

# **INFORMATION ITEMS**

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**Week Ending October 14, 2016**

## **REPORTS**

1. Annual & Summary Water Services Report Update
2. Update on Federal and Provincial Infrastructure Funding

## **INTERGOVERNMENTAL CONSULTATIONS**

1. Let's Talk Housing
2. Ontario Municipal Board Reform

## **CORRESPONDENCE**

1. Minister of Transportation re: Update – GTA West Corridor Review
2. Grey County re: Provincial Legislation and Hydro One's Strategy Regarding Hydro Costs

## **BOARDS & COMMITTEES**

1. None

## **ITEMS AVAILABLE IN THE CLERK'S OFFICE**

1. None

# Information Report

Service Area            Infrastructure, Development & Enterprise Services

Date                     Thursday, October 13, 2016

**Subject                Annual & Summary Water Services Report Update**

Report Number

## Executive Summary

### Purpose of Report

The Annual & Summary Water Services Report Update (the Report) is a compilation of information that demonstrates to the water system Owner (City Council), the Executive Team, and all stakeholders the ongoing delivery of an adequate and safe supply of drinking water to customers located within the City of Guelph Drinking Water System (Guelph DWS) and the Gazer Mooney Subdivision Distribution System (Gazer Mooney SDS, located in the Township of Guelph/Eramosa). Through the Report, system owners, senior leaders, and customers are informed of the performance of Water Services for the period of January 1 to June 30, 2016.

### Key Findings

In 2016, Water Services continues to maintain a high level of regulatory compliance and fulfill its mandate to deliver both an adequate and safe supply of drinking water to its customers in the City of Guelph and Guelph/Eramosa Township.

### Financial Implications

All financial implications related to the Report are accounted for in the 2016 Council approved Water Services Non Tax Operating and Capital Budgets.

## Report

Water Services is requesting that the Owners review the attached Water Services Report Card – 2016 Update. The full report is available on the City’s website at: <http://guelph.ca/living/environment/water/drinking-water/water-testing/>. Click on the link for “Annual & Summary Water Services Report – 2016 Update”. Significant highlights of the report are as follows:

- Water Services had no health-related exceedances of provincial water quality parameters;
- Water Services took reasonable precaution and effort to comply with all provincial regulations;

- Water Services maintained the requirements for Accreditation, as required under the provincial Municipal Drinking Water Licensing Program, with no significant issues;
- All regulatory microbiological and chemical quality samples were taken by certified operators;
- All tests were performed by accredited, licensed laboratories on water samples collected throughout the drinking water system;
- The system provided approximately 8.7 million cubic meters of treated water (8.7 billion litres) from Jan. 1 to Jun. 30, 2016;
- There were no incidents of non-compliance (described in Section A of the Report) associated with the Guelph DWS and the Gazer Mooney SDS from Jan. 1 to Jun. 30, 2016.
- Water Services experienced two events that were considered “adverse water quality incidents” as defined by the Safe Drinking Water Act (described in Section B of the Report); these events were proven to be false positives and were resolved to the satisfaction of the Ministry of the Environment and Climate Change;
- The third-party external on-site audit was completed on Jun. 8 to Jun. 10, 2016. There was one nonconformity identified during this audit related to reporting to the Owner the results of Management Review meetings (deficiencies, decisions and action items), as required under element 20 of the Drinking Water Quality Management System. As described in this report to the Owner, staff has fully addressed the nonconformity.

## **Financial Implications**

All financial implications related to the Report are accounted for in the Council approved 2016 Water Services Non Tax Operating and Capital Budgets.

## **Corporate Strategic Plan**

1.2 Develop collaborative work teams and apply whole systems thinking to deliver creative solutions.

1.3 Build robust systems, structures and frameworks aligned to strategy.

2.3 Ensure accountability, transparency and engagement.

## **Communications**

Water Services will continue to make regular reports to Council (i.e. the drinking water system Owners) on the continuing suitability, adequacy and effectiveness of Water Services’ quality management system to ensure the ongoing delivery of an adequate and safe supply of drinking water. The Annual & Summary Water

Services Report – 2016 Update is available on the City’s website at [www.guelph.ca/tapwater](http://www.guelph.ca/tapwater).

**Attachments**

- ATT-1 Water Services Report Card – 2016 Update
- ATT-2 The full report is available on the City’s website at:  
<http://guelph.ca/living/environment/water/drinking-water/water-testing/>.  
Click on the link for “Annual & Summary Water Services Report – 2016 Update”.

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# Water Services Report Card – 2016 Update



*As per the Accessibility for Ontarians with Disabilities Act (AODA), this document is available in an alternate format by e-mailing [waterservices@guelph.ca](mailto:waterservices@guelph.ca) or by calling 519-837-5627.*

## INTRODUCTION

This report card provides a summary of the City of Guelph’s Water Services Annual & Summary Report – 2016 Update (Jan. 1 to Jun. 30). The full report is available at [guelph.ca/tapwater](http://guelph.ca/tapwater). If you have questions about this report card, please contact Water Services at [waterservices@guelph.ca](mailto:waterservices@guelph.ca) or 519-837-5627.

This report card includes information from both the **Guelph Drinking Water System** and the **Gazer Mooney Subdivision Distribution System** for the period of Jan. 1 to Jun. 30, 2016 (unless otherwise noted). This report card provides information related to responsibilities and accomplishments of the Water Services division. This report card also shows Water Services’ results on key performance indicators.

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## GOVERNANCE STRUCTURE

Departments at the City of Guelph report to Council through standing committees.

Water Services is part of the Infrastructure, Development and Enterprise (IDE) Service Area and reports through the IDE standing committee of Council.

Guelph's water utility owners are City Council, the CAO and the Deputy CAO-IDE. They provide oversight of the work of Water Services including:

- Financial plans
- Budgets: resources and staffing
- Infrastructure master planning
- Major programs
- Emergency response
- Customer service



The responsibility for **safe drinking water** is shared by:

### **The Province:**

- Ministry of the Environment and Climate Change (MOECC); and
- Ministry of Health and Long-term Care (MOHLC)

### **Public Health:**

- Wellington-Dufferin-Guelph Public Health (WDGPH)

### **The Municipality's Drinking Water System Owner:**

- City of Guelph Council, CAO and Deputy CAO-IDE (Guelph Drinking Water System)
- Township of Guelph / Eramosa (Gazer Mooney Subdivision Distribution System)

### **The Operating Authority:**

- City of Guelph Water Services ("Accredited Operating Authority")

## WATER SERVICES STRUCTURE

Water Services work falls into four key areas: Administration, Distribution, Supply and Technical Services. Work provided by these areas is described below.

### Administration

- Customer Service – phone, email, social media, walk-in
- Locates Program Administration
- Payroll and Purchasing Administration
- Budget Administration
- Management Team Support
- Metering and Billing Administration

### Distribution

- Design and build water distribution infrastructure (e.g. feeder mains, water mains, service lines)
- Replace aging infrastructure
- Repair water main breaks
- Flush and clean water mains, and test fire hydrants
- Continuously monitor the water distribution system

### Supply

- Monitor water quality monitoring and provide treatment
- Monitor supply facilities (e.g. wells)
- Ensure continuous power throughout water system
- Provide security of our water supply
- All staff in this area are Provincially certified operators

### Technical Services

- Operational Project support and management
- Capital Project support and management
- Compliance and Conformance support
- Training and Certification support
- Health and Safety program support
- Customer conservation programming and Strategic engagement

### Water Services Structure





## GUELPH'S MULTI-BARRIER APPROACH TO WATER SUPPLY

Guelph is a groundwater community: our water comes from deep underground and is pumped from wells at Arkell Springs and in and around our city. Guelph has:

- 31 water facilities (e.g. wells, treatment stations, storage facilities);
- 21 operational groundwater wells; and
- a shallow groundwater collector system.

### 1. Source water protection

Source Water Protection is the protection of our water supply, both the quality and the quantity. Here are some ways we are protecting our source water:

- Source protection policies as included in the Grand River Source Protection Plan
- Forest stewardship at Arkell Springs
- Water conservation programs and education for businesses and residents
- Outside Water Use By-law
- Leak detection program

### 3. Secure distribution

Water Services provides continuous and secure distribution of water to more than 42,000 residences and businesses in Guelph. This system includes:

- 6.38 kilometres of aqueducts
- 549 kilometres of water mains
- 4,135 water main valves
- 2,749 fire hydrants
- about 50 million litres water storage capacity including three water towers and five reservoirs

### 2. Effective treatment

In 2016 (Jan. 1 to Jun. 30), Water Services treated 8.7 billion litres of water. Groundwater is naturally filtered and generally requires less treatment than surface water supplies. Water Services uses chlorine and/or UV lights to destroy bacteria and ensure a safe water supply.

This treatment is applied at wells or at the F.M. Woods pumping station.

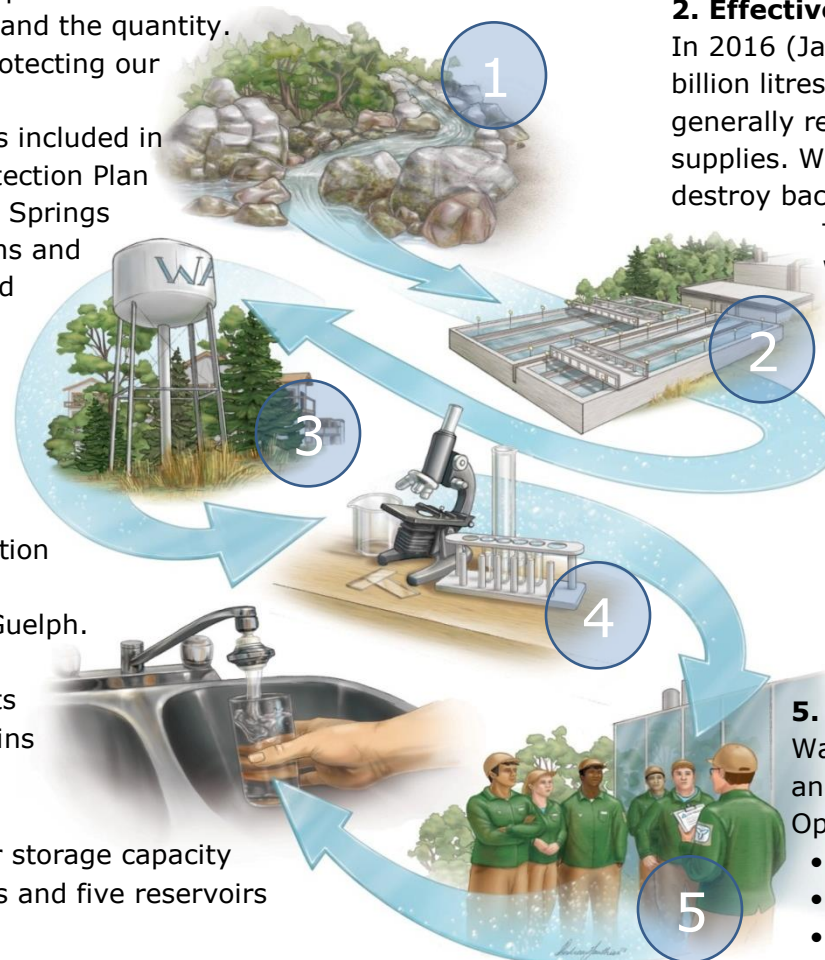
### 4. Effective monitoring & reporting

Water Services continuously monitors various water supply factors including quality, quantity and pressure. Water quality samples are taken by certified operators and tests are performed by accredited, licensed laboratories, as required by Safe Drinking Water Act.

