



**Caledonia and Cayuga Distribution System
2020 Annual Water Quality Report**

January 1, 2020 – December 31, 2020

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Quality Management System Policy

The purpose of The Corporation of Haldimand County's Quality Management System policies are to:

- Ensure our drinking water systems comply with all current legislation and regulatory requirements for the safe supply of drinking water;
- Ensure financial support is provided to maintain infrastructure integrity to allow safe and consistent delivery of drinking water to our water customers;
- Commit to review and update our Operational Plans as regulated by the Drinking Water Quality Management Standard in order to continually improve our Quality Management System and to communicate the results with our water customers.



Haldimand
County

Haldimand County Quality Management System Summary

Haldimand County's Quality Management System (QMS) is legislated under the Drinking Water Quality Management Standard (DWQMS) through the Safe Drinking Water Act. To maintain operating authority accreditation, the Ministry of the Environment, Conservation and Parks (MECP) mandate tasks that must be completed annually. These activities include:

- Conducting an internal audit of the Quality Management System.
- Conducting a Management Review meeting.
- Participating in an external audit conducted by a third party Accreditation Body
- Updating the Quality Management System Operational Plan.
- Updating Council of the status of the County's Quality Management System.

The QMS Operational Plan was reviewed and updated in 2020, with a focus on Document and Records Control (Element 5) and incorporating organizational changes within the County.

Internal audits were completed with support from Water and Wastewater Operations staff. An audit report was generated that identified two minor non-conformances and opportunities for improvement.

Haldimand County must receive accreditation annually to operate the water distribution systems. Through a qualified third party auditor, the County must demonstrate that its QMS meets the requirements of the DWQMS. SAI Global conducted an external audit on October 23, 2020. The County did not receive any non-conformances and will discuss identified opportunities for improvement and develop an implementation strategy.

Staff are required to conduct an annual Management Review meeting to evaluate the effectiveness of the QMS. Deficiencies and opportunities for improvement are identified and action items are developed to ensure follow-up. The County held their management review meeting on November 10, 2020.

All requirements were achieved in 2020 and SAI Global have issued an accreditation certificate to Haldimand County, which allows us to continue to operate the water distribution systems.

As part of the agreement with the County and through the regulations, Ontario Clean Water Agency (OCWA) must obtain accreditation to operate the water treatment facilities on behalf of the County. On September 25, 2020, OCWA obtained limited scope transitional accreditation.

Caledonia and Cayuga Distribution System



Caledonia and Cayuga Distribution System Overview

Chloraminated water is received from the City of Hamilton's Woodward Water Treatment Plant at the Caledonia Reservoir. Sodium hypochlorite is added to the water to achieve breakpoint chlorination and create a free chlorine residual that meets regulatory requirements. The chlorinated water is sent through transmission main to the Caledonia Distribution System. A standpipe provides secondary water storage and maintains water pressure within the distribution system.

Potable water is also sent via transmission main to Cayuga. At the Cayuga Reservoir, sodium hypochlorite can be added to increase the disinfectant residual. The chlorinated water is then pumped to the Cayuga distribution system. A standpipe provides secondary storage and maintains water pressure within the distribution system.

The distribution system infrastructure services approximately 9,674 people (2016 Census).

Haldimand County operates and maintains all aspects of the drinking water system, including reservoirs, hydrants, valves, sample stations and watermains.

Expenditure Information

Haldimand County staff are diligent in prioritizing projects on an annual basis to eliminate unnecessary expenditure. Using the best available information at the time of this report, key expenditures occurring in the Caledonia and Cayuga Distribution System are identified in Table 1. All drinking water expenditure information is not included in this report.

Table 1: Caledonia and Cayuga Distribution System 2020 Expenditures

Caledonia and Cayuga Distribution System:	
Caledonia Pressure Reducing Valves	
Caledonia Standpipe Booster Pump Upgrades	
Cayuga Standpipe Rehabilitation and Mixing System	
Cayuga Reservoir Roof Replacement	
Valve Maintenance Equipment	
Caledonia Reservoir SCADA Computer Replacements	
Total Cost	\$1,323,024

Multi-Barrier Approach

Through the Walkerton Inquiry, Justice O'Connor recommended that drinking water is best protected by taking an approach that uses multiple barriers to prevent contamination from affecting our drinking water. The multi-barrier approach addresses potential threats by ensuring barriers are in place to either eliminate or minimize their impact. This holistic approach recognizes that each barrier may not be able to completely remove a contaminant, but by working together the barriers provide a high-level of protection. Typical barriers include:

Source Protection

- **Source Protection Plans**
- **Treatment**
 - **Treatment and Disinfection Goals**
- **Distribution System**
 - **Residual Maintenance**
- **Monitoring**
 - **Sampling Programs**
- **Emergency Preparedness**
 - **Emergency Plans**



Haldimand County has adopted the multi-barrier approach in ensuring safe, reliable drinking water. *Figure 1* shows how administration, design, maintenance, and operation work together to establish and maintain multi-barrier protection (US EPA, 1998).

