

Project Information			
Project	Mount Albert Water Supply Upgrades Class Environmental Assessment		
Project Manager	Luis Carvalho		
Consultant	Jacobs		
Brief Project Background	The Region has initiated a Schedule "B" Class Environmental Assessment (EA) study to determine the preferred solution to upgrade the Mount Albert Water Supply System to address water quality-related issues due to elevated levels of naturally-occurring iron and manganese. Upgrades are being identified to mitigate the aesthetic water quality issues, and to meet or exceed potential changes in drinking water regulations and standards, with consideration also given to the improvement of system redundancy and reliability.		
Public Consultation Centre Information			
Date	July 2 to July 15, 2020	Time	Web
Objective/Purpose of the PCC	Public Consultation Center (PCC) #1 was intended to be held to provide a project update to the community that included details on the development of the Problem Statement and seek feedback on the evaluation framework to be used to evaluate alternative solutions.		

PCC SUMMARY

Due to government restraints on public gathering as a result of COVID-19 pandemic, PCC#1 was converted from a public Open House to an online consultation with the public and stakeholders consisting of project presentation information with a series of questions to collect stakeholder and community feedback.

The presentation and questionnaire were posted on york.ca/ea and made available to the community from July 2 until July 15, 2020. The presentation covered the following topics: Class EA study introduction, Study Area, project status, information on the current water supply system, short-listed alternatives, evaluation criteria, next steps of the project.

A copy of the PCC#1 Notice, Distribution List is provided in Attachment A. The Notice was emailed to the distribution list, posted in social media and advertised through a roadside sign located at Mount Albert Rd and Woodbine Ave. A copy of the online presentation and questionnaire is provided in Attachment B.

PARTICIPANTS

A total of 276 respondents answered the survey, with 194 fully completed responses. Survey completion was anonymous; however, respondents were requested to identify where they were located.

- 14% of the respondents live or work on Area A – West of Centre Street and North of Vivian Creek/Shannon Park
- 47% of the respondents live or work on Area B – East of Centre Street and North of Vivian Creek/Vivian Creek Park
- 18% of the respondents live or work on Area C – South of Vivian Creek (Shannon Park and Vivian Creek Park) and North of Mount Albert Road
- 12% of the respondents live or work on Area D – South of Mount Albert Road
- 9% of the respondents preferred not to respond or do not live or work in Mount Albert Community

Written comments were received by the Ministry of the Environment, Conservation and Parks (MECP), Ministry of Heritage, Sport, Tourism and Culture Industries (MHSTCI) and Nation Huronne-Wendat (NHW) and are summarized in below. One resident provided written comments, which were responded by the Region.

Notice of PCC#1 Responses

Stakeholder	Date Received	Type	Comment
Emilee O'Leary Ministry of Environment, Conservation and Parks	July 20, 2020	Email	MECP re-iterated the guideline to source water protection as part of the Class EA Process and provided the contact for the Project Manager for Drinking Water Source Protection for additional information.
Joseph Harvey, on behalf of Dan Minkin Ministry of Heritage, Sport, Tourism and Culture Industries	July 14, 2020	Letter	MHSTCI re-iterated the need to determine the potential impact on cultural heritage resources as part of the Class EA Process and requested a copy of the cultural heritage assessment being completed for this EA.
Maxime Picard Nation Huronne-Wendat	July 10, 2020	Email	NHW requested a copy of the archeological assessment being completed for this EA.

COMMENTS AND ISSUES

The online responses to the questionnaire were extracted, and details on feedback are included in Attachment C. The following provides a summary of key issues and feedback received.

Q2 Issues with Mount Albert Water

Respondents were requested to identify the issues that they experience with Mount Albert Water Supply. Responses were received from 256 participants and are summarized as follows:

- 78% of respondents experience colour issues with Mount Albert Water
- Taste and Odour are also experienced by the majority of the respondents (61% and 57%, respectively). It is noted that 7 respondents noted specific issues with Chlorine taste.
- 42% of the respondents experience low-pressure issues. An analysis of the location of these respondents indicates that many of these responses are located in the lower elevations of Mount Albert (Area A and Area C), where pressures would be expected to be higher. It is likely then that low-pressure issues are less related to system hydraulics than to privately-owned Point-Of-Use (POU) softeners and/or filters fouled by iron and manganese particulates.
- 21 respondents noted issues with hard water

Q3: List of Alternatives

74 participants shared inputs and questions regarding the list of alternatives.. 15 respondents indicated their preferred alternative:

- Out of alternatives to improve the North ET maintenance, Alternative B2 - Major Rehabilitation of the South Elevated Tank and Return it to Service received 100% of the votes (total of 4).
- Out of alternatives to improve water quality, 11 (73%) voted for Alternative A5 - Upgrade Wells 1&2 Facility and Well 3 Facility with Iron and Manganese Removal Technology, 3 (20%) voted for Alternative A7 - Connect New Well (MW18) to Mount Albert Water Supply System, and 1 (7%) voted for Alternative A6 - Upgrade Wells 1&2 Facility with Iron and Manganese Removal Technology and Continue with Existing Treatment at Well 3 Facility.

Q4 to Q8: Criteria for Evaluation of Alternatives

Responses were received from 217 participants. The following can be highlighted from the questions involving the evaluation framework:

- Generally, respondents ranked the evaluation categories (Q4) similarly with a slight preference shown for Impact on Local Communities (52%), followed by Environmentally Sustainable (47%), Technically Feasible (44%) and Fiscally Sustainable (41%)
- The respondents ranked the importance of natural environment criteria (Q5) generally equally, with 71-78% of participants scoring all of criteria as Extremely Important. From most important to least important as soil & geology, groundwater, aquatic life, surface water, and terrestrial life.
- The respondents ranked the technical considerations criteria (Q6), with the Reliability of Supply (ability to improve water quality issues) being scored by 91% of participants as Extremely Important. System Redundancy (Provision of Backup Equipment), Maintenance and Flexibility (Accommodating Future Requirements) scored as Extremely Important by between 40-50% of participants. 33% of the respondents scored Operations as Extremely Important, while Ease of Implementation and Alignment with Other Infrastructure scored as Extremely Important for 21-26% of participants.
- The respondents ranked the socio-cultural environment criteria (Q7) generally equally with a slight preference for Long-Term Community Impact (Changes to protected areas or agricultural land designations) (54%). It is interesting to note that less than 30% of respondents indicating that Community Disturbance during Construction was Extremely Important.
- Half of the respondents indicated that Total Cost (Q8) over the life of the alternative was Extremely Important.

Q3 and Q9: Questions or Thoughts on the Project

74 participants in Question 3 and 43 participants in Question 9 shared additional feedback on the project, with the following observations made on recurring themes:

- 25 respondents raised concerns about water rates
- 12 respondents requested more detailed information in order to provide better feedback
- 7 respondents have raised health & safety concerns regarding the water
- 5 respondents questioned why the South ET was retired
- 5 respondents commented on the lengthy duration to solve the Mount Albert water issues and asked the project to be expedited

Q10: Survey Satisfaction

The average score of the online open house was 3.34 out of 5. A few respondents commented that the link to access the survey was difficult to find; the information was technical and difficult to understand; and that they would like to have the possibility to ask questions in real-time, either by video conference or public meeting.

Summary

- The response rate to the online survey was significant and potentially exceeded the number of participants that would have participated in a face-to-face Open House.
- Responses provide a general indication of the relative importance of evaluation criteria and will be considered in the identification of preferred alternatives.
- Water rate, hard water, and health & safety concerns are sensitive subjects that need to be communicated carefully to the community in the upcoming PCC. Consideration can be given to a follow-up communication (FAQ) to provide answers to some of the questions raised in advance of the next PCC.
- No major obstacle to further progress of the project was identified.

ATTACHMENT A

A-1 PCC#1 Notice

A-2 Media Posting Schedule

A-3 Stakeholders Distribution List and Template notification letter

A-4 Project Contact Distribution List and Template notification letter

ATTACHMENT B

Presentation and Questionnaire

ATTACHMENT C

C-1 Summary of Questionnaire Responses

C-2 Full Questionnaire Responses

COMMUNITY UPDATE AND SURVEY

LEARN MORE!
HAVE YOUR SAY.

Mount Albert Water Supply Upgrades Municipal Class Environmental Assessment Study

Town of East Gwillimbury

June 30, 2020

The Regional Municipality of York is identifying improvements to the water supply system and water quality in the community of Mount Albert by conducting a Schedule B Municipal Class Environmental Assessment (Class EA) study.

WE WANT TO HEAR FROM YOU!

You are invited to review project information, provide feedback on alternative solutions and supply input on the criteria we are using to evaluate and identify the preferred solution.

Date: July 2 to July 15, 2020

Project information and feedback survey will be posted on york.ca/ea on July 2, 2020 and will be available until July 15, 2020.

York Region's number one priority is protecting the health and safety of staff and all our communities. As we monitor the ongoing COVID-19 situation in York Region, we continue to be committed to effective engagement and consultation with the public and stakeholders in accordance with the Municipal Class Environmental Assessment process.

THANK YOU FOR YOUR INPUT.

An accessible version of this notice is available upon request. This update was issued on June 30, 2020.



To submit questions, comments or to be added to the mailing list, please contact:

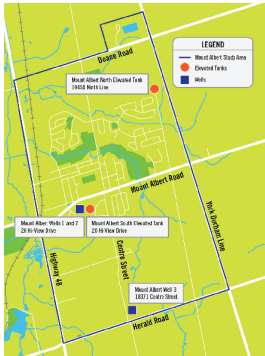

Luis Carvalho P. Eng.
Senior Project Manager,
Environmental Services

The Regional Municipality of York
17250 Yonge Street
Newmarket, Ontario L3Y 6Z1
luis.carvalho@york.ca
1-877-464-9675 ext. 75015
Fax 905-830-6927


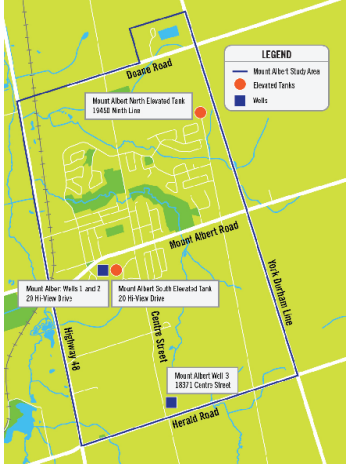

Personal information submitted (e.g., name, address and phone number) is collected, maintained and disclosed under the authority of the *Environmental Assessment Act* and the *Municipal Freedom of Information and Protection of Privacy Act* for transparency and consultation purposes. Personal information 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.


