



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora
Information Report
No. OPS21-011

Subject: Drinking Water Quality Management Review

Prepared by: Iustina Voinea, Program Coordinator Water/Wastewater/Stormwater

Department: Operational Services

Date: May 18, 2021

In accordance with the Procedure By-law, any Member of Council may request that this Information Report be placed on an upcoming General Committee or Council meeting agenda for discussion.

Executive Summary

The purpose of this report is to provide updates on the activities performed by the drinking water group in 2020 and present the Minutes of the Annual Management Review as required by the Safe Drinking Water Act, 2002 and related regulations. The 2020 information audits and inspections highlights are:

The operation and management of the water system achieved full compliance for 2020

- Municipal Drinking Water Licenses expires June 29, 2021
- Operational Plan is a document that outlines all 21 elements of the DWQMS
- Internal Audit, System Audit, Inspections and Management Review are completed annually

Background

The Town of Aurora is the Owner and the Operating Authority of the municipal drinking water distribution system within the geographical boundaries of the Town.

York Region supplies the Town with drinking water, that is a blended combination of ground water and surface water. Water treatment, transmission and storage are the exclusive jurisdiction of the Region.

The Town is responsible for the operation and maintenance of the drinking water distribution system, to maintain drinking water quality and ensure water remains safe for human consumption.

The Ontario Government implemented the Municipal Drinking Water Licensing Program in 2007 as recommended by Justice O’Conner because of the Walkerton Inquiry. In response to this recommendation, the Ministry of the Environment, Conservation and Parks developed the Drinking Water Quality Management Standard (“DWQMS”) that applies to owners and operating authorities for municipal drinking water systems. The DWQMS sets out the framework for the development of a Quality Management System (QMS). The implementation of the DWQMS is mandated by the provincial government through the Safe Drinking Water Act.

The QMS is based on a “Plan”, “Do”, “Check”, “Improve” principle. The Operational Plan provides an understanding of the drinking water system, the roles and responsibilities of the owner (Council) and operational staff and is based on procedures to operate and maintain the drinking water system, and a commitment and endorsement by the owner to provide safe drinking water.

In order for the Owner to show their support of the drinking water system and QMS, it is required that they provide their endorsement of the Operational Plan.

Analysis

The operation and management of the water system achieved full compliance for 2020.

Requirements of the QMS outlined in this report are critical components of the Management Framework under which staff and senior management are required to operate.

Staff is pleased to report that based on the results of internal and external audits and Ministry of Environment, Conservation and Parks (MECP) inspections, 2020 was a successful year in fulfilling legislative requirements, resulting in confidence that the Town’s water system is safe, and both operated and maintained to a very high standard.

Municipal Drinking Water Licenses expires June 29, 2021.

The Town of Aurora Drinking Water System Operational Plan was prepared to meet legislative requirements and was initially submitted to the Ministry on August 1, 2009. A Municipal Drinking Water Licence (MDWL) and a Municipal Drinking Water Permit (DWMO) were obtained and need to be renewed every five years. The current licence expires on June 29, 2021. Town applied for DWS licence renewal before the due-date December 29, 2020. A 10-year Financial

Plan for the drinking water system, both for operational and capital aspects was completed in collaboration with finance services and was presented to council for approval in October 2020, as per legislative requirements.

To obtain a MDWL the Operating Authority must be accredited by a third-party accreditation body. A critical step in the accreditation process is the confirmation of an understanding and acceptance of the plan by Council and Senior Management. The following sections provide a summary of the document purpose and key roles and responsibilities.

The Drinking Water System accreditation was expiring in July 2020. A full scope, two days re-accreditation audit was conducted by NSF, a MECP approved accreditation body, in May 2020. The audit was very successful with no findings identified. Town's Drinking Water System has been re-accreditation for three years. Surveillance audits conducted by the accreditation body are done yearly to support the maintenance of the accreditation.

The Operational Plan is a document that outlines all 21 elements of the DWQMS.