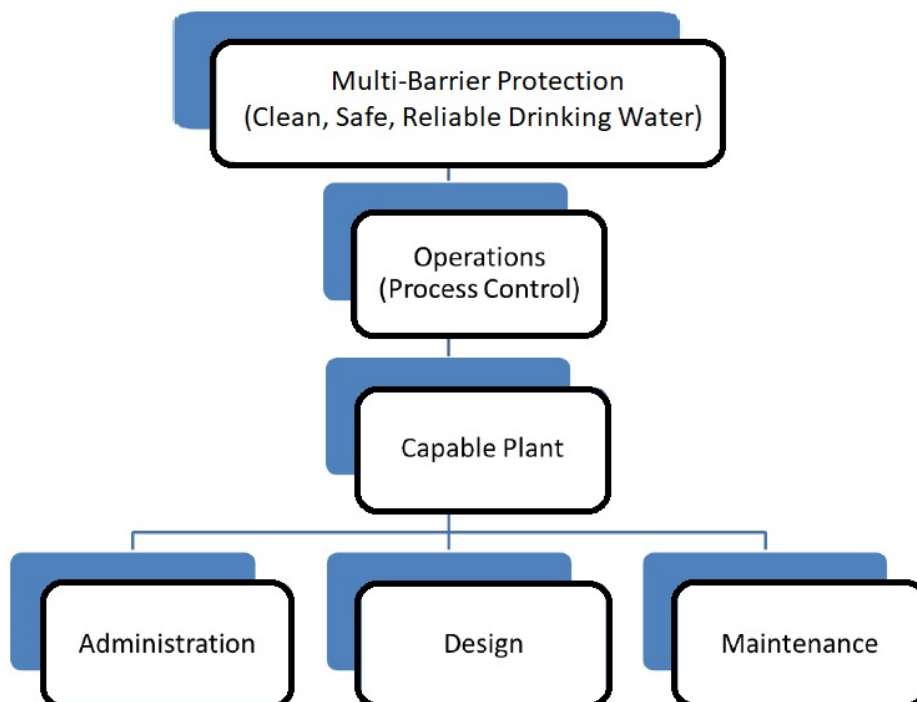


Figure 1: Responsibilities for Clean, Safe and Reliable Drinking Water

A description of the responsibilities in each area is summarized as follows:

- **Administration:** The administrators or managers of a water treatment system are responsible for providing the resources (budget and staff) and policies (hours of staffing, reporting requirements, training and certification requirements, etc.). Funding may also need to be justified and obtained if the design of a system is inadequate or major upgrades are required. Managers establish and maintain emergency response plans and communication procedures to ensure prompt response to unsafe drinking water.
- **Design:** The designer's responsibility is to provide the physical infrastructure (pipes, valves, tanks, meters, etc.) capable of reliably producing and distributing the quality and quantity of water required. The design must provide adequate flexibility and controllability to enable the operator to make appropriate adjustments.
- **Maintenance:** The system must be maintained in good working order with the key equipment functional at all times. Should a key piece of equipment break down then it should be repaired in a timely manner.
- **Operations:** Once a capable system is in place, then it is the operator's responsibility to deliver safe drinking water through monitoring, testing and process control (for example by changing the setting on the dosing pumps). Operators are also responsible for maintaining records (log books, data forms, etc.), which aid in troubleshooting and design of upgrades. A further, and commonly unrecognized responsibility of the operator is to communicate the needs of the facility to administrators for possible action.

WATER SAMPLING

To comply with drinking water legislation, drinking water systems are required to monitor their water quality. Haldimand County has committed to providing safe, reliable drinking water and is diligent in ensuring that sampling and monitoring programs effectively characterize water quality. All samples are taken by certified operators and tests performed by accredited, licensed laboratories.

