



2019 ANNUAL DRINKING WATER SYSTEM SUMMARY REPORT Oxford South Water System

1. GENERAL INFORMATION

Oxford 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 Oxford County website at 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 of Oxford at the address and phone number listed below or by email at publicworks@oxfordcounty.ca.

Drinking Water System:	Oxford South Water System
Drinking Water System Number:	2200000601
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: publicworks@oxfordcounty.ca
Reporting Period:	January 1, 2019 – December 31, 2019

1.1. System Description

The Oxford South Water System is a Large Municipal Water system as defined by Regulation 170/03 and serves a population of approximately 5,340. Transmission watermains interconnect the communities of Otterville, Springford and Norwich.

The system consists of 7 secure groundwater wells and four treatment facilities as follows:

<i>Treatment Facility</i>	<i>Location</i>	<i>Wells</i>	<i>Treatment</i>
Pitcher Street	Norwich	N2 N5	Filtration for iron removal and disinfection with sodium hypochlorite
Main Street	Norwich	N4	Iron sequestering with sodium silicate and disinfection with sodium hypochlorite
Otterville	Otterville	O3 O4	Disinfection with sodium hypochlorite
Springford	Springford	S4 S5	Disinfection with sodium hypochlorite

The treatment facilities each house high lift pumps, and monitoring and treatment equipment for the supply wells. A 1,818 m³ water tower at Norwich and a 1,440 m³ water tower in Otterville provide storage and maintain pressure in the system.

In 2019, approximately 14,760 L of sodium hypochlorite and 1,425 L (2,030 kg) of sodium silicate was used in the water treatment process. These chemicals are certified to meet standards set by the Standards Council of Canada or American National Standards Institute.

Standby generators are available at Norwich and Otterville to run the facilities 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 Oxford South Water System is one of 14 water systems that have revenues and expenses pooled for economy of scale purposes. The systems are combined into the Township Water financial system and in 2019 had forecasted operating and maintenance expenditures of approximately \$2,600,000. In addition to regular operational and maintenance expenditures Capital Improvement projects for Oxford South included:

- \$71,300 for painting and upgrades to the Otterville water tower
- \$290,000 for replacement of distribution water mains in the Township systems
- \$35,000 for Township groundwater models
- \$75,000 for Township well rehabs

Capital Improvement projects for all systems included:

- \$65,000 to develop Countywide SCADA Master Plan for all water systems
- \$120,000 Asset Management valuation for all treatment, pumping and storage facilities
- \$76,000 Manganese Treatment study
- \$34,000 Updated Water Modelling software
- \$34,000 TSSA Genset Repairs

2. MICROBIOLOGICAL TESTING

2.1. E. coli and Total Coliform

Bacteriological tests for *E. coli* and total coliforms are required weekly from the raw and treated water at the facility and from 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 2019 sampling program are shown on the table below. There was one adverse test results from 361 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	319	0	0 - 1
Treated	189	0	0
Distribution	172	0	0 - 2

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. 2019 results are shown in the table below.

	<i>Number of Samples</i>	<i>Range of HPC Min - Max</i>
Treated	189	0 - 21
Distribution	47	0 - 216

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 Oxford South system is provided below.

3.1. Sodium

Sodium levels in drinking water are tested once every five years. The aesthetic objective is 200 mg/L meaning at levels less than this, sodium will not impair the taste of water.

When sodium levels are above 20 mg/L the MECP and Medical Officer of Health (MOH) are notified. Southwest Public Health maintain an information page on sodium in drinking water at <https://www.swpublichealth.ca/your-environment/environmental-health/drinking-water/water-quality/sodium> in order to help people on sodium restricted diets control their sodium intake. The sodium levels in the Oxford South system range from 23.2 to 48.4 mg/L, depending on which wells are in use.

