

**Region of Waterloo**  
**Engineering and Environmental Services**  
**Water and Wastewater Services**

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**To:** Planning and Works Committee  
**Meeting Date:** March 5, 2024  
**Report Title:** 2023 Drinking Water Summary Report, Quality Management System Review and Infrastructure Maintenance Plan

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**1. Recommendation**

That the Regional Municipality of Waterloo endorse the following items as outlined in report EES-WAS-24-003 dated March 5, 2024:

- a) the 2023 Drinking Water Summary Report;
- b) the 2023 Management Review of the Drinking Water Quality Management System (DWQMS) (included in Drinking Water Summary Report); and
- c) the 2023 infrastructure maintenance plan update (included in Drinking Water Summary Report).

**2. Purpose / Issue:**

The 2023 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 2023 met the necessary requirements under the Safe Drinking Water Act. The 2023 Drinking Water Summary Report is attached as Appendix A.
- In 2023, 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. To date 16 of 19 DWSIRs have been

completed by the MECP, with 13 systems receiving a compliance score of 100%. All 5 non-compliance issues identified through the MECP inspections and any other relevant legislation are included in this report with corrective action or mitigating measures.

- The Drinking Water Quality Management System (DWQMS) top management review occurred November 30, 2023. 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 2023 internal and external audits. Minutes from the 2023 DWQMS Management Review are included in the 2023 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%. Despite this, the drinking water system is protected by a high degree of automation while a staffing needs assessment is completed.
- DWQMS Element 15, requires the Infrastructure Management Plan is 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 Services, to inform Region Council, as the owner of the drinking water system, with the provisions that follow:

- a) An annual summary report (issued by March 31st, 2024) 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.
- c) A report on the infrastructure maintenance plan highlighting any changes from the previous year (included in annual summary report).

## **6. Communication and Engagement with Area Municipalities and the Public**

### **Area Municipalities and Public/Stakeholder Engagement:**

A copy of the 2023 Annual Water Quality Report is provided to each area municipality and is posted to the Region's website by February 28<sup>th</sup>, 2023 as required by O.Reg. 170/03.

A copy of the 2023 Annual Drinking Water Summary Report is posted to the Region's website subsequent to Council endorsement.

## **7. Financial Implications:**

Nil.

## **8. 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 2023 Drinking Water Summary Report, DWQMS Top Management Review, and Infrastructure Maintenance Plan.

## **9. Attachments:**

Appendix A: 2023 Annual Drinking Water Summary Report (Including Infrastructure Maintenance Plan, and 2023 DWQMS Top Management Review Minutes)

Staff Presentation – Water Operations Annual Summary Report

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

**Reviewed By:** Mari MacNeil, Director of Water and Wastewater Services

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