THE CORPORATION OF THE TOWNSHIP OF NORTH GLENGARRY

Committee of the Whole Meeting

Wednesday February 20, 2019 at 3:00 p.m. – Council Chambers
102 Derby Street West, Alexandria, Ontario K0C 1A0

Draft Agenda

1. CALL TO ORDER

2. DECLARATIONS OF PECUNIARY INTEREST

3. DELEGATION(S)

a) Water & Sewer Warranty program Presentation by Elise Dostal
b) Glen Robertson & Alexandria Drinking Water System by Angela Cullen

4. STAFF REPORTS

CAO/Clerk's Department

a) Accountability & Transparency Policy (Carma)
b) Community Information Centre of Ottawa / 211 Eastern Region (Jeff)
c) Strategic Plan – Verbal report

Community Services Department

d) Liquor licence – Glen Robertson Recreation Centre (Brenda)

Public Works Department

e) Service Line Warranties (Johanne)
f) Green Road Opening (Michel)

5. UNFINISHED BUSINESS

6. OTHER BUSINESS

7. MATTERS ARISING FROM STANDING COMMITTEES

8. NOTICE OF MOTION

Next Committee of the Whole Meeting
Wednesday March 20, 2019 at 3:00 p.m. at the Centre Sandfield Centre, 102 Derby Street West, Alexandria, Ontario.
Note: Meeting are subject to change or cancellation.

9. ADJOURNMENT (Jacques)

Section 1

CALL TO ORDER

Section 2

DECLARATIONS OF PECUNIARY INTEREST

Section 3

DELEGATIONS

Building Peace of Mind, One Community at a Time

Service Line Warranties of Canada

Service Line Warranty Program

2019

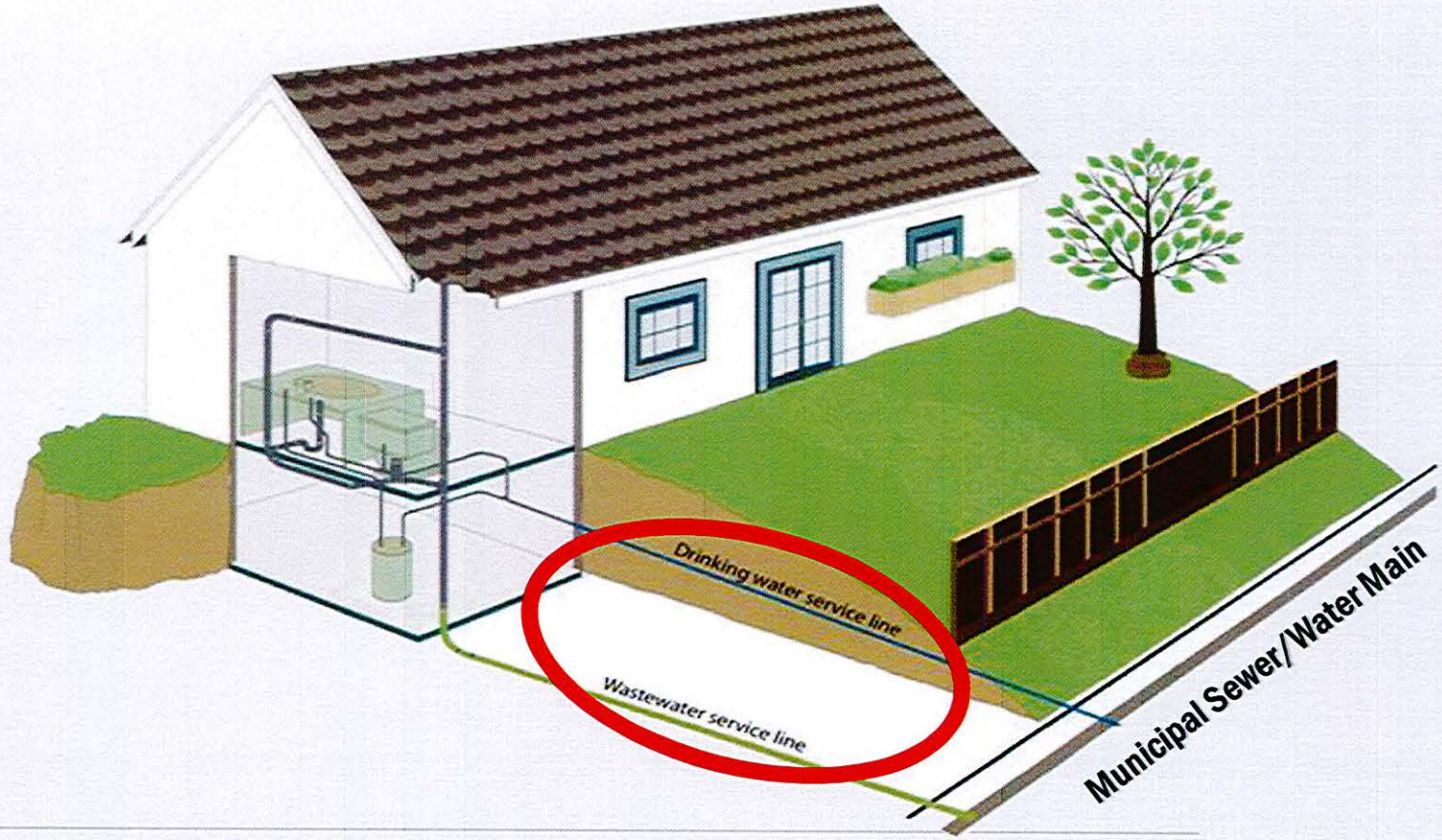
LAS

AMO Association of Municipalities Ontario

LAS Sewer & Water Line Warranty

What is it and Why is it Important?

LAS has partnered with Service Line Warranties of Canada **(SLWC)** to offer residents of Ontario municipalities a sewer and water lateral warranty service.



SLWC Service Background

The Principles Behind the Service

Homeowners are responsible for the repair or replacement of their utility service lines.

- Most people are unaware of this responsibility
- Not covered under standard homeowner's insurance policy

Over time these lines can fail from

- Root intrusion
- Rusting / Rotting
- Clogs
- Leaks
- Frozen pipes

Repairs can be costly and stressful for residents

SLWC Service Overview

Details about the Warranty Service

100% Optional for Residents

- Choose to enroll in none, one or both coverage options

247/365 Customer Service

- Operators are standing by

Service from Local Contractors

No Cost to Municipality

- Only requires municipality's endorsement

Royalty Available to Municipality

- Municipality can choose to pass back to residents

Warranty Coverage

What Does it Cover and up to How Much?

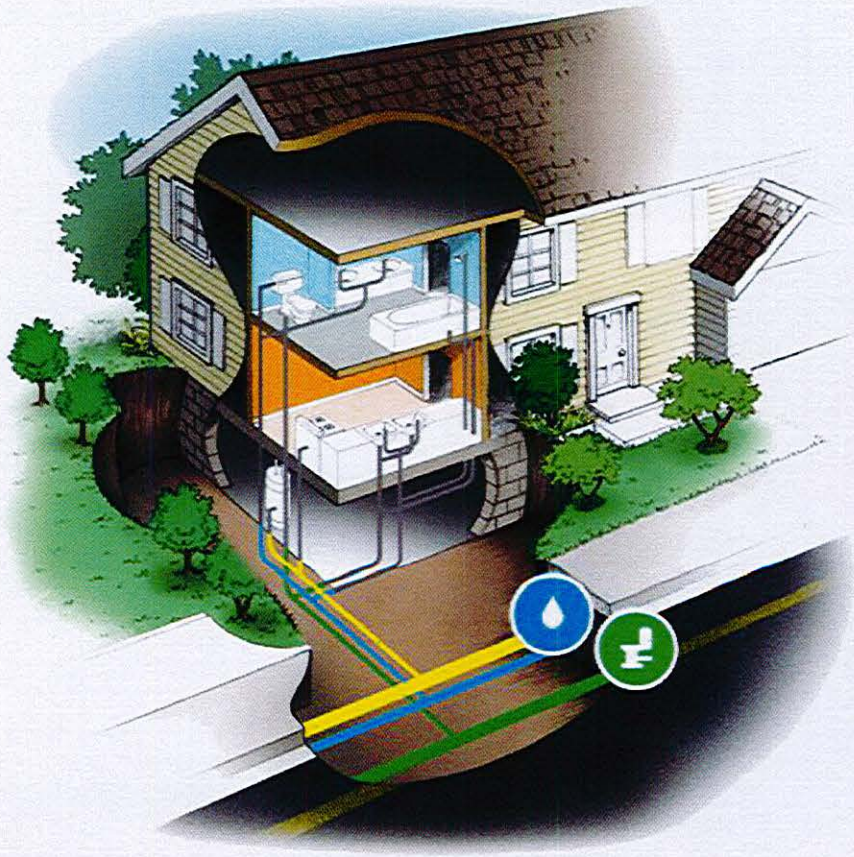
Warranties Available for 3 Products:

- External sewer line
- External water line warranty
- Septic/well systems

Coverage Cap Levels:

- Water Line Coverage = $5,000
- Sewer Line Coverage = $8,000
- Interior Plumbing Coverage =$3,000
- Coverage Levels are “per incident”

***99% of Claims Fall Below Cap Levels**



Are septic/well systems included in this coverage?

- **Yes.** The coverage for water lines on these systems is part of this municipal partnership program which would be available to residents for $5.33/month for up to $8,000 worth of coverage per incident.

- This warranty covers the cost of repairing broken, leaking, or clogged outside septic lines.

- Unfortunately, these lines fail due to age, tree root invasion, ground settling and more. The repairs can cost hundreds to thousands of dollars out-of-pocket. Left unattended, the leaking, clogged or broken septic line may contaminate soul, damage personal property and a homes foundation and poses a public health hazard.

- The Service Line Warranties of Canada (SLWC) Exterior Sewer/Septic Line Coverage protects resident's wallets and schedules. Should the sewer/septic line need to be repaired, a call to the SLWC toll-free number to speak with an agent will have a local, licensed, plumbing professional dispatched to the residence to make the repair within 24 hours. Repairs to sewer/septic line are covered up to the benefit amount, including public street and sidewalk cutting.

Service Eligibility

Who Qualifies for the Service and Under What Parameters?

Single Family Homeowners

- Commercial properties are not eligible unless shared with residence

Rental Properties Are Eligible

- Property Owner Must Purchase Warranty

No Pre-inspection of Pipes

- Most pipes covered under LAS/SLWC Service

No Waiting Period

- Enroll today, file a claim tomorrow

Are these warranty plans considered insurance?

- The Plans are a warranty service plan offered by SLWC as an independent private provider. Although the Plans use terms like deductible, coverage and exclusions the Plans are **not insurance**, but a contract pledge to arrange a contractor to repair your service lines.
- Ask your insurance provider if your policy covers repairs to water and sewer line systems. If your policy does not cover water or sewer utility lines, consider the Service Line Warranty program.

Marketing Approach

Getting the Message Out to Residents

Raise Awareness Through Direct Mail & Public Relations

Municipality Must 'Endorse' the service (not available direct to consumer)

Seasonal Marketing Campaigns

- Letters to Eligible Residents (Spring & Fall)
- No Direct Involvement from Municipality (SLWC pays for all aspects of the program)
- Municipal Logo on All SLWC Letters
- Municipality to Pre-approve Marketing Materials
- Vetted through Third-Party Mail Company (municipality does not give out customer data)

Consumers can enroll three ways:

- Phone
- Mail
- Online

Contractor Management

Who Repairs My Damaged Pipes?

SLWC recruits local contractors in every new municipality

- Initially from Pre-existing Municipal Lists
- Yellow Pages & Similar Listings
- Familiar with Municipal Code
- Quicker Response Time

Local Contractors can Apply

- Contact SLWC Directly

Customer Feedback Survey

- Provided to customers after every repair
- Helps weed out "bad" contractors
- 97% customer approval rating in Ontario

LAS/SLWC Service Rates

How Much Does the Warranty Service Cost?

Standard program rates for Southern & Northern Ontario

Southern Ontario	External Water Line	$5.00	$55.00
	External Sewer Line	$7.25	$79.75
	Annual Total	**$147.00**	**$134.75**
Northern Ontario	External Water Line	$5.75	$64.00
	External Sewer Line	$8.00	$88.00
	Annual Total	**$165.00**	**$152.00**

SLWC Program Participants

Which Ontario Municipalities Currently Participate in this program?

- ✓ City of Hamilton
- ✓ Township of Assiginack
- ✓ Town of Atikokan
- ✓ Municipality of Bayham
- ✓ Municipality of Callander
- ✓ Township of Dubreiville
- ✓ Municipality of Grey Highlands
- ✓ Town of Hearst
- ✓ Region of Peel
- ✓ Fort Frances
- ✓ County of Brant
- ✓ City of Kenora
- ✓ Town of Tecumseh
- ✓ Township of St. Clair
- ✓ Township of Georgian Bluffs
- ✓ Town of Arnprior
- ✓ Township of Edwardsburgh/Cardinal
- ✓ Town of Parry Sound
- ✓ Township of Southgate
- ✓ Township of Manitouwadge
- ✓ Town of Mattawa
- ✓ Township of McGarry
- ✓ Municipality of Meaford
- ✓ Town of Niagara on the Lake
- ✓ Town of Saugeen Shores
- ✓ Town of South Bruce Peninsula
- ✓ Municipality of Temagami
- ✓ Municipality of Wawa
- ✓ Township of Billings
- ✓ Township of Hornepayne
- ✓ Township of Gore Bay
- ✓ Municipality of Killarney
- ✓ Town of Gananoque
- ✓ City of Elliot Lake
- ✓ Town of Malahide
- ✓ Town of Hanover
- ✓ Township of Ramara
- ✓ City of Kenora
- ✓ Town of Goderich
- ✓ Town of Bancroft
- ✓ Township of Oro-Medonte
- ✓ Town of Lincoln
- ✓ Township of South Glengarry
- ✓ City of Windsor
- ✓ Municipality of Port Hope
- ✓ Town of Grand Valley
- ✓ Township of North Huron
- ✓ Municipality of South Dundas
- ✓ Municipality of Dutton Dunwich
- ✓ City of Kingston

Joining the SLWC Warranty Service

Next Steps for Enrollment

Enrollment

1. Council Approval of SLWC Marketing Agreement
2. Provide SLWC with Municipal Seal / Logo
3. Review and Approve 'Welcome Kit'
   - ✓ Press Release
   - ✓ Web Banner
   - ✓ Marketing Letter
   - ✓ Mailing List

QUESTIONS?

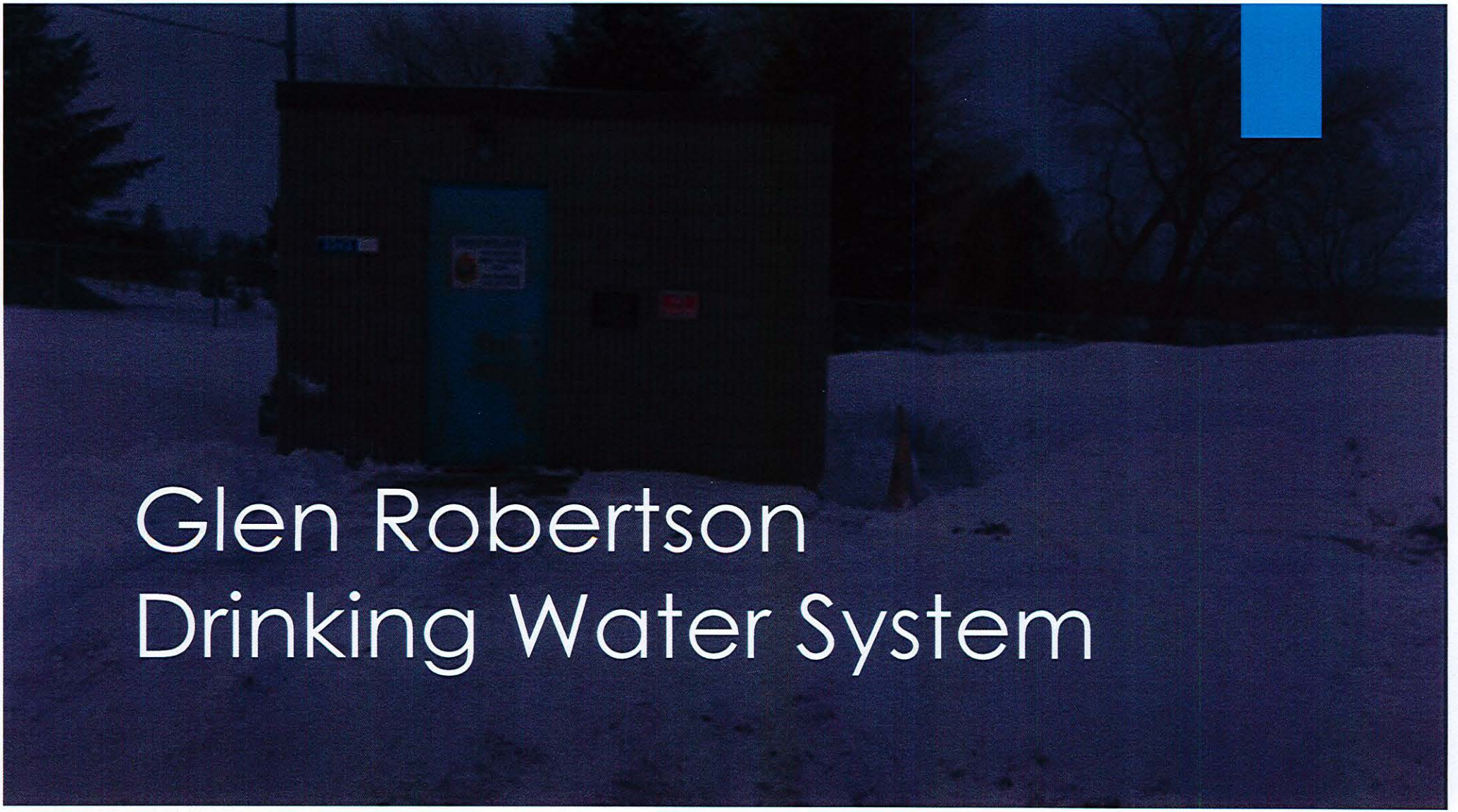
To Learn More please contact:

Elise Dostal
Sales Manager
(416) 400-2022
edostal@slwcofc.ca

2018 Annual Council Summary

GLEN ROBERTSON DRINKING WATER SYSTEM

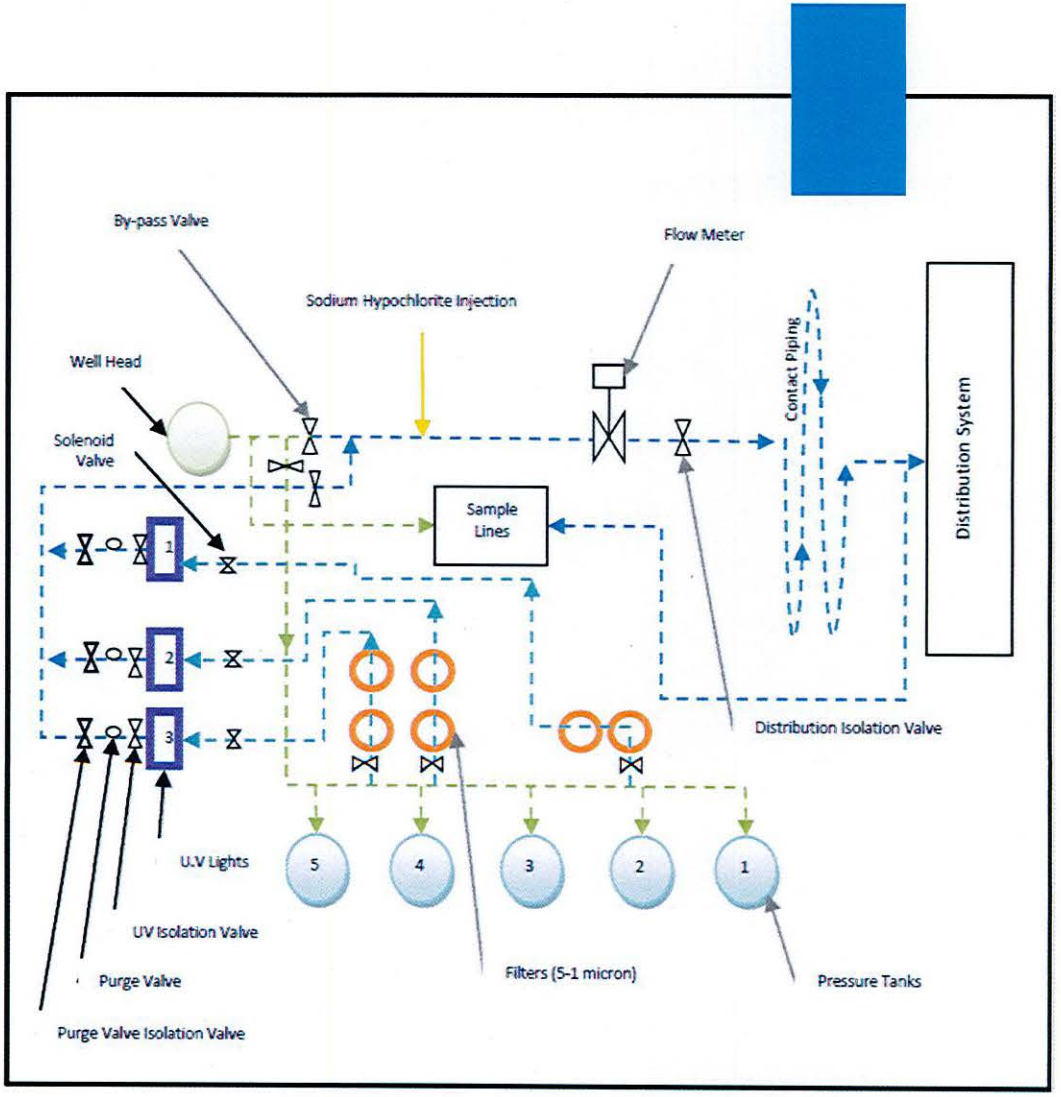
ALEXANDRIA DRINKING WATER SYSTEM



Glen Robertson Drinking Water System

Glen Robertson Drinking Water System Overview

- Small Municipal Residential Designation
- Source Water: Drilled Well
  - located at 3342 Irwin St
- Source water is deemed GUDI *(ground water under the direct influence of surface water)*
- Treatment: Particle Filters, UV Disinfection and Chlorine Disinfection/Residual
- Service Connections: 50



