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Town of Aurora  
**Information Report**  
No. OPS26-013

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**Subject:** Drinking Water Quality Management System – Management Review

**Prepared by:** Emily Moore, Program Coordinator, Water/Wastewater/Stormwater

**Department:** Operational Services

**Date:** May 12, 2026

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

## Executive Summary

This report provides updates on activities of the Water Division in 2025 and presents the Minutes of the Annual Management Review as required by the Safe Drinking Water Act, 2002 and related regulations. The 2025 highlights are:

- The operation and management of the water system in compliance for 2025.
- Municipal Drinking Water Licence and Municipal Drinking Water Permit expires on June 15, 2026.
- The Operational Plan is a document that outlines all 21 Elements of the Drinking Water Quality Management Standard (DWQMS).
- DWQMS Management Structure.
- Internal Audit, System Audit, Inspections and Management Review are completed annually.

## Background

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

York Region (the Region) supplies the Town with drinking water, that is a blended combination of surface water and ground 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, resulting from the Walkerton Inquiry. In response to this recommendation, the Ministry of the Environment, Conservation and Parks developed the 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 Operations 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. 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 in compliance for 2025.**

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

Legislative requirements were met in 2025, resulting in confidence that the Town’s water system is safe, and both operated and maintained to a very high standard. There was one compliance issue identified by the Ministry of the Environment, Conservation and Parks (MECP) that did not impact the quality of water in the distribution system.

### **Municipal Drinking Water Licence and Municipal Drinking Water Permit expires on June 15, 2026.**

The Town’s 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 (DWWP) were obtained and required to be renewed every five years.

The current licence and permit expires on June 15, 2026. An application for renewal was submitted before the deadline of December 15, 2025. While the DWWP does not expire, it is always updated by the MECP at the same time as the MDWL. New versions of these approvals are anticipated before the expiration.

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 DWQMS Operational Plan by Council and Senior Management. The sections below provide a summary of the document purpose and key roles and responsibilities.

Aurora's Drinking Water System was re-accredited for three years in March 2026 by the external third-party consultant, NSF International. Two surveillance audits will be conducted annually by the accreditation body over the next two years to support maintenance of the accreditation. The next full re-accreditation audit by NSF International is required again in 2029.

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

Some of the key elements include:

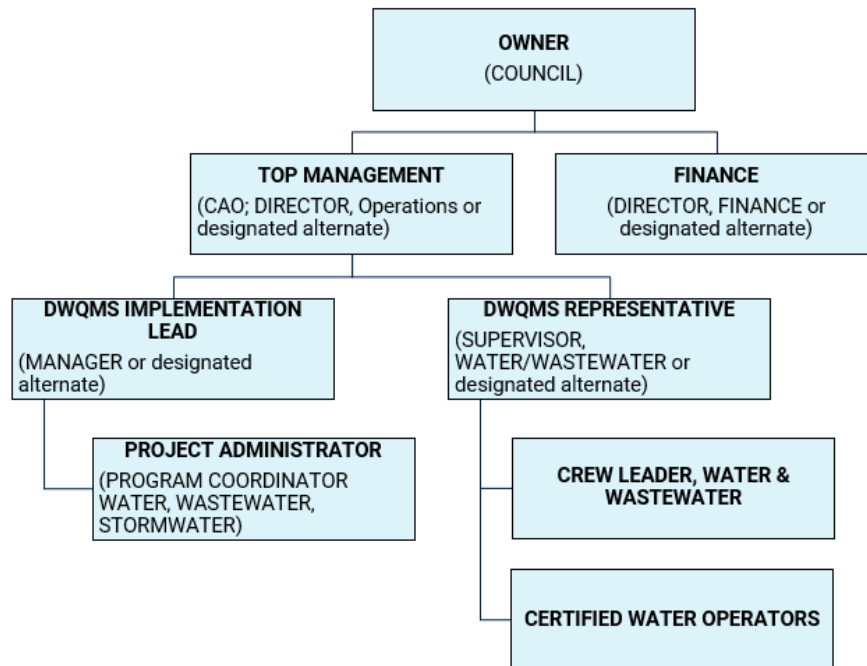
- Commitment and Endorsement
- Organizational Structure, Roles, Responsibilities and Authorities
- Risk Assessment
- Emergency Management

The elements for 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 the water system has qualified oversight, management support, identified ownership and financial resources.

For the Town, 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.



