

Township of West Lincoln – Drinking Water Distribution System

DWQMS 2024 Management Review: Meeting Minutes

Meeting Date: Friday December 20, 2024

Time: 12:00 pm – 2:00 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
 - There were 3 audits completed in 2024 with two Minor Non-Conformances found.
 - An external accreditation audit was completed by Intertek – SAI Global on May 17, 2024. Two (2) Minor Non-Conformities were found.
 - The first being that training records were not kept in the appropriate training folder, and no digital copies were available on the shared drive. Since the audit, the training records were located and placed in the appropriate folder, and all training records from 2021-2024 have been scanned into the shared drive as a backup.
 - The second MNC was that the Corrective Action Reports were not signed off/verified by the Director in a timely fashion. The correction is all CAR's from 2023 were signed by the Director of Public Works shortly after the audit.

- Both findings and corrective actions taken were sent to Intertek, and they have approved the accreditation of the Township water license.
2. incidents of adverse drinking water tests
 - in 2024 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
 - A full risk assessment review was completed Friday December 20, 2024 with all licensed operators and the Director of Public Works.
 - current process is valid and up to date
 5. results of internal and 3rd party audits
 - May 17, 2024 – Intertek – SAI Global reaccreditation audit completed. Two MNC's were found during audit. Both have been resolved.
 - December 12, 2024 – MECP focused remote desktop inspection. Inspection currently underway. Final report has not been issued as of yet.
 - December 19, 2024 – BluMetric internal audit completed. Final audit report has not been provided as of yet.
 6. results of relevant emergency response testing
 - Emergency response procedures were reviewed with all license operators on December 20, 2024.
 - 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 2023 Annual Report was posted on the Township's website in January 2024 with a report that went to Council.
 - Maintenance activities for hydrants and valves is on-going. Staff completed hydrant flushing in the fall of 2024.
 - We had 0 water main break in 2024

- We had 2 hydrant repairs
- We had 1 water service repair due to a contractor hitting a service while completing bore holes
- We had 30 curb box repairs
- We had 2 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 2 new CAR's reviewed and completed from the minor non-conformances that were identified during the audit. All previous CAR's have been addressed from 2023.
- Based on an OFI suggested by BluMetric during an internal audit in 2023 it was recommended that all OFI's to be documented as CAR's and a documented decision made with them. This change was completed in 2023 and will continue moving forward.
- DWQMS has been updated

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

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 (Level 1 Water/Wastewater), Zach Lane (Level 1 Water/Wastewater), and Nathan Lewis (Level 2 Water/Wastewater) are our three water operators.
 - Dave Lane (OIT Water/Wastewater) is the Public Works Supervisor
 - Bob Denison (Level 2 Water), Manager of Parks and Recreation is the backup ORO
 - Tray Benish (Level 2 Water/Wastewater), Manager of Operations, is the current ORO.
- Process
 - Hydrant flushing is complete for 2024
 - all up to date forms are being used
 - all maintenance programs are on-going
- Infrastructure changes
 - Water main lengths
 - 750m of 150mm watermain were commissioned on Barbara Street, Brooks Circle, and Killins Street.
 - Meters

- 51 new meters installed by Township staff in 2024
- Hydrants
 - 7 hydrants were replaced through the Barbara, Killins, Brooks watermain project
- Valves
 - 7 inline valves, and 7 hydrant secondary valves were installed through the Barbara, Killins, Brooks watermain project.
- Changes in DWQMS
 - Updated DWQMS Corrective Action Table to reflect the two minor non-conformances

Changes in Regulations

- No new regulations to report at this time

11. consumer feedback

- We had three water quality complaints throughout the year
- All three complaints were odour related. They were investigated and found nothing wrong with the water quality
- Chlorine residuals were taken at all three 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 to work towards 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 2025

Not Discussed: **None**