Some of the key elements include:

- Commitment and Endorsement
- Organizational Structure, Roles, Responsibilities and Authorities
- Risk Assessment
- Emergency Management

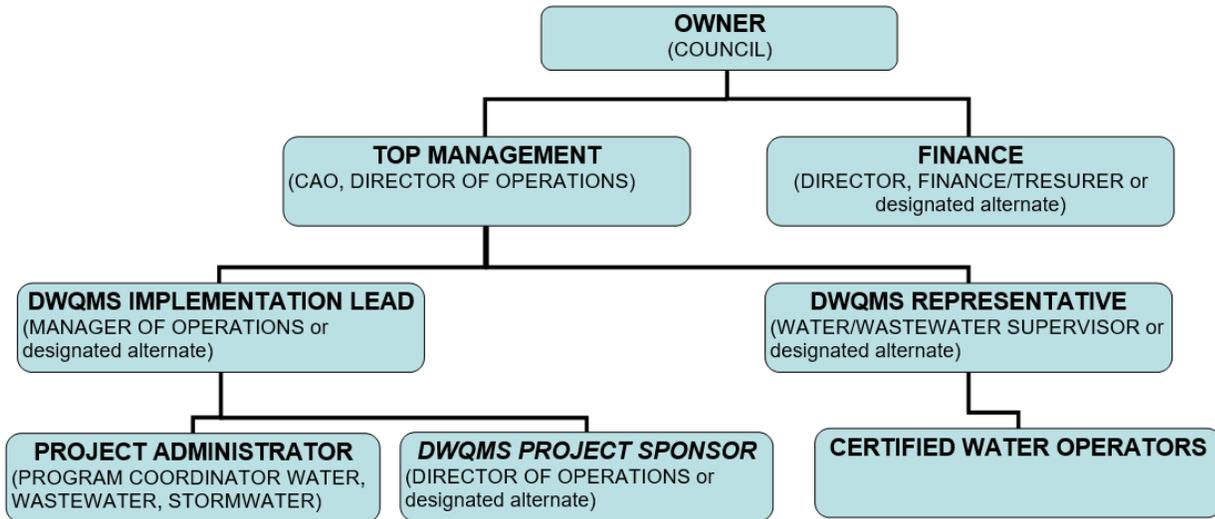
The elements for the commitment, endorsement and organization structure outlining the Corporation's roles and authorities must be endorsed by Council as the owner of Aurora's drinking water system.

DWQMS Management Structure

The legislation requires that proper authorities are established to ensure that the water system has qualified oversight, management support, identified ownership and financial resources.

For the Town of Aurora, this structure is presented in the below organizational chart. An important aspect of this structure is the identification of Council as the Owner, the body with overall responsibility for providing the necessary resources to deliver safe and reliable drinking water to the community.

ORGANIZATIONAL CHART:



Role of Owner – Council:

One of the critical elements is that the Operational Plan is endorsed in writing by Top Management and the Owner, which in this case, are senior staff and Town Council. This element requires that Top Management demonstrates its commitment to the DWQMS by being aware of the requirements and providing direction and resources as required.

The element further describes that Top Management and Council shall provide evidence of its commitment to an effective quality management system by:

- Ensuring that a Quality Management System (QMS) is in place, maintained and meets the requirements of the DWQMS;
- Ensuring that the Operating Authority is aware of all applicable legislation and regulatory requirements; and
- Determining, obtaining or providing the resources necessary to maintain and continually improve the Quality Management System.

Council and Top Management’s commitment is a crucial part of the successful DWQMS implementation and must clearly be recognized in terms of acknowledgment of ownership and providing resources.

Role of Top Management - CAO and Director of Operations:

- Ensure QMS is in place and operational;
- Endorse and lead the development, implementation and maintenance of the QMS;

- Identify and obtain necessary resources to support the QMS and the operation and maintenance of the drinking water system;
- Ensure the system is operating in accordance with all applicable legislation and regulations;
- Management review of the QMS;
- Communicate with Council about the QMS and the water distribution system; and
- Communications lead during emergencies.