Glen Robertson Drinking Water System

System Changes

- Well pump replacement on 2 occasions (Jan/Jun)
  - Jan 1: well pump failed
  - Jun 5: well pump scheduled replacement
- Pressure tank isolation valve replacement
  - Jun 19: (#4) scheduled in order to replace pressure tank
  - Sept 5: (#1/#2) scheduled due to deficiencies
- Pressure tank replacements
  - Jun 28: (#4) scheduled due to operational issues found on Jun 5
  - Sept 5: (#1/#2) scheduled due to defective operation discovered on Jun 5
- Operations Manual Revised

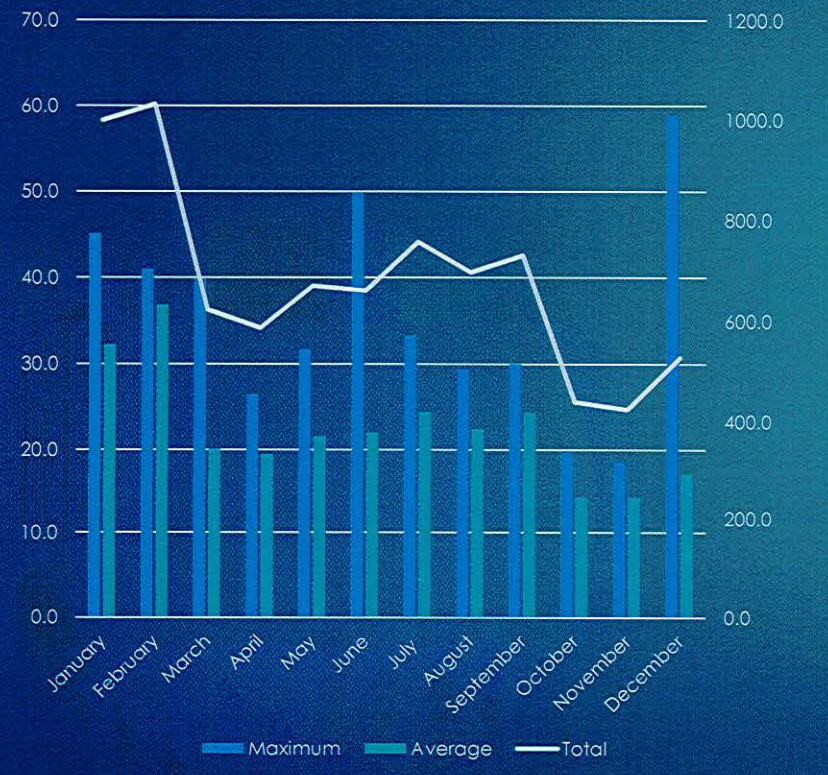
Sampling Summary

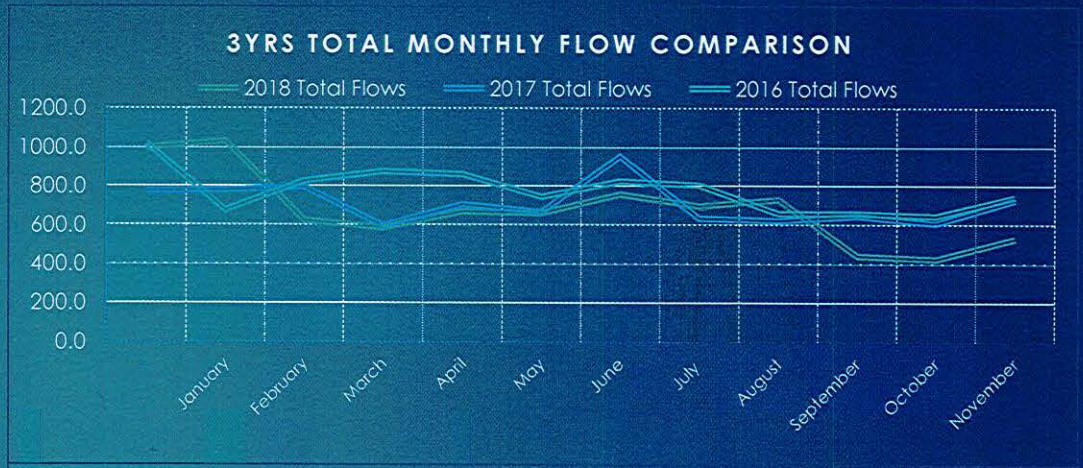
- Microbiological Samples
  - 52 Raw
  - 52 Treated
  - 113 Distribution
- 0 Adverse Testing Results
- Additional Sampling
  - Quarterly THM/HAA
  - Quarterly Nitrate/Nitrite
  - Bi-Annually Distribution Alkalinity/pH
  - Annual Organic Sampling (Sch 23)
  - Annual Inorganic Sampling (Sch 24)

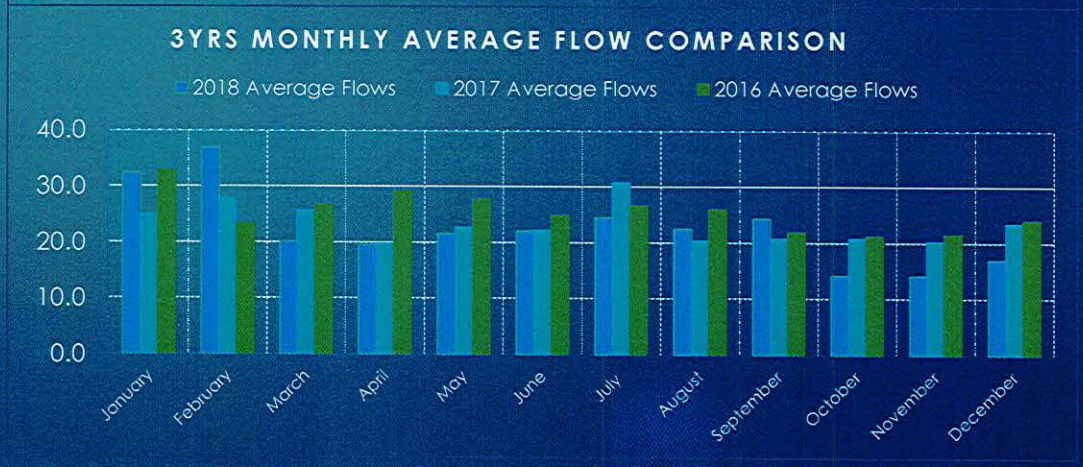
Flow Summary

- Permit To Take Water: 224m^3/day
- Maximum Daily Flow: 59.0m^3/day
- Annual Average Daily Flow: 22.4m^3/day
- Current Operating Capacity: 10%
- Water Loss: 14% - 21%
  (Water Loss Standard 10% - 20%)
  - Minor issues with flow metering, third party calibration was completed in September/November
  - Issues found during times of low flows
  - Meter now appears to be under reading (after calibration)

Glen Robertson 2018 Flows & Comparisons

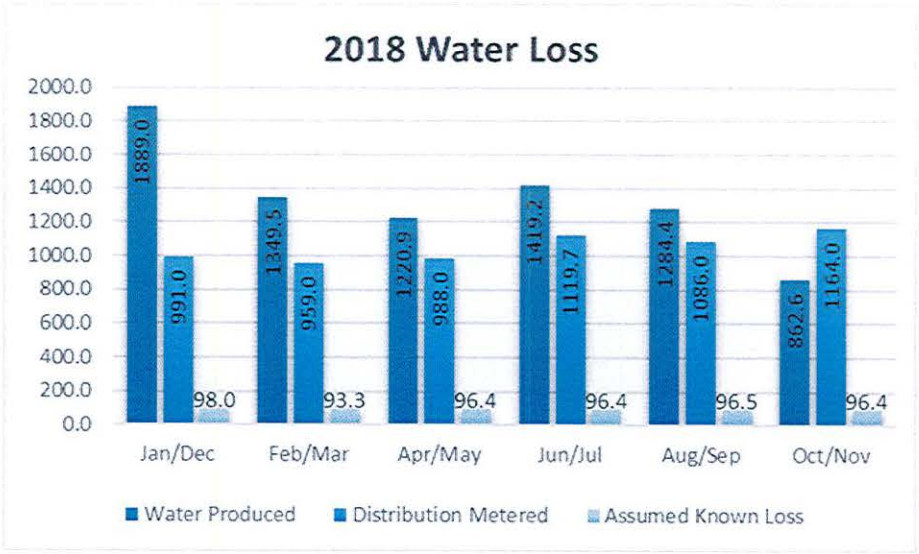






Glen Water Loss

- Water loss can be attributed to faulty internal plumbing (before meter), leaks from distribution infrastructure or faulty equipment (meters)
- Jan internal plumbing failure in unoccupied property. Owner advised of issues and service shut off
- Feb water break discovered and repaired, believed to be source of high consumption
- Sept on-going issues with operations, flow meter was calibrated by contractor.
- November meter was re-verified for operation. One time high flow event caused by faulty plumbing, leak was found after the meter.
- December flow total lower then metered total. WTP meter possibly under reading based on calibration or possible end of equipment life
  - Looking into options to confirm readings



	Water Produced	Distribution Metering	Assumed/ Known Loss	Difference	% Water Loss
Jan/Dec	1889.0	991.0	98.0	800.0	42.3
Feb/Mar	1349.5	959.0	93.3	297.2	22.0
Apr/May	1220.9	988.0	96.4	136.5	11.2
Jun/Jul	1419.2	1119.7	96.4	203.1	14.3
Aug/Sep	1284.4	1086.0	96.5	101.9	7.9
Oct/Nov	862.6	1164.0	96.4	-397.8	-46.1
Total	8025.6	6307.7	577.1	1140.8	14.2

Glen Robertson Drinking Water System

MECP

Inspections

Non-Compliance / Best Practices

- Jan 1, 2018: Loss of Pressure due to well pump failure
  - Boil Water Advisory Issued Jan 1, 2018
  - Notice of Resolution Jan 5, 2018
- Annual Inspection
  - January 29, 2018 & October 30, 2018
  - Request for well inspection program/plan. Created and sent to MECP April 2018
  - No issues noted on October inspection, but have only received draft report to date

DWQMS

Audits

Non-Conformance / OFI

- Internal Audit
  - October 29, 2018
  - Contracted to DCML
  - Results were very positive
    - 1 preventative non-conformance;
    - 1 preventative non-compliance;
    - 2 opportunities for improvement
- Surveillance Audit
  - November 7, 2018
  - Contracted to SAI Global
  - Results were positive
    - 2 opportunities for improvement
- Accreditation Audit
  - November 15, 2018
  - Contracted to SAI Global
  - Maintenance of existing accreditation
    - 8 opportunities for improvement

Permits

Approvals

Orders

- Water Works License 181-102
  - Expiry: March 21, 2021
- Water Works Permit 181-202
  - Expiry: March 21, 2021
- Permit to Take Water
  - Expiry: March 16, 2025
- Source Water Protection Plan
  - RRCA/South Nation
- Currently no additional monitoring or reporting requirements

Glen Robertson Drinking Water System

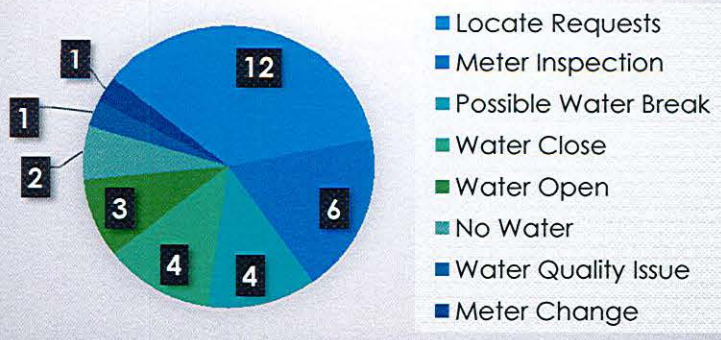
Work Orders

- 21 service calls
- 12 locate requests

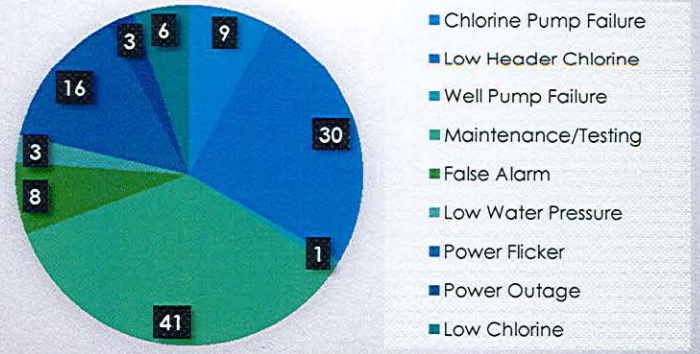
Alarms

- 117 events
- Major issues on-going chlorine dosage/residual problems (Aug-Nov)
- 3 power outages, multiple flickers (mainly in Apr/May/Aug)

2018 Service Requests



2018 Alarm Events



Work Summary and Current Deficiencies

- Completed
  - Well Head Video Inspection, minor issues noted.
  - Equipment Replacement Previously Mentioned (Well Pump, Pressure Tanks, Isolation Valves)
  - Spring Flushing
  - Contracted Maintenance (Generator)
  - Mag Meter Verification and Calibrations
  - Identification of 3 moderate/major water breaks (2 internal plumbing, 1 underground infrastructure)
  - 2 distribution repairs completed
- Current Deficiencies
  - 1 defective line post (flushing port)
  - 1 valve box in need of repair
  - 1 defective residential line post

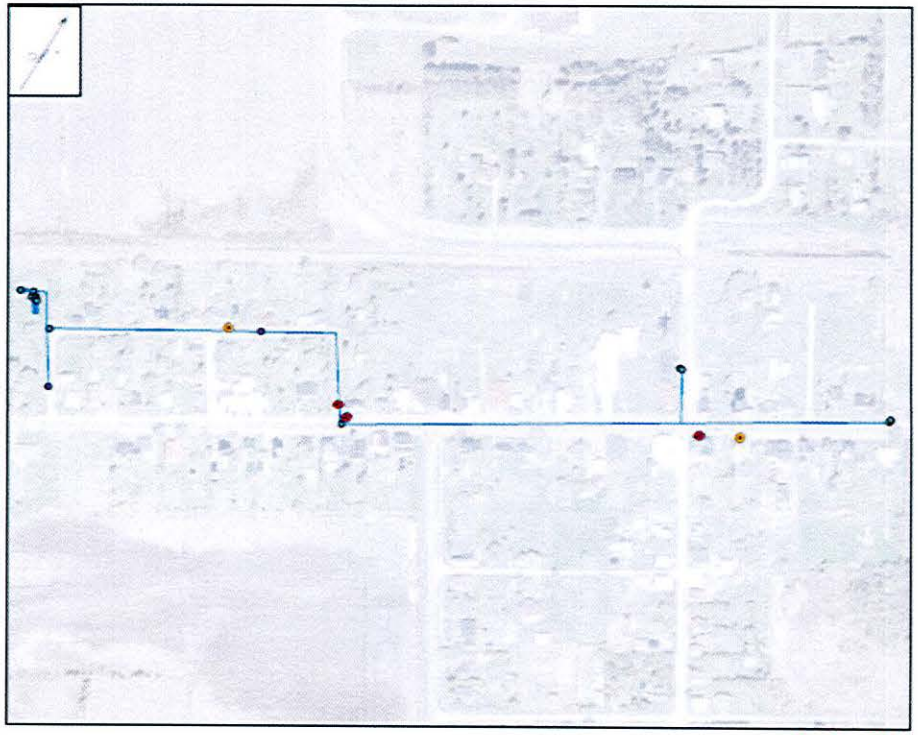
2018 Glen Robertson
Work Summary and Defect Listing

Legend

- Defective Valve
- Completed Construction
- Distribution Valve
- Air Relief
- Water Main

Red - Defect
V-508 Clara St- Defective Valve Box
V-510- Main St- Defective Line Post for Flushing Port
21952 Main St - Defective Residential Service Valve

Orange- Completed Construction
21909 Seguin Mill St- repair to line post at curb stop
21945 Main St- repair to defective line post



Date: 10/01/2019

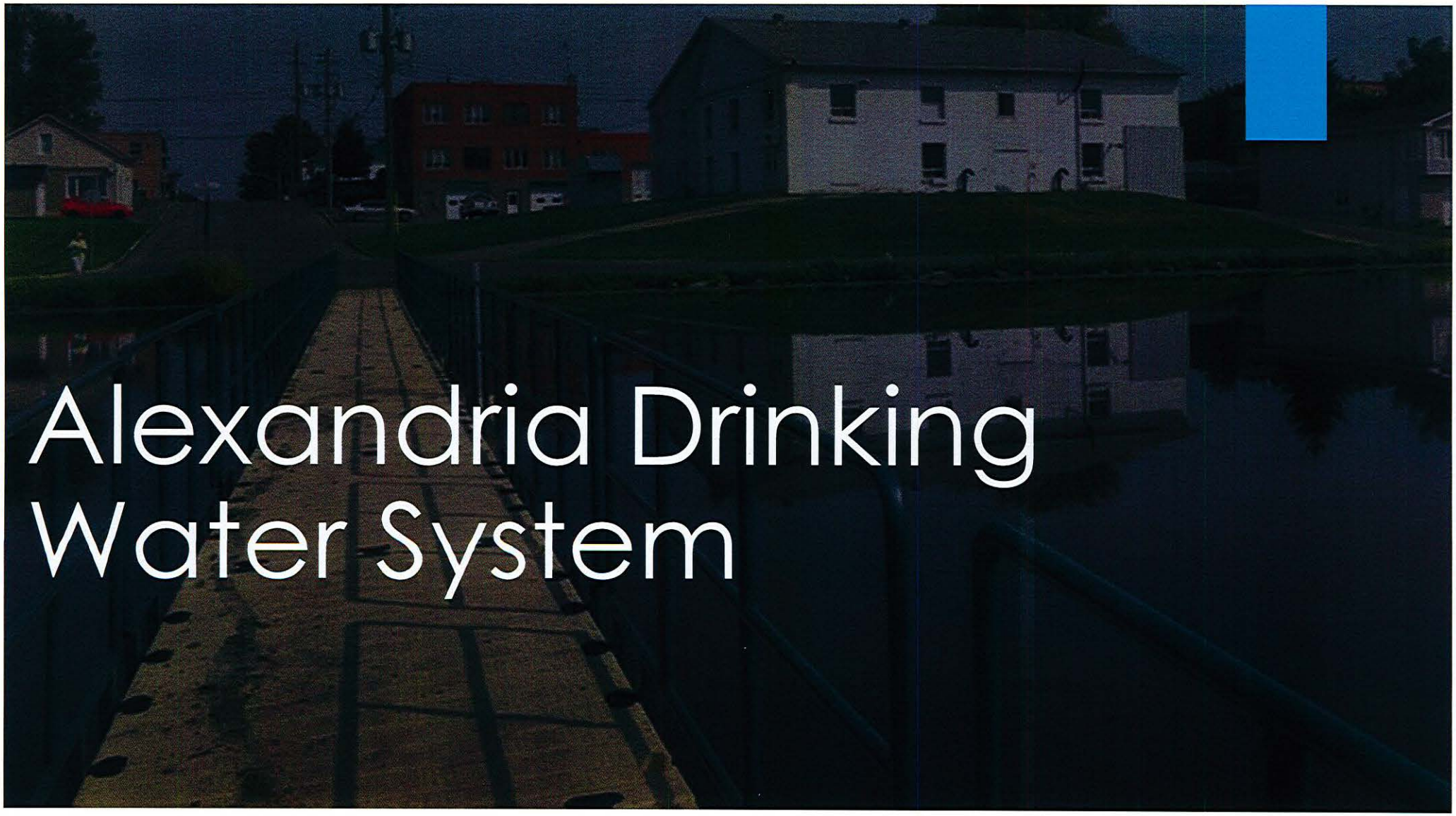
0 0.0425 0.085 0.17 Kilometers

Planned 2019

- Air Relief Valve Replacement (2)
- SCADA System Integration Preparation
- Chlorine Pump Replacement
- Mag Meter Evaluation and Replacement if Required

