

Staff Report



To	Committee of the Whole
Service Area	Infrastructure, Development and Enterprise Services
Date	Monday, March 1, 2021
Subject	2020 Water Services Annual and Summary Report

Recommendation

1. That Council approve the 2020 Water Services Annual and Summary Report.
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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, the system owner, senior leaders and the public are informed of the performance of Water Services for the period of January 1 to December 31, 2020.

Due to the regulatory requirements noted above, the Water Services Annual and Summary Report is presented as a separate report from the Corporate Annual Report.

Key Findings

In 2020, 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 2020 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 2020 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/water-testing](https://guelph.ca/water-testing), at ServiceGuelph located in City Hall or by request at 29 Waterworks Place, Guelph.

Water Services works closely with the Ministry of the Environment, Conservation and Parks (MECP) and Wellington Dufferin Guelph Public Health (WDGPH) to maintain and continuously improve the drinking water system and ensure safe drinking water.

Significant highlights of the report are as follows:

- Water Services treated and pumped approximately 16.5 billion litres of water to the system in 2020, 3.7 per cent less water than in 2019.
- Water Services complied with all provincial regulations. Two instances of low chlorine residual in the distribution system were swiftly dealt with to the satisfaction of WDGPH. In one of the instances, Water Services worked with the MECP to classify the section of watermain in question as a hydrant lead, as there are no services connected to that section of pipe. This classification eliminates the need for flushing, saving approximately 200 m³ of water each week and the associated personnel time. More information can be found in Section A and Section C of the report.
- Water Services experienced three events that are considered “adverse water quality incidents” (AWQIs), two of which were the low chlorine residual instances described above. The other AWQI was a Total Coliform result, which was not confirmed through re-sampling. All three events were resolved to the satisfaction of the MECP and WDGPH. More information in Section B of the report.
- The 2019-2020 Ministry of the Environment, Conservation and Parks (MECP) inspection is still being completed at the time of report publication. Final inspection results will be updated in the report when they are obtained from the MECP and will be available online.
- Water Services maintained Accreditation to the Drinking Water Quality Management Standard through a third-party audit completed in November, 2020. Many strengths were identified by the Auditor, demonstrating a strong commitment to the Quality Management System. Two minor non-conformances were identified through the audit, which have been resolved by Water Services and accepted by the Auditor. More information can be found in Section E of the report.
- All mandatory regulatory microbiological and chemical quality samples were taken by certified operators and all drinking water samples collected throughout the drinking water system were tested by accredited, licenced laboratories.
- Water Services had no health-related exceedances of provincial water quality parameters. See Section H and Appendix D for more information on sample results.
- Water Services completes an annual risk assessment and uses the results for infrastructure planning and upgrades, as well as for emergency planning. Water Services ensures that a state of emergency preparedness is maintained at all

times. There were two actual emergencies in 2020, which were handled with great success. See Sections D, F and N for more information.

- Since 2017, the Water Efficiency Program has seen an average water savings of 1,891m³ per day and has completed total of 3,780 audits or rebates. See Appendix I for more information.
- Through the Source Water Protection Program, threat verification has been completed for 409 sites, resulting in the completion of 19 Risk Management Plans. See Appendix K for more information.

Financial Implications

All financial implications of the Report were included as part the Council approved 2020 Water Services Non-Tax Operating and Capital Budgets.

Consultations

Departmental consultation completed in support of the 2020 Water Services Annual and Summary Report, include:

- Engineering and Transportation Services;
- Planning and Building Services;
- Legal, Realty and Court Services; and
- Financial Services.

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 [Water Services Annual & Summary Report – 2020](#)

The full report is available on the City's website at: Guelph.ca/water-testing

Departmental Approval

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