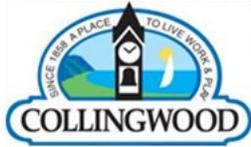


Collingwood Drinking Water System

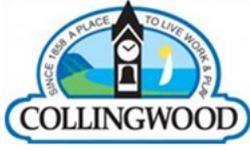
2020 Annual Compliance Report



Town of Collingwood 2020 Water Compliance Report

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Town of Collingwood 2020 Water Compliance Report

Town of Collingwood

Environmental Services

Quality Management Policy

The Corporation of the Town of Collingwood owns and operates the Collingwood Drinking Water System and is committed to:

- ◆ Maintaining and continually improving our Quality Management System;
- ◆ Providing a safe, reliable supply of potable drinking water to our customers;
- ◆ Meeting or exceeding all applicable legislation, regulations and other requirements;
- ◆ Communicating openly and effectively with employees, Council and the public;
- ◆ Providing services in an environmentally responsible manner.

Issue Date: Sept 4, 2018

Revision: 3

MSF-P-01



Town of Collingwood 2020 Water Compliance Report

1. Notification and Availability of Reports

This report has been prepared in accordance with the reporting requirements of the Safe Drinking Water Act 2002 O. Reg. 170/03, s 11 (1), (3), (6 – 10) and Schedule 22

This report is presented to Council on or before February 28th 2021.

A notice is placed in local newspapers notifying the public and any interested authority that the Collingwood Drinking Water System's 2020 Water Compliance Report (the Report) is complete and lists the locations where the report is available.

A printed copy will be provided free of charge when requested.

The Town of Collingwood website has a copy of the Report that can be viewed or downloaded in PDF format at: <http://www.collingwood.ca/water/docs>

2. Executive Summary

The year 2020 was an unprecedented year, with a worldwide pandemic affecting everything from day to day operations to the global supply chain. The water department was quick to put a Pandemic Plan in place to ensure water quality and supply while protecting our staff and the public. The Plan has continually evolved as the pandemic has progressed to remain current with local conditions, provincial legislation, health unit directives and corporate procedures.

The water usage this year was lower than last year from January to March, then in April the effects of the lockdown were seen with an exceptionally low production of 464,661 litres. The next lowest April production on record is 480,151 litres in 2003. As the economy recovered and industries sought to regain lost production, water usage in June was higher than last year then leveled out for the remainder of the year.

The annual Ministry Inspection was completed in August of 2020. No non-compliance issues were identified and the Town of Collingwood was given a 100% inspection score for the third straight year.

Our internal QMS audit was completed in March and found one minor non-conformance. The external QMS audit company, NSF, completed their accreditation audit in August. No



Town of Collingwood 2020 Water Compliance Report

non-conformance items were identified in the audit and the Town of Collingwood received their three-year accreditation as an operating authority for the drinking water system.

Two adverse drinking water incidents were reported in 2020, for the first time in three years. On September 11, an operator found the free chlorine residual at the end of Bartlett Boulevard to be 0.04 mg/L. On December 7, the chlorine residual at the end of Thomas Drive was found to be 0.03 mg/L. The allowable limit is 0.05 mg/L.

In each case an Adverse Report was made to the Health Unit and Spills Action Centre. Flushing was continued until acceptable residual levels were restored. The regular monitoring has been increased to prevent recurrence. The use of auto-flushers is being investigated. The adverse did not put consumers at risk. All actions were completed to the satisfaction of the Health Unit and Spills Action Centre. Details can be found in section 7 below.

In conclusion, the Town of Collingwood continues to provide a safe, reliable supply of potable drinking water to our customers, while meeting or exceeding all legislative requirements, even in these most challenging times.

3. Drinking Water System Description

Drinking Water System Number	220001165
Drinking Water System Permit Number	100-201 Issue 3 April 8 th 2019
Drinking Water System License Number	100-101 Issue 3 June 21 st 2016
Permit to Take Water Number	5425-BVBS2K issued Nov 13 th 2020
Drinking Water System Name	Collingwood Drinking Water System
Drinking Water System Owner	Town of Collingwood
Drinking Water System Category	Large Municipal Residential
Water Treatment Subsystem Class	Class 2 Certificate No. 3009 issued November 15, 2005
Water Distribution Subsystem Class	Class 3 Certificate No. 277 issued May 22, 2019
Rated Capacity	31,140 m ³ /d
Period being Reported	January 1, 2020 to December 31, 2020



Town of Collingwood 2020 Water Compliance Report

Other Drinking Water Systems that receive drinking water from Raymond A. Barker Ultrafiltration Plant:

Drinking Water System Owner	Drinking Water System Number
Town of New Tecumseth	220001174
Town of The Blue Mountains	220001762
Township of Essa (Baxter)	260086866
Township of Essa (Angus)	260001026
Clearview Township (New Lowell)	220003706

The Collingwood Drinking Water System (CDWS) consists of the Raymond A Barker Ultrafiltration Plant (RAB) and the Collingwood Distribution System. The raw water source is surface water from Georgian Bay, Lake Huron.

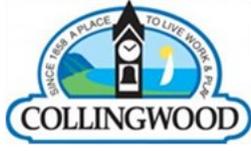
The Raymond A Barker Ultrafiltration Plant (RAB) is a direct filtration membrane surface water treatment plant.

Surface water is taken from Nottawasaga Bay through a submerged inlet structure, approximately 765m off shore. Chlorine can be applied at the intake for zebra mussel control. Raw water flows by gravity through a 1067mm diameter intake pipe and surge chamber into the raw water well. The raw water then flows to the membrane distribution channel in the main building.

The raw water is then distributed to six (6) filter basins or treatment trains. Five (5) trains are fed by gravity. These house the 500 series ZeeWeed ultra-filtration membrane modules. One (1) train is fed with a low lift vertical turbine pump and a 5 micron strainer with automatic cleaner. This tank houses the 1000 series ZeeWeed ultra-filtration membrane (Mobile Package Plant).

Each treatment train of the membrane filtration system has membrane modules and a permeate/backpulse pump. The permeate pump creates a slight vacuum which sucks clean (permeate) water through the membrane leaving any particulate matter greater than 0.035 microns in the process tank.

The permeate water is then disinfected with the addition of chlorine. The chlorinated



Town of Collingwood 2020 Water Compliance Report

permeate water then flows into the two (2) 413 m³ chlorine contact chambers (total volume 826 m³) prior to flowing by gravity into the clearwell. The finished water is then pumped into two (2) separate systems, the Collingwood Distribution System and the Regional Pipeline, each with its own dedicated set of high lift pumps.

