



Finance and Corporate Services Committee Agenda

Monday, February 24, 2025, 4:00 p.m. - 4:30 p.m.

Council Chambers - Hybrid

City of Kitchener

200 King Street W, Kitchener, ON N2G 4G7

People interested in participating in this meeting can register online using the delegation registration form at www.kitchener.ca/delegation or via email at delegation@kitchener.ca. Please refer to the delegation section on the agenda below for registration in-person and electronic participation deadlines. Written comments received will be circulated prior to the meeting and will form part of the public record.

The meeting live-stream and archived videos are available at www.kitchener.ca/watchnow.

Accessible formats and communication supports are available upon request. If you require assistance to take part in a city meeting or event, please call 519-741-2345 or TTY 1-866-969-9994.

Chair: Councillor S. Davey

Vice-Chair: Councillor B. Ioannidis

Pages

1. **Commencement**

2. **Disclosure of Pecuniary Interest and the General Nature Thereof**

Members of Council and members of the City's local boards/committees are required to file a written statement when they have a conflict of interest. If a conflict is declared, please visit www.kitchener.ca/conflict to submit your written form.

3. **Consent Items**

The following matters are considered not to require debate and should be approved by one motion in accordance with the recommendation contained in each staff report. A majority vote is required to discuss any report listed as under this section.

3.1	Uncollectable Miscellaneous Receivable Accounts Write-Off December 2024, FIN-2025-023		3
3.2	Uncollectable Utility Write-Off December 2024, FIN-2025-022		6
3.3	2025 Neighbourhood Association Affiliation, CSD-2025-079		9
3.4	2025 Community Grants Tier 2, CSD-2025-047		13
3.5	Proposed Changes to Kitchener's Great Places Awards Program, DSD-2025-067		20
3.6	Drinking Water Quality Management System (DWQMS) Management Review Summary for 2024, INS-2025-008		28
3.7	Summary Water Report 2024, INS-2025-009		61
4.	Delegations		
	<i>Pursuant to Council's Procedural By-law, delegations are permitted to address the Committee for a maximum of five (5) minutes. All Delegations where possible are encouraged to register prior to the start of the meeting. For Delegates who are attending in-person, registration is permitted up to the start of the meeting. Delegates who are interested in attending virtually must register by 2:00 p.m. on February 24, 2024 in order to participate electronically.</i>		
4.1	Item 5.1 - R. Kelly		
5.	Discussion Items		
5.1	New Dundee Road Local Improvement, DSD-2025-080	15 m	66
6.	Information Items		
6.1	Belmont BIA Boundary Expansion Update, DSD-2025-065		73
7.	Adjournment		

Marilyn Mills

Committee Coordinator

Staff Report

Financial Services Department



www.kitchener.ca

REPORT TO: Finance and Corporate Services Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Saleh Saleh, Director, Revenue, 519-904-6308

PREPARED BY: Marcy Ignor, Manager Utility Billing and Customer Service, 519-783-8057

WARD(S) INVOLVED: All

DATE OF REPORT: January 7, 2025

REPORT NO.: FIN-2025-023

SUBJECT: Uncollectable Miscellaneous Receivable Accounts Write-Off

RECOMMENDATION:

That uncollectable miscellaneous receivable accounts amounting to \$28,642 be written off against the Allowance for Doubtful Receivables.

REPORT HIGHLIGHTS:

- As per council policy, approval from Council is required for accounts to be written-off and sent to an outside collection agency for third party collection efforts.
- Staff have worked diligently in attempting to collect on these accounts but have not been successful in the process.
- This report recommends that accounts totalling \$28,642 be written off and forwarded to an outside collection agency.
- This report supports the delivery of cores services.

BACKGROUND:

As per council policy FIN-FEE-517 Utility and Miscellaneous Receivable policy, approval from Council is required for accounts to be written-off and sent to an outside collection agency for third party collection efforts.

This report represents miscellaneous receivables accounts that are deemed to be uncollectable by collections staff. Miscellaneous receivables represent services that are generally billed through the City's financial system (SAP). Examples of miscellaneous receivables include Direct Detect for alarm monitoring, Parking and Cemetery sales. Property tax and utility accounts are not included in miscellaneous receivables.

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

REPORT:

Staff are recommending that accounts totalling \$28,642 be written off and forwarded to a collection agency. Staff have worked diligently in attempting to collect on these accounts but have not been successful in the process.

The collection procedures staff have undertaken include:

- Sending customers statements and demand letters.
- Verbal request by telephone or in person.
- Negotiating revised payment terms.
- Applying any deposits held to the outstanding amounts.
- Transferring uncollectable items to the customer's property tax account were permitted by the Municipal Act.

The current amount being recommended to be written off relates to 20 customer accounts for services provided in the following areas:

Cemeteries	8,838
Parking	595
Economic Development	3,714
Fire	392
Utilities	15,103
Total	28,642

The cumulative amount of write-offs identified in this report equal \$28,642 and relate to the years 2023 and 2024. The cumulative write-offs are shown in the table below and the average is well below the targeted upper limit for write-offs set at 0.3% previously approved by Council.

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

Miscellaneous Receivables Write-off			
	Cumulative	Total \$ Invoiced	Write-offs as a
	Write-offs for the Year	Year to Date	% of Sales
2024	\$ 3,591	\$ 39,474,200	0.0091%
2023	\$ 45,575	\$ 37,174,640	0.1226%
2022	\$ 32,228	\$ 30,280,755	0.1064%
2021	\$ 38,573	\$ 27,380,864	0.1409%
2020	\$ 55,769	\$ 23,088,516	0.2415%
Total	\$ 175,736	\$ 157,398,975	0.1117%

STRATEGIC PLAN ALIGNMENT:

The recommendation of this report supports the achievement of the city’s strategic vision through the delivery of core service.

FINANCIAL IMPLICATIONS:

The uncollectable accounts will be written off against the Allowance for Doubtful Receivables account.

COMMUNITY ENGAGEMENT:

INFORM – This report has been posted to the City’s website with the agenda in advance of the council / committee meeting.

PREVIOUS REPORTS/AUTHORITIES:

- FIN-FEE-517 Collections- Utility and Miscellaneous Receivable

APPROVED BY: Jonathan Lautenbach, Chief Financial Officer, Financial Services

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

Staff Report



Financial Services Department

www.kitchener.ca

REPORT TO: Finance and Corporate Services Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Saleh Saleh, Director, Revenue, 519-904-6308

PREPARED BY: Marcy Ignor, Manager Utility billing and Customer Service, 519-783-8057

WARD(S) INVOLVED: ALL

DATE OF REPORT: January 7, 2025

REPORT NO.: FIN-2025-022

SUBJECT: Uncollectable Utility Receivable Account Write-Off

RECOMMENDATION:

That uncollectable utility accounts amounting to \$101,518 be written off against the allowance for doubtful utility receivables.

REPORT HIGHLIGHTS:

- As per council policy, approval from Council is required for accounts to be written-off and sent to an outside collection agency for third party collection efforts.
- Staff have worked diligently in attempting to collect on these accounts but have not been successful in the process.
- This report recommends that accounts totalling \$101,518 be written off and forwarded to an outside collection agency.
- This report supports the delivery of core services.

BACKGROUND:

As per council policy FIN-FEE-517 Utility and Miscellaneous Receivable policy, approval from Council is required for accounts to be written-off and sent to an outside collection agency for third party collection efforts.

Utilities receivable represent invoices generally billed through the city's SAP utility billing system. The majority of these invoices relate to usage for Gas and Water. The current report represents write-off of utility accounts which have been deemed to be uncollectable up to the end of December 31, 2024.

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

REPORT:

Staff are recommending that accounts totalling \$101,518 be written off and forwarded to the collection agency. Staff have worked diligently in attempting to collect on these accounts but have not been successful either due to the customer declaring bankruptcy or having no forwarding address. Any tenant deposits previously received on the uncollectable accounts have been applied to reduce the debt outstanding. A total of 156 customer accounts are being recommended to be written off and transferred to a third-party collection agency.

The collection procedures staff have undertaken include:

- Sending customers statements and demand letters.
- Verbal request by telephone or in person.
- Negotiating revised payment terms.
- Applying any deposits held to the outstanding amounts.
- Transferring uncollectable items to the customer’s property tax account where permitted by the Municipal Act.

The cumulative amount of utility write-offs identified in this report equal \$101,518 and relate to the years 2022, 2023 and 2024. The cumulative write-offs are shown in the table below and the average is well below the targeted upper limit for write-offs set at 0.3% previously approved by Council.

A five-year summary of write-offs is included in the table below.

Utility Accounts Write-off			
	Cumulative Write-offs for the Year	Total \$ Invoiced Year to Date	Write-offs as a % of Sales
2024	\$ 105,873	\$ 250,506,834	0.0423%
2023	\$ 189,874	\$ 248,049,552	0.0765%
2022	\$ 154,220	\$ 233,620,592	0.0660%
2021	\$ 171,585	\$ 216,217,805	0.0794%
2020	\$ 219,812	\$ 213,604,976	0.1029%
Total	\$ 841,364	\$ 1,161,999,759	0.0724%

STRATEGIC PLAN ALIGNMENT:

The recommendation of this report supports the achievement of the city's strategic vision through the delivery of core service.

FINANCIAL IMPLICATIONS:

The uncollectable accounts will be written off against the Allowance for Doubtful Utility Receivables account.

COMMUNITY ENGAGEMENT:

INFORM – This report has been posted to the City's website with the agenda in advance of the council / committee meeting.

PREVIOUS REPORTS/AUTHORITIES:

- FIN-FEE-517 Collections- Utility and Miscellaneous Receivable

APPROVED BY: Jonathan Lautenbach, Chief Financial Officer, Financial Services

Staff Report



Community Services Department

www.kitchener.ca

REPORT TO: Finance and Corporate Services Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Mark Hildebrand, Director, Neighbourhood Programs and Services

PREPARED BY: Teagan McKenna, Manager, Community Centres,

WARD(S) INVOLVED: All

DATE OF REPORT: February 24, 2025

REPORT NO.: CSD-2025-079

SUBJECT: 2025 Neighbourhood Association Affiliation

RECOMMENDATION:

That the list of proposed Neighbourhood Associations, as attached to the Community Services Department report CSD-2025-079, be approved for affiliation for the year 2025 and added to the City's third-party liability insurance program.

REPORT HIGHLIGHTS:

- The purpose of this report is to seek affiliation approval for Neighbourhood Associations.
- There are no financial implications to this report.
- Community engagement involved the Neighbourhood Association completing a renewal form to express their interest in reaffiliation. Ongoing, regular engagement with Neighbourhood Associations continues to be a priority.
- This report supports the delivery of core services.

BACKGROUND:

In July 2002, Kitchener City Council approved Affiliation Policy (MUN-FAC-324) for Neighbourhood Associations. Developed jointly by City staff and NA representatives, the policy outlined the roles and responsibilities of both the NAs and the City, and clearly defined NAs access to City supports and resources. In June 2023 City staff introduced recommendations to update and modernize the policy (report CSD-2023-125), developed in consultation with NAs and reflecting current operations of Kitchener's 14 community centers.

To summarize, the updated policy requires NAs to:

- Be a voluntary, not-for-profit, non-partisan, non-denominational group based in a geographic neighbourhood within the borders of the City of Kitchener.
- Be inclusive of and responsive to the needs of the community within the specific geographic area defined by the group.

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

- Be open to the public and make this known through communication to the residents of that neighbourhood by, at a minimum, publishing a contact number or through other means such as a newsletter.
- Report their financial information to the City if they offer programs out of a City-owned community centre, and have generated more than \$20,000 in revenue during the previous fiscal year.
- Have some level of activity with, at minimum, a contact person.
- Publish an equity, diversity and inclusion policy for the association which commits to providing a variety of programs that meet diverse needs of the residents. (Staff to assist NAs to develop in 2025 for 2026 implementation).
- Have some structure for accountability.

The City of Kitchener provides affiliated NAs:

- Coverage by a commercial general liability insurance policy, provided through the Waterloo Region Municipalities Insurance Pool.
- Access to facilities, program grants, fee assistance program, staff assistance, use of the City of Kitchener's registration software, and printing for newsletters (subject to guidelines and budgetary availability).
- Access and use of our registration software for administrative purposes was identified and added as benefit to NA's
- Access to the City's inclusion support worker program at no cost to the NA
- Access to the City's Leisure access fee assistance program to cover all programming that is provided by NAs

REPORT:

Staff are seeking council's approval for the annual renewal and affiliation of NAs. This affiliation is reviewed and approved each year for the following reasons:

- To ensure that NAs on the list are active and continue to meet the criteria for affiliation,
- To ensure that the contact information for affiliated NAs is current, and
- To obtain permission to release contact information to the public and staff.

Twenty-two Neighbourhood Associations are being recommended for affiliation in 2025 (see attachment A for complete list by ward)

STRATEGIC PLAN ALIGNMENT:

This report supports fostering a caring city together and the delivery of core services.

FINANCIAL IMPLICATIONS:

There are currently no financial implications. Services to NAs are provided through the Neighbourhood Programs and Services budget and printing process.

COMMUNITY ENGAGEMENT:

INFORM – This report has been posted to the City's website with the agenda in advance of the council / committee meeting. The approved 2025 affiliation list will be shared with internal

divisions such as Information Technology, Clerk's, and Communications to maintain updated information for access by the public, Council and staff.

CONSULT – Staff have engaged with Neighbourhood Associations regarding the affiliation process and will confirm affiliation status for 2025 once approved. Ongoing information sharing, consultation, and collaboration are taking place with existing Neighbourhood Associations. Additionally, staff will continue to inform, consult, and collaborate with new and emerging groups about the affiliation process as needed.

PREVIOUS REPORTS/AUTHORITIES:

- MUN-FAC-324 Affiliation – Neighbourhood Association
- MUN-FAC-415 Facility Booking, Guidelines for Non-Profit Groups
- CSD-2023-125 Modernizing the City's Community Centre Operating Model and Related Guiding Policies

APPROVED BY: Michael May, Deputy CAO, Community Services

ATTACHMENTS:

Attachment A – List of 2025 Neighbourhood Associations

APPENNDIX A

2025 NA Affiliation by Ward

Ward	Neighbourhood Association	Councillor
1	Bridgeport Community Association	Davey
1	Stanley Park Community Association	
2	Centreville-Chicopee Community Association	Schnider
2	Stanley Park Community Association	
4	Doon Pioneer Park Community Association	Michaud
5	Huron Community Association	Owodunni
5	Williamsburg Community Association	
6	Alpine Neighbourhood Association	Singh
6	Country Hills Recreation Association	
6	North Six Neighbourhood Association	
8	Cherry Park Neighbourhood Association	Johnston
8	Green Belt Neighbourhood Association	
8	Victoria Hills Neighbourhood Association	
8	Westmount Neighbourhood Association	
9	Cedar Hill Community Group	Chapman
9	Cherry Park Neighbourhood Association	
9	Downtown Neighbourhood Alliance	
9	Highland-Stirling Community Group	
9	Mill Courtland Neighbourhood Association	
9	Victoria Park Neighbourhood Association	
10	Auditorium Neighbourhood Association	Stretch
10	Central Frederick Neighbourhood Association	
10	Downtown Neighbourhood Alliance	
10	Eastwood Neighbourhood Association	
10	Old Berlin Town Neighborhood Association	

REPORT TO: Community and Infrastructure Services Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Helena Foulds, Manager, Service Coordination & Improvement, 519-904-5802

PREPARED BY: Carrie Kozlowski, Executive Assistant & Grant Administrator, 519-783-8144

WARD(S) INVOLVED: All Wards

DATE OF REPORT: February 10, 2025

REPORT NO.: CSD-2025-047

SUBJECT: 2025 Community Grants Tier 2

RECOMMENDATION:

That 2025 community grants (Tier 2) in the amount of \$233,653 be approved as outlined in Attachment A to Community Services Department report CSD-2025-047.

REPORT HIGHLIGHTS:

This report:

- outlines the process used to assess community grant applications.
- lists the organizations/groups that applied for 2025 Tier 2 funding, including the amount of each request and the recommended grant allocations (see Attachment A).
- supports the delivery of core services.

BACKGROUND:

Tier 2 community grants assist organizations/groups providing not for profit services intended for the common good of residents within the City of Kitchener. These grants typically fund new or emerging community organizations, events, and/or initiatives. Organizations providing municipal services in the following sectors are eligible for funding:

- arts and culture
- special events
- sports and recreation
- community support and development

A Peer and Staff Review Committee (PSRC) composed of three community volunteers and five to six staff (from arts/creative industries, special events, sport development, community development and grant administration) review applications based on the eligibility criteria set out in the Council approved Community Investment policy (FIN-GRA-525). This committee allocates resources within budget availability and makes funding recommendations to Council (outlined in this report).

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

In November 2018 (CSD-18-088), Council delegated the consideration of appeals to a panel of staff, which is comprised of the Director of Sport, Director of Economic Development, and Director of Neighbourhood Programs & Services.

REPORT:

For 2025, the City received 81 Tier 2 grant applications (\$816,263 in requested funding). The total amount of Tier 2 funding available for 2025 is \$211,800. The PSRC/appeal panel recommends funding 53 applications (\$233,653).

Highlights of the 2025 Tier 2 grant process include:

- **Information sharing:** With Corporate Communications and Marketing, a campaign was developed to promote the 2025 community grant funding opportunity and its benefits to eligible groups.
- **Thorough review of applications:** PSRC members completed an independent review/assessment of the applications against the grant criteria using an online decision-making platform. Then the committee participated in two group sessions (December 9 and 16, 2024) to develop funding recommendations.
- **Opportunity for appeals:** Applicant organizations had the opportunity to appeal their recommended funding allocations. The appeal deadline was January 28, 2025.
- **Communication:** applicants were notified of the recommended allocations.

Assessment process

PSRC members, both community volunteers and staff, dedicate considerable time and effort to reviewing/assessing the applications. Each member spent 20+ hours independently reviewing the applications. Then, the committee came together to review their feedback and make funding recommendations as a group. The PSRC's diversity of knowledge and expertise, in combination with the detailed review process whereby applications are considered against the Council-approved eligibility criteria ensures that funding recommendations are made responsibly within budget availability.

Appeal process

Tier 2 grant applicants are notified of the PSRC's recommended funding allocations and advised of the option to appeal the recommendation via an online form. In total, nine organizations appealed (7 appealed the PSRC's recommended denial of their applications, and two appealed the grant amount recommended by the PSRC). The total value of the appeal requests is \$86,330. Upon review of the appeal submissions, the appeal panel upheld the PSRC's recommended denial of 4 of the 9 appellant groups, and allocated 5 an additional \$20,275 (\$12,375 cash, \$7,900 in kind).