### Role of Owner – Council:

One critical element of the DWQMS 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 Top Management to demonstrate its commitment to the DWQMS by being aware of the requirements and providing direction and resources as required for provision of safe drinking water.

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 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.
- Determining, obtaining or providing the resources necessary to maintain and continually improve the QMS.
- Completing accountability for provision of providing safe drinking water.

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.

The responsibilities listed in Element 9 include:

- Complete accountability for provision of providing safe drinking water.
- Ensure compliance with all applicable legislation, regulations.
- Ensure the QMS is implemented and maintained.
- Provide resources for infrastructure operation, maintenance and/or replacement as necessary.
- Endorses the QMS.

**Role of Top Management - CAO and Director, Operations:**

- Ensure QMS is in place and operational.
- Endorse and lead the development and implementation and maintenance of the QMS.
- Identify and obtain necessary resources to support the QMS and for the complete 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.
- Communications lead during emergencies.

**Role of Top Management – Director, Operations:**

- Communicate with Mayor and Council about the QMS and Aurora's drinking water distribution system.
- Ensure adequate funds are available.
- Assist with orchestrating project team direction.
- Ensure the systematic progression through the programs action and implementation plans.
- May designate the Overall Responsible Operator in consultation with the Manager of Public Works and the Supervisor, Water/Wastewater in accordance with Element 11 and QMS-PRO-003.
- Management review of the QMS.

**Role of Finance – Director, Finance:**

- 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.
- Conduct financial audits on the QMS and the water delivery program.

**Role of DWQMS Implementation Lead – Manager:**

- Carry-out the activities and manage programs related to the water distribution system as outlined by approval policies, procedures and legislative requirements.
- Appoints the DWQMS Representative.
- Prepares budgets and programs.
- Ensure adequate staffing is always available.
- Report on Water/Wastewater Division 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 DWQMS.
- Management review of the QMS.
- Recommend water/wastewater capital projects and purchases.
- Participate in MECP inspections, third-party and internal audits.
- Act as a contact person for MECP.
- Participate in infrastructure rehabilitation meetings.
- Participate in Risk assessment.

**Role of DWQMS Implementation Lead – Manager, additional responsibilities if the Manager hold Class 2 Water Distribution Licence:**

- Act as the system Overall Responsible Operator and QMS Representative when Water/Wastewater Supervisor is away.
- Approve QMS Policies and Procedures.
- Review and approve commissioning of new mains/plans and connections to the Town's Drinking Water system when Overall Responsible Operator is away.

**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.
- Report to Top Management on the performance of the QMS and any need for improvement.
- Assist with developing procedures and processes for assuring water quality.
- Approve QMS Policies and Procedures.
- Ensure that the current versions of documents required by the QMS are always being used.
- Promote awareness of the QMS.
- Ensure personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the drinking water system.
- Carry out the activities and manage programs related to the water distribution system as outlined by the MDWL, DWWP, policies, procedures and legislative requirements.

- Communication/liaison for the Water Treatment Plants run by York Region.
- Act on and report incidents of non-compliance.
- Assess Operator performance.
- Report distribution system performance to the Manager.
- Maintain regulatory compliance and report/act on any incidents of non-compliance.
- Act as the systems Overall Responsible Operator.
- Schedule work assignments.
- Monitor water quality and demand.
- Maintain provincial operator licensing at system's certification level.
- Ensure work is conducted in a safe manner in accordance with the Occupational Health and Safety Act and associated regulations.
- Assist in the development of the department budget.
- Identify, co-ordinate and communicate staff training programs to comply with appropriate legislation, including but not limited to ensuring emergency response planning and training occurs annually.
- Recommend system improvements.
- Report on water/wastewater 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 DWQMS.
- Management review of the QMS.
- Participate in MECP inspections, third party and internal audits.
- Act as a contact person for MECP.
- Review and approve commissioning of new mains/plans and connections to the Town's Drinking Water system.
- Participate in infrastructure rehabilitation meetings.
- Participate in risk assessment.

#### **Crew Leader, Water & Wastewater**

- Is the system Overall Responsible Operator and DWQMS Representative designated alternate when Supervisor, Water & Wastewater is unavailable.
- Ensure that current versions of documents required by the quality management system are always used.
- Promote awareness of the quality management system throughout the operating authority.
- Is also a Certified Water Operator and is expected to ensure all Responsibilities and Authorities under that Title are maintained.
- Participate in infrastructure rehabilitation meetings.

