


**SUMMARY REPORT
TOWN OF ERIN**

**HILLSBURGH WELL SUPPLY
DRINKING –WATER SYSTEM NO. 220007285**

**Municipal Drinking Water License Number 102-102
Drinking Water Works Permit Number 102-202
PTTW # 6306-8X5KRY
PTTW # 8548-6SBGWC**

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Submitted by:	Joe Babin Water Superintendent
Signature:	
Date:	February 20, 2015
Prepared by:	Sara McDougall

**SUMMARY REPORT FOR
THE TOWN OF ERIN
HILLSBURGH WELL SUPPLY**

Ministry of Environment
Municipal Drinking Water License Number 102-102
Drinking Water Works Permit Number 102-202
Permit to Take Water No. 6306-8X5KRY
Permit to Take Water No. 8548-6SBGWC

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Section 1 – Introduction

The 2014 Hillsburgh Well Supply Summary Report addresses the requirements outlined in Schedule 22 of the Ontario Drinking Water Systems Regulation (O. Reg. 170/03) under the *Safe Drinking Water Act, 2002*. For purposes of that regulation, the Town of Erin - Hillsburgh Well Supply is considered to be a large municipal residential system.

The summary report identifies Hillsburgh Well Supply's Licenses and Permits, and includes a statement of compliance with the terms and conditions of the Drinking Water Works Permits, Municipal Drinking Water Licenses, Permits to Take Water and the drinking water regulations under the *Safe Drinking Water Act*. The report also includes a summary of the quantities and flow rates of water supplied, including monthly average and maximum daily flows during the period from January 1st to December 31st, 2014.

A copy of Schedule 22 from O.Reg. 170/03 is in Appendix 1 of this report.

Section 2 – Background

In 2002, the *Safe Drinking Water Act* was passed by the Ontario government, and by 2003, all municipal and non-municipal drinking water systems in Ontario were governed by this Act and its Regulations.

A list of the Regulations enacted under the *Safe Drinking Water Act* can be found in Appendix 2 of this report.

The reporting period for this report is January 1, 2014 to December 31, 2014.

The Town of Erin continues to operate our water systems through adherence to our Municipal Drinking Water License and our Drinking Water Works Permit. The Municipal Drinking Water License provides the required legislative authority to operate the system, and the Drinking Water Works Permit provides the descriptive scope of our water system and the authority to establish and alter the system.

During the reporting period, the Town of Erin – Hillsburgh Well Supply was operated pursuant to:

- Municipal Drinking Water License Number 102-102, issued December 20, 2010; *once issued, a condition on the license revokes all C of A's which were previously issued for the drinking water system.*
- Drinking Water Works Permit Number 102-202, issued December 20, 2010

Both our license and our permit were issued through our demonstration of compliance to the Drinking Water Quality Management Standard (DWQMS).

DWQMS

The Standard contains 21 Elements which specify the minimum requirements for the Quality Management System of an Operating Authority for a subject system:

- a. to facilitate the Operating authority's ability to consistently produce and/or deliver drinking water that meets applicable legislative, regulatory and Owner requirements, and
- b. to enhance consumer protection through the effective application and continual improvement of the Quality Management System.

Operational Plan

Our adopted Quality Management System (QMS) Operational Plan continues to govern the water system in assuring conformance to the Standard and continuous operational improvements.

A portion of this required conformance is included in the Financial Plan submitted under O. Reg. 453/07. We must fulfill our submitted financial commitment to infrastructure renewal and utility operations in a demonstrated life cycle based full cost recovery model.

Copies of our QMS Operational Plan are available at the Municipal Office.

Section 3 – External Audit & MOE Inspections

On September 10, 2014 the Ministry of Environment conducted an inspection of the Hillsburgh Well Supply System for the period of October 1, 2013 – August 15, 2014. The inspection included a review of operational standards and procedures, record keeping, sampling protocols, status of operator's licensing, training initiatives and a random field test for the analysis of system free chlorine residual in conjunction with joint microbiological water sample collections.

This audit provided a scoring of 100% in meeting all legislative requirements of the *Safe Drinking Water Act* and associated regulations under the act.