3.2. Fluoride

Fluoride levels are sampled once every five years and levels above 1.5 mg/L must be reported to the MECP and MOH. Levels under 2.4 mg/L are considered safe for consumption, however at levels between 1.5 and 2.4 mg/L of fluoride may cause staining or pitting of teeth in children less than 6 years old. Further information on fluoride can be found on the Southwest Public Health web page at https://www.swpublichealth.ca/sites/default/files/userfiles/files/ADV_HIA%20Fluoride%2020191114.pdf Oxford County does not add fluoride to the water at any of its drinking water systems, however the Springford wells have naturally occurring fluoride levels. The fluoride levels in the Springford wells are 1.68 mg/L. All the other wells in the system have fluoride levels below the reportable levels.

3.3. Hardness and Iron

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. This information is included here to help set the water softener at the level recommended by the manufacturer.

The hardness in the Oxford South system depends on the wells being used. The water hardness ranges from 89 mg/L (equivalent to 6 grains) in the Springford wells, 260 mg/L (18 grains) in Norwich and 299 mg/L (21 grains) in Otterville. Levels of iron less than 0.30 mg/L (ppm) are not considered to cause aesthetic problems such as discoloured water. The iron level at Norwich Well N4 is 0.43 mg/L (ppm) and sodium silicate is added to keep the iron in suspension. Iron is removed by filtration at Well N2 and N5. The other wells have less than 0.30 mg/L iron.

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 2019. 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 each well is checked weekly. Turbidity is measured in nephelometric turbidity units (NTU). Under Regulation 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 2019 is provided in the table below.

	<i>Number of Tests or Monitoring Frequency</i>	<i>Range of Results (Min – Max) and Average</i>
Chlorine residual in distribution (mg/L)	Continuous	(0.35 – 3.10) 1.02
Norwich Main St. E. WTF		
Chlorine Residual (mg/L)	Continuous	(0.22 – 4.13) 1.28
Turbidity (NTU)	“	(0.06 – 2.21) 0.08
Norwich Pitcher St. WTF		
Chlorine Residual (mg/L)	Continuous	(0.53 – 1.73) 1.22
Turbidity (NTU)	“	(0.03 – 3.43) 0.04
Otterville WTF		
Chlorine (mg/L)	Continuous	(0.45 – 2.77) 1.30
Turbidity (NTU)	“	(0.03– 3.96) 0.19
Springford WTF		
Chlorine (mg/L)	Continuous	(0.10 – 1.86) 1.10
Turbidity (NTU)	“	(0.01 – 3.70) 0.11

5. WATER QUANTITY

Continuous monitoring of flow rates from supply wells into the treatment system and from the facility into the distribution system is required by Regulation 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 2019 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	6,054 m ³ /d
Municipal Drinking Water License Limit	6,054 m ³ /d
2019 Average Daily Flow	1,145 m ³ /d
2019 Maximum Daily Flow	2,185 m ³ /d
2019 Average Monthly Flow	34,861 m ³
2019 Total Amount of Water Supplied	418,338 m ³

A review of the available supply capacity and the anticipated growth forecasted for the community indicates that the system has sufficient capacity over the 20 year planning horizon.

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 annual MECP inspection took place in September 2019. There were no non-compliance findings and the 2019 Inspection Report rating was 100%.

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. Below is a summary of the three adverse/reportable occurrences for 2019 along with the corresponding resolution.

<i>Incident / Date</i>	<i>Corrective Action</i>	<i>Resolution / Date</i>
Treated or Distribution Water Sample with Positive Test for Total Coliform		
2 cfu/100mL – distribution sample taken May 13, 2019	Reported and resamples were taken	Resample results acceptable May 17, 2019
Treated Water Sample with Chemistry Exceedance		
Sodium of 23.2 mg/L taken Feb 19, 2019 at the Norwich Pitcher St WTF	Reported, sample collected for confirmation	Sample result was confirmed (26.1 mg/L) March 8, 2019
Category 2 Watermain Break		
Category 2 break on a watermain during construction on South Court St E July 16, 2019	Reported, issued a precautionary boil water advisory for 8 homes, 30 apts. and a commercial building. Repaired break & collected confirmatory samples	Sample result was acceptable and the advisory was removed July 17, 2019

APPENDIX A: SUMMARY OF CHEMICAL RESULTS

UNDERSTANDING CHEMICAL TEST RESULTS

The following tables summarize the laboratory results of the chemical testing Oxford 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 at the MECP web site <http://www.ontla.on.ca/library/repository/mon/14000/263450.pdf> document # 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.