Microbiological Sampling

Microbial quality is one of the primary indicators for the safety of a drinking water supply. Of all contaminants in drinking water, human and/or animal feces present the greatest danger to public health. Pathogenic or disease causing micro-organisms (including certain protozoa, bacteria or viruses) may be found in untreated water supplies. Bacteriological monitoring or testing is a way to detect and control pathogenic bacteria in treated drinking water supplies. Heterotrophic Plate Count (HPC) and background bacteria samples are monitored to identify potential changes in water quality and are not used as an indicator of adverse human health effects. Table 2 provides a summary of microbiological sampling completed in the Caledonia and Cayuga Distribution System during 2020.

Table 2: 2020 Caledonia and Cayuga Distribution System Microbiological Sampling

	Number of Samples	Range of E.coli Results (cfu/100ml)	Range of Total Coliform Results (cfu/100ml)	Number of HPC Samples	Range of HPC Results (cfu/ml)	Number of Background Samples	Range of Background Results (cfu/ml)
Caledonia Distribution	208	0	0	52	0 – 204	208	0 – 41
Cayuga Distribution	156	0	0	52	0	156	0 – 10

*Note: At a minimum, 25% of all drinking water samples must be analyzed for HPC.

Operational Sampling

Operational sampling and monitoring is important in maintaining the integrity of each barrier in the multi-barrier approach. Schedule 7 and 8 of Ontario Regulation 170/03 specify requirements for operational checks that municipalities must follow. Table 3 provides a summary of operational samples taken for the drinking water system. Regulatory requirements were achieved for all samples taken. Although not included in this report, Caledonia and Cayuga Reservoirs have continuous monitoring chlorine residual analyzers, which monitor all water pumped to the distribution systems.

Table 3: 2020 Caledonia and Cayuga Distribution System Operational Sampling

	Number of Grab Samples	Range of Results	Regulatory Requirement	Minimum Recommended Target
Free Chlorine Caledonia	364	0.58 – 1.71 mg/L	≥ 0.05 mg/L	≥ 0.20 mg/L
Free Chlorine Cayuga	312	0.27 – 1.38 mg/L	≥ 0.05 mg/L	≥ 0.20 mg/L

As result of public inquiries, a quarterly treated water hardness sampling program was initiated.

The term hardness was originally applied to waters that were hard to wash in, referring to the soap wasting properties of hard water. Hardness prevents soap from lathering by causing the development of an insoluble curdy precipitate in the water; hardness typically causes the buildup of hardness scale (such as seen in cooking pans). Dissolved calcium and magnesium salts are primarily responsible for most scaling in pipes and water heaters and can cause numerous problems in laundry, kitchen, and bath. Hardness is usually expressed in grains per gallon (or ppm) as calcium carbonate equivalent.

The degree of hardness standard as established by the American Society of Agricultural Engineers (S-339) and the Water Quality Association (WQA) is shown in the following table:

Table 4: Standard Degree of Hardness

Degree of Hardness	Grains per Gallon (gpg)	Ppm (mg/L)
Soft	< 1.0	< 17.0
Slightly Hard	1.0 – 3.5	17 - 60
Moderately Hard	3.5 – 7.0	60 - 120
Hard	7.0 – 10.5	120 - 180
Very Hard	> 10.5	> 180

The sample results in Table 5 indicate that Caledonia and Cayuga is considered hard water as taken from the Degree of Hardness Table above.

Table 5: 2020 Caledonia and Cayuga Distribution System Hardness Sampling

Parameter	Sample Date	Caledonia	Cayuga
Total Hardness (mg/L as CaCO ₃)	February 25, 2020	124	124
	June 9, 2020	114	124
	August 25, 2020	130	148
	November 17, 2020	144	136
2020 Average >		128	133

Lead Sampling

The community lead testing program is a requirement of O.Reg. 170/03 under the Safe Drinking Water Act, 2002. Haldimand County is exempt from sampling private residences due to having less than 10% of plumbing sample locations exceed the standard for two consecutive periods of reduced sampling. Annual pH and alkalinity samples are taken, as well as distribution system lead samples, every three years. There are no regulatory limits for alkalinity and pH, however Haldimand County sample results are within the operational guidelines provided by the MECP. A summary of 2020 sampling has been provided in Table 6.

