



Region of Waterloo

Water Operations Annual Summary Report

Our Water System

- Population Served: ~620,000
- 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
- Huge Quantity of Infrastructure
 - ~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 (WWS 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.

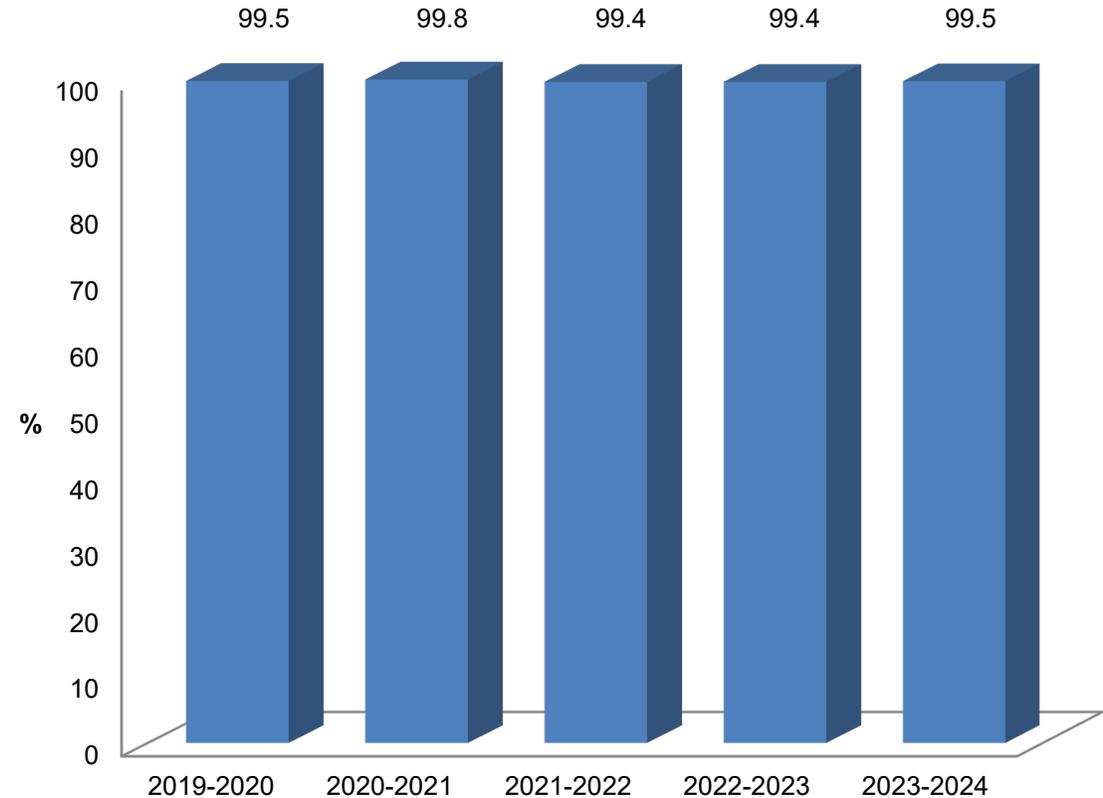
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2023 Drinking Water Summary Report

Summary

- Zero non-compliances related attributed to permitted flow exceedances
- Five (5) non-compliances across 150+ facilities in 19 regulated sub systems
 - 1 record keeping
 - 1 contractor operated equipment
 - 3 monitoring due to equipment failures*
- **99.5% Compliance Rating (Provincial Average from 2018-2023 is 98.5%)**



2024 External Audit

- Drinking Water Quality Management System (DWQMS) is audited twice annually
 - an internal 3rd party audit, and
 - an external audit by NSF
- Summary of Results:
 - 0 Non-conformances: we do what we say we are going to do
 - One opportunity for improvement
 - Identified strengths:
 - Mature system
 - Overall staff commitment
 - Risk assessment process
 - Internal audit process
 - System documentation management



NSF International Strategic Registrations Audit Report

The Regional Municipality Of Waterloo

2069 Ottawa Street South
Kitchener, Ontario N2E 3K3 CAN

C0123481

Audit Type

Surveillance Audit

Auditor

Rose Johnson

Standard

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

Audit Date(s):

02/14/2024 - 02/16/2024

Recommendation

Ontario's Drinking Water Quality Management Standard Version 2 : Continue Certification (No NCRs)

Capacity to Support Housing

- Water and Wastewater Services is prepared for growth
- Regional water systems have the capacity to support an additional 190,000 people
- Region updates and publishes an Annual Water and Wastewater Monitoring Report on the Region's Website under Water and Wastewater Reports

Efforts to Expand IUS or Planned to Support Housing

- We are also planning for the future to ensure there is enough water supply for growth
- Water Supply Strategy Update looking at future water needs
 - Area of focus in conservation and finding new or expanding existing water sources
 - List of projects will form future capital budgets
- Upcoming Master plans and EAs
 - Wellesley Water & Wastewater Master Plan
 - St. Jacobs and Elmira Wastewater Treatment Plant Schedule C Environmental Assessments
 - Wastewater Treatment Master Plans
- Future Considerations:
 - Limitations on river's ability to accept additional wastewater, sustainable groundwater supply