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

<i>Parameter & Location</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			1.0	0.003
Norwich Main St. WTF	ND	ND		
Norwich Pitcher St. WTF	ND	ND		
Otterville WTF	ND	ND		
Springford WTF				
Nitrate			10.0	0.006
Norwich Main St. WTF	ND	0.008		
Norwich Pitcher St. WTF	ND – 0.010	0.007		
Otterville WTF	6.64 – 8.26	7.32		
Springford WTF	ND – 0.007	0.007		

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)	2019	26	100	0.37
Haloacetic Acids (HAA)	2019	ND	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 & Location</i>	<i>Sample Date</i>	<i>Result Value (mg/L)</i>	<i>MAC (mg/L)</i>	<i>MDL (mg/L)</i>
Sodium			20.0*	0.01
Norwich Main St. WTF	May 27/19	17.9		
Norwich Pitcher St. WTF	Feb 19/19	23.2		
Otterville WTF	May 27/19	34.0		
Springford WTF	April 17/17	51.4		
Fluoride			1.5**	0.06
Norwich Main St. WTF	Aug. 22/16	1.09		
Norwich Pitcher St. WTF	"	0.96		
Otterville WTF	"	0.10		
Springford WTF	April 17/17	1.67		

*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	216 - 238		6	30 – 500mg/L
Distribution pH	7.56 -8.0		6	6.5 – 8.5
Distribution Lead 2018	0.03 - 4.99		6	10 ug/L MAC

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

<i>Parameter</i>	<i>Result Value (ug/L) Norwich Pitcher St. Nov. 20/17</i>	<i>Result Value (ug/L) Norwich Main St. Nov. 20/17</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
Antimony	ND	ND	6	0.02
Arsenic	1.3	1.8	10	0.2
Barium	155	192	1000	0.01
Boron	82	63	5000	2
Cadmium	ND	ND	5	0.003
Chromium	0.07	0.09	50	0.03
Mercury	ND	ND	1	0.01
Selenium	ND	ND	5	1
Uranium	0.179	0.309	20	0.001

<i>Parameter</i>	<i>Result Value (ug/L) Otterville WTF May 27/19</i>	<i>Result Value (ug/L) Springford WTF April 17/17</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
Antimony	ND	ND	6	0.02
Arsenic	0.2	5.8*	10	0.2
Barium	35.0	93.8	1000	0.01
Boron	17	214	5000	2
Cadmium	0.012	0.005	5	0.003
Chromium	0.29	0.64	50	0.03
Mercury	ND	ND	1	0.01
Selenium	0.36	ND	5	0.04
Uranium	0.552	0.059	20	0.002

