

2022 YORK REGION WATER AND WASTEWATER MASTER PLAN

Appendix B Consultation Summary

Appendix B

Consultation Summary

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APPENDIX B.1 CONSULTATION AND ENGAGEMENT SUMMARY REPORT

Summary

This appendix supports the requirements for public consultation in the Municipal Engineers Association Municipal Class Environmental Assessment process.

Disclaimer

Content in this appendix is subject to change. York Region accepts no responsibility or liability for the correctness of this report. Accessible formats or communication supports are available upon request. Please contact accessyork@york.ca or call 1-877-464-9675.

March 15, 2022



Background and Purpose

This appendix describes the consultation and engagement completed for the 2022 Water and Wastewater Master Plan update. The content in this appendix supports requirements for public consultation in the Municipal Engineers Association Municipal Class Environmental Assessment process.

Documentation related to all consultation activities are provided in the following appendices:

- **Appendix B.2** Notice of Study Commencement
- **Appendix B.3** Open House 1
- **Appendix B.4** Open House 2
- **Appendix B.5** Open House 3
- **Appendix B.6** Government, Agencies and Associations Consultation and Engagement
- **Appendix B.7** First Nations and Indigenous Communities Consultation and Engagement
- **Appendix B.8** Notice of Study Completion
- **Appendix B.9** 30-Day Review

Objectives of Engagement

Consultation and engagement were critical components of the Master Plan update. Through numerous engagement activities, feedback was collected and carefully considered in development of the Master Plan.

The engagement goals for the 2022 Master Plan Update were to:

- Engage agencies, First Nations and Indigenous communities, partners, residents and businesses and other stakeholders to identify opportunities and address concerns that support water and wastewater servicing growth needs to 2051
- Provide multiple consultation opportunities that exceed the requirements of the Municipal Class Environmental Assessment for master plans
- Solicit and document meaningful input and feedback and keep stakeholders informed of Master Plan activities
- Build and enhance awareness of York Region's water and wastewater services and programs

Municipal Class Environmental Assessment Process

The Water and Wastewater Master Plan followed guidance of the Municipal Engineers Association on infrastructure master planning set out in its Municipal Class Environmental Assessment (MCEA) document. The MCEA document states that master plans must follow Phases 1 and 2 of the process. Consultation and engagement with affected parties must occur throughout the development of the Master Plan Update. The MCEA document identifies groups that must be considered during engagement, including:

- Municipal Councils
- Public
- Review Agencies (including the Ministry of Environment – Regional Office)
- Other Municipalities (including those directly affected)
- First Nations and Indigenous Communities

The MCEA document also identified mandatory requirements, including:

- Two mandatory points of contact with stakeholders (at Phase 2 and Study Completion)
- Two study notices posted in two editions of relevant newspapers and publications to inform the public of the study (one study notice per mandatory point of contact)

Consultation Activities Undertaken

The consultation and engagement activities met and exceeded all requirements identified by MCEA.

The following provides an overview of consultation and engagement activities undertaken throughout development of the Master Plan Update.

PUBLIC ENGAGEMENT AND COMMUNICATION ACTIVITIES

Formal Notices

Five formal notices were issued in two editions of local and community newspapers throughout the development of the Master Plan and provided directly to groups identified in the MCEA document:

- Notice of Study Commencement – August 2019
- Notice of Open House 1 – October 2019
- Notice of Open House 2 - January 2021
- Notice of Open House 3 – June 2021
- Notice of Study Completion – *anticipated May 2022*

Copies of notices can be found in **Appendices B.2, B.3, B.4, B.5 and B.8.**

Open Houses

Three rounds of public open houses were held to present updates and seek feedback:

- Open House 1 focused on introducing the Master Plan update; it was completed in Fall 2019 through a series of in-person open houses and a virtual option
- Open House 2 focused on alternative water servicing strategies; it was completed virtually in Winter 2021
- Open House 3 focused on the recommended servicing strategies; it was completed virtually in Summer 2021

Detailed summary reports for each Open House can be found in **Appendices B.3, B.4 and B.5.**

Supporting Communication and Promotion

Throughout the project, numerous communication and engagement tools were used to solicit input and keep stakeholders informed of Master Plan activities:

- Project webpage www.york.ca/waterplan
- In addition to newspaper notices, numerous social media posts and York Region newsletters were used to notify interested groups and stakeholders

ENGAGEMENT WITH FIRST NATIONS AND INDIGENOUS COMMUNITIES, PARTNERS AND STAKEHOLDERS

In addition to the public open houses, numerous First Nations and Indigenous communities, partners and stakeholders were actively engaged. All stakeholders and provincial agencies were kept informed through regular communication and public notices. The following sections provide a summary of engagement activities that occurred with each group.

First Nations and Indigenous Communities

Appendix B.7 First Nations and Indigenous Communities Consultation and Engagement provides the details of engagement activities that included:

- Two rounds of meetings coordinated with the Municipal Comprehensive Review and Transportation Master Plan
- Two technical briefings summarizing status of the Master Plan Update

Local Municipal Staff and Councils

At each stage of the project meetings were held with staff from York Region's nine local municipalities (Town of Aurora, Town of East Gwillimbury, Town of Georgina, Township of King, City of Markham, Town of Newmarket, City of Richmond Hill, City of Vaughan, and Town of Whitchurch-Stouffville) occurred throughout the project. Other local municipal engagement activities included:

- Presentations to Local Municipal Councils were completed in Fall 2021
- Numerous presentations and reports were shared throughout the project

Feedback and input from Local Municipal staff and Councils was received and addressed throughout the course of the Master Plan work.

Municipal Servicing Partners

Information on the Master Plan Update was shared with Durham Region, Region of Peel, the City of Toronto.

Government, Agencies and Associations

Agencies include the Building Industry and Land Development Association (BILD York Chapter), Conservation Authorities, provincial ministries (such as the Ministry of Environment, Conservation and Parks and Ministry of Municipal Affairs and Housing) and public utilities. **Appendix B.6 Government,**

Agencies and Associations Consultation and Engagement provides the details of engagement activities that included correspondence and meetings.

SUMMARY OF WHAT WAS HEARD AND HOW IT WAS INCORPORATED

	Summary of Comments and Input	How and Where Comments Were Incorporated
Public	Future growth should not comprise the services provided to existing residents or significantly increase the price of water.	<p>Section 6 The Infrastructure Plan describes how the Region will provide safe, reliable services over the long term while delivering projects that expand and make the existing system more robust.</p> <p>Section 4.3 Fiscal and Land Use Planning Implications provide information on funding of new growth-related infrastructure.</p> <p>The criteria used in the evaluation of alternative servicing strategies and the outcome of the screening is described in Section 5 Options for Servicing Growth. Table 5.2 summarizes the evaluation.</p> <p>Section 7.1 Delivering Infrastructure Projects provides information on implementing proposed projects through the 10-Year Capital Plan and long-term financial sustainability.</p>
	<p>High quality drinking water is a priority.</p> <p>Many comments focused on the quality of water in the Region and the difference between groundwater and lake-based supply.</p>	<p>Section 1 Introduction through the goals and objectives, reinforces York Region's commitment to provide high-quality drinking water and wastewater services using safe, reliable infrastructure that minimizes impacts on the environment and is financially sustainable.</p> <p>Section 2.6 Regulatory Framework highlights the Region's compliance with the province's 'multi-barrier' approach to safeguard drinking water.</p> <p>Section 7.2 Achieving a Sustainable Water Future addresses water quality management, including the Region's plan to update treatment at some groundwater well facilities.</p>
	Encourage the Region to include and use innovative approaches that support long-term environmentally sustainable solutions and address impacts of climate change - things like water reuse,	Section 3.4 Using One Water Approach and Section 7.2 Achieving a Sustainable Water Future addresses many programs and initiatives including addressing climate change and use of natural infrastructure, water reuse, use of natural infrastructure (trees and shrubs).

Summary of Comments and Input		How and Where Comments Were Incorporated
Governments, Conservation Authorities, Development Community	rainwater harvesting, low impact developments.	
	<p>Concerns about water quality and quantity arose - phosphorous loading, emerging contaminants and impacts of climate change.</p> <p>Requests to encourage residents from dumping chemicals like paint and oil into sewers.</p>	<p>Section 2.6 Regulatory and Policy Framework provides an overview of the important considerations in planning water and wastewater systems. This section summarizes the relevant laws and plans that protect the natural environment, sensitive geographical areas, policies around growth and guidance around selection, design, and operation of infrastructure.</p> <p>Section 3.4 Using One Water Approach and Section 7.2 Achieving a Sustainable Water Future addresses many programs and initiatives including addressing climate change and water quality management.</p>
	<p>Correspondence from the Ministry of the Environment, Conservation and Parks (MECP) provided 'areas of interest' regarding the Ministry's interests with respect to the Class Environmental Assessment process.</p> <p>MECP provided feedback on the draft report that highlighted guidance and consideration of requirements for future implementation of proposed projects identified in the Master Plan.</p>	<p>Guidance from the Ministry was followed in the development of the Master Plan Update.</p> <p>Section 1.4 How the Plan was Carried Out describes the Municipal Class Environmental Assessment Process used in developed of the Master Plan Update</p> <p>Section 7.1 Implementing the Plan describes the Environmental Assessment requirements for implementation of future projects</p>
	<p>Correspondence from Toronto and Region Conservation Authority (TRCA) provided 'areas of interest' focused on future Environmental Assessments, design and construction of proposed projects.</p>	<p>Guidance from TRCA was followed in the development of the Master Plan Update.</p> <p>Section 2.6 Regulatory and Policy Framework describes the protection of watershed health and project-specific environmental assessments.</p> <p>Section 7.1 Implementing the Plan describes the Environmental Assessment requirements for implementation of future projects.</p>
	<p>Conservation Authorities highlighted the importance of managing and mitigating impacts of growth and land use decisions on watershed conditions</p> <ul style="list-style-type: none"> Aim to make the most efficient use of water infrastructure by continuing water conservation activities 	<p>The suite of programs and initiatives and the link to sustainable servicing are highlighted in Section 3.4 Using One Water Approach and 7.2 Achieving a Sustainable Water Future. These include water conservation, inflow and infiltration reduction, asset management, climate change and energy conservation.</p>

	Summary of Comments and Input	How and Where Comments Were Incorporated
	<ul style="list-style-type: none"> • Ensure source protection policies are embedded in municipal policies and master planning • Make the best use of existing infrastructure by maximizing efficiencies through optimization • Enhance infrastructure resiliency to accommodate extreme weather events <p>Conservation Authorities look forward to working with York Region to further support the One Water approach.</p>	
	<p>Building Industry and Land Development Association York Chapter invited York Region to present the findings of the Master Plan Update.</p> <p>Interest focused on the location and timing of servicing to specific areas of the Region.</p> <p>They expressed frustration in the protracted provincial approval process for infrastructure solutions to deal with servicing constraints in the towns of Aurora and Newmarket and the communities of Holland Landing, Queensville and Sharon in the Town of East Gwillimbury.</p>	<p>Section 6 The Infrastructure Plan and Table 6.1 Growth-related Water and Wastewater Projects describe the proposed projects, estimated cost, and planned implementation timeframe, Environmental Assessment requirements.</p> <p>Appendix A.7 Additional Servicing Considerations addresses servicing for communities currently restricted by provincial policy.</p>
	<p>Questions and comments from individual developers and their representatives was received during public Open Houses. Questions and comments focused on desire for future servicing of lands.</p>	<p>Section 6 The Infrastructure Plan and Table 6.1 Growth-related Water and Wastewater Projects describe the proposed projects, estimated cost, and planned implementation timeframe, Environmental Assessment requirements.</p> <p>Appendix A.7 Additional Servicing Considerations addresses servicing for communities currently restricted by provincial policy.</p>
First Nations & Indigenous Communities	<p>First Nations and Indigenous Communities encourage York Region to develop lasting, long-term relationships; this would provide a more proactive approach to involve Nations and communities in projects and initiatives at the outset.</p>	<p>Section 2.5 First Nations and Indigenous Communities, Partner and Stakeholder Views summarizes the feedback received.</p> <p>The opportunity to engage with and learn from First Nations and Indigenous communities was valuable, as their unique historic and cultural relationship to the land and water gives rise to</p>

Summary of Comments and Input	How and Where Comments Were Incorporated
<p>Many comments focused on protecting and sustaining the natural environment to address impacts arising from growth that may affect traditional Indigenous ways of life</p> <ul style="list-style-type: none"> • mitigation of environmental threats such as invasive species • Impacts of climate change and stormwater • Increased public education on the impacts and ways to reduce emerging contaminants entering waterways • Ensure Indigenous rights and perspectives are acknowledged in the areas of water and wastewater management and recognizing the sacredness of water 	<p>important perspectives on how to manage the natural environment and water resources. The Region looks forward to continuing these conversations.</p> <p>Section 2.5 First Nations and Indigenous Communities, Partner and Stakeholder Views summarizes the feedback received.</p> <p>York Region acknowledges the relationship Indigenous communities have with the natural environment and acknowledges the central importance of water in the culture and lives of Indigenous people</p> <p>York Region is committed to sustainable management and use of water and protection of the natural environment not only in the present, but also over the long term for future generations by:</p> <ul style="list-style-type: none"> • Sharing the importance of water and continued need for conservation and stewardship within its communities • Continuing to deliver high quality water and wastewater services <p>Implementation of projects identified in the Master Plan will recognize the archeological importance of the lands in York Region to Indigenous communities and will follow applicable regulatory requirements to consult and engage communities with Aboriginal or treaty rights.</p>

APPENDIX B.2 NOTICE OF STUDY COMMENCEMENT

Summary

This appendix supports the requirements for public consultation in the Municipal Engineers Association Municipal Class Environmental Assessment process.

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Background

The Notice of Study Commencement (pictured following) appeared in local newspapers and publications as listed in this table:

Newspaper	Insertion date(s)/edition
<ul style="list-style-type: none">• The Auroran• The Weekly Sentinel	August 15 and 22, 2019
<ul style="list-style-type: none">• King Connection• Markham Economist• Newmarket/Aurora/East Gwillimbury Era Banner• Georgina Advocate• Richmond Hill Liberal• Stouffville Sun-Tribune• Thornhill Liberal• Vaughan Citizen	August 15 and September 5, 2019
<ul style="list-style-type: none">• Georgina Post	August 24 and September 5, 2019
<ul style="list-style-type: none">• Markham Review• Stouffville Review• East Gwillimbury's Bulletin Magazine	September 2019

2021 WATER & WASTEWATER MASTER PLAN UPDATE

NOTICE OF STUDY COMMENCEMENT

RELEASE DATE: AUGUST 15, 2019
Municipal Class Environmental Assessment Study

Managing our water for the next generation

The Regional Municipality of York is updating its Water and Wastewater Master Plan to ensure drinking water and wastewater services meet community needs now and into the future. The Master Plan Update will help the Region support healthy communities by identifying long-term strategies, initiatives and infrastructure to meet water and wastewater servicing needs to 2041 and beyond.

The process

Through the Master Plan Update the Region will identify and evaluate options for future water and wastewater programs and infrastructure projects.

The study will:

- Follow the Municipal Class Environmental Assessment master planning process
- Fulfill the requirements for select Schedule B projects
- Become the basis for select future Schedule C projects

Get involved

Stakeholder and public engagement, and consultation are key parts of this process. Public engagement opportunities will be promoted in local newspapers, on the Region's social media channels and york.ca/waterplan

Share your feedback for a chance to win a \$100 gift card!

As a first step, we want to better understand what you think about your water and wastewater services and where you see opportunities for improvement.

Take the survey online at york.ca/waterplan

Submit questions or comments, receive accommodation or an accessible version of this notice, or join the Master Plan Update mailing list by contacting:

CURTIS CHING, MANAGER, INFRASTRUCTURE ASSET PLANNING & MANAGEMENT

The Regional Municipality of York - Environmental Services Department
17250 Yonge Street, Newmarket, ON L3Y 6Z1
P: 1-877-464-9675, ext. 75002 | F: 905-830-6927 | water@york.ca

APPENDIX B.3 OPEN HOUSE 1

Summary

This appendix supports the requirements for public consultation in the Municipal Engineers Association Municipal Class Environmental Assessment process.

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Notice of Open House 1

Open House 1 Summary Report

Open House 1 Display Materials

Summary of Public Comments (from August 2019 to November 2020)

DRAFT

Notice of Open House 1

The Notice of Open House 1 (pictured following) appeared in local newspapers and publications as listed in this table:

Newspaper	Insertion date(s)/edition
<ul style="list-style-type: none">• The Aurora Banner• The Auroran• East Gwillimbury Express• Georgina Advocate• King Connection• Newmarket Era• Stouffville Sun-Tribune• The Weekly Sentinel	October 10 and 17, 2019
<ul style="list-style-type: none">• Markham Economist & Sun• Richmond Hill Liberal• Thornhill Liberal• Vaughan Citizen	October 17 and 24, 2019
<ul style="list-style-type: none">• Georgina Post	October 10 and 24, 2019
<ul style="list-style-type: none">• East Gwillimbury's Bulletin Magazine• Markham Review• Stouffville Review	October 2019

DIVE *into your water system*

2021 WATER & WASTEWATER
MASTER PLAN UPDATE
Open House Round 1

YOU'RE INVITED!

BE A PART OF SHAPING YOUR WATER'S FUTURE

Experience your water system through interactive displays and discover what's involved in getting water to you. Your water has quite the journey, from planning, to pipes, to your home and even what happens after you flush. Meet some of the team behind your water and share your thoughts with us. Everyone is welcome. Kid-friendly activities and refreshments to enjoy.

SATURDAY, OCT. 26, 2019

2:30 p.m. – 6:30 p.m.
Aurora Seniors Centre
90 John West Way, Aurora

TUESDAY, NOV. 5, 2019

4 p.m. – 8 p.m.
East Gwillimbury Sports Complex
1914B Mount Albert Road, East Gwillimbury

SATURDAY, NOV. 9, 2019

11 a.m. – 3 p.m.
Thornhill Community Centre
7755 Bayview Avenue, Markham

Can't make it in person?

Participate in our online Open House from October 26 to November 30. Provide feedback, receive updates and have your say at york.ca/waterplan

Submit questions or comments, request accommodation or an accessible version of this notice or join the Master Plan Update mailing list by contacting:

Laura Alpi, Project Liaison

The Regional Municipality of York
17250 Yonge Street, Newmarket, ON L3Y 6Z1

P: 1-877-464-9675 ext. 73029 | F: 905-830-6927
water@york.ca

The Regional Municipality of York is updating its Water and Wastewater Master Plan through the Municipal Class Environmental Assessment master planning process. The Master Plan Update will identify and evaluate long-term strategies, programs and infrastructure projects for future water and wastewater servicing needs to 2041 and beyond. Join us and provide your feedback at the Open Houses listed above. Community and partner input will shape alternative strategies to address future water needs. These strategies will be presented for input at Open Houses in 2020; details to be confirmed.

