

**DWQMS
Management Review Meeting
August 14, 2020**

Attendees – Nicole Bradley, Albert Dionne, Darrin Johnston, Garry Punt, Ken Roberts, Jay Marentette, Bill Dukes, Nelson Cavacas

Absent – Gary McDonald

Commenced: 8:35 am

1. Review previous Minutes from March 19, 2019 & September 25, 2019:

March 2019:

- 2018 Internal Audit recommended that Operational Plan needs to be posted to website; Nicole will send to Brenda.
- City Works training will be coming up when new Operational Centre is ready
- Risk Assessment – 36 months with everyone – review and provision of infrastructure; related to performance measures; will do at next one.
- New locate program will be introduced when new City Works implemented (electronic log books)

September 2019:

- Information on pumps – will put a list of websites for ease of reference while on tablets;
- SPWTP re: Stantec – status quo for now
- Mock emergencies – been struggling to fit it in; whenever have an emergency call, they note it as a Mock emergency drill;
- Action Item List from 2018:
 - 2 – Saddles – done
 - 5 – Councillors have all been trained
 - 10 – Plant manuals; only got part for BR; operations part only has been updated; Stoney Point will have to be completely updated;
 - The rest have been taken care of

2. Discuss action taken from last Management Review meeting to current:

a) Incidents of non-compliance

Lakeshore WSA (Mar 2019 – July 2020):

- Safe Drinking Water Act - none;
- Ontario Regs – continuous monitoring equipment not following guidelines re: batteries for turbidity meters; completed July 2019;

- System MDWL/DWWP – Condition 2.4 of Schedule B DWWP re: generator at water tower; completed Feb 13/20;
- System MDWL/DWWP – Failed to prepare Form 3 (noise) re: generator at water tower; completed Feb 10/20;
- Provincial Officers Order – none;

Stoney Point WSA (Mar 2019 – July 2020)

- Safe Drinking Water Act - none;
- Ontario Regs – none;
- System MDWL/DWWP – none;
- Provincial Officers Order – none;

Tecumseh WSA (Mar 2019 – July 2020)

- Safe Drinking Water Act - none;
- Ontario Regs – none;
- System MDWL/DWWP – none;
- Provincial Officers Order – none;

Lakeshore-Union WSA (Mar 2019 – July 2020)

- Safe Drinking Water Act - none;
- Ontario Regs – none;
- System MDWL/DWWP – none;
- Provincial Officers Order – none;

b) Incidents of adverse drinking water results

c) Findings from internal and external audits

- 2019 Non-Compliance:
 - Currently does not exist evidence that the outcomes of the risk assessment documented under Element 8 have been considered as part of reviewing the adequacy of the infrastructure necessary to operate and maintain the drinking water system
 - Annual review of DWS infrastructure will be held at the same time as the annual risk assessment review. This will help to ensure that the requirements of both Elements 14 & 7/8 will be satisfied.
- 2019 Opportunity for Improvement:
 - Consider adding a description of 'roles, responsibilities and authorities' for the Owner

- Review s. 11-9 if the SWDA and make needed updates; completed by Nik
 - Consider implementing a practice of updating GIS records sooner
 - Still on the table; being discussed; Consultants and GIS not updating fast enough
 - Consider creating an internal on-the-job training course calendar listing various Lakeshore-specific drinking water system topics led by the TOL DWS staff who have the knowledge, skills & experience;
 - Idea has been brought up to have operators train in-house at the plant
 - Locating of streetlights and converting to LED
 - This has been addressed in the Locate SOP; LED lighting and ball marker system is still being discussed
- 2020 Non-Compliance:
 - None
- 2020 OFI's
 - Consider renaming SOP "Communication of Boil Water Advisory" to "Responding to Water Advisories"
 - SOP will be renamed & finalized
 - Element 6 Plan a iii – required for systems that do not have equipment that provides primary or secondary disinfection residuals – maintained throughout the distribution system
 - Needed to be documented that we flush the system to maintain our chlorine residuals; completed July 2020
 - Consider adding references to existing SOPs in the Identified Control Measures column of risk assessment outcomes where they exist
 - Still needs to be updated; anticipated to be complete by November 2020
 - Consider carrying out an audit of posted instructions and regular check sheets used throughout operations to ensure they're part of the document control system
 - Operators were asked to update the bulletin board and file anything that is kept on a clipboard
 - Consider changing the word "customer" to "consumer" in the text version of the QMS policy posted online
 - Website will be updated
 - Consider describing how maintenance effectiveness and efficiency is assessed every year
 - Element 15 will be reviewed and updated to show effectiveness and efficiency
 - Consider locating water service agreements with connected system Owners/Operating Authorities to confirm roles/responsibilities/duties in accordance with s. 14 SDWA