Table 6: 2018 Caledonia and Cayuga Distribution System Lead Sampling

	Sample Type	Number of Samples	Range of Results	Number of Exceedances
Caledonia	Plumbing - Lead	N/A	N/A	N/A
	Distribution - Lead	N/A	N/A	N/A
	Distribution - Alkalinity	2	85 – 87 mg/L	N/A
	Distribution - pH	2	7.65 – 7.83	N/A
Cayuga	Plumbing - Lead	N/A	N/A	N/A
	Distribution - Lead	N/A	N/A	N/A
	Distribution - Alkalinity	2	84 – 86 mg/L	N/A
	Distribution - pH	2	7.40 – 7.44	N/A

Organic Sampling

To protect drinking water from pathogens, a disinfectant (usually chlorine) is added to the drinking water. Disinfectants can react with naturally-occurring materials in the water to form disinfection byproducts, which may pose health risks.



A challenge for water systems is balancing pathogen control and disinfection byproduct formation. It is important to provide protection from pathogens while minimizing health risks from disinfection byproducts. More information on each byproduct is summarized in Table 7.

Haldimand County sample for haloacetic acids (HAA) and trihalomethanes (THM) in the distribution system where there is an elevated potential for the formation of these byproducts.

Table 7: Disinfection Byproduct Information

Disinfection Byproduct	How it is formed?	Health Effects
Trihalomethanes	Trihalomethanes occur when naturally-occurring organic and inorganic materials in the water react with the disinfectants, chlorine and chloramine.	Some people who drink water containing total trihalomethanes in excess of the MCL over many years could experience liver, kidney, or central nervous system problems and increased risk of cancer.
Haloacetic Acids	Haloacetic acids occur when naturally-occurring organic and inorganic materials in the water react with the disinfectants, chlorine and chloramine.	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

Regulatory reporting is based on a running annual average of quarterly sample results. The calculated THM and HAA averages were below the maximum allowable concentrations (MAC) permitted by the MECP. Table 8 provides a summary of 2020 organic sample results.

Table 8: 2020 Caledonia and Cayuga Distribution System DBP Sampling

Parameter	Sample Date	Sample Results (ug/L)	Annual Average (ug/L)	Regulatory MAC (ug/L)	Exceedance
Haloacetic Acids Caledonia Reservoir Outlet	February 20, 2020	15.1	9.5	80	No
	May 12, 2020	5.3			
	August 4, 2020	12.2			
	November 3, 2020	5.3			
Haloacetic Acids Caledonia Distribution	February 20, 2020	16.2	16.5	80	No
	May 12, 2020	13.2			
	August 4, 2020	23.1			
	November 3, 2020	13.5			
Haloacetic Acids Cayuga Reservoir Outlet	February 20, 2020	5.3	11.7	80	No
	May 12, 2020	6.4			
	August 4, 2020	21.2			
	November 3, 2020	13.9			
Haloacetic Acids Cayuga Distribution	February 20, 2020	16.4	17.0	80	No
	May 12, 2020	14.1			
	August 4, 2020	21.6			
	November 3, 2020	15.8			
Trihalomethanes Caledonia Distribution	February 20, 2020	27	31.0	100	No
	May 12, 2020	14			
	August 4, 2020	49			
	November 3, 2020	34			
Trihalomethanes Cayuga Distribution	February 20, 2020	33	38.3	100	No
	May 12, 2020	26			
	August 4, 2020	55			
	November 3, 2020	39			

WATER USE

Raw Water

Haldimand County does not have a Permit to Take Water for the Caledonia and Cayuga Distribution System. All water supplied to the Caledonia and Cayuga Distribution System originates from Lake Ontario and is treated by the City of Hamilton at their Woodward Water Treatment Plant.

Potable Water

As required by Schedule 22 of Ontario Regulation 170/03, Table 9, Table 10, *Figure 2* and *Figure 3* are intended to provide a summary of potable water supplied to the Caledonia and Cayuga Distribution System in 2020.

Table 9: 2020 Caledonia Reservoir Monthly Potable Water Flow Data

System	Month	Monthly Total m ³	Daily Average m ³	Maximum Daily m ³
Caledonia Reservoir	January	94,120	3,036	3,509
	February	86,842	3,102	3,387
	March	99,354	3,205	4,658
	April	96,603	3,220	3,620
	May	115,953	3,740	4,858
	June	122,118	4,071	5,423
	July	129,253	4,169	5,014
	August	118,350	3,818	4,724
	September	105,136	3,505	5,423
	October	98,180	3,167	3,667
	November	97,127	3,238	3,713
	December	101,069	3,260	3,803

The Caledonia Reservoir flows include all water pumped to York and Cayuga. *Figure 2* compares the monthly flows over the last five years at the Caledonia Reservoir. When comparing the average monthly flows for 2019 and 2020, there was a 9.6% increase in potable water pumped by the Caledonia Reservoir.

