

# TOWNSHIP OF WEST LINCOLN

## DWQMS

### MANAGEMENT REVIEW 2020

*The management review is conducted on an annual basis and the results are documented and implemented to ensure continued Top Management involvement in the overall maintenance and continual improvement of the Quality Management Standard.*

# DWQMS MANAGEMENT REVIEW

## Summary of Items

The following is a summary of information that Top Management and the QMS representative must review annually in accordance with the DWQMS. The current review considers the entire 2020 auditing year.

Through the management review process, Top Management shall identify deficiencies and action items by following the procedure specified in the OP, the findings will then be reported to the Owner (Council)

The following 15 items are the aspects considered in the review process:

- Incidents of regulatory non-compliance
- Incidents of adverse drinking water tests
- Deviations from critical control point limits and response actions
- The efficacy of the risk assessment process
- Results of internal and 3<sup>rd</sup> party audits
- Results of relevant emergency response testing
- Operational performance and water quality trends
- Follow-up on action items from previous management reviews
- Status of management action items (if any) identified between reviews
- Changes in resource requirements, infrastructure, process, personnel, the DWQMS or regulations that could affect the QMS
- Customer feedback
- Resources needed to maintain the QMS
- Results of the infrastructure review
- Current status of the operational; plan, content and updates
- Staff suggestions

The DWQMS is the key tool that supports and ensures that Council, as the Owner of the drinking water system is meeting its duties and responsibilities under the Safe Drinking Water Act and Standard of Care.

## Township of West Lincoln – Drinking Water Distribution System

### DWQMS 2020 Management Review: Meeting Minutes

**Meeting Date:** Thursday December 10, 2020

**Time:** 12:00 pm – 2:00 pm

**Invitees:** Mike DiPaola (MD) (Top Management)

**Chair:** Steve McGean (SM) (QMS Rep)

#### Abbreviations:

- CAR – Corrective Action Report
- CMMS - Computerized Maintenance Management System
- DWQMS - Drinking Water Quality Management System
- OFI – Opportunity for Improvement
- PRV – Pressure Relief Valve
- QMS – Quality Management System
- RA – Risk Assessment
- Region – Region of Niagara
- SOP – Standard Operating Procedure

#### Agenda

1. incidents of regulatory non-compliance
  - no issues to date in 2020
  - had an external audit done by SAI who accredits our water license
  - we were audited to the new version 2 of the DWQMS
  - had an internal audit done by Blu Metric with no issues found
2. incidents of adverse drinking water tests
  - in 2020, there was 0 adverse water quality incidents in the distribution system to date
3. deviations from critical control point limits and response actions
  - none
4. the effectiveness of the risk assessment process
  - risk assessment was done and reviewed with operators in December 2020 for continued improvement

- current process is valid and up to date

**5. results of internal and 3rd party audits**

- March 30, 2020 BluMetric Environmental did an internal audit. A recommendations was put forward to correct a formatting issue with numbering of bullets in WW-SOP-01
- BluMetric has been enlisted to help with continual improvement opportunities.
- June 29, 2020 SAI Global did a Surveillance System Audit. We had two opportunities for improvement mentioned. We changed one table to explain why a chlorine residual of less than 20 PPM is a critical control point for us. The other OFI was not acted on as it was already dealt with in another procedure.
- We have yet to have our annual external MOECP Audit, which usually happens before the end of November. Last year's was not done until the following January 24th. We achieved a mark of 100% in last year's audit, which shows that the Township is meeting all standards associated with Drinking Water Systems in Ontario

**6. results of relevant emergency response testing**

- mock emergency response training done within our own municipality. The area municipalities and the Region of Niagara usually do a joint training session for response to emergency situations in the water system, however, because of COVID this did not happen.
- emergency training confirms the need for on-going relations with area municipalities
- the DWQMS working group which includes all of the municipalities has regular meetings with Public Health to go over responsibilities and expectations
- on-going talks will continue with the MOH
- policies and procedures were reviewed in 2020 for emergencies