York Region

Mount Albert Community Update – Social and Curbex

Date	Post	Image
<p>Post JULY 2</p> <p>Platform: Facebook</p> <p>Budget: \$200 Targetting to Mount Albert/ EG residents for the duration the study is availble</p> <p>Targeting:</p> <p>EG / Mount Albert</p>	<p>We want to hear from you!</p> <p>We are looking for your feedback on the water supply system and water quality in the community of Mount Albert, in the @TownofEastGwillimbury. Visit https://www.research.net/r/H632RGK to complete the survey. For more information on the Mount Albert Water Supply Upgrades Environmental Assessment Study, including a list of possible options, visit york.ca/ea.</p>	 <p>Map needs to be formatted for social and posting on project listing</p>
<p>Post JULY 6</p> <p>Platform: Facebook</p> <p>Targeting:</p> <p>EG / Mount Albert</p>	<p>Did you know? The source of water for community of Mount Albert, in the Town of East Gwillimbury is from three groundwater wells. It is then treated at two local water treatment facilities and stored in the Mount Albert elevated tanks. Have you completed the Mount Albert water system and water quality survey yet? Visit https://www.research.net/r/H632RGK to complete the survey. The survey is only available until July 15, 2020. More information on the Mount Albert Water Upgrades Supply Environmental Assessment Study, including a list of possible options, is at york.ca/ea</p>	 <p>Image of Mount Albert ET</p>

Mount Albert Community Update – Social and CurbeX

<p>Post JULY 13</p> <p>Targeting:</p> <p>EG / Mount Albert</p>	<p>Have you completed the community of Mount Albert water system and water quality survey yet? We want to hear from you, https://www.research.net/r/H632RGK . The survey is open until July 15, 2020. Visit york.ca/ea to review the information on the Mount Albert Water Supply Environmental Assessment Study which includes a list of possible water system options and the criteria we are using to find a possible solution.</p>	
<p>Twitter</p> <p>Post JULY 7</p>	<p>We are looking for your feedback on the water supply system and water quality in the community of Mount Albert, in the @townofeg.</p> <p>Visit york.ca/ea to complete the survey, and review the information on the Environment Assessment Study.</p>	<p>Map of the study area</p> 
<p>Twitter</p> <p>Post July 14</p>	<p>Have you completed the Mount Albert, @townofeg, water system and water quality survey yet?</p> <p>Visit york.ca/ea to review project information.</p>	

Mount Albert Community Update – Social and Curbex

<p>Curbex Notice</p> <p>Date: JULY 6</p>	<p>Install sign at corner of Woodbine and Mt Albert Road for two+ weeks</p> <p>Purchased sign and space for is for 4 weeks.</p>		
--	---	--	--

Additional information:

1. Covid statement:

York Region's number one priority is protecting the health and safety of staff and all our communities. As we monitor the ongoing COVID-19 situation in York Region, we continue to deliver essential services while staying current with all health and safety-related information and complying with guidelines related to COVID-19 published by the Ontario Ministry of Health, Ministry of Labour, Training and Skills Development and York Region Public Health.

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

More information about York Region and The Town of East Gwillimbury water and wastewater services is available at york.ca/wateris

3. 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 from the community is a vital part of the study. There are many ways for residents, and the community to participate, including completing the survey and signing up for project updates at york.ca/ea



July 2, 2020

«First_Name» «Last_Name»
«Job_Title», «Department»
«Company_Organization»
«Street»
«City», «Province» «Postal_Code»

Dear «First_Name» «Last_Name»,

The Regional Municipality of York is undertaking a Schedule 'B' Municipal Class Environmental Assessment (EA) for the Mount Albert Water Supply Upgrades and it is currently in the process of evaluating alternatives.

You are invited to visit the project website to provide feedback on the alternatives and supply input on the criteria to evaluate and identify the preferred solution. The project information and survey will be posted on york.ca/ea on July 2, 2020, and will be available until July 15, 2020. The Region is forwarding the enclosed Notice of Community Update and Survey, signifying the formal announcement of this discretionary public point of contact.

Please contact the undersigned to advise of any additional details that should be considered in the evaluation of alternatives. Please also advise if there should be additional or alternate contacts within your organization so that we can update our contact list.

We look forward to hearing from you and working together throughout this study.

Yours very truly,

Luis Carvalho, P. Eng.
Senior Project Manager

CC: L. Jones, Jacobs

Email Subject: Community Update and Survey: Mount Albert Water Supply Upgrades
Schedule 'B' Municipal Class EA

Email:

Good morning,

The Regional Municipality of York is undertaking a Schedule 'B' Municipal Class Environmental Assessment (EA) for the Mount Albert Water Supply Upgrades. You are invited to visit the project website and provide feedback on the alternative solutions and supply input on the criteria we are using to evaluate and identify the preferred solution. The project information and survey will be posted on york.ca/ea on July 2, 2020, and will be available until July 15, 2020. For your information, please see attached the Notice of Community Update and Survey for this Class EA.

As part of the study's consultation program, you are currently included in the contact list. If you wish to be removed or would like to suggest an alternative representative, please contact the undersigned. Should we not hear from you, you will continue to be notified of all future consultation opportunities throughout the rest of the EA study.

Should you have any questions, please do not hesitate to contact me.

Thank you for your input,

On behalf of

Luis Carvalho, P. Eng.

Senior Project Manager

Environmental Services

The Regional Municipality of York

17250 Yonge Street

Newmarket, Ontario L3Y 6Z1

luis.carvalho@york.ca

1-877-464-9675 ext. 75015

Fax 905-830-6927

Group	Title	First Name	Last Name	Company/ Organization	Department	Job Title	Street	City	Province	Postal Code	Phone	Fax	Email Address
Regional	Dr.	Karim	Kurji	York Region	York Region Public Health	Medical Officer of Health	17250 Yonge Street, Box 147	Newmarket	ON	L3Y 6Z1	905-895-4511	905-895-3166	karim.kurji@york.ca
Provincial Agency	Ms.	Lise	Chabot	Ministry of Indigenous Affairs	Ministry Partnerships Unit	Manager	Suite 400, 160 Bloor Street East	Toronto	ON	M7A 2E6	416-325-4044		lise.chabot@ontario.ca
Provincial Agency	Ms.	Jocelyn	Beatty	Ministry of Agriculture, Food and Rural Affairs	Central-East and Northwestern	Rural Planner	Elora Resource Centre 6484 Wellington Rd 7	Elora	ON	N0B 1S0	519-846-3405		jocelyn.beatty@ontario.ca
Provincial Agency	Mr.	Ross	Lashbrook	Ministry of Municipal Affairs and Housing	Central Municipal Services Office - Community Planning and Development (East)	Manager	777 Bay Street, 13th Floor	Toronto	ON	M5G 2E5	416-585-6063	416-585-6882	ross.lashbrook@ontario.ca
Provincial Agency	Mr.	Michael	Helfinger	Ministry of Economic Development, Job Creation and Trade	Intergovernmental Policy Coordination Unit	Senior Policy Advisor	11th Flr, 56 Wellesley St W	Toronto	ON	M7A 2E7	416-434-4799	416-325-6534	michael.helfinger@ontario.ca
Provincial Agency	Mr.	Robert	Greene	Ministry of Community Safety and Correctional Services		Director	George Drew Building 25 Grosvenor Street, 13th Floor	Toronto	ON	M7A 1Y6	416-314-6683	416-327-1470	robert.greene@ontario.ca
Provincial Agency	Mr.	Jennifer	Paetz	Ministry of Energy, Northern Development and Mines	Strategic Support Unit	Initiatives Coordinator	Willet Green Miller Center, 2nd Floor 933 Ramsey Lake Road	Sudbury	ON	P3E 6B5	705-670-5918	705-670-5803	jennifer.paetz@ontario.ca
Provincial Agency	Mr.	John	Mackinnon	Ministry of Transportation	Planning and Design - Simcoe/ York West	Area Manager	Bldg D 4th Flr, 159 Sir William Hearst Ave	Toronto	PM	M3M 0B7	416-235-5533		john.mackinnon@ontario.ca
Provincial Agency	Mr.	Tom	Hewitt	Ministry of Transportation	Corridor Management Section	Head	Bldg D 7th Flr, 159 Sir William Hearst Ave	Toronto	ON	M3M 0B7	416-235-3744		tom.hewitt@ontario.ca
Provincial Agency	Mr.	Christian	Singh	Ministry of Transportation	Central Region (Toronto)	Senior Issues Advisor (Acting)	Bldg D 2nd Flr, 159 Sir William Hearst Ave	Toronto	ON	M3M 0B7	416-235-5103		Christian.Singh@ontario.ca
Provincial Agency	Mr.	Steven	Strong	Ministry of Natural Resources and Forestry	Aurora District	Senior District Planner	50 Bloomington Rd	Aurora	ON	L4G 0L8	905-713-7366	905-713-7360	steven.strong@ontario.ca
Provincial Agency	Ms.	Karla	Barboza	Ministry of Tourism, Culture and Sport	Heritage Planning Unit	Team Lead - Heritage (Acting)	401 Bay St, Suite 1700	Toronto	ON	M7A 0A7	416-314-7120		karla.barboza@ontario.ca
Provincial Agency	Ms.	Heather	Malcolmson	Ministry of Environment, Conservation and Parks	Environmental Assessment and Permissions Branch	Director (Acting)	1st Flr, 135 St Clair Ave W	Toronto	ON	M4V 1P5	416-314-0934		heather.malcolmson@ontario.ca
Provincial Agency	Mr.	Ghassan	Ghali	Ministry of Environment, Conservation and Parks	Environmental Assessment and Permissions Branch - Approvals and Licensing Section	Senior Water Engineer	40 St. Clair Avenue West, 2nd Floor	Toronto	ON	M4V 1M2	416-314-7652	416-212-7576	Ghassan.Ghali@ontario.ca
Provincial Agency	Ms.	Annamaria	Cross	Ministry of Environment, Conservation and Parks	Environmental Assessment Services	Manager	1st Flr, 135 St Clair Ave W	Toronto	ON	M4V 1P5	416-314-7967		annamaria.cross@ontario.ca
Provincial Agency	Ms.	Emilee	O'Leary	Ministry of Environment, Conservation and Parks	Air, Pesticides and Environment	Regional Environmental Assessment Coordinator	Place Nouveau 9th Flr, 5775 Yonge St	Toronto	ON	M2M 4J1	416-326-3469		emilee.oleary@ontario.ca
Provincial Agency				Ministry of Environment, Conservation and Parks	Central Region								eanotification.cregion@ontario.ca
Provincial Agency	Mr.	Daniel	Delaquis	Ministry of Environment, Conservation and Parks	Environmental Assessment and Permissions Branch	Project Manager	1st Flr, 135 St Clair Ave W	Toronto	ON	M4V 1P5	416-314-7765		dan.delaquis@ontario.ca
Provincial Agency	Ms.	Lisa	Trevisan	Ministry of Environment, Conservation and Parks	Drinking Water and Environmental Compliance Division - Central Region	Director	Place Nouveau 8th Flr, 5775 Yonge St	Toronto	ON	M2M 4J1	416-326-1825		lisa.trevisan@ontario.ca

