
Administrator and Water Operator Survey Highlights for Municipalities of 1000 or Less

Survey Responses

- ◆ Administrators Survey
 - ◆ 209 Respondents- **46%** Response Rate
 - ◆ **119** - Municipalities
 - ◆ **48** - LSDs
 - ◆ **42** - anonymous / did not answer question

- ◆ Water Operators Survey
 - ◆ 71 respondents
 - ◆ **56** - Municipalities
 - ◆ **15** - from LSDs

What came out as the key concerns?

- ◆ Administrators indicated:
 - ◆ **49%** - Aesthetics was a concern for their water system
 - ◆ **32%** - Highest priority should be “**repairing or replacing current distribution infrastructure**”
- ◆ **65%** of Water operators indicated “**age of the system**” was the biggest issue other than financial constraints for their water distribution system

What are your infrastructure issues?

- ◆ Administrators indicated:
 - ◆ **65%** - At least one component of their drinking water system needs repairs or upgrades
 - ◆ **85%** - Lack of **financial resources** was a main barrier to getting the necessary repairs or upgrades
- ◆ Water Operators Indicated:
 - ◆ **65%** - Age of infrastructure is their biggest water distributions system challenge
 - ◆ **<1000 communities** more likely to not have maps of the piping infrastructure (**32%** of **<1000 municipalities** had no maps or blueprints of water infrastructure)

Are communities of 1,000 or less taking preventative measures?

- ◆ Administrators indicated:
 - ◆ **53%** have incorporated improving, expanding, repairing or replacing water system infrastructure in their capital works plan
 - ◆ Only **4%** have purchased or expropriated land next to their water supply to prevent pollution
 - ◆ Water operators indicated:
 - ◆ Only **4%** have formal maintenance plans for their water distribution infrastructure
 - ◆ Only **8%** have organized leak detection programs
 - ◆ **1000+ communities** were more likely to flush water systems annually; **<1000 communities** were more likely to never flush their water systems
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Are water operators adequately trained?

- ◆ Administrators indicated:
 - ◆ **21%** of water operators are **non-certified** (vs. **0%** in municipalities of 1,000+)
 - ◆ Communities with **non-certified** water operators were more likely to indicate frequent boil water advisories
- ◆ Water operators indicated:
 - ◆ **Certified water operators** were more likely than non-certified operators to:
 - ◆ Indicate that they had a maintenance plan for their system
 - ◆ More frequently test for chlorine residual
 - ◆ Have complete maps for their piping infrastructure and a designated office for drinking water system information
 - ◆ **42%** of communities of <1000 attend the Annual Drinking Water Workshop every year (vs. only 7% of LSDs operators)

What are administrators/operators concerns about treatment and filtration?

- ◆ Administrators indicated:
 - ◆ Communities on surface water were more likely to report **disinfectant by-products**
- ◆ Water operators indicated:
 - ◆ **46%** of <**1000 municipalities** do not use filtration
 - ◆ <**1000 Communities** were **less likely to filter** their water supplies, and less likely to use further treatment of water other than basic disinfection
 - ◆ Only **10%** of <1000 municipalities use pH adjustment versus **57%** of 1000+ municipalities

What are municipalities saying about source water?

- ◆ **19%** of water operators said **source water** was their biggest issue, other than financial constraints, for their water distribution system
- ◆ <**1000 Communities'** water operators were **more** likely (than 1000+ communities) to indicate there were "**No natural processes**" that were a threat to their communities' main water supply
- ◆ **Administrators** in **1000+ Communities** were **more likely to prohibit** specific behaviours around their drinking water source; <**1000 Communities** were **less** likely to ban any of the listed behaviours
- ◆ **25%** of administrators indicated **recreation** was a threat to drinking water supplies; **23%** indicated domestic wood cutting was a threat

How is what municipalities told us different from Provincial government data?

- ◆ **40** respondents indicated they did not have any concerns with their municipal water supply. Of those communities:
 - ◆ **85%** actually had recent issues according to Provincial data
 - ◆ **27** communities had no current DWQI ranking due to over the limit amounts of THMs/HAA5 or they were currently on a boil water advisory
 - ◆ **14** communities had noted aesthetics issues in the last 3 years
 - ◆ **59%** of respondents that indicated they had not had issues with THMs/HAA5 in the last 4 years had exceeded the limit at least once in that time frame

According to administrators what do residents think of their municipality's water?

- ◆ Most administrators (**69%**) indicated their drinking water was drinkable directly from the tap
- ◆ **66%** of administrators have received complaints from residents concerning their drinking water in the last year
- ◆ Most frequent complaint is about water being **discoloured**
- ◆ **35%** of administrators said resident perception of their town's water was very positive