The membranes undergo a regular cleaning cycle that consists of reversing the flow of clean water stored in the backpulse tank back through the membranes under positive pressure. This process cleans the particles from the outer surface of the membranes and removes them to waste. This waste water can be discharged to the sewer or returned to the lake. Air is also used to keep the membranes clear. Air is injected at the bottom of the tank and scours the membranes with air bubbles as they rise to the surface. This air scouring process also assists in keeping the concentrated solids in suspension, prior to reject.

The R. A. Barker Water Treatment Plant is continually monitored 24 hours a day 365 days a year through the SCADA (Supervisory Control And Data Acquisition) system. The SCADA will send an alarm to an on-call operator if any part of the process requires attention.

The Collingwood Distribution System is comprised of approximately 162.6 km of ductile and cast iron watermains, ranging in size from 50 mm to 600 mm in diameter, 1138 fire hydrants and 1795 isolation valves in two pressure zones. There are also 82.6 km of private watermains.

The Tower is an elevated storage tank with a capacity of 2250 m³ supplying pressure zone 1. The Tower has chlorine boosting capability and on-line monitoring.

The Carmichael Reservoir is an in-ground reservoir and booster pumping station with a capacity of 6800 m³ supplying pressure zone 1. The Carmichael reservoir has chlorine boosting capability, on-line monitoring and standby generator back up.

The Davey Reservoir is an in-ground reservoir and booster pumping station with a capacity of 2500 m³ supplying pressure zone 2. The Davey reservoir has chlorine boosting capability, on-line monitoring and standby generator back up.

The Osler Bluff Road booster station helps to increase the pressure in zone 2. This station has standby generator back up.



Town of Collingwood 2020 Water Compliance Report

The Georgian Meadows booster station is temporary and will be decommissioned when a planned reservoir and booster station is built on Stewart Road. This station helps to regulate the pressure in the Georgian Meadows subdivision.

4. Water treatment chemicals used in this reporting period:

Chlorine Gas
Sodium Hypochlorite (12%)

5. Significant expenses were incurred to:

- a. Install required equipment
- b. Repair required equipment
- c. Replace required equipment
- d. Studies / Engineering

6. Description and breakdown of monetary expenses incurred:

Description – Water Treatment	Amount
Gas detector Microdock	\$3,500.00
SIHI Vacuum Pump	\$9,050.00
Roof replacement	\$321,663.00
Ultrafiltration Membrane Replacement	\$333,768.00
Vacuum pumps (2)	\$6,980
Total:	\$674,961.00



Town of Collingwood 2020 Water Compliance Report

Description – Water Distribution	Amount
Hydrant Buddy Gate Valve Exerciser	\$12,500
Water sample stations (4)	\$7,000
Remote area light	\$1,500
Chlorine test colorimeter	\$2,200
Fibreglass shield for excavations (4)	\$9,100
Pipe locator / metal detector	\$1,500
Telescopic Valve Key & Extension	\$1,100
Singer Valve Maintenance	\$1,800
Trench box	\$13,770
Water Tower rehabilitation	\$152,131
Osler Bluff Booster Station upgrades	\$101,038
Total:	\$303,639.00

Description – Engineering Studies	Amount
Water Treatment Plant Roof	\$47,168
Water Tower rehabilitation	\$41,411
Carmichael Reservoir upgrades	\$103,749
Osler Bluff Booster Station upgrades	\$38,542
Stewart Road Reservoir	\$145,158
Water Treatment Plant EA	\$126,989
Total:	\$503,017.00



Town of Collingwood 2020 Water Compliance Report

7. Details on the notices submitted in accordance with subsection 18(1) of the Safe Drinking- Water Act or section 16-4 of Schedule 16 of O.Reg.170/03 and reported to Spills Action Centre:

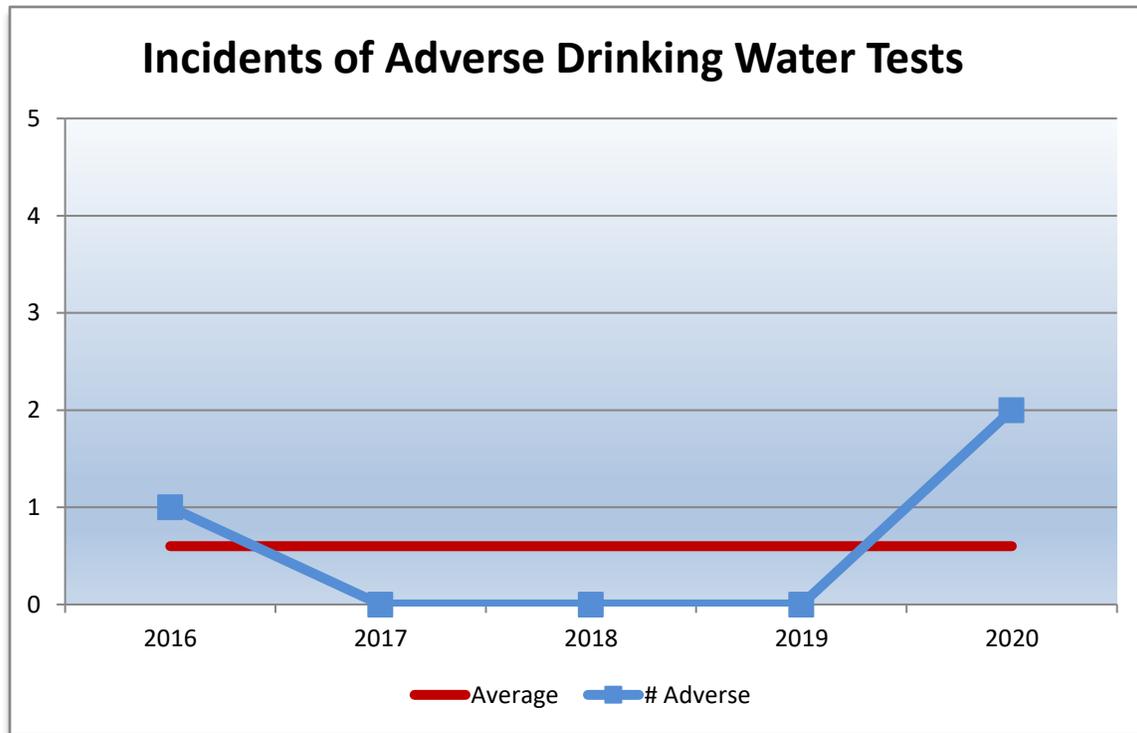
There were two adverse incidents in 2020, both involving low free chlorine residual in the distribution system, found during regular monitoring. On September 11, an operator found the free chlorine residual at the end of Bartlett Boulevard to be 0.04 mg/L. On December 7, the chlorine residual at the end of Thomas Drive was found to be 0.03 mg/L. The allowable limit is 0.05 mg/L.