Group	Title	First Name	Last Name	Company/ Organization	Department	Job Title	Street	City	Province	Postal Code	Phone	Fax	Email Address
Provincial Agency	Ms.	Celeste	Dugas	Ministry of Environment, Conservation and Parks	York Durham District Office	Manager	5th Flr, 230 Westney Rd S	Ajax	ON	L1S 7J5	905-836-7446		celeste.dugas@ontario.ca
Provincial Agency	Ms.	Susan	Ecclestone	Ministry of Environment, Conservation and Parks	Source Protection Programs Branch	Director	Foster Bldg 14th Flr, 40 St Clair Ave W	Toronto	ON	M4V 1M2	416-212-6459		susan.ecclestone@ontario.ca
Federal Agency	Ms.	Cleo	Big Eagle	Indigenous and Northern Affairs Canada	Indigenous Engagement and Partnerships	Advisor	10 Wellington Street	Gatineau	QC	K1A 0H4	819-635-7332		cleo.bigeagle@canada.ca
EMS and Health	Mr.	Eric	Jolliffe	York Region	York Regional Police	Chief	47 Don Hillock Dr	Aurora	ON	L4G 0S7	1-866-876-5423		info@yrp.ca
EMS and Health	Ms.	Katherine	Chislett	York Region	Community and Health Services	Commissioner	17250 Yonge Street	Newmarket	ON	L3Y 6Z1			Katherine.Chislett@york.ca
Conservation Authority	Ms.	Joanne	Doyley	Lake Simcoe Region Conservation Authority	Office of the CAO	Communications Specialist	120 Bayview Parkway	Newmarket	ON	L3Y 3W3	905-895-1281 ext. 527		j.doyley@lsrca.on.ca
Conservation Authority	Mr.	Mike	Walters	Lake Simcoe Region Conservation Authority	Office of the CAO	Chief Administrative Officer	120 Bayview Parkway	Newmarket	ON	L3Y 3W3			m.walters@lsrca.on.ca
Conservation Authority	Mr.	Brian	Kemp	Lake Simcoe Region Conservation Authority	Conservation Lands	General Manager	120 Bayview Parkway	Newmarket	ON	L3Y 3W3	905-895-1281 ext. 289		b.kemp@lsrca.on.ca
Indigenous Community	Ms.	Donna	Big Canoe	Chippewas of Georgina Island		Chief	R.R.#2 Box N-13	Sutton West	ON	L0E 1R0	705-437-1337	705-437-4597	donna.bigcanoe@georginaisland.com
Indigenous Community	Mr.	Rodney	Noganosh	Chippewas of Rama First Nation		Chief	5884 Rama Road, Suite 200	Rama	ON	L3V 6H6	705-325-3611	705-325-0879	chief@ramafirstnation.ca
Indigenous Community				Chippewas of Rama First Nation	Consultation								consultation@ramafirstnation.ca
Indigenous Community	Mr.	Guy	Monague	Beausoleil First Nation		Chief	11 O'Gema Miikaan	Christian Island	ON	L9M 0A9	705-247-2051	705-247-2239	bfncchief@chimnissing.ca
Indigenous Community	Mr.	Jane	Copegog	Beausoleil First Nation	Lands and Resources	Lands Manager	11 O'Gema Miikaan	Christian Island	ON	L9M 0A9	705-247-8981 ext. 256		jcopegog@chimnissing.ca
Indigenous Community	Mr.	Konrad	Sioui	Nation Huronne-Wendat		Grand Chef	255, place Chef Michel Laveau	Wendake	QC	G0A 4V0	418-843-3767	418-842-1108	
Indigenous Community	Ms.	Tina	Durant	Nation Huronne-Wendat		Chef	255, place Chef Michel Laveau	Wendake	QC	G0A 4V0			tina.durant@cnhw.qc.ca
Indigenous Community				Nation Huronne-Wendat			255, place Chef Michel Laveau	Wendake	QC	G0A 4V0			administration@cnhw.qc.ca
Indigenous Community	Mr.	Maxime	Picard	Nation Huronne-Wendat		Coordinator of Projects – Ontario	255, place Chef Michel Laveau	Wendake	QC	G0A 4V0			maxime.picard@cnhw.qc.ca
Indigenous Community	Mr.	Greg	Garratt	Georgian Bay Métis Council	Métis Consultation Unit	President	355 Cranston Cr. PO Box 4	Midland	ON	L4R 4K6	705-526-6335		greggarratt@gmail.com
Indigenous Community				Métis Nation of Ontario	Métis Consultation Unit		Métis Nation of Ontario Head Office Suite 1100 – 66 Slater Street	Ottawa	ON	K1P 5H1	613-798-1488	613-725-4225	mno@metisnation.org

Group	Title	First Name	Last Name	Company/ Organization	Department	Job Title	Street	City	Province	Postal Code	Phone	Fax	Email Address
Indigenous Community	Mr.	James	Wagar	Métis Nation of Ontario		Manager, Natural Resources and Consultations	75 Sherbourne St. Suite 311	Toronto	ON	M5A 2P9			jamesw@metisnation.org
Rail/Transportation	Ms.	Leslie	Woo	GO Transit and Metrolinx		Chief Planning and Development Officer	20 Bay Street, Suite 600	Toronto	ON	M5J 2W3	416-202-5918		leslie.woo@metrolinx.com
Rail/Transportation	Mr.	Christopher	Langford	GO Transit and Metrolinx	GTHA Transit Policy Office	Manager	Colleg Park, Suite 3000, 777 Bay Street	Toronto	ON	M7A 2J8			christopher.langford@ontario.ca
Rail/Transportation	Mr.	Jason	Ryan	Metrolinx	Environmental Programs and Assessment	Director	10 Bay Street	Toronto	ON	M5J 2W3	416-202-4895		jason.ryan@metrolinx.com
Rail/Transportation	Mr.	Stefan	Linder	Canadian National Railway	Regulatory Affairs	Senior Manager	1 Administration Road	Concord	ON	L4K 1B9	905-669-3133		stefan.linder@cn.ca
Utility	Ms.	Ann	Newman	Enbridge Pipelines Inc.	Right-of-Way Services	Supervisor	P.O. Box 128, 801 Upper Canada Drive	Sarnia	ON	N7T 7H8	519-339-0080	519-339-0510	ann.newman@enbridge.com
Utility				Enbridge Gas Distribution Inc.	Right-of-Way Group						1-800-668-2951		est.reg.crossing@enbridge.com
Utility	Mr.	Jim	Arnett	Enbridge Gas Distribution Inc.	Asset Management	Senior Advisor Planning	101 Honda Boulevard	Markham	ON	L6C 0M6	416-758-7901		jim.arnett@enbridge.com
Utility				Enbridge Gas Distribution Inc.		Mark-Ups							Mark-Ups@enbridge.com
Utility	Mr.	Mark	Wilson	Enbridge Gas Distribution Inc.		Stakeholder Relations	500 Consumers Road	North York	ON	M2J 1P8			mark.wilson@enbridge.com
Utility	Ms.	Darlene	Quilty	MHBC (On behalf of TransCanada PipeLines Limited)	Planning, Urban Design & Landscape Architecture	Planning Co-ordinator	113 Collier Street	Barrie	ON	L4M 1H2	705-728-0045 ext.243		dquilty@mhbcplan.com
Utility	Mr.	Jeremy	Getson	Union Gas Ltd.		Construction and Growth Manager							jgetson@uniongas.com
Utility	Mr.	Jim	Leworthy	Bell Canada		Manager, Municipal Access	444 Millard Avenue	Newmarket	ON	L3Y 6J7			james.leworthy@bell.ca
Utility	Mr.	Ken	Butt	Bell Canada									ken.butt@bell.ca
Utility	Mr.	Paul	Chetcuti	Rogers Cable									Paul.Chetcuti@rci.rogers.com
Utility	Mr.	Stephen	Hoy	Telus			25 York Street, 22nd Floor	Toronto	ON	M5J 2V5			stephen.hoy@telus.com
Utility	Mr.	Jesse	Gasteiger	Vianet									jesse@vianet.ca
Utility	Mr.	Kevin	Noseworth	YorkNet									Kevin.Noseworthy@york.ca
Utility	Ms.	Indira	Sharma	Prestige Telecom		Project Coordinator	200 Town Centre Boulevard, Suite 300	Markham	ON	L3R 8G5			telusutilitymarkups@telecon.ca

