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et des Parcs**  
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February 5, 2024

Mr. David Dawson  
Township of Alnwick/Haldimand  
Acting Chief Administrative Officer  
10836 County Road 2  
P.O. Box 70 Grafton ON  
K0K 2G0

Attention: Mr David Dawson, Acting Chief Administrative Officer

**RE: Grafton Drinking Water System (220009158)  
Drinking Water Inspection Report 1-206498754**  
**File: SI NO AH ED 540 (2023-2024)**

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Please find attached the Ministry of the Environment, Conservation and Parks inspection report for the above facility. The report details the findings of the inspection that began on January 3, 2024.

The Appendix section of the inspection includes the Stakeholder Appendix A with links to key reference and guidance materials available on the Ministry of the Environment, Conservation and Parks (MECP) website.

In the inspection report, any *“Actions Required”* are linked to incidents of non-compliance with regulatory requirements contained within the Act, a regulation, or site-specific approvals, licenses, permits, orders or instructions. Such violations could result in the issuance of mandatory abatement instruments including Orders, tickets, penalties, or referrals to the ministry’s Investigations and Enforcement Branch.

*“Recommended Actions”* convey information that the owner or operating authority should consider implementing in order to advance efforts already in place to address such issues as emergency preparedness, the availability of information to consumers, and conformance with existing and emerging industrial standards. Please note that items which appear as recommended actions do not, in themselves, constitute violations.

If you have any questions or concerns, please contact me at 705-768-8593.

Yours truly,



Neil Hamilton

Provincial Officer Badge # 1359 | Peterborough District | Drinking Water Environmental Compliance Division

Ministry of the Environment, Conservation and Parks

1.800.558.0595 / 705.768.8593 / email: [neil.hamilton2@ontario.ca](mailto:neil.hamilton2@ontario.ca)



Please consider the environment before printing

c:

Mr. Larry Spyrka, Operating Authority, Lakefront Utilities – Manager

Dr. Natalie Bocking, Medical Officer of Health, Haliburton, Kawartha, Pine Ridge District Health Unit

Ms. Rhonda Bateman, CAO/Treasurer, Lower Trent Conservation Authority, 714 Murray Street, RR1, Trenton, ON K8V 5P4

Mrs Brittney Wielgos, Water Supervisor, Ministry of Environment, Conservation & Parks, Peterborough



GRAFTON DRINKING WATER SYSTEM  
434 EDWARDSON RD, ALNWICK-HALDIMAND, ON,  
**INSPECTION REPORT**

Entity: THE CORPORATION OF THE  
TOWNSHIP OF ALNWICK-  
HALDIMAND  
LAKEFRONT UTILITY SERVICES  
INC.

Inspection Start Date: January 02, 2024

Inspection End Date: January 31, 2024

Inspected By: Neil Hamilton

Badge #: 1359



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(signature)

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2. Drinking Water System Inspection Report

### **Appendix:**

- A. Stakeholders Appendix**
- B. Inspection Rating Record**

## **NON-COMPLIANCE**

This should not be construed as a confirmation of full compliance with all potential applicable legal requirements. These inspection findings are limited to the components and/or activities that were assessed, and the legislative framework(s) that were applied. It remains the responsibility of the owner to ensure compliance with all applicable legislative and regulatory requirements.

If you have any questions related to this inspection, please contact the signed Provincial Officer.

## **RECOMMENDATIONS**

This should not be construed as a confirmation of full conformance with all potential applicable BMPs. These inspection findings are limited to the components and/or activities that were assessed, and the legislative framework(s) that were applied. It remains the responsibility of the owner to ensure compliance with all applicable legislative and regulatory requirements.

If you have any questions related to this inspection, please contact the signed Provincial Officer.

### INSPECTION DETAILS

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

**Ministry Program:** DRINKING WATER | **Regulated Activity:** DW Municipal Residential

Question ID	DWMR1001000	Question Type	Information
<b>Legislative Requirement(s):</b> Not Applicable			
<b>Question:</b> What was the scope of this inspection?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> <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 January 3, 2024, the undersigned Ministry of the Environment, Conservation and Parks (MECP) Water Compliance Officer visited the Grafton Drinking Water System (DWS) for the purpose of performing a focused, un-announced drinking-water system inspection. The MECP Inspector was accompanied during the physical inspection of the water treatment plant by Mr. Larry Spyrka, Manager of Water Capital Projects, Mr. Adam Taggart, Supervisor, Distribution and Systems as well as Mr. Ryan Smith, Operator In Charge (OIC). The Corporation of the Township of Alnwick/Haldimand is the owner of the drinking water system, with Lakefront Utility Services Incorporated (L.U.S.I.) identified as the Operating Authority of the entire drinking water system, including the distribution system.</p> <p>The Grafton Drinking Water system serves approximately ~1000 residents, and is therefore considered to be a large municipal residential system, subject to Drinking Water Regulation.</p> <p>The drinking water inspection included a physical inspection of the treatment plant, production wells and plant exterior, as well as a document review for the period of September 1, 2022 to January 3, 2024, hereafter, referred to as the inspection period in this report.</p>			

Question ID	DWMR1000000	Question Type	Information
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**Legislative Requirement(s):**

Not Applicable

**Question:**

Does this drinking water system provide primary disinfection?