In each case an Adverse Report was made to the Health Unit and Spills Action Centre. Flushing was continued until acceptable residual levels were restored. The regular monitoring has been increased to prevent recurrence. The use of auto-flushers is being investigated. The adverse did not put any consumers at risk. All actions were completed to the satisfaction of the Health Unit and Spills Action Centre..

Incident Date	Parameter	Result	Minimum Limit	Corrective Action	Corrective Action Date
September 11, 2020	Free chlorine residual	0.04 mg/L	0.05 mg/L	Flush	11 Sept 20
December 7, 2020	Free chlorine residual	0.03 mg/L	0.05 mg/L	Flush	07 Dec 20



Town of Collingwood 2020 Water Compliance Report



8. Microbiological testing done under the Schedule 10, 11 or 12 of Regulation 170/03, during this reporting period:

Type	Number of Samples	Range of E. Coli Results		Range of Total Coliform Results		Number of HPC Samples	Range of HPC Results	
		Min	Max	Min	Max		Min	Max
Raw	52	0	15	0	>200	n/a	n/a	n/a
Treated	52	0	0	0	0	52	0	10
Distribution	468	0	0	0	0	460	0	610

Non-regulatory Test:

Parameter	Units	Number of Samples	Dates		Result
			From	To	
Microcystin	µg/L	21	May 19	Oct 27	ND



Town of Collingwood 2020 Water Compliance Report

9. Operational testing done under Schedule 7, 8 or 9 of Regulation 170/03 during the period covered by this Annual Report:

Parameter	Units	Number of Samples	Range of Results		Avg
			Min	Max	
Turbidity - Raw	NTU	Continuous Monitoring	0.12	99.95	0.96
Turbidity - Treated	NTU	Continuous Monitoring	0.03	0.51	0.03
Free Chlorine - Treated	mg/L	Continuous Monitoring	1.26	2.00	1.74
Free Chlorine – Distribution Davey Reservoir	mg/L	Continuous Monitoring	1.24	2.28	1.60
Free Chlorine – Distribution The Tower	mg/L	Continuous Monitoring	1.07	3.03	1.70
Free Chlorine – Distribution Carmichael Reservoir	mg/L	Continuous Monitoring	1.06	1.97	1.56
Free Chlorine – Distribution Grab Samples	mg/L	1503	0.03	2.20	1.11



Town of Collingwood 2020 Water Compliance Report

10. Summary of additional testing and sampling carried out in accordance with the requirement of an approval, order or other legal instrument:

Date of Legal Instrument Issued	Parameter	Date Sampled	Result	Unit of Measure
Municipal Drinking Water License June 12, 2016 Schedule C Residue Management Table 3	Suspended Solids	Jan	14	mg/L
		Feb	3	mg/L
		Mar	9	mg/L
		April	13	mg/L
		May	4	mg/L
		June	4	mg/L
		July	7	mg/L
		Aug	23	mg/L
		Sept	16	mg/L
		Oct	5	mg/L
		Nov	11	mg/L
		Dec	20	mg/L
Max annual average limit = 25 mg/L		Annual Average:	11	mg/L



Town of Collingwood 2020 Water Compliance Report

11. Summary of inorganic parameters tested during this reporting period or the most recent sample results:

Note: ND = not detected

Parameter	Sample Date	Results	Units	Max Limit	Exceedence
Antimony	06 Aug 2020	ND	µg/L	6	No
Arsenic	06 Aug 2020	0.40	µg/L	10	No
Barium	06 Aug 2020	14.0	µg/L	1000	No
Boron	06 Aug 2020	13.0	µg/L	5000	No
Cadmium	06 Aug 2020	ND	µg/L	5	No
Chromium	06 Aug 2020	ND	µg/L	50	No
Mercury	06 Aug 2020	ND	µg/L	1	No
Selenium	06 Aug 2020	ND	µg/L	50	No
Uranium	06 Aug 2020	0.13	µg/L	20	No
Nitrite	2020	ND	mg/L	1.0	No
Nitrate	2020	0.2 – 0.3	mg/L	10.0	No
Flouride	09 Aug 2018	ND	mg/L	1.5	No
Sodium	09 Aug 2018	5.80	mg/L	20	No
*Lead	2018	0.02 – 0.43	µg/L	10	No
*Alkalinity	2020	64- 69	mg/L	30 - 500	No
*pH	2020	7.85 – 7.97	n/a	6.5 – 8.5	No

**Distribution system sample*



Town of Collingwood 2020 Water Compliance Report

12. Summary of organic parameters tested during this reporting period or the most recent sample results:

Note: ND = not detected

Parameter	Sample Date	Result	Units	Max Limit	Exceedence
Alachlor	20 Aug 2020	ND	µg/L	5	No
Atrazine + N-dealkylated metabodies	20 Aug 2020	ND	µg/L	5	No
Azinphos-methyl	20 Aug 2020	ND	µg/L	20	No
Benzene	06 Aug 2020	ND	µg/L	1	No
Benzo(a)pyrene	20 Aug 2020	ND	µg/L	0.01	No
Bromoxynil	20 Aug 2020	ND	µg/L	5	No
Carbaryl	20 Aug 2020	ND	µg/L	90	No
Carbofuran	20 Aug 2020	ND	µg/L	90	No
Carbon Tetrachloride	06 Aug 2020	ND	µg/L	2	No
Chlorpyrifos	20 Aug 2020	ND	µg/L	90	No
Diazinon	20 Aug 2020	ND	µg/L	20	No
Dicamba	20 Aug 2020	ND	µg/L	120	No
1,2-Dichlorobenzene	06 Aug 2020	ND	µg/L	200	No
1,4-Dichlorobenzene	06 Aug 2020	ND	µg/L	5	No
1,2-Dichloroethane	06 Aug 2020	ND	µg/L	5	No
1,1-Dichloroethylene	06 Aug 2020	ND	µg/L	14	No
Dichloromethane	06 Aug 2020	ND	µg/L	50	No
2,4-Dichlorophenol	20 Aug 2020	ND	µg/L	900	No
2,4-D	20 Aug 2020	ND	µg/L	100	No
Diclofop-methyl	20 Aug 2020	ND	µg/L	9	No
Dimethoate	20 Aug 2020	ND	µg/L	20	No
Diquat	06 Aug 2020	ND	µg/L	70	No
Diuron	20 Aug 2020	ND	µg/L	150	No
Glyphosate	06 Aug 2020	ND	µg/L	280	No
Malathion	20 Aug 2020	ND	µg/L	190	No
2-Methyl-4-chlorophenoxyacetic acid (MCPA)	06 Aug 2020	ND	µg/L	100	No



