

# Achieving Excellence: A Water story



Town of Newmarket  
Committee of the Whole  
March 17, 2025



# OUR MISSION

To provide quality water services through the supply of drinking water, and the collection of wastewater and stormwater to residents, businesses and visitors of Newmarket protecting public health, safety and property in an environmentally, and a fiscally responsible manner.





# OUR CORE VALUES

The following are the guiding principles that form our Core Values and serve as the inherent cornerstones of the Newmarket Water team

- Customer Centric
- Fiscal Sustainability
- Operational Excellence
- Infrastructure Management
- Organizational Culture

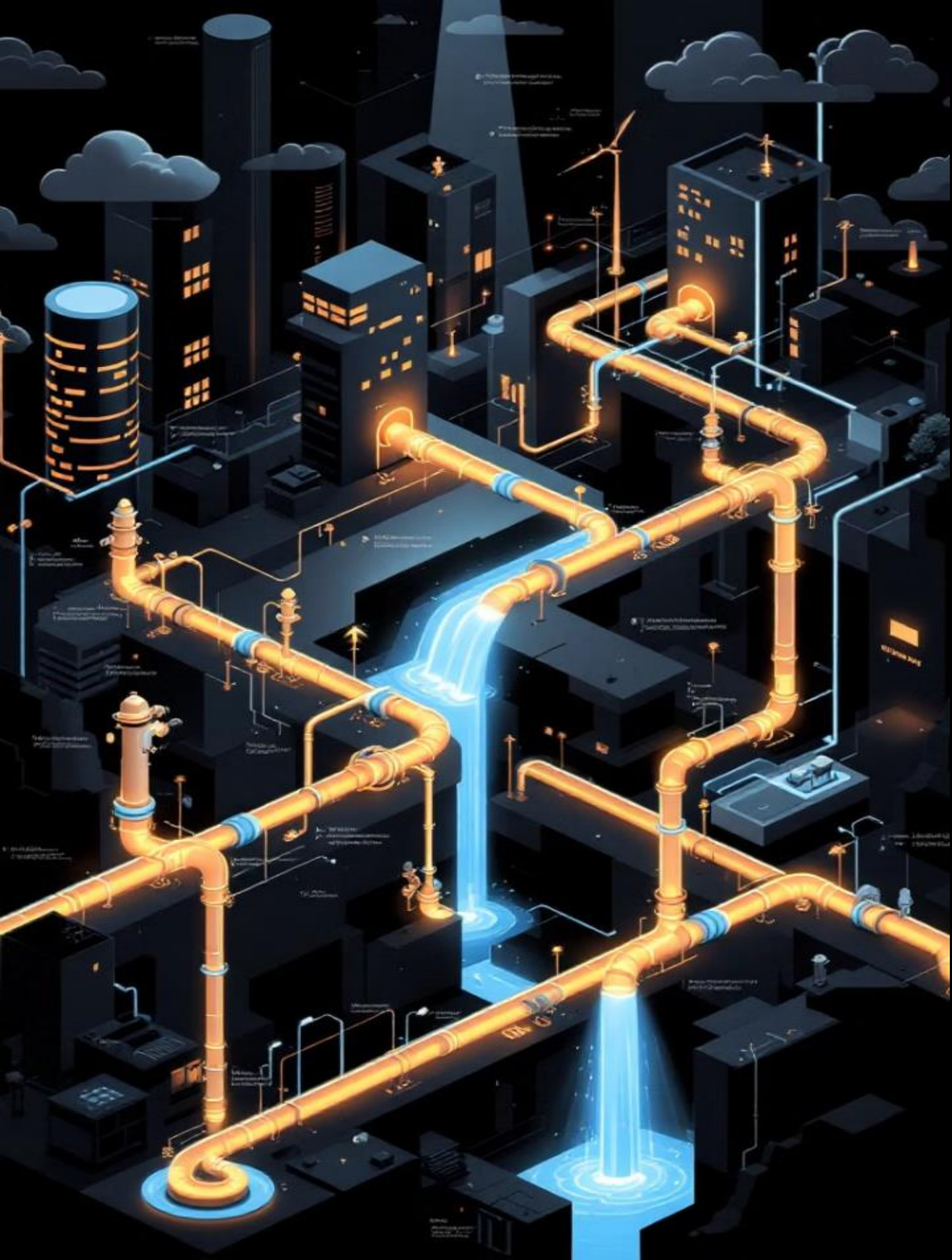


# OUR VISION

To provide access to world class water, wastewater and stormwater services enriching the lives of the residents and visitors of Newmarket.







# Facts & Figures

27,152

Metered water customers

5,816

Water Quality Tests taken Per Year

315

Km of water main

\$681 M

Water System Replacement Cost

2,383

Fire Hydrants

\$712 M

Wastewater System Replacement Cost

284

Kms of Sanitary Sewer

\$857 M

Stormwater System Replacement Cost

4,569

Sanitary Maintenance Chambers

297

Kms Storm Water

4

MECP Inspection Results of 100%

0

Lost Time Injuries in 2024

# The Administrative challenge

The Walkerton tragedy in 2000 led to significant changes in water management practices and regulations in Canada. This section highlights the administrative challenges that arose in the aftermath of this event, emphasizing the increased focus on water safety and quality control measures.



## DWQMS

Mandated by SDWA  
21 Elements  
Operational Plan



## Audits/Accreditation

Annual Internal Audit  
Annual External Audit  
Accreditation every 3 yrs



## MDWL

Required:  
Drinking Water Works Permit  
Permit to take water  
Operational Plan  
Accreditation  
Financial Plan



## MECP

Annual System Inspection  
(scheduled)  
or  
Annual System Inspection  
(unscheduled)



Newmarket

# Our Team!

Achieving excellence...2021-2024 we have received four 100% Inspection ratings from the MECP!

*“The undersigned inspector would like to acknowledge the ongoing, and continuous improvement efforts that the Town has made with respect to the overall water quality, especially as it relates to water stagnation and residual decay.” 2024 MECP inspection*

Our team of dedicated professionals demonstrate daily, their ability to operate and maintain the various systems, accurately log all required information, comply with regulations, maintain current licenses/training, respond to regulatory interviews...and more

## Who we are:

Chief Administrative Officer	
Commissioner	Director
Manager	Administrative Assistant
Supervisors	Lead Hands
Licensed Operators	Water Quality Analyst
Compliance Coordinator	Infrastructure Inspector



# Our extended Team!

Achieving excellence is a collaborative team effort

- York Durham Laboratory
- Central York Fire Services
- Finance Department
- Ontario Water Works Association
- Procurement Services
- Ministry of the Environment, Conservation and Parks
- Newmarket-Tay Power
- York Region Water Op's
- I.T. Services
- Engineering Services
- Operations (Roads) Department
- Building Department
- Bylaw Services
- York Region Health Unit
- Customer Service

Mayor & Council



# Tomorrow morning...

Bathroom Visit



Commute



Morning Routine



Leisure Time

# We've got you!



## Quiet Diligence

We are quietly, diligently working in the background to provide the essential services that our residents and customers come to expect.

Thank you for the opportunity today  
and your continued support tomorrow.

The Newmarket Water Team

