

**Ministry of the Environment,  
Conservation and Parks**  
Central Region  
York Durham District Office  
230 Westney Road South, 5<sup>th</sup> Floor  
Ajax ON L1S 7J5  
Toll-Free : 1-800-376-4547  
Telephone.: 905-427-5600  
Fax: 905-427-5602

**Ministère de l'Environnement, de la  
Protection de la nature et des Parcs**  
Région du Centre  
Bureau de district de York Durham  
230 route Westney sud, 5<sup>e</sup> étage  
Ajax ON L1S 7J5  
Sans frais : 1-800-376-4547  
Téléphone : 905 427-5600  
Télécopieur : 905 427-5602



September 18<sup>th</sup>, 2018

The Town of Newmarket  
1275 Maple Hill Ct.  
Newmarket, ON, L3Y 9E8

Attention: Mr. Luigi Colangelo, Manager of Operations, Public Works

**RE: Newmarket Distribution System  
Drinking Water Inspection Report**  
**File: SI YO NE MA 540A**

---

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 June 15, 2018.

Please note that as of June 29, 2018 the Ministry of the Environment and Climate Change's name has changed to the Ministry of the Environment, Conservation and Parks. This name change will take some time to be reflected in ministry materials and systems.

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. Appendix B contains the inspection rating record.

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.

Please note, you will find in the report that bullets are shown in bold print and are the consistent and standard responses to the information gathered during the inspection. Statements shown in regular font provide additional site-specific details.

Section 19 of the Safe Drinking Water Act (Standard of Care) creates a number of obligations for individuals who exercise decision-making authority over municipal drinking water systems. Please be aware that the Ministry has encouraged such individuals, particularly municipal councillors, to take steps to be better informed about the drinking water systems over which they have decision-making authority. These steps could include asking for a copy of this inspection report and a review of its findings. Further information about Section 19 can be found in *"Taking Care of Your Drinking Water: A guide for members of municipal council"* found under "Resources" on the Drinking Water Ontario website at [www.ontario.ca/drinkingwater](http://www.ontario.ca/drinkingwater).

I would like to thank the Town of Newmarket staff for the assistance afforded to me during this compliance assessment. If you have any questions or concerns please contact myself or Tessa Villeneuve, Water Compliance Supervisor (A), Central Region at 905-427-5630.

Yours truly,



Jennifer Moulton  
Provincial Officer  
Ministry of the Environment, Conservation and Parks  
Drinking Water and Environmental Compliance Division  
Central Region  
Office: (905) 427-5618

ec:

Jeff Ellis, Supervisor Water and Wastewater, Town of Newmarket  
Pauline Pierce, Compliance Coordinator-Water/Wastewater (A), Town of Newmarket  
Ben Longstaff, Lake Simcoe Conservation Authority  
Becky Hester, Manager of Health Protection, York Region Health Department  
Tanya Fishenden, Admin Clerk, Safe Water Team, York Region Health Department  
Tessa Villeneuve, Supervisor, York Durham District Office, MECP



# Ontario

Ministry of the Environment, Conservation and Parks

## NEWMARKET DISTRIBUTION SYSTEM

### Inspection Report

<b>Site Number:</b>	260003188
<b>Inspection Number:</b>	1-I6JAP
<b>Date of Inspection:</b>	Aug 22, 2018
<b>Inspected By:</b>	Jennifer Moulton





## **TABLE OF CONTENTS**

1. Drinking Water System Owners Information
2. Drinking Water System Inspection Report

### **Appendix:**

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

**OWNER INFORMATION:**

**Company Name:** NEWMARKET, THE CORPORATION OF THE TOWN OF  
**Street Number:** 395 **Unit Identifier:**  
**Street Name:** MULOCK Dr  
**City:** NEWMARKET  
**Province:** ON **Postal Code:** L3Y 4X7

**CONTACT INFORMATION**

**Type:** Manager **Name:** Luigi Colangelo  
**Phone:** (905) 953-5300 x2553 **Fax:** (905) 953-5319  
**Email:** lcolangelo@newmarket.ca  
**Title:** Manager Water/Wastewater

