



Water Operations

Annual Summary Report
~ Stroud Drinking Water System ~
DWS #220006204
~ Town of Innisfil ~

Reporting Year - 2023

InnServices Utilities Inc.

Stroud DWS

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 that service the Town of Innisfil.

The Stroud Drinking Water System (DWS) services a population of approximately 1836, on 660 residential connections, with an additional 38 commercial connections. The system relies on 3 drilled wells located on the same property as the pump house. The distribution system is comprised of approximately 13 kilometers of PVC piping and cast-iron piping, 80 hydrants and 765 gate valves and curb stop valves.

InnServices has prepared this Summary Report for the operations conducted during the 2023 calendar year.

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

- To provide InnServices Utilities Inc. Board of Directors, as “Owners” of the DWS, a summary of the operations and maintenance of the Stroud DWS that took place during the reporting period of January 1 to December 31, 2023;
- To provide a status update of the systems capabilities and capacities as of December 31, 2023This and;
- To satisfy the requirements of O. Reg 170/03 Section 11
- 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 Stroud DWS 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 Stroud DWS, which aids decision making related to system expansion needs, and assists the Board in meeting their Statutory Standard of Care requirements. This report is provided to the Board of Directors by March 31 annually.

MECP Approvals

The Stroud DWS is classified as a Large Municipal Residential DWS, as defined by Ontario Regulation 170/03.

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

The Stroud DWS operated under the following:

DWWP # 120-204, Issue #4, issued December 15, 2020

MDWL # 120-104, Issue #4, issued December 15, 2020

For the reporting period covered by this report, InnServices Utilities Inc. was defined as the Operating Authority of the Stroud DWS.

InnServices Utilities Inc. has established and maintains accreditation to the Drinking Water Quality Management Standard Version 2-2017 (DWQMS) under Certificate of Accreditation # 0162550, issued December 13, 2023 by SAI Global.

Drinking Water System

The Stroud DWS relies on three drilled wells as its source of groundwater.

Sodium hypochlorite is used for primary and secondary disinfection.

A Duplex Greensand Pressure Filter system reduces iron and manganese in the drinking water.

A 2-cell, grade level 1263 cubic meter capacity clearwell is designed to provide adequate contact time for disinfection purposes, also providing fire protection for the community.

A 125 kilowatt standby generator at the pump house ensures that the system is provided with water in the event of a power failure.

Significant expenses incurred in relation to installation, repair or replacement of required equipment during the reporting period amounted to \$62,813:

| Item | Cost |
|--------------------------------|----------|
| Flow Meter Replacement | \$18,013 |
| Swabbing | \$24,100 |
| Turbidity analyzer replacement | \$14,400 |
| Permanent auto flushers (THM) | \$6300 |

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 DWS is contending with. Bacteriological monitoring for the reporting period was conducted as required by Ontario Regulation 170/03.

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 | 155 | 0-0 | 0-26 | N/A | N/A |
| Treated | 52 | 0-0 | 0-0 | 52 | 0-2 |
| Distribution | 208 | 0-0 | 0-0 | 208 | 0-56 |

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 DWS 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).

With the issuance of the new Municipal Drinking Water License December 15, 2020, the Ministry has added a requirement to increase testing and monitoring of the health-related parameters for THM and HAAs from quarterly to monthly, beginning in January 2021.

InnServices engaged the Walkerton Clean Water Centre (WCWC) again to undertake a study to investigate methods to reduce THM (Trihalomethanes) and HAA (Haloacetic Acids) formation in the Stroud DWS. Raw water quality was assessed in 2020, which identified a high level of naturally occurring ammonia in the raw water. Bench scale testing was conducted in 2020, pilot studies for treatment options were undertaken during 2021. We are working with WCWC to investigate the performance of aeration for the removal of THMs and Ion exchange for the removal of ammonia to help reduce chlorine demand. WCWC will be collecting and testing their last set of water samples early in February and we should have results by sometime late March 2024 as a result.

Operations have increased their frequency of monitoring chlorine levels and reservoir circulation time, as well their frequency of dead-end flushing. Uni-directional flushing (UDF) was completed throughout the distribution system. A cold weather auto-flusher was installed to prevent stagnation at the end of the distribution system located at Victoria Street East.

There were zero out-of-compliance events related to the THM or HAA levels during the reporting period.

Sodium in drinking water is tested every 60 months (latest test November 2021). Results were above the Maximum Allowable Concentration, but below the Aesthetic Objective. This is not a concern for most people. The Simcoe Muskoka District Health Unit was advised, and they share this information with physicians who may need to consider the potential impact on their patients. InnServices has posted this information on their website, in billing inserts, and will share the information from time to time on social media.

