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Town of Aurora
Information Report
No. OPS26-001

Subject: **2025 Water Compliance Summary**

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

Department: Operational Services

Date: January 13, 2026

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 serves as an update to summarize 2025's water compliance activities including the Ministry of Environment, Conservation and Parks (MECP) Inspection, the Drinking Water Quality Management System (DWQMS) External Audit and the DWQMS Internal Audit:

- Amendments to the Safe Drinking Water Act, 2002, resulted in substantial changes to water and wastewater operations with further changes to the Act in 2016 resulted in the drinking water system being accredited.
- A scheduled MECP Inspection on August 13, 2025, of Aurora's Drinking Water System had positive results for the Town of Aurora.
- An External Audit of the DWQMS was conducted on February 10, 2025, to ensure that the legislative commitments are being implemented.
- An Internal Audit was conducted by AET Group Inc on November 5, 2025, which specifically examined all the elements, procedures and forms associated with the Drinking Water requirements.
- Operations staff worked to move all Water Division records to Laserfiche in 2025.

Background

Amendments to the *Safe Drinking Water Act, 2002*, resulted in substantial changes to water and wastewater operations with further changes to the Act in 2016 resulted in the drinking water system being accredited.

Legislative amendments to the *Safe Drinking Water Act, 2002* (the Act), released in 2004, resulted in substantial changes to water and wastewater operations. Amendments to O. Reg. 170/03 increased the regulatory inspection compliance requirements on drinking water system operations. The amendments also required an increase in reporting by system owners on the performance of systems to the Ministry of the Environment (MOE) and applicable stakeholders.

Further changes to the Act in 2016 required that the Drinking Water System have a DWQMS and that the system must be accredited. The DWQMS is made up of 21 elements, that must be audited internally and externally annually for the Drinking Water System to remain accredited.

Analysis

A scheduled MECP Inspection on August 13, 2025, of Aurora's Drinking Water System had positive results for the Town of Aurora.

A scheduled detailed inspection of Aurora's drinking water system was conducted on August 13, 2025. The site visit included a review of administrative procedures, a compliance assessment and a review of maintenance records.

It was identified by the MECP that while all required microbiological samples were taken throughout the Town, twenty-five percent 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.

Overall, the report indicated all other requirements were met and the report was positive.

An External Audit of the DWQMS was conducted on February 10, 2025, to ensure that the legislative commitments made are being implemented.

On February 10, 2024, NSF International Strategic Registrations conducted an external audit of the DWQMS. The external audit examines a sampling of elements and procedures to ensure that the commitments made in the DWQMS are being implemented. During this audit, all 21 Elements were reviewed and all conformed to the requirements of the Ontario Drinking Water Quality Management Standard, Version 2. There were no Opportunities for Improvement required.

An Internal Audit was conducted by AET Group Inc on November 5, 2025, which specifically examined all the elements, procedures and forms associated with the Drinking Water requirements.

Acclaims Environmental conducted an internal audit of the DWQMS on November 5, 2025. The audit examines all the elements, procedures and forms while ensuring that what is committed to in the documents is what is practiced every day. There were no non-conformities noted. The auditor noted several positive findings including items related to the organization's communications and a culture of continual improvement. Four Opportunities for Improvement were identified and will be implemented for 2026. They include:

- Element 9 – update the role of the Director, Operations to ensure it is more clear
- Element 11- remove reference to old policies surrounding Overall Responsible Operator and Operator in Charge coverage
- Element 15 - revise to ensure the frequency of sampling is more clear
- Element 17 – update associated forms in this section to prevent staff errors in record keeping.

Operations staff worked to move all Water Division records to Laserfiche in 2025.

With the assistance of Records Management, all files related to water have now been transitioned to Laserfiche. This provides a digital repository of the files and records for the drinking water, improving security of the data and compliance, while providing accessibility for all Town personnel should they be required.

Advisory Committee Review

Not applicable.

Legal Considerations

The Town, as an owner and operator of a drinking water system, is required to adhere to its obligations under the *Safe Drinking Water Act, 2002*, S.O. 2002, c. 32 and its associated regulations. This Town's legislative requirements and activities to maintain compliance are discussed throughout this report.

Financial Implications

There are no direct financial implications as a result of this report.

Communications Considerations

The Town will inform residents about the information contained in this report by posting it to the Town's website.

Climate Change Considerations

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

Link to Strategic Plan

The 2025 Water Compliance Report 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

None.

Conclusions

The Ministry of Environment, Conservation and Parks conduct water system inspections on an annual basis as required by Schedule 22 of Ontario Regulation 170/03, Drinking Water Systems Regulation.

Internal and external audits of the DWQMS are performed annually by consultants in accordance with Part IV of the Safe Drinking Water Act.

The findings from all three inspections and audits in the 2025 reporting year continue to demonstrate that the Town of Aurora operates at a high standard and with high regard for regulatory compliance requirements prescribed through applicable legislation. Any issues raised are addressed in a timely manner and incorporated in future practices as part of our continuous improvement process.

Attachments

None.

Previous Reports

None.

Pre-submission Review

Agenda Management Team review on December 11, 2025

Approvals

Approved by Sara Tienkamp, Director, Operational Services

Approved by Doug Nadorozny, Chief Administrative Officer