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March 1<sup>st</sup>, 2026

Dear Water Consumer,

The Water Division is pleased to provide the 2025 Annual Summary Report for the City of Stratford Drinking Water System.

The attached report is in accordance with Schedule 22 of O. Reg 170/03, under the Safe Drinking Water Act.

As identified under Section 12 of O. Reg. 170/03, it is required that the Annual Report as per Section 11 of O. Reg. 170/03 and the Summary Report be made available for inspection by any member of the public during normal business hours, without charge. This report can be viewed at Infrastructure and Developmental Services, City Annex, 82 Erie Street, 3<sup>rd</sup> Floor, Stratford.

The report can also be found on the City of Stratford website at:  
<https://www.stratford.ca/en/live-here/waterannualreports.aspx>

This report will also be provided to members of council by March 31, 2026.

For any questions or additional information regarding the report, please contact me at (519) 271-0250 ext. 222.

Yours truly,

A handwritten signature in black ink, appearing to read "S Beech".

Sean Beech  
Manager of Environmental Services



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**2025**

# Annual Summary Report

City of Stratford Drinking Water System

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## **Quality Management System Policy**

The City of Stratford, as the owner and operator of the treatment and distribution drinking water system, is committed to developing a high level of trust, commitment, and accountability by consistently delivering high quality and safe drinking water to the consumers.

The City of Stratford Water Division is committed to:

- Providing safe and reliable drinking water services to our consumers, by managing potential risks, promoting resource stewardship and source water protection,
- Complying with applicable legislation, regulations, guidelines, and standards as related to the provision of safe drinking water.
- Maintaining and continually improving the effectiveness of the Quality Management System; and
- Establish and maintain a Quality Management System that is consistent with the Quality Management System Policy.

## **The City of Stratford Quality Management System Summary**

The City of Stratford Quality Management System (QMS) is legislated under the Drinking Water Quality Management Standard (DWQMS) through the Safe Drinking Water Act. To maintain operating authority accreditation, the Ministry of the Environment, Conservation and Parks (MECP) mandate tasks that must be completed annually. These activities include:

- Conducting an internal audit of the Quality Management System.
- Conducting a Management Review meeting.
- Participating in an external audit conducted by a third-party Accreditation Body.
- Updating the Quality Management System Operational Plan.
- Updating Council of the status of the Quality Management System.

Internal audits were completed with support from Water operational staff and Acclaims Environmental. One non-conformity was identified as a result of the internal audit, which has been addressed. The audit report also noted five areas for opportunities for improvement which are all being addressed by staff.

The City of Stratford must receive accreditation annually to operate the drinking water system. Through a qualified third-party auditor, the City must demonstrate that its QMS meets the requirements of the DWQMS (Drinking Water Quality Management Standard). SAI Global conducted an external surveillance audit on February 20th, 2025, by Janet McKenzie. There were no non-conformances and one OFI identified. Intertek conducted a re-accreditation audit March 11-12<sup>th</sup> 2025, two minor nonconformities were found and addressed by staff.

Staff are required to conduct an annual Management Review meeting to evaluate the effectiveness of the QMS. Deficiencies and opportunities for improvement are identified, and action items are developed to ensure follow-up. The City of Stratford held their management review meeting on December 17th, 2025. All requirements were met in 2025.

## **1.0 System Overview**

This annual summary for the City of Stratford Drinking Water System was published in accordance with Schedule 22 of Ontario's Drinking Water Systems Regulation for the reporting period of January 1, 2025, to December 31, 2025. The City of Stratford Drinking Water System (waterworks number 220000530) is categorized as a Large Municipal Residential Drinking Water System.

This report was prepared by the City of Stratford on behalf of the Corporation of the City of Stratford and must be supplied to the municipal council by March 31, 2025.

## **2.0 Compliance with Regulations**

The City of Stratford Drinking Water System is operated and maintained to ensure that safe drinking water supplied to the consumers and serviced by the system satisfies requirements within the Safe Drinking Water Act, the regulations, the Municipal Drinking Water License (074-101) and Drinking Water Works Permit (074-201).

The Ministry of the Environment, Conservation and Parks (MECP) conducted a routine annual inspection on June 17, 2025. The inspecting officer, Neville Rising, identified one non-compliance with regulatory requirements associated with a sampling requirement. The non-compliance was readily correctable and resolved in advance of the next reporting year. Progress updates on corrective actions were provided to Mr. Rising throughout the process.

There were no Adverse Drinking Water Quality Incidents (AWQI's) reported during this reporting period.