The summary of best practice issues and recommendation, and the final inspection scoring for this inspection period are included in Appendix 3.

On December 10th, 2014 SAI Global conducted an external off-site system verification audit of the Town of Erin's Quality Management System. This audit resulted in zero non-conformances and two opportunities for improvement. SAI Global's recommendation is: Maintenance of existing accreditation. The results of the external off-site system verification audit are included in Appendix 4.

Section 4 – Statement of Compliance

The Hillsburgh Well Supply System complied with the terms and conditions of all Licenses and Permits, Ontario Drinking Water Quality Standards Regulation (O. Reg. 169/03), and the Drinking Water Systems Regulation (O. Reg. 170/03).

Section 5 – Summaries of Quantities and Flow Rates and Water Supply

The following table is a summary of flows for the reporting period of January 1 – December 31, 2014.

Table 1

HH	Total Flow		Average Day		Max Day		Max Flow Rate	
Date	Raw m³	Treated m³	Raw m³	Treated m³	Raw m³ (rated capacity = 982 m³/day)	Treated m³ (rated capacity = 1011 m³/day)	Raw L/min (rated capacity = 682 L/min)	Treated L/sec
January	4237.497	3292.102	136.693	106.197	253.128	130.065	664.547	3.681
February	1460.111	1010.245	52.147	36.080	196.619	55.088	664.098	2.720
March	1805.313	1096.645	58.236	35.376	210.484	51.374	654.86	2.200
April	1628.711	1377.063	54.290	45.902	205.874	61.272	659.833	35.790
May	1964.099	3171.934	63.358	102.320	226.447	172.560	665.84	34.110
June	2599.260	3722.367	86.642	124.079	223.954	171.524	657.384	27.690
July	1807.314	2657.123	58.300	85.714	223.500	131.081	654.879	10.690
August	2460.552	3287.484	79.373	106.048	229.220	185.828	650.518	5.770
September	1656.289	2727.021	55.21	90.901	217.635	127.560	662.697	3.920
October	1818.699	2851.337	58.668	91.979	204.785	111.697	659.746	18.360
November	1780.296	2716.698	59.343	90.557	205.418	112.254	643.683	8.920
December	1794.395	3161.520	57.884	101.985	193.611	135.491	645.961	15.860
Total	25012.54	31071.54						
GD	Total Flow		Average Day		Max Day		Max Flow Rate	
Date	Raw m³	Treated m³	Raw m³	Treated m³	Raw m³ (rated capacity = 655 m³/day)	Treated m³ (rated capacity = 654 m³/day)	Raw L/min (rated capacity = 454 L/min)	Treated L/min
January	301.684	218.051	25.140	18.171	103.714	88.970	448.283	162.863
February	2509.526	2653.721	89.626	94.776	179.137	113.808	444.62	752.09
March	2650.535	2913.899	85.501	93.997	105.332	116.105	442.225	229.90
April	2704.481	2979.512	90.149	99.317	112.458	121.475	438.025	503.74
May	3416.357	3714.188	110.205	119.813	194.424	208.922	434.181	874.27
June	3260.018	3562.647	108.667	118.755	160.110	178.091	416.699	776.70
July	3161.240	3426.898	101.976	110.545	263.744	273.125	404.966	476.96
August	2737.311	2769.457	88.300	89.337	183.945	135.388	400.233	742.13
September	2610.484	2851.703	87.016	95.057	124.074	136.115	393.711	755.34
October	2371.445	2563.704	76.498	82.700	105.643	114.560	394.849	407.65
November	2576.371	2752.663	85.879	91.755	334.641	352.075	371.496	360.76
December	3090.327	3318.856	99.688	107.060	323.642	337.878	390.138	375.41
Total	31389.78	33725.3						

The following table is a summary of the flow rates and the rated capacity flow rates approved in the system's approval.

