



**Ministry of the Environment,
Conservation and Parks**

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**Ministère de l'Environnement de la Protection de
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Wednesday, January 4, 2023

SI NI PC 540 – 2022-23
DWS# 260001643

Cassandra Banting
Environmental Compliance Supervisor
City of Port Colborne
1 Killaly St W
Port Colborne, ON
Cassandra.Banting@portcolborne.ca

Re: MECP Inspection - Port Colborne Distribution System (DWS# 260001643)

Dear Mrs. Banting,

Please find the enclosed copy of the inspection report 1-106749545 for the Port Colborne Distribution System completed under the Ministry's focused inspection protocol to assess compliance with Safe Drinking Water legislation. The report is based on conditions encountered at the time of inspection, and subsequent follow-up.

If applicable, any items with found within the section entitled "Non-Compliance/Non-Conformance Items" which have sections under legislative requirements outline non-compliance with regulatory requirements contained within an Act, a Regulation, or site-specific approvals, licenses, permits, orders, or guidelines. Please ensure that the required actions are completed within the prescribed timeframe, if applicable.

The items with "Not Applicable" legislative requirements provide information to the owner or operating authority outlining practices or standards established through existing and emerging industry standards that should be considered in order to advance current efforts. These items do not, in themselves, constitute violations. More recommendations may also be provided within the body of the report.

In order to measure individual inspection results, the Ministry has established an inspection compliance risk framework based on the principles of the Inspection, Investigation & Enforcement (II&E) Secretariat and advice of internal/external risk experts. The Inspection

Summary Rating Record (IRR), included as an Appendix of the inspection report, provides the Ministry, the system owner and the local Public Health Units with a summarized quantitative measure of the drinking water system's annual inspection and regulated water quality testing performance. IRR ratings are published (for the previous inspection year) in the Ministry's Chief Drinking Water Inspectors' Annual Report. Please note, the IRR will be sent separately and prior to any public release (typically within 1-2 month of the completion of the inspection).

Thank you for your time and assistance during the inspection process. If you have any questions or concerns, do not hesitate to contact me or Elizabeth Chee Sing, Water Compliance Supervisor, West Central Region at 519-400-6731 or Elizabeth.cheesing@ontario.ca.

Sincerely,



Sylvain Campbell, P. Eng.
Provincial Officer #1278, Water Inspector
Niagara District Office - West Central Region
Phone: (905) 321-9169
E-mail: sylvain.campbell@ontario.ca

Cc: Steve Shypowskyj – Director of Public Works - City of Port Colborne
Darlene Suddard - Manager of Water/Wastewater - City of Port Colborne
Tommy Peazel - ORO - City of Port Colborne
Glen Hudgin - Niagara Region Public Health Unit
Peter Jekel - Niagara Region Public Health Unit
Leilani Lee-Yates - Niagara Peninsula Conservation Authority
Thomas Proks - Niagara Peninsula Conservation Authority
Elizabeth Chee Sing – Water Compliance Supervisor - MECP
MECP Niagara District File



PORT COLBORNE DISTRIBUTION SYSTEM
1 KILLALY ST W, PORT COLBORNE, ON, L3K 6H1
Inspection Report

System Number: 260001643
Entity: CORPORATION OF THE CITY OF
PORT COLBORNE
Inspection Start Date: 12/13/2022
Inspection End Date: 01/03/2023
Inspected By: Sylvain Campbell
Badge #: 1278
Inspected By: Ivanna Okroukh
Badge #: 2048



(signature)

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NON-COMPLIANCE/NON-CONFORMANCE ITEMS

The following item(s) have been identified as non-compliance/non-conformance, based on a "No" response captured for a legislative or best management practice (BMP) question (s), respectively.

Question Group: Operations Manuals

Question ID	MRDW1060000	Question Type	Legislative
Question: Do the operations and maintenance manuals meet the requirements of the DWWP and MDWL issued under Part V of the SDWA?			
Legislative Requirement	SDWA 31 (1);		
Observation/Corrective Action(s)			
<p>The operations and maintenance manuals did not meet the requirements of the Drinking Water Works Permit and Municipal Drinking Water Licence issued under Part V of the SDWA.</p> <p>Although the operations and maintenance manual content met the requirements of Condition 16.2 of Schedule B of the Licence, some Standard Operating Procedures were over 10 years old and contained information which is no longer valid. The manual did not meet the criteria of Condition 16.1 of Schedule B of the Licence as it was not up-to-date:</p> <p>16.1 - An up-to-date operations and maintenance manual or manuals shall be maintained and applicable parts of the manual or manuals shall be made available for reference to all persons responsible for all or part of the operation or maintenance of the drinking water system.</p> <p>This is a contravention of Item 31 (1) (b) of the Safe Drinking Water Act which stipulates:</p> <p>31 (1) No person shall,</p> <p> (b) use or operate a municipal drinking water system that was established before or after this section comes into force except under the authority of and in accordance with an approval under this Part or municipal drinking water licence.</p> <p>By August 31, 2023, the City of Port Colborne shall arrange to submit an updated copy of the Port Colborne DS operations and maintenance manual and a list of personnel who reviewed the updated manual to a Water Inspector of the Ministry's Niagara District Office.</p>			

Question Group: Other Inspection Findings

Question ID	MRDW1115001	Question Type	Legislative
Question: Were the inspection questions sufficient to address other non-compliance items identified during the inspection period?			
Legislative Requirement	Not Applicable		
Observation/Corrective Action(s) The following instance(s) of non-compliance were also noted during the inspection: The City is exempt from taking samples in plumbing under Schedule 15.1-5 (9) of O. Reg. 170/03. Although they took the four alkalinity samples during the sampling sessions, the City did not take the required lead samples during the winter 2021-22 sampling session. This was a contravention of item (b) of Schedule 15.1-5 (10) of O. Reg. 170/03. which states: 15.1-5 (10) When the requirements for taking samples set out in clauses (3) (a) and (b) and subsection (8) cease to apply under subsection (9) to a drinking water system, the owner of the drinking water system and the operating authority for the system shall ensure that samples are taken as described in clause (3) (c), in accordance with subsection 15.1-7 (2), (b) to test for lead during each of the periods described in subsection (5) in every third 12-month period. The day the sampling was scheduled was an excessive snow event (30cm of snow) and there was also a debriefing from previous eight watermain breaks from the week prior. The City retrained the operators on the lead sampling requirements. In addition to printing monthly sample schedules, lead sampling requirements were added to an electronic calendar accessible to the operators. No further action was required.			

