



## 2021 ANNUAL DRINKING WATER SYSTEM SUMMARY REPORT Tavistock Water System

### 1. GENERAL INFORMATION

Oxford County (the County) prepares a report summarizing system operation and water quality for every municipal drinking water system annually. The reports detail the latest water quality testing results, water quantity statistics and any adverse conditions that may have occurred for the previous year. They are available for review by the end of February on the County website at [www.oxfordcounty.ca/drinkingwater](http://www.oxfordcounty.ca/drinkingwater) or by contacting the Public Works Department.

All efforts have been made to ensure the information presented in this report is accurate. If you have any questions or comments concerning the report please contact the County at the address and phone number listed below or by email at [publicworks@oxfordcounty.ca](mailto:publicworks@oxfordcounty.ca).

Drinking Water System:	Tavistock Water System
Drinking Water System Number:	2200000647
Drinking Water System Owner & Contact Information:	Oxford County Public Works Department Water Services P.O. Box 1614 21 Reeve Street Woodstock, ON N4S 7Y3 Telephone: 519-539-9800 Toll Free: 866-537-7778 Email: <a href="mailto:publicworks@oxfordcounty.ca">publicworks@oxfordcounty.ca</a>
Reporting Period:	January 1, 2021 – December 31, 2021

#### 1.1. System Description

The Tavistock Water System is a Large Municipal Water system as defined by Ontario Regulation (O.Reg.) 170/03 and serves a population of approximately 3,008. The system consists of three well sources which are secure groundwater wells. The water is treated with sodium hypochlorite for disinfection and sodium silicate to sequester iron. In 2021, approximately 26,855 L of sodium hypochlorite and 14,760 L (20,880 kg) of sodium silicate were used in the water treatment process. These chemicals are certified to meet standards set by the Standards Council of Canada or the American National Standards Institute.

The 1,590 m<sup>3</sup> water tower provides storage and maintains pressure in the system. The water tower also houses high lift pumps, treatment, and monitoring equipment. A standby generator is available to run the facility in the event of a power failure. The system is maintained by licensed water system operators, who operate treatment and monitoring equipment and collect samples as specified by the Regulation. Alarms automatically notify operators in the event of failure of critical operational requirements.

#### 1.2. Major Expenses

The Tavistock Water System is one of 14 water systems that have revenues and expenses pooled for the economy of scale purposes. The systems are combined into the Township Water financial system and in 2021 had operating and maintenance expenditures of approximately \$3,000,000.

Operations and maintenance expenditures included:

- \$175,000 for the replacement of general operating equipment and well rehabilitations

In addition to regular operational and maintenance expenditures, Capital Improvement Projects for the Townships systems totaled \$1,500,000 for improvements to water treatment systems and replacement of distribution mains in the Township System.

Township Capital Improvement Projects included:

- \$260,000 for Tavistock well exploration
- \$65,000 groundwater modeling
- \$350,000 for facilities improvements

Capital Improvement projects for all systems included:

- \$720,000 to develop Countywide SCADA Master Plan for all water systems
- \$14,000 for updated water system modelling

## 2. MICROBIOLOGICAL TESTING

### 2.1. *E. coli* and Total Coliform

Bacteriological tests for *E. coli* and total coliforms are required weekly on the raw and treated water at the facility and in the distribution system. Extra samples are taken after major repairs or maintenance work. Any *E. coli* or total coliform results above 0 in treated water must be reported to the Ministry of Environment, Conservation and Parks (MECP) and Medical Officer of Health (MOH). Resamples and any other required actions are taken as quickly as possible. The results from the 2021 sampling program are shown on the table below. There were no adverse test results from 209 treated water samples in this reporting period.

	<i>Number of Samples</i>	<i>Range of E. coli Results Min - Max MAC = 0</i>	<i>Range of Total Coliform Results Min - Max MAC = 0</i>
Raw	146	0-OG	0 - OG
Treated	54	0	0
Distribution	155	0	0

\*OG Means over grown bacteria growth resulted in a sample where the colonies could not be counted. This results did not impact treated water quality and is not reportable as an adverse condition.