Organization name	Amount requested	PSRC's recommended amount	Appeal panel's recommended amount
Afghan Association of Waterloo Region	\$7,000 (\$2,000 cash, \$5,000 in kind)	\$0	\$3,400 (in kind)
Arts4All	\$10,000	\$0	\$7,000
Canadian Arab Women Association	\$17,549 (\$4,000 cash, \$13,549 in kind)	\$7,500 (in kind)	\$9,000 (in kind)
Canadian Arabic Orchestra	\$9,000	\$0	\$0
Crossroads Productions	\$1,500	\$0	\$0
ForUsGirls Foundation Inc.	\$27,656 (\$25,000 cash, \$2,625 in kind)	\$2,625 (in kind)	\$5,000 (\$2,375 cash, \$2,625 in kind)
Inter Arts Matrix	\$9,750 (\$7,750 cash, \$2,000 in kind)	\$0	\$0
Live with Sway	\$4,000	\$0	\$0
Nigerians in the Region of Waterloo	\$10,000 (\$5,000 cash, \$5,000 in kind)	\$0	\$6,000 (\$3,000 cash, \$3,000 in kind)
Total	\$96,455	\$10,125	\$30,400

Transfers to Tier 1

FIN-GRA-525 outlines that organizations receiving Tier 2 funding for five or more years may be considered for Tier 1 funding. To be eligible for Tier 1, organizations must:

- be incorporated as a not-for-profit entity or agree to become incorporated within a set timeframe (12 months, for example),
- enter into a legal agreement with the City, from one to five years in length. The agreement outlines the responsibilities of the City and the responsibilities of the organization, including details of services/events for which the grant is provided, financial reporting requirements, and insurance/indemnity requirements.

Four organizations have received five consecutive Tier 2 grants and thus could be considered for transfer to Tier 1 with the 2026 grant cycle. **However, staff intend to leave these organizations in the Tier 2 program, given that the community grant program will be reviewed and revamped in 2025-2026.**

STRATEGIC PLAN ALIGNMENT:

This report supports the delivery of core services.

FINANCIAL IMPLICATIONS:

Capital Budget – The recommendation has no impact on the Capital Budget.

Operating Budget – The budget for 2025 Tier 2 community grants is \$211,800. The PSRC recommended allocations \$213,378 (\$1,578 overallocated). Subsequently, the appeal panel

allocated an additional \$20,275 (a total recommended community grant allocation of \$233,653), resulting in a negative variance of \$21,853.

Fortunately, a positive variance arising from underusage of in-kind grants allocated in 2024 is available to fund the negative variance.

COMMUNITY ENGAGEMENT:

INFORM – The 2025 Tier 2 community grant program was advertised on the city’s website and on social media. Previous Tier 2 grant recipients were informed of the 2025 application process.

All grant applicants were informed of the PSRC’s recommended grant allocations and were given the opportunity to appeal their allocations via an online form.

This report has been posted to the City’s website with the agenda in advance of the council / committee meeting.

CONSULT – The PSRC provided invaluable expertise throughout the assessment process. Their commitment and dedication are very much appreciated. Both applicants and PSRC members are provided an opportunity to comment on the grant process, and comments are considered for implementation in the next grant cycle.

ENTRUST – Through the provision of grants, community groups/organizations are entrusted to deliver valued programs, initiatives and services to the community.

PREVIOUS REPORTS/AUTHORITIES:

- CSD-18-088 Community Grants Appeal Process Update
- FIN-GRA-525 Community Investment Policy

APPROVED BY: Michael May, Deputy CAO, Community Services Department

ATTACHMENTS:

Attachment A – CSD-2025-047

**Attachment A: CSD-2025-047
2025 Community Grants Tier 2**

Organization Name	2025 grant request	2025 type of grant request	2025 recommended	2025 type of grant recommended
10769142 CANADA INSTITUTE - AFROPOLITAN CANADA	\$44,100		\$0	
Afghan Association of Waterloo Region	\$7,000	(\$2,000 cash, \$7,000 in kind)	\$3,400	(in kind)
AFKW Association des Francophones de Kitchener-Waterloo	\$5,000		\$0	
Arts4All	\$10,000		\$7,000	
Arts Integration	\$7,900		\$5,000	
Brain Injury Association Waterloo Wellington	\$2,500		\$0	
Bulgarian Folk Dance School "Hopa-Tropa, Eha-Ha", Kitchener	\$3,200	(\$400 cash, \$2,800 in kind)	\$2,800	(in kind)
Canadian Arab Women Association	\$17,549	(\$4,000 cash, \$13,549 in kind)	\$9,000	(in kind)
Caribbean Dreams	\$10,000	(\$8,000 cash, \$2,000 in kind)	\$2,000	(in kind)
Cherry Park Neighbourhood Association	\$840	(in kind)	\$840	(in kind)
Community Justice Initiatives of Waterloo Region	\$5,000		\$0	
Community Kitchen Co-Operative Kitchener Waterloo Inc.(CKCKW)	\$23,000		\$7,720	
COMPASS Refugee Centre	\$33,715		\$0	
Crossroads Productions	\$1,500		\$0	
Cultural Research & Development Projects	\$12,000		\$0	
Destination55	\$43,462	(\$38,049 cash, \$5,413 in kind)	\$5,000	
Dog Friendly KW	\$9,000	(\$3,000 cash, \$6,000 in kind)	\$4,000	(in kind)
Epilepsy South Central Ontario	\$20,000		\$0	
Forest Hill T-Ball Association (FHTBA)	\$6,000	(\$1,000 cash, \$5,000 in kind)	\$6,000	(\$1,000 cash, \$5,000 in kind)
ForUsGirls Foundation Inc.	\$27,625	(\$25,000 cash, \$2,625 in kind)	\$5,000	(\$2,375 cash, \$2,625 in kind)
Freedom Centre	\$3,500		\$0	
Freedom Marching Project	\$11,850	(\$10,000 cash, \$1,850 in kind)	\$5,000	
Grand River Artist Collective	\$9,904	(\$7,000 cash, \$2,904 in kind)	\$5,000	
Grand River New Horizons Music	\$5,000		\$3,000	
Grand River Opera	\$1,000		\$1,000	
Grassroots Response to the Ukrainian Crisis	\$25,000		\$0	
Hohner Avenue Porch Party	\$4,500		\$4,500	
Home Range Story Kitchen	\$4,970	(\$4,400 cash, \$570 in kind)	\$2,700	(\$2,200 cash, \$500 in kind)
HopeSpring Cancer Support Centre	\$15,000	(\$10,000 cash, \$5,000 in kind)	\$0	

**Attachment A: CSD-2025-047
2025 Community Grants Tier 2**

Organization Name	2025 grant request	2025 type of grant request	2025 recommended	2025 type of grant recommended
How to Get to the Library	\$7,174	(\$2,760 cash, \$4,414 in kind)	\$0	
Humanity First Waterloo Region	\$1,250	(\$500 cash, \$750 in kind)	\$0	
Inter Arts Matrix	\$9,750	(\$7,750 cash, \$2,000 in kind)	\$0	
KaPa Seniors Tye & Dye Group (Informal/Grassroots Group)	\$5,550		\$1,500	(\$1,000 cash, \$500 in kind)
Keep Your Head Up Foundation	\$5,000		\$2,500	
Kind Minds Family Wellness	\$10,000	(\$9,400 cash, \$600 in kind)	\$7,500	
Kitchener and Waterloo Cambodian Association	\$6,368	\$2,500 cash, \$3,868 in kind)	\$3,868	(in kind)
Kitchener Blues Community Inc.	\$26,300	\$20,000 cash, \$6,300 in kind)	\$5,000	
Kitchener Easy Riders Cycle Club	\$7,225	(\$5,875 cash, \$1,350 in kind)	\$7,225	(\$5,875 cash, \$1,350 in kind)
Kitchener Musical Society Band	\$3,500		\$2,000	
Kitchener Waterloo Youth Symphony Orchestra Inc.	\$5,000		\$5,000	
Kitchener's Finest	\$4,800		\$1,500	
KW Cycling Academy	\$6,731	(in kind)	\$6,000	(in kind)
KW Flamenco Fest	\$2,500		\$2,500	
K-W Musical Productions	\$13,000		\$13,000	
K-W Oktoberfest Inc.	\$10,000		\$10,000	
KW Sentro	\$19,980		\$0	
Last Minute Gallery	\$10,000		\$4,000	
Levant Canada	\$10,000		\$5,000	
Level Up	\$3,620	\$3,150 cash, \$470 in kind)	\$3,150	
LiftOff Black Innovation Hub	\$10,000	\$6,312 cash, \$3,688 in kind)	\$0	
Live with Sway	\$4,000		\$0	
Marillac Place	\$10,000		\$0	
Midtown Radio	\$10,000		\$4,500	
Muslim Social Services Waterloo Region	\$10,000		\$0	
Nigerians in the Region of Waterloo (NIROW)	\$10,000	\$5,000 cash, \$5,000 in kind)	\$6,000	(\$3,000 cash, \$3,000 in kind)
NoteWorthy Singers	\$2,500		\$2,500	
Optimist Club of Southwest Kitchener	\$1,250	(in kind)	\$1,250	(in kind)
Pakistan Canada Association (PCA) Waterloo-Wellington Counties (WWC)	\$5,000	\$3,000 cash, \$2,000 in kind)	\$3,000	(\$1,000 cash, \$2,000 in kind)
Persian Group In Kitchener	\$11,500	\$5,000 cash, \$6,500 in kind)	\$2,500	
Pinch Arts Company Inc.	\$10,000		\$6,000	
RadioWaterloo Inc.	\$6,500		\$3,300	
Red Maple Seniors Club (RMSC)	\$2,300		\$0	
Red Raccoon Bike Rescue	\$4,000		\$4,000	

**Attachment A: CSD-2025-047
2025 Community Grants Tier 2**

Organization Name	2025 grant request	2025 type of grant request	2025 recommended	2025 type of grant recommended
Ronald McDonald House Charities South Central Ontario	\$25,500		\$0	
Schneider Creek Porch Party	\$4,500		\$4,500	
Sporas Scattered (Palestine Art Camp)	\$5,000	\$2,500 cash, \$2,500 in kind)	\$5,000	
Sporas Scattered (Palestine Festival)	\$17,000	(\$10,000 cash, \$7,000 in kind)	\$5,000	(\$2,000 cash, \$3,000 in kind)
Textile	\$3,500		\$2,000	
The Canadian Arabic Orchestra	\$9,000		\$0	
The Canadian Helpers Society	\$8,000		\$0	
The Creek Collective	\$4,300		\$3,200	
The Humane Society of Kitchener Waterloo and Stratford Perth	\$5,000		\$0	
Three Sisters Cultural Centre	\$5,000		\$5,000	
Tout en Connexion Art Society Incorporated (TENCAS) - Latin Dance Wave at Kiwanis	\$4,850	(\$3,850 cash, \$1,000 in kind)	\$0	
Tout en Connexion Art Society Incorporated (TENCAS) - Salsa Fiesta	\$5,000	(\$4,000 cash, \$1,000 in kind)	\$0	
Unwrap Theatre	\$5,000		\$5,000	
Waterloo Coin Society	\$2,500	(in kind)	\$2,500	(in kind)
Waterloo Organization of Disc Sports (WODS)	\$5,700	(in kind)	\$5,700	(in kind)
Waterloo Wellington Down Syndrome Society (WWDSS)	\$20,000		\$0	
Women of Dignity International	\$6,500		\$4,000	
Women's Crisis Services of Waterloo Region (WCSWR)	\$45,000		\$0	
Total	\$816,263		\$233,653	

Staff Report



Development Services Department

www.kitchener.ca

REPORT TO: Planning and Strategic Initiatives Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Rosa Bustamante, Director, Planning and Housing Policy,
519-783-8929

PREPARED BY: Oluseyi Ojurongbe, Project Manager (Planning), 519-783-8941

WARD(S) INVOLVED: All

DATE OF REPORT: February 4, 2025

REPORT NO.: DSD-2025-067

SUBJECT: Kitchener's Great Places Awards program update

RECOMMENDATION:

That the proposed amendments to Kitchener's Great Places Awards program as detailed in DSD- 2025-067 be endorsed.

REPORT HIGHLIGHTS:

- The purpose of this report is to recommend proposed changes to modernize and streamline the Kitchener's Great Places Awards (KGPA) program.
- The key findings of this report are that staff are recommending two key changes to the KPGA, namely, an additional award category to showcase affordable housing projects and to establish a selection process for the Mike and Pat Wagner Heritage Awards, consistent with other award categories.
- This recommendation will be accommodated in the KGPA capital budget.
- This report supports the delivery of core services.

BACKGROUND:

In 2015, Council endorsed the establishment of a new comprehensive planning awards program celebrating a broad range of categories related to excellence in urban design and cultural heritage conservation. Known as the Kitchener's Great Places Awards (KGPA), the program honours outstanding development projects that show a commitment to design excellence and innovation in urban design, sustainability and heritage conservation and contribute to a built environment that enhances quality of life. Since inception, the program has brought people together, fostered community pride and contributed to the quality-of-life Kitchener residents expect. Over the years, the award ceremony has recognized awardees across 9 categories as listed below:

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

1. Future Design Leaders
2. Master Planning
3. Mike and Pat Wagner Heritage Awards
4. Neighborhood Design
5. People's Choice
6. Placemaking
7. Schmalz Award for Design Leadership
8. Sustainable Kitchener
9. Urban Design Excellence

In preparation for the 2025 edition, staff identified opportunities to improve the program and highlight additional project types. With a Council priority to build more housing including affordable housing, a new category is proposed as detailed in this report.

REPORT:

Building on the success of previous editions and as part of the KGPA program going forward, staff are proposing changes to modernize and enhance consistency in the program in the two areas below:

- 1. To include an additional award category, the Affordable Housing Solutions Award to Kitchener's Great Places Awards:**

To further showcase the efforts of housing developers across the city to address the housing crisis, staff are proposing to include an additional award category focused on affordable housing. Staff is of the opinion that this award category will highlight and celebrate projects that incorporate affordable housing while sharing the story of their success, which can encourage others to take advantage of the City's affordable housing incentives and explore creative models, programs, and partnerships to create more affordable housing in our community. Attachment A provides an overview of the Affordable Housing Solutions Award including eligibility requirements, jury panel composition and nomination criteria.

As detailed in Attachment A, this category seeks to recognize developments that deliver affordable housing as defined in Kitchener's Official Plan. Staff propose that the jury panel for this category will include the Director of Planning & Housing Policy and up to four professionals representing such expertise as urban planning, affordable housing, social services, urban design and architecture.

Winning project selection will consider projects that incorporate creative or innovative solutions that prioritize affordability, supportiveness and groups that face greater housing challenges. Winning projects may spotlight the relationship between other orders of government, City of Kitchener, and community partners in the successful creation of affordable housing in our community.

Staff is of the opinion that this addition will further spotlight the City's effort in celebrating the people, and organizations who make Kitchener a great place to live, work and play, especially through the provision of affordable housing. Projects nominated in this category will also be eligible for the People's Choice Award (community vote process) and the Schmalz Award for Design Leadership (given to a project that demonstrates excellence in two or more award categories).

2. Jury Panel for award recipient selection for the Mike and Pat Wagner Heritage Awards as recommended to Heritage Kitchener Committee in DSD-2025-037:

Staff requested and received Heritage Kitchener Committee's endorsement on February 4, 2025, to update the program for the Mike and Pat Wagner Heritage Awards to establish a heritage jury panel to select award winners.

Staff are seeking to refine the selection process of this category to align with how winning projects are chosen in other categories. Attachment B provides an overview of the Mike and Pat Wagner Heritage Award including existing eligibility requirements, award categories, nomination criteria, and the proposed jury panel composition. Staff propose that the jury panel for this category will include a representative from the Heritage Kitchener Committee, the Director of Development & Housing Approvals and up to four other professionals with expertise in heritage conservation, urban planning, urban design, architecture, and landscape architecture. The jury panel will review nominated projects and may select up to four winning projects in a program year, outlining reasons why projects were selected.

This change in process will allow a more comprehensive review of the nominations among experts in heritage and other related fields. The representative from the Heritage Kitchener Committee will be selected by that Committee, and staff will maintain communication throughout the program.

Conclusions:

Staff recommend changes to modernize and streamline the KGPA program which will continue to showcase and celebrate excellence in city-building supported by the program enhancements. While timelines for the 2025 KGPA program are still being finalized, staff anticipate a nomination period to be open this spring with the award event to be held in the fall. Pending Council's endorsement of the subject program updates, the timelines will be finalized.

STRATEGIC PLAN ALIGNMENT:

The recommendation of this report supports the achievement of the City's strategic vision through the delivery of core service.

FINANCIAL IMPLICATIONS:

This recommendations in this report will be accommodated in the KGPA capital budget. The Kitchener Great Places Awards event has steadily grown in scale and attendance over the last few years and staff will undertake a comprehensive evaluation of the allocated KGPA budget after the 2025 KGPA event.

COMMUNITY ENGAGEMENT:

INFORM - This report has also been posted to the City's website in advance of the Committee meeting.

PREVIOUS REPORTS/AUTHORITIES:

CSD-15-083: Urban Design Awards Program Update

DSD-2025-037: Kitchener's Great Places Awards program update

REVIEWED BY: Janine Oosterveld, Manager, Customer Experience and Project Management

APPROVED BY: Justin Readman, General Manager, Development Services Department

ATTACHMENTS:

Attachment A - Overview of the Affordable Housing Solutions Award

Attachment B - Overview of the Mike and Pat Wagner Heritage Awards

Attachment A: Overview of the Affordable Housing Solutions Award

Eligibility Requirements

The Affordable Housing Solutions Award is open to projects that:

1. Delivered on or supported the vision of affordable housing units in the timeline identified in the call for nominations.
2. Project must include units that meet the definition of Affordable Housing per the City's Official Plan.
3. Received all required approvals, is constructed, and occupied.

Award Criteria

The primary criteria for assessing the merit of the projects will be:

- Affordability of the project for residents
- How groups who face greater housing challenges have been supported.
- Innovation or creativity of the housing project or plan including but not limited to partnerships, construction methods, financing or operations that support affordability, approaches to community-building, etc.
- Models and programming that could help address affordable housing and housing security in a sustainable manner.
- Design that provides a positive contribution to the community

Jury Panel

Awardees will be selected by a jury panel comprised of the following:

- Director of Planning and Housing Policy (or designate)
- Up to four professionals which represent such expertise as urban planning, affordable housing, social services, urban design and architecture.

This jury panel will review the nominated projects for the Affordable Housing Solutions Award to select one or more winning projects.

Awards selected from among various nomination categories:

Eligible Affordable Housing Solutions Award nominees will also be eligible for two other KGPA award categories:

1. **People's Choice Award:** given to a project that receives the greatest number of votes from the community through a variety of polling options. Projects for consideration will be short-listed to a group of up to 10 projects from those eligible in the Urban Design,

Neighbourhood Design, Placemaking, Mike & Pat Wagner Heritage, Affordable Housing Solutions, and Sustainable Kitchener award categories that contribute to making Kitchener a great city.

2. **Schmalz Award for Design Leadership:** given to an exceptional project that achieves overall excellence in meeting the City's objectives in two or more categories - urban design, heritage conservation, affordable housing and sustainable design. It represents the best overall project of the awards program. Named after W.H.E. Schmalz, the architect who designed Kitchener's first City Hall and clock tower (which is now a landmark in Victoria Park) along with numerous other buildings in the city. His father, W.H. Schmalz, was mayor when the Town of Berlin became a city.

