



Guelph Water and Wastewater Servicing Master Plan – Phase 1

Community Engagement Summary, June 2021

Prepared by Stantec Consulting Ltd.

Virtual Open House # 1 Purpose:

The first Virtual Open House for the City of Guelph's Water and Wastewater Servicing Master Plan (WWSMP) was held from October 28-November 30, 2020. The purpose of the first Open House was to present the objectives and overview of the Master Plan, the City's current water distribution and wastewater collection systems, preliminary water and wastewater servicing alternatives for meeting the City's growth needs, and proposed criteria for evaluating the water and wastewater servicing strategies.

Virtual Open House # 1 Format and Content:

The Open House was presented as a link from the City of Guelph's Water and Wastewater Servicing Master Plan webpage (<https://www.haveyoursay.guelph.ca/water-and-waste-water-master-plan-update>) and was presented via an online ArcGIS StoryMaps platform at the following link:

<https://storymaps.arcgis.com/stories/951ce157e4db40db8ef895f1a8ea4bd7>. A written transcript was also made available to anyone that requested it.

The following information and topics were presented at the Virtual Open House:

- Objectives of WWSMP
- Master Plan Process & Problem and Opportunity Statement
- Existing Water and Wastewater System
- How the WWSMP Is Being Updated
- Evaluation Criteria
- Alternative Solutions
- Related Recent and Ongoing Plans, Projects and Studies
- Next Steps

A PDF copy of the Open House content is attached to this memo for reference.





Virtual Open House # 1 Notifications:

Notifications for the Virtual Open House were sent via email to federal, provincial, and municipal agencies, emergency service providers, elected officials, stakeholders, and Indigenous communities on November 13, 2020. A copy of the Notice is attached to this memo for reference.

A combined newspaper advertisement for all City of Guelph water-related master plan studies was published on October 29, 2020, November 12, 2020, and November 26, 2020.

The following agencies, stakeholders, and Indigenous communities received a copy of the Virtual Open House # 1 Notice:

Indigenous Communities:

- Six Nations of the Grand River
- Mississaugas of the Credit First Nation
- Haudenosaunee Development Institute
- Haudenosaunee Confederacy Chiefs Council
- Métis Nation of Ontario

Federal Agencies:

- Fisheries and Oceans Canada
- Transport Canada
- Environment Canada

Provincial Agencies:

- Infrastructure Ontario
- Ministry of Agriculture, Food, and Rural Affairs
- Ministry of Community Safety and Correctional Services
- Ministry of Municipal Affairs and Housing

- Ministry of Natural Resources and Forestry
- Ministry of the Environment, Conservation and Parks
- Ministry of Heritage, Sport, Tourism and Culture Industries
- Ministry of Transportation
- Grand River Conservation Authority

Municipalities and Local Government:

- Guelph Eramosa Township
- Puslinch Township
- Region of Waterloo
- Town of Milton
- Township of Centre Wellington
- Wellington-Dufferin-Guelph Health Unit
- Wellington County

Utilities and Emergency Services:

- Bell Canada - Access Network Department
- Guelph Fire Department





- Guelph Hydro
- Guelph Police Service
- Guelph-Wellington EMS
- Hydro One
- Ontario Power Generation
- Rogers Cable
- University of Guelph
- McNeil Consumer Healthcare
- Nature Guelph
- Nestle Waters Canada
- North Riverside Neighbourhood Group
- Ontario Public Interest Research Group (OPIRG)
- Onward Willow Neighbourhood Group
- Our Lady of Lourdes School
- Parkwood Gardens Neighbourhood Group
- Polycon Industries
- Protect Our Moraine
- Rickson Ridge Neighbourhood Group
- Royal City Brewing Company
- Saint George's Park Neighbourhood Group
- Save our Water
- Sleeman Breweries Ltd.
- Springfield Golf & Country Club
- St Joseph's Health Centre
- The Council of Canadians
- The Guelph Country Club
- The Junction Neighbourhood Group
- Two Rivers Neighbourhood Group
- Victoria Park East Golf Club
- Wellington Brewery
- Wellington Water Watchers
- Christian Farmers Federation of Ontario
- Wellington Federation of Agriculture
- Indigenous Healing & Wellness Program Wellington-Waterloo

Stakeholders:

- Brant Avenue Neighborhood Group
- Brothers Brewing Company
- Chamber of Commerce
- Clean Water Coalition
- Cutten Fields
- Dolime Quarry
- Exhibition Park Neighbourhood Group
- Fixed Gear Brewing Co.
- Gay Lea Foods
- GET Concerned
- Grange Hill East Neighbourhood Group
- Guelph & Guelph Eramosa Township Community Liaison Group
- Guelph Community Foundation
- Guelph and District Homebuilders' Association
- Guelph Wellington Developers' Association
- Guelph Youth Council
- Hanlon Creek Neighbourhood Group
- Linmar Corporation
- Mandarin Restaurant Guelph
- Maple Leaf Foods Inc





Elected Officials and Staff:

- MP Guelph
 - MPP Guelph
 - City of Guelph Staff
 - City of Guelph, Township of Guelph/Eramosa, Town of Erin, Town of Minto, Township of Centre Wellington, Township of Mapleton, Township of Puslinch, and Township of Wellington North elected officials
- Planning and Building, Engineering and Environment Committee
 - Economic Development Advisory Committee
 - Water Conservation and Efficiency Public Advisory Committee
 - River Systems Advisory Committee
 - Environmental Advisory Committee

Feedback and Comments Received During Open House 1:

Approximately 159 people visited the Open House webpage. No comments were received from stakeholders, agencies, Indigenous communities, or members of the public.

Have Your Say Online Survey:

An online survey was included in the Open House # 1 presentation and Articulate Storyline. The purpose of the online survey was to gather information on residents' experience with the existing water and wastewater infrastructure. In particular, the survey was focused on disruption of water services, water pressure, sewer back-up and blockage issues.

- A total of 26 people submitted responses to the online survey. Below is a summary of responses provided to each question:
- The majority of respondents noted that their water pressure was strong to moderately strong.
- The majority of respondents noted that disruption to water services has occurred "Never" or "Once or twice a year".
- There was split interest in a smart water meter with 11 "Yes", 8 "No", and 7 "I don't know" responses.
- The majority of people noted that they have not experienced a sewer backup that isn't attributed to a household plumbing or drainage issue.
- Respondents (3) noted that sewer blockage has only occurred once, 3 times due to freezing, and once every 1-5 years.

The individual responses to each survey question are appended to this memo.





Next Steps:

Following the completion of the first Virtual Open House and Have Your Say Online Survey, the City and study team will be completing an evaluation of alternative solutions and develop recommended projects identified through the Master Plan. The second Open House is planned for fall of 2021 and it will present the evaluation of alternative solutions and recommended projects.



Public Notice

Have your say on how the City manages all things water in Guelph

Join the conversation to help guide Guelph's four water-related master plans

October 28, 2020 – Guelph is a growing community and how the City manages water, in all its forms, is changing to adapt to our growing community. The City is updating four water-related master plans and invites Guelph residents to have their say through virtual community open houses, asking their questions, taking surveys and more starting today until November 30.

The water-related master plans cover:

- **[Wastewater treatment and biosolids management:](#)** how the City manages wastewater (what you flush down your sinks, drains and toilets) so it's sustainable, protects our waterways and the environment.
- **[Stormwater management:](#)** how the City manages stormwater run off (rain and melted snow) from your roofs and driveways, and from roads and sidewalks, to help prevent flooding and protect people and the environment.
- **[Water and wastewater servicing:](#)** how we build and take care of all the pipes that deliver your drinking water and take away what you flush.
- **[Water supply:](#)** where we get our drinking water. The Water Supply Master Plan received community feedback at an open house and survey which took place in February of 2020. Survey results and a master planning progress update is now available on the [project page](#). A second virtual open house will be held in 2021.

Get involved

Have your say and help shape long-term plans for your community by:

- **Visiting the [virtual open houses:](#)** attend each master plan's virtual open house to learn what each master plan aims to do, what challenges the City is facing and how it impacts you and the rest of our community.
- **Taking online surveys, asking questions and more:** you can answer survey questions, ask your own questions and share your ideas about the master plans by November 30.
- **Staying up to date on the City's master planning work:** master planning updates are shared through our project pages at haveyoursay.guelph.ca and guelph.ca/plans-and-strategies. You can also get updates and hear about future opportunities to get involved by joining the mailing list for the master plans that interest you.
- **Following the conversation on [Twitter](#) and [Facebook](#).**

The process

The Master Plans will be carried out according to the Municipal Engineers Association Municipal Class Environmental Assessment (2015, as amended), which is an approved Class of Environmental Assessment under the Environmental Assessment Act. Results from this Master Plan will be documented in an environmental assessment that will be made available for public review. At that time, residents, businesses, Indigenous communities and other interested persons or groups will be informed of when and where the environmental assessment can be reviewed.