### 5. Effective management

Water Services provides around-the-clock service and is continuously improving operations. Operation includes regulatory certifications:

- Municipal Drinking Water Licence;
- Drinking Water Works Permit;
- Permits to Take Water;
- Drinking Water Quality Management Standard accreditation;
- Certified operators; and
- NSF certification of parts and chemicals.



## Map of Guelph's Drinking Water System

Our Drinking Water System has two pressure zones. This shows the divide between these two zones as well as the location of booster stations, wells, storage reservoirs and water towers.

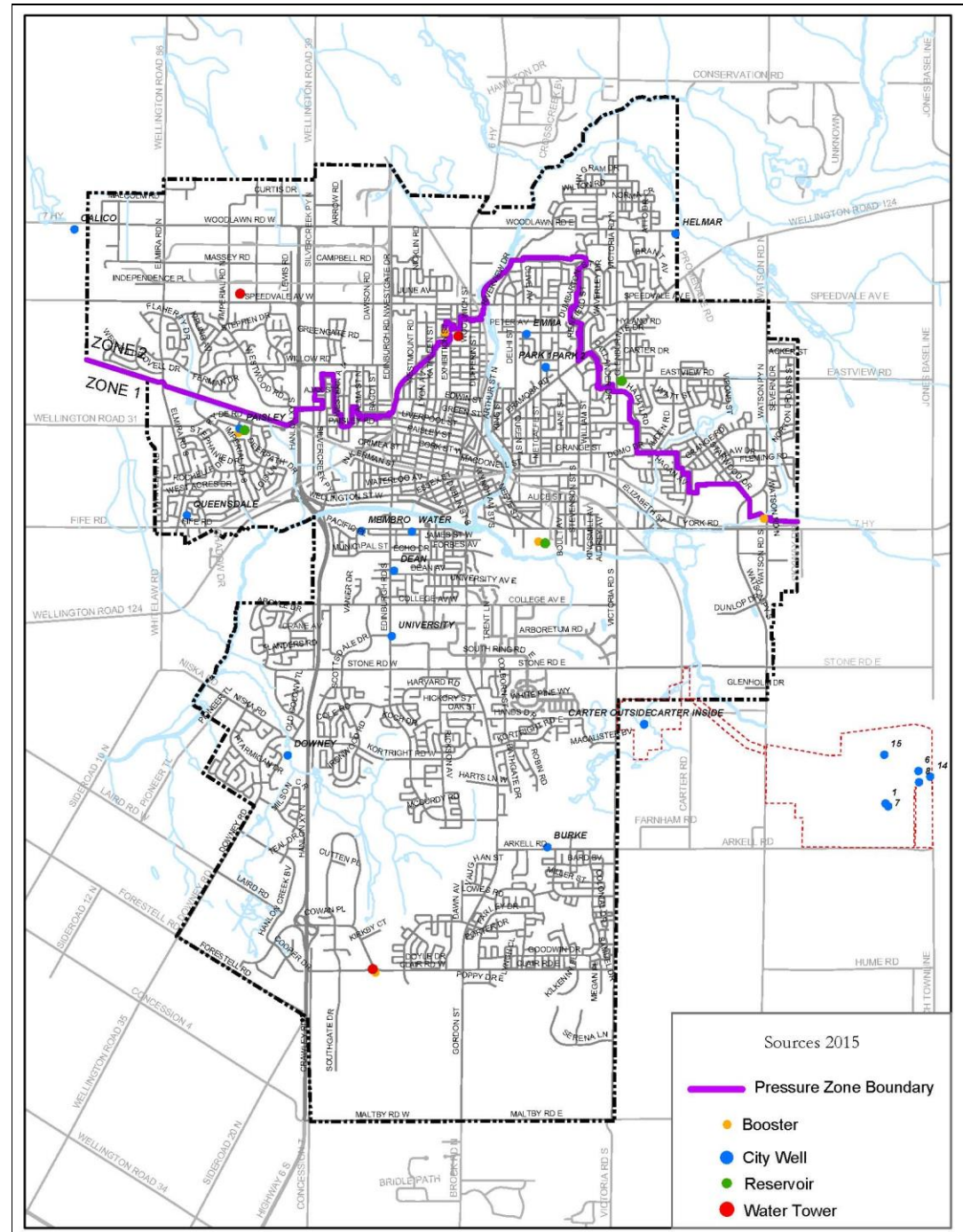
There are two main water sources for Guelph's drinking water system:

- true groundwater, and
- groundwater under the direct influence of surface water with effective in-situ filtration (GUDI-WEF)

True groundwater requires only chlorination treatment. The GUDI-WEF system requires chlorination with UV treatment because that water source is "under influence" of surface water.

Owners and Operating Authorities are responsible for ensuring their drinking water systems:

- Provide water that meets all drinking water quality standards;
- Operate in accordance with the *Safe Drinking Water Act* and its regulations;
- Are kept in a fit state of repair;
- Are appropriately staffed and supervised by qualified persons;
- Comply with all sampling, testing and monitoring requirements; and
- Meet all notification and reporting requirements.



## PERFORMANCE SCORECARDS

The performance scorecards for Water Services consist of both key performance indicators and statistics for effective management. Additional information is included in the full version of this report that can be accessed online at [www.guelph.ca/tapwater](http://www.guelph.ca/tapwater).

Performance summaries are for:

- a) Incidents of regulatory non-compliance
- b) Incidents of adverse drinking water tests
- c) Deviations from critical control point limits and response actions
- d) The effectiveness of the risk assessment process
- e) Internal and third-Party audit results
- f) Results of emergency response testing
- g) Operational performance and statistics
- h) Raw and treated water quality: Guelph Drinking Water System
- i) Treated water quality: Gazer Mooney Subdivision Distribution System
- j) Status of ongoing and emerging water quality and supply initiatives
- k) Expected future changes that could affect the drinking water system or quality management system
- l) Consumer feedback
- m) Quality management system resources
- n) The Results of Infrastructure review
- o) Operational plan currency, content and updates
- p) Staff suggestions

## DEFINITIONS

**Key Performance Indicator (KPI):** A measurement of the degree or status of progress towards goals and objectives. It is a measurement that you can impact.

**Statistic:** A measurement that provides information on trends or events. You often have minimal impact on statistics, such as number of customer calls or quantity of visits. Statistics inform activity that can impact the key performance indicators.

### Status:



Results are positive and within target; no action is necessary.



Results are in range of the target but not yet achieving it; action may be necessary.



Results are outside the target range and corrective actions are needed to correct performance.

## A) INCIDENTS OF REGULATORY NON-COMPLIANCE

There were no incidents of non-compliance associated with the Guelph DWS and the Gazer Mooney SDS from Jan. 1 to Jun. 30, 2016.

A score of 88.69% was achieved in the 2014-2015 Ministry of the Environment and Climate Change (MOECC) Annual Inspection Report for the Guelph DWS. While the City always strives to achieve a score of 100%, a score of 88.69% related to administrative issues does not represent any impacts to public health. A score of 100% was achieved in the 2015-2016 MOECC Annual Inspection Report for the Gazer Mooney SDS.

## B) ADVERSE WATER QUALITY INCIDENTS

An Adverse Water Quality Incidents (AWQI) refers to any unusual test result from treated water that does not meet a provincial water quality standard, or a situation where disinfection of the water may be compromised. An AWQI indicates that on at least one occasion, a water quality standard was not met. From Jan. 1 to Jun. 30, there were two AWQIs in the Guelph Drinking Water System and no AWQIs in the Gazer Mooney Subdivision Distribution System. A summary of AWQI events is included below.

#	Date	Guelph DWS AWQI #	Location	Description	Corrective action	Re-sample results good	Deviation from Critical Control Point
1	Mar. 10	128568	Kensington Sample Tap (D0245) and Robertson Outlet Sample Tap (S108)	Lead (Pb) result of 11 ppb at D0245 and a result of 95 ppb at S108	Wellington-Dufferin-Guelph Public Health (WDGPH), MOECC, and Spills Action Centre (SAC) were notified. Re-samples showed non-detect results for Lead (Pb) at D0245 plus upstream and downstream locations (S051 and D003 respectively).	Yes	No
2	Apr. 12	129144	Kensington Sample Tap (D0245)	Total Coliform (TC) result of 1 at D0245	Wellington-Dufferin-Guelph Public Health (WDGPH), MOECC, and Spills Action Centre (SAC) notified. Re-samples showed non-detect results for Total Coliforms (TC) at D0245 plus upstream and downstream locations (S006 and D003 respectively).	Yes	No

## C) DEVIATIONS FROM CRITICAL CONTROL POINT LIMITS AND RESPONSE ACTIONS

This section describes any deviation (change) from essential steps or points in the drinking water system at which control can be applied to prevent or eliminate a drinking water hazard or to reduce it to an acceptable level. These essential steps or points are known as critical control points (CCPs). CCPs are used to identify control measures to address hazards and hazardous events. CCPs are in part stipulated by regulation and in part determined by risk assessment of the drinking water system. Deviations from CCPs are

reported to both the owners of the drinking water systems as well as top management, and are summarized in the tables included in Section B) Adverse Water Quality Incidents. There were no deviations from CCP Limits in 2016 (Jan. 1 to Jun. 30).

Water Services' Critical Control Points include:

- primary disinfection,
- secondary disinfection, and
- backflow prevention.



#### D) EFFICACY OF THE RISK ASSESSMENT PROCESS

The annual risk assessment review described in **QMS 07 Risk Assessment** was conducted by members of Water Services' Continuous Improvement Team on Nov. 11, 2015 and approved at a Management Review Meeting on Jan. 28, 2016. The next risk assessment update is planned for Q4 2016.

The results are presented in this **Executive summary of risk assessment outcomes** table:

Process	Hazardous Event	RISK RATING <sup>1</sup>	City Control Measures <sup>2</sup>		
			Physical	Operational	Management
Water Supply	Source Degradation & Contamination	High	External to City Control		
	Sudden Changes in Raw Water Characteristic	Moderate			
	Source Water Infrastructure Failures	Moderate	+		
	Water Supply / Demand (incl. drought)	Moderate			
Treatment (Chlorination at all sites + UV disinfection where applicable)	Inadequate Chemical Supply	Low			
	Treatment Infrastructure Failure	Low			
	Reservoir / Contact Chamber Failure	Low			
	PLC Failure	Low			
Storage	Insufficient Secondary Disinfection	Low	+	+	
	Storage Infrastructure Failure	Moderate	+	+	
Distribution	Distribution Infrastructure Failure or Damage	Moderate	+	+	
	Cross-connection or backflow	Low	+		
	Degradation of Treated Water Quality	Moderate	+	+	
	Conditions of Services	Moderate	+		+
Security	Unauthorized Entry, Vandalism, Terrorism	Low			

Process	Hazardous Event	RISK RATING <sup>1</sup>	City Control Measures <sup>2</sup>		
			Physical	Operational	Management
Monitoring & Reporting	Failure of Monitoring Equipment	Low			
	Failure of Communications Equipment	Moderate	+		
Power	Power Failure	Moderate			
	MCC Failure	High	+		

<sup>1</sup> Risk Ratings are based on the risk calculation (likelihood rating x consequence rating), as included in the "QMS 08 Risk Assessment Outcome" document. "Low" risk: 1 to 7; "Moderate" risk: 8 to 11; "High" risk: 12 or higher. "QMS 21 Continual Improvement" describes how continual improvement actions are tracked, measured and evaluated for effectiveness.