Other Items that Could Effect System

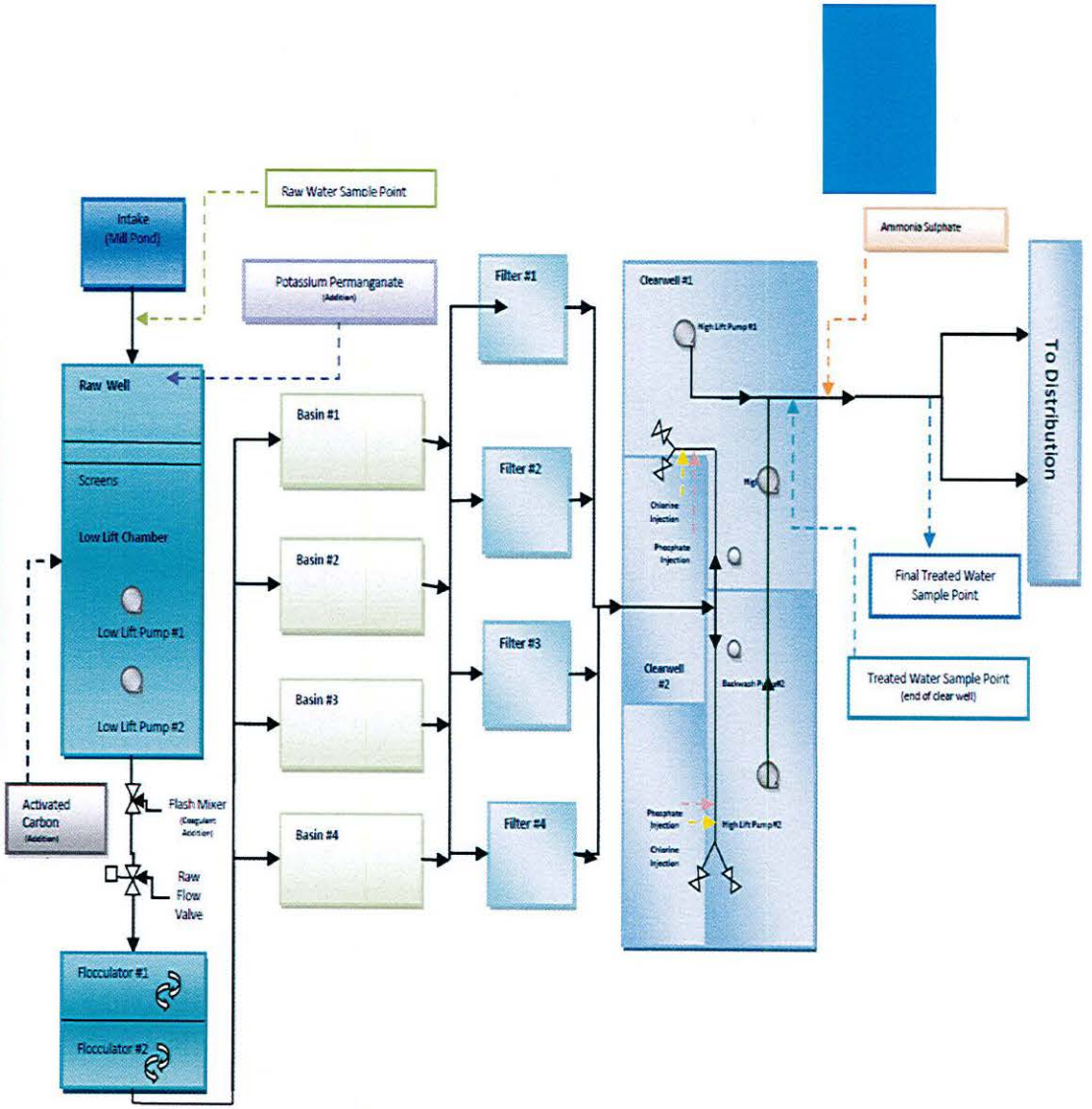
- Formalization of Asset Management Plan
- Work Order System Implementation
- New Operational Staff



Alexandria Drinking Water System

Alexandria Drinking Water System Overview

- Large Municipal Residential Designation
- Source Water: Mill Pond
  - located at 22 Gernish St West
- Treatment: Conventional Treatment
  - Coagulation/Flocculation
  - Sedimentation
  - Filtration
  - Disinfection
  - Chloramination
- Storage: Elevated Water Tower
  - 3000m3
  - located at 224 Industrial Blvd
- Service Connections: 1500



Alexandria Drinking Water System

System Changes

- ATS Replacement
  - Jun 26: install retrofit replacement
- Sludge Valve Replacement
  - Apr 19: replace defective valves
- Replace WTP Equipment
  - May/Jun: 2 chemical pumps
  - Feb: 3 chlorine probes (Feb)
- Centre St Water Main Replacement
  - Aug 20 - Sep 5, completed in 2 stages
  - 2 BWA (11days and 27 days)
- 331 Distribution Residential Meter Replacement
  - Jan 9 - Dec 19
- Maxville Water Project
  - distribution construction
  - tower Construction
  - transmission Main Construction

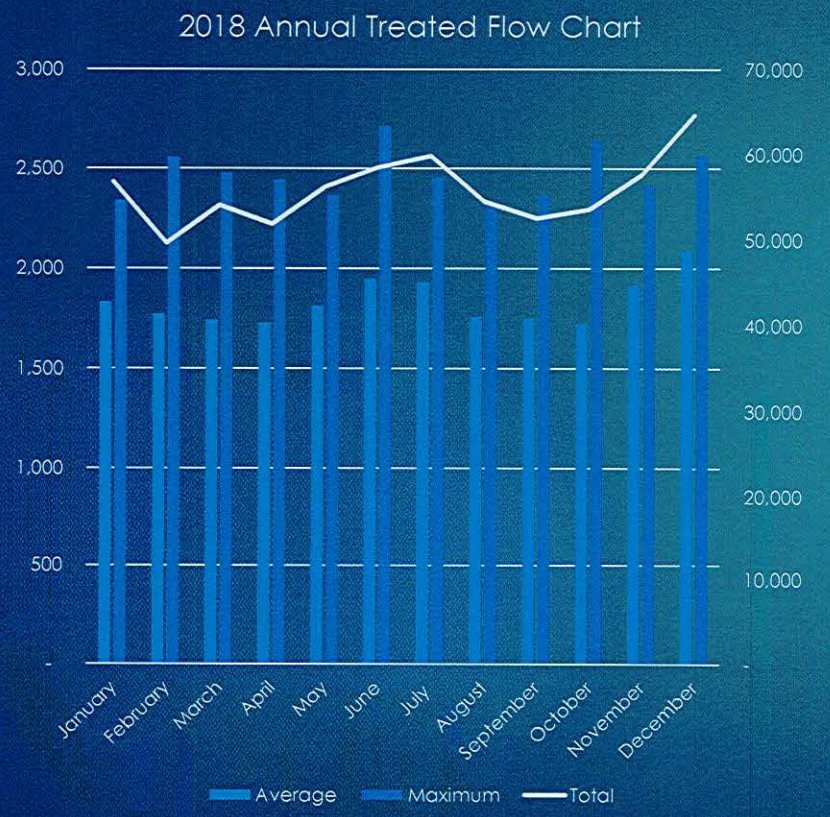
Sampling Summary

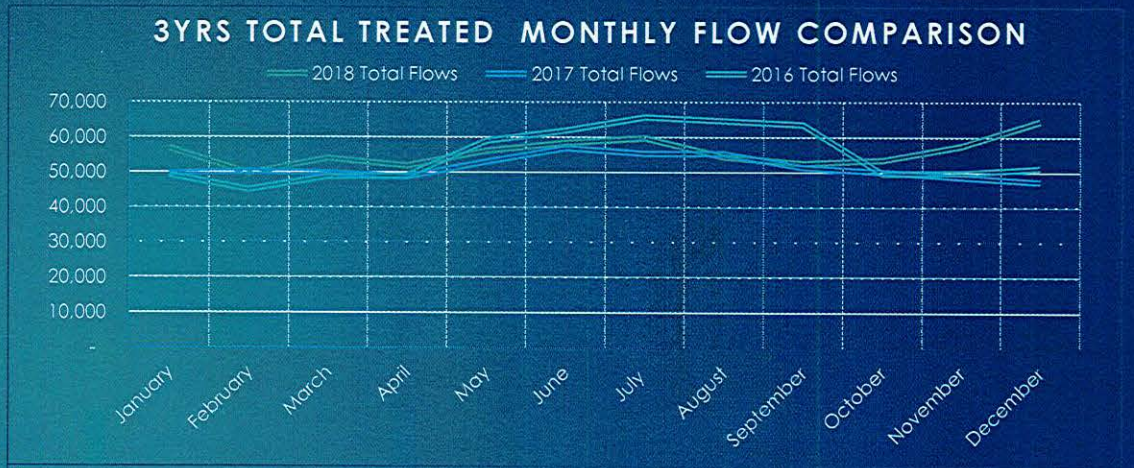
- Microbiological Samples
  - 52 Raw
  - 52 Treated
  - 167 Distribution
- 0 Adverse Testing Results
- Additional Sampling
  - Quarterly THM/HAA
  - Quarterly Nitrate/Nitrite
  - Bi-Annually Distribution Alkalinity/pH
  - Annual Organic Sampling (Sch 23)
  - Annual Inorganic Sampling (Sch 24)
- Non-Regulatory
  - Monthly Nitrate/Nitrite
  - Monthly Organic Carbon

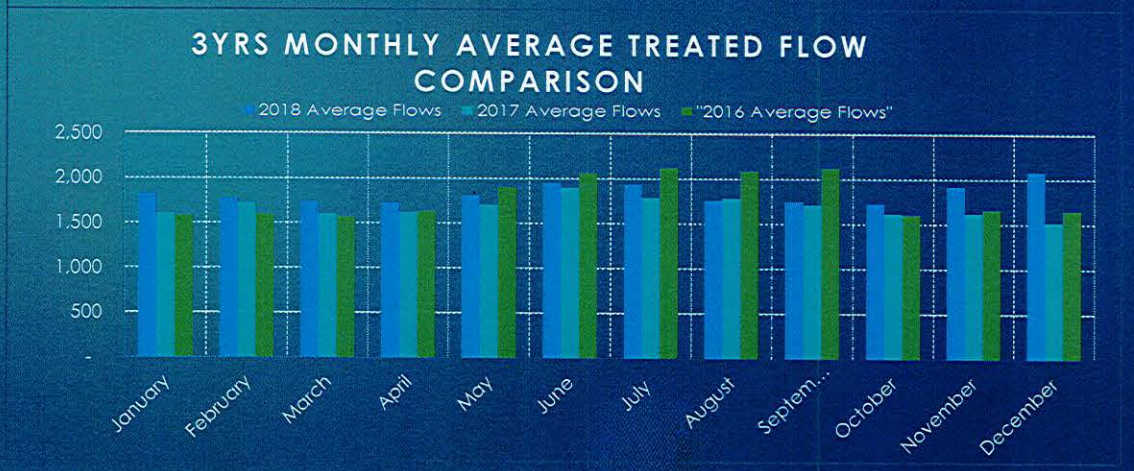
Flow Summary

- Permit To Take Water: 5,616m^3/day
- Maximum Daily Raw Flow: 3,124m^3/day
- WTP Rated Capacity: 8,014m^3/day
- Maximum Daily Raw Flow: 2,713m^3/day
- Annual Average Daily Flow: 1,834m^3/day
- Current Operating Capacity: 22.8%
- Water Loss: 37%
  (Water Loss Standard 10% - 20%)
  - Unaccounted for loss can be attributed to leaks, unauthorized hydrant usage, unmetered flushing
  - Looking into Alexandria Distribution Leak Detection Program by external contractor in Spring 2019

Alexandria 2018 Flows & Comparisons

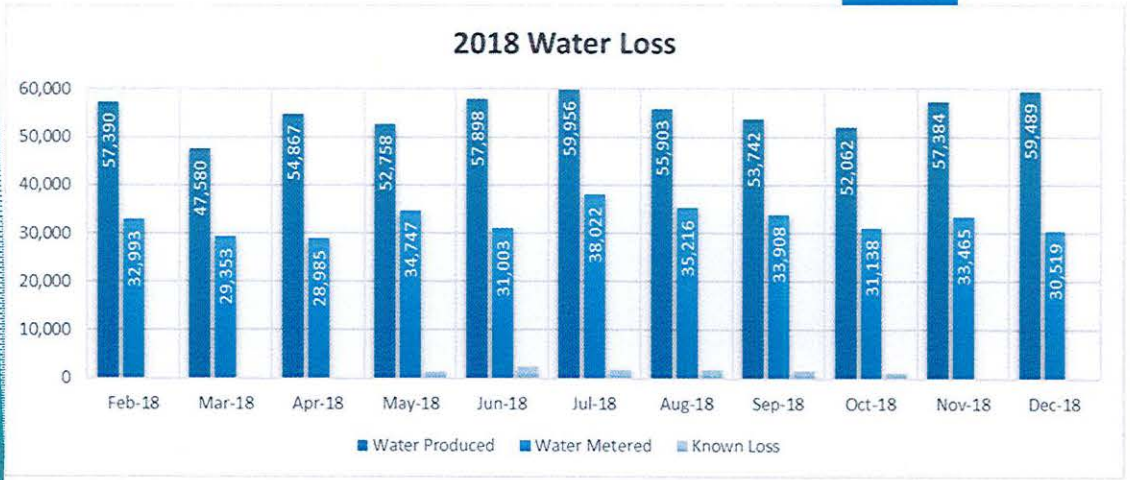






Alexandria Water Loss

- Water loss can be attributed to faulty internal plumbing or illegal connections before meter, leaks or breaks in the distribution infrastructure, unmetered flushing, unauthorized hydrant usage or faulty equipment (meters)
  - Water Breaks Repair: 3
  - Water Main Replacement: 1
  - Service Break Repair: 3
- Minor amounts of flushing without metering
- Minor unaccounted for volumes taken from hydrants by fire department for training and fire fighting
- Spring 2019: PGS to conduct a full distribution leak survey to help find any leaks or water breaks that would be contributing to water loss values



	Treated Water Produced	Residential Metered	Commercial Metered	Total Distribution Metered	Known Water Usage	Difference	% Water Loss
Dec-17	49,839		17,379				
Jan-18	52,957	15,453	14,736	30,188	97	22,671	42.8
Feb-18	57,390	15,829	17,165	32,993	91	24,306	42.4
Mar-18	47,580	13,986	15,367	29,353	97	18,130	38.1
Apr-18	54,867	12,690	16,296	28,985	160	25,722	46.9
May-18	52,758	18,031	16,716	34,747	1,366	16,645	31.5
Jun-18	57,898	15,465	15,538	31,003	2,414	24,481	42.3
Jul-18	59,956	17,102	20,920	38,022	1,743	20,191	33.7
Aug-18	55,903	16,971	18,245	35,216	1,743	18,943	33.9
Sep-18	53,742	15,285	18,623	33,908	1,728	18,106	33.7
Oct-18	52,062	14,046	17,092	31,138	1,106	19,819	38.1
Nov-18	57,384	15,591	17,875	33,465	95	23,824	41.5
Dec-18	59,489	13,436	17,083	30,519	97	28,874	48.5
Annual Totals	711,826	183,884	223,033	389,538	10,737	261,712	36.8

Alexandria Drinking Water System

MECP

Inspections

Non-Compliance / Best Practices

- Aug 20, 2018: Loss of Pressure caused by main isolation for replacement
  - Boil Water Advisory Issued Aug 20, 2018
  - Notice of Resolution Aug 30, 2018
- Aug 23, 2018: Loss of Pressure caused by main isolation for replacement
  - Boil Water Advisory Issued Aug 23, 2018
  - Notice of Resolution Sep 18, 2018
- Annual Inspection
  - February 13, 2018
  - No issues noted during the inspection, 100% rating

DWQMS

Audits

Non-Conformance / OFI

- Internal Audit
  - October 29, 2018
  - Contracted to DCML
  - Results were very positive
    - 1 preventative non-conformance;
    - 1 preventative non-compliance;
    - 2 opportunities for improvement
- Surveillance Audit
  - November 7, 2018
  - Contracted to SAI Global
  - Results were positive
    - 2 opportunities for improvement
- Accreditation Audit
  - November 15, 2018
  - Contracted to SAI Global
  - Maintenance of existing accreditation
    - 8 opportunities for improvement

Permits

Approvals

Orders

- Water Works License 181-101
  - Expiry: March 21, 2021
- Water Works Permit 181-201
  - Schedule C: Issued Jan 22, 2018
- Permit to Take Water
  - Expiry: July 8, 2022
- Source Water Protection Plan
  - RRCA/South Nation

- Currently no additional monitoring or reporting requirements

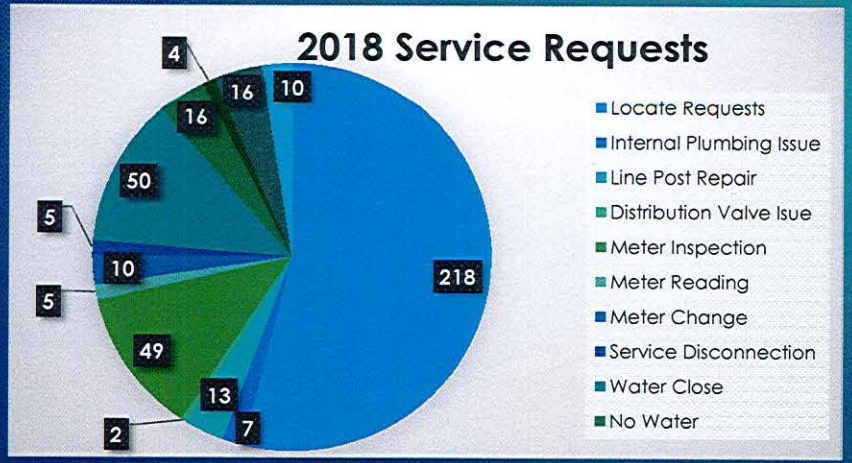
Alexandria Drinking Water System

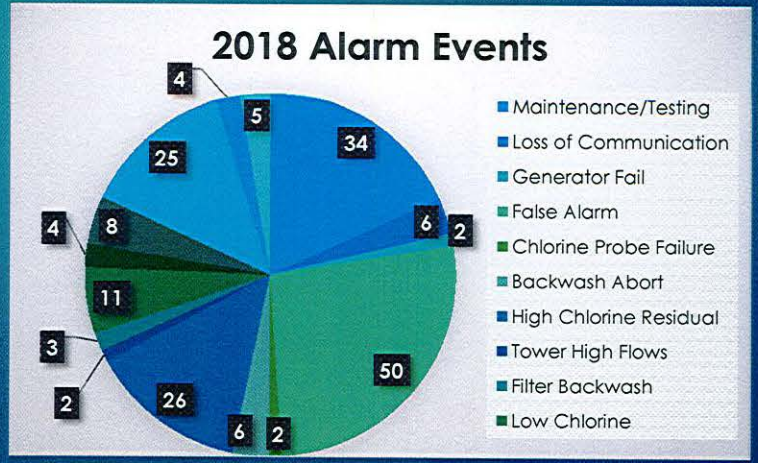
Work Orders

- 187 service calls
- 218 locate requests

Alarms

- 188 events
- coagulant pump air locking due to suction line
- communication loss caused by equipment overheating
- generator failure due to ATS failure

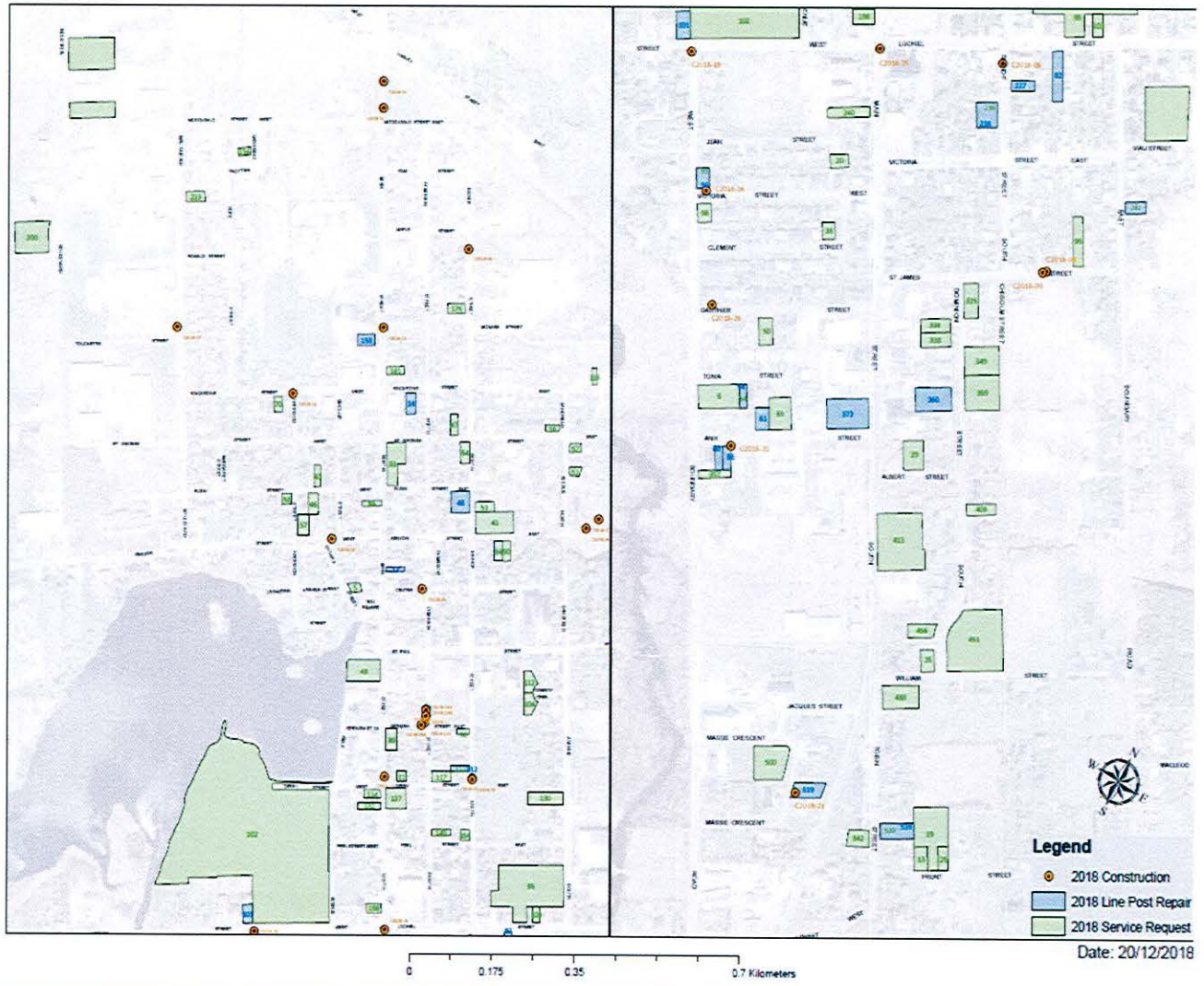




Work Summary

- Completed
  - Sludge Valve Replacement in Basin 4
  - Small Equipment Replacement at WTP and Tower
  - Installation of climate control equipment in WTP office area and in SCADA PLC room, constructed as result of issues in July
  - Contracted Maintenance (Generator, Check Valve, Equipment Calibration)
  - Spring Flushing and Annual Valve Operation
  - Fall Flushing
  - Centre St Water Main Replacement
  - 6 Valve Repair or Replacements
  - 2 Multi-Unit Water Service Installation
  - 3 Service Disconnection (demolition)

