

Mount Albert Water Supply Upgrades EA Study - FAQ

York Region's water is strictly regulated to meet the high-quality standards legislated by the Province of Ontario.

York Region's water is monitored around the clock and complies with the [Ontario Drinking Water Quality Standards](#), which recognizes more than 100 criteria for safe water consumption.

We recognize residents in the community of Mount Albert may periodically have concerns regarding the naturally occurring concentrations of iron and manganese in their tap water. The Mount Albert Water Supply Upgrades Municipal Class Environmental Assessment study is looking to identify improvements to the water supply system and water quality in the Mount Albert community.

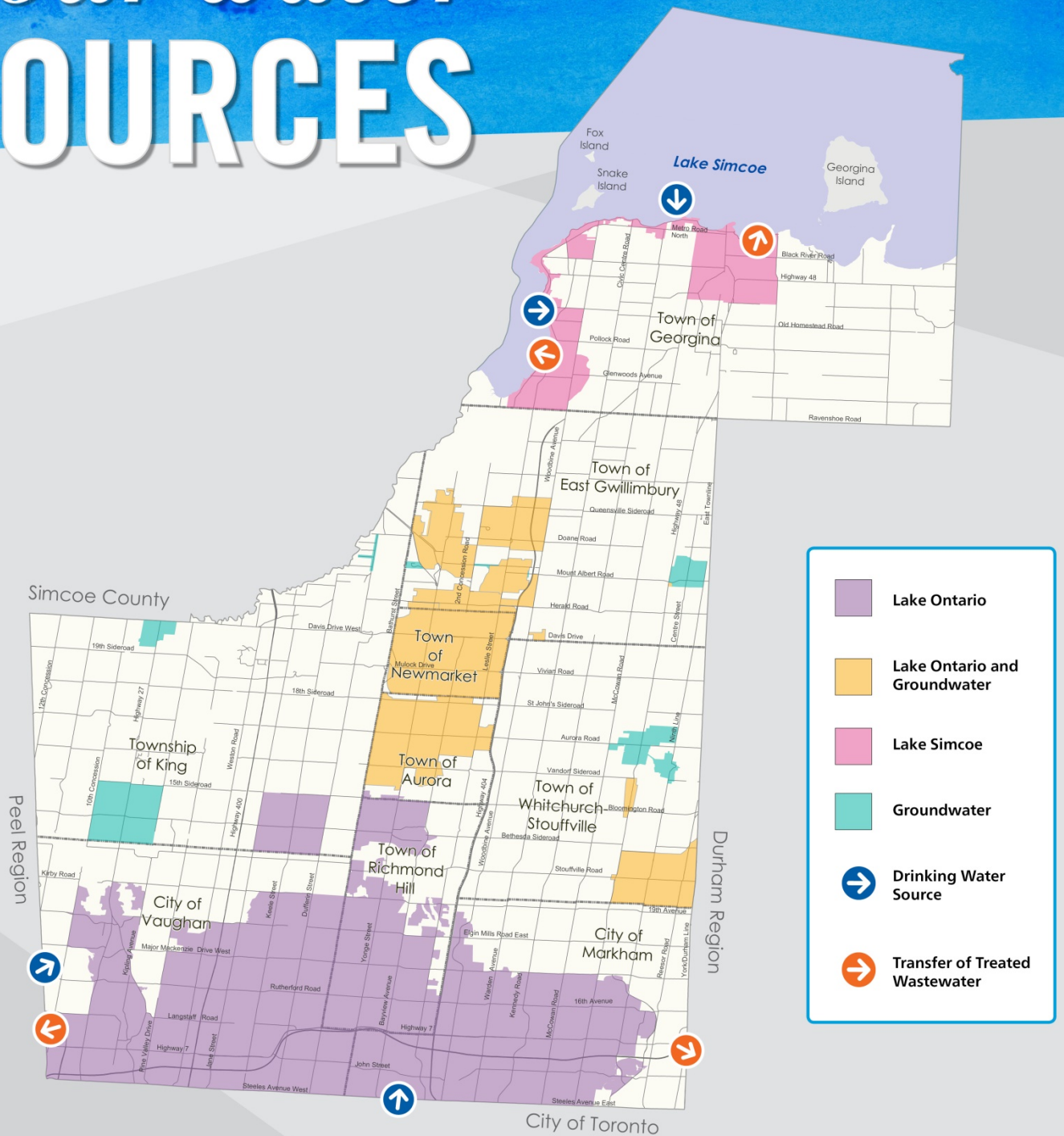
1. Who is responsible for providing my drinking water?