<sup>2</sup> Cells in **GREEN** indicate that Water Services has multiple measures to control risk. Cells in **YELLOW** indicate control measures exist, but require more attention. Cells in **RED** indicate that these risks are outside of City control.

Examples of **Physical Control Measures** include: Infrastructure Redundancy, Construction and Replacement; and Physical Security.

**Operational Control Measures** include programs such as Sampling, Testing, and Monitoring; Operational Control; Preventive Maintenance; and Backflow Prevention. **Management Control Measures** include programs such as: Source Protection; Water Conservation; Customer Service; and Emergency Management.

+ Improvements are being made



## E) INTERNAL AND THIRD-PARTY AUDIT RESULTS

Internal and third-party auditing fulfills mandatory requirements of the Drinking Water Quality Management Standard (DWQMS). The purpose of audits is to evaluate the level of conformance of Water Services to the DWQMS. Audits identify both conformance and non-conformance with the DWQMS as well as opportunities for improvement. Internal audits are completed by trained internal staff.

The last internal process audits were completed on Dec. 4-15, 2015. No nonconformities were identified during these internal audits. Various opportunities for improvement suggested by staff (such as improved communications, tracking of service request status, document and records control, training, preventive maintenance, emergency preparedness, and continual improvement tracking) were also noted in the internal audit report. Water Services continuously strives to address issues identified in internal audits. The next scheduled internal audit will take place in December 2016.

The 2016 third-party external on-site audit was completed on Jun. 8 to Jun. 10, 2016. There was one nonconformity identified during this audit related to reporting to the Owner the results of Management Review meetings (deficiencies, decisions and action items), as required under element 20 of the DWQMS. This report to the Owner has fully addressed the nonconformity.

Noted opportunities for improvement by the auditor were related to improving the following processes: document and records control (QMS 05); tracking staff training related to QMS (QMS 10); infrastructure maintenance programs (QMS 15); and instrument calibration (QMS 17). The corrective action issued and opportunities for improvement will be reviewed by the external auditor at the next on-site audit scheduled in November 15-17, 2017.



## F) RESULTS OF EMERGENCY RESPONSE TESTING

Emergency response testing is regularly completed as part of the Water Services' Quality Management System (QMS) to ensure that Water Services maintains a reasonable readiness to deal with emergencies and abnormal events. The ability to properly manage emergencies and unplanned failures is critical in demonstrating that Water Services has taken a diligent approach in its operations.

Feedback from emergency testing and from actual emergency events is gathered during debriefing sessions and improvement items are incorporated into the Emergency Plan and /or daily operations.

The last emergency test exercise used the MOECC's new "Watermain Disinfection Procedure" and took place on Jan. 7, 2016. The test exercise involved Water Services staff and representatives from the MOECC (Inspector and district office Manager) and Wellington-Dufferin-Guelph Public Health (WDGPH).

Water Services staff continue to work on closing corrective actions initiated from debriefing sessions related to Winter 2014-2015's major frozen services events. Council approved its Frozen Water Pipe Policy in November 2015 and Water Services is presenting its "Frozen Water Services Update Report – Capital Reconstruction Program and Sub-standard Service Replacement Program" report to council in September 2016.

The table below includes the dates of Completed Emergency Response Tests for the past three years.

### Completed Emergency Response Tests

Hazardous Event / Hazard <sup>3</sup>	2014	2015	2016
Long-term impacts of climate change			Dec. 2016 (test planned)
Source water supply shortfall			Dec. 2016 (test planned)
Extreme weather events (e.g. tornado, ice storm)			Mar. 23-25, 2016 (ice storm)
Sustained extreme temperatures (e.g. heat wave, deep freeze)	Feb-Mar, 2014 (frozen services)	Feb-Apr, 2015 (frozen services)	
Chemical spill impacting source water			
Sustained pressure loss			Jan. 7, 2016 (test)
Backflow / Cross-connection	Feb. 11, 2014 (test)		
Terrorist threat			
Vandalism			
Sudden changes to raw water characteristics (e.g. turbidity, pH)	Membro Well (Carter in 2013) investigation	Rehabilitation: Membro Well / Carter Wells	Improvements: Membro Well / Carter Wells
Failure of equipment or process associated with primary disinfection (e.g. UV, chlorination)			
Failure of equipment or process associated with secondary disinfection (e.g. chlorination)			

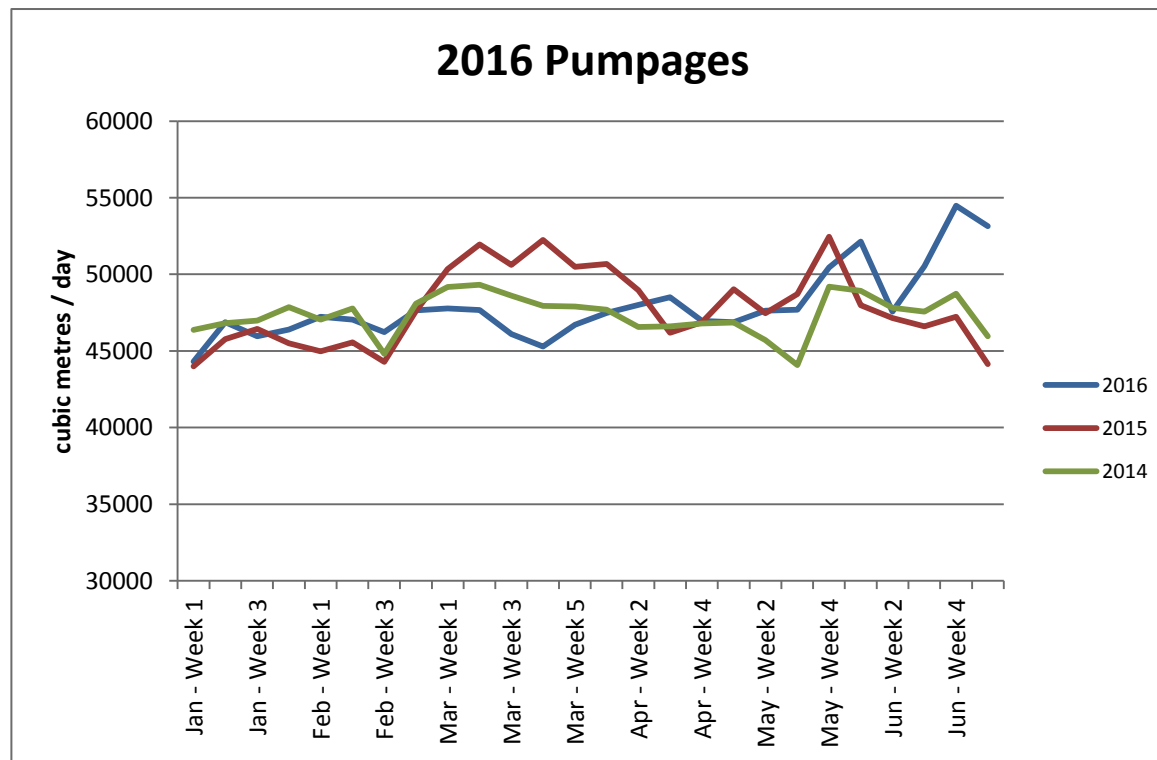
Hazardous Event / Hazard <sup>3</sup>	2014	2015	2016
Loss or contamination of treated water supply			Jan. 7, 2016 (test)
Loss of monitoring system			Jan. 14, 2016 (fibre network failure)
City of Guelph Corporate-Level Test by the EOCG	Jul-Aug, 2014 (labour)	Nov. 23, 2015 (test)	3 dates planned for Sep-Oct, 2016 (test)

<sup>3</sup> The Hazardous Event / Hazard list has been updated to reflect MOECC's mandated "Potential Hazardous Events for Municipal Residential Drinking Water Systems to Consider in the Risk Assessment" document.



## G) OPERATIONAL PERFORMANCE AND STATISTICS

This section describes the information that is used to gauge the performance of the drinking water system, including explanations for changes or observations. The following information is related to the amount of water pumped.



Water Services processed 8,695,737 cubic metres (8.7 billion litres) of water to the distribution system in 2016 (Jan. 01 to Jun. 30). This represents 0.16 per cent more water being supplied to the distribution system in 2016 as compared to the same time period in 2015 and 1.0 per cent more water than in 2014. The increase in water use in June 2016 over the previous two years is likely due to the lack of precipitation – the Outside Water Use Program moved to Level 1 Yellow watering restrictions on June 6th.

The average daily water demand was 47,779 cubic metres (47.8 million litres). The maximum day production of water in 2016 was 56,498 cubic metres (56.5 million litres) and occurred on Jun. 23, 2016. The minimum day production of water in the same time period was 36,408 cubic metres (36.4 million litres) and occurred on Jan. 01, 2016.

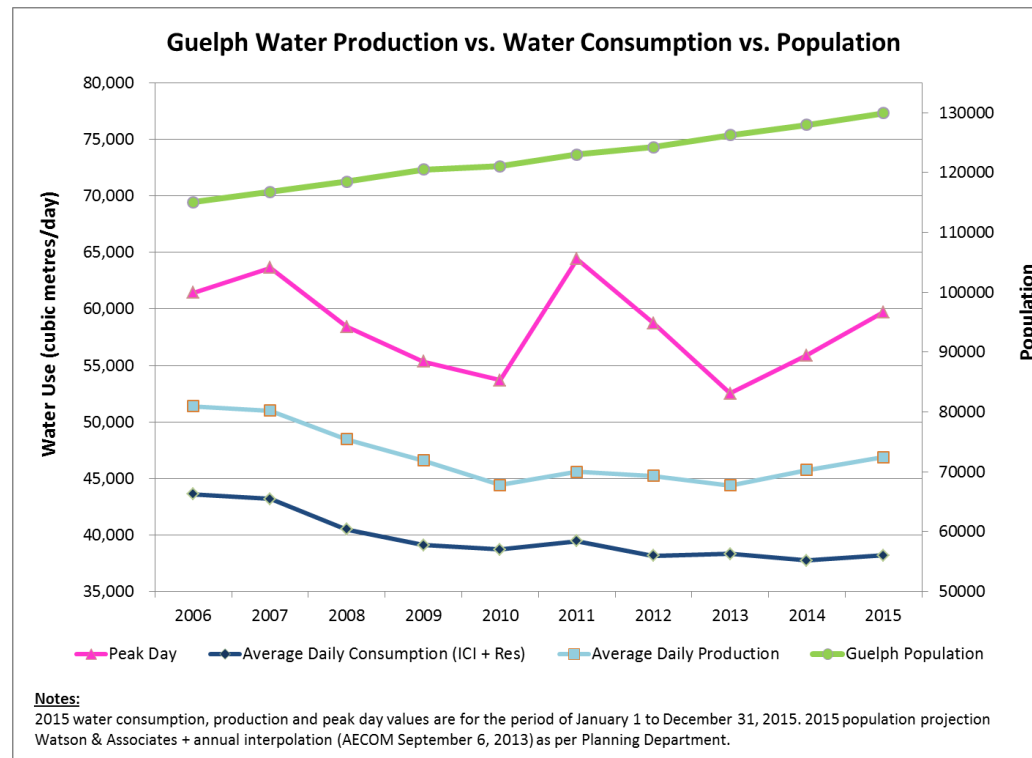


## Conservation and efficiency

The City of Guelph aims to reduce water use by 8.7 million litres per day by 2019 (from 2006 average daily water use). Water Conservation & Efficiency Program goals aimed at achieving this target include:

- **Affordability** through conservation, the most cost effective source of new water capacity; conservation also limits capital and operating and maintenance costs
- **Source sustainability** through efficient use of water supplies which limits impacts from growth and extends the life of water-related infrastructure
- **Source optimization** by reducing operational and environmental impacts of peak season demands
- **Compliance** by meeting requirements for Provincially-approved Permits to take Water and the regulations under the *Water Opportunities Act*.
- **Community Awareness** by fostering responsible water use and resource stewardship.
- **Emergency Preparedness** through short-term management of water demand and public engagement in emergency scenarios
- **Future Readiness** by positioning the City to be able to respond to climate change

The following graph shows annual maximum pumpages (peak water days), average daily water production, and average daily water use in cubic metres per day (m<sup>3</sup>/day) as compared to Guelph's population.