2018 Alexandria Work Sites

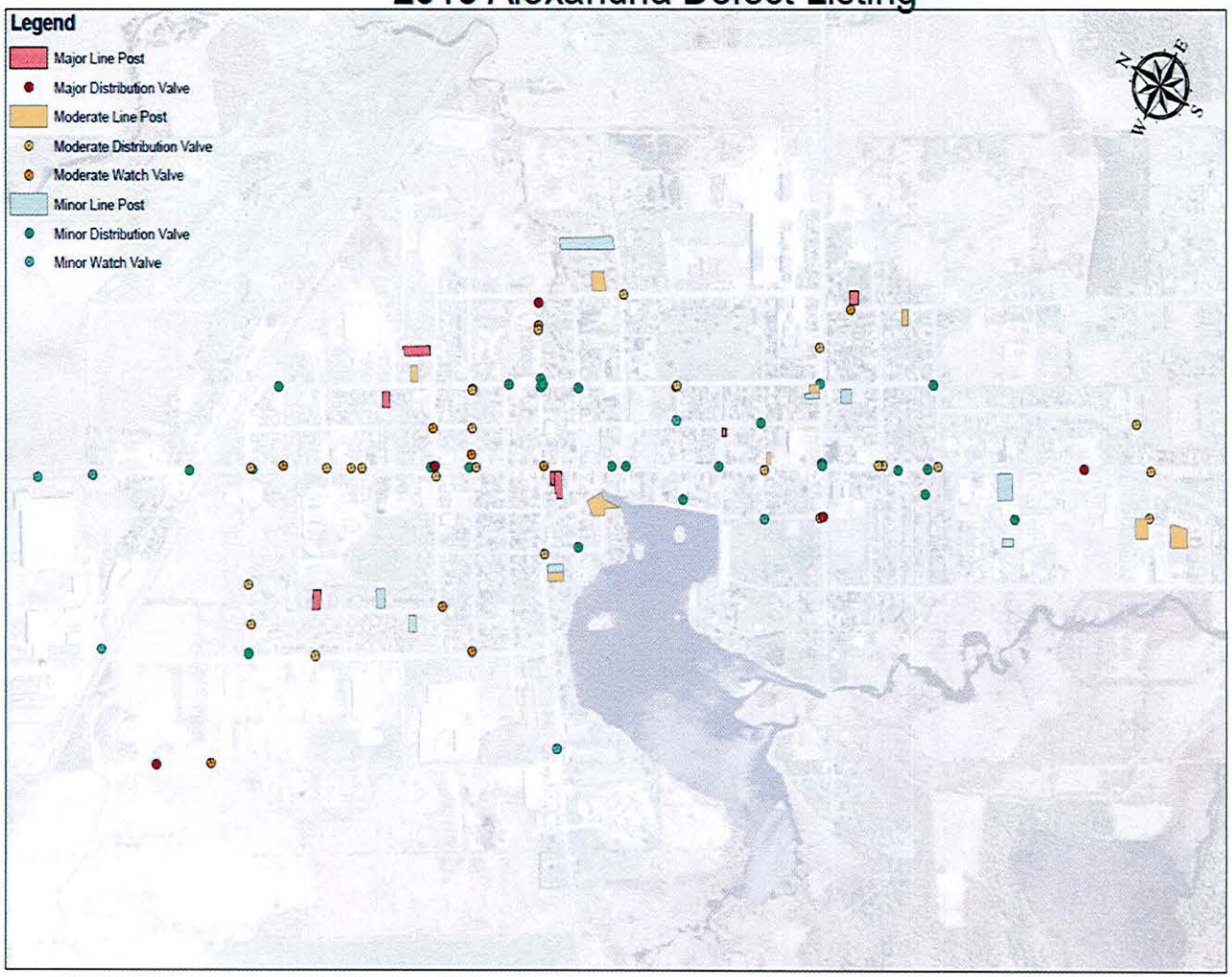


Defect Summary

- 5 seized or in-operable valves
- 7 seized or in-operable or unable to locate line posts
- 34 valve damage, stiff operation, leaking when operated or shifted valve box
- 9 line post damaged, cap missing, shifted, leaking when closed or cleaning required
- 33 minor valve box damage or valve cleaning required
- 9 line post to be raised

System Summary

- Total System Valves: 447 valves (distribution and watch valves)
- Total Hydrants: 146
- Total Water/Sewer Services: appx1500 (service accounts)



Alexandria Drinking Water System

On-Going Issues

- Chlorine degradation during late summer to early fall. Currently looking into a mixing system for tower to help resolve issues
- Issues with coagulant lines from tank to pumps. Currently looking as line replacement and possibly pump re-location
- Minor raw water condition upsets observed, raw ammonia increasing during winter months
- Update to DWQMS 2.0
- Update Operations Manual

2019 Planned Work

- Water Main Replacement on Catherine Frasier/Ottawa/Mill Square. Tie-Ins at Kenyon St West and Main St South
- Chemical Pump upgrade
- Transitions to Third Party Locating for standard requests
- WTP SCADA Upgrades
- On-going works completion to Maxville Water System (contracted)

Other Items that Could Effect System

- Formalization of Asset Management Plan
- Work Order System Implementation
- New Operational Staff

Thank You for your Time and Attention

Corporation of the Township of North Glengarry
90 Main Street South
P.O. Box 700
Alexandria, ON
K0C 1A0
Tel: (613) 525-3087
Fax: (613) 525-1649

NORTH GLENGARRY NORD
Ontario's Celtic Heartland
Le centre celtique de l'Ontario
www.northglengarry.ca

Municipalité du Canton de Glengarry Nord
90 Rue Main Sud
C.P. 700
Alexandria, ON
K0C 1A0
Tel: (613) 525-3087
Télécopieur: (613) 525-1649

The Township of North Glengarry

Glen Robertson Well Supply System

2018 Annual and Summary Report

In compliance with O. Reg 170/03, section 11 and O. Reg 170/03 schedule 22

Contents

Section 1: Introduction

This report is an annual summary of water quantity, quality system information, system operations and major expenditures for the Glen Robertson Well Supply during the reporting period of January 1, 2018 to December 31, 2018. It was prepared in accordance with section 11 and schedule 22 of the of Ontario's Drinking Water Systems Regulation O. Regulation 170/03.

Section 2: System Description

The Glen Robertson Well Supply System is located on Irwin St within the hamlet of Glen Robertson, which is approximately 11 kms northeast of the Town of Alexandria. This system uses groundwater as its source to supply the residents with treated water and has a rated capacity of 224 m^3/day. It is categorized as a small municipal residential drinking water system. In 2010 the source was deemed to be groundwater under the direct influence of surface water (GUDI), and upgrades were implemented to strengthen the treatment processes.

Section 3: Process and Equipment Description

Supply Well

One 300 mm diameter drilled well located on 3342 Irwin St., *UTM Easting: 538506 UTM Northing: 5022689 (NAD 83, accuracy +/- 10m)*. It is equipped with a submersible well pump rated at 5.1L/sec (67 IGPM), attached to a 50mm diameter discharge pipe.

Pumping Station

All equipment is stored within a single-story brick building, approximately 17.4m^2, (4.7m x 3.7m), located at the Irwin St address.

Treatment Equipment

The raw water is pumped from the well into 50 mm piping. The water is directed towards 3 ultraviolet light systems (UV), 2 in service 1 in stand-by mode. The water passed through a 5-micron filter followed by a 1-micron filter prior to going through the UV system. The water is then directed past the sodium hypochlorite injection point.

The chlorination system utilizes two diaphragm sodium hypochlorite metering pumps with rated capacities of 0.4L/hr, which discharges into the well discharge piping. The pumps have automatic switchover capabilities and will switch over if a problem develops with the lead pump during operation. There are 2 sodium hypochlorite storage tanks with capacities of 20L and are contained within a secondary containment tanks.

One diaphragm sodium silicate metering pump with rated capacity of 0.4L/hr at 680kPa. This product is no longer in use, but the pump is still in place at the facility.

Located outside the building but on the property, is an underground chlorine contact chamber consisting of 52m of 300mm piping. It is complete with a flushing port and a treated water sample line which feeds the on-line analyzers located in the water treatment plant.

Monitoring Equipment

The monitoring system consists of 7-day chart recorders, a plc with 7 days retention and automated alarm/dialler system, currently there is no remote monitoring system in place for this facility at this time. 2 free chlorine analyzers used for regulatory monitoring, one directly after the chlorine injection and one at the end of the contact chamber as the treated water enters the distribution system; a flow meter after chlorination but prior to the contact chamber; and an on-line turbidity analyzer for the treated water as it leaves the contact chamber and enters the distribution are all connected to the monitoring systems listed above.

The UV units are connected to a monitor that displays real time readings. Currently this unit is not equipped with recording capabilities, but the UV units are connected to the alarm/dialler system, so if problems occur thee unit is equipped with an automatically shut down preventing water from exiting the UV and an alarm will be initiated.

System Pressure Equipment

The well pump will start, run or stop based on the system pressure, which can be observed in the water plant prior to sodium hypochlorite injection. There are five 400 L pneumatic pressure tanks operating between 275 to 400 kPa to maintain the system pressure at all times.

Emergency Power

A 17-kW natural gas generator, equipped with auto start, is used to provide power to the water treatment building in the event of an outage. It is located outside the building on the southwest wall.

Additional Equipment.

All piping, valves, controls and appurtenances along with associated mechanical and electrical equipment not mentioned in the description, but are utilized to make up the system.

Monitoring Wells

2 drilled monitoring wells are located on the property where the treatment plant is located. One being located northeast of the building and one located southwest of the building

Section 4: Flow Summary

In order to assess the rated capacity of the WTP in terms of meeting existing and planned uses of the system, a summary of the treated flow rates during this period covered by this report was prepared and is presented below. In accordance with License #181-102 the Glen Robertson Well Supply shall not be operated to exceed the rated of the treatment system. Both the Permit to Take Water (PTTW) and the License requirements allow for a maximum of 224 m^3 total daily for raw and treated water.

The average treated daily flow for 2018 is calculated to be 22.4 m^3 and the maximum daily flow for the year was reported to be 59.0 m^3. This represents 10.0% of the total plant rated capacity. Refer to the appendices for full 2018 data summary

2018 Treated Flow Summary	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Maximum Daily Flow (m^3)	45.1	41.0	39.8	26.5	31.7	49.9	33.3	29.4	30.0	19.8	18.6	59.0
Monthly Average Flow (m^3)	32.2	36.8	20.1	19.5	21.6	22.0	24.4	22.5	24.3	14.2	14.1	17.0
Monthly Average Daily Maximum Instantaneous Flow (L/s)	1.97	1.43	1.23	1.44	1.37	1.43	1.50	1.54	1.62	1.28	1.44	1.39
Rated Maximum Daily Treated Flow for the approved system										224 m^3/day		
Rated Maximum Instantaneous Treated Flow										2.6 L/s		

Section 5: Sampling and Laboratory Analysis Summary

The Township of North Glengarry uses Cadouceon Laboratories as the primary provider for all sample analysis. Cadouceon Laboratories is an accredited laboratory under the Ministry of the Environment and Climate Control requirements. Refer to table below for all results as required.

2018 Microbiological Testing Completed as per Schedule 10, 11 and/or 12 of O. Reg 170/03					
Location	*Number of Samples*	*Range of E. Coli or Fecal Results (#-#)*	*Range of Total Coliform Results (#-#)*	*Number of HPC Samples*	*Range of HPC Results (#-#)*
Raw	52	0 – 0	0 - 2	0	
Treated	52	0 – 0	0 - 0	52	< 2 - 6
Distribution	109	0 – 0	0 - 0	105	< 2 - 42

2018 Operational Testing as per Schedule 7, 8 and or 9 of O. Reg 170/03		
Parameter	*Number of Grab Samples*	*Range of Results unit of measure is mg/L unless otherwise indicated (#-#)*
Raw Turbidity	249	0.11 ntu – 3.62 ntu
Treated Free Chlorine	Continuous	0.33 – 2.12
Distribution Free Chlorine	299	0.59 – 2.20
Fluoride *(If the DWS provides fluoridation)*	n/a	

Additional Sampling or Testing in Accordance with System Approval Requirement or Order				
Date of Order or Approval Amendment	*Parameter*	*Date Sampled*	*Result*	*Unit of Measure*
n/a				

2018 Summary of Inorganic Parameters Tested *Annual sampling or most recent result* *(1ppm = 1mg/L)*					
Parameter	*Sample Date*	*Standard (maximum concentration)*	*Result Value*	*Unit of Measure*	*Exceedance*
Antimony	December 17, 2018	0.006 mg/L	< 0.0001	mg/L	No
Arsenic	December 17, 2018	0.01 mg/L	0.0001	mg/L	No
Barium	December 17, 2018	1.0 mg/L	0.141	mg/L	No
Boron	December 17, 2018	5.0 mg/L	0.020	mg/L	No
Cadmium	December 17, 2018	0.005 mg/L	< 0.000015	mg/L	No
Chromium	December 17, 2018	0.05 mg/L	< 0.002	mg/L	No
Lead	September 14, 2017	0.01mg/L	0.00162	mg/L	No
Mercury	December 17, 2018	0.001mg/L	< 0.00002	mg/L	No
Selenium	December 17, 2018	0.01 mg/L	< 0.001	mg/L	No
Uranium	December 17, 2018	0.02 mg/L	0.00049	mg/L	No
Fluoride	June 19, 2017	1.5 mg/L	< 0.1	mg/L	No
Nitrite	January 14, 2019	1.0 mg/L	< 0.1	mg/L	No
Nitrate	January 14, 2019	10.0 mg/L	0.9	mg/L	No

2018 Summary of Lead Testing *(1ppm = 1mg/L)*							
Location/ Type	*Number of Samples*	*Range of Lead Results (#-#)*	*Unit of Measure*	*Range of Alkalinity Results (#-#)*	*Unit of Measure*	*Average pH*	*Exceedance*
Residential Plumbing							
Non-Residential Plumbing							
Distribution	2			316 - 331	mg/L	6.9	0

2018 Summary of Organic Parameters Tested *Annual sampling or most recent result* *(1ug/L = 0.001mg/L)*					
Parameter	*Sample Date*	*Standard (maximum concentration)*	*Result Value*	*Unit of Measure*	*Exceedance*
Alachlor	December 17, 2018	0.005 mg/L	< 0.3	ug/L	No
Atrazine + N-dealkylated metobolites	December 17, 2018	0.005 mg/L	< 0.5	ug/L	No
Azinphos-methyl	December 17, 2018	0.02 mg/L	< 1	ug/L	No
Benzene	December 17, 2018	0.001 mg/L	< 0.5	ug/L	No
Benzo(a)pyrene	December 17, 2018	0.00001 mg/L	< 0.005	ug/L	No
Bromoxynil	December 17, 2018	0.005 mg/L	< 0.3	ug/L	No
Carbaryl	December 17, 2018	0.09 mg/L	< 3	ug/L	No
Carbofuran	December 17, 2018	0.09 mg/L	< 1	ug/L	No
Carbon Tetrachloride	December 17, 2018	0.002 mg/L	< 0.2	ug/L	No
Chlorpyrifos	December 17, 2018	0.09 mg/L	< 0.5	ug/L	No
Diazinon	December 17, 2018	0.02 mg/L	< 1	ug/L	No
Dicamba	December 17, 2018	0.12 mg/L	< 5	ug/L	No
1,2-Dichlorobenzene	December 17, 2018	0.2 mg/L	< 0.1	ug/L	No
1,4-Dichlorobenzene	December 17, 2018	0.005 mg/L	<0.2	ug/L	No
1,2-Dichloroethane	December 17, 2018	0.005 mg/L	< 0.1	ug/L	No
1,1-Dichloroethylene (vinylidene chloride)	December 17, 2018	0.014 mg/L	< 0.1	ug/L	No
Dichloromethane	December 17, 2018	0.05 mg/L	< 0.3	ug/L	No
2-4 Dichlorophenol	December 17, 2018	0.9 mg/L	< 0.1	ug/L	No
2,4-Dichlorophenoxy acetic acid (2,4-D)	December 17, 2018	0.1 mg/L	< 5	ug/L	No
Diclofop-methyl	December 17, 2018	0.009 mg/L	< 0.5	ug/L	No
Dimethoate	December 17, 2018	0.02 mg/L	< 1	ug/L	No
Diquat	December 17, 2018	0.07 mg/L	< 5	ug/L	No
Diuron	December 17, 2018	0.15 mg/L	< 5	ug/L	No

2018 Summary of Organic Parameters Tested *Annual sampling or most recent result* *(1ug/L = 0.001mg/L)*					
Parameter	*Sample Date*	*Standard (maximum concentration)*	*Result Value*	*Unit of Measure*	*Exceedance*
Glyphosate	December 17, 2018	0.28 mg/L	< 25	ug/L	No
Haloacetic Acid	January 14, 2019		7.55	ug/L	No
Malathion	December 17, 2018	0.19 mg/L	< 5	ug/L	No
2 Methyl-4 Chlorophenoxyacetic (MCPA)	December 17, 2018	0.1 mg/L	< 0.10	ug/L	No
Metolachlor	December 17, 2018	0.05 mg/L	< 3	ug/L	No
Metribuzin	December 17, 2018	0.08 mg/L	< 3	ug/L	No
Monochlorobenzene	December 17, 2018	0.08 mg/L	< 0.2	ug/L	No
Paraquat	December 17, 2018	0.01 mg/L	< 1	ug/L	No
Pentachlorophenol	December 17, 2018	0.06mg/L	< 0.1	ug/L	No
Phorate	December 17, 2018	0.002 mg/L	< 0.3	ug/L	No
Picloram	December 17, 2018	0.19 mg/L	< 5	ug/L	No
Polychlorinated Biphenyls (PCB)	December 17, 2018	0.003 mg/L	< 0.05	ug/L	No
Prometryne	December 17, 2018	0.001 mg/L	< 0.1	ug/L	No
Simazine	December 17, 2018	0.01 mg/L	< 0.5	ug/L	No
THM	January 14, 2018	0.100 mg/L	16.55	ug/L	No
Terbufos	December 17, 2018	0.001 mg/L	< 0.3	ug/L	No
Tetrachloroethylene	December 17, 2018	0.03 mg/L	< 0.2	ug/L	No
2,3,4,6-Tetrachlorophenol	December 17, 2018	0.1 mg/L	< 0.1	ug/L	No
Triallate	December 17, 2018	0.23 mg/L	< 10	ug/L	No
Trichloroethylene	December 17, 2018	0.005 mg/L	< 0.2	ug/L	No
2,4,6-Trichlorophenol	December 17, 2018	0.005 mg/L	< 0.1	ug/L	No
Trifluralin	December 17, 2018	0.045 mg/L	< 0.5	ug/L	No
Vinyl Chloride	December 17, 2018	0.002 mg/L	< 0.2	ug/L	No

Inorganic or Organic Parameters that exceeded half the standard prescribed in Schedule 2 of Ontario Drinking Water Quality Standards **Only complete if category is large municipal residential, small municipal residential, large municipal non-residential, small municipal non-residential, large non-municipal non-residential**			
Parameter	**Result Value**	**Unit of Measure**	**Date of Sample**
n/a			

Section 6: Significant Expenses Incurred

3 significant expenses occurred during this period and can be described as

- [ ] Install required equipment
- [X] Repair required equipment
- [X] Replace required equipment
- [ ] None during this period

Briefly Describe Incident and/or Expenses Incurred:

No.	Project Name	Description	Cost
1	Well Pump Replacement	Due to well pump failure that occurred on Jan 1, 2018. The well pump was removed and replaced with spare unit. Roads Department boom truck used to remove pump from well. Water restored to residents on midday on January 2 and boil water was issued as precaution.	$ 5,125
2	Well Inspection, Well Pump Replacement, Pressure Tank 4 and Isolation Valve Replacement	WTP shut down to complete well inspection, well pump replacement and pressure tank 4 and isolation valve replacement. Roads Department boom truck used to remove pump from well, Outaouais Well Fracturing was used for inspection. Local plumbers on-site to aid in removal and re-installation of well pump and pressure tank. During WTP shut down bulk water tanker was used to maintain system pressure and supply water to residents, as per MECP and MOHLTC directions.	$ 6,150
3	Pressure Tank Isolation Valve Replacement	Defective isolation valves for pressure tanks 1, 2, 3, 5 were removed and replaced. Local plumber on-site to perform removal and installation. In order to complete work WTP shut down and bulk water tanker was used to maintain system pressure and supply water to residents, as per MECP and MOHLTC directions.	$ 9,400

Section 7: Compliance with Licenses, Permits, Approvals and Orders

The system is an approved system through the accreditation process that was rolled out by the Ministry of the Environment, Conservation, and Parks in 2011. The operating authority strives to remain compliant with the Drinking Water Quality Management Standard, the Safe Drinking Water Act and all associated procedures or a guideline. This approach is utilized to creating a multi-barrier approach to ensure safe drinking water.