Table 2

HH	Peak Day Flow (m ³ /day)		Rated Capacity (m ³ /day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	253.128	130.065	982	1011	25.78%	12.86%
February	196.619	55.088	982	1011	20.02%	5.45%
March	210.484	51.374	982	1011	21.43%	5.08%
April	205.874	61.272	982	1011	20.96%	6.06%
May	226.447	172.560	982	1011	23.06%	17.07%
June	223.954	171.524	982	1011	22.81%	16.97%
July	223.500	131.081	982	1011	22.76%	12.97%
August	229.220	185.828	982	1011	23.34%	18.38%
September	217.635	127.560	982	1011	22.16%	12.62%
October	204.785	111.697	982	1011	20.85%	11.05%
November	205.418	112.254	982	1011	20.92%	11.10%
December	193.611	135.491	982	1011	19.72%	13.40%

GD	Peak Day Flow (m ³ /day)		Rated Capacity (m ³ /day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	103.714	88.970	655	654	15.83%	13.60%
February	179.137	113.808	655	654	27.35%	17.40%
March	105.332	116.105	655	654	16.08%	11.48%
April	112.458	121.475	655	654	17.17%	12.02%
May	194.424	208.922	655	654	29.68%	20.66%
June	160.110	178.091	655	654	24.44%	27.23%
July	263.744	273.125	655	654	40.27%	27.02%
August	183.945	135.388	655	654	28.08%	20.70%
September	124.074	136.115	655	654	18.94%	13.46%
October	105.643	114.560	655	654	16.13%	17.52%
November	334.641	352.075	655	654	51.09%	53.83%
December	323.642	337.878	655	654	49.41%	51.66%

Section 6 – Summary and Conclusion

Table 3 provides information with respect to the quantity and flow rates of water supplied to the system during the reporting period.

1. The monthly average taking for all wells individually and for all wells combined, the maximum daily taking from each well individually and from all wells combined, and the daily instantaneous peak flow rate for each well and for all wells combined. There are footnotes to the table that provide additional information regarding the data.

Table 3
Town of Erin, Hillsburgh Well Supply
Pumping Volume % Flow Summary
(January 1 to December 31, 2014)

Raw Well	Monthly Average (m ³ /mo.)	Approved Rated Capacity (m ³ /month)	Maximum Daily Flow (m ³ /day)	Approved Rated Capacity (m ³ /day) ¹	Maximum Daily Instantaneous Peak Flow Rate (L/min.)	Approved Rated Capacity (L/min) ¹
<i>HH</i>	2084.38	29869	253.13	982	665.84	682
<i>GD</i>	2615.82	19923	334.64	655	448.28	454
Combined Wells:	4700.2	49792		1,637	N/A	N/A

1. Based on water taking rates and amounts specified in Table A of PTTW # 8548-6SBGWC & PTTW # 6306-8X5KRY

In conclusion, HH is pumping at a 7.0% average of the approved rated capacity of 29,869 m³ per month, and GD is pumping at a 13.1% average of the approved rated capacity of 19,923 m³ per month. The Hillsburgh Well Supply system is pumping at an average 9.4% of the approved rated capacity of 49,792 m³ per month.

This report will be given to the members of the Town of Erin Council on or before March 31, 2015, as required by Section 22-2 (1) (a) of Schedule 22 of O. Reg 170/03, as amended. It will be circulated to Council as an information item on the first available agenda following the date completed to formally put the report on the public record. The report is available to the public at no cost, and will be posted on the Town's website.

Appendix 1
SCHEDULE 22
SUMMARY REPORTS FOR MUNICIPALITIES

Municipal: Large Residential
Small Residential

Application

22-1. This Schedule applies to the following drinking water systems:

1. Large municipal residential systems.
2. Small municipal residential systems.

Report

22-2. (1) The owner of a drinking water system shall ensure that, not later than March 31 of each year after 2003, a report is prepared in accordance with subsections (2) and (3) for the preceding calendar year and is given to,

- (a) in the case of a drinking water system owned by a municipality, the members of the municipal council;
- (b) in the case of a drinking water system owned by a municipal service board established under section 195 of the *Municipal Act, 2001*, the members of the municipal service board; or
- (c) in the case of a drinking water system owned by a corporation, the board of directors of the corporation.

(2) The report must,

- (a) list the requirements of the Act, the regulations, the system's approval, drinking water works permit, municipal drinking water licence, and any orders applicable to the system that were not met at any time during the period covered by the report; and
- (b) for each requirement referred to in clause (a) that was not met, specify the duration of the failure and the measures that were taken to correct the failure.