A summary of all analytical results for Organic and Inorganic testing is attached in Appendix A.

Continuous Water Quality Monitoring

Free Chlorine Residual

The Stroud DWS utilizes NSF® certified 12% sodium hypochlorite to meet primary disinfection requirements and provide an adequate chlorine residual for secondary disinfection requirements.

Free Chlorine residual is monitored for secondary disinfection requirements through the collection of grab samples throughout the distribution system, as required within O. Reg. 170/03. Additionally, grab samples are taken and analyzed for free chlorine residual 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.

During the reporting period covered by this report, zero (0) incidents of non-compliance with these requirements were reported.

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 |
|--|-------------------------------|---|------------------------|
| Chlorine | 8760 | 0.00-4.995 | mg/L |
| Fluoride (If the DWS provides fluoridation) | n/a | n/a | n/a |

All instances where Free Chlorine Residual (FCR) was less than 0.50 mg/L were investigated and confirmed to be isolated instantaneous readings, or coincide with a power outage, calibration activities, and/or appropriate corrective actions were taken to remove non-compliant water from the system.

Summary of additional testing and sampling carried out in accordance with the requirement of an approval, order, or other legal instrument:

| *A Greensand Filtration System at the Stroud Well System removes manganese and iron from the distribution water and requires an order under the Municipal Drinking Water License to measure the total suspended solids (discharged outside the Well House) on a quarterly basis. | | | | |
|--|---|--------------|--------|-----------------|
| Date of legal instrument issued | Parameter | Date Sampled | Result | Unit of Measure |
| 15-Dec-2020 | Total Suspended Solids (NOTE: annual average) | Nov 24,2023 | 6 | mg/L |

Plant Flow Monitoring

Raw Water Takings

The Stroud DWS 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). During the reporting period, the system took water under PTTW# 7607-BTCTQD

Raw water takings are reported to the electronic Water Taking Recording System (WTRS).

There were zero (0) incidents of non-compliance related to water takings during the reporting period.

Table 1 below provides a summary of Stroud DWS's raw water takings during the reporting period.

Table 1: Summary of Raw Water Takings

| | Units | PTTW# 7607-BTCTQD | | |
|-----------------------------|-----------------------|-------------------|---------|------------|
| | | Well #1 | Well #2 | Well #3 |
| PTTW Daily Maximum | (m ³ /day) | 984.96 | 397.44 | 1,637.28 |
| Maximum Day | (m ³ /day) | 200 | 107.06 | 950.70 |
| Average Day | (m ³ /day) | 2.37 | 1.33 | 498.93 |
| Total Annual Takings | (m ³) | 863.99 | 485.60 | 182,107.64 |

System 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 License (MDWL). The well system is operating at approximately 16.64% of the rated capacity of 3020 m³/day. At the maximum flow, treated water demand flow for the reporting period was 31.48% of the rated capacity.

The Treated Water Demand is summarized in Table 2 on the next page. There were zero (0) incidents of non-compliance related to the rated capacity for the reporting period.

Table 2: Summary of Treated Water Demand

| | |
|---|------------|
| System Rated Capacity (m ³ /day) | 3020 |
| Maximum Day (m ³ /day) | 950.70 |
| Average Day (m ³ /day) | 502.62 |
| Total Annual Demand (m ³) | 183,457.23 |
| System Performance-rated capacity | 16.64% |
| System Performance – at Maximum Flow | 31.48% |

Distribution Flow Monitoring

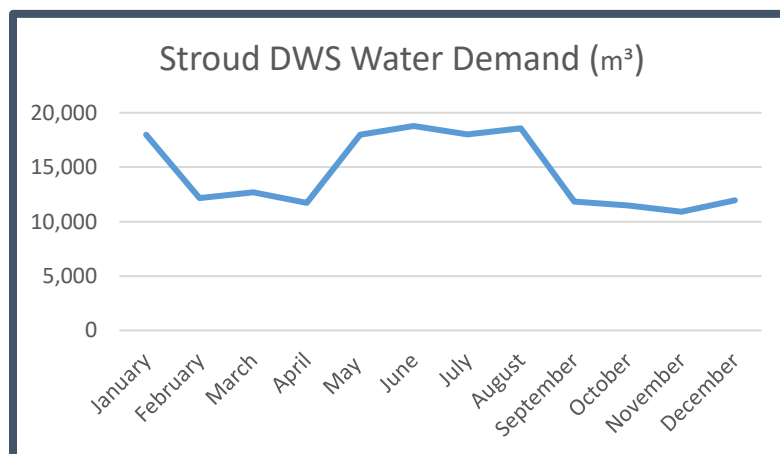
The Stroud DWS produces water for distribution to homes and businesses within the Town of Innisfil (TOI).