The following table is a listing of all permits and or licenses that apply to this system:

Description	*Number*	*Version*	*Issue Date*	*Expiry Date*
Water Works License	181-102	2	March 22, 2016	March 21, 2021
Water Works Permit	181-202	2	March 22, 2016	March 21, 2021
Permit to Take Water	3330-9UNQ2Q		March 20, 2015	March 16, 2025

This system actively engages in all required internal and external auditing, as per the Drinking Water Management Standard. The latest external third-party accreditation audit was completed on November 15, 2018. The results indicated an effective system with 8 minor opportunities for improvement.

During this period, all raw water flows were compliant with the permit to take water and all flows were well within the rated capacity for the system, currently at 10.0% of the allowable limits. Furthermore, no operational limits or testing results were exceeded during this reporting timeframe, apart form the pressure loss sustained on January 1, 2018.

All disinfection equipment was operated in such a manner that all license requirements were met at all times. The treatment system was operated at all times to ensure compliance with the Procedure for Disinfection of Drinking Water in Ontario.

All equipment was maintained as per operations manuals and/or calibrated annually by a certified technician.

Section 8: Non-Compliance with Licenses, Permits, Approvals and Orders

There was 1 instance of non-compliance in regard to regulatory requirements. All other licensing, permit and/or approval requirements were met during this reporting period. Furthermore, there were no orders or additional requirements issued to this system.

2018 Reported Incident in accordance to subsection 18(1) of the Safe Drinking Water Act or Schedule 16 of O. Reg 170/03					
Incident Date	*Parameter*	*Result*	*Unit of Measure*	*Corrective Action*	*Corrective Action Date*
01-Jan-18	System Wide Sustained Pressure Loss	0	psi	-boil water advisory issued -replace defective well pump	05-Jan-18

Section 9: Township of North Glengarry Endorsement of Summary Report

A copy of the report was presented to all members of the municipal Council through the Committee of the Whole meeting held on February 20, 2019 and forwarded to Council Meeting on March 11 for resolution of receipt and acknowledgement, see appendix D for motion and resolution.

The report was also made available to the public through the Township of North Glengarry website or upon request at the Main office, located at 90 Main St South in Alexandria, or at the Public Works Office, located at 63 Kenyon St West in Alexandria

This report has been endorsed by Ryan Morton, Director of Public Works on behalf of Township of North Glengarry Council.

Section 10: Contact

All efforts have been made to provide accurate and up to date information in a relevant format. In the event that additional information is required please submit all verbal requests by phone at 613-525-3087; in writing by mail to 63 Kenyon St West. P.O. Box 700, Alexandria Ontario, K0C 1A0; or in writing by email to dean@northglengarry.ca

Appendix A:

2018 Glen Robertson Treated Flow (m^3)

	January	February	March	April	May	June	July	August	September	October	November	December
1	18.7	36.4	18.5	18.8	25.9	20.3	19.9	19.5	25.0	17.9	11.1	16.1
2	16.5	36.7	39.8	21.1	18.2	28.2	23.8	20.4	20.6	14.7	10.8	19.6
3	31.6	36.5	21.0	17.9	23.3	23.7	25.4	25.1	27.4	17.4	10.8	12.6
4	27.7	38.3	19.2	19.3	15.9	18.6	29.5	20.1	23.3	14.5	18.6	14.7
5	27.3	35.6	13.9	17.3	22.4	16.2	22.1	20.1	21.8	14.8	8.3	14.7
6	27.2	33.7	17.3	17.0	23.0	16.1	26.6	29.4	25.7	19.8	9.7	15.8
7	32.5	34.3	27.0	23.8	20.1	19.5	25.2	25.7	20.0	19.8	13.6	15.4
8	30.4	35.1	19.1	20.7	17.8	18.0	29.9	23.6	23.3	19.8	14.6	15.4
9	27.0	35.7	20.2	18.9	19.0	21.4	21.7	23.6	23.7	15.0	15.0	15.4
10	27.9	38.3	23.0	15.9	17.2	22.3	25.9	18.3	20.3	19.0	15.0	15.7
11	28.3	36.3	21.0	18.7	19.5	18.5	24.0	21.9	20.2	16.0	15.0	13.4
12	31.9	36.1	16.5	18.5	23.1	19.0	26.6	24.0	22.9	14.0	12.7	13.5
13	33.9	36.3	19.5	20.2	21.4	15.7	24.7	21.8	21.6	14.0	18.2	59.0
14	32.7	35.5	20.8	20.2	22.0	16.8	27.9	27.2	20.5	14.0	14.6	16.9
15	35.7	36.9	18.8	20.2	24.8	19.7	33.3	27.2	25.5	15.5	9.6	16.9
16	30.7	38.5	19.5	14.4	20.7	31.7	25.7	18.4	23.5	13.0	15.9	16.9
17	32.0	38.5	22.7	17.7	19.7	31.7	20.0	24.7	24.7	12.2	15.9	15.1
18	30.5	39.6	20.3	24.2	20.1	18.6	27.3	22.7	23.2	12.2	15.9	14.0
19	31.1	38.5	19.1	17.1	21.9	16.2	22.3	24.1	25.5	14.5	15.2	12.4
20	35.3	38.1	15.0	21.0	25.6	17.5	24.3	25.9	23.3	14.5	10.9	14.8
21	41.8	38.6	17.4	20.2	30.7	17.4	25.7	22.3	24.3	14.5	12.9	16.4
22	42.3	39.5	15.7	26.5	17.1	25.7	24.1	17.5	28.6	14.1	12.9	16.4
23	42.1	40.4	17.3	21.3	17.9	25.8	23.8	20.0	29.5	10.9	17.0	16.4
24	45.1	41.0	25.2	19.7	21.0	23.9	18.7	19.7	30.0	10.8	17.0	15.7
25	34.1	39.9	26.2	18.4	18.7	18.6	20.3	20.9	29.1	10.8	17.0	15.7
26	33.5	38.7	16.9	18.9	24.2	49.9	23.2	20.7	28.6	12.3	14.9	15.7
27	32.2	40.0	16.2	17.6	31.7	22.1	18.1	21.6	28.1	12.3	15.7	17.9
28	37.3	18.5	21.7	20.1	20.3	17.4	21.0	25.6	20.7	12.3	15.7	17.1
29	33.7		15.7	20.2	24.5	29.1	21.0	27.0	23.3	10.3	13.3	17.1
30	34.1		17.3	20.2	21.4	20.2	28.9	18.6	25.5	9.9	16.1	17.1
31	34.0		20.2		19.9		25.7	18.5		8.2		14.2

Minimum	16.5	18.5	13.9	14.4	15.9	15.7	18.1	17.5	20.0	8.2	8.3	12.4
Maximum	45.1	41.0	39.8	26.5	31.7	49.9	33.3	29.4	30.0	19.8	18.6	59.0
Average	32.2	36.8	20.1	19.5	21.6	22.0	24.4	22.5	24.3	14.2	14.1	17.0
Total	999.1	1031.5	622.0	586.0	669.0	659.7	756.5	696.1	729.7	439.0	424.0	527.7

2018 Treated Flows Summary
8.2
59.0
22.4
8140.3

Appendix B:

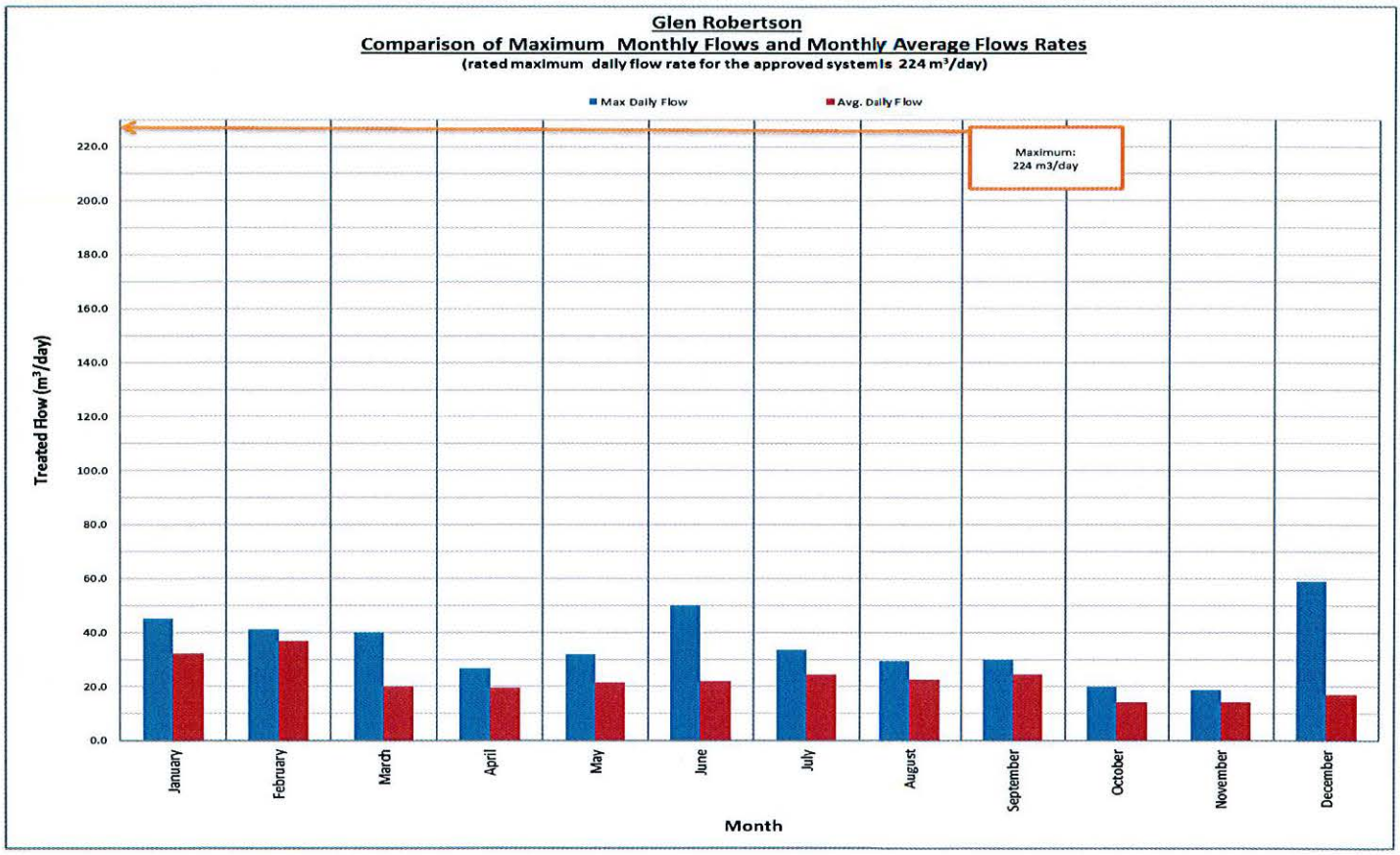
2018 Glen Robertson Maximum Instantaneous Flows(L/s)

	January	February	March	April	May	June	July	August	September	October	November	December
1	1.03	1.21	0.96	1.23	1.27	1.09	1.04	1.12	1.62	1.10	1.00	1.14
2	1.29	1.31	1.15	1.16	0.94	1.29	1.15	1.13	1.06	0.98	0.87	1.00
3	1.39	1.17	1.17	0.98	1.04	1.23	1.45	1.33	1.29	0.92	0.97	0.88
4	1.10	1.43	1.06	1.04	0.98	1.06	1.39	1.08	1.10	1.10	0.96	1.07
5	1.23	1.13	1.06	0.98	1.37	0.92	1.07	1.01	1.11	1.00	0.88	0.82
6	0.99	1.10	1.00	0.78	1.22	1.00	1.10	1.20	1.13	0.96	0.88	0.84
7	1.26	1.02	1.13	1.04	1.00	1.19	1.05	1.39	1.04	1.22	0.76	0.96
8	1.97	1.04	1.13	1.02	1.00	0.95	1.25	1.01	1.24	1.10	1.06	1.21
9	1.05	1.11	0.97	0.99	1.10	1.11	1.17	1.06	1.17	0.98	0.94	1.03
10	1.14	1.35	1.12	1.09	0.88	1.37	1.21	1.02	1.54	1.16	1.16	1.03
11	1.02	1.20	1.14	0.89	0.96	1.00	1.22	1.10	1.09	0.96	0.88	0.90
12	1.33	1.32	0.95	0.85	1.08	0.92	1.27	1.39	1.10	1.28	0.88	0.80
13	1.28	1.22	1.08	0.82	1.27	0.92	1.02	1.07	1.24	0.94	0.94	1.39
14	1.16	1.26	1.10	1.28	1.00	0.95	1.36	1.42	1.03	1.10	0.84	1.17
15	1.18	1.21	1.10	1.04	1.28	0.93	1.50	1.34	1.11	1.10	0.92	0.99
16	1.17	1.08	0.98	0.84	1.00	1.11	1.49	0.95	1.30	1.00	0.77	1.00
17	1.10	1.08	1.00	0.89	1.08	1.23	1.21	1.54	1.09	0.88	1.24	0.85
18	0.99	1.21	1.12	0.93	1.01	1.06	1.29	1.00	1.06	1.00	0.92	0.85
19	1.34	1.20	1.07	0.86	1.07	0.92	1.31	1.23	1.34	0.94	0.82	0.86
20	1.15	1.12	1.10	1.02	1.02	1.19	1.14	1.04	0.95	1.17	0.96	0.81
21	1.41	1.12	0.99	1.25	1.25	0.98	1.29	1.04	0.94	1.20	0.94	0.75
22	1.23	1.35	0.90	1.24	0.90	1.20	1.14	0.84	1.08	0.98	0.98	1.15
23	1.16	1.16	0.87	0.96	0.96	1.17	1.20	1.20	1.08	0.92	1.44	0.97
24	1.36	1.43	1.20	1.27	1.08	1.19	1.01	1.03	1.08	0.92	0.94	0.88
25	1.12	1.25	1.19	1.01	1.04	1.06	1.16	0.99	1.11	0.84	0.94	1.20
26	1.11	1.09	1.00	1.07	1.28	1.43	1.21	1.13	1.25	0.92	1.05	0.90
27	1.27	1.19	1.05	1.00	1.17	0.98	0.93	1.04	1.10	1.01	1.08	0.80
28	1.26	1.19	1.08	0.96	1.08	0.98	0.92	1.34	1.18	1.14	0.96	0.86
29	1.48		0.90	1.11	1.01	1.16	1.10	1.22	0.96	1.10	0.92	0.98
30	1.32		0.87	1.44	0.95	1.16	1.42	1.12	1.22	0.82	1.02	1.10
31	1.12		1.23		0.97		1.29	0.94		0.92		0.96

Maximum	1.97	1.43	1.23	1.44	1.37	1.43	1.50	1.54	1.62	1.28	1.44	1.39
Average	1.23	1.20	1.05	1.03	1.07	1.09	1.21	1.14	1.15	1.02	0.96	0.97

2018 Treated Flows Summary	
	1.97
	1.09

Appendix C


Glen Robertson
Comparison of Maximum Monthly Flows and Monthly Average Flows Rates
(rated maximum daily flow rate for the approved systems is 224 m³/day)
Max Daily Flow
Avg. Daily Flow
Maximum:
224 m3/day
Treated Flow (m³/day)
220.0
200.0
180.0
160.0
140.0
120.0
100.0
80.0
60.0
40.0
20.0
0.0
January
February
March
April
May
June
July
August
September
October
November
December
Month

Appendix D

'orporation of the Township of North Glengarry
90 Main Street South
P.O. Box 700
Alexandria, ON
K0C 1A0
Tel: (613) 525-3087
Fax: (613) 525-1649

NORTH GLENGARRY NORD
Ontario's Celtic Heartland
Le cœur celtique de l'Ontario

Municipalité du Canton de Glengarry Nord
90 Rue Main Sud
C.P. 700
Alexandria, ON
K0C 1A0
Tel: (613) 525-3087
Télécopieur: (613) 525-1649

The Township of North Glengarry

Alexandria Drinking Water System

2018 Annual and Summary Report

In compliance with O. Reg 170/03, section 11 and O. Reg 170/03 schedule 22

Contents

Section 1: Introduction

This report is an annual summary of water quantity, quality system information, system operations and major expenditures for the Alexandria Water Treatment plant and distribution system during the reporting period of January 1, 2018 to December 31, 2018. It was prepared in accordance with section 11 and schedule 22 of the of Ontario's Drinking Water Systems Regulation O. Regulation 170/03.

Section 2: System Description

The Alexandria Water Treatment Plant is located on Gernish St West within the town of Alexandria. This system uses surface water, from the Mill Pond, as its source to supply the residents with treated water and has a rated capacity of 8014m^3/day. It is categorized as a large municipal residential drinking water system.

Section 3: Process and Equipment Description

Raw Water Intake

Located in Mill Pond, approximately 425m southwest of the water treatment plant, the intake is comprised of a precast concrete pipe,1.5m diameter and 760mm high, placed on top of a concrete slab housed in a 2.4m by 2.4m timber crib with screening.

A 350mm concrete pipe runs from the intake, east through the Island Park to Park Avenue, then north up Park Avenue before turning east into the water plant, where it enters the low lift chamber.

The flows from Mill Pond to the water plant are based on gravity, and therefore are heavily influenced by water depth in the Mill Pond. In the event levels begin to reduce the Township will communicate with the Raisin River Conservation Authority to ensure levels will be sufficient to supply the raw water demands, which can be achieved through the river damming system in place.

Low Lift Chamber/Raw Water Well

The chamber/well is 4.7m by 1.5m by 4.0m and located in the southwest corner of the water treatment plant. There are two course screens, openings approximately 6.45m^2, located between the raw well entry and the low lift chamber to provide a coarse screening prior to pumping.

The low lift pumps consist of two 14.9kW vertical turbine pumps, rated at 6,200m^3/day at 14.6m total dynamic head (TDH). Each pump is equipped with auto, manual and stop capability through the SCADA control system and at the electrical panel. A flow meter and electric valve are used to control flows from the pumps, the valve will modulate based on flocculation tank levels. At any time if the flows are near the Permit to Take Water (PTTW) restrictions, the valve can be manually operated to ensure the levels are not exceeded.

Chemicals added to the raw well include activated carbon and potassium permanganate. The activated carbon is typically added during warmer water temperatures to aid taste and odour treatment. The potassium permanganate is typically added during colder water temperatures and aids to oxidize manganese, which generally only begins to increase after ice cover of the Mill Pond.

Coagulation/Flocculation/Sedimentation

A coagulant and polymer feed systems are in place at the water treatment plant, with the coagulant feed entering just prior to an in-line mixer after the low lift pumps. The polymer feed is located just prior to the inlet for the first flocculation tank. All flows after the first flocculation tank are based on gravity.

After chemical addition water enters 2 flocculation chambers operated in series, each measuring 2.6m by 4.6m, and each chamber is equipped with a 0.37kW, 5 rpm agitator for slow and gentle mixing. A depth measurement is taken at the end of the second flocculation tank and this measurement is used to control the flows from the low lift pumps.

After chemical addition and flocculation, the water is directed into a conduit channel directing water to the sediment tanks.

The sediment tanks are compromised of 4 concrete tanks, operated in parallel and each measuring 11.7m by 3.6m by 4.9m. Each tank is baffled by a 4.7m by 2.7m wall located roughly 5.6m from the inlet and on the far side of the wall, tube settlers with a cross sectional area of 3.6m by 6.1m, are used to aid in the settling process. On the bottom of each tank contains sludge hoppers and drain pipes. The program is run through the SCADA system and sludge is removed based on amount of water treated and this can be adjusted as required.

Filtration

The filtration system consists of four filters measuring 3.9m by 2.9m by 2.8m, which operate in parallel. Each filter has the capability of filtering a maximum flow of 2003m^2/day; has a surface area of 11.3m^2; is a mixed media, GAC and sand or anthracite and sand; contains a surface wash system; and is completed by an underdrain system. The filter is also equipped with loss or head monitoring and turbidity monitoring, both of which is used in determining when the filter is to be cleaned.

The backwash system is comprised of 2 pumps, a duty and standby, and all associated piping and valves. The duty pump is rated at 114L/sec at 9.2m TDH, where the standby is rates at 120L/sec at 10.2 TDH. All effluent water is directed to the sludge holding tank, where the supernatant is directed to the sanitary sewer.