**Compliance Response(s)/Corrective Action(s)/Observation(s):**

This drinking water system provides for both primary and secondary disinfection and distribution of water.

Primary disinfection (as well as secondary) is satisfied with liquid sodium hypochlorite and sufficient contact times.

Question ID	DWMR1007000	Question Type	Legislative
<p><b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   1-2   (1);</p>			
<p><b>Question:</b> Is the owner maintaining the production well(s) in a manner sufficient to prevent entry into the well of surface water and other foreign materials?</p>			
<p><b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> The owner was maintaining the production well(s) in a manner sufficient to prevent entry into the well of surface water and other foreign materials.</p> <p>As noted in last years compliance inspection report and again identified during the physical inspection this year of the wells, each of the production wells were surrounded by chain link fencing, that was topped with barbed wire and each were equipped with padlocks on the entry gates. Further, all steel well casings were capped with suitable well caps, with the exception of the older former production well-TW3. This well is being utilized for water level monitoring purposes. Sloping around each of the wells appeared adequate and all casing were above grade. Further, it was reported that on a monthly basis a work order is generated and assigned to staff to inspect the above ground components to confirm integrity.</p> <p>According to the system owner the below ground component and casing were inspected in July, 2019 (PW1) and in December, 2019 (PW2). The inspection work was carried out by International Water Supply Limited.</p> <p>The below grade well components are to be re-inspected this year (2024) and again every 5 years.</p>			

Question ID	DWMR1009000	Question Type	Legislative
<p><b>Legislative Requirement(s):</b> SDWA   31   (1);</p>			
<p><b>Question:</b> Are measures in place to protect the groundwater and/or GUDI source in accordance with any</p>			



MDWL and DWWP issued under Part V of the SDWA?

**Compliance Response(s)/Corrective Action(s)/Observation(s):**

Measures were in place to protect the groundwater and/or GUDI source in accordance with the Municipal Drinking Water Licence and Drinking Water Works Permit issued under Part V of the SDWA.

Measures to protect the source water have been identified in Municipal License and Permit #238-101/238-201, as well as Permits To Take Water #P-300-9241783623.

Each of the aforementioned documents prescribes limits as to the water treatment plant's rated capacity &/or the amounts of water that can be taken from either potential well source. In addition, as previously mentioned the O/A undertakes monthly inspections of the wells.

<b>Question ID</b>	DWMR1014000	<b>Question Type</b>	Legislative
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**Legislative Requirement(s):**

SDWA | 31 | (1);

**Question:**

Is there sufficient monitoring of flow as required by the MDWL or DWWP issued under Part V of the SDWA?

**Compliance Response(s)/Corrective Action(s)/Observation(s):**

There was sufficient monitoring of flow as required by the Municipal Drinking Water Licence or Drinking Water Works Permit issued under Part V of the SDWA.

Municipal License #238-101, Schedule C, section 2.0, states that the Drinking Water System (DWS) shall ensure continuous flow measurement and recording for;

2.1.1) the flow rate and daily volume of treated water that flows from the treatment system conveyed into the treatment sub system to the distribution system and;

2.1.2) the flow rate and daily volume of water that flows into the treatment subsystem.

During the field inspection of the water treatment pumphouse three (3) flow meters were identified, to include one (1) ABB mag meter, monitoring finished treated waters, as well as two (2) Siemens mag meter units monitoring the raw flow as well as the bulk water fill station.

<b>Question ID</b>	DWMR1016000	<b>Question Type</b>	Legislative
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**Legislative Requirement(s):**

SDWA | 31 | (1);

**Question:**

Is the owner in compliance with the conditions associated with maximum flow rate or the rated capacity conditions in the MDWL issued under Part V of the SDWA?

**Compliance Response(s)/Corrective Action(s)/Observation(s):**

The owner was in compliance with the conditions associated with maximum flow rate or the rated capacity conditions in the Municipal Drinking Water Licence issued under Part V of the SDWA.

A review of the treated water flow data recorded over the inspection period (Sept. 1/22-Jan. 3/24) indicates that there were no incidences where flows exceeded the limit of 1253 M3/day.

Flows ranged from 243.6 - 677.1 m3/d. These values equate to 19.4% - 54%, of the MDWL maximum allowable daily takings.

<b>Question ID</b>	DWMR1018000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   31   (1);			
<b>Question:</b> Has the owner ensured that all equipment is installed in accordance with Schedule A and Schedule C of the Drinking Water Works Permit?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> The owner had ensured that all equipment was installed in accordance with Schedule A and Schedule C of the Drinking Water Works Permit.			

