



Staff Report

Report To: Dan Best, Chief Administrative Officer

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

Date: December 6 2021

Report: ESD.21.25

Subject: Results of Annual DWQMS Annual Management Review

Recommendations:

That South Huron Council receives the report from Don Giberson, Director of infrastructure and Development and Shawn Young, Manager of Environmental Services
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.

Due to the COVID19 pandemic this Management Review was carried out remotely by Zoom. Don Giberson and Shawn Young presented the Management Review material with Compliance Officer, Ange Barnes providing support.

The annual Management Review was carried out on November 4, 2021 with the following in attendance; Councilor Barb Willard (Council Representative); Dan Best, Chief Administrative Officer, Rebekah Msuya-Collison, Director of Legislative Services/Clerk; Shawn Young (Manager of Environmental Services) Ange Barnes (Compliance Officer) and Don Giberson (Director of Infrastructure and Development and QMS Representative). The Review included all of the above noted items for the 2020 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:
 1. Scan log books and file on the M:Drive
 2. Investigate electronic log books
 3. Secure archived log books in a more secure location.
 4. Carryout a water loss audit in the Stephen System.
 5. Deliver a Water meter Replacement Program

Software is currently being investigated that would facilitate the move to electronic log books. A water loss audit is being carried out in Dashwood and the Lakeshore area. A water meter replacement program is delayed due to COVID related supply chain issues. There is a worldwide shortage of microchips and an associated shortage of smart meters.

2. There were no incidents of regulatory non-compliance in 2020.
3. There was one incident of adverse drinking water test in 2020. A bacteriological sample taken at the SHRC on February 11, 2020 had a total coliform of 1cfu/mL. The Health Unit and MECP were notified. Resampling was carried out and results came back clear. All required AWQI documentation was filed with the MECP.
4. Deviations from critical control point limits in 2020 were discussed. The majority of the deviations from CCP's were a result of scheduled analyzer maintenance, hydro outages and loss of communications. Chlorine residual is continuously monitored leaving the LHPWSS Water Treatment Plant. There are re-chlorination capabilities at the Huron Park Water Tower if chlorine residuals drop and we will soon have re-chlorination capabilities at the MacNaughton Booster Pumping Station.
5. The effectiveness of the risk assessment process was reviewed and confirmed to be current and effective.
6. The 2020 Internal Audit and 2020 NSF-ISR External Audit results were reviewed. The NSF Auditor had identified seven OFI's and these were considered and incorporated where appropriate in the next QMS Operational Plan update.
7. Results of the 2020 emergency response testing was reviewed. The table top exercise involved a theoretical exercise of a low water pressure event in the vicinity of the Exeter-Hensall pipeline. This exercise confirmed adequate preparedness of the Water/Sewer Operators.
8. 2020 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; the high number of breaks/leaks in the Stephen system, the unusually high unaccounted for water in the Stephen system.

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

9. LHPWSS 2016 to 2020 raw water supply and drinking water quality trends were reviewed, along with the 2020 LHPWSS annual MECP Compliance Report. It was noted that LHPWSS has consistent high quality source water and we are very fortunate to have this regional water treatment plant in our Municipality.

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. The Environmental Services Administrative Assistant position was modified and upgraded to include more compliance related duties.
12. Consumer feedback was reviewed. 2020 was the first full year for the new CityWide Work Order System. Since implementation of the CityWide work order system there has been a significant improvement in customer service, including improved scheduling, tracking and reporting of work performed.
13. The resources needed to maintain the QMS was reviewed, including the approved 2020 operating budget and the recent 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 2020 annual infrastructure review were reviewed, including the Stantec Water and Wastewater Servicing Master Plan, along with the recommended infrastructure improvements. The financial impact of the results of the Risk Assessment were considered in annual infrastructure review.
15. Operational Plan currency, content and updates were reviewed and found to be up to date. It was signed/dated by the QMS Representative indicating this version was current.
16. Staff suggestions were discussed and there were no new suggestions.

A complete copy of the Management Review report is available from the Infrastructure and Development 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.

Communication Actions:

Results of the Management Review will be communicated to the public through the publishing of the Council Minutes.

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:

Ange Barnes, Compliance Officer and Shawn Young, Manager of Environmental Services

Related Documents:

None

Respectfully submitted,

Don Giberson, Director of Infrastructure & Development

AND

Shawn Young, Manager of Environmental Services