(3) The report must also include the following information for the purpose of enabling the owner of the system to assess the capability of the system to meet existing and planned uses of the system:

1. A summary of the quantities and flow rates of the water supplied during the period covered by the report, including monthly average and maximum daily flows.
2. A comparison of the summary referred to in paragraph 1 to the rated capacity and flow rates approved in the system's approval, drinking water works permit or municipal drinking water licence, or if the system is receiving all of its water from another system under an agreement pursuant to subsection 5 (4), to the flow rates specified in the written agreement.

(4) If a report is prepared under subsection (1) for a system that supplies water to a municipality under the terms of a contract, the owner of the system shall give a copy of the report to the municipality by March 31.

(5) Revoked: O. Reg. 253/05, s. 18.

OWRA approvals

22-3. A provision of an OWRA approval that requires the completion and presentation of a compliance report does not apply to a drinking water system if the owner of the system complies with section 22-2.

O. Reg. 170/03, Sched. 22; O. Reg. 249/03, s. 24; O. Reg. 253/05, s. 18; O. Reg. 418/09, s. 26.

Appendix 2

Regulations under the *Safe Drinking Water Act, 2002*

- O. Reg. 128/04: Certification of Drinking Water System Operators and Water Quality Analysts
- O. Reg. 169/03: Ontario Drinking Water Quality Standards
- O. Reg. 170/03: Drinking Water Systems
- O. Reg. 171/03: Definitions of Words and Expressions Used in the Act
- O. Reg. 172/03: Definitions of Deficiency and Municipal Drinking Water System
- O. Reg. 188/07: Licensing of Municipal Drinking Water Systems
- O. Reg. 242/05: Compliance and Enforcement
- O. Reg. 243/07: Schools Private Schools and Day Nurseries
- O. Reg. 248/03: Drinking Water Testing Services
- O. Reg. 453/07: The Financial Plans Regulation
- O. Reg. 229/07: Service of Documents

Appendix 3



Ministry of the Environment
Inspection Report

NON-COMPLIANCE WITH REGULATORY REQUIREMENTS AND ACTIONS REQUIRED

This section provides a summary of all non-compliance with regulatory requirements identified during the inspection period, as well as actions required to address these issues. Further details pertaining to these items can be found in the body of the inspection report.

Not Applicable

SUMMARY OF RECOMMENDATIONS AND BEST PRACTICE ISSUES

This section provides a summary of all recommendations and best practice issues identified during the inspection period. Details pertaining to these items can be found in the body of the inspection report. In the interest of continuous improvement in the interim, it is recommended that owners and operators develop an awareness of the following issues and consider measures to address them.

1. There is no backflow prevention program, policy and/or bylaw in place.

The ORO stated that the Town does not have a formal policy or bylaw related to the backflow prevention, at present, but they are aware of the risk of backflow of contaminants into the distribution system. The ORO indicated that his department works with the planning department to ensure that for the new commercial connections, the backflow prevention devices are installed based on the risk assessment of the facility.

The Town's water compliance coordinator indicated that they have received the guidelines sent by the Ministry earlier this year and are working to develop a backflow prevention program based on these guidelines.

Recommendation:

The Town is encouraged to continue their efforts for developing a backflow prevention program for the distribution system.

2. Air vents and overflows associated with reservoirs and elevated storage structures were not equipped with screens.

Reservoirs' overflow outlets were observed to be equipped with the proper screens. While the air vents on the Hillsburg Heights reservoirs had proper screens, the air vents on the Glendevon reservoir were observed not having proper screens on them. A few pollens were also observed in the reservoir water.

Recommendation:

It is recommended that the ORO cover the air vents on the Glendevon reservoir with the proper screens.

3. The following issues were also noted during the inspection:

The ORO indicated that they switch on the maintenance button while performing calibration/maintenance on the chlorine analyzers in the pumping stations, which helps to hold the chlorine residual reading while calibration/ maintenance is being conducted. The ORO also indicated that if the activity takes more than five minutes, and the high lift pump is on, they take chlorine residual readings manually, every five minutes.

