 0.005 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Terbufos | 0.001 | 0.0005 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |

| Parameter | ODWQS MAC mg/L | 1/2 MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|--------------------------------------|----------------------|-----------------|------------------|-------------------------|------------------------------|------------|------------|-------------------|
| <u>Tetrachloroethylene (PCE)</u> | 0.03 | 0.015 | 66 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| 2,3,4,6- Tetrachlorophenol | 0.1 | 0.05 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Triallate | 0.23 | 0.115 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| <u>Trichloroethylene</u> | 0.005 | 0.0025 | 66 | 24 | 0 | < 0.0001 | 0.00167 | 0.00046 |
| 2,4,6-Trichlorophenol | 0.005 | 0.0025 | 12 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Trifluralin | 0.045 | 0.0225 | 12 | 0 | 0 | < 0.001 | < 0.001 | n/a |
| Vinyl Chloride | 0.002 | 0.001 | 66 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |

Operational VOC Scan Results Summary (Jan. 1 – Dec. 31, 2019)

Table 47: Operational VOC Scan Results Summary

| Parameter | ODWQS MAC mg/L | ½ MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|--------------------------------|----------------------|---------------|------------------|-------------------------|------------------------------|---------------|---------------|-------------------|
| 1,1-Dichloroethane | n/a | n/a | 135 | 0 | n/a | < 0.0001 | < 0.0001 | n/a |
| 1,1-Dichloroethylene | 0.014 | 0.007 | 148 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| 1,1,1-Trichloroethane | n/a | n/a | 135 | 0 | n/a | < 0.0001 | < 0.0001 | n/a |
| 1,1,2-Trichloroethane | n/a | n/a | 135 | 0 | n/a | < 0.0002 | < 0.0002 | n/a |
| 1,1,2,2- Tetrachloroethane | n/a | n/a | 135 | 0 | n/a | < 0.0001 | < 0.0001 | n/a |
| Ethylene Dibromide | n/a | n/a | 135 | 0 | n/a | < 0.0002 | < 0.0002 | n/a |
| 1,2-Dichlorobenzene | 0.2 | 0.1 | 148 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| Cis-1,2-Dichloroethylene | n/a | n/a | 135 | 54 | n/a | < 0.0001 | 0.00361 | 0.00162 |
| Trans-1,2- Dichloroethylene | n/a | n/a | 135 | 0 | n/a | < 0.0001 | < 0.0001 | n/a |

| Parameter | ODWQS MAC mg/L | 1/2 MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|----------------------|----------------------|-----------------|------------------|-------------------------|------------------------------|---------------|---------------|-------------------|
| 1,2-Dichloropropane | n/a | n/a | 135 | 0 | n/a | < 0.0001 | < 0.0001 | n/a |
| 1,3-Dichlorobenzene | n/a | n/a | 135 | 0 | n/a | < 0.0002 | < 0.0002 | n/a |
| 1,4-Dichlorobenzene | 0.005 | 0.0025 | 148 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| Acetone | n/a | n/a | 135 | 0 | n/a | < 0.01 | < 0.01 | n/a |
| Benzene | 0.005 | 0.0025 | 148 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Bromodichloromethane | 0.1 | 0.05 | 135 | 47 | 0 | < 0.0001 | 0.0103 | 0.00283 |
| Bromoform | 0.1 | 0.05 | 135 | 45 | 0 | < 0.0002 | 0.00484 | 0.00119 |
| Carbon Tetrachloride | 0.005 | 0.0025 | 148 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Chloroethane | n/a | n/a | 135 | 0 | n/a | < 0.0002 | < 0.0002 | n/a |
| Chloroform | 0.1 | 0.05 | 135 | 65 | 0 | < 0.0001 | 0.0143 | 0.00266 |
| Dibromochloromethane | 0.1 | 0.05 | 135 | 49 | 0 | < 0.0002 | 0.0103 | 0.00328 |

| Parameter | ODWQS MAC mg/L | 1/2 MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|--------------------------------------|----------------------|-----------------|------------------|-------------------------|------------------------------|---------------|---------------|-------------------|
| Dichloromethane | 0.05 | 0.025 | 148 | 0 | 0 | < 0.0005 | < 0.0005 | n/a |
| Ethylbenzene | 0.0024 | n/a | 148 | 2 | 0 | < 0.0001 | < 0.00035 | 0.00029 |
| Methyl Ethyl Ketone | n/a | n/a | 135 | 0 | n/a | < 0.0005 | < 0.0005 | n/a |
| Styrene | n/a | n/a | 135 | 0 | n/a | < 0.0002 | < 0.0002 | n/a |
| <u>Tetrachloroethylene (PCE)</u> | 0.03 | 0.015 | 148 | 0 | 0 | < 0.0001 | < 0.0001 | n/a |
| Tolulene | 0.024 | n/a | 148 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| <u>Trichloroethylene</u> | 0.005 | 0.0025 | 148 | 54 | 0 | < 0.0001 | 0.00199 | 0.00063 |
| Trichlorofluoromethane | n/a | n/a | 135 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| Vinyl Chloride | n/a | n/a | 148 | 0 | 0 | < 0.0002 | < 0.0002 | n/a |
| o-Xylene | n/a | n/a | 148 | 3 | 0 | < 0.0001 | 0.00051 | 0.00033 |
| m- + p- Xylene | n/a | n/a | 148 | 3 | 0 | < 0.0001 | 0.00144 | 0.00090 |

| Parameter | ODWQS MAC mg/L | 1/2 MAC mg/L | Total Samples | Samples Above MDL | # Above ODWQS Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|------------------------|----------------------|-----------------|------------------|-------------------------|------------------------------|---------------|---------------|-------------------|
| Total Xylene | 0.09 | n/a | 147 | 2 | 0 | <0.0001 | 0.00195 | 0.00126 |
| <u>Trihalomethanes</u> | 0.100 | n/a | 135 | 58 | 0 | < 0.0002 | 0.0365 | 0.00835 |

General Chemistry Results Summary (Jan. 1 – Dec. 31, 2019)

Table 48: General Chemistry Results Summary

| Parameter | ODWQS MAC | ODWQS AO | ODWQS OG | Total Samples | Samples Above MDL | # Above Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|------------------------------------|--------------|-------------|-------------|------------------|-------------------------|---------------------|--------------------|--------------------|--------------------|
| Aluminum | n/a | n/a | 0.1 | 14 | 0 | 0 | < 0.005 | < 0.005 | n/a |
| Alkalinity (as CaCO ₃) | n/a | n/a | 30-500 | 12 | 12 | 0 | 250 | 330 | 286 |
| Ammonia-N | n/a | n/a | n/a | 12 | 2 | n/a | < 0.05 | 0.18 | 0.16 |
| Anion Sum | n/a | n/a | n/a | 12 | 12 | n/a | 7.02 ³⁴ | 16.1 ²⁴ | 12.4 ²⁴ |
| <u>Antimony</u> | 0.014 | n/a | n/a | 24 | 5 | 0 | <0.0001 | 0.00092 | 0.00065 |

³⁴ Units in Milliequivalents Per Litre (mEq/L)

| Parameter | ODWQS MAC | ODWQS AO | ODWQS OG | Total Samples | Samples Above MDL | # Above Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|--|--------------|-------------|-------------|------------------|-------------------------|---------------------|--------------------|--------------------|--------------------|
| <u>Arsenic</u> | 0.025 | n/a | n/a | 24 | 5 | 0 | <0.001 | 0.002 | 0.0043 |
| <u>Barium</u> | 1.0 | n/a | n/a | 24 | 24 | 0 | 0.035 | 0.11 | 0.0672 |
| Beryllium | n/a | n/a | n/a | 23 | 0 | n/a | <0.0005 | <0.0005 | n/a |
| <u>Boron</u> | 5.0 | n/a | n/a | 24 | 24 | 0 | 0.014 | 0.043 | 0.028 |
| <u>Cadmium</u> | 0.005 | n/a | n/a | 24 | 5 | 0 | 0.00009 | 0.00013 | 0.00011 |
| Calcium | n/a | n/a | n/a | 23 | 23 | n/a | 90 | 160 | 120.9 |
| Cation Sum | n/a | n/a | n/a | 12 | 12 | n/a | 7.24 ²¹ | 16.1 ²¹ | 12.4 ²¹ |
| <u>Chloride</u> | n/a | 250 | n/a | 12 | 12 | 0 | 39 | 280 | 160 |
| Chromium | 0.05 | n/a | n/a | 24 | 2 | 0 | 0.0008 | 0.015 | 0.0079 |
| Cobalt | n/a | n/a | n/a | 23 | 12 | n/a | <0.0005 | 0.0023 | 0.00145 |
| Copper | n/a | 1 | n/a | 23 | 11 | 0 | < 0.001 | 0.2 | 0.0470 |
| Dissolved Organic Carbon (DOC) | n/a | 5 | n/a | 12 | 12 | 0 | 0.65 | 2.9 | 1.36 |
| <u>1,4 Dioxane</u> | n/a | n/a | n/a | 12 | 0 | n/a | <0.0001 | <0.0001 | n/a |
| <u>Hardness (Calculated as CaCO₃)</u> | n/a | n/a | 80-100 | 12 | 12 | 12 | 330 | 570 | 448 |

| Parameter | ODWQS MAC | ODWQS AO | ODWQS OG | Total Samples | Samples Above MDL | # Above Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|----------------------------|--------------|-------------|-------------|------------------|-------------------------|---------------------|---------------------|---------------------|---------------------|
| Ion Balance (% difference) | n/a | n/a | n/a | 12 | 12 | n/a | 0.12 ³⁵ | 3.13 ²⁵ | 1.634 ²⁵ |
| <u>Iron</u> | n/a | 0.3 | n/a | 24 | 6 | 6 | < 0.005 | 1.8 | 0.56 |
| Langelier's Index at 4°C | n/a | n/a | n/a | 12 | 12 | n/a | 0.391 ³⁶ | 0.894 ²⁶ | 0.623 ²⁶ |
| Langelier's Index at 20°C | n/a | n/a | n/a | 12 | 12 | n/a | 0.639 ²⁶ | 1.14 ²⁶ | 0.87 ²⁶ |
| Lead | 0.01 | n/a | n/a | 23 | 2 | 0 | 0.00006 | 0.0014 | 0.00073 |
| Magnesium | n/a | n/a | n/a | 23 | 23 | n/a | 26 | 48 | 39.196 |
| <u>Manganese</u> | n/a | 0.05 | n/a | 24 | 19 | 0 | 0.0006 | 0.037 | 0.0088 |
| Molybdenum | n/a | n/a | n/a | 23 | 21 | n/a | <0.0005 | 0.0039 | 0.00189 |
| Nickel | n/a | n/a | n/a | 23 | 21 | n/a | <0.001 | 0.013 | 0.0056 |
| o-Phosphate | n/a | n/a | n/a | 12 | 0 | n/a | <0.01 | <0.01 | n/a |
| pH | n/a | n/a | 6.5-8.5 | 12 | 12 | 0 | 7.69 | 8.20 | 7.85 |

³⁵ Units in %

³⁶ Units in Langelier's Index

| Parameter | ODWQS MAC | ODWQS AO | ODWQS OG | Total Samples | Samples Above MDL | # Above Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|------------------------|--------------|---------------|-------------|------------------|-------------------------|---------------------|---------------|---------------|-------------------|
| Phosphorus | n/a | n/a | n/a | 22 | 0 | n/a | <0.1 | <0.1 | n/a |
| Potassium | n/a | n/a | n/a | 23 | 23 | n/a | 1.5 | 3.1 | 2.130 |
| Saturation pH at 4°C | n/a | n/a | n/a | 12 | 12 | n/a | 7.13 | 7.33 | 7.22 |
| Saturation pH at 20°C | n/a | n/a | n/a | 12 | 12 | n/a | 6.88 | 7.08 | 6.98 |
| Selenium | 0.01 | n/a | n/a | 24 | 1 | 0 | <0.002 | 0.002 | 0.002 |
| Silicon | n/a | n/a | n/a | 14 | 14 | n/a | 3.7 | 8.8 | 5.2 |
| Silver | n/a | n/a | n/a | 23 | 0 | n/a | <0.0001 | <0.0001 | n/a |
| <u>Sodium</u> | n/a | 20 and 200 | n/a | 38 | 38 | 14 | 23 | 170 | 91 |
| Strontium | n/a | n/a | n/a | 23 | 23 | n/a | 0.178 | 5.2 | 2.657 |
| Sulphate | n/a | 550 | n/a | 12 | 12 | 0 | 43 | 220 | 102 |
| Thallium | n/a | n/a | n/a | 23 | 5 | n/a | <0.00005 | 0.000068 | 0.000064 |
| Titanium | n/a | n/a | n/a | 23 | 0 | n/a | <0.005 | <0.005 | n/a |
| Total Dissolved Solids | n/a | n/a | n/a | 12 | 12 | n/a | 390 | 920 | 692 |
| <u>Uranium</u> | 0.02 | n/a | n/a | 24 | 22 | 0 | <0.0001 | 0.0017 | 0.00107 |

| Parameter | ODWQS MAC | ODWQS AO | ODWQS OG | Total Samples | Samples Above MDL | # Above Criteria | Min (mg/L) | Max (mg/L) | Average (mg/L) |
|-----------|--------------|-------------|-------------|------------------|-------------------------|---------------------|---------------|---------------|-------------------|
| Vanadium | n/a | n/a | n/a | 23 | 0 | n/a | <0.0005 | <0.0005 | n/a |
| Zinc | n/a | 5 | n/a | 23 | 21 | 0 | <0.005 | 0.15 | 0.0675 |

Appendix E: Legal and Other Requirements Table

Table 49: Legal and Other Updates that Could Affect the Drinking Water System or the Quality Management System, 2019

| Date - 2019 | Source | Title of Legal & Other Requirement Highlights of posting | Action and Status Update |
|-------------------|-----------------------------|--|---|
| Jan. 21 | MECP Email | <p>2015 Watermain Disinfection Procedure</p> <p>The first regulation proposal (<u>ERO #013-1840</u>) is being made under the Safe Drinking Water Act, 2002.</p> <p>A second proposal (<u>ERO #013-1839</u>) outlines proposed amendments to the 2015 Watermain Disinfection Procedure are due by January 24, 2019.</p> | Email sent to the Supervisors of Distribution, Water Compliance Specialist, Manager of Operations and distribution staff. |
| Jan. 21 | City of Guelph News Release | <p><u>The City has received silver level recognition from the Alliance for Water Efficiency (AWE) for its water efficiency programs. Guelph is the first Canadian municipality to achieve such recognition.</u></p> | No action required. |
| Feb. 1 | MECP Email | <p>The Ministry released the draft Terms of Reference: Determination of Minimum Treatment for Residential Drinking Water Systems using Subsurface Raw Water Supplies for comments. If adopted, this will replace the 2001 GUDI Terms of Reference document. Comments are due by April 3, 2019.</p> | Email sent to Water Services Management team. |

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|---------|-----------------------------|--|--|
| Feb. 19 | Guelph Today.com | <u>Schreiner to table Guelph drinking water protection as first-ever Green legislation in Ontario.</u> | The news story was sent to Water Services Management. |
| Mar. 8 | Gov't of Canada | Based on the latest science, Health Canada has updated the <u>drinking water guideline</u> to reduce the maximum acceptable concentration of lead from 0.01 mg/L, which was set in 1992, to 0.005 mg/L. The guideline was updated in collaboration with the provinces, territories and other federal departments. | Guideline sent to the Water Services Management team and the Water Supply Technician. |
| Mar. 22 | Ontario News | <u>Ontario Convening Leaders to Discuss Great Lakes, Water Protection.</u> | No action required. |
| Apr. 2 | City of Guelph News Release | The City of Guelph has won an <u>Exemplary Source Water Protection Award</u> from the <u>American Water Works Association (AWWA)</u> . The City received this award for its excellent work to protect local water sources. The AWWA will present the award to the City at this year's AWWA Annual Conference and Exposition in Denver, Colorado in June. | No action required. |
| Apr. 5 | ERO | The <u>MECP is proposing to introduce amendments to the <i>Conservation Authorities Act</i></u> , which if passed, would help conservation authorities focus and deliver on their core mandate, and to improve governance. | Sent the EBR posting to the Source Water Protection Program Manager and Manager of Technical Services. |

| | | | |
|---------|--------------------|---|---|
| Apr. 25 | Ontario News email | The government has released a <u>discussion paper</u> that outlines a more modern environmental assessment process, including <u>immediate, short-term fixes</u> to reduce burden and serve the interest of Ontario families and communities. | Email sent to Project Managers and Manager of Technical Services. |
| Apr. 29 | Guelph.ca | The City has hired Neptune Technology Group Inc. to complete mandatory replacements of residential water meters in about 8,000 homes. Water meter replacements begin May 6, 2019. | No action required. |
| Apr. 29 | Guelph.ca | The City has announced that Jennifer Rose is the new General Manager of Environmental Services, replacing Peter Busatto who is retiring after 35 years with the City. | No action required. |
| May 2 | Ontario News email | Ontario is proposing to introduce changes that will make it safer and easier for more excess soil to be reused locally. This will be achieved through a new excess soil regulation and consequential amendments to O. Reg. 153/04 (Record of Site Condition Regulation) and Regulation 347 (General - Waste Management) under the Environmental Protection Act (EPA). Ontario is also introducing changes O. Reg. 153/04 under the EPA to clarify rules and remove unnecessary barriers to redevelopment and revitalization of historically contaminated lands. | Email sent to Water Compliance Specialist, Supervisor of Distribution, Distribution Technician and the Manager of Operations. |
| May 10 | Health Canada | Health Canada has released the <u>Guidelines for Canadian Drinking Water Quality: Guideline Technical Document – Manganese</u> . The maximum acceptable concentration (MAC) for total manganese in drinking water is 0.12 mg/L (120 µg/L). The aesthetic objective (AO) for total manganese in drinking water is 0.02 mg/L (20 µg/L). | New guideline sent to the Management Team, the Water Compliance Specialist and the Water Supply Technician. |

