



## Staff Report

---

**Report To:** Dan Best, Chief Administrative Officer

**From:** **Don Giberson, Director of Infrastructure & Development**  
**Shawn Young, Manager of Environmental Services**

**Date:** February 16 2021

**Report:** ESD.21.05

**Subject:** Results of the 2020 DWQMS System Audit by NSF-ISR International

---

### Recommendations:

**That** South Huron Council receive the report from Don Giberson, Director of Infrastructure and Development and Shawn Young, Manager of Environmental Services RE: Results of the 2020 DWQMS System Audit by NSF-ISR International

### Purpose:

For information

### Background and Analysis:

External Audits by a third party independent auditor are required in order to maintain accreditation to operate a municipal drinking water system in Ontario. Accreditation is a regulatory requirement to maintain a municipal drinking water system licence, under the *Safe Drinking Water Act*. External Audits are carried out annually, with an on-site verification audit performed every three years and off-site surveillance audits performed all other years.

In 2020 South Huron was due to have an "on-site verification audit". However, as a result of the COVID19 pandemic the audit was carried out remotely. It is also important to note that South Huron's Drinking Water

Works Permit and Municipal Drinking Water Licence are scheduled to expire on May 18, 2021 and maintaining DWQMS Accreditation is a renewal requirement.

NSF-ISR International assigned a new Auditor for the 2020 on-site verification audit. Since the pandemic necessitated that the audit be carried out remotely, a significant amount of additional documentation was requested by the NSF Auditor and posted on the NSF data sharing site in advance of the audit. Some documents were reviewed prior to the audit, subject to questions during audit, other documents were reviewed for compliance during the audit. The "on-site" portion of the audit and was carried out remotely over a two day period from November 25, 2020 to November 26, 2020 via. Zoom. The audit involved video interviews with the Director and Manager; production of documents/evidence of DWQMS compliance; along with a live (video) demonstration of bacteriological sampling by one of our Water/Sewer Operators. The audit also included a live test of the after-hours call in system and interview with the on-call Operator.

The audit went well and the Auditor provided a draft report at the conclusion of the audit. There were no corrective action items but several opportunities for improvement were noted. The final audit report was received by the Municipality on February 2, 2021.

The final Audit Report resulted in no corrective action items (CARs) and no non-conformities. Seven (7) opportunities for improvement (OFI's) were identified for items that conformed to the DWQMS requirement but where an opportunity to improve exists. The following is a summary of the OFI's:

1. Consider providing awareness training of the DWQMS Policy Statement.
2. Preferred that Don Giberson signs off Commitment and Endorsement Statement as the Director of Infrastructure and Development.
3. Clearly identify on the Organization Chart who represents the Owner.
4. Consider a review of the Essential Services and Suppliers list to confirm products and services that were really essential for the delivery of safe drinking water.
5. Auditor was very impressed by knowledge and competency of our Water/Sewer Operator demonstrating water sampling procedure. Suggested that we consider incorporating these good sampling practices in our existing SOP for the others to emulate.

6. Consider having parts of the internal audit performed/audited by a person independent of the activity.
7. Consider incorporating other sources of improvements to the QMS such as internal audits, external audits, MECP inspections, etc. in the Continual Improvement Report Spreadsheet.

All OFI's will be reviewed and incorporated in the next update of the QMS Operational Plan.

The Auditor noted in his report that *"The QMS Rep (Director of Environmental Services) and the Manager for Environmental Services are well versed in the requirements of the DWQMS Standard."*

### **Operational Considerations:**

As this report is being presented for information purposes only, no alternatives are presented.

### **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.

### **Communication Actions:**

A copy of the 2020 DWQMS System Audit by NSF-ISR International has been posted on the municipal web site.

### **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. Ontario Regulation 453/07 - Financial Plans

### **Consultation:**

Shawn Young, Manager of Environmental Services was consulted regarding the content of this report as he is the designated Overall Responsible Operator for the South Huron Drinking Water System. Ange Barnes, Compliance Coordinator, will be actively involved in implementation of the OFI's and update of the DWQMS Operational Plan

### **Related Documents:**

DWQMS System Audit by NSF-ISR International – dated 12/14/2020

Respectfully submitted,

**Don Giberson, Director of Infrastructure & Development**

AND

**Shawn Young, Manager of Environmental Services**

### Report Approval Details

Document Title:	2021-02-16 (DWQMS 2020 Audit - Report to Council).docx
Attachments:	- AU_20201125_T4906142_C0122376_20201214121759.pdf
Final Approval Date:	Feb 11, 2021

This report and all of its attachments were approved and signed as outlined below:

**Sandy Becker - Feb 11, 2021 - 8:23 AM**

**Rebekah Msuya-Collison - Feb 11, 2021 - 8:45 AM**

**Dan Best - Feb 11, 2021 - 9:44 AM**