Role of Finance - Director of Financial Services:

- Ensure appropriate funding is available for the QMS to deliver safe drinking water;
- Incorporate water delivery components of the budget within the overall budget presentation; and
- Conduct financial audits on the QMS and the water delivery program.

Role of Project Sponsor – Director of Operations:

- Help orchestrate project team direction and flow;
- Ensure the systematic progression through the program’s action and implementation plans;
- Ensure adequate funds are available;
- Communicate with the Mayor and Council about the QMS and the water distribution system;
- Is authorized to designate Operational Services Crew Leaders as Operators-in-Charge as required in the absence of the Operational Services Supervisors; and
- Participate in management review meeting of the QMS.

Role of DWQMS Implementation Lead – Manager of Operations Services:

- Carry out the activities and manage programs related to the water distribution system as outlined by approval policies, procedures and legislative requirements;
- Appoint QMS Representatives;
- Preparation of budgets and programs;
- Assessment of supervisor’s personnel performance (annual);
- Ensure adequate staffing is available at all times;
- Recommendation of system improvements;
- Emergency response planning and training; and
- Reports on Operations and the QMS to Top Management and the CAO through management review meeting, on an annual basis, to evaluate the continuing suitability, adequacy, effectiveness and compliance of the Drinking Water Quality Management System.

Role of DWQMS Representative – Supervisor of Water/Wastewater:

- Carry out the activities and manage programs related to the water distribution system as outlined by approval policies, procedures and legislative requirements;
- Develop procedures and processes for assuring water quality;
- Communication/liason for the Water Treatment Plants run by the York Region;
- Act on and report incidents of non-compliance;
- Assessment of operators personnel performance (annual);
- Reporting of distribution system performance to the Manager of Operations;
- Maintains regulatory compliance;
- Is the system Overall Responsible Operator;
- Schedules work assignments;
- Monitors water quality and demand;
- Supervises operations and maintenance staff;
- Maintains provincial operator licensing at system certification level;
- Organizes work-safety program;
- Assists in the development of the department budget;
- Maintains and updates QMS as required;
- Identifies, co-ordinates and communicates staff training programs to comply with appropriate legislation;
- Recommends system improvements;
- Emergency response planning, training; and
- Reports on Operations and the QMS to Top Management and the CEO through Management review meeting, on an annual basis, to evaluate the continuing suitability, adequacy, effectiveness and compliance of the DWQMS.

Certified Operators:

- Monitors, maintains and operates the distribution system in accordance with established standard operating procedures;
- Documents all operating activities in accordance with provincial legislation and established operating procedures; files records;
- Reports on and acts on incidents of non-compliance;
- Reports any abnormal conditions to the Supervisor;
- Carry's out duties and tasks as assigned by the Supervisor and as per established water distribution policies and procedures;
- Is the designated operator-in-charge;
- Attends training and maintains operator's license;
- Receives and communicates external complaints; and

- Regularly communicates to the Drinking Water Quality Management System Representative.

Project Administrator:

- Compiles and builds an electronic program structure in a centralized file;
- Maintains and updates QMS policies, procedures and forms as required; and
- Identifies, co-ordinates and communicates staff training programs to comply with appropriate legislation.

Internal Audit, System Audit, Inspections and Management Review are conducted annually

As part of the supervising responsibilities, the management team is required to ensure that internal program audits, external third-party system audits as well as an annual management review are conducted.

In 2020, due to COVID_19 pandemic, all audits and inspections were conducted remotely, through ZOOM meetings and telephone calls.

Aurora's annual internal audit was performed by AET Group on October 27-29, 2020. All 21 Elements of Aurora's Operational Plan were audited to ensure "we do what we say we do".