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| May 15 | Guelph.ca | <p><u>Security upgrades at Arkell Spring grounds begin May 20</u></p> <p>The City is making security upgrades at the Arkell Spring grounds to enhance the protection of Guelph’s drinking water source and to improve public safety.</p> | No action required. |
| May 16 | MECP | <p>The Ministry of the Environment, Conservation and Parks has recently released an updated version of <u>“Taking Care of Your Drinking Water”: A Guide for Members of Municipal Councils</u>”.</p> | Updated Guide was sent to Members of Guelph Council. |
| June 5 | OMWA Newswire | <p><u>'Lackadaisical,' 'Inefficient' Vaughan water services uncovered by city auditor</u></p> <p>32 recommendations cite poor oversight, lack of accountability but city says water is safe.</p> | Report sent to Management Team for information. Quality Management Specialist incorporated relevant recommendations as a Best Management Practice for Guelph Water Services. |
| June 5 | Guelph.ca | <p><u>Burke well upgrades improve water service to 13,000 homes</u></p> <p>City staff and council celebrated the opening of the upgraded Burke well house last week. The City made upgrades to remove iron and manganese from the water, and to improve service delivery and reliability of the 44-year-old well located on the north side of Arkell Road near Summerfield Drive.</p> | No action required. |

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| July 5 | Guelph.ca | <p><u>Sleeman Saves Over 5,000 Kegs Worth of Water a Day with Upgrades</u> The Sleeman Brewery in Guelph is saving about 298,000 litres, or over 5,000 kegs worth of water every day, thanks to the results of a Water Smart Business audit from the City of Guelph.</p> | No action required. |
| July 30 | Guelph.ca | <p><u>Dry conditions move outside water use level up to yellow</u> The City is enforcing watering restrictions for <u>level 1 yellow</u> of the outside water use program because a sustained period of no steady rain and little relief is anticipated in the forecast ahead.</p> | No action required. |
| Aug. 2 | Guelph.ca | <p>The City of Guelph is offering rebates to help property owners decommission (permanently remove and seal) unused, private water wells and septic systems on residential and agricultural lands in Guelph. Property owners can apply for rebates that would include \$1,500 per private well (to a maximum of two per property) and \$15,000 per septic system decommissioned.</p> | No action required. |
| Aug. 23 | TheRecord.com | <p><u>New drinking water protections in place for Grand River watershed</u> The updated Grand River Source Protection Plan was approved by Environment Minister Jeff Yurek on Aug. 16 and took effect that day.</p> | No action required. |

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| Sept. 20 | ERO | <p>The Ministry of Natural Resources and Forestry is proposing changes to <u>the Aggregate Resources Act</u>, which would strengthen protection of water resources by creating a more robust application process for existing operators that want to expand to extract aggregate within the water table, allowing for increased public engagement on applications that may impact water resources. This would allow municipalities and others to officially object to an application and provide the opportunity to have their concerns heard by the Local Planning Appeal Tribunal.</p> | <p>ERO posting sent to the Water Supply Program Manager, Manager of Technical Services and Hydrogeologist.</p> |
| Sept. 23 | Guelph.ca | <p>The <u>inspection and maintenance of the Arkell aqueduct</u>, where 60 to 80 per cent of Guelph’s water comes from, is underway.</p> | <p>No action required.</p> |
| Oct. 1 | Guelph.ca | <p><u>City and Dolime Quarry owners reach proposal to protect Guelph’s drinking water.</u> Proposed solution would replace quarry with residential neighbourhood.</p> | <p>No action required.</p> |
| Oct. 3 | Wellington Advertiser | <p><u>Puslinch Township is considering options to provide water and wastewater services to residents in Aberfoyle.</u> One of the options is to connect to the Guelph Water System.</p> | <p>News article forwarded to top management for information.</p> |
| Oct. 7 | Guelph.ca | <p>The City has initiated a Schedule B Municipal Class Environmental Assessment (EA) for <u>Robertson booster pump station</u> (Robertson station) upgrades. As part of the <u>2008 Water and Wastewater Servicing Master Plan</u>, upgrades are required to bring the station to current standards and increase the pump’s capacity in anticipation of future demands.</p> | <p>No action required.</p> |

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| Oct. 8 | CBC | <p><u>Dolime Quarry in Guelph may close early, become residential neighbourhood.</u> The city says the quarry uses roughly 11 million litres of water on a daily basis. It says it would build a system to protect the groundwater from exposure to surface water contamination that could damage the aquitard.</p> | No action required. |
| Oct. 24 | Orangeville Today | <p><u>Orangeville to explore water softener rebate to cut salt discharge into the Credit River.</u></p> | News story forwarded to the Manager of Technical Services, Supervisor of Water Efficiency, Source Water Protection Program Manager and Coordinator. |
| Oct. 31 | Ontario News email | <p><u>Ontario taking action to protect the environment and hold polluters accountable</u></p> <p>Environmental violations where administrative monetary penalties may be used under the new proposal include illegal sewage discharges into waterways, selling pesticides without a permit, failing to have a certified operator when operating a drinking water system, or violating terms of a permit to take water.</p> | News release sent to the GM Environmental Services, Manager of Operations, Manager of Technical Services and Water Compliance Specialist. |
| Oct. 31 | Guelph.ca | <p><u>Notice of study commencement: City of Guelph Municipal Class Environmental Assessment for the Water Supply Master Plan Update.</u></p> <p>The City of Guelph is updating the <u>2014 Water Supply Master Plan</u> (WSMP) to review our municipal water supply sources and identify priorities, including sustainable water supply options from now until 2041.</p> | No action required. |

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| Nov. 7 | ERO | This <u>proposal</u> is to renew Permit To Take Water No. 5142-AQ2L8Q for Victoria Park Village Inc. for dewatering purposes in Guelph, Ontario. | Link sent to the Manager of Technical Services, Water Supply Program Manager and Hydrogeologist. |
| Nov. 14 | Canadian Council of Ministers of the Environ. email | Draft <u>Canadian Groundwater Quality Guidelines for the Protection of Environmental and Human Health</u> for 101 contaminants of concern are available for public review and comment until January 10, 2020. | Email forwarded by the Manager of Technical Services to the Water Compliance Specialist, Quality Management Specialist, Supervisor of Water Treatment, Water Supply Program Manager. |
| Dec. 4 | ERO | <u>Excess Soil Management Regulatory Proposal</u> Ontario has finalized and is implementing new regulatory changes that will make it safer and easier for more excess soil to be reused locally and will reduce barriers to revitalize historically contaminated lands. | Link sent to the Supervisors of Distribution, Distribution Technician, Hydrogeologist and Water Compliance Specialist. |
| Dec. 9 | ERO | <u>Amendment to the Record of Site Condition (Brownfields) Regulation related to the Requirement to Sample Ground Water</u> Ontario is proposing changes to <i>O. Reg. 153/04</i> that would provide flexibility for a qualified person (a licensed professional engineer or geoscientist) to exercise professional judgement regarding the need for ground water testing where there is no soil and under key conditions. | Link sent to the Manager of Technical Services, Hydrogeologist and Source Water Protection Program Manager. |

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| Dec. 19 | ERO | Final Decision: <u>Ministry is holding polluters accountable by expanding the use of administrative monetary penalties for environmental contraventions.</u> | Link sent to Management Team. |
| Dec. 20 | MECP Email | Today, the Ministry of the Environment, Conservation and Parks released the <u>Minister's Annual Report on Drinking Water 2019</u> and the <u>2018-2019 Chief Drinking Water Inspector Annual Report</u> . | Report emailed to the Water Services Management Team. |
| Dec. 20 | ERO | <u>Amendments to the Wells Regulation to come in effect January 1, 2020.</u> | Updates forwarded to Supervisor of Water Treatment, Hydrogeologist and Water Compliance Specialist. |

Appendix F: Action Items from Management Review

Table 50: Action Items from the 2019 (Items 1-12) and 2020 (Items 13-17) Management Review Meetings

| Item # | Status | Description |
|--------|------------------------------------|--|
| 1 | CIR #878 Closed: 2019-03-28 | For the A&S Report: Include 2018 consumption data in Figure 4 when it is available. |
| 2 | CIR # 879 Closed: 2019-01-25 | For the A&S Report: Consider well field permits for Arkell in Table 3 (as we often pump more than 66l/s). |
| 3 | CIR #880 Closed: 2019-01-25 | For the A&S Report: For the Table 5, remove Logan and Speedvale should be Verney. |
| 4 | CIR #881 Closed: 2019-01-25 | For the A&S Report: Add Calico work to the infrastructure section. |
| 5 | CIR #882 Closed: 2019-05-22 | For the A&S Report: Review if we should add information describing that the water quality values may be an average and can depend on the location of the sample. |
| 6 | CIR #883 | The procedure for documenting calls needs to be reviewed as a lot of calls aren't being logged properly. |
| 7 | CIR #884 Closed: 2019-01-25 | For the A&S Report: Add Arkell 14 generator section to section n. |
| 8 | CIR #885 Closed: 2019-01-25 | For the A&S Report: Add Emma and Water contact chamber projects to the infrastructure section. |

| Item # | Status | Description |
|--------|-----------------------------------|---|
| 9 | CIR #886 Closed: 2019-11-22 | For the A&S Report: Add Energy work being done in 2019 report (reported in 2020). |
| 10 | CIR #887 Closed: 2019-01-25 | For the A&S Report: Confirm the backflow numbers are accurate. |
| 11 | CIR #888 Closed: 2019-01-25 | Put the Water Efficiency Communications Strategy on EDMS. |
| 12 | CIR #889 Closed: 2019-01-25 | For the A&S Report: Change the picture of the water wagon picture frame to one with people in it. |
| 13 | CIR #1089 | Investigate using J-Plugs on the drop tubes in the production wells. |
| 14 | CIR #1090 | Consider adding water loss data to the Annual and Summary Report for 2020. |
| 15 | CIR #1091 | Perform additional analysis on the frozen services program, specifically the running tap program, and how it relates to water consumption and water production. |
| 16 | CIR #1092 | Look at adding a line for performance testing to Table 6 for next year's annual report. |
| 17 | CIR #1093 | Have the SCADA group provide C3 Water with copies of facility P&ID, PFD and equipment layout drawings so that the hydraulic model can be adjusted to take into account pipe friction factors within treatment facilities. |

Appendix G: Status of Management Action Items Identified between Reviews

Action items identified through internal audits, external audits, emergency debriefs and root-cause analysis meetings are described below.

Table 51: Management Action Items Identified Between Management Review Meetings, 2019

| Item # | Status | Description |
|--------|--------------------------------|--|
| 1 | CIR #895 Closed: 2019-05-22 | Look at the minimum UVT value at Woods – is it really 93.5% or could it be lower? Verify the setpoints for UVT on SCADA. |
| 2 | CIR #894 Closed: 2019-07-25 | Consider adding more of the “whys” to SOPs to link the relationships for example, the relationship between UV dosage, UVT, etc. |
| 3 | CIR #893 | Consider prioritizing SOPs (for example all SOPs for disinfection get more attention). Consider adding a physical component to the review of Priority SOPs (i.e. go to the stations and see how the work is done). |
| 4 | CIR #892 Closed: 2019-11-28 | Review with the Management Team the need for an annual SOP review. Could we review priority SOPs every year and go to a less frequent schedule for the other SOPs, WIs, Reference Documents? |
| 5 | CIR #891 Closed: 2019-05-22 | Put the UVT values on the station tags and taped onto the UVT meter. (UVT value requirements have already been added to the logbooks and WaterTrax.) |

| Item # | Status | Description |
|--------|--------------------------------|---|
| 6 | CIR #890 | Consider having more technical training for Operators from internal staff. For example, have the Hydrogeologist give a presentation on Membro and talks with the Ministry, etc. and the importance of the data that is being collected by Operators. Have the Water Compliance Specialist give training on compliance requirements for primary disinfection. Consider developing an annual training session on primary disinfection and how the Operator's duties relate to achieving primary disinfection. Include on-site manual operations in this training. |
| 7 | CIR #925 Closed: 2019-03-25 | The well level low shutdown interlock for Queensdale is set too low. |
| 8 | CIR #942 Closed: 2019-05-22 | In order to ensure that records are easily accessible and protected, consider adding the Reference Document: "Supply Maintenance Critical Equipment Inventory" to EDMS. Consideration could be given to combining the information from the draft "Standardized Equipment List" on what supplier is used to obtain each part listed in the RD. Consider removing the "available stock" section to a working document for inventory tracking. |
| 9 | CIR #941 | With the implementation and increased use of WAM in both Maintenance and Distribution, consideration could be given to looking at increasing staff support to help with the implementation and development of the program for the whole department. |
| 10 | CIR #940 Closed: 2019-10-03 | Consider reviewing the process for prioritizing SCADA Work Orders to include Operational staff in determining the priority. |
| 11 | CIR #939 Closed: 2019-05-22 | Consideration should be given to determine the need for the date field on each training topic on the Operator On-the-Job training record as it is not being consistently recorded. |

| Item # | Status | Description |
|--------|--------------------------------|--|
| 12 | CIR #938 Closed: 2019-05-22 | The training program for new Operators as identified in QMS 10-03 should include training on chemical receiving as it is a high risk activity from both a treatment perspective and a health and safety perspective. |
| 13 | CIR #937 Closed: 2019-07-19 | In order to ensure that documents are properly stored and easily accessible, consider putting the Source Water Protection Risk Management Plans on EDMS. This will also help with version control. |
| 14 | CIR #936 | Conduct an assessment (gap analysis) of the Emergency Plan to ensure that it is up-to-date and captures all of the potential emergencies that could impact Water Services. |
| 15 | CIR #935 | In order to ensure that Water Services maintains a state of emergency preparedness at all times, consideration should be given to conducting an annual review and update (if necessary) of the Emergency Plan. This review schedule should be captured in the QMS 18 document of the Operational Plan. This is a best management practice as recommended by Emergency Management Ontario. |
| 16 | CIR #934 Closed: 2019-12-12 | When the External Auditor arrives on site to perform the annual audit, past OFIs are reviewed to determine if they have been implemented or are on their way to implementation. If they have not, it generally leads to a non-conformance. As identified as an OFI in the 2017 Internal Audit and as an OFI in the 2018 External Audit, Meter Shop SOPs and WIs need to be finalized from draft form, properly stored in EDMS and reviewed by staff. The development of a formalized SOP for installation of backflow devices used at hydrants was also identified in the 2018 External Audit. This has yet to be completed. |

| Item # | Status | Description |
|--------|--------------------------------|---|
| 17 | CIR #933 | If there is a deviation to an already approved construction plan, the changes to the plan need to be properly reviewed and approved by Water Services staff to ensure that risks are identified and monitored throughout the construction project. Consider developing a communication plan with Engineering so that Water Services staff are kept aware of the changes to plans. For example, on Starwood Drive, the location of the dig changed and contractors were digging dangerously close to a 12" watermain requiring an emergency response from a Distribution Operator. |
| 18 | CIR #932 Closed: 2019-11-28 | Standardize a commissioning plan for all contractors to use. Detail out the procedure for disinfection and commissioning and what is required by the contractor. Include in this a requirement of tracking and/or measuring wasted water. This will ensure disinfection and commissioning consistency among contractors and will benefit Water Services staff to confirm that everything has been done properly. |
| 19 | CIR #931 Closed: 2019-07-25 | A concern was expressed to determine if hydrants should be used to feed temporary watermains in reconstruction projects. If the drain holes in a hydrant aren't sealed properly, and if there was a low pressure event causing a backflow/back-siphonage, it may be possible that contaminants (groundwater) could enter the distribution system from the drain holes in the hydrant. It is suggested that a review of using hydrants to supply water to temporary watermains is conducted to determine the risk to water quality. |
| 20 | CIR #930 | Consider modifying the warranty checklist for new construction so that it includes locate verification of tracer wire. Currently a checklist exists for valves, hydrants, etc. The Locate department can perform Continuity Testing and sign off at the same time that Distribution Operators complete the warranty inspections on new infrastructure. |

