Ministry of Environment. Conservation and Parks Drinking Water and Environmental Compliance Division

Ministère de l'Environnement. de la Protection de la nature et des Parcs Division de la conformité en matière d'eau potable et d'environnement



Central Region

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> File: SI-YO-NE-540 Newmarket DS

June 28, 2021

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

Attention: Mr. Rob Gillis, Manager, Water/Wastewater

RE: May 26, 2021 Inspection - Newmarket Distribution System

Enclosed is a copy of the inspection report prepared for the Newmarket Distribution System under the Ministry's focused inspection protocol to assess compliance with Safe Drinking Water Act legislation. The report is based on conditions encountered at the time of inspection, and subsequent follow-up.

Any items under the heading "Non-Compliance with Regulatory Requirements and 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.

Section 19 of the Safe Drinking Water Act (Standard of Care) creates several 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.

In order to measure individual inspection results, the Ministry has established an inspection compliance risk framework based on the principles of the Inspection.

Investigation & Enforcement (II&E) Secretariat and advice of internal/external risk experts. The Inspection Summary Rating Record (IRR) provides the Ministry, the system owner and the local Public Health Unit with a summarized quantitative measure of the drinking water system's annual inspection and regulated water quality testing performance. IRR ratings are published (for the previous inspection year) in the Ministry's Chief Drinking Water Inspectors' Annual Report. Please note that due to a change in IT systems, the IRR cannot be generated at the same time as the inspection report. The IRR will be sent separately and prior to any public release (typically within 1-2 month of the completion of the inspection.

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 Demetra Koros, Water Compliance Supervisor, Central Region at 905-409-0496.

Yours truly,

Jennif Mouth

Jennifer Moulton
Provincial Officer
Ministry of the Environment, Conservation and Parks
Drinking Water and Environmental Complaince Division
Central Region
Office: (905) 903-5765

ec:

Patrick Leo, Supervisor, Water/Wastewater Division, Town of Newmarket
Blair Saunders, Water Quality Analyst, Water/Wastewater Division, Town of Newmarket
Monika Mione, Compliance & Training Coordinator, Water/Wastewater Division, Town of Newmarket
York Public Health Inspector
Demetra Koros, Water Compliance Supervisor, York Durham District Office



NEWMARKET DISTRIBUTION SYSTEM
1275 MAPLE HILL CRT, NEWMARKET, ON, L3Y 9E8

Inspection Report

System Number:

260003188

Inspection Start Date:

05/26/2021

Inspection End Date:

06/28/2021

Inspected By:

Jennifer Moulton

Badge #:

1268

(signature)

NON-COMPLIANCE/NON-CONFORMANCE ITEMS

This should not be construed as a confirmation of full compliance with all potential applicable legal requirement and 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 undersigned Provincial Officer.

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INSPECTION DETAILS

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

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

Question	Legislative
Type	Requirement
Information	Not Applicable

Observation

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.

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 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.

The Regional Municipality of York (the Region) is responsible for the supply, production, treatment, and storage of the water and the Town of Newmarket (the Town) owns and operates the distribution system that delivers the water from the regional watermains to homes in Newmarket. Data was reviewed for the inspection period of May 4, 2020 to May 1, 2021.

Question ID MRDW1000000		
Question	Question Type	Legislative Requirement
Does this drinking water system provide primary disinfection?	Information	Not Applicable

Observation

This Drinking Water System provides for only secondary disinfection and distribution of water. Primary disinfection is undertaken by another regulated Drinking Water System which provides treated water to this Drinking Water System.

Question ID	MRDW1033000	pesigne	L TUNISHAM WEX
Question	s start and assessed and to burning	Question	Legislative
		Type	Requirement

Event Number: 1-30797919

Is the secondary disinfectant residual measured as required for the large municipal residential distribution system?	Legislative	SDWA O. Reg. 170/03 7-2 (3),
		SDWA O. Reg.
at were assessed doring the improtton	al anone ometic as	170/03 7-2 (4)

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.

Unless at least one sample is taken on each day of the week, 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 Town records free, total and combined chlorine residuals during their microbiological sampling, dead-end flushing, unidirectional flushing, and water quality sampling/monitoring testing. This information is maintained in the Water Quality Data spreadsheet and Compliance 365.

Beginning in the fall of 2009, the Newmarket Distribution System has experienced chlorine residual decay, particularly in the central zone. This has resulted in numerous low chlorine residuals during the inspection review period. The Town continues to work collaboratively with the Region of York, as wells as industry experts to help with data analysis, system maintenance recommendations, flow monitoring and modelling water quality trends.

Question ID MRDW1018000		
Question	Question Type	Legislative Requirement
Has the owner ensured that all equipment is installed in accordance with Schedule A and Schedule C of the Drinking Water Works Permit?	Legislative	SDWA 31 (1)

Observation

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

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have been added, modified, replaced, or extended as all watermain projects were conducted in accordance with Condition 3.0 of the Permit.

