

**Ministry of the Environment,
Conservation and Parks**

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**Ministère de l'Environnement, de la Protection de
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August 12, 2026

by Email

The Corporation of the Town of Hearst
925 Alexandra St.
Hearst, ON P0L 1N0

Attention: Eric Picard, Chief Administrative Officer

**RE: Hearst Drinking Water System No. 220002592
2026-2027 Inspection Report 1-1605347081**

Enclosed is the Hearst Drinking Water System Inspection Report and the corresponding Inspection Rating Report (IRR) resulting from an announced, focused inspection conducted on June 18, 2026. This report provides an assessment of compliance and conformance based on observations and information available during the inspection review period only.

Instances of non-compliance and/or non-conformance were not identified during the inspection. There are no further actions required and the inspection can be considered closed. Additional findings and applicable comments, where provided, will be found within the report.

As of April 2026, the ministry modernized the risk evaluation process to bring inspection risk ratings into alignment with the Ontario Public Service Risk Framework (2020). There is minimal deviation in the final inspection ratings between the new and the old methodology. The [Application of risk methodology to drinking water testing laboratory and system inspection results webpage](#) provides more information. The IRR is a summarized quantitative measure of the drinking water system's annual inspections and is published in the Ministry's Chief Drinking Water Inspector's Annual Report. The webpage describes the risk rating methodology which has been applied to the findings of the Ministry's municipal residential drinking water system inspection results.

If you have any questions or concerns about this inspection report, please contact me at (705) 262-0540 or by email at connie.croisier@ontario.ca.

Regards,



Connie Croisier | Water Compliance Officer, Provincial Officer Badge No. 2049
Drinking Water and Environmental Compliance Division – Northern Region, Timmins District
Ministry of the Environment, Conservation and Parks

cc: Luc Léonard, Director of Public Works and Engineering Services – The Corporation of the Town of Hearst
Michel Plourde, Overall Responsible Operator – Ontario Clean Water Agency
Michael Case, Process and Compliance Technician – Ontario Clean Water Agency
Claude Rancourt, Sr Operations Manager – Ontario Clean Water Agency
Lori Duquette, Water Compliance Supervisor – Ministry of the Environment, Conservation and Parks
Sue Lajoie, Manager of Environmental Health – Porcupine Health Unit
Kaitlin McCaw, Program Coordinator Environmental Health – Porcupine Health Unit
Nicole Woolnough, District Manager – Ministry of Natural Resources and Forestry



HEARST DRINKING WATER SYSTEM

Physical Address: 1215 EDWARD ST, HEARST,
ON P0L 1N0

INSPECTION REPORT

System Number: 220002592
Entity: THE CORPORATION OF THE
TOWN OF HEARST
ONTARIO CLEAN WATER
AGENCY
Inspection Start Date: June 18, 2026
Site Inspection Date: June 18, 2026
Inspection End Date: July 21, 2026
Inspected By: Connie Croisier
Badge #: 2049



(signature)

INTRODUCTION

Purpose

This announced, focused inspection was conducted to confirm compliance with Ministry of the Environment, Conservation and Parks' (MECP) legislation and conformance with ministry drinking water policies and guidelines.

Scope

The ministry utilizes a comprehensive, multi-barrier approach in the inspection of water systems that focuses on the source, treatment, and distribution components as well as management and the operation of the system.

The inspection of the drinking water system included both the physical inspection of the component parts of the system listed in section 4 "Systems Components" of the report and the review of data and documents associated with the operation of the drinking water system during the review period.

This drinking water system is subject to the legislative requirements of the Safe Drinking Water Act, 2002 (SDWA) and regulations made therein, including Ontario Regulation 170/03, "Drinking Water Systems" (O. Reg. 170/03). This inspection has been conducted pursuant to Section 81 of the SDWA.

This inspection report does not suggest that all applicable legislation and regulations were evaluated. It remains the responsibility of the owner to ensure compliance with all applicable legislative and regulatory requirements.

Facility Contacts and Dates

The Hearst Drinking Water System is owned by the Corporation of the Town of Hearst and operated by the Ontario Clean Water Agency (OCWA).

The system serves an estimated population of 4,794 and is categorized as a Large Municipal Residential System. Information reviewed for this inspection covered the time period of June 1, 2025, to May 31, 2026.

The Water Compliance Officer met with Michel Plourde, Overall Responsible Operator, Anna Boruslawski, Operator-in-Training, and Michael Case, Process and Compliance Technician, as part of the inspection process.

Systems/Components

All locations associated with primary disinfection were visited as part of this inspection. The following sites were visited as part of the inspection of the drinking water system:

- Hearst Water Treatment Plant (1215 Edward St.)