| Item # | Status | Description |
|--------|---------------------------------|--|
| 21 | CIR #929 Closed: 2019-07-25 | Consider upgrading the quality of service boxes specified (i.e. stainless steel) for new construction and service line maintenance. They will last longer and reduce maintenance requirements on broken infrastructure. |
| 22 | CIR #928 Closed: 2019-12-09 | To ensure that customer service training for new administration employees is consistent amongst all employees and covers all pertinent work instructions and procedures, consider creating an on-the-job training checklist similar to what exists for Operators, Locators and Meter Installers, which is documented in QMS 10 - Competencies. |
| 23 | CIR #927 Closed: 2019-09-27 | To improve communications between administration staff and other Water Services work areas, the "on-call" phone for each work area (Distribution, Meters and Locates) should assigned during normal business hours to ensure that someone can always be easily reached. This would also help with the facilitation of work requests, or general inquiries within the department. For example, the "treatment on-call" phone number is answered 24/7, so if someone from Water Services needs help from a Water Treatment Operator, they will be assured that they will always reach someone when they call that number regardless of who is on vacation, away at training, or out of the office. |
| 24 | CIR #1007 Closed: 2019-07-16 | From the Emergency Evacuation Debrief: Investigate the possibility of having an emergency beacon somewhere on site. |
| 25 | CIR #1006 Closed: 2019-11-22 | From the Emergency Evacuation Debrief: Add the org chart to the emergency binder and keep it updated. |
| 26 | CIR #1005 Closed: 2019-12-12 | From the Emergency Evacuation Debrief: Determine what supplies and equipment are needed for the sheds. Put all required supplies and information in the sheds for Marshalling Areas A and B. Add a flashlight/chem line and safety vest to the box, or some other location. |

| Item # | Status | Description |
|--------|---------------------------------|--|
| 27 | CIR #1004 Closed: 2019-07-23 | From the Emergency Evacuation Debrief: Add our safety and evacuation procedures to the Safety Meetings with contractors pre-construction. Provide them with a printed copy. Have a "safety minute" at ongoing meetings during construction. This will be added to the kick-off meeting agenda templates. |
| 28 | CIR #1003 Closed: 2019-12-12 | From the Emergency Evacuation Debrief: Add transit information to the plan to get a bus to use as shelter. |
| 29 | CIR #999 Closed: 2019-12-12 | From the Emergency Evacuation Debrief: Add TSSA, Spills Action, Owens Corning, Utilities, Outdoor School, Lyon's Pool contact information to the Emergency Evacuation (Fire) Plan. |
| 30 | CIR #1011 Closed: 2019-09-26 | Verify each reservoir/tower's overflow elevation and communicate to the SCADA Specialist to update the iFix screens. |
| 31 | CIR #1009 Closed: 2019-05-27 | Modify the T-RD Reservoir Cleaning Form to detail out a protocol for filling a reservoir/elevated tank to overflow. |
| 32 | CIR #1000 Closed: 2019-10-03 | From the Emergency Evacuation Debrief: Add the process to transfer the phones to Extend to the Emergency Binders. |
| 33 | CIR #1036 Closed: 2019-07-25 | Supervisor of Water Treatment needs to review the S-SOP Procedure for Returning Wells to Service with the Treatment Operators at a morning meeting. |
| 34 | CIR #1035 Closed: 2019-09-26 | Add to the S-SOP Procedure for Returning Wells to Service a box to ensure that the sampling record has been updated to reflect when samples were taken when a well is being put back into service. |

| Item # | Status | Description |
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| 35 | CIR #1034 Closed: 2019-09-26 | Separate out the tasks in Section 7 of the S-SOP Procedure for Returning Wells to Service so each task has its own box and sign off. |
| 36 | CIR #1033 Closed: 2019-09-26 | Add the Water Compliance Specialist to the S-SOP Procedure for Returning Wells to Service for final review and sign off. |
| 37 | CIR #1032 Closed: 2019-07-25 | Look at eliminating reminder WaterTrax alerts, as there are WOs that are generated as well to remind operators to take samples. |
| 38 | CIR #1031 Closed: 2019-09-26 | Explore other (better) software options to replace WaterTrax that has better solutions for sampling schedules, possibly alerts before we're out of compliance. |
| 39 | CIR #1029 Closed: 2019-09-26 | Ensure that the WaterTrax response process is being followed consistently by reviewing the process and updating. Consider looking at the type of alert and what response that generates. Also, look at how many alerts are being received. |
| 40 | CIR #1028 Closed 2019-07-25 | Separate the raw and treated samples onto their own Chains of Custodies. |
| 41 | CIR #1038 Closed: 2019-09-26 | Add information to the Woods Generator SOP that details out the procedure if the generator is not working, is in fault mode, etc. as this is deemed an emergency and requires immediate response. |
| 42 | CIR #1041 Closed: 2019-09-26 | Update the job planning form to include a new checkbox if there was a new valve installation or watermain re-route and that a Form 2 needs to be filled out. |
| 43 | CIR #1052 | Work with the Health unit to come up with a communications plan for emergencies. |

| Item # | Status | Description |
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| 44 | CIR #1051 | Have an identified plan for setting up temporary water lines in an emergency. Work with customers so they have their own plans for these situations (may include having an emergency waterline setup inside their business). |
| 45 | CIR #1050 | Identify the most critical mains in the system to ensure we are prepared if they fail. |
| 46 | CIR #1049 Closed: 2019-09-27 | Have a meeting before major works like this to go over the plan, ensuring staff are trained in the plan, emergency contingencies, etc. and ensure that all appropriate staff are included from treatment, distribution, compliance, etc. Consideration should also be given to staffing (extra on-call staff) during the works. |
| 47 | CIR #1047 Closed: 2019-10-02 | Review the M-SOP Incident Notification Procedure to determine if it will be used in incidents like the Silvercreek main breaks. |
| 48 | CIR #1046 Closed: 2019-11-27 | Update after-hours contact information (home phone numbers, personal cell numbers) for all staff. Ensure that all management staff know where to find the information. |
| 49 | CIR #1045 | Consider installing soft-starts on the Paisley ATL pumps |
| 50 | CIR #1044 | Add to the SOP for Operating Zone 2 as a closed pressure system: Check that the DMAs are open prior to taking the Speedvale Tower offline. |
| 51 | CIR #1073 | Sampling and monitoring processes were found to be effectively implemented. An opportunity exists to clarify the required sampling in the event of a category 2 watermain break, i.e.: <ul style="list-style-type: none"> - D-SOP Watermain Disinfection (Rev. 2019-11-08) - states 3 samples required - S-WI Category 2 Watermain Repair Sampling (Rev. 2018-07-24) - states 2 samples required. (See also OFI relating to document linkages.) |

| Item # | Status | Description |
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| 52 | CIR #1071 | Processes to record watermain breaks were found to be generally effective. An opportunity exists to review the use of multiple watermain break forms to track operator hours and materials. E.g. September 13-16, 2019 - Silvercreek. |
| 53 | CIR #1067 | Consideration could be given to: 1) referencing EDMS Document numbers within controlled documents 2) clearly linking related documents (e.g. Operation Plan - element 12 reference to "Administration's instructions" - could specify "SD-104165 To Monitor and Close Calls in Access") 3) clearly indicating / highlighting details of most recent revision within controlled documents |
| 54 | CIR #1064 | Customer complaint / response processes were found to be generally effective. An opportunity exists to ensure follow-up activities are promptly recorded in the Service Request (SR) database. E.g.: SR 10162 - September 19, 2019 SR 10183 - September 24, 2019 |
| 55 | CIR #1063 | The continual improvement process was found to be effectively implemented. An opportunity exists to expedite closure of Continual Improvement Reports (CIRs). At the time of the audit, there were more than 30 CIRs which have been open for more than one year. |
| 56 | CIR #1070 Closed: 2019-12-10 | T-WI Treatment Chemical Delivery (Rev. October 3, 2019) "Receiving Sodium Hypochlorite at Woods Station from Flo-Chem...The Operator is to: - Confirm on the paperwork provided by the driver that the delivery is for 12% sodium hypochlorite. - CONFIRM THERE IS A CERTIFICATE OF ANALYSIS provided by the driver and verify that the lot numbers are the same; sign the lot number on the bill of lading. - Confirm the NSF Certification; sign the NSF indication on the bill of lading..." Processes to ensure the quality of essential supplies are not fully effective. |

| Item # | Status | Description |
|--------|---------------------------------|--|
| 57 | CIR #1069 Closed: 2019-12-10 | An obsolete version of "Region of Waterloo and Area Municipalities - Design Guidelines and Supplemental Specifications for Municipal Services" was available for use by operators (Revision January 2017 - hardcopy binder); current version is January 2019 (updated annually). |
| 58 | CIR #1068 Closed: 2019-12-10 | S-WI - Calibration / Verification of Colorimeters (rev. 2016-05-16) does not reflect current practices, e.g. references "Tested" sticker which is no longer used. |
| 59 | CIR #1066 Closed: 2019-12-10 | Hand-held colorimeters in the stations have old green verification tags on them (from 2017). Recommend removing all old tags from all hand-held colorimeters. |
| 60 | CIR #1065 | The Standby Power Generator Maintenance Log sheet was found to be out of date. The generator ranges were from 2012 and it was questioned what the ranges are for the new Burkes generator and the Downey generator was not listed. |
| 61 | CIR #1055 | Update the D-WI Hydrant-Checking to include the WAM process. |
| 62 | CIR #1056 | Complete the Draft Valve Truck Operation WI. |
| 63 | CIR #1053 | Add a revision date to the Training Handbook. Add page # of page # as well. |
| 64 | CIR #1086 | Add to the WS-SOP Procedure Creation, Update, Review that Technicians will check for edits required on the review sheets prior to uploading them to EDMS annually. |
| 65 | CIR #1083 Closed: 2019-12-10 | Have an on-the-job training session during the next chlorine delivery (Wednesday Dec. 4, 2019). |
| 66 | CIR #1082 Closed: 2019-12-10 | Post the chemical receiving reference document on the wall in the hypo receiving area. |

| Item # | Status | Description |
|--------|---------------------------------|--|
| 67 | CIR #1081 Closed: 2019-12-10 | Separate the Chemical Receiving WI into a SOP and a posted reference document. Ensure the instructions are more clear and easier to follow. Paperwork will be handed into the supervisor for review and then to the technician for payment and filing. Add this to the WI. |
| 68 | CIR #1080 Closed: 2019-12-10 | Add an Outlook appointment requirement to the QMS 05-04 Table of Essential Documents for the Design Specifications (Regional and City). Include in this the requirement for upload onto EDMS. |
| 69 | CIR #1078 Closed: 2019-11-29 | Put Design Specifications in EDMS (maybe in a folio), filed by year and have the title page indicate that they are for projects for that year. |
| 70 | CIR #1077 Closed: 2019-12-10 | Operators will use/reference the digital (online) copy of the Design Specifications and will dispose of the 2017 printed copy. There is no need to have a printed copy. |
| 71 | CIR #1076 Closed: 2019-12-10 | The Revision Log that is located at the bottom of our procedures is not working. Transcription errors have been noted and there are times when the revision log is missed during updates. Recommend removing the revision log from the procedures as the log is kept on EDMS as part of the version control. |
| 72 | CIR #1075 | Should the analyzer at Burkes and Clair Booster Station have a tag that outlines the alarm setpoints? |
| 73 | CIR #1074 | The Turbidimeter Maintenance Kit at Burkes has expired calibration vials. |

Appendix H: Summary of Staff Suggestions

Table 52: Suggestions Provided by Staff, 2019

| Item # | Status | Description of Staff Suggestion |
|--------|--------------------------------|--|
| 1 | CIR #998 Closed: 2019-05-16 | For the Procedure Review Form, add comments/edits provided (Y/N) and comments/edits incorporated (Y/N) columns. |
| 2 | CIR #960 Closed: 2019-07-19 | Consider including more front line staff in the annual Risk Assessment process and rotate staff through the process. |
| 3 | CIR #961 Closed: 2019-07-19 | Consideration should be given to adding the following risks to the annual Risk Assessment process for the Locate section: the risk of tracer wire not being installed, or not being installed properly; and incorrect or not updated GIS data. |
| 4 | CIR #962 Closed: 2019-05-22 | The process to which the QMS rep is notified of changes to the drinking water system needs to be re-evaluated. |
| 5 | CIR #963 | For the Operational Plan endorsement, create a "top risk background and synopsis" similar to what was created in 2019 to accompany the Risk Assessment element of the Operational Plan to help facilitate understanding amongst Councilors. |
| 6 | CIR #964 Closed: 2019-09-26 | Compare the risks identified in the Water Supply Master Plan to ensure they are captured in the Risk Assessment. |
| 7 | CIR #965 | Consider providing more computer training to Distribution Operators, such as: Excel, Outlook (including Calendar), GIS and WAM. |

| Item # | Status | Description of Staff Suggestion |
|--------|--------------------------------|---|
| 8 | CIR #966 Closed: 2019-07-31 | There is a need to revisit the value of the printed map books for when the GIS is not accessible. |
| 9 | CIR #967 Closed: 2019-12-03 | Consider establishing a centralized storage location in Distribution for all of the on-call required resources (laptop, map book, SOP binder, etc.). |
| 10 | CIR #968 Closed: 2019-09-26 | Create a checklist of what should be included in the Distribution on-call bag so that Operators can quickly verify they have everything they need when they go on-call. |
| 11 | CIR #969 Closed: 2019-09-26 | A request has been made for more consistently scheduled Distribution meetings to improve communication. Have the Leads from each work area in distribution provide updates on their programs and any issues or interesting events that are happening. |
| 12 | CIR #970 Closed: 2019-07-31 | Consider getting Distribution Operators certified in Backflow Prevention, which would be helpful for new watermain construction projects. |
| 13 | CIR #971 Closed: 2019-07-31 | During the new watermain construction season, consider allotting one Lead Hand and two Operators to the projects to ensure there is coverage for vacations. Consider a training program for all Distribution staff in New Construction. |
| 14 | CIR #972 Closed: 2019-07-31 | Backflow prevention devices used at new construction sites are double check valves. It would be beneficial to consider upgrading the requirement to reduced pressure zones (RPZs) which are rated for high hazards. |

| Item # | Status | Description of Staff Suggestion |
|--------|--------------------------------|---|
| 15 | CIR #973 Closed: 2019-12-01 | New Construction progress reports should be created and shared with Distribution staff at an appropriate frequency that allows for transition into the role when necessary (e.g. vacations, sick, etc.). |
| 16 | CIR #974 Closed: 2019-09-26 | A post-construction meeting should be held to bring everyone up to speed on the new infrastructure, which will ensure that Operators know where the infrastructure is and can operate the system. |
| 17 | CIR #975 Closed: 2019-04-24 | For the new construction process, tender drawings should be made available as early as possible in the process to ensure that maintenance of the system has been fully considered, for example ensuring there are enough valves and their placement to accommodate maintenance. Perhaps a pre-construction meeting to compliment the post-construction meeting. |
| 18 | CIR #976 Closed: 2019-07-25 | Consider requiring locking-out access to super chlorinated water during the disinfection process on new watermains for health and safety and to prevent the failure of the disinfection process. |
| 19 | CIR #977 | It would be helpful if there was a way to see customer history in one place and know which addresses must be kept off due to backflow non-compliance or meter non-compliances after hours. Further to this, consideration should be given to ensuring Distribution staff are notified that these turn-offs have happened and for health and safety reasons, a second Operator should attend if staff are responding to these calls. |
| 20 | CIR #978 Closed: 2019-09-26 | Staff need clarification on how to track time in WAM dealing with investigations because this is not asset work. |

