



**Drinking Water Quality Management System Review
November 22, 2024**

9:05 – 11:30 a.m. EST

Engineering and Operations Centre

The following were in attendance: Cassandra Banting, Steve Shyposwkyj, Councillor Gary Bruno, Samantha Morris, Shaun Emery

Regrets: Councillor Dave Elliott

Items	Actions/Deadline
<p>1. Overview of purpose and outcomes of annual Management Review</p>	
<p>Cassandra provided an overview of the Management Review, indicating that the main purpose is to provide Management with appropriate and sufficient data to make decisions regarding the Quality Management System.</p>	
<p>2. Risk Assessment Review</p>	
<p>Cassandra provided an overview of the City's <i>Risk Assessment Procedure and Likelihood, Consequence and Responsiveness Rating Chart (SOP07-1A)</i>.</p>	<p>Councillor Bruno asked Shaun to share experience with cyber security breach from Hamilton to City IT staff.</p>
<p>3. Management Review - Items to be Discussed</p>	
<p>Attendees were provided with a summary of the items required to be discussed, as specified by the DWQMS.</p> <p>Steve shared the internal mapping system.</p>	<p>Cassandra proposed that the management meeting dates shift next year so that we report on the calendar year. Will meet twice annually: before annual report in March and rates budget in the fall. Will discuss water loss program at both and the DWQMS management/risk assessment in the Spring.</p> <p>Councillor Bruno proposed that councillors rotate through this committee. Consider mandating it in a similar way to the deputy mayor rotation.</p>

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	Cassandra's team will consider attending different meetings with councillors if there is specialized water information that needs to be shared.
a) <i>Incidents of Regulatory Non-Compliance</i>	
b) <i>Incidents of Adverse Drinking Water Tests</i>	
c) <i>Deviations from critical control point limits and response actions</i>	
d) <i>Risk Assessment</i>	
Last year's Risk Assessment was discussed. Full Risk Assessment meeting is scheduled in November, before end of year 3.	No concerns.
e) <i>Results of Internal and Third Party Audits</i>	
f) <i>Results of relevant emergency response testing</i>	Cassandra's team will coordinate emergency training in Winter 2025.
g) <i>Operational Performance</i>	
<p>Tied to operational performance, staff are working to address water loss throughout the system. This was discussed here and in below item #4.</p> <p>Discussed watermain lining technology. Will still need to dig at curbs. Much less invasive and more cost-effective.</p> <p>We are going out to check services for leaks so that we know where we need to replace them on the city side.</p> <p>Discussed data loggers and how the technology will be used in our system. The Region is also adding data loggers to their mains.</p>	<p>Steve will update the reporting next year so that hydrants are taken out of the larger calculation.</p> <p>Cassandra will update the calculation for water lost during a main break this year.</p>
h) <i>Raw Water Supply and Water Quality Trends</i>	Councillor Bruno asked staff to get information from other local municipalities about their FAC measurements to assess if they are experiencing the same things in the summer.
i) <i>Follow up on action items from previous management reviews</i>	<p>Action 1 – Staff will follow up with the Region to share the results of their leak detection program.</p> <p>Action 3 – Steve/Cassandra will send three addresses given to Shaun for decommissioning.</p>

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	<ul style="list-style-type: none"> • Councillor Bruno asked staff to explore cutting off access fully when properties are decommissioned. • This will also be included in the water bylaw. <p>Action 6 – Cassandra’s team is scheduling training for staff in January 2025.</p> <p>Action 7 – Cassandra’s team will work together to look at the data from loggers, AI hydrants, satellite imagery, etc. rather than do nighttime leak assessments.</p> <p>Action 11 – Cassandra will update new water bylaw to include tear downs and new builds for service replacement.</p> <p>Action 12 – Shaun and Cassandra are currently looking into new program options for metering water for development. Multi-residential and larger should be included.</p>
j) <i>Status of management action items identified between reviews</i>	N/A
k) <i>Changes that could affect the QMS or the PCDS</i>	
l) <i>Consumer Feedback</i>	
m) <i>Resources Needed to maintain the QMS</i>	
n) <i>Results of Infrastructure Review</i> Davis, Homewood and Berkely watermains are out for design.	
o) <i>Operational Plan Currency, Content and Updates</i>	
p) <i>Staff suggestions</i>	
4. Water Loss Update	
<p>Cassandra discussed the water loss strategy and gave a status update to the committee.</p> <ul style="list-style-type: none"> • AI hydrants procured. • AI satellite procured recently. • Water bylaw is being reviewed. Will go for public consultation next year after internal review. • Meter investigations plan underway. 	<p>Internal leak detection – optimize the new technologies to help with this.</p> <p>Councillor Bruno proposed getting Communications involved in this to help us tell a story about water in Port Colborne.</p> <p>Councillor Bruno proposed to have water bills show the breakdown of the PC vs. the Region. He also proposed that Finance include “wastewater” explicitly on the bill, so residents know that the bill covers two utilities.</p>

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<p>Water Loss Working Group – Cassandra proposed extending the mandate of this committee to include water loss. As discussed earlier in the meeting, we want to meet twice per year. This will be combined with annual management review meeting.</p>	<p>Cassandra will connect with Communications and Finance.</p> <p>Steve will explore the creation of Esri Story maps and/or a utilities dashboard to share on the City’s website to showcase public works projects, such as water loss. These should include estimates for savings and be updated to report back on what was actually saved (e.g., fixing a leaking pipe saves __L of water/day or \$__).</p> <p>Cassandra’s team will look at water/sanitary connections to vacant buildings/lots. Compare the last 10 years of building permits. Cross-check with map of water meter locations. Visual inspection – are any missing meters? May want to check after fires too.</p>
<p>5. Round Table</p>	
<p>6. Next Scheduled Review</p>	
<p>The Next Management Review will be scheduled for Spring 2025.</p>	<p>Try to have meetings after 4 p.m.</p>