Group	Title	First Name	Last Name	Company/ Organization	Department	Job Title	Street	City	Province	Postal Code	Phone	Fax	Email Address
Utility	Mr.	Farooq	Qureshy	Hydro One Networks Inc.	Transmission Planning								farooq.qureshy@hydroone.com
Utility	Mr.	Rick	Schatz	Hydro One Networks Inc.	Real Estate Management		185 Clegg Road	Markham	ON	L6G 1B7	905-946-6233	905-946-6242	rick.schatz@hydroone.com
Utility	Mr.	Brian	McCormick	Hydro One Networks Inc.		Manager of Environmental Services	483 Bay Street, North Tower, 13th Floor	Toronto	ON	M5G 2P5			mccormick.bj@hydroone.com
Utility	Ms.	Maria	Agnew	Hydro One Networks Inc.		Senior Real Estate Coordinator	185 Clegg Road	Markham	ON	L6G 1B7			maria.agnew@hydroone.com
Utility				Hydro One Networks Inc.									secondarylanduse@hydroone.com
Utility		Paula	Bucci	Hydro One Telecom		Manager of Engineering	175 Sandalwood Parkway West	Brampton	ON	L7A 1E8			paula.bucci@hydroone.ca
Utility	Mr.	Daniel J.	Pastoric	Alectra Utilities		Chief Customer Officer	2185 Derry Road West	Mississauga	ON	L5N 7A6	905-273-9050	905-566-2737	dan.pastoric@alectrautilities.com
School/ School Board	Ms.	Susan	Durfy	Mount Albert Public School		Principal	5488 Mount Albert Road	Mount Albert	ON	L0G 1M0	905-473-2940	905-473-2941	mount.albert.ps@yrdsb.ca
School/ School Board				York Region District School Board	Planning Services		The Education Centre - Aurora 60 Wellington Street West	Aurora	ON	L4G 3H2	905-895-7216 ext. 2424		planning.services@yrdsb.ca
School/ School Board	Ms.	Loralea	Caruthers	York Region District School Board		Board Chair	300 Harry Walker Parkway South	Newmarket	ON	L3Y 8E2			loralea.carruthers@yrdsb.ca
School/ School Board	Mr.	Greg	Collins	Robert Munsch School		Principal	395 King Street East	Mount Albert	ON	L0G 1M0	905-473-0110	905-473-0220	robert.munsch.ps@yrdsb.ca
Interest / Stakeholder Groups				Mount Albert Public Library			19300 Centre Street	Mount Albert	ON	L0G 1M0	905-473-2472		info@egpl.ca
Interest / Stakeholder Groups	Ms.	Monika	Machacek	East Gwillimbury Public Library							905-836-6492 ext. 110		mmachacek@egpl.ca
Interest / Stakeholder Groups	Ms.	Janet	Wheeler	Mount Albert Village Association		Chair							info@mountalbert.com
Interest / Stakeholder Groups				1st Mount Albert Scouts									
Interest / Stakeholder Groups				East Gwillimbury Gardeners									
Interest / Stakeholder Groups				Ross Family Complex			19300 Centre Street	Mount Albert	ON	L0G 1M0	905-473-2653		
Interest / Stakeholder Groups				Mount Albert Community Centre			53 Main Street	Mount Albert	ON	L0G 1M0	905-473-3134		
Interest / Stakeholder Groups				The Family Place			53 Main Street	Mount Albert	ON	L0G 1M0	905-473-5929		thefamilyplace@hotmail.com

Group	Title	First Name	Last Name	Company/ Organization	Department	Job Title	Street	City	Province	Postal Code	Phone	Fax	Email Address
Interest / Stakeholder Groups				Mount Albert Children's Academy			19299 Centre Street	Mount Albert	ON	L0G 1M0	905-473-1106		maca@ypce.com
Interest / Stakeholder Groups	Ms.	Kim	Empringham	Ontario Federation of Agriculture									york@ofa.on.ca
Interest / Stakeholder Groups	Ms.	Gloria	Marsh	York Region Environmental Alliance			85 Dariole Drive	Richmond Hill	ON	L4E 0Z4			gloria@yrea.org
Interest / Stakeholder Groups	Mr.	Edward	McDonnell	Friends of the Greenbelt Foundation		CEO	661 Yonge Ste. Suite 500	Toronto	ON	M4Y 1Z9			info@greenbelt.ca

To residents

Email Subject: Community Update and Survey: Mount Albert Water Supply Upgrades Schedule 'B' Municipal Class EA

Email:

Good afternoon,

As you are away, the Regional Municipality of York is undertaking a Schedule 'B' Municipal Class Environmental Assessment (EA) for the Mount Albert Water Supply Upgrades. As part of the study's communication plan a project contact list was created for residents, like yourself, that wished to be contacted directly to receive project updates.

We are now inviting the community, see attached Notice, to visit the project website to review project information and provide feedback on alternative solutions and on the criteria to evaluate and identify the preferred solution. The project information and the survey will be posted on york.ca/ea on July 2, 2020 and the survey will be available for community input until July 15, 2020.

We look forward to hearing from you and for your continued interest and participation in the project.

Should you have any questions, please do not hesitate to contact me.

Thank you for your input,

Luis Carvalho, P. Eng.
Senior Project Manager
Environmental Services
The Regional Municipality of York
17250 Yonge Street
Newmarket, Ontario L3Y 6Z1
luis.carvalho@york.ca
1-877-464-9675 ext. 75015
Fax 905-830-6927

Full Name	Address	Address 2	City/Town	ZIP/Postal C	Email Address	Agree, please send me project updates	Open-Ended Response
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Is there a way we can get rid of the brown smelly water. About twice a year there is a truck that pulls up to our firehydrant and hooks up to and reieasees gallons of brown and fowel smelling water.in the meantimethat water is coming into our houses wich makes things harder to clean. I feel it is un fairthat the town is charging us a delivery fee for dirty smelling water.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Interested in water projects in East Gwillimbury. Specifically Sharon. The water quality is terrible and expensive
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted		
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Thank you for your Voice Message today re our Water safety concerns that were sent via email on June 2/20. Please add me to the Project Mailing List re the need to remedy the situation as described in my email from yesterday. My concerns need to be voiced to get this long existing water problem fixed. Thanks, Marilyn Flowers
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Too much iron l'm mt albert water...had to buy at my expense a filter and water softener.....
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	When water pipes were cleaned last year we were not notified at all. There needs to be a better process in which home owners can be notified so that they are able to choose if they want the brown dirty water going through there water pipes or by passed to a drain
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	It would be nice to be able to drink our tap water. Single use bottles of water is our solution right now. For what we pay for water, we should be able to drink it.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Would love to be part of the study as our water is so bad we have companies such as Reliance refusing to sell us things like water softeners on Monthly payments and we have to buy them outright as they are worried they will break down.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	My water pressure is almost non- existent at the top of the hill in Mt. Albert, ever since the old tower was decommissioned and the new tower put in. All the new homes have just made this worse.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Please add me to the mailing list for information on the study.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Our water is a joke.....the quality is poor and the pressure is laughable. Even with a water softener the water is incredibly hard and usually has an orange tint to it as well. The water in Mount Albert is an embarrassment to our community. And dont get me started on the insanely high cost for us. Why if I fill a pool or water my garden must I pay for sewage on that water? It doesnt even touch the sewer system!?!
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Our water bill continues to climb each term, reaching \$450 last month for the same general use for two adults and two babies. The quality however seems to plummet. Several times a year the water will be brown or rust coloured. Earlier this spring it was rusty for 3 days leaving us to buy water, which is something I'm generally against because of the plastic involved. We have a water softener which only helps a little and is expensive at times to maintain. The quality should be better for the prices we pay and water softeners should be subsidized.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	I'm new to Mount Albert, but it seems our sewers don't work very well. After the weekend storm our road was a river. Kind of concerning! I feel as if our sewers are clogged with debris. We're on Town water and it's a bit dirty when it comes in.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Water is awful. We have a water softener but doesn't help that much. Life expectancy for appliances that use water is lower. Smells like chlorine at times, sometimes runs brown. My hair Feels Like Straw. There is hard water build up everywhere, there's an orange colour in the bathtub.

Full Name	Address	Address 2	City/Town	ZIP/Postal Code	Email Address	Agree, please send me project updates	Open-Ended Response
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Please do something to improve the water. I moved here at the end of December 2019 and in that time we've encountered many issues. The water coming from the water main turns a brand new water filter brown immediately. I've had the town out to flush our lines and it hasn't changed a thing. The fact that we have to filter our water at all is ridiculous considering the amount we are paying for water and sewer here. My bill is double what I was paying in Stouffville and then I also have to pay for filters on top of that plus salt for a water softener. I expected the water softener but not the filtration system. The filters clog up so easily from the high iron content that it will lower the water pressure to the whole house to the point it barely dribbles out of a shower head. This occurs every two months. Unfiltered water in our house turns the bath water yellow/orange. With the filter, it's slightly yellow. Our shower heads were installed in January and already are forming an orange color on the white rubber spouts, causing the water to spray in all directions. This is even with double filtering and a soft water tank. I have a brand new fridge with water/ice and we haven't bothered connecting the water line because I'm afraid the water will damage the system. On top of all of this, the water pressure is absolutely horrible. I can't run two things at once anywhere in the house. Can't run the washing machine while showering, flush a toilet in one washroom at the same time as a shower in another, cant run the dishwasher at the same time as any of those things. It's brutal! I was told by the town that this is normal and other homes have it worse. Great! I'm currently pregnant and refuse to drink the tap water no matter how many times the town says it's safe. My husband and I have been drinking bottled water since we moved in. Im also concerned to eventually bathe my baby in this bath water looking at the color of it. I expect better for the amount we're paying for not only taxes but also water every month.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	1) What does 'water supply upgrades' entail? 2) Why are these upgrades being done now and how long will it take? 3) How will these upgrades affect the rates that the current residents of Mount Albert pay for water and/or sewage delivery immediately and over the next 5 years? 4) if 'upgrades' includes new infrastructure, such as (but not limited to) new wells, water storage or pump houses to supplement new/additional residential or commercial development, why isnt the cost of these upgrades PAID IN FULL by the developer and/or the new homeowners? Why are property taxes and delivery charges affected? Why should the rest of the town be forced to pay more, when our water and sewage delivery costs are already some of the highest rates in the region and half the town gets brown water or smells of chlorine on a weekly basis? (This water may technically be safe to drink, but aesthetically, it is not pleasing). 5) How is Mount Alberts future water quality and water quantity being considered and safe guarded in these upgrades?
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	I think the water is great to use and drink. Good water pressure.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	The water quality is incredibly poor and the cost is way too high. Our water is so hard even with a water softener that I'm spending a fortune on water filters replacing towels that get ruined every few months.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Why is pressure so low and water extremely hard.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Why is the water orange in Mount Albert? Can there be something done about the hardness? Many retailers have told us our only option is s water softener because the water here is some of the hardest around?
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	The water in Mount Albert (EG) is terrible. It's at an extremely high cost and my dogs won't even drink it. We won't even use it to boil food, bad enough having to bathe in it. My recent water bill was \$688. We haven't even paid it because it's so ludacris. Something needs to be done. The quality needs to vastly and greatly improve and the cost has to be lowered. This is unacceptable. My tub is orange and there is hard water build up on all faucets despite having a functional water softener. We should not have to pay for purification systems when we are paying extraordinary costs for water. I believe I speak for the entire town.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	The amount of \$\$\$\$ we spend for our water is insane considering my water is brown frequently and is so hard it stained a BRAND NEW toilet in 3 days!! Yes we have a water softener! Horrible water quality for the money we are charged. I want to see proof that the subdivisions under construction are paying their fair share as I think the cost had been passed to us existing homeowners. Water pressure is crappy at best.
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	MT Albert water has been high in iron to the point where one has to constantly clean the rims around all your toilets. How SAFE is this water? We have VERY HIGH water bills for substandard water and filtration. SHOCKED that mt Albert residents have had to endure this murkey drinking water for years now and at a high cost. LOWER costs until water improvements are made.....
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	Hello, Please fix the serious iron and the hardness problem that we have been suffering in Mount Albert for decades. Now that you are charging outrages amounts of money for water supply and sewage, I expect York region to fix these iron and hardness problems the town is suffering from. In addition to the extreme rates for water that is being charged to residents, I have to spend copious amount of money on a whole home water filter system, a water softener/salt and a Scalesweeper and still can't alleviate the damage the poor water quality that causing to my home appliances, kitchen and bathroom fixtures. Thank you, Arthur Howden
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	What is the current water quality in Mount Albert ?
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	I recently switched from water softner to an anti-scale system. Also have a filter on water coming into house and under sink for drinking. There are rust stains on all sinks and toilets. a few days ago water ran a rust color till I changed filter. When I took apart the softner the inner tube was filled with rust colored salt. I would like to know if water is safe. Please let me know. Not pleased with water, I am not a bottled water drinker and don't want to start. I am also tired of my sinks and toilets looking dirty. Thank you, Anna
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	
Redacted	Redacted	Redacted	Redacted	Redacted	Redacted	Agree, please send me project updates	



Learn about upgrades to the Mount Albert water supply

We're listening.

