



**Municipality of Brighton
Committee of the Whole Meeting
December 13, 2010**

RE: DWQMS (Drinking Water Quality Management Standard) Management Review Meeting

Recommendation:

That the Committee recommends to Council that the attached DWQMS Management Review Meeting minutes be received for information.

Background:

Further to Ontario Regulation 188/07 – *Licensing of Municipal Drinking-Water Systems Regulation*; wherein the Honourable Justice Dennis R. O'Connor released a report recommending new approval requirements for municipal drinking water systems (following the Walkerton tragedy) the Government of Ontario initiated the Municipal Drinking Water Licensing Program. This program requires that owners meet several key elements in order to obtain a new license. These elements include:

- A permit to take water
- A drinking water works permit (replacing the existing Certificate of Approval)
- An accredited operational plan
- An approved financial plan
- Successful completion of internal audits
- Successful completion of external audits
- Annual management review meetings
- Commitment to continual improvement

The Municipal Drinking Water Licensing Program focuses on incorporating quality management into municipal water administration and operations; and is comparable to ISO (International Organization for Standardization) accreditation in the private sector.

The DWQMS program allows an Operating Authority to choose from one of three initial licensing options:

- Limited Scope – Partial DWQMS
- Limited Scope – Entire DWQMS
- Full Scope – Entire DWQMS

When either of the first two options is chosen, the Operating Authority is granted 12 months following initial accreditation to complete all items, pass an external audit by the Canadian General Standards Board and gain Full Scope – Entire DWQMS accreditation.

Discussion:

The Municipality of Brighton opted to enter into the Limited Scope – Entire DWQMS licensing option and received a Certificate of Accreditation on May 27, 2010. Accordingly, staff have 12 months to complete all requirements under O. Reg. 188/07 and apply for Full Scope – Entire DWQMS accreditation on or before May 27, 2011.

A management review meeting was held on December 6, 2010 with the CAO, Director of Public Works and Environmental Services, Water Supervisor and QMS Rep. This meeting covered the standard criteria as required by the DWQMS program (see attached agenda) with particular emphasis on the Internal Audit. Overall this inaugural meeting was both successful and productive, which is reflected in the minutes (attached); and staff look forward to subsequent management review meetings.

To date the Municipality of Brighton has received a Certificate of Accreditation, been granted its new Municipal Drinking Water Licence, has received its Drinking Water Works Permit, completed its first annual internal audit and management review meeting, is nearing completion of an approved financial plan, and is on track for external auditing in 2011, following which Full Scope Accreditation will be issued.

Recommendation:

That the Committee recommends to Council that the attached DWQMS Management Review Meeting minutes be received for information.

Attachments:

- Management Review Agenda
- DWQMS Management Review 2010 Meeting Minutes

Kiel Martin
Development Services Technologist

Jim Phillips
Director, Public Works
& Environmental Services

Prepared on December 8th, 2010
KDM/kdm



Municipality of Brighton
DWQMS Management Review
Meeting Minutes

Date: December 6, 2010

Time: 10:00 a.m.

Location: 67 Sharp Rd.

Staff Present: Gayle Frost, Jim Phillips, Mike Ryckman, Kiel Martin

1. Call to order

The meeting was called to order by Kiel Martin.

2. Kiel briefly described the agenda and explained the annual Management Review Meeting as required under the DWQMS.

3. The meeting followed the standard DWQMS agenda format, and is summed up as follows:

1. Incidents of non-compliance with applicable regulations:

Mike explained that we did have a non-compliance this year, which was due to various flow exceedances from our production wells. A flow exceedance can be caused by pump surge upon start-up, problems with flow control valves, etc.

In short, we are permitted to pump a maximum of 24.9 L/s from each well; and in prior years if we pumped more than this but remained below the maximum L/day; we were asked to not report the exceedance. However, our new MOE Inspector requires us to report all exceedances. Accordingly, a Standard Operating Procedure was created to ensure exceedances are reported.

No further action is required by the MOE now that this SOP is in place.

2. Incidents of adverse drinking-water tests:

Mike reported that there were three adverse test results under the annual lead testing program. Two were found on the Plumbing (private residence) side and one on the Distribution (municipal) side. However, all resamples came back ok.

Additionally, in 2010 we received Relief from Regulatory Lead Sampling and we do not have to take Plumbing samples (private residence) for the next three years.

