

General Service Overview

Department Name: Environmental Services

General Overview

The Environmental Services Department is committed to delivering essential municipal services that ensure public and environmental health. This includes providing a reliable supply of clean, safe drinking water and the effective collection and treatment of sanitary sewage, all in compliance with applicable legislation. The department also manages solid waste services, supporting responsible waste collection, disposal, and diversion practices.

Operations prioritize the protection of human and aquatic health, and are guided by long-term planning for water, wastewater, and solid waste infrastructure. In addition, the department engages in public education and outreach related to water, wastewater, solid waste, and associated by-laws, while offering responsive customer service for inquiries and billing.

Overview Service Type

The department provides a range of essential municipal services that are largely mandated by provincial and federal legislation, ensuring compliance with strict standards for public health and environmental protection. While these services are legislatively required, they are also carefully designed to meet the evolving needs of residents and businesses. Some service level adjustments may be considered, provided they continue to respect all applicable legislative requirements.

Funding Sources

- Water & wastewater rates (*Utilities*)
- General tax levy (*Solid Waste*)
- Special tax levy (*Solid Waste*)
- User fees
- Federal and Provincial Funding & Grants

Total Resource Levels

Employee Type	Job Title	Notes
(6) FTE Administration	- Director (1) - Deputy Director (1) - Env. Compliance Coordinator (1) - Engineering Technologist (1) - Utilities Clerk (2)	Management & IBEW union positions
(9) FTE Operations	- Overall Responsible Operators (4) - Water & Wastewater Operators (5) Note: Above positions include licensed electricians and meter technician	All IBEW union
(6) PT Attendants	- Waste Disposal Site Lead Hand (2) - Waste Disposal Site Attendant (4)	
(2) Summer Students	- Water & Wastewater Labourer (2)	Contract employees from May-August.

Authorities

- Ministry of Environment, Conservation and Parks
- Environment Canada
- Ministry of Natural Resources
- Ministry of Transportation
- Conservation Ontario
- Technical Standards and Safety Authority

- Electrical Safety Authority

Main Legislation, Bylaws and Policies

- Safe Drinking Water Act
- Environmental Protection Act
- Ontario Water Resources Act
- Resource Recovery and Circular Economy Act
- Waste Diversion Transition Act
- Nutrient Management Act
- Occupational Health and Safety Act
- Site-Specific Environmental Compliance Approvals, Municipal Drinking Water Licenses, Drinking Water Works Permits, Permits to Take Water, Environmental Activity and Sector Registry Registrations
- Drinking Water Quality Management System, Operational Plan for Greater Napanee Drinking Water Systems
- Municipal By-laws: Sewer Use, Regulate Fire Hydrants, Bulk Water, Regulate Connections, Regulate Water Meters, Water and Sewage Service Charges, Solid Waste, Fees & Charges

Service Descriptions

Water & Wastewater Operations and Maintenance:

The department is responsible for the operation and maintenance of critical water and wastewater infrastructure throughout the Town of Greater Napanee. This includes two water treatment plants and their associated equipment, along with two water distribution systems featuring water towers and tanks, watermains, valves, hydrants, and pumping stations. The department also manages three potable water filling stations that are primarily used to provide a reliable supply of drinking water for our rural residents. On the wastewater side, operations include one wastewater treatment facility and a comprehensive sanitary sewer collection system consisting of piping, sewer mains, and sewage lift stations. In addition to daily operations, the department oversees water treatment systems in community halls and sports complexes. The department is committed to ensuring that facilities operate within the conditions of their licenses and in full compliance with applicable legislation, consistently meeting or exceeding regulatory requirements.

Water Treatment:

Water treatment operations involve the continuous monitoring and maintenance of facilities to ensure the delivery of safe, clean, and reliable drinking water. This includes processes such as chemical dosing, filtration, and disinfection, all monitored around the clock to meet regulatory standards. Includes a comprehensive sampling and monitoring program that assesses water quality ensuring compliance with regulations and safeguarding public health.

Infrastructure:

- A.L. Dafoe Water Treatment Plant
- Lake Ontario Pumping Station & Intake
- Napanee River Intake
- Raw Water Reservoir
- Sandhurst Shores Water Treatment Plant

Water Distribution:

Water distribution services ensure the safe and reliable delivery of municipal drinking water from the treatment facility to homes, businesses, and public facilities. This includes maintaining and operating the network of watermains, valves, hydrants, service connections, and storage facilities such as booster stations, tanks, and towers. The service also involves routine sampling and monitoring to verify water quality, performing preventative maintenance programs like hydrant flushing and valve exercising, and

responding to emergencies such as watermain breaks and service leaks. Staff also manage planned service disruptions, provide customer notifications, and support fire protection through hydrant availability and pressure management.

Infrastructure:

- Napanee Water Distribution System (91.3km of mains)
- Sandhurst Shores Water Distribution System (3.47km of mains)
- Brandon Booster Station
- McCabe Booster Station
- Treated Water Storage Tank
- Treated Water Storage Tower
- Numerous Main Valves
- Fire Hydrants (490)
- Pressure Relief Valves
- Check Valves

Wastewater Collection:

Wastewater collection services involve the safe and efficient transport of wastewater from homes, businesses, and industrial facilities to the treatment plant. This is achieved through an extensive network of underground sewer pipes, pumping stations, and maintenance structures. The system is designed to prevent overflows, blockages, and environmental contamination while ensuring reliable service for the community. Routine inspections, maintenance, and upgrades are carried out to preserve system integrity and meet regulatory standards. These services are essential for protecting public health, supporting development, and maintaining environmental quality.