Recommendation:

It is recommended that the operators make a record of the time when the maintenance button is pressed on as well as pressed off or take other such steps so that the maintenance button is switched off immediately after the work done and is not remained on inadvertently.

Ministry of the Environment - Inspection Summary Rating Record (Reporting Year - 2014-2015)

DWS Name:	HILLSBURGH DRINKING WATER SYSTEM
DWS Number:	220007285
DWS Owner:	Erin, The Corporation Of The Town Of
Municipal Location:	Erin
Regulation:	O.REG 170/03
Category:	Large Municipal Residential System
Type Of Inspection:	Detailed
Inspection Date:	September 10, 2014
Ministry Office:	Guelph District

Maximum Question Rating: 761

Inspection Module	Non-Compliance Rating
Source	0 / 40
Permit To Take Water	0 / 30
Capacity Assessment	0 / 42
Treatment Processes	0 / 107
Distribution System	0 / 21
Operations Manuals	0 / 42
Logbooks	0 / 42
Consumer Relations	0 / 8
Certification and Training	0 / 65
Water Quality Monitoring	0 / 156
Reporting & Corrective Actions	0 / 88
Treatment Process Monitoring	0 / 120
TOTAL	0 / 761

Inspection Risk Rating 0.00%

FINAL INSPECTION RATING: 100.00%

Inspection Rating Record Generated On 16-OCT-14 (Inspection ID: 1-BCHVP).

Appendix 4



1631559-01
#DWAR.12.08 Rev.01

ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES SYSTEMS VERIFICATION AUDIT REPORT

FILE #: 1631559-01

**The Corporation of the Town of Erin
OAP 102**

Operating Authority for:

**Erin Drinking Water System
Hillsburgh Drinking Water System**

S2 Surveillance Audit

Prepared by: Janet McKenzie

Date: Dec 10, 2014

Confidential
20 Carlson Court, Suite 200
Toronto, Ontario Canada M9W 7K6
Telephone: 416-401-8700 Facsimile: 416-401-8660

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Excellence. Assured.

Audit Objectives

The objective of the audit was to determine whether the drinking water Quality Management System (QMS) of the subject system conforms to the requirements of the Ontario Ministry of the Environment's (MOE) Drinking Water Quality Management Standard (DWQMS) at all of the locations noted in the Applicant Profile Form (AP 602). It was also intended to gather the information necessary for SAI Global to assess whether accreditation can be offered to the operating authority.

Audit Scope

The facilities and processes associated with the operating authority's QMS were objectively evaluated to obtain audit evidence and to determine a) whether the quality management activities and related results conform with DWQMS requirements, and b) if they have been effectively implemented.

Audit Criteria:

- The Drinking Water Quality Management Standard
- Current QMS manuals, procedures and records implemented by the Operating Authority
- SAI Global Accreditation Program Handbook

Auditor:

Janet McKenzie

Audit Report Distribution List:

The Audit Report is distributed as follows:

- Operating Authority
- Owner
- Ministry of the Environment Director

Confidentiality and Documentation Requirements

The SAI Global stores their records and reports to ensure their preservation and confidentiality. Unless required by law, the SAI Global will not disclose audit records to a third party without prior written consent of the applicant. The only exception will be that the SAI Global will provide audit and corrective action reports to the Ontario Ministry of the Environment. For more information, please refer to the SAI Global Accreditation Program Handbook.

PART A. MANAGEMENT SUMMARY

This was an off-site system verification audit of the The Corporation of the Town of Erin conformance with the requirements of DWQMS: Oct. 2006.

The overall effectiveness of the The Corporation of the Town of Erin Quality Management System is considered:

x Effective

Zero non-conformities and two Opportunities for Improvement were identified during this assessment, as noted in Part D of this report.

The audit objectives have been accomplished within the audit scope in accordance with the audit plan and the time allocation.

PART B. GENERAL INFORMATION

Operating Authority:

Legal name and address The Corporation of the Town of Erin OAP 102

Address 5684 Trafalgar Road Hillsburgh Ontario

Applicant representative Sara McDougall

Title Compliance Administrator

Telephone 519 855 4407 Fax 519 855 4821

E-mail sara.mcdougall@enn.ca

Owner:

Legal name and address
 same as above, or.