<b>Question ID</b>	DWMR1023000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   1-2   (2);			
<b>Question:</b> Do records indicate that the treatment equipment was operated in a manner that achieved the design capabilities required under Ontario Regulation 170/03 or a DWWP and/or MDWL issued under Part V of the SDWA at all times that water was being supplied to consumers?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Records indicated that the treatment equipment was operated in a manner that achieved the design capabilities required under O. Reg. 170/03 or a Drinking Water Works Permit and/or Municipal Drinking Water Licence issued under Part V of the SDWA at all times that water was being supplied to consumers.  The Grafton treatment system includes two inter-connected underground clearwells (ea 525m3 - with a dimension of ~7.35 M x ~17.55 x ~4-5.8 m), at a minimum level of 4.0 m, along with chlorination, which together has been credited with 2.0+-log R/I of Viruses, based on Municipal License #238-101, (Issue 4) Schedule E, providing that the CT provided shall be greater than or equal to the CT required to achieve the log removal credits assigned. Liquid sodium hypochlorite (~12%) is injected immediately upstream of clearwell #1 for purposes of satisfying primary & secondary disinfection.  CT calculations completed by the undersigned utilizing worst case variables for November 15,			

2022 which had the lowest recorded treated Chlorine residual above the low alarm set point of 0.7 mg/L.

Calculation consisted of; max flow rate of 11.96 L/s (0.7176 m<sup>3</sup>/min), baffle factor of 0.3, the lowest free chlorine residual recorded over the inspection period of 0.83 ppm, a max pH of ~8, min clearwell volume of 1272 m<sup>3</sup>, and a min temperature of ~10 degrees Celsius, yielded CT achieved value of ~ 441 mg.min/L.

The required CT value, according to the Ministry's-Procedure for Disinfection of Drinking Water in Ontario, indicates that a CT Required value of 3 mg.min/L is necessary.

Question ID	DWMR1024000	Question Type	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   1-2   (2);			
<b>Question:</b> Do records confirm that the water treatment equipment which provides chlorination or chloramination for secondary disinfection purposes was operated as required?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Records confirmed that the water treatment equipment which provides chlorination or chloramination for secondary disinfection purposes was operated so that at all times and all locations in the distribution system the chlorine residual was never less than 0.05 mg/l free or 0.25 mg/l combined.  Records provided indicate that secondary disinfectant residuals are sampled & tested "daily", seven (7) days a week.			

Question ID	DWMR1033000	Question Type	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   7-2   (3); SDWA   O. Reg. 170/03   7-2   (4);			
<b>Question:</b> Is the secondary disinfectant residual measured as required for the large municipal residential distribution system?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> The secondary disinfectant residual was measured as required for the large municipal residential distribution system.  According to O.Reg. 170/03, Schedule 7, section 7-2(3a), obligates the Owner of the drinking water system to ensure that secondary disinfection monitoring is completed at least seven times a week from the distribution system and tested for free chlorine residual. The Grafton DWS staff ensure that sampling is carried out daily, seven days a week according to records & information provided. Records indicate that secondary residuals ranged from 0.63 mg/L - 1.59 mg/L.			

<b>Question ID</b>	DWMMR1030000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   7-2   (1); SDWA   O. Reg. 170/03   7-2   (2);			
<b>Question:</b> Is primary disinfection chlorine monitoring being conducted at a location approved by MDWL and/or DWWP issued under Part V of the SDWA, or at/near a location where the intended CT has just been achieved?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Primary disinfection chlorine monitoring was conducted at a location approved by Municipal Drinking Water Licence and/or Drinking Water Works Permit issued under Part V of the SDWA, or at/near a location where the intended CT has just been achieved.  Chlorine residual monitoring was observed in place just downstream of the highlift pump discharge header via an Amperometric measurement analyzer (AMI Trides 16599) from Swan Analytical Instruments which continuously monitors the free chlorine residual.  Records provided indicate that primary chlorine residuals ranged from 0.83 mg/L - 2.01 mg/L within the critical alarm set point values of 0.7 mg/L (low) and 2.15 mg/L (high).			

<b>Question ID</b>	DWMMR1035000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   6-5   (1)1-4; SDWA   O. Reg. 170/03   6-5   (1)5-10;			
<b>Question:</b> Are operators examining continuous monitoring test results and are they examining the results within 72 hours of the test?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Operators were examining continuous monitoring test results and they were examining the results within 72 hours of the test.  The operating authority states that they are on site daily and review SCADA trends over the last 24 hrs. Additionally notes are made in the daily check sheet and log book.			

<b>Question ID</b>	DWMMR1038000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   6-5   (1)1-4;			
<b>Question:</b> Is continuous monitoring equipment that is being utilized to fulfill O. Reg. 170/03 requirements performing tests for the parameters with at least the minimum frequency specified in the Table in Schedule 6 of O. Reg. 170/03 and recording data with the prescribed format?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Continuous monitoring equipment that was being utilized to fulfill O. Reg. 170/03 requirements			

was performing tests for the parameters with at least the minimum frequency specified in the Table in Schedule 6 of O. Reg. 170/03 and recording data with the prescribed format.

