

# DRINKING WATER QUALITY AND MONITORING

York Region's water is safe to drink. Your water is distributed by your local city or town and must meet high regulatory quality standards as legislated by the Province of Ontario.

York Region monitors your water quality around the clock to ensure compliance with the [Ontario Drinking Water Quality Standards](#), which identifies more than 100 criteria for safe consumption limits. These criteria are revised frequently by the province to reflect new scientific findings or concerns.



## Frequently Asked Questions

<a href="#">Where does my water come from?</a>	+
<a href="#">How does York Region disinfect my water?</a>	+
<a href="#">Why is my water a different colour?</a>	+
<a href="#">Why does my water have a strange taste or odour?</a>	+
<a href="#">How much sodium is in my water?</a>	+
<a href="#">How much iron is in my water?</a>	+
<a href="#">What is the level of water hardness?</a>	-

"Hard" water contains calcium and magnesium carbonate. When water is "hard," it can be difficult to lather and scale forms in pipes and appliances. Many people choose to install water softeners in their homes to reduce hardness which makes washing easier and prevents mineral buildup.

### Can the level of water hardness affect my health?

There are currently no known negative health effects related to water hardness. Water softeners exchange calcium and magnesium with sodium or potassium. If this is a concern, you could consider a separate un-softened supply for cooking and drinking. Also, there are filtration units and treatments that can remove sodium from your drinking water.

### Hardness Range – Milligrams per Litre of Calcium Carbonate:

- Soft: 0-60
- Moderately hard: 61-120
- Hard: 121-180
- Very hard: More than 180

Groundwater is usually harder than surface water because it travels slowly through sediments that are rich in calcium and magnesium. These sediments dissolve in the water and make it hard. Surface water in general is less likely to dissolve high concentration of minerals, but the water from Lake Simcoe and Lake Ontario tends to be hard. Therefore, the water in York Region is usually hard or very hard.

To convert to grains per gallon, multiply by 0.058417831.

### 2023 Q2 Average Hardness — Milligrams per Litre of Calcium Carbonate:

Ansnoeveldt	116
Aurora	130
Ballantrae	182
Georgina	148
Holland Landing	176
Keswick	149
King City	133
Kleinburg	129
Mount Albert	312
Newmarket	141
Nobleton	247
Queensville	170
Schomberg	282
Stouffville	317
*York Water System — Vaughan	132
*York Water System — Richmond Hill	126
*York Water System — Markham	126

\*The York Water System receives water from Peel Region and the City of Toronto.

<a href="#">What is the level of fluoride in my water?</a>	+
<a href="#">What do I need to know about lead in drinking water?</a>	+
<a href="#">Should I drink tap water or bottled water?</a>	+
<a href="#">How does York Region respond to drinking water contamination?</a>	+

## Water Quality Reporting

### Drinking Water Quality Management Standard (DWQMS)

The Ministry of Environment, Conservation and Parks (MECP) has a Made-in-Ontario drinking water quality management framework. All drinking water systems in Ontario are required to submit an Operational Plan and be registered to the Drinking Water Quality Management Standard (DWQMS). York Region has maintained accreditation to the DWQMS since 2008. This Standard requires utilities to prepare long-term financial plans.

- View the [Drinking Water System Financial Plan](#)
- DWQMS Operational Plan is available upon request

### ISO 9001 Quality Management

York Region's certification to the International Organization for Standardization (ISO) 9001 standard for water operations demonstrates its continued commitment to provide safe drinking water. This internationally recognized standard of excellence focuses on quality management. All water supply and treatment plants and associated facilities, owned by York Region, are registered to ISO 9001. To achieve registration, an organization must establish, implement, maintain and continually improve its activities and business processes. The registration process includes an annual evaluation, review by a third party, and development of an over-arching [Integrated Management System Policy](#).

### Annual Water Quality Reports

The provincial Drinking Water Systems Regulation 170/03 requires York Region to report on our drinking water systems each calendar year. The reports describe the operation of York Region drinking water systems and drinking water quality test results.

Annual water quality reports for 2023:

- [Ansnoeveldt](#)
- [Ballantrae-Musselman's Lake](#)
- [Georgina](#)
  - [Keswick](#)
- [Mount Albert](#)
- [Nobleton](#)
- [Schomberg](#)
- [York Water System](#) (Includes Richmond Hill, Markham and Vaughan)
  - [Aurora](#)
  - [Holland Landing](#)
  - [King City](#)
  - [Kleinburg](#)
  - [Newmarket](#)
  - [Sharon/Queensville](#)
  - [Stouffville](#)

This regulation also requires an annual report to be provided to Regional Council summarizing compliance, water quantity and capacity.

- [View the 2022 Drinking Water System Report](#) to Regional Council - April 27, 2023

### Archive

- [2022 Drinking Water System Report](#)
- [2021 Drinking Water System Report](#)
- [2020 Drinking Water System Report](#)
- [2019 Drinking Water System Report](#)
- [2018 Drinking Water System Report](#)
- [2017 Drinking Water System Report](#)

### Open Data

Open Data offers easy access to government data. York Region releases a subset of annual reporting data through Open Data, including water quality and capacity data. Visit the [Open Data Portal](#) and search "annual drinking water systems data report".

