

The Ontario Drinking-Water Systems Regulation  
(O. Reg. 170/03)

# Guide 1: Does the Regulation apply to me?

## A Guide for Owners and Operators of **Non-Municipal Year-Round Residential Drinking Water Systems**

Please Note: The requirements in this Guide may be subject to change given the Ministry's intention to propose technical amendments to O. Reg. 170/03 by the end of June 2005, as outlined in the Ministry's EBR Posting – "Broad Policy Proposal for the Regulation of Drinking Water Systems in Ontario". More information on this proposal can be found on the EBR Registry at <http://www.ene.gov.on.ca/envregistry/025314ep.htm>.

Ontario Ministry of the Environment  
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*Protecting our environment.*



Ontario

**This publication is provided for information purposes only.**

This guide is the first part of a four-guide kit designed to assist owners and operators of non-municipal year-round residential drinking water systems to more fully understand their responsibilities in delivering safe, clean drinking water. However, readers are advised against using this document for compliance purposes. Reference should always be made to the text of the Drinking-Water Systems Regulation (O. Reg. 170/03) and the *Safe Drinking Water Act, 2002* to ascertain an owner/operator's specific legal requirements and to determine whether or not a system is in compliance. The Act and its regulations may be obtained from Ontario's e-laws website at [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca) or by calling the Ministry's Public Information Centre at 1-800-565-4923.

**This Guide is designed to be user-friendly.**

The right-hand, shaded column summarizes the contents of each section and highlights the basic requirements under the regulation and **should be read first**. The left-hand side of the page contains the regulatory details needed to meet your regulatory responsibilities, as well as any section(s) of the regulations referred to on the page. It is recommended that you refer to the text of the regulation itself for full compliance instructions.

At the end of this Guide, you will find details about the next steps you need to take to meet your obligations under Regulation 170/03. Sources of additional information, including the other guides in this kit, are also provided.

**Remember, this Guide is only a first step in making sense of the Ontario Drinking-Water Systems Regulation.**

To be clear about your specific legal requirements, you must refer to the text of the Drinking-Water Systems Regulation (O.Reg.170/03) and the *Safe Drinking Water Act, 2002*. You can access these at [www.ene.gov.on.ca](http://www.ene.gov.on.ca) under the section on Ontario's Water, or by calling our Public Information Centre at 1-800-565-4923.

**Making Sense of the Ontario Drinking-Water Systems Regulation (O. Reg.170/03)**

This Guide will help you, as an owner and/or operator of a non-municipal year-round residential drinking water system; understand how the Drinking-Water Systems Regulation (O. Reg. 170/03) affects you. This Guide will give you the information you need to:

- understand why we needed a new Drinking-Water Systems Regulation;
- decide if the regulation applies to you and your drinking water system;
- learn what exactly your regulatory responsibilities may be; and
- determine how to get started in meeting these responsibilities.

## Regulation sets standards to better protect drinking water

Ontario's Drinking-Water Systems Regulation (Ontario Regulation 170/03), made under the *Safe Drinking Water Act, 2002*, came into force on June 1st, 2003. It replaced both the Drinking Water Protection Regulation for Larger Waterworks (O. Reg. 459/00) and the Drinking Water Protection Regulation for Smaller Waterworks Serving Designated Facilities (O. Reg. 505/01). The Drinking-Water Systems Regulation addresses:

- municipal residential and non-municipal year-round residential drinking water systems and any drinking water systems that provide water to designated facilities. Designated facilities serve groups that are more sensitive to contaminants in drinking water facilities, such as schools, day cares, health-care centres and social-care facilities;
- approval requirements;
- minimum levels of treatment (and applications for relief from those treatment requirements);
- schedules for operational checks, sampling and testing;
- who can operate your system, conduct checks, collect samples and perform tests;
- the testing of all drinking water samples by a licensed laboratory;
- reporting adverse test results and other problems;
- corrective action for different types of indicators of adverse water quality;
- warning notices;
- the preparation and submission of annual reports; and
- the retention of documents and records.

Non-residential and seasonal residential drinking water systems were previously regulated under O. Reg. 170/03. With recent amendments, non-residential and seasonal residential drinking water systems that do not serve designated facilities are now regulated under O. Reg. 252/05.

## What is the Drinking-Water Systems Regulation?

The Drinking-Water Systems Regulation (Ontario Regulation 170/03), made under the *Safe Drinking Water Act, 2002* (SDWA), sets forth the legal requirements for owners and operators of municipal residential, and non-municipal year-round residential drinking water systems, and any drinking water system that provides water to a designated facility. The Regulation came into effect on June 1, 2003. It replaced Ontario Regulations 459/00 and 505/01.