**Type:** Supervisor **Name:** Jeff Ellis  
**Phone:** (905) 953-5300 x2564 **Fax:** (905) 953-5319  
**Email:** jellis@newmarket.ca  
**Title:** Supervisor Water/Wastewater

**Type:** Coordinator **Name:** Pauline Pierce  
**Phone:** (905) 953-5300 x2563 **Fax:** (905) 953-5319  
**Email:** ppierce@newmarket.ca  
**Title:** Compliance Coordinator (A)

**INSPECTION DETAILS:**

**Site Name:** NEWMARKET DISTRIBUTION SYSTEM  
**Site Address:** 1275 MAPLE HILL CRT NEWMARKET L3Y 9E8  
**County/District:** Newmarket  
**MECP District/Area Office:** York-Durham District  
**Health Unit:** YORK REGION HEALTH SERVICES DEPARTMENT  
**Conservation Authority:**  
**MNR Office:**  
**Category:** Large Municipal Residential  
**Site Number:** 260003188  
**Inspection Type:** Announced  
**Inspection Number:** 1-16JAP  
**Date of Inspection:** Aug 22, 2018  
**Date of Previous Inspection:** Nov 03, 2017

**COMPONENTS DESCRIPTION**

**Site (Name):** MOE DWS Mapping  
**Type:** DWS Mapping Point **Sub Type:**

**Site (Name):** Newmarket Distribution System

---

**Type:** Other**Sub Type:****Comments:**

The Newmarket Distribution System is owned and operated by the Town of Newmarket (The Town) and serves approximately 84,000 residents. The System receives treated water from the York Drinking Water System - Newmarket, which is owned and operated by The Regional Municipality of York (The Region).

The Region is responsible for the supply, production, treatment, and storage of the water and the Town owns and operates the distribution system that delivers the water from the regional watermains to homes in Newmarket. The Town owns and maintains approximately 300 km of watermains, 3,000 mainline valves, 2,500 fire hydrants, 25 sampling stations and 25,900 metered water services.

The Newmarket Well Supply System, owned and operated by the Region, consists of five production wells that draw water from the Yonge St. Aquifer and six water storage facilities. Chloramination (adding chlorine and ammonia) is the disinfection process used for the Newmarket production wells. The Newmarket Well Supply System also receives treated water from the Queensville Water Supply System, the Aurora Well Supply System, and two pipelines that supply water from the Region of Peel and the City of Toronto.

---

## INSPECTION SUMMARY:

### Introduction

- **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.**

**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.**

**This report is based on an inspection of a "stand alone connected distribution system". This type of system receives treated water from a separately owned "donor" system. This report contains the elements required to assess key compliance and conformance issues associated with a "receiver" system. This report does not contain items associated with the inspection of the donor system, such as source waters, intakes/wells and treatment facilities.**

**This report is based on a "focused" inspection of the system. Although the inspection involved fewer activities than those normally undertaken in a detailed inspection, it contained critical elements required to assess key compliance issues. This system was chosen for a focused inspection because the system's performance met the ministry's criteria, most importantly that there were no deficiencies as identified in O.Reg. 172/03 over the past 3 years. The undertaking of a focused inspection at this drinking water system does not ensure that a similar type of inspection will be conducted at any point in the future.**

**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.**

On August 22, 2018, Provincial Officer, Jennifer Moulton conducted an announced on-site inspection of the Newmarket Distribution System. Documents pertaining to the system were reviewed both on-site and off-site following the physical inspection.

Information and assistance with the inspection was provided by Town of Newmarket staff. Data was reviewed for the inspection period of October 1, 2017, to August 11, 2018.

The Newmarket Distribution System operates under Municipal Drinking Water Licence (MDWL) No. 124-101, issue No. 5, dated March 7, 2018, and Drinking Water Works Permit (DWWP) No. 124-201, issue No. 2, dated May 19, 2017.

