

WATER AND WASTEWATER MASTER PLAN

OPEN HOUSE 3 (SUMMER 2021)

SUMMARY REPORT

Note: this report is current as of October 20, 2021

INTRODUCTION

In summer 2021, The Regional Municipality of York (York Region) hosted the final 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 and updates occur approximately every five years. The first Open House occurred in fall 2019 to introduce the Master Plan Update and the second took place in winter 2021.

As part of York Region's commitment to inclusive and transparent planning, the Master Plan team held the third and final Open House in June and July 2021. This virtual Open House provided opportunities for the public to review the draft Master Plan servicing strategies and infrastructure plan and to pose questions and comments on the material. The Open House ran from June 24 to July 8 at york.ca/waterplan

This report summarizes the third 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 were planned at key project milestones. Each round of engagements included public meetings, workshops, and open houses with various stakeholders, partners, government agencies and the public.

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

- Provide information on the Master Plan, how York Region plans for long term growth and development, how water is protected and conserved and general information about the Region's water and wastewater system
- Report back on the selected servicing strategy to service future growth, following the options presented in Open House 2
- Gather public input on the Region's draft water and wastewater infrastructure plan, and any other comments regarding the update to the Master Plan
- Provide information on the next steps for the Master Plan, including anticipated timelines for York Region Council endorsement and the opportunity for public review
- 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
- Advertisements on social media including on Facebook, Twitter, LinkedIn and Instagram
- yorkregion.com homepage takeover and digital ads
- Mobile signage (Curbex signs) across the Region
- 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
- How the Master Plan is connected to other Regional planning documents and local planning documents
- How the Master Plan is being updated following the Municipal Class Environmental Assessment process and associated project timelines
- An overview of York Region's natural environment, current water and wastewater system and sources of water supply
- Overall strategies for how water will come to York Region and where wastewater will go by 2051
- Draft infrastructure plan to deliver the recommended water and wastewater strategies
- How the Master Plan is implemented and monitored
- A review of related programs including demand management, source water protection, the 'One Water' approach and principles for decision-making
- How participants could stay connected with project updates

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 3

There were 108 surveys completed during online Open House 3 and 20 comments were provided for consideration by the project team. Sixty-three new requests were received to be added to the project mailing list.

FEEDBACK RECEIVED ON THE MASTER PLAN

Participants were asked for feedback specifically regarding the Infrastructure Plan and were also given an opportunity to ask questions or provide feedback at the end of the presentation on any aspect of the Master Plan or the background information. Participants were also asked for their input on the Open House to improve the experience for future engagements. York Region would like to acknowledge and thank all who participated.

Participants' comments and questions were summarized and grouped into key themes:

1. Planning for servicing
2. Resource stewardship
3. Other

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. Planning for Servicing

- a) **What was heard: you want to know why your community is serviced using groundwater when other communities have lake-based supply (which tends to be softer than your water). You feel water bills are expensive.**

How this feedback is being considered:

- Groundwater is usually harder than surface water because it travels slowly through sediments that are rich in calcium and magnesium. These sediments dissolve in the water and make it hard. Surface water in general is less likely to dissolve high concentration of minerals, but the water from Lake Simcoe and Lake Ontario tends to be hard. Therefore, the water in York Region is usually hard or very hard. Many people choose to install water softeners in their homes to reduce hardness, making washing easier and reducing mineral buildup. More information is available at york.ca/drinkingwater

- 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)
- Water and wastewater services provided jointly by York Region and local municipalities are fully funded through rates paid by residents and businesses (instead of through property taxes). Water rates are set with the goal of full cost recovery. That means operating and capital rehabilitation and replacement costs are financed through rate revenues so that sufficient funds are available to operate the system and to keep it in a good state of repair. When you use less water, you pay less in water and wastewater charges

b) What was heard: you live in a small countryside community with private servicing (i.e. private well and septic system) and want to know why the Water and Wastewater Master Plan doesn't appear to recommend servicing in your community, even though you pay property taxes.