The external accreditation audit is required to be performed annually by a MECP -approved auditors. NSF conducted a re-accreditation system audit on May 28-29, 2020. All 21 Elements of Aurora's Operational Plan were audited to ensure "we do what we say we do".

Ministry of the Environment, Conservation and Parks conducted an unannounced inspection from June 17 - August 25, 2020 of the Town of Aurora's Drinking Water Distribution System. The primary focus of this inspection is to confirm compliance with the Ministry of the Environment, Conservation and Parks' legislation, as well as evaluate conformance with Ministry drinking water policies and guidelines during the inspection period.

The DWQMS also requires that a Management Review meeting be held annually to review the drinking water system performance and identify necessary actions to ensure compliance with the regulations. The Management Review meeting was held on March 15, 2021, in which the audit and inspection results were reviewed. During the meeting Management discussed incidents of adverse drinking water testing, operational performance, changes that could affect the QMS, resources needed to maintain the QMS and results of the infrastructure review. The Management Review Meeting minutes, Attachment "1" are attached.

Advisory Committee Review

Not Applicable

Legal Considerations

Council and the Town staff referenced in this report have a duty to exercise the level of care, diligence and skill of a reasonably prudent person and a duty to act honestly, competently and with integrity to ensure the protection and safety of the users of the drinking water system. Failure to do so is an offence under the Act.

Financial Implications

A budget of \$35,000 is requested annually through the water operating budget to support the Drinking Water Quality Management System, external audit costs and training and development costs for staff. This amount will be carried into future budgets as a requirement for demonstrating financial support to the ongoing maintenance of the DWQMS and will be adjusted as required to ensure adequate funding is in place.

Communications Considerations

The high quality and safety of Aurora's drinking water is a good news story. Results of water testing are shared with the Town via News and Notices on the website, social media and Council Highlights.

Link to Strategic Plan

This process supports the Strategic Plan goal of Supporting an Exceptional Quality of Life for All through its accomplishment in satisfying requirements in the following key objective within this goal statement:

Invest in sustainable infrastructure. Maintain and expand infrastructure to support forecasted population growth through technology, waste management, roads, emergency services and accessibility.

Alternative(s) to the Recommendation

1. Not applicable.

Conclusions

The Town has completed all the requirements to maintain its accreditation under the DWQMS for 2020. As the owner of the system, Council will receive periodic reports on the performance and financial aspects of the Town's water distribution system.

It can also be concluded that the continued investment by Council in the renewal and maintenance of the drinking water distribution system is a major contributing factor in the excellent performance and design of our infrastructure.

Aurora continues to lead many of the Region of York municipalities in experiencing the fewest water main breaks, service interruptions or adverse water testing sample in the Region.

Attachments

Attachment #1 - Minutes of Management Review Meeting (March 15, 2021)

Previous Reports

OPS21-005 2020 Summary Annual Drinking Water Quality Report, February 16, 2021

Pre-submission Review

Agenda Management Team review on April 22, 2021

Approvals

Approved by Allan D. Downey, Director, Operational Services

Approved by Doug Nadorozny, Chief Administrative Officer



JOC, Zoom Meeting Prepared by: Iustina Voinea

Date: March 15, 2021 Reviewer: Lindsay Hayworth

Time: 10:00 am – 12:00 pm

Attendees:

Doug Nadorozny: CAO / Top Management

Allan Downey: Director of Operations / DWQMS Project Sponsor

Jim Tree: Manager of Operations Services (A) / DWQMS Implementation Lead

Lindsay Hayworth: Water/Waste Supervisor / DWQMS Representative

Iustina Voinea: Program Coordinator Water/Wastewater/Stormwater/ DWQMS Project Administrator

Introduction to DWQMS Management Review

Top Management reviewed all DWQMS data presented as summarized below. All deficiencies identified by Top Management have been documented on the NCR/OFI tracking form.