- Participate in Risk assessment.
- Receive and respond to complaints from users of the drinking water system and ensure they are documented.
- All other responsibilities also assigned to Certified Water Operators

**Certified Operators:**

- Monitor, maintain and operate the distribution system in accordance with established standard operating procedures.
- Document all operating activities in accordance with provincial legislation and established operating procedures and files records.
- Report on and act on incidents of non-compliance.
- Report any abnormal conditions to the Supervisor.
- Carry-out duties and tasks as assigned by the Supervisor and as per established water distribution policies and procedures.
- Act as the designated Operator-in-Charge (operator Class1 and Class 2).
- Attend training, as scheduled and assigned.
- Receive and communicate external complaints.
- Regularly communicate to the DWQMS Representative.
- Maintain Operator's Licence in accordance with O. Reg 128/04.

**Project Administrator:**

- Compile and build an electronic program structure in a centralized file.
- Develop, maintain and update QMS policies and procedures as required.
- Identify, co-ordinate and communicate staff training programs to comply with appropriate legislation requirements.

**Internal Audit, System Audit, Inspections and Management Review are completed annually.**

As part of the supervising responsibilities, the Management Team is required to ensure that internal audits, external third-party system audits as well as annual management reviews are conducted.

In 2025, Aurora's annual internal audit was performed by AET Group Inc. on November 5, 2025. All 21 Elements of Aurora's Operational Plan were audited to ensure that the day-to-day operations are conducted as detailed in the Operational Plan.

The external third-party accreditation audit is required to be performed annually by a registrar approved by MECP. NSF International conducted a surveillance system audit on February 10, 2025 and a full re-accreditation audit on February 26 & 27, 2026.

The MECP inspected the Drinking Water System on August 13, 2025. The primary focus of any inspection is to confirm compliance with the MECs' legislation, as well as evaluate conformance with MECP drinking water policies and guidelines during the inspection period.

It was identified by the MECP that while all required microbiological samples were taken throughout the Town, 25 per cent of the microbiological samples for the month of June did not meet the sampling requirements, as required by Schedule 10-2 of O. Reg. 170/03. The error did not impact water quality in the Town, and the sampling plan was immediately updated to ensure monthly testing resumed. The inspection report indicated that there was no further action required.

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 for year 2025 was held on April 9, 2026, in which the audit and inspection results were reviewed. During this meeting topics including, adverse drinking water results/corrective actions, operational performance of the distribution system, changes that could affect the QMS, resources needed to maintain the QMS and results of the infrastructure review were discussed.

### **Advisory Committee Review**

None.

## Legal Considerations

Council and Town of Aurora staff referenced in this report are subject to a statutory duty to exercise the level of care, diligence, and skill that a reasonably prudent person would exercise, and to act honestly, competently, and with integrity in the oversight and operation of the drinking water system, in accordance with the *Safe Drinking Water Act, 2002*. Failure to meet this standard may constitute an offence under the Act and could result in fines and/or imprisonment.

The Town maintains insurance coverage for Members of Council and staff for damages arising from unintentional acts or omissions, subject to the terms and limitations of the applicable policies.

## Financial Implications

None.

## Communications Considerations

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## Climate Change Considerations

The recommendations from this report does not impact greenhouse gas emissions or impact climate change adaptation.

## Link to Strategic Plan

The Drinking Water Quality Management Review 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. There are no alternatives to the recommendations presented in this report.

## **Conclusions**

The Town of Aurora continues to provide high quality, safe drinking water to its residents.

## **Attachments**

Attachment 1 – Minutes of the April 9, 2026, Management Review Meeting

Attachment 2 – Town of Aurora’s Quality Management System Policy

## **Previous Reports**

OPS25-009, Drinking Water Quality Management System - Management Review, May 13, 2025

## **Pre-submission Review**

Agenda Management Team review on April 23, 2026

## **Approvals**

Approved by Sara Tienkamp, Director, Operational Services

Approved by Doug Nadorozny, Chief Administrative Officer



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Town of Aurora  
DWQMS Management Review -  
Meeting Minutes  
Operational Services

JOC, Teams Meeting      Prepared by: Emily Moore

Date: April 9, 2026

Reviewer: Lindsay Hayworth, Dan Naccarato

Time: 1:30-3:00

## **Attendees:**

Doug Nadorozny: CAO / Top Management

Sara Tienkamp: Director of Operations / Top Management

Dan Naccarato: Manager, Public Works/ DWQMS Implementation Lead

Lindsay Hayworth: Water/Waste Supervisor / DWQMS Representative

Emily Moore: Program Coordinator Water/Wastewater/Stormwater/ DWQMS Project Administrator

Wes Smith: Water/Wastewater Crew Leader

Matthew Menezes: Administrator, Backflow/Water Meter/Operator

## **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 QMS Improvement tracking form (formerly the NCR/OFI tracking form).

