

## Staff Report

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**Report To:** Operations Committee  
**Report From:** Bryce McDonald, Manager of Water and Wastewater  
**Meeting Date:** February 19, 2026  
**Report Code:** OP-26-002  
**Subject:** 2025 Drinking Water Annual Report

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### **Recommendations:**

THAT in consideration of Staff Report OP-26-002 respecting the 2025 Drinking Water Annual Report, the Operations Committee recommends that City Council receive the report for information purposes.

### **Highlights:**

- This report provides a summary of annual drinking water systems performance and details from our annual management review including audit results.

### **Vision 2050 - Strategic Plan Alignment:**

This report helps demonstrate this department's commitment to Vision 2050 through regulatory performance, asset maintenance and management, water system growth/development and continuous improvement.

[Strategic Plan](#) Priority: City Building – Enhancing urban development, planning and place-making processes to create places and spaces that contribute to complete communities for existing residents, future residents and tourists.

## **Previous Report/Authority:**

Annual reports and summaries of system performance are presented to meet our regulatory requirements and to keep the owner informed of our successes and challenges.

## **Background:**

Annually, the Owen Sound Water System is required, under O. Reg. 170/0 Schedule 22, to present Summary Reports to Council and for reports to be made public by posting them on the City's website by the end of February. The reports describe the water treatment and distribution components of each water system, their compliance status, and flow rate results. Staff also prepare an Annual Report that conforms to the requirements of Section 11 of the Regulation. The reports attached provide to the Owner (Council) a summary of annual drinking water system performance, details of any regulatory non-compliance, and communicate successes and challenges. The attached documents also present the minutes of the Management Review and Audit results for the reporting period.

## **Analysis and Options:**

### **Annual Summary Report - Key Statistics**

- Treated water production up 1.01% and billed water up 0.06% from 2024
- Unaccounted-for distribution water 19.54% remains steady (Leak detection survey scheduled for 2026)
- Only Priority 1 customers (Approx. 30) have been instructed to run water at the time of this report
- Main breaks (29) slightly above average; this explains the lack of reduction in unaccounted-for water this period.
- Taste and Odour complaints down due to more return of normal seasonal source water temperatures

### **Management Review**

- 0 (zero) Incidents of regulatory non-compliance
- 0 (zero) Incidents of adverse drinking water tests
- 0 (zero) Deviations from critical control point limits & response actions
- Includes a comment on the effectiveness of the annual risk assessment process

- Internal and third-party Audit results (Internal had 1 Non-Compliance, 9 Opportunities For Improvement)
- Results of Corporate Cyber Security emergency response testing
- 100% MECP inspection score for Operational performance
- Raw water supply and drinking water quality trends (None to report)
- Follow-up on action items from previous management reviews (None)
- Corrective action log showing status of management action items identified between reviews
- Changes that could affect the quality management system (Lack of dedicated QMS support)
- 38 Customer complaints were processed
- The resources needed to maintain the quality management system (Lack of dedicated QMS support)
- Priority projects and Capital Budget discussed as part of the infrastructure review
- Operational plan currency, content and updates (Currently compliant but needs dedicated resources to maintain)
- Staff suggestions (Incorporated in corrective action log for consideration)

## **Resource Alignment:**

### **Financial Resources**

The financial resources required to complete this report are identified and accounted for in the existing operational budget. However, it has become clear through the feedback received as part of the internal DWQMS audit that additional proactive policy and procedure management is required to continue to maintain compliance, especially with the addition of the Continuous Linear Infrastructure Environmental Compliance Approval (CLI-ECA) targets now in place. This support would typically take the form of an additional position dedicated to compliance, data management and reporting relating to the Quality Management System (QMS) for both water and wastewater/stormwater collections.

### **Human Resources**

Staffing was a common theme throughout our internal audit and management review. The lack of dedicated QMS support is becoming more evident and concerning. The data gathering and drafting of the annual report is relatively standard for operational staff, including Superintendents and

Managers. However, the complexity in how a Quality Management System is constructed, implemented, maintained and successfully utilized by operations requires full-time attention. This is not a skill set generally acquired through field experience, and it is rarely integrated into operational duties.

Superintendents and Operators are at capacity executing regulatory programs and maintaining systems, while management must balance the demands of overseeing their team and program needs with planning and executing strategic, capital and corporate initiatives.

The drinking water industry has unique legal requirements that obligate Drinking Water System Operators to develop and maintain processes to document, record, monitor, and continuously improve the system's management. A comprehensive business case, including recommendations from auditors, job descriptions, and senior management discussions, has been developed to highlight the need to invest in a dedicated support person. While this role is not required to produce this report, it is needed to support the legal requirements of the quality management system.

### **Time and Scheduling**

This report is being presented to the Operations Committee and Council to inform on the annual status of the drinking water system. As per Ontario Regulation 170/0, the Annual report must be provided to Council and made available to the public (by posting on the City's website) by March 1<sup>st</sup> of each year.

### **Technology and Infrastructure**

N/A.

### **Climate and Environmental Impacts:**

The recommendation supports the City's Corporate Climate Change Adaptation Plan.

### **Report Developed in Consultation With:**

This report and attached documents have been developed in consultation with:

Troy Pelletier, Water Treatment Superintendent

Mark Hill, Water Distribution Superintendent

**Attachments:**

1. Attachment 1 – DWQMS Management Review Meeting Minutes
2. Attachment 2 – 2025 Annual Summary Report
3. Attachment 3 – Part III Form 2 Annual Report
4. Attachment 4 – 2025 Internal Audit – Owen Sound Drinking Water

**Reviewed by:**

Lara Widdifield, Director of Public Works and Engineering

**Submission approved by:**

Tim Simmonds, City Manager

For more information on this report, please contact Bryce McDonald, Manager of Water and Wastewater at [bmcdonald@owensound.ca](mailto:bmcdonald@owensound.ca) or 519-376-4274 Ext 3224.