Disinfection

The disinfection system uses chlorine gas, which is injected into the header pipe prior to entering the clearwell. The clearwell is divided into 2 wells (east and west) and each well contains and smaller cell within them, labelled 1-4. The wells are interconnected by valves through piping or sluice gate opening. Influent water enters clearwell 4 and travels towards clearwell 1 before being discharged to the distribution, which allows for the appropriate contact time required.

The actual chlorination system consists of three chlorinators, each having the capacity of 22.7kg/day and are equipped with two vacuum regulators and four chlorine cylinders at use at any one time.

A chloramination system was commissioned on December 20, 2011. As the water leaves the plant, it is dosed with ammonia to create combined chlorine residuals. This enables a longer lasting chlorine residual out in the distribution and the potential for decrease in THM production.

High Lift Pumps

Three vertical turbine pumps are used to move the water from the clearwell to the distribution piping. The pumps are operated in duty and standby, with No. 1 and No. 3 located in clearwell 1; and No. 2 located in clearwell 4. Pump No. 2 is not to be run unless in an emergency or if all the disinfection requirements are met, as per the Disinfection Procedure.

Distribution

The distribution system is compromised of varying sized water pipes, valves, and fire hydrants. The current system is located within the town boundaries of Alexandria. It is considered a class 2 distribution and services approximately 1500 connections.

Automated Monitoring and Control

A fully automated SCADA system was installed in the plant in 2011. This system is capable of monitoring, controlling and recording all the plant processes and data, such as flows, chlorine residual and turbidity readings. The system is also fully alarmed with multiple alarm set points, so that if any parameter is exceeded an alarm will be triggered on the SCADA desk top and through the auto dialer system. The on-call operator is then notified by the monitoring centre, which operates 24 hours a day, 365 days a year.

Emergency Power

A 175kW diesel powered generator, which is capable of operating the water treatment plant and the Township of North Glengarry office building at full capacity. The automatic transfer switch for this unit is located on the first floor within the water treatment plant.

Additional Equipment.

All piping, valves, controls and appurtenances along with associated mechanical and electrical equipment not mentioned in the description but are utilized to make up the system.

Section 4: Flow Summary

In order to assess the rated capacity of the WTP in terms of meeting existing and planned uses of the system, a summary of the raw and treated flow rates of during the period covered by this report was prepared and is presented below. In accordance with the Permit to Take Water and the Alexandria Drinking Water License #181-101 the drinking water system must not draw more then 5,616 m^3/day of raw water and shall not be operated in a manner to exceed the 8,014m^3/day rated capacity of the treatment system

During this period, all raw water flows, and treated water flows were compliant with all permit and license requirements and no operational limits were exceeded. The raw water flows are currently at 38.1% of the allowable limit and the treated flows are currently at 22.8% of the total plant rated capacity. The 2018 average treated daily flow was calculated to be 1,834m^3 and the maximum treated daily flow was 2,713m^3 and was observed on June 16. Please refer to the appendices for full 2018 data summary

2018 Flow Summary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Maximum Raw Daily Flow (m^3)	2,559	2,726	2,879	2,554	2,534	2,957	2,865	3,124	2,562	3,007	2,729	2,828
Maximum Treated Daily Flow (m^3)	2,341	2,558	2,480	2,444	2,365	2,713	2,453	2,318	2,366	2,642	2,418	2,569
Average Treated Daily Flow (m^3)	1,831	1,772	1,742	1,727	1,811	1,948	1,930	1,757	1,750	1,727	1,920	2,084
Average Treated Daily Maximum Instantaneous Flow (L/s)	0.046	0.045	0.047	0.045	0.043	0.055	0.067	0.045	0.054	0.045	0.045	0.047
Rated Maximum Daily Raw Flow for the approved system										5,616 m^3/day		
Rated Maximum Daily Treated Flow for the approved system										8,014 m^3/day		
Rated Maximum Instantaneous Flow										0.093 L/s		

Section 5: Sampling and Laboratory Analysis Summary

The Township of North Glengarry uses Cadouceon Laboratories as the primary provider for all sample analysis. Cadouceon Laboratories is an accredited laboratory under the Ministry of the Environment and Climate Control requirements. Refer to table below for all results as required.

2018 Microbiological Testing Completed as per Schedule 10, 11 and/or 12 of O. Reg 170/03					
Location	*Number of Samples*	*Range of E. Coli or Fecal Results (#-#)*	*Range of Total Coliform Results (#-#)*	*Number of HPC Samples*	*Range of HPC Results (#-#)*
Raw	52	0 - 73	8 - 160	0	
Treated	52	0 - 0	0 - 0	52	< 2 - 34
Distribution	167	0 - 0	0 - 0	157	< 2 - 507

2018 Operational Testing as per Schedule 7, 8 and or 9 of O. Reg 170/03		
Parameter	*Number of Grab Samples*	*Range of Results unit of measure is mg/L unless otherwise indicated (#-#)*
Turbidity	255	0.35 ntu – 11.30 ntu
WTP Chlorine	253	0.73 – 2.67
Dist Combined Chlorine	164	0.26 – 1.26
Fluoride *(If the DWS provides fluoridation)*	n/a	

Additional Sampling or Testing in Accordance with System Approval Requirement or Order				
Date of Order or Approval Amendment	*Parameter*	*Date Sampled*	*Result*	*Unit of Measure*
n/a				

2018 Summary of Inorganic Parameters Tested *Annual sampling or most recent result* *(1ppm = 1mg/L)*					
Parameter	*Sample Date*	*Standard (maximum concentration)*	*Result Value*	*Unit of Measure*	*Exceedance*
Antimony	June 25, 2018	0.006 mg/L	< 0.0001	mg/L	No
Arsenic	June 25, 2018	0.01 mg/L	0.0003	mg/L	No
Barium	June 25, 2018	1.0 mg/L	0.013	mg/L	No
Boron	June 25, 2018	5.0 mg/L	0.006	mg/L	No
Cadmium	June 25, 2018	0.005 mg/L	< 0.000015	mg/L	No
Chromium	June 25, 2018	0.05 mg/L	< 0.002	mg/L	No
Lead	September 14, 2017	0.01mg/L	0.00045	mg/L	No
Mercury	June 25, 2018	0.001mg/L	< 0.00002	mg/L	No
Selenium	June 25, 2018	0.01 mg/L	< 0.001	mg/L	No
Uranium	June 25, 2018	0.02 mg/L	< 0.00005	mg/L	No
Fluoride	July 11, 2017	1.5 mg/L	< 0.1	mg/L	No
Nitrite	January 14, 2018	1.0 mg/L	< 0.1	mg/L	No
Nitrate	January 14, 2018	10.0 mg/L	< 0.1	mg/L	No

2018 Summary of Lead Testing *(1ppm = 1mg/L)*							
Location/ Type	*Number of Samples*	*Range of Lead Results (#-#)*	*Unit of Measure*	*Range of Alkalinity Results (#-#)*	*Unit of Measure*	*Average pH*	*Exceedance*
Residential Plumbing							
Non-Residential Plumbing							
Distribution	6		mg/L	56 - 91	mg/L	7.03	0

2018 Summary of Organic Parameters Tested *Annual sampling or most recent result* *(1ug/L = 0.001mg/L)*					
Parameter	*Sample Date*	*Standard (maximum concentration)*	*Result Value*	*Unit of Measure*	*Exceedance*
Alachlor	June 25, 2018	0.005 mg/L	< 0.3	ug/L	No
Atrazine + N-dealkylated metobolites	June 25, 2018	0.005 mg/L	< 0.5	ug/L	No
Azinphos-methyl	June 25, 2018	0.02 mg/L	< 1	ug/L	No
Benzene	June 25, 2018	0.001 mg/L	< 0.5	ug/L	No
Benzo(a)pyrene	June 25, 2018	0.00001 mg/L	< 0.005	ug/L	No
Bromoxynil	June 25, 2018	0.005 mg/L	< 0.3	ug/L	No

2018 Summary of Organic Parameters Tested *Annual sampling or most recent result* *(1ug/L = 0.001mg/L)*					
Parameter	*Sample Date*	*Standard (maximum concentration)*	*Result Value*	*Unit of Measure*	*Exceedance*
Carbaryl	June 25, 2018	0.09 mg/L	< 3	ug/L	No
Carbofuran	June 25, 2018	0.09 mg/L	< 1	ug/L	No
Carbon Tetrachloride	June 25, 2018	0.002 mg/L	< 0.2	ug/L	No
Chlorpyrifos	June 25, 2018	0.09 mg/L	< 0.5	ug/L	No
Diazinon	June 25, 2018	0.02 mg/L	< 1	ug/L	No
Dicamba	June 25, 2018	0.12 mg/L	< 5	ug/L	No
1,2-Dichlorobenzene	June 25, 2018	0.2 mg/L	< 0.1	ug/L	No
1,4-Dichlorobenzene	June 25, 2018	0.005 mg/L	<0.2	ug/L	No
1,2-Dichloroethane	June 25, 2018	0.005 mg/L	< 0.1	ug/L	No
1,1-Dichloroethylene (vinylidene chloride)	June 25, 2018	0.014 mg/L	< 0.1	ug/L	No
Dichloromethane	June 25, 2018	0.05 mg/L	< 0.3	ug/L	No
2-4 Dichlorophenol	June 25, 2018	0.9 mg/L	< 0.1	ug/L	No
2,4-Dichlorophenoxy acetic acid (2,4-D)	June 25, 2018	0.1 mg/L	< 5	ug/L	No
Diclofop-methyl	June 25, 2018	0.009 mg/L	< 0.5	ug/L	No
Dimethoate	June 25, 2018	0.02 mg/L	< 1	ug/L	No
Diquat	June 25, 2018	0.07 mg/L	< 5	ug/L	No
Diuron	June 25, 2018	0.15 mg/L	< 5	ug/L	No

2018 Summary of Organic Parameters Tested *Annual sampling or most recent result* *(1ug/L = 0.001mg/L)*					
Parameter	*Sample Date*	*Standard (maximum concentration)*	*Result Value*	*Unit of Measure*	*Exceedance*
Glyphosate	June 25, 2018	0.28 mg/L	< 25	ug/L	No
Haloacetic Acid	January 15, 2019		60.6	ug/L	No
Malathion	June 25, 2018	0.19 mg/L	< 5	ug/L	No
2 Methyl-4 Chlorophenoxyacetic (MCPA)	June 25, 2018	0.1 mg/L	< 10	ug/L	No
Metolachlor	June 25, 2018	0.05 mg/L	< 3	ug/L	No
Metribuzin	June 25, 2018	0.08 mg/L	< 3	ug/L	No
Monochlorobenzene	June 25, 2018	0.08 mg/L	< 0.2	ug/L	No
Paraquat	June 25, 2018	0.01 mg/L	< 1	ug/L	No
Pentachlorophenol	June 25, 2018	0.06mg/L	< 0.1	ug/L	No
Phorate	June 25, 2018	0.002 mg/L	< 0.3	ug/L	No
Picloram	June 25, 2018	0.19 mg/L	< 5	ug/L	No
Polychlorinated Biphenyls (PCB)	June 25, 2018	0.003 mg/L	< 0.05	ug/L	No

2018 Summary of Organic Parameters Tested *Annual sampling or most recent result* *(1ug/L = 0.001mg/L)*					
Parameter	*Sample Date*	*Standard (maximum concentration)*	*Result Value*	*Unit of Measure*	*Exceedance*
Prometryne	June 25, 2018	0.001 mg/L	< 0.1	ug/L	No
Simazine	June 25, 2018	0.01 mg/L	< 0.5	ug/L	No
THM	January 14, 2019	0.100 mg/L	73.5	ug/L	No
Terbufos	June 25, 2018	0.001 mg/L	< 0.3	ug/L	No
Tetrachloroethylene	June 25, 2018	0.03 mg/L	< 0.2	ug/L	No
2,3,4,6-Tetrachlorophenol	June 25, 2018	0.1 mg/L	< 0.1	ug/L	No
Triallate	June 25, 2018	0.23 mg/L	< 10	ug/L	No
Trichloroethylene	June 25, 2018	0.005 mg/L	< 0.1	ug/L	No
2,4,6-Trichlorophenol	June 25, 2018	0.005 mg/L	< 0.1	ug/L	No
Trifluralin	June 25, 2018	0.045 mg/L	< 0.5	ug/L	No
Vinyl Chloride	June 25, 2018	0.002 mg/L	< 0.2	ug/L	No

Inorganic or Organic Parameters that exceeded half the standard prescribed in Schedule 2 of Ontario Drinking Water Quality Standards **Only complete if category is large municipal residential, small municipal residential, large municipal non-residential, small municipal non-residential, large non-municipal non-residential**			
Parameter	**Result Value**	**Unit of Measure**	**Date of Sample**
n/a			

Section 6: Significant Expenses Incurred

No significant expenses were

- [ ] Install required equipment
- [X] Repair required equipment
- [X] Replace required equipment
- [ ] None during this period

Briefly Describe Incident and/or Expenses Incurred:

No.	Project Name	Description	Cost
1	Distribution Residential Meter Replacement	Distribution meters to be replaced over 10-year period commencing in 2016, with estimated 150 meters to be changed per year. 331 meters were installed in 2018.	$ 9,500
2	Watermain Replacement and Installation	Remove existing 100mm water main on Centre St between Main St North and Bishop St North and install new 150mm watermain.	$ 120,000
3	Hydrant and Valve Replacement	On-going annual project to replace defective or ageing equipment. In 2018 6 defective valves were repaired or replaced depending on damage observed during excavation	$ 18,500
4	Maxville Water Project	Construction of 80% of the distribution system in Maxville Construction of 50% of the transmission main, to be connected to the Alexandria Drinking Water System when full project completed	$

No.	Project Name	Description	Cost
5	Small Equipment	Purchase of hydraulic saw and hydraulic pump	$8,000
6	Chlorine Probe Replacement	Prominent chlorine probed found to be defective, replaced probes 1606, 1681, 1680	$15,000
7	Energy Management	Install energy monitors to comply with Energy Conservation and Demand Management Plan	
8	Sludge Valve Installation	Replace defective sludge removal vales in Basin 4	$14,000
9	Transfer Switch Retrofit	Damage to internal breaker, caused by wear and tear. Unit replaces with retrofit kit	$7,015
10	Carbon Feeder Motor Replacement	Motor was replaced after operational unit no operational and found to be not repairable	
11	Replace Chemical Pumps	Budgeted to upgrade coagulant and polymer pumps due to age and operation	$11,790

Section 7: Compliance with Licenses, Permits, Approvals and Orders

The system is an approved system through the accreditation process that was rolled out by the Ministry of the Environment and Climate Control in 2011. The operating authority strives to remain compliant with the Drinking Water Quality Management Standard, the Safe Drinking Water Act and all associated procedures or a guideline. This approach is utilized for creating a multi-barrier approach to ensure safe drinking water.

The following table is a listing of all permits and or licenses that apply to this system:

Description	*Number*	*Version*	*Issue Date*	*Expiry Date*
Water Works License	181-101	2	March 22, 2016	March 21, 2021
Water Works Permit	181-201	3	March 22, 2016	March 21, 2021
Water Works Permit	Schedule C	2	January 22, 2018	
Permit to Take Water	0512-8VVPRD		July 6, 2012	July 8, 2022

This system actively engages in all required internal and external auditing, as per the Drinking Water Management Standard. The latest external third-party surveillance audit was completed on November 15, 2018. The results indicated an effective system with 8 minor opportunities for improvement.

As previously described in section 4, all flows were found to be in compliance of all limits listed in permits, licenses and regulations.

All disinfection equipment was operated in such a manner that all license requirements were met at all times. The treatment system was operated at all times to ensure compliance with the Procedure for Disinfection of Drinking Water in Ontario.

All equipment was maintained as per operations manuals and/or calibrated annually by a certified technician.

Section 8: Non-Compliance with Licenses, Permits, Approvals and Orders

There were 2 instances of non-compliance in regard to regulatory requirements, both of which were planned shut downs for a water main for replacement. All residents were placed on a temporarily overland water main prior to shut down and work commencement. Residents remained on a precautionary boil water for the duration of work, until testing was complete and indicated the water was safe for use. All licensing permit and/or approval requirements were met during this reporting period. Furthermore, there were no orders or additional requirements issued to this system.

2018 Reported Incident in accordance to subsection 18(1) of the Safe Drinking Water Act or Schedule 16 of O. Reg 170/03					
Incident Date	*Parameter*	*Result*	*Unit of Measure*	*Corrective Action*	*Corrective Action Date*
18-Aug-2018	Low Pressure	< 20	psi	Preventative boil water due to watermain replacement. 5 residents effected. All testing and sampling performed as per procedure.	30-Aug-2018
23-Aug-2018	Low Pressure	< 20	psi	Preventative boil water due to watermain replacement. 9 residents effected. All testing and sampling performed as per procedure.	18-Sep-2018

Section 9: Township of North Glengarry Endorsement of Summary Report

A copy of the report was presented to all members of the municipal council through the Committee of the Whole meeting held on February 20, 2019 and forwarded to Council Meeting on March 11 for resolution of receipt and acknowledgement, see appendix D for motion and resolution.

The report was also made available to the public through the Township of North Glengarry website or upon individual request at the Main office, located at 90 Main St South in Alexandria, or at the Public Works Office, located at 63 Kenyon St West in Alexandria

This report has been endorsed by Ryan Morton, Director of Public Works on behalf of Township of North Glengarry Council.

Section 8: Contact

All efforts have been made to provide accurate and up to date information in a relevant format. In the event that additional information is required please submit all verbal requests by phone at 613-525-3087; in writing by mail to 63 Kenyon St West. P.O. Box 700, Alexandria Ontario, K0C 1A0; or in writing by email to dean@northglengarry.ca

Appendix A

2018 Alexandria Treated Flows (m^3/day)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	1,446	2,048	1,706	1,832	1,760	1,625	1,310	1,785	1,960	1,404	2,390	1,643
2	1,785	1,349	1,788	1,685	1,751	2,181	1,674	1,883	1,387	1,403	1,825	2,314
3	1,713	2,558	1,674	1,615	1,729	1,853	2,453	1,851	1,803	2,127	1,260	2,189
4	1,762	2,128	1,611	1,699	1,765	2,002	2,014	1,468	1,670	2,030	2,418	1,694
5	1,659	1,854	1,632	1,734	2,003	1,759	2,007	1,647	1,937	1,653	1,872	2,022
6	1,773	1,741	1,761	1,394	1,513	1,796	2,106	1,155	1,956	1,765	2,028	2,363
7	1,719	1,581	1,773	1,885	1,791	1,932	2,043	1,843	1,777	1,709	1,896	1,952
8	1,721	1,812	1,761	1,896	1,864	1,762	1,917	1,753	1,584	1,397	1,668	1,905
9	1,798	1,265	1,054	1,911	1,722	2,138	2,024	2,318	1,659	1,661	1,665	1,795
10	1,858	2,264	2,285	1,647	1,766	2,046	2,238	1,835	1,697	1,014	2,179	2,271
11	1,714	1,740	1,554	1,864	1,376	1,894	2,223	1,691	1,521	2,566	1,817	2,320
12	1,541	1,710	1,585	1,645	2,365	2,095	2,102	1,535	1,938	1,517	1,968	1,917
13	2,223	1,605	1,553	1,137	1,653	1,959	1,961	2,001	1,754	1,619	2,181	2,048
14	1,916	1,914	1,573	2,247	1,919	2,165	1,961	1,717	1,232	2,054	1,831	2,069
15	1,845	1,529	1,756	1,729	1,887	1,401	2,104	1,737	1,616	1,147	1,911	2,305
16	1,886	1,949	1,629	1,605	1,939	2,713	2,068	1,771	1,947	2,642	1,571	1,893
17	1,764	1,665	1,814	1,563	1,898	1,795	1,902	1,696	2,088	1,607	2,402	2,032
18	1,768	1,771	1,771	1,606	1,716	1,858	2,059	1,586	1,857	1,887	2,086	2,514
19	1,217	1,680	1,719	1,875	1,871	2,051	1,879	1,906	1,763	1,514	1,765	1,778
20	2,341	1,700	1,805	1,219	1,859	2,044	1,652	1,809	1,836	1,432	1,927	1,750
21	1,850	1,718	1,770	2,444	1,587	1,993	2,169	1,674	1,436	2,242	1,842	2,296
22	1,766	1,667	1,799	1,823	1,713	1,611	1,642	1,713	1,505	1,765	1,563	2,051
23	1,964	1,641	1,035	1,691	1,975	2,253	2,093	1,844	2,366	1,842	2,277	2,125
24	1,957	1,619	2,480	1,841	1,859	1,784	1,765	1,766	1,664	1,630	1,805	2,264
25	1,953	1,876	2,242	1,903	1,563	2,034	1,732	1,293	1,788	1,947	1,834	1,620
26	1,924	1,714	2,441	1,529	1,924	1,832	1,817	2,139	1,710	1,532	1,689	1,839
27	1,972	1,818	1,762	1,667	1,725	1,946	1,909	1,902	1,877	1,696	2,062	2,286
28	1,992	1,697	1,643	1,954	1,809	1,932	1,660	1,575	1,232	1,681	2,121	2,525
29	1,990		1,729	1,463	1,919	1,935	1,550	2,065	2,232	2,055	2,029	2,569
30	1,869		1,523	1,710	1,981	2,037	1,909	2,069	1,696	1,574	1,709	2,335
31	2,077		1,786		1,952		1,877	1,443		1,431		1,928