About the City's different master plans

The City's [master plans](#) assess the infrastructure we have to support today's services and decide what we'll need as our community grows. Our master plans build on the goals and policies from the Official Plan to integrate existing and future land use plans, and define long-term objectives. Looking at the city as a whole helps to evaluate options, consider a variety of perspectives, understand different outcomes, and make better decisions for a future ready Guelph.

For more information

Wastewater Treatment and Biosolids Management Master Plan

Mari MacNeil, Manager of Technical Services
Wastewater Services, Environmental Services
519-822-1260 extension 2284
mari.macneil@guelph.ca

Stormwater Management Master Plan and the Water and Wastewater Servicing Master Plan

Reg Russwurm, Manager Design and Construction
Engineering and Transportation Services
519-822-1260 extension 2765
reg.russwurm@guelph.ca

Water Supply Master Plan

Dave Belanger, Water Supply Program Manager
Water Services, Environmental Services
519-822-1260 extension 2186
Dave.Belanger@guelph.ca



Water and Wastewater Servicing Master Plan



City of Guelph water and wastewater servicing master plan

Welcome

October 28, 2020

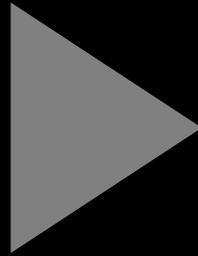
We're updating the 2008 Water and Wastewater Servicing Master Plan to ensure our water and wastewater infrastructure (things such as pipes, sewers, and pumping stations) continues to support Guelph's population growth now until 2051. The 2020 Master Plan Update is intended to identify existing capacity constraints within the water and wastewater systems, as well as provide long-term servicing strategies. We're doing this by evaluating various servicing alternatives and determining the preferred alternatives to support planned growth across the City.

The purpose of this virtual open house is to share information and hear your thoughts on:

- The objectives and overview of the Master Plan
- The City's current water distribution and wastewater collection systems
- Preliminary water and wastewater servicing alternatives for meeting our growth needs
- Proposed criteria for evaluating the water and wastewater servicing strategies
- Next steps as we update the Master Plan

Read through the following information and complete a survey online at <https://www.haveyoursay.guelph.ca/water-and-waste-water-master-plan-update>

We've prepared this virtual public open house to provide an overview of the Master Plan, and we welcome any questions you may have about the project, or water and wastewater servicing within the City. We also have a survey link at the bottom of the page where you have the opportunity to tell us a bit about your experiences with your water/wastewater servicing. The project team will be reviewing the feedback received in developing and evaluating alternative solutions through the master planning process.



Master plan process

This **Master Plan** follows the Municipal Class Environmental Assessment (Class EA) process, and includes the completion of **Phases 1 and 2 shown here:**

Problem and opportunity statement

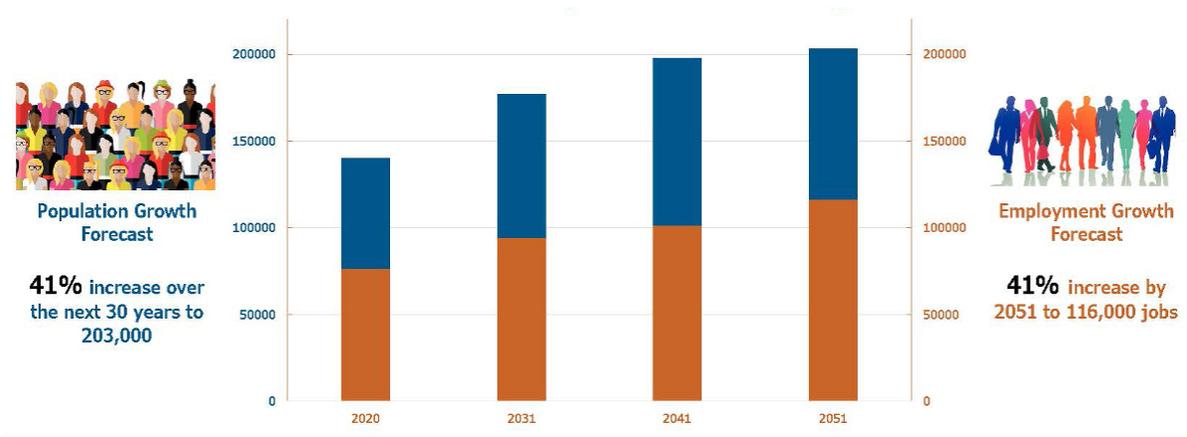
It's been over 10 years since the Master Plan was completed. We're updating it to identify servicing requirements for existing service areas and growth areas to 2041/2051. The Master Plan will also:

- Consider the impact of population and employment growth

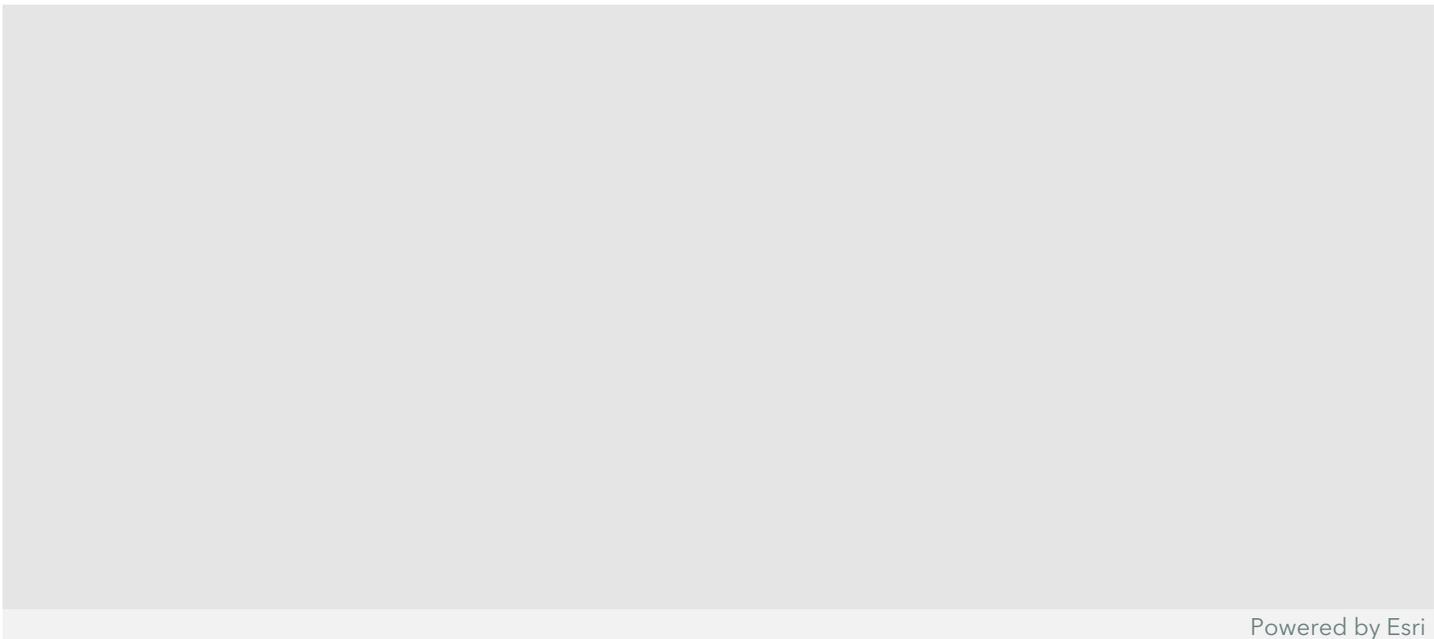
beyond 2041/2051

- Further the City’s focus to become a Smart City
- Consider the use of innovative technologies for improved water and wastewater level of service

This is how Guelph is growing



Existing water and wastewater system



Existing water system

Ground water well



Ground Water Wells pump ground water from aquifers for use in Guelph's water supply system. There are 19 production wells The City of Guelph's water system.

Pressure zones



A pressure zone is an area within certain elevations that receives water from the same pressure origin.

Pump station



Pump stations pressurize water to move it through Guelph's system of water mains.



Water main





Water Mains move treated drinking water throughout the city. There are over 570 km of water main within the City of Guelph.