The following table and graph demonstrate the monthly water system demand.

Table 3 demonstrates the monthly volumes of drinking water directed toward the Stroud distribution system for the reporting period.

Table 3: Monthly Water Production

| Month | Treated Water Produced (m ³) |
|---------------------|--|
| January | 17,989.00 |
| February | 12,171.00 |
| March | 12,697.00 |
| April | 11,732.00 |
| May | 17,972.00 |
| June | 18,785.00 |
| July | 18,020.00 |
| August | 18,557.00 |
| September | 11,841.00 |
| October | 11,472.00 |
| November | 10,908.00 |
| December | 11,965.00 |
| Annual Total | 174,109.00 |



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 every third 12-month period.

| Location Type | Number of Samples | Range of Alkalinity Results Minimum - maximum | Range of Lead Results | Number of Exceedances |
|----------------------|--------------------------|--|---|------------------------------|
| | | Aesthetic Objective 30-500 Mg/L | Maximum Concentration 10.0 µg/L (2023) | |
| Distribution | 4 | 194-195 Mg/L | 0.04 – 0. 11 µg/L | 0 |

Trihalomethanes (THMs) and Haloacetic Acids (HAAs) were sampled on a monthly basis in accordance with our Municipal Drinking water License and O. Reg. 170/03 Schedule 13. The most recent sample results:

| Parameter | Sample Date | Result Value | Maximum Allowable Concentration |
|--|--------------------|---------------------|--|
| THM (latest rolling annual average) | Dec 4, 2023 | 94.97 µg/L | 100 µg/L |
| HAA (latest rolling annual average) | Dec 4, 2023 | 65.81 µg/L | 80 µg/L |

Lead, Haloacetic Acids or Trihalomethanes results that exceeded half the standard prescribed in Schedule 2 of Ontario Drinking Water Quality Standards

| Parameter | Result Value | Unit of Measure | Date of Sample |
|------------------------------|---------------------|------------------------|-----------------------|
| THM (running annual average) | Q1 – 96.56 | µg/L | January-March |
| | Q2 – 97.00 | µg/L | April-June |
| | Q3 –97.56 | µg/L | July-September |
| | Q4 – 94.97 | µg/L | October-December |
| HAA (running annual average) | Q1 –64.47 | µg/L | January-March |
| | Q2 – 64.54 | µg/L | April-June |
| | Q3 –65.35 | µg/L | July-September |
| | Q4 –65.81 | µg/L | October-December |

Service Disruptions

There was 1 service disruption in 2023 affecting approximately 18 homes. This was due to a watermain break.

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.

MECP inspection was conducted on January 17, 2024, which covered the period of January 4, 2023, to January 17, 2024.

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.

This year the Stroud drinking water system received an Inspection Risk Rating of 0%, resulting in a Compliance Rating of 100%.

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.

| Inorganic Parameter | Sample Date | Result Value | Unit of Measure | Exceedance |
|---------------------|-------------|--------------|-----------------|------------|
| Antimony | 25-Nov-2021 | <0.06 | µg/L | No |
| Arsenic | 25-Nov-2021 | <0.2 | µg/L | No |
| Barium | 25-Nov-2021 | 322 | µg/L | No |
| Boron | 25-Nov-2021 | 106 | µg/L | No |
| Cadmium | 25-Nov-2021 | <0.003 | µg/L | No |
| Chromium | 25-Nov-2021 | 0.18 | µg/L | No |
| Mercury | 25-Nov-2021 | <0.01 | µg/L | No |
| Selenium | 25-Nov-2021 | <0.04 | µg/L | No |
| Uranium | 25-Nov-2021 | <0.002 | µg/L | No |
| Nitrite | 25-Nov-2021 | <0.003 | mg/L | No |
| Nitrate | 25-Nov-2021 | 0.026 | mg/L | No |

