

Operational Guideline for Manitoba Water Suppliers

Public Information Requirements for Manitoba Water Supplies

PURPOSE

This guideline has been established to provide public and semi-public drinking water suppliers throughout the Province of Manitoba with information on the requirement to provide information, records, reports and test results relating to the water system to the general public.

Legislation

[The Drinking Water Safety Act](#) Section 25 states that all water suppliers must make and retain written records relating to the operation of the water system, sampling and other prescribed matters and provide periodic reports to the director or drinking water officer in accordance with the regulations.

Public Information Requirements

The [Drinking Water Safety Regulation](#) (MR 40/2007) sections 33 and 34 requires that all water systems make information related to the water supply available for inspection by the public during normal business hours without charge.

This includes a copy of every analysis result required in the past 24 months under the Act, this regulation an order or a licence; and a copy of every order, permit, advisory and licence that is still in effect.

In addition, all public water systems, regardless of the population served, must make available information as specified in Section 32(2) of MR 40/2007: Contents of annual report.

Annual Reporting Requirements

[Section 32\(1\) of MR 40/2007](#) requires public water systems serving 1,000 or more persons to prepare an Annual Report on the operation of their water system.

The regulation states that a report must be submitted to the Office of Drinking Water by March 31 of each year about the operation of the water system for the preceding calendar year. A copy of the report must be made available to the public and posted on the owner's website.

The purpose of the Public Water System Annual Report is to promote public transparency with regard to drinking water.

Operating Licence

The requirement for annual reporting can be found in the water system licence:

- The Licensee shall submit an annual report to the Director by March 31st of each year on the operation of the water system in the immediately preceding calendar year. The report shall include the information as set out in subsection 32(2) of Manitoba Regulation 40/2007, Drinking Water Safety Regulation.
- The Licensee shall inform the public when an annual report has been prepared and advise them how to obtain a free copy.
- The Licensee shall make a copy of each annual report available to the public at no charge and post it on an internet website within two weeks of the issuance of the report. The annual report shall remain available to the public for at least one year.

Contents of annual report

The public has a right to easy access to information related to the water they drink and the water system that provides that water, including the following:

- A brief description of the water system including its water supply source
- A description of the disinfection methods and other treatment applied, and a summary of the disinfectant residual test results;

- A list of the water quality standards that apply to the system and a summary of the analytical results (for raw and treated water) for each standard;
- A summary of corrective actions taken related to complying with the standards when incidents of failure have occurred;
- A summary of any additional records that have been required by the Office of Drinking Water (ex: turbidity reports, UV maintenance log);
- A description of any Drinking Water Safety Orders issued to the system and the actions taken in response to each one;
- A description of any Boil Water Advisories or Water Quality Notices issued to the system and the actions taken in response to each one;
- A summary of any charges laid on the system pursuant to The Drinking Water Safety Act;
- A description of any major expenses incurred during the reporting year, and anticipated major expenses, to repair, replace, or install equipment; and
- Any other information or description of any other activities that the supplier believes should be communicated (ex: expansion and upgrading plans, water rate adjustments, funding proposals, training initiatives).

The publication of an Annual Report validates the system owner's willingness to be accountable for the quality of water being produced and the condition of the water system. As a result, consumers gain more confidence in their community's water supply and tend to be more understanding when rate increases are required to maintain or improve the system.

Report Distribution:

By March 31 of each year, the water system must submit one copy of the annual report (final) to the responsible Drinking Water Officer. The water supplier must include a covering letter that includes the following information:

- The date (within two weeks) that the report will be available on an Internet website and website address;
- The location where free paper copies are available;
- The method(s) used to notify water users that the report is available.

The annual report must remain available to the public for at least one year.

Office of Drinking Water

Regional [Drinking Water Officers](#) are available for operational and monitoring advice and to provide technical assistance. After hours please call 204-944-4888

For more information related to Manitoba's drinking water and how it is regulated visit: www.manitoba.ca/drinkingwater