The Ontario Ministry of the Environment has prepared a "Compendium to Drinking-Water Systems Regulation (170/03)" that describes the regulatory provisions in more detail. This and a number of additional resources, including links to drinking water-related statutes, regulations and procedures, can be accessed through the Ministry's website at [www.ene.gov.on.ca](http://www.ene.gov.on.ca). See the back page of this publication for details.

Non-residential and non-municipal seasonal residential drinking-water systems that do not serve designated facilities are regulated under O. Reg. 252/05.

## Other regulations under the *Safe Drinking Water Act (SDWA)*

- **O. Reg. 252/05 – Non-Residential and Non-Municipal Seasonal Residential Systems that Do Not Serve Designated Facilities**
- **O. Reg. 128/04 – Certification of Drinking-Water Systems Operators and Water Quality Analysts**
- **O. Reg. 248/03 – Drinking-Water Testing Services**
- **O. Reg. 169/03 – Ontario Drinking-Water Quality Standards**
- **O. Reg. 171/03 – Definitions of Words & Expressions Used in the Act**
- **O. Reg. 172/03 – Definition of “Deficiency” and “Municipal Drinking-Water System”**
- **O. Reg. 173/03 – Schools, Private Schools and Day Nurseries** (Sets requirements for the weekly flushing of plumbing systems by schools, private schools and day nurseries.)

The Drinking-Water Systems Regulation and all the supporting regulations are available on-line at [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca). See the back page of this guide for details.

The Drinking-Water Systems Regulation refers to the two procedures listed below. These procedures are technical documents that constitute legal requirements under the regulation. They provide detailed instructions for the proper operation of your drinking water system.

### **Procedure for Disinfection of Drinking Water in Ontario,** Ministry of the Environment, originally dated April 16, 2003 (as amended from time to time)

This procedure deals with the design of filtration and disinfection facilities to obtain the required treatment performance. It supersedes MOE Procedure B13-3, “Chlorination of Potable Water Supplies in Ontario”, dated January 2001.

### **Procedure for Corrective Action for Systems Not Currently Using Chlorine,** Ministry of the Environment, originally dated April 16, 2003 (as amended from time to time)

This document provides procedures for corrective action related to adverse microbiological test results from drinking water samples taken. It applies to drinking water systems that are not currently required to have treatment equipment installed.

## **What Additional Regulations and Procedures Govern Drinking Water Systems in Ontario?**

In addition to the Drinking-Water Systems Regulation (O. Reg. 170/03), there are seven regulations under the *Safe Drinking Water Act* that set out legal requirements for non-residential and seasonal residential drinking water systems that do not serve designated facilities, drinking water standards, operator training and certification, and laboratories.

The Drinking-Water Systems Regulation (O. Reg. 170/03) references two procedures. These are technical documents referenced in a regulation and constitute legal requirements under that regulation. They provide more detailed instructions for the proper operation of your drinking water system.

Copies of the relevant regulations and procedures can be obtained through the Ministry of the Environment’s website at [www.ene.gov.on.ca](http://www.ene.gov.on.ca).

## Regulation 170/03 Coverage

The Drinking-Water Systems Regulation (O. Reg. 170/03) applies to you if you own or operate a non-municipal year-round residential system, a large or small municipal residential system or any drinking water system that provides water to a designated facility.

However, Regulation 170/03 does not apply to:

- large municipal non-residential systems unless they serve a designated facility;
- small municipal non-residential systems unless they serve a designated facility;
- small non-municipal non-residential systems unless they serve a designated facility;
- large non-municipal non-residential systems unless they serve a designated facility;
- non-municipal seasonal residential systems unless they serve a designated facility; and
- facilities connected to municipal systems or other regulated systems. If you are connected to and your water comes directly from a municipal system or other regulated system, AND all your piping is plumbing under the building code, then the Drinking-Water Systems Regulation does not apply to you and nothing is required of you.

Note: If your drinking water system is connected to and obtains all of its water from another drinking water system that provides secondary disinfection in accordance with the regulation, and the owner of the system providing the water has agreed in writing:

- (1) to ensure that the secondary disinfection equipment is operated so that at all times and at all locations of your distribution system the required free or combined chlorine residual is maintained (whichever applies), and
- (2) to sample and test the water in the distribution system of the system that obtains the water as if it were part of the distribution system of the system providing the water,

you are exempt from most of the requirements of O. Reg. 170/03. See sections 5 and 6 of the regulation for more details.