### 2.2. Heterotrophic Plate Count (HPC)

HPC analyses are required from the treated and distribution water. The tests are required weekly for treated water and for 25% of the required distribution system bacteriological samples. HPC should be less than 500 colonies per 1 mL. Results over 500 colonies per 1 mL may indicate a change in water quality but it is not considered an indicator of unsafe water. The 2021 results are shown in the table below.

	<i>Number of Samples</i>	<i>Range of HPC Min - Max</i>
Treated	52	0 - 4
Distribution	39	0 - 12

## 3. CHEMICAL TESTING

The Safe Drinking Water Act requires periodic testing of the water for approximately 60 different chemical parameters. The latest results for all parameters are provided in Appendix A. The sampling frequency varies for different types and sizes of water systems and chemical parameters. If the concentration of a parameter is above half of the Maximum Allowable Concentration (MAC) under the Ontario Drinking Water Quality Standards, an increased testing frequency of once every three months is required by the Regulation. Where concerns regarding a parameter exist, the MECP can also require additional sampling be undertaken.

Information on the health effects and allowable limits of components in drinking water may be found on the MECP web page through the link provided in Appendix A. Additional information on common chemical parameters specific to the Tavistock system is provided below.

### 3.1. Hardness, Iron, and Manganese

These are aesthetic parameters that may affect the appearance of the water but is not related to health. Well water commonly has high levels of hardness and other minerals from being in contact with underground rock formations. Many households have water softeners to help reduce white calcium deposits and improve the efficiency of soaps and reduce iron levels. This information is included here to help set the water softener at the level recommended by the manufacturer. Samples for hardness are collected at a minimum every 3 years from raw or treated water.

- The average hardness for the Tavistock Drinking Water System is 315 mg/L (18 grains/gallon) based on samples collected from 2006 to 2019.

Levels of iron less than 0.30 mg/L (ppm) are not considered to cause aesthetic problems such as discoloured water. In Tavistock sodium silicate is added to keep the iron in suspension.

- The average iron level in 2021 was 0.66 mg/L

Manganese is commonly found in conjunction with iron and also causes discoloured water. A new proposed aesthetic objective of 0.02 mg/L for manganese has been recommended but not yet issued. The current aesthetic objective for manganese is 0.05 mg/L. Tavistock treated water meets the current manganese objective but average concentrations in the system may require additional treatment considerations when the new aesthetic objective takes effect.

- The average manganese level in 2021 was 0.015 mg/L

### 3.2. Additional Testing Required by MECP

None.

## 4. OPERATIONAL MONITORING

### 4.1. Chlorine Residual

Free chlorine levels of the treated water are monitored continuously at the discharge point of the Water Treatment Facility. In the distribution system, free chlorine is checked twice weekly at various locations. As a target, free chlorine residual within the distribution system should be above 0.20 mg/L. A free chlorine level lower than 0.05 mg/L must be reported and corrective action taken. There were no reportable incidents in 2021. A summary of the chlorine residual readings is provided in the table below.

### 4.2. Turbidity

Turbidity of treated water is continuously monitored at the treatment facility, as a change in turbidity can indicate an operational problem. The turbidity of untreated water from the well is checked weekly. Turbidity is measured in nephelometric turbidity units (NTU). Under O.Reg. 170/03 turbidity in groundwater is not reportable however turbidity should be < 1 NTU at the treatment plant and < 5 NTU in the distribution system. A summary of the monitoring results for 2021 is provided in the table below.