Agenda Items Reviewed

### **1. Review of action items from previous meeting – Follow-up on action items from previous management reviews**

*a) Town's water bylaw to be updated to further develop the water meter section to support enforcement.*

A draft By-law was presented for Council review at the March 10, 2026 Committee of the Whole meeting. The final draft of the By-law is expected to be completed for Council decision by May 1, 2026.

The new By-Law:

- Incorporates Administrative Monetary Penalties
- Ensures all new construction properties have water meters
- Modernizes the language around Owner/tenant/occupant and instead of just referencing apartments the language has been updated to include residential and ICI properties

**Action Item:** No Action Items

*b) Staff to prepare a map plan for Backflow prevention program implementation for Parks Division and Town's facilities. Timeline 2023 Q2/Q3.*

*And,*

*c) Administrator, Backflow to continue to work with Facilities to get facilities in compliance*

*And,*

*d) Email list of locations and status of backflow installation to all participants*

The list was prepared by the Administrator, Backflow and emailed to all participants on June 3, 2025.

Updated list provided as part of this meeting.

**Action Item:** Facilities has plans to ensure installation of all backflows are completed with approved capital works to bring the Town into compliance in 2026. Aurora is responsible for surveys and installation of backflow devices in the fire stations, but annual checks are responsibility of Newmarket. This work will be followed to ensure completion.

**Timeline:** Q4

**Staff Responsible:** Matthew Menezes and Andrea Vento

*e) Plan on installing new chambers on remaining parks locations this year with operating budget.*

This did not happen in 2025. Installation is planned for 2026.

**Action Item:** Meters and backflow devices are planned for installation at these locations in 2026 to bring all parks into compliance.

**Timeline:** Q4

**Staff Responsible:** Matthew Menezes

*f) Investigate security of putting DWQMS Policies and Procedures on the One Drive or an App so that it can be shared with operators on their phones. This is to make sure that the Elements and Procedures are secure while also ensuring the latest versions are easily accessible and available to operators.*

The Operational Plan (Policies) and the Procedures are now available on the Water Operators Team shared files as well as on SharePoint for all Town staff to view and/or print for the public upon request. Each time a Policy or Procedure is updated these shared files are also updated.

**Action Item:** No Action Items

*g) Implement a system for backing up the DWQMS on an external hard drive or thumb drive on a regular basis to ensure that we still have access to it should the servers go down.*

The Operational Plan and Procedures are also saved on a thumb drive every time there is an update.

**Action Item:** No Action Items

h) Put a plan in place for all sampling stations to have an inspection where all parts are pulled out for inspection every two years and a method for the inspections to be documented.

GIS/IT created an app to keep track of sampling station inspections. Use of the app will enable staff to document and keep track of inspections and ensure that all sampling stations are being inspected at a minimum of every two years.

**Action Item:** No Action Items

## **2. Status of action items identified between reviews**

- No items were identified between reviews

**Action Item:** No Action Items

## **3. Quality Management System Policy**

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

**Action Item:** No Action Items.

#### 4. Incidents of Regulatory Non-Compliance

There was one incident of regulatory non-compliance – MECP Inspection on August 13, 2025.

Monthly, 25% of the microbiological samples should also be tested for Heterotrophic Plate Count (HPC), as required by Schedule 10-2 of O. Reg. 170/03. In June that requirement was not met.

Corrective Actions:

- Sampling Plan was updated immediately
- HPC monthly sample percentages added to the Town KPIs

Water Quality was not impacted as a result of this incident.

**Action Item:** No Action Items

#### 5. Incidents of adverse drinking water tests and deviations from the Critical Control Limits and response actions

<i>Incident Date and Location</i>	<i>Parameter</i>	<i>Result</i>	<i>Unit of Measure</i>	<i>Corrective Action and Result</i>	<i>Corrective Action Date</i>
<i>June 30, 2025 (AWQI #168800)</i>	<i>Total Coliforms</i>	<i>P</i>	<i>P/A</i>	<i>Flush main and resample</i>	<i>Resampling on July 1, 2025</i>
<i>October 27, 2025 (AWQI #170572)</i>	<i>Total Coliforms</i>	<i>P</i>	<i>P/A</i>	<i>Flush main and resample</i>	<i>Resampling on October 28, 2025</i>
<i>November 10, 2025 (AWQI #170695)</i>	<i>Low Combined Chlorine</i>	<i>0.05</i>	<i>mg/L</i>	<i>Increase flushing</i>	<i>November 10, 2025</i>

- There were three control point deviations reported, all AWQI for microbiological sampling.