Agenda Items Reviewed

(Please do not delete any headings and document each item discussed)

1. Review of action items from previous meeting.

a) Obtain a quote for annual inspection maintenance of the 299 of - private hydrants within the Town. Prepare a report to council to approve the inspection and maintenance of private hydrants to be done by the Town.

On June 4, 2020 the Supervisor water/wastewater sent an email to top management with info re practices from other municipalities. The subject was further discussed on Feb 25, 2021 when next steps were decided:

- Staff to prepare a letter to Fire Chief asking to confirm the program they have in place for private hydrants maintenance and testing, and to request sharing available testing reports with the water department.

- The follow ups with the Fire department will be done by the backflow program administrator.
- In a conversation with the Chief, he mentioned that unplanned checks on private hydrants are done by the fire department; however there is no formal program in place for enforcing maintenance.

b) It was suggested that all DWQMS documents and records to be kept in the cabinets in the printer area.

This action item has been completed.

c) Supervisor W/WW to continue looking into possibilities to replace the check valves that act as boundary valves between Zone 2 and Zone 1 with gate valves.

After consultations with Engineering it was suggested this type of change to our system would require a water modelling exercise to determine its feasibility. The gate valves are not a viable option for our system that relies on the check valves to open when the water pressure drops in Zone 2 to allow water from Zone 1 to supplement the need. (Gate valves do not open automatically.)

Action Item: No Action Items.

2. Incidents of Adverse Drinking Water Tests

There were four (4) adverse drinking water tests results in 2020. No location had two consecutive adverse results. The chlorine residual values were good in all instances. The adverse results were reported to Ministry of the Environment, Conservation and Parks (MECP) and the York Region Medical of Health as per legislative requirements.

Action Item: No Action Items.

3. Incidents of Regulatory Non-Compliance

Two administrative actions from the ministry of the Environment

1. OIC had not been designated for all systems which comprised the drinking water system. O.Reg. 128/04 requires that the owner of a municipal residential subsystem to designate an OIC.

Based on the records provided by the Town the Town does not meet the OIC requirements of O.Reg 128/04, s 25(5): a person who holds and OIT certificate cannot be designated as OIC. An OIT can operate the system under the supervision of ORO or OIC.

Corrective actions taken:

Updated PRO 003 Designation of ORO and OIC to meet regulatory requirements.

Updated Daily Work Schedule to better reflect designated OIC.

Trained staff on procedure updates, form changes and provide details on how to fill up Daily Work Schedule.

2. Water Quality monitoring requirements imposed by the MDWL or MDWP issued under Part V of the SDWA were not being met.

A review of the lead sampling data indicates that only 5 samples were collected during Dec 15, 2020 – April 15, 2020 sampling period. The required number of samples for the distribution system is eight for each sampling period.

Corrective actions taken:

The Chain of Custody form has been updated to show all 8 samples on the same side of the form.

During tailgate meeting on Sept 11, 2020, staff was reminded that 8 samples must be collected for lead sampling and any discrepancies within the COC shall be brought to lustina or Lindsay's attention.

Action Item: No Action Items.

4. The Efficiency of the Risk assessment, Deviations from Critical Control Points Limits and Response Actions

As part of Element 7 & 8, Risk Assessment and Risk Assessment Outcomes, the currency of the information and the validity of the information used are verified once a year. The risk assessment is redone every three years at a minimum. The risk assessment was conducted on Sept 25, 2020.

- a) A complete redo of the risk assessment is due in 2020.
- b) Changes to Element 8 - Risk Assessment Outcomes:
 - Section 'Workforce Interruption (labour dispute, pandemic)' was updated to include the pandemic. There were no deviations from Critical Control Points.
- c) No control point deviations reported.
- d) No pressure district changes.

Action Item: No Action Items.

5. Internal and Third Party Audit Results and: System Audits, Internal Audit and MECP Inspection.

Due to COVID-19 restrictions, all DWQMS audits and inspections were done remotely in 2020.