Water quality exceedances for Fluoride and Sodium were observed in samples taken in 2025. The Fluoride and Sodium levels continue to be an issue in the system due to them occurring naturally. Annual notification is provided to property owners on their water bill as well as notification on the Huron Perth Public Health website of the Fluoride levels.

Fluoride & Sodium exceedances are reportable every 57 months. Next reportable exceedances will be in 2027 and 2028.

- Next reporting requirement for Fluoride, for all treated entry locations, is March 8, 2028.
- Next reporting requirement for Sodium, for all treated entry locations, is December 8, 2027.

### **3.0 Corrective Actions**

The routine MECP Inspections have an Inspection Rating Record, which evaluates the system to provide information for the owner/operator on areas that need to be improved. The areas that were evaluated for the City of Stratford Drinking Water System were: Treatment Process, Operations Manuals, Water Quality Monitoring, Reporting and Corrective Actions and Other Inspection Findings. This system received 8 out of 497 non-compliance risk ratings and as such received 98.39% for the Final Inspection Rating.

### **4.0 Summary of Quantity of Water Supplied**

#### **Production Wells and Treated Flows**

Within the City of Stratford Drinking Water System there is a total of 11 confined artesian wells. Of the 11 wells in the system, five are considered remote facilities that are located throughout the city. The distribution system has over 180 kilometers of cast iron, ductile, steel and PVC water main, varying in size from 100mm to 400mm. Additionally, The City of Stratford's water system is 100% metered, with more than 12,537 service connections.

There are also two water towers within the distribution system that provide both storage and pressure stability. The City's topography is moderately level which allows for a single pressure zone throughout the distribution system.

Attached as Appendix A is a summary of the flow rates for 2025, which include Municipal Drinking Water License Schedule C rated capacity, total and average daily flows, and raw water peak flows.

#### **Monitoring Wells**

As per section 4.2 (4) of the Permit to Take Water, all data collected under the monitoring well program shall be analyzed, interpreted, and summarized in an annual report by a qualified person. The 2025 final report was prepared by ARL Groundwater Resources Ltd. on February 24th, 2026. Reports can be viewed at 82 Erie Street, 3rd Floor Engineering.

General comments include:

- Total pumpage from all wells was approximately 7.5% higher in 2025 compared with 2024.
- The Romeo Street well field accounted for approximately 50% of the total well production in 2025, followed by Dunn (18%), O'Loane (16%), Lorne (8%), Mornington (5%), and Chestnut (3%).

- Previous hydrographs show that both Lorne and Chestnut production wells have an influence on the water levels recorded at Lorne Ave monitoring well. However, the 2025 hydrographs do not show the effects of reduced pumping at Chestnut, most likely because it was offset by higher pumping at Lorne Ave.
- There is evidence that water levels have a general decline throughout the year.
- There is no evidence available to indicate that water taken by the city in 2025 had an adverse effect on other private wells or the natural environment.

Recommendations:

- Restore operation of dataloggers at the monitoring wells.
- Prepare a separate graph for the current year so that the data is less compressed.

## Appendix "A" – Flow Data

### Chestnut Street Well and Pumphouse

Month	Raw Peak Flow Rate (Max = 2500 L/min)	Treated Water (MDWL Limit = 3600 m <sup>3</sup> /day)	Monthly Average (m <sup>3</sup> /day)
January	1627	1828	635
February	1619	1834	1356
March	1622	1816	767
April	1633	1158	508
May	0	0	0
June	0	0	0
July	0	0	0
August	0	0	0
September	0	0	0
October	0	0	0
November	0	0	0
December	0	0	0
<b>Average</b>	-	-	<b>272</b>
<b>Maximum</b>	<b>1633</b>	<b>1834</b>	-

\*Chestnut Street Well and Pumphouse were offline as of April 19<sup>th</sup> due to communication upgrades.

### Mornington Street Well and Pumphouse

Month	Raw Peak Flow Rate (Max = 3410 L/min)	Treated Water (MDWL Limit = 4910 m <sup>3</sup> /day)	Monthly Average (m <sup>3</sup> /day)
January	2282	468	234
February	2297	435	286
March	2306	680	177
April	2290	1048	259
May	2287	2638	1320
June	2280	2704	1372
July	2256	557	286
August	2254	531	337
September	2239	849	310
October	2240	652	303
November	2257	1596	193
December	2259	1812	355
<b>Average</b>	-	-	<b>434</b>
<b>Maximum</b>	<b>2306</b>	<b>2704</b>	-