Infrastructure:

- Napanee Wastewater Collection System (62km of conveyance piping and mains)
- Sewage Lift Stations (7)
- Leachate Receiving Station
- Numerous Maintenance Access Holes

Wastewater Treatment:

Wastewater treatment services are essential for protecting public health and the environment by safely treating, and discharging wastewater generated from homes, businesses, and industries. The treatment process removes contaminants through a combination of physical, biological, and chemical methods, ensuring that the final effluent meets regulatory standards before being released into the natural environment. These services support sustainable water management, reduce pollution, and help maintain the health of local waterways. Operations also include monitoring, maintenance, and upgrades to treatment infrastructure to ensure reliable and efficient performance.

Infrastructure:

- Napanee Water Pollution Control Plant (WPCP) – Existing & Upgrade
- Hauled Sewage Receiving Station
- Napanee River Outfall
- Biosolids Storage Lagoons

Water & Wastewater (Utilities) Billing:

The department ensures accurate and timely invoicing for municipal water and wastewater (sanitary sewer) usage. Water charges are based on metered consumption, and sewer charges are calculated using the same metered water usage. In addition to usage-based fees, bills include a capital and maintenance surcharge to support ongoing infrastructure improvements and system reliability. Residential customers are billed on a bi-monthly basis, while large water users, bulk water haulers, and septage and leachate haulers are billed monthly. This group is also responsible for conducting meter reading and overseeing the water meter change-out program to ensure accurate measurement and efficient service. Additional services include account setup, billing inquiries,

payment processing, and support for resolving unusual usage or leak concerns. The goal is to provide fair, transparent billing while promoting sustainable water and wastewater management.

Solid Waste Operations and Maintenance:

The department is responsible for the operation, sampling, monitoring, and maintenance of three municipal waste disposal sites: the Roblin Waste Disposal Site, a closed and capped landfill currently functioning as a transfer station; the South Fredericksburgh Waste Disposal Site, which serves as both an active landfill and a transfer station; and the Water Street Landfill, a closed site under ongoing monitoring. In addition to site operations, the department oversees the curbside collection contract for garbage, proposing updates and modifications as needed to maintain efficient and responsive service. It also recommends and coordinates a wide range of disposal options for residents, including garbage, recycling, organics, household hazardous waste, leaf and brush collection, natural Christmas trees, bulky items, scrap metal, textiles, and electronic waste. All waste disposal sites and related programs are managed to ensure they operate within the conditions of their licenses and in full compliance with applicable legislation, consistently striving to meet or exceed regulatory requirements.

Capital Planning and Infrastructure Development:

The department plays a vital role in ensuring that our community's water, wastewater, and solid waste infrastructure keeps pace with current demands and future growth. Capital upgrades are recommended based on industry standards, operational needs, and projected community expansion. These recommendations are made with a strong focus on responsible financial stewardship, ensuring that investments are both necessary and cost-effective.

The department ensures that all infrastructure projects meet or exceed regulatory requirements. A key example of this is the department's leadership in the planning, design, and construction oversight of the ongoing wastewater treatment plant upgrade. This project reflects the commitment to aligning infrastructure development with community needs, environmental protection, and long-term sustainability.

Policy and Bylaw Development and Review:

The department reviews and recommends updates or additions to municipal bylaws and policies to ensure alignment with current legislation, industry best practices, and evolving service levels. This proactive approach helps maintain regulatory compliance, improve operational efficiency, and respond to the changing needs of the community. Whether prompted by legislative amendments, technological advancements, or shifts in service delivery, the department works to ensure that all governing documents remain relevant, enforceable, and supportive of high-quality service standards.

Environmental Events and Community Engagement:

The department supports and coordinates a variety of environmental initiatives aimed at promoting sustainability and community involvement. This includes organizing the annual Household Hazardous Waste Event, assisting with Earth Day cleanup efforts, and supporting community-wide Giveaway Days. The department also assists with the planning of seasonal leaf and brush collection programs, providing residents with convenient and environmentally responsible disposal options. These events play a key role in encouraging environmental stewardship and maintaining a clean, healthy community.

Technical Support and Environmental Planning Assistance:

The department provides valuable support related to the monitoring and reporting of stormwater management, snow storage and salt applications. It also assists other departments with a variety of environmental-related inquiries and planning initiatives, helping to ensure compliance with environmental standards and the integration of best practices. Additionally, the department employs licensed electricians who offer electrical services to other municipal departments, supporting safe and efficient operations across the organization.

Environmental Services - Service Level Listing

Water & Wastewater Operations and Maintenance

Water Treatment				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Water Treatment Operations (Large Municipal and Small Municipal Non-Residential) - AL Dafoe, Sandhurst Shores and North Fred Hall	Legislated Safe Drinking Water Act, 2002 O. Reg. 170/03: Drinking Water Systems O. Reg. 128/04: Certification of Drinking Water System Operators and Water Quality Analysts	Operate/monitor treatment facilities 24/7 to ensure continuous delivery of safe drinking water	Continuous operations, uninterrupted service and overall legislative compliance Daily Rounds and Operations & On-call staff 24/7 during evenings and weekends.	3 FTE Ops, 3 Light Fleet, Contracted Services as required. 1 FTE On-Call & 1 Light Fleet
Compliance and Conformance	Legislated Safe Drinking Water Act, 2002 Ontario Drinking Water Quality Management Standard (2017) O. Reg. 170/03: Drinking Water Systems O. Reg. 169/03: Ontario Drinking Water Quality Standards Municipal Drinking Water License Drinking Water Works Permit Permit to Take Water Watermain Disinfection Procedure O. Reg. 128/04: Certification	Comply with all regulations and the DWQMS and adhere to and accommodate regular Ministry inspections	Continuous collection of data. Daily (at minimum) review of monitoring/results and documentation to ensure they meet compliance obligations. Maintain legislative compliance.	3 FTE Ops, 3 FTE Admin, 3 Light Fleet, Contracted Services as required.