| Item # | Status | Description of Staff Suggestion |
|--------|--------------------------------|---|
| 21 | CIR #979 Closed: 2019-07-25 | Engineering has identified that Water Services representation is important at monthly Engineering coordination meetings and project meetings. It was suggested that attendance be assured via a designate if the Supervisor or Lead Hand of new construction is not available. To help ensure required attendance, it is suggested that each project have an assigned Distribution Operator to attend the meetings. |
| 22 | CIR #980 Closed: 2019-11-28 | Engineering has suggested that construction standards at Water Services mirror the same standards that Engineering has, when applicable. For example, the use of Denso tape to wrap valves. |
| 23 | CIR #981 Closed: 2019-09-26 | In the summer months, it is very difficult for Locate staff to attend the monthly staff meetings due to the volume of work. It is suggested that the Supervisor review the meeting minutes with staff who are unable to attend the monthly meeting so that they are kept informed of what is happening at Water Services. |
| 24 | CIR #982 Closed: 2019-12-12 | Basic water courses would be beneficial for Locators for them to understand the criticality of the infrastructure that they are locating. |
| 25 | CIR #983 | Consider having Locators shadow a Distribution dig crew so that they can better understand how underground infrastructure is laid out. |
| 26 | CIR #984 | It was suggested that there should be a requirement for tracer wire to be installed on sanitary and storm sewers. This could be captured in tenders. |

| Item # | Status | Description of Staff Suggestion |
|--------|--------------------------------|--|
| 27 | CIR #985 Closed: 2019-07-25 | Consider sending the Lead Hand of Locates along with a Locator to the quarterly Ontario Regional Common Ground Alliance meetings, as they are very beneficial to share best management practices among municipalities. |
| 28 | CIR #986 | Consider having locate vendors (e.g. Vivax) come in to give the Locators training in the field on our own infrastructure. |
| 29 | CIR #987 Closed: 2019-12-12 | Locators would benefit from more computer training: EDMS, Outlook (including calendar), Excel and PowerPoint. |
| 30 | CIR #988 Closed: 2019-04-19 | It was noted that the hydro database is very difficult to use. A suggestion was made to implement our own database for meters. |
| 31 | CIR #989 Closed: 2019-09-25 | Look at increasing social media presence to further promote Source Water Protection. |
| 32 | CIR #990 Closed: 2019-07-19 | Review the information that is being shared with the public at water wagon events around water supply and treatment to ensure that it is accurate with all of the recent changes. |
| 33 | CIR #991 | It was suggested that Maintenance receive more training on specialized valves (e.g. pressure sustaining and pressure reducing), such as the training offered by Cla-Val. |
| 34 | CIR #992 Closed: 2019-07-25 | Consider adding critical station valves to the PM Program, as currently only POE valves are included. |
| 35 | CIR #993 Closed: 2019-05-22 | Consider cross-training tradespeople, for example: millwright and electricians cross-trained with instrumentation. Consider Instrumentation training and licencing for Maintenance Operators. |

| Item # | Status | Description of Staff Suggestion |
|--------|----------|--|
| 36 | CIR #943 | Create "speaking notes" for the Customer Service Reps on typical customer inquiries (e.g. discoloured water, water with odour, curb stop maintenance, lead, etc.) so that messaging to the public is consistent and correct. |
| 37 | CIR #944 | Consider more front-line training for Customer Service Clerks, specifically Dealing with Difficult Customers. |
| 38 | CIR #945 | Emails from Administration that involve mainbreak investigations should also be accompanied by a phone call to ensure there is a timely response from Distribution Operators. |
| 39 | CIR #946 | Communicate with Distribution staff the flat-fee charge for after-hours call-outs and include a list of all activities that would be charged back to the customer (i.e. turn offs, frozen meter, etc.). This should also be posted on the website along with the water rates for transparency. |
| 40 | CIR #947 | Verify that Distribution Operators can still help Treatment Operators in an emergency based on the new drinking water system classifications and the different licences that the Operators have. For example, there are times (i.e. a SCADA outage) where Distribution staff are used to help take chlorine residuals at treatment facilities. Are there certain activities that a Distribution Operator could not perform at a treatment facility? Should Distribution staff obtain Treatment OIT licences for these situations? Is there a compliance risk if a Distribution only certified Operator is helping at a treatment facility? |
| 41 | CIR #948 | The On-the-Job training forms, as documented in QMS 10 require updating to ensure that they are up-to-date and accurate and are being consistently used for new staff. |

| Item # | Status | Description of Staff Suggestion |
|--------|--------------------------------|---|
| 42 | CIR #949 | Consider sending the Incident Report and Status Update Form to all Water Services staff during an incident (unless it contains personal information or is confidential) to promote staff awareness of issues/emergencies happening in the department and to promote learning of other work areas and processes. |
| 43 | CIR #950 Closed: 2019-05-24 | Consider if all Operations staff should be included in the annual review of the critical SOPs for each work area to promote learning amongst all staff. |
| 44 | CIR #951 | A suggestion was made to bring back the staff suggestion box so that people can make suggestions anonymously. |
| 45 | CIR #952 Closed: 2019-12-12 | SOPs/WIs for Health and Safety should be kept in one place (i.e. EDMS folio) and the formal WS-SOP for creation and review of procedures should be used. This includes all relevant Corporate Health and Safety Policies and Procedures. |
| 46 | CIR #953 | It would be beneficial for non-operational staff to participate in training to increase awareness of our facility and its functions. For example, basic treatment, primary vs. secondary disinfection, etc. |
| 47 | CIR #954 Closed: 2019-07-03 | The current Contractor Evaluation Form is construction based. It would be very beneficial if there was a similar form that would be service based to properly evaluate consultants or other agencies providing services. |
| 48 | CIR #955 Closed: 2019-07-03 | Consider having a designated alternate Risk Management Official (RMO), as appointed by the DCAO, to be available for Source Water Protection issues when the RMO is absent (holidays or other extended absences). |

| Item # | Status | Description of Staff Suggestion |
|--------|--------------------------------|--|
| 49 | CIR #956 Closed: 2019-07-31 | Look into artificial recharge projects as part of the Water Supply Master Plan. |
| 50 | CIR #957 Closed: 2019-11-26 | Consider a way to improve data management for water quality and environmental monitoring data. |
| 51 | CIR #958 Closed: 2019-07-23 | Consider adding a training session for Distribution when facility upgrades change where distribution infrastructure is. For example: the new valves at Water and Emma since the contact chamber installation; and the new landscape at Burkes, as Distribution's current drawings are measured off of the old building. This could be added to the Project Management Project Map process. |
| 52 | CIR #959 Closed: 2019-07-03 | It was suggested that Water Services consider purchasing a hydro-vac truck. |
| 53 | CIR #923 Closed: 2019-04-23 | Now that Burkes Treatment System is up and running, we should consider draining and cleaning the Clair Tower to remove all manganese that has settled in the tower. |
| 54 | CIR #924 | Now that Burkes Treatment Plant is up and running, consideration should be given to ensuring that watermain cleaning occurs in the Burke zone of influence in the distribution system this spring to remove any built up iron and manganese in the distribution system. |
| 55 | CIR #1087 | It was recommended that a formal procedure be developed that outlines Operator's responsibilities when overseeing Contractors working on the drinking water system, specifically repairing watermain breaks. |

Appendix I: Water Efficiency Program – 2019 Annual Progress Report

Background

The City of Guelph is a leader in water conservation and efficiency. As one of Canada's largest communities reliant on a finite groundwater supply for our drinking water needs, our ability to reclaim water and wastewater serving capacity through conservation initiatives offers numerous benefits to our community and local ecosystem.

Between 2006 and 2014, 9,520 cubic metres per average day of water and wastewater capacity was reclaimed due to the successful uptake of the City's 2009 Water Conservation and Efficiency Strategy. This reclaimed supply allowed the City to delay the need for over \$41 million in additional water and wastewater infrastructure with an investment of approximately \$11.3 million in water conservation programming, during that timeframe. Further, the reduction in water use across the city has resulted in a cumulative daily operational savings of over \$625,000 per year in electricity and treatment chemical costs, creating a significant financial benefit to water rate payers, over the same period. As a result, the City's water and wastewater rates remain close to the median of Council-approved Ontario comparator municipalities responsible for the provision of water and wastewater services.

In July 2014, Guelph City Council endorsed an updated Water Supply Master Plan (WSMP). Water servicing capacity reclaimed through conservation and efficiency continued to be a top priority in achieving a sustainable and cost effective community water supply. The WSMP established a new reduction target of 9,147 cubic metres in average daily production by 2038 to guide the City's water efficiency programming.

In support of the new reduction target, staff initiated an update in 2015 to the 2009 Water Conservation and Efficiency Strategy, which was later approved by Guelph City Council in 2016. The 2016 Water Efficiency Strategy defines the programs, policies and resources that will help Guelph meet WSMP reduction targets.

The following sections provide an update of the water conservation and efficiency program activities and successes of the 2016 Water Efficiency Strategy for the period of January 1 to December 31, 2019. For more information on the City's Water Efficiency Program and individual program resources please visit guelph.ca/ourstoconserve.

Water Reduction Target Progress

Building off the data analysis completed for the 2014 Water Supply Master Plan, the 2016 Water Efficiency Strategy (WES) identified a ten-year water savings goal of 6,265 cubic metres per day between 2017 and 2026. The updated Strategy anticipates a considerable amount of supply capacity can be reclaimed through water loss management (i.e. Leak Detection and District Metered Areas) and efficiencies realized within the industrial, commercial and institutional sector.

Based on community uptake and participation in new and enhanced water efficiency programs, the total water savings achieved for 2019 was 658.5 cubic metres per day, surpassing this year's target set in the WES. Based on reductions in energy needed for water treatment and distribution, it is anticipated that 47.7 tonnes of greenhouse gas emissions and over \$48,000 in electricity costs will be avoided through this year's water savings. Since the implementation of the 2016 WES, the cumulative water savings achieved to date is 1,105 cubic metres per day.

Figure 6 presents the anticipated volumetric production values as presented in the 2014 Water Supply Master Plan and the 2016 Water Efficiency Strategy. The City continues to experience a positive differential between projected and actual production values. Actual average daily production tracks below that expected through the Water Supply Master Plan. This is due, in part, to the successful implementation of the 2016 WES and 2009 Water Conservation and Efficiency Strategy Update.

Figure 6: Water Supply Master Plan (2014) and Water Efficiency Strategy (2016) Production Rates

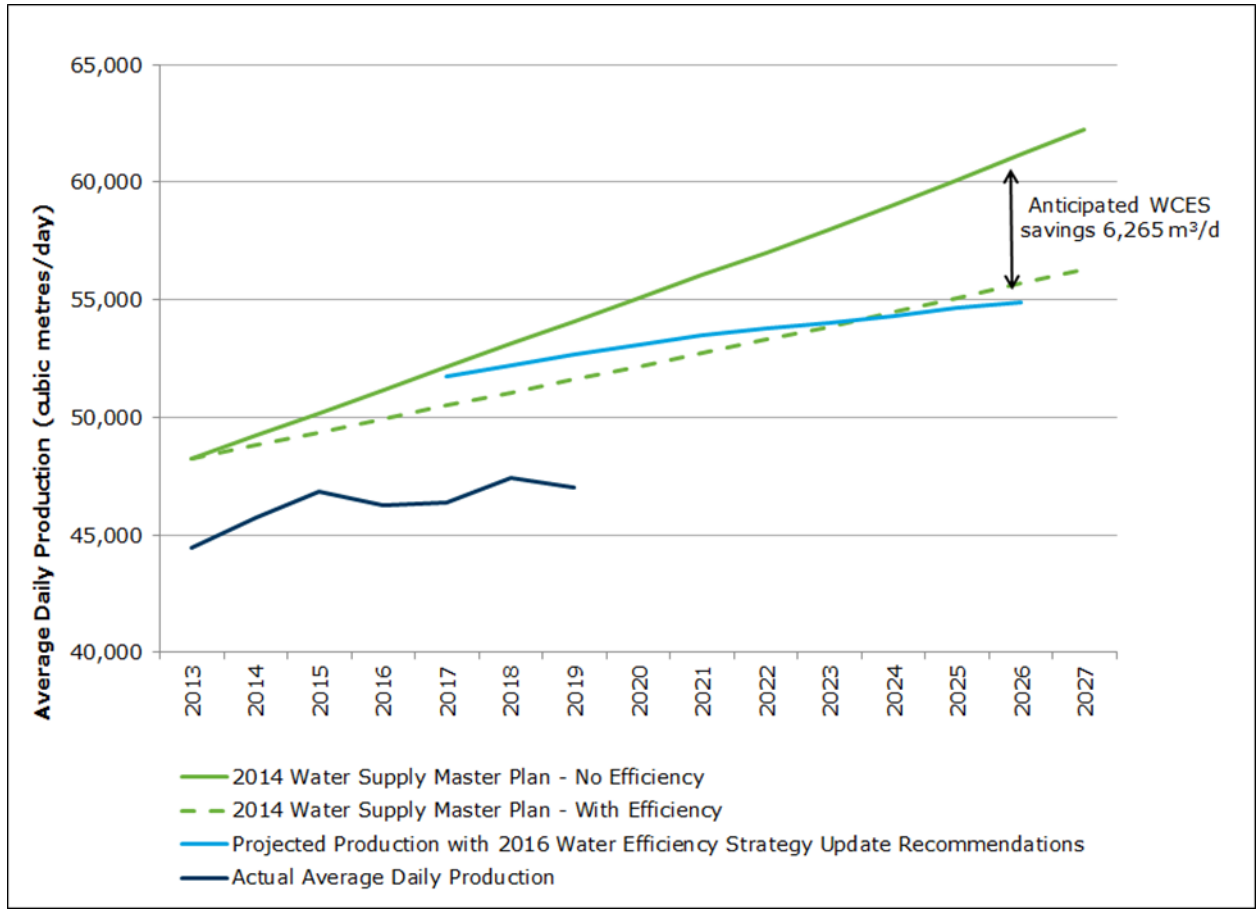
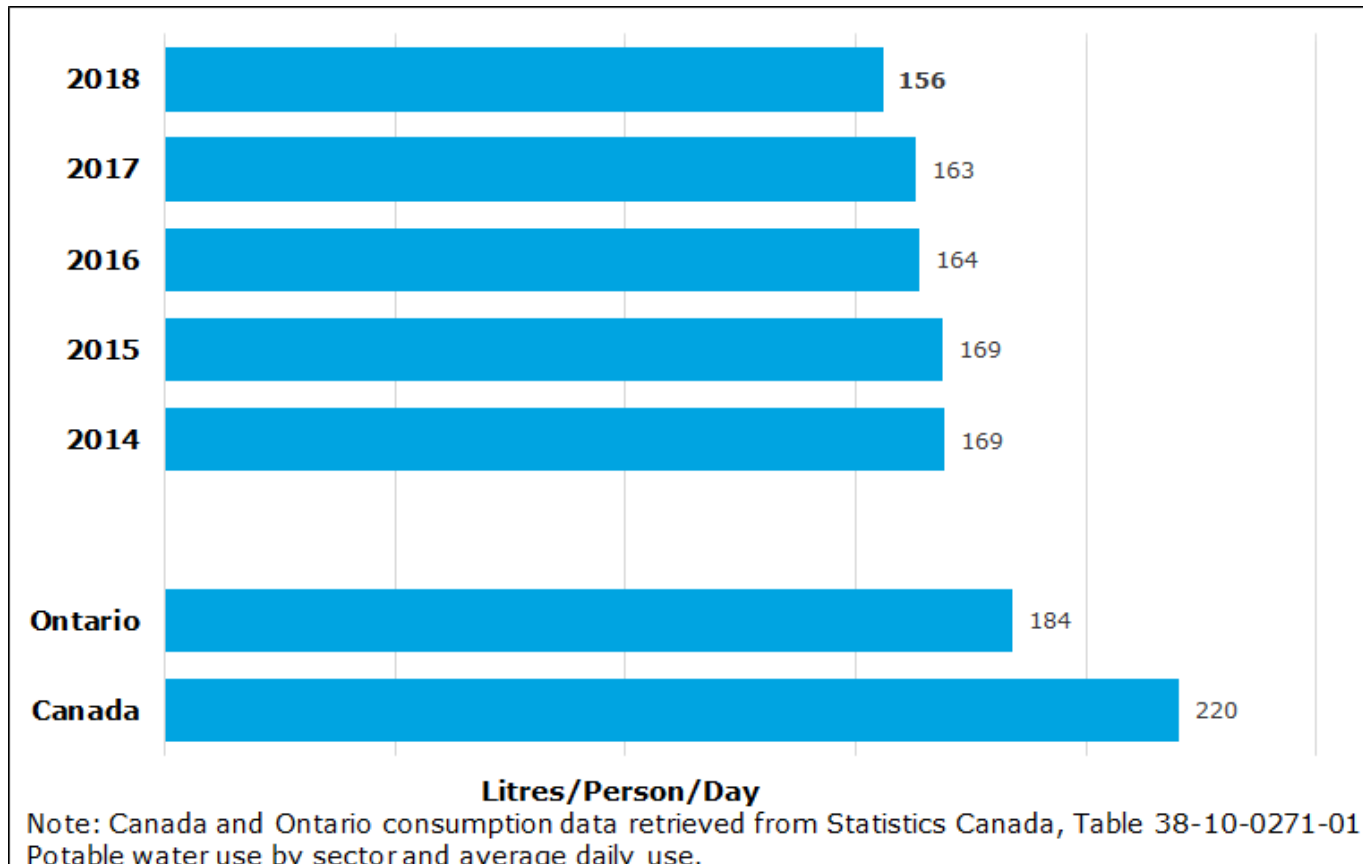


Figure 7 presents the City of Guelph's residential water use between 2014 and 2018, calculated using the volumetric consumption of water of all residential properties – low, medium and high density. During this period the City of Guelph’s residential water use has been on a downwards trend, at an approximate rate of 3.25 litres per person per day annually. That is enough water to fill 66 Olympic swimming pools each year.