Personal information submitted (e.g., name, address and phone number) is collected, maintained and disclosed under the authority of the Environmental Assessment Act and the Municipal Freedom of Information and Protection of Privacy Act for transparency and consultation purposes. Personal information you submit will become part of a public record that is available to the general public, unless you request that your personal information remain confidential.

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Summary Report: Round one of Open Houses in October/November 2019

Introduction

From October to November 2019, The Regional Municipality of York (York Region) hosted the first round of community engagement for the 2021 Water and Wastewater Master Plan Update (Master Plan). The Master Plan sets out a long-term plan for water and wastewater services that support York Region's communities now and in the future. Regular updates to the Master Plan are completed to ensure long-term plans stay current with evolving needs.

As part of York Region's commitment to focus on the accessibility, transparency, accountability and reliability of Regional government and its related programs and services, the Region hosted the event three times in different communities across the region for the public to learn more about the system in place to deliver safe, reliable water and wastewater services and share their feedback on the project. The Open Houses were held in the following locations:

Date	Location	Time
October 26, 2019	Aurora Seniors Centre, 90 John West Way, Town of Aurora	2:30 p.m. to 6:30 p.m.
November 5, 2019	East Gwillimbury Sports Complex, 1914B Mount Albert Road, Town of East Gwillimbury	4 p.m. to 8 p.m.
November 9, 2019	Thornhill Community Centre, 7755 Bayview Avenue, City of Markham	11 a.m. to 3 p.m.

An online (digital) engagement strategy was also developed to complement in-person Open House events and encourage greater, more accessible participation digitally. The online Open House was open from October 26 to November 30, 2019 at york.ca/waterplan

This report summarizes the Open Houses, including feedback York Region received and how it is being considered in the project.

Open House Purpose, Notification and Format

Purpose

Three rounds of in-person community and stakeholder engagements have been planned to occur at key project milestones as part of the Municipal Class Environmental Assessment process for master plans.

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The objectives of the first round of community engagement were to:

- Introduce residents to York Region staff in Water and Wastewater Services
- Provide information on the Master Plan process and planned future engagements
- Engage the community and various stakeholders to develop a shared vision for our water and wastewater services to 2041 and beyond
- Collect meaningful input and feedback to be incorporated into the Master Plan and ongoing water and wastewater programs and initiatives

Event Notifications

York Region used different channels to promote the in-person and online Open House events to reach our communities, including:

- Advertisements in community and multicultural newspapers and publications
- Advertisements on social media including on Facebook, Twitter and Instagram
- Digital advertisements and a paid editorial in local newspapers
- Direct emails to participants on the project mailing list
- Mobile road signs
- Event posters in community centres and libraries
- York Region Matters, York Region's print publication mailed to 380,000 households
- [SPLASH](#) and [#yrmatters](#), York Region's e-newsletters
- york.ca/waterplan, York Region's website project landing page

York Region's cities and towns helped amplify the public promotion through their established communications channels including city or town e-newsletters, town pages in community newspapers, Councillor newsletters and internal communications to municipal staff. Samples of some promotional materials are available in **Attachment A**.

Content of in-person Open House events

The Open House events were set up as 13 Engagement Stations including a kids' zone and a hydration station providing refreshments.

In addition to providing an engagement platform for the Master Plan Update, the event was designed to educate attendees on water and wastewater services by telling an engaging story about the urban water cycle. The content covered at the events ranged from future growth and infrastructure planning, protection of water sources, construction projects, the role of Regional versus Local governments in a two-tier water and wastewater system, and more (**Attachment B**).

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To best serve residents and stakeholders, York Region Planning Services, as part of the Regional Official Plan Update project, and local municipal staff from hosting municipalities also participated.

The Open House format encouraged one-on-one discussions between York Region Water Services staff, attendees and residents. It also allowed participants to view display panels, maps and complete comment sheets to provide feedback. The Master Plan station included information panels about:

- The purpose of the Master Plan and why it is being updated
- The Opportunity Statement for review and comment
- How the Master Plan is connected to other Regional planning documents and local planning documents
- The Municipal Class Environmental Assessment process for Master Plans and associated project timelines
- How participants could get involved in Master Plan engagement opportunities and stay connected with project updates
- A review of the 2016 Master Plan (including the 'One Water' approach and principles for decision-making, infrastructure recommendations and present day status of the recommended projects)
- York Region's 45-year history of planning for water and wastewater servicing
- An overview of York Region's water and wastewater system and sources of water supply



Samples of Master Plan display materials are available in **Attachment D**.

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Comments and questions about the Master Plan were captured on comment sheets. These comments and how York Region is considering them in the Master Plan update are described further in this report.

Format of Online Open House

An online Open House experience was created to digitally mirror the story of the urban water cycle presented at the in-person events and provide access to people who couldn't attend in person. Online Open House content supported Master Plan Update activities by helping viewers better understand York Region's complex water system remotely and at their convenience. The online Open House was live from October 26 to November 30, 2019.

The online Open House included an opportunity for viewers to provide comments and ask questions through an online survey. These comments are also included further in this report.

Results of the Open Houses and feedback received

Results of Round one of Open House engagements

A total of 878 members of the public participated in the online and in-person Open Houses. A summary of participation is provided below.

Open House events	Number of participants
October 26, 2019	42
November 5, 2019	42
November 9, 2019	81
Online Open House (October 26 to November 30, 2019)	713

In addition to the online Open House participants, the Master Plan display materials were downloaded 96 times.

Feedback received on the Master Plan

Attendees' comments and questions about the Master Plan Update were captured on comment sheets both in person and online. Some key points raised were:

- As York Region continues to grow, it is important that innovative approaches to water and wastewater management are used to ensure sufficient long-term supply, such as greywater recycling and low impact development
- Future population and employment growth should not compromise services currently provided to existing residents or significantly increase the price of water
- Water quality in the drinking water supplied is a priority

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- Consideration of environmental sustainability – including anticipating impacts of climate change – is critical when examining potential servicing strategies for the Master Plan

Following the process for Master Plans as set out in the Municipal Class Environmental Assessment process, this first stage of project consultation and engagement sought feedback and input on the Opportunity Statement (also referred to as the “Project Statement” in the online Open House). Comment sheets were developed to gather this feedback and any other general inquiries or comments on the project. Comment sheets can be seen in **Attachment C**.

The following sections summarize the comments and questions raised in relation to the Opportunity Statement and the project in general. How York Region is considering them is included in **Table 1** and **Table 2** below.

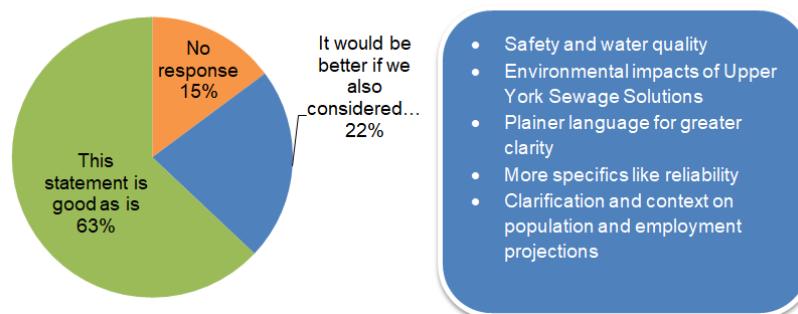
Opportunity Statement feedback

The Master Plan Opportunity Statement is: “Building on previous Master Plan recommendations, York Region is updating its long-term water and wastewater servicing strategies and infrastructure program to accommodate 1.79 million people and 900,000 jobs in accordance with [The Growth Plan](#) in an environmentally, socially and fiscally responsible manner.”¹

Generally, feedback received was positive, with all responses indicating the statement was clear and a majority of the 27 responses received supported the Opportunity Statement as written (see **Figure 1**). Comments specific to the Opportunity Statement are outlined in **Table 1**. All comments in quotations are verbatim, while those not in quotations have been paraphrased for clarity or to combine similar responses.

Figure 1 Opportunity Statement General Feedback

Is this statement complete or are we missing any other considerations?



¹ In February 2020, the Ministry of Municipal Affairs and Housing announced a ministry-initiated review and update of the population and employment forecasts outlined in Schedule 3 of the [Place to Grow Plan](#) (The Growth Plan). The figures quoted in this Opportunity Statement may be subject to change when the Ministry releases the updated targets - anticipated in summer 2020.

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Table 1: Suggestions and requested clarifications regarding the Opportunity Statement and their consideration in the York Region Water and Wastewater Master Plan Update

Opportunity Statement comments		
ID	Comments received	Consideration of the comment
1	Would add, “without compromising water safety and quality” to the Opportunity Statement.	<p>Water safety and quality is extremely important to York Region. All water distributed to our residents by York Region’s local nine cities and towns must meet high regulatory quality standards as legislated by the Province of Ontario.</p> <p>York Region’s water is monitored around-the-clock to ensure it complies with the Ontario Drinking Water Quality Standards, which identify more than 100 criteria for safe consumption limits, proven on the basis of medical research. These criteria are revised by the Province as needed to reflect new scientific findings or concerns.</p> <p>As the Master Plan is the Region’s long-term strategy to provide water and wastewater services that support our current and future residents, water safety and quality are inherently considered in our service delivery planning.</p>
2	Include environmental impact of Upper York Sewage Systems (UYSS) to the Opportunity Statement.	<p>Following the framework established by the Municipal Class Environmental Assessment (MCEA) process, the Opportunity Statement identifies and describes the problem or opportunity being examined through the project.</p> <p>As the Master Plan is an infrastructure planning document for all of York Region, the Opportunity Statement represents the needs of the system as a whole. The Master Plan will consider the environmental impacts of servicing solutions at a high level as part of the next phase of the MCEA process.</p>

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Opportunity Statement comments		
ID	Comments received	Consideration of the comment
		<p>Detailed assessments of specific infrastructure projects, including environmental impacts and appropriate mitigation, are undertaken through project-specific Environmental Assessments that occur outside of the Master Plan process.</p> <p>The most in-depth level of provincial environmental assessment, the individual environmental assessment, was conducted outside of the Master Plan process for the UYSS project. Further information on UYSS can be found at york.ca/upperYork</p>
3	More clarity in the statement can be achieved by using laymen's terms (plain language), especially for online content.	<p>York Region strives to present information in a clear and approachable way and appreciates being given feedback that will support improvements to the project's future Open House content.</p> <p>Further questions and clarifications can be directed to water@york.ca</p>
4	The statement is fine, but too general; e.g., reliability is not mentioned.	<p>The Opportunity Statement is meant to reflect planning for the whole regional water and wastewater system. The Master Plan considers reliability in our servicing strategy at a high level at the next phase of the MCEA process when alternative solutions are evaluated. Reliability of existing infrastructure at a facility level is considered in robust asset management programs (see the Corporate Asset Management Plan and comment ID 12).</p>
5	Does that mean there will there be a further 1.79 million people and by when? How many people are there presently, and what will be the percent increase from today? Was the same methodology used to calculate job growth?	<p>York Region's current population is approximately 1.11 million according to 2016 census data. By 2041, the population is expected to reach a total of 1.79 million – an increase of approximately 61%. For employment, York Region is expected to grow from 578,000 jobs in 2015 to 900,000 by 2041 – an increase of approximately 56%.</p> <p>The forecasted number of residents and jobs in York Region are set out by the Province in its Growth Plan. Municipalities plan for these population and employment targets in their</p>

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Opportunity Statement comments		
ID	Comments received	Consideration of the comment
		<p>Official Plans.</p> <p>York Region is currently in the process of updating its Regional Official Plan through a process called the Municipal Comprehensive Review (MCR). The Water and Wastewater Master Plan Update is being carried out in coordination with the MCR to identify the preferred servicing strategy and infrastructure required to support the projected growth envisioned in the Regional Official Plan.</p>
6	What is the growth plan mentioned in the opportunity statement? Are there currently 1.79 million people and 900,000 jobs, or is that a projection?	<p>The Growth Plan refers to the Provincial Growth Plan for the Greater Golden Horseshoe (2019). It provides a long-term framework for managing growth within the Greater Golden Horseshoe area of southern Ontario. The Plan also forecasts population and employment projections up to 2041 that municipalities must plan for, and these are the numbers reflected in our opportunity statement.</p>

General Feedback on the Master Plan project

General comments and questions about the project are outlined in **Table 2**. All comments in quotations are verbatim, while those not in quotations have been paraphrased for clarity or to combine similar responses.

Table 2: Summary of general comments on the project and their consideration in the Water and Wastewater Master Plan Update

General project comments		
ID	Comments received	Consideration of the comment
7	“Based only on the review of the open house display boards my comments are: What is the logical reason to apply this much pressure to our natural systems? Based on my observations on how our surface waters are becoming anoxic in areas and have become eutrophic, impacting downstream sources and	<p>York Region appreciates hearing from the public regarding future growth management.</p> <p>The Region’s Municipal Comprehensive Review team is currently in the process of reviewing York Region’s natural system policies as a part of updating the Regional Official Plan. This update aligns with the mandate by the provincial government’s Growth Plan to implement growth targets and</p>

2021 WATER & WASTEWATER MASTER PLAN UPDATE

General project comments		
ID	Comments received	Consideration of the comment
	ultimately our lake source, we are not developing in an environmental manner. Is the mining of the aquifer still a concern? Groundwater protection zones are not clearly delineated in the urban setting. York Region's urban sprawl is not fiscally responsible either, leading to increased costs in infrastructure. Socially, I would say overpopulation leads to high levels of stress. Based on these observations I would say York Region is developing based on an artificially imposed political dream of overpopulating southern Ontario for unknown reasons."	<p>to plan for any required infrastructure to accommodate growth in York Region. For more information about York Region's Municipal Comprehensive Review (MCR) and for opportunities to be involved, please visit the webpage york.ca/mcr</p> <p>The Water and Wastewater Master Plan Update complements the MCR by developing a long-range overview infrastructure plan to provide water and wastewater services to our growing communities. This planning is guided by the Regional Official Plan policies and other provincial requirements. York Region Council adopted principles to align growth with infrastructure in a fiscally responsible manner. This includes maximizing existing infrastructure by promoting growth where there is existing servicing capacity before triggering the need to build additional infrastructure.</p> <p>In regards to aquifer management, York Region's water takings are compliant with the requirements set out in the <i>Ontario Water Resources Act</i> and the <i>Water Taking Regulation (O. Reg. 387/04)</i>. The Region maintains a network of monitoring wells that allows ongoing monitoring of conditions in both deep and shallow aquifers. These monitoring wells are used to assess water level and water quality trends to ensure that water takings are environmentally sustainable. For more information about the Region's Drinking Water Source Protection practices, please visit the webpage york.ca/protectingwater</p>
8	"York Region's water and sewage supply are generally outside of the Regional municipality's jurisdiction. York is in competition to access the capacity of Toronto's water and sewage plants. How does the Region ensure that the needs of York's	<p>York Region and the City of Toronto established a Water Supply Agreement beginning in the 1970s for the provision of Lake Ontario drinking water supply to York Region.</p> <p>Over the decades, Toronto and York Region staff continue to work together to coordinate</p>

2021 WATER & WASTEWATER MASTER PLAN UPDATE

General project comments		
ID	Comments received	Consideration of the comment
	<p>residents are prioritized if Toronto has capacity issues? I understand that Toronto is diligent in supplying quality water, however there are times when taste and odour are issues due to algal growth in Lake Ontario. Fortunately activated carbon has resolved this problem for now. That being said, over time, if Toronto's water supply to the Region is negatively impacted for one reason or another, what contingency is put in place to provide potable water to York's residents. Is there cost sharing to assist Toronto to upgrade their facilities in emergency situations or has this cost been built into the purchase of the water from Toronto over time? Does York have a role in ensuring surface water sources are protected, given that we benefit from them but they are outside its jurisdiction? eg. are you active in supporting the Lake Simcoe Protection Plan and/or have input to the International Joint Commission?"</p>	<p>capacity and infrastructure needs to accommodate York Region's planned growth. This agreement is reviewed regularly and was most recently amended in 2019 (see the Toronto-York Water Servicing Agreement Update report to York Regional Council). As noted in the Council Report, steps were taken to ensure York Region assists Toronto through fair and proportional contributions to ensure shared infrastructure is managed and maintained throughout its lifecycle to continue providing optimal service. This cost has been built into the purchase price of water from Toronto and through contributions to capital projects for shared infrastructure.</p> <p>The Region also purchases water from the Region of Peel. Our partnership with Peel alleviates risk and provides supply contingency. York Region, Toronto and Region of Peel staff meet regularly to discuss operations, service delivery, and to share knowledge and information. The Region also monitors water quality and quantity 24/7 through our Control Panel.</p> <p>Drinking water source protection is a key part of our water and wastewater service delivery. York Region participates on the Lake Simcoe Coordinating Committee, which is an advisory group to the Minister of Environment, Conservation and Parks on implementation of the Lake Simcoe Protection Plan. Today, York Region staff work regularly with the Lake Simcoe Region Conservation Authority through multiple working groups. While the Region does not have direct access to Lake Ontario, staff are involved in source water protection efforts through committee participation with the Conservation Authorities in the central Lake Ontario area, and provided input to the development of the area's Source Water Protection Plan. The Region indirectly provides</p>

2021 WATER & WASTEWATER MASTER PLAN UPDATE

General project comments		
ID	Comments received	Consideration of the comment
		input to the International Joint Commission through comments submitted to Ontario's Environmental Registry.
9	"Glad that York Region is looking to the future and keeping the residents informed! It is great!"	This positive feedback is noted and will help inform future public Open Houses and project communications.
10	"Very pleased to see the efforts and planning for the future to ensure our water and waste is properly addressed and that York Region can accommodate this growth safely for everyone. Continue to plan for growth for the future. Our health and safety depends on these initiatives."	
11	"Awareness campaigns are the best. Help people help by learning what they don't know."	
12	"Reconstruct the old system."	York Region has a Corporate Asset Management Plan which sets out a strategy to financially manage existing assets, ensuring optimal service delivery throughout their lifecycle. Conducting condition inspections and anticipating when water and wastewater assets are due for rehabilitation or replacement offers the opportunity to apply new infrastructure planning knowledge and technology, essentially "reconstructing the old system" as time goes on. Master planning provides the opportunity to integrate new infrastructure to support growth with rehabilitation where those needs overlap. The Master Plan primarily looks at infrastructure needed to service growth.
13	Water wastage is a concern. Greywater use should be encouraged.	York Region has a long history of practicing water conservation and efficiency programming that spans more than a decade. York Region's Long-Term Water Conservation Strategy (LTWCS) expands on existing Regional plans, strategies and programs, and sets the stage for innovative and jurisdiction-
14	Wasting water is a concern.	

