

For Information Only

Drinking Water Quality Management System Annual Report

Presented To: Operations Committee

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Resolution

For Information Only

FINANCE IMPLICATIONS

There are no financial implications

BACKGROUND

The Part II Report of the Walkerton Inquiry was released on May 23rd, 2002. It outlined Provincial oversight responsibilities and Municipal government responsibilities with regards to Standard of Care and the roles and responsibilities of the owners.

This report has been written to provide regular communication with Council regarding the conformance of CGS' water operations with the requirements of the Safe Drinking Water Act, 2002, including the Drinking Water Quality Management Standard and Drinking Water Quality Management System.

As part of the Provincial legislative framework for authorities supplying municipal drinking water the City is required to maintain a valid Municipal Drinking Water License for each of our six (6) drinking water systems. The Roles and Responsibilities of both staff and those with oversight over municipal drinking water systems in Ontario include ensuring that operations are compliant with the Safe Drinking Water Act as follows:

- Water provided by the system meets requirements of the Ministry's prescribed drinking water quality standards;
- The drinking water system is operated in accordance with the Safe Drinking Water Act;
- The drinking water system is maintained in a fit state of repair;
- The drinking water system is operated by qualified staff;
- Compliance is achieved by sampling, testing, and monitoring as required under the Safe Drinking Water Act.

Signed By

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Division Review

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OUR COMMITMENT

City of Greater Sudbury Quality Management System Policy

The City of Greater Sudbury is committed to providing its customers with safe drinking water and environmentally responsible wastewater treatment services that comply with all applicable legislation and regulations. To ensure that these commitments are fulfilled, the Water & Wastewater Services Division shall maintain and continually improve upon a Quality Management System designed specifically for this purpose.

It should be noted that although there are no current legislated requirements to do so, Greater Sudbury has extended elements of the program into wastewater operations because of the positive influence of quality management on operations.

OPERATIONAL MANAGEMENT RESPONSIBILITIES

It is the role of the operational management team to conduct operations in conformance with the Drinking Water Quality Management Standard. These roles and responsibilities are delineated in the City of Greater Sudbury Operational Plan (a copy is available upon request). The Quality Management System helps to ensure compliance with all standards and regulations.

Compliance with the standard is accomplished by:

- Maintaining a Quality Management System as current and consistent with all requirements, and promoting awareness of the Quality Management System throughout the organization;
- Ensuring the Operating Authority meets and maintains competencies for personnel directly affecting drinking water quality, and that personnel are aware of the relevance of their duties with respect to how safe drinking water is affected;
- Evaluating, determining, obtaining and/or providing supplies and services essential for the delivery of safe drinking water, and the infrastructure necessary to operate and maintain the subject systems; and
- Supporting the internal audit and continual improvement functions of the Quality Management System

Auditing and Continual Improvement Process

All Ontario drinking water systems must adhere to the province's accreditation process. The process includes provisions for regular quality management system audits and follows a three (3) year cycle. The audits are specifically intended to assess conformance with the Ministry of the Environment and Climate Change's Drinking Water Quality Management Standard. As part of the process formal audits are conducted to monitor conformance of the operation with the specific requirements contained in the standard.

The external quality management system conformance audits are conducted by a third party who reviews the functioning of the Quality Management System. This is done through audits of documented operational plans and records, interviews with operating staff and on-site tours. The audit of our drinking water system for re-accreditation was conducted by a third party, an audit and accreditation body authorized by the Province named NSF-ISR. NSF-ISR performed an initial audit on CGS' Quality Management System in 2013 and audits have been completed annually since that time. Successfully passing the audits is a prerequisite to remain accredited (or be re-accredited) and to receive and maintain licenses and permits to qualify as an accredited operating authority suitable to operate CGS' municipal drinking water systems.

In order to monitor and continually improve our operation's conformance to the standard, the City has also instituted a system of regularly scheduled internal audits. These internal audits are conducted by CGS staff members who have volunteered to perform the audits and have received specialized training. This internal

audit team sets very high standards for our operations, well beyond the legislated requirements, and through continuous improvement helps to ensure that the City's processes and procedures adhere to the required external Quality Management System and translate to solid results during the next round of external audits slated for 2017.

KEY RESULTS

Internal Audits 2016

To this point in 2016, three internal audits were performed on Greater Sudbury Drinking Water supply systems. The aim is to assess the City's success in implementing, maintaining and continually improving our Quality Management System against the Quality Management Standard. Several opportunities for improvement were highlighted as a result of these audits and implemented to improve operations.

KEY Opportunities for Improvement

Our internal auditing system did not discover any non-conformances with the Quality Management Standard. Examples of identified "Opportunities for Improvement" are listed below:

- Distribution & Collection Section (SOP Binders) It was suggested to distribute revised documents in a more efficient manner
Water/Wastewater Services is moving forward with an electronic filing system & mobile computers as a future improvement. Revised documents will then be updated through a "live" process ensuring that field Staff have the most up-to-date Operating Procedures for reference at all times.
- Water - suggestions on how often evaluations of our maintenance programs efficiencies should be conducted to achieve the best results, *Water/Wastewater Services is in the process of utilizing our newly launched "CityWorks" computerized maintenance management system so that work orders can be organized and prioritized more quickly and efficiently.*
- Distribution & Collection (Log Books) - internal auditors suggested that data entered into log books be more quickly integrated into maintenance planning.
Water/Wastewater Services has subsequently developed an improved process utilizing CityWorks" to enable Staff to enter "live" data into digital log books. This improved process will help ensure efficient scheduling and planning tools are made available to Staff.

Third Party Audit RESULTS, 2016

In July 2016, an Auditor with NSF-ISR, the Registrar that accredited the City's DWQMS, performed the second Surveillance Audit for the three-year cycle currently underway. The audit yielded successful results and concluded that our results qualified CGS' operations to continue as an accredited operating authority. The auditor further concluded that the City's system is a "Well documented system. Data/information presented to management review is a strength."

SUMMARY

The Drinking Water Quality Management System has positively benefitted CGS operations and re-enforced positive organizational behaviours such as:

- Learning from past mistakes;
- Commitment to continual improving;
- Providing sufficient resources;

- Operational staff must be given the opportunity to recognize new risks and threats (training)

This information report has been written to communicate the outcomes of the City's ongoing quality management system implementation and evaluation to Council. The results indicate that citizens can remain confident in the City's municipal water supplies, and that City operations are in conformance with the Ontario Drinking Water Quality Management Standard, the Safe Drinking Water Act, and its associated regulations.

ORGANIZATIONAL STRUCTURE

CGS Infrastructure Services
Water & Wastewater Services

Revised
06 Oct 2016

CGS WATER SYSTEMS' ORGANIZATIONAL STRUCTURE