- No recommended pressure district changes.

**Action Item:** No Action Items

## 6. The effectiveness of the risk assessment process, including any updates to the assumptions used in the risk assessment and/or any updates to the risk assessment outcomes

The risk assessment review was completed on September 11, 2025.

Updates:

- Updated flushing to Unidirectional flushing under Activity 11 – Biofilms - Tuberculation
- Removal of reference to an obsolete form for spill reporting
- Updated Preventative Control Measures under Activity 9 – Theft to include education for staff

There were no changes to the ranking of hazards

The three-year full risk assessment was conducted on September 12, 2024. Multiple sections were updated to better reflect the measures to be followed for each type of hazard. The next full risk assessment will be conducted in 2027.

**Action Item:** No Action Items

## 7. Internal and External Third Party Audit Results

The Internal Audit was conducted on by AET Group Inc., an external accredited auditor, on November 5, 2025. Four opportunities for improvement identified during the audit.

### Internal Audit – NCR and OFI

ELEMENT #	NCR/OFI Details	Action Details
Element 9 – Organizational Structure, Roles, Responsibilities and Authorities	Consider including the full job title for the Director of Operations and review their position, as Project Sponsor, in the organizational structure under Element 9 of the Operational Plan.	The DWQMS was updated to remove the project sponsor and make the duties of the Director, Operations more clear.

ELEMENT #	NCR/OFI Details	Action Details
Element 11 – Personnel Coverage	The ORO and OIC coverage process described in document PW-06-003 is not consistent with Element 11 of the Operational Plan	The DWQMS was updated to update the wording in the element and make the old council resolution PW-06-003 obsolete.
Element 15 – Infrastructure Maintenance, Rehabilitation and Renewal	Consider updating the frequency of dead-end flushing to describe that “chlorine residual is monitored twice weekly and flushed as necessary.”.	The DWQMS was updated to update the wording in the element as recommended by the auditor.
Element 17 – Measurement and Recording Equipment Calibration, Verification and Maintenance	Consider requiring staff members to record the expiry date and lot number of calibration standards rather than having these fields prepopulated on analytical device verification forms.	The DWQMS forms SF-009 & SF-010 were updated to remove the auto population of the lot number and expiry date of the calibration standard.

- NSF an external Accreditation Body conducted the DWQMS system third-party audit on February 10, 2025. There were no Opportunities for Improvement (OFI) identified during the audit.
- MECP conducted one announced inspection on August 13, 2025. There was one incident of non-compliance identified as discussed in section 4 of these minutes.

**Action Item:** No Action Items

**8. Results of Emergency Response Testing**

- a) The emergency preparedness training was provided by AET on November 25, 2025.
- b) Items presented:
  - i. QMS-PRO-010 Watermain Break Emergency Repair
  - ii. QMS-PRO-011 Adverse Water Quality Sampling Procedure

- iii. Watermain Break Record Keeping Requirements
  - iv. Form SF-018 Emergency Response-Watermain Break
  - v. Watermain Disinfection Procedure – August 1, 2020 (MECP Document)
- ii. Scenario – A contractor digging causes a watermain break on Yonge Street near a creek. The watermain break causes reverse flow and loss of water in parts of the distribution system. A landscaping company attempting to steal water from a hydrant backflows herbicide into the drinking water system.

Action Items identified during the training included:

All requirements of Element 18 of the DWQMStandard has been conformed to.

**Action Item:** No Action Items

## 9. Operational Performance

- Last year 556 out of 2157 valves were exercised. The target we set of 25% was met.
- There were six (6) reported watermain breaks on Town owned infrastructure in 2025, these were fixed by the Town's contractor.
- There were five (5) reported watermain breaks on private properties, not owned or controlled by the Town, in 2025
- There were zero (0) watermain breaks due to road reconstruction
- There were zero (0) frozen services.
- The fire hydrants maintenance work was all completed in house. All 1642 hydrants were inspected; 9 hydrants were repaired in house and 3 were replaced by the contractor. Fire hydrant maintenance and repair only took place on public infrastructure. Private hydrants are the responsibility of the owners.
- There were forty-nine (49) water boxes repaired last year.
- Twenty-five (25) water sample stations were inspected, five (5) water sample stations repaired and one (1) sampling station was replaced.
- Two (2) valves were replaced and eighteen (18) valve sleeves were repaired.
- Six (6) water services were repaired.

