



## **Committee of the Whole Report**

**Report Number WWW2020-008**

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**Meeting Date:** November 3, 2020

**Title:** Drinking Water Quality Management System Review and Endorsement

**Description:** Report to request Council's annual required endorsement of the Water and Wastewater Division Drinking Water Quality Management System

**Author and Title:** Julie Henry, Quality Management and Policy Coordinator

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### **Recommendation(s):**

**That** Report WWW2020-008, Drinking Water Quality Management System Review and Endorsement, be received;

**That** the City of Kawartha Lakes Water and Wastewater Quality Management System be endorsed by Council;

**That** the City of Kawartha Lakes Water and Wastewater Quality Management System Policy statements be adopted;

**That** the Ontario Clean Water Agency Quality Management System Policy statements be received and endorsed;

**That** the external surveillance audit report for the Water and Wastewater Division (as the accredited Operating Authority) be received;

**That** the external surveillance audit report for Ontario Clean Water Agency (as the accredited Operating Authority) be received;

**Department Head:** \_\_\_\_\_

**Financial/Legal/HR/Other:** \_\_\_\_\_

**Chief Administrative Officer:** \_\_\_\_\_

**That** the City of Kawartha Lakes Water and Wastewater Division Management Review Summary be received; and

**That** these recommendations be brought forward to Council for consideration at the November 17, 2020 Regular Council Meeting.

## Background:

The Corporation of the City of Kawartha Lakes owns twenty-one drinking water systems, all of which are licensed under the Ontario Municipal Drinking Water Licensing Program (MDWLP). An Owner cannot legally produce or deliver drinking water without a license. In order to receive a license, the Owner of a municipal drinking water system must have the following:

- An accredited Operating Authority (for the Lindsay Drinking Water System and all twenty-one Distribution Systems the accredited Operating Authority is the Water and Wastewater Division of the City of Kawartha Lakes. For the treatment systems of the remaining twenty drinking water systems, Ontario Clean Water Agency (OCWA) is the contracted accredited Operating Authority.) **Both OCWA and the Water and Wastewater Division were granted accredited operating authority status in 2011 and have since successfully maintained their accreditation and licensed status.**
- A Municipal Drinking Water License.
- A Permit to Take Water.
- An Operational Plan (the written version of the Quality Management System).
- A Financial Plan.

The Drinking Water Quality Management Standard provides the foundation for the operation of municipal residential drinking water systems for accredited operating authorities in the province of Ontario. In order to remain an accredited Operating Authority, an established and successful Quality Management System that meets the requirements of the Ontario Drinking Water Quality Management Standard (DWQMS), must be maintained.

Without this Quality Management System in place, an operating authority cannot be accredited. Without Owner endorsement, a Quality Management System is not considered to have met the requirements of the DWQMS. An owner cannot legally operate a drinking water system without an accredited operating authority in place. Therefore, it is imperative to attain and maintain Owner endorsement and approval for the Water and Wastewater Quality Management System.

Council endorses the Water and Wastewater Division's Quality Management System every year by authorizing the Mayor and CAO to sign the Quality Management System Policy through resolution. This documents the mission statement, or commitment that an accredited operating authority makes in regards to the delivery of safe drinking water. The standard states that "The Operational Plan shall contain a written endorsement of its contents by Top

Management and the Owner.” In response, Council has endorsed the Quality Management System annually since the initial accreditation in 2011.

At the Council Meeting of December 10, 2019, Council adopted the following resolution:

**WWW2019-012**

**Drinking Water Quality Management System Review and Endorsement**

Julie Henry, Quality Management and Policy Coordinator

**CR2019-733**

**That** Report WWW2019-012, **Drinking Water Quality Management System Review and Endorsement**, be received;

**That** the City of Kawartha Lakes Water and Wastewater Quality Management System be endorsed by Council;

**That** the City of Kawartha Lakes Quality Management System Policy statements be adopted;

**That** the Ontario Clean Water Agency Quality Management System Policy statements be received and endorsed;

**That** the external surveillance audit report for the Water and Wastewater Division (as the accredited Operating Authority) be received;

**That** the external surveillance audit report for Ontario Clean Water Agency (as the Accredited Operating Authority) be received; and

**That** the Water and Wastewater Division Management Review summary be received.

**Carried**

**Rationale:**

The DWQMS is mandated through the Safe Drinking Water Act (2002) and the Ministry of Environment, Conservation and Parks.

