

# Including All Voices & Improving Your Utility

2023 C W W A - N W W C Conference  
Partnership for Safe Water

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Lindsay Chapin – City of Brantford

## Mission

Develop comprehensive optimization tools and resources for water utilities to use to implement their operational and management activities while protecting public health and the environment.

## Vision

Partnership Programs advance excellence in water utility operations and management.

## Core Principles



Advancing  
Public Trust



Protecting Public Health  
and the Environment



Utilities Leading  
the Way



Anticipating the future  
through a culture of  
continuous improvement



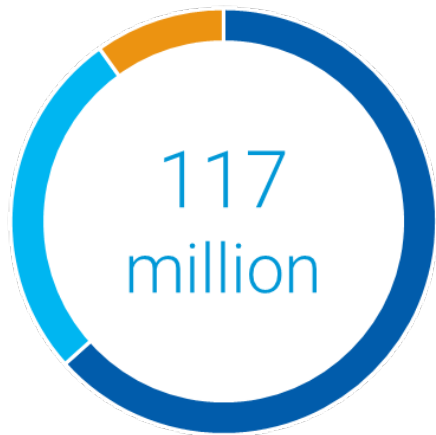
Data-driven  
operations



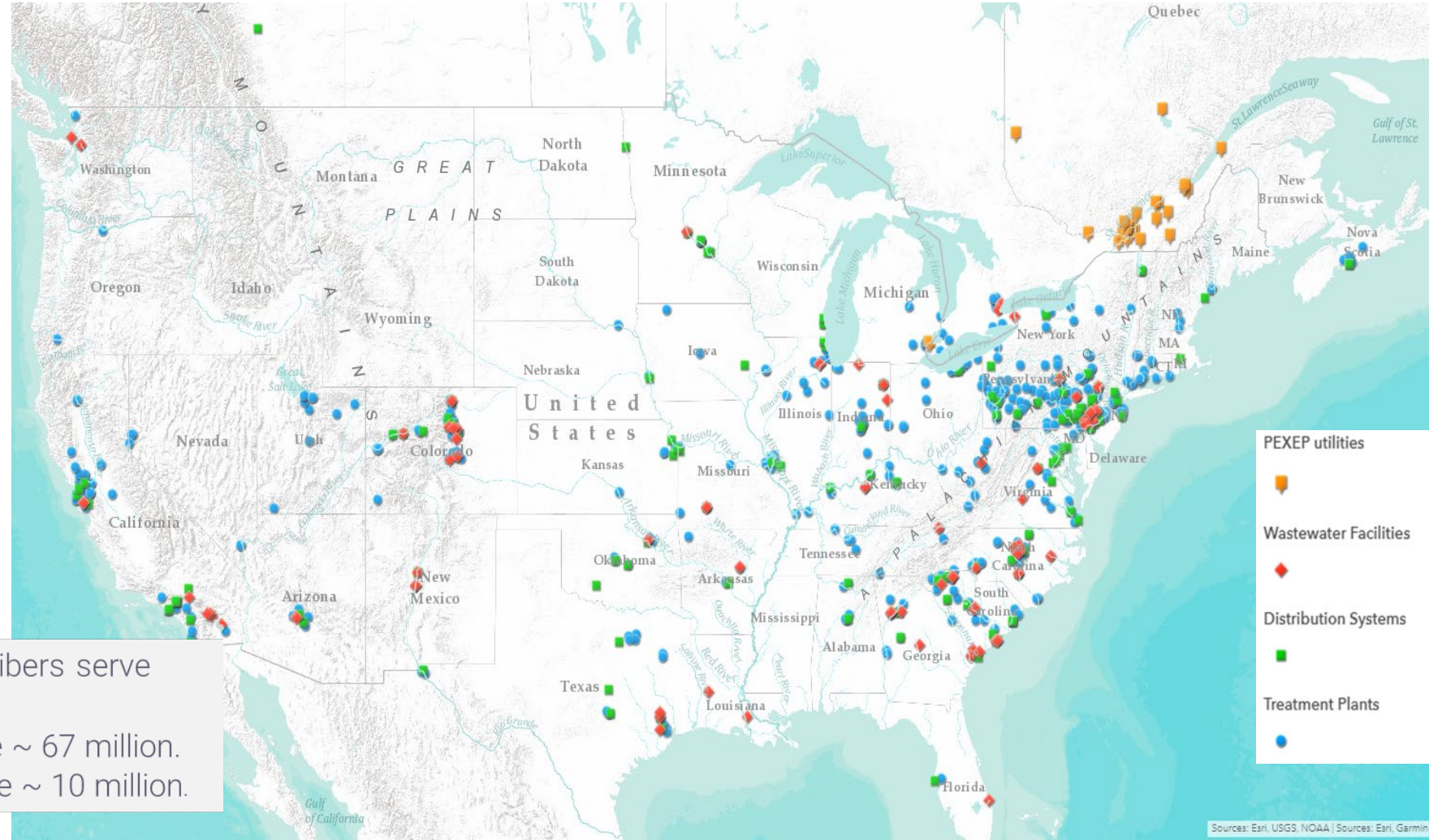
Pursuing excellence  
with integrity

# Who participates?

● Treatment ● Distribution ● Wastewater



- Safe Water Treatment subscribers serve ~103 million customers daily.
- Distribution subscribers serve ~ 67 million.
- Clean Water subscribers serve ~ 10 million.





# Partnership for Safe Water in Halton Region

2023 CWWA-NWWC Conference

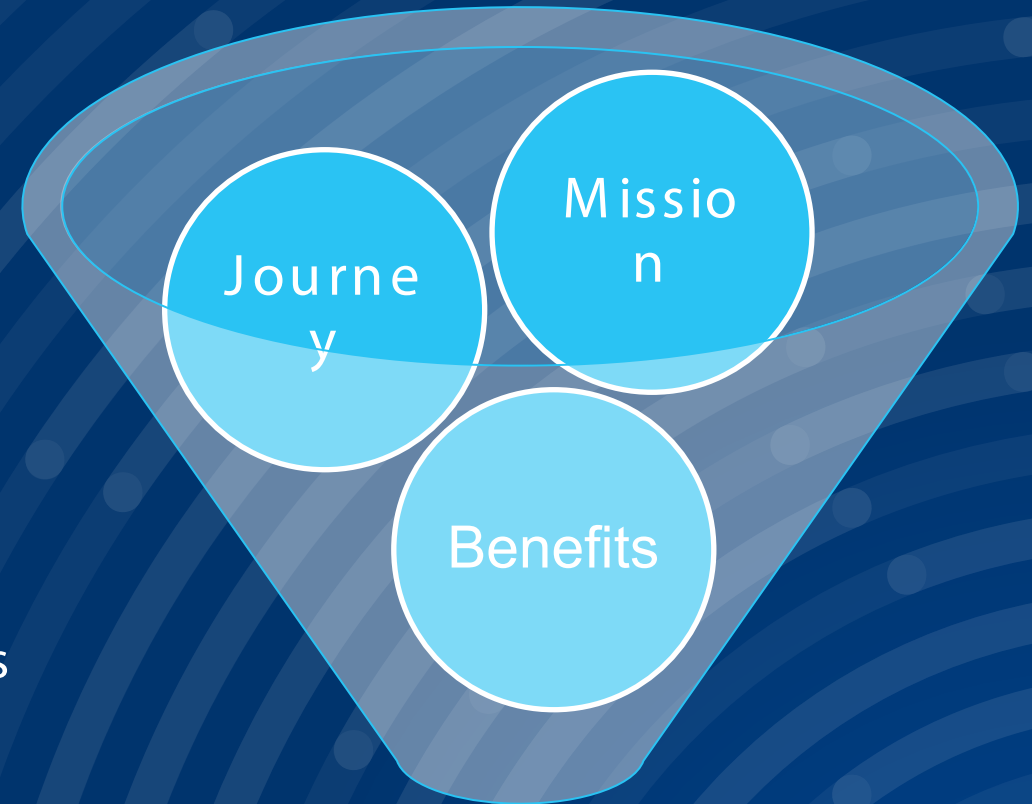
Jon Simaitis, C.Tech

Halton Region

# What is *this* and why am I here...?

The Partnership is a voluntary effort between six drinking water organizations, and more than 250 water treatment utilities and 150 distribution systems