Minimum	1,217	1,265	1,035	1,137	1,376	1,401	1,310	1,155	1,232	1,014	1,260	1,620
Average	1,831	1,772	1,742	1,727	1,811	1,948	1,930	1,757	1,750	1,727	1,920	2,084
Maximum	2,341	2,558	2,480	2,444	2,365	2,713	2,453	2,318	2,366	2,642	2,418	2,569
Total	56,763	49,614	54,012	51,815	56,153	58,427	59,822	54,470	52,488	53,541	57,591	64,613

2018 Annual Treated Flows Summary
1,014
1,834
2,713
669,308

Appendix A

2018 Alexandria Raw Flows (m^3/day)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	1,519	2,428	1,785	1,856	2,136	1,991	1,610	2,026	2,113	1,642	2,533	1,861
2	2,121	1,874	2,010	1,862	1,845	2,411	1,857	2,475	1,616	1,954	1,960	2,524
3	1,990	2,726	1,917	2,235	1,931	2,028	2,728	2,281	2,042	2,701	1,428	2,601
4	2,279	2,481	1,823	1,878	2,230	2,348	2,325	1,600	1,989	2,203	2,729	1,966
5	1,986	2,176	1,975	1,960	2,046	2,165	2,282	1,940	1,988	1,953	2,105	2,495
6	2,137	1,983	1,947	1,788	1,744	2,033	2,477	1,361	2,210	2,203	2,180	2,448
7	1,761	1,841	2,100	2,011	2,265	2,348	2,389	2,195	2,224	1,877	2,108	2,376
8	1,941	2,390	2,021	2,225	2,034	2,126	2,091	2,454	2,023	1,623	2,216	2,118
9	2,316	1,707	1,230	2,140	1,918	2,232	2,240	3,124	1,749	2,061	1,830	1,968
10	2,394	2,625	2,451	1,989	1,953	2,260	2,575	2,235	1,939	2,061	2,373	2,807
11	1,983	1,906	1,609	2,264	1,623	2,494	2,865	1,971	1,807	3,007	2,169	2,591
12	1,768	1,950	2,002	1,874	2,534	2,212	2,507	1,802	2,562	1,583	2,220	2,294
13	2,388	1,998	1,943	1,323	1,985	2,176	2,361	2,264	2,002	1,848	2,404	2,250
14	2,314	2,248	1,974	2,553	2,355	2,904	2,167	2,182	1,436	2,342	2,135	2,584
15	1,930	1,804	2,002	1,981	2,250	1,647	2,292	2,127	1,841	1,864	2,163	2,549
16	2,262	2,510	1,942	1,985	2,315	2,957	2,306	2,275	2,415	2,776	2,026	2,067
17	2,423	1,942	1,844	1,612	2,130	2,108	2,285	2,131	2,376	2,034	2,406	2,589
18	2,183	2,076	2,144	1,840	2,053	2,263	2,468	1,689	2,226	2,198	2,324	2,718
19	1,297	1,836	2,109	2,273	2,062	2,405	2,255	2,185	2,136	1,891	2,097	2,324
20	2,559	2,043	2,198	1,950	1,934	2,432	1,983	2,237	2,066	1,524	2,454	1,995
21	2,249	2,110	2,038	2,554	1,871	2,454	2,431	2,068	1,962	2,415	2,439	2,491
22	2,133	1,760	2,129	1,981	2,086	1,825	1,921	2,117	1,592	2,272	1,673	2,644
23	2,045	1,863	1,355	1,903	2,188	2,609	2,301	2,133	2,521	2,370	2,628	2,524
24	2,303	1,784	2,687	2,197	2,393	2,018	2,099	2,094	1,943	1,897	2,047	2,463
25	2,483	2,228	2,295	2,204	1,764	2,253	2,151	1,492	1,960	2,342	2,071	1,849
26	2,203	2,167	2,879	1,926	2,170	2,196	2,030	2,428	2,126	1,713	1,931	2,006
27	2,073	2,202	2,258	2,010	1,893	2,164	2,133	2,101	2,091	2,064	2,339	2,655
28	2,365	2,323	1,872	1,979	2,275	2,447	1,896	1,800	1,286	1,733	2,550	2,718
29	2,473		2,161	1,713	2,127	2,127	1,903	2,624	2,465	2,292	2,398	2,828
30	2,302		1,816	2,009	2,071	2,438	2,201	2,136	2,015	1,813	1,965	2,672
31	2,345		1,953		2,324		2,364	2,006		1,743		2,489

													2018 Annual Raw Flows Summary
Minimum	1,297	1,707	1,230	1,323	1,623	1,647	1,610	1,361	1,286	1,524	1,428	1,849	1,230
Average	2,146	2,106	2,015	2,003	2,081	2,269	2,242	2,115	2,024	2,064	2,197	2,402	2,139
Maximum	2,559	2,726	2,879	2,554	2,534	2,957	2,865	3,124	2,562	3,007	2,729	2,828	3,124
Total	66,524	58,980	62,470	60,075	64,506	68,068	69,492	65,555	60,721	63,998	65,901	74,462	780,753

Appendix B

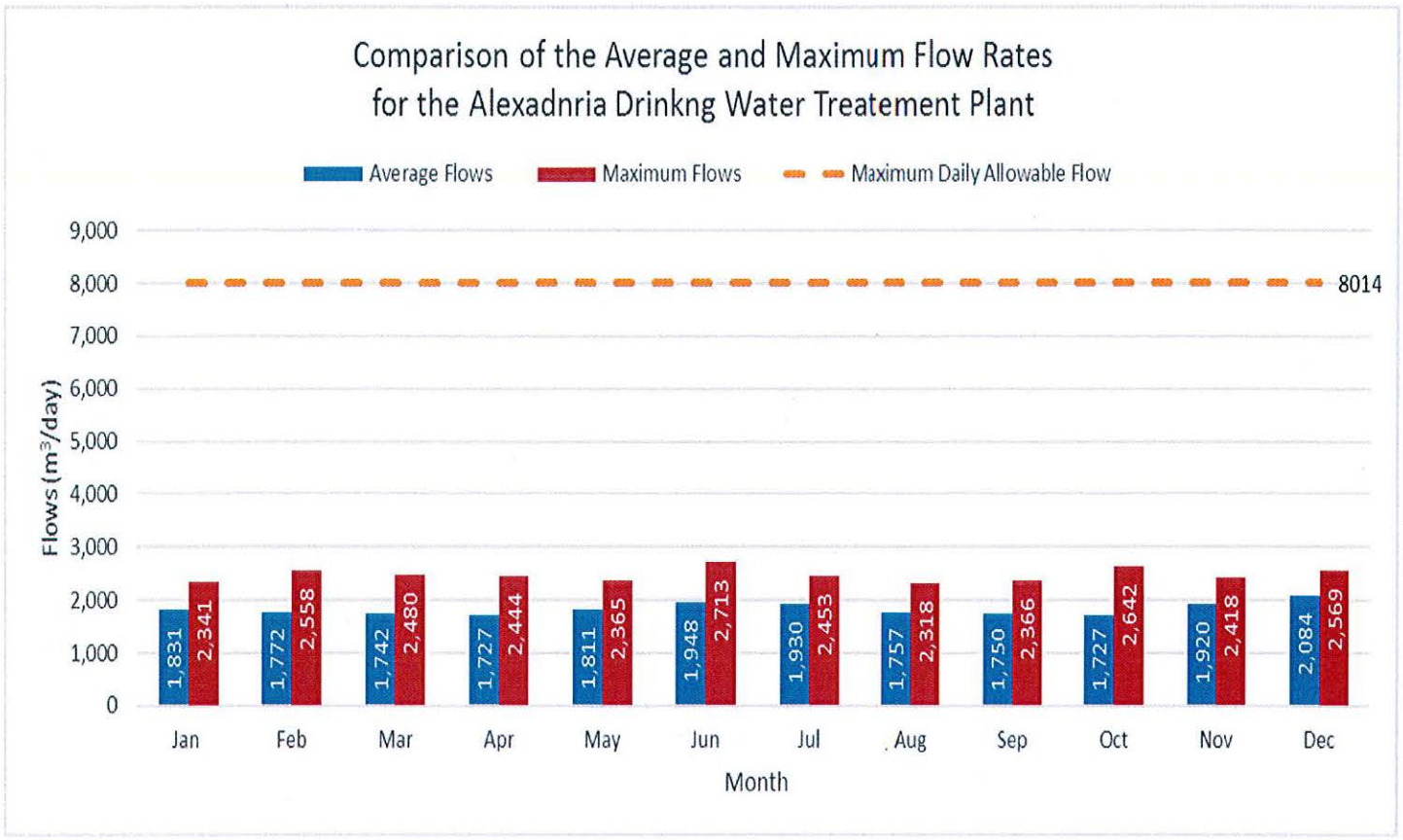
2018 Alexandria Treated Instantaneous Flows (m^3/day)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	0.0436	0.0430	0.0427	0.0423	0.0429	0.0428	0.0433	0.0425	0.0429	0.0426	0.0426	0.0427
2	0.0432	0.0430	0.0430	0.0425	0.0427	0.0428	0.0674	0.0426	0.0429	0.0430	0.0430	0.0426
3	0.0436	0.0430	0.0430	0.0428	0.0427	0.0424	0.0437	0.0426	0.0429	0.0430	0.0428	0.0418
4	0.0435	0.0429	0.0430	0.0428	0.0428	0.0424	0.0423	0.0427	0.0429	0.0429	0.0428	0.0427
5	0.0431	0.0425	0.0424	0.0427	0.0429	0.0426	0.0424	0.0429	0.0535	0.0428	0.0427	0.0431
6	0.0427	0.0441	0.0443	0.0428	0.0429	0.0433	0.0424	0.0432	0.0424	0.0427	0.0453	0.0429
7	0.0430	0.0429	0.0426	0.0430	0.0425	0.0433	0.0429	0.0443	0.0426	0.0425	0.0422	0.0426
8	0.0452	0.0430	0.0426	0.0428	0.0427	0.0424	0.0426	0.0428	0.0426	0.0430	0.0427	0.0429
9	0.0430	0.0430	0.0429	0.0429	0.0426	0.0424	0.0422	0.0431	0.0426	0.0426	0.0428	0.0433
10	0.0430	0.0430	0.0430	0.0430	0.0425	0.0424	0.0430	0.0425	0.0424	0.0427	0.0427	0.0430
11	0.0430	0.0453	0.0428	0.0433	0.0422	0.0433	0.0430	0.0427	0.0425	0.0429	0.0427	0.0437
12	0.0435	0.0427	0.0428	0.0427	0.0428	0.0422	0.0427	0.0431	0.0423	0.0432	0.0424	0.0429
13	0.0429	0.0443	0.0430	0.0430	0.0426	0.0430	0.0425	0.0448	0.0425	0.0429	0.0441	0.0431
14	0.0434	0.0430	0.0430	0.0431	0.0424	0.0426	0.0423	0.0429	0.0422	0.0428	0.0430	0.0470
15	0.0437	0.0434	0.0431	0.0437	0.0423	0.0426	0.0427	0.0428	0.0425	0.0426	0.0428	0.0430
16	0.0448	0.0426	0.0454	0.0429	0.0424	0.0428	0.0423	0.0426	0.0422	0.0446	0.0423	0.0430
17	0.0454	0.0428	0.0428	0.0434	0.0429	0.0428	0.0439	0.0428	0.0421	0.0430	0.0427	0.0429
18	0.0430	0.0431	0.0430	0.0428	0.0431	0.0427	0.0427	0.0427	0.0440	0.0428	0.0423	0.0454
19	0.0428	0.0431	0.0427	0.0428	0.0421	0.0428	0.0424	0.0432	0.0425	0.0428	0.0426	0.0430
20	0.0429	0.0444	0.0430	0.0428	0.0430	0.0430	0.0423	0.0428	0.0421	0.0433	0.0425	0.0433
21	0.0423	0.0427	0.0432	0.0430	0.0427	0.0447	0.0422	0.0428	0.0424	0.0430	0.0423	0.0431
22	0.0432	0.0434	0.0430	0.0426	0.0430	0.0428	0.0423	0.0427	0.0429	0.0448	0.0428	0.0428
23	0.0449	0.0431	0.0429	0.0428	0.0427	0.0429	0.0440	0.0429	0.0425	0.0427	0.0422	0.0428
24	0.0432	0.0431	0.0429	0.0429	0.0425	0.0432	0.0426	0.0427	0.0427	0.0427	0.0419	0.0430
25	0.0433	0.0428	0.0441	0.0451	0.0426	0.0429	0.0423	0.0431	0.0424	0.0431	0.0422	0.0443
26	0.0455	0.0432	0.0463	0.0425	0.0423	0.0433	0.0423	0.0428	0.0422	0.0431	0.0426	0.0428
27	0.0455	0.0443	0.0468	0.0426	0.0428	0.0431	0.0423	0.0428	0.0427	0.0430	0.0425	0.0430
28	0.0426	0.0427	0.0434	0.0429	0.0422	0.0553	0.0425	0.0430	0.0424	0.0429	0.0423	0.0431
29	0.0425		0.0424	0.0429	0.0430	0.0429	0.0425	0.0442	0.0429	0.0428	0.0421	0.0428
30	0.0424		0.0423	0.0430	0.0428	0.0428	0.0422	0.0425	0.0428	0.0449	0.0422	0.0429
31	0.0425		0.0422		0.0431		0.0429	0.0427		0.0428		0.0433

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Minimum	0.042	0.043	0.042	0.042	0.042	0.042	0.042	0.042	0.042	0.043	0.042	0.042
Average	0.043	0.043	0.043	0.043	0.043	0.043	0.043	0.043	0.043	0.043	0.043	0.043
Maximum	0.046	0.045	0.047	0.045	0.043	0.055	0.067	0.045	0.054	0.045	0.045	0.047
Total												

2018 Annual Treated Instantaneous Flows Summary
0.042
0.043
0.067

Appendix C


Comparison of the Average and Maximum Flow Rates
for the Alexadnria Drinkng Water Treatement Plant
Average Flows
Maximum Flows
Maximum Daily Allowable Flow
9,000
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
Flows (m³/day)
8014
1,831
2,341
1,772
2,558
1,742
2,480
1,727
2,444
1,811
2,365
1,948
2,713
1,930
2,453
1,757
2,318
1,750
2,366
1,727
2,642
1,920
2,418
2,084
2,569
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Month

Appendix D

Township of North Glengarry

Public Works Committee

MOTION

Moved by: Mike DeSantis

Seconded by: Jamie MacDonald

Date: Feb 20/18

Subject: 2017 Annual and Summary Reports

Be it resolved;

THAT the Public Works Committee of the Township of North Glengarry, hereby receives the Water Works Alexandria and Glen Robertson 2017 Annual and Summary Reports presented by Angela Cullen

Draft Version

Unanimous ☐ Carried ☑ Defeated ☐ Ayes ☐ Nays ☐

Motion number: 2018 – 08

Brian Caddell, Committee Chair

Section 4

STAFF REPORTS

CORPORATION OF
THE
TOWNSHIP OF NORTH GLENGARRY

RESOLUTION # ____ **DATE:** February 20, 2019

MOVED BY: _____

SECONDED BY: _____

THAT the Committee of the Whole receives Staff Report No. AD-2019-06;

AND THAT the Committee of the Whole recommends that Council adopts the Accountability and Transparency Policy as presented.

Carried	**Defeated**	**Deferred**
_____	_____	_____

_____
MAYOR / DEPUTY MAYOR

	YEA	**NEA**
Deputy Mayor: Carma Williams	____	____
Councillor: Jacques Massie	____	____
Councillor: Brenda Noble	____	____
Councillor: Jeff Manley	____	____
Councillor: Michel Depratto	____	____
Councillor: Johanne Wensink	____	____
Mayor: Jamie MacDonald	____	____

Section 4 (a)

NORTH GLENGARRY NORD

Ontario's Celtic Heartland
Le centre celtique de l'Ontario

STAFF REPORT TO COUNCIL

Report No: AD-2019-06

February 20, 2019

From: Sarah Huskinson – Chief Administrative Officer/ Clerk

RE: Accountability and Transparency Policy

Recommended Motion:

THAT the Committee of the Whole receives Staff Report No. AD-2019-06;

AND that the Committee of the Whole recommends that Council adopts the Accountability and Transparency Policy as presented.

Background / Analysis:

Bill 68, Modernizing Ontario's Municipal Legislation Act, is centered around three themes: Accountability and Transparency; Municipal Financial Stability; and, Responsible and Flexible Municipal Government. Bill 68 requires municipalities to: establish a code of conduct for members of Council; appoint an Integrity Commissioner; create a registry and written record for disclosures of pecuniary interests; and, include additional requirements in their procedural by-laws for open meetings. Council adopted a new procedural by-law in January for many of the required changes, and now must adopt an Accountability and Transparency Policy. Appointment of an Integrity Commissioner and adoption of a Code of Conduct will be coming to Council for consideration in future meetings.

Section 224 of the Municipal Act, 2001, states that it is the role of Council "to ensure the accountability and transparency of the operations of the municipality, including the activities of the senior management of the municipality". Section 270 states that "municipalities must adopt and maintain a policy with respect to the manner in which the municipality will try to ensure that it is accountable to the public for its actions, and the manner in which the municipality will try to ensure that its actions are transparent to the public."

The purpose of this policy is to provide guidance on how the Township of North Glengarry ensures municipal matters are approached in an accountable and transparent manner.

The policy covers financial matters, governance, internal accountability and ethical standards, and monitoring or contravention. It specifically states that:

1. The Township is accountable to residents for the efficient provision and performance of its services.
2. Township business is conducted openly, honestly, and with integrity.
3. Council decision-making is open and transparent.
4. Transparency and openness are balanced with financial, legal, legislative, and privacy constraints and obligations.
5. Effective policies, procedures, and practices are developed to support and enhance accountability and transparency.
6. Public access and participation are made permanent to ensure that decision-making addresses residents needs.

Alternatives:

Option 1: THAT Committee of the Whole recommends that Council adopts the Accountability and Transparency Policy as presented.

Option 2: THAT the Committee of the Whole recommends Council not adopt the policy.

Financial Implications:

None.

Attachments & Relevant Legislation:

Accountability and Transparency Policy

Others Consulted:

Sarah Huskinson
Chief Administrative Officer/ Clerk

NORTH GLENGARRY NORD

Ontario's Celtic Heartland
Le centre celtique de l'Ontario

ACCOUNTABILITY AND TRANSPARENCY POLICY

1. PURPOSE

This policy applies to all operations within the Township of North Glengarry and is prepared in accordance with the Municipal Act, 2001 c.25, s. 270, as amended. The Act requires that all municipalities adopt and maintain a policy with respect to "the manner in which the municipality will try to ensure that it is accountable to the public for its actions and the manner in which the municipality will try to ensure that its actions are transparent to the public". The purpose of this policy is to provide guidance on how the Township of North Glengarry ensures municipal matters are approached in an accountable and transparent manner.

2. DEFINITIONS

Accountability – The principle that the municipality is obligated to demonstrate and take responsibility for its actions, decisions, and policies, and that it is answerable to the public at large.

Transparency – The principle that the municipality will conduct its business in an accessible, clear and visible manner and that its activities are open to examination by its stakeholders.

3. POLICY APPLICATION AND EXCLUSIONS

3.1 General Provisions

The Council of the Township of North Glengarry acknowledges that it is responsible to provide good government for its stakeholders in an accountable and transparent manner, and will provide good governance by ensuring:

1. The Township is accountable to residents for the efficient provision and performance of its services.
2. Township business is conducted openly, honestly, and with integrity.
3. Council decision-making is open and transparent.
4. Transparency and openness are balanced with financial, legal, legislative, and privacy constraints and obligations.
5. Effective policies, procedures, and practices are developed to support and enhance accountability and transparency.
6. Public access and participation are made permanent to ensure that decision-making addresses residents needs.

Accountability, transparency and openness are standards of good government that enhance public trust. They are achieved through the Township of North Glengarry adopting measures to ensure, to the best of its ability, that all activities and services are undertaken utilizing a process that is open and accessible to its stakeholders. In addition, wherever possible, the Township of North Glengarry will engage its stakeholders throughout its decision-making process which will be open, visible and transparent to the public.

The principles of accountability and transparency shall apply equally to political and decision making and to the administrative management of the municipality.

The municipality is accountable and transparent to its stakeholders by fulfilling various legislative responsibilities and disclosure of information, and shall conduct its business within its jurisdiction in accordance with the Provincial Statues, Ontario Regulations and any other applicable laws, including but not limited to, the Municipal Act, 2001; Municipal Conflict of Interest Act; Planning Act; Provincial Offences Act; Ontario Building Code Act; Fire Protection and Prevention Act; Municipal Freedom of Information and Protection of Privacy Act; and Public Sector Salary Disclosure Act.

3.2 Financial Matters

The Township of North Glengarry will be open, accountable and transparent to its citizens in its financial dealings as required under the Act.

Examples of this principle are:

- External audit
- Reporting/ Statements
- Long-term Financial Planning
- Asset Management
- Purchasing/procurement
- Sale of land
- Budget process

3.3 Governance

The Township of North Glengarry shall provide governance in an open manner through communication, consultation, and collaboration. All policies, procedures and practices shall ensure its operations are transparent and that mechanisms are in place to make residents aware of how decisions are made and carried out. All meetings of Council and its local boards, agencies and committees shall be open to the public when and as required under the Act, and members of the public will have an opportunity to make delegations or comment on specific items at these meetings as outlined in the Township's Procedural By-Law. Meetings are publicly posted in advance, with the rationale for discussing matters in closed session being disclosed.

