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

This procedure outlines Windsor Utilities Commission response and management of an emergency situation generated by a Water Advisory, 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. 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 Adverse Water Quality Incident occurs, the following conditions are considered, but not limited to:

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

5.1.1 On the private side (between the shut off valve and the residence/business):

- The Windsor Essex County Health Unit is notified and may issue a **Water Advisory** to the occupant(s) of the residence/business. A copy of the Advisory is provided to the Windsor Utilities Commission.
- The Windsor Utilities Commission takes action to solve the situation and presents the resolution to the Windsor Essex County Health Unit.
- The Windsor Essex County Health Unit may rescind the **Water Advisory** and notifies both the occupant(s) of the residence/business and the Windsor Utilities Commission of the cancellation.

5.1.2 On the public side (between the water main line and the shut off valve):

- Follow the steps described in 5.1.1
- In addition, the Ministry of the Environment is notified as detailed in [SOP-DWQMS-Notification](#) procedure.


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

5.2.1 The Windsor Essex County Health Unit 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 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 Windsor Utilities Commission 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 Windsor Essex County Health Unit. See [SLP-DWQMS 12 - Communication](#) procedure.

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- 5.2.5 The Windsor Utilities Commission takes action to solve the situation and presents the resolution to the Windsor Essex County Health Unit and the Ministry of Environment.
- 5.2.6 The Windsor Essex County Health Unit may rescind **the Water Advisory** and notifies the Windsor Utilities Commission 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.
  - 5.3.2 A media release may be issued in collaboration with the Windsor Essex County Health Unit. 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 The Windsor Utilities Commission takes action to solve the situation and presents the resolution to the Windsor Essex County Health Unit and the Ministry of Environment.
  - 5.3.5 The Windsor Essex County Health Unit may rescind **the Water Advisory** and notifies the Windsor Utilities Commission 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 Windsor Utilities Commission presents the resolution to the Windsor Essex County Health Unit and the Ministry of Environment.

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5.4.6 The Windsor Essex County Health Unit may rescind the Water Advisory and notifies the Windsor Utilities Commission 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](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.