In order for an Operating Authority to remain in good standing, the Endorsement and support of the Owner (as represented by Council), is required.

The following section provides an overview of the standard that the City and OCWA have followed and the specific activities that were undertaken over the

last year to ensure the Operational Plans and Quality Management System policies for the next year are endorsed and adopted by Council.

The Drinking Water Quality Management Standard is comprised of twenty-one elements, all of which address a different aspect of producing and delivering safe drinking water.

**Element One - Quality Management System** – Introduces the scope of the system.

**Element Two – Quality Management System Policy** – Commitment to the maintenance and continual improvement of the Quality Management System. The policy for the Water and Wastewater division is included in this report as Appendix B. The policy for the Ontario Clean Water Agency is included in this report as Appendix E. Top Management from the Water and Wastewater Division will sign this endorsement once Council has approved the request for endorsement.

**Element Three - Commitment and Endorsement** – Written endorsement of the Quality Management System by Water and Wastewater Top Management.

**Element Four - Quality Management System Representative** – Identification of the Quality Management System Representative and Designate as appointed by Top Management.

**Element Five - Document and Records Control** – Procedure to manage and control important documents and records.

**Element Six - Drinking Water System** – Description of the Drinking Water Systems and water sources.

**Element Seven - Risk Assessment** – Procedure to describe and control the hazards associated with producing and delivering safe drinking water.

**Element Eight - Risk Assessment Outcomes** – Documentation of the Risk Assessment Outcomes.

**Element Nine - Organizational Structure, Roles, Responsibilities and Authorities** – Procedure that identifies the responsibilities of all positions related to the production and delivery of safe drinking water.

**Element Ten - Competencies** – Procedure that documents the competencies required for all employees with positions directly related to the provision of safe drinking water.

**Element Eleven - Personnel Coverage** – Procedure to ensure that sufficient, competent personnel are available at all times.

**Element Twelve - Communications** – Procedure that describes how the QMS is communicated to and between Top Management, the Owner, the Operating Authority, Suppliers/Service Providers and the Public.

**Element Thirteen - Essential Supplies and Services** – Identifies all supplies and services essential for the production and delivery of safe drinking water.

**Element Fourteen - Review and Provision of Infrastructure** – Procedure describing the annual review of drinking water infrastructure.

**Element Fifteen - Infrastructure Maintenance, Rehabilitation and Renewal** – Procedure for infrastructure maintenance, rehabilitation and renewal programs for the drinking water system.

**Element Sixteen - Sampling, Testing and Monitoring** – Procedure for sampling, testing and monitoring activities required for drinking water quality.

**Element Seventeen – Measurement and Recording Equipment Calibration and Maintenance** – Procedure to document the calibration and maintenance of measurement and recording equipment used to produce and deliver safe drinking water.

**Element Eighteen – Emergency Management** – Procedure to document how the Operating Authority maintains a state of emergency preparedness.

**Element Nineteen – Internal Audit** - Procedure to document the process for internal audits.

**Element Twenty – Management Review** – Element describes the topics that must be discussed and reviewed by Top Management during the annual Management Review as well as the intent and goal of said review.

**Element Twenty-One – Continual Improvement** – Element describes the requirement for the Operating Authority to continually improve the effectiveness of its Quality Management System.

All of the elements of the Quality Management Standard are addressed and adhered to within the Water and Wastewater Division's Quality Management System and documented within the Operational Plan.

## **External Audit**

As part of the accreditation process, it is necessary for every Accredited Operating Authority to undergo an annual third-party external audit. The external audits follow a three-year cycle as follows:

The accreditation body will annually audit the QMS of an operating authority with a Certificate of Accreditation (Full Scope – Entire DWQMS), in accordance with the following schedule:

- a) In the first year following the year in which the certificate was issued and every third year thereafter, the accreditation body will undertake a surveillance audit;
- b) In the second year following the year in which the certificate was issued and every third year thereafter, the accreditation body will undertake a surveillance
- c) In the third year following the year in which the certificate was issued and every third year thereafter, the accreditation body will undertake a re-accreditation audit.

Surveillance audits consist of enhanced desktop systems audits with no onsite verification component.