Question ID	MRDW1116001	Question Type	BMP
Question: Were the inspection questions sufficient to address other identified best practice issues?			
Legislative Requirement	Not Applicable		
Observation/Corrective Action(s)			
The following issues were also noted during the inspection: 1- The City used WaterTrax to submit microbiological sample results and FCR entries.			

There were missing results and conflicting information in the first submission.

The City corrected the situation and agreed to submit a plan to prevent reoccurrences by May 31, 2023.

- 2 - The City of Port Colborne is required to follow the requirements of the updated Watermain Disinfection Procedure, August 2020. The updated procedure changed the way the categories of breaks are determined. All breaks are now considered Category 2 unless the Operator-In-Charge (OIC) reclassifies them as Category 1 and no issues occur after the reclassification. The City's form is still based on the 2015 procedure in which breaks were classified by the OIC as Category 1 and 2 and re-classified as needed. The City is encouraged to modify the watermain break record form to be more in-line with the 2020 procedure. The City is also encouraged to set up a process to ensure that all documentation required for new watermains (WDP Section 3.1) is easy to review.
- 3 - The City experienced eight watermain breaks between January 23 and 24, 2022. The City's personnel may wish to consider discussing with personnel from the Port Colborne Water Treatment Plant to determine if steps could be taken to prevent series of breaks during cold weather in the future.

INSPECTION DETAILS

This section includes all questions that were assessed during the inspection.

Ministry Program: DRINKING WATER | **Regulated Activity:**

Question ID	MRDW1001001	Question Type	Information
Question: What was the scope of this inspection?			
Legislative Requirement	Not Applicable		
Observation			
<p>The primary focus of this inspection is to confirm compliance with Ministry of the Environment, Conservation and Parks (MECP) legislation as well as evaluating conformance with ministry drinking water policies and guidelines during the inspection period. The ministry utilizes a comprehensive, multi-barrier approach in the inspection of water systems that focuses on the source, treatment, and distribution components as well as management practices.</p> <p>This drinking water system is subject to the legislative requirements of the Safe Drinking Water Act, 2002 (SDWA) and regulations made therein, including Ontario Regulation 170/03, "Drinking Water Systems" (O. Reg. 170/03). This inspection has been conducted pursuant to Section 81 of the SDWA.</p> <p>This inspection report does not suggest that all applicable legislation and regulations were evaluated. It remains the responsibility of the owner to ensure compliance with all applicable legislative and regulatory requirements.</p> <p>On December 13, 2022, Inspector Sylvain Campbell conducted a remote announced inspection of the Port Colborne Distribution System (DS), DWS # 260001643. The Corporation of the City of Port Colborne is the Owner and Operator of the Port Colborne DS, which serves approximately 16,000 residents.</p> <p>The inspection period covered November 1, 2021, to November 30, 2022.</p> <p>The system is a stand-alone Class 1 distribution system and obtains water from the Regional Municipality of Niagara's Port Colborne Drinking Water System, DWS # 220002075. The distribution system is approximately 114 km in length, and the watermains are constructed of approximately 69 km of PVC and 36 km of cast iron, with the remaining 11 km being a combination of ductile iron, asbestos cement, and steel. There are approximately 1827 valves and 638 fire hydrants located throughout the system.</p>			

Question ID	MRDW1000001	Question Type	Information
Question: Does this drinking water system provide primary disinfection?			
Legislative Requirement	Not Applicable		
Observation This Drinking Water System provides for only secondary disinfection and distribution of water. Primary disinfection is undertaken by another regulated Drinking Water System which provides treated water to this Drinking Water System. The Port Colborne DS is a stand-alone, Class 1 Distribution system and obtains water from the Regional Municipality of Niagara's Port Colborne Drinking Water System, DWS # 220002075. The City of Port Colborne does not perform any secondary disinfection, as the treatment plant and outstations sufficiently chlorinate the water to meet the minimum requirements of free chlorine residual.			

Question ID	MRDW1020001	Question Type	Legislative
Question: Is the owner/operating authority able to demonstrate that, when required during the inspection period, Form 1 documents were prepared in accordance with their Drinking Water Works Permit?			
Legislative Requirement	SDWA 31 (1);		
Observation The owner/operating authority was in compliance with the requirement to prepare Form 1 documents as required by their Drinking Water Works Permit during the inspection period. Two Form 1 projects were approved and commissioned during the inspection period: - Replacement of 755m of watermain on Erie Street. - Meadow Heights - Stage 2 - Phase 2. The forms met the requirements of the DWWP. The two mains were commissioned in 2022. The new Meadow Heights watermain was integrated in the DS drawings at the time of inspection however, the Erie Street watermain was not. The City is required to integrate these new watermain in the drawings by November 1, 2023 in order to meet the requirement from Condition 3.5 of Schedule B of the DWWP which states: 3.5 The document or file referenced in Column 1 of Table 1 of Schedule A of this drinking water works permit that sets out watermain shall be retained by the owner and shall be updated to include watermain additions, modifications, replacements and extensions within 12 months of the addition,			

modification, replacement or extension.

Question ID	MRDW1114001	Question Type	Legislative
Question: Does the owner have evidence that, when required, all legal owners associated with the DWS were notified of the requirements of the Licence & Permit?			
Legislative Requirement	SDWA 31 (1);		
Observation The owner had evidence that required notifications to all legal owners associated with the Drinking Water System had been made during the inspection period. The City reviews the "Information for Contractors performing work on the Port Colborne Distribution System" and the "Drinking Water Quality Management System - Information and Acknowledgement for Suppliers and Contractors" with Contractors.			

Question ID	MRDW1025001	Question Type	Legislative
Question: Were all parts of the drinking water system that came in contact with drinking water (added, modified, replaced or extended) disinfected in accordance with a procedure listed in Schedule B of the Drinking Water Works Permit?			
Legislative Requirement		SDWA 31 (1);	
Observation All parts of the drinking water system were disinfected in accordance with a procedure listed in Schedule B of the Drinking Water Works Permit. The City of Port Colborne has SOP# C2.4 (Standard Operating Procedure for Repair of Watermain Breaks) to document procedures on Watermain Repair/Maintenance Reports. All required information was recorded on the documents reviewed for the inspection period. The City of Port Colborne is now required to follow the requirements of the updated Watermain Disinfection Procedure, August 2020. The updated procedure changed the way the categories of breaks are determined. Now, all breaks are considered Category 2 unless the OIC reclassifies them as Category 1 and no issues occur after the reclassification. The City's form is still based on the 2015 procedure in which breaks were classified by the OIC as Category 1 and 2 and re-classified as needed. The City is encouraged to modify the watermain break record form to be more in-line with the 2020 procedure.			