Question ID	DWMR1037000	Question Type	Legislative
<p><b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   6-5   (1)1-4; SDWA   O. Reg. 170/03   6-5   (1)5-10; SDWA   O. Reg. 170/03   6-5   (1.1);</p>			
<p><b>Question:</b> Are all continuous monitoring equipment utilized for sampling and testing required by O. Reg. 170/03, or MDWL or DWWP or order, equipped with alarms or shut-off mechanisms that satisfy the standards described in Schedule 6?</p>			
<p><b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All continuous monitoring equipment utilized for sampling and testing required by O. Reg. 170/03, or Municipal Drinking Water Licence or Drinking Water Works Permit or order, were equipped with alarms or shut-off mechanisms that satisfy the standards described in Schedule 6.</p> <p>The Grafton DWS utilizes chlorine to satisfy primary &amp; secondary disinfection needs. Consequentially, two (2) Siemens (Wallace &amp; Tiernan) and one (1) Swan Analytics (AMI Trides) continuous monitoring analyzers are utilized to measure the disinfectant residuals of the water pre-clearwell &amp; at the point where primary disinfection is achieved.</p> <p>The alarm set-points, as reported are;</p> <ul style="list-style-type: none"> <li>- pre Cl2 lolo alarm of 0.90 mg.L</li> <li>- lo Cl2 alarm of 1.00 mg/L</li> <li>- hi Cl2 alarm of 2.40 mg/L</li> </ul> <p>The pre clearwell analyzer is also reportedly inter-locked with the well pumps and will interrupt their operation should the lolo or hi alarms values be reached.</p> <p>The primary or CT alarm set-points are reported as;</p> <ul style="list-style-type: none"> <li>- lolo Cl2 alarm of 0.60 mg/L,</li> <li>- lo Cl2 alarm of 0.70 mg/L</li> <li>- hi Cl2 alarm of 2.15 mg/L.</li> </ul> <p>The redundant primary analyzer will reportedly alarm out at;</p> <ul style="list-style-type: none"> <li>- lolo Cl2 alarm of 0.60 mg/L,</li> <li>- lo Cl2 alarm of 0.70 mg/L</li> <li>- hi Cl2 alarm of 2.0 mg/L.</li> </ul>			

<b>Question ID</b>	DWMMR1040000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   6-5   (1)1-4; SDWA   O. Reg. 170/03   6-5   (1)5-10;			
<b>Question:</b> Are all continuous analysers calibrated, maintained, and operated, in accordance with the manufacturer's instructions or the regulation?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All continuous analysers were calibrated, maintained, and operated, in accordance with the manufacturer's instructions or the regulation.  During the field inspection two (2) Siemens (W/T) and one (1) AMI Trides continuous monitoring chlorine residual analyzers were identified. They were reported to be monitoring the pre (Siemens) and, primary (AMI Trides & Siemens) disinfectant residual concentrations. According to records provided staff will standardize the analyzers daily if need be, otherwise Nichols Water Services is solicited and performs a calibration on an annual basis. Records indicate that this was last completed on June 13, 2023. According to records all of the units successfully passed the calibrations.  The next annual calibration date is June 2024.			

<b>Question ID</b>	DWMMR1108000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   6-5   (1)1-4; SDWA   O. Reg. 170/03   6-5   (1)5-10; SDWA   O. Reg. 170/03   6-5   (1.1);			
<b>Question:</b> Where continuous monitoring equipment used for the monitoring of free chlorine residual, total chlorine residual, combined chlorine residual or turbidity, required by O. Reg. 170/03, an Order, MDWL, or DWWP issued under Part V, SDWA, has triggered an alarm or an automatic shut-off, did a qualified person respond in a timely manner and take appropriate actions?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Where required continuous monitoring equipment used for the monitoring of chlorine residual and/or turbidity triggered an alarm or an automatic shut-off, a qualified person responded in a timely manner and took appropriate actions.  Throughout the inspection period there were a number of low chlorine events which were below the alarm set point. Upon review of records provided all alarms were addressed by certified operational staff and without further issue.			

<b>Question ID</b>	DWMMR1099000	<b>Question Type</b>	Information
<b>Legislative Requirement(s):</b> Not Applicable			
<b>Question:</b>			

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)?

**Compliance Response(s)/Corrective Action(s)/Observation(s):**

Records showed 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).

<b>Question ID</b>	DWMMR1081000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   10-2   (1); SDWA   O. Reg. 170/03   10-2   (2); SDWA   O. Reg. 170/03   10-2   (3);			
<b>Question:</b> For LMR systems, are all microbiological water quality monitoring requirements for distribution samples being met?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All microbiological water quality monitoring requirements prescribed by legislation for distribution samples in a large municipal residential system were being met.  Records of analyses provided indicate that Lakefront Utilities capture three (3) samples each week from the distribution system that are submitted for analysis of total coliforms and e.coli, with 66% of those being submitted for analysis of heterotrophic plate count.			