3. Deviations from critical control point limits and corresponding actions taken:

Mike reported that Reservoir Level Control set points for the production wells were adjusted in May 2010 to explore maintaining higher reservoir levels by utilizing two production wells instead of all three. This provides better efficiency

in terms of fire fighting, higher chlorine contact time and overall storage. This change to set points was started as a six month trial which has proven very effective. Therefore we will continue operating on these set points and amend documentation as necessary.

4. The effectiveness of the risk assessment process:

Kiel reported that this is the first full year operating under DWQMS and thus far the risk assessment table is up to date and provides documentation on all identified risks. We will look to review the risk assessment table in January upon annual documentation review.

5. Results of internal and external audits:

Kiel reported the findings of the internal audit conducted in August and September 2010. There were five non-conformances relating to the DWQMS program, however all were minor in nature and none affected water quality. All related to documentation and/or file storage. We will look to have all five rectified by January 2011.

We expect to have our external audit from the Canadian General Standards Board in 2011.

6. Results of water system emergency response testing:

Jim reported that this annual testing requires better documentation in the future. This was noted as one of the non-conformances identified during the internal audit.

7. Operational performance:

Jim reported that operation performance has been good this year and there have been no major issues or breakdowns in the treatment or distribution systems. Staffing levels are adequate as well.

8. Trends in the quality of raw water supply and drinking-water:

Mike reported that the quality of both raw water and drinking water has not changed from previous years, and all samples show consistent, high quality water.

9. Follow-up on action items from previous management review meetings:

Kiel reported that this is not applicable as this is the inaugural management review meeting.

10. Updates on action items identified between management review meetings:

Kiel reported that this is not applicable as this is the inaugural management review meeting.

11. Changes to services, activities, regulations, etc. that could impact the QMS:

Kiel reported that there have been no changes in 2010 that impact the Quality Management System (QMS).

12. Consumer feedback:

Jim reported that consumer feedback is tracked through work orders or customer complaint forms; and that all customer concerns are addressed promptly by staff and work orders are filed for future reference. Following a review of 2010 customer complaints it is evident that the majority of them relate to hard water scaling. Mike reported that he advises all complainants to install a water softener to mitigate the scaling. He also reports that it is not feasible to “soften” water at the reservoir.

Additionally, Mike advises customers with complaints of high water pressure to install a pressure reducing valve in their home.

13. Resources needed for QMS maintenance:

Kiel reported that resources appear adequate for QMS maintenance through 2011.

14. Results of the infrastructure review:

Jim reported that the 10 year forecast has been updated and we are currently undertaking a rates study. Consideration should eventually be given to allocating funds for a fourth well at the reservoir site, as current growth projections do not justify a well facility at the Simpson St. site.

15. The currency and content of the Operational Plan:

Kiel reported that as this is the first full year operating under DWQMS, both the currency and content of the Operation Plan are fine at this time.

16. Comments and suggestions made by personnel:

Jim reported that comments and suggestions have always been received positively and are addressed as they are received. In addition to this, comments are also anticipated each year in January following review of water documentation and manuals.

Furthermore, under the DWQMS program, any significant suggestions for change are recorded on a Change Request Form for tracking and review by management.

4. Following review of the agenda and some general discussion, this concluded the inaugural Management Review Meeting.
5. Next meeting date: December 2011
6. Adjournment

Management Review Agenda

At a minimum, the CAO, Director of Public Works, QMS Representative, and the Water Supervisor are required to attend the Management Review Meeting.

The individuals responsible for appropriate reporting are listed beside each item and are defined as follows:

QMS	Quality Management System Representative
ORO	Overall Responsible Operator / Water Supervisor
DPW	Director of Public Works

Agenda Items:

1. Incidents of non-compliance with applicable regulations (ORO);
2. Incidents of adverse drinking-water tests (ORO);
3. Deviations from critical control point limits and corresponding actions taken (ORO);
4. The effectiveness of the risk assessment process (QMS);
5. Results of internal and external audits (QMS);
6. Results of water system emergency response testing (DPW);
7. Operational performance (DPW);
8. Trends in the quality of raw water supply and drinking-water (ORO);
9. Follow-up on action items from previous management review meetings (QMS);
10. Updates on action items identified between management review meetings (QMS);
11. Changes to services, activities, regulations, etc. that could impact the QMS (QMS);
12. Consumer feedback (DPW);
13. Resources needed for QMS maintenance (QMS);
14. Results of the infrastructure review (DPW);
15. The currency and content of the Operational Plan (QMS);
16. Comments and suggestions made by personnel (DPW).