



Staff Report to Council

Report From: Alyssa Keller, Environmental Services Manager

Meeting Date: December 2 2024

Report: ESD - 25 - 2024
Results of Annual DWQMS External Audit

Recommendation

That South Huron Council receive Staff Report ESD25 – 2024 - Results of the DWQMS External Audit by NSF-ISR International.

Report Overview

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|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purpose of Report | For Information |
| Council Priority Alignment | Community Safety and Well-Being Infrastructure Investment/Asset Management Plan |
| Consultations | Don Giberson, Infrastructure & Development General Manager Ange Barnes, Compliance Coordinator Jason McBride, Environmental Services Foreman and Overall Responsible Operator (ORO) |
| Attachment(s) to Report | 2024 NSF International Strategic Registrations Audit Report |

Report Highlights

- NSF-ISR International conducted a surveillance external audit on October 16, 2024.

- No Non-Conformances were noted.
- Four Opportunities for Improvement (OFI) were identified.
- Auditor recommended that certification of South Huron Quality Management System to DWQMS Version 2.0 continue.

Context and Background

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

In 2024 South Huron was scheduled to have an off-site surveillance audit. This audit was conducted on October 16, 2024. Requested documents were provided in advance of the off-site surveillance audit by posting documents on the NSF data sharing site and by emailing to the Auditor on October 10, 2024. Some documents were reviewed in advance of the audit, other documents were provided during the audit for review and evidence of DWQMS compliance.

The audit went well, and there were no non-conformance issues. Four OFI's were noted, and the Auditor recommended accreditation continue. The Auditor provided a draft report on October 16, 2024, and the final audit report was received by the Municipality on October 21, 2024.

The final Audit Report also identified four (4) 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. Management might consider tracking the lessons learned from the annual emergency management exercise in their Continual Improvement Record (CIR) Spreadsheet.
2. Management might consider including an "overall conclusion" section to the annual Internal Audit Report.
3. Management might consider adding a blank table at the end of the Management Review to serve as a reminder for any Staff Suggestions.
4. Management might consider utilizing the Continual Improvement Record (CIR) Spreadsheet to summarize improvements resulting from OFI's, and external improvements resulting from Ministry of the Environment, Conservation and Parks inspections, etc.

All OFI's are currently under review for consideration in the next update of the QMS Operational Plan.

Discussion and Staff Recommendation(s)

Staff recommend receiving this report for information.

Impact Analysis

There are no financial or legal impacts for the Corporation resulting from the proposed recommendation.

Linkages

- [Safe Drinking Water Act, 2002, S.O. 2002, c. 32](#)
 - [Ontario Regulation 170/03 - Drinking Water Systems](#)
 - [Ontario Regulation 188/07 - Licensing of Municipal Drinking Water Systems](#)
 - [Ontario Regulation 453/07 - Financial Plans](#)
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Respectfully submitted,

Alyssa Keller, Environmental Services Manager

Report Approval Details

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|----------------------|-------------------------------------------------------------------|
| Document Title: | ESD25 - 2024 - Results of Annual DWQMS External Audit.docx |
| Attachments: | - 2024 NSF International Strategic Registrations Audit Report.pdf |
| Final Approval Date: | Nov 25, 2024 |

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

Don Giberson - Nov 1, 2024 - 4:48 PM

Alex Wolfe - Nov 18, 2024 - 3:48 PM

Erin Moore - Nov 19, 2024 - 3:00 PM

Rebekah Msuya-Collison - Nov 25, 2024 - 12:41 PM