Town of Collingwood 2020 Water Compliance Report

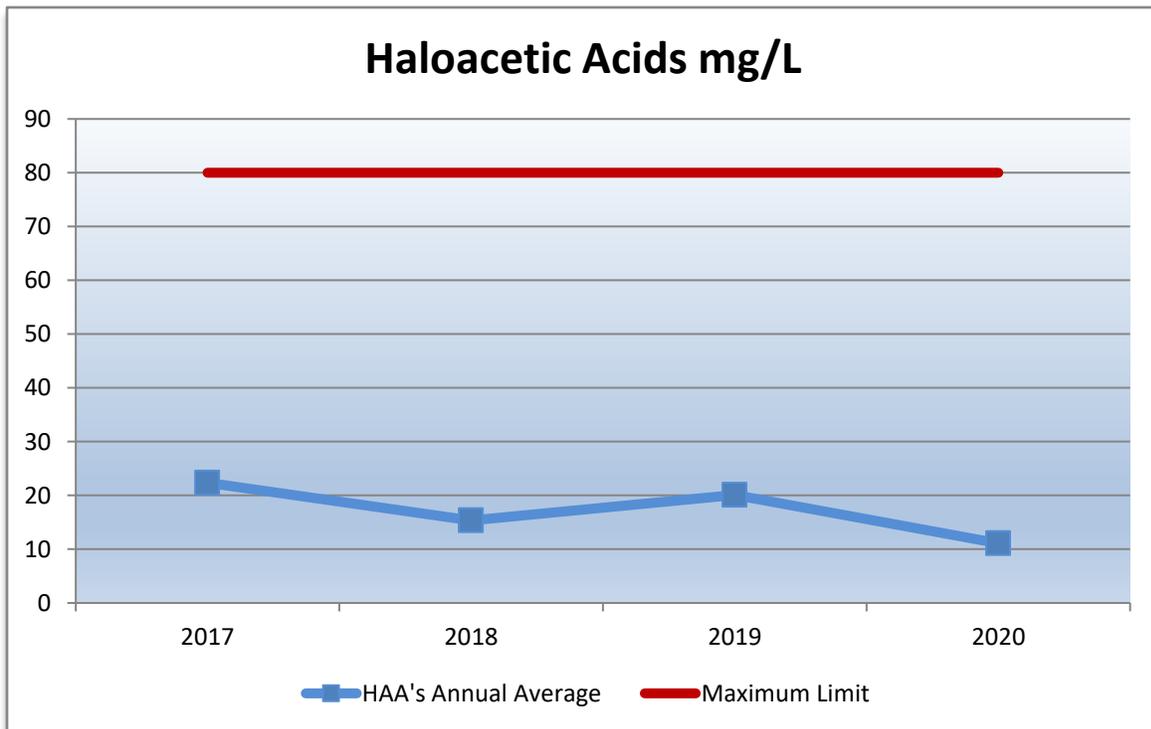
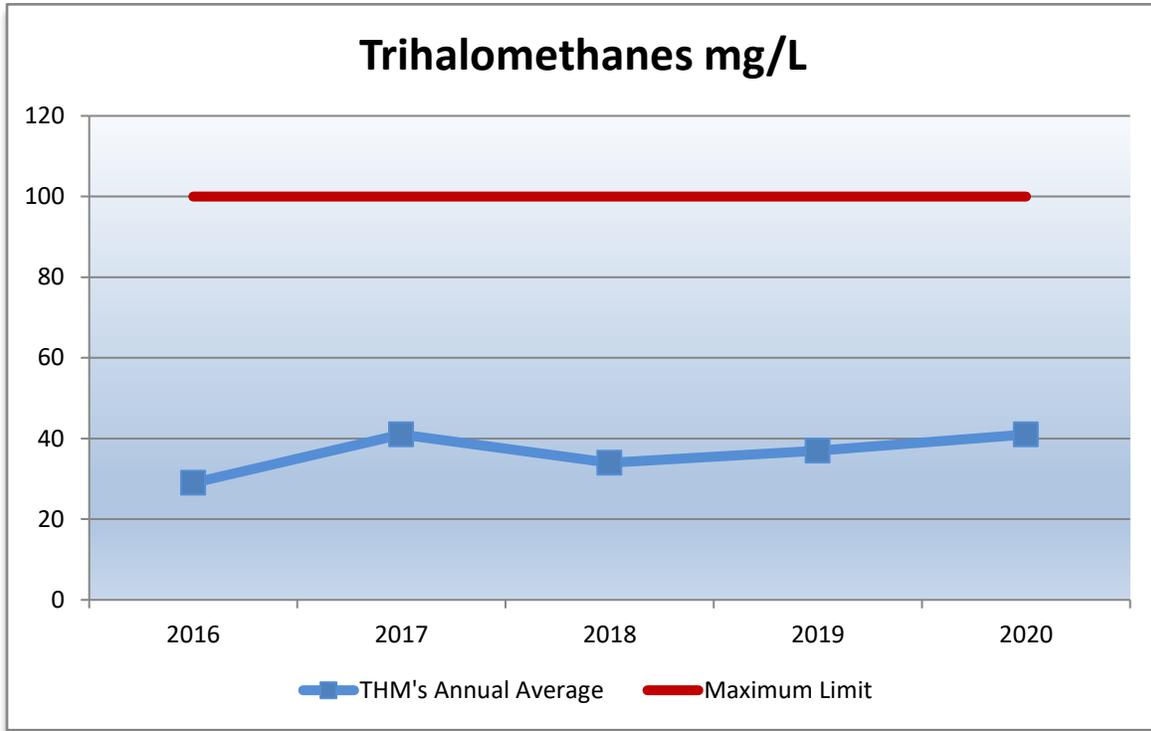
Organics (cont'd)			Units	Max Limits	No
Metolachlor	20 Aug 2020	ND	µg/L	50	No
Metribuzin	20 Aug 2020	ND	µg/L	80	No
Monochlorobenzene	06 Aug 2020	ND	µg/L	80	No
Paraquat	06 Aug 2020	ND	µg/L	10	No
Pentachlorophenol	20 Aug 2020	ND	µg/L	60	No
Phorate	20 Aug 2020	ND	µg/L	2	No
Picloram	20 Aug 2020	ND	µg/L	190	No
PCB	06 Aug 2020	ND	µg/L	3	No
Prometryne	20 Aug 2020	ND	µg/L	1	No
Simazine	20 Aug 2020	ND	µg/L	10	No
Terbufos	20 Aug 2020	ND	µg/L	1	No
Tetrachloroethylene (perchloroethylene)	06 Aug 2020	ND	µg/L	10	No
2,3,4,6-Tetrachlorophenol	20 Aug 2020	ND	µg/L	100	No
Triallate	20 Aug 2020	ND	µg/L	230	No
Trichloroethylene	06 Aug 2020	ND	µg/L	5	No
2,4,6,-Trichlorophenol	20 Aug 2020	ND	µg/L	5	No
Trifluralin	20 Aug 2020	ND	µg/L	45	No
Vinyl Chloride	06 Aug 2020	ND	µg/L	1	No