	of DWS Operators			
Maintenance and Inspections	Legislated Safe Drinking Water Act, 2002 O. Reg. 170/03: Drinking Water Systems	Conduct regular maintenance and inspections of treatment systems	As required, maintain infrastructure in fit state of repair.	3 FTE Ops, 3 Light Fleet, Contracted Services as required.
Sampling and Monitoring	Legislated Safe Drinking Water Act, 2002 O. Reg. 170/03: Drinking Water Systems O. Reg. 169/03: Ontario Drinking Water Quality Standards Watermain Disinfection Procedure	Perform routine sampling and monitoring	<u>Sampling:</u> Daily, Weekly, Monthly, Quarterly, Annual, 3-year and 5-year sampling plans. <u>Monitoring:</u> Continuous, examination of continuous monitoring within 72 hours, examination of turbidity monitoring at months end Maintain compliance.	3 FTE Ops, 3 Light Fleet, External Laboratory
Documentation and Record Keeping	Legislated Safe Drinking Water Act, 2002 O. Reg. 170/03: Drinking Water Systems	Maintain accurate records and submit required reports to regulatory bodies.	As required Retention as per regulation or internal policy – whichever is greater	3 FTE Ops, 3 FTE Admin
Alarm/Emergency Response and Restoration	Legislated Safe Drinking Water Act, 2002	Respond promptly to operational issues to minimize service disruptions and to safeguard public health.	As required – Goal of no service disruption. Restoration as soon as reasonably possible. Can be dictated by MOH if adverse conditions. To site of alarm/emergency within 1 hour (IBEW Union Agreement)	1 FTE On-Call, 1 Light Fleet 3+ FTE Ops, 3+ Light Fleet, 1 HydroVac, 1 Portable Generator & Contracted Services in certain situations

<p>Water Treatment Operations (Small Drinking Water Systems)</p>	<p>Legislated Health Protection and Promotion Act, R.S.O. 1990 O. Reg. 319/08 Small Drinking Water Systems</p>	<p>Operate/monitor small treatment systems at Municipal Buildings open to the public (ie. Halls) that are not connected to a large DWS. Includes routine sampling, monitoring, Health Unit inspections, maintaining records.</p>	<p>Continuous operations Site visits at minimum weekly, operational checks and replacement of equipment as necessary (ie. UV lights, filters) Sampling: Monthly Response to emergencies/alarms within 1 hour</p>	<p>1 FTE Ops, 1 Light Fleet, External Laboratory</p>
<p>Source Water Protection</p>	<p>Legislated Clean Water Act, 2006 CLI-ECA for Stormwater & Wastewater Collection (issued under EPA and OWRA)</p>	<p>Implementation of Source Water Protection Plans</p>	<p>Annual Source Water Protection Reporting As required - MECP Forms/Source Water Protection consideration in pre-authorized approvals for Stormwater/Wastewater Collection.</p>	<p>1 FTE Admin</p>
<p>Raw Water Quality Monitoring</p>	<p>Legislated Safe Drinking Water Act, 2002 O. Reg. 170/03: Drinking Water Systems DWQMS (Management Review)</p>	<p>Monitoring raw water quality</p>	<p>Routine labs and sampling (daily/weekly) Physically checking near intakes for harmful algal blooms and sampling, as required (minimum 3X per week). Annual review of raw water quality is a requirement of the annual DWQMS Management Review.</p>	<p>3 FTE Ops, 1 FTE Admin, 3 Light Fleet, External Laboratory</p>

Water Distribution

Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Water Distribution Operations	Legislated Safe Drinking Water Act, 2002 Watermain Disinfection Procedure	Continuous delivery of safe, reliable drinking water	Maintain continuous operations & compliance. On-call staff 24/7 during evenings and weekends.	3 FTE Ops, 3 Light Fleet 1 HydroVac, 1 Portable Generator & Contracted Services in certain situations 1 FTE On-Call & 1 Light Fleet
Water Distribution Operations	Legislated Safe Drinking Water Act, 2002	Monitor booster stations, tanks, and towers	Maintain continuous operations & compliance. On-call staff 24/7 during evenings and weekends.	3 FTE Ops, 3 Light Fleet, Contracted Services as required.
Maintenance and Inspections	Legislated The Ontario Building Code Safe Drinking Water Act, 2002	Routine flushing and inspections of hydrants and exercising of valves	Annual hydrant inspection/flushing program Valve exercising, annual program Duty to maintain in a fit state of repair.	3 FTE Ops, 3 Light Fleet, 1 Valve Turner, Traffic Control, Contracted Services as required. 2 PT Ops, 1 Light Fleet for Hydrant Maintenance Program
Sampling and Monitoring	Legislated Safe Drinking Water Act, 2002 O. Reg. 170/03: Drinking Water Systems O. Reg. 169/03: Ontario Drinking Water Quality	Routine sampling and monitoring	<u>Sampling:</u> Daily, Weekly, Monthly, Quarterly, Annual, 3-year and 5-year sampling plans. <u>Monitoring:</u> Continuous monitoring of	3 FTE Ops, 3 Light Fleet, External Laboratory