How this feedback is being considered:

- Water and wastewater services provided jointly by York Region and local municipalities are funded through rates paid by residents and businesses, not through property taxes
- 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 guide how York Region plans for growth and municipal servicing. Currently, provincial policies intend for Hamlets (communities like Pottageville in King Township and Baldwin in Georgina) to continue to be serviced by private servicing
 - To find out if your community is a designated Hamlet, please see the ROP available at york.ca or contact your local municipality
 - Maintaining private wells and [septic systems](#) are the responsibility of the home-owner
 - Well water should be tested regularly for bacteria. York Region Public Health offers free private well water testing. For more information, please visit york.ca/wellwater
- c) What was heard: you want to know how much wastewater capacity is available for future development in “X” local municipality, how many homes could be serviced this year and next year and when additional capacity will be available.**

How this feedback is being considered:

- The Water and Wastewater Master Plan determines long term infrastructure needs across the Region to service growth to 2051 in accordance with the Municipal Comprehensive Review. To support growth in the short term and ensure alignment with infrastructure planning, York Region assigns water and wastewater capacity to each local municipality in five-to-seven year increments through the capacity assignment process
- The most current capacity assignment update can be found [here](#) as reported to York Regional Council in September 2021. This report shows the available capacity assigned to each local municipality serviced by the York Durham Sewage System. The figures reported are for capacity that hasn't been registered yet and includes an outlook for years of capacity remaining based on annual growth estimates
- Local municipalities then allocate capacity to developments within their communities. Contact your local municipality for more information on allocated and available capacity

d) What was heard: you want to know if there is a plan to have a watermain or wastewater main along “X” road.

How this feedback is being considered:

- The draft infrastructure plans shown at Open House 3 show the infrastructure identified as needed to meet the growth requirements set out through the Municipal Comprehensive Review, including regional water and wastewater mains

- The route of a watermain or wastewater main will be determined through a future Environmental Assessment
- Water and wastewater services in York Region are delivered through a two-tier system. The Region provides treated water to nine local cities and towns, and in turn the municipalities distribute and collect water and wastewater to and from homes and businesses
- If the road in question is in an area where municipal servicing is permitted (in accordance with provincial policies and the Regional Official Plan), but no mains are identified through the Master Plan, it's possible there may be plans for a local main. Contact your local municipality for further information

e) 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 in northern York Region
- In 2014, the Region completed an Individual Environmental Assessment process (known as the Upper York Sewage Solutions project) which identified a Water Reclamation Centre releasing clean water into the East Holland River and a phosphorus off-set reduction program as the best strategy to accommodate growth in Aurora, East Gwillimbury and Newmarket and benefit the watershed. This world-class facility would be the first in Ontario and Canada, replacing the 1960s-era Holland Landing Lagoons and demonstrating a strong commitment to environmental sustainability
- Continuous delays in approving the Upper York Sewage Solutions Individual Environmental Assessment (UYSS EA) has put the Region's mandate under the Growth Plan for the Greater Golden Horseshoe in jeopardy. Local municipal growth requires water and wastewater servicing; continued delays are disrupting planned employment and residential growth within Aurora, East Gwillimbury and Newmarket
- Now, after more than seven years since submission of the UYSS EA, on October 20, 2021 the Province enacted the [York Region Wastewater Act, 2021](#). This legislation puts an indefinite hold on any decision by the Minister of the Environment, Conservation and Parks on the UYSS EA, prevents any further action being taken by York Region to advance this project and seeks to limit the Province's liability for taking these steps. The Province has also announced creation of an expert advisory panel to provide advice on options to address wastewater servicing capacity needs in York Region and future growth in both York Region and Durham Region. York Region is extremely disappointed with the measures taken by the Ontario government and has maintained its position that the Province needs to make a decision on the UYSS EA