## Appendix "A" – Flow Data

### Lorne Avenue Well and Pumphouse

Month	Raw Peak Flow Rate (Max = 1370 L/min)	Treated Water (MDWL Limit = 1973 m <sup>3</sup> /day)	Monthly Average (m <sup>3</sup> /day)
January	1179	221	73
February	1195	136	71
March	1164	254	53
April	1155	521	90
May	1151	1025	126
June	1138	826	133
July	1131	269	95
August	1126	792	147
September	1533	1447	696
October	1158	771	621
November	1153	1029	394
December	3587	1440	704
<b>Average</b>	-	-	<b>267</b>
<b>Maximum</b>	<b>1195</b>	<b>1447</b>	-

\*Sept 2<sup>nd</sup> and Dec 19<sup>th</sup> - Flushing to waste, extended our PTTW L/min due to no back pressure during flushing.

### Dunn Road Well and Pumphouse

Month	Raw Peak Flow Rate (Max = 5000 L/min)	Treated Water (MDWL Limit = 7200 m <sup>3</sup> /day)	Monthly Average (m <sup>3</sup> /day)
January	2799	1888	917
February	8177	58	2
March	12153	3337	1340
April	2821	2131	1646
May	2978	3364	2522
June	2760	3310	2834
July	2916	3212	3011
August	2730	3149	2346
September	2727	3085	1586
October	2753	1641	1344
November	2750	2187	866
December	5266	3130	1676
<b>Average</b>	-	-	<b>1674</b>
<b>Maximum</b>	<b>12153</b>	<b>3364</b>	-

## Appendix "A" – Flow Data

\*Feb 27<sup>th</sup>, Mar 3<sup>rd</sup>, Dec 29<sup>th</sup> - Flushing to waste, extended our PTTW L/min due to no back pressure during flushing.

### O'Loane Avenue Well and Pumphouse

Month	Raw Peak Flow Rate (Max = 3406 L/min)	Treated Water (MDWL Limit = 4905 m <sup>3</sup> /day)	Monthly Average (m <sup>3</sup> /day)
January	3050	3286	1792
February	3128	2611	2010
March	3089	2291	583
April	3092	2818	1933
May	3007	2449	210
June	18793	2570	501
July	3011	3854	2370
August	3049	4073	2403
September	3236	2325	1947
October	3073	2277	1775
November	3067	1984	666
December	3196	3110	1405
<b>Average</b>	-	-	<b>1466</b>
<b>Maximum</b>	<b>18793</b>	<b>4073</b>	-

\*Jun 19 - Flushing to waste, extended our PTTW L/min due to no back pressure during flushing.

### Romeo Street Pumping Station

Month	Raw Peak Flow Rate (see individual flow rates FW 1, 2, 3, 4, 6, 7)	Treated Water (MDWL Limit = 17012 m <sup>3</sup> /day)	Monthly Average (m <sup>3</sup> /day)
January	-	0	0
February	-	6430	5595
March	-	5860	2563
April	-	6160	5460
May	-	7940	6195
June	-	7900	6520
July	-	7550	5915
August	-	7760	5936
September	-	6368	5817
October	-	6108	5708
November	-	6132	2788

## Appendix "A" – Flow Data

December	-	6940	5373
<b>Average</b>	-	-	<b>4823</b>
<b>Maximum</b>	-	<b>7940</b>	-

### Romeo Street Pumping Station Raw Peak Flows

Field Wells 1, 2, 3, 4, 6, 7 (PTTW allowable water taking is per individual field well)

Month	<b>FW1</b> (L/min)	<b>FW2</b> (L/min)	<b>FW3</b> (L/min)	<b>FW4</b> (L/min)	<b>FW6</b> (L/min)	<b>FW7</b> (L/min)
January	1086	1101	944	1071	2987	2415
February	1091	2.75	947	1065	3074	2549
March	1094	4	944	1159	3181	2734
April	1091	5.25	943	1069	3039	2705
May	2001	1980	2003	1047	3027	4994
June	1087	1109	942	1052	3244	3275
July	1079	1104	920	1056	2985	2626
August	1084	1098	940	1026	2887	2479
September	1083	1102	929	1036	2899	2738
October	1086	1106	926	1038	2982	2743
November	1085	116	917	1041	3016	2781
December	1089	1114	890	1043	3059	2770
<b>Average</b>	-	-	-	-	-	-
<b>Maximum</b>	<b>2001</b>	<b>1980</b>	<b>2003</b>	<b>1159</b>	<b>3244</b>	<b>4994</b>
<b>Max Limit</b>	<b>1136</b>	<b>1136</b>	<b>1136</b>	<b>1136</b>	<b>3858</b>	<b>3410</b>

\* High peak flows for all the field wells are due to yearly flow meter calibrations.