York Region is looking to identify improvements to your water supply system and water quality in Mount Albert in the Town of East Gwillimbury.

To do this, we are conducting a Municipal Class Environmental Assessment Study to evaluate possible positive and negative effects of our project on your community.

Hearing from you is important! Your responses will help us better understand your experience and expectations about this project.

During the COVID-19 pandemic, York Region continues to deliver essential services and is committed to effective consultation with the public and stakeholders.

Questions?

Accessible formats or communication supports are available upon request. For help with project information or completing the survey, please contact Luis Carvalho, P. Eng., Senior Project Manager, Environmental Services at luis.carvalho@york.ca or call [1-877-464-9675](tel:1-877-464-9675) ext. 75015.

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.

Next





Learn about upgrades to the Mount Albert water supply

Why are we doing this project?

York Region is looking to identify improvements to your water supply system and water quality. Preference will be given to upgrades and improvements to overall system reliability that are socially, environmentally and financially sustainable.

Study Area



1. Where do you live or work?

Prev

Next

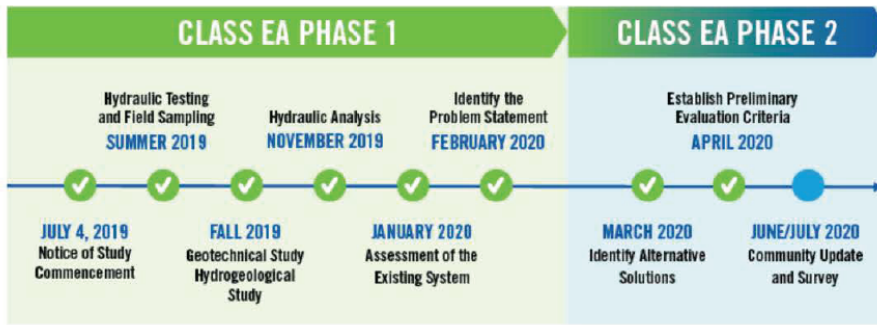


Learn about upgrades to the Mount Albert water supply

Where are we in the Environmental Assessment Study process?

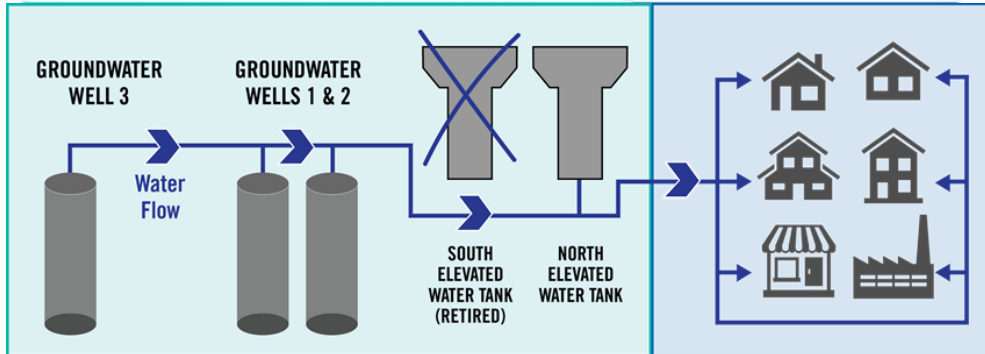
This timeline shows where the project is at in the Municipal Class Environmental Assessment (EA) process.

The results of our technical studies will be published with the final EA study documentation.



Learn about upgrades to the Mount Albert water supply

Learn about the Mount Albert water supply operation system



Your water supply in Mount Albert comes from groundwater that contains naturally occurring iron and manganese. While the Mount Albert water supply system meets all Ontario Drinking Water Standards and is safe to drink, the iron and manganese can cause discoloration and deposits.

York Region is responsible for water production, treatment and storage. The Town of East Gwillimbury is responsible for distributing drinking water to residents.

Even though it's safe to drink, iron in the water can cause yellow to red brown discoloration at the tap and manganese can cause particles and discoloration. Effectiveness of existing treatment is reduced because of the unique characteristics of the Mount Albert water supply.

Elevated tanks provide water storage, with only one elevated water tank in service, it's challenging to perform maintenance.

2. Some residents experience issues with Mount Albert water. Do you experience any issues with your water? Select all that apply.

- Colour
- Turbidity (cloudy water)
- Taste
- Odour
- Low pressure
- High pressure
- None

Other (please specify)

Prev

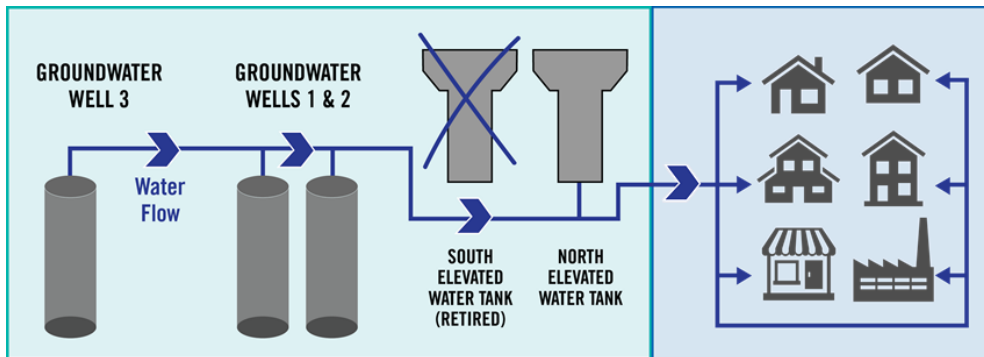
Next

Learn about upgrades to the Mount Albert water supply

Possible alternative solutions

Based on studies completed, reviews of existing conditions and future requirements, York Region considered a list of alternative solutions. Some alternatives that could not be practically implemented were removed.

Learn about the Mount Albert water supply operation system



Below is a list of alternative solutions that are being considered: Possible alternative solutions to improve water quality

1. Continue with existing treatment at Wells 1, 2, 3 and upgrade/optimize operations and maintenance systems
2. Upgrade Wells 1, 2, and 3, with iron and manganese removal technology
3. Upgrade Wells 1 and 2 with iron and manganese removal technology and continue with existing treatment at Well 3
4. Connect a new well to Mount Albert water supply system

Possible maintenance alternatives

1. Major rehabilitation of the South Elevated Water Tank and return it to service
2. Operate the distribution system, by-passing the North Elevated Tank

3. Do you have any input you would like to share or questions regarding this list of alternatives? If so, please describe. The next slides will share our evaluation criteria.

Prev

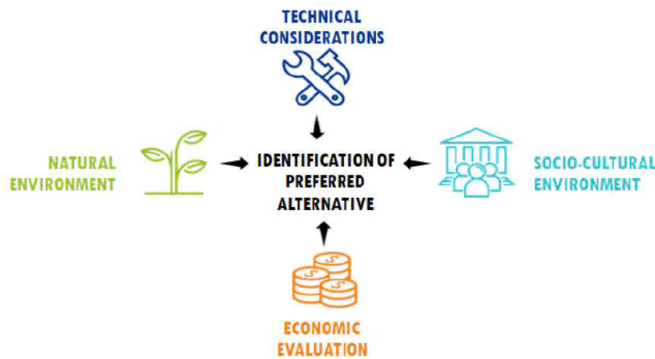
Next



Learn about upgrades to the Mount Albert water supply

How is York Region evaluating which solution to implement?

The criteria used to evaluate and compare each alternative solution is prioritized and scored. Your answers to the following questions will help us understand how the community of Mount Albert feels about potential environmental, technical, socio-cultural and economic impacts.

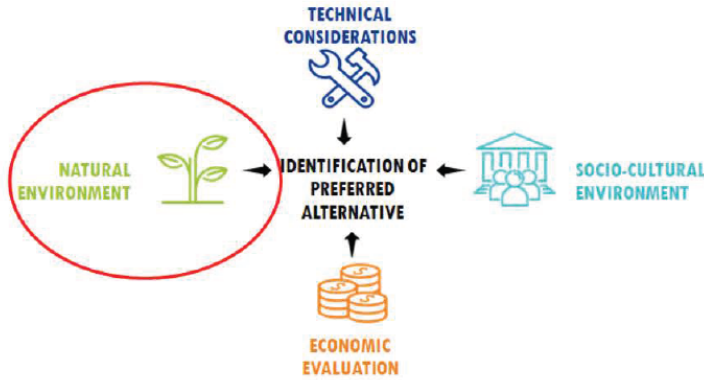


4. How important is each overall criterion when the Region evaluates the alternatives? Please note that equal rating is acceptable.

	Extremely Important	Very Important	Somewhat Important	Not so Important	Not at all Important	N/A
Technically feasible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental sustainable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fiscally sustainable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact on local communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Learn about upgrades to the Mount Albert water supply

Criteria for natural environment evaluation

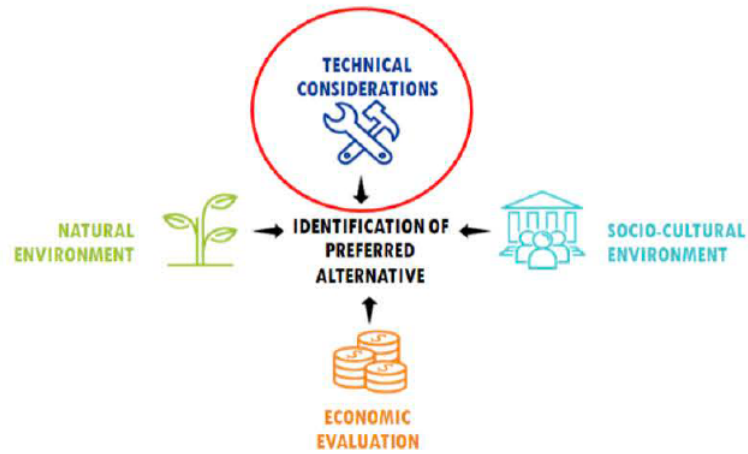


5. To help us understand what is important to the community in evaluating the alternatives based on the natural environment, please rank each of the criteria listed below.

