innservices

Water Operations

Annual Summary Report

~ Innisfil Heights Drinking Water System ~

DWS # 220005081

~ Town of Innisfil ~

Reporting Year - 2022

InnServices Utilities Inc.

Innisfil Heights Drinking Water System

Introduction

Effective January 1, 2016, the Town of Innisfil transferred ownership of its municipal drinking water systems to InnServices Utilities Inc. (InnServices). InnServices is a municipal service corporation, wholly owned by the Town of Innisfil, charged with the responsibility to operate, maintain, and expand the municipal drinking water systems thatservice the Town of Innisfil.
The Innisfil Heights Drinking Water System services a population of approximately 400, on 120 residential connections. There is a mix of commercial and industrial properties as well, with 54 commercial and 19 industrial connections. The distribution system is comprised of approximately 21 kilometers of polyvinylchloride piping, 157 hydrants and 105 valves.
The system relies on 2 drilled wells as its source of groundwater. The wells feed directly into the reservoir, which is equipped with a bulk water transfer station for water haulers.

InnServices has prepared this Summary Report for the operations conducted during the 2022 calendar year.

This Summary Report has been prepared to meet the following commitments:

- To provide InnServices Utilities Inc. Board of Directors, as “Owners” of the drinking water system, a summary of the operations and maintenance of the Innisfil Heights Drinking Water System that took place during the reporting period of January 1 to December 31, 2022.
- To provide a status update of the systems capabilities and capacities as of December 31, 2022.
- To satisfy the requirements of O. Reg 170/03 Section 11, and
- To satisfy the requirements of O. Reg. 170/03 Schedule 22
- Submitted to the InnServices Board of Directors and publicly posted in accordance with the Safe Drinking Water Act, 2002

The Annual Summary Report identifies specific details regarding the overall quality of the drinking water submitted to the Ministry of the Environment Conservation and Parks (MECP) for the Innisfil Heights Drinking Water System and is available on the InnServices website (https://innservices.co/regulatory) and at InnServices Headquarters at 7251 Yonge St., Innisfil, Ontario.

This report provides information to the InnServices Board of Directors related to the operations, maintenance, drinking water quality, and system capacities of the Innisfil Heightsl DWS, which aids decision making related to system expansion needs, and assists the Board in meeting their Statutory Standard of Care requirements.

MECP Approvals

The Innisfil Heights Drinking Water System is classified as a Large Municipal Residential drinking water system, as defined by Ontario Regulation 170/03.

The **Safe Drinking Water Act, 2002** requires that the Owner of a municipal drinking water system have MECP approvals in the form of a Drinking Water Works Permit (DWWP) and a Municipal Drinking Water Licence (MDWL). The DWWP provides a description of the overall system and provides the authority to establish or alter the drinking water system. The MDWL provides the authority to use or operate the system.

The Innisfil Heights DWS operated under
DWWP # 120-205, Issue #5, issued December 15, 2020
MDWL # 120-105, Issue #3, issued December 15, 2020

For the reporting period covered in this report, InnServices Utilities Inc. was defined as the Operating Authority of the Innisfil Heights Drinking Water System.

InnServices Utilities Inc. has established and maintains accreditation to the Drinking Water Quality Management Standard Version 2-2017 (DWQMS) under Certificate of Accreditation # 0136878, issued November 4, 2020, by SAI Global. The Certificate of Accreditation expires September 20, 2023.

Drinking Water System

The Innisfil Heights Drinking Water system relies on two drilled wells as its source of groundwater.
Sodium hypochlorite is used for primary disinfection.

A 200-kilowatt standby generator at the pump house and a 250-kilowatt generator at the reservoir ensure that the system is provided with water in the event of a power failure.
An in-ground water storage reservoir has a capacity of 2200 cubic meters and is also equipped with a bulk water transfer station for water haulers.

Expenses incurred in relation to well, well pump maintenance and repairs amounted to approximately $48,452.

Variable Frequency Drive	$22,368.00
Watermain Swabbing	$23,200.00
Replacement Check valve well #2	$2,884.89

Analytical Laboratory Water Quality Monitoring

Bacteriological Analysis

Bacteriological testing is completed to verify that no microbiological contamination of the treated drinking water can be detected. Raw water is also analyzed to inform operations of the level of microbiological contamination the drinking water system is contending with. Bacteriological monitoring for the reporting period was conducted as required by Ontario Regulation 170/03 or as amended.
SGS Environmental Services, Lakefield, Ontario, conducted the bacteriological analysis of the drinking water.

Zero (0) items of non-compliance with the Ontario Drinking Water Standards related to bacteriological analyses occurred during the reporting period.