- The Region will continue to plan for UYSS until receiving direction otherwise. For more information on the UYSS project, visit the project [website](#)
- York Region 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
- The decommissioning of the Holland Landing lagoons depends on provincial approval of the UYSS EA. If the project is approved, the province will approve decommissioning the lagoons and transferring the operating phosphorus permit limit to the Water Reclamation Centre once the Water Reclamation Centre is built, tested and ready to operate. York Region asked the province if the lagoons could be decommissioned sooner than this, but the Region was told no
- York Region is aware of the localized odour complaints from the Holland Landing Lagoons, and has been making efforts to mitigate the odour issue from the lagoon system by optimizing the operational strategy and cleaning the lagoon cells
- In 2019, the Region completed an Odour Sampling Study to assess potential impacts and mitigation measures. Through 2020-2021, the Region has been piloting new treatment techniques to limit and reduce odour generation through a [micronutrient pilot program](#)

f) What was heard: you want to know how the preferred water and wastewater servicing strategies support balanced flows between the watersheds.

How this feedback is being considered:

- The preferred water and wastewater servicing strategy strives to return flow to the same watershed water was drawn from. Water taken from Lake Ontario through servicing agreements with City of Toronto and Region of Peel is mostly directed back to Lake Ontario after treatment at the Duffin Creek Plant and Peel diversion. In addition, water taken from the Lake Huron watershed through groundwater wells and introduction of Lake Simcoe supply to East Gwillimbury is mostly returned back to Lake Huron via the proposed Water Reclamation Centre under the Upper York Sewage Solutions project

g) What was heard: you support York Region's plans to service growth.

How this feedback is being considered:

- York Region appreciates the time participants have taken to review the Open House and provide feedback. Feedback continues to be incorporated as the Master Plan report is developed. For future opportunities to provide feedback on the project, please see the "Next Steps" section of this report

2. Resource Stewardship

- a) **What was heard: you want to know if York Region is exploring opportunities for water reuse (such as increasing water reuse at home or harvesting rainwater to water municipal planters and regional street trees).**

How this feedback is being considered:

- The Master Plan is guided by the “One Water” approach, which recognizes the value of all water – drinking water, wastewater, recycled water, rainwater, stormwater and more
- By viewing all water as a valuable resource, we can reduce the need to build all new infrastructure by making the best use of the existing infrastructure, conserving water to lessen pressure on natural and financial resources and finding innovative ways to reuse water
- Managing and reducing demand on our water and wastewater systems lessens the need to expand them. York Region manages the demand on these 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. Some measures and initiatives are carried out through [The Long Term Water Conservation Strategy](#) and [Inflow and Infiltration Reduction Strategy](#), which include various forms of water reuse (such as disconnecting downspouts and using rain barrels, and advocating for Provincial guidance on water reuse applications)
- York Region continues to explore new opportunities to expand York Region’s One Water approach, through research and innovation. In 2020, York Region completed the award winning [Water Reuse Research Demonstration Project](#), which involved reusing treated wastewater effluent for irrigation at a sod farm. The project received the Ontario Water Works Association (OWWA) [2020 Water Efficiency Award](#). While the demonstration project was a success, some limitations of applying reused water were identified, including the salt content in the wastewater from water softeners used in the area. York Region is now undertaking research on other potential applications outside of agriculture, for example street tree irrigation, or other commercial or industrial uses by nearby businesses. Through an economic feasibility study to be undertaken in 2022, York Region hopes to identify businesses that can use reused water from wastewater or dewatering sites

- b) **What was heard: you want to know what can be done to prevent residents from putting chemicals in the sewer (such as paint, oil, etc.) and what to do if you suspect this activity is happening in your neighbourhood.**

How this feedback is being considered:

- York Region’s [Sewer Use Bylaw](#) and [amendment](#) protect sewers by regulating the release of water and waste into the sanitary and storm sewer systems. This keeps the sewers from becoming overloaded and damaged and protects the health and safety of employees. The bylaw outlines limits and controls for the concentration of substances like heavy metals, natural and chemical pollutants being put into Regional sewers