Further details of the requirements, including information on regulatory relief provisions (such as relief from treatment) for non-municipal year-round residential drinking water systems can be found in this resource package as Guide 2.

## Is My System Covered under the Drinking-Water Systems Regulation?

Ontario's Drinking-Water Systems Regulation (O. Reg. 170/03) provides regulatory coverage to municipal residential systems, non-municipal year-round residential systems and systems that supply water to designated facilities.

However, relief from treatment may be allowed for certain non-municipal year-round residential drinking water systems. Regulatory relief will be discussed in further detail in Guide 2.

See Section 4 for application of the Drinking-Water Systems Regulation (O. Reg. 170/03).

## **This guide is for Non-Municipal Year-Round Residential Drinking Water Systems.**

### **Year-Round Residential Systems**

Defined as a drinking water system that serves six or more private residences, or a trailer park or campground with six or more service connections, and the system is not a seasonal system. For example, a system in this category may serve an apartment building, a private subdivision, a condominium or townhouse complex, a mobile home park, a year-round private cottage development<sup>1</sup>, or a year-round trailer park or campground.

### **The following 3 categories of systems are regulated under O. Reg. 252/05 as long as they do not serve designated facilities.**

#### **Seasonal Residential Systems**

Defined as a drinking water system that serves six or more private residences, or a trailer park or campground with six or more service connections, where the system is a seasonal system<sup>2</sup>. For example, a system in this category would shut down seasonally (for at least two months of the year) and typically serve a private cottage development, or a trailer park or campground.

#### **Small Non-Residential Systems**

Defined as a drinking water system that serves, for example, a hotel, resort, restaurant, gas station, church, campground (with less than six service connections), a designated facility (see footnote 5 on the next page) or other public facility (see footnote 6 on the next page), and is not capable of supplying drinking water at a rate greater than 2.9 litres per second (equivalent to 250,000 litres/day).

#### **Large Non-Residential Systems**

Defined as a drinking water system that serves, for example, an industrial facility, hotel, resort, trailer park or campground (with less than six service connections), or a large designated facility (see footnote 5 on the next page), and is capable of supplying drinking water at a rate greater than 2.9 litres per second (equivalent to 250,000 litres/day).

#### **Additional Notes:**

- Water used for drinking water purposes does not include water that is used for agriculture, landscaping, industrial or manufacturing operations (including food manufacturing or processing), and swimming pool or skating rink maintenance purposes.

### **Systems serving designated facilities are regulated under the Drinking-Water Systems Regulation (O. Reg. 170/03).**

Designated facilities are listed in the Regulation (see footnote 5 on the next page). Systems that fall into any of the above categories may also serve a designated facility. Systems that supply water to designated facilities are regulated under O. Reg. 170/03.

## **What are the Categories of Regulated Drinking Water Systems?**

Regulatory requirements are tailored, in part, according to the category and size of a particular drinking water system. The categories of systems that are regulated under the Drinking-Water Systems Regulation (O. reg. 170/03) are:

- Non-Municipal Year-Round Residential Systems
- Large Municipal Residential Systems
- Small Municipal Residential Systems
- Systems that serve designated facilities.

### **This guide is designed to assist owners of Non-Municipal Year-Round Residential Systems.**

The next page will help you to determine if you are a non-municipal year-round residential system.

See Section 1 of O. Reg. 170/03 for the categories of drinking water systems set forth under the Drinking-Water Systems Regulation.

<sup>1</sup> Cottages are normally defined as private residences for the purposes of the Regulation, unless they are used primarily for the purpose of renting to the travelling public.

<sup>2</sup> A "Seasonal System", as defined in O. Reg. 170/03, is (1) any system that will not be operated for at least 60 consecutive days during any 365-day period, or (2) does not operate for at least 60 consecutive days in every period that begins on April 1st in one year and ends on March 31st in the following year.

## Begin by answering these questions ...

### Question One

Does your non-municipal drinking water system serve six or more private residences<sup>3</sup> or a trailer park/campground with six or more service connections?

If YES, your system could fall within:

- \* Year-Round Residential (Go to Question Two) , or
- \* Seasonal Residential (Go to Question Two).

If NO, your system could fall within:

- \* Large Non-Residential (Go to Question Three), or
- \* Small Non-Residential (Go to Question Three).