For the purpose of this report, "the Town" refers to the Corporation of the Town of Newmarket and "the Ministry" refers to the Ontario Ministry of the Environment Conservation and Parks.

### Treatment Processes

- **The owner had ensured that all equipment was installed in accordance with Schedule A and Schedule C of the Drinking Water Works Permit.**

Schedule A of the Drinking Water Works Permit (DWWP) No. 124-201, Issue Number 2, indicates that watermains in the distribution system comprise those set out in the 2016 Newmarket WDS document.

At the time of the inspection, the Permit was not required to be updated to include watermains that have been

### Treatment Processes

added, modified, replaced, or extended as all watermain projects were conducted in accordance with Condition 3 of the Permit.

- **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.**

Three Form 1 documents – Record of Watermains Authorized as Future Alteration were prepared for the Newmarket Distribution System during the inspection period. All three were for installation of new watermains.

### Treatment Process Monitoring

- **The secondary disinfectant residual was measured as required for the distribution system.**

Ontario Regulation 170/03, Schedule 7-2 (3), requires the owner of a large municipal residential system that provides secondary disinfection, to take at least seven (7) distribution samples each week and test immediately for:

- a) Free chlorine residual, if the system provides chlorination and does not provide chloramination, or
- b) Combined chlorine residual, if the system provides chloramination.

Four (4) of the samples must be taken on one day of the week and three (3) of the samples are to be taken on a second day of the week, at least 48 hours after the last sample was taken.

The Newmarket Distribution System has experienced chlorine residual decay, particularly in the central zone. In response, a secondary disinfection sampling program that exceeds the requirements of O. Reg. 170/03 has been developed and implemented. Chlorine residual samples were collected and tested several days a week from multiple locations.

### Distribution System

- **Existing parts of the distribution system that are taken out of service for inspection, repair or other activities that may lead to contamination, and all new parts of the distribution system that come in contact with drinking water, were disinfected in accordance with Schedule B, Condition 2.3 of the Drinking Water Works Permit, or an equivalent procedure (i.e. the Watermain Disinfection Procedure).**

In accordance with condition 2.3 of the Drinking Water Works Permit (DWWP) No. 124-201, "The Town of Newmarket Public Works and Environmental Department Maintenance Services Procedures" meet the Procedure for Disinfection of Drinking Water in Ontario and the applicable AWWA standards.

Watermain breaks are repaired under positive pressure and chlorine residuals are monitored to ensure adequate disinfection is maintained in the area of the watermain break. New watermains are installed as per the ministry's Watermain Disinfection Procedure.

### Operations Manuals

- **The operations and maintenance manuals contained plans, drawings and process descriptions sufficient for the safe and efficient operation of the system.**

Up to date plans and drawings were available for review at the time of the inspection. The Town of Newmarket is using GIS (Geographic Information System) programming to capture and store information pertaining to the distribution system. The data is current and is available to view by operations staff.

- **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.**

### Operations Manuals

Condition 16.0 of Schedule B of the Municipal Drinking Water Licence (MDWL), No. 124-101, lists the items to be included in the operations and maintenance manual.

### Logbooks

- **Logbooks were properly maintained and contained the required information.**
- **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.**

### Security

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

The majority of the drinking water components are underground. Extra equipment is stored securely at the operations centre inside the building and within the fenced area. The building and fence are locked with intruder alarms after hours.

### Certification and Training

- **The overall responsible operator had been designated for each subsystem.**
- **Operators in charge had been designated for all subsystems which comprised the drinking-water system.**

### Water Quality Monitoring

- **All microbiological water quality monitoring requirements for distribution samples were being met.**

In accordance with section 10-2 of Schedule 10 of O. Reg. 170/03, the Town must collect at least eight distribution samples, plus one additional sample for every 1,000 people served by the system, every month with at least one sample taken each week, as per O. Reg. 170/03, Schedule 10-2. All samples are to be analyzed for E-coli (EC), total coliforms (TC) of which 25% of the required samples must also be tested for heterotrophic plate count (HPC).