Question	Question Type	Legislative Requirement
Is the owner/operating authority able to demonstrate that, when required during the inspection period, Form 1 documents were prepared in accordance with their Drinking Water Works Permit?	Legislative	SDWA 31 (1)

Observation

The owner/operating authority was in compliance with the requirement to prepare Form 1 documents as required by their Drinking Water Works Permit during the inspection period.

One Form 1 document – Record of Watermains Authorized as Future Alteration was prepared for the Newmarket Distribution System during the inspection period. This was for the installation of a new watermain.

Question ID MRDW1021000		
Question	Question Type	Legislative Requirement
Is the owner/operating authority able to demonstrate that, when required during the inspection period, Form 2	Legislative	SDWA 31 (1)
documents were prepared in accordance with their Drinking Water Works Permit?	Inspectation of the SW WC	o the operations— our concepts of the fi

Observation

The owner/operating authority was in compliance with the requirement to prepare Form 2 documents as required by their Drinking Water Works Permit during the inspection period.

There was one Form 2 document - Record of Minor Modifications or Replacements to the Drinking Water System prepared during the inspection period. This was for the installation of a wedge gate valve.

Question ID MRDW1025000	
Question Type	Legislative Requirement
Legislative	SDWA 31 (1)
a m vitrusos trab	in ownier and provid
	Type

All parts of the drinking water system were disinfected in accordance with a procedure listed in Schedule B of the Drinking Water Works Permit.

The Town's Operations and Maintenance Manual includes the Emergency Watermain Break Repair and Response procedure document to ensure responses to watermain breaks and repairs are in accordance with the requirements of the Ontario Watermain Disinfection Procedure.

Watermain break records were provided for review, which indicate proper disinfection took place during the repair.

Question ID MRDW1062000		
Question	Question Type	Legislative Requirement
Do records or other record keeping mechanisms confirm that operational testing not performed by continuous monitoring equipment is being done by a certified operator, water quality analyst, or person who meets the requirements of O. Reg. 170/03 7-5?	Legislative	SDWA O. Reg. 170/03 7-5

Observation

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

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

Observation

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.

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.

Question ID MRDW1071000		
Question	Question Type	Legislative Requirement
Has the owner provided security measures to protect components of the drinking water system?	BMP	Not Applicable

Observation

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

Most of the drinking water components are underground. Extra equipment and vehicles are kept securely at the operations centre where there is a security system, cameras, a fence and gates. The gates are locked and alarmed after hours. Sample stations and auto-flushers are locked. Hydrants

Event Number: 1-30797919

in new development areas have anti-tampering devices installed on them to prevent water theft.

Question	Question Type	Legislative Requirement
Has the overall responsible operator been designated for all subsystems which comprise the drinking water system?	Legislative	SDWA O. Reg. 128/04 23 (1)
Observation	seminado em tal	misz les loc legisles de
The overall responsible operator has been designated for each	n subsystem.	monthey see and

Question ID MRDW1074000		
Question	Question Type	Legislative Requirement
Have operators in charge been designated for all subsystems for which comprise the drinking water system?	Legislative	SDWA O. Reg. 128/04 25 (1)
Observation	- G001861 A	
Operators-in-charge had been designated for all subsystems v system.	which comprised	the drinking water

Question	Question Type	Legislative Requirement
Do all operators possess the required certification?	Legislative	SDWA O. Reg 128/04 22
Observation	=	-0 663/47/5920

Question ID MRDW1099000		accordance with a
Question	Question Type	Legislative Requirement
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)?	Information	Not Applicable

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 two (2) occurrences where values set out in Schedule 1 of O. Reg. 169/03 were exceeded. A sample collected on August 4, 2020 showed presence of both E. coli and total coliforms and a sample collected on October 31, 2020, showed a presence of total coliforms.

Question ID MRDW1096000		
Question	Question Type	Legislative Requirement
Do records confirm that chlorine residual tests are being conducted at the same time and at the same location that microbiological samples are obtained?	Legislative	SDWA O. Reg. 170/03 6-3 (1)

Observation

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

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.

Question ID MRDW1081000		
Question	Question Type	Legislative Requirement
Are all microbiological water quality monitoring requirements for distribution samples being met?	Legislative	SDWA O. Reg. 170/03 10-2 (1),SDWA O.
Hamana Committee	umso bumpet and seams	Reg. 170/03 10- 2 (2),SDWA O. Reg. 170/03 10- 2 (3)

Observation

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. 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 EC, and TC. Additionally, 23 of these must be tested for general bacteria, expressed as colony counts on HPC.

Question ID	MRDW1086000		(Covers of the
Question	Report Services (Services (Commission Commission (Commission (Question Type	Legislative Requirement
Are all haloace	etic acid water quality monitoring	Legislative	SDWA O. Reg.

Page 8 of 12

requirements prescribed by legislation conducted within	n the 170/03 13-6.1
required frequency and at the required location?	(1),SDWA O.
as I O Avvil sent sken to the Control of the Contro	Reg. 170/03 13-
170 (0.5 L7)	6.1 (2),SDWA
SDWA O Reg	O. Reg. 170/03
10003 17-101	13-6.1 (3),
.O: AV/GZ.(1)	SDWA O. Reg.
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17-11.3DW A 1 O.	6.1 (5),SDWA
-800-170-031-17-	O. Reg. 170/03
O.L. AWOLD S.I.	13-6.1 (6)

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.