2021 WATER & WASTEWATER MASTER PLAN UPDATE

General project comments		
ID	Comments received	Consideration of the comment
		<p>leading water conservation and efficiency programming for the next 40 years. The strategy is updated on a five-year cycle and the next update is planned to be complete in 2021.</p> <p>In order to anticipate future water and wastewater infrastructure needs, the Water and Wastewater Master Plan uses historical water consumption data which reflects the success of the LTWCS and uses that to inform estimates of future water demands. Opportunities to use water more efficiently such as using greywater are explored further through the LTWCS. To learn more, please visit the webpage york.ca/longtermwater</p>
15	<p>"We are concerned about the use of sodium silicate in York Region's water supply. It is our understanding this is not used across other regions, and a number of water experts we have consulted have referred to it as a "monkey wrench" when it comes to installing an effective water filtration system within the home. Iron removal measures do not work in our area because of the addition of sodium silicate to the water, resulting in reddish brown stains in our sinks, toilets, and all of the grout in our shower stalls not to mention clothing, towels, etc. which encourages the use of stronger cleaning chemicals (though these do not work either) and raises questions about what it does to our bodies particularly as it can cause false water quality test results. We have been told by several sources that there is no solution or workaround for this because of the sodium silicate</p>	<p>Sodium silicate is an NSF International (previously known as National Sanitation Foundation) and American Water Works Association (AWWA) approved chemical for the purposes of corrosion control and sequestration of iron and manganese.</p> <p>York Region follows best practices from the 2018 Edition of the Recommended Standards for Water Works with respect to the amount of sodium silicate potentially applied at drinking water facilities for optimal sequestration of iron and manganese. Where used, the dose of sodium silicate at Regional groundwater wells is less than one third of the allowable safe maximum dosage per NSF International regulations. NSF International's standards are based on a thorough evaluation of toxicity data and health-based effects.</p> <p>Over the last four years, upgrades at well facilities have been undertaken to improve monitoring and dosing of silicate for iron and manganese sequestration to the homeowner's tap.</p> <p>The Water and Wastewater Master Plan is a</p>

2021 WATER & WASTEWATER MASTER PLAN UPDATE

General project comments		
ID	Comments received	Consideration of the comment
	being added to the water supply within our region, and we believe this is an important issue that the public should be made aware of and addressed by the master plan.”	long-range overview infrastructure plan to provide water and wastewater services to our growing communities to 2041 and beyond. Treatment strategies for the infrastructure recommended in the Master Plan will be developed at the facility design stage.

Next Steps

Feedback from Open Houses will be used to help develop York Region's Water and Wastewater Master Plan Update. York Region will consider topics important to the community and stakeholders to help guide development of the long-term water and wastewater servicing strategy.

The next round of Open House events are planned to occur later in 2020, and will present the alternative solutions under consideration. The Master Plan is planned to be completed and presented to York Regional Council for endorsement in 2021.

For more information, please visit york.ca/waterplan. To connect with York Region about this project, please email water@york.ca or call Access York at 1-877-464-9675 (TTY: 1-866-512-6228).

2021 WATER & WASTEWATER MASTER PLAN UPDATE

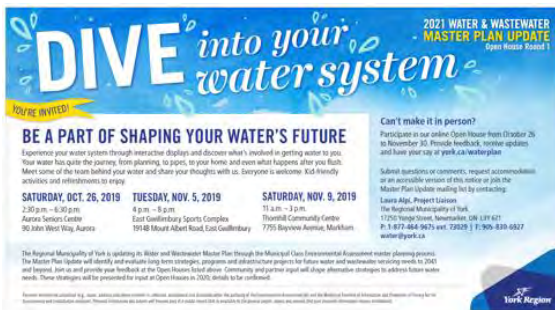
Attachment A

Open House promotion

Note: the following images are for illustrative purposes only and do not include each and every promotional item issued.

Newspaper Ads

Two ½ page ads in Metroland – Circulation 310,900
Two ½ page ads in local Cultural Newspapers (6)
– Circulation 499,400



Posters

Printed and distributed 150 to all nine city and town libraries and community centres



Road Signs

22 locations dispersed in all nine cities and towns



Social Media

Paid advertisement using Facebook Ads



2021 WATER & WASTEWATER MASTER PLAN UPDATE

Attachment B

Engagement stations at in-person Open Houses

Engagement station	Description
1. Registration	Sign-in and event passports handed out.
2. Water and Wastewater Master Plan	Described in report.
3. Planning for Growth	Learn about expected growth in the Region and how York Region is preparing for it through updating the Regional Official Plan, Vision 2051 and building complete communities, where residents of all abilities and ages can live, work and play.
4. Protecting our Water Sources	Groundwater and surface water are the water supplies used in the Region. We protect our water at the source so it will be safe at the tap. Everyone has a role in protecting drinking water sources.
5. Water Construction Projects	Master Plans identify infrastructure improvements necessary to support long-term servicing needs of our growing communities. Learn about water construction projects under construction or in a pre-construction phase in your community.
6. Water Management	York Region's water is safe to drink. Drinking water distributed to our residents by York Region's local nine cities and towns must meet high regulatory quality standards as legislated by the Province of Ontario. We have an elaborate network of pipes, pumps, plants, policies, procedures and people working to provide drinking water and treat wastewater.
7. Two-Tier System	We have a two-tier water system in York Region which is a shared responsibility. Our local nine cities and towns are an important part of the Master Plan process. Regional and local staff work in partnership to facilitate water servicing.
8. Water use at home	Water travels through the Regional water system through your local water system and into your home. Small choices and behaviour changes that we make at home can go a long way to help our pipes and infrastructure.
9. Two Sewer Systems	The difference between our two separate sewer systems: the stormwater system which direct storm flows to creeks, rivers and lakes without treatment and the sanitary system sewer system that carries used water from homes, schools and businesses to

2021 WATER & WASTEWATER MASTER PLAN UPDATE

	water resource recovery facilities for treatment.
10. Wastewater Collection and Treatment	The drains and toilet pipes in homes, schools and businesses carry wastewater into large underground sewers. With the help of gravity and pumping stations, this used water is moved to water resource recovery facilities.
11. Reusing a Valuable Resource	New and innovative approaches can lessen pressure on natural and financial resources and reduce the need to build new infrastructure by making the best use of existing infrastructure. Reusing valuable water resources is a more sustainable approach.
12. Hydration Station	Snacks and drinks provided.
13. Kids' Zone	Colouring activity provided.


2021 WATER & WASTEWATER MASTER PLAN UPDATE

Attachment C

Comment Card

Note: To facilitate collection of comments, the comment card was revised following the Aurora Open House.

Aurora Open House Comment Card:

**COMMENTS**


2021 Water and Wastewater Master Plan Update
Open House 1: Dive into Your Water System

Background
York Region provides water and wastewater services to its nine local Cities and Towns. To do this, we must continue to plan for future water and wastewater services our communities need to develop and grow. Following the Municipal Class Environmental Assessment process, we will build on previous master plan recommendations to confirm the preferred servicing strategy for providing safe, cost-efficient and reliable water and wastewater services to our growing communities.

This Open House provides an introduction to the project, including ways you can actively participate in shaping the future of water and wastewater services in York Region. Your feedback is important to us; please leave us your comments.

1. Do you have any comments or suggestions about the Opportunity Statement:
"Building on previous Master Plan recommendations, York Region is updating its long-term water and wastewater servicing strategies and infrastructure program to accommodate 1.79 million people and 900,000 jobs in accordance with the Growth Plan in an environmentally, socially and fiscally responsible manner?"

FRONT

**COMMENTS**

2. Do you have any other comments or suggestions about the master plan project?

Name: _____
Organization (if applicable): _____
Address: _____
Telephone: _____
E-mail: _____
☐ Please check this box to be added to the project mailing list to receive project updates.

BACK

East Gwillimbury and Markham Comment Card:

2021 Water and Wastewater Master Plan Update
Open House 1: Dive into Your Water System

Is our project statement clear? Yes ____ No ____
If no, how can we improve it?


Is this statement complete or are we missing any other considerations?
____ This statement is good as is
____ It would be better if we also considered:

If you have additional comments on this statement and/or this project, please write them below and on the back.

FRONT

Name: _____
Contact Info: _____
☐ Please check this box to be added to the project mailing list to receive project updates

Personal information submitted (e.g., name, address and phone number) is collected, maintained and disclosed under the authority of the *Environmental Assessment Act* and the *Municipal Freedom of Information and Protection of Privacy Act* for transparency and consultation purposes. Your completed Comment Sheet will become part of a public record that is available to the general public at the completion of the project. Personal information you submit will become part of the public record unless you request that your personal information remain confidential.

 **Thank you for your feedback**

BACK

2021 WATER & WASTEWATER MASTER PLAN UPDATE

Online Open House feedback form

In reference to the project's Opportunity Statement, Question 1 asked:

We would like to get your thoughts on this statement:

"Building on previous Master Plan recommendations, York Region is updating its long-term water and wastewater servicing strategies and infrastructure program to accommodate 1.79 million people and 900,000 jobs, in accordance with the growth plan in an environmentally, socially and fiscally responsible manner."

3. In your opinion, is this statement complete? If no, how would you change it?

☐ Yes

☐ If no, how would you change it?

In reference to the project in general, Question 2 asked:

9. Do you have any questions for us that we could get back to you on? If so, please leave your questions and contact information.

10. Contact information for us to respond to your question

Name

Company/Organization

City/Town

Email Address

Phone Number

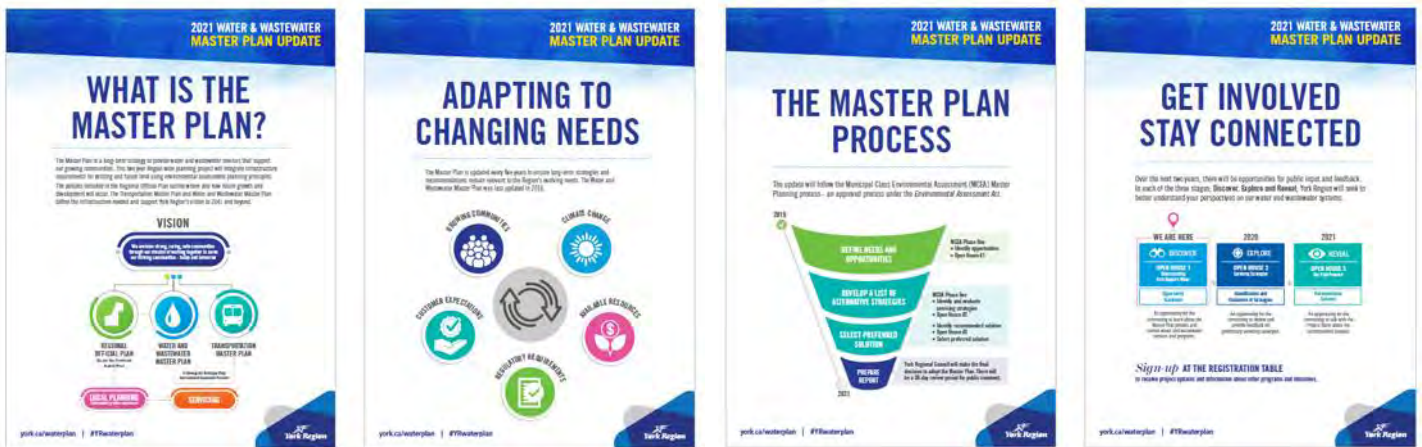
Personal information submitted (e.g., name, address and phone number) is collected, maintained and disclosed under the authority of the Environmental Assessment Act and the Municipal Freedom of Information and Protection of Privacy Act for transparency and consultation purposes. Personal information you submit will become part of a public record that is available to the general public, unless you request that your personal information remain confidential.

2021 WATER & WASTEWATER MASTER PLAN UPDATE

Attachment D

Note: These are provided for illustrative purposes only. For full size and complete information display boards, please visit york.ca/waterplan.

Master Plan display boards



Other display panels

Town of Aurora Map



City of Markham Map



Town of East Gwillimbury Map



WHAT IS THE MASTER PLAN?

The Master Plan is a long-term strategy to provide water and wastewater services that support our growing communities. This two year Region wide planning project will integrate infrastructure requirements for existing and future land using environmental assessment planning principles.

The policies included in the Regional Official Plan outline where and how future growth and development will occur. The Transportation Master Plan and Water and Wastewater Master Plan define the infrastructure needed and support York Region's vision to 2041 and beyond.

VISION

We envision strong, caring, safe communities through our mission of working together to serve our thriving communities - today and tomorrow



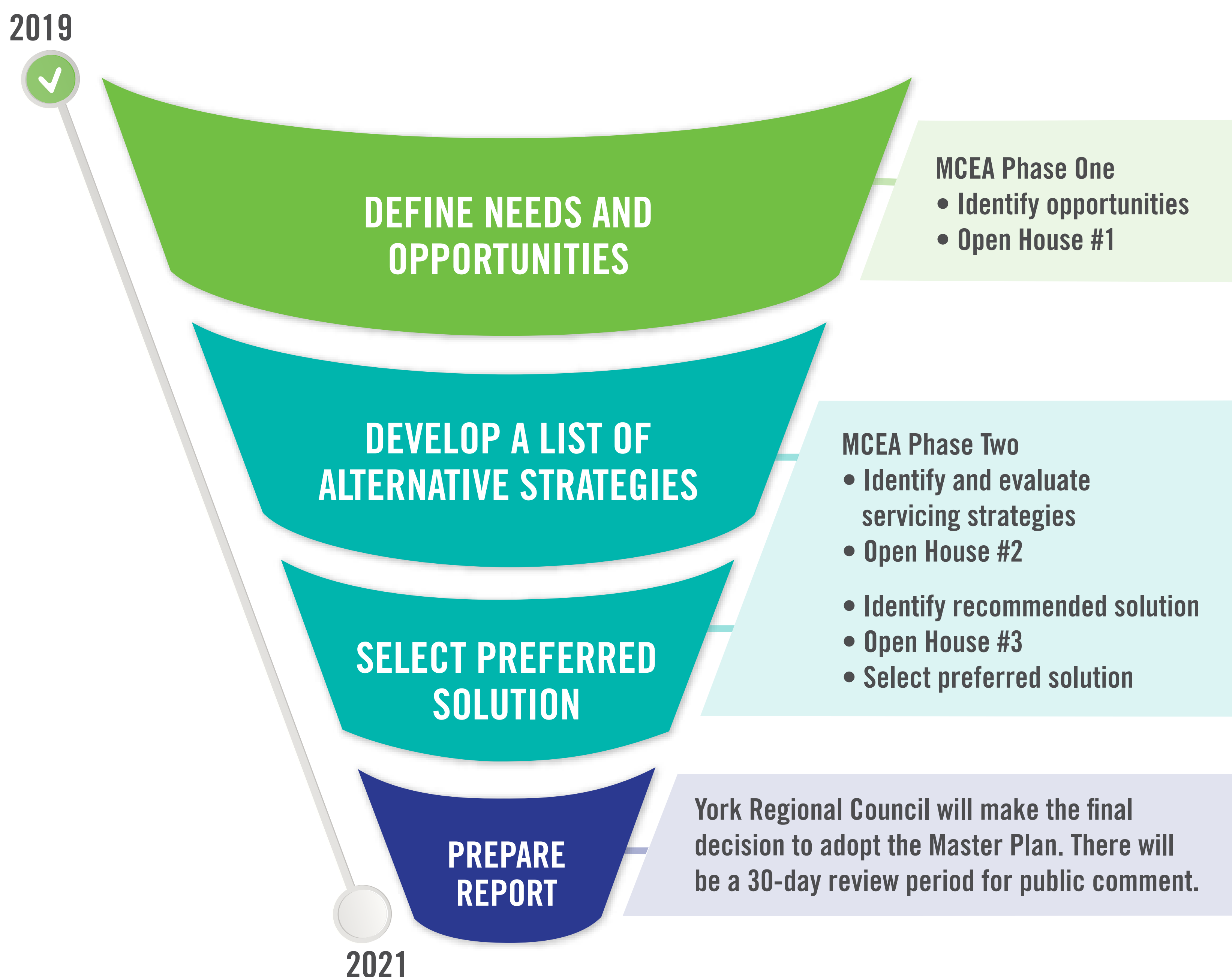
ADAPTING TO CHANGING NEEDS

The Master Plan is updated every five years to ensure long-term strategies and recommendations remain relevant to the Region's evolving needs. The Water and Wastewater Master Plan was last updated in 2016.



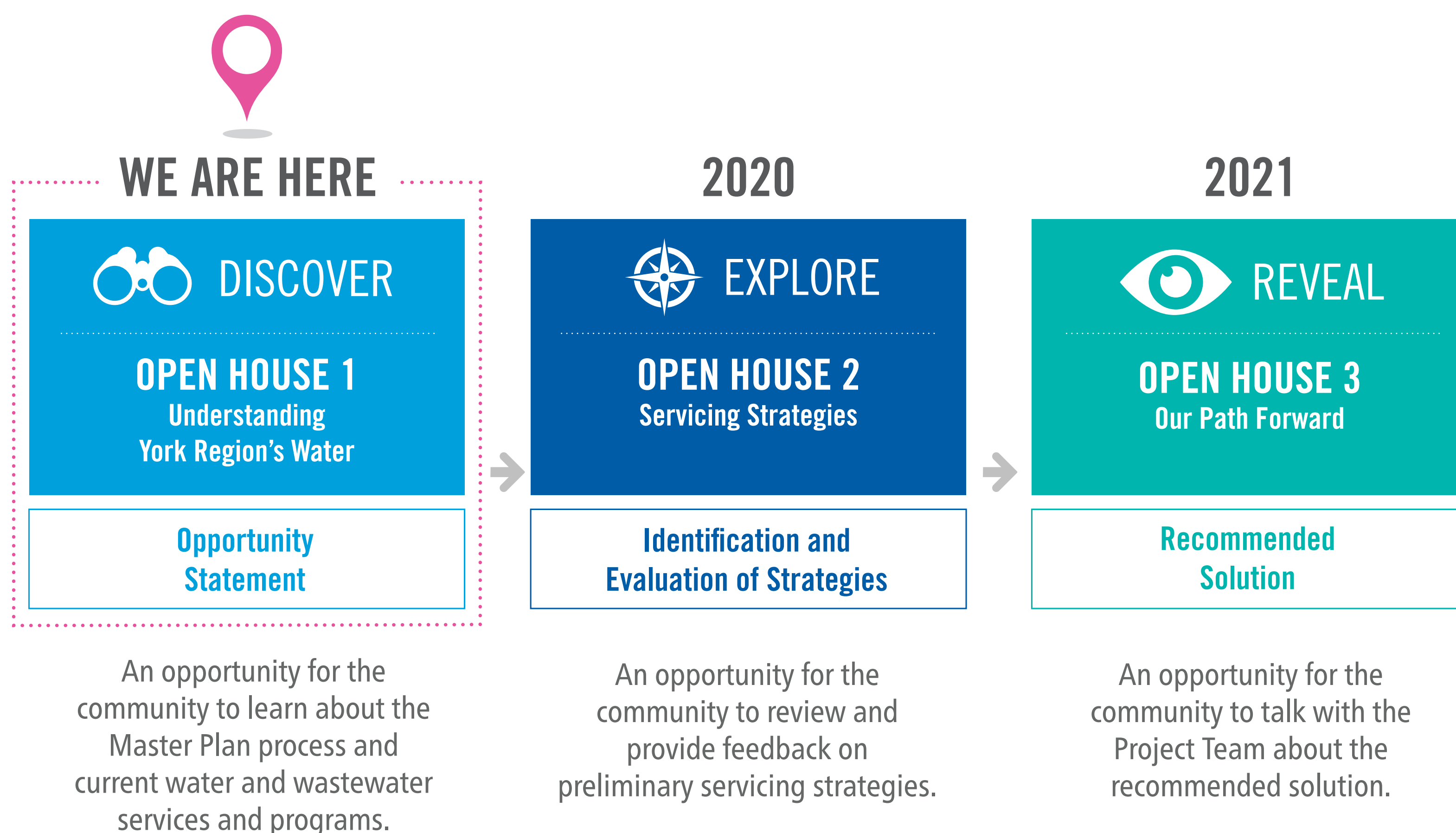
THE MASTER PLAN PROCESS

The update will follow the Municipal Class Environmental Assessment (MCEA) Master Planning process - an approved process under the *Environmental Assessment Act*.