For the current population served by this system, 92 samples are to be collected monthly and analysed for E-coli (EC), and total coliforms (TC). Sample data for this inspection period showed that the required number of samples was collected monthly.

- **All haloacetic acid water quality monitoring requirements prescribed by legislation are being conducted within the required frequency and at the required location.**  
Haloacetic acids (HAA) monitoring is conducted at least once every calendar quarter within the drinking water system's distribution system, as required by section 13-6.1 of Schedule 13 of O. Reg. 170/03.
- **All trihalomethane water quality monitoring requirements prescribed by legislation were conducted within the required frequency and at the required location.**  
Trihalomethane (THM) monitoring is conducted every three months, as required by section 13-6(1) of Schedule 13 of O. Reg. 170/03.
- **All water quality monitoring requirements imposed by the Municipal Drinking Water Licence and Drinking Water Works Permit were being met.**

The Town was granted regulatory relief for lead sampling under MDWL No. 124-101, section 1 of Schedule D. In

### Water Quality Monitoring

exchange of regulatory requirements under Schedule 15.1 of O. Reg. 170/03, the owner was required to collect eight (8) sampling points in the distribution system. For the inspection period, this was in effect for the December 15, 2017 to April 15, 2018 and June 15, 2018 to October 15, 2018 sampling periods. Lead sampling for the summer/fall 2018 was scheduled for after the inspection period

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

The chain of custody forms, reviewed at the time of the inspection, confirmed that chlorine residual tests were conducted at the same time and same location the microbiological samples were taken.

### Water Quality Assessment

- **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).**

During the inspection period, there were 23 occurrences where total coliforms were detected in the distribution system. These exceeded the values set out in Schedule 1 of O. Reg. 169/03. See below in report for the corrective actions taken.

### Reporting & Corrective Actions

- **Corrective actions (as per Schedule 17) had been taken to address adverse conditions, including any other steps that were directed by the Medical Officer of Health.**

During the inspection review period, there were 95 adverse water quality incidents (AWQIs) reported, 75 of which were due to chlorine residuals dropping below the regulatory limit. The Town responded to each low chlorine incident by flushing the distribution system until residuals had been restored above the regulatory limit.

Twenty AWQIs were due to the presence of total coliforms in the distribution system. Resamples were collected in each incident until they met the Ontario Drinking Water Quality Standards (ODWQS).

- **All required notifications of adverse water quality incidents were not immediately provided as per O. Reg. 170/03 16-6.**

On November 9, 2017, an AWQI was reported for a low chlorine residual below the regulatory requirement of 0.05 mg/L free or 0.25 mg/L combined, which occurred on November 7, 2017. Two samples were collected at the same source at the same time with two different devices while conducting advanced sampling. Corrective actions were taken at the time by flushing downstream to get an adequate residual. The Town suspected the lower residual was inaccurate. The Ministry gave guidance on November 10, 2018, to have the equipment verified/calibrated. If it is determined that the adverse was an erroneous result, it can be retracted. The equipment was found to be working within specification. It was determined the error may have been with the sample cell of the equipment that gave the higher reading having discolouration, scratched, condensation or some foreign debris on the actual lens of the unit. This AWQI was not reported immediately, as required by O. Reg. 170/03 Schedule 16-6.

- **All changes to the system registration information were provided within ten (10) days of the change.**

### Other Inspection Findings

- **The following instance(s) of non-compliance were also noted during the inspection:**

1. For one Adverse Water Quality Incident (AWQI), during this inspection period, a written notice of issue resolution was provided to the Ministry a day later than the prescribed seven (7) days. The AWQI was resolved on November 28, 2017 and the notice of issue resolution was submitted on December 6, 2017. Under Section 16-9(1), of the Drinking Water Systems Regulation, O. Reg 170/03: if an immediate report of a written notice is given under the

### Other Inspection Findings

same Schedule and the issue that gave rise to the notice is resolved, the owner of the drinking water system shall, within 7 days after the issue is resolved, give a written notice summarizing the action taken and the results achieved to, (a) the medical officer of health, by delivering the written notice to the office of the medical officer of health; and (b) the Ministry, by delivering the written notice to the Ministry's Spills Action Centre.