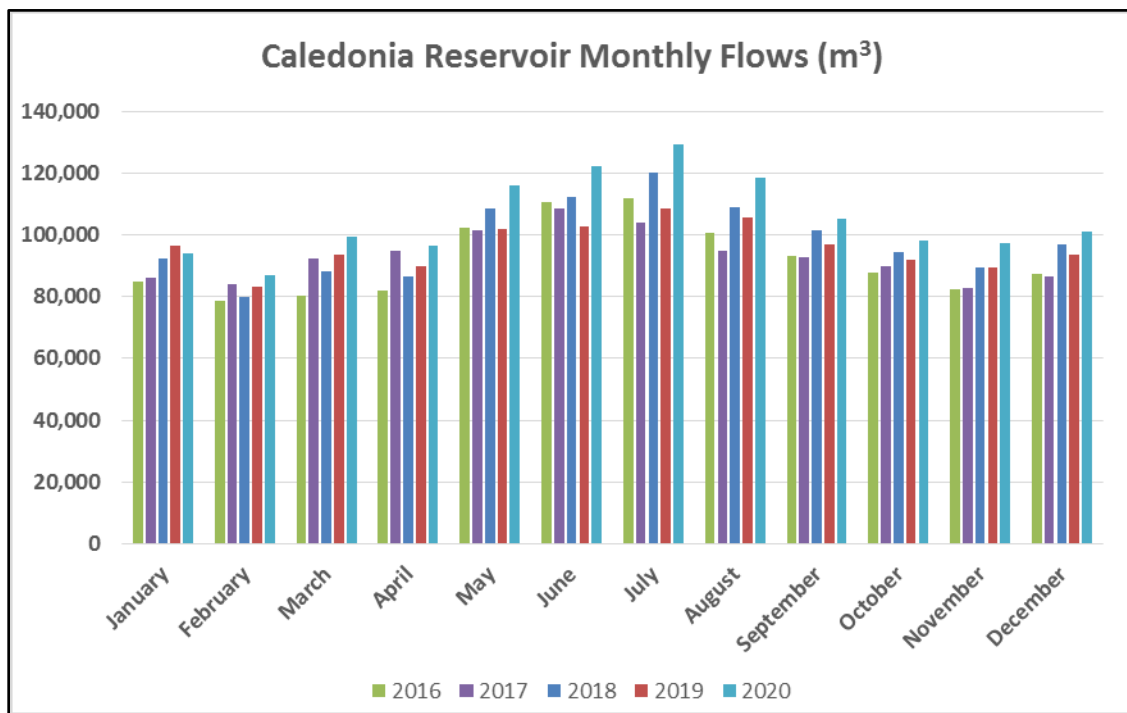


Figure 2: Caledonia Reservoir Five Year Monthly Flow Comparison

Table 10: 2020 Cayuga Reservoir Monthly Water Quantities and Flow Rates

System	Month	Monthly Total m ³	Daily Average m ³ /d	Maximum Daily Flow m ³ /d
Cayuga Reservoir	January	18,522	597	682
	February	18,708	645	1,023
	March	20,701	668	788
	April	19,452	648	783
	May	22,000	710	858
	June	24,780	826	1,159
	July	24,158	779	1,030
	August	22,591	729	1,304
	September	20,234	674	817
	October	20,028	646	861
	November	18,247	608	755
	December	19,639	634	818

Figure 3 compares the monthly flows over the last five years at the Cayuga Reservoir. When comparing the average monthly flows for 2019 and 2020, there was a 8.3% increase in potable water pumped by the Cayuga Reservoir.