	Standards		distribution chlorine residual Maintain compliance.	
Alarm/Emergency Response and Restoration	Legislated Safe Drinking Water Act, 2002 Watermain Disinfection Procedure	Respond promptly to watermain breaks, leaks, and other distribution system failures to minimize service disruption	As required – Goal of no service disruption. Restoration as soon as reasonably possible. Can be dictated by MOH if adverse conditions. On-call staff 24/7 during evenings and weekends. To site of alarm/emergency within 1 hour (IBEW Union Agreement) Continuous operations/uninterrupted service	<u>Routine:</u> 1 FTE On-Call, 1 Light Fleet <u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, 1 Dig Trailer, 1 HydroVac, 1 Portable Generator, Traffic Control & Contracted Services in certain situations
Response to Service Requests	Legislated Safe Drinking Water Act, 2002 Discretionary Staff & Council to determine response time	Timely response for service calls	As needed, depending on the nature of the service request. Continuous operations/uninterrupted service	<u>Routine:</u> 1 FTE On-Call, 1 Light Fleet <u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, 1 Dig Trailer, 1 HydroVac, 1 Portable Generator, Traffic Control & Contracted Services in certain situations
Communications & Planning	Legislated Safe Drinking Water Act, 2002 Discretionary	Provide notification for planned and emergency service interruptions when possible	As soon as reasonably possible.	3 FTE Admin

	Provide notice for service interruptions			
Maintenance and Restoration	<p>Legislated</p> <p>Safe Drinking Water Act, 2002</p> <p>Essential/Discretionary</p> <p>Staff & Council to determine priorities for infrastructure maintenance and repair</p>	Maintain and repair infrastructure as required	<p>Duty to maintain the drinking water system in a fit state of repair.</p> <p>Annual consideration during budgeting process.</p>	<p><u>Routine:</u> 3 FTE Ops, 3 Light Fleet, Contracted Services as required.</p> <p><u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, 1 Dig Trailer, 1 HydroVac, 1 Portable Generator, Traffic Control & Contracted Services in certain situations</p>
Water Infrastructure Locates	<p>Legislated</p> <p>Ontario Underground Infrastructure Notification System Act, 2012</p>	Respond to scheduled and emergency locate requests, clearly identifying inground water infrastructure	<p>Continual, as requests come in.</p> <p>Emergency Locates must be completed within 2 hr</p> <p>Other locate requests must be completed within 5-10 days</p>	<p><u>Routine:</u></p> <p>1 FTE Ops, 1 FTE Admin 1 Light Fleet/Meter Van</p> <p><u>Advanced:</u> Some situations may require traffic control, additional FTE's/equipment</p>
Compliance and Conformance	<p>Legislated</p> <p>Safe Drinking Water Act, 2002 Ontario Drinking Water Quality Management Standard (2017) O. Reg. 170/03: Drinking Water Systems O. Reg. 169/03: Ontario Drinking Water Quality</p>	Comply with all regulations and the DWQMS and adhere to and accommodate regular Ministry inspections	<p>Continuous collection of data. Daily (at minimum) review of monitoring/results and documentation to ensure they meet compliance obligations.</p> <p>Maintain compliance.</p>	<p>3 FTE Ops, 1 FTE Admin, 3 Light Fleet, Contracted Services as required.</p>

	Standards Municipal Drinking Water License Drinking Water Works Permit Permit to Take Water Watermain Disinfection Procedure			
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Wastewater Collection				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Wastewater Collection Operations	Legislated Environmental Protection Act, R.S.O. 1990 ECA & CLI ECA Clean Water Act, 2006 O. Reg. 129/04 Licensing of Sewage Works Operators (Ontario Water Resources Act)	Continuous wastewater conveyance and collection	Continuous operations/uninterrupted service/maintain compliance Required in order to comply with regulatory limits. On-call staff 24/7 during evenings and weekends.	3 FTE Ops, 3 Light Fleet 1 HydroVac, 1 Portable Generator & Contracted Services in certain situations 1 FTE On-Call & 1 Light Fleet
Alarm/Emergency Response	Legislated Environmental Protection Act, R.S.O. 1990 CLI Environmental Compliance Approval Clean Water Act, 2006 O. Reg. 129/04 Licensing of Sewage Works Operators (Ontario Water Resources Act)	24/7 monitoring and emergency response	Continuous operations/uninterrupted service/maintain compliance On-call staff 24/7 during evenings and weekends. To site of alarm/emergency within 1 hour (IBEW Union Agreement)	<u>Routine:</u> 1 FTE On-Call, 1 Light Fleet <u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, 1 Dig Trailer, 1 HydroVac, 1 Portable Generator,

				Traffic Control & Contracted Services in certain situations
Communications & Planning	Discretionary Provide notice for service interruptions	Planned service disruption coordination	As needed - 3 business days when possible. Emergency/last minute notifications ASAP.	3 FTE
Maintenance and Inspection	Legislated Environmental Protection Act, R.S.O. 1990 CLI Environmental Compliance Approval Clean Water Act, 2006 Discretionary Ability to set schedules and priorities.	Routine preventative maintenance and inspection	Sewage Lift Stations are physically visited 3 days/week at minimum. Various maintenance schedules as per preventative maintenance work orders. Other work completed as required. As needed and planned/budgeted to prevent compliance issues.	<u>Routine:</u> 3 FTE Ops, 3 Light Fleet <u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, 1 Dig Trailer, 1 HydroVac, 1 Portable Generator, Traffic Control & Contracted Services in certain situations
Maintenance and Inspection	Legislated Environmental Protection Act, R.S.O. 1990 CLI Environmental Compliance Approval Clean Water Act, 2006 Discretionary One area of the WWC system is flushed annually	Sanitary sewer flushing program	Annual sewer flushing program. Additional flushing scheduled/completed as needed.	3 FTE Ops, 3 Light Fleet, Traffic Control, Contracted Services
Maintenance and Inspection	Legislated Environmental Protection Act,	Sanitary sewer camera inspections	Annual sanitary sewer camera inspections. Videos and reports are reviewed to plan	3 FTE Ops, 3 Light Fleet, Traffic Control,