	Date of Samples				Max Limit
	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
Haloacetic Acids	ND	17.7	6.3	20.5	n/a
Haloacetic Acids Average	14.6	14.1	14.1	11.1	80
Trihalomethanes	26	40	48	50	n/a
Trihalomethanes Average	36.3	38.3	37.8	41	100

Note: All samples are well within allowable limits, no exceedences to report



Town of Collingwood 2020 Water Compliance Report





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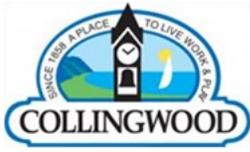
13. The following inorganic or organic parameter(s) exceeded half the standard prescribed in Schedule 2 of Ontario Drinking Water Quality Standards:

Parameter	Result Value	Unit of Measure	Date of Sample
None	n/a	n/a	n/a

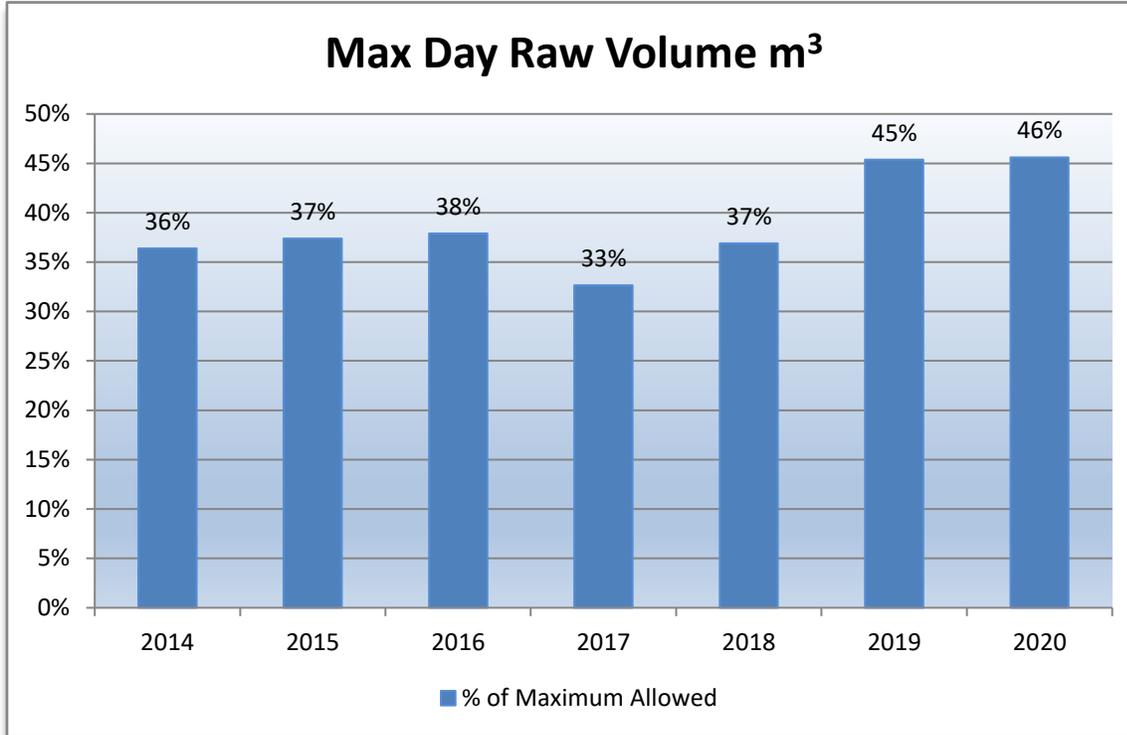
14. Raw water taking vs capacity per Permit to Take Water:

The raw water supply is more than adequate to provide a reliable source of potable water to meet the demands of the system. The source is Nottawasaga Bay, part of Lake Huron in the Georgian Bay region.

Month	Raw Water Taking				
	Monthly Total m ³	Daily Ave m ³	Min Day m ³	Max Day m ³	Max Day Capacity
January	717,066	23,131	19,929	26,922	39%
February	673,040	23,208	20,715	25,911	38%
March	704,946	22,740	19,262	26,891	39%
April	630,349	21,012	16,514	23,385	34%
May	708,887	22,867	19,552	26,288	39%
June	796,989	26,566	23,834	29,868	44%
July	860,871	27,770	24,312	31,123	46%
August	813,917	26,255	23,143	28,732	42%
September	756,251	25,208	21,699	27,846	41%
October	746,220	24,072	19,759	26,966	40%
November	770,078	25,669	19,955	30,482	45%
December	791,122	25,520	19,393	30,306	44%
Total	8,969,736				
Max				31,123	46%
Note: Maximum allowable taking is 68,250 m³ per day					



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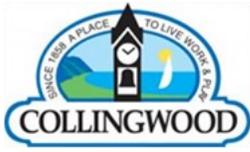