Question ID	MRDW1033001	Question Type	Legislative
Question: Is the secondary disinfectant residual measured as required for the large municipal residential distribution system?			
Legislative Requirement SDWA O. Reg. 170/03 7-2 (3); SDWA O. Reg. 170/03 7-2 (4);			
Observation <p>The secondary disinfectant residual was measured as required for the large municipal residential distribution system.</p> <p>The City of Port Colborne monitors the free chlorine residual in the distribution system, utilizing the 4/3 option as described in Schedule 7-2(4) of O. Reg. 170/03 (i.e. at least 4 samples taken on one day of the week, at least 3 samples taken on a second day of the week, at least 48 hours apart).</p> <p>The City generally samples more locations than required, rotating sampling locations on a weekly basis in a 6-week rotation. The minimum readout reported was 0.13 mg/L at SS59 - 241 Welland Street, on December 20, 2021.</p>			

Question ID	MRDW1099001	Question Type	Information
Question: Do records show that all water sample results taken during the inspection review period did not exceed the values of tables 1, 2 and 3 of the Ontario Drinking Water Quality Standards (O. Reg. 169/03)?			
Legislative Requirement Not Applicable			
Observation <p>Records did not show that all water sample results taken during the inspection review period did not exceed the values of tables 1, 2 and 3 of the Ontario Drinking Water Quality Standards (O. Reg. 169/03).</p> <p>The City of Port Colborne reported one AWQI during the inspection review period:, AWQI 158335 on May 5, 2022, Total Coliform = 1 CFU/100 mL at SS 15, FCR = 0.98 mg/L. The adverse was a provisional quality control sample contamination, which was a result of the lab contaminating one of the samples. The City was told by the laboratory to treat the test result as a Total Coliform of 1.</p> <p>All reporting requirements and corrective actions were completed as required.</p>			

Question ID	MRDW1081001	Question Type	Legislative
Question: For LMR systems, are all microbiological water quality monitoring requirements for distribution samples being met?			
Legislative Requirement SDWA O. Reg. 170/03 10-2 (1); SDWA O. Reg. 170/03 10-2 (2); SDWA O. Reg. 170/03 10-2 (3);			
Observation All microbiological water quality monitoring requirements prescribed by legislation for distribution samples in a large municipal residential system were being met. The City of Port Colborne is required to take at least 26 microbiological samples (testing for Total Coliform bacteria and E. Coli) per month, including at least one sample per week, as per Schedule 10 of O. Reg. 170/03. At least 25% of the samples must also be tested for Heterotrophic Plate Count (HPC). The City generally takes eight microbiological samples per week (32 samples per month), rotating through sampling locations on a weekly basis in a 6-week rotation. A review of sampling records indicated that the City has complied with all microbiological sampling requirements.			

Question ID	MRDW1096001	Question Type	Legislative
Question: Do records confirm that chlorine residual tests are being conducted at the same time and at the same location that microbiological samples are obtained?			
Legislative Requirement SDWA O. Reg. 170/03 6-3 (1);			
Observation Records confirmed that chlorine residual tests were being conducted at the same time and at the same location that microbiological samples were obtained.			

Question ID	MRDW1086001	Question Type	Legislative
Question: Are all haloacetic acid water quality monitoring requirements prescribed by legislation conducted within the required frequency and at the required location?			
Legislative Requirement SDWA O. Reg. 170/03 13-6.1 (1); SDWA O. Reg. 170/03 13-6.1 (2); SDWA O. Reg. 170/03 13-6.1 (3); SDWA O. Reg. 170/03 13-6.1 (4); SDWA O. Reg.			

	170/03 13-6.1 (5); SDWA O. Reg. 170/03 13-6.1 (6);
Observation	
<p>All haloacetic acid water quality monitoring requirements prescribed by legislation were conducted within the required frequency and at the required location.</p> <p>Haloacetic Acid (HAA) samples were collected and tested on a quarterly basis with an annual running average of 7.7 ug/L. Samples were obtained from Fire Hydrant #0251, located on the southwest corner of Shamrock Avenue, the first available sampling point after the Barrick Elevated Tank. The Region also samples for HAAs in its distribution mains. The prescribed limit is 80 ug/L, expressed as an annual running average.</p>	

Question ID	MRDW1087001	Question Type	Legislative
Question:			
Have all trihalomethane water quality monitoring requirements prescribed by legislation been conducted within the required frequency and at the required location?			
Legislative Requirement	SDWA O. Reg. 170/03 13-6 (1); SDWA O. Reg. 170/03 13-6 (2); SDWA O. Reg. 170/03 13-6 (3); SDWA O. Reg. 170/03 13-6 (4); SDWA O. Reg. 170/03 13-6 (5); SDWA O. Reg. 170/03 13-6 (6);		
Observation			
All trihalomethane water quality monitoring requirements prescribed by legislation were conducted within the required frequency and at the required location.			
Trihalomethane (THM) samples are collected and tested on a quarterly basis from two locations in the DS. Niagara Region also tests for THMs in its distribution mains. The running annual average is currently 21.0 ug/L. The drinking water standard for THMs is 100 ug/L, expressed as a running annual average.			

Question ID	MRDW1101001	Question Type	Legislative
Question:			
For LMR Systems, have corrective actions (as per Schedule 17 of O. Reg. 170/03) been taken to address adverse conditions, including any other steps as directed by the Medical Officer of Health?			
Legislative Requirement	SDWA O. Reg. 170/03 17-1; SDWA O. Reg. 170/03 17-10 (1); SDWA O. Reg. 170/03 17-11; SDWA O. Reg. 170/03 17-12; SDWA O. Reg. 170/03 17-13; SDWA O. Reg. 170/03 17-14; SDWA O. Reg. 170/03 17-2; SDWA O. Reg. 170/03 17-3; SDWA O. Reg. 170/03 17-4;		

	SDWA O. Reg. 170/03 17-5; SDWA O. Reg. 170/03 17-6; SDWA O. Reg. 170/03 17-9;
Observation	
Corrective actions (as per Schedule 17), including any other steps that were directed by the Medical Officer of Health, had been taken to address adverse conditions.	