	<p>R.S.O. 1990 CLI Environmental Compliance Approval Clean Water Act, 2006</p> <p>Discretionary</p> <p>Annual – One area of the WWC system has a video inspection completed annually</p>		<p>capital/maintenance work as required.</p> <p>Additional inspections as needed</p>	Contracted Services
Maintenance and Inspection	<p>Discretionary</p>	Sanitary sewer lateral camera inspections	As needed. Typically scheduled within 5 business days of request. Often same day or next business day.	2 FTE Ops, 2 Light Fleet
Maintenance, Repairs and Restoration	<p>Legislated</p> <p>Environmental Protection Act, R.S.O. 1990 CLI Environmental Compliance Approval Clean Water Act, 2006</p> <p>Discretionary</p> <p>No formal schedule for this work. Completed according to capital planning and budget.</p>	Repairs and infrastructure replacement	<p>As needed and planned/budgeted to prevent compliance issues.</p> <p>Department does have a 5 year plan, but this is subject to competing priorities, available budget and other emergencies that arise.</p>	3 FTE Ops, 3 Light Fleet, 1 Dig Trailer, 1 HydroVac, 1 Portable Generator, Traffic Control & Contracted Services in certain situations
Response to Service Requests	<p>Legislated</p> <p>Environmental Protection Act, R.S.O. 1990 CLI Environmental Compliance Approval Clean Water Act, 2006</p>	Timely response for service calls	<p>Emergency calls – as soon as possible.</p> <p>Non-emergency, typically within 5 business days of request.</p> <p>Continuous operations/uninterrupted service/maintain compliance</p>	<p><u>Routine:</u> 1 FTE Ops, 1 Light Fleet</p> <p><u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, 1 Dig Trailer, 1 HydroVac,</p>

	<p>Discretionary</p> <p>Non-emergency as necessary. Typically scheduled within 5 business days of request.</p>			1 Portable Generator, Traffic Control & Contracted Services in certain situations
Overflow and spill prevention	<p>Legislated</p> <p>Clean Water Act, 2006 O. Reg. 675/98: Classification and Exemption of Spills and Reporting of Discharges Environmental Compliance Approval Fisheries Act, R.S.C., 1985 Wastewater Systems Effluent Regulations</p>	Operations, maintenance and monitoring to reduce likelihood of overflows, backups or spills.	<p>As needed and planned/budgeted to prevent compliance issues.</p> <p>Continuous operations/uninterrupted service/maintain compliance</p>	<p><u>Routine:</u> 1 FTE Ops, 1 Light Fleet</p> <p><u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, 1 HydroVac, 1 Portable Generator, & Contracted Services in certain situations</p>
Compliance and Conformance	<p>Legislated</p> <p>Clean Water Act, 2006 Environmental Protection Act, R.S.O. 1990 CLI Environmental Compliance Approval Nutrient Management Act (biosolids/lagoons) Fisheries Act, R.S.C., 1985 Wastewater Systems Effluent Regulations O. Reg. 128/04: Licensing of Sewage Works Operators</p>	Maintain regulatory compliance and adhere to and accommodate Ministry inspections and QMS audits	<p>Continuous, as needed to prevent compliance issues.</p> <p>Ongoing training and licensing requirements.</p>	3 FTE Ops, 1 FTE Admin, 3 Light Fleet, Contracted Services as required.
Sanitary Infrastructure Locates	<p>Legislated</p> <p>Ontario Underground Infrastructure Notification System Act, 2012</p>	Respond to scheduled and emergency locate requests, clearly identifying inground sanitary infrastructure	<p>Continual, as requests come in.</p> <p>Emergency Locates must be completed within 2 hr (On-call staff 24/7 during evenings</p>	<p>Routine:</p> <p>1 FTE Ops, 1 FTE Admin, 1 Light Fleet/Meter Van</p>

			and weekends) Regular Requests must be completed within 5-10 days	<u>Advanced:</u> Some situations may require traffic control, additional FTE's/equipment
Prepare and update sewer use bylaw to ensure compliance	Legislated Clean Water Act, 2006 Environmental Protection Act, R.S.O. 1990 Wastewater Systems Effluent Regulations Discretionary Sewer Use By-law	Sewer use bylaw	Overarching legislation to protect water resources. Bylaw enacted to control the quality of sewage entering sewage works and the resulting treated effluent into the Napanee River.	2 FTE Admin

Wastewater Treatment				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Wastewater Treatment Operations	Legislated Clean Water Act, 2006 Environmental Protection Act, R.S.O. 1990 Certificate of Approval Nutrient Management Act (biosolids/lagoons) Fisheries Act, R.S.C., 1985 Wastewater Systems Effluent Regulations	Continuous wastewater treatment	Continuous, as needed to prevent compliance issues. On-call staff 24/7 during evenings and weekends. Uninterrupted service	2 FTE Ops, 1 Light Fleet, Contracted Services 1 FTE On-Call & 1 Light Fleet
Alarm/Emergency Response	Legislated Clean Water Act, 2006 Environmental Protection Act,	24/7 monitoring and emergency response	Continuous, as needed to prevent compliance issues. On-call staff 24/7 during evenings	<u>Routine:</u> 1 FTE On-Call, 1 Light Fleet

