



Managing Director of Infrastructure Services

# ENVIRONMENTAL SERVICES

Manager of Environmental Services

Supervisors

Operators

Environmental Compliance & QMS Coordinator

Admin, Payroll & Accounts Clerk

## WHAT WE DO

Environmental Services is comprised of three divisions, namely, Water Services, Special Projects & Customer Service, and Wastewater Services. Environmental Services operates and maintains the water, sanitary sewer and storm water systems throughout the Township. These responsibilities are integrally tied to human health and protection of the environment and therefore, heavily 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.

## KEY FACTS

- 1 The drinking water system is comprised of 8 active wells and treatment pump stations, 4 water towers, 127 km of watermains, 771 fire hydrants, 1,262 valves, 7,000 residential water metres and more. To protect and monitor treated water quality, there are over 960 backflow devices and over 2,000 samples completed every year.
- 2 The sanitary sewer system is comprised of 2 sewage treatment plants, 118 km of sewer main, 8 sewage pumping stations, 1,643 maintenance holes, a low-pressure sewage system servicing Salem and more. To protect our environment, more than 1,500 samples are completed every year.
- 3 The storm water management system is comprised of 148 km of storm mains, 26 storm water management ponds, 4,331 catch basins, 801 maintenance holes, 60 outfalls to the Grand River and more.
- 4 Drinking Water Services operates under the Drinking Water Quality Management Standards, or DWQMS, which is a provincially developed management standard based on ISO 9001 and HACCP standards. A quality management system for wastewater systems (sanitary sewer and storm sewer systems) are expected to be completed in 2023.

## NUMBER OF STAFF:

18

- Manager of Environmental Services
- Supervisor of Water Services
- Supervisor of Wastewater Services
- Supervisor of Special Projects & Customer Service
- Environmental Compliance & QMS Coordinator
- Admin, Payroll & Accounts Clerk
- Water Operators (6)
- Wastewater Operators (4)
- Special Projects & Customer Service Operators (2)

## CURRENT & UPCOMING PROJECTS

- Water Meter Modernization and Replacement
- Sewer Use By-law Implementation
- Water Conservation Program
- Water Supply By-law Modernization
- Permit to Take Water Renewal



# TOP QUESTIONS ASKED

## 1 How are drinking water concerns addressed?

Drinking water concerns are taken very seriously. They are thoroughly investigated through information gathering, site assessment and sample testing. Details of the investigation are tracked to evaluate trends of concern.

## 2 How will growth affect our drinking water supplies and wastewater management?

The population growth of Centre Wellington is established through the Official Plan. The Water Supply Master Plan is currently in place to secure adequate water sources are available through to 2041. The Township is also currently conducting a Water and Wastewater Servicing Master Plan to map our servicing needs for anticipated growth and development. Updates were completed at the Elora Wastewater Treatment Plant to account for sewage flows anticipated from future growth. Upgrades to the Fergus Wastewater Treatment Plant are being explored to accommodate future growth.

## 3 How does the Township Asset Management Plan (AMP) effect future water and wastewater management?

Asset management planning is required through regulation. It is required to help municipalities better understand their infrastructure needs and inform infrastructure planning and investment decisions. The Township AMP accounts for anticipated growth, climate change, and increased servicing costs to create a funding model. This funding model provides for a planned approach for managing and investing in infrastructure repairs, replacements and expansions.

## 4 How are water and wastewater rates established?

Water and wastewater rates are set through the Township Water & Wastewater Long Range Financial Plan and Rate Study. The study is required through regulation and requires municipal water utilities to develop a financial plan as part of the drinking water license renewal. The study ensures that the Township's water and wastewater operations are financially sound, and services can be provided on a sustainable basis based on a 10-year forecast. The goals of the study are to maintain assets in a state of good repair, provide for rate stability and predictability, fair distribution between current and future ratepayers, sustainable cash flows, financial flexibility and to maintain programs and services at their current levels.