Question ID	MRDW1104000	Question Type	Legislative
Question: Were all required verbal notifications of adverse water quality incidents immediately provided as per O. Reg. 170/03 16-6?			
Legislative Requirement	SDWA O. Reg. 170/03 16-6 (1); SDWA O. Reg. 170/03 16-6 (2); SDWA O. Reg. 170/03 16-6 (3); SDWA O. Reg. 170/03 16-6 (3.1); SDWA O. Reg. 170/03 16-6 (3.2); SDWA O. Reg. 170/03 16-6 (4); SDWA O. Reg. 170/03 16-6 (5); SDWA O. Reg. 170/03 16-6 (6);		
Observation All required notifications of adverse water quality incidents were immediately provided as per O. Reg. 170/03 16-6.			

Question ID	MRDW1059000	Question Type	Legislative
Question: Do the operations and maintenance manuals contain plans, drawings and process descriptions sufficient for the safe and efficient operation of the system?			
Legislative Requirement	SDWA O. Reg. 128/04 28;		
Observation The operations and maintenance manuals contained plans, drawings and process descriptions sufficient for the safe and efficient operation of the system.			

Question ID	MRDW1060000	Question Type	Legislative
Question: Do the operations and maintenance manuals meet the requirements of the DWWP and MDWL issued under Part V of the SDWA?			
Legislative Requirement	SDWA 31 (1);		
Observation			

The operations and maintenance manuals did not meet the requirements of the Drinking Water Works Permit and Municipal Drinking Water Licence issued under Part V of the SDWA.

Although the operations and maintenance manual content met the requirements of Condition 16.2 of Schedule B of the Licence, some Standard Operating Procedures were over 10 years old and contained information which is no longer valid. The manual did not meet the criteria of Condition 16.1 of Schedule B of the Licence as it was not up-to-date:

16.1 - An up-to-date operations and maintenance manual or manuals shall be maintained and applicable parts of the manual or manuals shall be made available for reference to all persons responsible for all or part of the operation or maintenance of the drinking water system.

This is a contravention of Item 31 (1) (b) of the Safe Drinking Water Act which stipulates:

31 (1) No person shall,
(b) use or operate a municipal drinking water system that was established before or after this section comes into force except under the authority of and in accordance with an approval under this Part or municipal drinking water licence.

By August 31, 2023, the City of Port Colborne shall arrange to submit an updated copy of the Port Colborne DS operations and maintenance manual and a list of personnel who reviewed the updated manual to a Water Inspector of the Ministry's Niagara District Office.

Question ID	MRDW1061001	Question Type	Legislative
Question: Are logbooks properly maintained and contain the required information?			
Legislative Requirement	SDWA O. Reg. 128/04 27 (1); SDWA O. Reg. 128/04 27 (2); SDWA O. Reg. 128/04 27 (3); SDWA O. Reg. 128/04 27 (4); SDWA O. Reg. 128/04 27 (5); SDWA O. Reg. 128/04 27 (6); SDWA O. Reg. 128/04 27 (7);		
Observation Logbooks were properly maintained and contained the required information.			

Question ID	MRDW1062001	Question Type	Legislative
Question: Do records or other record keeping mechanisms confirm that operational testing not performed by continuous monitoring equipment is being done by a certified operator, water			

quality analyst, or person who meets the requirements of O. Reg. 170/03 7-5?	
Legislative Requirement	SDWA O. Reg. 170/03 7-5;
Observation	
Records or other record keeping mechanisms confirmed that operational testing not performed by continuous monitoring equipment was being done by a certified operator, water quality analyst, or person who suffices the requirements of O. Reg. 170/03 7-5.	

Question ID	MRDW1071000	Question Type	BMP
Question: Has the owner provided security measures to protect components of the drinking water system?			
Legislative Requirement	Not Applicable		
Observation The owner had provided security measures to protect components of the drinking water system. As this was a remote inspection, the inspector did not visit the truck filling stations. The ORO confirmed that backflow prevention devices and/or air gaps are in place at the City's two bulk water filling stations. Access is restricted to holders of a security pass card.			

Question ID	MRDW1073001	Question Type	Legislative
Question: Has the overall responsible operator been designated for all subsystems which comprise the drinking water system?			
Legislative Requirement	SDWA O. Reg. 128/04 23 (1);		
Observation The overall responsible operator had been designated for each subsystem. The Port Colborne Distribution System is classified as a Class 1 Distribution Subsystem. The designated ORO is Tommy Peazel, who holds a valid Class 2 license, expiring July 31, 2025. His back-up is Rocco Arillotta who also holds a valid Class 2 license, expiring July 31, 2024.			

Question ID	MRDW1074001	Question Type	Legislative
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Question:	
Have operators-in-charge been designated for all subsystems for which comprise the drinking water system?	
Legislative Requirement	SDWA O. Reg. 128/04 25 (1);
Observation	
Operators-in-charge had been designated for all subsystems which comprise the drinking water system.	

Question ID	MRDW1075001	Question Type	Legislative
Question:			
Do all operators possess the required certification?			
Legislative Requirement	SDWA O. Reg. 128/04 22;		
Observation			
All operators possessed the required certification.			

Question ID	MRDW1115001	Question Type	Legislative
Question:			
Were the inspection questions sufficient to address other non-compliance items identified during the inspection period?			
Legislative Requirement	Not Applicable		
Observation			
The following instance(s) of non-compliance were also noted during the inspection:			
The City is exempt from taking samples in plumbing under Schedule 15.1-5 (9) of O. Reg. 170/03. Although they took the four alkalinity samples during the sampling sessions, the City did not take the required lead samples during the winter 2021-22 sampling session. This was a contravention of item (b) of Schedule 15.1-5 (10) of O. Reg. 170/03. which states:			
15.1-5 (10) When the requirements for taking samples set out in clauses (3) (a) and (b) and subsection (8) cease to apply under subsection (9) to a drinking water system, the owner of the drinking water system and the operating authority for the system shall ensure that samples are taken as described in clause (3) (c), in accordance with subsection 15.1-7 (2), (b) to test for lead during each of the periods described in subsection (5) in every third 12-month period.			

The day the sampling was scheduled was an excessive snow event (30cm of snow) and there was also a debriefing from previous eight watermain breaks from the week prior.

The City retrained the operators on the lead sampling requirements. In addition to printing monthly sample schedules, lead sampling requirements were added to an electronic calendar accessible to the operators. No further action was required.