*sampled Nov 19/18

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

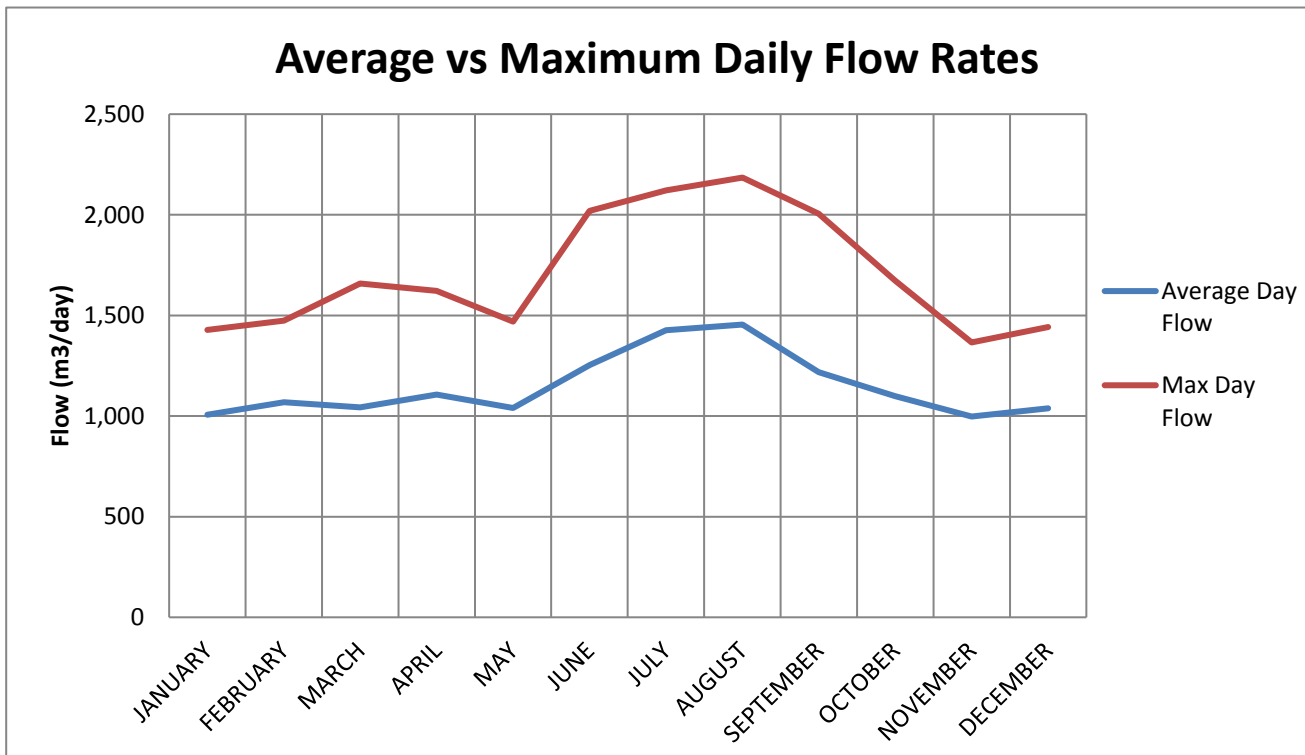
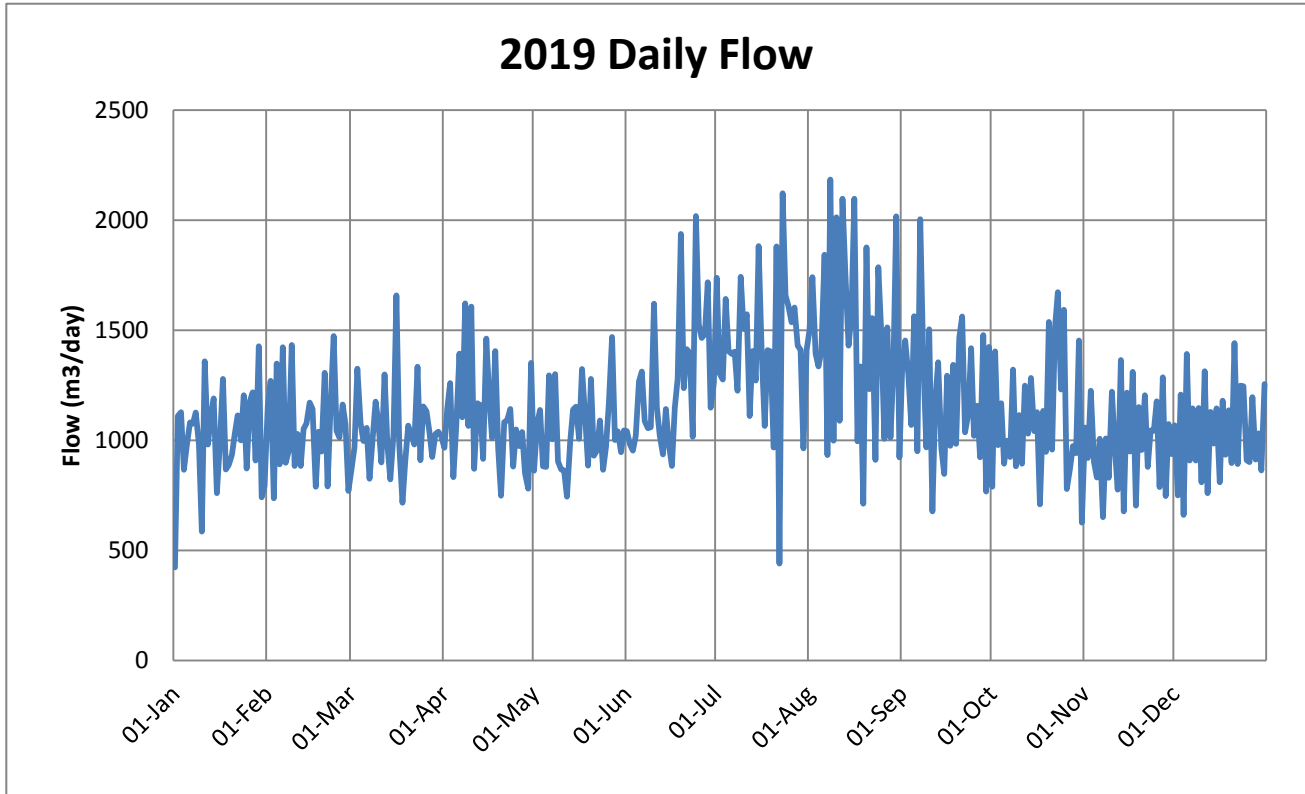
<i>Parameter</i>	<i>Result Value (ug/L) Norwich Pitcher St Nov. 20/17</i>	<i>Result Value (ug/L) Norwich Main St. Nov. 20/17</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
Alachlor	ND	ND	5	0.02
Atrazine + N-dealkylated metabolites	ND	ND	5	0.01
Benzene	ND	ND	1	0.32
Benzo(a)pyrene	ND	ND	0.01	0.004
Bromoxynil	ND	ND	5	0.33
Carbaryl	ND	ND	90	0.01
Carbofuran	ND	ND	90	0.01
Carbon Tetrachloride	ND	ND	2	0.16
Chlorpyrifos	ND	ND	90	0.02
Cyanazine	ND	ND	10	0.03
Diazinon	ND	ND	20	0.02
Dicamba	ND	ND	120	0.20
1,2-Dichlorobenzene	ND	ND	200	0.36