Microbiological testing done under the Schedule 10 of Regulation 170/03, during this reporting period:

	Number of Samples	*Range of E.Coli Results Min. – Max.*	*Range of Total Coliform Results Min. – Max.*	*Number of HPC Samples*	*Range of HPC Results Min. – Max.*
Raw	103	0-0	0-0	n/a	n/a
Treated	52	0-0	0-0	52	0-6
Distribution	149	0-0	0-0	149	0-32

Chemical Analysis

Chemical analysis of this water supply is conducted as required by Ontario Regulation 170/03.
SGS Environmental Services, Lakefield, Ontario, conducted the required chemical analyses for the drinking water system during the reporting period. This lab as well as any laboratories to which they sub-contract certain types of analyses are licensed by the MECP and accredited by the Canadian Association for Laboratory Accreditation (CALA) and/or Standard Council Canada (SCC).
Zero (0) incidents of non-compliance with Ontario Drinking Water Standards related to chemical analysis were reported during 2022.
A summary of all analytical results for Organic and Inorganic testing is attached in Appendix A.

Continuous Water Quality Monitoring

Free Chlorine Residual

The Innisfil Heights Drinking Water System utilizes NSF® certified 12% sodium hypochlorite to meet primary disinfection requirements and provide an adequate chlorine residual for secondary disinfection requirements.

A requirement of O.Reg. 170/03 and the Procedure for Disinfection of Drinking Water in Ontario is that the chlorine residual must be recorded at the point directly after primary disinfection is achieved, at a frequency of every 5 minutes. Grab samples are taken and analyzed for free chlorine residual (FCR) when microbiological samples are taken throughout the distribution system. Ontario Regulation 170/03 requires that sufficient residual be available in the water to achieve a residual of greater than 0.05 mg/L at all points in the distribution system.

Zero (0) incidents of non-compliance with the Procedure for Disinfection of Drinking Water in Ontario were reported during 2022.

A summary of the chlorination monitoring that took place directly after primary disinfection is achieved is depicted below:

	Number of Grab Samples	*Range of Results (min #)-(max #)*	*Unit of Measure*
Turbidity	N/A	N/A	N/A
Chlorine	8760	0.519-4.12	mg/L
Fluoride (If the DWS provides fluoridation)	N/A	N/A	N/A

All instances where Free Chlorine Residual (FCR) was less than 0.60 mg/L were investigated and confirmed to be isolated instantaneous readings, or coincide with a power outage, calibration activities, and/orappropriate corrective actions were taken to remove non-compliant water from the system.

Plant Flow Monitoring

Raw Water Takings

The Innisfil Heights Drinking Water System utilizes groundwater wells as its raw water source. The raw water takings from groundwater wells are authorized by the MECP through a Permit to Take Water (PTTW # 6777-B4GNWB, issued October 19, 2018).

Raw water takings for 2022 were reported to the electronic Water Taking Recording System (WTRS).

Table 1 below provides a summary of the Innisfil Heights Drinking Water System's raw water takings in 2022.

Table 1: Summary of 2022 Raw Water Takings

	Units	PTTW # 6777-B4GNWB		2022 Takings
		Well #2	Well #3	
PTTW Daily Maximum	(m^3/day)	2,937.60	3,110.40	3,110.40
Maximum Day	(m^3/day)	1169	1465	1465
Average Day	(m^3/day)	264.82	256.03	520.85
Total Annual Takings	(m^3)	96,658.00	93,451.81	190,109.81

Performance Summary

The volume of daily treated water delivered to the distribution system is authorized by the MECP through the designation of a Rated Capacity within the Municipal Drinking Water Licence (MDWL). The Treated Water volume is essentially the same as the Raw Water Takings. The well system is operating at approximately 16.75% of the rated capacityof 3110 m^3/day. At the maximum flow, treated water demand flow in 2022 was 47.10% of the rated capacity.

Table 2 provides a summary of the Innisfil Heights Drinking WaterSystem's treated water demand in 2022.

Zero (0) incidents of non-compliance related to the rated capacity were reported in 2022.

Table 2: Summary of 2022 Treated Water Demand

	Innisfil Heights Well system
System Rated Capacity (m^3/day)	3110
Maximum Day (m^3/day)	1465
Average Day (m^3/day)	520.85
Total Annual Demand (m^3)	190,109.81
System Performance- rated capacity	16.75%
System Performance-at Maximum Flow	47.10%

It is interesting to note that annual water demand has increased approximately 20% over 2021. This can be largely attributed to increased demand after COVID-19 restrictions were lifted, especially with regard to Georgian Downs Casino and the industrial users.