Question ID	MRDW1116001	Question Type	BMP
Question:			
Were the inspection questions sufficient to address other identified best practice issues?			
Legislative Requirement	Not Applicable		
Observation			
The following issues were also noted during the inspection:			
<div>1- The City used WaterTrax to submit microbiological sample results and FCR entries. There were missing results and conflicting information in the first submission. The City corrected the situation and agreed to submit a plan to prevent reoccurrences by May 31, 2023.</div> <div>2 - The City of Port Colborne is required to follow the requirements of the updated Watermain Disinfection Procedure, August 2020. The updated procedure changed the way the categories of breaks are determined. All breaks are now considered Category 2 unless the Operator-In-Charge (OIC) reclassifies them as Category 1 and no issues occur after the reclassification. The City's form is still based on the 2015 procedure in which breaks were classified by the OIC as Category 1 and 2 and re-classified as needed. The City is encouraged to modify the watermain break record form to be more in-line with the 2020 procedure. The City is also encouraged to set up a process to ensure that all documentation required for new watermains (WDP Section 3.1) is easy to review.</div> <div>3 - The City experienced eight watermain breaks between January 23 and 24, 2022. The City's personnel may wish to consider discussing with personnel from the Port Colborne Water Treatment Plant to determine if steps could be taken to prevent series of breaks during cold weather in the future.</div>			

Question ID	MRDW1117001	Question Type	Information
Question:			
Are there any other DWS related items that should be recognized in this report?			
Legislative Requirement	Not Applicable		

Observation

The following items are noted as being relevant to the Drinking Water System:

The City will be installing three smart hydrants in 2023. These hydrants allow monitoring system pressure and water temperature to help detect watermain breaks more rapidly.

Appendix A

Stakeholder Appendix

Key Reference and Guidance Material for Municipal Residential Drinking Water Systems

Many useful materials are available to help you operate your drinking water system. Below is a list of key materials owners and operators of municipal residential drinking water systems frequently use.

To access these materials online click on their titles in the table below or use your web browser to search for their titles. Contact the Public Information Centre if you need assistance or have questions at 1-800-565-4923/416-325-4000 or picemail.moe@ontario.ca.

For more information on Ontario's drinking water visit www.ontario.ca/drinkingwater and email drinking.water@ontario.ca to subscribe to drinking water news.



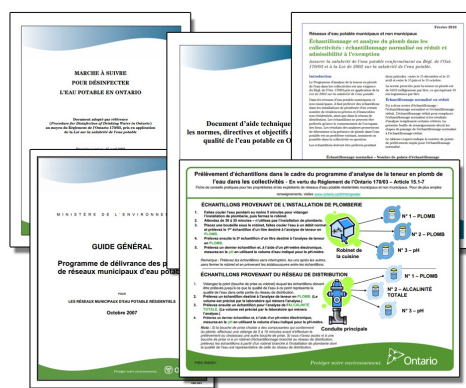
PUBLICATION TITLE	PUBLICATION NUMBER
Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils	7889e01
FORMS: Drinking Water System Profile Information, Laboratory Services Notification, Adverse Test Result Notification Form	7419e, 5387e, 4444e
Procedure for Disinfection of Drinking Water in Ontario	4448e01
Strategies for Minimizing the Disinfection Products Trihalomethanes and Haloacetic Acids	7152e
Total Trihalomethane (TTHM) Reporting Requirements Technical Bulletin (February 2011)	8215e
Filtration Processes Technical Bulletin	7467
Ultraviolet Disinfection Technical Bulletin	7685
Guide for Applying for Drinking Water Works Permit Amendments, Licence Amendments, Licence Renewals and New System Applications	7014e01
Certification Guide for Operators and Water Quality Analysts	
Guide to Drinking Water Operator Training Requirements	9802e
Taking Samples for the Community Lead Testing Program	6560e01
Community Sampling and Testing for Lead: Standard and Reduced Sampling and Eligibility for Exemption	7423e
Guide: Requesting Regulatory Relief from Lead Sampling Requirements	6610
Drinking Water System Contact List	7128e
Technical Support Document for Ontario Drinking Water Quality Standards	4449e01

ontario.ca/drinkingwater

Principaux guides et documents de référence sur les réseaux résidentiels municipaux d'eau potable

De nombreux documents utiles peuvent vous aider à exploiter votre réseau d'eau potable. Vous trouverez ci-après une liste de documents que les propriétaires et exploitants de réseaux résidentiels municipaux d'eau potable utilisent fréquemment.

Pour accéder à ces documents en ligne, cliquez sur leur titre dans le tableau ci-dessous ou faites une recherche à l'aide de votre navigateur Web. Communiquez avec le Centre d'information au public au 1 800 565-4923 ou au 416 325-4000, ou encore à picemail.moe@ontario.ca si vous avez des questions ou besoin d'aide.



Pour plus de renseignements sur l'eau potable en Ontario, consultez le site www.ontario.ca/eaupotable ou envoyez un courriel à drinking.water@ontario.ca pour suivre l'information sur l'eau potable.

TITRE DE LA PUBLICATION	NUMÉRO DE PUBLICATION
Prendre soin de votre eau potable – Un guide destiné aux membres des conseils municipaux	7889f01
Renseignements sur le profil du réseau d'eau potable, Avis de demande de services de laboratoire, Formulaire de communication de résultats d'analyse insatisfaisants et du règlement des problèmes	7419f, 5387f, 4444f
Marche à suivre pour désinfecter l'eau potable en Ontario	4448f01
Strategies for Minimizing the Disinfection Products Trihalomethanes and Haloacetic Acids (en anglais seulement)	7152e
Total Trihalomethane (TTHM) Reporting Requirements: Technical Bulletin (février 2011) (en anglais seulement)	8215e
Filtration Processes Technical Bulletin (en anglais seulement)	7467
Ultraviolet Disinfection Technical Bulletin (en anglais seulement)	7685
Guide de présentation d'une demande de modification du permis d'aménagement de station de production d'eau potable, de modification du permis de réseau municipal d'eau potable, de renouvellement du permis de réseau municipal d'eau potable et de permis pour un nouveau réseau	7014f01
Guide sur l'accréditation des exploitants de réseaux d'eau potable et des analystes de la qualité de l'eau de réseaux d'eau potable	
Guide sur les exigences relatives à la formation des exploitants de réseaux d'eau potable	9802f
Prélèvement d'échantillons dans le cadre du programme d'analyse de la teneur en plomb de l'eau dans les collectivités	6560f01
Échantillonnage et analyse du plomb dans les collectivités : échantillonnage normalisé ou réduit et admissibilité à l'exemption	7423f
Guide: Requesting Regulatory Relief from Lead Sampling Requirements (en anglais seulement)	6610
Liste des personnes-ressources du réseau d'eau potable	7128f
Document d'aide technique pour les normes, directives et objectifs associés à la qualité de l'eau potable en Ontario	4449f01

ontario.ca/eaupotable

Appendix B

Inspection Rating Record (IRR)