<i>Parameter</i>	<i>Result Value (ug/L) Norwich Pitcher St Nov. 20/17</i>	<i>Result Value (ug/L) Norwich Main St. Nov. 20/17</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
1,4-Dichlorobenzene	ND	ND	5	0.36
1,2-Dichloroethane	ND	ND	5	0.35
1,1-Dichloroethylene (vinylidene chloride)	ND	ND	14	0.33
Dichloromethane	ND	ND	50	0.35
2-4 Dichlorophenol	ND	ND	900	0.15
2,4-Dichlorophenoxy acetic acid (2,4-D)	ND		100	0.19
Diclofop-methyl	ND	ND	9	0.40
Dimethoate	ND	ND	20	0.03
Dinoseb				
Diquat	ND	ND	70	1
Diuron	ND	ND	150	0.003
Glyphosate	ND	ND	280	6
Malathion	ND	ND	190	0.02
2-methyl-4chlorophenoxyacetic acid (MCPA)	ND	ND	100	0.12
Methoxychlor	ND	ND	900	0.01
Metolachlor	ND	ND	50	0.01
Metribuzin	ND	ND	80	0.02
Monochlorobenzene	ND	ND	80	0.30
Paraquat	ND	ND	10	1
Pentachlorophenol	ND	ND	60	0.15
Phorate	ND	ND	2	0.01
Picloram	ND	ND	190	0.25
Polychlorinated Biphenyls(PCB)	ND	ND	3	0.04
Prometryne	ND	ND	1	0.03
Simazine	ND	ND	10	0.01
Terbufos	ND	ND	1	0.01
Tetrachloroethylene	ND	ND	10	0.44
2,3,4,6-Tetrachlorophenol	ND	ND	100	0.14
Triallate	ND	ND	230	0.01
Trichloroethylene	ND	ND	5	0.44
2,4,6-Trichlorophenol	ND	ND	5	0.25
Trifluralin	ND	ND	45	0.02
Vinyl Chloride	ND	ND	1	0.17