| Organic Parameter | Sample Date | Result Value | Unit of Measure | Exceedance |
|--|-------------|--------------|-----------------|------------|
| Alachlor | 25-Nov-2021 | <0.02 | µg/L | No |
| Atrazine + N-dealkylated metabolites | 25-Nov-2021 | <0.01 | µg/L | No |
| Azinphos-methyl | 25-Nov-2021 | <0.05 | µg/L | No |
| Benzene | 25-Nov-2021 | <0.32 | µg/L | No |
| Benzo(a)pyrene | 25-Nov-2021 | <0.004 | µg/L | No |
| Bromoxynil | 25-Nov-2021 | <0.33 | µg/L | No |
| Carbaryl | 25-Nov-2021 | <0.05 | µg/L | No |
| Carbofuran | 25-Nov-2021 | <0.01 | µg/L | No |
| Carbon Tetrachloride | 25-Nov-2021 | 0.25 | µg/L | No |
| Chlorpyrifos | 25-Nov-2021 | <0.02 | µg/L | No |
| Diazinon | 25-Nov-2021 | <0.02 | µg/L | No |
| Dicamba | 25-Nov-2021 | <0.2 | µg/L | No |
| 1,2-Dichlorobenzene | 25-Nov-2021 | <0.41 | µg/L | No |
| 1,4-Dichlorobenzene | 25-Nov-2021 | <0.36 | µg/L | No |
| 1,2-Dichloroethane | 25-Nov-2021 | <0.35 | µg/L | No |
| 1,1-Dichloroethylene (Vinylidene chloride) | 25-Nov-2021 | <0.33 | µg/L | No |
| Dichloromethane | 25-Nov-2021 | <0.35 | µg/L | No |
| 2-4 Dichlorophenol | 25-Nov-2021 | <0.15 | µg/L | No |
| 2,4-Dichlorophenoxy acetic acid (2,4-D) | 25-Nov-2021 | <0.19 | µg/L | No |
| Diclofop-methyl | 25-Nov-2021 | <0.4 | µg/L | No |
| Dimethoate | 25-Nov-2021 | <0.06 | µg/L | No |
| Diquat | 25-Nov-2021 | < 1 | µg/L | No |
| Diuron | 25-Nov-2021 | <0.03 | µg/L | No |
| Glyphosate | 25-Nov-2021 | < 1 | µg/L | No |
| Malathion | 25-Nov-2021 | <0.02 | µg/L | No |

| Organic Parameter | Sample Date | Result Value | Unit of Measure | Exceedance |
|--|-------------|--------------|-----------------|------------|
| 2-Methyl-4-chlorophenoxyacetic acid (MCPA) | 25-Nov-2021 | <0.00012 | Mg/L | No |
| Metolachlor | 25-Nov-2021 | <0.01 | µg/L | No |
| Metribuzin | 25-Nov-2021 | <0.02 | µg/L | No |
| Monochlorobenzene | 25-Nov-2021 | <0.3 | µg/L | No |
| Paraquat | 25-Nov-2021 | <1 | µg/L | No |
| Pentachlorophenol | 25-Nov-2021 | <0.15 | µg/L | No |
| Phorate | 25-Nov-2021 | <0.01 | µg/L | No |
| Picloram | 25-Nov-2021 | < 1 | µg/L | No |
| Polychlorinated Biphenyls(PCB) | 25-Nov-2021 | <0.04 | µg/L | No |
| Prometryne | 25-Nov-2021 | <0.03 | µg/L | No |
| Simazine | 25-Nov-2021 | <0.01 | µg/L | No |
| Terbufos | 25-Nov-2021 | <0.01 | µg/L | No |
| Tetrachloroethylene | 25-Nov-2021 | <0.35 | µg/L | No |
| 2,3,4,6-Tetrachlorophenol | 25-Nov-2021 | <0.20 | µg/L | No |
| Triallate | 25-Nov-2021 | <0.01 | µg/L | No |
| Trichloroethylene | 25-Nov-2021 | <0.44 | µg/L | No |
| 2,4,6-Trichlorophenol | 25-Nov-2021 | <0.25 | µg/L | No |
| Trifluralin | 25-Nov-2021 | <0.02 | µg/L | No |
| Vinyl Chloride | 25-Nov-2021 | <0.17 | µg/L | No |

List any Inorganic or Organic parameter(s) that exceeded half the standard prescribed in Schedule 2 of Ontario Drinking Water Quality Standards.

| Parameter | Result Value | Unit of Measure | Date of Sample |
|-----------|--------------|-----------------|----------------|
| N/A | | | |

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

| Parameter | Date of Sample | Result | Unit of Measure | Exceedance |
|------------------|----------------|--------|-----------------|------------|
| Sodium* | 25-Nov-2021 | 35.6 | mg/L | Yes |
| Sodium re-sample | 29-Nov-2021 | 36.4 | mg/L | Yes |
| Fluoride | 25-Nov-2021 | 0.29 | mg/L | No |

*Sodium result was reported to both the MECP and the Simcoe Muskoka District Health Unit.

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 | Nov. 22, 2023 | 0.003 | mg/L | No |
| Nitrate | Nov. 22, 2023 | 0.021 | mg/L | No |