



Region of Waterloo

Water Operations 2024 Annual Drinking Water Summary Report

Our Water System

- Population Served: ~680,000
- Area Served: ~1,400 sq KM
- Two Tier: Waterloo, Kitchener, Cambridge, Woolwich, Wilmot
- One Tier: North Dumfries, Wellesley
- 19 Regulated Water Sub-Systems
 - 50 Water Treatment Facilities
 - ~120 Wells
 - 15 Pumping Stations
 - 17 Tanks/Reservoirs
 - 37 Chambers
 - ~600 pumps, ~5300 valves, ~50 filters, ~175 PLCs, ~1200 instruments, 408 km of transmission main



Statutory Standard of Care

"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, 2002, Report of the Walkerton Inquiry

Safe Drinking Water Act Standard of Care

- As the Owner (Council) and the Operating Authority (WWO Staff), we are responsible for ensuring our drinking water systems:
 - Provide water that meets all prescribed drinking water quality standards
 - Operate in accordance with the act and its regulations, and are kept in a fit state of repair
 - Are appropriately staffed and supervised by qualified persons
 - Comply with all sampling, testing and monitoring requirements
 - Meet all reporting requirements

Safe Drinking Water Act Standard of Care

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Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils

A guide for municipal councillors to help them understand their responsibilities under the Safe Drinking Water Act, 2002 and provide them with information on how Ontario's drinking water is safeguarded.

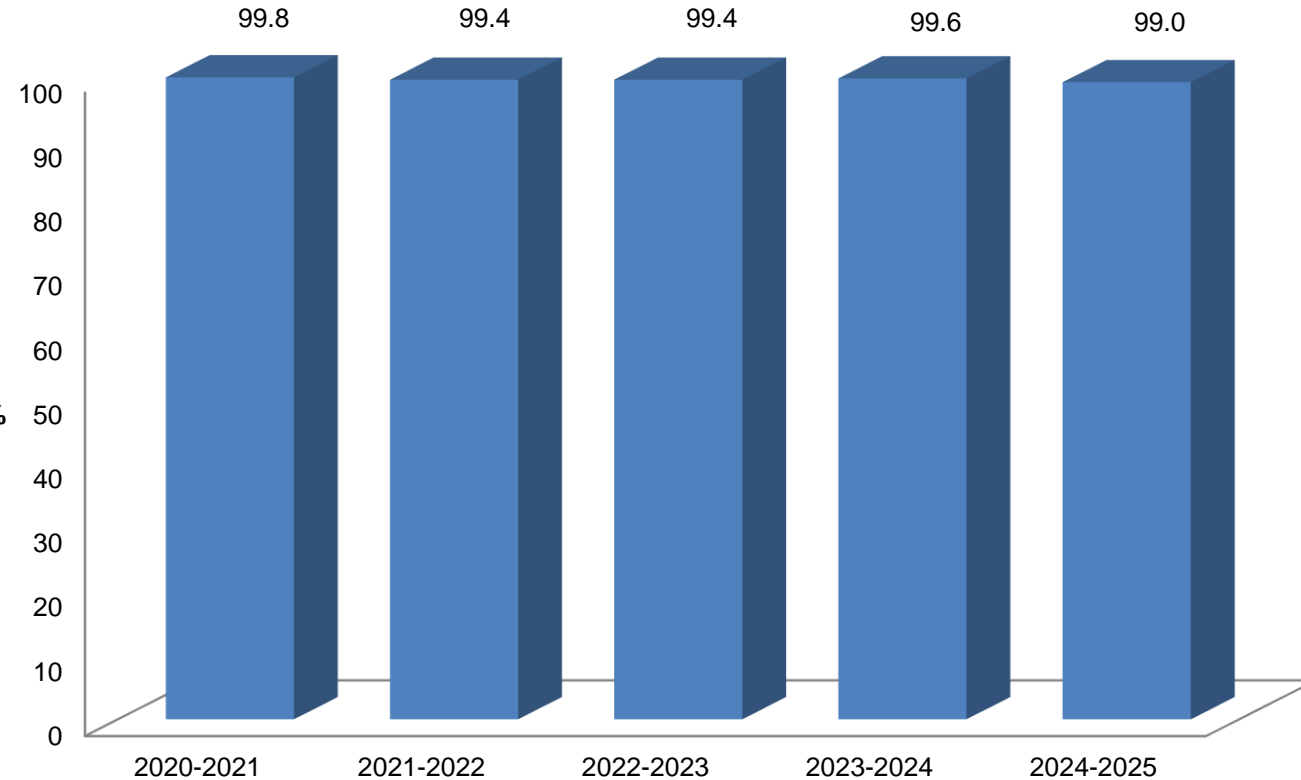
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2024 Drinking Water Summary Report

Summary

- One non-compliance attributed to permitted flow exceedances
 - Petersburg commissioning
- Ten (10) non-compliances across 150+ facilities in 19 regulated sub systems
 - 1 treatment equipment (broken electrical conduit at well)
 - 3 Operator certification
 - 4 monitoring due to equipment failures
 - 1 Sampling related
 - 1 Related to UV inspection windows
- **99.0% Compliance Rating (Provincial Average for 2023-2024 is 98.6%)**



2025 External Audit

- Drinking Water Quality Management System (DWQMS) is audited twice annually
 - an internal 3rd party audit, and
 - an external audit by NSF
 - 2025 was the intensive onsite audit
- Summary of Results:
 - 0 Major Non-conformances: we do what we say we are going to do
 - 3 Minor Non-Conformances and 3 Opportunities for Improvement



NSF International Strategic Registrations Audit Report

The Regional Municipality Of Waterloo

2069 Ottawa Street South
Kitchener, Ontario N2E 3K3 CAN

C0123481

Audit Type

Re-certification Audit

Lead Auditor

Rose Johnson

Team Auditors

James Pang

Standard

Ontario's Drinking Water Quality Management Standard Version 2
(Exp Date: 22-MAR-2025)

Audit Date(s):

01/22/2025 - 01/24/2025

Recommendation

Ontario's Drinking Water Quality Management Standard Version 2 : Recertification Pending
Closure of Minor NCR(s)

Planning for the Future

- Water Supply Strategy and Wastewater Treatment Master Plan will ensure the Region is 1,000,000 ready with projects identified to support growth
- 2025 Asset Management Plan will prioritize renewal works for existing infrastructure
- Protecting groundwater through the Grand River Source Protection Update
- Region representation on MECP working group to collaborate on water and wastewater operator talent for Ontario