## Collector Flows

The Arkell Spring Grounds Collectors ("Collectors") is one of Guelph's water sources. This system consists of a gravity-fed under-drain system that collects shallow overburden groundwater that feeds into the City's water supply. The Collectors has been in use since the early 1900s and provides as much as 40 per cent of Guelph's total daily water production. When the use of this source is reduced, Water Services must make up the difference from other water supplies.

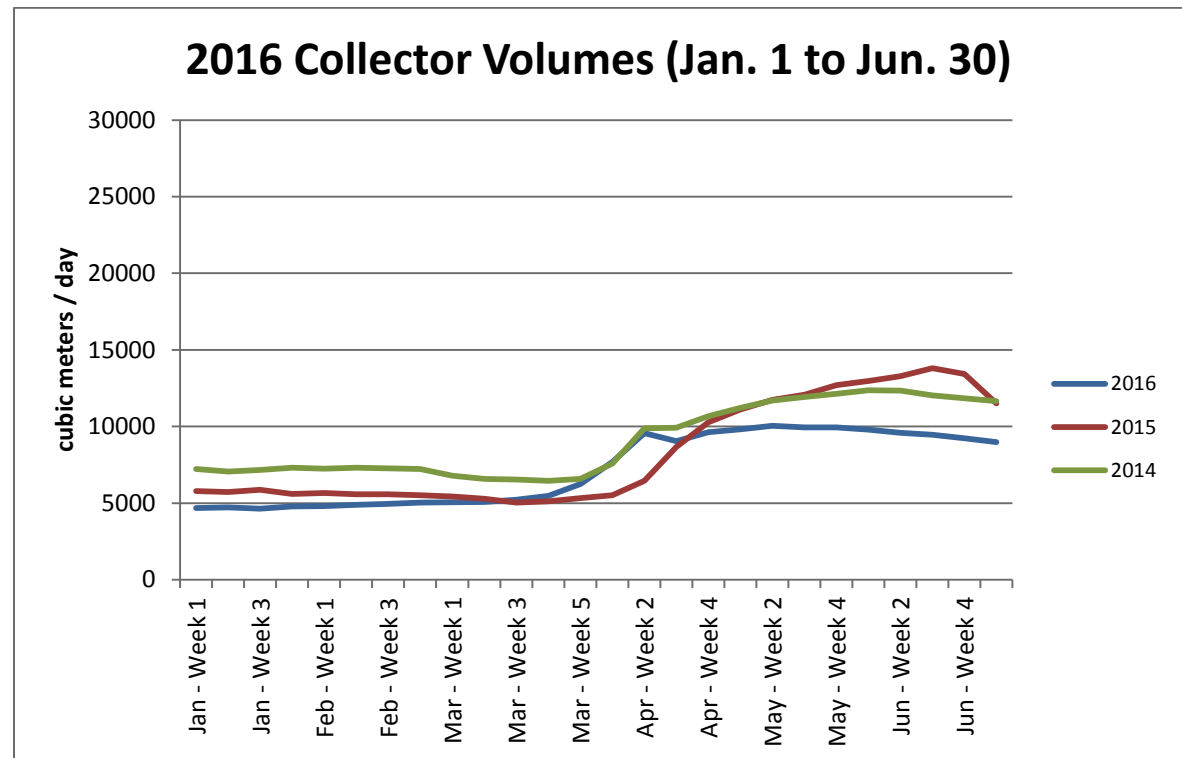
The following graph shows the Collectors flow rate as an average weekly volume.

Throughout the year, the production from this water supply varies from an approximate low of 4,000 cubic metres (4 million litres) up to an approximate high of 20,000 cubic metres (20 million litres) per day.

The Collectors can also be used as a measurable index of the state of the environment (i.e. very dry to very wet) as they respond to rainfall and other environmental conditions.

The volume of water that the Collectors produce is one of the benchmarks used in the decision-making process to determine the appropriate level of outside water use for the City.

The Collectors have produced 1,304,436 cubic metres (1.3 billion litres) of water in 2016 (Jan. 01 to Jun. 30). This represents 13.6 per cent less water as compared to the same time period in 2015 and 24.4 per cent more water than in 2014.



Major water supply maintenance (Jan. 1 to Jun. 30):

SUPPLY MAJOR MAINTENANCE ACTIVITY	Well Site(s)
Electrical and Instrumentation Upgrades	Various Sites
Facility Repairs and Maintenance	Various Sites
Fencing and Security Upgrades	Various Sites
Monitoring and Process Equipment Replacements	Various Sites
Process Piping Upgrades	Various Sites
Recharge Phase 1 Upgrades	Arkell Spring Grounds
UV and Process Upgrades	Membro Well
Well Inventory Database	Various Sites
Well Rehabilitation, Liner Installation and Pump Replacement	Dean Well
Well Replacement	Membro Well

**Water Distribution Locates**

The next table summarizes water locate requests received and responded to for the period of Jan.1 to Jun. 30, 2016

Number of locate requests (Jan. 1 to Jun. 30):

Number of locate requests received by month - 2016												
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
285	263	697	1,031	1,048	1,100							4,424

Historical locate requests received	
Year	Total
2015	9,255
2014	8,943
2013	7,884

Distribution system maintenance (Jan. 1 to Jun. 30):

DISTRIBUTION JOB TYPE	2016
Acoustic leak - dry	0
Blow off install	0
Dig to find leak	1
Hi/low jumper install	0
Hydrant install (by Water Services)	0
Hydrant remove	1
Hydrant repair	0
Hydrant repair hit	0
Hydrant replace (by Water Services)	2
Hydrant replace hit	0
Main break	26
Other (e.g. exploratory excavations, miscellaneous repairs, etc.)	1
Re-route water main	0
Sample station install	0
Sample station replace	0
Service cut off	1
Service lowered	0
Service new install	0
Service repair	58
Service replace lead (City-side)	0
Service replace non-lead	8
Valve install (by Water Services)	0
Valve remove	0
Valve repair	3
Valve replace (by Water Services)	1
Meters new	336
Meters exchanged	286
Hydrants new/replaced by Engineering Services (2015)	52
Total City hydrants (2015)	2,749
Leak Detection (km of metallic watermains) (2015)	287
Valves new/replaced by Engineering Services (2015)	122
Total City main valves (2015)	4,135
Water mains new/replaced by Engineering Services (km) (2015)	9.13
Total watermains excluding aqueduct (km) (2015)	548.5
Water mains cleaned (km) (2015)	107.1
Water mains re-lined (m) (2015)	0

## Summary of Forms 1 and 2 Completed in 2016 (Jan. 1 to Jun. 30):

Date	Form # - Description of Authorized and/or Minor Modifications
January	Form 2 – Helmar Well. Well pump replacement.
February	Form 2 – Emma Street Well. Well pump replacement. Form 2 – Calico Well. Installed an isolation valve on the P.O.E. process piping. Form 2 – Calico Well. Installed an isolation valve on the raw water process piping to allow for recirculation.
March	Form 2 – Dean Well. Well liner installed. Form 2 – Robertson Booster Station. New P.O.E. sample tap installed.
April	Form 2 – Dean Well. Well pump replacement. Form 2 – Arkell 6. Well flow meter replacement.
May	Form 2 – Dean Well. Upgraded treated water process piping including a re-circulation system and the addition of two isolation valves. Form 2 – Dean Well. Replaced an isolation valve on the P.O.E. process piping. Form 2 – F.M. Woods and Clair Tower. SCADA Server back-up systems installed.
June	Form 2 – Downey Well. Increased the size of the sodium hypochlorite chemical storage tank from 500 L to 910 L. This allows for an adequate supply of sodium hypochlorite to treat increased flows from Downey Well. Form 2 – Membro Well. Well level probe installed. Form 2 – Dean Well. Well level probe installed. Form 2 – Dean Well. Booster flow meter replacement.



### H) RAW AND TREATED WATER QUALITY

Under the *Safe Drinking Water Act* (SDWA), municipalities are required to monitor both the raw and treated quality of water supplied. This monitoring is performed for both regulatory compliance and due diligence. Any results not meeting the criteria listed in the table below are reported under section B) Adverse Water Quality Incidents.

Operational and microbiological sampling						
Parameter	Location	# of analyses	Criteria	# outside criteria	Results range	Regulatory reference
Free chlorine residual	Guelph Zone 1	182	0.05-4.0 mg/L	0	0.51-1.02 mg/L	O. Reg. 170/03 Schedule 7-2
Free chlorine residual	Guelph Zone 2	182	0.05-4.0 mg/L	0	0.74-1.06 mg/L	O. Reg. 170/03 Schedule 7-2
Raw – <i>E. coli</i> (bacteria)	Raw sources, no disinfection	481	n/a	n/a	0 cfu/100 mL	O. Reg. 170/03 Schedule 10-4
Raw – Total coliform (bacteria)	Raw sources, no disinfection	481	n/a	n/a	0-2 cfu/100 mL	O. Reg. 170/03 Schedule 10-4
Raw – HPC	Raw sources, no disinfection	2	n/a	n/a	0 cfu/100 mL	O. Reg. 170/03 Schedule 10-4
Raw – background	Raw sources, no disinfection	481	n/a	n/a	0-26 cfu/100 mL	O. Reg. 170/03 Schedule 10-4