An outstation is a component of a drinking water system that is not located at either a water treatment plant or a well supply and is generally not associated with primary treatment, for example reservoirs, booster stations, and re-chlorination facilities located within the distribution system. Outstations may be visited on a rotational basis as part of a ministry inspection. This inspection included the inspection of the George Street Water Tower.

Permissions/Approvals

This drinking water system was subject to specific conditions contained within the following permissions and/or approvals (please note this list is not exhaustive) at the time of the inspection in addition to the requirements of the SDWA and its regulations:

- Municipal Drinking Water Licence 211-101 Issue No. 4
- Drinking Water Works Permit 211-201 Issue No. 8
- Permit to Take Water 5460-AVWLEV

NON-COMPLIANCE

This should not be construed as a confirmation of full compliance with all potential applicable legal requirements. These inspection findings are limited to the components and/or activities that were assessed, and the legislative framework(s) that were applied. It remains the responsibility of the owner to ensure compliance with all applicable legislative and regulatory requirements.

If you have any questions related to this inspection, please contact the signed Provincial Officer.

RECOMMENDATIONS

This should not be construed as a confirmation of full conformance with all potential applicable BMPs. These inspection findings are limited to the components and/or activities that were assessed, and the legislative framework(s) that were applied. It remains the responsibility of the owner to ensure compliance with all applicable legislative and regulatory requirements.

If you have any questions related to this inspection, please contact the signed Provincial Officer.

Inspection Summary Rating Record (Reporting Year – 2026-2027)

DWS Name: HEARST DRINKING WATER SYSTEM
DWS Number: 220002592
DWS Owner: HEARST
Municipal Location: HEARST

Regulation: O. Reg. 170 / 03
Category:
Type of Inspection: Focused
Inspection Date: Jul-21-2026
Ministry Office: Timmins District Office

Maximum Question Rating: 201

Inspection Module	Non-Compliance Rating
Capacity Assessment	0/7
Certification and Training	0/28
Logbooks	0/16
Reporting & Corrective Actions	0/32
Source	0/9
Treatment Processes	0/64
Water Quality Monitoring	0/45
Overall - Calculated	0/201

Inspection Risk Rating:	0.00%
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Final Inspection Rating:	100.00%
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DWS Name: HEARST DRINKING WATER SYSTEM
DWS Number: 220002592
DWS Owner: HEARST
Municipal Location: HEARST

Regulation: O. Reg. 170 / 03
Category:
Type of Inspection: Focused
Inspection Date: Jul-21-2026
Ministry Office: Timmins District Office

Maximum Question Rating: 201

Inspection Risk Rating:	0.00%
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Final Inspection Rating:	100.00%
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INSPECTION DETAILS

This section includes all questions that were assessed during the inspection.

Ministry Program: DRINKING WATER | **Regulated Activity:** DW Municipal Residential

Question ID	DWMR1007001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 1-2 (1)1;			
Question: Was the owner maintaining the production well(s) in a manner sufficient to prevent entry into the well of surface water and other foreign materials?			
Compliance Response(s)/Corrective Action(s)/Observation(s): The owner was maintaining the production well(s) in a manner sufficient to prevent entry into the well of surface water and other foreign materials. The emergency standby well (Well TH-5) was drilled on-site at the Hearst WTP in 2005 and is classified as a Groundwater Under Direct Influence of surface water (GUDI) source. In August 2025, the well was added to Drinking Water Works Permit (DWWP) No. 211-201 for emergency use. The well is located adjacent to the WTP and low lift building which are all on one property that is enclosed in chain-link fencing. The well was found to be maintained and sealed to sufficiently prevent entry of surface water and foreign materials. Measures are also in place to protect the GUDI source in accordance with Condition 16.0 of Schedule B to the Municipal Drinking Water Licence (MDWL). Operators conduct quarterly well inspections which include an assessment of the above grade components and static level checks.			

Question ID	DWMR1014001	Question Type	Legislative
Legislative Requirement(s): SDWA 31 (1);			
Question: Was flow monitoring performed as required by the Municipal Drinking Water Licence or Drinking Water Works Permit?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Flow monitoring was performed as required. Condition 2.1 of Schedule C to the MDWL requires continuous flow measurement and recording to be undertaken for: 2.1.1 The flow rate and daily volume of treated water that flows from the treatment subsystem to the distribution system (treated water flow). 2.1.2 The flow rate and daily volume of water that flows into the treatment subsystem (raw			

water flow).