Average daily residential water use in Guelph continues to remain below the provincial and national averages. In 2018, the average water use was 156 litres per person per day, whereas the most recently published average for Ontario is 184 and Canada is 220 litres per person per day.

Figure 7: Residential Water Use



The following sections outline the individual program successes for 2019, as identified in the 2016 WES.

Water Efficiency Incentive and Rebate Programs

During 2019, 984 rebate applications and audits were completed through the City's residential rebate programs. An additional 38 incentives for municipal and business upgrades were processed. For more information on the individual water efficiency programs available, visit guelph.ca/rebates.

Royal Flush Toilet Rebate Program

The Royal Flush Toilet Rebate Program offers households a \$50 rebate per toilet (up to two toilets) when 6 litre per flush or higher flush volume toilets are replaced with a model using only 4.8 litres per flush or less. This program encourages residents to upgrade older homes to meet current building code standards and reduce their actual water use permanently through fixture exchanges. A total 668 toilet rebates were claimed in 2019, achieving an in-year water savings of 26 cubic metres per day. This meets the Strategy's 2019 goal for the program savings.

Residential Sub-Water Meter Rebate Program

Sub-water meters identify water leaks and high water-using behaviours, creating awareness of water use and potential cost savings for property owners (i.e. homeowners, landlords, property managers). Sub-water meters provide specific information on water use at properties and help in creating measurable conservation challenges and goals for property owners and tenants. This offers significant opportunities for motivating behaviour change since a knowledge gap often exists in regards to how much water residents actually use.

The Residential Sub-Water Meter Rebate program offers up to half the cost of a qualified meter to a maximum of \$100 per sub-meter installed. In 2019 the program participation rates were low, seeing only four eligible applications. Of the participants, three were for multi-residential buildings and one for single family detached home.

Since January 2018, associated water savings for program participants is on average a 12 per cent reduction in total water use. These measured savings are in range with industry expectations (ten per cent) and significantly above the three per cent average savings witnessed in the program pilot. While program participation was down in through 2019, the

program has saved approximately 7.8 cubic metres per day. This is ahead of the five-year target of five cubic metres per day.

A robust and innovative approach to program promotion is scheduled for Spring 2020 to increase enrollment and meet program water-saving goals.

Water Use Home Visit and Audit Program

The home audit program provides a unique opportunity to engage Guelph residents one-on-one to understand water using behaviours and habits. These visits assist homeowners in verifying water use of fixtures and appliances and provide individualized feedback on tools, techniques and behaviour changes to become more water efficient in their home.

Since November 2013, eMERGE has made the Home Tune-up program available to Guelph residents. The Home Tune-up program is an innovative collaboration between eMERGE Guelph Sustainability, the City of Guelph and other local partners. This service offers a free one-hour home audit by trained advisors, a complimentary retrofit of common home water use fixtures (such as water efficient showerheads and faucet aerators), and toilet leak detection. Each participating household receives an Action Plan; a personalized electronic report that provides information and suggestions to help reduce home resource use. The action plan directs Home Tune-up participants to further resources and tools, including City programs, to assist with the implementation of recommended improvements.

In verifying the household water consumption data, homeowners who receive the visit have reduced their average water consumption by up to 10 per cent depending on the retrofit measures taken. To date, eMERGE home visits have engaged 1,659 households with a home audit since 2013.

The eMERGE Home Visit service engaged 109 single-family households and eight multi-residential buildings, comprised of a total 185 units in 2019, for a total 292 Home Tune-ups. The single-family homes achieved an average in-year household water savings of 4.73 cubic metres per day. This value is down from the 13 cubic metre per day goal outlined in the Strategy. However, this does not account for savings from multi-residential properties. As Home Tune-up's for multi-residential properties occurred later in the year, work is ongoing to determine water savings from these property types.

In 2020, staff will continue to promote the Home Tune-up program alongside Blue Built Home to boost both programs by feeding off each other's success.

Blue Built Home Water Efficiency Standards and Rebate Program

The Blue Built Home (BBH) Water Efficiency Standards and Rebate Program is a voluntary construction and retrofit standard designed to outperform the plumbing and water-using fixture requirements of the Ontario Building Code. The installation of water efficient technologies contributes to reduced water use in single-family detached homes and multi-residential properties. Residents with certified Blue Built Homes will save water and reduce utility bills by 15 to 62 per cent. From launch in 2010 until year-end 2017, 50 new homes were Blue Built Home certified in one of three tiers: 44 Bronze, 4 Silver and 2 Gold.

In 2018, Blue Built Home was updated and relaunched. Program changes included a transition to a single-tier program and certification and associated rebates were made available to existing, new homes and the multi-residential community. With these program modifications, eleven single-family homes (ten retrofit and one new build) were Blue Built Home certified within the year.

In 2019, six single-family homes (two new build and four retrofits) were Blue Built Home certified. Together these homes are saving 0.27 cubic metres per day or 97.8 cubic metres each year. However, significant water savings are achieved by an additional four new multi-residential buildings that were Blue Built Home certified as a pilot, which together save a total of 6.9 cubic metres per day. This makes the total water savings for Blue Built Home in 2019 7.17 cubic metres per day, more than triple our water savings goal for 2019.

In Q1 2020, it is planned that staff will officially launch the Blue Built Home program for new-build multi-residential properties and continue to pursue the significant savings associated with sustainable growth.

Multi-Residential Water Audit Program

The Multi-Residential Water Audit program offers a no-cost water audit of Guelph's multi-residential apartment and condominium buildings completed by a third party consultant. The audit includes an assessment of the whole building's water use and verification of specific water using processes, such as pools, central cooling and irrigation systems. A proportionate number of units of each building are audited to identify water saving opportunities across the remainder of the suites.

Building owners or property managers are provided a final report cataloguing all water using fixtures, appliances and processes with tailored recommendations to help reduce their water bill. Staff meet with property owners and/or condominium boards to review available

rebates to achieve the noted savings. In 2019, eligibility for the Multi-Residential Water Audit Program was updated to expand eligibility to properties using an average of 130 cubic metres or more per unit, per year.

This year, the Multi-Residential Water Audit Program had ten participants, an increase from three the previous year. The main findings from all audits performed in 2019 were as follows:

Leaks

- Detected in 90 per cent of buildings audited
- Accounted for 2.5 to 16.3 per cent of buildings' total water use
- 9,130 cubic metres of leaks detected collectively in 2019
- Estimate 25.0 cubic metres per day in water savings would result from implementation of audit recommendations

Water Savings Opportunities (including leaks)

- Account for 13.9 to 31.8 per cent of total building water use
- 22,258 cubic metres of water savings potential was identified across ten participating properties in 2019
- Estimate 61.0 cubic metres per day in water savings would result from implementation of audit recommendations

In order to calculate savings associated with the program, an annual assessment of consumption is completed, which requires data from the following year. With this in mind, the three program participants of 2018 achieved a verified water savings of 24.3 per cent, or 15.84 cubic metres per day. This significant savings may be attributable to "early adopters" and may not reflect the true average of all possible multi-residential building potential.

Staff have taken a conservative approach to estimating savings associated with 2019 program participants. Assuming a ten per cent decrease in water use (as per the WES), 29.4 cubic metres of water per day have been reclaimed through 2019 participation. This provides a combined water savings of 45.24 cubic metres per day since launch of the program in 2018, eight cubic metres more than the anticipate program goal to-date. The estimated savings will be confirmed and reflected in subsequent annual reports.

Water Smart Business Program

The Water Smart Business program offers support to local businesses toward completion of a detailed water efficiency review, and offers incentives for the completion of third-party

water audits and funding for capital retrofits that permanently reduce water demand. The audit benchmarks the water consumption of the businesses and provides a report with recommendations that include estimated payback on investment in upgrades. Once the business undertakes a recommendation that achieves water savings, the savings are then verified and an incentive is issued (where qualifications met).

In 2019, Water Smart Business program actively engaged seven program participants through either a water review, audit and/or capital project incentive. The following are the summarized results:

Leaks

- Detected in 29 per cent of businesses visited
- Accounted for 17.5 to 53.5 per cent of business' total water use
- 3,910 cubic metres of leaks detected collectively in 2019
- Estimate 10.2 cubic metres per day in water savings

Water Savings Opportunities (including leaks)

- Account for 6.9 to 25.3 per cent of total facility's water use
- 10,442 cubic metres of water savings potential was identified across seven participating businesses in 2019
- Estimate 28.6 cubic metres per day in water savings would result

One program participant in 2019 was incentivized through the Water Smart Business program for an ice-machine upgrade, which has resulted in 3.5 cubic metres per day of verified water savings through process upgrades.

Outside the formal scope of the Water Smart Business program, two additional program touch-points realized significant water savings associated with leaks for two industrial facilities in Guelph. These included:

- Sourcing a ten-year private side leak resulted in a 47.1 cubic metres per day in consumptive savings; and
- Cooling tower leak that, had it gone unresolved, would have resulted 4.98 cubic metres of water per day.

Further to that, staff hosted an event for local businesses in December to learn more about the Water Smart Business program. Water Smart for Guelph Restaurants and Hospitality Sector lunch-and-learn was hosted at a local restaurant. Twenty-one representatives spanning various hospitality businesses confirmed their attendance despite this busy time of year for the sector. Meetings with those who expressed interest but could not attend will be

held in Q1 2020 and indicate a high probability of sector interest in program participation through 2020.

Staff continue to consider enhancements to the program to entice businesses, including commercial plaza water users – a sector typically bulk-metered where by individual businesses within are not accountable for their water use directly. Since the launch of the Residential Sub-Water Meter Rebate program staff have received inquiries and requests related to sub-water metering primarily from the commercial sector. In 2019, staff commenced preliminary research to evaluate the water saving potential (if any) of this technology within this sector. Evaluation includes assessing municipal examples of similar programs, determining value for parties involved, participation and program costs to establish a business case for Guelph to pursue. This research will be completed by Q2 2020.

Overall, Water Smart Business program water savings since the 2016 Water Efficiency Strategy have resulted in 65.87 cubic metres per day; 15 per cent of the cumulative five-year program goal. Staff are committed to finding new and unique ways to see water saving projects come to fruition. In 2020, staff will be focusing efforts on key business and industry types in the community (i.e. food, beverage, hospitality and commercial plazas) where messaging can be tailored to increase program participation.

Cooling Tower Research

The 2016 Water Efficiency Strategy recommended City staff assess participation, cost and water savings associated with a cooling tower audit, conductivity sensor and meter rebate pilot. A sample size of at least five buildings were recommended to be studied in order to verify savings and costs effectiveness of the program. The following sections describe research conducted in 2019 in support of program development:

The Water Efficiency Strategy includes a proposed multi-year budget of \$120,000 CAD (2021 to 2026) to establish the parameters of a program as well as fund the completion of cooling tower audits and offer an incentive for upgrading.

Alliance for Water Efficiency Cooling Tower Research Project

In 2017, the Alliance for Water Efficiency (AWE) commenced a Cooling Tower Research project. The overall purpose of this study is to gain foundational knowledge needed to create an effective, targeted, and appealing incentive and outreach program to achieve greater efficiency in industrial cooling systems. As part of AWE's broader effort to explore

the potential for water conservation in urban areas, the research effort is intended to have multiple phases.

Phase I has five broad goals:

- Develop best practices for identifying water-cooled facilities in urban areas.
- Develop best practices for estimating consumptive and non-consumptive water demands for cooling.
- Determine the conservation potential for improvements to traditional cooling technologies, such as cooling towers.
- Determine the conservation potential of alternative cooling technologies.
- Develop practical guides to increase understanding of cooling technologies.

Thirteen municipalities and utilities from across North America have signed on including Denver Water, Southern Nevada Water Authority and San Antonio Water System in this multi-tasked project.

In 2019, initial data collection was completed and modelling commenced to develop best practices for identifying water cooled facilities in urban centres. This research component is intended to be available for the municipal and utility project team to test in early 2020.

The results of this research will provide the framework for the proposed cooling tower audit and rebate program. While the timeline has been accelerated from that outlined in the WES, the City's total investment of \$28,000 in this leading North American research project will provide a well-researched, value-for-dollar scope for local programming (a total project budget of \$530,000CAD; \$400,000USD). Due to issues in sourcing a research facility to complete the work, this project is now scheduled for completion in early 2021 in line with the WES update and timing for recommended program roll-out.

Legionella

Further to the research being completed through the Alliance for Water Efficiency, industry-leading technical associations and working groups are beginning to explore the implications of properly managed cooling towers, reuse and concerns around public health related to stagnant heated water. As such, staff commenced preliminary research related to the effects of cooling tower water efficiency, specifically water age and quality, in industrial, commercial and institutional buildings. These two things can be contributing factors that lead to micro bacterial growth with one of those being Legionella.

Staff attended the National Legionella Conference (United States of America) to provide a clearer definition of the municipal role in managing for Legionella bacteria, the relationship

between water efficiency and legionella, and any potential nexuses that exists. Through the update to the Water Efficiency Strategy commencing in 2021, a larger evaluation will need to be considered related to water reuse in cooling towers to ensure program recommendations appropriately evaluate risk and protect public health.

Municipal Facility Water Efficiency

In support of the Water Efficiency Strategy, the City continues to lead by example with water efficiency within its own facilities. Recreation centre and facility managers and maintainers participated with staff in seven water use reviews, audits and capital infrastructure upgrades to improve the efficiency of their buildings.

In 2019, the River Run Centre, Guelph Farmer's Market, John McCrae House and the Civic Museum each completed a water review with program staff. In support of facility upgrades completed by Parks and Recreation and Corporate Energy program staff completed two additional water-using process reviews: Norm Jary Splash Pad and West End Recreation Centre. Lastly, a third-party engineering consulting firm was hired to complete a water audit of the Sleeman Centre. The following are the cumulative results:

Leaks

- Detected in 50 per cent of municipal facilities visited
- Accounted for 7.1 to 11.1 per cent of buildings' total water use
- 1,167 cubic metres of leaks detected collectively in 2019
- Estimate 3.1 cubic metres per day in water savings

Water Savings Opportunities (including leaks):

- Account for 6.1 to 60.1 of total facilities water use
- 7,553.7 cubic metres of water savings potential per year was identified across seven municipal locations
- Estimate 65.69 cubic metres per day in water savings would result if audit recommendations were implemented.

In 2019, 46.22 cubic metres per day of verified water savings through process upgrades were achieved across four of the municipal facilities and locations. 2019's municipal water efficiency upgrades were:

- Norm Jary Splash Pad recirculation system
- West End Recreation Centre pool heat recovery system
- River Run Centre toilet and faucet aerator upgrades
- Guelph Farmer's Market faucet aerator installation.

These upgrades have exceeded the annual program savings goal for 2019, and the program is on track to exceed the five-year goal.

Leak Detection Program

The City's leak detection program started in the spring of 2011 and aims to reduce the amount of water lost between the point of treatment and delivery to customers. The 2019 Leak Detection Program included sounding and correlation of all 342 kilometers of metallic water mains within the City's distribution system. In total, 33 possible leaks were identified through this survey, including 14 main breaks and the rest consisting of hydrant, service, or valve repair/replacements, or no leaks were found. The average daily volume of servicing capacity reclaimed through the location and remediation of these leaks equate to approximately 534 cubic metres per day, enough to fill almost 78 Olympic swimming pools in 2019. The water loss management program savings goal for the year was exceeded.

It is anticipated that further recoveries in reclaimed treated water lost to the distribution system will be achieved with the continued optimization of the City's district metered areas (DMAs). The objective of the DMA program is enhance operational understanding of water demand patterns and to recognize water demand changes early to address non-revenue water loss in the water distribution system. In recognition of benefits offered through continuous water demand monitoring as proactive water loss management, staff will be continuing to refine the DMAs and develop associated trend analysis tools through 2020.