### Operational and microbiological sampling

Parameter	Location	# of analyses	Criteria	# outside criteria	Results range	Regulatory reference
Raw river – <i>E. coli</i> (bacteria)	Raw sources, no disinfection	0	n/a	n/a	n/a	O. Reg. 170/03 Schedule 10-4
Raw river – Total coliform (bacteria)	Raw sources, no disinfection	0	n/a	n/a	n/a	O. Reg. 170/03 Schedule 10-4
Raw river– background	Raw sources, no disinfection	0	n/a	n/a	n/a	O. Reg. 170/03 Schedule 10-4
Pont of Entry (POE) – <i>E. coli</i> (bacteria)	Disinfected (“treated”) water at point of entry	276	0	0	0 cfu/100 mL	O. Reg. 170/03 Schedule 10-3
POE – Total coliform (bacteria)	Disinfected (treated) water at point of entry	276	0	0	0 cfu/100 mL	O. Reg. 170/03 Schedule 10-3
POE – HPC	Disinfected (treated) water at point of entry	276	n/a	n/a	0-8 cfu/mL	O. Reg. 170/03 Schedule 10-3
POE – background	Disinfected (treated) water at point of entry	276	n/a	n/a	0 cfu/100 mL	O. Reg. 170/03 Schedule 10-3
POE – free chlorine residual	Disinfected (treated) water at point of entry	276	0.05-4.0 mg/L	0	0.65-1.33 mg/L	O. Reg. 170/03 Schedule 6-3
Distribution – <i>E. coli</i> (bacteria)	Disinfected (treated) water in distribution system	835	0	0	0 cfu/100 mL	O. Reg. 170/03 Schedule 10-2
Distribution – total coliform (bacteria)	Disinfected (treated) water in distribution system	835	0	1	0-1 cfu/100 mL	O. Reg. 170/03 Schedule 10-2
Distribution – HPC	Disinfected (treated) water in distribution system	395	n/a	n/a	0-14 cfu/mL	O. Reg. 170/03 Schedule 10-2
Distribution – background	Disinfected (treated) water in distribution system	835	n/a	n/a	0-2 cfu/100 mL	O. Reg. 170/03 Schedule 10-2
Distribution – free chlorine residual	Disinfected (treated) water in distribution system	1,171	0.05-4.0 mg/L	0	0.27–1.19 mg/L	O. Reg. 170/03 Schedule 6-3
Raw source turbidity	Raw sources, no disinfection	481	n/a	n/a	0.05-0.73 ntu	O. Reg. 170/03 Schedule 7-3
POE – free chlorine residual	Continuous monitoring	once every 5 minutes	0.05 mg/L	0	n/a	O. Reg. 170/03 Schedule 6-5
UV dose at F.M. Woods	Continuous monitoring	once every 5 minutes	24 mJ/cm <sup>2</sup>	0	n/a	MOECC UV treatment criteria
UV dose at urban wells	Continuous monitoring	once every 5 minutes	40 mJ/cm <sup>2</sup>	0	n/a	MOECC UV treatment criteria

The table below includes relevant information about chemical, organic and inorganic sampling results due to their presence or significance within the Guelph Drinking Water System. Only parameters with Ontario Drinking Water Quality Standards Maximum Allowable Concentration (MAC) limits and above minimum detection limits (MDL) are included. The full version of the Annual & Summary Report provides results for all chemical sampling. Any results outside criteria are reported under section **B) AWQI's**.

Chemical sampling (all data reported in mg/L)									
Parameter	# of samples	Sampling frequency	Criteria MAC	Criteria ½ MAC	# above criteria	Results Range		Avg.	Regulatory reference
						Min	Max		
Trihalomethanes	8	1:3 months	0.100 <sup>4</sup>	n/a	0	0.0263	0.0534	0.0325	O. Reg. 170/03 Schedule 13-6
Nitrate + Nitrite (as nitrogen)	34	1:3 months	10	5	0	< 0.10	2.28	1.06	O. Reg. 170/03 Schedule 13-7
Nitrate + Nitrite (as nitrogen) –Woods' raw sources (Operational)	21	1:3 months	n/a	n/a	n/a	0.36	3.63	1.29	O. Reg. 170/03 Schedule 13-7
Nitrate + Nitrite (as nitrogen)–University Well raw source (operational)	3	1:3 months	n/a	n/a	n/a	0.28	0.73	0.44	O. Reg. 170/03 Schedule 13-7
Nitrate + Nitrite (as nitrogen)–Paisley Well raw (operational)	3	1:3 months	n/a	n/a	n/a	1.88	2.06	1.99	O. Reg. 170/03 Schedule 13-7
Trichloroethylene	76	1:3 months	0.005	0.0025	0	< 0.0001	0.00219	0.0005	O. Reg. 170/03 Schedule 24
Trihalomethanes <sup>5</sup>	78	1:3 months	0.100 <sup>4</sup>	n/a	0	< 0.0002	0.0392	0.01235	O. Reg. 170/03 Schedule 24
Antimony	2	1:36 months	0.014	0.007	0	< 0.0005	< 0.0005	n/a	O. Reg. 170/03 Schedule 23
Arsenic	2	1:36 months	0.025	0.0125	0	< 0.001	< 0.001	n/a	O. Reg. 170/03 Schedule 23
Barium	2	1:36 months	1.0	0.5	0	0.044	0.044	0.044	O. Reg. 170/03 Schedule 23
Boron	2	1:36 months	5.0	2.5	0	0.013	0.016	0.015	O. Reg. 170/03 Schedule 23
Cadmium	2	1:36 months	0.005	0.0025	0	0.00011	0.00013	0.00012	O. Reg. 170/03 Schedule 23
Chromium	2	1:36 months	0.05	0.025	0	< 0.005	< 0.005	n/a	O. Reg. 170/03 Schedule 23
Mercury	1	1:36 months	0.001	0.0005	0	< 0.0001	< 0.0001	n/a	O. Reg. 170/03 Schedule 23
Selenium	2	1:36 months	0.01	0.005	0	< 0.002	< 0.002	n/a	O. Reg. 170/03 Schedule 23
Uranium	2	1:36 months	0.02	0.01	0	0.00070	0.00076	0.00073	O. Reg. 170/03 Schedule 23
Sodium	27	1:60 months	20 & 200 <sup>6</sup>	n/a	27	21	150	58.037	O. Reg. 170/03 Schedule 13-8
Fluoride	20	1:60 months	1.5 & 2.4	n/a	0	0.13	0.77	0.292	O. Reg. 170/03 Schedule 13-9

<sup>4</sup> This standard is expressed as a running annual average

<sup>5</sup> This subset of trihalomethane samples represents sampling from treated sources and does not refer to the previous distribution system sampling

<sup>6</sup> The aesthetic objective for sodium in drinking water is 200 mg/L. The local Medical Officer of Health should be notified when the sodium concentration exceeds 20 mg/L so that this information may be communicated to local physicians for their use with patients on sodium restricted diets



## I) TREATED WATER QUALITY: GAZER MOONEY SUBDIVISION DISTRIBUTION SYSTEM

Related to Section **H) Raw and Treated Water Quality**, this section describes the regulatory water quality monitoring that has been collected in the Gazer Mooney Subdivision Distribution System in 2015. Any results outside criteria in the table below are reported under section **B) Adverse Water Quality Incidents**.

Operational and microbiological sampling						
Parameter	Location	# of analyses	Criteria	# outside criteria	Results range	Regulatory reference
Free chlorine residual	Gazer Mooney	182	0.05-4.0 mg/L	0	0.63-1.07 mg/L	O. Reg. 170/03 Schedule 7-2
Distribution – <i>E. coli</i> (bacteria)	Disinfected (treated) water in distribution system	26	0	0	0 cfu/mL	O. Reg. 170/03 Schedule 10-2
Distribution – Total coliform (bacteria)	Disinfected (treated) water in distribution system	26	0	0	0 cfu/mL	O. Reg. 170/03 Schedule 10-2
Distribution – HPC	Disinfected (treated) water in distribution system	26	n/a	n/a	0-2 cfu/mL	O. Reg. 170/03 Schedule 10-2
Distribution – background	Disinfected (treated) water in distribution system	26	n/a	n/a	0 cfu/mL	O. Reg. 170/03 Schedule 10-2
Distribution– free chlorine residual	Disinfected (treated) water in distribution system	182	0.05-4.0 mg/L	0	0.63-1.07 mg/L	O. Reg. 170/03 Schedule 10-2

Chemical sampling (all data reported in mg/L)									
Parameter	# of samples	Sampling frequency	Criteria MAC	Criteria ½ MAC	# above criteria	Results range		Avg.	Regulatory reference
						Min	Max		
Trihalomethanes	4	1:3 months	0.100	n/a	0	0.0174	0.0419	0.0244	O. Reg. 170/03 Schedule 13-6
Sodium	1	1:12 months	20 & 200	n/a	1	22	22	22	O. Reg. 170/03 Schedule 13-8



## J) STATUS OF ONGOING AND EMERGING WATER QUALITY / SUPPLY INITIATIVES

### Water Conservation and Efficiency

Water Services continues to promote the ongoing sustainability of our finite water resources through active Water Conservation and Efficiency programming. Since Council’s approval of the 2006 WSMP, 8,135 m<sup>3</sup>/day of average day water/wastewater capacity has been reclaimed as a result of the City’s Water Conservation Programs, allowing the City to delay the need for close to \$40.6 million in additional water and wastewater infrastructure with an investment of approximately \$10.2 million in water conservation programming.

The following is a summary of work implemented in 2016 (Jan. 1 to Jun. 30):

- Published a draft 2016 **Water Efficiency Strategy Update** for public review and made revisions based on feedback received.
- **Youth public education programs** included:

- 64 interactive water conservation presentations reaching 2,106 Grade 2 & Grade 8 students,
- educational tours of the City’s F.M. Woods facility reaching 313 local Grade 7, 8 and high school students and volunteers,
- H2Awesome (in collaboration with community partners) for 950 Grade 8 students from Guelph elementary schools,
- the 21<sup>st</sup> Annual Waterloo Wellington Children’s Groundwater Festival, educating more than 5,000 Grades 2 to 5 students,
- the launch of Planet Protectors (a curriculum-focused, interactive and activity-based online program), reaching more than 2,000 students and over 75 Grades 3 to 6 classrooms.
- Operation and optimization of existing **conservation rebate programs** including the Residential Rebate Programs; Blue Built Homes; and the ICI Capacity Buyback Program. Rebate programs have contributed to 331 m<sup>3</sup>/day savings so far in 2016.
- **Public education events** included:
  - celebration of Canada Water Week with the following events:
    - the 4<sup>th</sup> Annual H2O Go Festival, attracting over 4,000 participants of all ages,
    - Water Wednesdays (with water-themed educational programming for all ages) throughout the month of March at five local library branches,
    - Aqua Lauta art exhibit (in concert with Water Wednesdays hosted at the West End Recreation Centre) gave residents insight into challenges faced by communities around the world with regards to water scarcity and clean water access,
    - Water Camp Day at Guelph Civic Museum where over 100 children participated in March Break camps,
  - participation in spring and summer community events such as Earth Day festivities at the University of Guelph, the Guelph Home Show, the Multi-Cultural Festival and presentations for Linamar staff,
  - ongoing work to develop a residential customer mobile app (Watr) to motivate local residents to conserve water,
  - the annual Water Services Open House in May that showcased Water Services’ programs and resources to 1,000 residents,
  - eMERGE home visits engaging over 123 households, with water savings of 2 to 20 percent (depending on retrofits).
- **Peak Season Water Demand Management** included:
  - initiation of a Level 1 Yellow water restriction under its Outdoor Water Use Program on June 7<sup>th</sup>,
  - Healthy Landscapes Home Visit Program, with 264 home visits completed Jan. 1 to Jun. 30, 2016,
  - Healthy Landscapes Workshop / Seminar Series with 350 Guelph participants and topics such as: Water Efficient Landscape Design; Plant Selection; and Proactive Maintenance Best Practices to manage impact of drought and common turf pests
- **Municipal Facility Upgrades and Leak Detection**, including:
  - Phase 2 construction of the Guelph Transit Rainwater Harvesting System completed in Q2 2016, saved 271 m<sup>3</sup> of water,
  - Launched the annual Leak Detection Program in April including sounding and correlation of 287 km metallic watermains. In total, 22 potential system leaks identified through this survey with approximately 3,100 m<sup>3</sup>/day of servicing capacity reclaimed through the location and remediation of ongoing sources of field water loss.
- **Guelph Water Wagon** – in support of the City’s Public Promotion Action Plan for Drinking Water Consumption, the Guelph Water Wagon was scheduled to attend 29 events in 2016.
- **Institutional, Commercial and Industrial (ICI) Water Capacity Buyback Program**, by offering financial assistance to local business for the completion of a detailed water efficiency process audit and for investments towards capital retrofits that result in reduced water demand. Since introduction of the ICI Water Capacity Buyback Program in 2007, the City has reclaimed over 1,500 m<sup>3</sup>/day in water/wastewater servicing capacity, while assisting local business reduce their environmental footprint and ongoing operational utility costs.



