



**Caledonia and Cayuga Distribution System
2021 Annual Water Quality Report**

January 1, 2021 – December 31, 2021

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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 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 conducting 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 2021, with focus on Document and Records Control (Element 5) and Continual Improvement (Element 21) all while incorporating organizational changes within the County.

Internal audits were completed with support from Water and Wastewater Operations staff and Aclairs Environmental. No non-conformities were identified as a result of the internal audit. The audit report did note four areas for 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 (Quality Management System) meets the requirements of the DWQMS (Drinking Water Quality Management Standard). SAI Global conducted an external audit on November 9th, 2021. The County received one minor non-conformance. This was a result of an administrative issue and corrective action was implemented immediately to resolve the issue.

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 October 29th, 2021.

All requirements were achieved in 2021 and SAI Global have issued an accreditation certificate to Haldimand County, which allows us to continue to operate the water distribution systems.

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 in Caledonia and 1,500 people in Cayuga for a total of 11,174 (2016 Census). This number is suspected to increase steadily with the on going development in the Caledonia distribution system.

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 2021 Expenditures

Caledonia and Cayuga Distribution System:	
McClung Chamber Piping and Meter Replacment	
Caledonia Reservoir Pressure Transmitter Installed	
Greens Road Rotork Valve Actuator Installed	
Cayuga Reservoir Internal Piping Replaced	
Cayuga Chlorine Residual Analyzers Replaced	
Cayuga Turbidity Analyzer Replaced	
Cayuga Chlorine Metering Pump Replaced	
Total Cost	\$54,800

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).

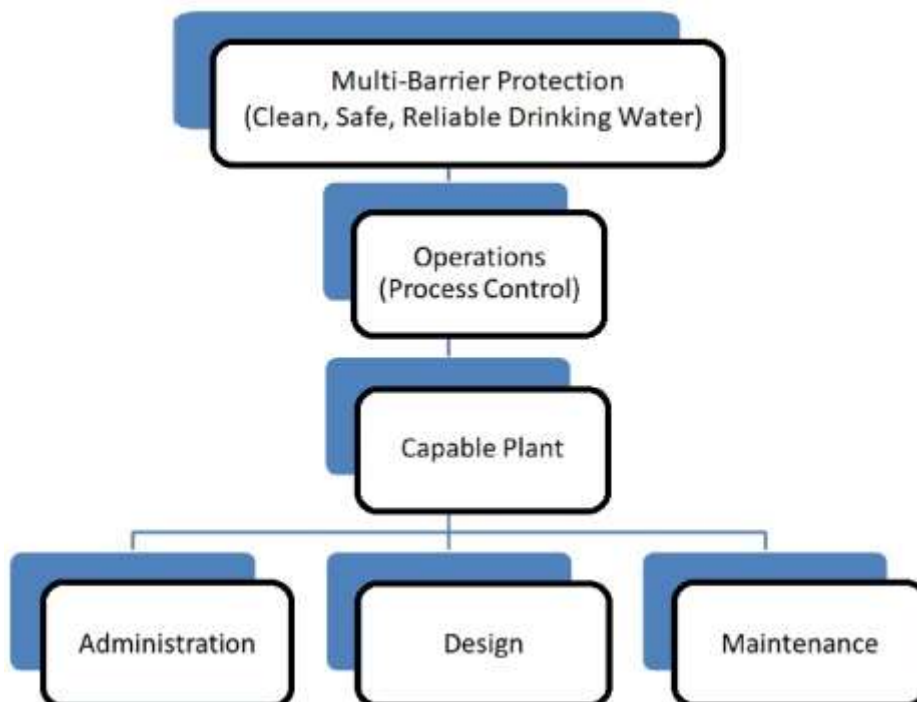


Figure 1: Responsibilities for Clean, Safe and Reliable Drinking Water

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 2021.

Table 2: 2021 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 – 17	208	0 – 122
Cayuga Distribution	156	0	0	52	0 - 7	156	0 – 36

*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: 2021 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 – 1.45 mg/L	≥ 0.05 mg/L	≥ 0.20 mg/L
Free Chlorine Cayuga	312	0.27 – 1.14 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: 2021 Caledonia and Cayuga Distribution System Hardness Sampling

Parameter	Sample Date	Caledonia	Cayuga
Total Hardness (mg/L as CaCO ₃)	February 25, 2021	110	124
	May 9, 2021	128	109
	August 25, 2021	152	152
	November 16, 2021	134	136
2021 Average >		131	130

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 2021 sampling has been provided in Table 6.

Table 6: 2021 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	4	0.02-0.31 ug/L	N/A
	Distribution - Alkalinity	4	83 – 87 mg/L	N/A
	Distribution - pH	4	7.17-7.62	N/A
Cayuga	Plumbing - Lead	N/A	N/A	N/A
	Distribution - Lead	4	0.06-0.28 ug/L	N/A
	Distribution - Alkalinity	4	85 – 87 mg/L	N/A
	Distribution - pH	4	7.15 – 7.55	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 2021 organic sample results.