<b>Question ID</b>	DWMMR1083000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   10-3;			
<b>Question:</b> For LMR systems, are all microbiological water quality monitoring requirements for treated samples being met?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All microbiological water quality monitoring requirements prescribed by legislation for treated samples were being met.  On review of sampling test results it is confirmed that each week samples were collected weekly and tested for E. coli, total coliforms and HPC.			

<b>Question ID</b>	DWMMR1096000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   6-3   (1);			
<b>Question:</b>			

Do records confirm that chlorine residual tests are being conducted at the same time and at the same location that microbiological samples are obtained?

**Compliance Response(s)/Corrective Action(s)/Observation(s):**

Records confirmed that chlorine residual tests were being conducted at the same time and at the same location that microbiological samples were obtained.

<b>Question ID</b>	DWMR1084000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   13-2;			
<b>Question:</b> Are all inorganic water quality monitoring requirements prescribed by legislation conducted within the required frequency?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All inorganic water quality monitoring requirements prescribed by legislation were conducted within the required frequency.  Schedule 23 - Inorganic sampling was last carried out on January 16, 2023.  Please be advised that a large municipal drinking water system with true groundwater is obligated to sample & test the treated water every thirty-six (36) months, as per O.Reg. 170/03, Schedule 13-2 (1b).			

<b>Question ID</b>	DWMR1085000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   13-4   (1); SDWA   O. Reg. 170/03   13-4   (2); SDWA   O. Reg. 170/03   13-4   (3);			
<b>Question:</b> Are all organic water quality monitoring requirements prescribed by legislation conducted within the required frequency?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All organic water quality monitoring requirements prescribed by legislation were conducted within the required frequency.  Schedule 24 - Organic sampling was last carried out on January 16, 2023.  Please be advised that a large municipal drinking water system with true groundwater is obligated to sample & test the treated water every thirty-six (36) months, as per O.Reg. 170/03, Schedule 13-4 (1b).			

<b>Question ID</b>	DWMR1086000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b>			



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);

**Question:**

Are all haloacetic acid water quality monitoring requirements prescribed by legislation conducted within the required frequency and at the required location?

**Compliance Response(s)/Corrective Action(s)/Observation(s):**

All haloacetic acid water quality monitoring requirements prescribed by legislation were conducted within the required frequency and at the required location.

Records indicate that the last sample collected and submitted for the analyses of haloacetic acid was completed on October 30, 2023 from the Fire Hall yielding a result of 5.3 ug/L. Coincidentally, samples collected over the inspection period under review yielded the same result each time of 5.3 ug/L.

Question ID	DWMR1087000	Question Type	Legislative
<b>Legislative Requirement(s):</b>			
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);			
<b>Question:</b>			
Have all trihalomethane water quality monitoring requirements prescribed by legislation been conducted within the required frequency and at the required location?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b>			
All trihalomethane water quality monitoring requirements prescribed by legislation were conducted within the required frequency and at the required location.			
Records indicate that the last sample collected and submitted for the analyses of trihalomethanes (THM) was completed on October 30, 2023 from the Brimley Road Sample Station yielding a result of 25 ug/L.			
THM sample results ranged from 22-25 ug/L over the inspection period under review.			

Question ID	DWMR1088000	Question Type	Legislative
<b>Legislative Requirement(s):</b>			
SDWA   O. Reg. 170/03   13-7;			
<b>Question:</b>			
Are all nitrate/nitrite water quality monitoring requirements prescribed by legislation conducted within the required frequency for the DWS?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b>			
All nitrate/nitrite water quality monitoring requirements prescribed by legislation were conducted within the required frequency.			

Records indicate that sampling for Nitrite (N02) and Nitrates (N03) were last conducted on October 30, 2023 from the treated water. Prior to this, samples were collected on July 17, 2023, April 17, 2023, January 23, 2023 and November 28, 2022. Based on the above sample dates, Nitrite results remained steady at 0.003 mg/L, while Nitrate results ranged from 0.018 mg/L - 0.023 mg/L.

Question ID	DWMR1089000	Question Type	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   13-8;			
<b>Question:</b> Are all sodium water quality monitoring requirements prescribed by legislation conducted within the required frequency?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All sodium water quality monitoring requirements prescribed by legislation were conducted within the required frequency.  Sampling for Sodium last occurred on March 13, 2023, and yielded a result of 5.32 Mg/L from well #1 and 11.8 Mg/L from Well #2.  According to O.Reg. 170/03 - Schedule 13, subsection 13-8, sampling shall be carried out every sixty (60) months.			

Question ID	DWMR1090000	Question Type	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   13-9;			
<b>Question:</b> Where fluoridation is not practiced, are all fluoride water quality monitoring requirements prescribed by legislation conducted within the required frequency?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All fluoride water quality monitoring requirements prescribed by legislation were conducted within the required frequency.  Sampling for Fluoride last occurred on September 16, 2019 and yielded a result of 0.21 mg/L.  According to O.Reg. 170/03 - Schedule 13, subsection 13-9 sampling shall be carried out every sixty (60) months.			