Attachment B: Overview of the Mike and Pat Wagner Heritage Awards

Eligibility Requirements

The Mike & Pat Wagner Heritage Awards are open to all individuals, businesses, organizations and institutions that have conserved cultural heritage resources or have demonstrated commitment to the conservation of cultural heritage resources within Kitchener. For the award program, cultural heritage resources are defined as:

- properties designated under the Ontario Heritage Act;
- properties listed as a non-designated property of cultural heritage value or interest on the Municipal Heritage Register; or
- properties identified on the Heritage Kitchener Inventory of Historic Buildings.

Award Categories

Up to 4 heritage awards may be presented in a given award year, and nominations may be received in one of three categories as follows:

Preservation / Restoration of Cultural Heritage Resources

Preservation projects involve protecting, maintaining and stabilizing the existing form, material and integrity of a cultural heritage resource while protecting its heritage attributes and values. Preservation projects generally relate to cultural heritage resources that are intact and do not require extensive repair, extensive replacement, alterations or additions.

Restoration projects involve revealing, recovering or representing the state of a cultural heritage resource or of an individual heritage attribute as it appeared at a particular period in its history, as accurately as possible, while protecting its heritage value. Restoration projects are based on physical and documentary or oral evidence.

Rehabilitation / Adaptive Reuse of Cultural Heritage Resources

Rehabilitation and Adaptive Reuse projects involve the sensitive adaptation of a cultural heritage resource or of an individual heritage attribute for a continuing or compatible contemporary use, while protecting its heritage value. This may be achieved through repairs, replacements, alterations and/or additions.

Individual Contributions to the Field of Heritage Conservation

Awarded to individuals, businesses, organizations, institutions who have made exceptional and/or long-lasting contributions to the conservation of cultural heritage resources.

Nomination Criteria

Nominations for a Mike Wagner Heritage Award must demonstrate that:

- The conservation project involves a cultural heritage resource;
- The conservation project conserves the heritage attributes and values associated with the cultural heritage resource;
- The conservation project is located within the City of Kitchener;
- The conservation project is complete;

- The conservation project obtained all required approvals such as Building Permits and Heritage Permits;
- The conservation project has not received a previous Mike Wagner Heritage Award for the same work; and,
- The individual, business, organization or institution nominated has made exceptional or long-lasting contributions to the conservation of cultural heritage resources within the City of Kitchener.

Awards selected from among various nomination categories

Eligible Mike & Pat Wagner Heritage Award nominees in the Preservation / Restoration of Cultural Heritage Resources and Rehabilitation / Adaptive Reuse of Cultural Heritage Resources categories will also be eligible to be nominated and receive an award under two other KGPA award categories:

1. **People's Choice Award:** given to a project that receives the greatest number of votes from the community through a variety of polling options. Projects for consideration will be short-listed to a group of up to 10 projects from those eligible in the Urban Design, Neighbourhood Design, Placemaking, Mike & Pat Wagner Heritage, Affordable Housing Solutions and Sustainable Kitchener award categories that contribute to making Kitchener a great city.
2. **Schmalz Award for Design Leadership:** given to an exceptional project that achieves overall excellence in meeting the City's objectives in two or more categories - urban design, heritage conservation, affordable housing, and sustainable design. It represents the best overall project of the awards program. Named after W.H.E. Schmalz, the architect who designed Kitchener's first City Hall and clock tower (which is now a landmark in Victoria Park) along with numerous other buildings in the city. His father, W.H. Schmalz, was mayor when the Town of Berlin became a city.

Jury Panel

Award winners will be selected by a jury panel comprised of the following:

- A Heritage Kitchener Committee member
- Director of Development & Housing Approvals (or designate)
- Up to four professionals which represent such expertise as heritage conservation, urban planning, urban design, architecture and landscape architecture

Staff Report



Infrastructure Services Department

www.kitchener.ca

REPORT TO: Community and Infrastructure Services Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Greg St. Louis, Director, Gas & Water Utilities, 519-783-8792

PREPARED BY: Angela Mick, Manager, Quality Management and Water Programs, 519-783-8792

WARD(S) INVOLVED: Ward(s)

DATE OF REPORT: January 30, 2025

REPORT NO.: INS-2025-008

SUBJECT: Drinking Water Quality Management Standard (DWQMS): Management Review Summary for 2024

RECOMMENDATION:

That the City of Kitchener Drinking Water Quality Management Standard (DWQMS): Management Review Summary for 2024 Report be received for information.

REPORT HIGHLIGHTS:

- The purpose of this report to inform the decision-making authority about the status of the drinking water system.
- The key finding of this report is that the Kitchener distribution system meets the requirements under the *Safe Drinking Water Act*.
- There are no financial implications of this report.
- This report supports the delivery of core services.

BACKGROUND:

The *Safe Drinking Water Act, 2002* and *Regulation 188/07*, requires the City of Kitchener to be licensed to operate and maintain Kitchener's water distribution system. Some of the licensing requirements include the development and management of a Quality Management System (QMS) and Operational Plan as well as communication to the owner. The City of Kitchener became licensed in August, 2009 with a Financial Plan submitted in July, 2010. The licence was renewed in 2024.

Section 19 of the *Safe Drinking Water Act* imposes a statutory standard of care on persons who oversee the municipal drinking water system: "...every person who, on behalf of the municipality, oversees the accredited operating authority of the system or exercises decision-making authority over the system". This standard of care includes Council since they have decision-making authority. Part of the standard of care includes requiring system owners to undertake financial planning and implement the Drinking Water Quality Management System (DWQMS). The following link is a guide for municipal councillors to help understand their responsibilities under

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

the *Safe Drinking Water Act, 2002* and provides information on how Ontario's drinking water is safeguarded: [Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils | ontario.ca](https://www.ontario.ca/government/taking-care-of-your-drinking-water-a-guide-for-members-of-municipal-councils)

Three things to remember as a municipal councillor (as outlined in the above Guide):

- It's your duty. There are legal consequences for not acting as required by the standard of care, including possible fines or imprisonment.
- Be informed. Your decisions can have an impact on public health. You don't have to be an expert in drinking water operations, but you do need to be informed about them.
- Be vigilant. It is critical you never take the drinking water safety for granted or assume all is well with the drinking water systems under your care and direction.

REPORT:

The purpose of this report is to inform Council as the decision-making authority about the status of the drinking water system on an annual basis. The Kitchener water distribution system meets the requirements under the *Safe Drinking Water Act*. There are specific areas that must be reported per regulatory requirements, which include; but are not limited to consumer feedback, results of infrastructure review, results of audits and summary of maintenance.

The DWQMS requires Top Management to "report the results of the management review, the identified deficiencies, decisions and action items to the Owner". Top Management is defined as "a person, persons or group of people at the highest management level within an Operating Authority that makes decisions respecting the QMS and recommendations to the Owner respecting the subject system or subjects systems". The Owner of the water utility is the Corporation of the City of Kitchener, represented by City Council.

The 2024 Management Review was completed with Top Management: Denise McGoldrick, General Manager, Infrastructure Services, Greg St. Louis, Director, Gas & Water Utilities, and Tammer Gaber, Manager, Operations (Gas & Water) as well as Ras Sonthisay, Supervisor, Training (Gas and Water Utilities), Angela Mick, Manager, Quality Management and Water Programs and Dean Chapman, Quality Management System Specialist. The Management Review report is attached.

Highlights of the report are:

- The Summary Water Report-2024 (INS-2025-029) confirmed that the drinking water system was in compliance with regulatory water sampling requirements during 2024. The DWQMS Management Review confirms the continuing adequacy and effectiveness of the quality management system which includes compliance, customer feedback, operational performance, audit information etc. as outlined in this report.
- The Water Infrastructure Program (WIP) maintenance achievements (specific areas of improvement identified by WIP):
 - Cleaned approximately 135km of watermain in 2024.
 - Water quality complaints increased slightly in 2024. There were 140 complaints total with 28 discoloured water complaints for 2024; which has increased slightly from 2023. The majority of complaints are internal issues (e.g. low pressure from a water softener).
 - 20 broken valves and/or failing valves were either replaced or removed which allows for quicker isolation for water emergencies. This number does not include

- the majority of valve replacements through road reconstruction projects. Broken valves are tracked in real time and the majority are addressed within weeks (except for winter or if they are part of future reconstructions).
- Approximately 1,877 valves were proactively operated (23%); the majority were within the watermain cleaning area and the 2024 reconstruction areas. Operating valves ensures that they will work when they are needed in an emergency or for construction activities.
 - Completed spring and fall maintenance of fire hydrants.
 - Underground utility locates – continued to meet regulatory requirements with a combination of in-house and contract staff (approximately 14,300 locates completed).
 - 2,295 services are protected by Backflow Prevention Devices (BFP) – the focus is on high-risk use. These devices prevent cross connections and potential contamination of the distribution system. A dashboard was developed to track customer notification by grids and compliance.
 - Lead testing program was completed in spring and fall.
- Air relief valves in chambers inspections/chamber pump outs (approximately 1020) were not completed in 2024; however they have been started in 2025. There were 2 boulevard style air reliefs installed in 2024 to eliminate flooding risk within the chambers.
 - There were 55 watermain breaks in 2024, which is lower than the 5-year average of 66. The 5-year average also dropped from 73 to 66/year.
 - Approximately 1,115 aging/problem water meters were replaced. A new process was developed for metering large buildings under construction. The process to install new build meters was streamlined which resulted in faster billing for consumption.
 - Approximately 350 hydrants were painted as part of the corrosion protection program, painting will continue in 2025. Hydrants are also stencilled with the watermain diameter for the Fire Department.
 - Unaccounted for water was 4.5% which is significantly lower than the average. The unaccounted for water generally fluctuates around 10% (9-12%), with 10% being the approx. 10 year average). This significant drop is under further investigation.
 - Pressure reducing valve maintenance was completed.
 - Replaced watermains as outlined in the 2024 City of Kitchener Engineering & Water Utility Capital Forecast.
 - The Drinking Water Licence was renewed.
 - External audit determined that the management system is effectively implemented and maintained and recommended continued certification of accreditation for the municipal drinking water system.
 - As a result of a locating process review, council approved the new positions of: Supervisor, Damage Prevention, four new Locators, Damage Prevention and one new Draftsperson. These positions allowed the corporation to respond in more timely manner in accordance with the new Ontario One Call Regulations. All positions except for the Draftsperson were filled.
 - Watermain Break App was modified to include the most critical infrastructure information (water and gas) to staff via Smartphones or tablets.
 - Developed a SharePoint site to manage watermain commissioning as well as emergency response.

- Commenced the water component of the Official Plan to identify any water upgrades required and /or potential limitations for future growth.

Continuing Areas of Focus are:

- Continue with the mapping QA/QC for the remainder of the City.
- Build upon the success of the hydrant spring mobile field inspections and develop a fall mobile field inspection.
- Proceed with new mapping solution to replace ArcReader infrastructure mapping.
- Various system upgrades including SAP and CityWorks (work management system).
- On-going work related to the Water Asset Management Plan including Levels of Service, Risk and Lifecycle Management.

STRATEGIC PLAN ALIGNMENT:

This report supports the delivery of core services.

FINANCIAL IMPLICATIONS:

The recommendation has no impact on the Capital or Operating Budgets.

COMMUNITY ENGAGEMENT:

INFORM – This report has been posted to the City’s website with the agenda in advance of the council / committee meeting. The Drinking Water Quality Management Policy is available on the Kitchener Utilities website.

PREVIOUS REPORTS/AUTHORITIES:

There are no previous reports/authorities related to this matter; however the Management Review Summary Reports are provided on an annual basis with the last report being INS-2024-050.

APPROVED BY: Denise McGoldrick, General Manager, Infrastructure Services

ATTACHMENTS:

Attachment A – Drinking Water Quality Management Standard Review - 2024



Kitchener Utilities
City of Kitchener Drinking Water Distribution System

Drinking Water Quality Management
Standard
Management Review – 2024

TABLE OF CONTENTS

Part A - Introduction.....	3
Purpose	3
Executive Summary	3
Background.....	5
Other Related Water Quality Reports	6
Quality Management System Policy.....	7
Part B – Management Review	7
System Description.....	7
Water Infrastructure Program (WIP)	8
Incidents of Regulatory Non Compliance	8
Incidences of Adverse Drinking Water	8
Deviations from Critical Control Points Limits and Response.....	10
Effectiveness of the Risk Assessment Process	15
Results of External and Internal Audits.....	16
Operational Performance	17
Raw Water Supply and Drinking Water Quality Trends.....	18
Follow-up on Action Items from Previous Management Reviews	18
Status of Management Action Items Identified Between Reviews	18
Changes That Could Affect the Quality Management System.....	18
Consumer Feedback.....	19
Resources Needed to Maintain the Quality Management System.....	20
Results of the Infrastructure Review	20
Summary of Maintenance.....	21
Effectiveness of Maintenance	24
Operational Plan Currency, Content and Updates	25
Staff Suggestions.....	25
Water Conservation.....	25
Other	25

PART A - INTRODUCTION

Purpose

The purpose of this report is to inform the decision-making authority about the status of the drinking water system. The Drinking Water Quality Management Standard (DWQMS) under the Ministry of Environment, Conservation and Parks (MECP) requires management to review and evaluate the continuing suitability, adequacy, and effectiveness of the Quality Management System at least once a calendar year and that the results of the management review, identified deficiencies, decisions and action items are provided to Council as the ‘Owner’ of the drinking water system.

Executive Summary

Highlights of the report are:

- The Summary Water Report-2024 (INS-2025-029) confirmed that the drinking water system was in compliance with regulatory water sampling requirements during 2024. The DWQMS Management Review confirms the continuing adequacy and effectiveness of the quality management system which includes compliance, customer feedback, operational performance, audit information etc. as outlined in this report.
- The Water Infrastructure Program (WIP) maintenance achievements (specific areas of improvement identified by WIP):
 - Cleaned approximately 135km of watermain in 2024.
 - Water quality complaints increased slightly in 2024. There were 140 complaints total with 28 discoloured water complaints for 2024; which has increased slightly from 2023. The majority of complaints are internal issues (e.g. low pressure from a water softener).
 - 20 broken valves and/or failing valves were either replaced or removed which allows for quicker isolation for water emergencies. This number does not include the majority of valve replacements through road reconstruction projects. Broken valves are tracked in real time and the majority are addressed within weeks (except for winter or if they are part of future reconstructions).
 - Approximately 1,877 valves were proactively operated (23%); the majority were within the watermain cleaning area and the 2024 reconstruction areas. Operating valves ensures that they will work when they are needed in an emergency or for construction activities.
 - Completed spring and fall maintenance of fire hydrants.
 - Underground utility locates – continued to meet regulatory requirements with a combination of in-house and contract staff (approximately 14,300 locates completed).
 - 2,295 services are protected by Backflow Prevention Devices (BFP) – the focus is on high-risk use. These devices prevent cross connections and potential contamination of

DWQMS Management Review

the distribution system. A dashboard was developed to track customer notification by grids and compliance.

- Lead testing program was completed in spring and fall.
- Air relief valves in chambers inspections/chamber pump outs (approximately 1020) were not completed in 2024; however they have been started in 2025. There were 2 boulevard style air reliefs installed in 2024 to eliminate flooding risk within the chambers.
- There were 55 watermain breaks in 2024, which is lower than the 5-year average of 66. The 5-year average also dropped from 73 to 66/year.
- Approximately 1,115 aging/problem water meters were replaced. A new process was developed for metering large buildings under construction. The process to install new build meters was streamlined which resulted in faster billing for consumption.
- Approximately 350 hydrants were painted as part of the corrosion protection program, painting will continue in 2025. Hydrants are also stencilled with the watermain diameter for the Fire Department.
- Unaccounted for water was 4.5% which is significantly lower than the average. The unaccounted for water generally fluctuates around 10% (9-12%), with 10% being the approx. 10 year average). This significant drop is under further investigation.
- Pressure reducing valve maintenance was completed.
- Replaced watermains as outlined in the 2024 City of Kitchener Engineering & Water Utility Capital Forecast.
- The Drinking Water Licence was renewed.
- External audit determined that the management system is effectively implemented and maintained and recommended continued certification of accreditation for the municipal drinking water system.
- As a result of a locating process review, council approved the new positions of: Supervisor, Damage Prevention, four new Locators, Damage Prevention and one new Draftsperson. These positions allowed the corporation to respond in more timely manner in accordance with the new Ontario One Call Regulations. All positions except for the Draftsperson were filled.
- Watermain Break App was modified to include the most critical infrastructure information (water and gas) to staff via Smartphones or tablets.
- Developed a SharePoint site to manage watermain commissioning as well as emergency response.
- Commenced the water component of the Official Plan to identify any water upgrades required and /or potential limitations for future growth.

Continuing Areas of Focus are:

- Continue with the mapping QA/QC for the remainder of the City.

DWQMS Management Review

- Build upon the success of the hydrant spring mobile field inspections and develop a fall mobile field inspection.
- Proceed with new mapping solution to replace ArcReader infrastructure mapping.
- Various system upgrades including SAP and CityWorks (work management system).
- On-going work related to the Water Asset Management Plan including Levels of Service, Risk and Lifecycle Management.

Background

One of recommendations from Justice O'Connor's Part Two Report of the Walkerton Inquiry was "The Ministry of the Environment should require the owners of municipal water systems to obtain an owner's licence for the operation of their waterworks". Justice O'Connor also recommended that the Owners and Operating Authorities of these systems implement a quality management approach to operations and management. As a result of these recommendations a Drinking Water Quality Management Standard (DWQMS) under the *Safe Drinking Water Act, 2002* was released in October 2006.

The *Safe Drinking Water Act, 2002* and *Regulation 188/07*, requires the City of Kitchener to be licensed to operate and maintain Kitchener's Water Distribution System. Some of the licensing requirements include the development and management of a Quality Management System (QMS) and Operational Plan as well as communication to the Owner. The City of Kitchener became licensed in August 2009 with a Financial Plan originally submitted in July 2010. Renewals of the Licence and Financial Plan were complete and brought forward to Council every 4-5 years thereafter prior to each Drinking Water System License renewal. The Licence was renewed in 2024.

Section 19 of the *Safe Drinking Water Act, 2002* imposes a statutory standard of care on persons who oversee the municipal drinking water system: "...every person who, on behalf of the municipality, oversees the accredited operating authority of the system or exercises decision-making authority over the system." This standard of care includes Council since they have decision-making authority as the 'Owner' of the system. Part of the standard of care includes requiring system owners to undertake financial planning and implement a QMS.

The following link is a guide for municipal councillors to help understand their responsibilities under the *Safe Drinking Water Act, 2002* and provides information on how Ontario's drinking water is safeguarded: [Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils | ontario.ca](https://www.ontario.ca/taking-care-of-your-drinking-water)

Three things to remember as a municipal councillor (as outlined in the above Guide):

- It's your duty. There are legal consequences for not acting as required by the standard of care, including possible fines or imprisonment.

DWQMS Management Review

- Be informed. Your decisions can have an impact on public health. You don't have to be an expert in drinking water operations, but you do need to be informed about them.
- Be vigilant. It is critical you never take the drinking water safety for granted or assume all is well with the drinking water systems under your care and direction.