### Question Two

If you answered YES to Question One, does your system operate seasonally<sup>4</sup>?

- \* If YES, your system is Seasonal Residential.
- \* If NO, your system is Year-Round Residential.

### Question Three

If you answered NO to Question One, is your system capable of supplying drinking water at a rate of greater than 2.9 litres per second? (Refer to pages 9-11, to determine your system's capability.)

- \* If YES, your system is a Large Non-Residential.
- \* If NO, your system may be a Small Non-Residential (Go to Question Four).

### Question Four

If you answered NO to Question Three, do you serve a designated facility<sup>5</sup> or public facility<sup>6</sup>?

- \* If YES, your system is a Small Non-Residential.
- \* If NO, your system is NOT subject to the Regulation and you have no requirements.

**If you determine that you are a:**

- **Non-Municipal Seasonal Residential system, or**
- **Large Non-Municipal Non-Residential system, or**
- **Small Non-Municipal Non-Residential system,**

**This guide is not for you.** These systems are regulated under O. Reg. 252/05, unless you serve a designated facility. Consult the Ministry of the Environment's website at: [www.ene.gov.on.ca](http://www.ene.gov.on.ca) for guides related to your specific category of system.

## How Do I Determine the Appropriate Category of My Non-Municipal Drinking Water System?

It is very important that you understand which category of non-municipal drinking water system your system falls within. To make this process as easy as possible, this guide will walk you through a series of questions that will help determine the appropriate category of drinking water system.

Before you begin, ensure that your system is a non-municipal system. It must not be owned by a municipality. This guide is NOT for any system that is owned by a municipality.

**This guide will be for you only if you determine that you own a non-municipal year-round residential system.**

<sup>3</sup> A "Private Residence", as defined in O. Reg. 171/03, is a dwelling place occupied for an extended period of time by the same persons, if, (a) the residents have a reasonable expectation of privacy, (b) food preparation, personal hygiene, and sleeping accommodations are not communal in nature, and (c) any use of the dwelling place by a resident for a home occupation, trade, business, profession or craft is secondary to the use of the dwelling place as a residence and does not use more than 25 per cent of the indoor floor area.

<sup>4</sup> A "Seasonal System", as defined in O. Reg. 170/03, is (1) any system that will not be operated for at least 60 consecutive days during any 365-day period, or (2) does not operate for at least 60 consecutive days in every period that begins on April 1st in one year and ends on March 31st in the following year.

<sup>5</sup> A "Designated Facility", as defined in O. Reg. 170/03, is: a children's camp; a delivery agent care facility; a health care facility; a school or private school; a social care facility; or a university, a college of applied arts and technology, or an institution with authority to grant degrees

<sup>6</sup> A "Public Facility", as defined in O. Reg. 170/03, is: a food service establishment; a place that operates primarily for the purpose of providing overnight accommodation to the travelling public; a trailer



## What are GUDI drinking water systems?

The following drinking water systems are considered systems that obtain water from groundwater under the direct influence of surface water (GUDI)<sup>7</sup>:

1. A drinking water system that obtains water from a well that is not a drilled well or from a well that does not have a watertight casing that extends to a depth of at least 6 metres below ground level.
2. A drinking water system that obtains water from an infiltration gallery.
3. A drinking water system that is not capable of supplying water at a rate of 0.58 litres per second and that obtains water from a well, any part of which is within 15 metres of surface water.
4. A drinking water system that is capable of supplying water at a rate of 0.58 litres per second and that obtains water from an overburden well, any part of which is within 100 metres of surface water.
5. A drinking water system that is capable of supplying water at a rate of 0.58 litres per second and that obtains water from a bedrock well, any part of which is within 500 metres of surface water.
6. A drinking water system that has been contaminated by surface water.
7. A drinking water system for which a written report has been prepared by a professional engineer or professional hydrogeologist that concludes that the system's raw water supply is groundwater under the direct influence of surface water and that includes a statement of his or her reasons for reaching that conclusion.

### Possible Exceptions:

If a written report has been prepared by a professional engineer or professional hydrogeologist that concludes that your system's groundwater supply is not under the direct influence of surface water and includes a statement of his or her reasons for reaching that conclusion, the above deeming rules do not apply to your system.

## How Do I Determine if My Groundwater System is Under the Direct Influence of Surface Water (GUDI)?

Your regulatory requirements depend on your water source. For example, owners of certain systems can apply for an exemption from the minimum treatment requirements UNLESS they obtain their water from a surface water source or a groundwater source directly influenced by a surface water source.