<i>Parameter</i>	<i>Number of Tests or Monitoring Frequency</i>	<i>Range of Results (Min – Max) and Average</i>
Chlorine residual in distribution (mg/L)	Continuous	(0.69 – 1.67) 1.18
Chlorine residual after treatment (mg/L)	Continuous	(0.83 – 1.77) 1.35
Turbidity after treatment (NTU)	Continuous	(0.01 – 2.64) 0.04

## 5. WATER QUANTITY

Continuous monitoring of flowrates from supply wells into the treatment system and from the facility into the distribution system is required by O.Reg. 170/03. The Municipal Drinking Water License and Permit to Take Water issued by the MECP regulate the amount of water that can be utilized over a given time period. A summary of the 2021 flows are provided in the Table below and presented graphically in Appendix B.

<i>Flow Summary</i>	<i>Quantity</i>
Permit to Take Water Limit	5,616 m <sup>3</sup> /d
Municipal Drinking Water License Limit	5,616 m <sup>3</sup> /d
2021 Average Daily Flow	1,581 m <sup>3</sup> /d
2021 Maximum Daily Flow	2,660 m <sup>3</sup> /d
2021 Average Monthly Flow	48,083 m <sup>3</sup>
2021 Total Amount of Water Supplied	576,995 m <sup>3</sup>

The County is undertaking the Tavistock Well 4 Municipal Class Environmental Assessment to help ensure a reliable and efficient existing water supply for the community, as well as ensure expanded water supply if needed to support future growth and development.

Firm Capacity of this system is rated at 4,061 m<sup>3</sup>/day. Firm Capacity is defined as the removal of the highest producing well in an emergency or operational / maintenance situation with the ability to transport a maximum of 100 m<sup>3</sup>/day if necessary to maintain system integrity. This system comprises of three supply wells.

## **6. NON-COMPLIANCE FINDINGS AND ADVERSE RESULTS**

This section documents any known incidents of non-compliance or adverse results and the associated correction actions taken to resolve the issue. Non-compliance issues are typically identified by either the Operating Authority or the MECP Drinking Water Inspectors. The issues and associated required actions are documented by the Inspectors in the system's Annual Inspection Report. All non-compliance issues are investigated, corrective actions taken and documented using the County's Drinking Water Quality Management System (DWQMS) procedures.

### **6.1. Non-Compliance Findings**

The 2021 MECP annual inspection had not taken place at the time this annual report was drafted. No investigation into non-compliances or inspection report rating was available at this time.

### **6.2. Adverse Results**

Any adverse results from bacteriological, chemical samples or observations of operational conditions that indicate adverse water quality are reported as required and corrective actions taken. There were no adverse or reportable occurrences in 2021.

## APPENDIX A: SUMMARY OF CHEMICAL RESULTS

### UNDERSTANDING CHEMICAL TEST RESULTS

The following tables summarize the laboratory results of the chemical testing the County is required to complete. Different types of parameters are required to be tested for at different frequencies as noted below. Explanations on the health impacts of these parameters can be found in the MECP document at [https://cvc.ca/wp-content/uploads/2011/03/std01\\_079707.pdf](https://cvc.ca/wp-content/uploads/2011/03/std01_079707.pdf) PSIB 4449e01 titled "Technical Support Document for Ontario Drinking Water Standards, Objectives and Guidelines".

Results are shown as concentrations with units of either milligrams per litre (mg/L) or micrograms per litre (ug/L). 1 mg/L is equal to 1000 ug/L. The Maximum Acceptable Concentration (MAC) is the highest amount of a parameter that is acceptable in Municipal drinking water and can be found in the MECP Drinking Water Standards. The Method Detection Limit (MDL) is the lowest amount to which the laboratory can confidently measure. A result of "ND" stands for "Not Detected" and means that the concentration of the chemical is lower than the laboratory's equipment is capable of measuring. In the event that some samples results are ND, and other results are above the MDL, the value of the MDL will be used in place of the ND where an average result must be calculated. Where all collected samples are ND the average sample result will be assumed to be ND.

Nitrate and nitrate samples are required every 3 months in normal operation.

