



ENVIRONMENTAL SERVICES OPERATIONAL DUE DILIGENCE AND REGULATORY UPDATE 2019

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March 12, 2020

ROAD MAP

ENVIRONMENTAL SERVICES
OPERATIONAL DUE DILIGENCE
AND REGULATORY UPDATE

PART 1: INTEGRATED MANAGEMENT SYSTEM

PART 2: OPERATIONS UPDATE

THIS PRESENTATION SUPPORTS:

- Innovation and Research Memorandum
- Drinking Water Systems Report
- Integrated Management System Update



STANDARD OF CARE

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Alignment of our efforts, and our IMS, help Council to meet their standard of care

AUDITS

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AUDITS CONFIRM **COMPLIANCE**, AND VERIFY **EFFECTIVENESS OF TOOLS AND TACTICS**



3 external audits result in
zero findings

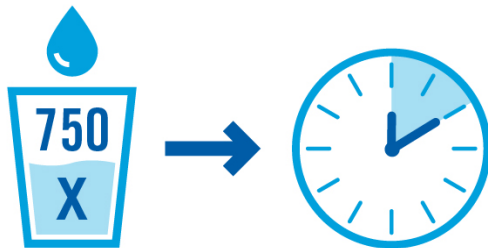
Results confirm our management system delivers
safe drinking water, and contains effective
measures to **protect the environment**



AUTOMATED EFFICIENCY

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By the time this presentation is over,
York Region drinking water will have been
tested 750 times