- The bylaw applies to all people and businesses in York Region. In addition to York Region's Sewer Use Bylaw, the [nine local municipalities](#) have their own Sewer Use Bylaws
 - [Fats, oils and grease](#) (FOG) build up in sewers and over time can cause sewer back-ups. All restaurants and other businesses that cook, process or prepare food must have a grease interceptor to stop fats, oil and grease from going down the drain. They must also maintain the grease interceptor as per the bylaw
 - It is also important that homeowners not pour their fats, oil and grease or household hazardous waste down the drain. These can be disposed of at a York Region [Household Hazardous Waste Depot](#). Learn more about [how to fight FOG](#)
 - What should you do if you suspect someone is dumping unwanted chemicals down the sewer? If the dumping is happening in a storm sewer (catch basin) in a sub-division, contact your local municipality. If the suspected dumping is occurring in the sanitary sewer system (down the drain/toilet in a house), both the local municipality and the Region should be notified. To notify the Region, call Access York at 1-877-464-9675 or email at accessyork@york.ca
 - For more information about how to protect water by keeping substances outside of the sewer system, visit york.ca/seweruse
- c) What was heard: you want to know how growth is coordinated across York Region, the Region of Peel and the City of Toronto, and how the three work together to ensure key environmental considerations are managed (such as water quality, watershed management, solid waste management, etc.) You also would like to know what York Region is doing about emerging contaminants like microplastics.**

How this feedback is being considered:

- 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
- The Regional Official Plan (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. 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 is currently being updated through the [Municipal Comprehensive Review](#), and 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, local

municipalities, York Region's servicing partners (The City of Toronto and Region of Peel), Conservation Authorities and Provincial Ministries — work together to manage water quality

- Conservation Authorities safeguard and enhance the health and well-being of watershed communities through the protection and restoration of the natural environment and the ecological services the environment provides. You can learn more about the two Conservation Authorities in York Region at trca.ca and srca.on.ca
- The ROP also contains policies regarding solid waste management and other environmental considerations. Similarly, The City of Toronto and Region of Peel have Official Plans that do the same in their respective areas
- 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 inform future treatment decisions

3. Other

a) What was heard: you want to know how development charges work.

How this feedback is being considered:

- 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 current [Region-wide development charge bylaw \(2017-35\)](#), as [amended](#), levies uniform region-wide development charge rates to help fund vital growth-related infrastructure
- The Region has [one area-specific development charge bylaw](#) to help recover the cost of a standalone wastewater treatment plant in the village of Nobleton. Rather than paying the Region-wide wastewater development charge rate, developments within the village pay the Nobleton area-specific wastewater development charge rate
- Development charge bylaws are updated every five years

b) What was heard: you want to know why the Water and Wastewater Master Plan doesn't recommend infrastructure for the Chippewas of Georgina Island First Nation, located on Snake, Fox and Georgina Islands.

How this comment was considered:

- York Region acknowledges that many Indigenous peoples have treaty and historical connections to the lands that are now part of York Region's municipal boundaries
- The Chippewas of Georgina Island First Nation reserve includes Snake, Fox and Georgina Islands. Responsibility for drinking water quality and management on First Nation reserves is shared by the First Nation and the Government of Canada. The Chippewas of Georgina Island were successful in obtaining federal funding to [make improvements to the Georgina Island drinking water system](#). For more information, please visit the [Indigenous Services Canada](#) website and the [Chippewas of Georgina Island](#) website

c) What was heard: you live in the central/northern area of York Region and have concerns about the quality of your municipally-supplied water.