The Regulation provides instructions for determining whether your raw water supply is under the direct influence of surface water. These systems are called GUDI systems, and are subject to the same requirements as surface water systems. If you are not sure if you operate a GUDI system, please review the attached list.

If your system is deemed to be a GUDI under the Regulation, follow the regulatory requirements for surface water drinking water systems. If your system is not deemed to be a GUDI, follow the regulatory requirements for groundwater systems.

See Section 2 for determining whether a drinking water system is a GUDI system under the Drinking-Water Systems Regulation (O. Reg. 170/03).

park or campground; a marina; a church, mosque, synagogue, temple or other place of worship; a recreational camp; a recreational or athletic facility; a place, other than a private residence, where a service club or fraternal organization meets on a regular basis; or any place where the general public has access to a washroom, drinking water fountain or shower.

<sup>7</sup> According to section 2 of the Drinking-Water Systems Regulation (O. Reg. 170/03).

To ensure that you have accurately categorized your drinking water system under O. Reg. 170/03, you must register on the Ministry of the Environment's Drinking Water Information System (DWIS).

Registration on this system also allows you to make submissions to the Ministry; as specified by the provisions of O. Reg. 170/03.

The Drinking Water Information System gathers, in one place, information about municipal and non-municipal drinking water systems across the province. This information will help the province, municipalities and non-municipal systems meet our shared commitment to safe, clean drinking water for the people of Ontario.

A new user must first register in order to obtain the drinking water system number, user name and password needed to use DWIS.

To register your drinking water system in DWIS, the owner has to make three submissions:

- A *Drinking Water System Categorization* questionnaire,
- A *Drinking Water System Profile* questionnaire, and
- A *Laboratory Services Notification Form*.

To access the Drinking Water System Registration, go to the Ministry of the Environment's homepage at [www.ene.gov.on.ca](http://www.ene.gov.on.ca), click on Water, and then click on Drinking Water Information System. You will access the DWIS main page ([www.ene.gov.on.ca/environet/DWIS/index.htm](http://www.ene.gov.on.ca/environet/DWIS/index.htm)). Click on eForm and follow the onscreen instructions as you complete a *Drinking Water System Categorization* and a *Drinking Water System Profile* for your system. Once you have registered, you will be sent an email with your drinking water system number, user name and password.

Once you have access to DWIS, you will be able to log in. DWIS can be accessed from the Ministry's homepage at [www.ene.gov.on.ca](http://www.ene.gov.on.ca), click on Water, and then DWIS. Once at the DWIS main page ([www.ene.gov.on.ca/environet/DWIS/index.htm](http://www.ene.gov.on.ca/environet/DWIS/index.htm)) click on DWIS to access a log-in screen where you must enter your user name and password.

You must then complete a *Laboratory Services Notification Form* to inform the Ministry of the Environment about which licensed laboratory you will use to analyze your drinking water samples.

To submit other notices and reports, you will need to select the option from the main menu and follow the on-screen instructions. You can also access DWIS from your local Government Information Centre.

For assistance with the registration of your Drinking Water system, call 1-866-793-2588.

### **What happens if you do not have access to the internet?**

The Ministry of the Environment requires electronic submission of information. However, you may be authorized to make paper submissions under special circumstances (e.g. if you do not have internet access).

To pursue this option, you must send a letter requesting non-electronic submission due to the unavailability of internet access to:

The Director  
Drinking Water Program Management Branch  
2 St. Clair West  
Toronto, Ontario, M4V 1L5

When using this option, you will receive a paper package. You must then complete the necessary forms and return them to the Ministry of the Environment as soon as possible. The Ministry will input the information you send into DWIS on your behalf.

## **The Next Step ... Registration**

Now that you've completed all the steps to determine your drinking water system is a non-municipal year-round residential system, you will want to **confirm the drinking water system category** your system fits under.

You can do this by registering on the Ministry of the Environment's Drinking Water Information System. You must complete the *Drinking Water System Categorization*, and *Drinking Water System Profile* questionnaires along with a *Laboratory Services Notification Form*. You can do this one of two ways:

1. To register online, go to the Ministry's homepage at [www.ene.gov.on.ca](http://www.ene.gov.on.ca), click on Water, and then click on Drinking Water Information System. Follow the on-screen instructions.
2. To access DWIS and obtain more information, you can also visit your local Government Information Centre. To find a centre near you, call 1-800-267-8097.
3. You may be authorized to make paper submissions under special circumstances (i.e. if you do not have internet access).