2. Watermain break/repair records are not clear on which of the listed certified operators took chlorine residuals and at what time the residuals were taken. Often another record would be made with the time the residual was taken. The watermain break/repair records record the time the watermain was re-instated and the amount of time the watermain was flushed, but the exact time was not recorded. The Town is in the process of digitizing their watermain break/repair forms and indicated these forms will ensure the record will contain the required information. As per Schedule 6-10 of O. Reg. 170/03, the owner and operating authority is to ensure that, for every sample required by Schedule 7, a record is made of the following information:

- the date and time the sample was taken
- the name of the person who conducted the test
- the results of the test

- **The following issues were also noted during the inspection:**

1. At the time of the inspection, two 5 Litre chlorine solution containers were seen on a shelf in the garage. Floor drains were seen in the garage that leads to a stormwater management pond. The undersigned officer was advised that normally these would be kept in the flammable storage unit which provides secondary containment.
2. Although the Town has an extensive chlorine monitoring program, it was noted that total chlorine residuals over 2.20 mg/L were not being measured in the "High Range" mode for the HACH pocket colorimeters. Therefore, the results being recorded were not accurate.

Refer to Summary of Best Practice Issues and Recommendations for further recommendations.

## NON-COMPLIANCE WITH REGULATORY REQUIREMENTS AND ACTIONS REQUIRED

This section provides a summary of all non-compliance with regulatory requirements identified during the inspection period, as well as actions required to address these issues. Further details pertaining to these items can be found in the body of the inspection report.

**1. All required notifications of adverse water quality incidents were not immediately provided as per O. Reg. 170/03 16-6.**

On November 9, 2017, an AWQI was reported for a low chlorine residual below the regulatory requirement of 0.05 mg/L free or 0.25 mg/L combined, which occurred on November 7, 2017. Two samples were collected at the same source at the same time with two different devices while conducting advanced sampling. Corrective actions were taken at the time by flushing downstream to get an adequate residual. The Town suspected the lower residual was inaccurate. The Ministry gave guidance on November 10, 2018, to have the equipment verified/calibrated. If it is determined that the adverse was an erroneous result, it can be retracted. The equipment was found to be working within specification. It was determined the error may have been with the sample cell of the equipment that gave the higher reading having discolouration, scratched, condensation or some foreign debris on the actual lens of the unit. This AWQI was not reported immediately, as required by O. Reg. 170/03 Schedule 16-6.

**Action(s) Required:**

The Town of Newmarket is to ensure that an immediate report, as described in section 16-6 of O. Reg. 170/03, is given of adverse results of a drinking water test for the purpose of section 18 of the Safe Drinking Water Act.

The Town is currently conducting a comprehensive review of all their procedures. The AWQI procedure is being reviewed and a more streamline approach to reporting and resolving AWQIs will be implemented in order to avoid a reoccurrence. The Town will also be providing training to staff both internally and externally.

1. By no later than September 28, 2018, the owner/operator shall submit an action plan to the undersigned officer detailing how they will prevent future non-compliances with section 16-6, of O. Reg. 170/03.

2. It is also recommended that the Town update their "Measurement and Recording Equipment Calibration Procedure" to include checking the sample cells for discolouration, scratches etc. while checking the accuracy of their hand held colorimeters with the secondary standards.

**2. The following instance(s) of non-compliance were also noted during the inspection:**

1. For one Adverse Water Quality Incident (AWQI), during this inspection period, a written notice of issue resolution was provided to the Ministry a day later than the prescribed seven (7) days. The AWQI was resolved on November 28, 2017 and the notice of issue resolution was submitted on December 6, 2017. Under Section 16-9(1), of the Drinking Water Systems Regulation, O. Reg 170/03: if an immediate report of a written notice is given under the same Schedule and the issue that gave rise to the notice is resolved, the owner of the drinking water system shall, within 7 days after the issue is resolved, give a written notice summarizing the action taken and the results achieved to, (a) the medical officer of health, by delivering the written notice to the office of the medical officer of health; and (b) the Ministry, by delivering the written notice to the Ministry's Spills Action Centre.