Water tower

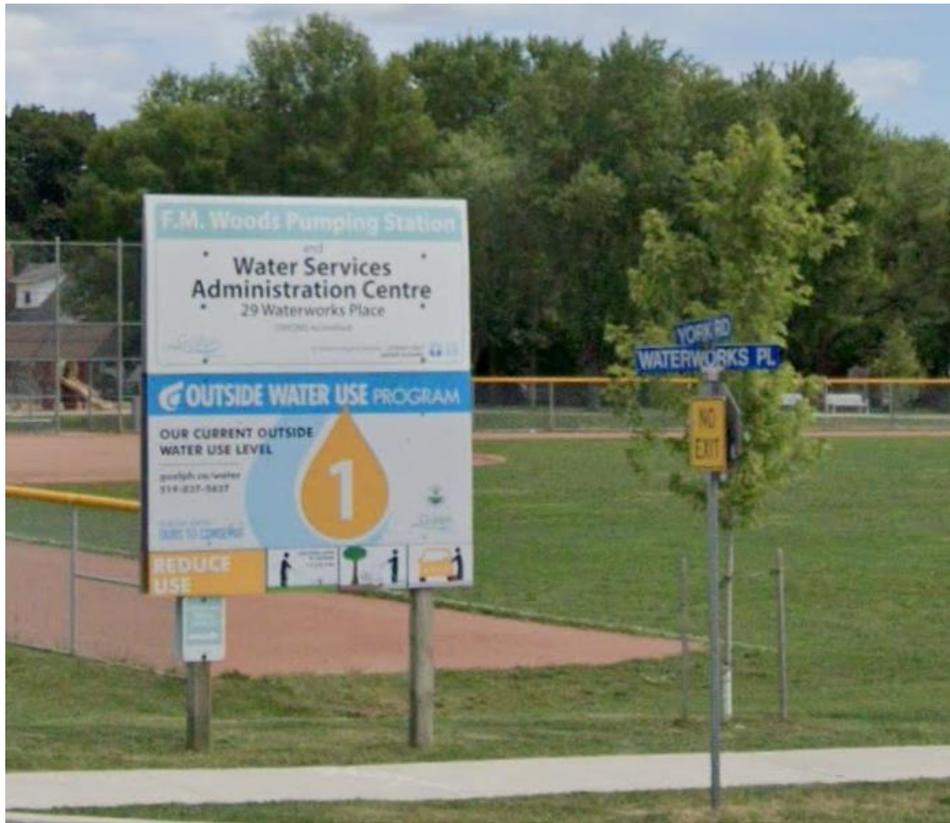




Water Towers provide storage and redundancy within the water supply system and extra capacity in the event of an emergency situation. The City of Guelph has 3 water towers.