AWWA – American Water Works Association  
AMWA – Association of Metropolitan Water Agencies  
ASDWA – Association of State Drinking Water Administrators  
NAWC – National Association of Water Companies  
USEPA – U.S. Environmental Protection Agency  
WRF – Water Research Foundation



***New PFSW Member***

# Partnership Mission & Principles

- Partnership for Safe Water Mission:
  - To improve the quality of drinking water delivered to customers by optimizing water system operations
- “Beyond regulations”
  - Goals go beyond regulatory requirements to provide an additional measure of public health protection
- Avoiding Complacency
  - Proactive measures to enhance preparedness and resiliency
- Data-driven
  - Actions and decisions based on data and information

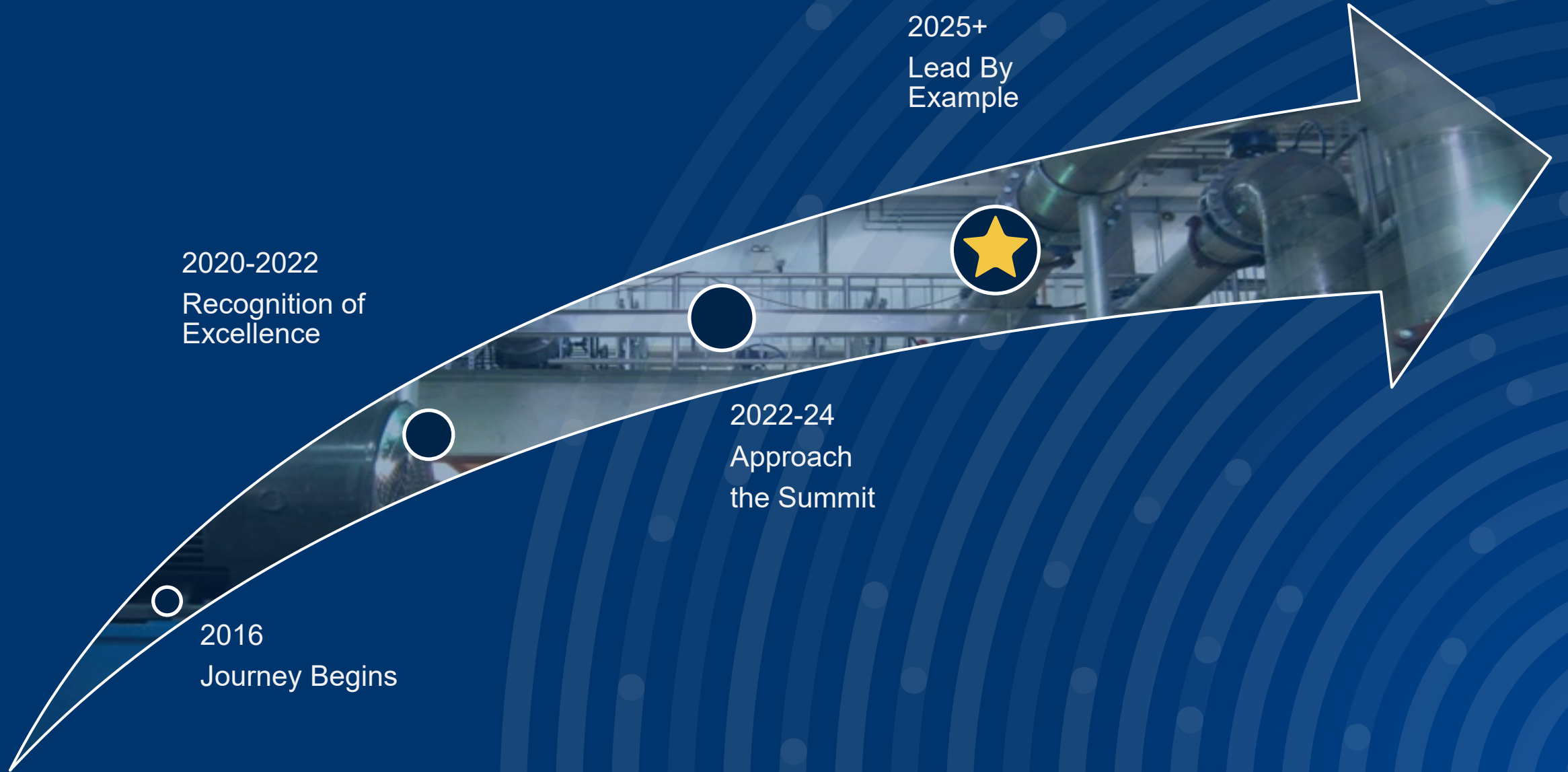
# Partnership Phases



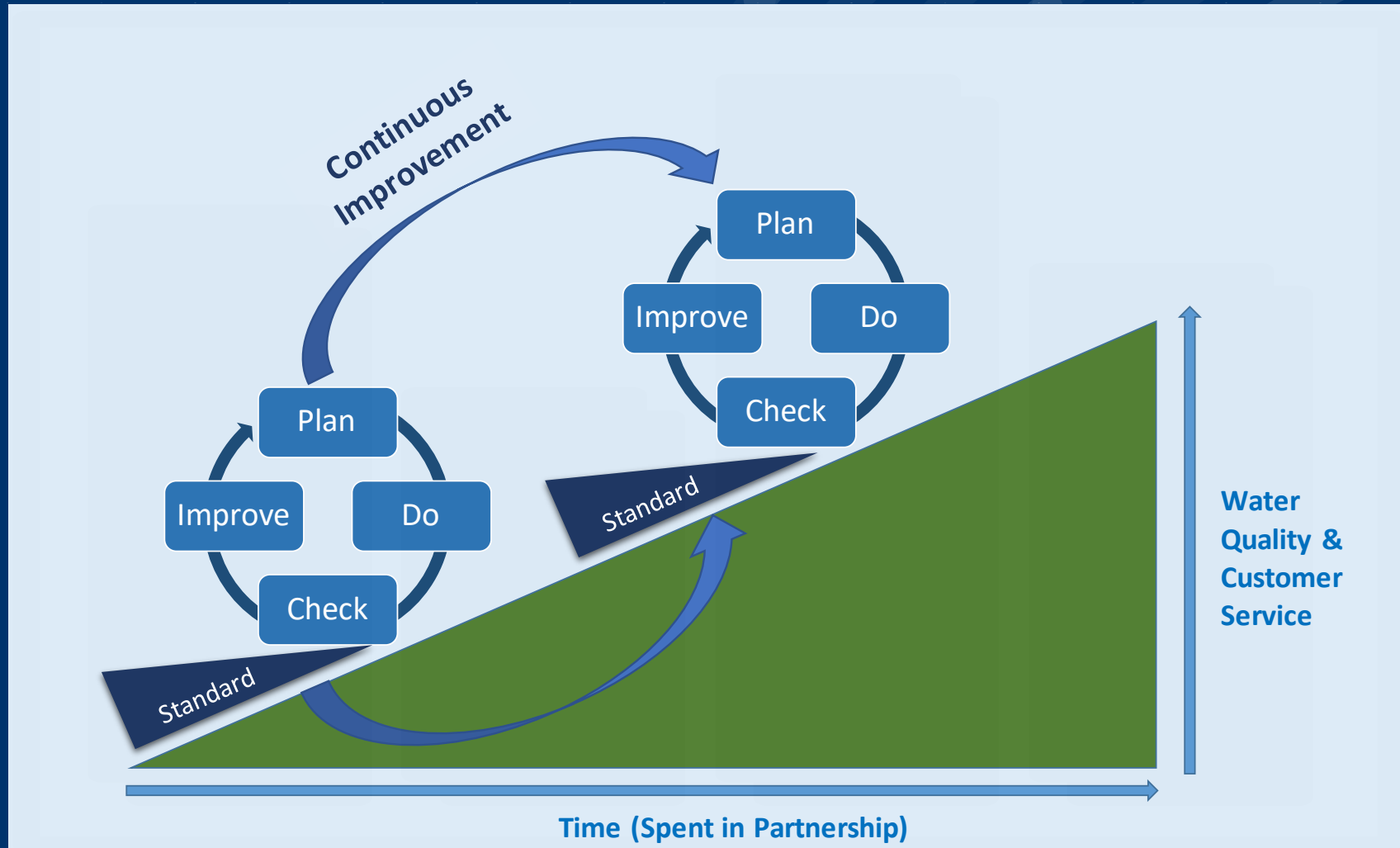
*Subscribers are required to comply with all applicable regulations, regardless of program Phase.*



