

**DATE:** February 20, 2024

**REPORT NO:** PW-05-2024

**SUBJECT:** **2023 DWQMS Management Review Summary**

**CONTACT:** Tray Benish, ORO, Manager of Operations  
Mike DiPaola, P. Eng., Director, Public Works and Recreation

**OVERVIEW:**

**DWQMS Element 20 Management Review**

- Management Reviews shall be conducted on an annual basis prior to completion of the annual budget process wherever possible.
- Top Management, as defined in the Operational Plan, shall perform the Management Review.
- The DWQMS Representative shall schedule the Management Review meeting, and arrange for attendees. A minimum of two hours shall be set aside by the participants to ensure a thorough review of the DWQMS is conducted.
- The DWQMS Representative shall prepare an agenda for the meeting.
- The DWQMS Representative shall prepare summaries of the following information, as it pertains to the waterworks, prior to the meeting:
  - incidents of regulatory non-compliance
  - incidents of adverse drinking water tests
  - deviations from critical control point limits and response actions
  - the effectiveness of the risk assessment process
  - results of internal and 3rd party audits
  - results of relevant emergency response testing operational performance and water quality trends
  - follow-up on actions items from previous management reviews
  - status of management action items (if any) identified between reviews
  - changes in resource requirements, infrastructure, process, personnel, the Drinking Water Quality Management Standard or regulations that could affect the DWQMS
  - consumer feedback
  - the resources needed to maintain the DWQMS
  - the results of the infrastructure review
  - Operational Plan currency, content and updates, and staff suggestions

**RECOMMENDATION:**

That, Information Report PW-05-2024, re: “2023 DWQMS Management Review Summary”, dated February 20, 2024, be received for information.

**ALIGNMENT TO STRATEGIC PLAN:**

- **Build** – A safe and connected, caring, and active community

**BACKGROUND:**

Subsequent to the results of the Walkerton Inquiry in 2002, the Province of Ontario made sweeping changes to the legislation governing water systems in Ontario. As part of this change, the Province developed a Drinking Water Quality Management Standard (DWQMS). The DWQMS has been developed to integrate quality management into the operation of all municipal drinking water systems in Ontario, and is mandated through the Safe Drinking Water Act, 2002.

The DWQMS has 21 elements which relate to quality management and risk assessment. The Operating Authority, in consultation with the Owner (Council), must comply with the Operational Plan, which will outline how we are meeting the requirements of the Standard. The Operational Plan establishes that the management review must be communicated to the Owner.

**CURRENT SITUATION:**

Under the requirements of the Township of West Lincoln’s Quality Management System, the Owner of the drinking water system shall be updated as required through the Operational Plan. The management review was conducted on December 21, 2023. 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 one minor non-conformance in our QMS from 2023
- We had no adverse water quality issues
- We have a 10-year financial plan in place that was endorsed by council in 2020 and is a requirement of our Drinking Water License
- Our license was renewed in 2021 and expires in 2026

**FINANCIAL IMPLICATIONS:**

There are no financial implications as a result of this report.

**INTER-DEPARTMENTAL COMMENTS:**

Not applicable.

**CONCLUSION:**

In conclusion, The Township of West Lincoln 2023 DWQMS Management Review Summary is being provided to Council for information and to advise them that the Township of West Lincoln is meeting its obligation under the DWQMS by way of the QMS Operational Plan. The Management Review meeting minutes are attached.

**ATTACHMENTS:**

Schedule A – 2023 DWQMS Management Review Summary

**Prepared & Submitted by:**



---

**Tray Benish, ORO**  
Manager of Operations

**Approved by:**



---

**Donna DeFilippis**  
Interim CAO and Treasurer



---

**Mike DiPaola, P.Eng.**  
Director, Public Works and Recreation