	R.S.O. 1990 Certificate of Approval Nutrient Management Act (biosolids/lagoons) Fisheries Act, R.S.C., 1985 Wastewater Systems Effluent Regulations		and weekends. To site of alarm/emergency within 1 hour (IBEW Union Agreement) Uninterrupted service	<u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, & Contracted Services in certain situations
Hauled Sewage	Discretionary Through discharge agreements.	Acceptance and treatment of hauled sewage at the Napanee WPCP	As per discharge agreements. Accepted Mon-Fri from 7:30-3:30. Currently 1 load per hauler, per day. This can be adjusted based on plant performance.	1 FTE Admin, 1 FTE Ops
Leachate	Discretionary Through discharge agreements.	Acceptance of leachate from Richmond Landfill and treatment at the Napanee WPCP. Includes operation and maintenance of a designated station for leachate.	Continuous operations/maintenance. As per discharge agreement. Currently not exceeding 120 m3/day and 320 kg/day of COD, unless otherwise approved in writing.	1 FTE Admin, 1 FTE Ops, Contracted Services
Communications & Planning	Discretionary Provide notice for service interruptions	Planned service disruption coordination	3 business days when possible. Emergency/last minute notifications as soon as reasonably possible.	3 FTE Admin
Maintenance and Inspection	Legislated Clean Water Act, 2006 Environmental Protection Act, R.S.O. 1990 Certificate of Approval Nutrient Management Act (biosolids/lagoons) Fisheries Act, R.S.C., 1985	Routine preventative maintenance and inspection	Overarching legislation to protect water/natural resources. Various maintenance schedules as per preventative maintenance work orders. Other work completed as required. As needed and planned/budgeted to	2 FTE Ops, 1 Light Fleet, Contracted Services as required.

	Wastewater Systems Effluent Regulations		prevent compliance issues.	
Maintenance, Repairs and Restoration	<p>Legislated</p> <p>Clean Water Act, 2006 Environmental Protection Act, R.S.O. 1990 Certificate of Approval Nutrient Management Act (biosolids/lagoons) Fisheries Act, R.S.C., 1985 Wastewater Systems Effluent Regulations</p>	Repairs and infrastructure replacement	<p>Overarching legislation to protect water/natural resources.</p> <p>Department does have a 5 year plan, but this is subject to competing priorities, available budget and other emergencies that arise.</p>	<p><u>Routine:</u> 2 FTE Ops, 1 Light Fleet</p> <p><u>Advanced:</u> 3+ FTE Ops, 3+ Light Fleet, & Contracted Services in certain situations</p>

Water & Wastewater (Utilities) Billing

Account Management				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Open/closing accounts	Essential/Discretionary	New account set up and closures	Scheduled within 5 business days of request. Meter readings scheduled as per date provided by resident.	2 FTE Admin
Account changes	Essential/Discretionary	Ownership and tenant updates	Within 5 business days of request. Meter readings scheduled as per date provided by resident.	2 FTE Admin
Account updates	Essential/Discretionary	Contact information changes	Within 5 business days of request if all information is available.	2 FTE Admin

Meter Reading				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Routine meter reading	Essential/Discretionary	Routine meter reading for billing	Bi-monthly	1 FTE Ops, 1 Meter Van
Remote/manual meter reads	Essential/Discretionary	Remote and manual reading	As required. Within 3 business days.	1 FTE Ops 1 Meter Van
Off schedule meter reading	Essential/Discretionary	Off schedule reads for moves, account changes, etc.	As required. Within 3 business days.	1 FTE Ops 1 Meter Van
Meter verification	Discretionary	Investigations for high or irregular use	As required. Within 3 business days.	1 FTE Ops 1 Meter Van

Billing				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Bi-monthly billing	Essential/Discretionary	Bi-monthly billing for	Bi-monthly	2 FTE Admin

		residential and commercial customers		
Monthly billing	Essential/Discretionary	Monthly billing for large water users and haulers	Monthly	2 FTE Admin
Billing mailout	Essential/Discretionary	Creating, printing, stuffing and distribution of bills	Bi-monthly, monthly and during account changes.	2 FTE Admin

Payment Processing				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Processing payments	Discretionary	Process online and pre-authorized payments	Daily	2 FTE Admin
Payment plans	Discretionary	Arrangements for payment plans	At Staff discretion	2 FTE Admin
Collections	Discretionary	Late payment follow-up and collections	As required	2 FTE Admin
Shut-offs	Discretionary	Coordinate and complete water shut offs for non-payment	Bi-monthly	3 FTE Ops, 2 FTE Admin 3 Light Fleet

Usage Monitoring and Leak Investigation				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Abnormal or high consumption	Discretionary	Review of billing register and courtesy notification of abnormal or high consumption	During Bi-monthly and monthly billing	2 FTE Admin
High usage support	Discretionary	Customer support for leak detection and resolution	As required	2 FTE Admin, 1 FTE Ops 1 Meter Van
Leak Adjustments	Discretionary	Adjustments for leak relief (where applicable)	As per Accidental Leak Forgiveness Policy	2 FTE Admin

Meter Change Out Program				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Replace faulty meter	Essential/Discretionary	Scheduled replacement of faulty meters	As required. Strive to schedule and replace within 1 month of identified issue.	1 FTE Ops, 1 Meter Van
Meter replacement program	<p>Essential</p> <p>Meter replacement program through Council discretion.</p> <p>Discretionary</p> <p>Meter replacement notices issued on staff discretion and availability.</p>	Installation of upgraded or remote-read meters	<p>Meter replacement program through Council discretion.</p> <p>Meter replacement notices issued on staff discretion and availability. Current meter replacement program to be complete in 2026.</p>	1 FTE Ops, 1 Meter Van
Scheduling meter replacements	Discretionary	Coordination with property owners for appointments and access	As required or as per replacement program.	2 FTE Admin
Meter inspections	Discretionary	Inspection of newly installed or relocated meters	Within 5 business days of request.	1 FTE Ops, 1 Meter Van

