

Township of West Lincoln – Drinking Water Distribution System

DWQMS 2023 Management Review: Meeting Minutes

Meeting Date: Thursday December 21, 2023

Time: 1:00 pm – 3:00 pm

Invitees: Mike DiPaola (MD) (Top Management)

Chair: Tray Benish (TB) (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
 - We had four audits completed in 2023.
 - One issue of Non-Compliance found
 - We had an external audit done by MECP on January 25, 2023 with one Non-Conformance. Not updating system profile within 10 days of a permanent ORO change.
 - We had an external audit by SAI Global on July 13, 2023. No Non-Conformances
 - We had an external water inspection completed by MECP on October 25, 2023. We received 100%
 - We had an internal audit done by BluMetric Environmental on November 8, 2023. Have not received final report yet.
2. incidents of adverse drinking water tests

- in 2023 there was 0 adverse water quality incidents in the distribution system
3. deviations from critical control point limits and response actions
 - none
 4. the effectiveness of the risk assessment process
 - risk assessment was reviewed with all operators in January 2023
 - Next full review will take place in December 2025
 - current process is valid and up to date
 5. results of internal and 3rd party audits
 - January 25, 2023. MECP Audit completed. One Non-Conformance found. Not updating system profile within ten days of a permanent change to ORO. This was corrected upon receiving the MECP report.
 - July 13, 2023. SAI Global Audit completed. No Non-Conformances found. 2 OFI's were noted. Discussing staff suggestions, raw water supply and drinking water trends in Management Review. Ensure WW-TAB-05 is filled completely. Both OFI's implemented.
 - October 25, 2023. MECP Inspection completed. No Non-Conformances found. 2 OFI's were noted. Including a legend on all Operator log sheets with Operator names and corresponding initials for verification. Updates to Watermain Break Report Form.
 - November 8, 2023. BluMetric Environmental internal audit completed. Have not received final report yet.
 6. results of relevant emergency response testing
 - Mock emergency response training was completed with Staff January 20th, 2023.
 - 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
 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
 - The Annual Summary Report provides data on drinking water trends within the Township's drinking water. The 2022 Annual Report was posted on the Township's website in January 2023.
 - The Township has an exemption under the Municipal Drinking Water License for lead sampling from plumbing systems.

- Maintenance activities for hydrants and valves is on-going. Staff completed hydrant flushing in the fall of 2023.
- 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 1 water main break in 2023
- We had 2 hydrant repairs
- we had 2 water service repairs due to leaks
- we had 10 curb box repairs
- we had 0 valve box repairs
- we had 0 valve replacement
- we had 0 sample station repair

8. follow-up on action items from previous management reviews

- There were 7 new CAR's reviewed and completed from the non-conformances and OFI's that came from the four water audits. 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 has been updated
- Check Operational Plan at Town Hall lobby. TB Confirmed.
- Compare binders at Town Hall and Public Works. TB Confirmed.
- MD suggested an annual water meeting with staff. TB implemented annual review meeting for December.

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
 - Lino Solomita and Zach Lane are our two water operators. One vacancy to fill.
 - Dave Lane holds an OIT in Water Distribution/Wastewater Collection
 - Bob Denison (Level 2 Water) is a backup ORO
 - Tray Benish (Level 2 Water/Wastewater) is current ORO and Manager of Operations
- Process
 - Hydrant flushing is complete for 2023

- all up to date forms are being used
- all maintenance programs are on-going
- Infrastructure changes
 - Water main lengths
 - 149m of 250mm watermain were commissioned on 2941 Industrial Park Road
 - Meters
 - 59 new meters installed by Township staff in 2023
 - Hydrants
 - 2 new hydrants from 2941 Industrial Park Road commissioning
 - Valves
 - 1 new property line valve for 100mm service at 2941 Industrial Park Road
- Changes in DWQMS
 - Updated DWQMS to reflect the non-conformances and OFIs

Changes in Regulations

- No new regulations to report at this time

11. consumer feedback

- We had two water quality complaints throughout the year
- Both complaints were investigated and found nothing wrong with the water quality
- One complaint was for smelly water. The other complaint was for air in the water lines. Chlorine residuals were taken at both homes.
- 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. Internal Audits are scheduled to help maintain the DWQMS. 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. Staff met in 2023 to put together a 10 year Capital Plan for replacing the remaining AC watermains in the DWS.

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?

Next Meeting: **Scheduled for** December 2024

Not Discussed: **None**