The Hearst WTP is equipped with a raw water flowmeter on the low lift pump common discharge header, and a treated water flowmeter on the high lift pump common discharge header located at the end of the treatment process which measures flow to the distribution system. The filter effluent and backwash lines for both treatment trains are also equipped with individual flowmeters. Raw and treated water flow are continuously measured and recorded using the Supervisory Control and Data Acquisition (SCADA) system.

Question ID	MRDW1018001	Question Type	Legislative
Legislative Requirement(s): SDWA 31 (1);			
Question: Has the owner ensured that all equipment is installed in accordance with Schedule A and Schedule C of the Drinking Water Works Permit?			
Compliance Response(s)/Corrective Action(s)/Observation(s): The owner had ensured that all equipment was installed in accordance with Schedule A and Schedule C of the Drinking Water Works Permit. The Drinking Water System Description contained in Schedule A of DWWP No. 211-201 lists all components and associated equipment for the Hearst DWS. Schedule C of the DWWP was issued on November 5, 2024, and describes the installation of the clearwell bypass piping from the filter effluent piping, directing water to the in-ground reservoir, along with associated connections, valves and fittings. A physical inspection of the low lift works, treatment works, and elevated storage tower confirmed that all equipment was installed in accordance with Schedule A and Schedule C of the DWWP.			

Question ID	MRDW1025001	Question Type	Legislative
Legislative Requirement(s): SDWA 31 (1);			
Question: Were all parts of the drinking water system that came in contact with drinking water (added, modified, replaced or extended) disinfected in accordance with a procedure listed in Schedule B of the Drinking Water Works Permit?			
Compliance Response(s)/Corrective Action(s)/Observation(s): All parts of the drinking water system were disinfected in accordance with a procedure listed in Schedule B of the Drinking Water Works Permit. A review of the facility logbook and disinfection records confirmed that all repair and maintenance activities conducted at the Hearst WTP and distribution system were disinfected in accordance with AWWA standards. Operators disinfected all parts using the applicable			

disinfection method, conducted microbiological sampling and testing if required, and documented all pertinent information in the logbook and/or logsheets.

Question ID	DWMR1023001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 1-2 (2);			
Question: Did records indicate that the treatment equipment was operated in a manner that achieved the design capabilities prescribed by O. Reg. 170/03, Drinking Water Works Permit and/or Municipal Drinking Water Licence at all times that water was being supplied to consumers?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Records indicated that the treatment equipment was operated in a manner that achieved the design capabilities prescribed. Section 1-4 of Schedule 1 to O. Reg. 170/03 requires the owner of a drinking water system that obtains raw water from a surface water supply to ensure provision of water treatment equipment that is designed to be capable of achieving, at all times, primary disinfection in accordance with the Ministry's Procedure for Disinfection of Drinking Water in Ontario, including: - at least 99% (2-log) removal/inactivation of Cryptosporidium oocysts - at least 99.9% (3-log) removal/inactivation of Giardia cysts - at least 99.99% (4-log) removal/inactivation of viruses by the time water enters the distribution system. In accordance with Schedule E of the MDWL, the Hearst WTP is assigned the following disinfection credits based on each treatment process being fully operational and the applicable log removal/inactivation credit assignment criteria being met : - 2-log removal of Cryptosporidium oocysts, 2.5-log removal of Giardia cysts and 2-log removal/inactivation of viruses through conventional filtration - 0.5+log removal of Giardia cysts and 2+log removal/inactivation of viruses through chlorination, thus meeting the above requirements. In order to receive the required removal/inactivation credits for conventional filtration, the following criteria must be met: 1. A chemical coagulant shall be used at all times when the treatment plant is in operation 2. Chemical dosage shall be monitored and adjusted in response to variations in raw water quality 3. Effective backwash procedures shall be maintained 4. Turbidity shall be continuously monitored from each filter 5. Performance criterion for filtered water turbidity of less than or equal to 0.3 NTU in 95% of the measurements each month shall be met for each filter. Information provided for this inspection confirmed that the Hearst WTP operated in			

accordance with the above requirements for the duration of the inspection period.

In addition, the following criteria must be met to receive the required removal/inactivation credits for chlorination:

1. Sampling and testing for free chlorine residual shall be carried out by continuous monitoring equipment in the treatment process at or near a location where the intended contact time has just been completed in accordance with the Ministry's Procedure for Disinfection of Drinking Water in Ontario
2. At all times, CT provided shall be greater than or equal to the CT required to achieve the log removal credits assigned.