GET INVOLVED STAY CONNECTED

Over the next two years, there will be opportunities for public input and feedback. In each of the three stages; **Discover, Explore and Reveal**, York Region will seek to better understand your perspectives on our water and wastewater systems.



Sign-up **AT THE REGISTRATION TABLE**
to receive project updates and information about other programs and initiatives.

OPPORTUNITY STATEMENT

WE WANT YOUR INPUT AND FEEDBACK!

BUILDING ON PREVIOUS
MASTER PLAN
RECOMMENDATIONS



York Region is updating its long-term
water and wastewater servicing
strategies and infrastructure program to accommodate

1.79 MILLION
PEOPLE

& 900,000 JOBS



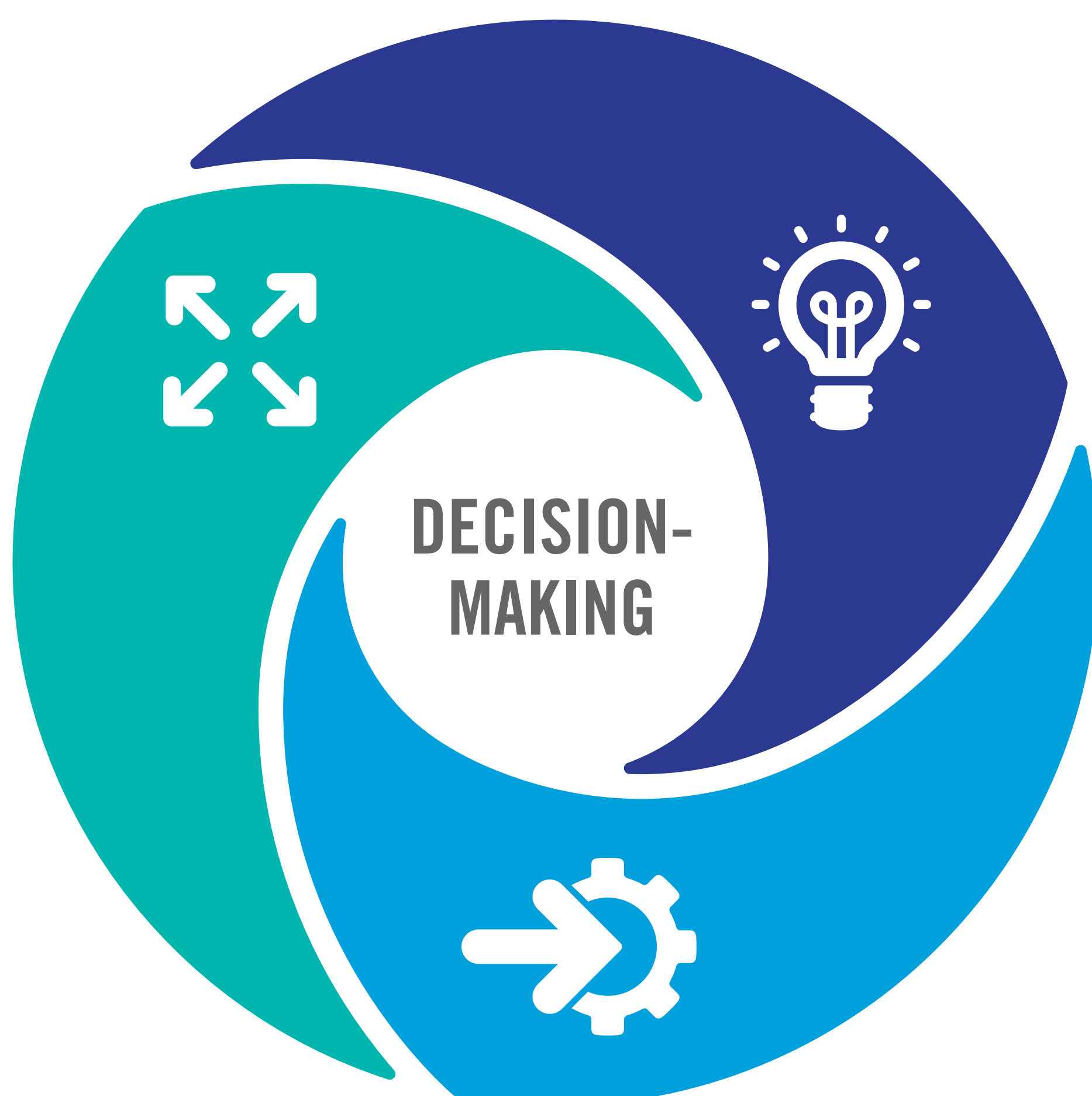
IN ACCORDANCE WITH THE GROWTH PLAN IN AN



ENVIRONMENTALLY, SOCIALLY AND FISCALLY RESPONSIBLE MANNER

2016 ONE WATER APPROACH

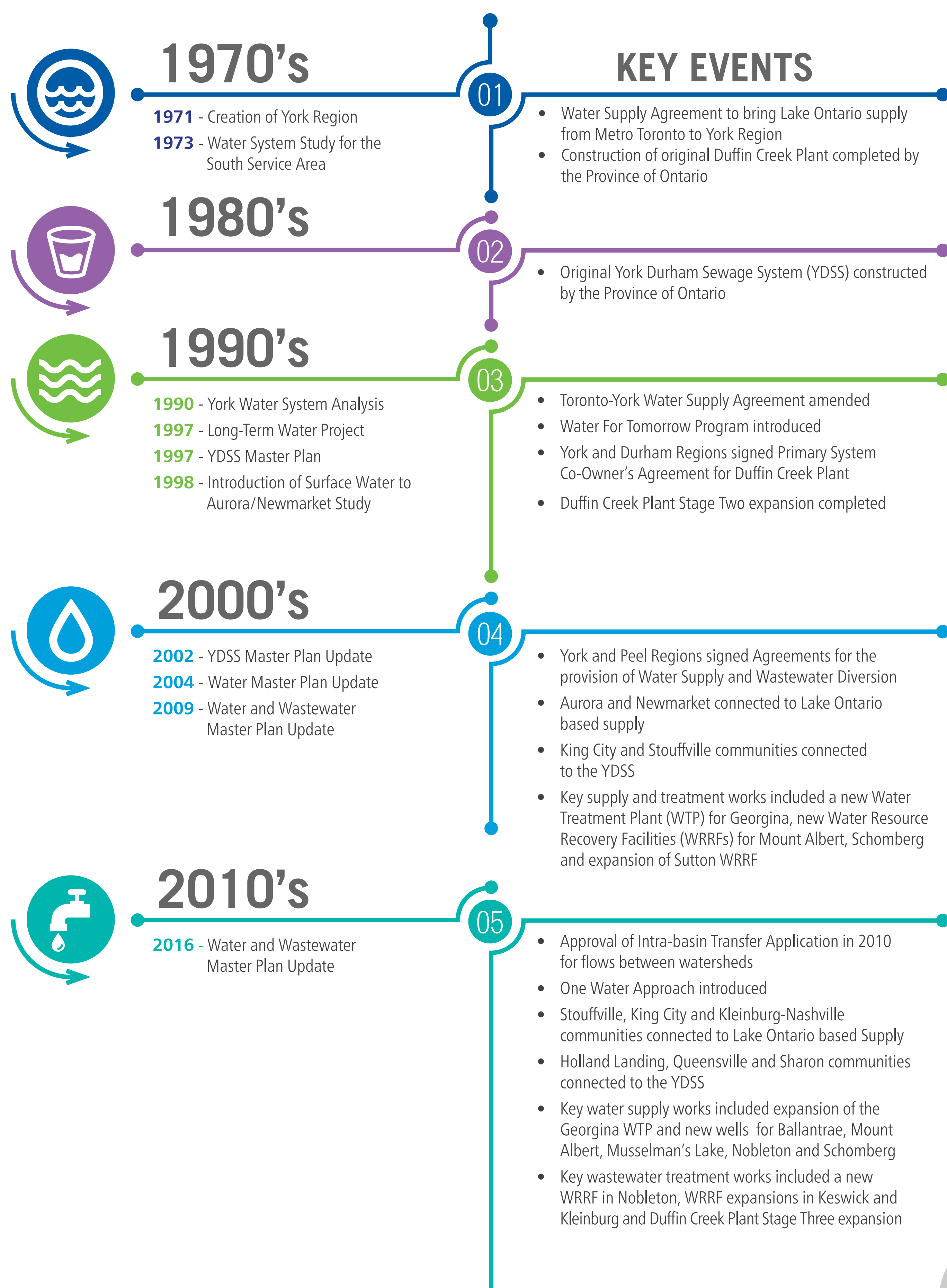
The One Water approach considers the urban water cycle as a single integrated system. Urban water flows are identified as potential resources and the interconnectedness of drinking water supply, groundwater, stormwater and wastewater is optimized. Their combined impact on flooding, water quality, wetlands and water courses is recognized. This approach strives to reduce the need to build new infrastructure by making the best use of existing infrastructure, conserving water and employing water reuse to create opportunities for treated wastewater.



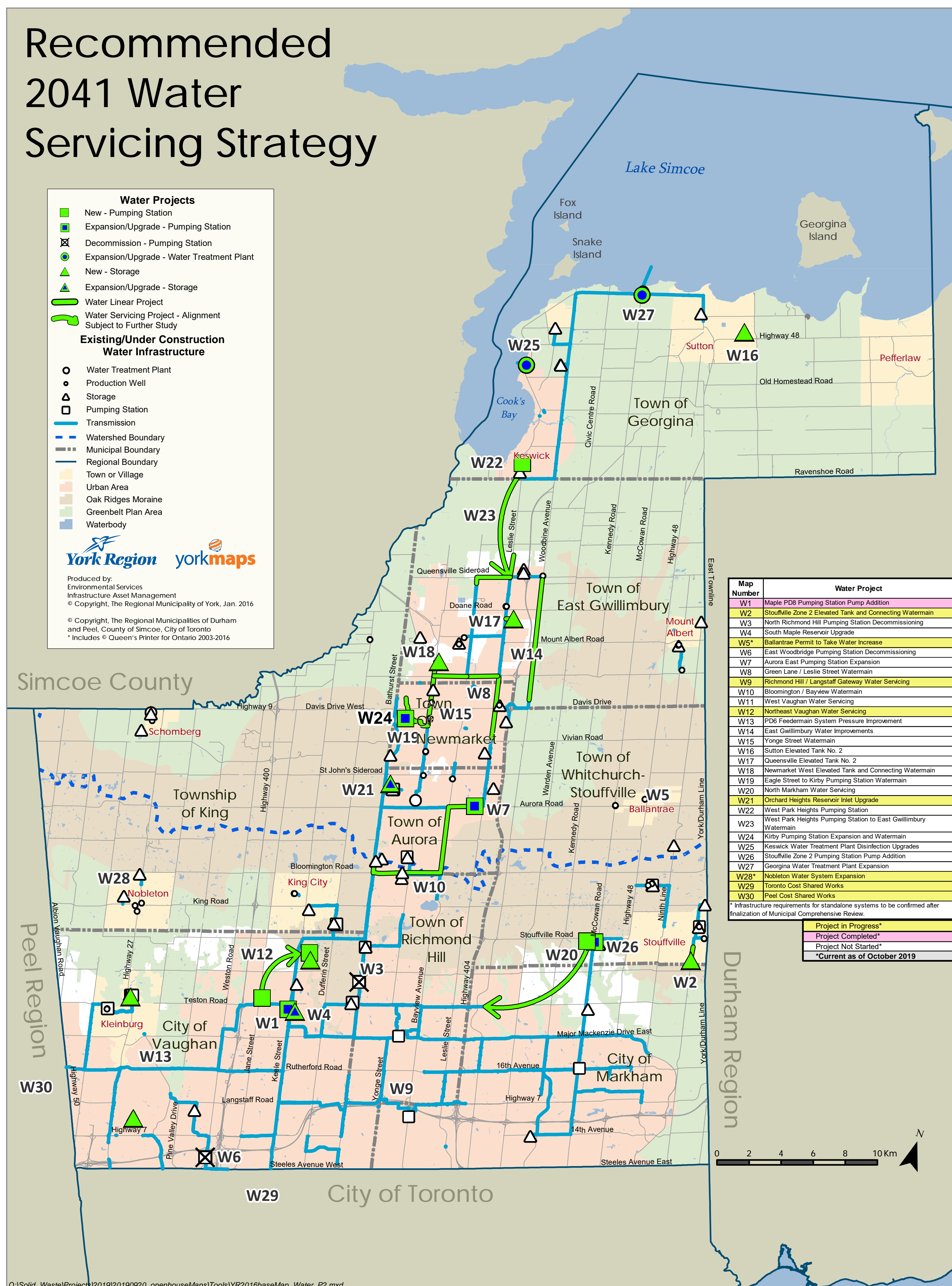
- 1 INNOVATION**
Practice and explore new concepts and ideas to promote cost efficiency and environmental sustainability.
- 2 INTEGRATION**
Take a coordinated, holistic approach to water resource management.
- 3 INFRA-STRETCHING**
Maximize the useful life and capacity of built infrastructure to defer capital investment.

45 YEARS OF HISTORY

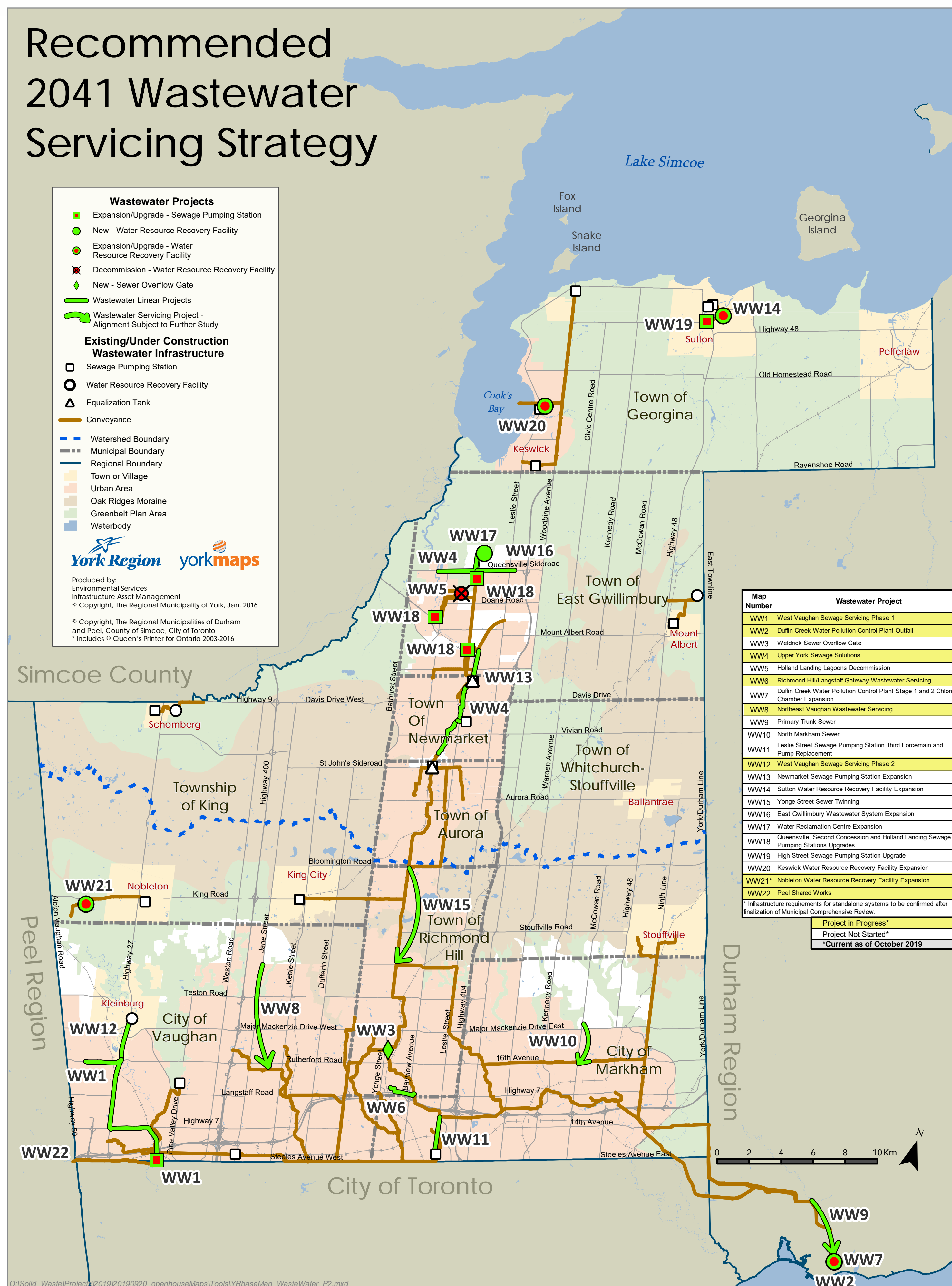
Our system today is the product of more than 45 years of planning and implementation.



2016 INFRASTRUCTURE RECOMMENDATIONS



2016 INFRASTRUCTURE RECOMMENDATIONS



Summary of Public Comments (from August 2019 to November 2020)

In addition to the comments received through the first Open House, residents and professionals were invited to contact the project team with comments or questions anytime at water@york.ca or via phone. The following table documents those interactions during the first phase of project consultation and how York Region responded.

