

Ministry of the Environment,
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Drinking Water and Environmental
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Ministère de l'Environnement, de la
Protection de la nature et des Parcs
Division de la conformité en matière d'eau
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April 26, 2022

Dear Owners, Operators and Operating Authorities of Drinking Water and Wastewater Systems,

With the expiry of Emergency Orders continued under the *Reopening Ontario (A Flexible Response to COVID-19) Act, 2020* (ROA) on April 27, 2022, please be advised that the use of emergency substitute operators at drinking water and wastewater systems across the province will no longer be permitted under the authority of the act after April 27, 2022. If a municipality in which a system is located has its own drinking water or wastewater related emergency declaration or order(s) in effect, please refer to Ontario regulations [128/04](#), [129/04](#), [170/03](#), and [248/03](#) to determine if the emergency provisions continue to apply.

Please note: After emergency orders continued under the ROA expire, if a system is reaching a critical situation, the ministry has the authority to issue a Director's Order to enable the system owner or operating authority to employ emergency substitute operators under supervision on a short-term basis. A Director's Order may be issued if a municipality has not declared local emergency.

In the event that your drinking water or wastewater system faces any difficulties that may lead to a break in continuity of operations such as staffing, equipment or chemical shortages, please immediately inform the ministry's Spills Action Centre at: 1-800-268-6060.

The ministry's Operator Workforce Matching Portal will continue to be available to systems seeking certified operator resources. The portal will be updated by April 27, 2022, to only include operator profiles of individuals who hold valid certificates and licences who have registered on the portal.

For questions or general inquiries, please contact your local ministry district office. For contact information, please visit the Ministry's district office locator: <https://www.ontario.ca/page/ministry-environment-conservation-and-parks-district-locator>.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alison Pilla".

Alison Pilla
Assistant Deputy Minister and Chief Drinking Water Inspector
Drinking Water and Environmental Compliance Division
Ministry of the Environment, Conservation and Parks