For this drinking water system and under worst-case scenario conditions (peak treated flow rate of 4,752 m³/d, reservoir/clearwell level of 1.7 m, pH above 7.0, free chlorine residual of 0.40 mg/L, and clearwell water temperature below 0°C), a CT value of 35.19 mg/L*minute is required to achieve primary disinfection. Information provided by the operating authority indicated that the baffled clearwell and storage reservoir provide a minimum T of approximately 91.08 minutes based on maximum flows and baffling factors of 0.5 (clearwell) and 0.1 (reservoir). Based on the above worst-case conditions, free chlorine residuals following contact time must be maintained above 0.40 mg/L to ensure the required CT of 35.19 mg/L*minute is achieved.

For this inspection period, during worst-case conditions for highest treated water flow rates and the corresponding lowest clearwell/reservoir levels and free chlorine residuals, the required CT was met or exceeded at all times.

Question ID	DWMR1024001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 1-2 (2);			
Question: Did records confirm that the water treatment equipment which provides chlorination or chloramination for secondary disinfection was operated as required?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Records confirmed that the water treatment equipment which provides chlorination or chloramination for secondary disinfection was operated as required. A review of the data provided for the inspection period confirmed that the combined chlorine residual was maintained above 0.25 mg/L at all times and at all locations within the distribution system. The minimum combined chlorine residual recorded in the distribution system was 0.30 mg/L on August 5, 2025.			

Question ID	DWMR1030001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 7-2 (1); SDWA O. Reg. 170/03 7-2 (2);			

Question:

Was primary disinfection chlorine monitoring being conducted at a location approved by Municipal Drinking Water Licence and/or Drinking Water Works Permit or at/near a location where the intended CT had just been achieved?

Compliance Response(s)/Corrective Action(s)/Observation(s):

Primary disinfection chlorine monitoring was conducted as required.

Subsection 7-2(1) of Schedule 7 to O. Reg. 170/03 requires the owner of a drinking water system that provides chlorination for primary disinfection to sample and test for free chlorine residual using continuous monitoring equipment in the treatment process at or near a location where the intended contact time (CT) has just been achieved in accordance with the Ministry's Procedure for Disinfection of Drinking Water in Ontario.

This sampling point is located downstream of the baffled clearwell and storage reservoir, and represents the location where water is taken from the clearwell/reservoir (where CT is achieved) and directed to the remainder of the treatment process.

Question ID	DWMR1032001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 7-3 (2);			
Question: If the drinking water system obtained water from a surface water source and provided filtration, was continuous monitoring of each filter effluent line performed for turbidity?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Continuous monitoring of each filter effluent line was performed for turbidity. Subsection 7-3(2) of Schedule 7 to O. Reg. 170/03 requires the owner of the system to ensure that sampling and testing for turbidity is carried out by continuous monitoring equipment on each filter effluent line if the drinking water system obtains water from a raw water supply that is surface water and the system provides filtration. The Hearst WTP is equipped with two (2) turbidity analyzers (one on each filter effluent line) which continuously measure and record turbidity to the SCADA system. A review of the turbidity data confirmed that continuous monitoring of each filter was performed at all times when water was being produced. There were no instances of gaps in data that did not correlate to times when the plant was not treating water or for maintenance of the analyzers.			

Question ID	DWMR1037001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 6-5 (1)5-10; SDWA O. Reg. 170/03 6-5 (1.1);			
Question: Were all continuous monitoring equipment utilized for sampling and testing required by O.			

Reg. 170/03, or Municipal Drinking Water Licence or Drinking Water Works Permit or order, equipped with alarms or shut-off mechanisms that satisfied the standards described in Schedule 6?

Compliance Response(s)/Corrective Action(s)/Observation(s):

All required continuous monitoring equipment utilized for sampling and testing were equipped with alarms or shut-off mechanisms that satisfied the standards

Subsections 6-5(1)5 and 6-5(1.1) of Schedule 6 to O. Reg. 170/03 requires continuous monitoring equipment to be equipped with an automatic shut-off or designed and operated such that an alarm sounds immediately at the following locations if the equipment malfunctions, loses power, or a test result for a parameter is above or below the alarm standard:

- i) The location where the equipment conducts tests.
- ii) A location where a person is present, if a person is not always present at the location where the equipment conducts tests.

In addition, the Table in Section 6-5 of Schedule 6 to O. Reg. 170/03 and Condition 1.1 of Schedule D to MDWL 211-101 Issue No. 4 imposes the following Minimum and Maximum Alarm Standards for continuous monitoring equipment:

- 1. At least 0.1 mg/L greater than the concentration of free chlorine residual that is required to achieve primary disinfection
- 2. No greater than 1.0 NTU for filter effluent turbidity monitoring.