- Old/Current Agreements needs to be reviewed and updated
 - Consider establishing a standard template for recording Management Review meeting minutes
 - The new template now covers this
- 2019 External Audit:
 - Non-Conformance
 - Element #14/consideration of Risk Assessment Outcome is not included in the procedure
 - Review element 14 and review and ensure that the details are more how risk assessment outcomes are to be utilized/tied into the Review and Provision of Infrastructure; a lot of discussion had re: risk assessment
 - Element #21 – new requirement of version #2 of the DWQMS std. regarding best practice review is not in conformance
 - Best Practice review will be made part of the tasks which are reviewed annually during the requirements of element 20 (mgmt. review)
- 2019 External Audit – OFIs:
 - Element #9 – Opportunity exist to include responsibilities and accountability of the owner and water quality compliance/water operator positions
 - Review of Element 9 and revise the roles, responsibilities table to include the owner/council and water quality compliance/water operator positions
 - Element #5 – Opportunity exists to continue to compliment list with document (int. & ext.) and records which are pertinent and referenced in the DWQMS documents
 - Through annual review of all DWQMS elements, reference documents and records will be noted and added to Document list if missing. As SOP's are reviewed and updated – documents/records will be noted and if pertinent information added to document list; Discuss the "Cloud" with Mary

d) Changes to service, activities, regulations, etc. that could impact the DWQMS

- Services/Activities
 - Replacement of current coagulant (DeIPAC) to a coagulant called ZG-90 for the summer months
 - Plant is sensitive to changes; trying to be proactive and stay on top of clarifiers;
 - Stoney Point WTP currently undergoing clarifier maintenance – lending to change in service – through the installation of the membrane trailer

- Possible single sourcing of lab to handle all analysis for the Lakeshore Water Drinking System
- Covid 19 – onsite staff limitations; town enforced policies; services provided by lab-following their protocols, service providers – deliveries and shipping
- New postings for Operators and Water Quality/Compliance Water Operator. QMS rep (back up position?)
- With Covid training has been affected. Operators could fall short on obtaining required hours for renewals; training still proceeding for the most part
- Regulations
 - MDWL & DWWP – license and permit has gone through a complete overhaul
 - Clarification regarding SCADA hardware/software & coagulant feed systems
 - New preauthorization's for the addition, modification and replacement of coarse and fine screens
 - New preauthorization for the addition, modification, replacement or removal of certain inline booster pumping stations
 - New preauthorization for the replacement of regulatory measuring and monitoring devices;
 - New preauthorization for watermain sections that are 6.1 meters in length or less
 - Updates to align verbiage to match other policy documents
 - New requirement for calibration
 - New standard conditions re: source protection
 - New conditions re: harmful algae blooms
 - Clarification of items in Sch. E
 - Watermain Disinfection Procedure – new version has been issued to all DWS owners

e) Review of Best Practice recommendations

- Review recommendations cited in 2018/19 Ministry inspection reports for all plants & areas
- Air vents & overflows associated with reservoirs and elevated storage structures were not equipped with screens. Recommend: screen does not meet the recommendations in the Ten States Standards and should be replaced
- Logbook review showed some instances when the Operator put the continuous analyser on hold during calibrations; Recommend: Remind Operators to ensure that regulatory analyzers are continuously operating during calibrations when water treatment is taking place.
- Aluminum residual samples of treated water from the plant...

