

Region of Waterloo
Engineering and Environmental Services
Water and Wastewater Operations

To: Sustainability, Infrastructure, and Development Committee

Meeting Date: March 4, 2025

Report Title: 2024 Drinking Water Summary Report

1. Recommendation

That the Regional Municipality of Waterloo endorse the following items as outlined in report EES-WWO-25-002 dated March 4, 2025:

- a) the 2024 Drinking Water Summary Report;
- b) the 2024 Management Review of the Drinking Water Quality Management System (DWQMS) (included in the Annual Drinking Water Summary Report);
- c) the 2024 infrastructure maintenance plan update (included in the Annual Drinking Water Summary Report); and
- d) A change in title from the current Drinking Water System Owner's Representative; from Director, Water and Wastewater Services to Director, Water and Wastewater Operations.

2. Purpose / Issue:

The 2024 Annual Drinking Water Summary Report and Management Review of the DWQMS satisfies the Region's regulatory obligation under the Safe Drinking Water Act.

3. Strategic Plan:

This report aligns with the Corporate Strategic Pillar of Climate Aligned Growth.

4. Report Highlights:

- The municipal drinking water delivered to the Region of Waterloo residents and businesses during 2024 met the necessary requirements under the Safe Drinking Water Act. The 2024 Drinking Water Summary Report is attached as Appendix A.
- In 2024, the Ministry of the Environment, Conservation, and Parks (MECP) performed annual inspections of the Region's water supply and distribution systems. A Drinking Water System Inspection Report (DWSIR) was issued for

each inspection commenting on all regulatory issues, non-compliance, corrective actions and/or best management practices. The MECP conducts annual inspections to ensure compliance with the Safe Drinking Water Act with all 19 of our drinking water systems. Of the 17 inspections completed to this date, 11 have a 100% compliance score.

- The Drinking Water Quality Management System (DWQMS) top management review occurred on November 26, 2024. The DWQMS was evaluated for suitability, adequacy and effectiveness: for outstanding issues from previous management reviews and staff suggestions; and for management actions identified throughout the year. No major non-conformances were identified during the 2024 internal and external audits.
- DWQMS Element 15, requires the Infrastructure Management Plan to be aligned with the Region's Asset Management Program and Strategy is included with the Annual Drinking Water Summary Report.
- The Annual Water Quality Report is posted on the Region's website as of February 28th and shared with the area municipalities and townships as required by regulation.

5. Background:

Ontario Regulation 170/03 requires that the Operating Authority, Water and Wastewater Operations, to inform Region Council, as the owner of the drinking water system, with the provisions that follow:

- a. An Annual Drinking Water Summary Report (issued by March 31st, 2025) that includes: a statement identifying compliance with the relevant legislation and MECP orders, details of non-compliances with any requirement(s) and duration, a summary of water quantity and flow rates, and comparison of water quantities and flow rates to system approval levels;
- b. A report on the annual management review identifying deficiencies, action items, and evaluation of the quality management system; and
- c. A report on the infrastructure maintenance plan highlighting any changes from the previous year (included in annual summary report).

The MECP conducts annual inspections to ensure compliance with the Safe Drinking Water Act with all 19 of our drinking water systems. To date, 17 of 19 DWSIRs have been completed by the MECP, with 11 systems receiving a compliance score of 100%.(see pg 26 of Appendix A). All 11 non-compliance issues identified through the MECP inspections, and any other relevant legislation are included in the Annual Summary report with corrective action or mitigating measures to the satisfaction of the

MECP.

Minutes from the 2024 DWQMS Management Review are included in the 2024 Drinking Water Summary Report. A key finding the Top Management Review was that the Water Operations Group staffing levels have not been growing along with infrastructure growth. In the period of 2018-2023, infrastructure grew by 25% while staffing decreased by 3%. Subsequent to the meeting, Council approved resources in the 2025 Budget which will support growth, operations, compliance and renewal and replacement of infrastructure.

6. Communication and Engagement with Area Municipalities and the Public

Area Municipalities and Public Stakeholder Engagement:

A copy of the 2024 Annual Water Quality Report is provided to each area municipality and is posted to the Region's website by February 28th, 2024 as required by O.Reg. 170/03.

A copy of the 2024 Annual Drinking Water Summary Report (outlined in Section 5 above) is also posted to the Region's website subsequent to Council endorsement.

7. Financial Implications:

There are no financial impacts with the endorsement of this report.

Conclusion / Next Steps:

The municipal drinking water provided to the residents and businesses of the Region of Waterloo met the requirements of the Safe Drinking Water Act. It is recommended that Council, as the owner of the drinking water systems, endorse the 2024 Drinking Water Summary Report, DWQMS Top Management Review, and Infrastructure Maintenance Plan.

8. Attachments:

Appendix A: 2024 Annual Drinking Water Summary Report (Including Infrastructure Maintenance Plan, and 2024 DWQMS Top Management Review Minutes)

Appendix B: Staff Presentation – Water Operations 2024 Annual Drinking Water Summary Report

Prepared By: Ryan Snider, Manager, Water Operations and Maintenance

Reviewed By: Mari MacNeil, Director, Water and Wastewater Infrastructure Management

Amy Shaw, Director, Water and Wastewater Operations

Approved By: Jennifer Rose, Commissioner, Engineering and Environmental Services