Year	Demand
2018	175,763
2019	167,131
2020	149,734
2021	151,946
2022	190,190

Distribution Flow Monitoring

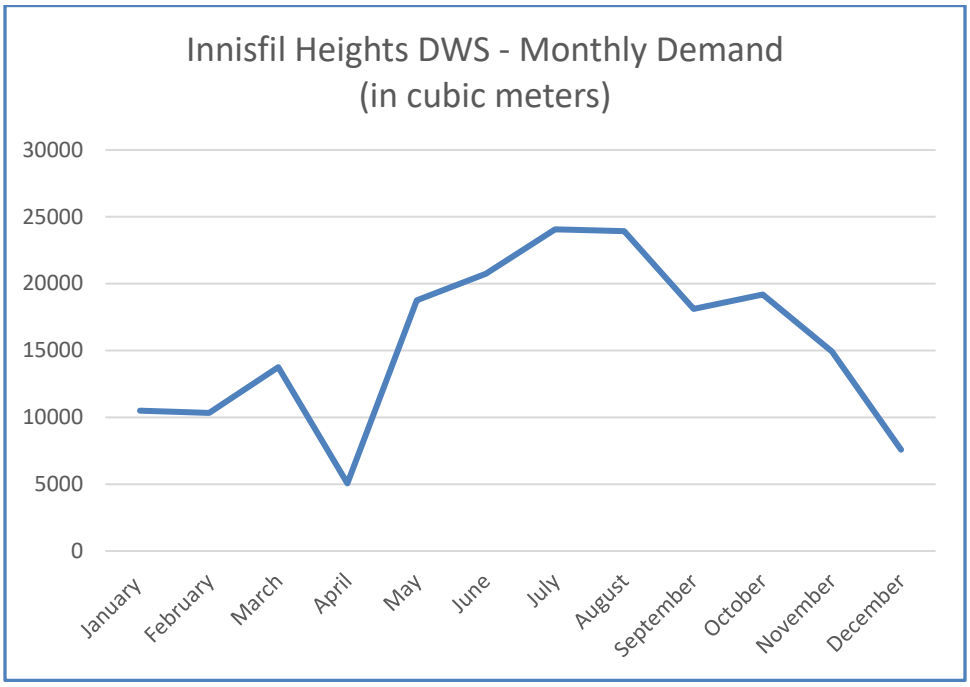
The Innisfil Heights Drinking Water System (DWS) produces water for distribution to homes and businesses within the Innisfil Heights area of the Town of Innisfil (TOI).

Table 3 and Graph 1(below and following page), demonstrate the monthly volumes of drinking water directed toward the Innisfil Heights distribution systems in 2022.

Table 3: Monthly Water Production

Month	Treated Water Production (m^3)
January	10,504.00
February	10,326.00
March	13,748.00
April	5059.00
May	18,759.00
June	20756.00
July	24,064.49
August	23925.29
September	18121.94
October	19,195.01
November	14,936.99
December	10,714.00
Annual Total	**190,109.80**

Graph 1: Monthly Water Demand



Service Disruptions

During the 2022 calendar year, there were zero service disruptions in the drinking water system.

MECP Annual Inspection

The primary focus of the 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

An MECP inspection was conducted January 25, 2023, which covered the period of December 13, 2021, to January 25, 2023.

There were zero items of noncompliance identified during the inspection.

No Provincial Officer's Orders were issued in the report as a result of the conducted inspection.

Appendix A – Chemical Analysis

Organic and Inorganic parameters testing is required at least once every 36 months from a raw water supply that is ground water. The next testing will be required in November 2024.

Inorganic Parameter	*Sample Date*	*Result Value*	*Unit of Measure*	*Exceedance*
Antimony	18-Nov-2021	<0.06	µg/L	No
Arsenic	18-Nov-2021	<0.2	µg/L	No
Barium	18-Nov-2021	136	µg/L	No
Boron	18-Nov-2021	22	µg/L	No
Cadmium	18-Nov-2021	<0.003	µg/L	No
Chromium	18-Nov-2021	0.10	µg/L	No
Mercury	18-Nov-2021	<0.01	µg/L	No
Selenium	18-Nov-2021	<0.04	µg/L	No
Uranium	18-Nov-2021	0.167	µg/L	No

Organic Parameter	*Sample Date*	*Result Value*	*Unit of Measure*	*Exceedance*
Alachlor	18-Nov-2021	<0.02	µg/L	No
Atrazine + N-dealkylated metobolites	18-Nov-2021	<0.01	µg/L	No
Azinphos-methyl	18-Nov-2021	<0.05	µg/L	No
Benzene	18-Nov-2021	<0.32	µg/L	No
Benzo(a)pyrene	18-Nov-2021	<0.004	µg/L	No
Bromoxynil	18-Nov-2021	<0.33	µg/L	No
Carbaryl	18-Nov-2021	<0.05	µg/L	No
Carbofuran	18-Nov-2021	<0.01	µg/L	No
Carbon Tetrachloride	18-Nov-2021	<0.17	µg/L	No
Chlorpyrifos	18-Nov-2021	<0.02	µg/L	No
Diazinon	18-Nov-2021	<0.02	µg/L	No
Dicamba	18-Nov-2021	<0.20	µg/L	No
1,2-Dichlorobenzene	18-Nov-2021	<0.41	µg/L	No
1,4-Dichlorobenzene	18-Nov-2021	<0.36	µg/L	No
1,2-Dichloroethane	18-Nov-2021	<0.35	µg/L	No
1,1-Dichloroethylene (vinylidene chloride)	18-Nov-2021	<0.33	µg/L	No