**7. Operational Performance and water quality trends**

- the DWS is producing high quality water exceeding all standards, we receive a consistent supply of high quality water from the region
- maintenance activities for hydrants and valves is on-going. We are continuing the flow testing program which is done with water main flushing, this meets standards for water regulations and fire code
- Our operators have been subjected to an increase in hands on and theory training, which has proved to be very beneficial for the Township
- We had 2 water main breaks in 2020
- we had 4 water service repairs due to leaks
- one main valve needed repair in 2020

8. follow-up on action items from previous management reviews
  - No new CAR's, all previous CAR's have been addressed
  - New regulations require all OFI's to be documented as CAR's and a documented decision made with them, this was done for all previous OFI's
  - DWQMS will be updated accordingly when new changes occur
9. status of management action items (if any) identified between reviews
  - Operators are now getting more training than in the past to ensure continual improvement, which is being addressed through the training budget
  - No previous issues to address currently
  - Using water contract money in the budget to assist with the QMS
10. changes in resource requirements, infrastructure, process, personnel, the Drinking Water Quality Management Standard or regulations that could affect the QMS
  - Resource changes
    - Shaun Emery took a job in Grimsby and Zach Lane was hired as his replacement
    - Lino and Don are current back up operators
  - Process
    - Hydrant flow testing and flushing is complete for 2020
    - all up to date forms are being used
    - all maintenance programs are on-going
  - Infrastructure changes
    - Water main lengths
      - 754 Metres of new water pipe commissioned
    - Meters
      - 108 new meters installed by Township staff to date
    - Hydrants
      - 6 new hydrants from development
    - Valves
      - Approx. 10 new valves
  - Changes in DWQMS
    - Minor updates to the DWQMS

Changes in Regulations

  - MOECP Watermain Disinfection Procedure version 2 now in effect
11. consumer feedback
  - had five water quality complaints throughout the year

Attachment A

- all complaints were investigated and nothing wrong with the water quality
- two were odor complaint, two were low pressure complaint and the other was an air in water line complaint
- all complaints are tracked on watertrax

12. the resources needed to maintain the QMS

- Outside sources are needed to help maintain the DWQMS because the DWQMS is maintained by the Operations Manager. This position carries many duties outside of the DWQMS. It is not possible to give the attention necessary for the DWQMS while managing all of the other departments. There is sufficient money budgeted for this help from outside sources.

13. the results of the infrastructure review

- The infrastructure for the distribution system is in good shape overall. Having no metal water mains in the system helps to eliminate problems. Capital budget will continue to be used to update the system as needed.

14. Operational Plan currency, content and updates, and staff suggestions

- Operational plan is up to date and with the help of BluMetric Environmental, we are working on the plan for continual improvement. All policies and procedures relating to DWQMS will be reviewed and updated as necessary

15. Complete Summary of Action Items Identified:

Action Item Identified	Who is Responsible	Due Date	WW-TAB-05 Updated?
None			

**Next Meeting:**      **Scheduled for** December 2021

**Not Discussed:**    **None**

# DWQMS MANAGEMENT REVIEW

## Conclusion

The current review considered the year 2020 and follows a mandatory list of 15 items that are to be examined.

Highlights of the review findings are:

- All water quality testing programs meet regulation;
- Staff are following procedures and showing a commitment to continual improvement;
- We had no major non-conformance issues with our QMS, with the aid of an outside company, we are adjusting our QMS on an on-going basis to show continual improvement
- Our water license is up for renewal in June 2021.
- We have a financial Plan for 10 years and council has endorsed it

The 2020 Management Review shows the DWQMS has been successfully implemented and reinforces the fact that the Town of West Lincoln supplies high quality, safe drinking water.

Council (Owner) can feel secure that the Town of West Lincoln is committed to meeting the *Standard of Care* under the *Safe Drinking Water Act* by having a Municipal Drinking Water License in place for its drinking water system.

The requirements needed to meet Licensing include:

- a) A Permit to Take Water;
- b) A Drinking Water Works Permit;
- c) An Operational Plan;
- d) A Financial Plan; and
- e) An Accredited Operating Authority

The annual review shows that we are within legislative standards and that we are continually striving for improvement. The main goal of DWQMS is to continually improve, and that is where our efforts will be focused on in the year 2021. We have committed staff and great support from upper management and council.

As a Township, we can be proud of the service and the quality drinking water that we supply.