# Our Journey



# Never lose sight of "Why?"



# Keys to Success

- Front line Ops driven with support from OCM
- Operators driven to seek improvements
- Action plans to address performance limiting factors
- Partnership is the norm – not an extra item (“moving the standard”)
- Knowledge Management



# Pursuit of Phase IV

## Performance Limiting Factors

- ~60 PLF's remain with close to half scheduled to be addressed in 2023
- Performance wise we can apply today!

**Table 1 - Partnership for Safe Water**

**Phase IV Individual Filter Effluent Turbidity Performance Goals**

- Individual filter effluent turbidity of less than 0.10 NTU 95 percent of the time based on values recorded at 15-minute time intervals (or more frequently)
- Maximum filtered water turbidity goal equal to or less than 0.30 NTU for all sample locations
- The treatment plant has an individual filter effluent turbidity goal following a backwash of no more than 15 minutes of water production at a turbidity equal to or greater than 0.10 NTU

# Pursuit of Phase III – Ground Water Sites

## Partnership for Safe Water Phase III

- Currently working on operational assessment and identifying PLFs
- Commitment to submit Phase III report Self-Assessment Report and data in 2023



The real stars of the PFSW

...our front line staff.

67,071,005 m<sup>3</sup>

Amount of safe drinking water made by Halton Region Water Treatment in 2022

# Partnership for Safe Water in The City of Brantford

2023 CWWA-NWWC Conference  
Lindsay Chapin C.E.T  
City of Brantford

# Holmedale Water Treatment Plant

- Class IV Treatment, Class III Distribution
- New Plant commissioned in 2011
- Treatment Plant rated for 100 ML/D
- Current average day demand 35 ML/D
- Challenging Source Water: Grand River
  - Actiflo Pre-treatment, ozone, UV disinfection, dual media biological filters, chlorine disinfection, fluoridation, residual management facility
- **Distribution System**
  - 3 pumping stations with reservoirs
  - 1 booster pump station
  - 2 elevated storage tanks
  - 508 km of water main





# City of Brantford's Journey

**2022**  
Journey Begins

**2023**  
Baseline Data  
Submitted

**2024-2025**  
Working on operational  
assessment

## City of Brantford's Achievements:

- ❖ 100% on annual MECP inspections since 2018
- ❖ No non-conformance identified in annual DWQMS Audit. Very few OFIs identified
- ❖ Average Filter Effluent Turbidity is 0.040 NTU

# So.. Why are we here?

The City of Brantford Water System is committed to:

- Providing the customers of the City of Brantford Water System with a safe and adequate supply of drinking water
- Meeting or surpassing applicable regulations and legislation in the Province of Ontario
- Maintain and continually improve upon the Quality Management System

**The City Of Brantford Water System will accomplish these goals through the dedication, support and participation of the owner and employees and will maintain and continuously improve the Drinking Water Quality Management System.**

# Keys to Our Past Success and Transitioning to the Future:

- All front line staff included in decision making process and capital planning
  - Strategic Planning Meetings, Risk Assessments, Emergency Exercises/Debriefs, Capital Project Scope input and development, Management Reviews
- Frontline staff always encouraged to seek improvements
- Partnership encourages staff to “Avoid Complacency” and keeps them engaged and included
- Recognition for achievements





**Sign up!**  
Or Questions

[partnership@awwa.org](mailto:partnership@awwa.org)

[www.partnershipforsafewater.org](http://www.partnershipforsafewater.org)



**Thank you!**