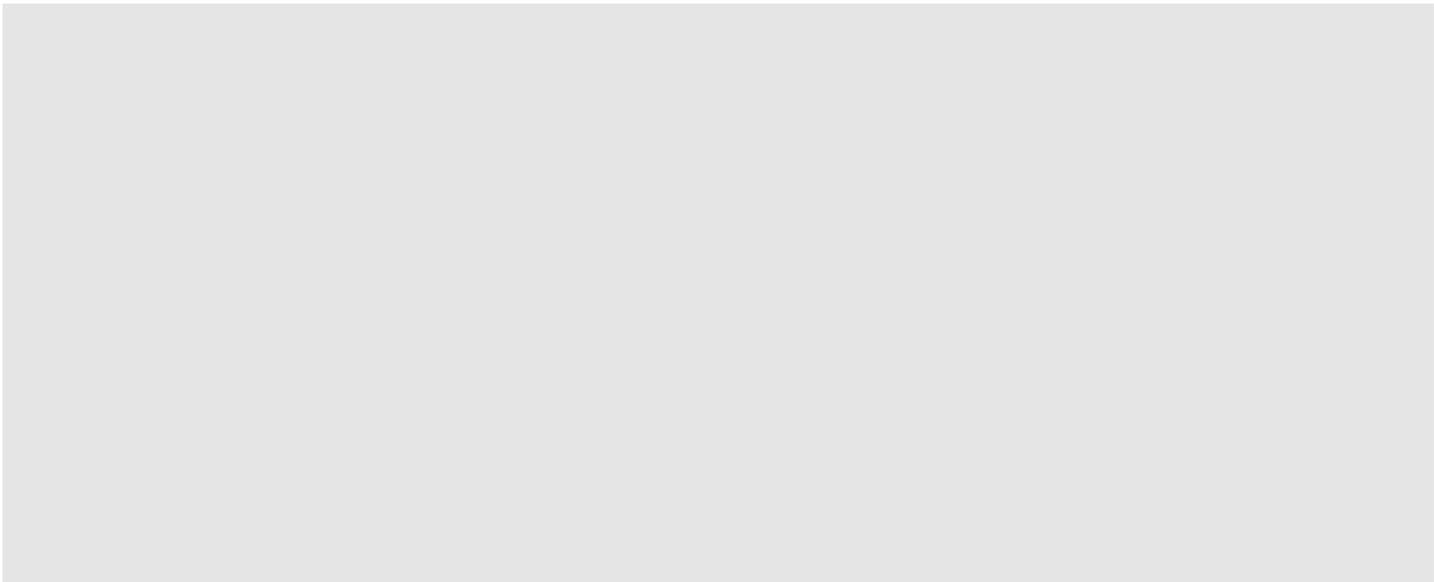
FM Woods facility





The FM Woods facility treats, stores and pumps clean water.

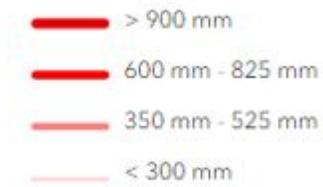




Powered by Esri

Existing wastewater system

Gravity sanitary sewer

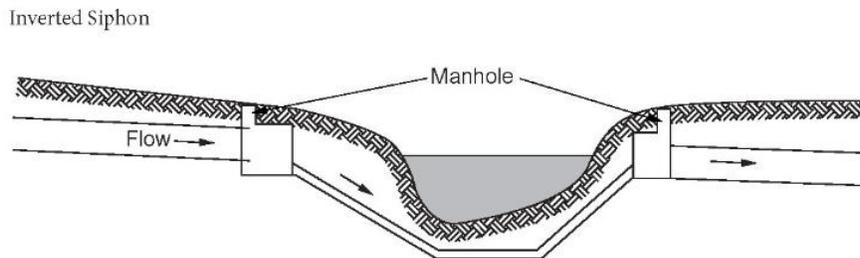




Gravity Sewers convey household waste water to the wastewater treatment plant. There are over 500 km of gravity sewer within the City of Guelph.

Siphon

Siphons are a type of sewer that allows wastewater to flow through a pipe under low lying areas or obstructions such as rivers or utility corridors.



Wastewater treatment plant

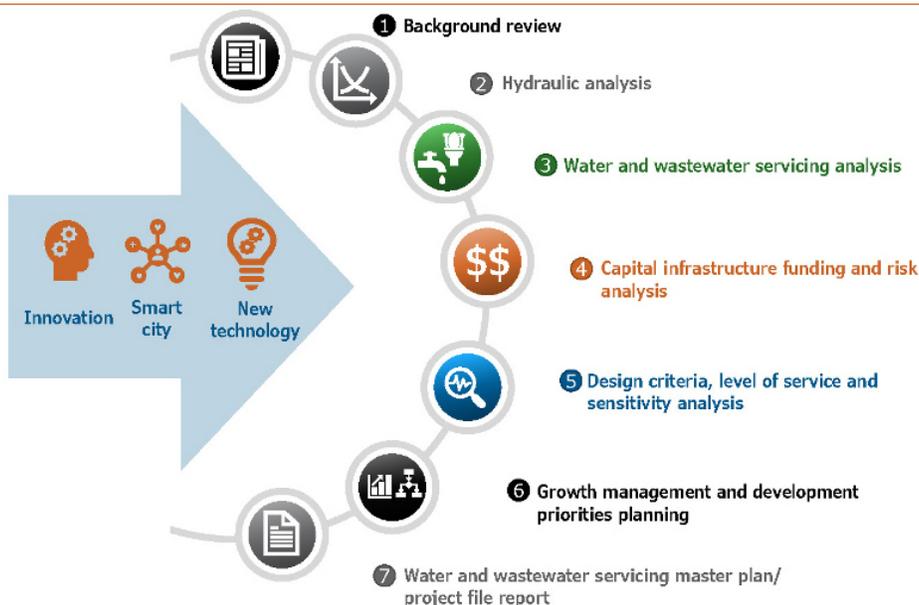




The wastewater treatment plant treats water before discharge into the speed river. See this page for information on ongoing Wastewater Treatment and Biosolids master plan <https://www.haveyoursay.guelph.ca/waste-water-treatment-and-biosolids-management-master-plan>

How are we updating the water and wastewater master servicing plan?