### Related Resources

- [Environment Resources](#)
- [Province of Ontario Drinking Water webpage](#)

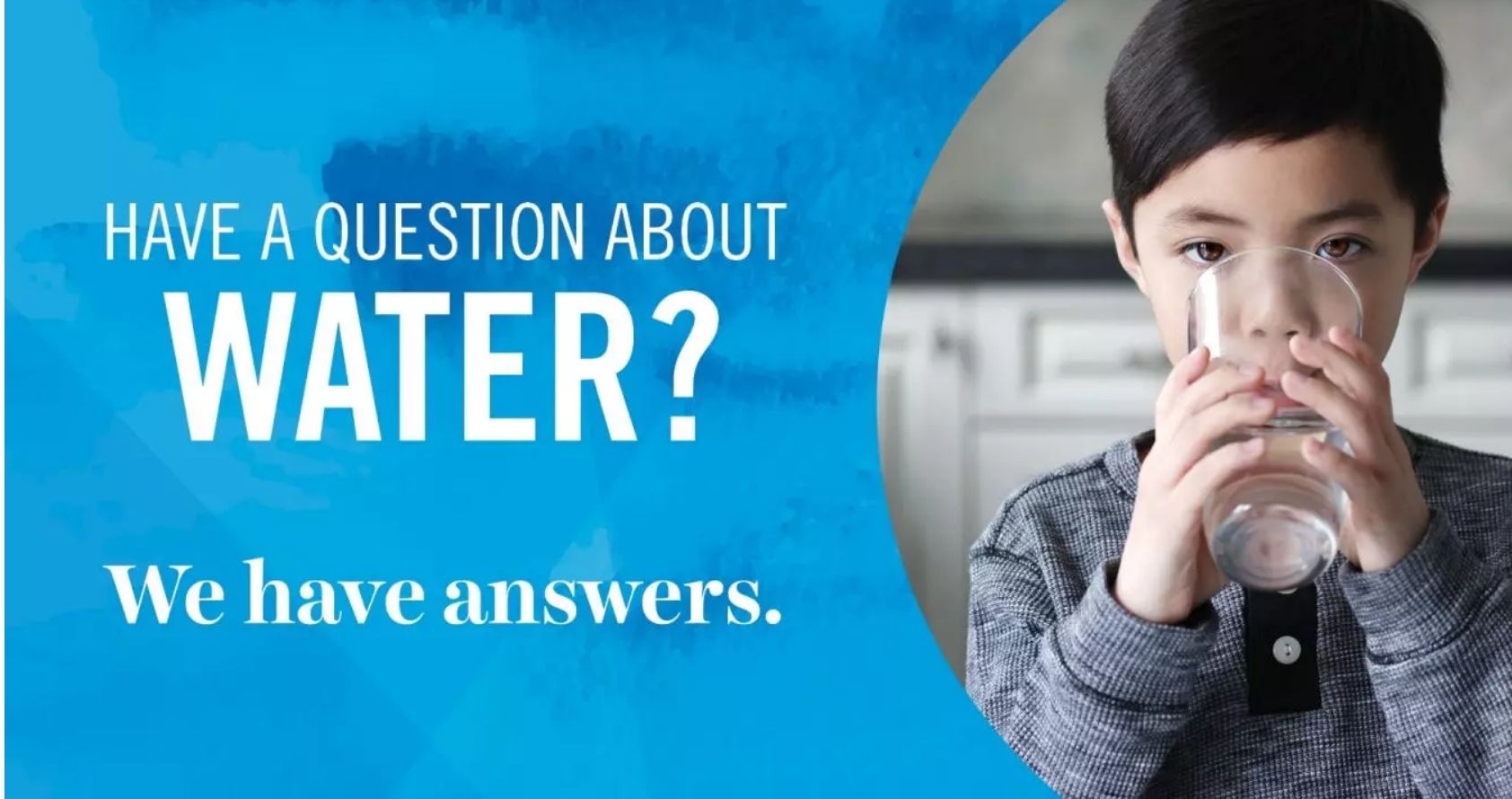
### Interactive Report Highlights

Use the self-service dashboard for interactive reporting data for each drinking water system in York Region.

Accessible formats or communication supports are available upon request. Please contact [AccessYork@york.ca](mailto:AccessYork@york.ca) or call 1-877-464-9675.

This tool is optimized for viewing on a desktop computer.

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MOBILE DRINKING WATER TRAILER	
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STUDENT WATER CONSERVATION PROGRAMS	
UPPER YORK SEWAGE SOLUTIONS	
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WATER AND WASTEWATER CONSTRUCTION PROJECTS	
WATER AND WASTEWATER MASTER PLAN	



## YOUR WATER

Safe. Reliable. Clean. Affordable. Convenient. Learn how our hidden water system works, why it's important and how we are all connected to it.

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