NOTE:

IRR SCORE TO FOLLOW IN A SEPARATE EMAIL

APPLICATION OF THE RISK METHODOLOGY USED FOR MEASURING MUNICIPAL RESIDENTIAL DRINKING WATER SYSTEM INSPECTION RESULTS



The Ministry of the Environment (MOE) has a rigorous and comprehensive inspection program for municipal residential drinking water systems (MRDWS). Its objective is to determine the compliance of MRDWS with requirements under the Safe Drinking Water Act and associated regulations. It is the responsibility of the municipal residential drinking water system owner to ensure their drinking water systems are in compliance with all applicable legal requirements.

This document describes the risk rating methodology, which has been applied to the findings of the Ministry's MRDWS inspection

results since fiscal year 2008-09. The primary goals of this assessment are to encourage ongoing improvement of these systems and to establish a way to measure this progress.

MOE reviews the risk rating methodology every three years.

The Ministry's Municipal Residential Drinking Water Inspection Protocol contains 15 inspection modules consisting of approximately 100 regulatory questions. Those protocol questions are also linked to definitive guidance that ministry inspectors use when conducting MRDWS inspections.

ontario.ca/drinkingwater

The questions address a wide range of regulatory issues, from administrative procedures to drinking water quality monitoring. The inspection protocol also contains a number of non-regulatory questions.

A team of drinking water specialists in the ministry assessed each of the inspection protocol regulatory questions to determine the risk (not complying with the regulation) to the delivery of safe drinking water. This assessment was based on established provincial risk assessment principles, with each question receiving a risk rating referred to as the Question Risk Rating. Based on the number of areas where a system is deemed to be non-compliant during the inspection, and the significance of these areas to administrative, environmental, and health consequences, a risk-based inspection rating is calculated by the ministry for each drinking water system.

It is important to be aware that an inspection rating less than 100 per cent does not mean the drinking water from the system is unsafe. It shows areas where a system’s operation can improve. The ministry works with owners and operators of systems to make sure they know what they need to do to achieve full compliance.

The inspection rating reflects the inspection results of the specific drinking water system for the reporting year. Since the methodology is applied consistently over a period of years, it serves as a comparative measure both provincially and in relation to the individual system. Both the drinking water system and the public are able to track the performance over time, which encourages continuous improvement and allows systems to identify specific areas requiring attention.

The ministry’s annual inspection program is an important aspect of our drinking water safety net. The ministry and its partners share a common commitment to excellence and we continue to work toward the goal of 100 per cent regulatory compliance.

Determining Potential to Compromise the Delivery of Safe Water

The risk management approach used for MRDWS is aligned with the Government of Ontario’s Risk Management Framework. Risk management is a systematic approach to identifying potential hazards, understanding the likelihood and consequences of the hazards, and taking steps to reduce their risk if necessary and as appropriate.

The Risk Management Framework provides a formula to be used in the determination of risk:

RISK = LIKELIHOOD × CONSEQUENCE
(of the consequence)

Every regulatory question in the inspection protocol possesses a likelihood value (L) for an assigned consequence value (C) as described in **Table 1** and **Table 2**.

TABLE 1:	
Likelihood of Consequence Occurring	Likelihood Value
0% - 0.99% (Possible but Highly Unlikely)	L = 0
1 – 10% (Unlikely)	L = 1
11 – 49% (Possible)	L = 2
50 – 89% (Likely)	L = 3
90 – 100% (Almost Certain)	L = 4

TABLE 2:	
Consequence	Consequence Value
Medium Administrative Consequence	C = 1
Major Administrative Consequence	C = 2
Minor Environmental Consequence	C = 3
Minor Health Consequence	C = 4
Medium Environmental Consequence	C = 5
Major Environmental Consequence	C = 6
Medium Health Consequence	C = 7
Major Health Consequence	C = 8

The consequence values (0 through 8) are selected to align with other risk-based programs and projects currently under development or in use within the ministry as outlined in **Table 2**.

The Question Risk Rating for each regulatory inspection question is derived from an evaluation of every identified consequence and its corresponding likelihood of occurrence:

- All levels of consequence are evaluated for their potential to occur
- Greatest of all the combinations is selected.

The Question Risk Rating quantifies the risk of non-compliance of each question relative to the others. Questions with higher values are those with a potentially more significant impact on drinking water safety and a higher likelihood of occurrence. The highest possible value would be 32 (4×8) and the lowest would be 0 (0×1).

Table 3 presents a sample question showing the risk rating determination process.

TABLE 3:							
Does the Operator in Charge ensure that the equipment and processes are monitored, inspected and evaluated?							
Risk = Likelihood × Consequence							
C=1	C=2	C=3	C=4	C=5	C=6	C=7	C=8
Medium Administrative Consequence	Major Administrative Consequence	Minor Environmental Consequence	Minor Health Consequence	Medium Environmental Consequence	Major Environmental Consequence	Medium Health Consequence	Major Health Consequence
L=4 (Almost Certain)	L=1 (Unlikely)	L=2 (Possible)	L=3 (Likely)	L=3 (Likely)	L=1 (Unlikely)	L=3 (Likely)	L=2 (Possible)
R=4	R=2	R=6	R=12	R=15	R=6	R=21	R=16

Application of the Methodology to Inspection Results

Based on the results of a MRDWS inspection, an overall inspection risk rating is calculated. During an inspection, inspectors answer the questions related to regulatory compliance and input their “yes”, “no” or “not applicable” responses into the Ministry’s Laboratory and Waterworks Inspection System (LWIS) database. A “no” response indicates non-compliance. The maximum number of regulatory questions asked by an inspector varies by: system (i.e., distribution, stand-alone); type of inspection (i.e., focused, detailed); and source type (i.e., groundwater, surface water).