Question ID	DWMR1101000	Question Type	Legislative
<b>Legislative Requirement(s):</b> 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;

**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?

**Compliance Response(s)/Corrective Action(s)/Observation(s):**

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.

Due to the loss of pressure the impacted area was flushed and disinfection was restored. Two sets of microbiological samples were taken 24 hrs apart from the impacted area. Public Health Unit (Haliburton Kawartha Pine Ridge) issued a Boil Water Advisory to the two impacted customers which was rescinded on May 11, 2023 when sample results came back clear 24 and 48 hours apart.

Question ID	DWMR1104000	Question Type	Legislative
<b>Legislative Requirement(s):</b>			
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);			
<b>Question:</b>			
Were all required verbal notifications of adverse water quality incidents immediately provided as per O. Reg. 170/03 16-6?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b>			
All required notifications of adverse water quality incidents were immediately provided as per O. Reg. 170/03 16-6.			

Question ID	DWMR1059000	Question Type	Legislative
<b>Legislative Requirement(s):</b>			
SDWA   O. Reg. 128/04   28;			
<b>Question:</b>			
Do the operations and maintenance manuals contain plans, drawings and process descriptions sufficient for the safe and efficient operation of the system?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b>			
The operations and maintenance manuals contained plans, drawings and process descriptions sufficient for the safe and efficient operation of the system.			

Question ID	DWMR1060000	Question Type	Legislative
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<b>Legislative Requirement(s):</b> SDWA   31   (1);
<b>Question:</b> Do the operations and maintenance manuals meet the requirements of the DWWP and MDWL issued under Part V of the SDWA?
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> The operations and maintenance manuals met the requirements of the Drinking Water Works Permit and Municipal Drinking Water Licence issued under Part V of the SDWA.

Question ID	DWMMR1061000	Question Type	Legislative
<b>Legislative Requirement(s):</b> 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);			
<b>Question:</b> Are logbooks properly maintained and contain the required information?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Logbooks were properly maintained and contained the required information.			

Question ID	DWMMR1062000	Question Type	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   7-5;			
<b>Question:</b> 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?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> 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	DWMMR1071000	Question Type	BMP
<b>Legislative Requirement(s):</b> Not Applicable			
<b>Question:</b> Has the owner provided security measures to protect components of the drinking water system?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b>			

The owner had provided security measures to protect components of the drinking water system.

Security was identified during the physical inspection of the Works to include;

- chain link fencing with locked gates and topped with barbed wire around the 3 wells in proximity to the well house, and the reservoir.
- motion sensor cameras inside (x1) and outside (x3).
- locked exterior doors, fitted with alarm contacts.
- staff attendance seven (7) days a week.

Security is provided by Alliance Security for intrusion alarms.

Question ID	DWMR1073000	Question Type	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 128/04   23   (1);			
<b>Question:</b> Has the overall responsible operator been designated for all subsystems which comprise the drinking water system?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> The overall responsible operator had been designated for each subsystem.  Mr. Spyrka has been identified as the Overall Responsible Operator (ORO) for the entire drinking water system over the inspection period, while Mr. Taggart is designated as the backup.  The Grafton DWS has been categorized as a Class III - Water Distribution & Supply Subsystem, certificate #3012.  All parties noted above are acknowledged to possess valid Class III (Mr. Spyrka) and Class IV (Mr. Taggart) certificates in Water Distribution & Supply Subsystems.			

Question ID	DWMR1074000	Question Type	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 128/04   25   (1);			
<b>Question:</b> Have operators-in-charge been designated for all subsystems which comprise the drinking water system?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Operators-in-charge had been designated for all subsystems which comprise the drinking water system.  Lakefront Utilities (Grafton DWS) operational staff are all designated as Operator(s) In Charge (OIC), to include; Mr. Branden Wherry, Mr. Jordan Price, Mr. Nick Cunningham, Mr. Ryan Smith, Mr. Scott Noble, Mr. Scott Prins, Mr. Larry Spyrka and Mr. Adam Taggart.			

<b>Question ID</b>	DWMR1075000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 128/04   22;			
<b>Question:</b> Do all operators possess the required certification?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> All operators possessed the required certification.			

<b>Question ID</b>	DWMR1076000	<b>Question Type</b>	Legislative
<b>Legislative Requirement(s):</b> SDWA   O. Reg. 170/03   1-2   (2);			
<b>Question:</b> Do only certified operators make adjustments to the treatment equipment?			
<b>Compliance Response(s)/Corrective Action(s)/Observation(s):</b> Only certified operators made adjustments to the treatment equipment.			



**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 Ministry if you need assistance or have questions at 1-866-793-2588 or [waterforms@ontario.ca](mailto:waterforms@ontario.ca).