How this comment was 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
- Water and wastewater services in York Region are delivered through a two-tier system. The Region provides treated water to nine local cities and towns, and in turn the municipalities distribute and collect water and wastewater to and from homes and businesses
- The Towns of Aurora, Newmarket and parts of East Gwillimbury and Whitchurch-Stouffville are supplied by a mix of Lake Ontario and groundwater. Groundwater has higher mineral content than surface (lake) water. Minerals such as iron and calcium, dissolve into groundwater because the water moves very slowly through the ground
- Groundwater used for drinking water can be hundreds to thousands of years old and is well-protected from contaminants (like chemicals or pathogens) because of its depth. The many layers of earth above the aquifer act as a natural water filter
- York Region disinfects groundwater with chlorine, followed by a mineral called "silicate" at certain facilities. Silicate isolates and binds with iron and manganese naturally found in the water to prevent mineral build up inside watermains and to minimize discoloration and staining
- Drinking water leaves York Region water treatment facilities with enough chlorine disinfectant to protect it all the way to residents' taps
- The Town or City you live in regularly monitors its water distribution system for chlorine, lead, pesticides and pathogen levels to maintain a safe drinking water system and ensure good water quality

- York Region completed a region-wide groundwater treatment study in 2020. The study provided specific treatment, operational and maintenance recommendations 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)
- For more information about water quality, including frequently asked questions and to access annual water quality reports, please visit york.ca/drinkingwater

d) What was heard: you want to know if a draft of the master plan report is available for review.

How this comment was considered:

- The master plan report will be available for a 30-day public and agency review period early next year. See the Next Steps section below for more information about the process
- To be directly notified for the review period, sign up for [project updates](#)

NEXT STEPS

Feedback from Open House 1, 2 and 3 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 infrastructure plan.

Staff continue to incorporate feedback as the master plan report is developed. The Master Plan is planned to be completed and presented to York Regional Council for endorsement in early 2022. A Notice of Completion will then be issued in community newspapers and York Region social media, beginning the statutory 30-day review period in accordance with the requirements of the MCEA process. Be sure to sign up for [project updates](#) at York.ca/waterplan to be directly notified.

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 (June 10 and 24, 2021)

YOU'RE INVITED!

From the comfort of your own home, find out York Region's plans to continue providing safe, cost-efficient and reliable water and wastewater services to residents, businesses and communities. Visit our third and final Water and Wastewater Master Plan Update Online Open House to explore recommended infrastructure projects to meet the needs of our growing communities.

**PARTICIPATE IN OUR
ONLINE OPEN HOUSE** | **JUNE 24 TO JULY 8, 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	P: 1-877-464-9675 ext. 73029
The Regional Municipality of York	F: 905-830-6927
17250 Yonge Street, Newmarket	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 the purpose of creating a public record and for 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 AND WASTEWATER MASTER PLAN UPDATE

Online Open House #3

York Region 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. Feedback gathered through this Online Open House will help shape the final report to York Regional Council in early 2022.

DID YOU MISS OUR PREVIOUS OPEN HOUSES?
Get caught up at york.ca/waterplan



Mobile signage



Social media

Instagram Story (June 24, 2021)



Facebook (June 24, 2021)

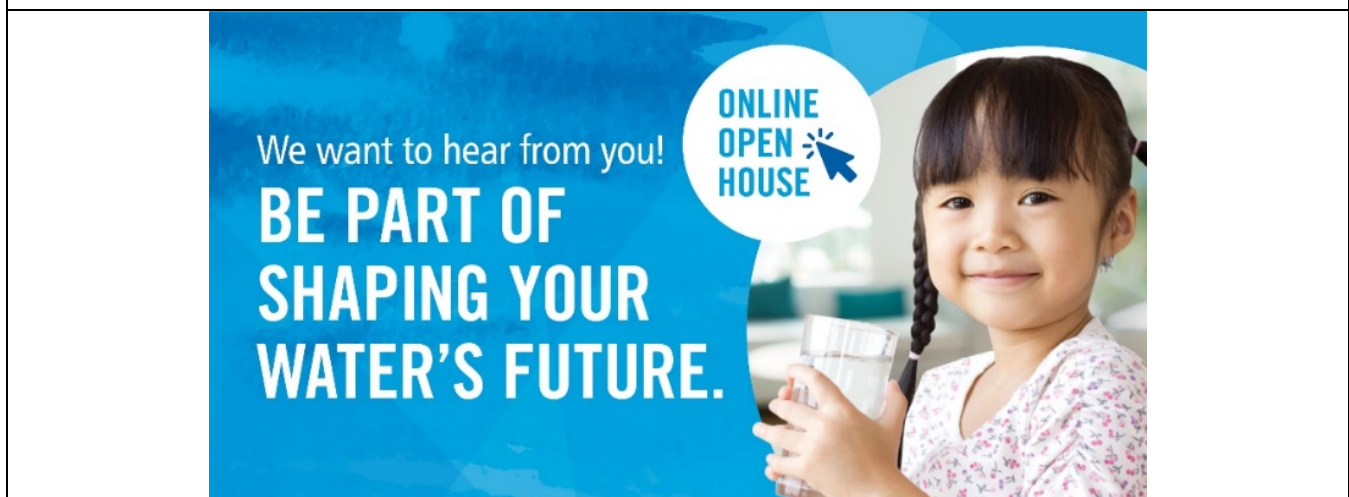
You're invited! Between now and July 8, visit York Region's online Open House for an update on our Water and Wastewater Master Plan at <https://www.research.net/r/58FKN2L>