- The Internal Audit was conducted on Oct 27-29, 2020 by AET Group Inc., an external accredited auditor. Four opportunities for improvement were identified during the audit.

Internal Audit – NCR and OFI

ELEMENT #	NCR/OFI Details	Action Details
E 5 - Document and Records Control	Consider removing all hard copies of documents if they are not in use and not being controlled	All hard copies of the Operational Plan policies and procedures were removed.
E 8 - Risk Assessment Outcomes	Consider requiring processes involved in maintaining disinfection as mandatory critical control points (e.g. dead-end flushing and disinfection after watermain commissioning or repairs) in the risk assessment procedure.	E 8 - Risk Assessment Outcomes – the severity for New Construction Commissioning was increased to 3. This is a Critical Control Point now.
E 19 – Internal Audit	Consider including the development of an audit plan in the Audit Planning section of QMS-PRO-008.	QMS-PRO-008 Internal Audit Procedure was updated.
E 5 - Document and Records Control	Ensure the complete minutes from the Management Review are included in the package submitted to council.	Complete management review meeting minutes are always attached to reports to council. This year the audit was remote and all the documentation was provided in electronic format – it was an administrative error.

- NSF an external Accreditation Body conducted the DWQM System third party audit on May 28-29, 2020. There were no findings identified during the audit.
- MECP Inspection was conducted on (June 17 – Aug 25, 2020) – Two findings. See section # 3 Incidents of regulatory non-compliance for action items and responses.

Action Item: No Action Items.

6. Status of management action items identified between reviews

No items were identified between management reviews.

Action Item: No action item.

7. Results of Emergency Response Testing

- The Emergency Preparedness Training – Table Top Exercise was conducted on Oct 23, 2020. Due to COVID-19 restrictions, this meeting was remote. A review of Town’s emergency policy and procedures was conducted, with emphasis on roles and responsibilities. The topic of this year presentation was OnWARN (Ontario Water/Wastewater Agency response Network). ‘OnWARN is a province-wide Water / Wastewater Agency Response Network (WARN) of "utilities helping utilities" to prepare for the next natural or human-caused emergency.’

Action items identified during this meeting

Findings	Action Taken
Inquire about York Durham lab’s emergency procedure and turnaround time for samples submitted during an emergency situation	Lab requests the samples to be submitted as “RUSH” (stated on COC) and that Renu and Raymond are informed by email that there are emergency samples being submitted.
Share info on OnWARN with Town’s emergency team	Information was sent to the Program Manager, Corporate Initiatives. He will add it to the bi-weekly discussion with Deputy Chief and look for a way to add it to the Continuity of Operations Program.

- Town staff has conformed to the requirements of Element # 18 of the Ontario Ministry of the Environment, Conservation and Parks’ Drinking Water Quality Management Standard (DWQMS).

Action Item: No Action Items

8. Operational Plan Currency, Content and Updates

- As part of the DWQMS, Policies and Procedures are reviewed annually to reflect current practices. Some Operational Plan Policies and Procedures were reviewed and updated as part of responding to non-conformances and OFIs from audits.

- During the first stages of the COVID-19 pandemic the Ministry released Ontario Regulation 75/20 (under the Emergency Management and Civil Protection Act), Order under subsection 7.0.2 (4) of the Act – Drinking Water Systems and Sewage Works (O.Reg. 75/20) to help municipalities in cases of staff shortage, and with operator’s certificates expiring dates/ extensions. As a result of the new order, the Town prepared an internal procedure to reflect acceptable practices during the pandemic. The order was fully revoked in January 2021.
- Several work procedure were developed to include COVID safety measures.
- All Operational Plan policies and procedures are available to staff online only. All hard copies were removed as a preventative measure to reduce the spread of COVID. Updates are communicated to the tem through tailgates meetings.

Action Item: No Action Items.

9. Review of the Quality Management System Policy, Element # 2

- Management Team reviewed Element # 2. The Quality Management System Policy statement was re-affirmed.

