



## Staff Report

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**Report To:** Rebekah Msuya-Collison, Chief Administrative Officer/Deputy Clerk

**From:** **Alyssa Keller, Manager of Environmental Services**

**Date:** December 18 2023

**Report:** ESD.23.36

**Subject:** Results of Annual DWQMS Management Review

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### **Recommendations:**

**That** South Huron Council receives the report from Alyssa Keller, 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.

The annual Management Review was carried out on November 6, 2023 with the following in attendance; Councillor Milt Dietrich (Council Representative); Rebekah Msuya-Collison, CAO/Deputy Clerk; Alyssa Keller, Manager of Environmental Services and QMS Representative; Ange Barnes, Compliance Coordinator; and Don Giberson, General Manager of Infrastructure and Development.

The Review included all of the above noted items for the 2022 operational year. The Management Review material was presented by Alyssa Keller with support provided by Ange Barnes, Compliance Coordinator. 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 previous Management Reviews were discussed:
  1. Scan logbooks and file on the M:Drive.
  2. Investigate electronic logbooks.
  3. Secure archived logbooks in a more secure location.
  4. Carryout a water loss audit in the Stephen System.
  5. Deliver a Water meter Replacement Program.

Scanning of logbooks was reviewed and determined to be impractical. Electronic logbook software was considered and deferred at this time. A water loss audit is being carried out in Dashwood and the Lakeshore area. A water meter replacement program is moving forward, including utilizing AMR technology.

2. There were no incidents of regulatory non-compliance in 2022.
3. There were no regulatory non-compliance incidents in 2022.

4. Deviations from critical control point limits in 2022 were discussed. Most deviations from CCP's were a result of scheduled analyzer maintenance, hydro outages and loss of communication. LHPWSS water is safe, reliable and is continuously monitored at the LHPWSS Water Treatment Plant. There are re-chlorination capabilities at the Huron Park Water Tower and at MacNaughton Booster Pumping Station.
5. The effectiveness of the risk assessment process was reviewed and confirmed to be current and effective.
6. The 2022 Internal Audit and 2022 NSF-ISR External Audit results were reviewed. Internal Audit identified seven Opportunities for Improvement (OFI's) and NSF Auditor identified seven OFI's. These OFI's were considered and incorporated in the current QMS Operational Plan.
7. Results of the 2022 emergency response testing were reviewed. The tabletop exercise involved a theoretical exercise of a break in, vandalism and possible contamination of the MacNaughton Reservoirs. This exercise confirmed adequate preparedness of the Water/Sewer Operators.
8. 2022 Operational performance was reviewed, including bacteriological, lead, quarterly THM & HHA sampling; main breaks, flows, chlorine residuals, valves and hydrants maintained. There was a discussion regarding good bacteriological sample results; the high number of breaks/leaks in the Stephen system, 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 2018 to 2022 raw water supply and drinking water quality trends were reviewed, along with the 2022 LHPWSS annual MECP Compliance Report. It was noted that LHPWSS has consistent high quality source water; and we are 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. There were a number of staff changes in 2022 that affected the QMS. Water & Sewer Foreman position was created; and the Overall Responsible Operator (ORO) responsibility was moved to the Foreman's position. There was a change in the Manager of Environmental Services position; and the QMS Representative responsibility was moved to the Manager's position.

12. Consumer feedback was reviewed, including a summary of Work Orders and locate requests from Ontario1Call. Since the 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 were reviewed, including the approved 2022 Operating 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 2022 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 was also considered in the 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 Environmental Services Department.

### **Operational Considerations:**

This report is provided for information purposes and there were no alternatives considered.

### **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 Coordinator
- Jason McBride, Environmental Services Foreman and Overall Responsible Operator (ORO)
- Don Giberson, General Manager of Infrastructure and Development

### **Related Documents:**

None.

Respectfully submitted,

**Alyssa Keller, Manager of Environmental Services**

**Report Approval Details**

Document Title:	ESD.23.36 - Results of Annual DWQMS Management Review .docx
Attachments:	
Final Approval Date:	Dec 8, 2023

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

**Don Giberson - Dec 5, 2023 - 1:42 PM**

**Alex Wolfe - Dec 5, 2023 - 2:54 PM**

**Julia Warwick - Dec 8, 2023 - 3:22 PM**

**Rebekah Msuya-Collison - Dec 8, 2023 - 3:32 PM**