In accordance with OCWA's standard operating procedure for Chlorine Contact Time, the minimum free chlorine residual required to ensure primary disinfection is achieved under worst-case conditions is 0.40 mg/L when both storage reservoirs are in operation.

On the day of the inspection, the regulatory alarm for low primary disinfection was set at a free chlorine residual of 0.50 mg/L which meets the above requirements. If free chlorine residual reaches this value or if the analyzer malfunctions or loses power, the low lift and high lift pumps are configured to shut-down and an alarm is generated through the auto-dialer to alert the on-call operator. Additionally, the low lifts and filters are configured to shut-down when turbidity reaches 1.0 NTU or if the analyzer malfunctions or loses power, and an alarm is generated to alert the on-call operator.

Question ID	DWMR1108001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 6-5 (1)5-10; SDWA O. Reg. 170/03 6-5 (1.1);			
Question: Where continuous monitoring equipment used for the monitoring of free chlorine residual, total chlorine residual, combined chlorine residual or turbidity, required by O. Reg. 170/03, Municipal Drinking Water Licence, Drinking Water Works Permit, or order triggered an alarm or an automatic shut-off, did a qualified person respond as required and take appropriate actions?			

Compliance Response(s)/Corrective Action(s)/Observation(s):

A qualified person responded as required and took appropriate actions.

A review of the continuous monitoring data and corresponding logbook entries confirmed that operators addressed all alarm scenarios in a timely manner and took appropriate action.

Question ID	DWMR1033001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 7-2 (3); SDWA O. Reg. 170/03 7-2 (4);			
Question: Was secondary disinfectant residual tested as required for the large municipal residential distribution system?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Secondary disinfectant residual was tested as required. Subsection 7-2(3) of Schedule 7 to O. Reg. 170/03 requires the owner and operating authority of a drinking water system that provides secondary disinfection to ensure that at least seven (7) distribution samples are taken each week and tested immediately for combined chlorine residual if the system provides chloramination. Unless at least one sample is taken on each day of the week, secondary disinfectant residual testing must be conducted in accordance with subsection 7-2(4) of Schedule 7 to O. Reg. 170/03 such that: 1) At least four of the samples must be taken on one day of the week, at least 48 hours after the last sample was taken in the previous week. 2) At least three of the samples must be taken on a second day of the week, at least 48 hours after the last sample was taken on the day referred to in paragraph 1. 3) When more than one sample is taken on the same day of the week under paragraph 1 or 2, each sample must be taken from a different location. A review of the distribution chlorine residual logs for the inspection period confirmed that the secondary disinfectant residual was monitored in accordance with the above requirements. Operators routinely collected four samples at different locations one day early in the week and three samples on a second day at least 48 hours after the last sample in the same week.			

Question ID	DWMR1099001	Question Type	Information
Legislative Requirement(s): Not Applicable			
Question: Do records show that water provided by the drinking water system met the Ontario Drinking			

Water Quality Standards?
Compliance Response(s)/Corrective Action(s)/Observation(s): Records showed that not all water sample results met the Ontario Drinking Water Quality Standards. The Table in Schedule 2 to O. Reg. 169/03 prescribes a maximum allowable concentration of 80 µg/L for haloacetic acids (HAA) and 100 µg/L for trihalomethanes (THM) expressed as running annual averages (RAA) of quarterly results. The HAA and THM RAA for the 4th quarter of 2025 and 1st quarter of 2026 resulted in exceedances. 4th Q 2025: HAA = 96.0 µg/L THM = 106.0 µg/L 1st Q 2026: HAA = 115.6 µg/L THM = 120.6 µg/L

Question ID	DWMR1079001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 10-4 (1); SDWA O. Reg. 170/03 10-4 (2); SDWA O. Reg. 170/03 10-4 (3);			
Question: Were raw water microbiological sampling requirements prescribed by Schedule 10-4 of O. Reg. 170/03 for large municipal residential systems met?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Raw water microbiological sampling requirements were met. Section 10-4 of Schedule 10 to O. Reg. 170/03 requires the owner and operating authority for the system to ensure that a water sample is taken at least once every week from the drinking water system's raw water, before any treatment is applied to the water, and tested for E. coli and total coliforms. A review of the water quality data for the inspection period confirmed that water samples were collected weekly from the Mattawishkwia River and tested for E. coli and total coliforms as required.			

Question ID	DWMR1083001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 10-3;			

Question:

Were treated microbiological sampling requirements prescribed by Schedule 10-3 of O. Reg. 170/03 for large municipal residential systems met?

Compliance Response(s)/Corrective Action(s)/Observation(s):

Treated microbiological sampling requirements were met.