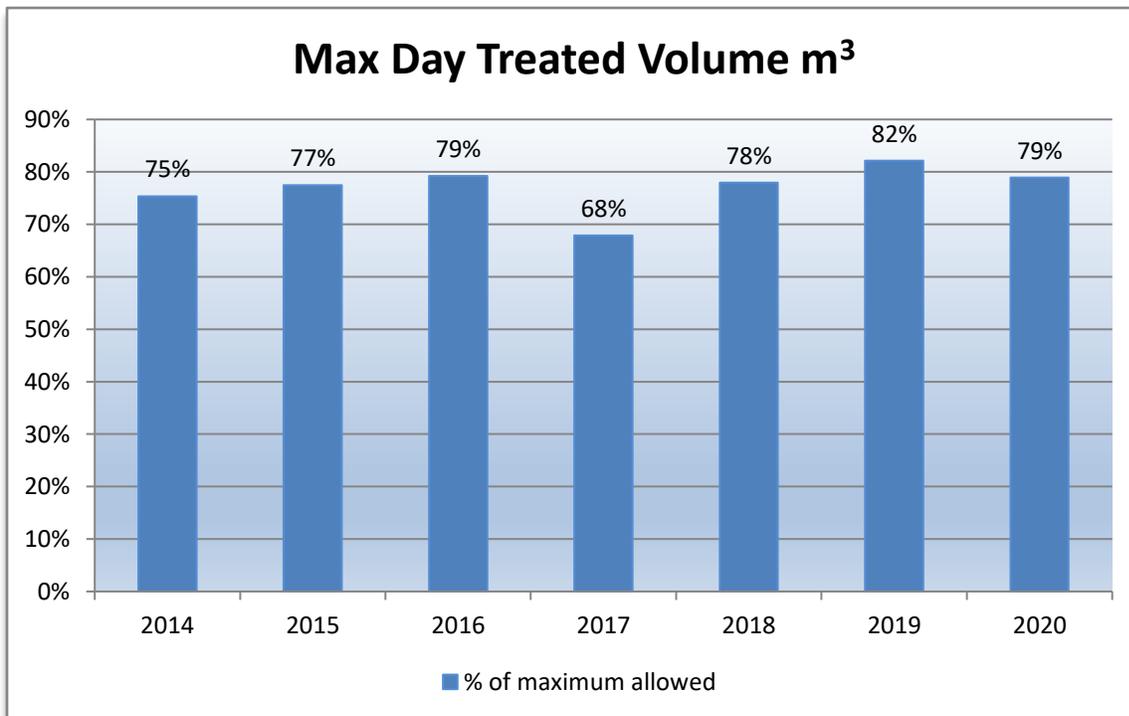
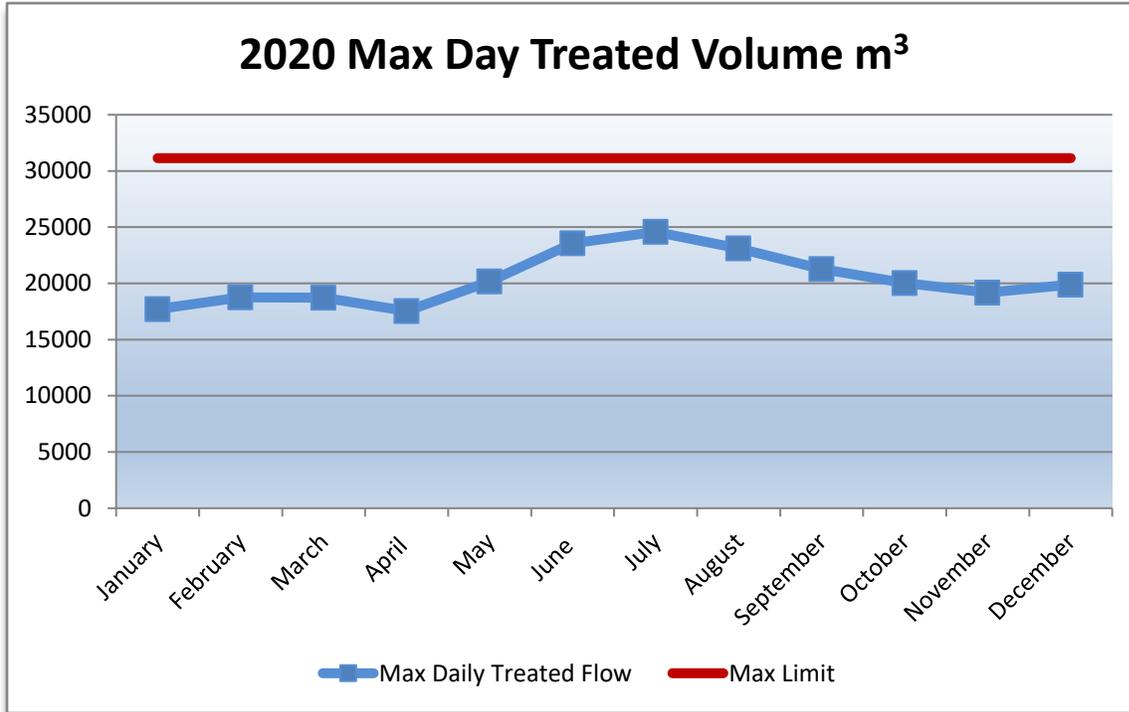
Town of Collingwood 2020 Water Compliance Report

15. Treated water taking vs capacity per Municipal Drinking Water License:

Treated Water Flows					
Month	Monthly Total m ³	Daily Ave m ³	Min Day m ³	Max Day m ³	Max Day Capacity
January	517,380	16,690	14,886	17,698	57%
February	503,653	17,367	15,718	18,753	60%
March	524,081	16,906	14,051	18,720	60%
April	464,661	15,489	12,304	17,537	56%
May	532,973	17,193	14,378	20,168	65%
June	618,719	20,624	17,969	23,558	76%
July	678,318	21,881	19,097	24,576	79%
August	638,746	20,605	17,995	23,102	74%
September	581,730	19,391	16,665	21,284	68%
October	564,869	18,222	15,592	20,037	64%
November	536,444	17,881	15,087	19,195	62%
December	533,423	17,207	14,110	19,877	64%
Total:	6,694,997				
Max:				24,576	79%
Note: Maximum allowable taking is 31,140 m³ per day					



