

4.6 Environmental Services

Service Description
The Environmental Services Division operates and maintains all aspects and infrastructure of Township owned water distribution, wastewater collection, and stormwater systems. The division also oversees the Township's Waste Management collection contracts and decommissioned landfills. Solid waste contract management includes Township waste management planning and coordination amongst N6 partners. The division attends service requests and 24/7 emergency scenarios in a timely manner to ensure public safety and protection of the natural environment.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Ensure our water and wastewater systems are properly operated and maintained in compliance with all regulatory parameters intended to protect public health and safety, and our natural environment. • Provide exceptional customer service at a level that meets or exceeds Township customer service standards.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
	Offering	Type	Name	Level / Standard Source		
User Fees Tax Levy	Mandatory	Core	Water Operations and Maintenance	Provincial	<ul style="list-style-type: none"> • Ontario Water Resources Act, 1990 <ul style="list-style-type: none"> ○ O. Reg. 903, 1990 • Safe Drinking Water Act, 2002 <ul style="list-style-type: none"> ○ DWQMS Standards ○ O.Reg. 169/03 ○ O.Reg. 170/03 ○ O.Reg. 129/04 ○ O. Reg. 128/04 • Applicable ECA's • Occupational Health and Safety Act, 1990 • Health Protection & Promotion Act <ul style="list-style-type: none"> ○ O.Reg. 319/08 	<ul style="list-style-type: none"> • Water and Wastewater Rates By-law • Sewer Use By-law • Water By-law • Waste Management Act, 1992 • Waste Diversion Act, 2002 • Clean Water Act, 2006 • Drainage Act, 1990 • Sustainable Water and Sewage Systems Act, 2002
	Mandatory	Core	Wastewater Operation and Maintenance	Provincial		
	Mandatory	Core	Stormwater Operation and Maintenance	Provincial		
	Mandatory	Core	Waste Management	Provincial		
	Mandatory	Core	Decommissioned Landfill Management	Provincial		

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures (HPMs)
Water Operations, Maintenance and Monitoring Operation, maintenance, and monitoring of all Township owned and operated drinking water treatment, and linear	<ul style="list-style-type: none"> • Greater than 143 km of watermain operation, repair, and maintenance • (3) Large residential systems <ul style="list-style-type: none"> ○ King City ○ Nobleton 	<ul style="list-style-type: none"> • DWQMS standards • Regulatory standards for systems: <ul style="list-style-type: none"> ○ Weekly, quarterly, and annual samples for lab analysis ○ Weekly inspections 	How Much <ul style="list-style-type: none"> • (#) of water complaints • (#) of locate stakeouts

<p>assets including four water distribution systems and associated infrastructure.</p>	<ul style="list-style-type: none"> ○ Schomberg ● (1) Small residential system <ul style="list-style-type: none"> ○ Ansnorveldt ● (2) Well-sites; inclusive of residual and functional inspections, testing and lab analysis <ul style="list-style-type: none"> ○ Cold Creek ○ Pottageville Lions Hall ● Annual watermain flushing <ul style="list-style-type: none"> ○ King City ● Semi-annual watermain flushing <ul style="list-style-type: none"> ○ Nobleton ○ Schomberg ○ Ansnorveldt ● Watermain swabbing – reactive only ● Annual water quality audits and MECP inspections ● (800) Hydrant operation, maintenance, and winterization ● System valve operation x3 / year ● DWQMS License management and maintenance ● Response and stakeout of water locate requests ● 24/7 Emergency response ● Intake, response and/or attendance to water requests and complaints relating to: <ul style="list-style-type: none"> ○ Consumption ○ Quality ○ Water Meter deliveries and repairs ● Complaint / request appointments scheduled first come, first serve (Monday – Friday 8:00am – 3:00pm) 	<ul style="list-style-type: none"> ○ Chlorine residuals ○ Schomberg nitrate monitoring ○ System license renewals ○ Operator licensing and training ○ Annual MECP inspections ○ Annual DWQMS audit <ul style="list-style-type: none"> ▪ Bi-annual document submissions ▪ Tri-annual in-person interviews ● Notification of maintenance activities via newspaper, social media, and physical notices ● Emergency locates staked out within (2) hours ● Standard locates staked out within (5) business days 	<ul style="list-style-type: none"> ● (#) of locate stakeouts within required timeframes ● Tonnage of all waste materials collected ● # of solid waste complaints received per capita and comparable to the other N6 <p>How Well / Better Off</p> <ul style="list-style-type: none"> ● (%) of high consumption cases resolved without escalation to senior management ● (#) of users on the Recycle Coach application ● # of solid waste complaints received per capita
<p>Wastewater Operations, Maintenance and Monitoring Operation, maintenance, and monitoring of Township owned and operated linear and discrete assets including sanitary sewer collection systems sewage pumping stations, grinder pumps and associated infrastructure.</p>	<ul style="list-style-type: none"> ● Over 99 km of sanitary sewer mains, service laterals and maintenance access chambers ● Management and maintenance of (8) sewage pumping stations ● Ownership, maintenance, and repair of fourteen grinder pumps on private property ● Response and stakeout of sewer locate requests ● (24/7) Emergency response 	<ul style="list-style-type: none"> ● x3 weekly inspections and maintenance at pumping stations ● Monthly standby emergency power diesel equipment testing and inspection ● Emergency locates staked out within (2) hours ● Standard locates staked out within (5) business days 	



	<ul style="list-style-type: none"> • Intake, response and/or attendance to wastewater requests and complaints relating to: <ul style="list-style-type: none"> ○ Odor ○ Back Ups 		
<p>Stormwater Management Planning for and managing stormwater systems that mitigate and control the impacts of man-made changes to the runoff and other components of the hydrologic cycle.</p>	<ul style="list-style-type: none"> • Management of (20) wet ponds and (4) dry ponds and related linear infrastructure • 1500 Culverts • 2,200 Catch basins • 13 Oil Grit Separators • 100km of Storm Sewer • 350km of roadside drainage ditches • (24/7) Emergency response which may include lateral inspections, maintenance, and repairs • Response and stakeout of stormwater locate requests 	<ul style="list-style-type: none"> • Emergency locates staked out within (2) hours • Standard locates staked out within (5) business days 	
<p>Waste Management Management of the Township's waste collection and diversion program. Creation and support of waste related initiatives in coordination with Community Services. Contract administration, customer service, promotion and education on waste management, collections, and diversion in coordination and collaboration with Community Services and Service King.</p>	<ul style="list-style-type: none"> • Collection of residential garbage, blue bin, green bin, and seasonal yard waste (excluding industrial, commercial, and institutional facilities) • Two free bags per household • Additional tagged bags for a fee up to a maximum of five. • Tagged bulky item and appliance collection scheduled by homeowners with Township contractor. • Hazardous/biomedical, car parts and/or construction waste excluded 	<ul style="list-style-type: none"> • Blue and green bin collected weekly • Garbage collected bi-weekly • Yard waste collected bi-weekly from November to April only • Contractual obligation to collect items placed curbside by 7:00am on scheduled pickup day. 	
<p>Decommissioned Landfill Management Maintenance of decommissioned waste disposal facilities no longer accepting waste for disposal.</p>	<ul style="list-style-type: none"> • Management of all regulatory and remaining operational concerns surrounding (2) decommissioned landfill sites • MECP liaison 	<ul style="list-style-type: none"> • Environmental Compliance Approval 	