



**ENVIRONMENTAL SERVICES**  
**OPERATIONAL  
DUE DILIGENCE  
AND REGULATORY  
UPDATE 2017**

Wendy Kemp and Roy Huetl  
March 1, 2018

## **Part 1: Integrated Management System**

- Supporting Quality and Performance for Water, Wastewater and Waste Management
- Process Improvements
- Promoting Innovation and Research

## **Part 2: Operations Update**

- 2017 Drinking Water Performance Results
- OMM Achievements
- Cooperation with Partners

## **This presentation supports**

- Innovation and Research Memorandum
- Drinking Water Systems Report
- Integrated Management System Update







**COUNCIL'S  
STANDARD  
OF CARE**

**DRINKING WATER QUALITY  
MANAGEMENT STANDARD (DWQMS)**

**SOURCE WATER  
PROTECTION**

**TRAINING**

**WATER AND WASTEWATER RATES**

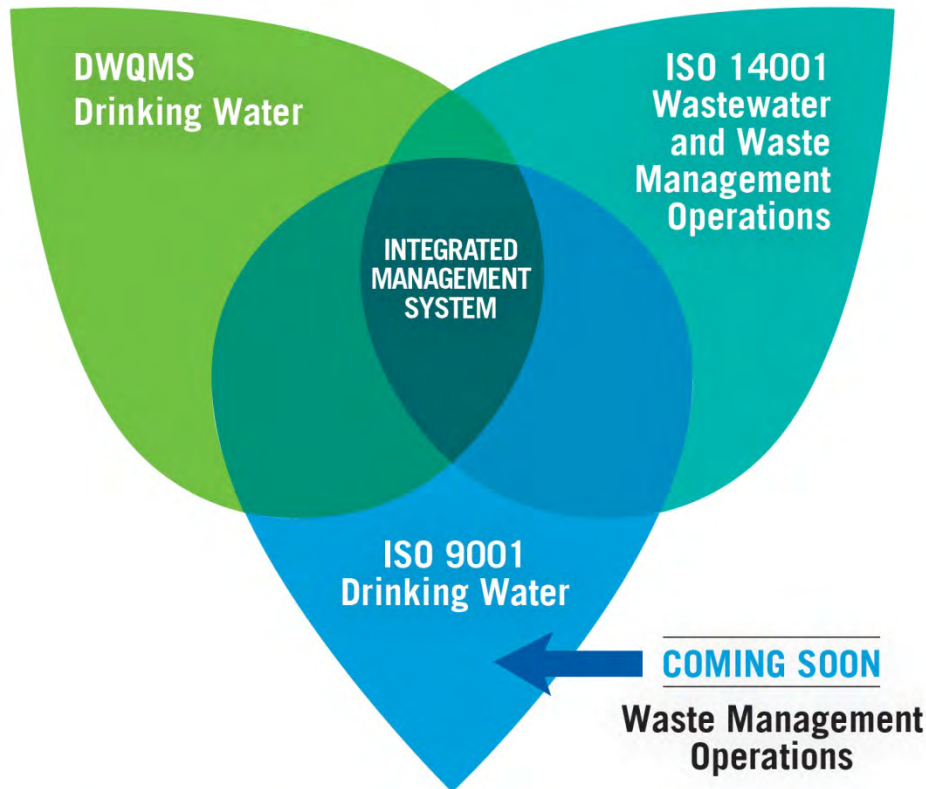
**CAPITAL PROJECTS  
INFRASTRUCTURE  
REHAB & RENEWAL**

**COMPLIANCE**

**Integrated Management System provides framework for control and continual improvement of the Region's drinking water, wastewater and solid waste management operations**