Name, Entity Name (if applicable)	Method of Communication	Summary of Comment	Date Received	Status/Response
Rosalind Hillier, Urbantec	Email	Requested she and colleague David Leighton be added to the master plan mailing list.	August 27, 2019	1. Added to project contact list
Frank Clayton, Ryerson University, Centre for Urban Policy and Land Development (CUR)	Email	Requested to be added to the master plan mailing list.	September 3, 2019	1. Added to project contact list
Resident	Email	Requested to be added to the master plan mailing list.	September 16, 2019	1. Added to project contact list
Resident	Email	Requested to be added to the master plan mailing list.	September 17, 2019	1. Added to project contact list
Resident	Email	Resident asked a series of questions: <ol style="list-style-type: none"> 1. Are there plans to have real-time water quality tracking information available to the public? 2. What standards define water quality? How can we continue to improve on these standards? 3. What processes will be in place to forecast and mitigate losses due to declining water quality? 4. How can we ensure the above measures are available and consistently used for other municipalities? 	October 2, 2019	1. Comment filed 2. Follow up email provided to address questions

Name, Entity Name (if applicable)	Method of Communication	Summary of Comment	Date Received	Status/Response
		5. What best practices from around the world are being considered and recommended in this WWMP project?		
Resident	Email	Requested to be added to the master plan mailing list.	October 18, 2019	1. Added to project contact list
Resident	Phone call	Resident is concerned with the water quality issues in Newmarket, particularly in their condo building that have cost them a lot of money in maintenance. They expressed concern with how new growth and development may impact that.	October 26, 2019	1. Comment filed 2. Resident encouraged to continue water quality discussions with their local municipality
Resident	Email	Resident asked: 1. The Safe Drinking Water Act that's being followed is from 2002. Are there any plans for that to be updated, especially given the current realities (for climate change, population growth, etc.) that are being recognized by this project? 2. What are some ways that can enable the general public to keep track of our own water and wastewater usage? Beyond trying to understand our water bills for example, is there any way we can see how our water/wastewater usage (in quantity, and quality) is compared to an average or target goals to help conserve water for everyone?	October 26, 2019	1. Comment filed 2. Follow up email provided to address questions
Nicole Segal, C.F. Crozier & Associates Consulting Engineers	Email	Requested a copy of relevant 2016 Water and Wastewater Master Plan appendices to review in advance of the upcoming public consultation.	November 4, 2019	1. Requested information provided via email
Michaela Abatecola, WSP	Email	Provided a letter on behalf of her client to consider their property in the creation of the Master Plan's servicing strategies. Requested that she, her colleague and client be notified of future open houses and project decisions.	November 29, 2019	1. Comment filed and request shared with Municipal Comprehensive Review for consideration in urban boundary expansion

Name, Entity Name (if applicable)	Method of Communication	Summary of Comment	Date Received	Status/Response
				2. Added to project contact list
Resident	Email	Resident missed the open house events and asked how they might see a copy of open house materials and 2016 Water and Wastewater Master Plan online.	December 9, 2019	1. Comment filed 2. Requested information provided via email
Jeff King, WSP	Email	On behalf of client, requested to discuss the McCowan Road Sanitary Trunk Sewer and timing of implementation to provide input into the Master Plan update.	June 23, 2020	1. Comment filed 2. Follow up provided by the Region to relay scheduling outlined in the 2016 Master Plan and advised that the Master Plan update would review the need and timing for future infrastructure
Daniel Singer, Humboldt Properties	Phone & email	Requested more information about the status of the Master Plan update.	July 22, 2020	1. Comment filed 2. Follow up provided via phone 3. Added to project contact list
Rick Mangotich, Fieldgate Developments	Email	Expressed interest to receive more information and to sign up for project updates to the 2021 Master Plan Update. Requested explanation on the reasoning for the direction change to have Schedule B Environmental Assessments for specific projects happen as standalone studies outside of the Master Plan process, and the expected impacts that this change will have on both the Master Plan Update and the specific projects	October 30, 2020	1. Comment filed 2. Follow up provided via email 3. Added to project contact list

APPENDIX B.4 OPEN HOUSE 2

Summary

This appendix supports the requirements for public consultation in the Municipal Engineers Association Municipal Class Environmental Assessment process.

Disclaimer

Content in this appendix is subject to change. York Region accepts no responsibility or liability for the correctness of this report. Accessible formats or communication supports are available upon request. Please contact accessyork@york.ca or call 1-877-464-9675.

CONTENTS

Notice of Open House 2

Open House 2 Summary Report

Open House 2 Content

Summary of Public Comments (from December 2020 to May 2021)

DRAFT

Notice of Open House 2

The Notice of Open House 2 (pictured following) appeared in local newspapers and publications as listed in this table:

Newspaper	Insertion date(s)/edition
<ul style="list-style-type: none">• The Aurora Banner• The Auroran• East Gwillimbury Express• Georgina Advocate• King Connection• Newmarket Era• Markham Economist & Sun• Richmond Hill Liberal• Thornhill Liberal• Stouffville Sun-Tribune• Vaughan Citizen• The Weekly Sentinel	January 28 and February 4, 2021
<ul style="list-style-type: none">• Georgina Post	January 24, February 10 and 24, 2021
<ul style="list-style-type: none">• East Gwillimbury's Bulletin Magazine• Markham Review• Stouffville Review	February 2021

YOU'RE INVITED!

From the comfort of your own home, find out how York Region plans to continue providing safe, cost-efficient and reliable water and wastewater services to residents, businesses and communities. Visit our virtual Open House for an update on where we are in the planning process and learn more about servicing strategies that will meet the needs of our growing communities.

**PARTICIPATE IN OUR
ONLINE OPEN HOUSE**

FEBRUARY 16 TO MARCH 2, 2021
YORK.CA/WATERPLAN

Please let us know if you require accommodations to participate. An accessible version of this notice and Open House materials are available upon request. To submit questions, comments or to be added to the project mailing list, please contact:

Laura Alpi, Project Liaison
The Regional Municipality of York
17250 Yonge Street, Newmarket

P: 1-877-464-9675 ext. 73029
F: 905-830-6927
water@york.ca

Personal information submitted (e.g., name, address and phone number) is collected, maintained and disclosed under the authority of the Environmental Assessment Act and the Municipal Freedom of Information and Protection of Privacy Act for transparency and consultation purposes. Personal information you submit will become part of a public record that is available to the general public, unless you request that your personal information remain confidential.

2021 WATER & WASTEWATER MASTER PLAN UPDATE Open House Round 2

The Regional Municipality of York is updating its Water and Wastewater Master Plan through the Municipal Class Environmental Assessment master planning process. The Master Plan Update will identify long-term infrastructure projects for future water and wastewater servicing needs to 2051. Your input will help inform the recommended servicing solution and future infrastructure that will be shared in the next Open House.

DID YOU MISS OUR FIRST OPEN HOUSE?

Get caught up at **york.ca/waterplan**

York Region's number one priority remains protecting the health and safety of staff and our communities. We continue to monitor the ongoing COVID-19 situation in York Region and remain committed to effective engagement and consultation with the public and stakeholders.



WATER AND WASTEWATER MASTER PLAN

OPEN HOUSE 2 (WINTER 2021)

SUMMARY REPORT

INTRODUCTION

In Winter 2021, The Regional Municipality of York (York Region) hosted the second of three rounds of community engagement for the 2021 Water and Wastewater Master Plan Update (Master Plan). The Master Plan sets out a long-term plan for water and wastewater services that support York Region's communities now and in the future. Regular updates to the Master Plan ensure long-term plans stay current with evolving needs. The first Open House occurred in fall 2019 to introduce the Master Plan Update.

As part of York Region's commitment to inclusive and transparent planning, the Master Plan team held a second Open House in February 2021. This virtual Open House provided opportunities for the public to express what matters to them and share their feedback on work completed to date. Participants were able to review Open House materials and provide feedback at their convenience at york.ca/waterplan

This report summarizes the second Open House, including how feedback York Region received is being considered in the project.

OPEN HOUSE PURPOSE, NOTIFICATION AND FORMAT

PURPOSE

As part of the Municipal Class Environmental Assessment (MCEA) process for Master Plans, three rounds of community and stakeholder engagements are planned at key project milestones. Each round of engagements includes public meetings and/or workshops with various stakeholders, partners, government agencies and the public.

The objectives of the second round of community engagement are to:

- Provide information on the Master Plan process and planned future engagements
- Summarize what has been heard from public and stakeholder engagement to date
- Describe the options and high-level strategies considered for servicing future growth
- Offer residents an opportunity to learn more about their water and wastewater system and York Region's public-facing water and wastewater programs
- Achieve the objectives of the MCEA process by providing the community with an opportunity to participate in the Master Planning process and collect meaningful input and feedback to be incorporated into the project and ongoing water and wastewater programs and initiatives

Participants were provided the opportunity to sign up for future project communications by being added to the Master Plan project mailing list.

EVENT NOTIFICATIONS

York Region used different channels to promote the online Open House event to reach our communities, including:

- Advertisements in community newspapers and publications
- Advertisements on social media including on Facebook, Twitter, LinkedIn and Instagram
- yorkregion.com homepage takeover and digital ads
- Direct emails to all review agencies, stakeholders, partners and participants on the project mailing list
- [Splash](#) (a York Region e-newsletter)
- york.ca/waterplan (York Region's website project landing page)

Samples of event promotional materials are available in attachment A.

OPEN HOUSE CONTENT AND FORMAT

The Open House online format allowed participants to view maps, graphics and to provide feedback. The Open House included information about:

- The purpose of the Master Plan and why it is being updated
- The updated Opportunity Statement
- How the Master Plan is connected to other Regional planning documents and local planning documents
- The Municipal Class Environmental Assessment process for Master Plans and associated project timelines
- How participants could get involved in Master Plan engagement opportunities and stay connected with project updates
- What was heard from engagement to date
- An overview of York Region's natural environment, water and wastewater system and sources of water supply
- Servicing options and the proposed servicing strategies
- A review of related programs including demand management, climate change, asset management, the 'One Water' approach and principles for decision-making

The full Open House content can be viewed at york.ca/waterplan. The online Open House included an opportunity for viewers to provide comments and ask questions through an online survey. Comments and questions about the Master Plan and how York Region is considering them in the Master Plan update are described further in this report.

RESULTS OF OPEN HOUSE AND FEEDBACK RECEIVED

RESULTS OF OPEN HOUSE 2

Eighty-three surveys were completed during online Open House 2, and 11 comments were provided for consideration by the project team. Forty new requests were received to be added to the project mailing list.

FEEDBACK RECEIVED ON THE MASTER PLAN

Throughout online Open House 2, participants were engaged by asking them questions and given them the opportunity to provide feedback. This included feedback related to the project, as well as feedback that would help inform the design and online experience for future engagement. This report focuses on feedback relevant to the update project. Participants' comments and questions were summarized and grouped into key themes:

1. Location of future servicing
2. Impact of growth on environment and water sources
3. Other

In addition, many participants expressed appreciation for the opportunity to learn more about the Master Plan and water and wastewater services in the region. York Region would like to acknowledge and thank all who participated.

By theme, the following sections summarize the comments and questions raised in relation to the Master Plan and how York Region is considering the feedback. Planning for growth happens in a coordinated and integrated way through various regional and local municipal processes, plans and programs. This context is reflected as appropriate. A list of all comments received in relation to the project are included in attachment B.

1. Location of future servicing

What was heard: you want to know if a particular community, street or future employment land will receive municipal water and wastewater services, and when this might happen.

How this feedback is being considered:

- The Water and Wastewater Master Plan will service growth in areas identified for municipal servicing. Areas of growth will be outlined through the Regional Official Plan (ROP), which is currently being updated through the [Municipal Comprehensive Review](#)
- The ROP describes how York Region plans to accommodate future growth and development. It provides directions and policies that guide economic, environmental and community planning decisions and complies with provincial legislation such as the Provincial Policy Statement, the

Growth Plan for the Greater Golden Horseshoe, the Greenbelt Plan, Oak Ridges Moraine Conservation Plan and the Lake Simcoe Protection Plan

- These provincial plans contain policies that guide how York Region plans for municipal servicing and include restrictions on extending lake-based municipal servicing or extending partial servicing for specific areas
- York Region acts as a wholesale provider of water and wastewater services to towns and cities. Those towns and cities are responsible for the connection and distribution of services on a local level, directly to residents and businesses
- The Master Plan will identify water and wastewater servicing needs on a regional scale. This includes supply, conveyance and treatment requirements to meet 2051 demands
- As towns and cities are responsible for distribution of municipal water and wastewater servicing on a local scale, they will identify if/when a particular development/area/address will receive municipal servicing and generally do so in a Secondary Plan or servicing master plan
- Local towns and cities will be updating their Official Plans and supporting plans once the ROP update is complete to bring them into conformity with the updated ROP
- Please contact your local town or city for more information on servicing plans for a specific location

2. Impact of growth on environment and water sources

What was heard: you think managing growth is important to preserve existing farmlands and are concerned about agricultural runoff into lakes and streams. You are also concerned about phosphorus loading, emerging contaminants such as microplastics and impacts climate change may have on water quality and quantity.

How this feedback is being considered:

- Building on the information about the Regional Official Plan (ROP) provided above, provincial plans direct growth in a manner that protects agriculture, the natural heritage system (environmentally significant areas, aquatic and wildlife habitats, etc.) and the water resources system. The ROP update will include mapping that will identify these systems and policies to protect their ecological integrity in accordance with provincial plans
- There are also policies in the ROP that provide direction on source water protection and stormwater management, which are key policy tools to protect water resources. These policies — in combination with actions, policies and programs implemented by York Region, municipalities, Conservation Authorities and Provincial Ministries — work together to reduce and manage phosphorus loading on a watershed scale. For more information, visit [lsrca.on.ca](https://www.lsrca.on.ca) or [trca.ca](https://www.trca.ca)
- Source Water Protection is a program legislated by the Province of Ontario to protect municipal drinking water sources from contamination or over-use. York Region has a Source Water Protection program that works with municipalities, agricultural, industrial and commercial

industries, residents and developers to protect our water sources from threats like pollution within vulnerable areas now and into the future. Learn more at york.ca/protectingwater

- York Region staff go above and beyond government requirements and monitor water and wastewater for emerging contaminants to provide context to developing research and identify any potential future risks early. Staff work with world class researchers to determine if steps need to be taken to address new contaminants in the treatment process and advocate with other levels of government to reduce the amount of potentially risky chemicals from reaching drinking water supplies by reducing them at the source
- York Region has ongoing research projects with the Drinking Water Research Group to better understand the type and occurrence of microplastics and how they are removed through the treatment process
- To mitigate the impacts and improve climate resiliency, York Region has released a [Draft Climate Change Action Plan](#). Key actions include reducing greenhouse gas emissions and conducting a vulnerability assessment on natural systems and integrating adaptive actions into watershed planning

3. Other

What was heard: you want to know why your community is serviced using groundwater when other communities have lake-based supply.

How this feedback is being considered:

- As required by the *Safe Drinking Water Act*, York Region and local towns and cities regularly sample drinking water to ensure it meets high standards for quality. The water supplied complies with the Ontario Drinking Water Quality Standards, regardless of it being groundwater or lake-based supply
- As York Region does not have direct access to Lake Ontario, groundwater remains an important water resource in the central area of York Region. Using groundwater supply meets local drinking water needs and maintains appropriate water table levels in the Yonge Street Aquifer
- The Water and Wastewater Master Plan outlines a long-term infrastructure plan to service the growth identified through the Regional Official Plan (ROP) update, and complies with provincial legislation such as the Provincial Policy Statement, the Growth Plan for the Greater Golden Horseshoe, the Greenbelt Plan, Oak Ridges Moraine Conservation Plan and the Lake Simcoe Protection Plan
- These provincial plans contain policies that guide how York Region plans for municipal servicing and include restrictions on extending lake-based municipal servicing or extending partial servicing for specific areas
- According to the province's legislative long-term plan, [A Place to Grow: Growth Plan for the Greater Golden Horseshoe](#), extending supply from a Great Lake's source is generally only permitted if the extension is required for reasons of public health and safety

- York Region completed a region-wide groundwater treatment study in 2020. The study recommended improved operations and maintenance practices and facility upgrades including upgrading groundwater treatment to remove iron and/or manganese at 10 facilities throughout the Region. A contract was awarded in late 2020 to begin preliminary design at these 10 facilities ([report](#) and [attachment](#) available here)

What was heard: a timely and long-term wastewater servicing solution is required to ensure growth and development can occur as envisioned in northern York Region.

How this feedback is being considered:

- York Region is forecast by the province to continue to accommodate the highest share of growth within the Greater Golden Horseshoe to 2051
- Through the Municipal Comprehensive Review, [York Regional Council have advised the province](#) that provincial support for this growth is required through timely infrastructure approvals for projects, particularly the Upper York Water Reclamation Centre
- York Regional staff will continue to work with the Province, Durham Region and affected Indigenous communities to determine an implementable solution to long-term servicing needs for the Towns of Aurora, Newmarket and East Gwillimbury. In January 2021, [York Regional Council affirmed its support](#) for the Lake Simcoe Solution as documented in the Upper York Sewage Solutions Environmental Assessment

What was heard: you are eager to hear more about innovative concepts and ideas being developed as part of York Region's One Water approach.

How this comment is being considered:

- As population growth, rising infrastructure costs and impacts from climate change place increasing pressures on water resources, there is recognition that holistic, sustainable and integrated solutions are required
- The "One Water" concept is an integrated planning and implementation approach to managing finite water resources that has been adopted by utilities around the world
- York Region turned to One Water to help identify cost-effective solutions leading to a financially-sustainable system, reduce reliance on water sources beyond its borders and minimize its impact on the natural environment
- The Master Plan employs the One Water approach by using three principles of innovation, integration and infra-stretching in decision-making
- York Region maintains a number of strong partnerships with academia and industry research associations, allowing for participation in cutting edge research and benefitting from advice and information from some of Canada's and North America's leading experts to support York Region's water and wastewater program delivery

- The research and innovation undertaken at York Region enable the development and implementation of innovative solutions to complex problems, improving processes and services by anticipating future regulatory changes and mitigating potential challenges
- One Water is a key component to achieving York Regional Council's vision of building strong, caring and safe communities
- More information about the One Water approach will be shared in the next Open House and in the final Master Plan report

NEXT STEPS

Feedback from Open House 1 and 2 is being used to develop York Region's Water and Wastewater Master Plan Update. York Region is considering topics important to the community and stakeholders to help guide development of the long-term water and wastewater servicing strategy and draft infrastructure plan.

The final Open House is scheduled for summer 2021 and will present the preferred water servicing strategy and water and wastewater infrastructure solution under consideration. The Master Plan is planned to be completed and presented to York Regional Council for endorsement in early 2022.

For more information, please visit york.ca/waterplan

To connect with York Region about this project, please email water@york.ca or call Access York at 1-877-464-9675 (TTY: 1-866-512-6228).

ATTACHMENT A

OPEN HOUSE PROMOTION

Note: the following images are for illustrative purposes only and do not include every promotional item issued.

Newspaper ad

Two ½ page ads in Metroland Newspapers (January 28 and February 4, 2021). Half-page ads in monthly community newspapers (January and February 2021).

YOU'RE INVITED!