Town of Collingwood 2020 Water Compliance Report



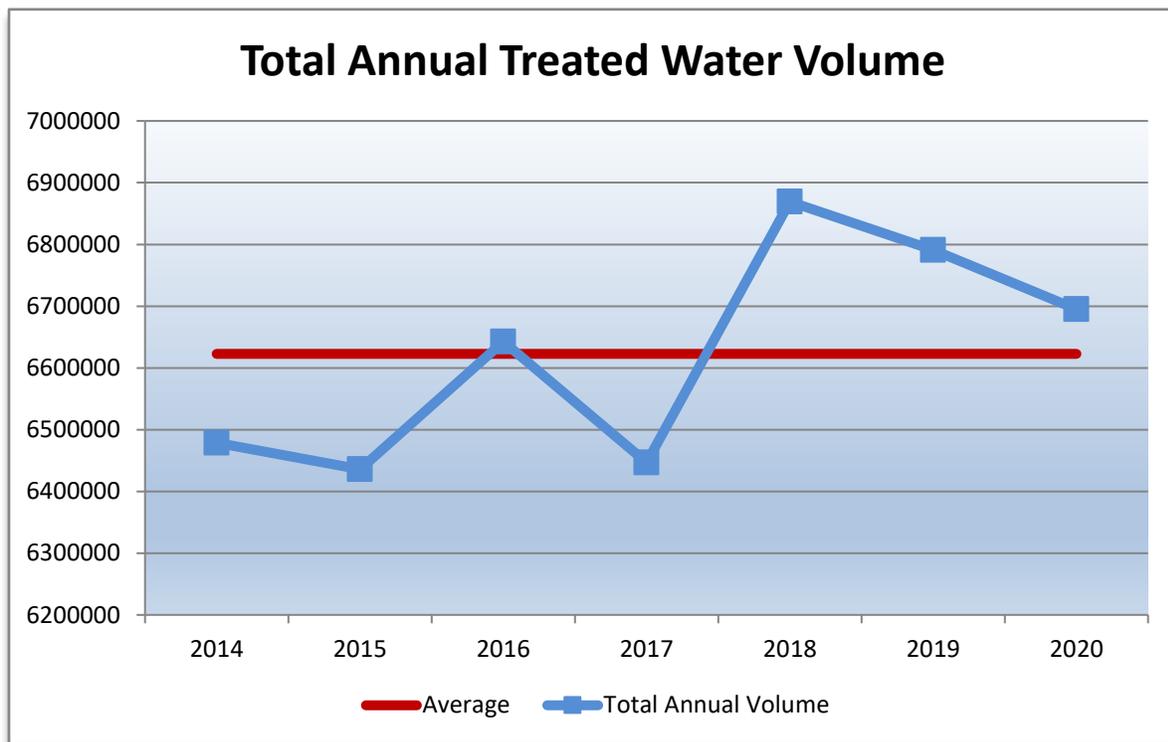


Town of Collingwood 2020 Water Compliance Report

16. Total Treatment Plant Production

Water usage this year was lower than last year from January to March, before the effects of the pandemic were seen. In April the lockdown drastically reduced the usage to 464,661 litres. The next lowest April production on record is 480,151 litres in 2003. As the economy recovered and industries sought to regain lost production, water usage in June was higher than last year then levelled out for the remainder of the year.

The water treatment plant supplied 6,694,997 m³ of safe, potable water in 2020. That is down 1% from 6,791,070 m³ in 2019. Production is based solely on demand.



17. Quality Management System (QMS) – Management Review:

A QMS Management Review was conducted on January 19, 2021. Data from 2020 was considered and action items were identified as appropriate to improve the operation and efficiency of the system. A summary of some key items can be found below.



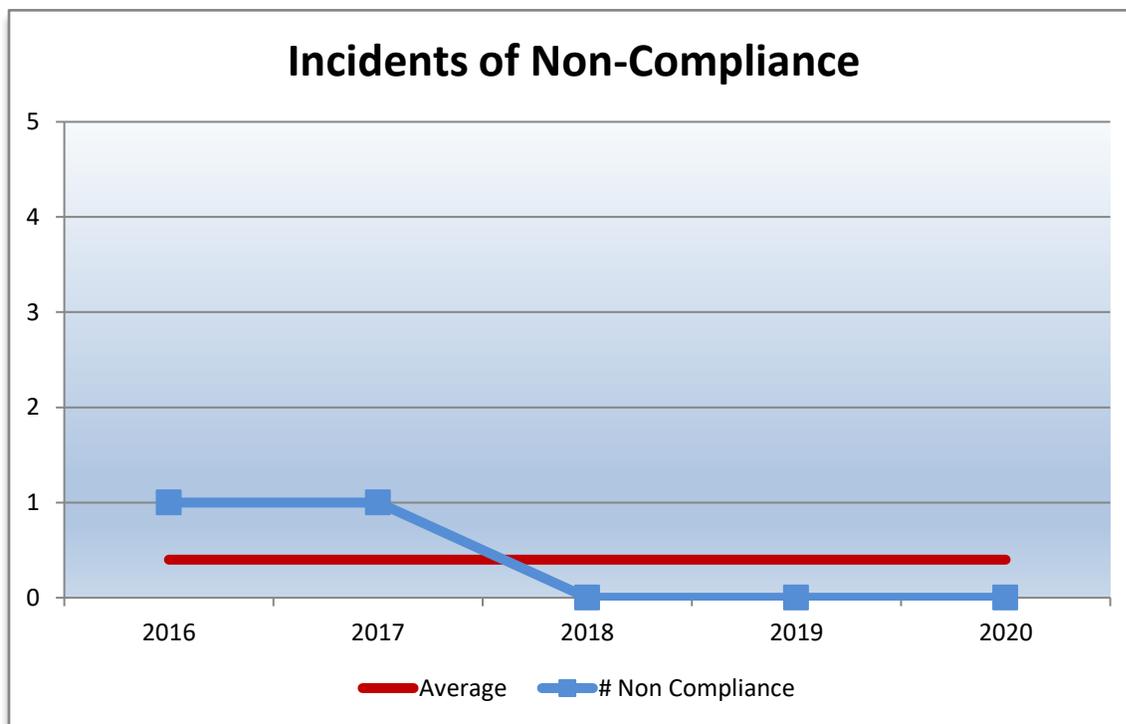
Town of Collingwood 2020 Water Compliance Report

a) Incidents of Regulatory Non-Compliance

A Ministry of the Environment, Conservation and Parks (MECP) annual inspection was completed in August 2020.

Findings: No regulatory non-compliances were identified during the inspection.

Based on the Ministry established rating methodology the Collingwood Drinking Water System received a 100% rating for the third consecutive year.



b) Internal and Third-Party Audit Results

2020 Internal Audit

The Internal Audit was completed on March 2-3, 2020 by a qualified consultant. Many strengths were identified during the audit including staff commitment, a culture of continual improvement, risk-based thinking and use of technology.

One minor non-conformance was noted by the auditor in relation to procurement: *"The Town's procurement process does not currently facilitate the reasonable access of essential*



Town of Collingwood 2020 Water Compliance Report

"non-standard" resources necessary to maintain and continually improve the drinking water system's reliability and redundancy". The water department is continuing to work with the procurement department to resolve these issues.