Municipal information shall be readily available to the public subject to the requirements of the Municipal Freedom of Information and Protection of Privacy Act.

The following are policies and procedures that ensure the Township is transparent in its operations:

- Procedural By-Law
- Notice By-Law
- Purchasing Policy
- Sale of Land Policy
- Records Retention Policy
- Social Media Policy
- Accessibility Plan

3.4 Internal Accountability and Ethical Standards

The Township's administrative practices ensure specific accountability on the part of its employees through the following initiatives:

- Human Resources Policies and Procedures
    - Violence and Harassment in the Workplace
    - Code of Conduct
    - Personnel Policy
- Municipal Election Policy
- Health and Safety Training

4. Monitoring/ Contravention

This policy shall be reviewed every five years or at such time as may be deemed appropriate to ensure its effectiveness.

The Township Clerk shall be responsible for receiving complaints and/or concerns related to this policy. Upon receipt of a complaint and/or concern, the Township Clerk shall notify:

- In the case of staff, the Department Head responsible for the area
- In the case of a closed meeting, the Ombudsman Office or Closed Meeting Investigator as appointed, and
- In the case of Council, Mayor or the appointed Integrity Commissioner.

CORPORATION OF
THE
TOWNSHIP OF NORTH GLENGARRY

RESOLUTION # ____ **DATE:** February 20, 2019

MOVED BY: _____

SECONDED BY: _____

THAT the Committee of the Whole receives Staff Report No. AD-2019-05;

AND THAT the Committee of the Whole recommends that Council enter into an agreement with Community Information Centre of Ottawa/211 Eastern Region.

Carried	**Defeated**	**Deferred**
_____	_____	_____

_____
MAYOR / DEPUTY MAYOR

	YEA	**NEA**
Deputy Mayor: Carma Williams	____	____
Councillor: Jacques Massie	____	____
Councillor: Brenda Noble	____	____
Councillor: Jeff Manley	____	____
Councillor: Michel Depratto	____	____
Councillor: Johanne Wensink	____	____
Mayor: Jamie MacDonald	____	____

Section 4 (b)

NORTH GLENGARRY NORD

Ontario's Celtic Heartland
Le centre celtique de l'Ontario

STAFF REPORT TO COUNCIL

Report No: AD-2019-05

February 20, 2019

From: Sarah Huskinson – Chief Administrative Officer/ Clerk

RE: Community Information Centre of Ottawa/ 211 Eastern Region

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Recommended Motion:

THAT the Committee of the Whole receives Staff Report No. AD-2019-05;

AND that the Committee of the Whole recommends that Council enter into an agreement with Community Information Centre of Ottawa/ 211 Eastern Region.

Background / Analysis:

John Hoyles, Executive Director of Community Information Centre Ottawa/ 211 Eastern Region, at a delegation to Council on February 11th, presented the advantages of North Glengarry entering into an agreement with 211 for information and referral services, as well as services provided during an emergency response. The services to the Township and residents are provided free of charge.

The 211 service provides a place for residents to call or access information online regarding social, health, community and government services. The information provided to North Glengarry residents is specific to the area and updated information is provided by the County and Township on the services offered in the area (ie. Foodbanks). The service is 24 hours a day, 365 days a year and available in multiple languages. The secondary 211 function is assistance to municipalities during emergencies by providing residents a place to call to get up to date information on the emergency response and recovery efforts (ie. Power outages, extreme weather, water issues).

A draft of the agreement with Community Information Centre of Ottawa/211 Eastern Region is attached for Council's review.

Alternatives:

Option 1: THAT Committee of the Whole recommends that Council enter into an agreement with Community Information Centre of Ottawa/ 211 Eastern Region.

Option 2: THAT the Committee of the Whole recommends Council not enter into the agreement.

Financial Implications:

None.

Attachments & Relevant Legislation:

Agreement with Community Information Centre of Ottawa/211 Eastern Region

Others Consulted:

Lindsay McIntosh-Mainville, CEMC

Sarah Huskinson
Chief Administrative Officer/ Clerk

Service Agreement
Between
Community Information Centre of Ottawa/211 Eastern Region
and
XXX

1. Introduction

This Service Agreement between XXX and the Community Information Centre of Ottawa/ 211 Eastern Region (CICO/211 Eastern Region) aims to address the assistance the211 can provide to XXX and its residents in before, during, and after an emergency incident. Regardless of the existence of this Service Agreement, CICO expects to receive incident- related calls from the public, making it important to ensure the best possible communication protocols are in place.

2. 211

The three-digit phone number 211 was approved for information and referral purposes by the CRTC in 2001. 211 is a free number helping people find the services they need quickly and easily. CICO, a non-profit organization located in Ottawa, is the 211 Ontario Regional Service Partner for Eastern Ontario and includes in its catchment the Counties of Stormont Dundas Glengarry, Prescott Russell, Leeds and Grenville, Lennox & Addington, Frontenac, Hastings and Prince Edward, Lanark, Renfrew including individual municipalities within those counties.

CICO and its 211 Ontario Regional Service Partners answer thousands of calls every day about social, health, community and related government services. A caller could be anyone: an individual, a service provider, a refugee, a business owner, a government employee or even an elected official. The 211 public inquiry line is supported by a searchable database of 56,000 services which can found online at www.211ontario.ca. Ontario Regional Service Partners also regularly prepare reports for planners about trends and needs using information gathered from providing the service.

The 211 information and referral service is standards-driven. 211 Service Providers are accredited by the Alliance of Information and Referral Systems (AIRS). The 211's goal is to be the first and best place for Ontarians to find, and connect with human services In the event of an incident, the 211 public information line is available for use as a complement to the community's existing communication capacities.

3. Everyday Information and Referral Services

Everyday information and referral services are provided 24/7 by Regional Service Partners and continue in the event of an emergency incident. They include:

Public Inquiry

- Information and Referral Specialists assess the needs of callers (or members of the public getting in touch using channels other than the phone) evaluate and indicate appropriate resources including organizations capable of meeting the identified needs, as well as redirecting callers to alternative resources when services are unavailable to them
- 24/7, confidential and multilingual phone (including TTY) and email service
- Specially trained staff equipped to serve vulnerable populations, provide advocacy and follow-up support
- Specially trained staff equipped to handle crisis intervention scenarios and create safety plans for endangered callers
- Protocols with 911, crisis and distress lines, and volunteer centres
- Monitor conventional and social media and posting facts or notices to encourage residents to call 211

Online Databases

- Continually update comprehensive databases of human services across Ontario
- Province-wide database accessible online at 211Ontario.ca
- Annually update pre-disaster portal for database of organizations providing services during a disaster

Needs and Trends Reporting

- Collect non-identifying details about calls, TTY, social media and email exchanges and tracks needs, unmet needs, trends and service gaps
- Support community planning and advocacy organizations

4. Requests for Assistance

(a) XXX may request assistance from the CICO/ 211 Eastern Region in anticipation of, or upon either a declared or non-declared emergency
(b) The request for assistance could be made by the CAO or designate to the most senior staff person at CICO/ 211 Eastern Region or designate by following the notification procedures as outlined in the Appendix.
(c) The initial request for assistance may be made verbally, however an emailed request would follow as soon as reasonably practicable and would be responded to, so that both parties have a record of the request.
(d) CICO/ 211 Eastern Region will be provided with any additional information requested and as required to determine the existence of the emergency incident and to assess type, scope, nature and amount (if known) of assistance to be provided.
(e) The parties may by mutual agreement verbally amend the assistance to be provided and confirm the revised agreement in writing as soon as reasonably practicable.
(f) CICO/ 211 Eastern Region may work with other 211 Regional Service Partners to provide the requested assistance.

(g) Where a municipal customer service department exists, CICO/ 211 Eastern Region may back up and support the customer service department.

5. 211 Services Provided during Emergency Response and Recovery

Public Inquiry

a) Connect callers to critical resources by assessing their needs, identifying appropriate resources and linking them to needed services
b) Provide a central access point for information about volunteering and donations
c) Monitor conventional and social media for rumour control

Online Databases

(a) Deploy and continually update a disaster record with information and services that emerge throughout the response and recovery periods
(b) Make the disaster record available to other organizations in the community
(c) Maintain a continual information exchange with the Emergency Information Officer or designate to ensure only authoritative and verified information is disseminated
(d) Collect customized details about people who want to volunteer and donations of goods as a result of an incident; and make information available in real-time to emergency management personnel
(e) Support case management for vulnerable populations with dissemination procedures

Needs and Trends Reporting

a) Collect demographic information about callers, types of referrals, access to services, service availability and unmet needs
b) Produce timely reports to the community
c) Produce after-action reports with aggregated data and key learnings to support community planning activities
d) Participate in de-briefing meetings.

6. Information Flow (Procedures)

(a) XXX through its Emergency Information Officer, Liaison Officer or their delegate will determine procedures to keep CICO / 211 Eastern Region informed with current, accurate information about services and assistance for the public, as well as press releases and updates on new and changing services including escalation and de-escalation of the emergency incident.
(b) CICO/ 211 Eastern Region will determine procedures to keep the Emergency Information Officer, Liaison Officer or their delegate up to date on relevant service needs

and service gaps identified through the 211 public inquiry service, as well as provide customized reports that may be required.

7. Limitations

(a) CICO/ 211 Eastern Region retains the right to refuse certain requests outside of its mandate in its sole discretion.
(b) No liability shall arise against CICO/ 211 Eastern Region if it fails for any reason to respond to a request for assistance made under this agreement or withdraws the provision of assistance.

Agreed to and signed this _____day of _____, 20XX

XXX: _____

Community Information Centre of Ottawa/ 211 Eastern Region:

_____

Executive Director

211 Notification and Communication Protocol
To be inserted in emergency plan

Purpose

This information sheet provides an overview of municipal and 211 (service in Ontario) responsibilities in the event of an emergency event.[1]

2-1-1 is an easy to remember phone number available throughout Ontario to support residents, municipalities, businesses and others. 211's Information & Referral professionals are available 24/7/365 to provide live answer information about Ontario's community, social, health and government services. During the response to and recovery from emergency events, 211 supports communities by providing authoritative, non-emergency information to residents (e.g. road closures, the location of evacuation centres, services, safety precautions etc.) 211 alleviates the burden of non-emergency calls to 911 and allows emergency responders to focus on response. 211 providers welcome opportunities to participate in municipal emergency exercises and training.

211 also maintains an extensive database of community, social, health and government services at www.211ontario.ca.

Responsibilities

1. **Municipality, city, town or county:**
   - Prior to an emergency event, provide 211 with the names and contact information of Community Emergency Management Coordinators (CEMCs), Emergency Information Officers (EIO) and others authorized to notify 211 and invoke the assistance of 211. [Form provided.]
   - Notify 211 when an event has occurred. [211 contact list provided.]
   - Maintain a line of communication with 211 throughout the event providing authoritative, accurate information that can be relayed to the public.
   - Inform residents that they can call 211 for non-emergency information. This can be done through street signs, press releases, the media and other means.
   - Inform 211 when the emergency event ends.

2. **211 (service in Ontario):**
   - The 211 staff person who receives notification of an emergency event will document the information using a form that captures what, where, who, when etc. and the name and contact information of the person providing the information.
   - Answer non-emergency calls from the public 24/7/365. Ensure the network of 211 service providers in Ontario is notified, can access the most current information about the event and is available to provide support if needed.
   - Track the nature of calls received and convey relevant information to the EIO, CEMC or designated person.
   - Prepare an After Action Report and submit it to the municipality. €

[1] An emergency event may be declared or undeclared e.g. weather, health alert, fire, industrial or road accident, infrastructure failure etc.

CORPORATION OF
THE
TOWNSHIP OF NORTH GLENGARRY

RESOLUTION # ____ **DATE:** February 20, 2019

MOVED BY: _____

SECONDED BY: _____

THAT the Committee of the Whole receives Staff Report No. COTW CS-2019-01; and

THAT the Committee of the Whole recommends that Council approves the application for a Catering Endorsement liquor licence for the Glen Robertson Recreation Centre and that staff be directed to proceed with the application process.

Carried	**Defeated**	**Deferred**
_____	_____	_____

_____
MAYOR / DEPUTY MAYOR

	YEA	**NEA**
Deputy Mayor: Carma Williams	____	____
Councillor: Jacques Massie	____	____
Councillor: Brenda Noble	____	____
Councillor: Jeff Manley	____	____
Councillor: Michel Depratto	____	____
Councillor: Johanne Wensink	____	____
Mayor: Jamie MacDonald	____	____

Section **4(d)**

COMMITTEE OF THE WHOLE

STAFF REPORT **Report No: COTW CS-2019-01**

February 20, 2019

From: Anne Leduc – Director of Community Services

RE: Liquor Licence – Glen Robertson Recreation Centre

Recommended Motion:

THAT the Committee of the Whole receives Staff Report No. COTW CS-2019-01; and

THAT the Committee of the Whole recommends that Council approves the application for a Catering Endorsement liquor licence for the Glen Robertson Recreation Centre and that staff be directed to proceed with the application process.

Background / Analysis:

The Township has received a request from the Glen Robertson Recreation Association to licence the Glen Robertson Recreation Centre. Presently, the members of the Glen Robertson Association apply for Special Occasion Permits for every occasion during which liquor is served or sold.

The Association is opting to apply for a Catering Endorsement Licence which is processed through the Alcohol and Gaming Commission of Ontario. Township staff will work alongside the Association to gather the proper documentation for the filing and the Public Notice requirements.

Costs relating to the licence will be borne by the Association.

Alternatives:

Option 1 – Recommended – That the Committee of the Whole recommends that Council approves the liquor licensing for the Glen Robertson Recreation Centre.

Or

Option 2 – Not recommended – That the Committee of the Whole not recommend this application.

Financial Implications:

The costs relating to the application and the Public Notice advertising will be paid by the Glen Robertson Recreation Association.

Attachments & Relevant Legislation:

Liquor Sales – New Applications to the AGCO - https://www.agco.ca/alcohol/liquor-sales-licences-new-applications

Others consulted:

Sarah Huskinson – Chief Administrative Officer / Clerk

CORPORATION OF
THE
TOWNSHIP OF NORTH GLENGARRY

RESOLUTION # ____ **DATE:** February 20, 2019

MOVED BY: _____

SECONDED BY: _____

The Committee of the Whole recommends that Council endorses the Sewer and Water Line Warranty program offered by Service Line Warranties of Canada Inc. (SLWC) and endorsed by LAS and further;

That, the Township authorizes the Mayor and CAO/Clerk to pursue and agreement with Service Line Warranties of Canada Inc. for the marketing of their warranty program to protect service line laterals on private properties.

Carried	**Defeated**	**Deferred**
_____	_____	_____

_____
MAYOR / DEPUTY MAYOR

	YEA	**NEA**
Deputy Mayor: Carma Williams	____	____
Councillor: Jacques Massie	____	____
Councillor: Brenda Noble	____	____
Councillor: Jeff Manley	____	____
Councillor: Michel Depratto	____	____
Councillor: Johanne Wensink	____	____
Mayor: Jamie MacDonald	____	____

Section 4(e)

NORTH GLENGARRY NORD

Ontario's Celtic Heartland
Le centre celtique de l'Ontario

WTR-2019-01

STAFF REPORT TO COMMITTEE OF THE WHOLE

February 20, 2019

From: Ryan C. Morton MPM,CIPM
Director of Public Works

RE: Service Line Warranties

Recommended Motion:

The Committee of the Whole of the Township of North Glengarry, hereby recommends to the Council of the Township of North Glengarry;

THAT, the Township endorses the Sewer and Water Line Warranty program offered by Service Line Warranties of Canada Inc. (SLWC) and endorsed by LAS and further;

THAT, the Township authorizes the Mayor and CAO/Clerk to pursue an agreement with Service Line Warranties of Canada Inc. for the marketing of their warranty program to protect service line laterals on private properties.

Background / Analysis:

Staff has been in discussions with SLWC for some time regarding the various options available to Township residents. Their program is vetted under the Local Authority Services (LAS) organization which is part of the Association of Municipalities Ontario (AMO).

Staff have reviewed and contacted various other municipalities about the program and staff sees no reason not to enter in to an agreement for their program.

Alternatives:

1) Reject the program.
   - This alternative is not recommended as staff see the benefit of having this program in place and provides peace of mind for the residents.

2) Do nothing.
   - This alternative is not recommended as staff need direction on whether to pursue this program or not.

Financial Implications:

There is no cost to the Township outside of normal soft costs of staff time and assistance in helping set up the program.

Additional costs in the form of advertising the program may occur if the Township decided to push the program more aggressively, however much of the outreach will be done by SLWC.

Others consulted:

Sarah Huskinson, CAO
Kim Champigny, Treasurer
Dean MacDonald, Environmental Services Manager

Attachments:

- N/A
- Presentation by SLWC

Reviewed by Sarah Huskinson – CAO/Clerk

CORPORATION OF
THE
TOWNSHIP OF NORTH GLENGARRY

RESOLUTION # ____ **DATE:** February 20, 2019

MOVED BY: _____

SECONDED BY: _____

The Committee of the Whole of the Township of North Glengarry, hereby recommends to the Council of the Township of North Glengarry;

THAT, staff be permitted to open the green road allowance west of "The Seventeenth" road in North Glengarry from Old Military Rd to 1100m westerly.

AND FURTHER, that the proponent is responsible for any and all costs associated with surveying, cutting, grubbing, reinstatement, maintenance or other costs as determined by the Director of Public Works.

AND FURTHER, that the Director of Public Works is delegated the authority to stop, prohibit or discontinue any work and/or usage of the road allowance in his sole discretion for any reason.

Carried	**Defeated**	**Deferred**
_____	_____	_____

_____
MAYOR / DEPUTY MAYOR

	YEA	**NEA**
Deputy Mayor: Carma Williams	____	____
Councillor: Jacques Massie	____	____
Councillor: Brenda Noble	____	____
Councillor: Jeff Manley	____	____
Councillor: Michel Depratto	____	____
Councillor: Johanne Wensink	____	____
Mayor: Jamie MacDonald	____	____

Section 4(f)

NORTH GLENGARRY NORD

Ontario's Celtic Heartland
Le centre celtique de l'Ontario

RDS-2019-01

STAFF REPORT TO COMMITTEE OF THE WHOLE

February 20, 2019

From: Ryan C. Morton MPM,CIPM
Director of Public Works

RE: Green Road Opening

Recommended Motion:

The Committee of the Whole of the Township of North Glengarry, hereby recommends to the Council of the Township of North Glengarry;

THAT, staff be permitted to open the green road allowance west of "The Seventeenth" road in North Glengarry from Old Military Rd to 1100m westerly.

AND FURTHER, that the proponent is responsible for any and all costs associated with surveying, cutting, grubbing, reinstatement, maintenance or other costs as determined by the Director of Public Works.

AND FURTHER, that the Director of Public Works is delegated the authority to stop, prohibit or discontinue any work and/or usage of the road allowance in his sole discretion for any reason.

Background / Analysis:

Staff received a request to extend a green road allowance, which includes the clearing of trees and brush within the road allowance such that the proponent can access their field to clear the land.

Staff has reviewed the situation and do not see any immediate reason as to why this particular activity would not be permitted, provided that there is no cost borne by the Township.

Furthermore, staff will incorporate various controls and requirements through the municipal consent process to ensure that the work is done in accordance with our specifications and standards.

Staff will require at a minimum;

- The proponent to reinstate and repair any damage to the road as a result of the work.
- The proponent is to pay the survey costs to determine the exact location of Township and private property along the road allowance.
- The proponent will remove any and all materials, brush and trees from site.
- If tile drainage is required or planned, the proponent shall submit a plan to address how they will tile drain the land to sufficient outlet as per the drainage act.
- Should the proponent fail to pay costs associated with this work, the Township shall transfer the costs to the tax roll and collect the funds in the same manner as taxes.

Alternatives:

1) Do nothing.
    - Should council desire to leave the road allowance "as-is", the proponent can access this portion of the property from through the fields to the north. This is a viable option for the Township, however may not necessarily be viable for the proponent due to existing tile drainage systems.

Financial Implications:

Any works completed as a result of this request will be at the cost of the proponent. The Township would incur soft costs such as staff time to administer and oversee the work.

Others consulted:

Sarah Huskinson, CAO
Kim Champigny, Treasurer
Dean MacDonald, Environmental Services Manager
Roch Lajoie, Transportation Services Manager
Manson Barton, Drainage Superintendent

Attachments:

- Map

Reviewed by Sarah Huskinson – CAO/Clerk


Old Military Rd

Section 5

UNFINISHED

BUSINESS

Section 6

OTHER BUSINESS

SECTION 7

MATTERS ARISING FROM STANDING COMMITTEES

SECTION 8

NOTICE OF MOTION

SECTION 9

ADJOURNMENT

CORPORATION OF
THE
TOWNSHIP OF NORTH GLENGARRY

RESOLUTION # ____ **DATE:** February 20, 2019

MOVED BY: _____

SECONDED BY: _____

There being no further business to discuss, the meeting was adjourned at _____.

Carried	**Defeated**	**Deferred**
_____	_____	_____

_____
MAYOR / DEPUTY MAYOR

	YEA	**NEA**
Deputy Mayor: Carma Williams	____	____
Councillor: Jacques Massie	____	____
Councillor: Brenda Noble	____	____
Councillor: Jeff Manley	____	____
Councillor: Michel Depratto	____	____
Councillor: Johanne Wensink	____	____
Mayor: Jamie MacDonald	____	____

Section 9