Other Related Water Quality Reports

The City of Kitchener Summary Water Report for 2024 is a regulatory report provided to Council, which provides a summary of drinking water including adverse water quality incidences and water volume.

The Kitchener Distribution System prepares an annual summary of the number of tests taken within the distribution system as well as the range of the results. A copy of this report is available on the Kitchener Utilities website.

The Kitchener Distribution System is part of an Integrated Urban System, meaning the Regional Municipality of Waterloo is responsible for water treatment and the development and operation of a trunk water network to distribute treated water to Kitchener, Cambridge, Waterloo, Woolwich, and Wilmot. There is a variety of groundwater supply wells (80%), treatment facilities as well as a Grand River (20%) source. The Region of Waterloo's water infrastructure system is complex, consisting of numerous supply sources, pressure zones, reservoirs, and pumping stations. Ensuring sufficient pressure and quantities to meet current and planned growth requires a long-term, co-ordinated strategy. The Region provides annual summaries for each supply and the information is available on their website with a link available at the Kitchener Utilities website.

A portion of Kitchener (River Ridge area) is supplied by the City of Waterloo. Kitchener supplies water to a small section of Waterloo (Ira Needles area) and water travels through the Kitchener distribution system to Breslau (Woolwich). The City of Waterloo's water quality report is available on their website.

Quality Management System Policy

Kitchener Utilities owns, maintains, and operates the City of Kitchener’s Drinking Water Distribution System. At Kitchener Utilities, we are committed to supplying the City with safe drinking water. We work together as the City of Kitchener and the Region of Waterloo to keep water matters top of mind. We are committed to these principles:

1. Quality

Kitchener water is safely treated and regularly tested according to government legislation and regulations for the consistent delivery of safe, quality drinking water. We are committed to maintaining and continually improving the Quality Management System and complying with applicable legislation.

2. Trust

Trust us to look after your water needs by delivering quality water and reliable service.

3. Value

Tap water is the most economical choice.

4. Communication

We will communicate openly with the public concerning matters of drinking water quality.

PART B – MANAGEMENT REVIEW

System Description

The scope of the waterworks begins at the point where treated water enters the watermain from the treatment facilities and ends at the property lines of the consumers. There is no storage, chlorine boosting, secondary disinfection or pressure boosting within the control of the waterworks.

At the end of 2024, the waterworks consists of approximately:

- 933.6 km of distribution watermain – 799.4 km Kitchener owned, 23.5 km Dual owned (joint ownership between Kitchener and Region) and 110.7 km Regional owned.
- 72,788 water meters in service.
- 4,797 hydrants (not including private hydrants).
- 8,276 valves (not including service valves or hydrant valves) – 7,683 Kitchener owned, 129 Dual and 464 Regional.

(See **Appendix** for a map at end of this document)

The waterworks system has the following permits and licences:

- Municipal Drinking Water Licence
- Drinking Water Works Permit
- Financial Plan
- Operational Plan

Water Infrastructure Program (WIP)

The 2024 WIP Summary and Rate Options Report (INS-2023-437) was brought forward to Council in 2023 to address capital and maintenance requirements and rates for 2024-2027.

The WIP was initiated in spring 2017. Maintenance targets were continued as part of the 2024-2027 WIP. The 2024 planned program of maintenance-related work was achieved and included:

- Watermain cleaning program - cleaned 168km of the City (this is the largest main cleaning area).
- Valve maintenance and replacement programs – operated approximately 1,877 valves and replaced 20 broken or failing valves.
- Hydrant operation and maintenance – completed as required.
- Underground utility locates – continued to meet regulatory requirements with a combination of in-house and contract staff (14,300 locates completed).
- Approximately 2,295 services are protected by Backflow Prevention Devices (BFP). These devices prevent cross connections and potential contamination of the distribution system. A dashboard was developed to track customer notification by grids and compliance numbers.

Additional funding was provided in the WIP to raising air relief valves/chambers in areas prone to flooding to reduce the risk of drinking water contamination. Two (2) air relief valves were replaced in 2024.

Funding was provided to commence water-only infrastructure replacement projects. The design of three (3) projects began in 2024: sections of Holborn Dr/Carnaby Cres, Prospect Dr and Forest Hill Dr.

Incidents of Regulatory Non Compliance

A Ministry of Environment, Conservation and Parks (MECP) completed an inspection on June 11-17, 2024, and covered June 9, 2023 to June 13, 2024. There were no notices of non-compliance.

Incidences of Adverse Drinking Water

There were 18 Adverse Water Quality Incidences (AWQI) during the year. There were 4,232 chlorine residual samples taken and 2,191 bacteriological samples taken within the distribution system. There were no self-imposed Boil Water Advisories (BWA) initiated in 2024. The volume of AWQIs decreased slightly from 2023.

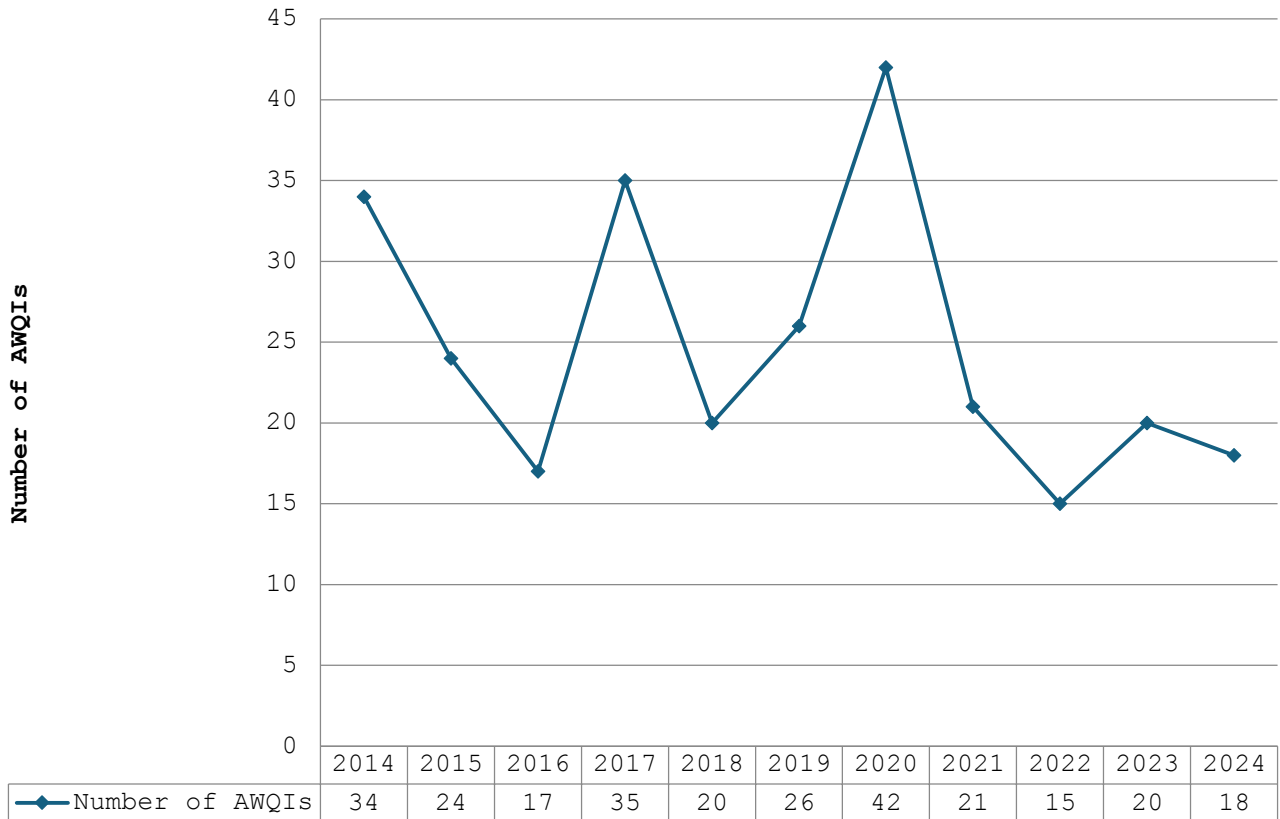
- Low chlorine AWQIs (9 total)
- Total coliform AWQIs (9 total)
 - Eight were at temporary main sampling locations.
 - One was at a distribution sampling location.

Although not AWQIs, there were Lead (3) plumbing exceedances, two of which were at the same location.

In general, corrective actions include reporting, flushing and resampling. The above AWQIs were all resolved. The Summary Water Report for 2024 discusses water quality compliance and corrective actions further.

Action: No further action required – for information only

Adverse Water Quality Incidents (AWQIs)

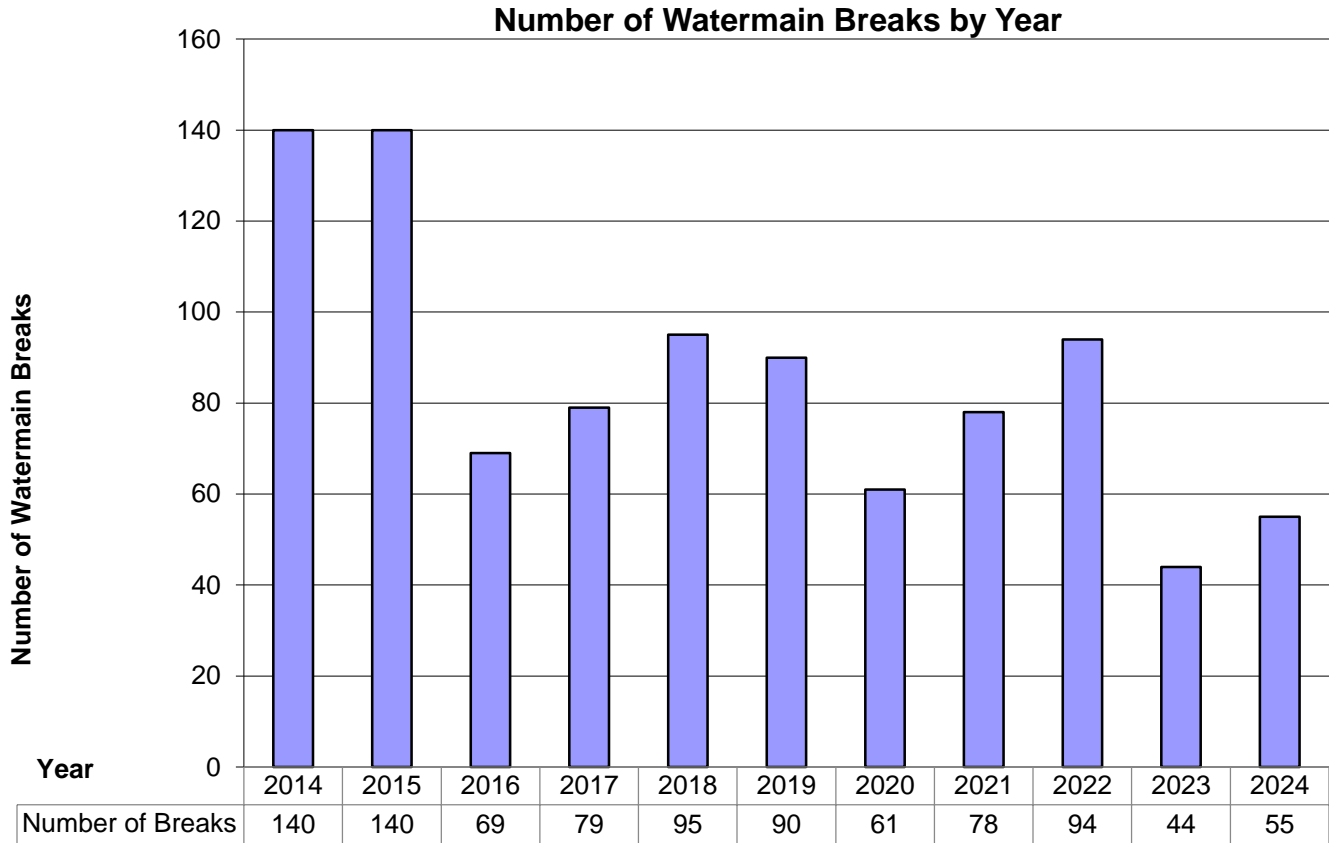


Deviations from Critical Control Points Limits and Response

- There were 55 watermain breaks in 2024, which is lower than the 5-year average of 66 (the 5-year average also dropped). Of the 55, 12 were deemed to be Category 2. Category 2 watermain breaks require bacteriological sampling upon completion. Watermain breaks are influenced by the watermain age/condition, material type, and is also heavily weather dependent due to the frost movement with colder winters resulting in more breaks. Incident debriefs are completed for watermain breaks and break history is included as part of asset condition. This information helps to determine priorities for replacement due to condition.

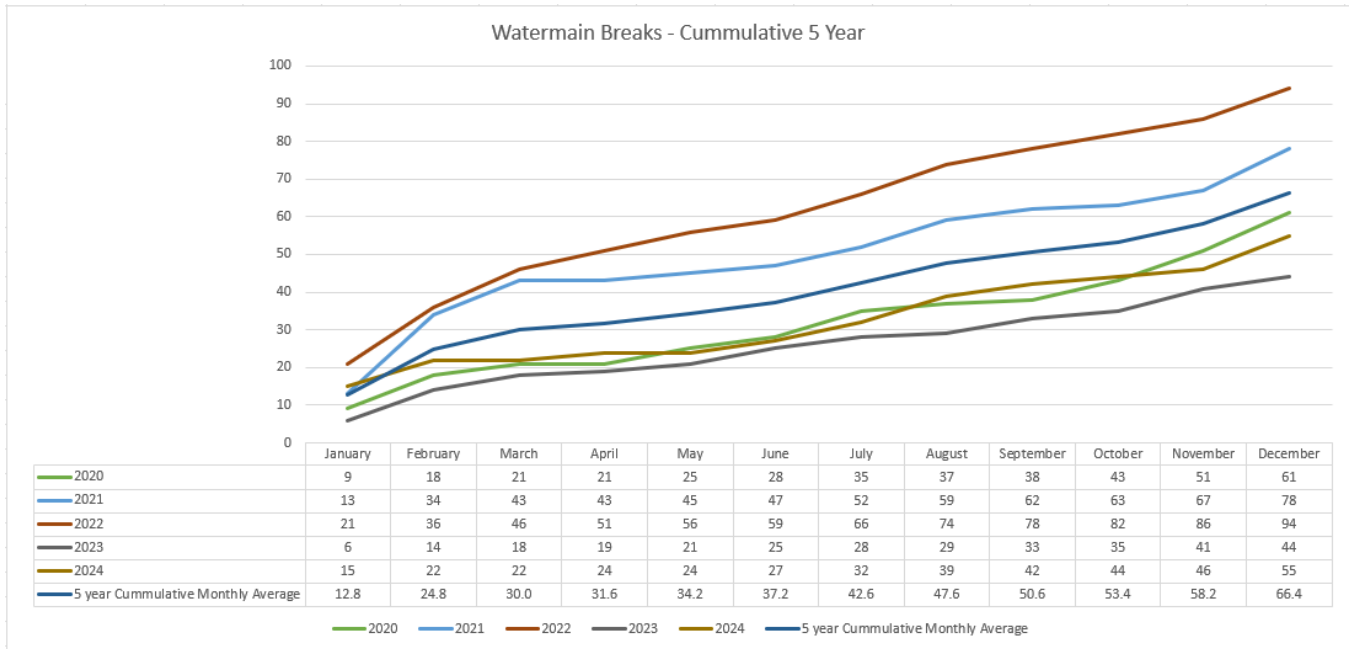
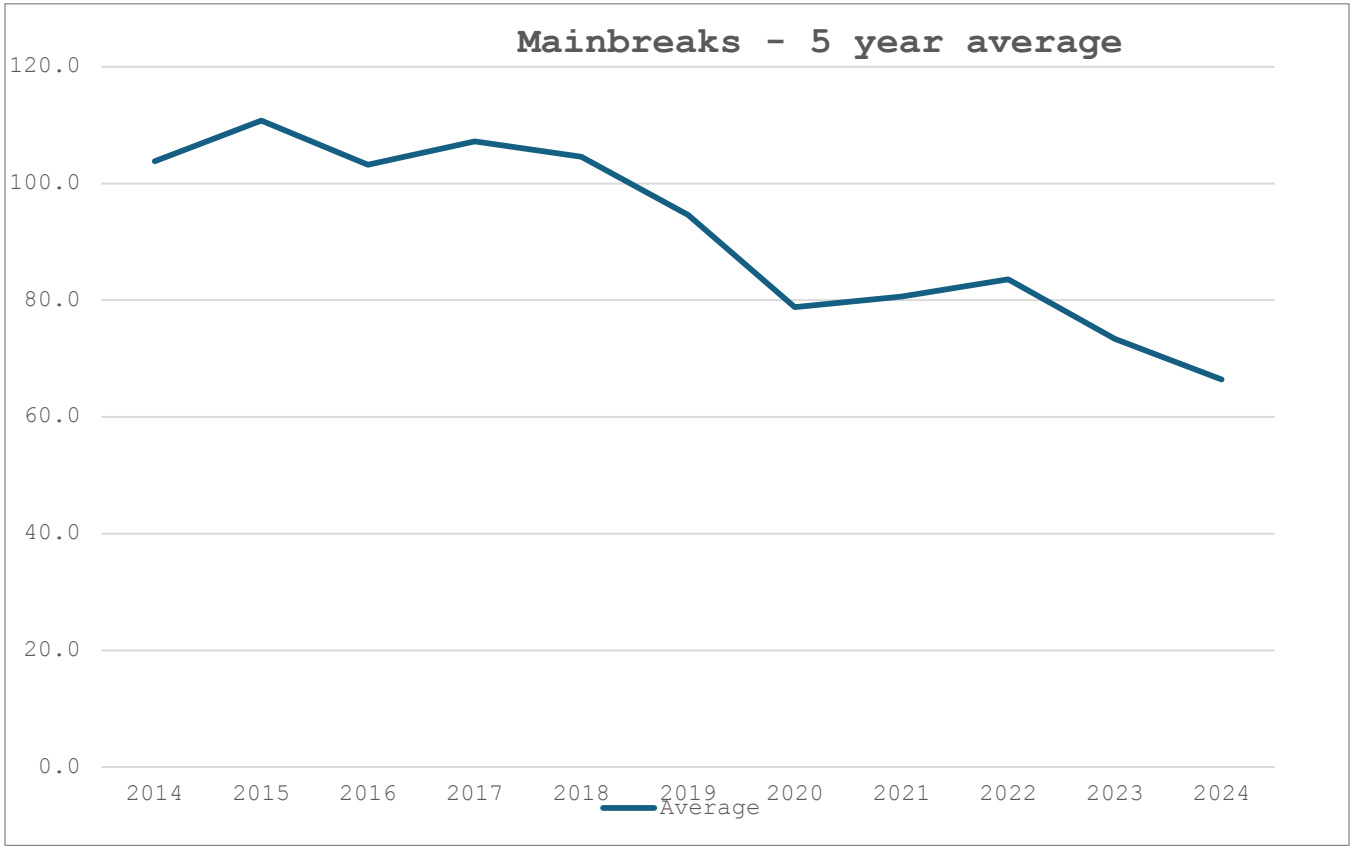
City of Kitchener Water Distribution