For registration assistance, please call 1-866-793-2588.

**This is the first guide in a four-guide resource package.**

The Ontario Ministry of the Environment has prepared a series of guides for regulated non-municipal year-round residential drinking water systems. If you do not have a copy of the relevant guides, please contact the nearest Ministry office for a copy, download an electronic version from the Ministry's website at [www.ene.gov.on.ca](http://www.ene.gov.on.ca), or call our Public Information Centre at 1-800-565-4923. See the back page of this guide for other sources of information.

**Guide 1, Does the Regulation Apply to Me?**

**Guide 2, Meeting my responsibilities under O. Reg. 170/03.**

- Non-Municipal Year-Round Residential Systems

**Guide 3, How to Collect Drinking Water Samples**

**Guide 4, Glossary of Terms**

Note: reference should always be made to the text of the Drinking-Water Systems Regulation (O. Reg. 170/03), the *Safe Drinking Water Act*, 2002, and the other related regulations and procedures to ascertain an owner/operator's specific legal requirements. See back cover for details.

**Finally, Obtain the Specific Information You Need to Meet Your Responsibilities.**

Now that you have identified the category of your drinking water system, and whether it is considered under the direct influence of a surface water source, you are ready to investigate further your regulatory responsibilities under the Drinking-Water Systems Regulation (O. Reg. 170/03).

If you do not have a copy of the relevant guides listed on the left hand side of this page, please contact the nearest Ministry office for a copy, or download an electronic version from the Ministry's website at [www.ene.gov.on.ca](http://www.ene.gov.on.ca). See the back cover for details.

## How do I obtain the documents and contact information I need?

<p><b>How can I obtain a copy of the Drinking-Water Systems Regulation and additional information on my regulatory responsibilities?</b></p>	<p>Visit the Ministry website at <a href="http://www.ene.gov.on.ca">www.ene.gov.on.ca</a>, click on “Water” then scroll down the page and click on “Drinking-Water Systems Regulation – Information Page” (<a href="http://www.ene.gov.on.ca/envision/water/sdwa/dwsr.htm">http://www.ene.gov.on.ca/envision/water/sdwa/dwsr.htm</a>). This will take you to a full page of links to key documents, technical updates, laboratory licencing information, legislation and regulations, forms, general information and related documents. Or contact the Ministry’s Public Information Office toll-free at 1-800-565-4923, or at 416-325-4000 in Toronto.</p>
<p><b>How do I find a licensed laboratory for analyzing my drinking water samples?</b></p>	<p>Check the Ministry website for a list of laboratories licensed to perform drinking water testing under the <i>Safe Drinking Water Act</i>, available at: <a href="http://www.ene.gov.on.ca/envision/water/sdwa/licensedlabs.htm">http://www.ene.gov.on.ca/envision/water/sdwa/licensedlabs.htm</a>. You can also call the Ministry of the Environment Laboratory Licencing Administrator at 416-235-6370.</p>
<p><b>How do I contact the Local Medical Officer of Health or the Public Health Unit for my community?</b></p>	<p>Check the “Blue Pages”, under the heading “Health”, in your local telephone directory for the listing of your public health unit. You can also visit the website of the Ministry of Health and Long-Term Care (MOHLTC) at <a href="http://www.health.gov.on.ca">www.health.gov.on.ca</a>, or call the MOHLTC info-line at 1-800-268-1154, or 416-314-5518 in Toronto.</p>
<p><b>Where can I find the nearest local or regional office of the Ministry of the Environment?</b></p>	<p>Check the “Blue Pages”, under the heading “Environment”, in your local telephone directory. You can also visit the Ministry website at <a href="http://www.ene.gov.on.ca">www.ene.gov.on.ca</a> and look under the heading “About the Ministry” on the home page. Or contact the Ministry’s Public Information Office toll-free at 1-800-565-4923, or at 416-325-4000 in Toronto.</p>
<p><b>Where can I find more information on training and certification of system operators?</b></p>	<p>Contact the Ontario Environmental Training Consortium (OETC) through its website at <a href="http://www.oetc.on.ca">www.oetc.on.ca</a>, or by telephone at 905-796-2851. For more information, the new Certification of Drinking-Water System Operators and Water Quality Analysts Regulation (O. Reg. 128/04) is available at: <a href="http://www.e-laws.gov.on.ca/DBLaws/Regs/English/040128_e.htm">http://www.e-laws.gov.on.ca/DBLaws/Regs/English/040128_e.htm</a>.</p>