

	ENWIN Utilities Ltd. Water Operations	Approved By: Dave Melnyk
Subject:	Emergency Protocol in the Event of Water an Advisory	Effective Date: 2009-02-16
ID # 2000450	SOP-DWQMS-Water Advisory	Revision: 8 – 2020-08-27
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1 PURPOSE

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

2 SCOPE

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

3 DEFINITIONS

3.1 **Advisory** – is issued by the Windsor Essex County Health Unit (WECHU) for watermain or water service break with evident or suspected contamination. The Advisory may be:

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

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

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

4 AUTHORITY AND RESPONSIBILITIES

4.1 **Water Operations Emergency Response Team** – Enwin Utilities Management personnel involved in an emergency. The panel includes at minimum, but not limited to: ORO, Water Operations Managers, Compliance Coordinator. Based on magnitude of the emergency, the Director(s), Water Operations and Engineering, VP, Water Operations can be included, as applicable.

4.2 **Water Distribution Operators, Water Production Operators:** Take immediate action to minimize the impact and the area affected by the incident. Assist with the customer notification process.

4.3 **Overall Responsible Operator (ORO):** Responsible to evaluate the situation, develop and implement a sampling plan, in collaboration with the Water Operations Emergency Response Team.

4.4 **Director, Water Operations:** Act as the key management contact under this procedure for the action taken and the communication to the personnel and executive management.

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4.5 *Vice President, Water Operations:* Ensure that the appropriate support is received internally and from the local community services if needed and takes a pro-active role with regard to internal and external communication.

5 PROCEDURE

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

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

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

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

- 5.2.1 The WECHU is notified and may issue a Water Advisory to the occupants of the residences/businesses. See SOP-DWQMS-Notification (2000378) for details.
- 5.2.2 The Ministry of the Environment, Conservation and Parks (Ministry) is notified as detailed in SOP-DWQMS-Notification procedure.
- 5.2.3 The Water Advisory, if issued, is distributed to the occupants of the residences/businesses by the ENWIN Water staff.
- 5.2.4 In the event that a large number of customers need to be notified a media release may be issued in collaboration with the WECHU. See SLP - Communication (2000156) procedure.
- 5.2.5 The ENWIN Water takes action to solve the situation and presents the resolution to the WECHU and Ministry.
- 5.2.6 WECHU may rescind the Water Advisory and notifies the ENWIN Water of the cancellation.
- 5.2.7 The customers are notified of the cancellation using the initial notification process steps 5.2.3 and/or 5.2.4.

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

- 5.3.1 Initiate steps 5.2.1 and 5.2.2.
- 5.3.2 A media release may be issued in collaboration with the WECHU. See SLP - Communication (2000156) procedure.

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- 5.3.3 In the event that direct notification to the customer is required, additional assistance from other public community services may be requested by the Vice President, Water Operations. See SLP-DWQMS 18 - Emergency Response Plan (2000161) for details.
- 5.3.4 The ENWIN Water takes action to solve the situation and presents the resolution to the WECHU and Ministry.
- 5.3.5 The WECHU may rescind the Water Advisory and notifies the ENWIN Water of the cancellation.
- 5.3.6 The customers are notified of the cancellation using the initial notification process steps 5.3.2 and/or 5.3.3.

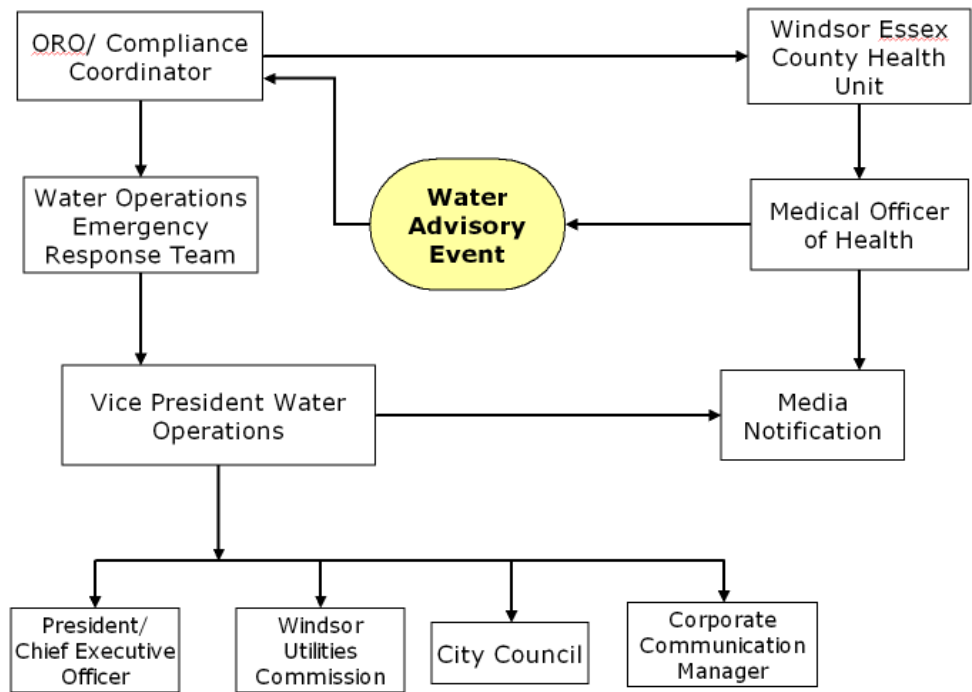
5.4 **RED CONDITION** – Situation involving a major portion of the city or the entire city.

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

6 FLOW CHART
Water Advisory Communication Flow Chart

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Water Advisory Communication Flow



7 REFERENCES

- 7.1 [O.Reg. 170/03 - Drinking Water System](#)
- 7.2 [Windsor Essex County Health Unit](#)

8 REVISIONS

- Rev. 1 – November 2009 – Reviewed procedure for accuracy. No changes at this time.
- Rev. 2 – December 2010 – Changed section 5.1 to reflect the new protocol for the communication with WECHU in the event that a single residence/business is affected.
- Rev. 3 – July 2011 – Review procedure due to changes in SOP-DWQMS-Notification procedure. No changes at this time.
- Rev. 4 – January 2013 – Reviewed procedure to reflect the infrastructure changes in the organization – company name and Section 4.1, 4.2 and 4.5.
- Rev. 5 – January 2016 – Reviewed procedure for accuracy. No changes at this time.
- Rev. 6 – March 2017 – Revised procedure due to Organizational Changes.
- Rev. 7 – October 2019 – updated procedure to reflect Organizational changes
- Rev. 8 – August 2020 – revise procedure to align with the Emergency Response Plan

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