Peak Season Water Demand Management

Reduction of peak season (summer) water demand continues to be a primary objective of the City's water efficiency programming. The ability to reduce or minimize variations in seasonal water use limits the impact on our finite groundwater supply during times of environmental stress and creates operational efficiencies by reducing capital and operational investment to service our community for only a few days a year.

Outside Water Use Program

Since 2002, the City's Outside Water Use Program (OWUP) has helped to manage peak season (summer) water use through regulatory controls with complementary programs, such as Healthy Landscapes, working to proactively manage potential peak demands by assisting residents and local businesses in establishing low outdoor water use environments. The following activities were completed as part of this program in 2019.

There was limited precipitation in June and July of 2019. Even with the large rain event on July 17, precipitation was 60 per cent of 30 year precipitation average for the month. Because of this sustained dry spell, the Outside Water Use Program moved to Level 1 (Yellow) on July 29. The remainder of the summer was dry, however conditions improved into the fall season, which finished the season in Level 0 (Blue) on October 2.

Rain barrels offer homeowners the benefit of capturing free volumes of water for outside use but also assist in managing stormwater impacts on private property. This year's annual rain barrel truckload sale was held at Water Services' open house in May and yielded the sale of 950 rain barrels – the largest number of rain barrels sold during any of the previous years. This year's sale was in partnership with Stormwater Engineering. The Engineering department through the Stormwater utility subsidized the cost of the barrels and the first 850 barrels were sold to residents for \$10.

Please visit the City of Guelph Webpage for more information on the [Outside Water Use Program](#).

Healthy Landscapes

The Healthy Landscapes Program continues to offer various public resources to proactively manage peak season demand.

The annual Healthy Landscapes Workshops and Seminar Series featured numerous free talks on time-of-year appropriate outdoor water conservation topics including water efficient landscape design, plant selection, and proactive maintenance best practices to manage the impact of drought and common turf pests. It is estimated over 500 Guelph residents took part in this Workshop and Seminar series. Further, 100 individuals participated in the annual four-part Landscape Design Course.

Healthy Landscapes visits continue to be a popular resource, with 300 complimentary one hour visits completed by trained staff this year. This service offers a complementary site-based consultation aiming to educate residents on garden design and maintenance practices to significantly curb outdoor water demand at their home.

Healthy Landscapes visits continued to add the Blue Built Home Landscape Visit to the programming. Homeowners sign up for this specialized visit to complete one of three qualifying water saving options to become Blue Built Home certified. Twenty Healthy Landscape visits of this type were completed in 2019.

In 2019, Healthy Landscapes also collaborated with the Stormwater Engineering to pilot a Residential Rain Garden Rebate program. Two workshops were organized that required participants to attend to be a part of the program. A total of 50 participants attended the workshops. Through the workshop, 30 residents were prequalified for the pilot program and given a rain garden visit with a professional landscape consultant. With this site visit, a resident could determine how best to install his or her own rain garden. Once the rain garden was completed and a final verification visit was given, a one-time rebate from the City was awarded. Out of these 30 residents, 16 completed the installation of a rain garden and received their rebates. This resulted in:

- a combined capacity of over 39,800L of stormwater captured with an average rain gardens capacity of approximately 2,490L;
- the potential garden and lawn watering offset typically relied on for municipal supply;
- over \$13,800 in rebates provided with an average rebate of \$867.

In anticipation for the program to be offered again in 2020, there are 71 residents on a contact list. It is anticipated for the program to be offered again in 2020.

Visit the City of Guelph webpage for more information on the [Healthy Landscapes Program](#).

Peak Season Water Demand Research

Staff continue to pursue collaborative research opportunities where resources can be leveraged to garner greater products. This year, staff collaborated in a project with the University of Guelph to find alternative plants to use as groundcover to traditional grass seed and sod. This three-year research project will evaluate alternative groundcovers and varieties of turf grass to determine their water use requirements and suitability for use in local urban residential lawn areas. The first season (2019) of research results were inconclusive due to weed encroachment, low germination rate of some species, and a rain-out shelter was not constructed in time for the growing season. These issues will be addressed moving forward, data collected and reported to inform future peak season demand programming for Guelph. This research project will be ongoing until 2022.

Youth and Public Outreach and Education Programming

Education is a fundamentally important tool to engage and motivate action. The commitment to increasing local water literacy is a complimentary piece to changing toilets, or completing water audits, or installing water meters, to ensure the wise use of the resource. Staff continue to offer a variety of very successful programs to increase awareness, influence people's attitudes and habits regarding water use, and inform public

on how the City invests their rate dollars. Investment in Guelph's water future includes education and outreach programming.

Curriculum-Linked Education Programming

The City's curriculum-based Grade 2 and Grade 8 in-class, water conservation programming continues to be a popular resource for local educators in both the Upper Grand District School Board and the Wellington Catholic District School Board. In 2019, staff provided 70 interactive school presentations to 1,459 students. Since the inception of this in-class, curriculum-linked program eight years ago, the City has provided a total of 411 school presentations to over 14,620 students.

In addition to in-class presentations, Water Services hosted 32 classes and over 690 students and teachers to tour the F.M. Woods Water Treatment Plant in 2019.

H2Awesome

After a one-year break, this award-winning water event for Guelph's Grade 8 students reconvened in 2019. This curriculum-based learning event hosted in partnership with the local school boards is an opportunity to celebrate water, encourage conservation of the resource, and provide focus to the importance of water in our daily lives.

The 2019 event saw H2Awesome take place in 2 phases. Phase 1 took place on April 30, gathering approximately 570 students and teachers to War Memorial Hall on the University of Guelph campus. The event was co-hosted by two students representing both the Catholic and Public School Boards. Local Anishinaabe Metis, Jan Sherman, opened and closed the event with a traditional aboriginal acknowledgement, followed by keynote speakers Emily De Sousa, marine conservation educator, and The Water Brothers, Tyler and Alex Mifflin.

Phase 2 of H2Awesome included a half-day workshop hosted in their schools from May 1 through May 15, for each of the 222 classes registered for the event. Workshops were designed for grade 8 students and were participatory activities linked to water through art, science and technology.

Splitting this event into separate phases was a departure from past H2Awesome events typically held over the course of a single school day at one venue. The planning committee felt that the logistics and delivery of the water conservation and protection message was well suited to this approach. The event received positive feedback from participating teachers.

Planning has begun for H2Awesome in 2020, and will look to use the same format.

Planet Protectors

Since 2016, Water Services has partnered with Engineering and Transportation Services and the Office of Climate Change to offer a curriculum-focused, interactive and activity-based online program called Planet Protectors. This program helps students understand the basics of climate change, the impact of our actions, as well as the importance of energy and water conservation, and transportation choices. Through 'missions', Planet Protectors solicits personal commitments from students and encourages sharing them with their family members - commitments such as shortening shower time.

The 2018/19 school-year witnessed a reduction in participation, however still saw the program utilized in 26 classrooms, reaching 566 students in both the Upper Grand District School Board and the Wellington Catholic District School Board.

As program use stagnates it will be prudent to determine whether the program offers the best value per dollar spent. At this time other educational program offerings have not demonstrated additional value or capacity above and beyond what Planet Protectors Academy offers. Staff continue to evaluate value for dollar.

In 2019 Planet Protectors created H2Whoa, a four part program focusing solely on water – decoupling water content from the broader program offering. Water Services will continue their relationship with the Planet Protectors through the H2Whoa program in 2019/2020 school year, with the intent of monitoring appetite and delivery of the new, water focused material.

Other Outreach and Engagement Programming

H2O Go Festival

2019 H2O Go Festival (hosted by the City) celebrated its seventh year of programming. This Festival is a community celebration of water, hosting a variety of educational and interactive displays aimed at connecting audiences of all ages with water. The Festival runs in tandem with the eMERGE Guelph EcoMarket – a sustainability expo.

This year's H2O Go hosted nine organizations, collaborating with local not-for-profits, businesses and institutions. Hosted at the Old Quebec Street Shoppes, attendance has continued to grow each year. This year's event attracted over 3,000 participants of all ages (800 more than the year prior).

Coordinated planning for the 2020 event has begun with the event to take place at the Old Quebec Street Shoppes in downtown Guelph on Saturday, March 21, 2020.

Waterloo Wellington Children's Groundwater Festival

Celebrating its 24th year, the long-standing Waterloo Wellington Children's Groundwater Festival was held from May 24 to May 30 in 2019. Water Services is proud to be an ongoing partner, sponsor, contributor and organizer of the Festival. In 2019, the Festival engaged 4,898 students Grades 2 through 5 from the City of Guelph, Wellington County, and the Region of Waterloo. Upwards of 900 students participate from Guelph on an annual basis.

Since 1996, over 95,000 students have participated in the Festival, which features fun and interactive activities designed to inform students of the importance of water protection and conservation in their daily lives. In partnership with Guelph's school boards, staff have worked to increase local awareness and participation in this Festival annually.

Outreach to New Canadians in Guelph

To build trust in governments' management of drinking water amongst new Canadians and introduce new Guelph residents to the City's unique water supply and constraints, continued public education programming is encouraged within the community.

Two Linamar facilities implemented an initiative to reduce the amount of disposable plastic water bottles purchased and used by their staff in 2019. Reducing plastic water bottle use minimizes Linamar's environmental impact and promotes a safe and clean working environment by eliminating workstation clutter within the plants due to empty, or partially empty, plastic bottle accumulation. Linamar approached Water Services about providing an educational presentation about Guelph's water to support this project. Linamar staff demographics are highly multicultural and are largely comprised of new community members to Canada and Guelph. Linamar believed this educational component would be a key to the success of their project.

The two locations installed additional water fountains to improve accessibility to tap water and provided each staff member with their own reusable, stainless-steel water bottle. To enhance the initiative's success, Water Services gave a 15-minute presentation to all staff members at participating facilities on Guelph's water supply during their monthly staff meetings. Presentation content included the role of Water Services in the community and our drinking water's source, treatment, safety, and quality. In total, 840 staff members received the presentation.

Our tap water presentation built confidence in our tap water's safety and quality and was an important component in the success of Linamar's initiative. There is significant potential for this initiative to have spillover effects into the personal lives of Linamar's staff. Ideally, Linamar staff will confidently choose to drink tap over bottled water at home as well as at work, and encourage family members and friends to do so.

Water-Energy Nexus Research

Collectively, Water and Wastewater utilities (i.e. treatment and conveyance) are among the largest energy consumers by sector in Ontario. Water requires energy intensive treatment and pumping to maintain a reliable water supply while protecting public health and the environment. Consequently, water conservation and efficiency presents significant energy saving opportunities. Furthermore, the cost to expand water and energy infrastructure emphasizes that conservation and efficiency are among the most cost effective sources of water and energy. As electricity costs continue to rise and population growth increases water resource demands, conservation is important for Ontario municipalities to limit the increasing cost to produce safe clean drinking water and meet energy needs in a time when climate resilience is required. The water-energy nexus offers new opportunities to save water, energy and money through reduced infrastructure costs, greenhouse gas emissions, and operational and maintenance costs.

In 2019, Water Services began to apply the water-energy nexus concept to communicate associated water, energy and cost savings as identified in the Water Efficiency Strategy. The intent in doing so could lead to further decreases in water use.

Further to this, staff commenced the practical assessment of renewable energy applications to the infrastructure related to pumping, treating and distributing water, in alignment with the City's Community Energy Initiative. Renewable energy applications for water infrastructure are rapidly evolving and have the potential to reduce the water sector's dependency on fossil fuel-based electricity use.

As a continuation from the 2018 work, Water Services continued to assess energy optimization opportunities within the drinking water system. In doing so, this information informs budget forecasting, proposed water rate changes, and to assess the efficacy of water conservation and efficiency programs. The Water Efficiency Strategy challenges staff to evaluate opportunities to strategically implement technologies to maximize the use of available water supply. Staff currently utilize a suite of tools such as water audits, acoustic leak detection and district metered areas to recover water losses. Water loss management is known to be a highly cost effective water conservation and efficiency measure for

municipalities as they defer the associated costs of water infrastructure expansion. This evaluation is anticipated to continue through the 2020 Water Supply Mater Plan update process.

Guelph Water Wagon

In support of the City's 2009 Public Promotion Action Plan for City Drinking Water Consumption, the Guelph Water Wagon has been providing tap water to attendees of large, outdoor community events during the summer months for seven years. The Water Wagon provides access to tap water where water fountains or taps are not readily available. Continually growing in demand year-after-year, the Water Wagon attended 33 events in 2019 and provided 22,332 litres of water to event attendees. The Water Wagon continues to provide staff an excellent opportunity to engage with the public. Staff engage with Guelph residents about:

- the value of Guelph's water;
- the need for water conservation and source protection;
- questions and concerns regarding municipal tap water;
- Water Services-based public processes, programs and studies; and
- promote tap water consumption over other beverages.

In 2019, staff developed a Water Wagon Communication Plan that will undergo implementation in 2020. The Communication Plan was developed using insights from the 2018 Water Efficiency Public Education and Communication Strategy and associated market research, as well as Community Based Social Marketing principles. The Communication Plan:

- identifies specific goals and objectives for public engagement at the Water Wagon,
- clarifies key messages and target audiences,
- details how the Water Wagon Program Coordinator interacts with the public and set-up their display,
- outlines communication material development, and
- provides direction for monitoring public engagement.

This formal, strategically developed communication plan will be an important guide moving forward to ensure public engagement efforts via the Water Wagon program remain consistent, on-point, and contribute to our overarching goals. This resource will be especially advantageous for assisting the Water Wagon Program Assistant, who is a new staff member each summer, quickly and successfully navigate their role.

Water Softener Alternatives Testing and Market Research

With high levels of naturally occurring hardness in the City's groundwater source, the use of residential ion-exchange (salt-based) water softener technologies is quite common amongst Guelph households. It is estimated that approximately 77 per cent of local households, as part of a 2009 residential call survey, use a water softener.

The Region of Waterloo and the City of Guelph financed ground-breaking research in 2015 to assess the performance of an alternative to ion-exchange softening technology that treats hard water without the need for salt and recharge water. This technology referred to as salt and water free technology through the use of: media induced crystallization (nucleation assisted crystallization (NAC) and template assisted crystallization (TAC)); electromagnetic water treatment (MWT); chemical conditioning with complexing; or chelating agents. Salt and water free technology employs a combination of processes to prevent scale buildup in household water heaters and appliances. However, these technologies do not allow for the same lathering effect as salt-based water softeners provide.

In June 2017, the City of Guelph again collaborated with the Region of Waterloo to continue the research, trialling the NAC/TAC technology in real life scenarios. The aim of this study was to assess the field performance and user benefits associated with salt and water free residential water softener treatment technology.

Through this study, social research in both communities were completed (phone surveys, focus groups) to generate a technology test group of 18 homes, to install a single technology in their home for testing of user experience.

The technology was installed in participating homes by December 2017. Use of the systems continued throughout 2018. Participants were engaged to provide feedback through subsequent focus groups and an online discussion board. The final focus group concluded in January 2019.

The final report was completed in September. The results of the Water Conditioner Study were posted to the joint website, watersoftenerfacts.ca in November. The results of the study will be used to inform the update to the Water Efficiency Strategy moving forward.

Appendix J: Water Services Committees

Water Conservation and Efficiency Public Advisory Committee – Annual Report

The Water Conservation and Efficiency Public Advisory Committee (WCEPAC) – a Guelph Committee of Council – was formed in 2009 through Council approval. Council recommitted to this Committee in 2016 with the approval of the Water Efficiency Strategy update. This committee provides a forum for community input and guidance throughout the City’s implementation of the Water Efficiency Strategy.

The WCEPAC met four times in 2019. The WCEPAC continues to provide valued insights on opportunities for continued enhancement of current and developing water conservation programming, policy and education, engagement and outreach resources. In alignment with Council reporting requirements outlined in the committee’s Terms of Reference, this Annual Report details activities of the WCEPAC within 2019.

Water Conservation and Efficiency Public Advisory Committee continued to provide invaluable citizen feedback and recommendations to enhance the City of Guelph’s successful water efficiency program, including:

- Feedback on the following water efficiency programs that were updated or developed as directed through the 2016 Water Efficiency Strategy:
 - Blue Built Home Water Efficiency Standard and Rebate Program,
 - Residential Sub-meter Rebate Program,
 - Integrated Water Mapping Project, including key performance indicators, and
 - Residential Rain Garden Pilot Project
- Comment on various innovative research, study and pilots including the residential water conditioner study (related to residential water softener impacts) and the Assimilative Capacity and Reclaimed Water Feasibility Studies which were conducted in partnership with Wastewater and Source Water Protection.
- Participation in discussions on how best to utilize and enhance the committee’s capacity to provide advantageous and quality input.
- Learning opportunities to support member’s role on the committee. This was especially important in 2019 with four new members joining the committee, and a new member and City Staff who had joined the committee in 2018. Members received presentations on WCEPAC roles, responsibilities, policies and procedures; 2016 Water Efficiency Strategy; Water Supply Master Plan update; Stormwater Management

Master Plan update; Water and Wastewater Servicing Master Plan update; Guelph's Wastewater Treatment operations; and Water Services' operations.