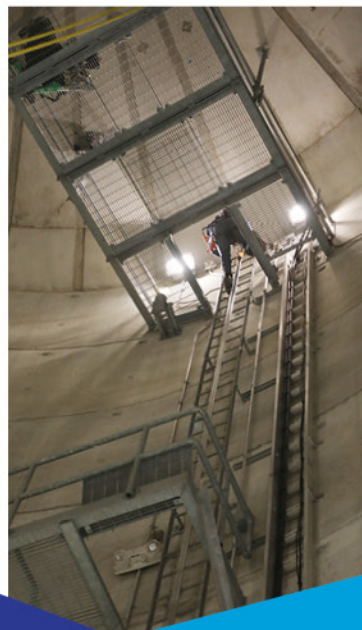


**DIGITAL STRATEGY – LEVERAGE
TECHNOLOGY TO HELP STAFF REALIZE
INSIGHTS AND DRIVE EFFICIENCY**





2019 HIGHLIGHTS



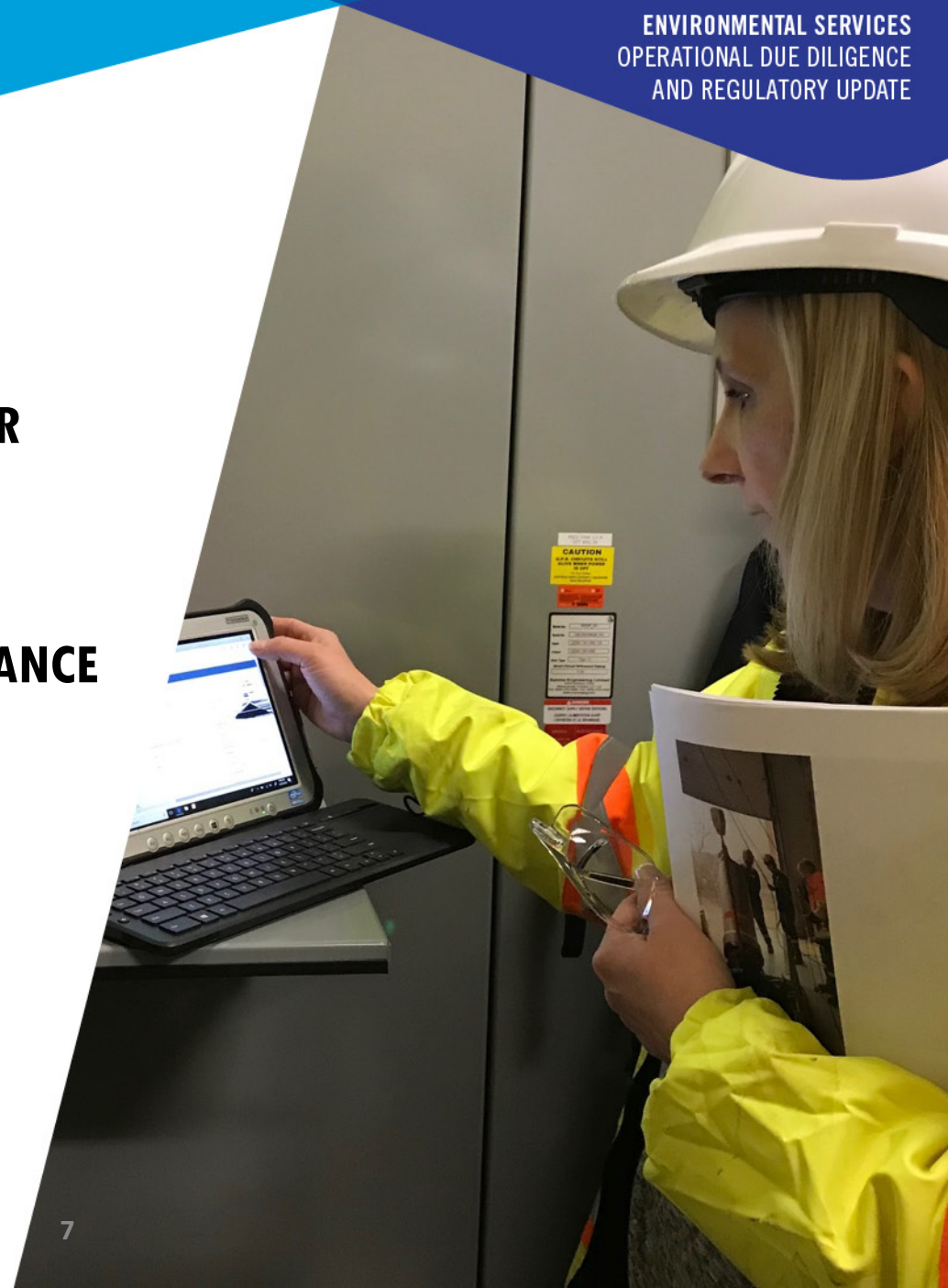
INSPECTION SUMMARIES

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1: ONTARIO CHIEF DRINKING WATER INSPECTOR'S ANNUAL REPORT

(April 1, 2018 to March 31, 2019)

2: 2019 CALENDAR YEAR PERFORMANCE



CHIEF DRINKING WATER INSPECTOR'S REPORT CONFIRMS YORK REGION'S OPERATIONAL EXCELLENCE

Municipality	Inspection Rating (%)	Water Quality Tests Meeting Standards (%)	Overall Score
York	99.09	100.00	99.54
Durham	99.65	99.84	99.74
Peel	98.47	99.88	99.17
Toronto	99.00	99.79	99.39
Ontario Average	98.45	99.83	99.14

“The Region and its staff obviously take pride in making sure things work, that they are properly documented and that they are maintained” – Ministry Inspector

2019 INSPECTION AND TEST SCORES

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System	# MECP Inspections Completed	# Non-Compliance Findings	# Best Practice Recommendations
Water	16	0	6
Wastewater	2	0	3

17,920

LABORATORY ANALYZED TESTS

RESULTED IN

4 ADVERSE TEST RESULTS

[2 Sodium • 2 Microbiological]



39.5 MILLION

CONTINUOUS MONITORING
ANALYZER READINGS

RESULTED IN

34 ADVERSE TEST RESULTS

[23 High Disinfection • 5 Low Disinfection
5 High Fluoride • 1 Low Pressure]







ADAPTING TO CLIMATE CHANGE

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STAFF **RESPOND** TO **EMERGENCIES**, AND **PROTECT** THE **PUBLIC** AND THE **ENVIRONMENT**

On January 11, 2020, we received **10% of annual rainfall**

Lessons learned:

- Seamless staff cooperation
- Assets built and managed correctly
- Correct processes were written and followed



RESEARCH PARTNERSHIPS PROVIDE DEEPER UNDERSTANDING OF RISKS AND SUPPORT POTENTIAL REMEDIES

- **Food waste grinders** – impacts on wastewater, waste diversion, water and electricity use
- **Microplastics** – industry leading research to determine what plastic types are found in the system, linking them to known sources, and comparing water treatment options





Spending
\$1
on water
gets you:

1 OR 600

bottle of water

bottles of tap water





ONE WATER