## **Arkell Springs Forest Stewardship Project**

- The Arkell Spring Grounds cover an area of 804 acres. The area is comprised of old and new forested areas, which makes it necessary for monitoring, maintenance and new planting plans. The objective of the Arkell Springs Forest Stewardship Project is to manage past plantings and prevent losses while monitoring general forest health.
- The many benefits of the project include the creation of a diverse and functioning forest cover, maintenance and re-generation of older forested areas on the property, protection and recharge of underground aquifers which supply our City's water, prevention of undesirable surface water runoff and flooding into local waterways, and regulation of the flow of water.
- Since 2007, the Community Environmental Leadership Program (CELP, on a volunteer basis) has planted 20,500 trees on 18 acres, and Bartram Woodlands (on-site contractor) has planted 25,150 trees on another 16 acres.

## **Source Water Protection Plan**

- The Grand River Source Protection Plan includes a number of policies to manage significant drinking water threats (identified in the Assessment Report) for the City of Guelph. The Grand River Source Protection Plan was approved by the Ministry of Environment and Climate Change on November 26, 2015 with an effective date of July 1, 2016.
- City staff have been preparing for implementation of the Source Protection Plan including a number of new processes that will be integrated into the building permit and development application process.
- Currently, City staff are working on: the development of education and outreach materials for stakeholders, development of guidelines for the preparation of risk management plans, and working with internal City of Guelph departments to ensure conformance with the proposed policies in the Source Protection Plan. The City is also in the process of establishing the data management and information needs that will be required to once the Source Protection Plan is in effect.
- For more information on Guelph's Source Water Protection Program visit: [guelph.ca/sourcewater](http://guelph.ca/sourcewater)

## **Lead Reduction Plan**

- In August 2014, based on the success of the program, the City was granted full regulatory relief from Schedule 15.1 of O.Reg 170/03 (in its entirety) in Schedule D of the City's Municipal Drinking Water Licence issue number 6.
- 54 Lead Verification and 6 Distribution samples were collected where none were above five µg/L indicating presence of a lead service line.
- 4 Private Lead Service Lines were replaced; for a total of 198 privately-owned lead service lines replaced since 2010.

Additional information about all programs under the Lead Reduction Plan can be accessed in the full version of this report at [www.guelph.ca/water](http://www.guelph.ca/water).



## K) EXPECTED FUTURE CHANGES THAT COULD AFFECT THE DRINKING WATER SYSTEM OR THE QUALITY MANAGEMENT SYSTEM

**Operational testing plan and adaptive management plan (OTP / AMP)** - The OTP/AMP was completed successfully allowing for a maximum taking of 28,800 m<sup>3</sup>/day from the Arkell Bedrock Wells. Water Services is continuing to assess the sustainability of the bedrock water taking through conditions in the newly amended PTTW (permit-to-take-water). Additional monitoring and data collection / assessment is ongoing.

**Carter monitoring program – Operational Testing** - The Permit to Take Water for Carter Well requires that the Carter Wells be operated at increased levels in conjunction with monitoring in the Torrence Creek Subwatershed. The purpose of the monitoring is to attempt to quantify impacts within this subwatershed.

**Membro Well** - In November 2014, fecal bacteria was found for a short period in untreated well water from the Membro municipal well which resulted in Water Services staff removing the well from service and performing an investigation to determine the bacteria source and identify actions to prevent a reoccurrence of this poor water quality event. At all times prior to the Membro well being removed from service, including during the past 19 years of operation, properly disinfected and safe water was provided to customers that met all regulatory guidelines. The investigation has included consultation with both the MOECC and Wellington-Dufferin-Guelph Public Health, and has led Water Services to remove a defective nearby monitoring well, install a more secure replacement pumping well, and initiate plans to enhance the disinfection system for the Membro well water.

**Ontario's GUDI (Groundwater Under the Direct Influence of Surface Water) Terms of Reference** are under review and may result in classification changes to source waters. The GUDI Terms of Reference are expected in 2016 and are anticipated to require disinfection system upgrades for the Emma and Water Street wells.

**Ontario's water main disinfection procedure** - Municipal operating authorities are required to use AWWA Standard C651 (Disinfecting Water Mains) for addition, replacement or repair of pipes forming the distribution system, as per condition 2.3.2 of Drinking Water Works Permits. Ontario's Watermain Disinfection Procedure outlines minimum requirements for compliance, and operating authorities will be able to use their discretion to adopt more stringent standard operating procedures. Requirements for disinfection will also apply to temporary watermains, as well as service pipes of 100 mm diameter or greater. Water Services implemented the procedure May 1, 2016.

**Upcoming policy changes under Source Water Protection** - The Ministry of the Environment and Climate Change (MOECC) has released Source Protection Standard Operating Policies for Source Protection Prescribed Instruments relating to the installation, operation, and maintenance of municipal sewer infrastructure in the vicinity of municipal water supply wells. Staff are currently working with the MOECC to better define these requirements and the impacts they may have on current City capital replacement and operating programs. Staff will update Council on these requirements and impacts once they are confirmed.

**Gazer Mooney municipal drinking water licence renewal** - Gazer Mooney's Municipal Drinking Water Licence and Drinking Water Works Permit were renewed on Jan. 28, 2016.

**Operator certification compliance management** - The Water Certification Specialist reports to Management on a quarterly basis (and to the Owner bi-annually through this report) regarding the status of staff certifications. Forty team members (31 Operators, 6 Managers, and 3 Technical Staff) were certified to operate and maintain the drinking water systems. Verifications of qualification are completed six months prior to certificate expiries to ensure enough lead time for Operators' continued certifications.

### **Expiring Permits to Take Water (PTTWs)**

Two PTTWs were renewed in 2016 (Jan. 1 to Jun. 30):

1. [Carter Wells PTTW](#) (exp. 2021-05-31)
2. [Helmar Well PTTW](#) (exp. 2025-05-31)

Four PTTWs are scheduled renewal later in 2016:

1. [Arkell Infiltration Gallery PTTW](#) (exp. 2016-10-31)
2. [Emma Well and Park Wells 1 & 2 PTTW](#) (exp. 2016-10-31)
3. [Paisley Well PTTW](#) (exp. 2016-10-31)
4. [Water St. Wellfield \(Water, Dean, University, Membro\) PTTW](#) (exp. 2016 -10-31)

Three PTTWs are scheduled for renewal in 2017:

1. [Edinburgh PTTW \(exp. 2017-06-30\)](#)
2. [Sacco PTTW \(exp. 2017-06-30\)](#)
3. [Smallfield PTTW \(exp. 2017-06-30\)](#)

### **Legal and other requirements**

Various updates related to Water Services' legal and other requirements are noted in Appendix "F" in the full report. Only items that directly affect Guelph Water Services are further discussed above in this section.

### **Changes Affecting the Quality Management Standard (QMS)**

#### **Results of the Management Review, the identified deficiencies, decisions and action items:**

A Management Review meeting was held on January 28, 2016 and the following is a summary of results of the management review. Appendix "G" in the full report includes the action items from the meeting. The summary includes identified deficiencies and decisions:

#### Deficiencies

- Non-compliance items identified (in 2015) were related to mechanical failures.
- 2 AWQI's occurred in 2015 and 1 CCP deviation was identified as one of the AWQI's.
- 1 nonconformity re: document and records control identified in the 2015 external audit.

## Decisions

- Risk assessment now includes a third risk rating, “capability of responding”, edited “consequence” ratings to include amount of water impacted by the hazard, and “updated “control measures” to more accurately include all of Water Services’ control measures.
- Decided to include (in the last risk assessment update) MOECC’s “Potential Hazardous Events for Municipal Residential Drinking Water Systems to consider in the DWQMS Risk Assessment”. Edited hazard / hazardous events categories to better align to MOECC’s document.
- Added “aquifer cross-connections”, “drought” and “aqueduct infrastructure failure” to hazardous events.
- Linked opportunities for improvement (OFI’s) to emergency debriefs and management review meetings to better track progress.
- Added “sudden changes to raw water characteristics”, “potential source water supply shortfall”, “distribution system issues”, “private property issues” to section m) of the A&S report.

**Ontario’s updated Drinking Water Quality Management Standard (DWQMS)** – Although not yet officially released, Guelph Water Services is working through the implementation of the updated DWQMS:

- Throughout: added “once every Calendar Year” where applicable in place of “once every year” or “once every 12 months”.
- QMS 07: includes consideration of potential hazardous events and associated hazards identified by the ministry. These hazardous events are identified in the document titled “Potential Hazardous Events for Municipal Residential Drinking Water Systems.”
- QMS 12: suppliers of essential supplies and services are considered in the procedure for communications.
- QMS 14: Outcomes of the risk assessment documented under QMS 08 will be considered in the procedure for reviewing the adequacy of the infrastructure necessary to operate and maintain the drinking water system.
- QMS 15: Long-term forecast of major infrastructure maintenance, rehabilitation and renewal activities is included in QMS 14.
- QMS 21: includes consideration of BMP’s (when available from the MOECC) in continual improvement; a documented process for identification & management of continual improvement reports (that are continual improvement items, corrective actions or preventive actions, where applicable).



## L) CONSUMER FEEDBACK

The table below represents all consumer calls received during office hours and after hours in 2016 (Jan. 1 to Jun. 30):

Type	# Calls <sup>7</sup>		
	2014	2015	2016
Discoloured Water	-	160	75
Distribution	-	72	20
Flushing	32	27	19
Frozen	-	695	18
Hydrant - Accident Report	-	2	3
Hydrant - Investigation	46	38	18
Hydrant Out-of-Service	-	65	48
Lead	-	9	167
Leak	-	52	41
Meter	-	36	7
Other	199	127	42
Pressure	146	95	37
Private Issue	306	18	11
Service Box Repairs	-	254	117
Swabbing	32	47	31
Trench Investigation	-	9	3
Valve	-	27	25
Water Quality / Appearance	144	47	29
Watermain	124	67	2
Watermain Break Investigation	-	54	46
Well Interference Inquiries	2	2	2

<sup>7</sup> This column generally represents the number of calls received, not necessarily the number of individual issues. The calls received in 2014 were not collected with the same level of detail as past two years, and therefore dashes exist in the table. The 2016 figures represent Jan. 1 to Jun. 30 data (only half a year, as compared to 2014 and 2015 columns which are full years).

## M) RESOURCES NEEDED TO MAINTAIN THE QMS

Water Services currently has one full-time Quality Assurance Coordinator who is also the Quality Management System (QMS) Representative. This position has access to four Water Services Technicians, a Compliance Coordinator, and a Customer Service Clerk for reporting and documentation requirements of the QMS.

**Operational challenges** in the drinking water system continue to drive the need for additional resources, such as:

- Sudden changes to raw water characteristics (e.g. Arkell #15, Membro Well, Carter Wells),
- Potential source water supply shortfall (e.g. current supplies not meeting future demand, drought),
- Distribution system issues (e.g. frozen city-side infrastructure, larger infrastructure failures, Locates Program, Metering Program), and
- Private property issues (e.g. frozen services, Lead Program, water quality).

