



**Drinking Water Quality Management System Review  
November 4, 2022**

**The following were in attendance:**

Darlene Suddard, Councillor Harry Wells, Steve Shyposwkyj, Tommy Peazel, Joe Colasurdo

**Regrets:** Councillor Gary Bruno

Items	Actions/Deadline
<p><b>1. Overview of purpose and outcomes of annual Management Review</b></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>This Management Review covered the period from September 1, 2021 to October 31, 2022.</p>	
<p><b>2. Management Review - Items to be discussed.</b></p>	
<p>Attendees were provided with a summary of the items required to be discussed, as specified by the DWQMS, prior to the meeting date. Action items are included below.</p>	
<p><i>a) Incidents of Regulatory Non-Compliance</i></p> <p>Missed lead sample was discussed</p>	
<p><i>b) Incidents of Adverse Drinking Water Tests</i></p> <p>Overview was provided at the meeting.</p>	
<p><i>c) Deviations from critical control point limits and response actions</i></p> <p>Overview was provided. No concerns.</p>	
<p><i>d) 2021 Risk Assessment</i></p> <p>Last year's Risk Assessment was discussed. Full Risk Assessment meeting is scheduled in November, before end of year 3.</p>	
<p><i>e) Results of Internal and Third Party Audits</i></p>	

Items	Actions/Deadline
Discussed. External audit in November and re-accreditation in December.	
<p>f) <i>Results of relevant emergency response testing</i></p> <p>- watermain break debrief from January 2022 was our emergency response test.</p>	
<p>g) <i>Operational Performance</i></p> <p>Discussed hydrants that will measure pressure transients, and leaks.          Might be interesting to see figure 3 graph with 2017 dropped off. See more recent trendline          Backflow parameter – adding backflow into new water bylaw update that will be initiated before end of year</p>	
<p>h) <i>Raw Water Supply and Water Quality Trends</i></p>	
<p>i) <i>Follow up on action items from previous management reviews</i></p>	
<p>Action Items:</p> <ul style="list-style-type: none"> <li>▪ Water loss calculations and assumptions need to be firmed up             <ul style="list-style-type: none"> <li>○ STATUS: spreadsheet to estimate water loss for flushing activities and main breaks has been created</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>▪ Operation Performance Indicators need to be set and tracked for long term tracking.             <ul style="list-style-type: none"> <li>○ Citywide is now being used to track many operational activities. Staff are looking at continual improvement and trying to automate OPI tracking. Indicators are also being reviewed to make sure they best reflect the efforts of staff.</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>▪ Sampling SOP - It was asked if the City's sampling procedure included instructions on how to check the sample bottle to ensure it was "good" before using it to collect a sample. Staff indicated they would check the procedure and incorporate if the procedure didn't contain that information</li> <li>○ STATUS: This will be included in the update to O&amp;M Manual procedures</li> </ul>	

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<ul style="list-style-type: none"> <li>▪ Reagent storage/disposal – It was discussed that a process for reagent storage/disposal will be created to ensure expired standards and reagents won't be used during watermain commissioning, and it was suggested that there may be an opportunity to set up automatic notifications regarding expiry dates.               <ul style="list-style-type: none"> <li>○ STATUS: Calendar reminders have been set for the QMS rep to check expiration date</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>▪ Region communication in event of shutdown of Region facility – outcome of the 2017 mock emergency. The City was concerned that the Region does not notify the City of all outages/upsets at Region facilities. While it is true that the majority of system outages/upsets at Regional facilities will have little to no impact on the City's distribution system, knowing the status of the Regional facilities in the event of a distribution system incident and/or emergency would only assist the City and the Region in providing the highest quality drinking water and customer service to our residents – as drinking water is shared responsibility. Director was to discuss with Region's leadership team               <ul style="list-style-type: none"> <li>○ STATUS:</li> <li>○ In the event of an emergency, Region QMS staff indicated they would inform City staff</li> <li>○ Waterloss committee may be avenue to discuss further</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>▪ Frozen Water Services Hotline – repurposing as a hotline where residents could call to listen to a recorded message and receive information during a water emergency – number would be provided in all advisories and communications. Monitoring evolution of the customer service position(s) to determine if hotline is still required.               <ul style="list-style-type: none"> <li>○ STATUS: this is discontinued. Information was provided to public and customer service</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>▪ Alternative "local" chemical laboratories - There are no local chemical labs approved by the Ministry for drinking water analyses. The Region has an agreement with a laboratory in Waterloo, and has a key and code to access the laboratory in order to drop off samples 24/7, and they have pricing for 24/7 analysis in the event of an emergency. Investigate more alternative laboratories for the City and discuss emergency sampling with the current laboratories.               <ul style="list-style-type: none"> <li>○ STATUS: some discussions with other local municipalities, for now lab needs are met and some diversification with other Niagara municipalities might be best fit.</li> </ul> </li> </ul>	

Items	Actions/Deadline
<ul style="list-style-type: none"> <li>▪ Leak detection on Region's trunk water mains – the Region does not do active leak detection on their trunk water mains, however, it has been indicated that there is an appetite to pursue program(s).               <ul style="list-style-type: none"> <li>○ STATUS: Ongoing</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>▪ Asset Management Planning Regulation – O. Reg. 588/17 came into force on January 1, 2018.               <ul style="list-style-type: none"> <li>○ STATUS: Ongoing. INS not yet complete.</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>▪ QMS Standard Operating Procedures - Councillor Wells to investigate possible on-line method to access DWQMS SOPs that are referenced in the Operational Plan. Councillors don't have access to IBM Notes, so are unable to access the Quality Management System database, and the files are too large to email out. It was discussed if there was a secure online tool that the Councillors could access to view the procedures.               <ul style="list-style-type: none"> <li>○ STATUS: IBM Notes will no longer be supported. Looking at web option for Operational Plan using the Sharepoint platform.</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>▪ It was discussed that when buildings are demolished, that the Utilities group needs to be kept in the loop to ensure that the water service and sewer lateral are correctly decommissioned to ensure the service is not leaking and that the sewer lateral is not allowing infiltration into the wastewater collection system.               <ul style="list-style-type: none"> <li>○ STATUS: Meetings with Building Staff have been underway and process has been firmed up</li> </ul> </li> </ul>	
<p><i>j) Status of management action items identified between reviews</i></p> <p>None.</p>	
<p><i>k) Changes that could affect the QMS or the PCDS</i></p> <p>Storm CLI-ECA approved. Sani CLI-ECA expected before end of the year.</p>	
<p><i>l) Consumer Feedback</i></p> <p>-most related to taste and were resolved once Operator was there and testing came back within acceptable parameters.</p>	
<p><i>m) Resources Needed to maintain the QMS</i></p> <p>- Related to new CLI-ECA and pressure on staffing</p>	
<p><i>n) Results of Infrastructure Review</i></p> <p>-Next one will be complete in December 2022</p> <p>- Davis, Homewood and Berkely water mains are out for design. Davis will be constructed in 2023</p>	

<b>Items</b>	<b>Actions/Deadline</b>
o) <i>Operational Plan Currency, Content and Updates</i> -revision coming to Council in the new year with a new council for endorsement	
p) Staff suggestions None at this time.	
<b>3. Round Table</b>	
None	
<b>4. Next Scheduled Review</b> The Next Management Review will be scheduled for Fall 2023	