<i>Parameter</i>	<i>Result Range Min – Max (mg/L)</i>	<i>Average Result (mg/L)</i>	<i>MAC (mg/L)</i>	<i>MDL (mg/L)</i>
Nitrite	ND	ND	1.0	0.003
Nitrate	ND – 0.017	0.015	10.0	0.006

Trihalomethane (THM) and total Haloacetic Acids (HAA) are by-products of the disinfection process. The samples are required every 3 months from the distribution system.

<i>Parameter</i>	<i>Annual Average</i>	<i>Result Value (ug/L)</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
Trihalomethane (THM)	2021	18.75	100	0.37
Haloacetic Acids (HAA)	2021	8.0	80	5.3

The following Table summarizes the most recent test results for Sodium and Fluoride. Testing and reporting any adverse results is required every 5 years.

<i>Parameter</i>	<i>Sample Date</i>	<i>Result Value (mg/L)</i>	<i>MAC (mg/L)</i>	<i>MDL (mg/L)</i>
Sodium	August 16, 2021	18.3	20.0*	0.01
Fluoride	August 16, 2021	0.74	1.5**	0.06

\*Sodium levels between 20 – 200 mg/L must be reported every 5 years.

\*\*Natural levels of fluoride between 1.5 – 2.4 mg/L must be reported every 5 years.

The following Table summarizes the most recent results for the Lead Testing Program. Lead samples are taken every 3 years. Levels of alkalinity and pH are monitored twice per year in the distribution system to ensure water quality is consistent and does not facilitate leaching of lead into the water.

<i>Parameter</i>	<i>Result Range (Min - Max)</i>	<i>Number of Samples</i>	<i>Acceptable Level</i>
Distribution Alkalinity	231 - 243	4	30 – 500mg/L
Distribution pH	7.63 - 7.71	4	6.5 – 8.5
Distribution Lead 2021	0.01 – 1.00	4	10 ug/L MAC