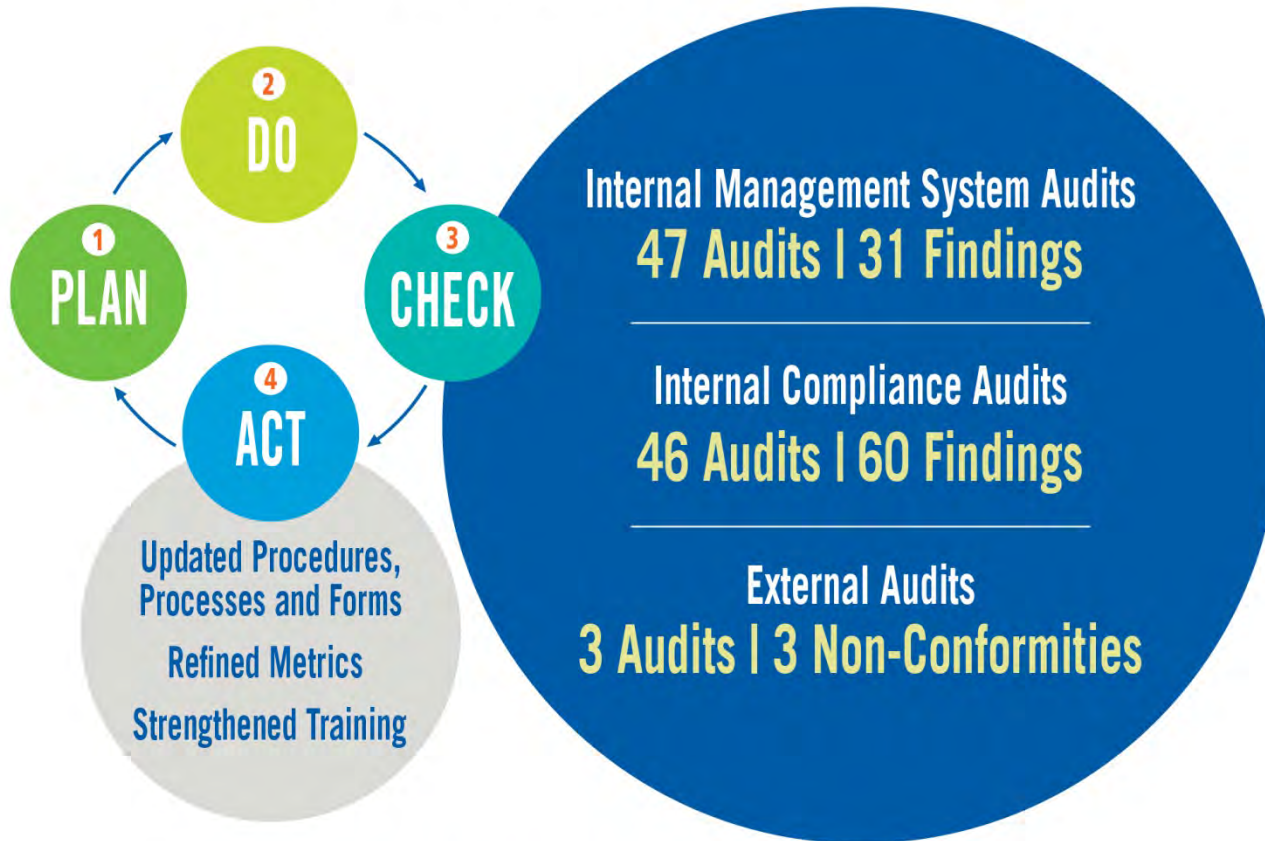
Waste Management expands scope to strengthen customer focus



Waste Management on track to carry ISO 9001 certification, providing additional opportunities to mitigate operational risks



## Audit findings demonstrate system strength by challenging the status quo



Improvements to existing procedures clarify requirements  
and strengthen staff training identified through audits



## Improving Customer Experience

- Promotes better understanding of drinking water performance
- Improves transparency
- Download and interact with data
- Open dataset
- Online reporting tool

**2017 Drinking Water Systems Report Highlights**

**Learn more about York Region's Drinking Water Systems**  
Your water is delivered in partnership with nine local municipalities (e.g. Newmarket). For information about the distribution system in your area please contact your local municipality.