2. Watermain break/repair records are not clear on which of the listed certified operators took chlorine residuals and at what time the residuals were taken. Often another record would be made with the time the residual was taken. The watermain break/repair records record the time the watermain was re-instated and the amount of time the watermain was flushed, but the exact time was not recorded. The Town is in the process of digitizing their watermain break/repair forms and indicated these forms will ensure the record will contain the required information. As per Schedule 6-10 of O. Reg. 170/03, the owner and operating authority is to ensure that, for every sample

required by Schedule 7, a record is made of the following information:

- the date and time the sample was taken
- the name of the person who conducted the test
- the results of the test

**Action(s) Required:**

1. The Town is currently conducting a comprehensive review of all their procedures. The AWQI procedure is being reviewed and a more streamline approach to reporting and resolving AWQIs will be implemented in order to avoid a reoccurrence. The Town will also be providing training to staff both internally and externally.

By no later than September 28, 2018, The Town of Newmarket is to submit an action plan to the undersigned Provincial Officer, which states details of additional actions being taken to ensure compliance with Schedule 16-9 (1) of O. Reg. 170/03.

2. The Town of Newmarket shall ensure that for every sample taken under Schedule 7 (Operational Checks) of O. Reg. 170/03, a record is made of the date and time the sample was taken, the name of the person who conducted the test, the result of the test, and the location where the sample was taken, as required by Schedule 6-10 or O. Reg. 170/03.

The Town is in the process of reviewing forms and making them accessible to operators through mobile applications. The Town plans to include the required information.

It is recommended that all chlorine residual records are checked for completeness including the date, time, location; result and name of sampler in accordance with section 6-10 of Schedule 6 of O. Reg. 170/03.

## SUMMARY OF RECOMMENDATIONS AND BEST PRACTICE ISSUES

This section provides a summary of all recommendations and best practice issues identified during the inspection period. Details pertaining to these items can be found in the body of the inspection report. In the interest of continuous improvement in the interim, it is recommended that owners and operators develop an awareness of the following issues and consider measures to address them.

**1. The following issues were also noted during the inspection:**

1. At the time of the inspection, two 5 Litre chlorine solution containers were seen on a shelf in the garage. Floor drains were seen in the garage that leads to a stormwater management pond. The undersigned officer was advised that normally these would be kept in the flammable storage unit which provides secondary containment.
2. Although the Town has an extensive chlorine monitoring program, it was noted that total chlorine residuals over 2.20 mg/L were not being measured in the "High Range" mode for the HACH pocket colorimeters. Therefore, the results being recorded were not accurate.

**Recommendation:**

1. It is recommended that the Town of Newmarket explore options to provide secondary containment for the chlorine solution containers within their garage. One way to achieve this would be to place the chlorine solution containers into a larger empty container/bin. This is to ensure any chlorine solution leaks will be contained.
2. It is recommended that the Town of Newmarket develop a procedure for measuring chlorine residuals in the "High Range" mode and to provide training to their operators and contractors on how to use their pocket colorimeters to receive accurate results.

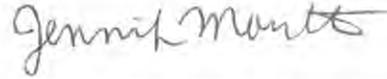
---

**SIGNATURES**

Inspected By:

Jennifer Moulton

Signature: (Provincial Officer)



Reviewed &amp; Approved By:

Tessa Villeneuve

Signature: (Supervisor)



Review &amp; Approval Date:

Sept. 18 / 18

Note: This inspection does not in any way suggest that there is or has been compliance with applicable legislation and regulations as they apply or may apply to this facility. It is, and remains, the responsibility of the owner and/or operating authority to ensure compliance with all applicable legislative and regulatory requirements.