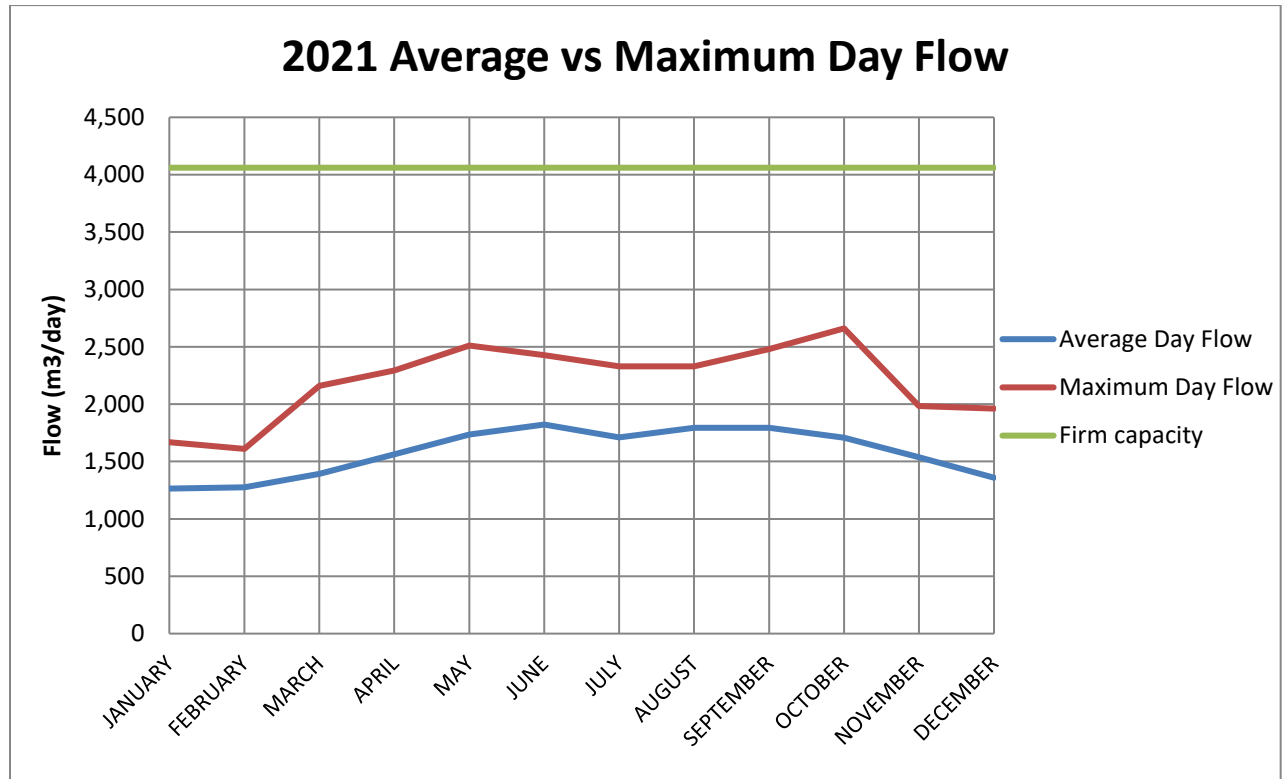
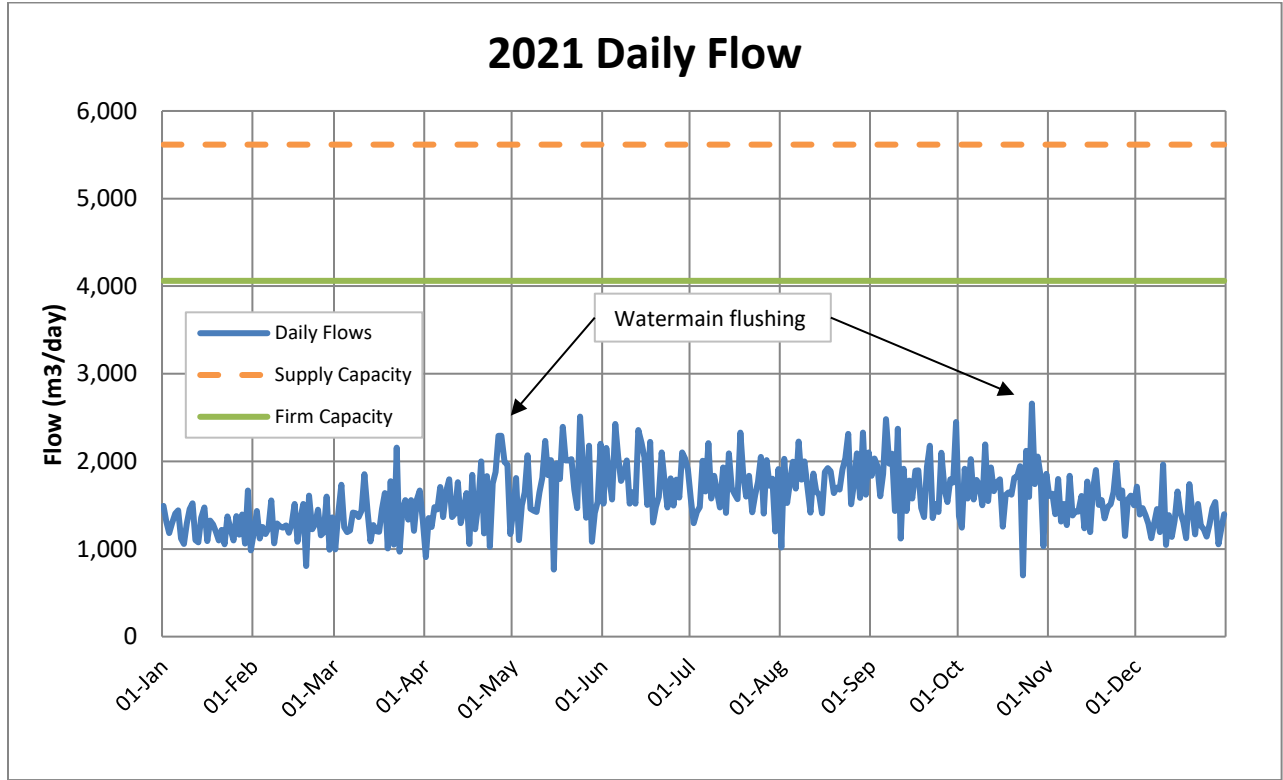
The following Table summarizes the most recent test results for Schedule 23. Testing is required every 3 years for secure groundwater wells.