This Open House will provide an update on the recommended water and wastewater strategies and infrastructure projects that will meet the needs of our growing communities.

Your feedback is important and will help shape the final report.

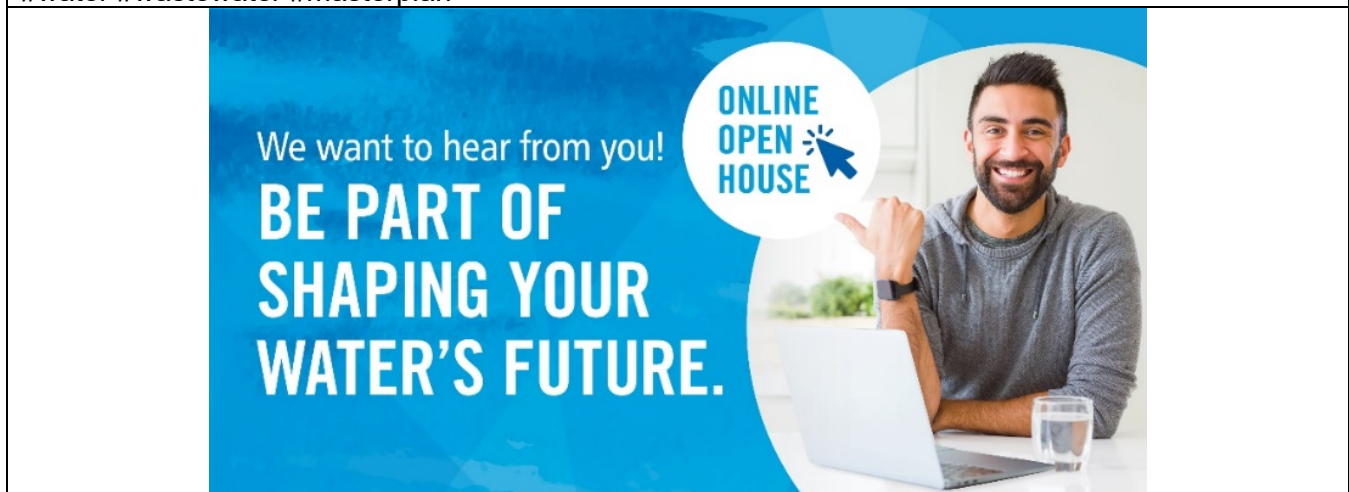
The Water and Wastewater Master Plan is the Region's long-term strategy for providing safe, cost-efficient and reliable water and wastewater services to residents, businesses and growing communities.

We update the Master Plan every five years to ensure long-term strategies and recommendations remain relevant to the Region's evolving needs.