For more information on Ontario's drinking water visit [www.ontario.ca/drinkingwater](http://www.ontario.ca/drinkingwater)



PUBLICATION TITLE	PUBLICATION NUMBER
<b>FORMS:</b> Drinking Water System Profile Information Laboratory Services Notification Adverse Test Result Notification	012-2149E 012-2148E 012-4444E
Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils	Website
Procedure for Disinfection of Drinking Water in Ontario	Website
Strategies for Minimizing the Disinfection Products Trihalomethanes and Haloacetic Acids	Website
Filtration Processes Technical Bulletin	Website
Ultraviolet Disinfection Technical Bulletin	Website
Guide for Applying for Drinking Water Works Permit Amendments, & License Amendments	Website
Certification Guide for Operators and Water Quality Analysts	Website
Guide to Drinking Water Operator Training Requirements	9802E
Community Sampling and Testing for Lead: Standard and Reduced Sampling and Eligibility for Exemption	Website
Drinking Water System Contact List	7128E01
Ontario's Drinking Water Quality Management Standard - Pocket Guide	Website
Watermain Disinfection Procedure	Website
List of Licensed Laboratories	Website



# 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 ministère au 1-866-793-2588, ou encore à [waterforms@ontario.ca](mailto:waterforms@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](http://www.ontario.ca/eaupotable)

TITRE DE LA PUBLICATION	NUMÉRO DE PUBLICATION
Renseignements sur le profil du réseau d'eau potable	012-2149F
Avis de demande de services de laboratoire	012-2148F
Avis de résultats d'analyse insatisfaisants et de règlement des problèmes	012-4444F
Prendre soin de votre eau potable - Un guide destiné aux membres des conseils municipaux	Site Web
Marche à suivre pour désinfecter l'eau potable en Ontario	Site Web
Stratégies pour minimiser les trihalométhanes et les acides haloacétiques de sous-produits de désinfection	Site Web
Filtration Processes Technical Bulletin (en anglais seulement)	Site Web
Ultraviolet Disinfection Technical Bulletin (en anglais seulement)	Site Web
Guide de présentation d'une demande de modification du permis d'aménagement de station de production d'eau potable	Site Web
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	Site Web
Guide sur les exigences relatives à la formation des exploitants de réseaux d'eau potable	9802F
Échantillonnage et analyse du plomb dans les collectivités : échantillonnage normalisé ou réduit et admissibilité à l'exemption	Site Web
Liste des personnes-ressources du réseau d'eau potable	Site Web
L'eau potable en Ontario - Norme de gestion de la qualité - Guide de poche	Site Web
Procédure de désinfection des conduites principales	Site Web
Laboratoires autorisés	Site Web



**APPENDIX B**  
**INSPECTION RATING RECORD**

Ministry of the Environment, Conservation and Parks - Inspection Summary Rating Record (Reporting Year - 2023-24)

**DWS Name:** Grafton Drinking Water System  
**DWS Number:** 220009158  
**DWS Owner:** THE CORPORATION OF THE TOWNSHIP OF ALNWICK-HALDIMAND  
**Municipal Location:** ALNWICK-HALDIMAND

**Regulation:** O.REG. 170/03  
**DWS Category:** DW Municipal Residential  
**Type of Inspection:** Focused  
**Inspection Date:** Jan-2-2024  
**Ministry Office:** Peterborough District Office

**Maximum Risk Rating:** 478

Inspection Module	Non Compliance Risk (X out of Y)
Capacity Assessment	0/30
Certification and Training	0/42
Logbooks	0/18
Operations Manuals	0/28
Reporting & Corrective Actions	0/66
Source	0/14
Treatment Processes	0/168
Water Quality Monitoring	0/112
<b>Overall - Calculated</b>	<b>0/478</b>

**Inspection Risk Rating:** 0.00%

**Final Inspection Rating:** 100.00%

Ministry of the Environment, Conservation and Parks - Detailed Inspection Rating Record (Reporting Year - 2023-24)

**DWS Name:** Grafton Drinking Water System  
**DWS Number:** 220009158  
**DWS Owner Name:** THE CORPORATION OF THE TOWNSHIP OF ALNWICK-HALDIMAND  
**Municipal Location:** ALNWICK-HALDIMAND

**Regulation:** O.REG. 170/03  
**DWS Category:** DW Municipal Residential  
**Type of Inspection:** Focused  
**Inspection Date:** Jan-2-2024  
**Ministry Office:** Peterborough District Office

*All legislative requirements were met. No detailed rating scores.*

Maximum Question Rating: 478

Inspection Risk Rating: 0.00%

FINAL INSPECTION RATING: 100.00%

# 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 up to 14 inspection modules and consists of approximately 120 regulatory questions. Those protocol questions are also linked to definitive guidance that ministry inspectors use when conducting MRDWS inspections. The questions address a wide range of regulatory issues, from administrative procedures

[ontario.ca/drinkingwater](http://ontario.ca/drinkingwater)

to drinking water quality monitoring. Additionally, the inspection protocol contains a number of non-regulatory questions.

A team of drinking water specialists in the ministry have 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 that is less than 100 per cent does not mean that the drinking water from the system is unsafe. It shows areas where a system's operation can improve. To that end, 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:

$$\text{RISK} = \text{LIKELIHOOD} \times \text{CONSEQUENCE}$$

(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 that relate to regulatory compliance and input their responses as “yes”, “no” or “not applicable” 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).