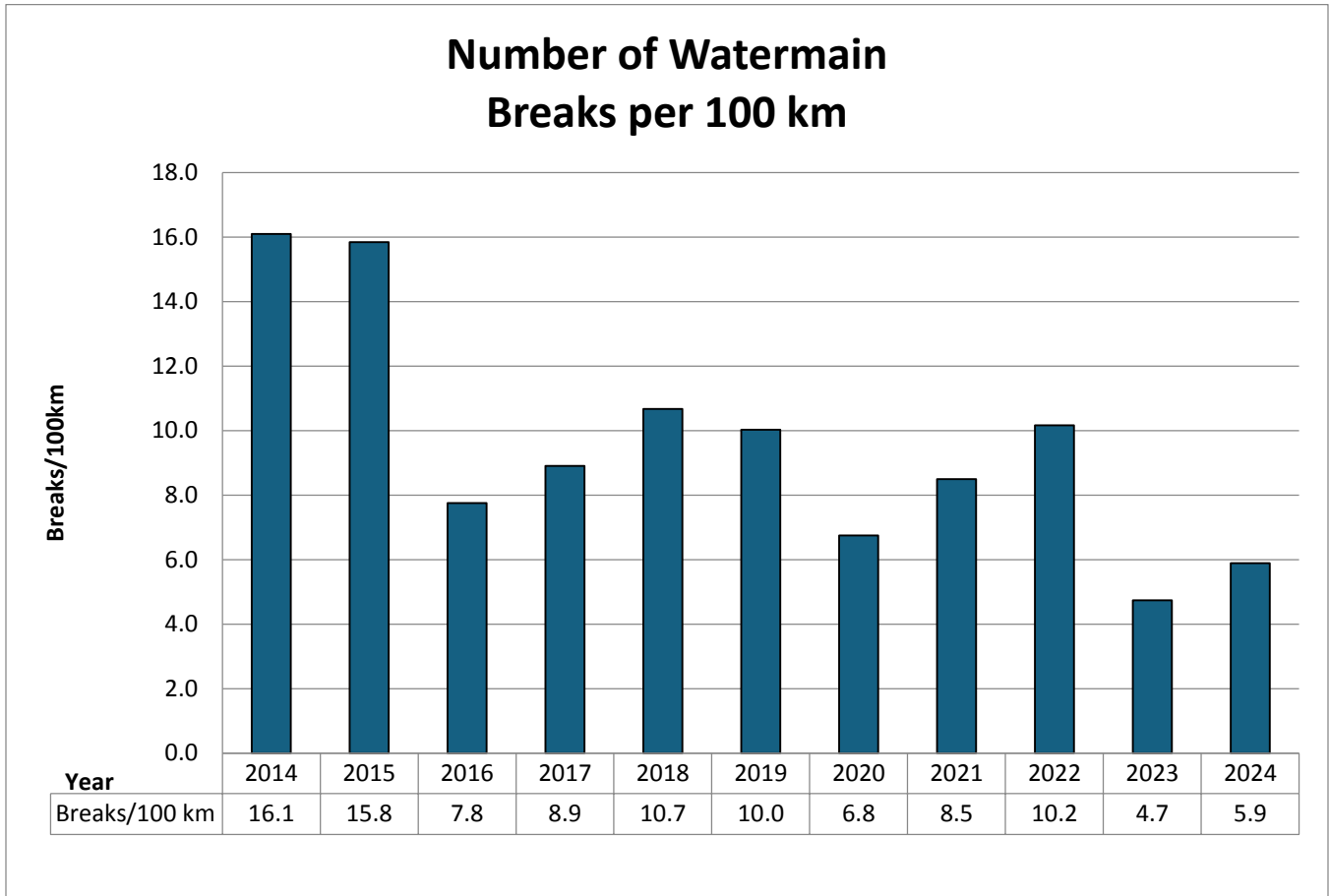
DWQMS Management Review



City of Kitchener Water Distribution

DWQMS Management Review

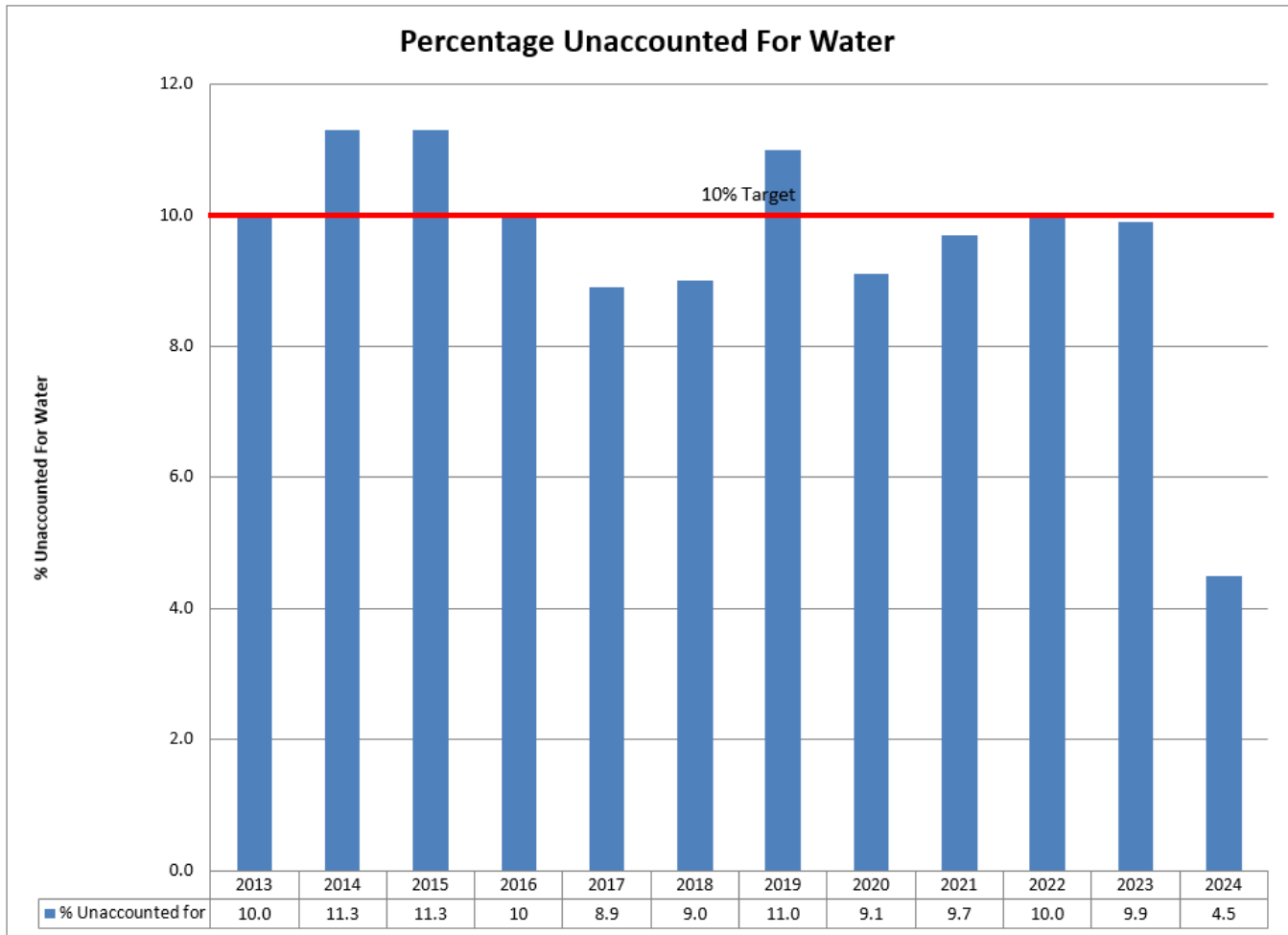




- Unaccounted for water for was 4.5%; the MECP target is 10%. Water loss includes water used for construction watermain commissioning (e.g., new mains and replacement mains), water for temporary main supply during reconstruction, and water use for reactive flushing). The 10-year average for Kitchener is typically around 10%, although the percentage fluctuates. Investigation is ongoing to determine the reason(s) for the significant drop. There have been some billing improvements, however the impact does not solely explain the drop. Improvements include:
 - A new process was developed for metering large buildings under construction.
 - Streamlining the process to install new-build meters which resulted in faster billing for consumption.

City of Kitchener Water Distribution

DWQMS Management Review

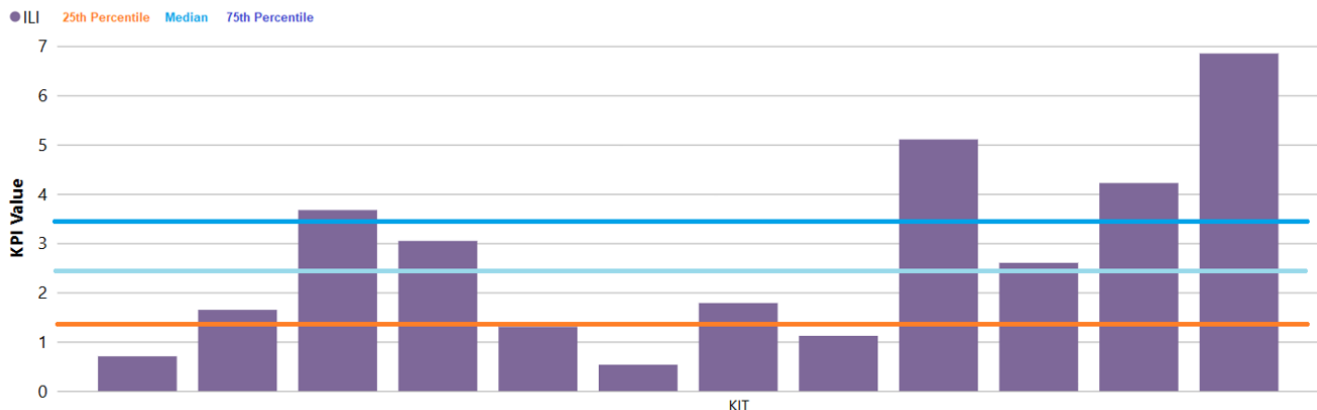


- Infrastructure Leak Index (ILI) is a performance indicator which is the ratio of the level of Current Annual Real Losses (CARL) to the Unavoidable Annual Real Losses (UARL). The UARL considers the total length of watermain in the distribution system, number of hydrants, average pressures, number of service connections, length of service and hydrant connections. The UARL is the theoretical low limit of leakage that could be achieved if all the current best leakage management could be implemented. The UARL is specific to each water system. For example, the UARL for a large system with high pressure will be higher than a small system with low pressure. Leakage in any water system can never be totally eliminated. One caveat is that the calculation is made based on an average pressure. Kitchener has several pressure zones with a great deal of variation across the city. As part of the National Water and Wastewater Benchmarking Initiative (Benchmarking), Kitchener recently began reporting ILI and trending will be established as more data is generating. Benchmarking is completed on the previous year's data. The 2023 ILI value was 1.78 meaning the current level of real losses

is 1.78 times greater than the theoretical low level losses. The ILI graph below is a comparison to other Cities participating in 2023 benchmarking (Kitchener is below the median of 2.3).

ILI for cities participating in 2023 Benchmarking

Displaying: Infrastructure Leakage Index - Non Outliers



Action: No further action required – for information only

Effectiveness of the Risk Assessment Process

- A risk assessment was completed on November 12, 2024. The purpose of the risk assessment is to brainstorm potential risks and identify counter measures, where appropriate. The following is a summary for the 2024 risk assessment:
 - Reviewed all risks to ensure all information and assumptions are current and valid.
 - Discussed and added the following new potential risks as well as potential counter control measures:
 - Failures and/or repairs on Regional transmission mains (critical infrastructure)
 - Large outages resulting from construction - no backfeed
 - Emergency Phone line - backup
 - Parts Supplies received are not as advertised - e.g. says NSF but may not meet the criteria
 - Preventive / Control measures and risk scores were updated for several existing risks and added for the new risks above.
 - One previously identified risk was removed from the risk table.
 - One previously identified critical control point was downgraded – valves left accidentally closed after watermain cleaning due to the App where staff track open and close valves in real time

Action: For Information Only

Results of External and Internal Audits

The DWQMS Standard is divided into Plan, Do, Check, and Improve sections. Audits are completed to analyze processes to confirm that what is stated in the procedures and work instructions is what is being done. External Audits are completed by a third party while Internal Audits are completed by accredited City staff.

External:

- In August 2024, a 12 Month Surveillance audit was conducted and completed by a certified external auditor (SAI Global) recommending continued accreditation for the City of Kitchener.
 - No non-conformances were found. No opportunities for improvement were identified.

Internal:

- 5 Field/Process audits were conducted in 2024:
 - Mobile Hydrant Operating Checks
 - Curb Stop Replacement
 - Final Watermain Connections
 - Tracer Wire – Final Watermain Connections – Lawrence Ave
 - Tracer Wire – New Subdivision – Ottawa-Trussler
- 11 Element audits were conducted in 2024.
- There were 21 opportunities for improvement identified from internal audits:
 - 5 (24%) of these opportunities have been acted upon and implemented;
 - 8 (38%) of these opportunities could not be implemented; and
 - 8 (38%) of these opportunities are still being investigated
- Zero nonconformances and zero non-compliances were found during the internal audits.
- 11 nonconformances were found outside of the internal audits. Ten of the eleven nonconformances have been resolved with one still open (involves the phone system).

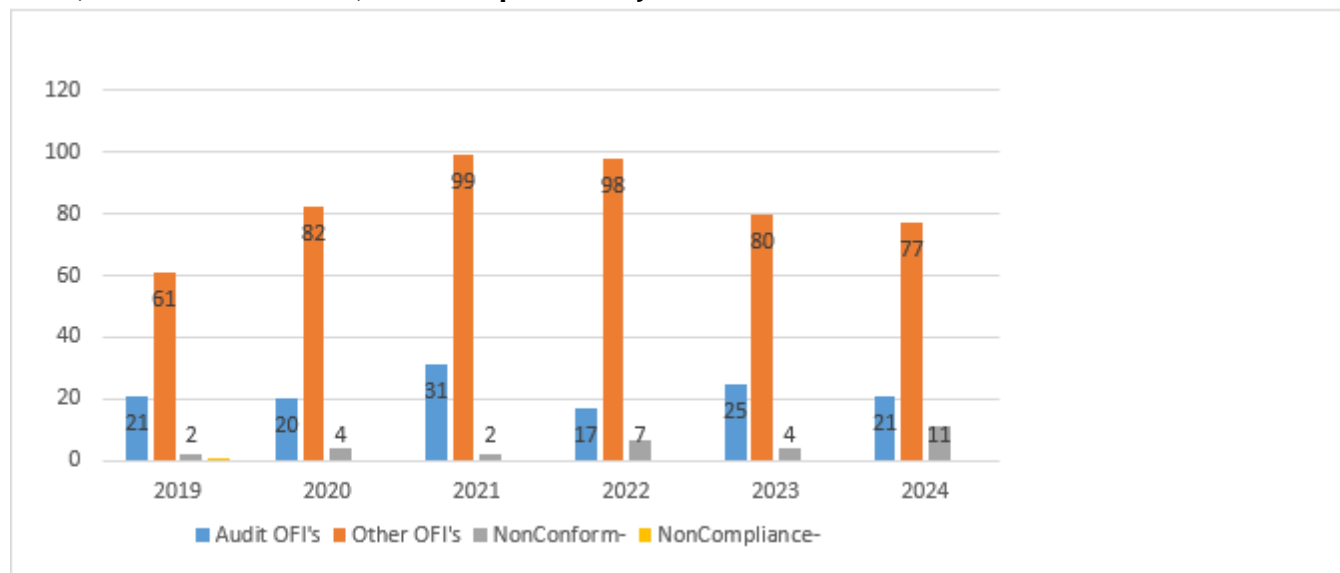
Continuous Improvement

Continual Improvement is a key element of all quality management systems and we are regulated to have a process to identify and implement preventative actions to eliminate the occurrences of potential non-conformities. Opportunities for improvement can come from many sources, such as external audits, staff suggestions, public concerns, management reviews, debriefs, or the risk assessment meeting. Opportunities which have either been acted upon and implemented or are not implemented are communicated back to staff as part of regular meetings. In total for 2024, excluding the results from internal audits, there were:

DWQMS Management Review

- 77 opportunities for improvement were identified outside of internal audits. These opportunities for improvement can come from other avenues as well, such as external audits, staff suggestions, public concerns, management reviews, or the risk assessment meeting:
 - 39 (51%) of these opportunities have been acted upon and implemented;
 - 5 (6%) of these opportunities could not be implemented; and
 - 33 (43%) of these opportunities are still being investigated.

OFI's, Non-Conformances, Non-Compliances by Year



Action: The Continual Improvement Log is updated monthly to discuss new items, track process and circle back to determine the effectiveness of implementation. The log is reviewed annually with Top Management as part of the Management Review.

Results of the Emergency Response Training/Testing

- New On-Call Management Staff continue to take the IMS-100 Introduction to the Incident Management System (IMS) for Ontario training.
- Water Emergency – new training for Managers was developed in 2024 and continues into 2025. This training is scenario based.
- Debriefs are also completed for selected events. For example, debriefs after Boil Water and Drinking Water Advisories are completed to improve our processes.

Action: No further action required – for information only

Operational Performance

DWQMS Management Review

- Ongoing work with the Region for the Pressure Zone 2 and 4 Optimization – this will improve water pressures and supply in the southeastern end of the city. The majority of the work is Regional; however, there is coordination work with the City. The section between Strasburg Road and Robert Ferrie Drive is awaiting the completion of the Environmental Assessment for the Robert Ferrie Drive extension.
- Ongoing work to support the Region’s East Side Lands pressure zone changes, which includes the on-going installation of Regional watermain.

Action: No further action required – for information only

Raw Water Supply and Drinking Water Quality Trends

There are known seasonal issues with the water supply:

- Fall - Grand River temperature changes may cause odour challenges in the source water, which may increase flushing requirements.
- Winter – temperature extremes may cause more watermain breaks in the system.

Region of Waterloo commenced the Water Supply Strategy Update to ensure a safe, secure, sustainable water supply through to 2051.

Action: No further action required – for information only

Follow-up on Action Items from Previous Management Reviews

Action items were completed as part of the revised report and associated council report.

Action: No further action required – for information only

Status of Management Action Items Identified Between Reviews

There were no items identified between the management reviews.

Action: No further action required – for information only

Changes That Could Affect the Quality Management System

- The Federal government has a manganese limit, however the current provincial regulations, which Kitchener is required to follow only has an aesthetic limit. It is anticipated that the Province will follow the federal guidelines and implement a maximum allowable concentration. The Strange Street upgrades were completed in anticipation of this regulatory change.