<i>Parameter</i>	<i>Sample Date</i>	<i>Result Value (ug/L)</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
Antimony	May 21/19	ND	6	0.09
Arsenic	"	1.4	10	0.2
Barium	"	266	1000	0.01
Boron	"	37	5000	2
Cadmium	"	ND	5	0.003
Chromium	"	0.13	50	0.03
Mercury	"	ND	1	0.01
Selenium	"	ND	5	0.04
Uranium	"	0.116	20	0.002

The following table summarizes the most recent test results for Schedule 24. Testing is required every 3 years for secure groundwater wells.

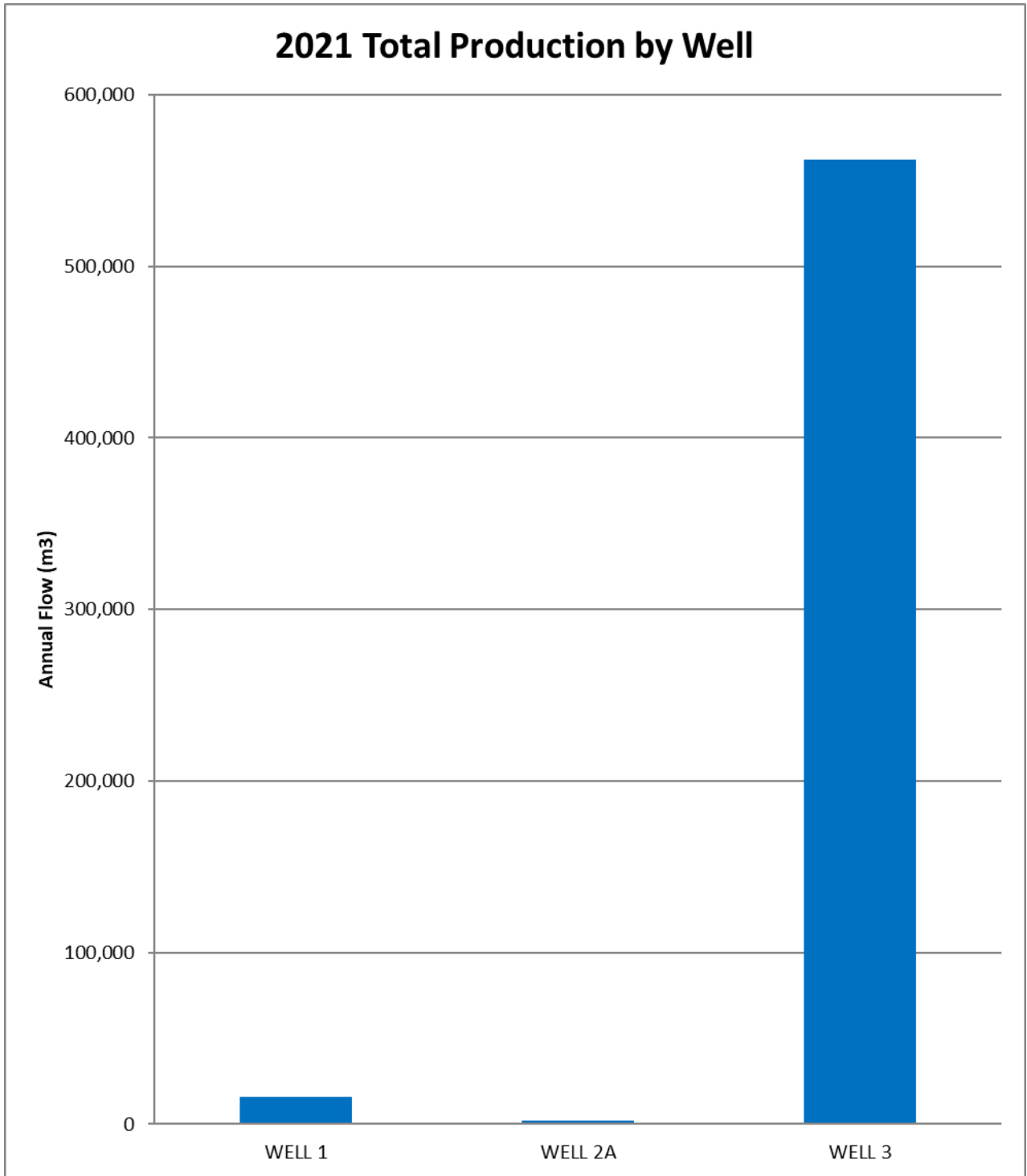
<i>Parameter</i>	<i>Sample Date</i>	<i>Result Value (ug/L)</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
Alachlor	June 7, 2021	ND	5	0.02
Atrazine + N-dealkylatedmetabolites	"	ND	5	0.01
Azinphos-methyl	"	ND	20	0.05
Benzene	"	ND	1	0.32
Benzo(a)pyrene	"	ND	0.01	0.004
Bromoxynil	"	ND	5	0.33
Carbaryl	"	ND	90	0.05
Carbofuran	"	ND	90	0.01
Carbon Tetrachloride	"	ND	2	0.17
Chlorpyrifos	"	ND	90	0.02
Diazinon	"	ND	20	0.02
Dicamba	"	ND	120	0.20
1,2-Dichlorobenzene	"	ND	200	0.41
1,4-Dichlorobenzene	"	ND	5	0.36
1,2-Dichloroethane	"	ND	5	0.35
1,1-Dichloroethylene(vinylidene chloride)	"	ND	14	0.33