Action Item: No Action Items.

10. Drinking Water Quality Trends

- York Region provides a blend of surface and ground water. Surface to groundwater split remain the same-Aurora’s water consist of 80% surface water and 20% underground aquifer water.
- York Region stated a project to improve water quality by removing iron and manganese from the ground water at the wells site, using oxidation/adsorption filtration. The pilot program applies to YR wells, starts in 2021 and should be completed in 18 months. The goal is to have all treatment facilities finalized by 2028. The residual management system involves the discharge of backwash wastewater to an on-site equalization tank, where it is pumped through a new forcemain to a connection to the existing local sanitary sewer.
- A desk water audit is conducted annually to provide information on water loss and reporting to the region. For 2020 the reporting template and indicators for tracking water loss have been changed. The past years, the water loss was reported as percentage of total volume of water. Starting 2021, the KPI are reported as gal/connection/day or gal/mile/day.

It was discussed different sources of water loss and their impact on the reporting KPI.

Action Item: It was suggested the Town to establish target values for KPIs, that are aligned with industry standards.

11. Changes That Could Affect the QMS

- The regulatory relief for lead sampling in residential properties is ending after the June 15- Oct 15 sampling period. The Town will apply for regulatory relief after the 2021 last sampling period ends.
- In 2019 Health Canada published 'Guidelines for Canadian Drinking Water Quality - Guideline Technical Document – Lead'. This document reduces the maximum acceptable concentration (MAC) of lead from 0.010 mg/L (current Ontario Standard) to 0.005 mg/L (5 µg/L) for total lead in drinking water, based on a sample of water taken at the tap. This change has not been implemented yet by the MECP, they are looking into this in 2021.

Existing and proposed Health Canada Guidelines for contaminants impacting drinking water:

Parameter/ Year	Health Canada		Drinking water standard in Ontario		Operational Guideline mg/L
	MAC mg/L	AO mg/L	MAC mg/L	AO mg/L	
Manganese (2019)	0.12	≤0.02mg/L	-	0.05	
Copper (2019)	2	1	-	1	
Strontium (2019)	7	-	-	-	
Lead (2019)	0.005		0.01		
Barium (2020)	2	-	1	-	
Boron (2020)	2 (reduced from 5)	-	5	-	
Aluminum (2019)	2.9	0.05	-	-	0.1
Cadmium	0.007	-	0.005	-	-

- Emerging issues (contaminants of concern):
 - Perfluoroalkylated substances proposed MAC (Perfluorooctane Sulfonate (PFOS) MAC=0.0006 mg/L, Perfluorooctanoic acid (PFOA) MAC=0.0002mg/L) – No drinking water standard in Ontario
 - 1,4 Dioxane proposed MAC=0.050 mg/L – No drinking water standard in Ontario
 - Glyphosate MAC=0.28mg/L – Ontario standard
 - Microplastics
- In 2020 the MECP updated the Watermain Disinfection Procedure. For municipalities that have updated their licences, the implementation date for the procedure is Feb 2021. Town's new licence will be updated in July 2021. For us the implementation date is six months after obtaining the new licence.
- Town applied for DWS licence renewal. A major piece of the application was preparing a financial plan for the drinking water system, both for operational and capital aspects. This task was completed in collaboration with finance services and was presented to council for approval in October 2020. The application for licence renewal was submitted to the ministry before the due date December 29, 2020.
- Staff started the procurement for Internal Audit Services of the Town of Aurora DWQMS. A consultant shall be retained prior September 2021 to be able to have the internal audit completed by November.
- The AODA requirements for documents available to public apply to all DW Operational Plan policies, procedures and reports. In 2020 the Annual Drinking water Reports for 2019 and 2018 have been updated to meet AODA requirements. DWQMS policy has been updated and posted on the website. After Town's policy template is developed, all DWQMS Operational Plan documents have to be updated too.

Action Item: No Action Items.