In 2020, the WCEPAC will continue to be engaged to solicit input throughout continued implementation of the 2016 Water Efficiency Strategy recommendations including, but not limited to the following:

- Present an updated Terms of Reference for the Committee, in line with Clerk's policies and procedures for Committees of Council (last update in 2009);
- Commencing an update to the Water Efficiency Strategy, contingent upon completing the Water Supply Master Plan in 2020;
- Outreach and engagement strategies for City of Guelph's conservation programming and tap water promotion;
- Development, update, or enhancement to Water Efficiency programs;
- Feedback on the pursuit and application of study results in regards to water reuse, water energy nexus, and alternative water softening technology; and
- Water Supply Master Plan update.

Visit the [Water Conservation and Efficiency Public Advisory Committee webpage](#) for a full list of the WCEPAC members, meeting minutes and agendas.

The WCEPAC possesses no annual budget. Funding for the City's Water Efficiency Program is provided within the Council-approved Non-Tax Supported Water and Wastewater Services Capital and Operating Budgets as well as through Development Charges.

Well Interference Committee

The Well Interference Committee is a specially arranged—or ad hoc—committee that is brought together to address well interference complaints resulting from the City's water takings.

The committee was established in 2004 to address concerns voiced during the City's Class Environmental Assessment for the Arkell Springs Ground Water Supply Strategy. During the Environmental Assessment, private well owners expressed concern that City water taking may interfere with or reduce the amount of water available for their wells.

No complaints have gone to the Well Interference Committee since it was established. It is worth noting that the Committee convened on May 29, 2019 in order to facilitate an overview of the City's Well Interference Standard Operating Procedure, Permit to Take Water Requirements, upcoming water supply projects and the Terms of Reference for the Committee. The purpose of the review was to inform new members who may not have been

familiar with the duties or function of the Committee as these members were recently elected to council.

Visit the [Well Interference Committee webpage](#) for more information.

Appendix K: Source Water Protection

The third annual report summarizes information requested from the Risk Management Official by the Source Protection Authorities, as required under section 81 of the Clean Water Act, 2006 (CWA). The report outlines activities undertaken by the City of Guelph in 2019 to protect municipal drinking water sources. Source Protection is one component of the multi-barrier approach to ensure clean safe drinking water.

The Lake Erie Source Protection Region is one of 19 in Ontario created to implement drinking water source protection planning under the Clean Water Act, 2006. The region includes four watersheds, called Source Protection Areas (SPAs) in the Act:

- Catfish Creek
- Grand River
- Kettle Creek
- Long Point Region

The City of Guelph is part of the Grand River SPA and has a representative who sits on the 24 member Lake Erie Region Source Protection Committee (SPC). The SPC meets about four times a year to discuss and implement matters related to program implementation. The City of Guelph is an active participant along with other municipal representative who have a stake in drinking water issues.

The Grand River Source Protection Authority will receive this information in the format they have requested by February 1, 2020. This information may also be requested by the Director of the Ministry of Environment, Conservation and Parks (MECP).

City of Guelph internationally recognized for Source Protection

In 2019, the City of Guelph was awarded the American Water Works Association Exemplary Source Water Protection Award. Award winners “establish and maintain source water protection programs that account for their unique local conditions, incorporate the interests of local stakeholders, and reflect sustainable long-term commitments to the process by all parties.” Established in 1881, the American Water Works Association (AWWA) is the largest and oldest non-profit, scientific and educational association dedicated to managing and treating water. There are approximately 50,000 members worldwide.

Figure 8: City Staff Receiving AWWA Award along with Guelph Mayor and Councillors.



Risk Management Official Update

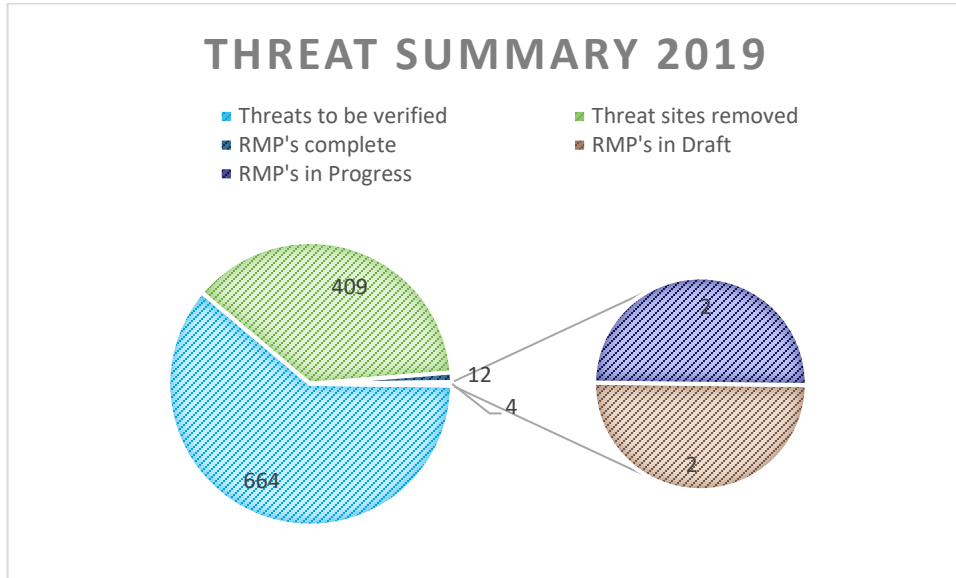
The RMO represents the City of Guelph as a municipal member of the Grand River Source Protection Committee. The Risk Management Official (RMO), Peter Rider, was appointed under subsection 47(6) of the Clean Water Act on May 27, 2016. The Risk Management Inspector (RMI) Kristin Pressey, was appointed on December 19, 2017.

Threat Verification and Negotiating Risk Management Plans

The City of Guelph continued to work with a number of property owners and businesses to verify and manage threat activities at their sites. Threats identified in the 2010 Assessment Report total 942 within the City of Guelph. Threat verification has been completed for 409 sites, resulting in the completion of 12 Risk Management Plans (RMPs) and an additional 4 in progress. City staff continue to develop RMPs for sites with threats, including evaluating existing practices and identifying potential missing gaps in drinking water protection. A template developed by the City was used to make the Risk Management Plan negotiation process less onerous for business and property owners.

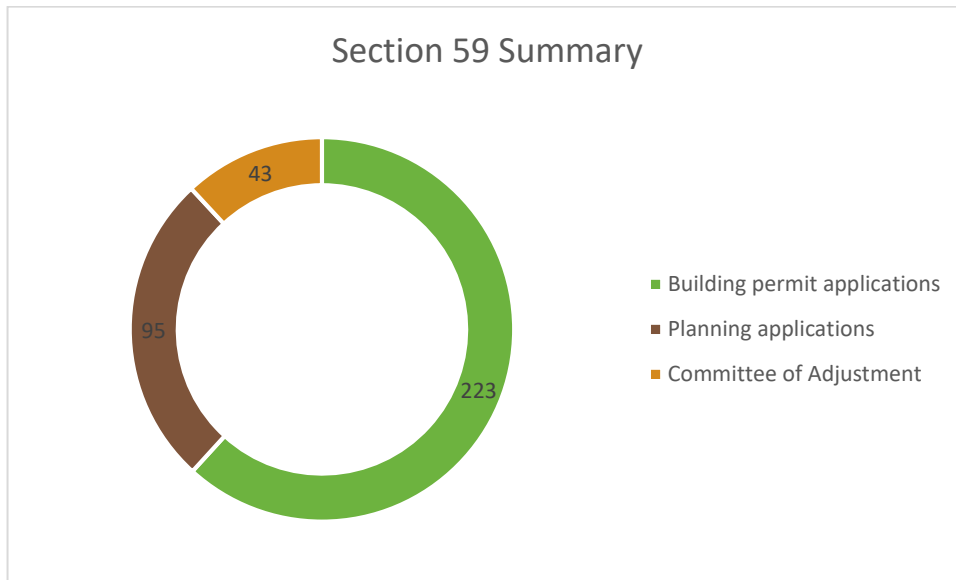
Information related to the Source Protection Program is managed in the Local Source Water Information Management System (LSWIMs), a data management system. This program is used by several other municipalities in southern Ontario to manage data associated with the Source Protection Program. The application is being updated regularly with additional functionality as requested by the collaborating partners.

Figure 9: Risk Management Official Summary, 2019



The CWA requires a section 59 Notice for development within the Wellhead Protection Areas (WHPAs) to determine if an application has a potential to introduce a new threat to drinking water. A notice is required before planning and building applications can be deemed complete. In 2019, Source Water Protection staff reviewed 361 applications and issued 167 Section 59 Notices.

Figure 10: Clean Water Act, Section 59 Summary



Policy Implementation

The City of Guelph is the implementing body responsible for a range of Source Protection Policies, from prohibition to negotiating Risk Management Plans (RMPs) and providing education and outreach. There are 72 policies in the City of Guelph’s section of the Grand River Source Protection Plan. Of these, 48 are identified as the City’s responsibility to implement. As of January 2019, we currently have 28 policies fully implemented and 18 that we have made some progress on. Efforts are underway to implement the remaining policies, however, there may be certain triggers required (e.g. upon the next Official Plan update) which will determine the pace at which some of the policies will be implemented.

Protecting Water Quantity

The City of Guelph is working closely with the Townships and staff from the Lake Erie Region Source Protection Authority to develop a set of water quantity threat policies for the identified WHPAs. Meetings are ongoing and it is anticipated that public consultation will be completed by the end of 2020. The draft policies will then be submitted to the Minister of Environment, Conservation and Parks for approval before implementation.

Education and Outreach

In the second half of 2019 moving into 2020, Source Water started an ad campaign to bring awareness to the program. The campaign consisted of Guelph Transit advertisements: both on the back and side of the bus; along with posters up at various bus shelters throughout the City. Advertisements were also posted through various social media sites and the Guelph Chamber of Commerce. Figure 11 below is an example of source water public communication.

Figure 11: Source Water Protection Advertisement to Reduce Your Winter Salt Use



Staff from the Sourcewater Protection Team have worked collaboratively with the City of Guelph Operations department staff to sponsor and support the purchase of new and enhanced road salting equipment. The goal of this initiative is to improve the management of road salt application within the City and to obtain a better understanding of how much road salt is being applied throughout the City. The purchase of this state-of-the-art equipment will allow the Operations department to develop more accurate records. This will greatly assist both departments in developing a better understanding of water quality trends and potential impacts to our drinking water system.

Staff from the Sourcewater Protection Team have also been actively involved in providing input to a joint committee lead by Ontario Good Roads Association and Conservation Ontario, whose mandate is to raise awareness at the provincial level of increasing chloride trends in groundwater and the need to evaluate the effectiveness of current legislation and best practices for winter maintenance.

Moving Forward in 2020

Efforts will continue to develop Risk Management Plans and carry out threat verifications, as required. We anticipate ramping up efforts to educate the public about road salting and how

everyone can play a part in reducing the amount of road salt that is applied to hard surfaces.

The Source Water Protection team will continue to pursue opportunities to educate the public and various stakeholders on the benefits of protecting our water resources. This will be accomplished through meetings, seminars and conferences when opportunities present themselves.

Appendix L: Glossary

Included below is an index of terms used throughout this report.

| Term | Description |
|-----------------------|--|
| < | Less than (used in reference: less than lower detection limit shown) |
| µg/L | Micrograms per litre = 1 part per billion |
| ½ MAC | half of the maximum allowable concentration |
| Above Detection Limit | Means the result can be detected using the current level of technology. |
| AMP | Adaptive Management Plan |
| AO | Aesthetic Objective |
| AODA | Accessibility for Ontarians with Disabilities Act |
| A&S | Annual and Summary |
| AWQI | Adverse Water Quality Incident |
| Background | Indicator bacteria group used to monitor general water quality (non - regulatory) |
| BBH | Blue Built Home program |
| CAO | Chief Administrative Officer |
| CAPS | Capital Asset Prioritization System |
| CCL | Critical Control Limit. The point at which a Critical Control Point response procedure is initiated. |
| CCP | Critical Control Point. An essential step or point in the Subject System at which control can be applied by the Operating Authority to prevent or eliminate a Drinking Water Health Hazard or to reduce it to an acceptable level. |
| CELP | Community Environmental Leadership Program |
| CIR # | Continual Improvement Report Number. Refers to the number assigned to an item in the Continual Improvement Database. |
| cfu | colony forming unit |

| Term | Description |
|-------------------------------|--|
| Cubic metre (m ³) | 1 Cubic metre = 1,000 litres water |
| Distribution Samples | Samples taken within the distribution system, post primary disinfection. |
| Distribution System | The part of a drinking water system that is used in the distribution, storage or supply of water and that is not part of a treatment system. |
| DMA | District Metered Area |
| Drinking Water System | A system of works, excluding plumbing, that is established for the purpose of providing users of the system with drinking water and includes, (a) any thing used for the collection, production, treatment, storage, supply or distribution of water, (b) any thing related to the management of residue from the treatment process or the management of the discharge of a substance into the natural environment from the treatment system, and (c) a well or intake that serves as the source or entry point of raw water supply for the system. |
| DWQMS | <u>Drinking Water Quality Management Standard</u> |
| DWS | Drinking Water System |
| DWWP | Drinking Water Works Permit |
| EC | E. coli (Escherichia coli) |
| E. coli | Escherichia coli, indicator bacteria used to determine the presence of fecal contamination |
| EDMS | Electronic Document Management System |
| EHV | Efficient Home Visit |
| Eng. | Engineering Services |
| EOCG | Emergency Operations Control Group |
| EPA | Environmental Protection Act |
| ERO | Environmental Registry of Ontario |
| Form 1 | Form 1 – Record of Watermains Authorized as a Future Alteration |

| Term | Description |
|---------------------|---|
| Form 2 | Form 2 – Record of Minor Modification or Replacements to the Drinking Water System |
| GUDI-WEF | Groundwater Under the Direct Influence of surface water – With Effective Filtration |
| HAAs | Haloacetic acids (HAAs) are a type of chlorination disinfection by-product that are formed when the chlorine used to disinfect drinking water reacts with naturally occurring organic matter in water. |
| HPC | Heterotrophic Plate Count, indicator bacteria group used to monitor general water quality (non-regulatory). |
| ICI | Industrial, Commercial, Institutional |
| In-situ filtration | Refers to the filtration achieved as river water migrates through the ground and into the Arkell Springs Glen Collector System. |
| km | Kilometre |
| Langelier Index | An approximate indicator of the degree of saturation of calcium carbonate in water. It is calculated using the pH, alkalinity, calcium concentration, total dissolved solids, and water temperature of a water sample collected at the tap. |
| LESP | Lake Erie Source Protection |
| LRP | Lead Reduction Plan |
| LSL | Lead Service Lines |
| LSWIMs | Local Source Water Information Management System |
| L/s | Litres per second |
| m | Metres |
| m ³ | Cubic metres = 1 m ³ = 1,000 litres water |
| m ³ /day | Cubic metres per day = 1 m ³ /day = 1,000 litres per day |
| MAC | Maximum Allowable Concentration |
| MCC | Motor Control Centre |
| MDL | Minimum Detection Limit |
| MDWL | Municipal Drinking Water Licence |
| MECP | Ontario Ministry of the Environment, Conservation and Parks |