## N) RESULTS OF INFRASTRUCTURE REVIEW

### **Distribution Infrastructure Needs**

Engineering and Water Services staff update the Water Services infrastructure specifications at annual review meetings.

During the annual budget preparation process, Engineering Services and Water Services review infrastructure conditions, inventory age, CAPS (capital asset prioritisation system), criticality, etc. From this evaluation, Engineering Services and Water Services finalize the list of priority projects that also considers the priorities of wastewater and road reconstruction projects so that these projects can share the costs of excavation and rehabilitation. New linear infrastructure reviews are primarily driven by Engineering Services.

Annual summaries of road reconstruction, sewer and watermain projects are identified on an infrastructure map that is released early spring each year.

### **Supply & Facilities Infrastructure Needs**

On July 28<sup>th</sup>, 2014 Guelph City [Council unanimously approved](#) the [Water Supply Master Plan](#) update, defining preferred water supply servicing alternatives in meeting the needs of existing customers and future community growth.

In concert with the Water Supply Master Plan Update, the City's Engineering Services Department completed an update to the linear water distribution network model as part of the 2014 Development Charges Background Study to define water distribution improvements needed for growth servicing. As part of these two studies, a number of system upgrades have been identified including, additional water supply sources, new pumping stations, storage facilities and new water distribution mains. To help integrate these complex works the City retained C3 Water Inc. to analyse and define construction sequencing of infrastructure upgrade recommendations, with specific focus to Pressure Zone 2 in the water distribution system. These works were completed in Q4 2015 with study outcomes to support field implementation of capital projects in 2015 and future capital programs needs through the 2017 Water and Wastewater Non-Tax Budget deliberations.

In Q1 2016, Water Services initiated development of the Water Facility and Property Acquisition Master Plan. This Master Plan aims to identify and prioritize the capital projects and land acquisitions required to maintain and renew its existing facility assets and associated operations in accordance with asset management industry best management practices as well as current codes and standards. The Master Plan, planned for completion and presentation to Council in Q3 2016, will provide a clear financial business case and project implementation strategy which will prioritize the capital maintenance and renewal of Water Services' non-linear infrastructure over the next twenty-five year planning horizon.

### **Burke Well Station Upgrades**

Manganese concentrations in water from the Burke Well appear to be gradually increasing and are slightly above the MOECC's Aesthetic Objective for manganese (0.05 mg/L). Upgrades to the Burke Well Station to improve the aesthetic quality (iron and manganese) of water from the Burke Well have been planned for a number of years. The upgrades will include construction of a building to house a pressure filtration system. It is planned to begin construction of the upgrades in 2017 and be in operation by spring 2018. The upgrades are expected to result in the Burke Well Station being classified as a Water Treatment Subsystem.

### **Backflow Prevention Program**

Preservation of drinking water quality within Guelph's infrastructure is supported by the City of Guelph's Building Services and Guelph's Backflow Prevention Regulations ("By-law", Number (2008) – 18660). As per the By-law, "Backflow" means the flowing back of or reversal of the normal direction of flow of water. The By-law requires that no connections are made to the City's water supply without the installation of a backflow prevention device to isolate premises, sources, and zones to prevent cross-connections in every building or structure where a City water supply or other potable water supply exists.

On a regular basis, Building Services provides a "Backflow Report" (included in the full version of the report) that tracks the number of letters sent out regarding annual testing and re-surveying requirements of the By-law. Although approximately 10 % of initial letters sent out result in disconnection letters, no water services were disconnected due to failure to provide records of testing or resurveying.

The City of Guelph has a total of 2,746 properties (2,639 active and 107 inactive properties) that have a total of 6,266 backflow prevention devices installed. Of the total, 1,904 buildings have premise isolation and 963 buildings are without premise isolation (e.g. residential irrigation systems, plaza facility – plaza owner has premise isolation). New properties from Jan. 1 to Jun. 30: 8 with premise and 13 without premise isolation.



#### **O) OPERATIONAL PLAN CURRENCY, CONTENT AND UPDATES**

See section **K) Expected future changes that could affect the drinking water system or the quality management system** for a summary of Operational Plan updates.



#### **P) STAFF SUGGESTIONS**

Staff suggestions are discussed during staff and operational meetings and taken into account during annual budget processes.

Appendix "H" in the full report includes a listing of improvement items that were presented by staff from Jan. 1 to Jun. 30, 2016.

## WATER SERVICES CHALLENGES AND OPPORTUNITIES

1. Financial sustainability and affordability.
2. Water demand reduction, optimization and development of local groundwater supplies to support provincially mandated growth.
3. Source protection to ensure sustainability of quality and quantity of existing supplies.
4. Infrastructure management and renewal.
5. Succession planning and sustaining employee assets.
6. Existing system optimization, including:
  - Adding redundancy to the distribution system
  - Adding treatment for iron and manganese removal
  - Potential to add treatment for VOC removal
  - Optimization of chlorination to improve water taste
7. Motivating customer actions in support of Water Services' programs.
8. Maintaining and improving customer service.
9. Reduction of non-revenue water through leak reduction and metering improvements.

The full version of this report is available on the City's website at: <http://guelph.ca/living/environment/water/drinking-water/water-testing/> under the "Annual & Summary Water Services Report – 2016 Update" link.



# Information Report



Service Area Office of the Chief Administrative Officer

Date Friday, October 14, 2016

**Subject Update on Federal and Provincial Infrastructure Funding**

Report Number CAO-I-1608

## Executive Summary

### Purpose of Report

Provide Council with a status update on infrastructure funding applications.

### Key Findings

As part of the federal budget announced on March 22, 2016, the government created two new infrastructure funding programs: Public Transit Infrastructure Fund (PTIF) and Clean Water and Wastewater Fund (CWWF). These programs provide approximately \$3.4 Billion for Canadian municipalities to upgrade transit infrastructure along with \$2 Billion for CWWF projects. In addition to the two new programs (PTIF and CWWF), enhanced funding was announced for existing programs, such as the Canada 150 Community Infrastructure Program.

In anticipation of this federal financial support, City Council approved a list of projects in May 2016, for which funding would be sought, in anticipation of this funding (report #**CON-2016-25: Proposed Project List for Infrastructure Funding**).

The bilateral CWWF was announced on September 14, 2016. At the time of the announcement, the City's project list had been pre-approved by both the federal and provincial governments. The City of Guelph is eligible for \$5,050,000 in federal funding which allows for total project costs of \$10,100,000, assuming a 50% federal share.

The City of Guelph was also allocated \$10,211,691 for PTIF. Details of the City's project list and application status are in report #**PS-16-27: Public Transit Infrastructure Fund Application**.

Applications were submitted for three projects under the Canada 150 Community Infrastructure Program and Ontario 150 Community Capital Program. One project identified in the May 30, 2016 Council report which remains of particular significance for the City is the remediation of the IMICO brownfield lands. Although not an appropriate project for Phase 1 funding, staff will continue lobbying the

federal government for support for this project through other funding avenues.

### **Financial Implications**

The City is seeking funding for six projects, totalling \$12,895,780 under the CWWF, Canada 150 Community Infrastructure Program and the Ontario150 Community Capital Program.

The three projects, totalling \$10,095,780, under CWWF have already been approved by the federal and provincial governments. The federal-provincial funding equals \$7,571,835 and the City's portion of the cost is \$2,523,945.

The three projects under the Canada 150 and Ontario150 programs, totaling \$2,800,000, are still in the assessment phase. Both programs fund up to 50% of eligible costs, to a defined maximum amount. If the maximum funding is received, the City's portion will be \$1,400,000.

The City of Guelph is eligible to receive an allocation of \$10,211,691 under PTIF. Project funding is cost shared at 50% federal and 50% municipal dollars. The value of the City's PTIF application is \$20,478,382, with \$10,211,691 contributed through PTIF and \$10,266,691 funded by the City.

### **Report**

In the federal budget, announced on March 22, 2016, the government committed to two phases of funding. Phase 1 invests immediately, over two years, to modernize and rehabilitate public transit, water and wastewater systems, provide affordable housing, and protect existing infrastructure from the effects of climate change. Phase 2, which will overlap with Phase 1, will deliver on the remaining eight years of the Government's long-term infrastructure plan, with much of the committed \$60 billion in funding back-end loaded.

Two new funds were introduced: the Public Transit Infrastructure Fund (PTIF) and the Clean Water Wastewater Fund (CWWF). For these two funds, the focus is on projects which promote innovation, optimization and rehabilitation of existing assets. The federal cost sharing portion is up to 50% of eligible project costs. A significant criterion for these funding programs is that the funding is incremental to existing provincial and municipal planned investments. In other words, federal funding is contingent upon projects either being accelerated (i.e. started sooner than originally planned) or the investment in the project has increased as a result of the funding (i.e. the project would not have been undertaken without federal funding).

In May 2016, staff identified and prioritized a list of 12 projects which were the best match for federal funding, based on the information known at the time. In addition to known program eligibility criteria such as "incrementality", the projects were also assessed on:

- Shovel readiness;
- Ability to complete project within one year;
- Benefit/enhancement to the community;
- Urgency;
- Total cost;
- Approved/allocated budget amount;
- Impact to operating budget;
- Requirement for debt funding (versus rate funded);
- Creation of compounded community benefits (e.g. enhancing economic development potential, improving transportation connectivity, etc.);
- Generation of revenue and/or operational cost savings (i.e. payback over time).

This list was approved by City Council on May 30, 2016 (report #**CON-2016-25: Proposed Project List for Infrastructure Funding**). Following approval of the project list, a series of one-page profiles for each project was developed. These profiles were instrumental in the City's advocacy efforts to promote each project with both the provincial and federal governments. Meetings were held with senior federal government staff in Ottawa in July 2016, senior provincial government staff in Toronto in August 2016, as well as briefings with the Ministry of Infrastructure and NDP and Progressive Conservative party representatives at the AMO Conference in August 2016.

Bilateral agreements between Ottawa and Ontario were recently signed for both the PTIF and CWWF. These agreements set the rules for how funds will flow to the projects across the province and determined the types of projects that could qualify for the infrastructure money announced in the federal budget.

Details on the City's PTIF allocation, project list and application status are in report #**PS-16-27: Public Transit Infrastructure Fund Application**, being presented to Council on October 24, 2016. In summary, the four projects previously approved by Council in May 2016 were submitted for funding. These projects are:

TC0048	Vehicle & Equipment Replacement
TC0049	Transit Fare Box Replacement
TC0050	Transit Stop Upgrades
RD0337	Transportation Master Plan

Additionally, a project to upgrade the transit/traffic signal system was included as part of the City's PTIF application.

### **Clean Water and Wastewater Fund**

The Clean Water and Wastewater Fund (CWWF) is a federal program that funds the development of community capital projects that address immediate drinking water, wastewater and storm water projects for:

- Rehabilitation;
- New construction;
- Optimization initiatives; and

- Planning and design work to meet federal wastewater regulatory requirements.

On September 14, 2016, the federal and Ontario governments announced the bilateral agreement that will make more than \$1.1 billion in combined federal-provincial-municipal funding available under the CWWF. The federal government is providing up to 50 per cent of this money, amounting to almost \$570 million, for projects while the provincial government will invest almost \$270 million (i.e. 25%). Municipalities will cover the remaining 25% of costs.