Question ID MRDW1087000		
Question	Question Type	Legislative Requirement
Have all trihalomethane water quality monitoring requirements prescribed by legislation been conducted within the required frequency and at the required location?	Legislative	SDWA O. Reg. 170/03 13-6 (1)

Observation

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 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.

MRDW1100000		
Question Type	Legislative Requirement	
Information	Not Applicable	
The state of the s	Type	

Question ID	MRDW1101000

Question	Question Type	Legislative Requirement
Have corrective actions (as per Schedule 17) been taken to	Legislative	SDWA O. Reg.
address adverse conditions, including any other steps as		170/03 17-1,
directed by the Medical Officer of Health?		SDWA O. Reg.
		170/03 17-10
		(1),SDWA O.
		Reg. 170/03 17-
		10 (2),SDWA
		O. Reg. 170/03
		17-11,SDWA O.
		Reg. 170/03 17-
		12,SDWA O.
		Reg. 170/03 17-
	area quality men	13,SDWA O.
	regional in Terrori	Reg. 170/03 17-
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	d grandinos (A.	Reg. 170/03 17-
	S permonastra c	2,SDWA O.
		Reg. 170/03 17-
		3,SDWA O.
		Reg. 170/03 17-
	- Good service	4,SDWA O.
		Reg. 170/03 17-
		5,SDWA O.
	ed Brogins Jow Sal	Reg. 170/03 17-
	rodalaja i yil ba	6,SDWA O.
	equancy and prof	Reg. 170/03 17-
		9

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 120 adverse water quality incidents (AWQIs) reported, most 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.

One (1) AWQI was due to the presence of E. coli and total coliforms and one (1) AWQI was due to the presence of total coliforms in the distribution system. Resamples were collected and met the Ontario Drinking Water Quality Standards (ODWQS) for each incident.

Question ID	MRDW1113000		
Question		Question Type	Legislative Requirement
Have all change	ges to the system registration information been	Legislative	SDWA O. Reg.

n (10) days of the
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r

Question ID MRDW1104000		
Question	Question Type	Legislative Requirement
Were all required verbal notifications of adverse water quality incidents immediately provided as per O. Reg. 170/03 16-6?	Legislative	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),
Entirities a benupe i ear activities e	THE STATE OF STREET	SDWA O. Reg. 170/03 16-6 (4),SDWA O. Reg. 170/03 16-6 (5),SDWA O. Reg. 170/03 16-6 (6)

All required notifications of adverse water quality incidents were immediately provided as per O. Reg. 170/03 16-6.

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

Observation

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

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 through their iPads in the field. Any discrepancies noticed by operational staff is reported to the GIS department to have them rectified.

Question	Question Type	Legislative Requirement
Are logbooks properly maintained and contain the required information?	Legislative	SDWA O. Reg. 128/04 27 (1), SDWA O. Reg. 128/04 27 (2),
	e urisallion ladinari	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)



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.

For more information on Ontario's drinking water visit www.ontario.ca/drinkingwater



PUBLICATION TITLE	PUBLICATION NUMBER
FORMS: 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 cidessous 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 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

TITRE DE LAPUBLICATION	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 portable 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



Ministry of the Environment, Conservation and Parks - Inspection Summary Rating Record (Reporting Year - 2021-2022)

DWS Name: NEWMARKET DISTRIBUTION SYSTEM

DWS Number: 260003188

DWS Owner: CORPORATION OF THE TOWN OF NEWMARKET

Municipal Location: NEWMARKET

Regulation: O.REG. 170/03

DWS Category: DW Municipal Residential

Type of Inspection: Focused
Inspection Date: May-26-2021

Ministry Office: York Durham District Office

Maximum Risk Rating: 238

Inspection Module	Non Compliance Rating
Treatment Processes	0 / 64
Operations Manuals	0 / 28
Logbooks	0/18
Certification and Training	0/28
Water Quality Monitoring	0/51
Reporting & Corrective Actions	0 / 49
Overall - Calculated	0 / 238

Inspection Risk Rating: 0.00%

Final Inspection Rating: 100.00%

Ministry of the Environment, Conservation and Parks - Detailed Inspection Rating Record (Reporting Year - 2021-2022)

DWS Name: NEWMARKET DISTRIBUTION SYSTEM

DWS Number: 260003188

DWS Owner Name: CORPORATION OF THE TOWN OF NEWMARKET

Municipal Location: NEWMARKET

Regulation: O.REG. 170/03

DWS Category: DW Municipal Residential

Type of Inspection: Focused **Inspection Date:** May-26-2021

Ministry Office: York Durham District Office

All legislative requirements were met. No detailed rating scores.

Maximum Question Rating: 238

Inspection Risk Rating: 0.00%

FINAL INSPECTION RATING: 100.00%