

EVERYTHING YOU NEED TO KNOW ABOUT:

Infrastructure Services

Infrastructure includes: Risk Management, Roads & Bridges, , GIS, Capital Project Manager, Public Works &



Environmental Services

NUMBER OF STAFF

Manager of Environmental Services

3 Supervisors

6 Drinking Water Operators

4 Wastewater Operators

1 Administrative Assistant

1 Environmental Support Coordinator

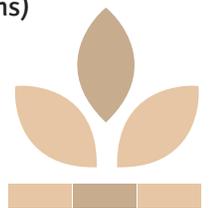


WHAT DO WE DO?

Environmental Services operates and maintains the water, sewer and storm water systems in the Township. The departments' responsibilities are rigorously regulated. From defined training and qualifications for staff, to rigorous standards of operation, every aspect of the water, sewer and storm water industry has strict oversight and requirements. Drinking Water Services operates under the Drinking Water Quality Management Standard, or DWQMS, which is a provincially developed management standard based on ISO 9001 and HACCP standards.

KEY FACTS

- Annual volume of drinking water treated (2017): Fergus = 1,189,000 m³ (314 million gallons)
Elora = 779,000 m³ (206 million gallons)
- Number of water meters = 7,000
- Number of backflow prevention devices = 900
- Number of Locates (annual) = 3,000
- Kilometres of water main = 120 km
- Number of fire hydrants (maintained annually) = 725
- Number of watermain valves (operated minimum of once every 5 years) = 1,200
- Number of water quality concerns (2017) = 50
- Number of samples / tests taken annually = >2,000 samples and numerous continuous analyzers



CURRENT & UPCOMING PROJECTS

- Long Term Water Supply Master Plan
- Fergus WWTP Digester Roof Replacement
- Fergus Well #7 Iron Filtration System
- Fergus Well #1 Chlorine Room Relocation
- Inflow and Infiltration Study
- 495 Union St. Designated Substances Removal
- LPS alarm upgrades and pump replacements
- Annual Catchbasin Repairs
- Clyde St Odour Control Evaluation
- Automatic Meter Reading Evaluation

TOP 5 QUESTIONS ASKED



1. Why does the water from my tap smell like chlorine?

Chlorine is used as a disinfectant on our water and disinfection is a requirement of all public water supplies. The amount of chlorine we add must meet levels developed and enforced by the province through the Ministry of Environment, Conservation and Parks (MECP). As water travels from the towers and wells, chlorine is used up along the pipes and the amount of chlorine reduces the longer that water stays in the system. We must add sufficient amounts of chlorine at the wells to make sure that the last consumer in the system at the furthest reaches of our system has at least the minimum levels of chlorine. If not, this is a reportable event to the MECP.

2. Why does the sewage treatment plant and sewage pumping station smell like sewage?

These systems receive and treat raw sewage. Although we have well qualified and experienced operators, and we operate the system to meet all provincial regulatory requirements, we cannot control the influent to the system. Treatment is accomplished through biological processes which need time to adjust to changing conditions. Weather, temperature, sewage strength (dilution) and quantity being received affects treatment. Additionally, odour control is expensive, site specific and unique to site conditions. Environmental Services is continuously evaluating odour control options to ensure that the Township resources are best utilized when odour control projects are undertaken.

3. Why is my water pressure low?

The majority of the time, low pressure can be linked to a plumbing problem usually related to the resident softener. With some over the phone advice and guidance, these can be quickly addressed and we recommend that the homeowner consult with a plumber. The lowest pressure delivered to consumers in Centre Wellington's Drinking Water System exceeds the minimum pressure required in the Safe Drinking Water Act and the Fire Prevention and Protection Act.

4. Why is my water discoloured?

Discoloured water is typically a result of maintenance being completed in the distribution system. Maintenance is either planned (routine preventative maintenance, new construction) or unplanned (watermain breaks). When the system is disturbed through maintenance, discoloured water can occur. The discolouration is from iron and manganese, two natural minerals found in all well ground water systems. These are harmless minerals and found in levels below the MECP recommended drinking water objectives. However, over time, it is very typical for these minerals to settle out of the water solution and adhere to the walls of the pipes. When the pipes are disturbed, this film of natural minerals can be reintroduced into the water and result in discoloured water being delivered to consumers.

5. Why is the storm water management pond not maintained?

A storm water management pond is an engineered structure constructed to gather rainfall and surface water runoff. The pond temporarily stores water and then releases it at a controlled rate. They help to prevent erosion and provide flood control while enhancing water quality. These facilities are engineered infrastructure and natural vegetation allow sediment and contaminants to settle out of runoff before it is released into a natural watercourse. They are designed to be surrounded by natural vegetation and to provide natural habitat area to reduce pollution in the water prior to it being released to the river. Stormwater ponds are designed to mimic a natural system; therefore, it is important to allow a natural buffer to grow around the perimeter of the pond. Our service standard is one width of grass cutting around the perimeter of the fence.