Section 10-3 of Schedule 10 to O. Reg. 170/03 requires the owner and operating authority for the system to ensure that at least one sample of treated water is collected weekly and tested for E. coli, total coliforms, and general bacteria population expressed as colony counts on a heterotrophic plate count (HPC).

A review of the water quality data confirmed that the microbiological monitoring requirements for treated water were met for the duration of the inspection period.

Question ID	DWMR1081001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 10-2 (1); SDWA O. Reg. 170/03 10-2 (2); SDWA O. Reg. 170/03 10-2 (3);			
Question: Were distribution microbiological sampling requirements prescribed by Schedule 10-2 of O. Reg. 170/03 for large municipal residential systems met?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Distribution microbiological sampling requirements were met. Section 10-2 of Schedule 10 to O. Reg. 170/03 requires the owner and operating authority for the system to ensure that at least twelve (12) water samples are collected monthly from the distribution system (based on an estimated population of 4,794) with at least one sample collected each week. Samples must be tested for E. coli and total coliforms, and at least 25% of the samples must be tested for general bacteria population expressed as colony counts on a heterotrophic plate count (HPC). A review of the water quality data for the inspection period confirmed that the above microbiological monitoring requirements for the distribution system were consistently met. Operators collected four (4) distribution system samples each week and had them tested for E. coli and total coliforms, and had one of the samples tested for HPC.			

Question ID	DWMR1088001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 13-7;			
Question: Were nitrate/nitrite sampling requirements prescribed by Schedule 13-7 of O. Reg. 170/03 met?			

Compliance Response(s)/Corrective Action(s)/Observation(s):

Nitrate/nitrite sampling requirements were met.

Section 13-7 of Schedule 13 to O. Reg. 170/03 requires the owner and operating authority for the system to ensure that at least one treated water sample is taken every three months and tested for nitrate and nitrite.

A review of the water quality data for the inspection period confirmed that samples were collected on July 18, 2025, October 10, 2025, January 21, 2026, and April 17, 2026.

Question ID	DWMR1092001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 6-2;			
Question: Were water samples taken at the prescribed location?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Water samples were taken at the prescribed location. Section 6-2 of Schedule 6 to O. Reg. 170/03 requires that, unless otherwise specified, samples are taken from the point at which treated water enters the drinking water systems' distribution system. A review of the water quality data confirmed that samples for nitrate, nitrite, organics, inorganics, sodium and fluoride were collected from the point of entry to the distribution system (treated water samples).			

Question ID	DWMR1094001	Question Type	Legislative
Legislative Requirement(s): SDWA 31 (1);			
Question: Were water quality sampling requirements imposed by the Municipal Drinking Water Licence and Drinking Water Works Permit met?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Water quality sampling requirements were met. Condition 5.1 and Table 5 of Schedule C to MDWL 211-101 Issue No. 4 (issued February 12, 2026) requires quarterly sampling, testing and monitoring for Nitrosodimethylamine (NDMA) from the furthest point in the distribution system. A review of the water quality data confirmed that the additional monitoring for NDMA has commenced, with the first sample being collected on April 13, 2026, from the furthest point in the distribution system (Wyborn Station).			

Note: The MDWL stipulates the following conditions with regards to process wastewater sampling and monitoring:

Condition 5.2 and Table 7 of Schedule C to the MDWL requires sampling, testing, and monitoring for total suspended solids (TSS), total chlorine residual, pH, biological oxygen demand (BOD) and aluminum from the lagoon effluent during the prescribed seasonal discharge periods of April 25 to June 15, and October 1 to November 15.

Further, Condition 1.5 and Table 3 of Schedule C to the MDWL requires that effluent discharged into the natural environment from the treatment subsystem shall not exceed a maximum concentration of 25 mg/L for TSS (calculated as the mean of at least three grab samples taken at the start, middle and end of the seasonal discharge) and an annual average concentration of 0.02 mg/L for total chlorine residual (Note: monitoring of total chlorine residual is required only when pre-filtration chlorination is being used). The owner shall also ensure that the annual flow into the residue management lagoon does not exceed 44,325 m³, and that the average rate of supernatant discharged into the swale that leads to Hearst Creek does not exceed 16.7 L/s.

**On October 6, 2025, the sample composited from the West Cell had a TSS result of 50 mg/L which exceeded the limit of 25 mg/L. Additionally, weekly samples were missed during the week of June 8 to June 14, 2025, due to operator error. Both incidents were reported to the local MECP office and the exceedance was reported to the ministry's Spills Action Centre as required.