**Action Item:** No Action Items

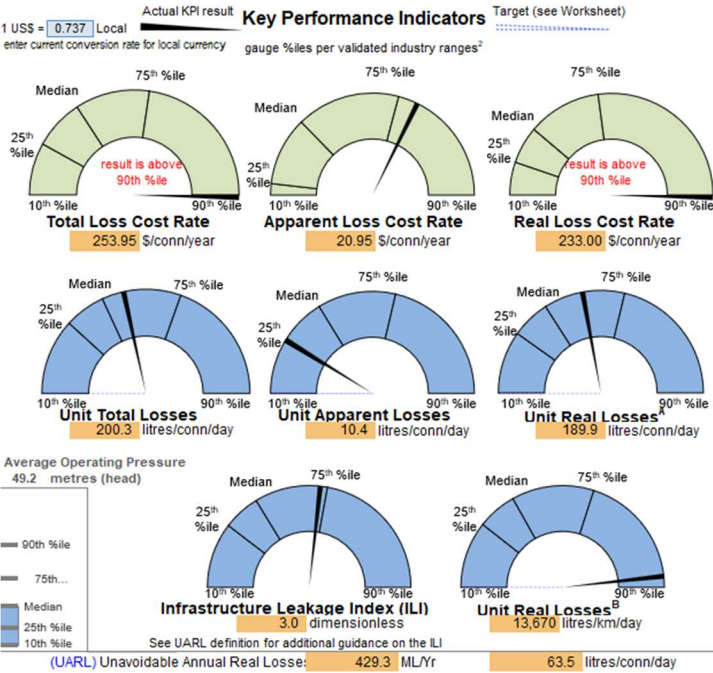
# 10. Quality and quantity trends associated with raw water supply

- York Region provides a blend of surface and ground water. Surface to groundwater average split remains the same. Aurora’s water consists of 80% surface water and 20% underground aquifer water.

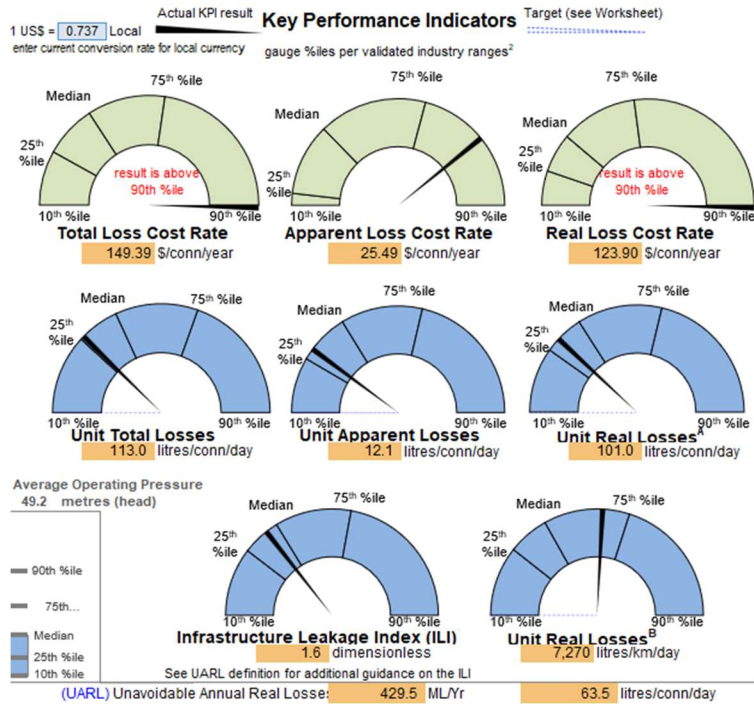
**Action Item:** No Action Items

# 11. Drinking Water Quality Trends

A desk water audit is conducted annually to provide information on water loss and reporting to the region. Since 2020, the water loss has been reported as gal/connection/day or litres/km/day. The 2024 Water audit was completed and these are the results:



The 2025 Water audit was completed early in 2026. These are the results:



**Water Loss percentage calculations for the last 11 years shows that water loss percentage is down to approximately 12% again.**

Year	Region Supplied	cubic meters		
		Authorized Consumption	Water Loss	Percent Loss
2014	5195085	4587685	607400	11.69182
2015	5490000	4793824	696176	12.6808
2016	6174000	5493350	680650	11.02446
2017	5768370	5408111	360259	6.245421
2018	6058167	5512692	545475	9.003961
2019	5756731	5029525	727206	12.63227
2020	6255000	5444426	810574	12.95882
2021	6177300	5412450	764850	12.38162
2022	6129000	5364440	764560	12.47447
2023	6187245	5007318	1179927	19.07031
2024	6079672	4724955	1354717	22.28273
2025	6188170	5423339	764831	12.35957

**Action Item:** No Action Items

## **12. Changes that could affect the QMS, including new or updated policies or legislation**

- DWQMS 3.0 was approved by the Minister of the MECP in February 2026
- Director's Directions: minimum requirements for operational Plans – Changes posted to EBR fall 2025 with expected decision soon
- DWS licence and permit expire on June 15, 2026 – Application was submitted before the deadline in November 2025
- Relief from Compliance for Lead expires at the same time and new Relief was applied for at the same time as the licence
- New Council Fall 2026

**Action Item:** No Action Items

## **13. Customer Feedback**

- Water quality complaints records are kept for instances where it can't be confirmed that the issue is due to internal plumbing.
  - 2 complaints of yellow water (August & October) one was likely internal plumbing and the other may have been due to hydrant maintenance.
  - 1 complaint when a water service repair had sewage close to it. Samples were taken from the resident's kitchen that showed no bacterial contamination.
- No low pressure calls

**Action Item:** No Action Items

## **14. Resources needed to maintain the QMS**

- 2026 requested budget to maintain QMS \$41,000.00
- 2025 Annual water quality report was completed, presented at Committee of the Whole on March 10th and was presented to Council on March 31st as an attachment to the Summary Drinking Water Report. The Annual Drinking Water

Report was posted on Town's website before Feb 28, 2025 (February 12<sup>th</sup>), as per legislative requirements

**Action Item:** No Action Items

## **15. The Results of the Infrastructure Review**

Infrastructure Review Meeting was held on June 11, 2025.

Suggested maintenance activities:

- a) *New Single-Port Portable Parallel Analysers (PPA units) should be purchased for each operator to replace old obsolete colorimeters that are no longer serviced by HACH*

PPA units cost more, are more expensive to service and the ChemKeys are more expensive than the powder packets used on the colorimeters. While PPA units are more accurate, instead of purchasing PPA units for each operator, it was decided to order 4 new DR300 Colorimeters to ensure each operator has a colorimeter. The three PPA units will be used for all regulatory samples and the colorimeters will be used as back up.

**Action Item:** No Action Items

## **16. Review of Best Management Practices**

- Activities undertaken by staff:
  - Review of Best Management Practices at Tailgate Meetings
  - Regional Water Quality Committee meetings – None called in 2025
  - Municipal Water / Wastewater Regulatory Committee discussion forum
  - MECP Bulletins and publications emailed
  - Regularly checking MECP website
- MECP Best Management Practices Implemented:
  - 3.1 Watermain Flushing
  - 3.2 Valve Exercise and Inspection
  - 3.3 Hydrant Operation and Inspection
  - 3.4 Hydrant Access
  - 3.5 Pressure Monitoring
  - 3.6 Disinfection Residuals – maximums
  - 3.7 Disinfection residuals – extremities
  - 3.8 Backflow Prevention Program
  - 5.1 Water Metering

- 5.2 Water loss (partially)
- 5.3 Water Conservation (partially)
- 6.3 Process Safeguards (Logbooks & Record Keeping)
- MECP Best Management Practices Not Applicable:
  - Treatment System Best Management Practices – All of Section 1
  - Water Storage – All of Section 2
  - Contingency and Security
  - 4.1 Spill containment – chemicals and fuels
  - 4.2 Spill clean-up
  - 4.4 Security – General
  - 4.5 Cyber Security
- MECP Best Management Practices that could be considered for Implementation:
  - Section 6 Logbooks and Record Keeping
  - 6.1 All log entries
  - 6.2 Digital log entries
  - 6.4 Verifying accuracy of records

**Action Item:** No Action Items

## **17. Operational Plan currency, content and updates**

- a) Policies and Procedures are reviewed annually to reflect current practices. Some documents are updated as part of the annual review, some are updated as a response to finding and recommendations from audits, inspections or meetings. Staff is trained on all updates via tailgate meetings or by getting the electronic version to read and sign.
- b) All Operational Plan policies and procedures are available to staff on Sharepoint (All ToA staff) or Teams (Water Operators only).