The Water and Wastewater Division and OCWA underwent surveillance audits in 2019. Audit reports for both operating authorities are included in this report as Appendix C and Appendix F.

## **Internal Audits**

In addition to external audits by a third party, the DWQMS requires operating authorities to conduct internal audits on all twenty-one elements of their Quality Management Systems on an annual basis. An auditing team is assigned and staff are questioned on their knowledge of the QMS and on the suitability of the QMS with regards to controlling process and guiding staff on their responsibilities. Internal audits are similar to external audits in that they both identify non-conformances and opportunities for improvement.

The 2020 Internal Audit is scheduled for the week of November 16.

## **Top Management Review**

One of the requirements of the DWQMS is an annual Top Management Review. During this review, the Quality Management Representative presents a report to Water and Wastewater Top Management that summarizes and reviews the Water and Wastewater Quality Management System. Members of Top Management are responsible for reviewing this report and providing feedback to the Quality Management Representative. This feedback is used to improve the

Quality Management System, which conforms to the requirement of Element Twenty-One of the DWQMS, to continually improve their Quality Management System.

The members of Top Management for the Water and Wastewater Division are:

Bryan Robinson – Director, Public Works  
Amber Hayter – Supervisor, Water and Wastewater Operations

The Division has recently determined that as of January 2021, the Water Treatment Supervisor/ORO (Nathan Braund), and the Water Distribution and Collection Supervisor/ORO (Terry Farr) will be included as members of Top Management.

A copy of the Management Review Meeting Minutes is included in this report as Appendix D.

At the time of this report, OCWA's Top Management Review for 2020 had not been completed. A summary of this meeting will be requested and reviewed when available.

### **Conclusions and Recommendations:**

Currently, the Quality Management System is in excellent standing. The City of Kawartha Lakes remains committed to providing safe and reliable drinking water and services to all of our residents, businesses and visitors. We continue to meet and surpass applicable regulations and legislation relating to the provision of safe drinking water.

Owner commitment is a crucial component of a successful Quality Management System. Without the authority, direction and support of the system(s) owner, a Quality Management System cannot be successfully maintained. Ultimately, without a successful and approved QMS, an operating authority cannot be accredited and an owner cannot legally produce and/or distribute drinking water. It is therefore recommended that Council accept and re-endorse the Quality Management Systems for the Water and Wastewater Division of the City of Kawartha Lakes and for the Ontario Clean Water Agency and to adopt the QMS Policy Statements for both operating authorities as presented.

### **Other Alternatives Considered:**

There are no other alternatives. The Drinking Water Quality Management Standard as mandated by the *Safe Drinking Water Act, 2002* under the Ministry of the Environment, Conservation and Parks requires the endorsement of an accredited Operating Authority's Quality Management System for the continuation of accreditation. Without owner endorsement, we cannot attain

accreditation and without an accredited Operating Authority, the owner cannot legally produce or supply drinking water to the public.

### **Alignment to Strategic Priorities:**

This system is consistent with the 2020-2023 Kawartha Lakes Strategic plan, especially priorities 1 and 2. A Healthy Environment and An Exceptional Quality of Life include safe water from source to tap. Maintaining an effective and robust Quality Management System ensures that the Water and Wastewater Division of the City of Kawartha Lakes retains the ability to provide clean, safe drinking water while ensuring dedication and commitment to the environment via source water protection. The protection and enhancement of drinking water quality adds to the quality of life and health of City residents.

### **Financial/Operation Impacts:**

There are no financial considerations related to this report.

### **Consultations:**

Director, Public Works  
Supervisor, Water and Wastewater Operations

### **Attachments:**

Appendix A – Drinking Water Quality Management Standard 2017 V2



**Ap A DWQMS**

Appendix B – Owner Endorsement QMS Policy Statement WWW CKL



**Ap B CKL WWW  
Endorsement**

Appendix C – SAI Global CKL DWQMS V2 Audit Report



**AP C CKL WWW  
Audit**

Appendix D – CKL WWW Management Review Items Summary



**Ap D CKL WWW  
Mgmt Rev**

## Appendix E – OCWA QMS Policy and CKL Endorsement



**Ap E OCWA  
Endorsement**

## Appendix F – SAI Global OCWA DWQMS V2 Audit Report



**Ap F OCWA Audit**

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