Customer Support and Inquiries				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Billing inquiries	Discretionary	Assistance with billing questions	Within 3 business days of request.	2 FTE Admin
Resident inquiries	Discretionary	Explanation of charges and consumption	Within 3 business days of request.	2 FTE Admin
Water and sewer service concerns	Discretionary	Support for service-related concerns	Response within 5 business days of request. Actual repairs scheduled according to urgency.	<p><u>Routine:</u> 2 FTE Admin</p> <p><u>Advanced:</u></p>

			Emergencies will receive a response within 1 hour.	3+ FTE Ops, 3+ Light Fleet, 1 HydroVac, 1 Portable Generator, Traffic Control & Contracted Services in certain situations
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Solid Waste Operations and Maintenance

Waste Disposal Site Operations				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Waste disposal sites	<p>Legislated/Essential</p> <p>Environmental Protection Act, R.S.O. 1990 Environmental Compliance Approvals</p> <p>Discretionary</p> <p>Fee collection</p>	Provide 2 sites for residents to dispose of large items, household garbage, recycling, electronic waste, scrap metal, leaf & brush, discarded clothing.	<p>Allowable materials and hours of operation is identified in the ECAs</p> <p>Open Saturdays from 8am-3pm and SF WDS is open on Wednesdays from 4pm-8pm through July and August only.</p> <p>Hours of operation/fees can be updated (with Ministry approval) based on Council direction.</p>	3 FTE Admin, 6 PT Ops, Contracted Services
Monitoring environmental conditions	<p>Legislated</p> <p>Environmental Protection Act, R.S.O. 1990 Environmental Compliance Approvals</p>	Environmental Monitor and ensuring compliance with ECA for municipal waste disposal sites	<p>Annual groundwater/surface water monitoring and reporting: South Fred WDS and Roblin WDS</p> <p>Annual groundwater/surface water monitoring and Biennial Reporting: Water St Closed LF</p> <p>By-weekly seep monitoring July to Dec at Water St LF</p>	2 FTE Admin, 1 Light Fleet, Contracted Services
Resident inquiries	<p>Legislated</p> <p>Environmental Protection Act, R.S.O. 1990 Environmental Compliance</p>	Answer residents' questions on where certain types of waste can be disposed off	<p>Responses to residents within 1 business day.</p> <p>Based upon legislated allowed materials.</p>	2 FTE Admin

	<p>Approvals</p> <p>Discretionary</p> <p>Response to inquiries</p>			
Waste disposal sites ongoing maintenance	<p>Legislated</p> <p>Environmental Protection Act, R.S.O. 1990</p> <p>Environmental Compliance Approvals (limits to allowable volumes of blue box waste/recyclables at transfer site at one time)</p> <p>Discretionary</p> <p>Engagement of contractor to provide service</p>	Work with contractors to ensure waste is taken from site	As necessary, often weekly, as bins fill.	3 FTE Admin, 1 Light Fleet, Contracted Services
Waste disposal site inspections	<p>Legislated</p> <p>Environmental Protection Act, R.S.O. 1990</p> <p>Environmental Compliance Approvals</p>	Work with Ministry Officers to provide documentation and tours for inspection purposes	As needed during inspections.	2 FTE Admin, 1 Light Fleet

Curbside Collection				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Curbside waste and recycling collection	<p>Legislated</p> <p>Resource Recovery and Circular Economy Act, 2016 O. Reg. 391/21: Blue Box regulation (CMO responsible)</p> <p>Essential</p> <p>Solid Waste Bylaw and CMO/Waste Management agreements</p> <p>Discretionary</p> <p>Schedule/Frequency</p>	Oversee contractor with waste collection company	<p>Legislated under Blue Box Regulation</p> <p>Council discretion for CMO and Waste Management Agreements</p> <p>Collection: Tuesday-Friday each week</p> <p>Consistent/Uninterrupted service</p>	3 FTE Admin, Contracted Services
Answer phone complaints of missed collections and others	Discretionary	Respond to inquiries and complaints about curbside program. Coordinate efforts with waste contractor to resolve issues	As per Customer Service Standard. Issue resolved within 7 days.	2 FTE Admin
Communications and responses to phone call inquiries	Discretionary	Educate public on curbside collection rules	As per Customer Service Standard, based on Solid Waste Bylaw	2 FTE Admin

Capital Planning and Infrastructure Development

Infrastructure Planning				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Review of water treatment/distribution infrastructure	<p>Legislated</p> <p>Safe Drinking Water Act, 2002 Drinking Water Quality Management Standard</p> <p>Discretionary</p> <p>Departmental review at minimum annually prior to budget recommendations.</p>	Water treatment, water distribution capital and infrastructure planning	<p>Continuous</p> <p>Annual budget preparations</p> <p>Legislative requirement to maintain infrastructure in fit state of repair</p>	4 FTE Admin, 3 FTE Ops, Contracted Services
Review of wastewater treatment/collection infrastructure	<p>Legislated</p> <p>Clean Water Act, 2006 Environmental Protection Act, R.S.O. 1990 Certificate of Approval Fisheries Act, R.S.C., 1985 Wastewater Systems Effluent Regulations</p> <p>Discretionary</p> <p>Departmental review at minimum annually prior to budget recommendations.</p>	Wastewater treatment/collection capital and infrastructure planning	<p>Continuous</p> <p>Annual budget preparations</p> <p>As needed and planned/budgeted to prevent compliance issues.</p>	4 FTE Admin, 2 FTE Ops, Contracted Services