Applicant representative Sara McDougall

Title Compliance Administrator

Telephone 519 855 4407 Fax 519 855 4821

E-mail sara.mcdougall@erin.ca

Accreditation Option: Full Scope - Entire DWQMS

Population Served: 3300

This audit report covers the subject systems listed:

Erin Drinking Water System, 555 8th Line, Erin, Ontario
Hillsburgh Drinking Water System, 5929 Trafalgar Road, Hillsburgh, Ontario

PART C. SUMMARY OF FINDINGS

SUMMARY OF FINDINGS							
OPERATING AUTHORITY The Corporation of the Town of Erin OAP 102						1631559-01	
ACCREDITATION CYCLE: S2 Surveillance Audit							
AUDIT TYPE x Systems			AUDITOR Janet McKenzie			Nov 27, 2014 to Nov 27, 2014	
SUBJECT SYSTEM(S) AUDITED ① Erin Drinking Water Systems ② Hillsburgh Drinking Water Systems							
REQUIREMENT ↓	SYSTEM →	①	②	③	④	⑤	⑥
1. Quality Management System		C	C				
2. Quality Management System Policy		C	C				
3. Commitment and Endorsement		C	C				
4. Quality Management System Representative		C	C				
5. Document and Records Control		OFI	OFI				
6. Drinking-Water System		C	C				
7. Risk Assessment		C	C				
8. Risk Assessment Outcomes		C	C				
9. Organizational Structure, Roles, Responsibilities and Authorities		C	C				
10. Competencies		C	C				
11. Personnel Coverage		C	C				
12. Communications		C	C				
13. Essential Supplies and Services		OFI	OFI				
14. Review and Provision of Infrastructure		C	C				
15. Infrastructure Maintenance, Rehabilitation & Renewal		C	C				
16. Sampling, Testing and Monitoring		C	C				
17. Measurement & Recording Equipment Calibration and Maintenance		C	C				
18. Emergency Management		C	C				
19. Internal Audits		C	C				
20. Management Review		C	C				
21. Continual Improvement		C	C				
Mj	Major non-conformity. The auditor has determined ONE of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor non-conformities; or (c) a minor non-conformity identified in a corrective action request has not been remedied.						
Mn	Minor non-conformity. In the opinion of the auditor, part of a required element of the DWQMS has not been incorporated satisfactorily into a QMS.						
OFI	Opportunity for improvement. Conforms to the requirement, but there is an opportunity for improvement.						
C	Conforms to requirement.						
///	Not applicable to this audit.						
*	Additional comment added by auditor in the body of the report.						

PART D. FINDINGS/COMMENTS

<p>DWQMS Reference: <i>Client Reference:</i></p> <p><i>Results:</i> <i>Details:</i></p>	<p>5 Document and Record Control <i>Appendix 4, Control of Records Procedure, rev#7</i> <i>Appendix 5, Document Change Form, rev#3</i> <i>Appendix 17, Competencies Procedure, rev #4</i> Opportunity for improvement <i>Consider defining what the Effective Date for procedures and forms is supposed to be (i.e. the original date of release or the most current revised date) and review the Effective Date for each document to be sure it is consistent throughout the DWQMS.</i></p>
<p>DWQMS Reference: <i>Client Reference:</i></p> <p><i>Results:</i> <i>Details:</i></p>	<p>13 Essential Supplies and Services <i>Appendix 20 Essential Supplies and Services, rev #7, Oct 29/14.</i> <i>Appendix 21, Element 13, Procurement Requirement and Communication Package, March 21/14</i> Opportunity for improvement <i>The May 2, 2012 letter to Suppliers is signed by the previous QMS rep. Consider updating the supplier letter.</i></p>

PART E. RECOMMENDATION – Systems Audit

The auditor recommends the following:

- Offer of accreditation
- Offer of accreditation after response to corrective action requests has been deemed acceptable to the SAI Global
- On-site verification audit after response to corrective action requests has been deemed acceptable by the SAI Global
- On-site verification audit as next step in the accreditation process
- On-site verification of corrective action requests
- Maintenance of existing accreditation
- Complete re-assessment

Final comments:

E-signature of Lead Auditor / Auditor