 Windsor Utilities Commission		Approved by: <i>Monica Reid</i> <i>Compliance Coordinator (Signature on file)</i>
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1 PURPOSE

This procedure outlines Windsor Utilities Commission (WUC) response and management of an emergency situation generated by a Water Advisory (WA), as a result of an Adverse Water Quality Incident (AWQI), that may impact a large portion or the entire City of Windsor. The intent of the procedure is to ensure that immediate effective action is taken to solve the incident and that information is communicated to all the parties involved.

2 SCOPE

The procedure details the response and management of a Water Advisory within the City of Windsor. To provide information regarding the participation of other public community services and/or institutions in the management of the emergency situation and also to assist Windsor Utilities Commission in the effort to inform the general public.

3 DEFINITIONS

3.1 **Advisory** – An advisory is issued by the Windsor Essex County Health Unit (WECHU). The Advisory may be:


- A Boil Water Advisory – Issued in the event of a possible microbiological contamination
- A Water Advisory – Issued in the event of a possible chemical contamination

3.2 **Adverse Water Quality Incident (AWQI) occurs:**

- As a result of a test result for a drinking water sample required under O.Reg. 170/03, an approval or an order including an Ontario Water Resource Act order, that exceeds the Maximum Acceptable Concentration (MAC) or Interim Maximum Acceptable Concentration (IMAC) as prescribed for the parameter in the Ontario Drinking Water Standards, Objectives and Guidelines.
- As a result of a water line break on the public property when potential contamination of a water line from the surrounding area may occur.

4 AUTHORITY AND RESPONSIBILITIES

- 4.1 **Chief Operating Officer:** Responsible to communicate, internally and externally, relevant information regarding the emergency situation and the action taken to solve the incident to the appropriate parties. Act as key executive management contact.
- 4.2 **Director of Operations, Director, Water Production and Director, Engineering:** Act as the key management contacts under this procedure for the action taken and the communication to the personnel and executive management.
- 4.3 **Compliance Coordinator:** Takes primary responsibility for the response process and monitors the progress and status of response and notification process for timely completion and ensures compliance with the regulations.

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- 4.4 *Supervisor, Water Distribution, Foreperson Water Production and Production Maintenance:* Takes primary responsibility for the actions taken to solve the emergency situation. Communicate and coordinate the action taken and the notification to the customers.
- 4.5 *Water Distribution Operators, Trouble person, Water Production Operators:* Take immediate action to minimize the impact and the area affected by the incident. Assist with the customer notification process.

5 PROCEDURE

To identify the type of response and action to be taken if an AWQI occurs, the following conditions are considered, but not limited to:

5.1 **BLUE CONDITION** – Situations involving a single residence/business.


- 5.1.1 The WECHU is notified and may issue a Water Advisory to the occupant(s) of the residence/business. A copy of the Water Advisory and information sheet is provided to the customer by WUC.
- 5.1.2 WUC takes action to solve the situation and presents the resolution to the WECHU.
- 5.1.3 The WECHU may rescind the Water Advisory and notifies WUC of the cancellation. WUC will notify the occupant(s) of the residence/business of the cancellation.

5.2 **YELLOW CONDITION** – Situation involving a single street – multiple residences/businesses.

- 5.2.1 The WECHU is notified and may issue a Water Advisory to the occupants of the residences/businesses. See [SOP-DWQMS-Notification](#) for details.
- 5.2.2 The Ministry of the Environment (MOE) is notified as detailed in [SOP-DWQMS-Notification](#) procedure.
- 5.2.3 The Water Advisory, if issued, is distributed to the occupants of the residences/businesses by the WUC staff.
- 5.2.4 In the event that a large number of customers need to be notified a media release may be issued in collaboration with the WECHU. See [SLP-DWQMS 12 - Communication](#) procedure.
- 5.2.5 WUC takes action to solve the situation and presents the resolution to the WECHU and MOE.
- 5.2.6 WUC may rescind the Water Advisory and notifies WUC of the cancellation.
- 5.2.7 The customers are notified of the cancellation using the initial notification process steps 5.2.3 and/or 5.2.4.

5.3 **ORANGE CONDITION** – Situation involving multiple streets.

- 5.3.1 Initiate steps 5.2.1 and 5.2.2.

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- 5.3.2 A media release may be issued in collaboration with the WECHU. See [SLP-DWQMS 12 - Communication](#) procedure.
- 5.3.3 In the event that direct notification to the customer is required, additional assistance from other public community services may be requested by the Chief Operating Officer. See [SLP-DWQMS 18 - Emergency Response Plan](#) for details.
- 5.3.4 WUC takes action to solve the situation and presents the resolution to the WECHU and MOE.
- 5.3.5 The WECHU may rescind the Water Advisory and notifies the WUC of the cancellation.
- 5.3.6 The customers are notified of the cancellation using the initial notification process steps 5.2.3 and/or 5.3.3.

5.4 **RED CONDITION** – Situation involving a major portion of the city or the entire city.

- 5.4.1 Initiate steps 5.2.1 and 5.2.2.
- 5.4.2 The Compliance Coordinator and/or Director of the department will notify the Chief Operating Officer of the situation, the action taken up to this point and the size of the area affected."
- 5.4.3 In the event that direct notification to the customer is required, refer to step 5.3.3
- 5.4.4 The Chief Operating Officer will coordinate a media release if required and communicate the situation to the appropriate parties as detailed in [SLP-DWQMS 12 - Communication](#) procedure.
- 5.4.5 Once the situation is solved and the Drinking Water System returns to normal operating conditions, the WUC presents the resolution to the WECHU and MOE.
- 5.4.6 The WECHU may rescind the Water Advisory and notifies the WUC of the cancellation.
- 5.4.7 The customers are notified of the cancellation using the initial notification process steps 5.2.3 and/or 5.3.3.


6 FLOW CHART
N/A

7 REFERENCES

- 7.1 [Ontario Ministry of the Environment - Regulation 170](#)
- 7.2 Link to MOH officials in Ontario - http://www.health.gov.on.ca/english/public/contact/phu/phuloc_mn.html

8 REVISIONS

Rev. 1 – November 2009 – Reviewed procedure for accuracy. No changes at this time.

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Rev. 2 – Changed section 5.1 to reflect the new protocol for the communication with WECHU in the event that a single residence/business is affected.