

# 2021 WATER & WASTEWATER MASTER PLAN UPDATE

## 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](http://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](http://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.

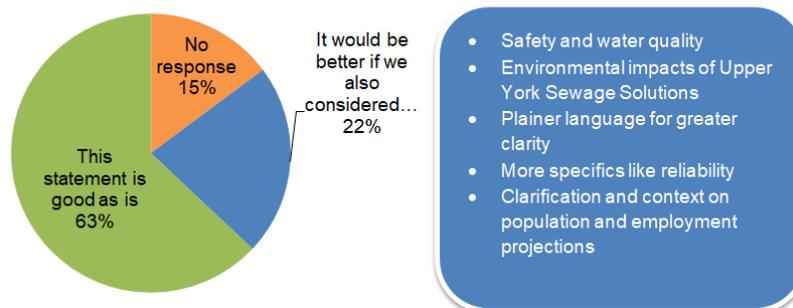
## Opportunity Statement feedback

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.”<sup>1</sup>

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?**



<sup>1</sup> 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 <a href="http://york.ca/upperYork">york.ca/upperYork</a></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 <a href="mailto:water@york.ca">water@york.ca</a></p>
4	The statement is fine, but too general; e.g., reliability is not mentioned.	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 <a href="#">Corporate Asset Management Plan</a> and comment ID 12).
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 <a href="#">Growth Plan</a>. 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 <a href="#">Regional Official Plan through a process called the Municipal Comprehensive Review (MCR)</a>. The <a href="#">Water and Wastewater Master Plan Update</a> 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	<p>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>	<p><a href="#">The Growth Plan</a> 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	<p>“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>	<p>York Region appreciates hearing from the public regarding future growth management.</p> <p>The Region’s <a href="#">Municipal Comprehensive Review</a> 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 <a href="#">Growth Plan</a> to implement growth targets and</p>

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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 <a href="http://york.ca/mcr">york.ca/mcr</a></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 <a href="#">adopted principles</a> 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 <a href="http://york.ca/protectingwater">york.ca/protectingwater</a></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>

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General project comments	
ID	Comments received
	<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 <a href="#">Toronto-York Water Servicing Agreement Update report</a> 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 <a href="#">Source Water Protection Plan</a>. The Region indirectly provides</p>

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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 <a href="#">Corporate Asset Management Plan</a> 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.
14	Wasting water is a concern.	<a href="#">York Region's Long-Term Water Conservation Strategy</a> (LTWCS) expands on existing Regional plans, strategies and programs, and sets the stage for innovative and jurisdiction-

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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 <a href="http://york.ca/longtermwater">york.ca/longtermwater</a></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 <a href="http://www.nsfinternational.com">NSF International</a> (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>

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

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## Attachment A

### Open House promotion

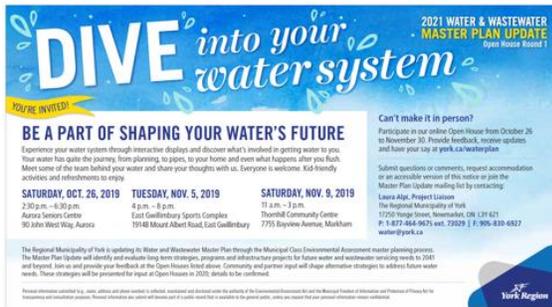
**Note:** the following images are for illustrative purposes only and do not include each and every promotional item issued.

#### 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



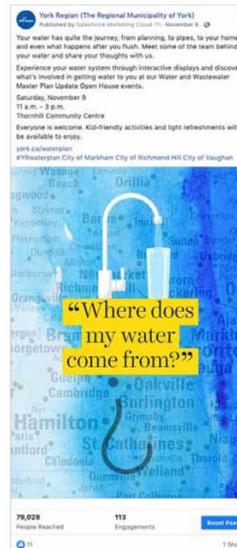
#### Road Signs

22 locations dispersed in all nine cities and towns



#### Social Media

Paid advertisement using Facebook Ads



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## 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

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	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.

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## 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

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## 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

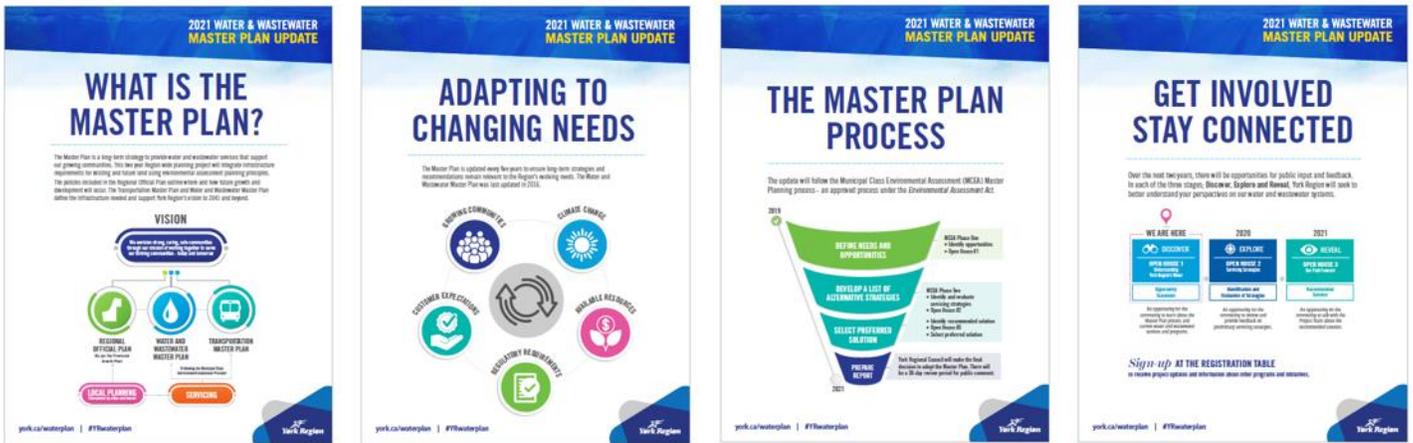
Personal information submitted (e.g., name, address and phone number) is collected, maintained and disclosed under the authority of the Environmental Assessment Act and the Municipal Freedom of Information and Protection of Privacy Act for transparency and consultation purposes. Personal information 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.

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## Attachment D

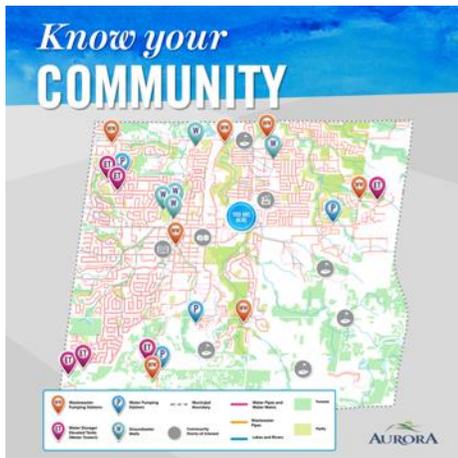
**Note:** These are provided for illustrative purposes only. For full size and complete information display boards, please visit [york.ca/waterplan](http://york.ca/waterplan).

### Master Plan display boards



### Other display panels

Town of Aurora Map



City of Markham Map



Town of East Gwillimbury Map