CWWF funding is a non-competitive process and has a formula-based allocation. The City of Guelph is eligible for \$5,050,000 in federal funding which allows for total project costs of \$10,100,000, assuming a 50% federal share. At the time the bilateral agreement was announced, Guelph’s project list had been pre-approved by both the federal and provincial governments and work is already underway.

The City’s three approved projects are:

1. Metcalfe Street reconstruction (Phase 1)
2. Snow disposal facility
3. Storm water management and pond maintenance

1. Metcalfe Street reconstruction (Phase 1)

This project will rehabilitate a 1.2KM stretch of Metcalfe Street to improve municipal water supply to citizens and businesses, alleviate historical flooding, protect source water and replace aging underground infrastructure (water, wastewater and storm water). Increasing flow capacity with new infrastructure will also improve municipal water supply in the North end of Guelph, including providing a direct line from the well to the water main that supplies the Guelph General Hospital, allowing for three separate supply lines to the hospital and thereby reducing water supply risks.

The existing well is currently underutilized due to limited capacity in the local water main system. A large 400 millimetre water main is proposed from the well on Metcalfe Street to Speedvale Avenue which will connect the well to the 400 millimetre water main distribution on Speedvale, thus allowing Water Services to maximize flow from the well to the local area. In addition, the sanitary sewers on the street are at the end of their service life. The storm sewers also require increased capacity to alleviate localized flooding, as identified in the City's Storm Water Management Master Plan.

<b>Total estimated project cost:</b>	<b>\$3,595,780</b>
CWWF Funding:	\$ 1,797,890
Provincial contribution:	\$ 898,945
City costs:	\$ 898,945

## 2. Snow disposal facility

The City's existing Snow Disposal Facility (SDF) requires upgrades to meet provincial best-practices and ensure Guelph's groundwater is protected. Improvements to the facility include asphalt or clay base, drainage and settling ponds, fencing, and a separate entrance that can be locked during off-hours. The upgrade will bring the City into compliance with the Province's best practices for the operation of a SDF and the improvements will enable more efficient operation while ensuring greater safety.

The SDF is used by City departments and third-party contractors for excess snow disposal and in the spring for stockpiling street-sweepings until removal and disposal under approved contract. Given the proximity of the SDF to source water vulnerability in Guelph, improvements to the site are necessary which was confirmed by the Ministry of Environment and Climate Change in 2015. Pre-studies and pre-design work was approved by Council with work ready to begin in Q4 of 2016 with construction from September to November 2017.

<b>Total estimated project cost:</b>	<b>\$5,000,000</b>
CWWF Funding:	\$2,500,000
Provincial contribution:	\$1,250,000
City costs:	\$1,250,000

## 3. Storm water management and pond maintenance

Guelph's storm water infrastructure requires rehabilitation, particularly at two of the City's critical facilities. Repair of the two high priority ponds (Hilldale Pond and Tovell Drive at Elmira Road Pond) will reduce potential for flooding of local upstream urban areas and significantly improve quality of water and eco-system health of the Eramosa and Speed Rivers and their tributaries. Critical rehabilitation such as inlet/outlet repairs will be completed along with sediment removal to restore the full capacity and benefits of the facilities. Construction will begin as of July 1, 2017 with completion by September 2017.

<b>Total estimated project cost:</b>	<b>\$1,500,000</b>
CWWF Funding:	\$ 750,000
Provincial contribution:	\$ 375,000
City costs:	\$ 375,000

### **Other Funding Applications**

Application was made to existing federal and provincial programs for several of the remaining Council-approved projects. As part of the federal budget and in addition to the two new programs (PTIF and CWWF), existing programs, such as the Canada 150 Community Infrastructure Program, have been provided with additional funding. The Canada 150 Community Infrastructure Program is an infrastructure based program focused on rehabilitating community facilities. Investments support projects that seek to renovate, expand and improve existing community

infrastructure, with a focus on recreational facilities, projects that advance a clean growth economy, and projects with a positive impact on Indigenous communities. In June 2016, the City submitted applications for two projects under this program: McCrae coach house renovation and upgrades to the main library. Both funding applications are still in the assessment phase.

1. McCrae Coach House:

The federal government, through the Historic Sites and Monuments Board has designated John McCrae House as a place of national significance. The project proposal seeks to renovate the property's coach house by installing water access, upgrading lighting and installing interpretive programming space. These renovations will provide additional community space in Guelph for cultural activities, education programs, social functions and other activities and contribute to the modernization and long-term sustainability of this historic site. The estimated cost for this project is \$600,000.

2. Main Library Upgrades:

Guelph's central library requires significant upgrades to revitalize this critical community facility. The scope of work includes the abatement of all asbestos-containing materials, upgrades to interior finishes, replacement of the mechanical and electrical system, elevator and fire systems, repairs to the roof drainage system and upgrades to the washroom facilities. This work will address accessibility concerns, improve comfort for patrons, reduce utility costs and improve the aesthetics of the facility. The estimated cost for this project is \$1,500,000.

In addition to the federal funding programs, an application was submitted to the Ontario150 Community Capital Program. The Ontario150 program provides one-time funding in 2016/17 to support the repair, renovation or retrofit of existing community facilities. An application to upgrade the building automation systems of Sleeman Centre and West End Community Centre, at a cost of \$700,000, was submitted in September 2016. This project is to replace the existing computer monitored and controlled building HVAC (heating, ventilation and air conditioning) equipment control system that regulates when equipment is scheduled to run and maintains required parameters for space temperature and humidity control. Similar to the Canada 150 application, the City's Ontario 150 application is still in the assessment phase.

One project identified in the May 30, 2016 Council report which remains of particular significance to the City, is the remediation of the IMICO brownfield lands. Although not an appropriate project for Phase 1 funding, staff will continue lobbying the federal government for support for this project through other funding avenues. Staff will continue to monitor, and if possible, participate in the Government's Phase 2 consultations.

## **Financial Implications**

The City is seeking funding for six projects, totalling \$12,895,780 under the CWWF, Canada 150 Community Infrastructure Program and the Ontario150 Community Capital Program.

The three CWWF projects, totalling \$10,095,780, have already been approved by the federal and provincial governments. The federal-provincial funding equals \$7,571,835 and the City's portion of the cost is \$2,523,945. The City's contribution is being funding through a combination of sources: Debt, Capital Asset Renewal Reserve and Non-tax capital reserves.

The three projects under the Canada 150 and Ontario150 programs, totaling \$2,800,000, are still in the assessment phase. Both programs fund up to 50% of eligible costs, to a defined maximum amount. If the maximum funding is received, the City's portion will be \$1,400,000, which will be funded through the Tax Capital Reserves and Capital Asset Renewal Reserve.

## **Corporate Strategic Plan**

2.2 Deliver public services better

3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City.

3.2 Be economically viable, resilient, diverse and attractive for business.

## **Communications**

The City will continue to proactively inform the community, through digital communications and media relations activities, on its efforts to secure infrastructure funding as well as the approved projects and the committed financial contributions from each level of government.

## **Attachments**

N/A

## **Report Author**

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Intergovernmental Relations, Policy and Open Government



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Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Let's Talk Housing	Ministry of Families, Children and Social Development (Federal Consultation)	October 21	The Federal Government is developing a National Housing Strategy. Input is requested.	Staff to complete the survey	<p>The City's Affordable Housing Strategy will be returning to Council later in the fall. The City is reliant on the actions of senior levels of government to make impactful actions to address our community's affordable housing needs identified through the City's Affordable Housing Strategy work.</p> <p>City staff will be monitoring the progress of the National Housing Strategy as it progresses and will provide updates as applicable and appropriate.</p>	Planning	<a href="https://www.letstalkhousing.ca/">https://www.letstalkhousing.ca/</a>

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
OMB Reform	Municipal Affairs	December 19, 2016	<p>The Ministry of Municipal Affairs is reviewing the scope and effectiveness of the Ontario Municipal Board (OMB), an important part of the province's land use planning system.</p> <p>Through the OMB Review, the government will consider the OMB's scope (what it deals with) and effectiveness (how it operates) to determine improvements with respect to how the Board works within Ontario's broader land use planning system,</p>	<p>The province has scheduled a series of town halls, including one in Guelph on November 1, 2016. An RSVP is requested by October 28, 2016. Communications will promote the consultation session through social media channels.</p> <p>Staff will also be preparing a report to Council for the December 12 planning meeting.</p>	<p>Given the interest in this matter, Council input/participation is recommended.</p> <p>Upon the review/analysis of the Consultation Document, staff will prepare a recommended response for Council review at the December 12 Council meeting.</p>	Planning	<a href="http://www.mah.gov.on.ca/Page15027.aspx">http://www.mah.gov.on.ca/Page15027.aspx</a>

## Newsroom

## Bulletin

# GTA West Corridor Review

October 7, 2016 11:30 A.M. | [Ministry of Transportation](#)

In December 2015 the Ministry of Transportation suspended its work on the environmental assessment of the Greater Toronto Area West (GTA West) highway corridor to conduct an internal review of the work undertaken since 2007, and ensure that the project still aligns with current government policy and emerging technologies.

To assist with the review, an [advisory panel](#) made up of industry experts was appointed. The panel members are Gail Beggs as Chair, along with Rod Northey and Matthias Sweet.

Ontario's unprecedented investments in public transit and transportation infrastructure, the Climate Change Action Plan, changes to the Growth Plan for the Greater Golden Horseshoe, as well as car sharing services and automated car technologies all support a more efficient use of existing highway infrastructure.

The advisory panel is preparing a strategic assessment of potential alternative approaches to meeting future transportation demand and infrastructure needs, to ensure the efficient movement of passengers and goods in the GTA West corridor. The panel has had the opportunity to review material dating back over a decade, and is now seeking public input through a call for submissions, an online questionnaire, and stakeholder consultations.

Municipalities, Indigenous communities, interested stakeholders and the general public are invited to provide feedback. An online questionnaire will be available at [www.gtawestreview.com](http://www.gtawestreview.com), and questions or comments may also be submitted by email to [gtawestreview@ontario.ca](mailto:gtawestreview@ontario.ca).

## Background Information

- [GTA West Advisory Panel](#)

## Download



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## Quotes



“With new emerging technologies and the government’s commitment to help protect the environment and the Greenbelt, it is essential to have a forward looking plan when it comes to dealing with congestion and transportation needs.”

**Steven Del Duca**

Minister of Transportation

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Queen's Printer for Ontario, 2016



## Clerk's Department

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October 11, 2016

The Honourable Kathleen Wynne  
Premier of Ontario  
Toronto ON M7A 1A1  
By email only: [premier@ontario.ca](mailto:premier@ontario.ca)

Honourable Madam:

Provincial legislation and Hydro One's strategy regarding hydro costs was discussed at a recent Grey County standing committee meeting. At the October 4, 2016 Council session, resolution SSC70-16 was endorsed as follows:

**WHEREAS there is inequity between the cost of hydro for rural residents as compared to urban residents due to higher distribution charges;**

**AND WHEREAS this practice targets and negatively affects rural residents, especially those who are already unable to pay for the high cost of hydro;**

**NOW THEREFORE BE IT RESOLVED THAT the County of Grey request the Province to re-evaluate the structure of hydro in terms of access and delivery and implement structural changes to address the unfair practice of charging more for delivery for rural residents;**

**AND THAT this resolution be circulated to all municipalities in the Province of Ontario as well as Ontario Small Urban Municipalities (OSUM) and Association of Municipalities of Ontario (AMO).**

Grey County Council respectfully requests consideration of this resolution.

Yours truly,

A handwritten signature in black ink, appearing to read "S. Vokes".

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