	Extremely Important	Somewhat Important	Not at all Important	N/A
Health of aquatic animals and vegetation in local streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Habitat for land animals or birds and vegetation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of creeks and wetlands in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of groundwater available for well users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of groundwater available for well users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk of contamination of soils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Learn about upgrades to the Mount Albert water supply

Criteria for technical considerations

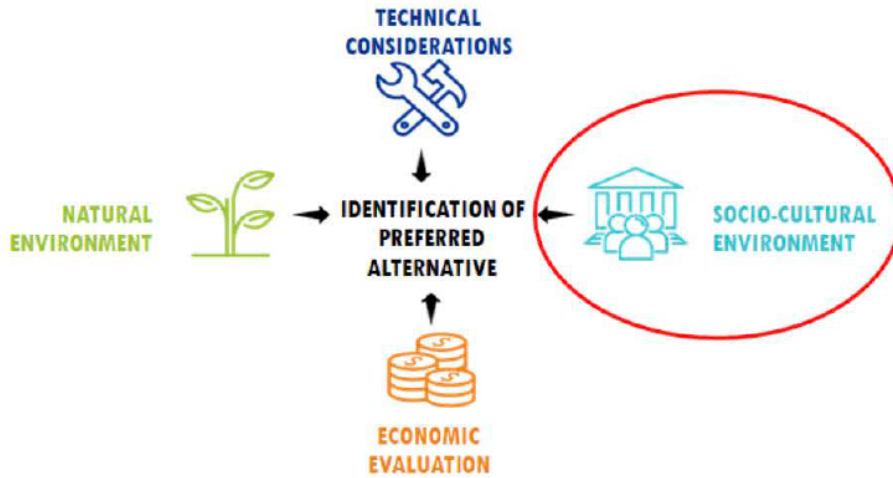


6. To help us understand what is important to the community in evaluating the alternatives based on the technical considerations, please rank each of the criteria listed below.

	Extremely Important	Somewhat Important	Not at all Important	N/A
Ease of construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of land for new facilities or access for construction vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to construct alternatives with back-up equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to improve water quality issues on a consistent basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of operation for both York Region and East Gwillimbury staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of maintenance for both York Region and East Gwillimbury staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to construct without impacting other York Region and East Gwillimbury projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of modifications to supply future approved growth or comply with new regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of obtaining permits and approvals for construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Learn about upgrades to the Mount Albert water supply

Criteria for socio-cultural evaluation

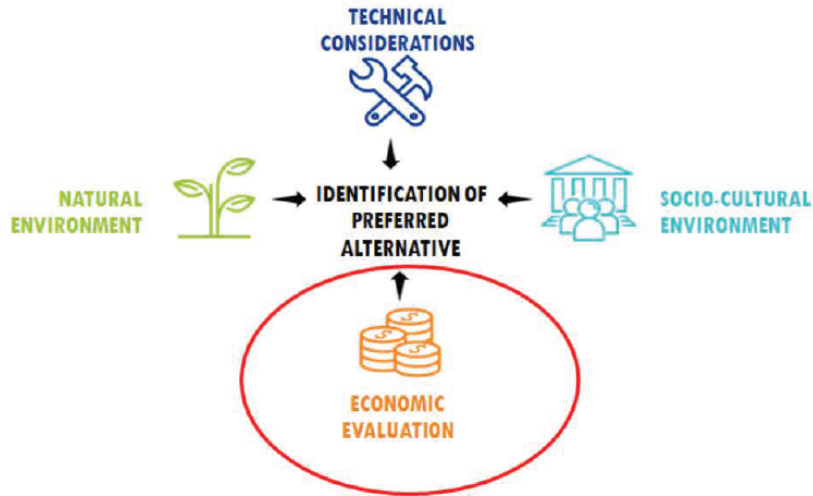


7. To help us understand what is important to the community in evaluating the alternatives based on the socio-cultural criteria, please rank each of the criteria listed below.

	Extremely Important	Somewhat Important	Not at all Important	N/A
Protection of archaeological resources through construction	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Protection of local cultural and heritage features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community disturbance during construction (noise, dust, additional traffic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to protected areas or agricultural land designations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compliance with York Regional and local planning policies	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Learn about upgrades to the Mount Albert water supply

Evaluating Economic Criteria



8. To help us understand what is important to the community in evaluating the alternatives based on the economic evaluation, please rank each of the criteria listed below.

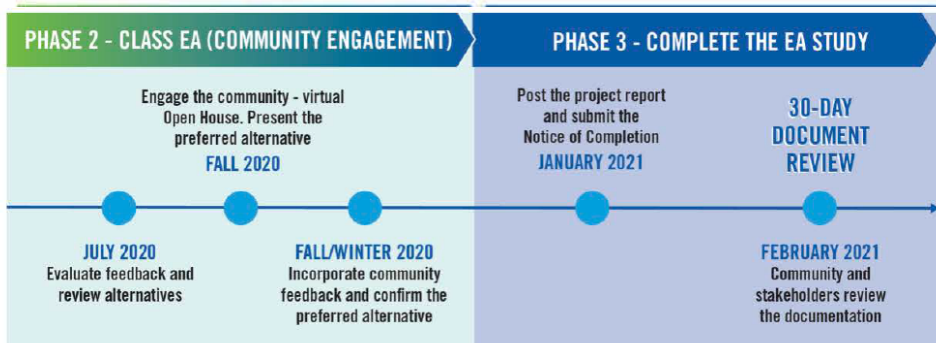
	Extremely Important	Somewhat Important	Not at all Important	N/A
Total cost including construction, operation and maintenance over the life of the alternative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Learn about upgrades to the Mount Albert water supply

Next steps in the Mount Albert, Municipal Class Environmental Assessment Study process.

This timeline shows the next steps in the Mount Albert Municipal Class Environmental Assessment Study process.



9. Do you have any questions or thoughts you would like to share on the project?

10. On a scale from 1 (being low) to 5 (high) how would you rate this online open house?

1 2 3 4 5

★ ★ ★ ★ ★

Please let us know how we can improve future online open houses.

Thank you for participating in this survey. Please stay informed and sign-up for updates by visiting York.ca/EA under East Gwillimbury.

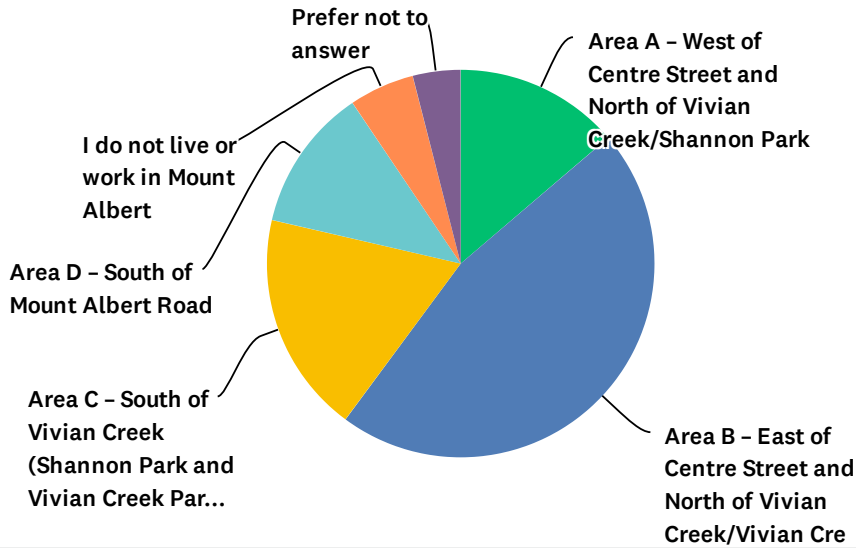
If you have comments or questions, please contact:

Luis Carvalho, P. Eng.
 Senior Project Manager
 Environmental Services
 The Regional Municipality of York
 luis.carvalho@york.ca
 1-877-464-9675 ext. 75015

Prev Done

Q1 Where do you live or work?

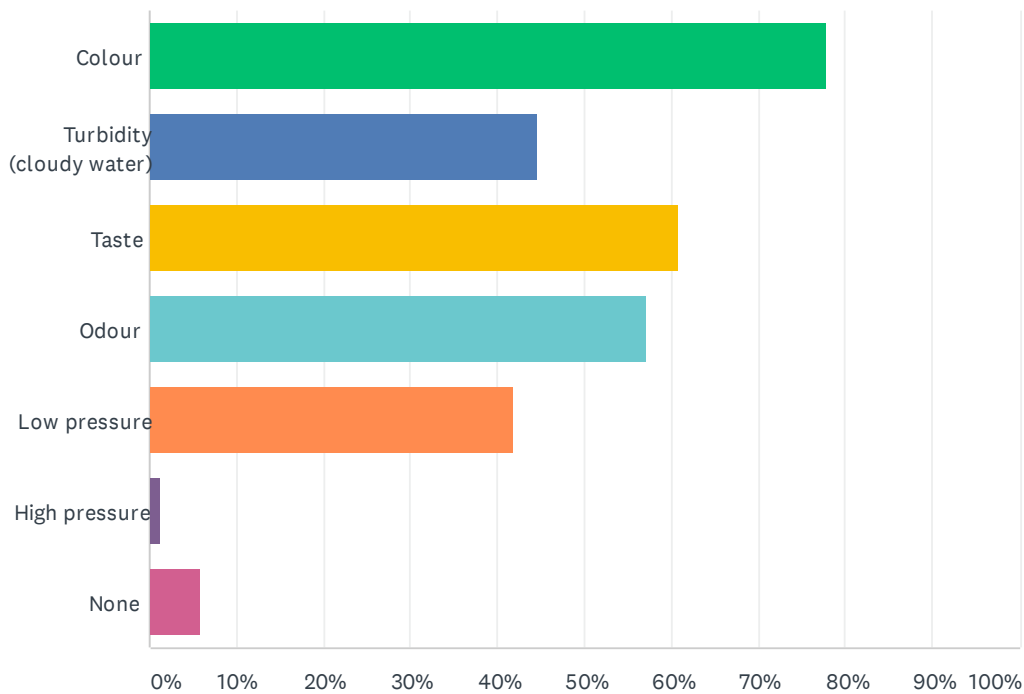
Answered: 276 Skipped: 0



ANSWER CHOICES	RESPONSES	
Area A – West of Centre Street and North of Vivian Creek/Shannon Park	13.77%	38
Area B – East of Centre Street and North of Vivian Creek/Vivian Creek Park	46.38%	128
Area C – South of Vivian Creek (Shannon Park and Vivian Creek Park) and North of Mount Albert Road	18.48%	51
Area D – South of Mount Albert Road	11.96%	33
I do not live or work in Mount Albert	5.43%	15
Prefer not to answer	3.99%	11
TOTAL		276

Q2 Some residents experience issues with Mount Albert water. Do you experience any issues with your water? Select all that apply.