Highlights of Updates for 2025 include:

Element	Reason	Summary of Update
Element 4	Internal Audit OFI – November 2024	Updated to ensure that there is always an alternate person identified to be the DWQMS Representative.
Element 5	Annual Review	Updated to properly describe how the Operational Plan Elements and Procedures are kept digitally.
Element 6	Annual Review	Updated to show the most current water main pipe material percentage in the distribution system.
Element 9	Annual Review & Internal Audit OFI – November 2025	<p>Updated to keep the role of Manager of Public Works as the Implementation Lead for the QMS while ensuring all decision-making roles are duplicated with the Supervisor, Water/Wastewater as the QMS Representative.</p> <p>Removed the role of Project Sponsor and moved those responsibilities to the Director, Operations under the Top Management roles &amp; Inserted a definition for the Director, Finance.</p> <p>The Appendix was updated twice to show staff changes.</p>
Element 10	Annual Review	Updated to add reference to the Town of Aurora Leadership Competencies Continuum, remove trainings that are not required or are overseen by HR, and included trainings that should be listed.

Element 11	Annual Review & Internal Audit OFI – November 2025	Designation of the Overall Responsible Operator is not required to have a Council Resolution and the old version referred to an outdated Resolution. The internal auditor’s recommendation was adopted and reference to the outdated resolution was removed. The whole element was updated to reflect more closely to the same element in other municipalities Operational Plan.
Element 12	Annual Review	Updated to state that digital copies of the Elements and Procedures of the Operational Plan are now made available on the Town’s Intranet Site/Sharepoint.
Element 15	Management Review & Internal Audit OFI – November 2025	Updated to reflect that Sample Stations are being inspected and monitored on the Survey 123 app. Some wording changes to more accurately reflect Frequency of planned maintenance activities as recommended by the internal auditor.
Element 16	Annual Review	Updated Relief from Compliance information and dates, grammatical corrections and statements that more accurately describe how records are kept.
Element 19	Annual Review	Updated to remove reference to an obsolete form and other minor items to update the Element.

Element 20	Annual Review	Updated to include QMS Lead/Manager of Public Works responsibilities in the Management Review process and other minor changes that improve clarity.
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**Action Item:** No Action Items

## 18. Staff Suggestions

To mitigate risk of being unable to retain qualified operators, consideration should be given to removing snow ploughing duties from the water operators and/or increasing pay to match other municipalities in the N6.

**Action Item:** Investigate the rates of pay for water operators throughout the N6 to confirm wage discrepancies.

**Action Item:** Investigate the cost of removing snow ploughing duties from the water operators.

**Timeline:** Q4

**Staff Responsible:** Sara Tienkamp & Dan Naccarato

## Summary

All action Items are identified on the QMS Improvement tracking form (formerly the NCR/OFI tracking form). All records are maintained and stored electronically in the Town's record management system filing location: K:\Operational Services\ENV\PlanProtect\DWQMS\Records\Management Review

**Next Meeting - March 10, 2027**



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Town of Aurora  
Quality Management System Policy  
Operational Services

The Corporation of the Town of Aurora owns, maintains and operates a Class II Water Distribution System.

The water supply is provided by the Regional Municipality of York. Once the water enters Aurora's distribution system, then water quality control and responsibility become a partnership shared with the Town of Aurora.

This water quality policy speaks to the roles and responsibilities provided by the Town of Aurora.

The Town of Aurora is committed to:

1. Ensuring a consistent supply of safe, high quality drinking water, through a commitment to system maintenance;
2. Maintaining and continually improving its quality management system, through a commitment to Aurora's consumers to provide safe drinking water, and;
3. Comply with applicable regulations and legislation.

The Town of Aurora strives to accomplish its goals through staff dedication, staff development and training, by continuing to be an active participant in industry associations and by promoting resource conservation through public awareness.

Town of Aurora Water Distribution System, Top Management:

Sara Tienkamp

Director of Operations

Date:

June 19/23

Doug Nadorozny

Chief Administrative Officer

Date: 19-Jun-2023