

ATTACHMENT 3

COMPLAINTS RESPONSE PROGRAM

Based on the results of the impact assessment and the review of local water supply wells, it is concluded that water well interference complaints attributable to the development of the Highland Line Pit are unlikely. Water well interference complaints will be responded to in light of the collected monitoring data and under the *Complaints Response Program* described below.

A comprehensive complaints response program has been developed for the purpose of responding to well interference complaints from local water supply well users. Each complaint will be dealt with on a case-by-case basis.

When a complaint is received by Thomas Cavanagh Construction Limited (Cavanagh), the Complaints Response Program detailed below shall be initiated. As soon as can be arranged, a representative of Cavanagh and/or their agent will visit the site to make an initial assessment of the complaint. This will include a well/system inspection (where accessible) by a licensed pump maintenance contractor to determine the groundwater level, pump depth setting and condition of the well system. The available groundwater level data from the existing on-site monitoring well network will be reviewed by a licensed professional hydrogeologist/engineer to develop an estimate of the potential groundwater level drawdown at the potentially affected well that is the subject of the complaint response. The information obtained by the contractor from the well/well system inspection and the review of the available groundwater level data will be used by the professional hydrogeologist/engineer to prepare an opinion on the likelihood that the well interference complaint is related to pit operation.

If it is concluded that the well interference complaint is most likely attributable to site activities and the water supply is at risk, then a temporary supply will immediately be arranged, and a water supply restoration program will be implemented. The decision as to whether to proceed with the water supply restoration program will be based on a review of groundwater level information by the professional hydrogeologist/engineer and well construction and performance information from the licensed pump maintenance contractor as noted above.

The water supply restoration program consists of the following measures which are applicable for local water supply wells where the operation of the water supply wells may have been compromised by pit operation or based on the analysis of all monitoring data, are assessed to likely be compromised in the near future:

- Well System Rehabilitation – The well system could be rehabilitated by replacement or lowering of pumps, pump lines flushing, well deepening, etc. to improve performance. Where water is unavailable in the shallow bedrock and a well in deeper bedrock is being considered, a water sample(s) would be taken from the existing well for chemical, physical and bacteriological analyses prior to deepening the well to provide a basis of comparison. If the groundwater in the deeper bedrock is found to be of acceptable quality by the homeowner, either directly from the well or with treatment, it will be developed as the domestic supply. Any modifications to a well would be conducted in accordance with *Ontario Regulation 903*.
- Well Replacement or Additional Well(s) – The well could be replaced or augmented with a new well(s) that could be located further from the pit excavation. The feasibility of well replacement would be

based on a test drilling program that could include more than one test well. Where water is unavailable in the shallow bedrock/overburden and a well in deeper bedrock (compared to the original water supply well) is being considered, a water sample(s) would be taken from the existing well for chemical, physical and bacteriological analyses to provide a basis of comparison. If the groundwater in the deeper bedrock is found to be of acceptable quality by the homeowner, either directly from the well or with treatment, it will be developed as the domestic supply. Construction of a new well(s) would be conducted in accordance with *Ontario Regulation 903*.

- Water Treatment Considerations – Appropriate water treatment will be incorporated into any restored water supply as discussed above.

Cavanagh would be responsible for all costs associated with the water supply restoration program. It is important to note that water supply restoration activities undertaken to address an adverse effect would be done so in consultation with the affected property owner in order to ensure a mutually agreeable solution is implemented.