Answered: 256 Skipped: 20



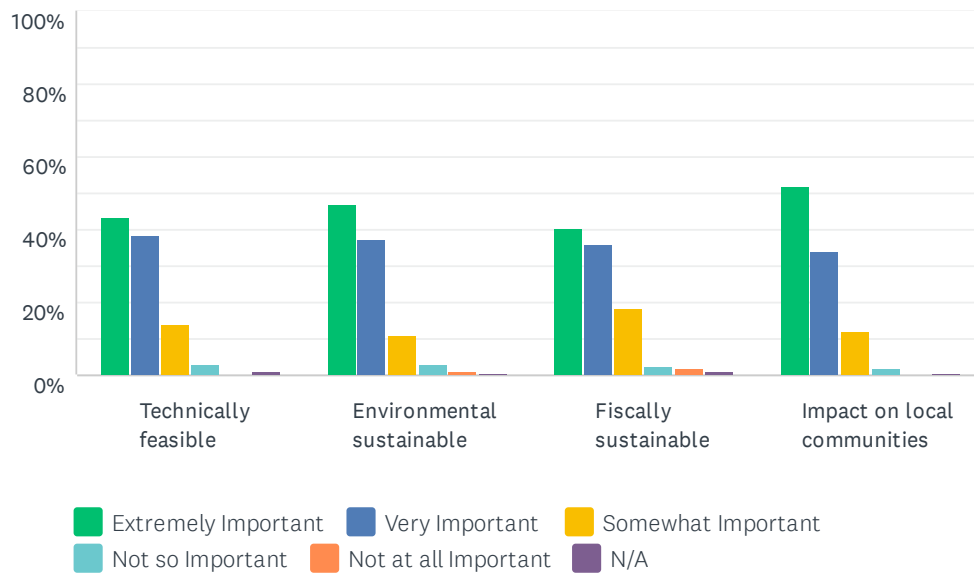
ANSWER CHOICES	RESPONSES	
Colour	77.73%	199
Turbidity (cloudy water)	44.53%	114
Taste	60.94%	156
Odour	57.03%	146
Low pressure	41.80%	107
High pressure	1.17%	3
None	5.86%	15
Total Respondents: 256		

Q3 Do you have any input you would like to share or questions regarding this list of alternatives? If so, please describe. The next slides will share our evaluation criteria.

Answered: 74 Skipped: 202

Q4 How important is each overall criterion when the Region evaluates the alternatives? Please note that equal rating is acceptable.

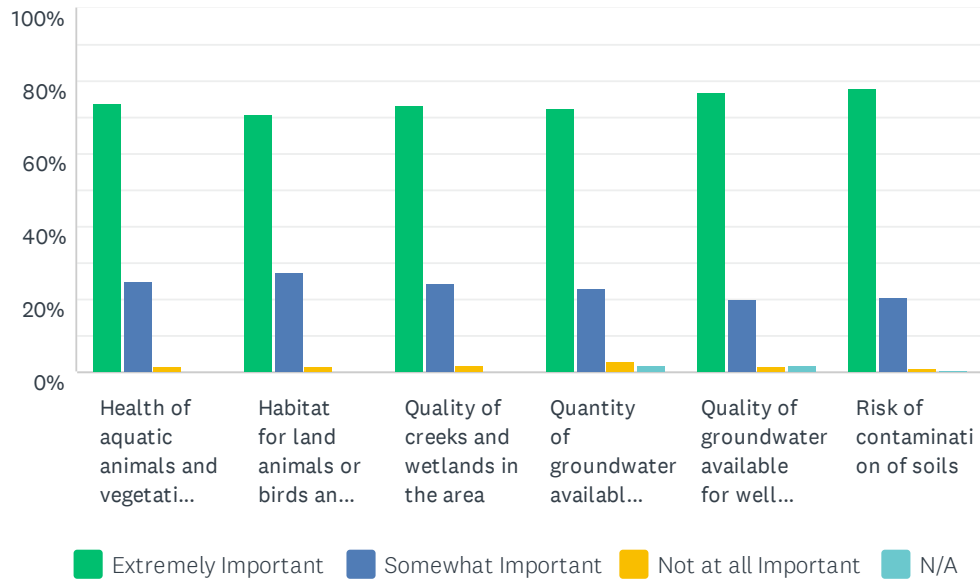
Answered: 217 Skipped: 59



	EXTREMELY IMPORTANT	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT SO IMPORTANT	NOT AT ALL IMPORTANT	N/A	TOTAL	WEIGHTED AVERAGE
Technically feasible	43.52% 94	38.43% 83	13.89% 30	3.24% 7	0.00% 0	0.93% 2	216	4.23
Environmental sustainable	47.00% 102	37.33% 81	11.06% 24	3.23% 7	0.92% 2	0.46% 1	217	4.27
Fiscally sustainable	40.55% 88	35.94% 78	18.43% 40	2.30% 5	1.84% 4	0.92% 2	217	4.12
Impact on local communities	51.85% 112	33.80% 73	12.04% 26	1.85% 4	0.00% 0	0.46% 1	216	4.36

Q5 To help us understand what is important to the community in evaluating the alternatives based on the natural environment, please rank each of the criteria listed below.

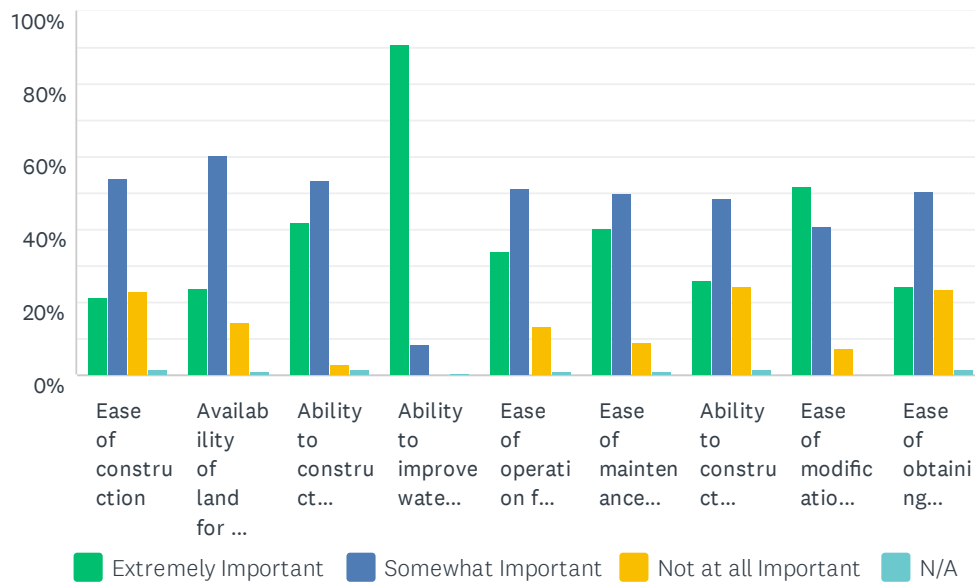
Answered: 214 Skipped: 62



	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	N/A	TOTAL	WEIGHTED AVERAGE
Health of aquatic animals and vegetation in local streams	73.83% 158	24.77% 53	1.40% 3	0.00% 0	214	2.72
Habitat for land animals or birds and vegetation	71.03% 152	27.57% 59	1.40% 3	0.00% 0	214	2.70
Quality of creeks and wetlands in the area	73.71% 157	24.41% 52	1.88% 4	0.00% 0	213	2.72
Quantity of groundwater available for well users	72.43% 155	22.90% 49	2.80% 6	1.87% 4	214	2.71
Quality of groundwater available for well users	76.89% 163	19.81% 42	1.42% 3	1.89% 4	212	2.77
Risk of contamination of soils	78.04% 167	20.56% 44	0.93% 2	0.47% 1	214	2.77

Q6 To help us understand what is important to the community in evaluating the alternatives based on the technical considerations, please rank each of the criteria listed below.

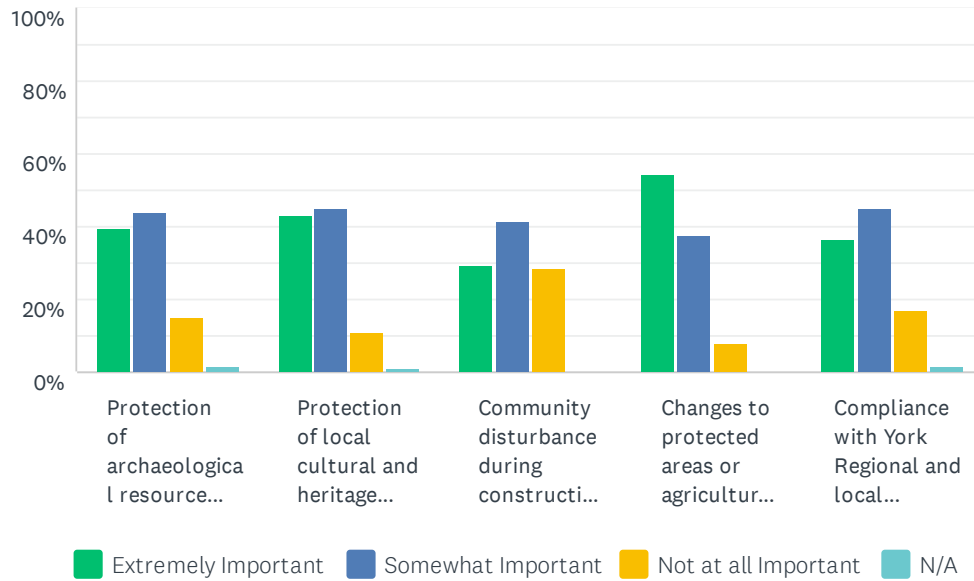
Answered: 206 Skipped: 70



	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	N/A	TOTAL	WEIGHTED AVERAGE
Ease of construction	21.61% 43	53.77% 107	23.12% 46	1.51% 3	199	1.98
Availability of land for new facilities or access for construction vehicles	23.90% 49	60.49% 124	14.63% 30	0.98% 2	205	2.09
Ability to construct alternatives with back-up equipment	41.95% 86	53.66% 110	2.93% 6	1.46% 3	205	2.40
Ability to improve water quality issues on a consistent basis	90.78% 187	8.74% 18	0.00% 0	0.49% 1	206	2.91
Ease of operation for both York Region and East Gwillimbury staff	33.82% 69	51.47% 105	13.73% 28	0.98% 2	204	2.20
Ease of maintenance for both York Region and East Gwillimbury staff	40.49% 83	49.76% 102	8.78% 18	0.98% 2	205	2.32
Ability to construct without impacting other York Region and East Gwillimbury projects	25.85% 53	48.29% 99	24.39% 50	1.46% 3	205	2.01
Ease of modifications to supply future approved growth or comply with new regulations	51.94% 107	40.78% 84	7.28% 15	0.00% 0	206	2.45
Ease of obtaining permits and approvals for construction	24.39% 50	50.73% 104	23.41% 48	1.46% 3	205	2.01

Q7 To help us understand what is important to the community in evaluating the alternatives based on the socio-cultural criteria, please rank each of the criteria listed below.