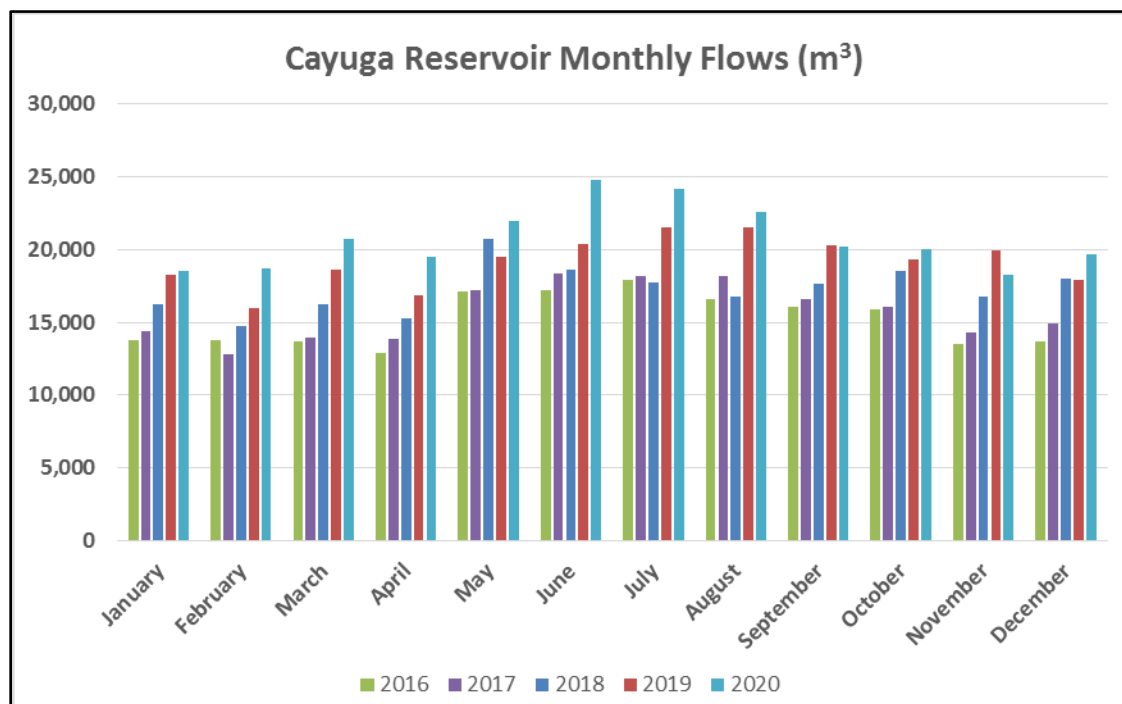


Figure 3: Cayuga Reservoir Five Year Monthly Flow Comparison

Each facility is assigned a rated capacity in their Engineer’s Report. When the maximum daily flow for 2020 and the rated capacity are compared, the Caledonia and Cayuga Reservoirs are operating at approximately 56% of design capacity, however this calculation does not take into account any operational and infrastructure limitations.

Table 11: Summary Comparison of Rated Capacities and 2017 Maximum Flows

System and Municipal Drinking Water License	Rated Capacity	Maximum Daily Flow (m³ / day)	Percentage of Capacity
Caledonia 066-103	13,000 m ³ /day	5,423	41.7%
Cayuga 066-103	2,333 m ³ /day	1,304	55.9%

To ensure the water treatment facility is capable of meeting current and projected demands, Haldimand County staff annually review plant capability and performance and update development allocation accordingly.

REGULATORY COMPLIANCE

Adverse Water Quality Incidents

Regulatory compliance includes reporting any adverse water quality incidents to the Ministry of Health (MOH) and the MECP. In all instances, corrective action is initiated to resolve the issue. In 2020, there were no adverse events in the Caledonia and Cayuga Distribution System.

Annual Drinking Water Inspection

The MECP annually confirms compliance with drinking water legislation by conducting inspections on municipal drinking water systems. All aspects of the drinking water system are reviewed, including treatment equipment, disinfection, training records, and operational data required under the Safe Drinking Water Act, Ontario Regulations 170/03, 169/03 and 128/04. These inspections provide Haldimand County an opportunity to review best management practices and work towards continually improving the operation and management of the drinking water systems. Any issues of regulatory non-compliance are identified and corrective actions issued.

The Caledonia and Cayuga Distribution System inspection occurred on December 22, 2020. The final inspection report is still pending and will be included in the 2021 annual drinking water report.

Haldimand County continues to work closely with regulatory bodies to ensure a continued supply of safe, reliable drinking water to its users. All recommendations have been addressed and communicated to the MECP.

REPORT AVAILABILITY

This report can be viewed online at:

<https://www.haldimandcounty.ca/drinking-water/>

Reports can also be obtained upon request at any Haldimand County Administration Building:



Cayuga Administration Building

53 Thorburn St.

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For more information on report content, please contact the Haldimand County Environmental Operations Division at:

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