Dichloromethane	"	ND	50	0.35
2-4 Dichlorophenol	"	ND	900	0.15
2,4-Dichlorophenoxy acetic acid (2,4-D)	"	ND	100	0.19
Diclofop-methyl	"	ND	9	0.40
Dimethoate	"	ND	20	0.06
Diquat	"	ND	70	1
Diuron	"	ND	150	0.03
Glyphosate	"	ND	280	1
Malathion	"	ND	190	0.02
Metolachlor	"	ND	50	0.01
2-methyl-4chlorophenoxyacetic acid (MCPA)	"	ND	100	0.12
Metribuzin	"	ND	80	0.02
Monochlorobenzene	"	ND	80	0.3
Paraquat	"	ND	10	1
Pentachlorophenol	"	ND	60	0.15
Phorate	"	ND	2	0.01
Picloram	"	ND	190	1
Polychlorinated Biphenyls(PCB)	"	ND	3	0.04
Prometryne	"	ND	1	0.03
Simazine	"	ND	10	0.01
Terbufos	"	ND	1	0.01
Tetrachloroethylene	"	ND	10	0.35
2,3,4,6-Tetrachlorophenol	"	ND	100	0.20
Triallate	"	ND	230	0.01
Trichloroethylene	"	ND	5	0.44
2,4,6-Trichlorophenol	"	ND	5	0.25
Trifluralin	"	ND	45	0.02
Vinyl Chloride	"	ND	1	0.17

**APPENDIX B: WATER QUANTITY SUMMARY**



**Tavistock Firm Capacity 4,061 m<sup>3</sup>/day**  
**Tavistock Water Supply Capacity 5,616 m<sup>3</sup>/day**

## 2021 Total Production by Well



Tavistock Firm Capacity 4,061 m<sup>3</sup>/day  
Tavistock Water Supply Capacity 5,616 m<sup>3</sup>/day