From the comfort of your own home, find out how York Region plans to continue providing safe, cost-efficient and reliable water and wastewater services to residents, businesses and communities. Visit our virtual Open House for an update on where we are in the planning process and learn more about servicing strategies that will meet the needs of our growing communities.

PARTICIPATE IN OUR ONLINE OPEN HOUSE | **FEBRUARY 16 TO MARCH 2, 2021**
YORK.CA/WATERPLAN

Please let us know if you require accommodations to participate. An accessible version of this notice and Open House materials are available upon request. To submit questions, comments or to be added to the project mailing list, please contact:

Laura Alpi, Project Liaison
The Regional Municipality of York
17250 Yonge Street, Newmarket

P: 1-877-464-9675 ext. 73029
F: 905-830-6927
water@york.ca

2021 WATER & WASTEWATER MASTER PLAN UPDATE
Open House Round 2

The Regional Municipality of York is updating its Water and Wastewater Master Plan through the Municipal Class Environmental Assessment master planning process. The Master Plan Update will identify long-term infrastructure projects for future water and wastewater servicing needs to 2051. Your input will help inform the recommended servicing solution and future infrastructure that will be shared in the next Open House.

DID YOU MISS OUR FIRST OPEN HOUSE?
Get caught up at york.ca/waterplan

York Region's number one priority remains protecting the health and safety of staff and our communities. We continue to monitor the ongoing COVID-19 situation in York Region and remain committed to effective engagement and consultation with the public and stakeholders.

Personal information submitted (e.g., name, address and phone number) is collected, maintained and disclosed under the authority of the Environmental Assessment Act and the Municipal Freedom of Information and Protection of Privacy Act for transparency and consultation purposes. Personal information you submit will become part of a public record that is available to the general public, unless you request that your personal information remain confidential.

York Region

Social media

Instagram Story (February 16, 2021)

You're invited!
BE PART OF SHAPING YOUR WATER'S FUTURE.

2021 Water and Wastewater Master Plan Update

ONLINE OPEN HOUSE

THIS ONLINE OPEN HOUSE WILL:

- ✓ Explain how York Region plans drinking water and wastewater services
- ✓ Outline proposed water and wastewater servicing strategies that will meet the needs of existing and future communities

Visit our Online Open House to learn more!

Swipe up

Facebook/LinkedIn (February 16, 2021)

You're invited! Be part of shaping your water's future.

Between now and March 2, visit York Region's online Open House **for an update on our Water and Wastewater Master Plan** at york.ca/waterplan

York Region's Water and Wastewater Master Plan is our long-term strategy for providing safe, cost-efficient and reliable water and wastewater services to residents, businesses and growing communities.

The Master Plan is updated every five years to ensure our long-term strategies and recommendations remain relevant to York Region's evolving needs.

This online Open House will provide an update on where we are in the planning process and outline proposed water and wastewater servicing strategies that will meet the needs of our growing communities from now to 2051.

You're invited!
**BE PART OF
SHAPING YOUR
WATER'S FUTURE.**

ONLINE
OPEN
HOUSE



ATTACHMENT B

ACTUAL COMMENTS RECEIVED BY THEME

Note: the following comments are focused on the Master Plan project. Feedback collected on ways to improve the online presentation format are not included here.

1. Location of future servicing

Comments received:

1. "My questions are all about future employment zones and associated servicing"
2. "Is Cedar Ridge Road in Stouffville planned to get municipal water and sewage? And when is that in the works to happen?"
3. "Is the Region looking at expanding the water and/or wastewater treatment capacities to allow for full development of the Sutton urban area, as well as urban expansion of Keswick?"
4. "Town of Stouffville has secondary plan for Vandorf since 1990's. When and how can you make services available? All maps on this open house ignore possible development possibilities in Vandorf Secondary Plan of Town of Stouffville from what I glean from your website. Am I correct you are ignoring Vandorf?"

2. Impact of growth on environment and water sources

Comments received:

1. "I worry about agricultural runoff into groundwater and streams and lakes. And I am concerned about phosphates and plastics in the water supply and in the sources. Any comments concerning removal of these would be helpful."
2. "I think controlling growth is important to preserve remaining farm lands and the existing Oak Ridges Moraine and green belt lands. We are saddened to see so much fertile farm land being developed. We should preserve these lands for future food supply and also to protect our environment. We appreciate the nature preserves and farm lands around Stouffville and York Region and hope that they would be better regulated and preserved to avoid unfettered growth in and around York Region."
3. "Perhaps not missed, but worth reiterating the importance of considering additional stress that climate change will have our water resources and therefor all options should be progress with latest climate projections, which currently show drier hotter summers which will likely increase demand and increase risk to supply."

3. Other

Comments received:

1. "How come in your master plans only the Nobleton area is getting screwed with ground water (super hard water) until 2051?? I can see from the proposed diagrams that lake water is all around us? Do we not pay the same taxes and extremely high water costs that all other residents of King pay? This is absolutely outrageous that the residents of Nobleton are getting screwed this way! I think it really is time for me to move out of king if they continue to treat Nobleton as a second class citizen! Update the plan so the residents of Nobleton are not getting and continue to be screwed by York Region!"
2. "Uncertainty around the availability of sanitary servicing capacity is a major risk that makes development in northern York Region less attractive than other municipalities, and may have something to do with the Regions recent underperformance on growth compared to the growth plan. The missed opportunities for growth will further exacerbate the regions undersupply of housing and hurt affordability. It's incumbent upon the Region (and the Province) to identify a clear path forward to resolve these servicing constraints in order to ensure the ongoing prosperity of York Region, the lower tier municipalities, and residents (both the rich and the poor - who are disproportionately impacted by housing affordability)."
3. "Continued collaboration with LSRCA on the one water approach is needed to ensure strengths and experience of both organizations are maximized for a full one water approach."
4. "What are some of the new concepts and ideas that have come up as part of the Innovation part of the One Water Strategy? Can you elaborate more on the Innovation?"

2021 WATER & WASTEWATER MASTER PLAN UPDATE:

Open House 2



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EXPLORE YORK REGION'S 2021 WATER AND WASTEWATER MASTER PLAN UPDATE - OPEN HOUSE 2

As more people choose to make York Region their home, we must continue to carefully plan the water and wastewater services we provide.

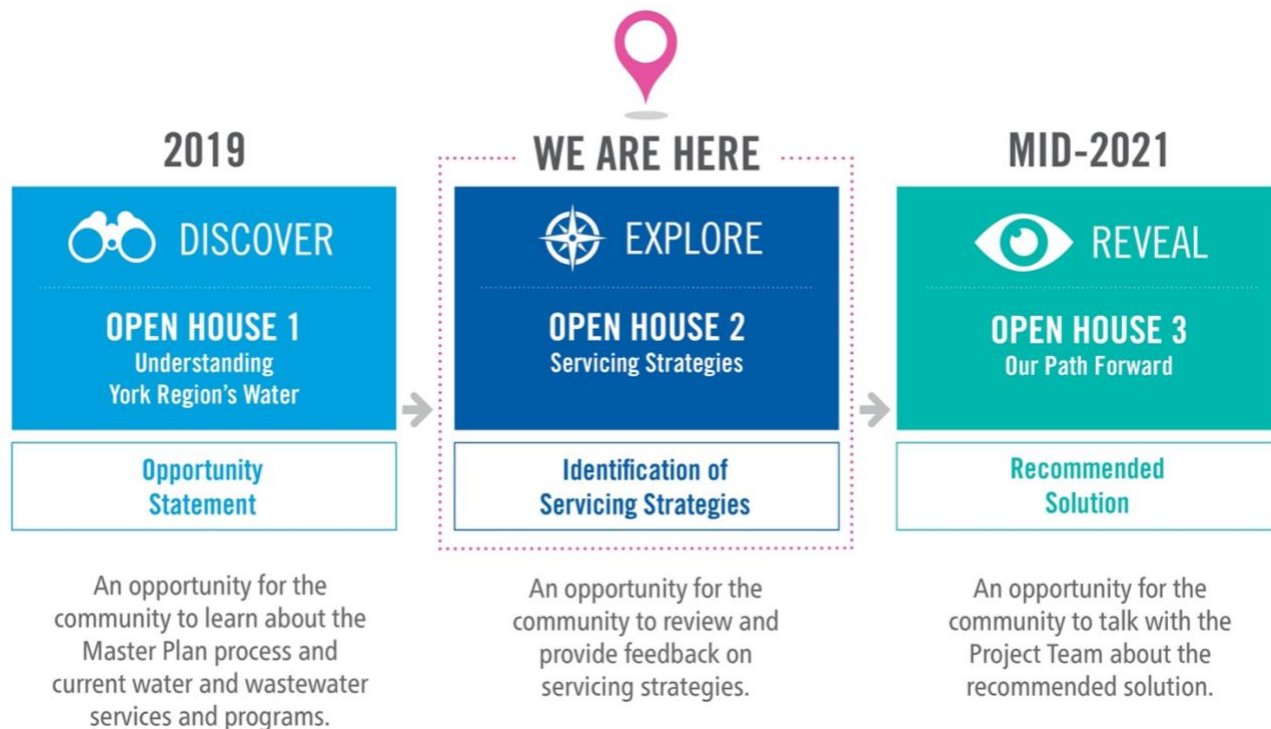
We do this through our Water and Wastewater Master Plan process. It was last updated in 2016, and we're updating it again to ensure essential water and wastewater services meet community needs to 2051.

During this online Open House, we will provide you with an update on **where we are in the planning process** and **outline servicing strategies** under consideration to meet the needs of our growing communities.

Your feedback is important to us and we want to hear from you. We'll ask you some questions as we go along. You'll have the opportunity to leave comments or questions at the end as well. This Open House will be **open for feedback until March 2**.

This is the second of three Open Houses. If you missed the first Open House, you can [take a deeper dive here](#) or read the [Open House 1 summary report](#).

We will reveal our recommended water and wastewater servicing solutions and infrastructure program at the third Open House in Summer 2021.



Accessible formats or communication supports due to disability are available upon request. Please contact Laura Alpi, Project Liaison at water@york.ca or 1-877-464-9675 ext. 73029.

ABOUT THE PLAN

Did you know by 2051, York Region is expected to grow from 1.2 million to 2.02 million people and from 655,000 to over 990,000 jobs?

BUILDING ON PREVIOUS
MASTER PLAN
RECOMMENDATIONS



York Region is updating its long-term
water and wastewater servicing
strategies and infrastructure program to accommodate

2.02 MILLION
PEOPLE

& 990,000 JOBS

IN ACCORDANCE WITH THE REGIONAL OFFICIAL PLAN IN AN



ENVIRONMENTALLY, SOCIALLY AND FISCALLY RESPONSIBLE MANNER

The Province of Ontario sets [growth and development targets](#) for municipalities in a way that supports economic prosperity, protects the environment and helps communities achieve a high quality of life.

Our [Regional Official Plan](#) outlines **where** and **how this future growth and development is expected to occur** and ensures we meet York Regional Council's vision of safe, caring communities.

Based on these growth and development targets, our Water and Wastewater Master Plan **assesses what infrastructure is required to ensure drinking water and wastewater services meet the needs of our existing and future communities.**

If you joined our first Open House, you might remember our Master Plan update was planning long-term strategies and infrastructure to accommodate growth to 2041.

Recently, we were given provincial direction to **expand our Master Plan update to accommodate growth for an additional ten years**, from 2041 to 2051. To reflect this, we've updated our planning horizon.

PLANNING FOR FUTURE GROWTH IN YORK REGION

We are currently updating our [Regional Official Plan](#), through a process called the [Municipal Comprehensive Review](#).

Together, York Region's Regional Official Plan, Water and Wastewater Master Plan and [Transportation Master Plan](#) take a coordinated approach to regional growth by ensuring infrastructure is well-planned and delivered efficiently and effectively.

This integrated planning approach determines the most cost-effective and beneficial infrastructure solutions to meet the needs of our growing communities. Our recommended water and wastewater servicing solutions and related infrastructure program will **align with land-use planning and policies** identified as part of the Municipal Comprehensive Review.



The Regional Official Plan update, along with our Water and Wastewater and Transportation Master Plan updates, are key inputs to the Region's 2022 [Development Charges Bylaw update](#).

Development charges are fees collected on new residential and non-residential developments which help fund growth-related infrastructure including paramedic, police, public health, roads, social housing, transit, waste diversion, water and wastewater services.

These charges help ensure proper infrastructure is in place in time to welcome new residents and businesses to York Region.

THE WATER AND WASTEWATER MASTER PLAN PROCESS

Did you know...we've been planning York Region's drinking water and wastewater services for over 45 years?

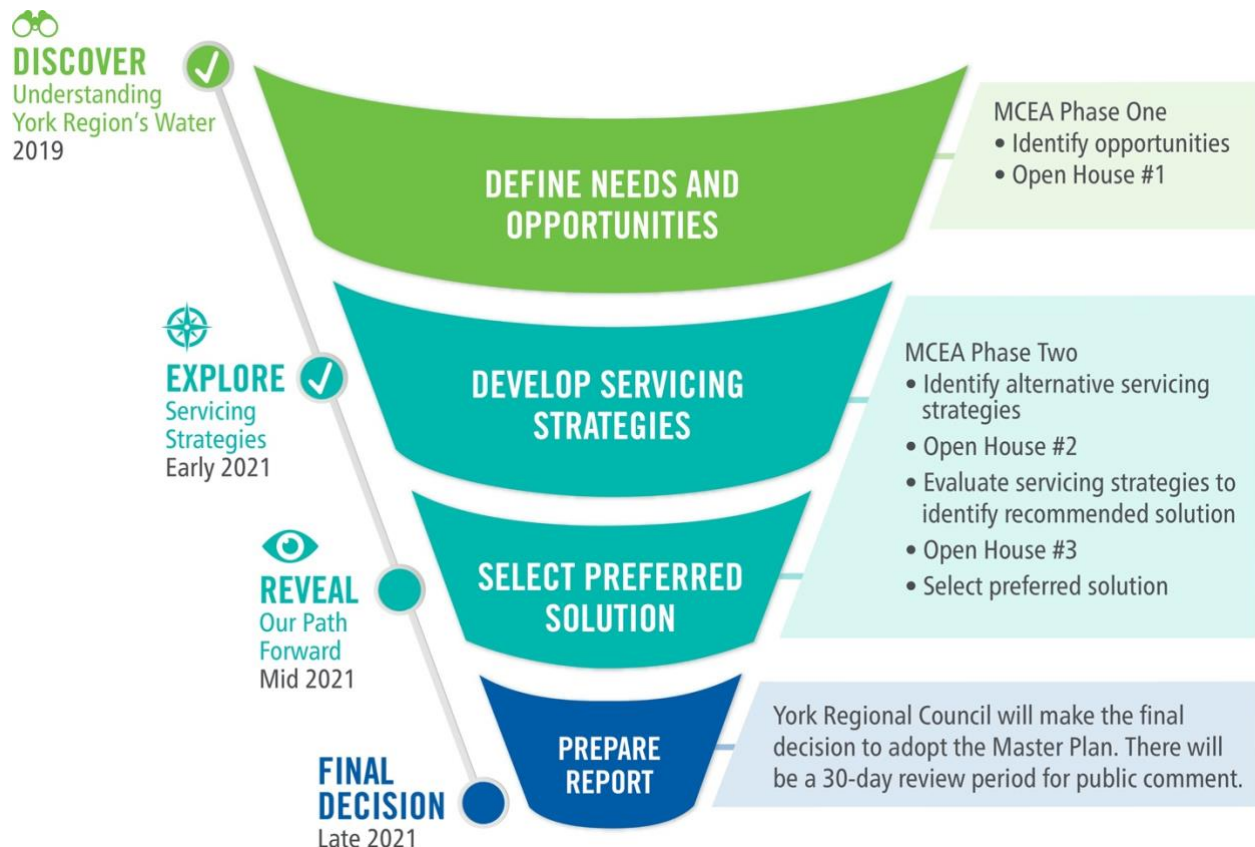
York Region has a well-established process to plan and service the needs of our growing communities. This includes regular updates to the Regional Official Plan in response to provincial direction as well as updating our Water and Wastewater and Transportation Master Plans.

Master Plans are usually **updated every five years** to ensure long-term strategies and recommendations remain relevant to York Region's evolving needs.

This Water and Wastewater Master Plan update will continue to build on recommendations and solutions identified in the 2016 Master Plan update and **will recognize the maturity of our water and wastewater systems**. We have been planning and constructing water and wastewater infrastructure since York Region was first established in the **1970s**. This infrastructure continues to serve our communities to this day.



This update follows an approved process under the *Environmental Assessment Act* called the Municipal Class Environmental Assessment process. The Master Plan timeline shows where we are in the process.



The Class Environmental Assessment process provides a consistent, streamlined and straightforward process for planning and implementing municipal infrastructure projects. It also ensures public and stakeholder participation.

Additional resources:

- [Municipal Class Environmental Assessment manual](#)

WHAT WE'VE HEARD SO FAR

In fall 2019, we held our first Water and Wastewater Master Plan update Open House.

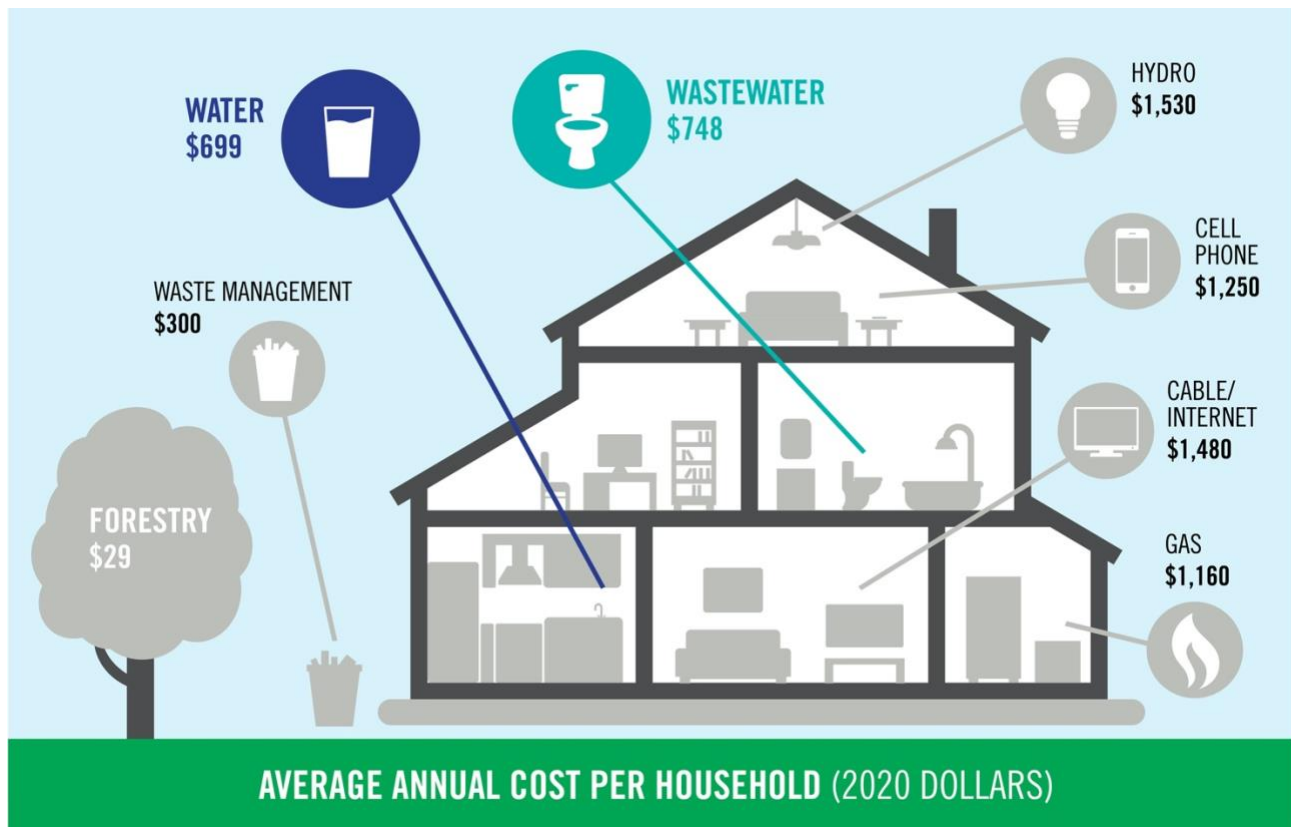
We engaged with residents, local businesses and community partners to explain our existing water and wastewater systems and hear your views, concerns and expectations.