Table 8: 2021 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 Distribution	February 25, 2021	5.3	12.6	80	No
	May 12, 2021	10.7			
	August 25, 2021	20.6			
	November 16, 2021	13.6			
Haloacetic Acids Cayuga Distribution	February 25, 2021	6.1	13	80	No
	May 12, 2021	12.1			
	August 25, 2021	20			
	November 16, 2021	13.6			
Trihalomethanes Caledonia Distribution	February 25, 2021	18	43.5	100	No
	May 12, 2021	34			
	August 25, 2021	53			
	November 16, 2021	69			
Trihalomethanes Cayuga Distribution	February 25, 2021	25	43.3	100	No
	May 12, 2021	34			
	August 25, 2021	52			
	November 16, 2021	62			

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 2021.

Table 9: 2021 Caledonia Reservoir Monthly Potable Water Flow Data

System	Month	Monthly Total m ³	Daily Average m ³	Maximum Daily m ³
Caledonia Reservoir	January	105,962	3418	5228
	February	94,857	3388	4082
	March	106,417	3433	4149
	April	105,605	3520	3839
	May	128,315	4139	5227
	June	125,566	4186	5324
	July	112,165	3618	4111
	August	120,713	3894	4355
	September	106,920	3564	4352
	October	104,746	3379	3917
	November	94,522	3151	3478
	December	102,886	3308	3870

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 2020 and 2021, there was a 3.5% increase in potable water pumped by the Caledonia Reservoir.

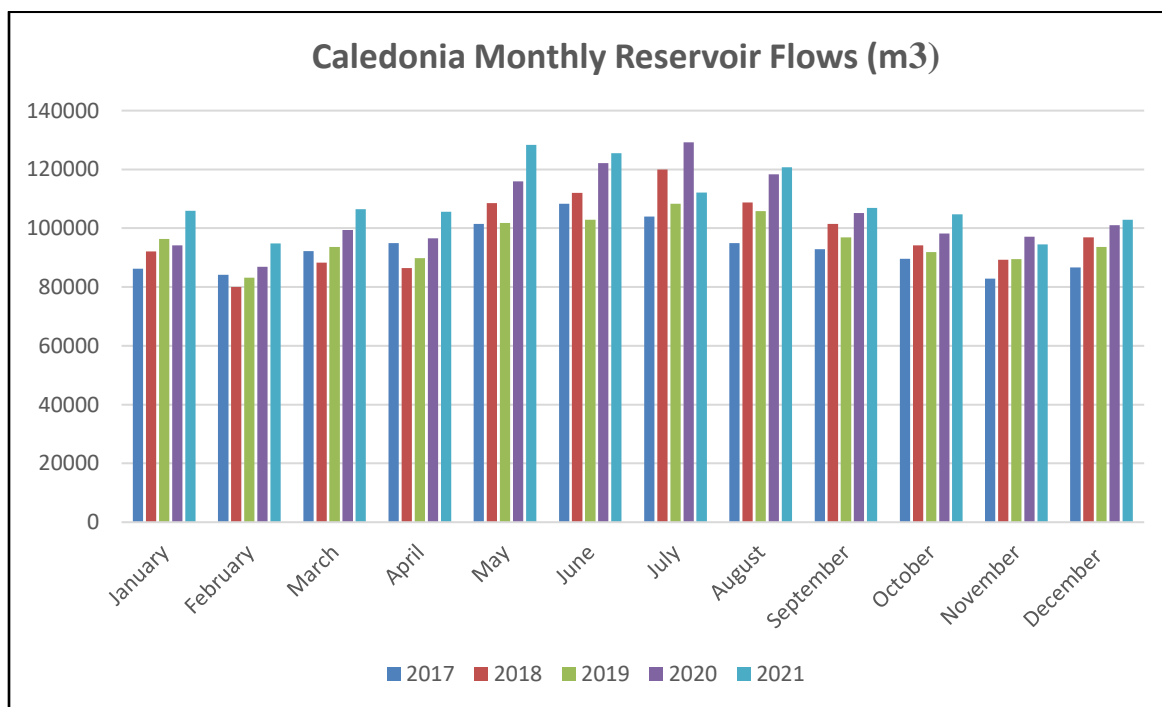


Figure 2: Caledonia Reservoir Five Year Monthly Flow Comparison

Table 10: 2021 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	21142	682	871
	February	17606	629	801
	March	18931	611	673
	April	18618	621	781
	May	21859	705	911
	June	20126	671	793
	July	18785	606	673
	August	21185	683	857
	September	19664	655	724
	October	20219	652	720
	November	17004	567	640
	December	18291	590	654

Figure 3 compares the monthly flows over the last five years at the Cayuga Reservoir. When comparing the average monthly flows for 2020 and 2021, there was a 6.3% decrease in potable water pumped by the Cayuga Reservoir.