Dichloromethane	18-Nov-2021	<0.35	µg/L	No
2-4 Dichlorophenol	18-Nov-2021	<0.15	µg/L	No
2,4-Dichlorophenoxy acetic acid(2,4-D)	18-Nov-2021	<0.19	µg/L	No
Diclofop-methyl	18-Nov-2021	<0.40	µg/L	No
Dimethoate	18-Nov-2021	<0.06	µg/L	No
Diquat	18-Nov-2021	<1	µg/L	No
Diuron	18-Nov-2021	<0.03	µg/L	No
Glyphosate	18-Nov-2021	<1	µg/L	No
Malathion	18-Nov-2021	<0.02	µg/L	No
2-Methyl-4-chlorophenoxyaceticacid (MCPA)	18-Nov-2021	<0.00012	Mg/L	No
Metolachlor	18-Nov-2021	<0.01	µg/L	No
Metribuzin	18-Nov-2021	<0.02	µg/L	No
Monochlorobenzene	18-Nov-2021	<0.3	µg/L	No
Paraquat	18-Nov-2021	<1	µg/L	No
Pentachlorophenol	18-Nov-2021	<0.15	µg/L	No
Phorate	18-Nov-2021	<0.01	µg/L	No
Picloram	18-Nov-2021	<1	µg/L	No
Polychlorinated Biphenyls(PCB)	18-Nov-2021	<0.04	µg/L	No
Prometryne	18-Nov-2021	<0.03	µg/L	No
Simazine	18-Nov-2021	<0.01	µg/L	No
Terbufos	18-Nov-2021	<0.01	µg/L	No
Tetrachloroethylene	18-Nov-2021	<0.35	µg/L	No
2,3,4,6-Tetrachlorophenol	18-Nov-2021	<0.2	µg/L	No
Triallate	18-Nov-2021	<0.01	µg/L	No
Trichloroethylene	18-Nov-2021	<0.44	µg/L	No
2,4,6-Trichlorophenol	18-Nov-2021	<0.25	µg/L	No
Trifluralin	18-Nov-2021	<0.02	µg/L	No

Vinyl Chloride	18-Nov-2021	<0.17	µg/L	No

One water sample is taken every 60 months to test for Sodium and Fluoride

Parameter	*Date of Sample*	*Result*	*Unit of Measure*	*Exceedance*
Sodium	18-Nov-2021	19.5	mg/L	No
Fluoride	18-Nov-2021	0.12	mg/L	No

One water sample is taken every 3 months and tested for nitrate and nitrite

Parameter	*Date of latest Sample*	*Result*	*Unit of Measure*	*Exceedance*
Nitrite	07-Nov-2022	<0.003	mg/L	No
Nitrate	07-Nov-2022	<0.006	mg/L	No

Distribution Sampling

Based on results of community lead sampling program conducted, Innisfil Heights DWS has qualified for reduced sampling protocol as per O. Reg .170/03 Schedule 15.1. Under this protocol, only alkalinity and pH are required from 2 sampling points for each summer and winter period. Lead is tested in the distribution system every third 12-month period.

Location Type	*Number of Samples*	*Range of Alkalinity Results Min. – Max.*	*Range of Lead Results- 2020*	*Number of Exceedances*
		Aesthetic Objective 30-500 Mg/L	*Maximum Concentration 10 µg/L*	
Distribution	4	184-206 Mg/L	0.01-0.19 µg/L	0

Trihalomethanes (THMs) and Haloacetic Acids (HAAs) are sampled on a quarterly basis in accordance with O. Reg. 170/03 Schedule 13. The most recent sample results:

Parameter	*Sample Date*	*Result Value*	*Maximum Allowable Concentration*
THM (latest rolling annual average)	Nov 7,2022	20.13 µg/L	100 µg/L
HAA (latest rolling annual average)	Nov 7,2022	10.90 µg/L	80 µg/L

Inorganic or Organic parameter(s) that exceeded half the standard prescribed in Schedule 2 of Ontario Drinking Water Quality Standards. (Lead and THM only)

Parameter	*Result Value*	*Unit of Measure*	*Date of Sample*
N/A			