York Region is responsible for the supply, treatment, and storage of the water; the Town of East Gwillimbury delivers the drinking water to residents and businesses.

2. Where does my water come from?

The source of water for the community of Mount Albert is from three groundwater wells. It is then treated at two local treatment facilities and stored in the Mount Albert elevated tank. *Photo on next page*

Your water SOURCES



3. Why does the water appear brownish at times?

The local groundwater is naturally high in minerals such as iron, manganese, and calcium. The minerals dissolve into the groundwater as it moves very slowly through the ground and sediment. The groundwater in Mount Albert is treated with a mineral called silicate which isolates and binds with the iron and manganese naturally found in the groundwater. Even with the silicate treatment, the iron and manganese can

accumulate and appear in the drinking water system, hot water tanks and water softeners causing the water to appear brownish.

The amount of iron in the Mount Albert tap water is equivalent to 1.6 milligrams of iron in two litres of water which is a safe amount of iron to consume. By comparison, the typical daily multivitamin contains around 6 milligrams of iron.

4. Is my water safe?

York Region and the Town of East Gwillimbury regularly sample the drinking water as required by the [Safe Drinking Water Act](#), to ensure it meets high standards for quality. Ongoing tests by the Town of East Gwillimbury and York Region confirm the Mount Albert groundwater is of good quality.

More information is available below:

- York Region's [Drinking Water Quality and Monitoring](#)

5. Who sets my water rates?

All York Region residents pay a fee for the supply of drinking water and treatment of wastewater. Although water rates have increased, tap water is still the least expensive beverage to drink.

York Region, with the approval of Regional Council, sets the water and wastewater rates to provide water and wastewater services to the nine local cities and towns in York Region. The Town of East Gwillimbury applies a fee to cover costs to deliver water to its residents and to collect wastewater.

More information is available below:

- [Council report](#) detailing the schedule of rates

6. Why are water rates different in the various cities and towns in York Region?

Multiple factors go into setting the water rates; York Region and the nine local cities and towns do not make any profit operating the water system. The water rates fully fund York Region's water and wastewater systems, including treatment and storage.

The water rates differ based on each of the cities' and town's budgeting and financial reserves. Some York Region cities or towns may have more financial reserves and have less of a need to increase water rates. Others might be building their financial reserve fund for future infrastructure needs and repairs. Other factors, such as the density and size of a community, can play a role in the water rate.

More information is available below:

- Town of East Gwillimbury [water rates](#)

7. Where can I find more information about water and wastewater services?

Below is more information about York Region and The Town of East Gwillimbury water and wastewater services:

- York.ca/wateris

8. What will the Mount Albert EA study consider and how can I get involved?

The Municipal Class Environmental Assessment Study (EA study) is looking to identify improvements to the water supply system and water quality in Mount Albert. Input and feedback from the community is a vital part of the study. There are many ways for residents, stakeholders and the community to participate in the study, including:

- Attend the two open houses planned for 2020 and provide your feedback on the proposed solutions
- Sign up for project updates by adding your name to the Mount Albert Water Supply Upgrades EA study mailing list
- Participate in consultations with the Town of East Gwillimbury, local and provincial agencies, stakeholders and Indigenous communities

9. When will the Mount Albert EA study be completed?

Currently, the EA study is in its first phase and the project team is identifying the issues, opportunities and the scope of the study. Following this phase, the project team will identify alternative solutions and consult with the community, stakeholders and Indigenous communities.

We want to hear from you!

The first open house is scheduled for spring 2020. At the first open house, the project team will outline the issues, opportunities and present alternative solutions. A second open house is scheduled for fall 2020, where the preferred solution will be presented to the community. To submit questions, comments or to be added to the study mailing list, **please contact:**

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The anticipated completion date for the Mount Albert Water Supply Upgrade EA study is December, 2020.

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.