Twitter (June 24, 2021)

You're invited! From now to July 8, visit York Region's online Open House for an update on our Water and Wastewater Master Plan at [research.net/r/58FKN2L](https://www.research.net/r/58FKN2L)
#water #wastewater #masterplan



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. Planning for Servicing

a) Comment received:

- “The only thing I see in this master plan update is a lack of respect for homeowners in Nobleton Ontario. Our water fixtures continued to get calcified, regardless of how much water softening we do. We pay for water and then we have to pay extra out of our pockets to make it usable! Meanwhile every other resident in York Region gets to enjoy water that is much softer than our own. This is completely unacceptable. There are surface water pipes literally all around us, Kleinberg, Beeton, King City, Vaughan, etc. Yet this region does not want to ensure it is delivering the same level of service to all tax paying residents. To say that I am frustrated is an understatement, and it has taken all of my resolve to keep my comments polite so that may be addressed seriously. I look forward to the next update in 2026, when the people of Nobleton will continue to be ignored by York Region. That is if I still stick out here. The water hardness quality in Nobleton is ridiculous. Residents of Nobleton should get significant discounts for the poor water quality we are receiving from York Region. I can see in the master plan that there are NO PLANS to improve water quality in Nobleton, Ontario. Nobleton will continue to receive cement out of their water taps while paying ridiculous fees for water and land taxes. I am happy that the residents of Nobleton get to subsidize the rest of York Region with proper surface water, while we are stuck with an underground well. You politicians are making it easier for me to make a decision about moving out of a neighborhood my family loves! When do you plan to lower wastewater rates to more realistic values? We can't even water our grass because the wastewater fees are ridiculous also! I learnt that the people of Nobleton are second class citizens when it comes to servicing them with water of a proper hardness. Please highlight how you are going to get rid of ground water permanently!”

b) Comment received:

- “There has been no provision for pockets of existing development where residents have been coping with overwhelming water problems and failing septic systems. The subdivisions have growing, there is constant infill construction and replacement of older homes with much larger homes (e.g. Pottageville). This community lies close to the expanded water treatment plant in Schomberg, but was denied water/wastewater services, being told the additional capacities were being held for future development. Our area is known for its difficult water problems, but have not received any assistance from the taxes we pay to the 3 levels of government. It took the resources of all 3 to solve the Schomberg problems, and we were ignored a share in the water production. We don't have the same financial resources to get clean water. To continue I believe the

existing subdivisions of King Township deserve to have potable water before new development where practical. The province of Ontario is constantly saying that all Ontario residents have the right to clean water. My wish is that someday that I can go to my kitchen tap and get a glass of water, instead of driving over to Schomberg to buy one.

I think it is unfair to ignore the current residents who do not have good clean water and something has to be done to accommodate them. It is frustrating to see the vast new developments taking all the water resources while long time residents are left behind. Perhaps York Region could help persuade King Township that taxes are intended for essential services first, and the frills come later. I learned that there is nothing in the plan to help improve water for residents of King Township. No specific timelines of developments or names of developers ready to begin."

c) Comment received:

- "How much waste treatment capacity currently exists in East Gwillimbury? How many homes could be serviced in 2021 and 2022? If capacity is limited, when will capacity be delivered? What is the current number of new homes that could be serviced? When will additional capacity be delivered?"

d) Comment received:

- "Is there a plan in the future to have a wastewater main east of Leslie along mount Albert road?"

e) Comments received:

- "How much of this planned infrastructure will disappear if the expert panel, which is addressing the water Reclamation Center, determines that we can't engineer our way out of the problem and the proper solution is to dramatically limit growth in northern York Region? Nice to think that you are at least considering reuse of treated effluent. I think it is referred to as third pipe in subdivisions with the water being used for toilets and outdoor taps."
- "The Toronto Star has continuing coverage of the Upper York IEA. Its most recent article did not seem hopeful that the IEA would proceed to provincial approval, in no small measure due to opposition from the Chippewas of Georgina Island First Nation. A second discussion about 'twinning' the Duffins Creek plant on Lake Ontario. Apparently a group of Pickering residents are mobilizing to fight this. The Region had quite a time with Pickering residents and the IEA for the South East Collector sewer. A third discussion was about levels of sewage treatment - not a common topic, and something most Ontario citizens appear to be ignorant about. Upper York is/was to receive quaternary treatment ... Duffins Creek is apparently at secondary treatment. The Star covered a lot of ground in one article. What contingency plans exist if the Upper York IEA is not approved? Does the Master Plan deal with levels of sewage treatment? If not, then this would be a useful educational opportunity."