To update the Master Plan several technical, financial and system analyses must be done so we can get a good understanding of what we need to plan for.



Evaluation criteria

We will be evaluating alternative solutions to address existing and future water/wastewater servicing needs against the following general criteria:



Social/cultural- This category considers things like land use and development, and community disruption.



Natural environment- This category considers things like impacts to environmental features and habitats, including Species at Risk.



Public health and safety- This category considers impacts to public health and safety.



Economic/ financial- This category considers both capital costs and long term operations and maintenance costs.



Legal jurisdiction - This category considers applicable legislation and regulatory requirements.



Technical- This category considers engineering or design related criteria.

Alternative solutions

We'll be considering a number of alternative solutions to

address existing and future needs within the water distribution and wastewater collection systems. Alternative solutions include:



1. Do nothing – we consider this option to compare against other options being considered. What would happen if we made no improvements?



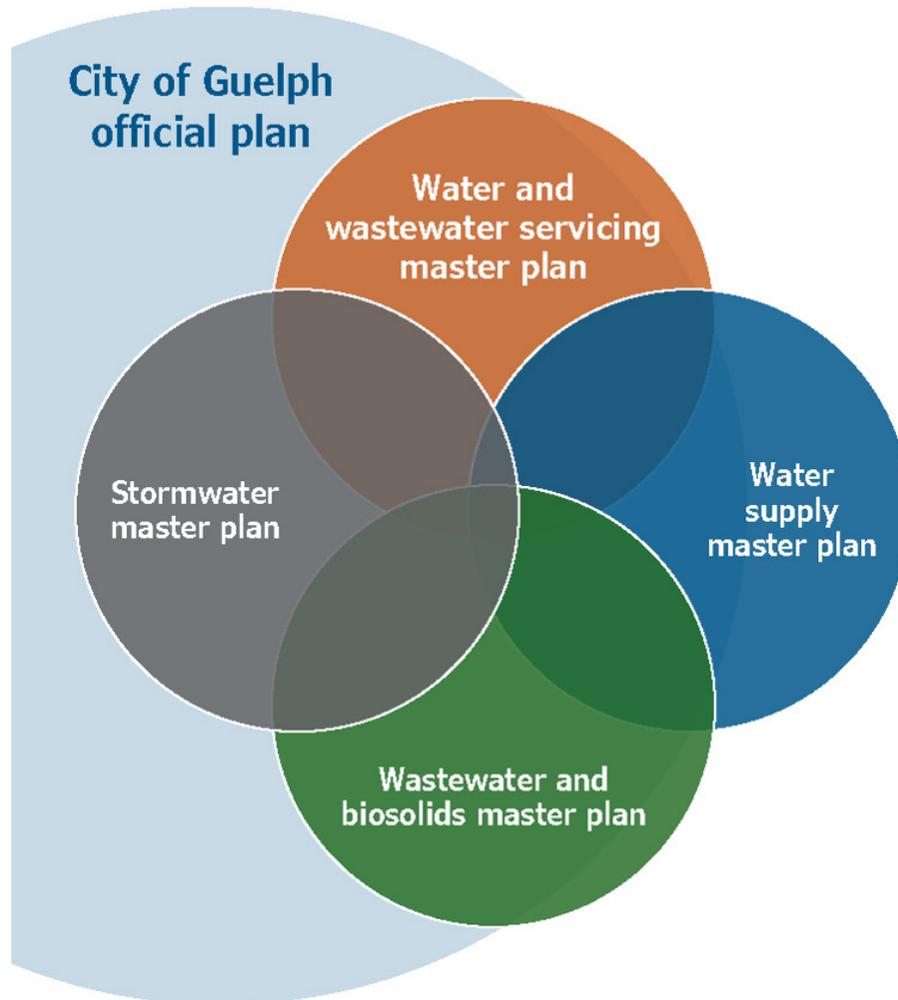
2. Improve/upgrade existing facilities - this could involve improvements to increase capacity or address aging infrastructure, like pumping stations, reservoirs, elevated tanks/water towers, watermains and sewers.



3. Construct new facilities - this could include constructing new facilities such as storage reservoirs, elevated tanks/water

towers, pumping stations, and new watermains and sewers.