Your feedback is important to the Master Plan process and helps identify the work that needs to be done and the challenges we need to address.

Some of the biggest themes we heard were that **affordability, long-term sustainability of resources, protecting our environment and system resiliency** are all essential to you.



Did you know in 2020 the average household cost for water and wastewater services in York Region was \$1,447 a year (or less than \$4 a day)?



UNDERSTANDING YORK REGION'S UNIQUE ENVIRONMENT

The Water and Wastewater Master Plan ensures we continue to provide clean, safe and affordable water and wastewater services 24/7 while protecting our region's environment.

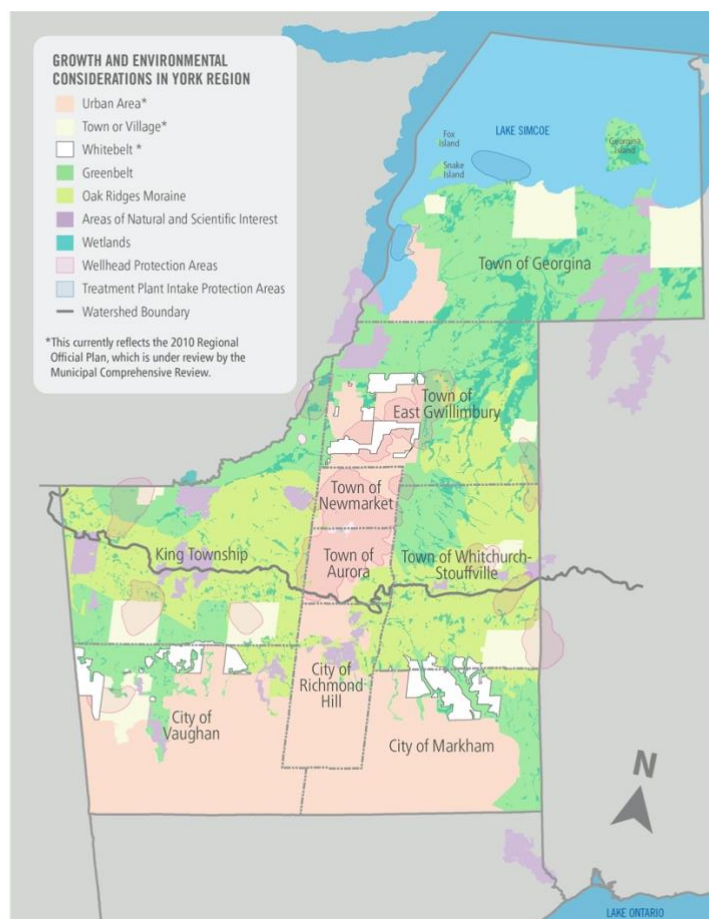
Did you know 69% of York Region's environment – such as the Greenbelt and Oak Ridges Moraine – is protected by province-wide legislation?

These requirements **influence where and how we grow** and service our population and are important considerations for the Region in planning its future water and wastewater services.

For example, York Region is situated between two watersheds: **Lake Simcoe to the north and Lake Ontario to the south, separated by the Oak Ridges Moraine**. Provincial regulations dictate how much water can be transferred across that divide.

This map shows York Region's key environmental features that we carefully consider and strive to protect. This includes **protecting** water resources that we all rely on for our drinking water, such as **groundwater and lake water**. These environmental features, as well as land-use policies, have determined to a large extent the shape of York Region's existing water and wastewater systems.

Growth and environmental considerations in York Region



WHERE DOES WATER COME FROM?

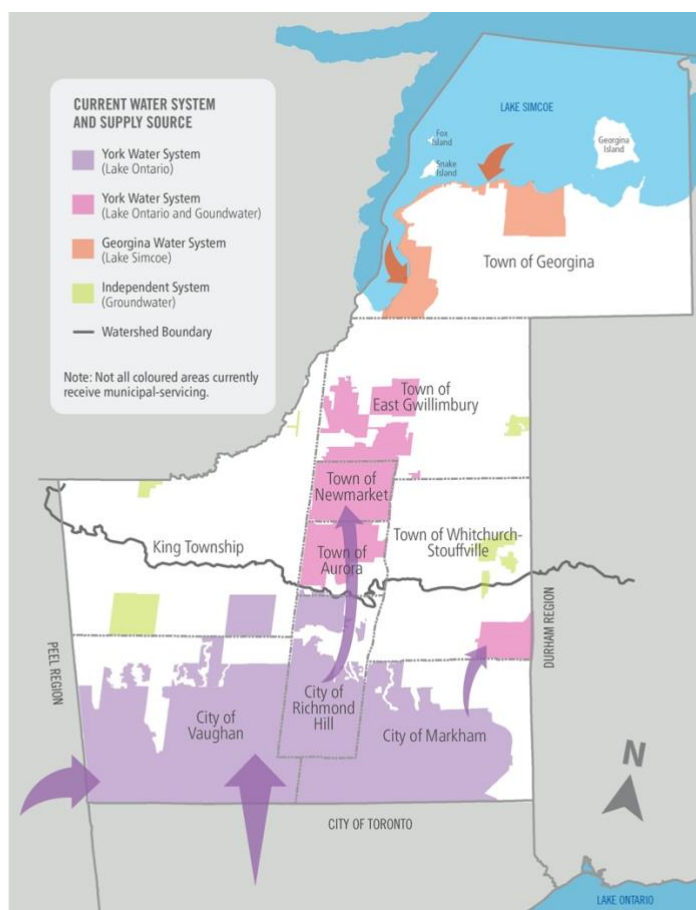
York Region collects, treats, stores and then distributes water to its nine local municipalities. In turn, the municipalities distribute and collect water and wastewater to and from homes and businesses within their communities.

Did you know York Region is the only regional municipality in the Greater Hamilton-Toronto Area that does not have direct access to Lake Ontario (our main supply of water)?

York Region has partnerships with the City of Toronto and Peel Region to supply treated drinking water sourced from Lake Ontario, which covers most of the Region's needs (90%). The remaining supply comes from groundwater (7%) and Lake Simcoe (3%).

York Region's current water system

The map below generally shows the movement of water and where it comes from for different serviced areas ("water systems") across York Region.



Watch our [SOURCE IT video](#) to find out more about where our water comes from.

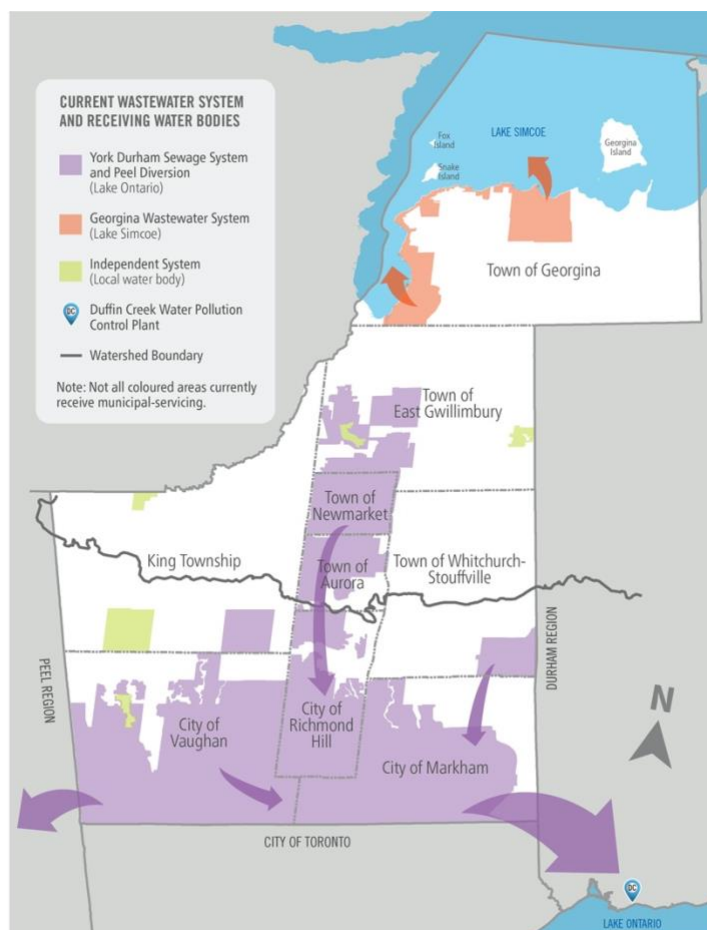
For more information on York Region's water system, visit york.ca/wateris

WHERE DOES WATER GO?

York Region's wastewater is treated in accordance with environmental regulations. The majority (95%) is treated and discharged to Lake Ontario through partnerships with Peel and Durham Regions. The remaining wastewater is treated through seven treatment facilities located in York Region.

York Region's current wastewater system

The map below shows generally the movement of wastewater and where treated wastewater is discharged for different serviced areas ("wastewater systems") across York Region.



Our [MOVE IT video](#) offers a glimpse into York Region's massive water system, including the inside of a water treatment plant, pumping station and water tower.

Over the past 50 years, York Region has established vast, complex and efficient water and wastewater systems through progressive planning and construction activities.

York Region's [Corporate Asset Management Plan](#) outlines our owned, planned and managed water and wastewater infrastructure assets and our strategy to sustain and financially manage these assets throughout their useful life.

HOW DOES YORK REGION DEVELOP SERVICING STRATEGIES FOR THE FUTURE?

We look at all options, such as:

- Do nothing
- Limit growth
- Manage demand
- Expand and optimize

What do these options mean?

Do nothing typically provides a benchmark for comparison. Doing nothing would put the Region **at risk** of being unable to meet requirements of the *Safe Drinking Water Act* and the *Ontario Water Resources Act*.

Limit growth means limiting regional growth to what our existing water and wastewater systems can service. This would put the Region **in conflict** with the [*Places to Grow Act, 2005*](#) and [*A Place to Grow – Growth Plan for the Greater Golden Horseshoe*](#).

Manage demand considers whether we could service our future growth by **increasing water conservation** and **reducing inflow and infiltration**. This option can't meet the needs of growth on its own but is worth exploring in combination with other options.

Expand and optimize our **existing systems** allows us to meet growth needs to 2051 while complying with our regulatory requirements.

A combination of managing demand - and expanding and optimizing our existing systems - are considered in our next step of creating servicing strategies.

Long-term servicing **requires a commitment to demand management**. Our best options moving forward are to expand and optimize the existing systems while continuing to manage demand through existing programs.

RESPONDING TO CUSTOMER DEMAND FOR WATER AND WASTEWATER SERVICES

Building, operating and maintaining water and wastewater infrastructure requires significant investment.

In 2020, York Region spent **\$709 million to construct, operate and maintain** the water and wastewater systems, funded through **user rates** and **development charges**.

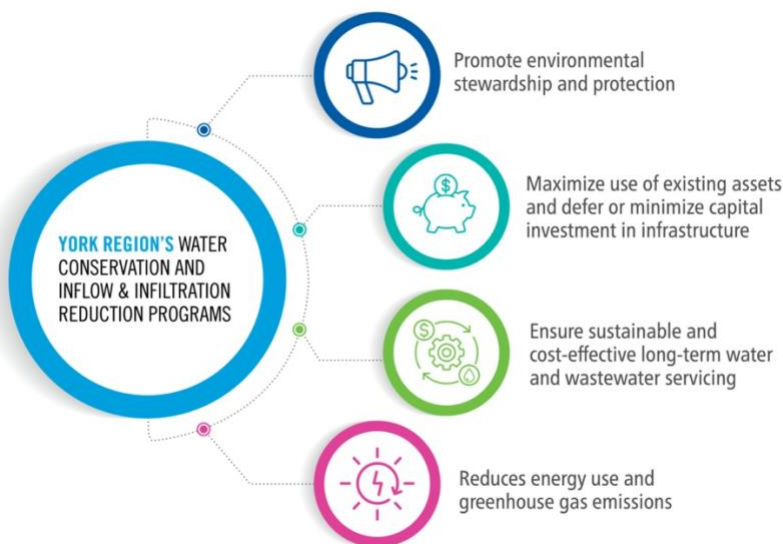
While our existing systems are built to accommodate high demands (such as during the summer months when we typically use more water), **managing and reducing demand on our systems lessens the need to expand them**. This is a key component to developing efficient and cost-effective servicing strategies.

Did you know the average York Region resident uses an average of 200 litres of water each day? We're aiming to reduce that to 150 litres of water per person each day by 2051.

York Region manages the demand on our water and wastewater systems through a combination of measures that encourage local towns and cities, residents and businesses to consider how much water they use, when they use it, and how they dispose of it.

A few examples of these measures are:

- [Promoting water conservation](#) in your home or business and in municipal systems
- [Reducing inflow and infiltration](#) (rain or groundwater that sneaks into the sewage system through sump pumps, downspouts and/or holes and cracks in pipes)



York Region has a long history of water conservation programming and has made big strides in reducing residential water use.

Our [2021 Long Term Water Conservation Strategy](#) will continue to **promote responsible water use** and position York Region as an influencer for the water efficiency and conservation industry.

Since 2011, York Region's [Inflow and Infiltration Reduction Strategy](#) has **saved 20 million litres inflow and infiltration per day** through partnerships and programs with local municipalities, the development community and people like you. An upcoming 2021 update of the Strategy will build on these successes and **will aim to reduce 40 million litres per day** by 2031 to support optimization of the wastewater system.

Reducing inflow and infiltration **reduces the cost of treating rain and groundwater as sewage**. It also improves the resiliency and ability of our system to cope with extreme weather. Over time, changes to our climate are expected to bring warmer, wetter and wilder weather. [Reducing inflow and infiltration around your home](#) can reduce the potential of basement flooding and overflows in your neighbourhood.

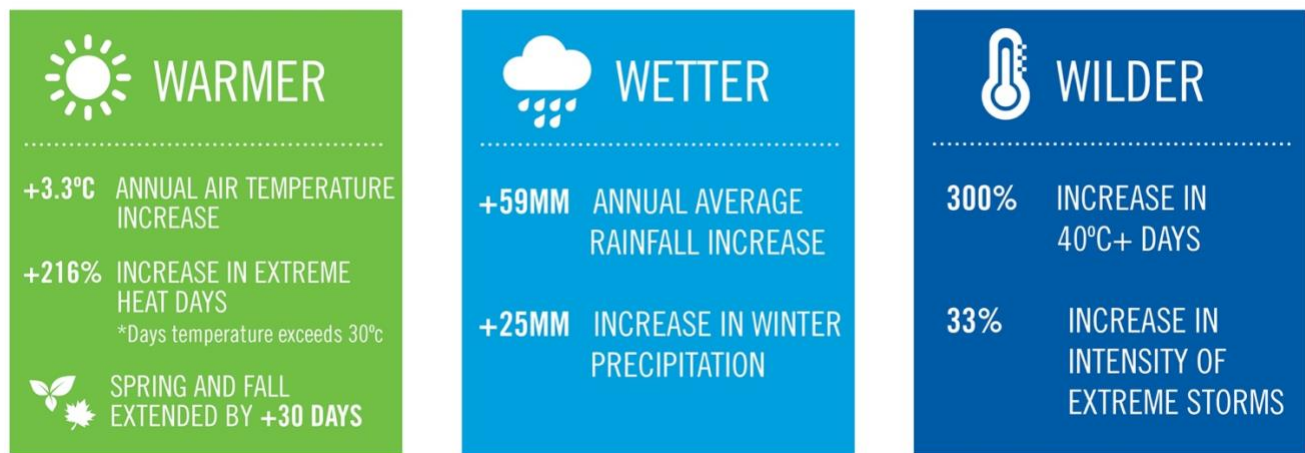
THE IMPACTS OF CLIMATE CHANGE

Climate change has both immediate and long-lasting impacts on our infrastructure, health care, human services, emergency services, natural systems and economies.

To mitigate the impacts and improve climate resiliency, York Region has released a [Draft Climate Change Action Plan](#). Actions include reducing greenhouse gas emissions and integrating **climate change considerations into infrastructure design** and asset management.

Water and wastewater treatment are energy intensive processes and are reflected in York Region's [Energy Conservation and Demand Management Plan](#). This plan aims to mitigate climate change by **reducing greenhouse gas emissions** under York Region's control and influence.

PREDICTED CLIMATE TRENDS FOR YORK REGION BY 2050



Additional resources

- [A guide for water efficiency at home](#)
- [Energy Conservation and Demand Management](#)
- [Energy Reporting](#)

WHAT ARE YORK REGION'S WATER AND WASTEWATER SERVICING STRATEGIES?

The proposed servicing strategies:

- Build on the 2016 Water and Wastewater Master Plan recommendations
- Use the **One Water** principles of integration, innovation and 'infra-stretching'
- Meet regulatory requirements
- Address key growth areas defined through the [Municipal Comprehensive Review](#)

The strategies represent big-picture, Region-wide approaches to addressing water and wastewater servicing needs to 2051.

