



## Staff Report

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**Report To:** Dan Best, Chief Administrative Officer  
**From:** **Don Giberson, Environmental Services Director**  
**Date:** November 6 2017  
**Report:** ESD.17.30  
**Subject:** Results of the 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 11, 2017 with the following in attendance; Councillor Craig Hebert (Council Representative); Dan Best, Chief Administrative Officer; Genevieve Scharback (Manager of Corporate Services/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 2016 operational year.

The following is a 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) Follow up a Records Management System.
  - b) Carryout a water loss audit in the Stephen system.
  - c) Monitor staffing levels and Organization Review changes.
  - d) Arrange "Standard of Care" training for new Council after next election in 2018.

The Manager of Corporate Services clarified that the TOMRMS records management system is being implemented and "Versatile" software is being used for the records management system.

There was a discussion about staffing changes (ie. Full time OIT and new Meter Reader/Labourer position). These changes have been very positive and have allowed the Department to work in a more efficient manner; improve customer service and resulted in achieving maintenance targets.

The CAO suggested that South Huron host the Standard of Care training for the new Council after election in 2018 and an invitation extended to surrounding Municipalities.

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 2016 were discussed. The majority of the deviations from CCP's were a result of scheduled analyzer maintenance and disruption to wireless communications. Instantaneous spikes are not considered as deviations from critical control points and the MOE has no concerns regarding instantaneous spikes.

It was clarified that the "Response Action" was the immediate response by the regular shift Operator or Standby Operator. Follow up response to low pressure events involved hiring a specialized contractor to inspect/evaluate control valves and carry out recommended repairs. Follow up response to communication failures was to continue transferring wireless SCADA connections to fiber optic.

5. The efficacy of the risk assessment process was reviewed and confirmed to be current and effective.
6. The 2016 Internal Audit and 2016 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 2016 emergency response testing was reviewed. The table top exercise involved a large watermain break near a Booster Pumping Station. This exercise confirmed adequate preparedness of the Water/Sewer Operators and the redundancies built into the system.
8. 2016 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 large number of breaks/leaks in the Stephen system and the high unaccounted for water in the Stephen system.

There was a discussion regarding low chlorine residual in two specific areas of the distribution system and that both were being addressed in 2017/2018 with capital upgrades at the Exeter Water Tower and a review of the “process and control” narrative of the Airport Line & Huron Street control chamber. It was noted that the MOE was pleased with our proactive approach to addressing the chlorine residual issues.

The good overall operational performance is an indicator of a safe, reliable, well maintained/operated drinking water system.

9. LHPWSS 2007 to 2017 raw water supply and drinking water quality trends were reviewed, along with the 2016 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 staff resource changes approved by Council in 2016 that have enhanced the performance of outside operations.

Operator-in-Training position was reverted back to a full time position in Environmental Services. This change has greatly improved the Departments’ ability to meet performance targets to maintain and operate the drinking water system.

Meter Reader/Labourer was added to the Environmental Services Department. This addressed the loss of the contract meter readers and the significant increase in locates since ON1Call membership was mandated by the Province.

12. Consumer feedback was reviewed. A continued high volume of locate requestes was noted.
13. The resources needed to maintain the QMS was reviewed, including the approved 2016 budget and the 2015 Watson & Associates Water

Financial Plan update. It was noted that 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.

14. The results of the 2016 annual infrastructure review were reviewed, including the DRAFT Water and Wastewater Servicing Master Plan - Stantec (2017) along with the recommended infrastructure improvements.

There was a discussion regarding accelerating a water meter change out program in order to recover lost revenue due to reduced efficiency of older meters. Staff are evaluating new water meter AMR technologies before moving forward with a full scale meter change out program.

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) Records Management System – Add “Versatile” software to TOMROMS.
  - b) Carryout a water loss audit in the Stephen system in 2018
  - c) Council Priorities – Service Delivery Review.
  - d) Water Meter Replacement Program – Prepare a business case.
  - e) Schedule more time for next year’s Management Review.
  - f) Host a “Standard of Care” training for new Council after election in 2018 and invite surrounding Municipalities.

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

Chief Administrative Officer

Manager of Corporate Services/Clerk

**Related Documents:**

None

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Don Giberson', enclosed within a faint rectangular box.

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**Don Giberson, Environmental Services Director**