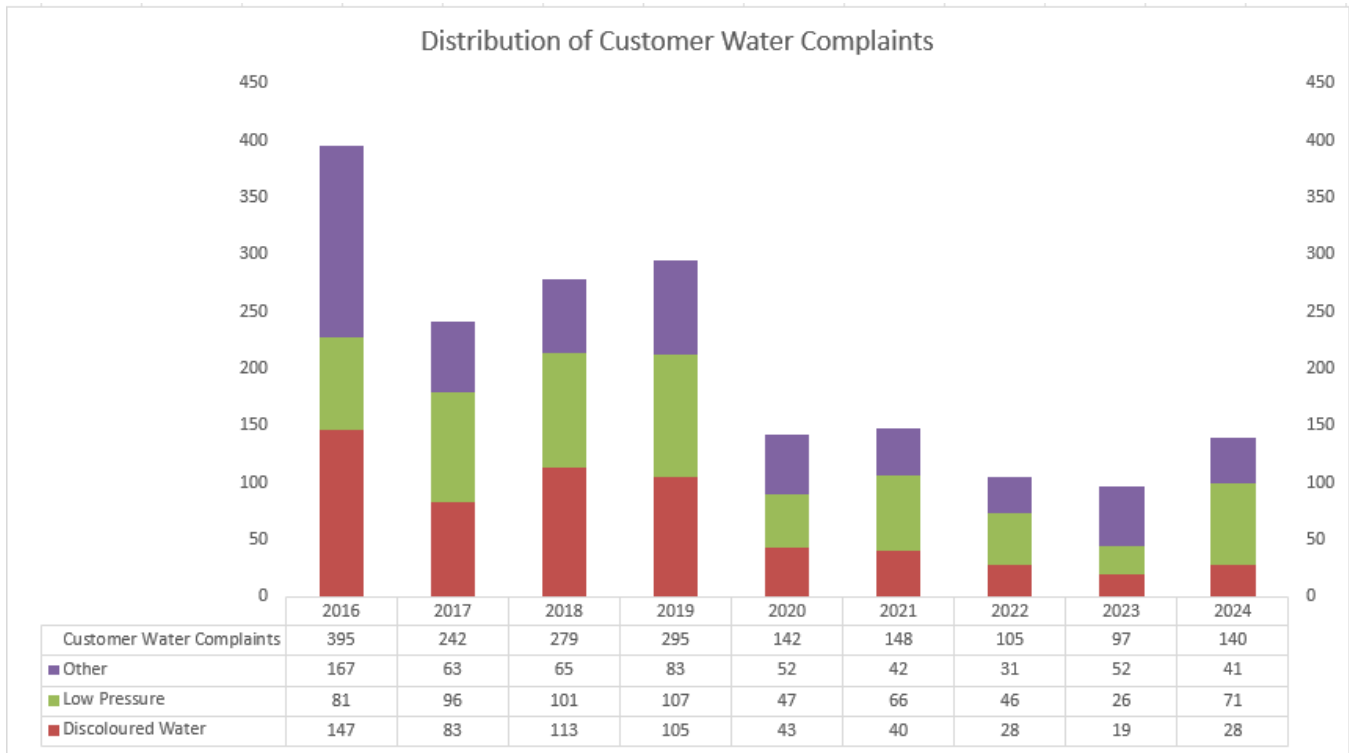
DWQMS Management Review

- There are indications that the lead maximum allowable concentration will be reduced, which will likely increase the number of lead tests that exceed the regulatory limits. Customers are not required to complete any corrective actions when elevated lead exists. The City is required to flush and resample if there is a lead adverse in the distribution system. The City tracks streets with lead or suspected lead and includes them as part of the considerations for replacement. It is most cost effective to replace a number of lead services as part of a road reconstruction project, rather than individual services.
- The City commenced an Official Plan update in 2024; which included a water component to identify undersized watermain in infill areas and/or potential areas for concerns.
- Continue to support the City's development approval goals with respect to water with ongoing design/construction support throughout the process.
- The Canada Post Strike at the end of 2024 impacted customer communications and compliance in the Cross Connection Control Group and the Water Meter Shop. The strike also increased the number of customer phone calls both incoming and outgoing for Dispatch and Revenue.
- The telephone system was upgraded across the City which impacted and continues to impact the Dispatch emergency and back-door lines. Issues are being logged and reported to the project team as they arise.

Action: No further action required – for information only

Consumer Feedback

- The number of customer water complaints slightly increased in 2024. Dispatch staff guide customers through a number of questions to determine whether the problem is suspected to be internal (plumbing) or external (distribution system).
- The problem, cause, and remedy are tracked for each complaint.
- Discoloured water complaints are often the result of changes in flow in the system. This can be due to reconstruction, watermain cleaning, watermain breaks, valve replacement and other construction.
- Low pressure complaints are largely internal issues (softeners, internal plumbing).
- Other complaints include water hardness, no water, odour/taste, air in lines (white water), customer sample requests. We are seeing more residents moving into Kitchener who may not be familiar with water hardness and education is a component of resolving the concerns.
- In general, a number of customer complaints can be resolved by educating the customer (water hardness), flushing/sampling (discoloured water) or confirming private side issue (water softener, pressure reducing valve, drain issues).
- An On-boarding process and manual was created for Dispatch staff to respond to customers and dispatch staff (85 procedures).



Action: Continue with proposed watermain cleaning area in 2025.

Resources Needed to Maintain the Quality Management System

- The WIP report identified a shared resource to improve data management and risk prioritization; however this is not planned for 2026.

Action: No further action required – for information only

Results of the Infrastructure Review

- The WIP Review was completed which 2024-2027, which included water-only projects.
- Individual project selection is based on a number of factors including condition (watermain break history), material, criticality, watermain size, presence of lead services, shallow mains, and other infrastructure needs (storm, sanitary, road). Design commenced for 3 projects
- 2024 reconstruction projects were largely completed as per the 2024 Engineering/Storm/Sanitary/Water Capital Forecast
- The Region replaces some Kitchener infrastructure as part of their projects (Kitchener funded and some may be water-only projects).

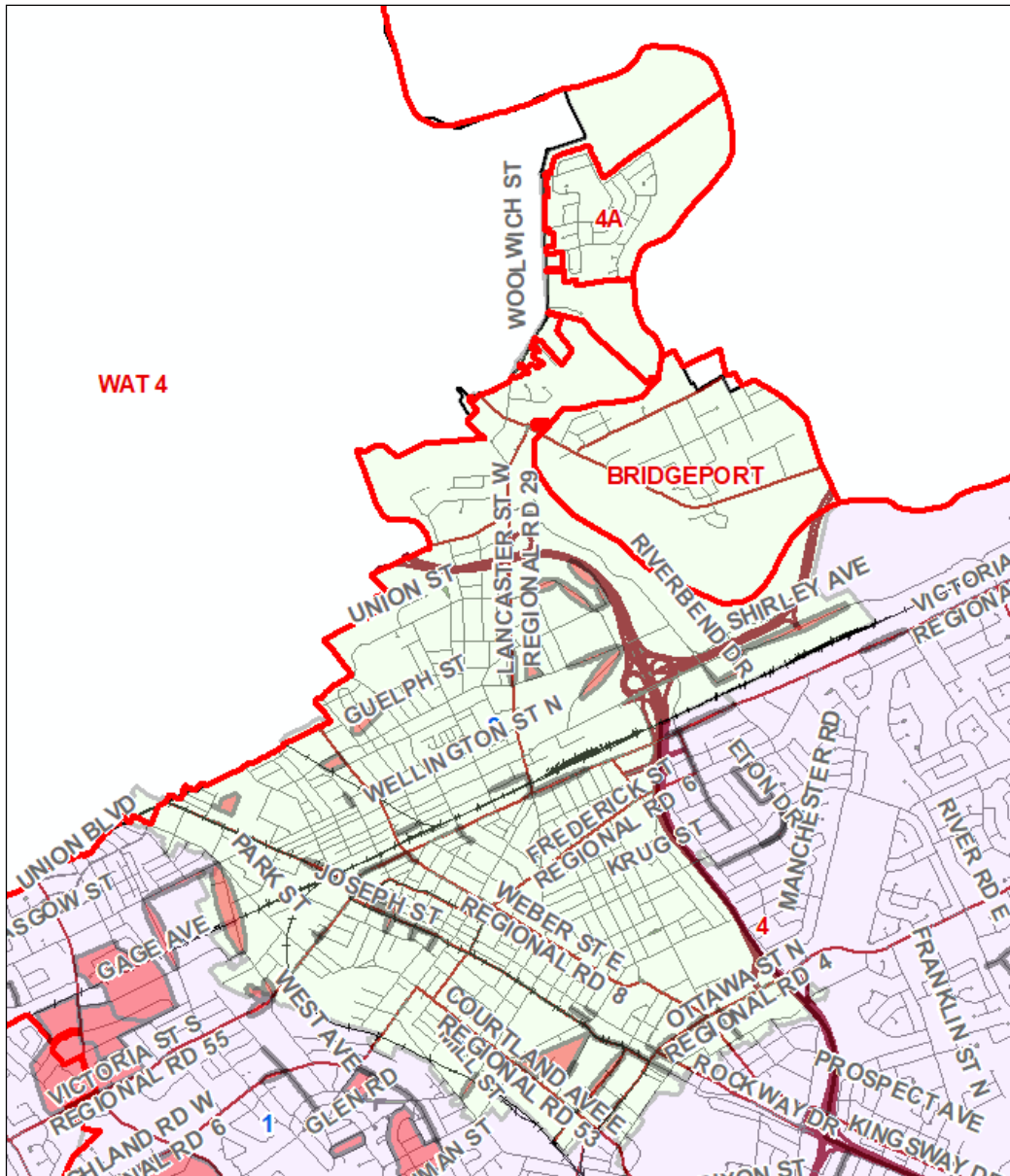
- 2025 projects were finalized; however, it should be noted that there were a number of Regional projects moved out to future years in the Regional capital program.
- Meetings were held with Asset Management and Engineering staff at both the City and the Region to determine future project needs.
- Issue papers are brought forward as part of the budget process, additional funding requests related to maintenance and water-only capital projects. The majority of water-only projects are included as part of Regional roadwork to minimize disruptions to citizens and be cost effective.

Action: No further action required – for information only

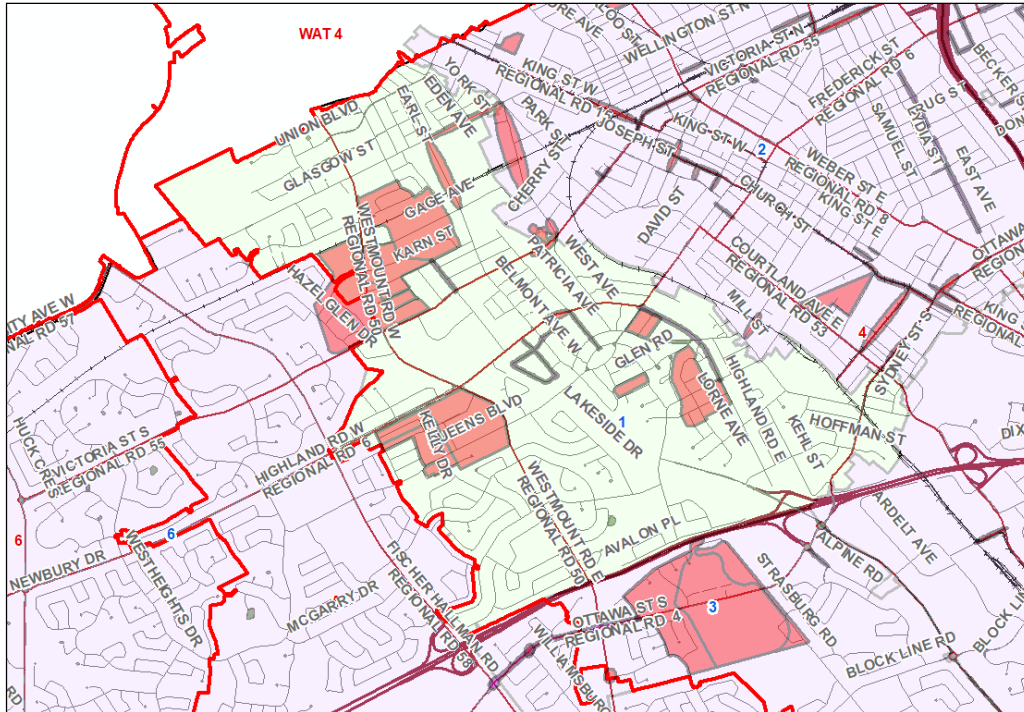
Summary of Maintenance

- Watermain cleaning – Approximately 135kms of watermain was cleaned in 2024. The 2024 watermain cleaning area map is shown below. The next map shows the proposed 2025 area in pink/red. The 2024 area is the largest main cleaning area. The purpose of watermain cleaning is to remove iron and manganese build up in the watermains. The iron and manganese cause discolouration in the water. Although iron and manganese are naturally occurring and not health related, discoloured water causes a public perception of issues with the drinking water. Provincial health related regulations are anticipated for iron and manganese.

Completed 2024 Watermain Cleaning Area (light green)



Proposed 2025 Watermain Cleaning Area (light green)



- Hydrant maintenance – spring maintenance was completed on all hydrants and all hydrants were dipped in the fall.
- Hydrants are flushed to maintain chlorine residuals was completed in spring and fall.
- New development areas are flushed monthly until the subdivision is built-up.
- A valve turning/exercising program was completed for 1,877 valves – the majority of valves were operated in the watermain cleaning area with additional valve operation in areas of reconstruction. Critical valves along the LRT were also operated. Operating valves ensures that they will work when they are needed in an emergency or for construction activities.
- There were 20 broken valves and/or failing valves were either replaced or removed which allows for quicker isolation for water emergencies. Broken valves are tracked in real time and the majority are addressed within weeks (except for winter). At the end of 2024 there were 11 broken valves remaining, 7 of which will be replaced as part of future reconstruction work.
- 352 hydrants were painted.
- Leak detection survey – a third of city completed each year. Follow-up is completed on potential leaks. Approximately 330km of mains were surveyed resulting in one detected water service leak and four possible hydrant leaks – the hydrants were not found to be leaking upon further investigation.

DWQMS Management Review

- Staff continue to inspect new connections and cut and caps for reconstruction and new development. Staff complete all new service tappings for development as well as witness old service abandonment. This work requires 48 hours to schedule and is driven by new development and watermain replacement work.
- Anodes are installed on existing watermains whenever they are exposed (e.g., watermain breaks, valve repairs, hydrant repairs).
- Pressure Reducing Valves (PRVs) were inspected.
- Chamber inspections/pump outs for chambers containing air relief valves were not completed in 2024; however they started in early 2025 (approximately 120). Air reliefs are a potential risk to the system if they become submerged and there is a watermain break or incident in the distribution system. Two boulevard style air reliefs were installed in 2024 to replace existing air reliefs in chambers.
- Staff continue to use the watermain break app for reporting breaks and water service leaks, which improves customer communication for breaks. Additional functionality to the watermain break app has been added.
- Approximately 25% of the city's water mapping has been QA/QC'd resulting in dozens of missing water valves being added as well as corrections to services and chambers. Once added to the maps, the assets can be maintained. This work will continue over the next few years until the entire city has been reviewed.

Action: No further action required – for information only

Effectiveness of Maintenance

Completion of numerous maintenance programs associated with the water and the infrastructure are essential for the delivery of safe drinking water. This report does not summarize every maintenance program: for example hydrants are operated annually to comply with Fire-related regulations but that activity has minimal impact on the drinking water and does not have an associated key factor. Other maintenance programs may impact more than one key factor – for example proactive dead end main flushing may decrease water quality complaints and Adverse Water Quality Incidents. The effectiveness of the maintenance program is determined by the following key factors:

- Number of Adverse Water Quality Incidents (AWQI)
- Water loss/unaccounted for water
- Water quality complaints
- Number of watermain breaks

The system performance has demonstrated effectiveness by achieving:

- There were 18 AWQIs (an indication of water quality). Less than 1% of samples taken are AWQIs. See the Summary Water Report for further details.
- Water loss/unaccounted for water was 4.5% (below the target of 10%).
- The number of quality complaints was at 140, 20% of which were related to discoloured water and 51% pressure (largely internal issues). The remainder included complaints relating to hard water (new residents are not always familiar with hard water), and general safety concerns. The watermain cleaning program has decreased the number of complaints.
- There were 55 watermain breaks in 2024, which is a lower than the 5-year average of 66 breaks/year.

Action: No further action required – for information only

Operational Plan Currency, Content and Updates

- The Operational Plan is updated annually.

Action: No further action required – for information only

Staff Suggestions

Staff suggestions are included under the new Continual Improvement section of the report.

Water Conservation

Water conservation programs are developed and delivered through the Region of Waterloo in effort to mitigate high water consumption usage. These programs are part of the Water Efficiency Master Plan through the Region.

Kitchener Utilities supports communication and promotion of the Region of Waterloo's water conservation programs such as the water by-law and the WET program – in-home water audit program. Kitchener Utilities supports and partners on bill inserts semi-annually to Kitchener residents and promotes the programs on the Kitchener Utilities website.

Other

- Water Meter Replacement – 1,114 aging/problem water meters were replaced. Approximately 1,864 service orders generated (e.g. remotes not working, potential stopped meters, new large meter inspections, removals, leaking meters, etc.). There are 72,788 meters in the system.