Question ID	DWMR1104001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 16-6 (1); SDWA O. Reg. 170/03 16-6 (2); SDWA O. Reg. 170/03 16-6 (3); SDWA O. Reg. 170/03 16-6 (3.1); SDWA O. Reg. 170/03 16-6 (3.2); SDWA O. Reg. 170/03 16-6 (4); SDWA O. Reg. 170/03 16-6 (5); SDWA O. Reg. 170/03 16-6 (6);			
Question: Were immediate verbal notification requirements for adverse water quality incidents met?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Immediate verbal notification requirements for adverse water quality incidents were met. Subsection 16-6(2) of Schedule 16 to O. Reg. 170/03 requires that an immediate report required under Section 16-4 or 16-5 or under subsection 18(1) of the SDWA must be given by speaking in person or by telephone to the medical officer of health (MOH) and the Ministry's Spills Action Centre.			

Question ID	DWMR1101001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 17-1; SDWA O. Reg. 170/03 17-10 (1); SDWA O. Reg. 170/03 17-11; SDWA O. Reg. 170/03 17-12; SDWA O. Reg. 170/03 17-13; SDWA O. Reg.			

170/03 | 17-14; SDWA | O. Reg. 170/03 | 17-2; SDWA | O. Reg. 170/03 | 17-3; SDWA | O. Reg. 170/03 | 17-4; SDWA | O. Reg. 170/03 | 17-5; SDWA | O. Reg. 170/03 | 17-6; SDWA | O. Reg. 170/03 | 17-9;

Question:

For large municipal residential systems, were corrective actions, including any steps directed by the Medical Officer of Health, taken to address adverse conditions?

Compliance Response(s)/Corrective Action(s)/Observation(s):

Corrective actions were taken to address adverse conditions.

There were three (3) Adverse Water Quality Incidents (AWQI) reported during the inspection period:

1) AWQI 171149: On December 19, 2025, the operating authority reported exceedances for haloacetic acids (HAA) and trihalomethanes (THM) for the fourth calendar quarter of 2025. Based on the running annual average (RAA) of quarterly results, the HAA RAA was 96.0 µg/L and the THM RAA was 106.0 µg/L.

2) AWQI 172057: On April 1, 2026, the operating authority reported exceedances for HAAs and THMs for the first calendar quarter of 2026. Based on the RAA of quarterly results, the HAA RAA was 115.6 µg/L and the THM RAA was 120.6 µg/L.

As per Section 17-10 of Schedule 17 to O. Reg. 170/03, the required corrective actions in response to HAA and THM exceedances are to take such other steps as directed by the MOH. The Northeastern Public Health Unit did not provide additional action upon receipt of the notification. It can be noted that the operating authority has began monitoring Total Organic Carbon (TOC) and Dissolved Organic Carbon (DOC) which has shown a significant increase in organics in the raw water supply that has resulted in an increase in the treated water. Operations staff have reviewed the Ministry's technical bulletin "Strategies for Minimizing the Disinfection By-Products Trihalomethanes and Haloacetic Acids" and are working to determine how to optimize the process to compensate for the organics increase. The DWS also uses soda ash during the spring to fall seasons in order to reduce the formation of disinfection byproducts.

3) AWQI 172661: On May 26, 2026, the operating authority reported a Category 2 watermain valve replacement near the intersection of McManus St and Aubin St due to the loss of air gap. The Northeastern Public Health Unit issued a Boil Water Advisory to residents in the affected area until testing indicated the absence of microbiological parameters (following the completion of the necessary repairs, localized flushing, and confirmation of adequate chlorine residual levels).

Question ID	DWMR1074001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 128/04 25 (1);			

Question: Were operators-in-charge designated for all subsystems which comprise the drinking water system?
Compliance Response(s)/Corrective Action(s)/Observation(s): Operators-in-charge were designated for all subsystems.

Question ID	DWMR1075002	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 128/04 22;			
Question: Were all operators certified as required?			
Compliance Response(s)/Corrective Action(s)/Observation(s): All operators were certified as required.			

Question ID	DWMR1064001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 128/04 26 (2);			
Question: Did an operator-in-charge ensure that records were maintained of all adjustments to the processes within their responsibility?			
Compliance Response(s)/Corrective Action(s)/Observation(s): The operator-in-charge ensured that records were maintained of all adjustments to the processes within their responsibility. A review of the facility logbook confirmed that a designated operator-in-charge was available at all times, either in person or by phone, to provide written or verbal direction to an operator-in-training and ensured that records were maintained of all process adjustments in accordance with O. Reg. 128/04.			

Question ID	DWMR1062001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 7-5;			
Question: Did records or other record keeping mechanisms confirm that operational testing not performed by continuous monitoring equipment was done by a certified operator, water quality analyst, or person who met the requirements of Schedule 7-5 of O. Reg. 170/03?			