- Stoney Point WTP & WSA: Records provided by the owner demonstrated that proper checks, verifications and calibrations were performed to continuous analyzers used to measure free chlorine residual, pH and flow...
- None noted for Tecumseh or Union
- General DWQMS:
 - Consider adding the record of commissioning to our document list
 - Possible addition of following wording into our Element 14 “operator input be considered and record in regards to new or upgrade drinking water projects”
 - Consider the creation of a summary tracking sheet for long term infrastructure maintenance, rehab, renewal
 - Possible addition of wording into Element 16 to include how sample results and shared between connected systems – paying attention to any diverse conditions

f) Emergency preparedness and response based on mock emergencies

- WT ERP has been reviewed together by the Manager of Env Serv., Supervisor of Water Operations, Dist. & Treatment, Working Foremen and the Water quality Compliance Water Operator
 - It has been rolled out into Compliance Science for all to review
- There was no emergency test scenario completed in 2018/19/20.
 - There is no ‘set time’ from in the standard as to when these ‘tests’ are to happen...

g) Results of infrastructure review

- Review of Cap Budget plans for treatment and dist.
 - Revisit and discuss data collected by distribution dept. re hydrant & valve maintenance:
 - SPWTP Clarifier – ongoing
 - Mill St. – ongoing
 - Water Meter replacements – starting any day
 - Railway & Strong watermain improvements/replacements – design stage
 - Do any of these pose any further risks compared to current risk assessment?
 - Possibly within the railway allowance
 - More watermain breaks if not fixed soon
 - May delay future programs
 - Strong Rd – creating a loop to prevent standing water/chlorine

h) Comments and suggestions made by personnel

- Continuing to receive a variety of constructive comments and suggestions relating to SOPs & documents via Compliance Science
- DWQMS based meetings are held with operators from dist. and treatment, allowing another means of comments and suggestions to be shared

i) Deviations from critical control point limits and corresponding actions taken

- Please refer to item: Operational Performance and the list of indicators used to represent the OP at both WTPs

j) The effectiveness of the risk assessment process

- July 22/20 annual review was conducted; minutes are available upon request;
- Reviewed action items (majority of which have been completed)

k) Operational performance

- Lakeshore & Stoney Point WTPs (Aug 2019 – July 2020)
- Total number of samples: 48 (raw water)
- Total number of samples: 93 (treated water)
- Reviewed charts and lab results
- 1 critical control point exceeded event – Jan 15/20: critical UV alarm due to communication failure (Lakeshore WTP)
- Stoney Point WTP – 7 events mostly related to turbidity spikes
- Distribution system - none

l) Trends in the quality of raw water supply and drinking water

- Reviewed graphs for raw & treated water at the WTPs

m) Previous management review meeting action items

- See previous meeting action items at start of meeting

n) Updates on action items identified between management review meetings

- Discussed at beginning of meeting

o) Consumer feedback

- Residents have a hard time describing what they think is a possible water leak

p) Resources needed for drinking water QMS maintenance

- Sufficient, competent operators to fulfill staffing needs
- Current and appropriate Training courses
- Good budget for training

- Revised operations manuals and development manuals
- Heating system for Stoney Point WTP
- Audits
- Council/Owners

q) The currency of the Operational Plan; content and updates

- Annual review for all elements completed – all current

New Business:

None

Next Meeting:

Mid-Late April 2021

Adjourned – 2:00pm



Signature

QMS Representative

AD/bjk

Albert Dionne

Print Name

January 8, 2021

Date signed



Management Review Meeting

Discussion Topics/Notes	
Date:	August 14, 2020
Called by:	
Attendees	Listed above
Location:	

Topic	Topic Description	Notes	Who Responsible /Code	Timing /Status
C	DWS Review	Review multiple notes & Element 5,9,14,21	AD/GP	Complete – August 2020
D	Actions required	Review bullets points develop action plans	AD/GP	Complete – August 2020
E	Best Practices	Procedure updates may be required.	AD/GP/DD	Complete – August 2020
F	ERP	Review implement test	AD/GP	Ongoing – Target date October 2021
G	Infrastructure	Ongoing review and update	AD/GP	Delayed – Target date December 2021
P	Resources	Staffing needs to be reviewed	AD/GP	Complete – Full staffing compliment 2020