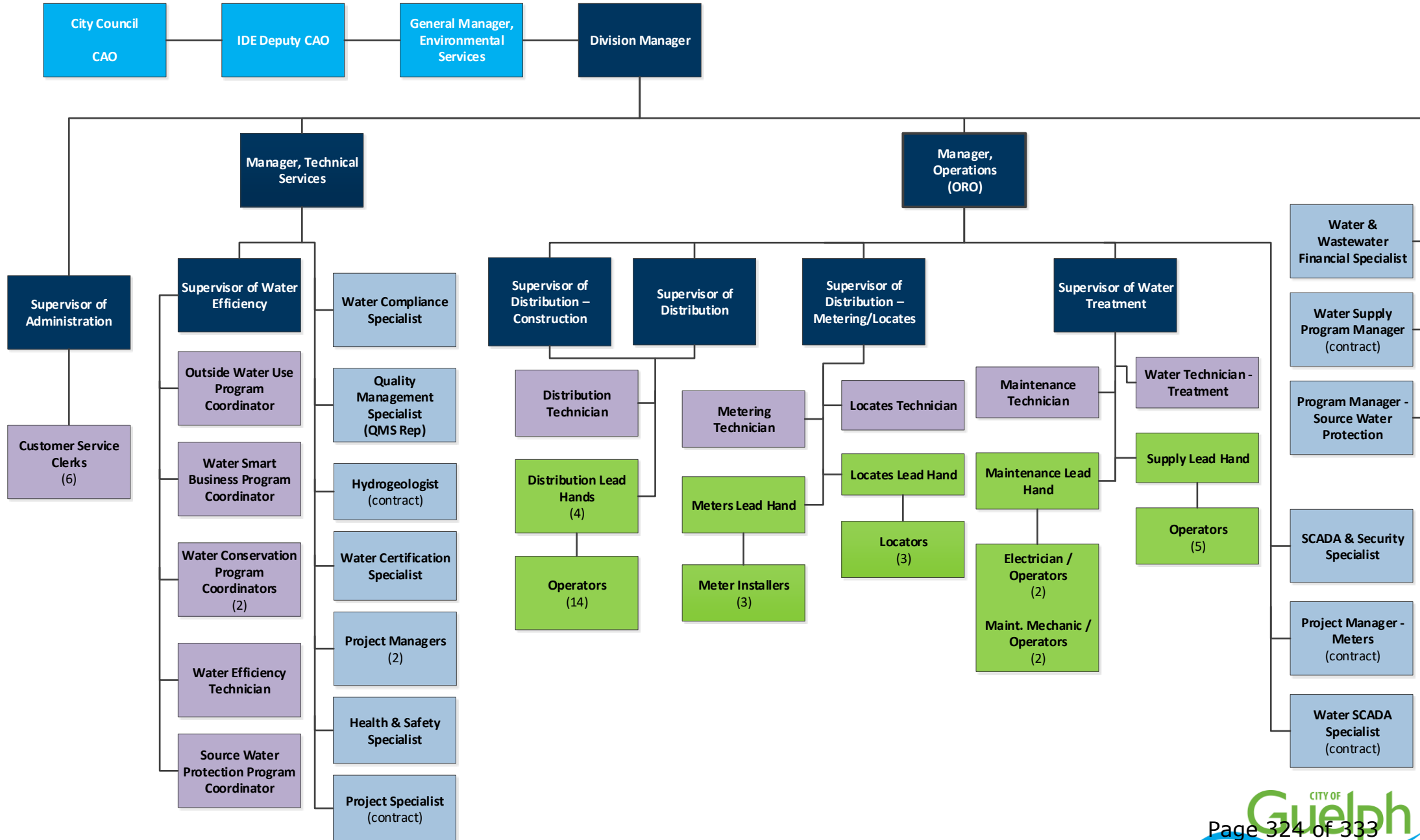
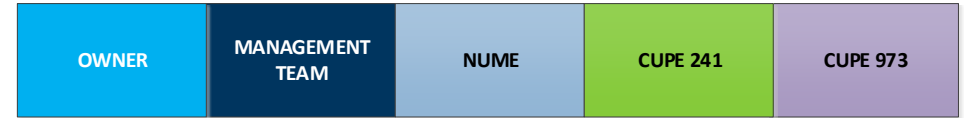
| Term | Description |
|----------------|--|
| mEq/L | Milliequivalents Per Litre |
| mg/L | Milligrams per litre = 1 part per million |
| n/a | Not Applicable |
| NDOG | Non-Detect Overgrown |
| N/O | Non-Operational |
| NSF 60 | NSF/ANSI Standard 60: Drinking Water Treatment Chemicals -- Health Effects |
| NSF 61 | NSF/ANSI Standard 61: Drinking Water System Components -- Health Effects |
| ntu | nephelometric turbidity unit |
| O. Reg. 170/03 | Ontario Regulation 170/03 Drinking Water Systems |
| OA | Operating Authority |
| ODWQS | O. Reg. 169/03 Ontario Drinking Water Quality Standards |
| ODWSP | Ontario Drinking Water Stewardship Program |
| OG | Operational Guideline |
| OIC | Operator-in-Charge |
| OP | Operational Plan |
| ORO | Overall Responsible Operator |
| OTP | Operational Testing Plan |
| OWRA | Ontario Water Resources Act |
| OWUP | Outside Water Use Program |
| OWWCO | Ontario Water Wastewater Certification Office |
| Pb | Lead |
| PDDW | Procedure for Disinfection of Drinking Water in Ontario |
| PLC | Programmable Logic Controller |
| POE | Point of Entry, the point at or near which treated water enters the distribution system. |
| ppm | Parts per million (mg/L) |

| Term | Description |
|----------------|---|
| ppb | Parts per billion ($\mu\text{g/L}$) |
| PTTW | Permit to Take Water |
| Q1 | Quarter One (aka first quarter), Q2 (second quarter), etc. |
| QMS | Quality Management System |
| Raw water | Water in its natural state, prior to any treatment for drinking. |
| RMPs | Risk Management Plans |
| RCAp | Rapid Chemical Analysis Package |
| SAC | Spills Action Centre |
| SAN | Storage Area Network |
| SCADA | Supervisory Control and Data Acquisition |
| SDS | Subdivision Distribution System (as in Gazer Mooney SDS) |
| SDWA | Safe Drinking Water Act, 2002 |
| TC | Total Coliform, indicator bacteria group used to determine presence of contamination. |
| TCE | Trichloroethylene |
| THM | Trihalomethane |
| TOMRMS | The Ontario Municipal Records Management System |
| Total Coliform | Indicator bacteria group used to determine presence of contamination. |
| Treated | Refers to samples that have received disinfection, for example treated sources. |
| UGDSB | Upper Grand District School Board |
| UV | Ultraviolet |
| VOC | volatile organic compound |
| WCDSB | Wellington Catholic District School Board |
| WCES | Water Conservation and Efficiency Strategy |
| WCWC | Walkerton Clean Water Centre |
| WDGPH | Wellington-Dufferin-Guelph Public Health |
| WES | Water Efficiency Strategy |

| Term | Description |
|------|--------------------------|
| WHPA | Wellhead Protection Area |
| WSMP | Water Supply Master Plan |

Water Services QMS 09-01 Organizational Structure

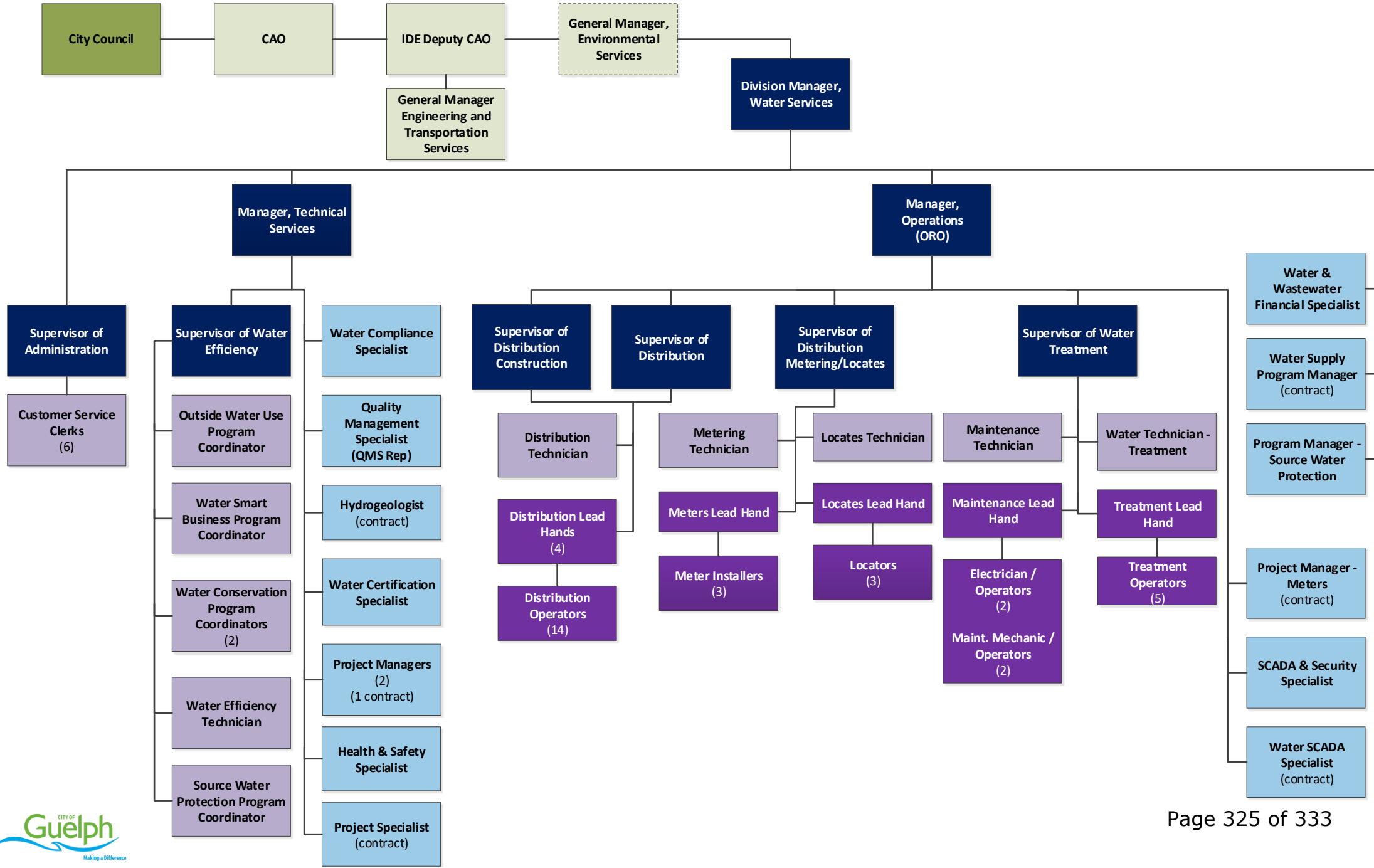
Revision date: 2019-08-19



Water Services

QMS 09-01 Organizational Structure

Revision date: 2020-01-20



2019 Water Services Annual and Summary Report

Committee of a Whole
March 2, 2020



Purpose of the Report

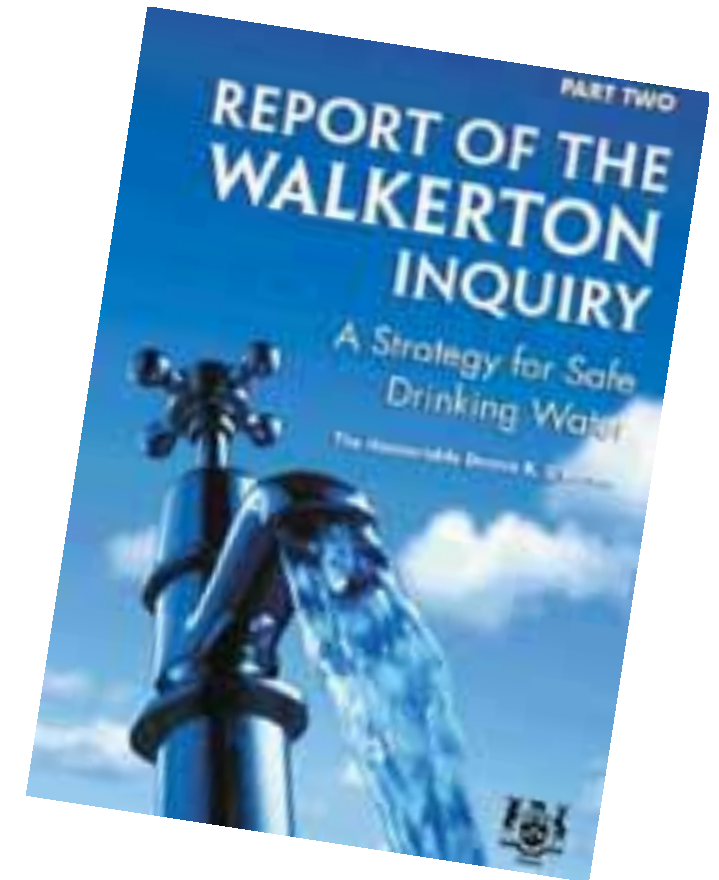
- To demonstrate to the Owner (City Council) and all stakeholders the ongoing delivery of an adequate and safe supply of drinking water in the City of Guelph and the Gazer Mooney Subdivision
- To satisfy regulatory requirements:
 - The Drinking Water Quality Management Standard
 - O. Reg. 170/03, Section 11 and Schedule 22
 - Clean Water Act, Section 81



Standard of Care

Report of the Walkerton Inquiry, 2002

“Given that the safety of drinking water is essential for public health, those who discharge the oversight responsibilities of the municipality should be held to a statutory standard of care.”



- Justice Dennis O'Connor

Standard of Care

- Section 19 of the Safe Drinking Water Act (2002) sets out the legal responsibilities of persons who oversee municipal drinking water systems
- Severe penalties are possible for municipal officials who fail to act in good faith and do not exercise honesty, competence and integrity to ensure the protection and safety of the users of municipal drinking water systems



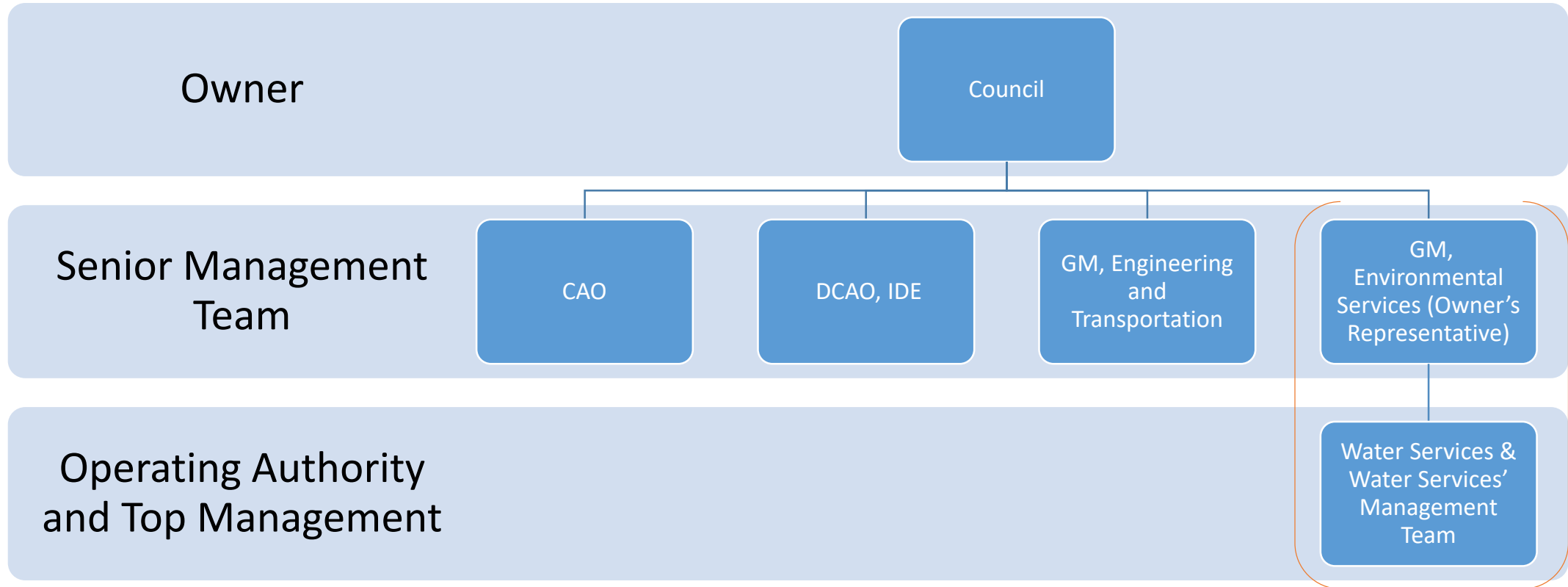
Water Quality Policy

“Water Services at the City of Guelph is committed to providing consumers with a safe, consistent supply of high quality drinking water while meeting or exceeding, and continually improving on legal, operational and quality management system requirements.”

Delivering your water with dedication, professionalism and care.



Increasing accountability



Report Recommendations

1. That Guelph City Council approves the 2019 Water Services' Annual and Summary Report, available at [Drinking Water Water-Testing](#)
2. That Guelph City Council endorse the updated Organizational Structure of the Operational Plan as defined in section o) of the 2019 Water Services' Annual and Summary Report and shown in Attachments 2 and 3.

Thank you

For more information, please visit: www.guelph.ca/water

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