Related recent and ongoing plans, projects and studies



Next steps

Our next open house is scheduled for 2021, where we will provide more information on alternative solutions and recommended projects identified through the Master Plan.



Get involved

Join the conversation by completing the survey found at the link below and register to receive project updates:

<https://www.haveyoursay.guelph.ca/water-and-waste-water-master-plan-update>

Additional project information:

<https://guelph.ca/plans-and-strategies/water-and-wastewater-servicing-master-plan/>

[Twitter.com/CityofGuelph](https://twitter.com/CityofGuelph)

[Facebook.com/CityofGuelph](https://facebook.com/CityofGuelph)

Receive notifications:

Send your name and mailing address or email to the contacts.
Use subject line: WWSMP Mailing List

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Powered by ArcGIS StoryMaps

Open House 1 Online Survey Results (refer to memo for the totals)

How often have you experienced a disruption of your water service? This could include disruptions during watermain flushing or emergency watermain breaks, or other disruptions.	How would you rate the water pressure in your home/business?	Would you be interested in a "Smart" water meter to better understand your daily and hourly water usage? & nbsp;	Have you ever experienced a sewer backup that wasn't attributed to a household blockage? (deleted)	Have you ever experienced a sewer backup that wasn't attributed to a household blockage?	How often has a blockage occurred?	How often has a blockage occurred? (Other (please specify))	Would you like to provide your postal code to give the project team more information on your location within the City? (Please note that this information will be used by the Project Team in the context of the larger sewer network review.) Answering this question is optional.
I've never experienced a disruption to my water service	My water pressure is very strong	I don't know/ not sure		No			Guelph, ON, N1G2K9
Once or twice a year	My water pressure is moderately strong	No		No			Guelph, ON, N1H8H5
I've never experienced a disruption to my water service	My water pressure is moderately strong	No		Yes		3 Times due to freezing.	Guelph, ON, N1E5V6
Once or twice a year	My water pressure is moderately strong	I don't know/ not sure		Yes	Only once		
Once or twice a year	My water pressure is moderately strong	Yes		No			
I've never experienced a disruption to my water service	My water pressure is very strong	Yes		No			Guelph, ON, N1G4J8
Once or twice a year	My water pressure is very strong	Yes		No			Guelph, ON, N1E7E3
Once or twice a year	My water pressure is moderately strong	Yes		Yes	Once every 1-5 years		Guelph, ON, N1H2L2
Once or twice a year	My water pressure is somewhat weak	Yes		No			
I've never experienced a disruption to my water service	My water pressure is somewhat weak	I don't know/ not sure		No			
I've never experienced a disruption to my water service	My water pressure is somewhat weak	I don't know/ not sure		No			Guelph, ON, N1E6N9
Once or twice a year	My water pressure is very strong	I don't know/ not sure		No			Guelph, ON, N1G2T2
I've never experienced a disruption to my water service	My water pressure is very weak	Yes		Don't know/ not sure			Guelph, ON, N1E0G7
I've never experienced a disruption to my water service	My water pressure is very strong	Yes		No			Guelph, ON, N1E0A9
I've never experienced a disruption to my water service	My water pressure is moderately strong	I don't know/ not sure		No			Guelph, ON, N1H5M8
I've never experienced a disruption to my water service	My water pressure is moderately strong	Yes		No			Guelph, ON, N1E7M1
Once or twice a year	My water pressure is moderately strong	No		No			Guelph, ON, N1E4H8
I've never experienced a disruption to my water service	My water pressure is moderately strong	No		No			Guelph, ON, N1C1H1
I've never experienced a disruption to my water service	My water pressure is very strong	No		No			Guelph, ON, N1H5Z8
Once or twice a year	My water pressure is moderately strong	No		No			Guelph, ON, N1H3X6
I've never experienced a disruption to my water service	My water pressure is very strong	Yes		No			
Once or twice a year	My water pressure is moderately strong	No		Don't know/ not sure			
I've never experienced a disruption to my water service	My water pressure is very strong	Yes		No			Guelph, ON, N1H5Y5
I've never experienced a disruption to my water service	My water pressure is moderately strong	Yes		No			Guelph, ON, N1E3L2
Once or twice a year	My water pressure is moderately strong	No		No			Guelph, ON, N1G3M1
I've never experienced a disruption to my water service	My water pressure is moderately strong	I don't know/ not sure		No			