12. The Resources Needed to Maintain the QMS

- The requested budget to maintain is QMS, \$20,000.00.
- 2020 Annual water quality report was completed, presented to Council on February 16 as an attachment to the Summary Drinking Water Report. The Annual Drinking Water Report was posted on Town's website before Feb 28, 2021, as per legislative requirements.
- Backflow prevention program
 - Approximately 600 letters were sent out to business owners in October 2020, as a second notice for this program.
 - To acknowledge the impact of COVID on this program, the due dates for survey and installation were extended.

- Summary as January 2021:
 - Number of businesses that responded (either providing the information request form and/or surveys and/or test reports): 292.
 - Surveys completed: 198.
 - Test reports completed: 138 from which 39 on new installed devices
 - Number of approved contractors registered with the Town: 53
- Town maintains a list of Qualified Persons, available to business owners.
- Staff is working with Human Resources to complete the hiring process for the Administrator of backflow program position.
- \$125,000 were approved by council to upgrade Town's facilities to install backflow preventers.
 - Facilities Department is working on retaining an engineering consultant to prepare the scope of work for this program.

Action Item: No Action Items.

13. The Results of the Infrastructure Review

Action items from the Infrastructure Review Meeting, June 10, 2020:

- Service line to Condo on Yonge and Aurora Heights – there is a portion of watermain that is not used. Supervisor W/WW proposed to cut and cap it. Supervisor W/WW talked to engineering about this work and the impact on the hydraulics of the distribution system. Engineering hired and consulting firm to conduct the water modelling in the area. The report shows that decommissioning the proposed piece of watermain will have negligible impact on the water distribution system.
- It was discussed the multiple watermain breaks on Heathwood Heights. Engineering is looking at including the replacement of this section of the watermain to future capital work – 10 year capital projects.

Action Item: Supervisor, W/WW to look at the timeline for this project.

14. Operational Performance

- Last year 550 out of 2157 valves were exercised. The target 25% was met.
- It was reported fourteen (14) watermain breaks for last year, from which half due to construction activities or on the private side. Seven were on Town's property and they were fixed by the Town's contractor.
- Zero frozen services.
- The fire hydrants maintenance work is contracted out. Every year all 1600 hydrants in the Town are checked by the contractor. Eight (8) hydrants were

repaired last year, half by Town's contractor, half were repaired in house. As needed, fire hydrants are replaced, by the contractor that does the maintenance.

- 62 water boxes were repaired last year.
- 3 water sample stations repaired, one sampling station was replaced.
- 1 valves replaced, 36 valves sleeves were repaired.
- 1 water service repairs.

Action Item: No Action Items.

15. Review of Best Management Practices

- York Region and the 9 comprising municipalities are working on developing a region wide testing criteria and limits for new watermain commissioning. York Region to provide a letters to each municipality with proposed changes.
- The draft letter was reviewed during the meeting. The final document Microbiological Standards letter to be approved by the Director of Operations.

Action Item: No Action Items.

16. Consumer Feedback

- Complaints are received by Access Aurora, most of them are resolved by phone by their staff. 19 water quality complaints were recorded by the water group in 2020, most of them related to discoloration and a couple on chlorine smell. In one instance, an operator was sent to sample from the hydrant in the area.
- This year we had no complaints during hydrant maintenance.
- Town recorded 34 low pressure calls on private side mostly due to water softeners.
- Complaints and low water pressure logs are maintained.

Action Item: No action items.

17. Staff Suggestions

- The case of the Operator Charged for falsifying records was discussed. Town of Aurora staff samples for microbiological testing at all sampling stations through the drinking water system. If the need to confirm information arises, the Town can retrieve information from the GPS installed in the truck.
- A detective from York Regional Police is in contact with the Manager, Operations regarding an incident with a resident.

Action Item: All of the above.

Summary

All action Items are identified on the NCR/OFI tracking form. All records are maintained and stored electronically in the Town's record management system filing location:

Next Meeting TBD