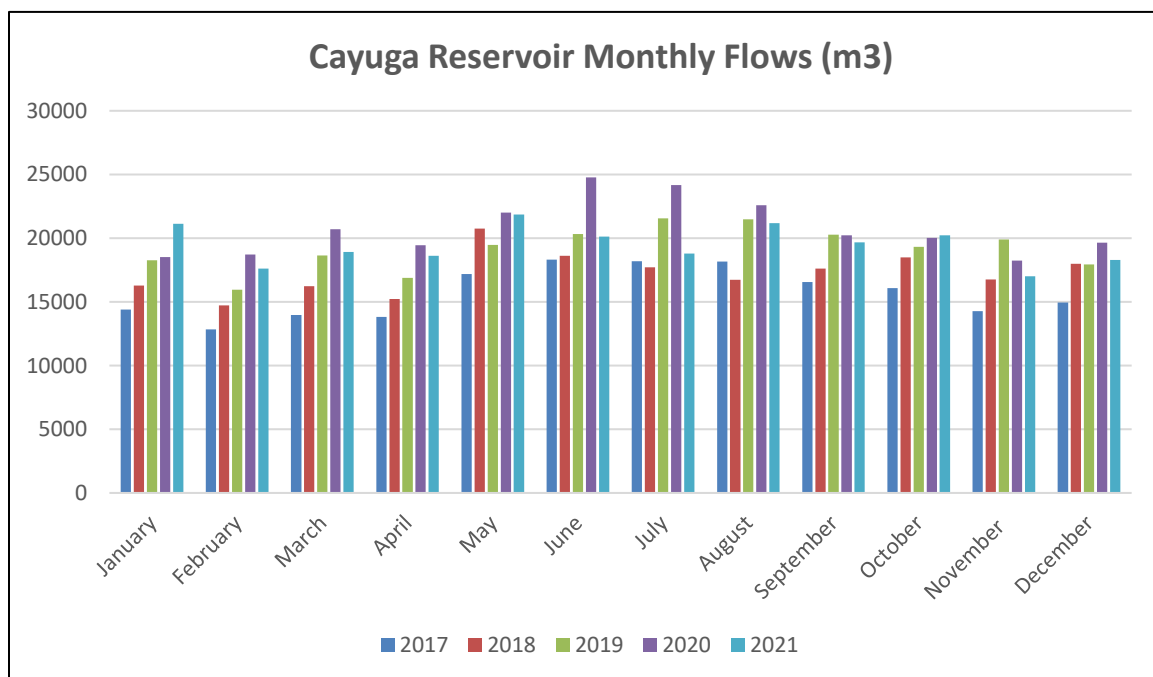


Figure 3: Cayuga Reservoir Five Year Monthly Flow Comparison

Each facility is assigned a rated capacity in their Engineer’s Report. When the maximum daily flow for 2021 and the rated capacity are compared, the Caledonia and Cayuga are operating at approximately 40.9% for Caledonia and 39% for Cayuga, however this calculation does not take into account any operational and infrastructure limitations.

Table 11: Summary Comparison of Rated Capacities and 2021 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	5,324	40.9%
Cayuga 066-103	2,333 m ³ /day	911	39.0%

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 2021, there was one adverse event regarding low distribution chlorine residual coming from the City of Hamilton into the Caledonia Reservoir. Haldimand County Operators responded by notifying the MECP and Haldimand-Norfolk Health Unit, isolating the Caledonia reservoir and isolating and notifying the 6 customers before the reservoir. Operators flushed off the low residual water until an acceptable residual was obtained. No adverse water was pumped to Haldimand County residents.

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 1, 2021. The final inspection report is still pending and will be included in the 2022 annual drinking water report. However, the final inspection report from 2020 is included in this water report.

2020 Ministry Report Rating

Cayuga/Caledonia Drinking Water System Waterworks # 260004566

There was one non-compliance identified during the 2020 inspection period. The County received a 100% inspection rating from the MECP.

The following issues were identified during the drinking water inspection:

1. Total alkalinity and pH were not tested in accordance with Schedule 15.1-5 of Ontario Regulation 170/03.

Follow-Up: The County revised the sample scheduling strategy to ensure that all samples were scheduled in the beginning of the year. The County has also revised the compliance calendar inputs to ensure that reoccurring calendar item end dates are checked for each item after completion.

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 the Haldimand County Administration Building:



Cayuga Administration Building

53 Thorburn St.
Cayuga, ON
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For more information on report content, please contact the Haldimand County Environmental Operations Division at:

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