

For Information Only

DWQMS Annual Communication Update

Presented To: Operations Committee

Presented: Monday, Nov 18, 2013

Report Date: Tuesday, Nov 05, 2013

Type: Correspondence for
Information Only

Recommendation

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Background

Under the Safe Drinking Water Act (2002), the province requires that Municipal residential drinking water systems in Ontario be licensed under the Municipal Drinking Water Licensing Program. As one element of those licensing provisions, the City is required to maintain a Quality Management System.

This report is to provide an update on the status of the City's Drinking Water Quality Management system.

Requirements:

As legislated under the Safe Drinking Water Act, 2002, the Ministry of the Environment (MOE) requires that municipalities maintain an accredited Quality Management System (QMS) in order to be allowed to provide safe drinking water to residents. The Water & Wastewater Services Division of the Infrastructure Services department has and maintains an accredited QMS for all six of the CGS drinking water systems (DWS). This accreditation provides for the licensing of those systems under the MOE's new Municipal Drinking Water Licensing Program (MDWLP). The CGS's six licensed DWS's are:

- The Sudbury DWS, comprised of the Wanapitei and David St. surface drinking water plants, and the Garson wells, plus the distribution and storage system that connects them;
- The Valley DWS, including all thirteen (13) Valley and two (2) Capreol wells plus the distribution and storage system;
- The Dowling DWS, comprised of two wells and distribution and storage system;
- The new Falconbridge DWS, consisting of three wells new to CGS plus the existing distribution and storage system;
- The new Onaping-Levack DWS, comprised of the three new-to-the-City wells and the original distribution system for both communities; and
- The original Vermilion DWS servicing the Walden area with a distribution-only system.

Signed By

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Division Review

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Accreditation proves that municipalities are adhering to the requirements of the Drinking Water Quality Management Standard (DWQMS). One such requirement, involves that information about the operation of the QMS is communicated to the owner of the DWS.

Updates to Owner:

Specifically, the DWQMS requires that the following information be shared with the representatives of the Owner:

- “the description of the organizational structure including respective roles, responsibilities and authorities”;
- “the relevant aspects of the Quality Management System”;
- “the findings of the review”: “the annual review of the adequacy of the infrastructure necessary to operate and maintain the subject system”;
- “sampling, testing and monitoring results”; and
- “the results of the management review, the identified deficiencies, decisions and action items”.

Drinking Water Quality Management System Results:

Communication to the Owner:

Information is regularly shared with Council as required by the DWQMS standard. The “findings of the annual review of the adequacy of the infrastructure” are shared with the Mayor and Council during budgetary discussions annually since this review drives plans for capital projects to comply with the requirement in the standard “to operate and effectively maintain the subject system(s)”.

“Sampling, testing and monitoring results” are shared with Council when Annual Reports are presented to Council each spring. The organizational structure is included in the approved Operational Plan, copies of which have already been provided to all members of Council.

This report is intended to satisfy the requirement to also share the results of the annual Management Review, and the results of both the internal and third party audits with Council.

As is expected, the audits and management review meetings yielded some items for further follow up and corrective action. Action is being taken to correct the items and continual improvement is taking place. Summaries of the specific results are included in the Appendices.

APPENDIX A:

WATER & WASTEWATER SERVICES AUDIT RESULTS, 2012

Internal Audits

In Jan, 2013, a full internal audit of the QMS for WWS division was completed using a CGS internal auditor. All 21 elements of the DWQMS were audited to obtain sufficient appropriate audit evidence to confirm that the system meets MOE requirements for the all elements of the DWQMS. It was reported that the Operational Plan, as updated to January 2013, substantively meets MOE requirements, as reflected in guidelines published by MOE, based upon audit evidence reviewed during the audit. The score achieved on the audit checklist used was 100 %.

During the Audit Closing Meeting, six opportunities for improvement (OFI) were identified. They have all been assigned for follow-up.

Spot Audits

Five Spot Check audits were performed by the City's Quality Management Systems Officer during 2012, and one follow-up to ensure that findings from a previous audit had been corrected. All negative findings were quickly corrected.

Third Party Audit

The DWQMS specifies the frequency and type or style for these audits:

The whole system will be audited comprehensively through performing a preliminary "desk audit" to check QMS documentation and then by visiting all Drinking Water Systems (DWS) once every three years.

In the intervening years, a "systems audit" is performed – a "desk audit" of documentation provided to the internal city staff member in absentia in order to make a determination of the system's fitness and health.

The CGS has successfully achieved accreditation for all DWS's under City control, and we are now in the second year of the cycle, necessitating a Systems Audit to be done each year until the next full Site Audit in 2014. The first Systems Audit was performed in August 2012, and the auditor recommended that the City maintain the current level of accreditation for the next year.

The Auditor reported four (4) minor non-conformances and five (5) Opportunities for Improvement. At this point in time, all minor non-conformances have been corrected and the Opportunities for Improvement are still under discussion.

APPENDIX B:

MANAGEMENT REVIEW RESULTS, 2012 DATA CYCLE

The Management Review Meeting to review data for 2012 was held in September 2013. As at every such meeting, the following items were included in the Agenda for discussion:

- Incidents of regulatory non-compliance;
- Incidents of adverse drinking-water tests (AWQI);
- Deviations from critical control point limits and response actions;
- Risk assessment results;
- Audit results; *
- Emergency response testing results;
- Operational performance;
- Quality trends: raw and treated water; *
- Follow-up on action items from previous management review;
- Status of management action items identified between reviews;
- Changes that could affect the QMS; *
- Consumer feedback;
- Resources needed to maintain QMS;
- Infrastructure review results;
- Operational plan currency, content and updates;
- Staff suggestions;
- Supplier performance;
- Source protection update; and
- Some other subjects discussed – Quality Policy (currency), management review scheduling, scheduling of other QMS activities, and fulfilling DWQMS requirements in the area of communication. *

Deficiencies were identified in the areas marked with an asterisk above and actions assigned to personnel with responsibility in the applicable areas, with due dates for all as required by the standard.