DWQMS Management Review

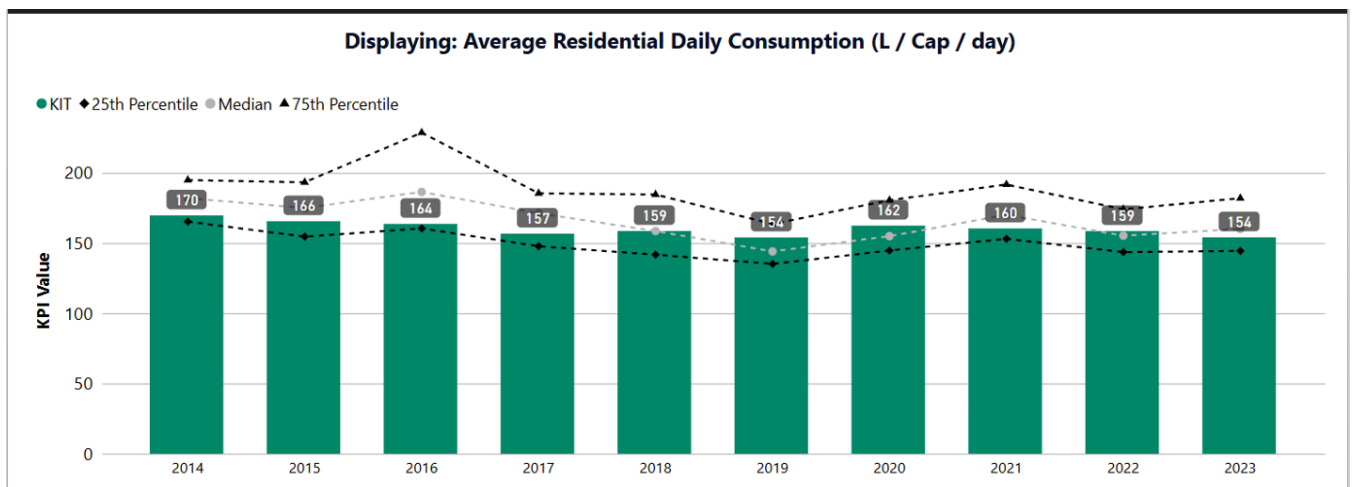
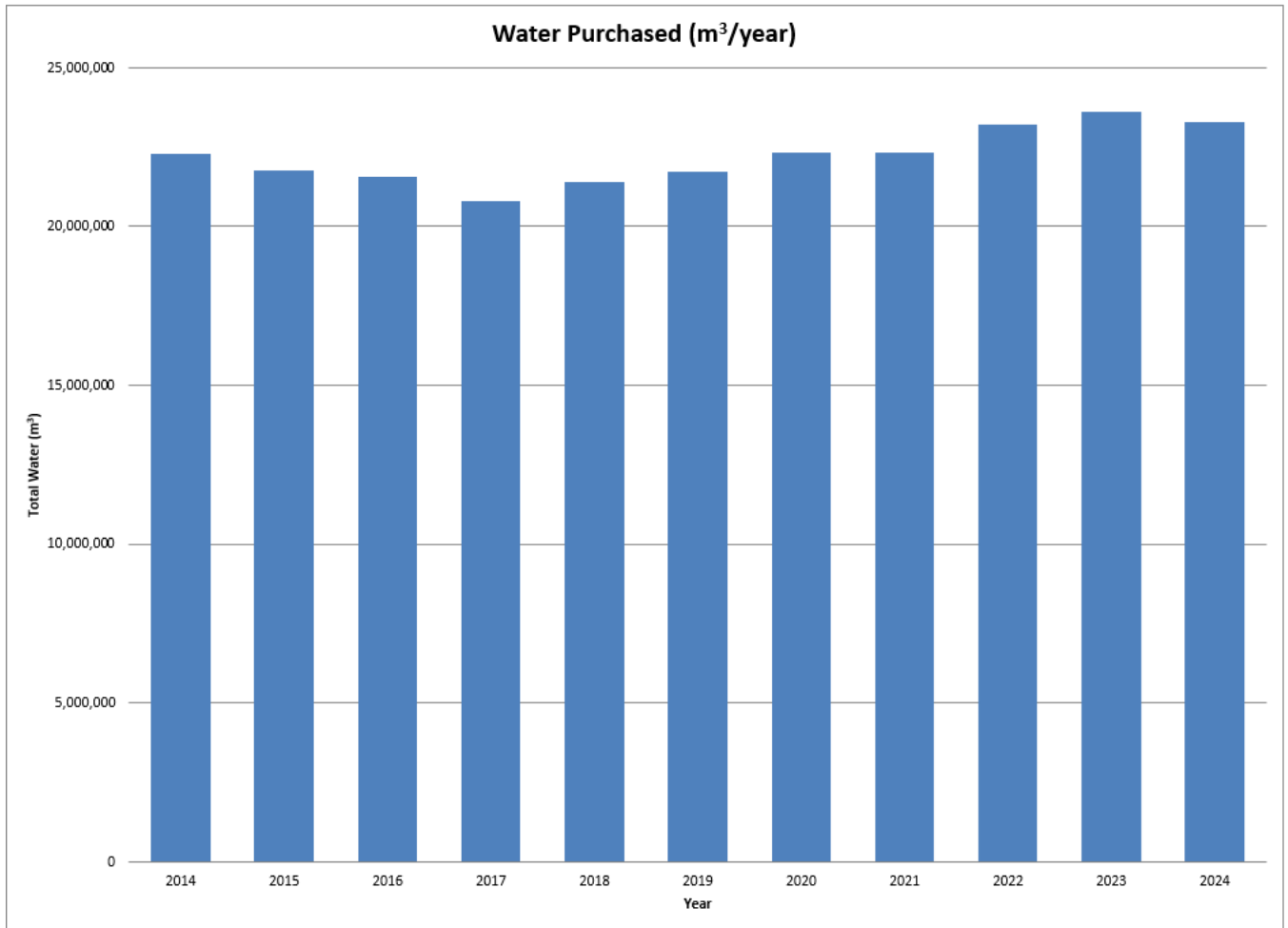
- On-going work related to the Water Asset Management Plan including Levels of Service, Risk and Lifecycle Management.
- Water Consumption Trends – water consumption has increased since 2018 as population growth demands increase. Average residential daily consumption values were decreasing prior to the pandemic but increased in 2020. The 2021- 2023 values decreased slightly; however 2024 benchmarking values are not yet available. Kitchener average residential daily consumption levels are lower than many comparison municipalities (around the 25th percentile). Water purchases are slightly down from 2024.
- Development of additional dashboards including water valve replacement costs and a Cross Connection Control Dashboard.
- Developed a SharePoint site to manage watermain commissioning as well as emergency response.

The Region of Waterloo is progressing on an update to their Water Supply Strategy, to look at current water supply sources, assessing future water demands and investigating possible new water sources. The Strategy will develop and evaluate recommendations to meet future water supply needs in Waterloo Region to 2051. The Water Supply Strategy will build on previous master plans, and will look at:

- Current sustainable water supply sources and water demands.
- Population growth and how it impacts future water demands.
- The gap between today's water supply and tomorrow's needs and resourcing that gap in a sustainable, efficient way.
- The effect of climate change on our water supply resources.

City of Kitchener Water Distribution

DWQMS Management Review



City of Kitchener Water Distribution

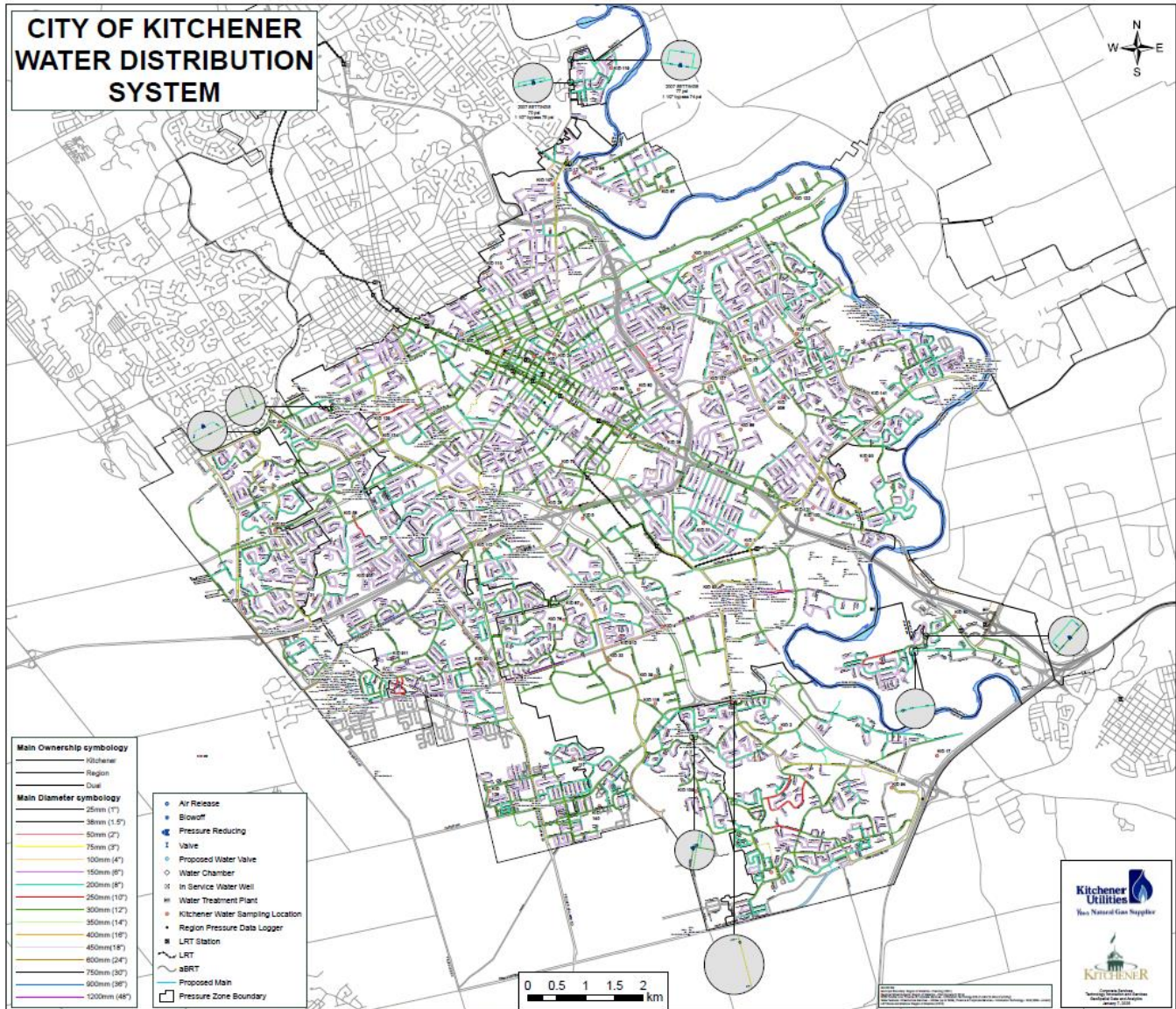
DWQMS Management Review

- Locates - Kitchener Utilities and their Locate Service Provider physically locate gas and water infrastructure for contractors prior to construction and excavation work. Approximately 14,300 locates completed. Locate volumes are driven by customer requests and construction.

Action: No further action required – for information only

Appendix

Water Distribution System Map



REPORT TO: Community and Infrastructure Services Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Greg St. Louis, Director, Gas & Water Utilities 519-783-8792,

PREPARED BY: Angela Mick, Manager, Quality Management and Water Programs, 519-783-8778

WARD(S) INVOLVED: All Wards

DATE OF REPORT: January 15, 2025

REPORT NO.: INS-2025-009

SUBJECT: Summary Water Report - 2024

RECOMMENDATION:

That the 2024 City of Kitchener Summary Drinking Water Report be received for information as required by O.Reg. 170/03 Schedule 22 of the Safe Drinking water Act; and,

further that the City of Kitchener provide a copy of the Summary Drinking Water Report to the Township of Woolwich and the City of Waterloo as required by Schedule 22 of O.Reg. 170/03.

REPORT HIGHLIGHTS:

- The key finding of this report is that the City of Kitchener is in compliance with regulatory water sampling requirements of the reporting period of January 1 to December 31, 2024.
- There are no financial implications of this report.
- The report supports the delivery of core services.

BACKGROUND:

As outlined in Schedule 22 of the Drinking Water Systems Regulation (O.Reg.170/03) of the Safe Drinking Water Act, 2002, a Summary Report is to be prepared and given to the members of the municipal council. The following information is required to be included in this report:

(a) list the requirements of the Act, the regulations, the system's approval and any order that the system failed to meet at any time during the period covered by the report and specify the duration of the failures; and

(b) for each failure referred to in (a), describe the measures that were taken to correct the failure.

The report must also include a summary of the quantities and flow rates of the water supplied during the period covered by the report.

REPORT:

The following matters are reported to Council in accordance with the requirements of the Safe Drinking Water Act, for the period from January 1 to December 31, 2024:

- The Kitchener Distribution System is part of an Integrated Urban System, meaning the Regional Municipality of Waterloo is responsible for water treatment and the development and operation of a trunk water network to distribute treated water to Kitchener, Cambridge, Waterloo, Woolwich, and Wilmot. The Region provides annual summaries for each supply and the information is available on their [website](#) with a link from the Kitchener Utilities (KU) website. Reports from the connected systems have been or will be received.
- A portion of Kitchener (River Ridge area) is supplied by the City of Waterloo. Kitchener supplies water to a small section of Waterloo (Ira Needles area) and water travels through the Kitchener distribution system to Breslau. The City of Waterloo's water quality report is available on their [website](#).
- The Ministry of Environment, Conservation and Parks (MECP) completed an annual inspection from June 11 to June 17, 2024, which covered June 9, 2023 to June 13, 2024. There were no non-compliances found.
- There were 4,232 chlorine residual samples taken and 2,191 bacteriological samples taken within the distribution system. Of these, there were 18 Adverse Water Quality Incidents (AWQI's) reported in this time period (see **Table 1**) and all resamples were clear.
- There were three (3) samples with lead exceedances in the plumbing system and one hydrant within the distribution system. Plumbing lead exceedances are not reported as AWQIs. Two of the three lead exceedances were at the Rockway Community Centre. Previous tests (2019) were below the limits. Additional sampling was undertaken throughout the facility and the high lead was limited to a single faucet. The faucet and tap supply line was replaced and resamples showed that the lead levels were below the limits. Homeowners were provided with test results and information about lead from the Health Unit. The City is not obligated to complete any additional corrective actions other than reporting, unless directed by the Medical Officer of Health for the residential plumbing exceedances.

Summary of AWQIs

An AWQI does not necessarily mean that the water is a risk to the customer. It means that a potential problem has been identified and corrective actions must be taken to resolve the problem. City staff work with ministry staff and the local public health unit to resolve the issue, which generally includes resampling.

Low Chlorine Residual AWQIs

- Low chlorine AWQIs can occur in areas of new subdivisions with no houses yet built. Along with dead end watermains, KU proactively flushes areas with new watermains until there are homes built and water is being used.
- There were four (4) low chlorine adverses associated with the same location – a school at 225 Thomas Slee Drive. Lower chlorine levels can sometimes be experienced in schools or facilities when the facility usage and water usage is lower than normal like in the summer. When the chlorine levels didn't increase after

classes started, the school was contacted and an internal flushing program was commenced. There haven't been low chlorines adverses since implementing the flushing program.

- Dead end watermain and new development flushing is a proactive approach to increase the levels of chlorine in the distribution system. The water is initially disinfected (primary disinfection) at the treatment plant and sufficient chlorine is added to protect the water from microbiological contamination as it travels through the pipes in the distribution system (secondary disinfection). Low chlorine does not pose a threat to human health; to have an impact to human health, there must be microbiological contamination and no, or extremely low, chlorine.

Bacteriological AWQIs

- The presence of total coliform on a test does not necessarily mean the water is unsafe to drink. Coliform bacteria can be found in many different environments. There are several different strains of coliform bacteria. Most are harmless and do not cause illness. Coliform bacteria are used as an "indicator organism" to assess the possibility of other disease-causing organisms, and their detection would prompt further investigation and/or corrective action. It is different than E.coli, which is a bacteria only associated with human or animal faecal matter.
- When total coliform is found, a resample is done using a different technique, which provides a number of total coliforms to analyze in consultation with Public Health and the MECP. Based on a risk assessment of a number of factors including the coliform count, chlorine residuals, and upstream/downstream coliform counts, the requirement for a boil water advisory is determined.
- Eight (8) total coliform AWQIs were at temporary sampling locations (Temp) within reconstruction projects. Reconstruction streets have multiple sample ports and sometimes more than one AWQI would occur on the same day. Temporary watermains are particularly sensitive as they are above ground systems influenced by the water heating up in warmer temperatures. This may increase the potential for bacteriological growth. Warmer weather seems to increase the incidences of Total Coliform. The additional challenge with temporary watermains is the sample port is located outside and subject to unsanitary conditions. Many contractors remove the sampling ports when not in use because they are subject to vandalism/theft. These ports need to be maintained in a sanitary condition between uses. The general nature of reconstruction projects often leads to "false positives", where the results received are more reflective of what is on the sampling tap, rather than what is in the water. Every positive result is reportable, and resampling must occur in accordance with regulations. When the resamples are clear, it is an indication that the issue was with the sampling port, not in the water.

**Table 1 – Adverse Water Quality Incident Summary –
January 1 to December 31, 2024**

#	Adverse Type	AWQI Date (verbal)	AWQI #	Site Name	Site Location	Results/Notes
1	Low Chlorine	May 13	164944	Hydrant 14054	215 Histan Trail	Free=0.04mg/L
2	Total Coliform	June 13	165196	East Ave Temp Main	139 East Ave	TC Present, resample clear
3	Total Coliform	July 19	165665	KID 906	38 Parkview Cres	TC Present, resample clear
4	Total Coliform	Aug. 8	165924	Islington Ave Temp Main	85 Islington Ave	TC Present, resample clear
5	Total Coliform	Aug 13	165995	Wilson Ave Temp Main	221 Wilson Ave	TC Present, resample clear
6	Low Chlorine	Aug 19	166072	KID 124	225 Thomas Slee Dr	Free=0.04mg/L Combined=0.21mg/L
7	Low Chlorine	Aug 23	166077	KID 124	225 Thomas Slee Dr	Free=0.03mg/L Combined=0.20mg/L
8	Low Chlorine	Sept 3	166176	KID 124	225 Thomas Slee Dr	Free=0.04 mg/L Combined=0.08mg/L
9	Low Chlorine	Sept 5	166206	42 Admiral Rd (Reconstruction)	42 Admiral Rd	Free=0.0mg/L Combined=0.0mg/L
10	Low Chlorine	Sept 16	166319	KID 124	225 Thomas Slee Dr	Free=0.02 mg/L Combined=0.25mg/L
11	Total Coliform	Sept 17	166340	Roxborough Temp Main (Stage 2)	15 Admiral Rd	TC Present, resample clear
12	Low Chlorine	Sept 30	166489	KID 141	300 Chicopee Hills Dr	Free = 0.03mg/L, Combined=0.14mg/L
13	Total Coliform	Oct 2	166521	East Ave Temp Main	350 East Ave	TC present, resample clear
14	Total Coliform	Oct 3	166552	Roxborough Temp Main (Stage 2)	15 Admiral Rd	TC present
15	Total Coliform	Oct 4	166566	Roxborough Temp Main (Stage 2)	15 Admiral Rd	TC=1
16	Total Coliform	Oct 5	166578	Roxborough Temp Main (Stage 2)	15 Admiral Rd	TC=1, resamples clear
17	Low Chlorine	Oct 22	166716	Hydrant 2144	40 Dumart Pl	Free=0.03mg/L Combined=0.15mg/L
18	Low Chlorine	Dec 30	167135	KID 140	80 Tartan Ave	Free=0.03mg/L Combined=0.10mg/L

A summary of the quantities of the water supplied by the Regional Municipality of Waterloo during the period covered by the report is noted in **Table 2**. Overall, the 2024 water volumes were slightly lower than 2023; however there are variations on a monthly basis, largely due to weather.

Table 2 - Kitchener Distribution System

Volume of Water Conveyed from the Region of Waterloo Supply System

	2024 Monthly Total (m³)	Average Day (m³)	2023 Monthly Total (m³)	Variance from Previous Year
January	1,953,983	63,032	1,863,148	5%
February	1,794,185	64,078	1,694,195	6%
March	1,846,881	59,577	1,897,631	-3%
April	1,809,609	60,320	1,862,674	-3%
May	1,982,997	63,968	2,109,735	-6%
June	1,965,512	65,517	2,176,111	-10%
July	2,052,059	66,195	2,096,766	-2%
August	2,072,225	66,846	2,003,517	3%
September	2,063,503	68,783	2,009,712	3%
October	1,907,037	61,517	1,965,537	-3%
November	1,812,135	60,405	1,850,343	-2%
December	1,871,431	60,369	1,941,850	-4%
Purchases from Waterloo	159,195		156,103	2%
Total	23,290,753		23,627,322	-1%

STRATEGIC PLAN ALIGNMENT:

This report supports the delivery of core services.