<i>Parameter</i>	<i>Result Value (ug/L) Otterville WTF June 4/18</i>	<i>Result Value (ug/L) Springford WTF April 20/17</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
Alachlor	ND	ND	5	0.02
Atrazine + N-dealkylated metabolites	ND	ND	5	0.01
Azinphos-methyl	ND	ND	20	0.02
Benzene	ND	ND	1	0.32
Benzo(a)pyrene	ND	ND	0.01	0.004
Bromoxynil	ND	ND	5	0.33
Carbaryl	ND	ND	90	0.01
Carbofuran	ND	ND	90	0.01
Carbon Tetrachloride	ND	ND	2	0.16
Chlorpyrifos	ND	ND	90	0.02
Diazinon	ND	ND	20	0.02
Dicamba	ND	ND	120	0.20

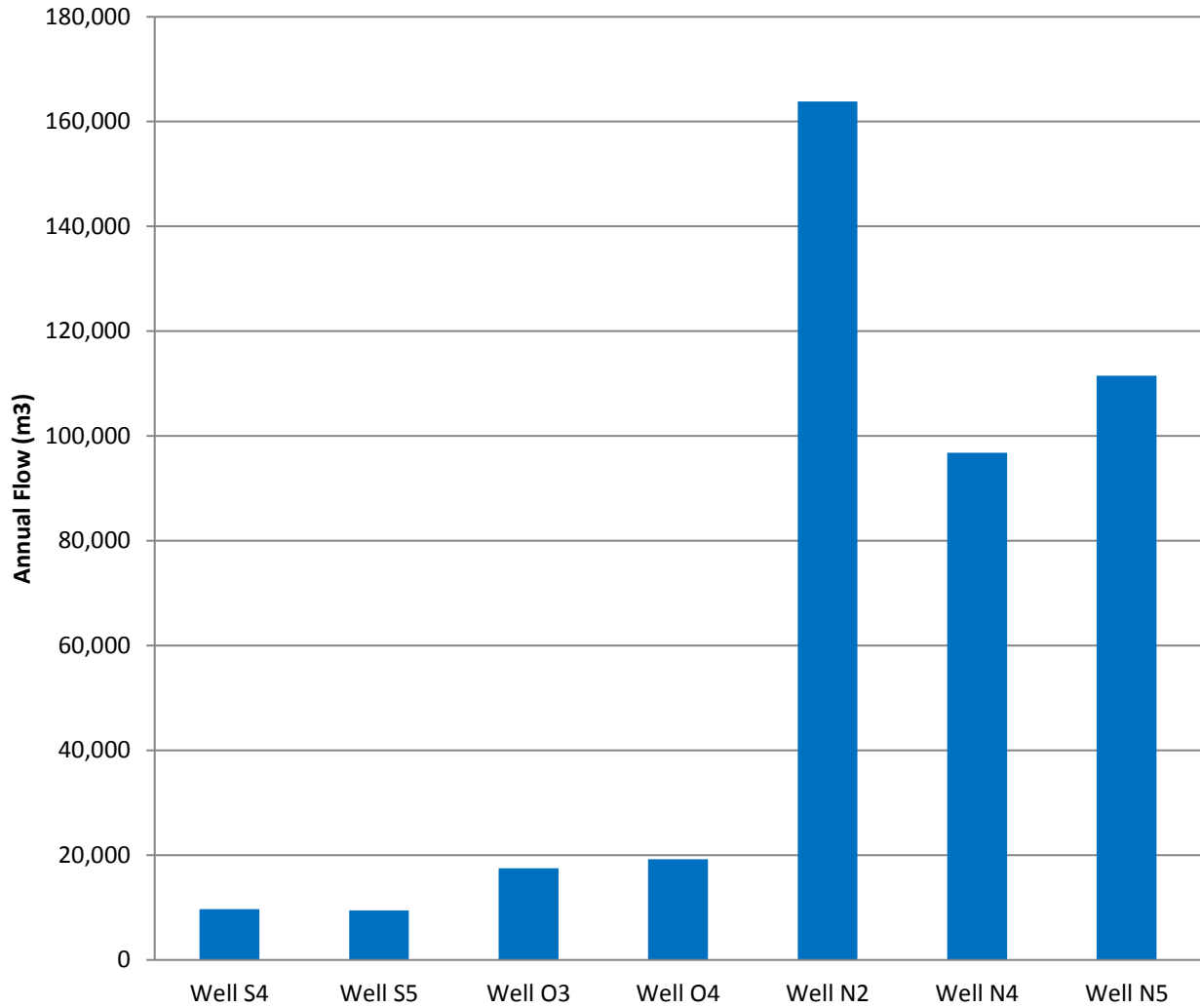
<i>Parameter</i>	<i>Result Value (ug/L) Otterville WTF June 4/18</i>	<i>Result Value (ug/L) Springford WTF April 20/17</i>	<i>MAC (ug/L)</i>	<i>MDL (ug/L)</i>
1,2-Dichlorobenzene	ND	ND	200	0.36
1,4-Dichlorobenzene	ND	ND	5	0.36
1,2-Dichloroethane	ND	ND	5	0.35
1,1-Dichloroethylene (vinylidene chloride)	ND	ND	14	0.33
Dichloromethane	ND	ND	50	0.35
2-4 Dichlorophenol	ND	ND	900	0.15
2,4-Dichlorophenoxy acetic acid (2,4-D)	ND	ND	100	0.19
Diclofop-methyl	ND	ND	9	0.40
Dimethoate	ND	ND	20	0.03
Diquat	ND	ND	70	1
Diuron	ND	ND	150	0.003
Glyphosate	ND	ND	280	6
Malathion	ND	ND	190	0.02
Methoxychlor	ND	ND	900	0.01
2-methyl-4chlorophenoxyacetic acid (MCPA)	NA	ND	100	0.12
Metolachlor	ND	ND	50	0.01
Metribuzin	ND	ND	80	0.02
Monochlorobenzene	ND	ND	80	0.30
Paraquat	ND	ND	10	1
Pentachlorophenol	ND	ND	60	0.15
Phorate	ND	ND	2	0.01
Picloram	ND	ND	190	0.25
Polychlorinated Biphenyls(PCB)	ND	ND	3	0.04
Prometryne	ND	ND	1	0.03
Simazine	ND	ND	10	0.01
Terbufos	ND	ND	1	0.01
Tetrachloroethylene	ND	ND	10	0.35
2,3,4,6-Tetrachlorophenol	ND	ND	100	0.14
Triallate	ND	ND	230	0.01
Trichloroethylene	ND	ND	5	0.44
2,4,6-Trichlorophenol	ND	ND	5	0.25
Trifluralin	ND	ND	45	0.02
Vinyl Chloride	ND	ND	1	0.17

APPENDIX B: 2019 WATER QUANTITY SUMMARY



Oxford South Water System Capacity 6,573 m³/d

2019 Total Production by Well



Oxford South Water System Capacity 6,573 m³/d