Policy and Bylaw Development and Review

Bylaws and Policies				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Policy Review and Modernization	Essential/Discretionary No set schedule or timeline.	Conducts regular reviews of municipal bylaws and policies to ensure they remain current and effective.	Council to approve updated bylaws completed by Staff, as needed.	3 FTE Admin
Legislative Compliance	Legislated Misc. Legislation	Aligns governing documents with updated provincial and federal legislation.	Continuous	3 FTE Admin
Best Practice Integration	Legislated/Essential/Discretionary	Incorporates industry standards and innovations to improve service delivery and operational efficiency.	Misc. Legislation Council direction based upon Top Management/Staff recommendations	3 FTE Admin
Responsive Updates	Essential/Discretionary	Adapts policies in response to changes in technology, service models, and community expectations. Ensures all bylaws and policies are clearly written, enforceable, and support consistent service standards. Supports long-term planning and accountability through proactive policy development	As necessary. Departmental planning at minimum annually prior to budget recommendations.	3 FTE Admin

Environmental Events and Community Engagement

Event Coordination				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Hazardous Waste Disposal	Legislated Environmental Protection Act Discretionary Schedule/frequency	Organize the annual Household Hazardous Waste Event	Annual event adhering to legislative requirements. Council discretion	2 FTE Admin, Contracted Services
Earth Day	Discretionary	Support Earth Day clean up efforts	Council discretion, typically annual event	1 FTE Admin
Giveaway Days	Discretionary	Coordinate community Giveaway Days	Council discretion, semi-annual	1 FTE Admin

Seasonal Program Support				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Environmental Programs	Essential	Assist with planning and implementation of Spring and Fall Leaf and brush collections, and annual Christmas tree collection	As needed (Spring/Fall, after Christmas)	1 FTE Admin
Waste Disposal	Legislated/Essential Site Specific Environmental Compliance Approvals Discretionary HHW Event, Curbside	Provide residents with convenient and environmentally responsible disposal options	Open Saturdays from 8am-3pm and SF WDS is open on Wednesdays from 4pm-8pm through July and August only. Curbside Collection: Tuesday-Friday each week HHW Event: Annually Leaf & Brush Collection: Semi-	3 FTE Admin, 6 PT Ops, Contracted Services

	Collection		annual (Spring & Fall) Christmas Tree Collection: Annually Giveaway Days: Semi-annual	
Navigational and No Wake Buoys	Legislated Private Buoys Regulation 99-335 under the Canada Shipping Act, 2001	Manages navigational and no-wake buoys on the Napanee River, including installation, inspection coordination, and oversight.	For navigational buoys - annual visual inspection, 5-year underwater inspection. No-wake buoys installed each spring and removed late fall each year.	1 FTE Admin, Contracted Services

Sustainability & Stewardship				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Environmental Awareness	Essential/Discretionary	Promote environmental awareness and community involvement	No set schedule or timeline.	1 FTE Admin
Community Stewardship	Essential/Discretionary	Encourage responsible waste management and a clean, healthy environment	No set schedule or timeline.	1 FTE Admin

Technical Support and Environmental Planning Assistance

Stormwater & Winter Operations Support				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Stormwater Management	Legislated CLI Environmental Compliance Approval	Maintain Town owned stormwater infrastructure, inspections, monitoring, stormwater compliance reporting	Monthly, annual inspections/ maintenance Annual reporting - Meet legislated deadlines Maintenance, as needed	1 FTE Admin, 1 Light Fleet Contracted Services
Snow Storage	Legislated Clean Water Act, 2006	Snow storage monitoring		1 FTE Admin
Winter Application Monitoring and Reporting	Legislated Canadian Environmental Protection Act, 1999 Code of Practice for the Environmental Management of Road Salts Clean Water Act, 2006	Road salt reporting / Salt Management Plan	Annual Road Salt Reporting Salt Management Plan, ongoing work with L&A County Meet legislated deadlines	1 FTE Admin

Environmental Advisory				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Customer Service	Discretionary	Environmental inquiries	As required. Initial response within 5 business days.	2 FTE Admin
Document Review	Discretionary	Reviewing site plans and other applications from Building & Planning	As required. Comments provided within 10 business days.	2 FTE Admin
Emergency Response	Legislated Environmental Protection Act, Part X O. Reg. 675/98: Classification and Exemption of Spills and Reporting of Discharges	Spill reporting and response coordination	Immediate reporting to Spills Action Centre and response coordinate as required by MECP and/or Medical Officer of Health No adverse conditions.	1 FTE Admin 1+ FTE Ops, 1+ Light Fleet, Contracted Services in certain situations
Environmental Support	Legislated Applicable legislation for environmental standards to be implemented in operations Discretionary Manner in which integration is applied in practice	Promote integration of environmental standards and best practices	As required.	1 FTE Admin
Misc. Environmental Support	Legislated Applicable legislation for environmental standards to be implemented in operations Discretionary	Supports other departments with environmental and public health issues, including site assessments, abatement, and infrastructure projects that have conservation implications	As required. Response within 3 business days.	1 FTE Admin

	Scheduling of assistance with other Town departments and external agencies			
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Electrical Services				
Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Licensed Electricians	Discretionary	Employ licensed electricians to provide electrical support to all departments	As deemed necessary, Council discretion	2 FTE Ops 2 Light Fleet
Electrical Support	Discretionary	Ensure safe and efficient operations across the organization	As required. Work typically scheduled within 5 business days.	2 FTE Ops 2 Light Fleet