FINANCIAL IMPLICATIONS:

Capital Budget – The recommendation has no impact on the Capital or Operating Budgets.

COMMUNITY ENGAGEMENT:

INFORM – This report has been posted to the City’s website with the agenda in advance of the council / committee meeting. Water quality information is posted on the Kitchener Utilities website.

PREVIOUS REPORTS/AUTHORITIES:

There are no previous reports/authorities related to this matter; however the summary reports are provided on an annual basis with the last report being INS-2024-051

APPROVED BY: Denise McGoldrick, General Manager, Infrastructure Services

REPORT TO: Finance and Corporate Services Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Chris Spere, Director, Engineering Services, 519-783-8897

PREPARED BY: Chris Spere, Director, Engineering Services, 519-783-8897

WARD(S) INVOLVED: Ward 4

DATE OF REPORT: January 16, 2025

REPORT NO.: DSD-2025-080

SUBJECT: New Dundee Road Local Improvement

RECOMMENDATION:

That a By-law to undertake the construction of a sanitary sewer and watermain on New Dundee Road, Regional Road 12, From Pinnacle Drive to 100m east of Robert Ferrie Drive, as a local improvement with petition in accordance with O.Reg. 586/06 be approved in the form shown attached to staff report DSD-2025-080; and,

That the General Manager of Development Services be authorized to approve and execute any agreements required to implement the local improvement project to construct a sanitary sewer and watermain on New Dundee Road as described in staff report DSD-2025-080, to the satisfaction of the City Solicitor.

REPORT HIGHLIGHTS:

- The purpose of this report is to seek authorization to proceed with a resident initiated local improvement to be undertaken by the City of Kitchener under O.Reg 586/06 for the construction of a sanitary sewer and watermain along New Dundee Road (Between 525 New Dundee and 375 New Dundee).
- The key finding of this report is there is adequate support from the benefiting properties for the City to install sanitary and water servicing with full payback from the properties
- The financial implications are that this project is initially funded by the City with payback from the benefiting properties
- Community engagement included a resident led petition and City notification to the properties within the local improvement area
- This report supports the delivery of core services.

BACKGROUND:

Ontario regulation O.Reg. 586/06 – Local Improvement Charges is a regulation that covers work, such as sanitary servicing, that would otherwise be privately completed to be completed by the municipality with no financial burden to the municipality, as the work is

funded by the benefiting property owners. A local improvement is typically petitioned for by benefiting residents and requires support from two-thirds of the impacted properties and that support must represent more than 50% of the total assessed property value of the properties included in the local improvement.

A local improvement, including construction and engineering costs, is wholly funded by the benefiting properties with cost dispersed based on frontage of each property. A cost estimate was included in the petition, and final costs will be determined through a Region of Waterloo tender. The Region of Waterloo is undertaking a reconstruction of this section of New Dundee Road in 2025. The sewer and watermain will be installed through this tender. The project is funded by the City, and all costs are recovered from the benefiting properties. Property owners can elect to pay the balance through their annual tax bill and take up to 10 years to pay this with an annual interest charge.

A resident-led petition for local sanitary service along a portion of New Dundee Road was initiated in the fall of 2024. The City carries the responsibility to review the request to determine the limits and scope of the request. Once received, the City evaluated the request to determine that it was technically, administratively, and economically feasible.

- a) The City determined feasibility based on catchment wide analysis and can confirm that there are no detrimental impacts to public or private property.
- b) The City has determined that the project is economically feasible and the addition to the Regional contract is economically efficient. Staff have also determined that there is adequate funding available to complete the project.
- c) In approving the petition, staff determined the logical project limits of the project (based on the system design requirements and a cost benefits analysis (entire street/sector, etc.)).
- d) The feasibility assessment considered the number of properties that will be affected.
- e) Staff circulated to the Region as regional roads are impacted to ensure that the City can obtain the authority to undertake the work and to assess the feasibility.
- f) The proposal for this local improvement is appropriate in the proposed area and will be cost efficient, minimize disruption, and provides consistent levels of service to adjacent properties.

New Dundee Road is located near the southern border separating Kitchener and North Dumfries, located in Ward 4. Sanitary and water servicing is available in the area, but not within this specific area. Properties within this area are either serviced by private well and septic system or are vacant land.

The City will retain the same consultant who has completed the engineering design for this work including application for permits on behalf of one of the property owners. This work has included all preliminary investigation work such as geotechnical and hydrogeological studies needed to support the design and can be incorporated into the Region of Waterloo's tender and engineering drawings. These costs will be re-imbursed in full by third parties, the benefiting properties.

Staff are seeking council endorsement for a bylaw to accept this local improvement, to support the reduction in special charges for specified properties.

REPORT:

New Dundee Road between Pinnacle Drive and Robert Ferrie Drive contains 12 properties with frontage varying between 25 and 350m and has 9 registered owners. The segment under consideration is approximately 750m in length.

A resident-led petition for local sanitary sewers was initiated in the fall of 2024. On February 4, 2025, the city received a completed petition. Regulations state that more than two-thirds of the owners representing at least one-half of the value of the lots to be specially changed are necessary to consider a petition to have been successful. This petition included support by more than two-thirds of the property owners (9 in favour or 75%) and more than 50% of the assessment value (\$14,082,500 of a total assessment of \$16,738,500 or 84%) of the impacted properties. The properties included in the petition included 375, 398, 404, 410, 424, 425, 430, 448, 508, 583 Pinnacle Drive, 32 Ridgemont Street, and vacant Commercial Land (New Dundee). 508 New Dundee, 583 Pinnacle and the vacant Commercial Land properties did not sign the petition.

The scope of the work will include the installation of a new sanitary sewer and new watermain, with necessary infrastructure components and service connections where a connection can be determined and/or is imminent. Service connections will be charged on a per-lot basis.

Time is of the essence for this work, as the Region of Waterloo is undertaking a reconstruction project in 2025 that includes road improvements along this section of New Dundee Road. Including the sewer and watermain in this project will ensure timing alignment, proper coordination between projects, cost savings, and efficiencies. The Region of Waterloo is a willing partner to accommodate the installation of the servicing.

Following the approval of the by-law, staff will work with the Region to undertake the work. It is acknowledged and anticipated that reduction in special charges will apply to various properties within the Local Improvement Boundary at the discretion of the City Engineer and in accordance with Ontario Regulation 586/06.

Following completion of the work, property owners will be issued a provisional invoice summarizing the costs that associated to each property owner, based on the regulation and benefits associated. Property owners will have the opportunity to appeal the initial assessment to the Court of Revision, who will assess each appeal on their own merits. The Court of Revision will issue decision, for final determination of associated costs, and staff will then bring forward a Special Charges By-law with final Local Improvements Charges which will then be directed to the tax roll. If no appeals are received, staff bring forward a Special Charges By-law for council's consideration.

STRATEGIC PLAN ALIGNMENT:

This report supports the delivery of core services.

FINANCIAL IMPLICATIONS:

Capital Budget – The recommendation has no impact on the Capital Budget.

Operating Budget – The recommendation has no impact on the Operating Budget.

The project will be funded through Sanitary and Water reserves with full payback expected within 10 years.

COMMUNITY ENGAGEMENT:

A resident led petition was completed by property owners to gauge if there was sufficient interest in proceeding with this local improvement and formally submitted to the City. Adhering to standard notification timelines, the City mailed and emailed (were email addresses were provided through the petition) letters to each of the properties to notify them of the next steps which includes notification of the February 24, 2025 committee meeting.

INFORM – This report has been posted to the City’s website with the agenda in advance of the council / committee meeting.

APPROVED BY: Justin Readman, General Manager, Development Services

ATTACHMENTS:

Attachment A - Draft Bylaw

BY-LAW NUMBER
OF THE
CORPORATION OF THE CITY OF KITCHENER

(To authorize the construction of certain works on
New Dundee Road, Kitchener as shown in
Schedule "A" hereto as local improvements)

WHEREAS the Council of The Corporation of the City of Kitchener has received a private petition in favour of undertaking the design, construction and installation of a sanitary sewer and watermain on New Dundee Road between the properties municipally addressed as 525 New Dundee Road and 375 New Dundee Road, pursuant to section 5 of Ontario Regulation 586/06 made under the Municipal Act, 2001, which petition has been determined and certified by the Clerk to be sufficient;

AND WHEREAS the Council of The Corporation of the City of Kitchener has determined that it is desirable that the design, construction, and installation of a sanitary sewer and watermain on New Dundee Road between the properties municipally addressed as 525 New Dundee Road and 375 New Dundee Road (the "Work"), should be undertaken as local improvements;

AND WHEREAS, a notice of this council's intentions to undertake the Work was published on February 10, 2025 in the Waterloo Region Record, a newspaper having general circulation, and in accordance with the requirements of 586/06;

NOW THEREFORE the Council of The Corporation of the City of Kitchener, enacts as follows:

1. That it is desirable that the design, construction, and installation of a sanitary sewer and watermain on New Dundee Road between the properties municipally addressed as 525 New Dundee Road and 375 New Dundee Road should be undertaken as local improvements under the provisions of Ontario Regulation 586/06 made under the Municipal Act, 2001;
2. The estimated cost of the Work is \$2,440,126.00;
3. The owner's share of the cost of the Work is 100%;
4. The City's share of the cost of the Work is 0%;
5. The final cost of the Work will be imposed by a special charge in accordance with Ontario Regulation 586/06 by separate by-law; and,

PASSED at the Council Chambers in the City of Kitchener this
day of _____, A.D. 2025.

Mayor

Clerk

SCHEDULE A

Staff Report



Development Services Department

www.kitchener.ca

REPORT TO: Finance and Corporate Services Committee

DATE OF MEETING: February 24, 2025

SUBMITTED BY: Cory Bluhm, Executive Director, Economic Development,
519-783-8262

Amanda Fusco, Director of Legislative Services & City Clerk,
519-904-1402

PREPARED BY: Lauren Chlumsky, Economic Development Analyst, 519-783-8263

WARD(S) INVOLVED: Wards 8 and 9

DATE OF REPORT: February 6, 2025

REPORT NO.: DSD-2025-065

SUBJECT: Belmont Business Improvement Area Expansion Update

RECOMMENDATION:

For information.

REPORT HIGHLIGHTS:

- The purpose of this report is to provide the results of the statutory circulation process that was undertaken based on the request from the Belmont Business Improvement Area (BIA) to expand its' boundaries.
- The key finding of this report is that the tests of Section 210 of the Municipal Act, 2001 (the Act) were not met, and thus an expansion to the BIA boundary is not permitted. The BIA remains in effect within its' existing boundary area.
- There are no financial implications of this report. With no change to the boundary, there would be no additional funds collected from new properties through a BIA levy.
- Community engagement included formal notice in accordance with Section 210 of the Act, information postcards provided to businesses, two public information sessions held on November 21, 2024, and individual meetings with affected property and business owners.
- This report supports **the delivery of core services.**

BACKGROUND:

A Business Improvement Area (BIA) is a designated geographic area within a municipality where local property owners and businesses join together to oversee beautification, promotion and economic development. A BIA operates as a Board of Management and is established by City Council. Members are subject to an additional levy on top of their municipal property taxes, which is transferred to the Board.

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

The Belmont BIA was established in August 1977 and includes all properties located along Belmont Avenue West between Union Boulevard and Glasgow Street. In September 2024, Council received a request from the Belmont BIA to expand its boundaries through report DSD-2024-372 Belmont BIA Boundary Expansion, which initiated a legislated process to consider the expansion as prescribed by the Municipal Act, 2001 (the Act).

REPORT:

Belmont Village is a vibrant gem nestled between Downtown Kitchener and Uptown Waterloo. One of two BIAs in Kitchener, it is home to independent shops, services, and eateries. As commercial and residential growth continues in the surrounding area, the BIA requested an expansion to its boundaries to enable broader support to more businesses. An expansion to the BIA boundaries requires a legislated process to be undertaken by the municipality, to notify and seek input from affected property owners and businesses. The following offers a description of that legislated process and its application in this request.

Municipal Act Powers

Section 209 of the Act gives authority to a municipal Council to alter the boundaries of an improvement area. Prior to the passing of such a by-law, notice must be sent by prepaid mail to every person who is assessed for relatable property that is in a prescribed business property class within the existing boundaries, as well as in the geographic area that a proposed by-law would add to the improvement area. Property owners who receive notice are required to notify any tenants and to provide the Clerk of the municipality with a tenant list and the share of the taxes that each tenant is required to pay.

A municipality is not permitted to pass a by-law to expand the boundaries of an improvement area if the following conditions are met:

- written objections are received by the Clerk within 60 days;
- the objections have been signed by at least one-third of the total number of persons entitled to notice; and,
- the objectors are responsible for at least one-third of the taxes levied on relatable property in all prescribed business property classes in:
 - a. the improvement area, or
 - b. in the geographic area a proposed by-law would add to the improvement area.

The Clerk determines whether the conditions set out by the Act have been met, and if they are, shall issue a certificate affirming that fact. The determination by the Clerk is final.

Belmont BIA Boundary Process

On September 30, 2024, Council directed staff to give notice of its intent to consider a by-law to change the boundaries of the Belmont BIA. All prescribed notices were prepared and sent by prepaid mail, and available electronically on the city's website, in accordance with the Act by October 15, 2024, initiating the 60-day notification and objection period.

Recipients were required to give a copy of the notice to each tenant of the property and to provide a completed tenant list form to the Clerk by November 14, 2024. Written objections were required to be submitted no later than December 14, 2024.

Upon completion of the prescribed 60-day notification and objection period, the City Clerk determined that the conditions set out in the Act for objections were met:

1. A total of 49 objections were received from property owners and tenants, exceeding the minimum threshold of 46 required to prevent the expansion; and,
2. The objectors were responsible for 67% of the share of the taxes in the geographic area the proposed by-law would add to the existing improvement area, exceeding the minimum threshold of 33% required to prevent the expansion.

The decision of the Clerk on the request to expand is included in Attachment A.

As a result of the prescribed conditions being met, Council is not permitted to pass a by-law to expand the boundaries of the BIA. The Belmont BIA remains in effect within its existing boundary area with no change to its membership.

STRATEGIC PLAN ALIGNMENT:

This report supports **the delivery of core services.**

FINANCIAL IMPLICATIONS:

Capital Budget – The recommendation has no impact on the Capital Budget.

Operating Budget – The recommendation has no impact on the Operating Budget.

COMMUNITY ENGAGEMENT:

INFORM – This report has been posted to the City’s website with the agenda in advance of the council / committee meeting. Notice of the proposed by-law was sent by prepaid mail to every person who is assessed for rateable property that is in a prescribed business property class. In addition to formal notices, the City distributed postcards to affected businesses in the proposed expanded area providing information about the proposed expansion.

CONSULT – Community engagement included two public information sessions held on November 21, 2024, and individual meetings with affected property and business owners as requested. Those affected by the proposed expansion were generally supportive of the existing BIA and the community stewardship BIAs provide. However, concerns were raised about the financial implications of an expansion given the current economic climate. BIAs are self-funded, and an expansion would have imposed a levy on new members, of which the objectors were not supportive. The conditions set out in the Act give affected property owners and businesses legislated authority to directly impact whether an expansion by-law could be considered by Council.

PREVIOUS REPORTS/AUTHORITIES:

- DSD-2024-372 Belmont BIA Boundary Expansion
- *Municipal Act, 2001*

APPROVED BY: Justin Readman, General Manager, Development Services

ATTACHMENTS:

Attachment A – Decision of Clerk on Request to Expand

SENT VIA EMAIL

January 20, 2025

JD Zehr
Chair, Belmont Business Improvement Area (BIA)
678 Belmont Avenue West | Suite 301
Kitchener, ON N2M 1N6

RE: Request from Belmont Business Improvement Area (BIA) to Expand

The Board of Management of the Belmont Business Improvement Area (“the Board”) passed a motion requesting that City of Kitchener Council proceed with the process to expand the Belmont Business Improvement Area (“BIA”) on November 28, 2023. Kitchener Council received the request and passed the following motion at a meeting on September 30, 2024:

That pursuant to Section 209 of the Municipal Act, 2001 (the Act), notice of the proposed by-law to alter the boundaries of the Belmont Business Improvement Area (BIA) be sent to every person who is assessed for rateable property that is in a prescribed business property class which is located within the existing and newly proposed boundaries, as outlined in Attachment 'A' of report DSD-2024-372.

In accordance with section 210 of the Act notice of the proposed by-law was sent by prepaid mail to every person who is assessed for rateable property that is in a prescribed business property class which is located within the existing boundaries of the BIA; as well as in the geographic area the proposed by-law would add to the improvement area.

A municipality shall not approve the expansion of a Business Improvement Area, following notice, if:

- written objections are received by at least one-third of the total number of persons entitled to notice, **and**,
- those who have objected represent;
 - at least one-third of the taxes levied for purposes of the general local municipality levy on rateable property in all prescribed business property classes in the improvement area, or
 - at least one-third of the taxes levied for purposes of the general local municipality levy on rateable property in all prescribed business property classes in the geographic area the proposed by-law would add to the existing improvement area, or
 - in all other cases, at least one-third of the taxes levied for purposes of the general local municipality levy on rateable property in all prescribed business property classes in the improvement area.

Results of the Request to Expand

The City issued 140 notices and received 49 objections from those entitled to notice. To satisfy the first condition of the Act, a total of 46 objections was required. As outlined in the chart below, based on the responses received the first condition, not to expand, was met.

Notices	Responses Received by December 14
Notices Issued pursuant to Section 210(1) (Property Owners and Board Members)	60
Notices Issued pursuant to Section 210(2) (Tenants)	80
Total Number of Persons Entitled to Notice	140
1/3 needed pursuant to Section 210(3)(b)	46
Total Responses Received from Property Owners, Board and Tenants	49

To satisfy the second condition pursuant to the Act, the required total taxes payable must exceed \$1,547,616. The total taxes payable by those that submitted objections was \$2,662,139. As outlined in the chart below, the second condition, not to expand, was met.

2024 Taxes Levied (For City Purposes)	
Total Taxes for Purposes of the general local municipality levy on rateable property in all prescribed business property classes in the improvement area Section 210(3)(c)(i)(A)	\$ 4,642,850.31
Total Taxes levied for purposes of the general local municipality levy on rateable property in all prescribed business property classes in the geographic area the proposed by-law would add to the existing improvement area Section 210(3)(c)(i)(B)	\$3,976,784.89
1/3 of Taxes needed to object under Section 210(3)(c)(i)(A)	\$1,547,616.77
1/3 of Taxes needed to object under Section 210(3)(c)(i)(B)	\$1,325,594.96
Total Taxes of Property Responses Received	\$2,662,139.42

Based on the responses received, the conditions required by the Act to expand the BIA were not satisfied and therefore the request by the Board is not supported. In accordance with the Act, City Council is therefore not permitted to expand the boundary of the BIA.

Sincerely,

Amanda Fusco
Director of Legislated Services & City Clerk