**Select a Drinking Water System (DWS)**

York DWS

\*For Vaughan, Richmond Hill and Markham, select "York DWS"

**York DWS highlights for 2017**

Source of Raw Water:  
Lake Ontario

Profile of Water in Distribution System:  
Lake Ontario

MOECC System Classification:  
Water Distribution IV

**New online reporting format enables residents to know and understand their drinking water systems**

## Leading Utilities of the World

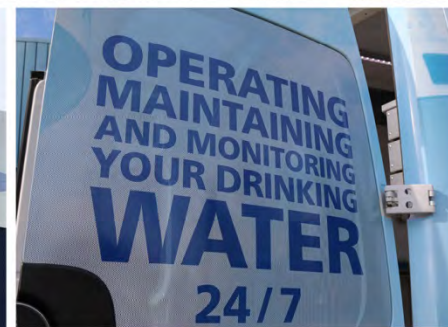
- Financial sustainability
- Overall utility
- Wastewater treatment and environmental impact

## PARTNERSHIPS IN INNOVATION SUPPORT YORK REGION AS A LEADING UTILITY OF THE WORLD

- Understanding and adapting to emerging challenges
- Using the best new technologies
- Optimizing facility operations to minimize chemical use and improve efficiency
- Compliance with regulations and conforming with best practices









## Ontario Chief Drinking Water Inspector's Annual Reports 2015-2017

MUNICIPALITY	INSPECTION RATING (%)		WATER QUALITY TESTS MEETINGS STANDARDS (%)		OVERALL SCORE	
	2015-2016	2016-2017	2015-2016	2016-2017	2015-2016	2016-2017
York	99.73	99.60	99.99	99.93	99.85	99.77
Durham	99.72	99.36	99.95	99.95	99.83	99.67
Peel	96.26	97.76	99.99	99.92	98.11	98.84
Toronto	97.46	95.57	99.45	99.72	98.56	97.65
<b>Ontario Avg.</b>	<b>98.49</b>	<b>98.47</b>	<b>99.89</b>	<b>99.89</b>	<b>99.19</b>	<b>99.18</b>

**York Region achieved the top OVERALL score in the GTA**

System	# MOECC Inspections Completed	# Non-Compliance Findings	# Best Practice Recommendations
Water	22	6	14
Wastewater	0	N/A	N/A

**15,716**

LABORATORY ANALYZED TESTS

RESULTED IN

7 ADVERSE TEST RESULTS

[ 6 Microbiological • 1 Organic ]

**36 MILLION**  
CONTINUOUS MONITORING  
ANALYZER READINGS

RESULTED IN

96 ADVERSE READINGS

[ 52 High Chlorine Residual • 18 Low Chlorine Residual • 2 High Fluoride  
21 UV Light • 2 Turbidity • 1 Low Pressure ]



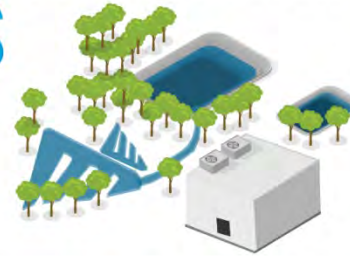


APPROX. **51,000**  
WORK ORDERS COMPLETED  
TOTALLING **80,000**  
WORK HOURS

SUPPORTED DESIGN AND CONSTRUCTION  
OF **67KM** OF TRUNK SEWERS  
AND WATERMAINS

**375**  
INDUSTRY  
SEWER USE  
INSPECTIONS

SUPPORTED DESIGN AND CONSTRUCTION  
AT **44 FACILITIES**



DELIVERED  
**OVER**  
**112 BILLION**  
LITRES OF  
**WATER**



OPERATED OVER **220**  
WATER AND WASTEWATER  
FACILITIES

**0** BOIL WATER ADVISORIES  
SINCE 2004 OR **WATER**  
RESTRICTIONS SINCE 2008

OVER **4,700**  
LOCATE REQUESTS  
COMPLETED







YORK CHILDREN'S WATER FESTIVAL



- Moved to 24/7 operations
- Top drinking water scores
- Upgraded SCADA system
- Implemented apprenticeship program
- Increased visibility with residents
- Enhanced partnerships with MOECC
- Advanced research and innovation work with academia







T H A N K Y O U

