



# Staff Report

## Operations – Water & Wastewater Services

**Report To:** COW - Operations, Planning and Building Services  
**Meeting Date:** July 7, 2025  
**Report Number:** OPS.25.027  
**Title:** Water Operations Update – January 1, 2025 to April 30, 2025  
**Prepared by:** Meg Boyd, Compliance Coordinator, Water and Wastewater Services

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### A. Recommendations

THAT Council receive Staff Report OPS.25.027, entitled “Water Operations Update – January 1, 2025 to April 30, 2025” for their information.

### B. Overview

This report provides an overview of the Town’s drinking water system activities for the period of January 1, 2025 to April 30, 2025. The Town continues to provide quality drinking water to Town residents and visitors in compliance with regulatory requirements.

### C. Background

Ensuring the safety and quality of the Town’s drinking water is not only the responsibility of the Water Operators who operate and maintain the system but also members of the Municipal Officials who exercise decision-making authority regarding the system. The Safe Drinking Water Act, 2002 (SDWA) includes a statutory standard of care for individuals who have oversight responsibilities for municipal drinking water systems. The SDWA does not require Municipal Officials to be experts in drinking water but does require officials to be informed. This report provides regular updates to ensure Council are current in the operations of the system.

The purpose of Attachment # 1 – Water Operations update is to provide regular up-to-date information with regards to the status of the operation of the Town’s drinking water system and to report on water quality issues for the period of January 1, 2025 to April 30, 2025.

This report addresses:

- System information
- Raw, Treated and Distribution Water Quality Data
- Staff Training
- Ministry of Environment, Conservation and Parks Inspection
- Water Treatment Plant and Water Booster Station Maintenance Summary

- Distribution System Summary
- Summary of Plant Flows
- Watermain Break Summary
- Incidents of Adverse Water Quality
- Water Quality Concerns / Resident Complaints

## **D. Analysis**

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Attachment # 1 demonstrates Water Operators continue to satisfy all regulatory requirements and provide quality drinking water to users while ensuring long term sustainability of the system through preventative maintenance programs.

## **E. Strategic Priorities**

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### **1. Communication and Engagement**

We will enhance communications and engagement between Town Staff, Town residents and stakeholders

### **2. Organizational Excellence**

We will continually seek out ways to improve the internal organization of Town Staff and the management of Town assets.

### **3. Community**

We will protect and enhance the community feel and the character of the Town, while ensuring the responsible use of resources and restoration of nature.

### **4. Quality of Life**

We will foster a high quality of life for full-time and part-time residents of all ages and stages, while welcoming visitors.

## **F. Environmental Impacts**

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Provision of safe drinking water.

## **G. Financial Impacts**

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None

## **H. In Consultation With**

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Rob Gilchrist, Water Supervisor

Allison Kershaw, Manager of Water & Wastewater Services

## **I. Public Engagement**

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The topic of this Staff Report has not been the subject of a Public Meeting and/or a Public Information Centre as neither a Public Meeting nor a Public Information Centre are required. However, any comments regarding this report should be submitted to Meg Boyd, Compliance Coordinator [wwwinquires@thebluemountains.ca](mailto:wwwinquires@thebluemountains.ca) .

## **J. Attached**

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1. Attachment 1 – Water Operations Update – January 1, 2025 to December 31, 2025.

Respectfully submitted,

Meg Boyd  
Water & Wastewater Compliance & Efficiency Coordinator

Allison Kershaw,  
Manager of Water & Wastewater Services

Alan Pacheco  
Director of Operations

For more information, please contact:  
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### Report Approval Details

Document Title:	OPS.25.027 Water Operations Update - January 1 to April 30, 2025.docx
Attachments:	- Attachment 1.pdf
Final Approval Date:	Jun 3, 2025

This report and all of its attachments were approved and signed as outlined below:

**Allison Kershaw - Jun 3, 2025 - 9:47 AM**

**Alan Pacheco - Jun 3, 2025 - 12:17 PM**