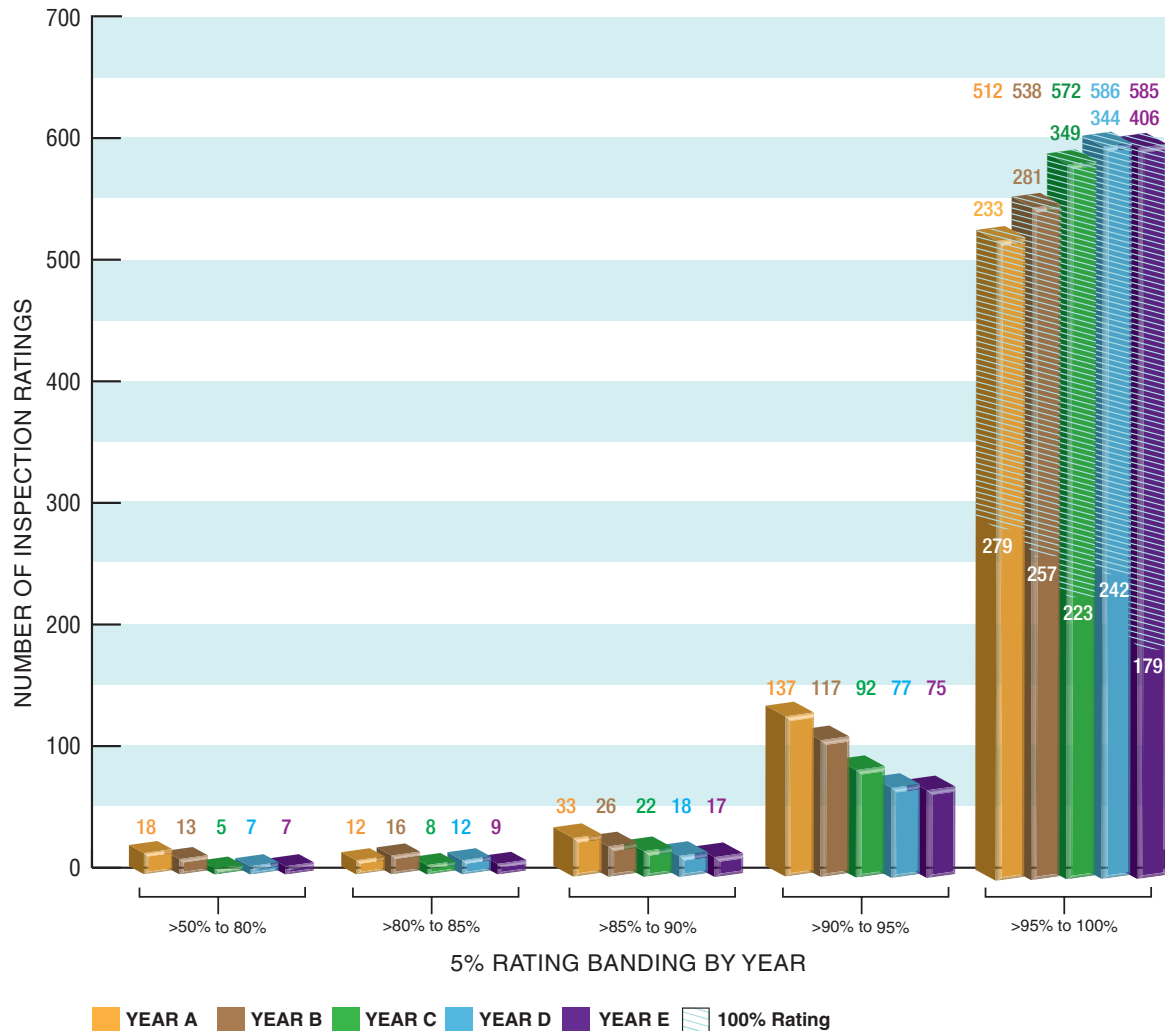
The risk ratings of all non-compliant answers are summed and divided by the sum of the risk ratings of all questions asked (maximum question rating). The resulting inspection risk rating (as a percentage) is subtracted from 100 per cent to arrive at the final inspection rating.

Application of the Methodology for Public Reporting

The individual MRDWS Total Inspection Ratings are published with the ministry’s Chief Drinking Water Inspector’s Annual Report.

Figure 1 presents the distribution of MRDWS ratings for a sample of annual inspections. Individual drinking water systems can compare against all the other inspected facilities over a period of inspection years.

Figure 1: Year Over Year Distribution of MRDWS Ratings



Reporting Results to MRDWS Owners/Operators

A summary of inspection findings for each system is generated in the form of an Inspection Rating Record (IRR). The findings are grouped into the 15 possible modules of the inspection protocol,

which would provide the system owner/operator with information on the areas where they need to improve. The 15 modules are:

1. Source

2. Permit to Take Water

3. Capacity Assessment

4. Treatment Processes
5. Treatment Process Monitoring

6. Process Wastewater

7. Distribution System

8. Operations Manuals
9. Logbooks

10. Contingency and Emergency Planning

11. Consumer Relations

12. Certification and Training
13. Water Quality Monitoring

14. Reporting, Notification and Corrective Actions

15. Other Inspection Findings

For further information, please visit www.ontario.ca/drinkingwater

**Ministry of the Environment,
Conservation and Parks**

Drinking Water and Environmental
Compliance Division, West Central Region
Niagara District Office
9th Floor, Suite 15
301 St. Paul Street
St. Catharines, ON L2R 7R4
Tel.: 905-704-3900
1-800-263-1035
Fax.: 905-704-4015

**Ministère de l'Environnement de la Protection de
la nature et des Parcs**

Division de la conformité en matière d'eau potable
et d'environnement
Direction régionale du Centre-Ouest
Bureau du district de Niagara
9^e étage, bureau 15
301, rue St. Paul
St. Catharines, ON L2R 7R4
Tél.: 905-704-3900
1-800-263-1035
Télé.: 905-704-4015

Friday, February 3, 2023

SI NI PC 540 – 2022-23
DWS# 260001643

Cassandra Banting
Environmental Compliance Supervisor
City of Port Colborne
1 Killaly St W
Port Colborne, ON
Cassandra.Banting@portcolborne.ca

Re: MECP Inspection - Port Colborne Distribution System (DWS# 260001643)

Good Morning,

As follow-up to the distribution of the inspection report for the Port Colborne Distribution System (DWS# 260001643) (below), please find attached the corresponding Inspection Rating Report (IRR) and [Risk Methodology](#) document.

The IRR is a summarized quantitative measure of the drinking water system's annual inspection and is published in the Ministry's Chief Drinking Water Inspector's Annual Report. The Risk Methodology document describes the risk rating methodology which has been applied to the findings of the Ministry's municipal residential drinking water system inspection results. Please let me know if you have any questions.