Several opportunities for improvement were provided for consideration. Opportunities for improvement are reviewed and implemented when appropriate.

2020 External Audit

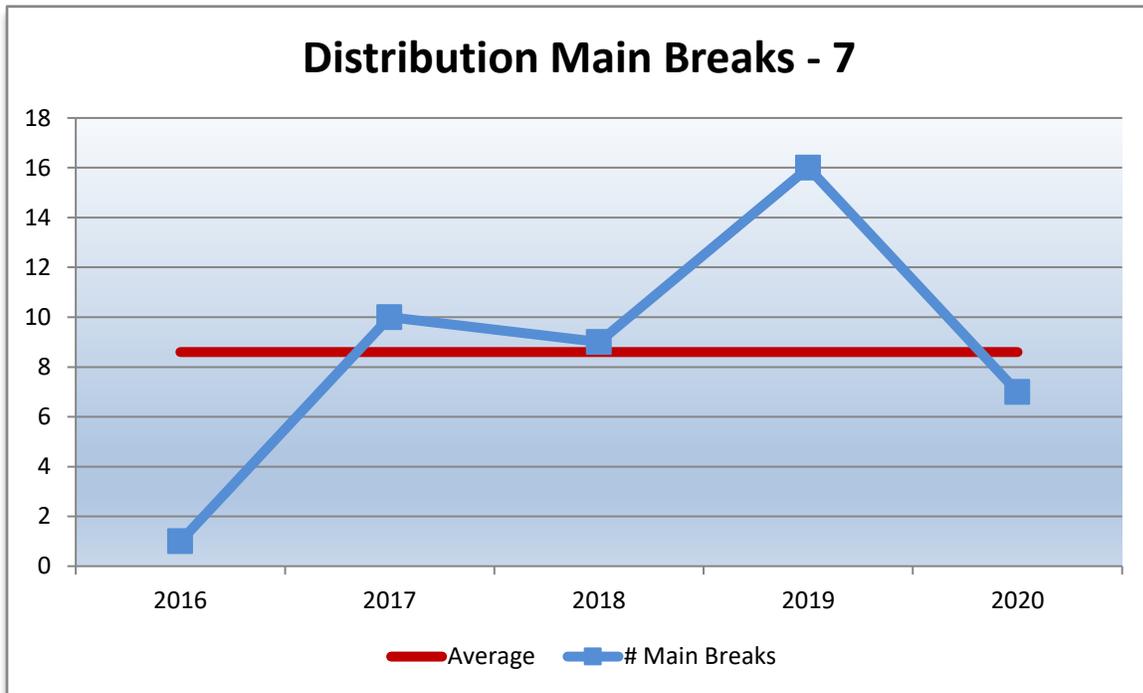
The recertification External Audit was completed on July 7 – 8, 2020 by NSF. Normally, a recertification audit is conducted on site, but due to the Covid-19 pandemic, the audit was conducted remotely. There were no non-conformances identified as a result of the audit. Two opportunities for improvement were suggested, one to provide some additional verbiage in the Risk Assessment to explain a number of asterisks, the other to arrange a meeting with other municipalities to discuss best management practices. The Risk Assessment was updated in July. The second suggestion will be taken under consideration.

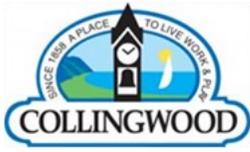


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c) Watermain Breaks

There were seven watermain breaks in 2020. Repairs were completed with minimal service interruption to consumers.

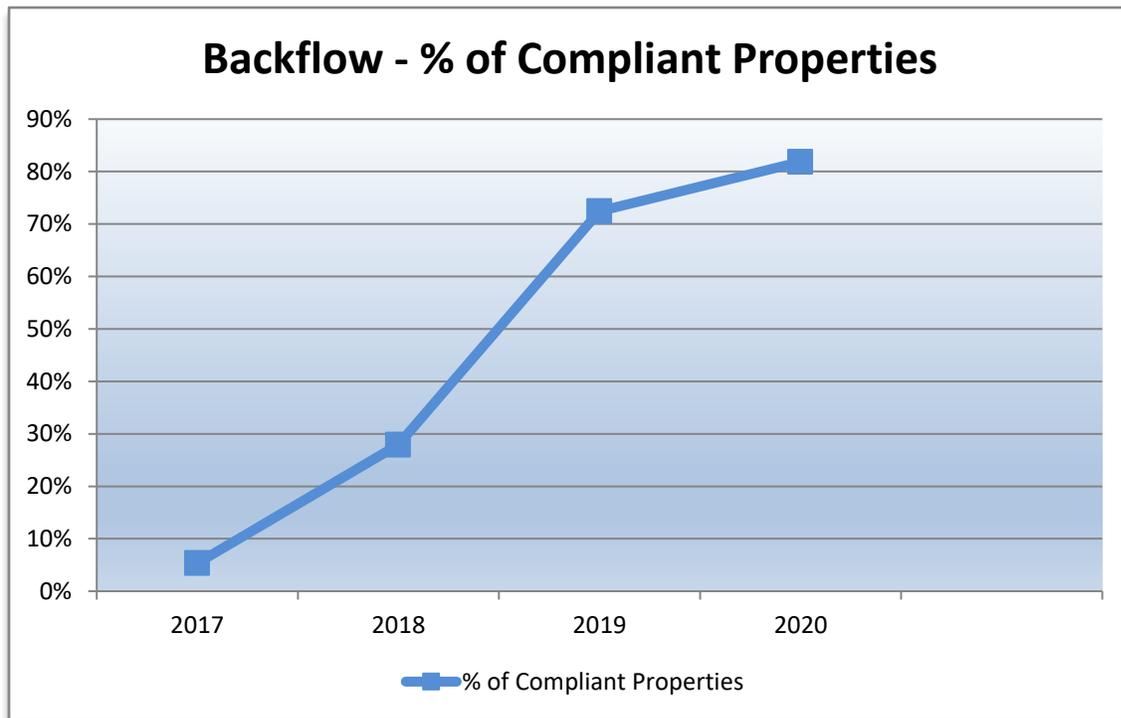




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d) Backflow Prevention Program

The Backflow Prevention Program has completed the third full year of operation. There are currently 519 compliant premises (82%) and 555 premises that have completed an initial survey and are in the process of becoming compliant (86%). A total of 634 premises are included in the program.



Report Prepared by:

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