- “I am not holding my breath (anymore). I lived near the lagoons in Holland Landing for seven years waiting for you to close them. Do you know how awful it can be there for residents on a hot day with no wind? Not healthy and yet you ignore the well-being of the people of Holland Landing. You use new sewage capacity for development instead of redirecting existing sewage and closing the lagoons. I finally moved as I expect it will take another 20 years before you can get a decent solution in place. I don’t know why I am surprised that I can’t get my teenager fully vaccinated. It’s York Region after all. Master class in vacillation and poor decision making that only takes business interests into consideration.”

f) Comment received:

- “By taking from Lake Simcoe under the water map to service East Gwillimbury, but not flowing back to Lake Simcoe, combined with ground water usage, how, is this supporting your previous point about balancing the flow to Lake Ontario? Are you not exacerbating the issue? Should the flows not be better balanced back towards Lake Simcoe?”

g) Comments received:

- “I support the prioritization and focus of providing water services along Woodbine Avenue in Queensville and along Jane Street in Vaughan. These are essential areas of future growth for residential, commercial and industrial lands that are required to ensure the growth targets up to 2051 are met. Thank you to all involved with setting up this open house. Plans look good, hopefully the province provides their direction and the suggested timings can be held.”
- “Thank you, the plan is well drafted, clearly outlines the why, how, when and impact to citizens. It takes all of us to make this work. Water Infrastructure plan is forward moving and sustaining our future.”
- “I like the thinking in building this plan in 3 specific stages that allows you to course correct and/or adjust any plans that may require tweaking or readjusting. Also, really glad to see a plan that is projecting so far into the future - based on the growth and job numbers that are projected, this work that is in process now is absolutely essential to be addressing now and building this infrastructure for the future. Great job! Great to see the planning for the long term future. Really glad to hear of the on-going testing of our drinking water to ensure quality....18,000 tests is a lot of tests and to score 100% to Ontario's standards is amazing and really good to hear!”

2. Resource Stewardship

a) Comment received:

- “We need to stop treating all wastewater from homes. Only put toilet wastes in for treatment, all the rest onto grass and gardens after in house filtering?”
- “Is there Regional infrastructure planned to promote water reuse?”
- “Does the city have any plans to collect rainwater and use for the trucks that water city trees, new sod and planters?”

b) Comment received:

- “Is there anything that can be done to prevent residents from putting things into the sewer, in our neighbourhood someone is continuously putting paint, oil, etc. directly into the sewer. How do we report this?”

c) Comment received:

- “If York Region's population will grow by nearly 1 million residents, how much will Peel and Toronto grow by in the same time frame, and how are the 3 municipalities working together to ensure that water quality, ecological impact on species and watershed and waste is properly managed? Are there any plans to address microplastics by upgrading water treatment facilities to test for these in drinking water and filter them out? Recent studies have indicated that drinking water the world over contains microplastics. What is York Region doing to ensure drinking water safety? Not looking for rhetoric like 'water is safe by current standards'. This question is specifically about whether policy will be changed so that the danger of microplastics in drinking water will be addressed.”

3. Other

a) Comment received:

- “Are development charges levied throughout the Region to make-up cost of infrastructure in specific areas, or are they more specific to developments that require new infrastructure?”

b) Comment received:

- “I see nothing for Georgina, Fox & Snake Islands. They need appropriate infrastructure for drinking water at the very least. Why is nothing showing in these plans?”

c) Comment received:

- “I’m hoping these changes will improve the horrible water we receive in Queensville new development - our water has been green and opaque since we moved 1.5 years ago. Fix the drinking water quality!!! People have been complaining for years!”

d) Comment received:

- “Has a draft been released?”