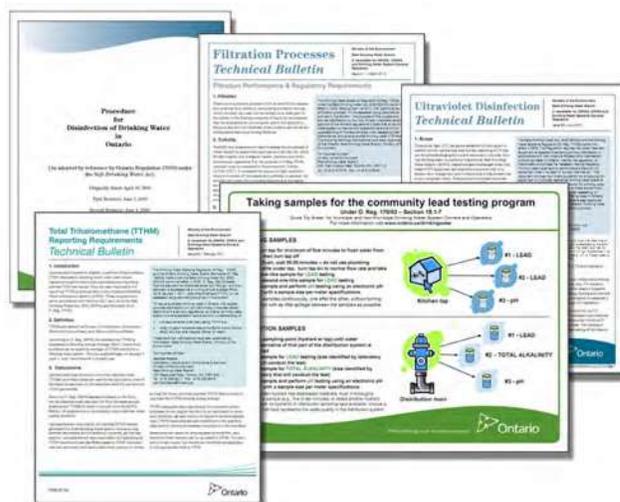
**APPENDIX A**  
**STAKEHOLDER APPENDIX**

# 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](mailto:picemail.moe@ontario.ca).

For more information on Ontario's drinking water visit [www.ontario.ca/drinkingwater](http://www.ontario.ca/drinkingwater) and email [drinking.water@ontario.ca](mailto: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](http://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](mailto: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](http://www.ontario.ca/eaupotable) ou envoyez un courriel à [drinking.water@ontario.ca](mailto: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](http://ontario.ca/eaupotable)



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

**Ministry of the Environment - Inspection Summary Rating Record (Reporting Year - 2018-2019)**

<b>DWS Name:</b>	NEWMARKET DISTRIBUTION SYSTEM
<b>DWS Number:</b>	260003188
<b>DWS Owner:</b>	Newmarket, The Corporation Of The Town Of
<b>Municipal Location:</b>	Newmarket

**Regulation:** O.REG 170/03  
**Category:** Large Municipal Residential System  
**Type Of Inspection:** Adhoc  
**Inspection Date:** August 22, 2018  
**Ministry Office:** York-Durham District

**Maximum Question Rating:** 232

Inspection Module	Non-Compliance Rating
Treatment Processes	0 / 18
Distribution System	0 / 21
Operations Manuals	0 / 28
Logbooks	0 / 18
Certification and Training	0 / 14
Water Quality Monitoring	0 / 63
Reporting & Corrective Actions	21 / 49
Other Inspection Findings	0 / 0
Treatment Process Monitoring	0 / 21
<b>TOTAL</b>	<b>21 / 232</b>

<b>Inspection Risk Rating</b>	<b>9.05%</b>
-------------------------------	--------------

<b>FINAL INSPECTION RATING:</b>	<b>90.95%</b>
---------------------------------	---------------

**Ministry of the Environment - Detailed Inspection Rating Record (Reporting Year - 2018-2019)**

<b>DWS Name:</b> NEWMARKET DISTRIBUTION SYSTEM
<b>DWS Number:</b> 260003188
<b>DWS Owner:</b> Newmarket, The Corporation Of The Town Of
<b>Municipal Location:</b> Newmarket

**Regulation:** O.REG 170/03  
**Category:** Large Municipal Residential System  
**Type Of Inspection:** Adhoc  
**Inspection Date:** August 22, 2018  
**Ministry Office:** York-Durham District

Non-compliant Question(s)	Question Rating
<b>Other Inspection Findings</b>	
In the event that an issue of non-compliance outside the scope of this inspection protocol is identified, a "No" response may be used if further actions are deemed necessary (and approved by the DW Supervisor) to facilitate compliance.	0
<b>Reporting &amp; Corrective Actions</b>	
Were all required verbal notifications of adverse water quality incidents immediately provided as per O. Reg. 170/03 16-6?	21
<b>TOTAL QUESTION RATING</b>	<b>21</b>

**Maximum Question Rating: 232**

<b>Inspection Risk Rating</b>	<b>9.05%</b>
-------------------------------	--------------

<b>FINAL INSPECTION RATING:</b>	<b>90.95%</b>
---------------------------------	---------------