The key features of our proposed 2021 water and wastewater servicing strategies are:

1. Continuing to meet drinking water needs through **gradual expansion** of supply from Lake Ontario, Lake Simcoe and groundwater wells (where possible)
2. Increasing wastewater treatment by strategically **expanding the existing** Lake Ontario-based, Lake Simcoe-based and independent wastewater systems (where relevant)
3. Advancing demand management initiatives such as **water conservation** and **inflow and infiltration reduction**

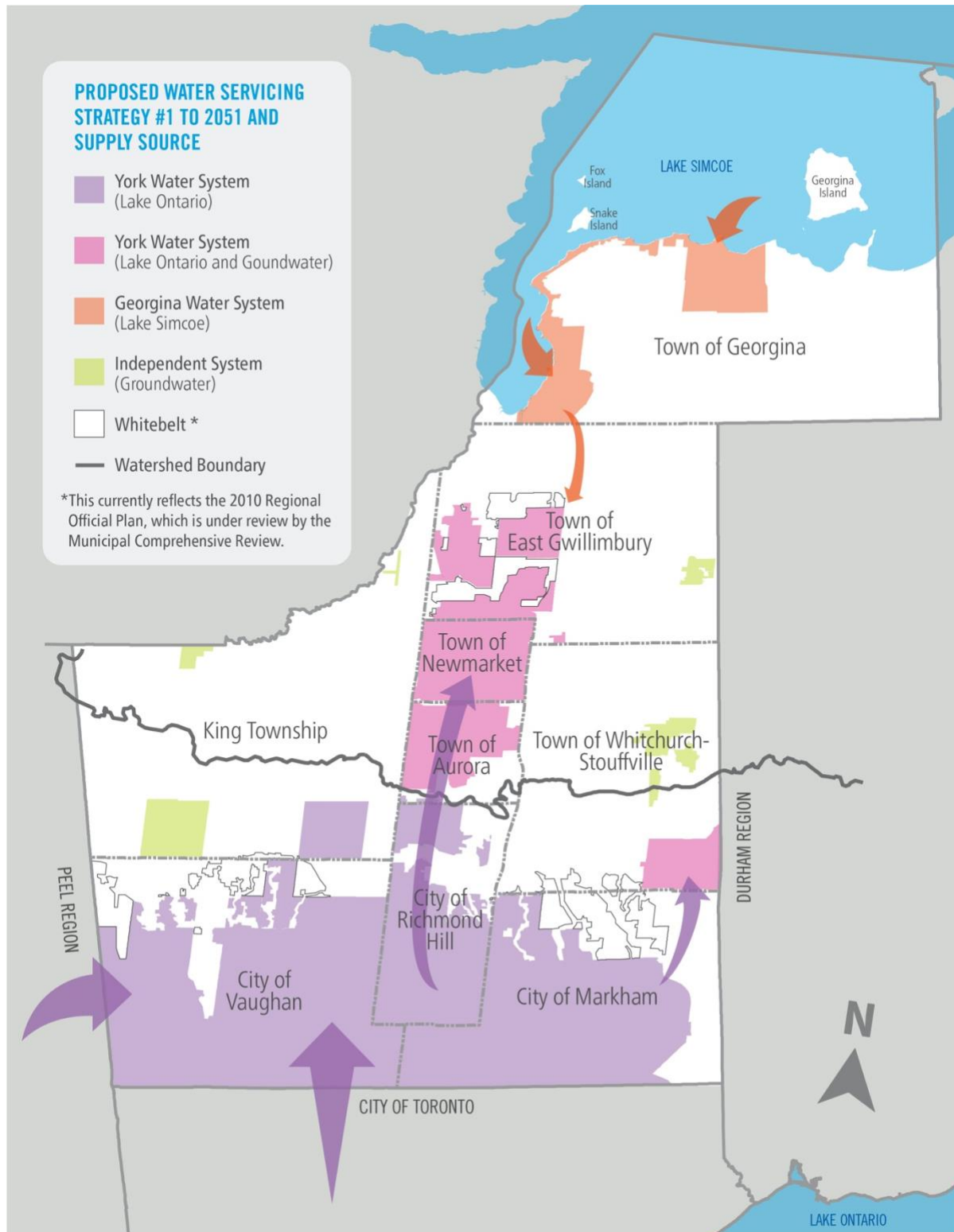
About the proposed servicing strategy maps

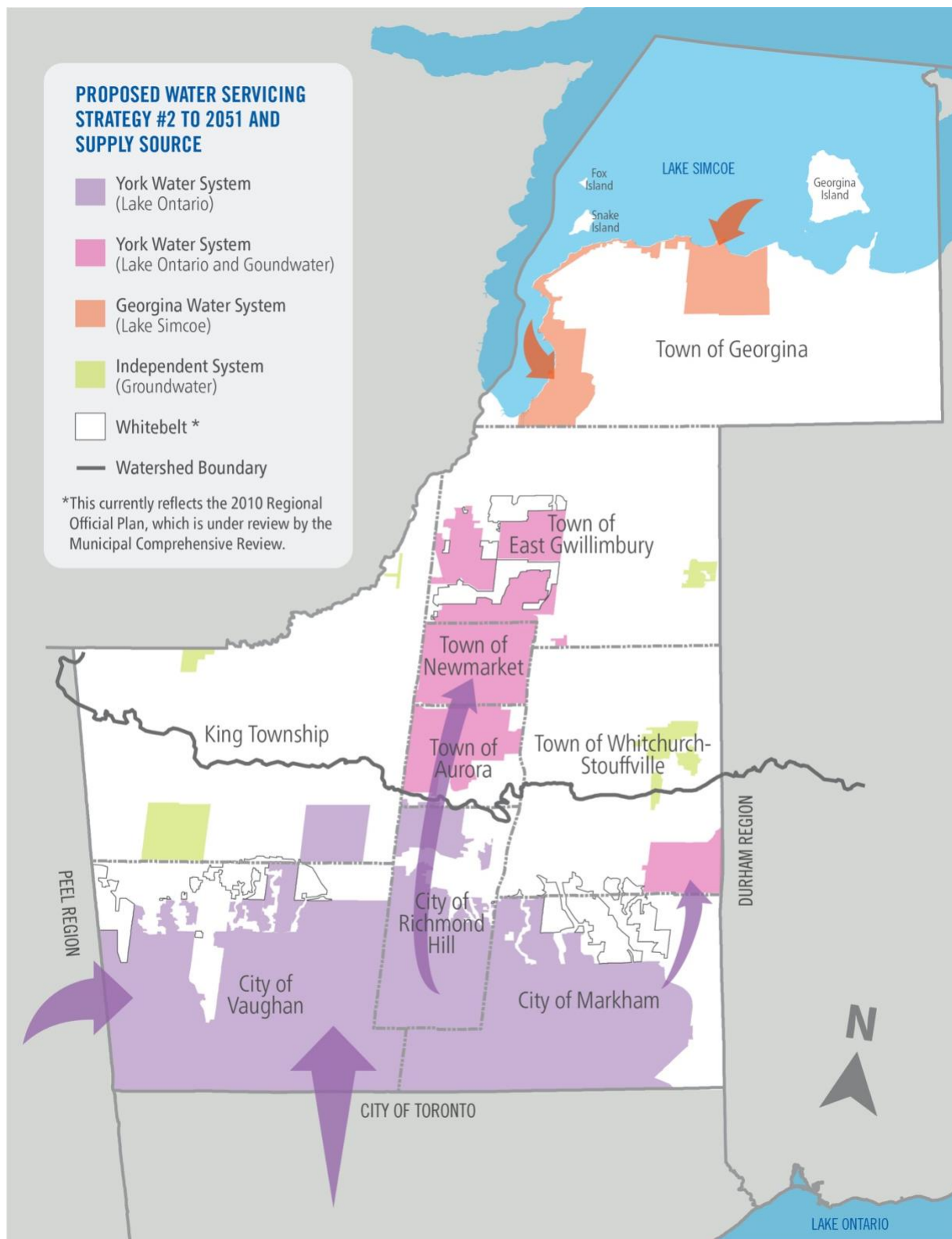
The arrows show generally where water is needed and where it will come from, and where wastewater servicing is needed and where treated wastewater will be discharged.

The arrows do not represent watermain or sewer main routes nor does their size accurately represent the quantity of water needed or of wastewater conveyed.

Proposed water servicing strategies 1 and 2 to 2051

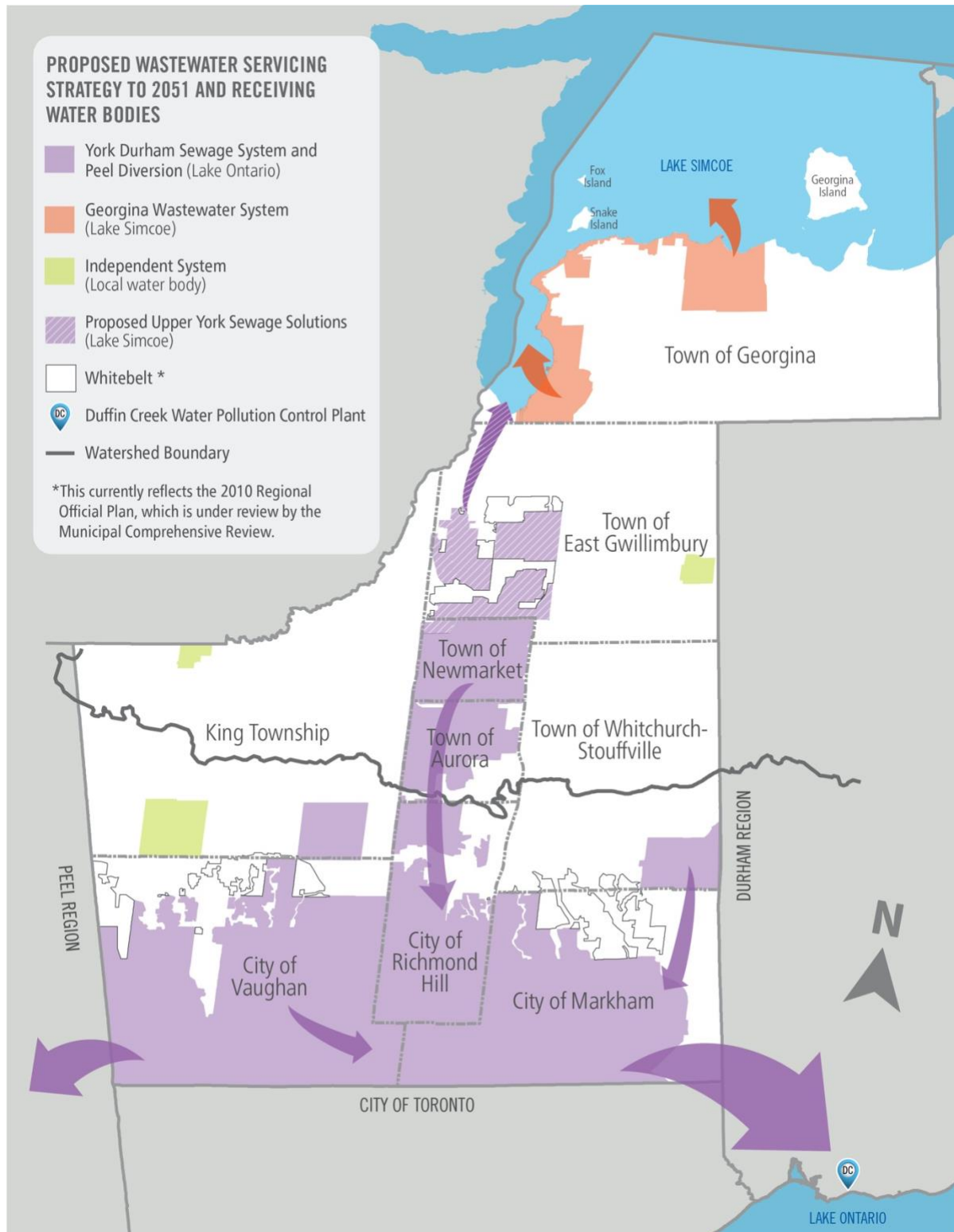
The difference between the two proposed water strategies is the arrow on Strategy #1 represents a Lake Simcoe-supplied connection from Georgina to East Gwillimbury.





Proposed wastewater servicing strategy to 2051

The location of future growth and regulatory requirements largely determine which treatment systems will need to be expanded and the amount of expansion required.



In the next phase of the Master Plan update, we will evaluate the water strategies to determine the preferred servicing strategy. **Recommended infrastructure to implement the strategies will be presented at Open House 3** this summer. These recommendations will include improvements to the water and wastewater network needed to transfer treated water and collect and treat wastewater.

Additional information on York Region's wastewater systems:

- [Upper York Sewage Solutions](#)
- [Duffin Creek Wastewater Treatment Facility](#)
- [Wastewater collection and treatment in York Region](#)
- [Water and wastewater construction projects in York Region](#)

EVALUATING THE WATER SERVICING STRATEGIES

York Region will assess the two proposed water servicing strategies using criteria that builds on the 2016 Master Plan and reflects the priorities identified by nearly 1,400 York Region residents in a recent [Water Perceptions Survey](#)

These criteria also follow the process laid out in the Municipal Engineers Association [Municipal Class Environmental Assessment process](#).

In summer 2021, the third Open House will focus on our path forward and present the recommended servicing strategy and associated infrastructure program. We will be engaging with you to **get your feedback and confirm we are on the right track**.

The graphic below illustrates the evaluation process and the high-level criteria that are used to evaluate servicing strategy alternatives.

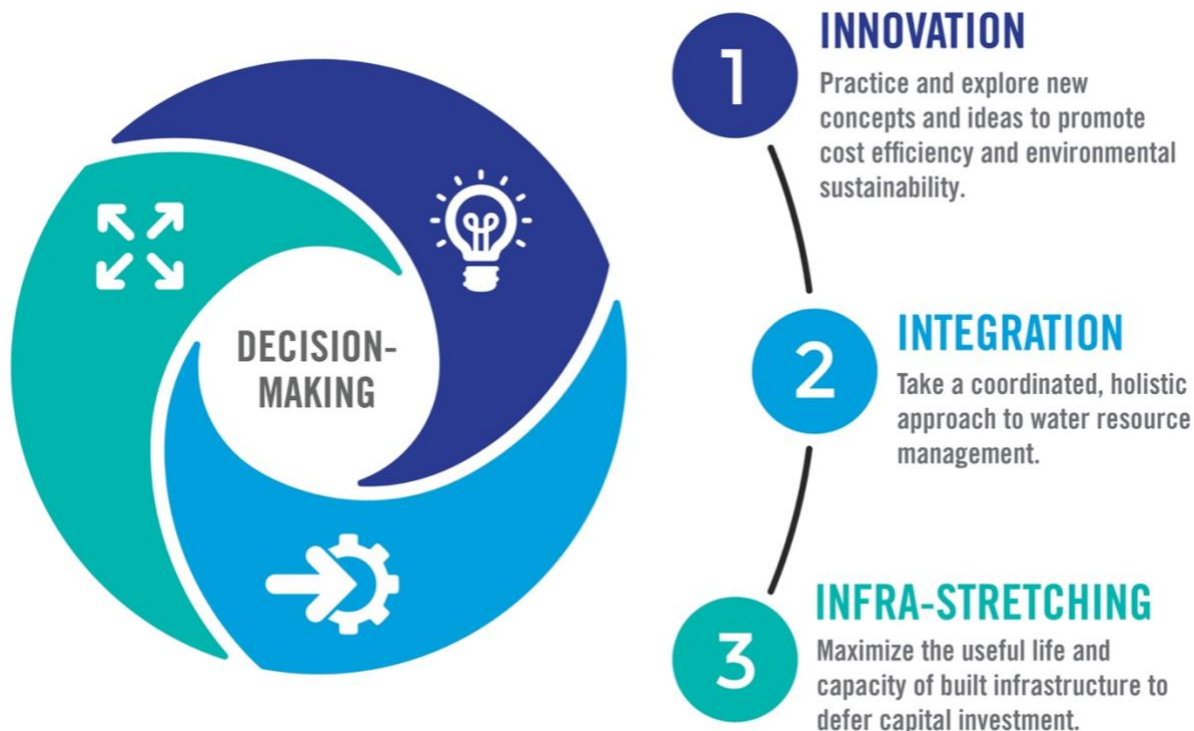


THE ONE WATER APPROACH: VALUING ALL WATER

York Region is committed to protecting water resources and delivering water and wastewater services 24/7 in a way that is safe, clean and affordable while protecting environmental health.

So, how do we accomplish this?

Two words: **One Water**.



The One Water approach realizes the value of all water – drinking water, wastewater, recycled water, rainwater, stormwater and more.

By viewing **all water** as a resource, the One Water approach reduces the need to build new infrastructure by **making the best use of the existing infrastructure**, conserving water to lessen pressure on natural and financial resources, and utilizing water reuse to create markets for treated wastewater.

One Water is a key strategic component of the Water and Wastewater Master Plan and will enable York Region to sustainably meet the water needs of a growing population.

GET INVOLVED AND STAY CONNECTED!

For more information about the 2021 Master Plan update or to sign up for project updates, contact us at water@york.ca or 1-877-464-9675.

For information on popular environmental topics, contests and events, subscribe to our [Splash e-newsletter](#).

Our third and final Open House is scheduled for Summer 2021.

Summary of Public Comments (from December 2020 to May 2021)

In addition to the comments received through the second Open House, residents and professionals were invited to contact the project team with comments or questions anytime at water@york.ca or via phone. The following table documents those interactions during the second phase of project consultation and how York Region responded.

Name, Entity Name (if applicable)	Method of Communication	Summary of Comment	Date Received	Status/Response
Michael Oldham, WSP	Email	Requested to be added to the master plan mailing list.	February 1, 2021	1. Added to project contact list
Resident	Email	Requested to be added to the master plan mailing list.	February 1, 2021	1. Added to project contact list
David Wilcox, C.F. Crozier & Associates Consulting Engineers	Email	Requested to be added to the master plan mailing list.	February 10, 2021	1. Added to project contact list
Gordon Cheung, Living Realty Inc. Brokerage	Email	Requested to be added to the master plan mailing list.	February 13, 2021	1. Added to project contact list
Tom Kilpatrick, Brookvalley Project Management Inc.	Email	Requested to be added to the master plan mailing list.	February 10, 2021	1. Added to project contact list
Tom Kilpatrick, Brookvalley Project Management Inc.	Email	Requested pdf version of Open House materials.	March 4, 2021	1. Follow up provided containing requested information
Resident	Email	Requested an update regarding any plans to service the community of Vandorf in the Town of Whitchurch-Stouffville.	March 26, 2021	1. Comment filed 2. Follow up provided through Open House 2 Summary Report and direct email
Kayly Robbins, The Jones	Email	Requested update on Master Plan next steps and requested colleague be added to project mailing list.	April 15, 2021	1. Added to project contact list

Name, Entity Name (if applicable)	Method of Communication	Summary of Comment	Date Received	Status/Response
Consulting Group Ltd.				2. Follow up provided containing requested information
Glen Letman, Retired/Freelance Urban Planner	Phone	On behalf of client, requested information regarding timing for works to provide servicing to the community of Sharon in the Town of East Gwillimbury, with interest in understanding if any Regional trunk sewers are planned on Leslie Street.	April 19, 2021	1. Comment filed 2. Follow up provided containing 10-year capital plan for short term servicing and advised timing for works/servicing to be re-evaluated through the Master Plan update and draft infrastructure plan to be shared at Open House 3