Sincerely,



Sylvain Campbell, P. Eng.
Provincial Officer #1278, Water Inspector
Niagara District Office - West Central Region
Phone: (905) 321-9169
E-mail: sylvain.campbell@ontario.ca

Cc: Steve Shypowskyj – Director of Public Works - City of Port Colborne
Darlene Suddard - Manager of Water/Wastewater - City of Port Colborne
Tommy Peazel - ORO - City of Port Colborne
Glen Hudgin - Niagara Region Public Health Unit
Peter Jekel - Niagara Region Public Health Unit
Leilani Lee-Yates - Niagara Peninsula Conservation Authority
Thomas Proks - Niagara Peninsula Conservation Authority
Elizabeth Chee Sing – Water Compliance Supervisor - MECP
MECP Niagara District File

Ministry of the Environment, Conservation and Parks - Inspection Summary Rating Record (Reporting Year - 2022-2023)

DWS Name: PORT COLBORNE DISTRIBUTION SYSTEM
DWS Number: 260001643
DWS Owner: CORPORATION OF THE CITY OF PORT COLBORNE
Municipal Location: PORT COLBORNE

Regulation: O.REG. 170/03
DWS Category: DW Municipal Residential
Type of Inspection: Focused
Inspection Date: Dec-13-2022
Ministry Office: Niagara District Office

Maximum Risk Rating: 220

Inspection Module	Non Compliance Rating
Operations Manuals	14 / 28
Reporting & Corrective Actions	0 / 21
Other Inspection Findings	0 / 171
Overall - Calculated	14 / 220

Inspection Risk Rating:	6.36%
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Final Inspection Rating:	93.64%
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Ministry of the Environment, Conservation and Parks - Detailed Inspection Rating Record (Reporting Year - 2022-2023)

DWS Name: PORT COLBORNE DISTRIBUTION SYSTEM
DWS Number: 260001643
DWS Owner Name: CORPORATION OF THE CITY OF PORT COLBORNE
Municipal Location: PORT COLBORNE

Regulation: O.REG. 170/03
DWS Category: DW Municipal Residential
Type of Inspection: Focused
Inspection Date: Dec-13-2022
Ministry Office: Niagara District Office

Non-Compliant Question(s)	Question Rating
Operations Manuals	
Do the operations and maintenance manuals meet the requirements of the DWWP and MDWL issued under Part V of the SDWA?	14
Other Inspection Findings	
Were the inspection questions sufficient to address other non-compliance items identified during the inspection period?	0
Overall - Total	14

Maximum Question Rating: 220

Inspection Risk Rating: 6.36%

FINAL INSPECTION RATING: 93.64%

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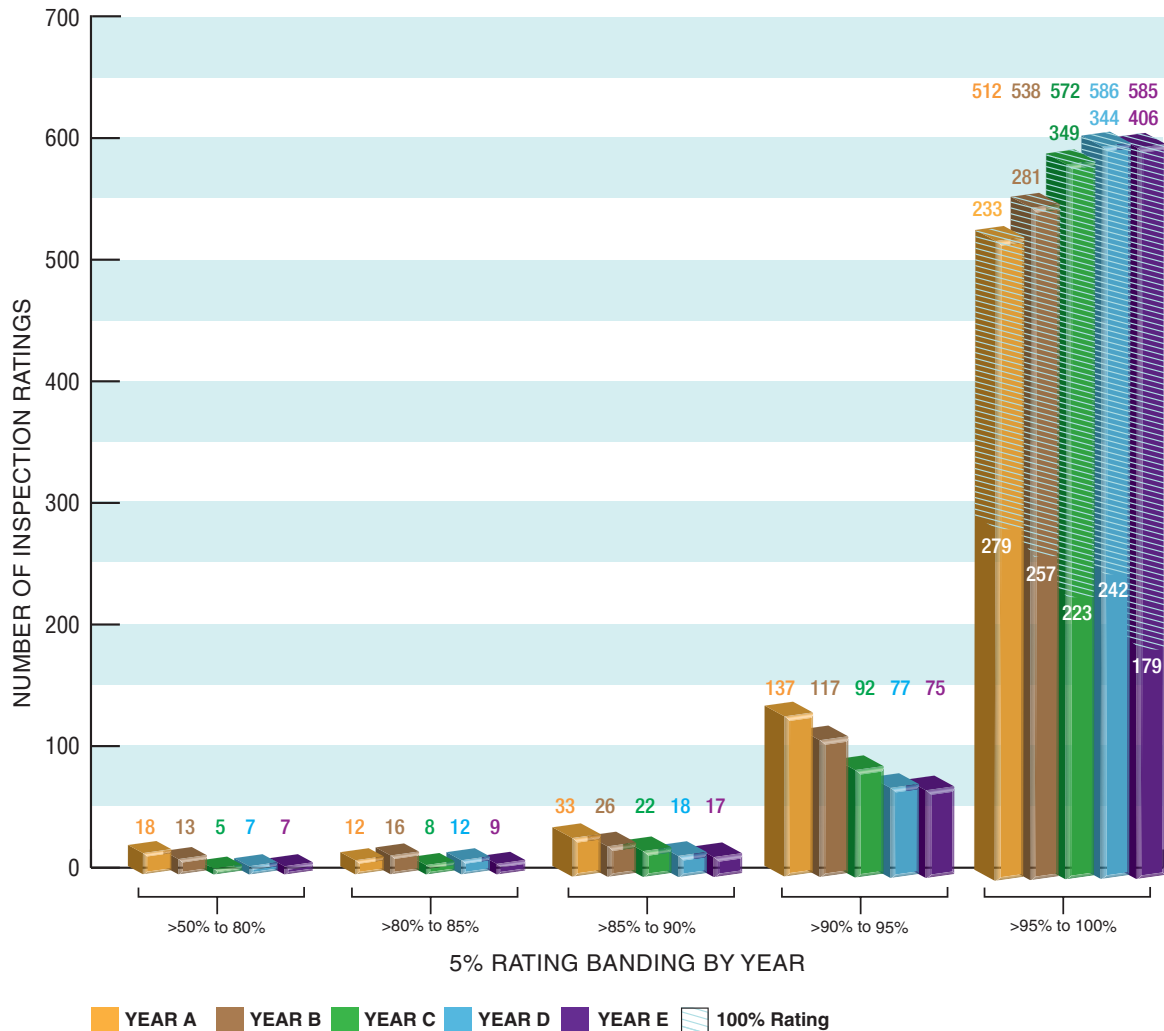
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