Staff Report

Report To: Dan Best, Chief Administrative Officer
From: Don Giberson, Director of Infrastructure & Development
Date: January 13 2020
Report: ESD.20.04
Subject: Results of Annual DWQMS Annual Management Review

Recommendations:
That South Huron Council receives the report from Don Giberson, Director of infrastructure and Development 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 December 11, 2019 with the following in attendance; Councilor Dianne Faubert (Council Representative); Rebekah Msuya-Collison (Manager of Legislative Services/Clerk), Shawn Young (Manager of Environmental Services) and Don Giberson (Director of Infrastructure and Development and QMS Representative). The Review included all of the above noted items for the 2018 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) Carryout a water loss audit in the Stephen system.
   b) Council Priorities – Service Delivery Review
   c) Water meter Replacement Program – prepare business case.
   d) Host “Standard of Care” training for new Council after election in 2018.

   The “Service Delivery Review” is underway and the “Standard of Care” training has been completed. A water loss audit was deferred until next year. Water meter replacement program is under development.

2. There were no incidents of regulatory non-compliance in 2018.

3. There were no incidents of adverse drinking-water tests in 2018.

4. Deviations from critical control point limits in 2018 were discussed. The majority of the deviations from CCP’s were a result of scheduled analyzer maintenance and disruptions to wireless communications. Chlorine residual is continuously monitored leaving the LHPWSS Water Treatment
Plant. Re-chlorination capabilities exist at the Huron Park Water Tower if chlorine residuals drop.

5. It was noted that DWQMS 2.0 requires mandatory risks to be considered as identified in the Ministry of the Environment, Conservation and Parks (MECP) document titled “Potential Hazardous Events for Municipal Residential Drinking Water Systems”. The effectiveness of the risk assessment process was reviewed and confirmed to be current, effective and in compliance with the DWQMS 2.0

6. The 2018 Internal Audit and 2018 NSF-ISIR External Audit results were reviewed. The NSF Auditor had identified Opportunities for Improvement and these OFI’s will be incorporated in the next QMS Operational Plan update.

7. Results of the 2018 emergency response testing was reviewed. The tabletop exercise involved a scenario with an extended period of severe winter weather with a month of extremely low temperatures. This exercise confirmed adequate preparedness of the Water/Sewer Operators and the redundancies built into the system.

8. 2018 Operational performance was reviewed, including bacteriological, lead, quarterly THM & HHA sampling; main breaks, flows, chlorine used, valves and hydrants maintained. There was a discussion about the good bacteriological sample results and exemption from lead sampling. 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 a good discussion regarding the effectiveness of the current main break repair process and if it was warranted/cost effective to replace an entire section of pipe instead of just cutting out a small section. There are regulatory, level of service and budget issues associated with a change to the current practice.

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

9. LHPWSS 2012 to 2019 raw water supply and drinking water quality trends were reviewed, along with the 2018 LHPWSS annual MECP Compliance Report. It was noted that LHPWSS has consistent high quality source water.

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 Infrastructure and Development that now include responsibility for Building and Development Services.

12. Consumer feedback was reviewed.

13. The resources needed to maintain the QMS was reviewed, including the approved 2018 budget and the 2019 Watson & Associates Rate Study and Water Financial Plan. There are adequate financial resources to maintain the QMS, including funding for life cycle capital replacement program and contribution to a Capital Replacement Reserve. The Watson and Associates Financial Plan confirms that the current rates are sustainable.

14. The results of the 2018 annual infrastructure review were reviewed, including the Water and Wastewater Servicing Master Plan – Stantec (Updated in 2019) along with the recommended infrastructure improvements. Results of the Risk Assessment were considered in annual infrastructure review, as required by DWQMS 2.0

15. Operational Plan currency, content and updates were reviewed and found to be up to date. The Operational Plan had been updated to comply with all new requirements of DWQMS 2.0

16. Staff suggestions were discussed. The following is a summary of the suggestions and action items:
   a) Scan log books and file on the M:drive
   b) Investigate electronic log books.
   c) Secure archived log books in a more secure location.
   d) Carryout a water loss audit in the Stephen system
   e) Deliver a Water Meter Replacement Program

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

**Operational Considerations:**

This report is provide for information purposes and there were no alternatives 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:**
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:

Shawn Young, Manager of Environmental Services was consulted regarding the content of this report.

Related Documents:

None

Respectfully submitted,

[Signature]

Don Giberson, Director of Infrastructure & Development