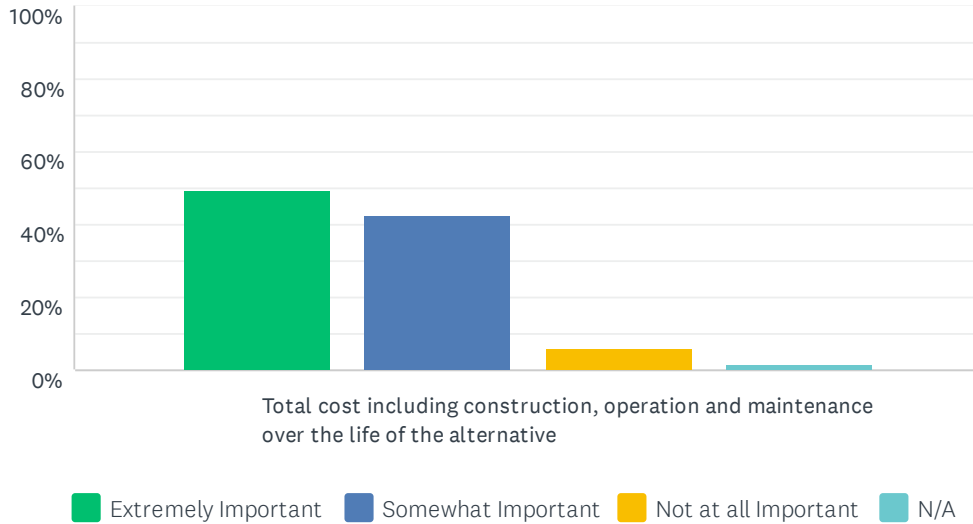
Answered: 195 Skipped: 81



	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	N/A	TOTAL	WEIGHTED AVERAGE
Protection of archaeological resources through construction	39.69% 77	43.81% 85	14.95% 29	1.55% 3	194	2.25
Protection of local cultural and heritage features	43.08% 84	45.13% 88	10.77% 21	1.03% 2	195	2.33
Community disturbance during construction (noise, dust, additional traffic)	29.74% 58	41.54% 81	28.72% 56	0.00% 0	195	2.01
Changes to protected areas or agricultural land designations	54.36% 106	37.44% 73	8.21% 16	0.00% 0	195	2.46
Compliance with York Regional and local planning policies	36.27% 70	45.08% 87	17.10% 33	1.55% 3	193	2.19

Q8 To help us understand what is important to the community in evaluating the alternatives based on the economic evaluation, please rank each of the criteria listed below.

Answered: 195 Skipped: 81



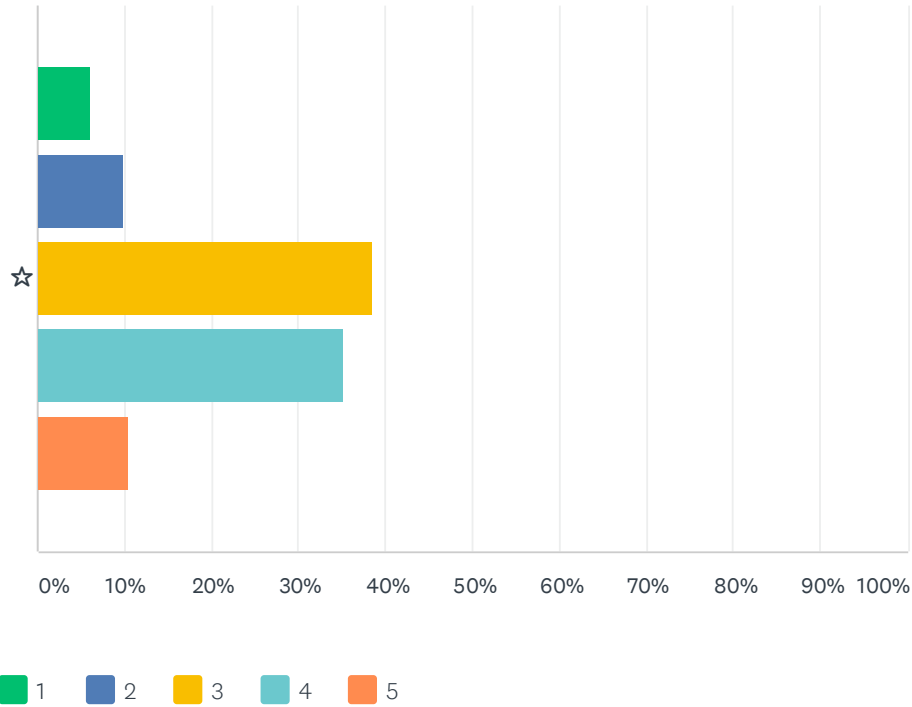
	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	N/A	TOTAL	WEIGHTED AVERAGE
Total cost including construction, operation and maintenance over the life of the alternative	49.74% 97	42.56% 83	6.15% 12	1.54% 3	195	2.44

Q9 Do you have any questions or thoughts you would like to share on the project?

Answered: 43 Skipped: 233

Q10 On a scale from 1 (being low) to 5 (high) how would you rate this online open house?

Answered: 182 Skipped: 94



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	6.04% 11	9.89% 18	38.46% 70	35.16% 64	10.44% 19	182	3.34

MOUNT ALBERT WATER SUPPLY UPGRADES ENVIRONMENTAL ASSESSMENT STUDY

FREQUENTLY ASKED QUESTIONS (AS OF AUGUST 31, 2020)

The Mount Albert Water Supply Upgrades Municipal Class Environmental Assessment study (EA Study) is looking to identify improvements to the water supply system and water quality in the Mount Albert community in the Town of East Gwillimbury.

In December 2019, a [FAQ](#) was posted with information on the project as well as details on the Mount Albert Water Supply System, water quality and how water rates are determined for Mount Albert.

Between July 2 and July 15, 2020, York Region updated the community on the project's progress and offered the opportunity to provide input on the evaluation framework to be used to evaluate alternative solutions. The following FAQ's will answer some of the common questions and comments received.

Will this project address the hardness of the water in Mount Albert?

"Hard" water contains calcium and magnesium carbonate. When water is "hard" it can be difficult to lather and scale forms in pipes and appliances.

Many people choose to install water softeners in their homes to reduce hardness, making washing easier and reducing mineral buildup. As an alternative being considered in this EA Study, York Region may install iron and manganese removal treatment at the well facilities which would improve how often you may clean your softener. However, hardness would not be removed with the treatment systems being considered for Mount Albert. More information is available at york.ca/drinkingwater

Who sets my water rates and how will costs be considered when evaluating the recommended solution?

York Region with the approval of the Regional Council sets Region-wide rates to supply water and treat wastewater for its nine local cities and towns. In Mount Albert, the Town of East Gwillimbury applies a rate fee to cover costs to deliver water to its residents and to collect wastewater. Please see the Town of East Gwillimbury's [Rates and Fees](#) for more information.

This project is not expected to result in an increase to the Region's water rates. The Region's current water rates include financial reserves for future rehabilitation and upgrades to water supply infrastructure across York Region including improvements being considered by this EA Study.

Will limiting future community growth in Mount Albert improve my water quality?

The Mount Albert Drinking Water system has sufficient supply capacity and storage to service the approved population growth to 2041. Limiting community growth will have no impact on improving water quality in the Mount Albert Drinking Water System.

Why are system pressures lower after the South Elevated Tower was retired?

The North Elevated Tower was built to provide drinking water storage for all of Mount Albert and allow the smaller South Tower to be retired. When the North Elevated Tower is operating at lower storage levels it is possible some homes may experience lower pressure. Investigations as part of this study are underway to assess operational changes at the wells and the North Elevated Tower to improve water pressure in Mount Albert.

Can the level of iron in drinking water impact my health?

Iron is an essential element in human nutrition and Health Canada states that there is no evidence to indicate that concentrations of iron commonly present in food or drinking water (including at the levels found in the Mount Albert well water) represent any hazard to human health. At the concentrations found in Mount Albert drinking water, the amount of iron from drinking two litres of water per day is still much lower than iron intake from typical diets.

For more information view [Health Canada's document on iron](#) or contact Health Connection at 1-800-361-5653.

When will the Mount Albert EA Study be completed and the preferred alternative solution implemented?

Based on community feedback York Region is evaluating alternative solutions.

A recommendation on a preferred solution is expected to be presented to the community, stakeholders and agencies in late Fall 2020. The study documentation will then be prepared and filed for a 30-day review by the public, government agencies and other stakeholders. If there are no outstanding concerns raised during this review period, York Region can then proceed to implement the preferred solution.

We want to hear from you!

The second open house will be online in Fall 2020. Join in to hear additional details on each of the alternative solutions, results of the evaluation and a recommendation for a preferred solution. To submit questions, comments or to be added to the study mailing list, please contact:

Luis Carvalho, M.Sc.(Eng.), P.Eng., PMP
Senior Project Manager
Environmental Services
York Region
1-877-464-9675 ext. 75015
luis.carvalho@york.ca
Fax: 905-830-6927