Compliance Response(s)/Corrective Action(s)/Observation(s):

Records or other record keeping mechanisms confirmed that operational testing not performed by continuous monitoring equipment was done by a certified operator, water quality analyst, or person who met the requirements of Schedule 7-5 of O. Reg. 170/03.

Question ID	DWMR1076001	Question Type	Legislative
Legislative Requirement(s): SDWA O. Reg. 170/03 1-2 (2);			
Question: Were adjustments to the treatment equipment only made by certified operators?			
Compliance Response(s)/Corrective Action(s)/Observation(s): Adjustments to the treatment equipment were only made by certified operators.			

APPENDIX A

Key Reference and Guidance Material for Municipal Residential Drinking Water Systems

Key Reference and Guidance Material for Municipal Residential Drinking Water Systems

Many useful materials are available to help you operate your drinking water system. Below is a list of key materials owners and operators of municipal residential drinking water systems frequently use.

To access these materials online click on their titles below or use your web browser to search for their titles. Contact the Ministry if you need assistance or have questions at 1-866-793-2588 or

waterforms@ontario.ca.

For more information on Ontario's drinking water visit

www.ontario.ca/page/drinking-water



Click on the publication below to access it

- [Drinking Water System Profile Information Form - 012-2149E](#)
- [Laboratory Services Notification Form – 012-2148E](#)
- [Adverse Test Result Notification Form – 012-4444E](#)
- [Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils](#)
- [Procedure for Disinfection of Drinking Water in Ontario](#)
- [Strategies for Minimizing the Disinfection Products Trihalomethanes and Haloacetic Acids](#)
- [Filtration Processes Technical Bulletin](#)
- [Ultraviolet Disinfection Technical Bulletin](#)
- [Guide for Applying for Drinking Water Works Permit Amendments, & License Amendments](#)
- [Certification Guide for Operators and Water Quality Analysts](#)
- [Training Requirements for Drinking Water Operator](#)
- [Community Sampling and Testing for Lead: Standard and Reduced Sampling and Eligibility for Exemption](#)
- [Drinking Water System Contact List – 7128E01](#)
- [Ontario's Drinking Water Quality Management Standard - Pocket Guide](#)
- [2020 Watermain Disinfection Procedure](#)
- [List of Licensed Laboratories](#)

Principaux guides et documents de référence sur les réseaux résidentiels municipaux d'eau potable

De nombreux documents utiles peuvent vous aider à exploiter votre réseau d'eau potable. Vous trouverez ci-après une liste de documents que les propriétaires et exploitants de réseaux résidentiels municipaux d'eau potable utilisent fréquemment. Pour accéder à ces documents en ligne, cliquez sur leur titre ci-dessous ou faites une recherche à l'aide de votre navigateur Web.

Communiquez avec le ministère au 1-866-793-2588, ou encore à waterforms@ontario.ca si vous avez des questions ou besoin d'aide.



Pour plus de renseignements sur l'eau potable en Ontario, consultez le site www.ontario.ca/fr/page/eau-potable

Cliquez sur la publication pour y accéder

- [Renseignements sur le profil du réseau d'eau potable - 012-2149F](#)
- [Avis de demande de services de laboratoire – 012-2148F](#)
- [Avis de résultats d'analyse insatisfaisants et de règlement des problèmes – 012-4444F](#)
- [Prendre soin de votre eau potable - Un guide destiné aux membres des conseils municipaux](#)
- [Marche à suivre pour désinfecter l'eau potable en Ontario](#)
- [Stratégies pour minimiser les trihalométhanes et les acides haloacétiques de sous-produits de désinfection](#)
- [Filtration Processes Technical Bulletin \(en anglais seulement\)](#)
- [Ultraviolet Disinfection Technical Bulletin \(en anglais seulement\)](#)
- [Guide de présentation d'une demande de modification du permis d'aménagement de station de production d'eau potable](#)
- [Guide sur l'accréditation des exploitants de réseaux d'eau potable et des analystes de la qualité de l'eau de réseaux d'eau potable](#)
- [Exigences d'exploitant d'eau potable en formation](#)
- [Échantillonnage et analyse du plomb dans les collectivités : échantillonnage normalisé ou réduit et admissibilité à l'exemption](#)
- [Liste des personnes-ressources du réseau d'eau potable](#)
- [L'eau potable en Ontario - Norme de gestion de la qualité - Guide de poche](#)
- [2020 Watermain Disinfection Procedure \(en anglais seulement\)](#)
- [Laboratoires autorisés](#)