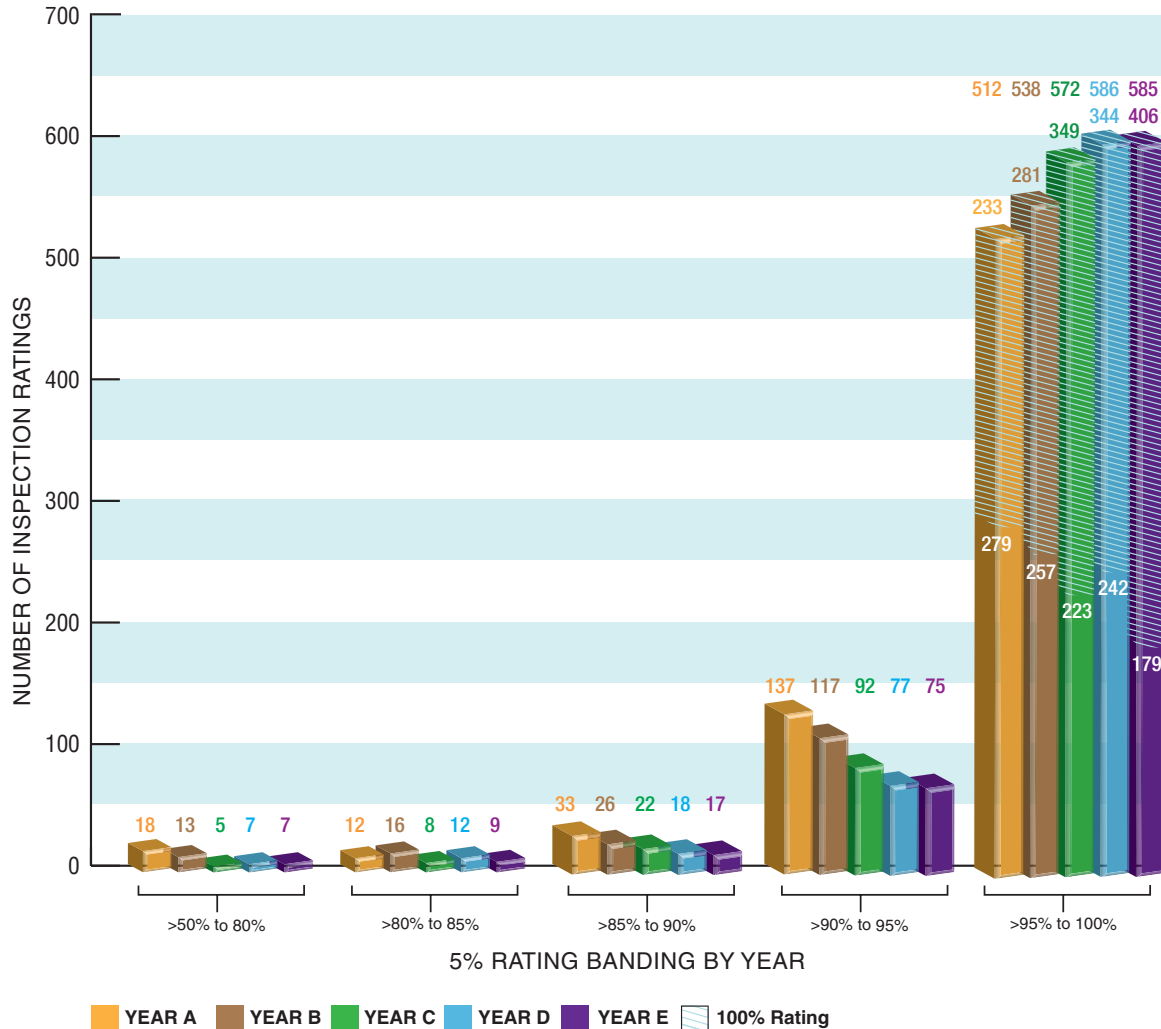
The risk ratings of all non-compliant answers are summed and divided by the sum of the risk ratings of all questions asked (maximum question rating). The resulting inspection risk rating (as a percentage) is subtracted from 100 per cent to arrive at the final inspection rating.

## 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 14 possible modules of the inspection protocol,

which would provide the system owner/operator with information on the areas where they need to improve. The 14 modules are:

- |                         |                        |                                       |  |
|-------------------------|------------------------|---------------------------------------|--|
| 1. Source               | 5. Process Wastewater  | 9. Contingency and Emergency Planning | 12. Water Quality Monitoring                       |
| 2. Permit to Take Water | 6. Distribution System | 10. Consumer Relations                | 13. Reporting, Notification and Corrective Actions |
| 3. Capacity Assessment  | 7. Operations Manuals  | 11. Certification and Training        | 14. Other Inspection Findings                      |
| 4. Treatment Processes  | 8. Logbooks            |                                       |  |

For further information, please visit [www.ontario.ca/drinkingwater](http://www.ontario.ca/drinkingwater)