



## Staff Report

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**Report To:** Dan Best, Chief Administrative Officer  
**From:** **Don Giberson, Director of Operations and Infrastructure**  
**Date:** November 19 2018  
**Report:** ESD.18.35  
**Subject:** Results of Annual DWQMS Management Review

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### Recommendations:

**That** South Huron Council receives the report from Don Giberson, ESD Director re: Results of Annual DWQMS Annual Management Review.

### Purpose:

The purpose of this report is to advise Council of the results of the Annual DWQMS Management Review.

### Background and Analysis:

The *Safe Drinking Water Act* requires Top Management of Municipal Drinking Water Systems to conduct an annual review of their Drinking Water Quality Management System (DWQMS). The results of the Management Review, identified deficiencies, decisions and action items are required to be reported to the Owner. The Management Review evaluates the continuing suitability, adequacy and effectiveness of the Quality Management System and includes the following mandatory topics:

1. Follow-up on action items from previous management reviews,
2. Incidents of regulatory non-compliance,
3. Incidents of adverse drinking-water tests,
4. Deviations from critical control point limits and response actions,
5. The efficacy of the risk assessment process,

6. Internal and third-party audit results,
7. Results of emergency response testing,
8. Operational performance,
9. Raw water supply and drinking water quality trends,
10. The status of management action items identified between reviews,
11. Changes that could affect the QMS,
12. Consumer feedback,
13. The resources needed to maintain the QMS,
14. The results of the infrastructure review,
15. Operational plan currency, content and updates, and
16. Staff suggestions.

The annual Management Review was carried out on October 30, 2018 with the following in attendance; Councillor Marissa Vaughan (Council Representative); Rebekah Msuya-Collison (Clerk), Shawn Young (Water/Sewer Foreman) and Don Giberson (ESD Director and QMS Representative). The Review included all of the above noted items for the 2017 operational year.

The following is a brief summary of the review:

1. Follow-up on action items from previous management reviews were reviewed. The following suggestions from the previous Management Review were discussed:
  - a) Records Management System – add versatile software.
  - b) Carryout a water loss audit in the Stephen system.
  - c) Council Priorities – Service Delivery Review
  - d) Water meter Replacement Program – prepare business case.
  - e) Schedule more time for next years' Management Review
  - f) Host Standard of Care training for new Council after election in 2018.

The Clerk confirmed that versatile records management software has been implemented and is being used for the records management. A water loss audit has been deferred until next year. Service Delivery Review was deferred until next year. Water meter replacement program is still being developed. More time was scheduled for this years' Management Review. South Huron will host a "Standard of Care" training for the new members of Council in 2019.

2. There were no incidents of regulatory non-compliance in 2016.
3. There were no incidents of adverse drinking-water tests in 2016.
4. Deviations from critical control point limits in 2017 were discussed. The majority of the deviations from CCP's were a result of scheduled analyzer maintenance and disruptions to wireless communications. Instantaneous spikes are not considered as deviations from critical control points and the MOE has no concerns regarding instantaneous spikes.
5. The efficacy of the risk assessment process was reviewed and confirmed to be current and effective.
6. The 2017 Internal Audit and 2017 NSF-ISR External Audit results were reviewed. The NSF Auditor had identified a number of OFI's and these have been incorporated in the QMS Operational Plan
7. Results of the 2017 emergency response testing was reviewed. The table top exercise involved a possible biological attack on the LHPWSS water treatment plant. This exercise confirmed adequate preparedness of the Water/Sewer Operators and the redundancies built into the system.
8. 2017 Operational performance was reviewed, including bacteriological, lead, quarterly THM sampling; main breaks, flows, chlorine used, valves and hydrants maintained. There was a discussion regarding the high number of breaks/leaks in the Stephen system, the unusually high unaccounted for water in the Stephen system. There was also a discussion regarding chlorine residual monitoring in the Stephan Ward area. Information was provided that three LHPWSS supply points are in Stephen Ward and each are monitored by the LHPWSS.

The good overall operational performance is an indicator of a safe reliable drinking water system.

9. LHPWSS 2007 to 2017 raw water supply and drinking water quality trends were reviewed, along with the 2017 LHPWSS annual MOECC Compliance Report. The high quality of the source water was noted, along with the associated benefits (ie. softer water, elimination of private water

softeners, less minerals for industry/greenhouses to remove and lower levels of harmful disinfection by-products.

10. The status of management action items identified between reviews was reviewed.
11. Changes that could affect the QMS were reviewed, including expanded duties for the Director of Environmental Services that now includes responsibility for Transportation Services.
12. Consumer feedback was reviewed.
13. The resources needed to maintain the QMS was reviewed, including the approved 2017 budget and the 2015 Watson & Associates Water Financial Plan update. There are adequate financial resources to maintain the QMS, including funding for life cycle capital replacement program and contribution to a future Capital Replacement Reserve. The Watson and Associates Financial Plan confirms that the current rates are sustainable. It was noted that a Water & Sewer Rate Study is underway and is scheduled to be presented to Council in 2019.
14. The results of the 2017 annual infrastructure review were reviewed, including the Water and Wastewater Servicing Master Plan - Stantec (2017) along with the recommended infrastructure improvements.
15. Operational Plan currency, content and updates were reviewed and found to be up to date.
16. Staff suggestions were discussed. The following is a summary of the suggestions and action items:
  - a) Carryout a water loss audit in the Stephen system in 2018
  - b) Council Priorities – Service Delivery Review.
  - c) Water Meter Replacement Program – Prepare a business case.
  - d) Host a Standard of Care training for new Council

A complete copy of the Management Review report is available from the Environmental Services Department.

## **Operational Considerations:**

No alternatives were considered.

## **South Huron's Strategic Plan:**

Section 6.2.2 of the Municipality of South Huron 2015- 2019 Strategic Plan identifies key objectives that are reflective of the collective perspectives of the strategic planning process.

The recommendations and actions outlined in this report are reflective of the following strategic objectives:

Administrative Efficiency and Fiscal Responsibility

Increased Communications and Municipal Leadership

Transparent, Accountable and Collaborative Governance

Dedicated Economic Development Effort

## **Financial Impact:**

There are no financial implications for the Corporation resulting from the proposed recommendation.

## **Legal Impact:**

There are no legal implications for the Corporation resulting from the proposed recommendation.

## **Staffing Impact:**

There are no staffing implications for the Corporation resulting from the proposed recommendation.

## **Policies/Legislation:**

1. Safe Drinking Water Act, 2002, S.O. 2002, c. 32
2. Ontario Regulation 170/03 - Drinking Water Systems
3. Ontario Regulation 188/07 - Licensing of Municipal Drinking Water Systems

4. DWQMS Regulation
5. South Huron QMS Operational Plan

**Consultation:**

Water/Sewer Foreman, Clerk, CAO

**Related Documents:**

None

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Don Giberson', enclosed within a large, loopy oval. There are several horizontal strokes extending from the bottom of the signature.

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**Don Giberson, Director of Operations and Infrastructure**