



Ontario Clean Water Agency

Management Review Minutes

City of Kawartha Lakes Multi-Facility Plan

Issue Date: 23-Dec-20
Pages: 1 of 16

Reviewed by: *All attendees*

Approved by: Geoff Redden

Owner and Location: *The Corporation of the City of Kawartha Lakes*

Drinking Water System Name: *City of Kawartha Lakes Multi-facility Plan:*

Birch Point

Bobcaygeon

Canadiana Shores

Fenelon Falls

Janetville

King's Bay

Kinmount

Manorview

Mariposa Estates

Norland

Omeme

Pinewood

Pleasant Point

Sonya

Southview Estates

Victoria Place

Western Trent/Palmina

Woodfield

Woods of Manilla

Woodville

Review Period: *Nov 2019– Oct 2020*

Meeting Information/Introduction

Date/Time: November 25, 2020
9:30

Location: Remote - Skype

Attendees: Top Management: *Geoff Redden, Lynette Nicholson, Brent Martin, Jeremy Manning, Wes Henneberry*
QEMS Representative: *Cindy Coffin, Julie Mather, Julie Preslie*
Operator(s) for the DWS(s): *Justin Baker, Operator-Mechanic, North Cluster*

Regrets: none

Minutes Taken By: Julie Preslie

Introduction:

Safety Moment: Winter Safety Reminders

The purpose and objectives of the Management Review were reviewed as follows:

Purpose:

To evaluate the continuing suitability, adequacy and effectiveness of OCWA's QMS.

Objectives:

The Management Review participants will review/discuss the standing agenda items and the data presented, identify



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deficiencies, make recommendations and/or initiate action plans to address identified deficiencies as appropriate.

The Management Review includes a review of the DWQMS operational plan, SAI audit report(s), OCWA internal audit report and other related operational documents/records as detailed in the meeting minutes. The information reviewed during the Management Review was provided/made available to attendees through a shared folder.

This meeting covers the standing agenda items for the DWSs noted above. Details of the discussion, any deficiencies identified, decisions made and applicable action items related to each standing agenda item are described under the appropriate item number within the following table.

The minutes from the previous Management Review December 5, 2019 are also reviewed. Any follow up on actions and/or additional actions required are detailed under item [a].

Meeting Minutes				
Item #	Documentation Reviewed/Discussion Points/Issues Raised/Action Taken to Date /Decisions Made	Actions Identified during Management Review	Responsibility/Assigned To	Target Date
[a] [b]	<p>Follow-up on action items from previous Management Reviews and the status of management action items identified between reviews:</p> <p>The Implementation Action was reviewed and updated. Attached as Items [a][b]</p> <p>Carry forward action item: Consideration of an SOP for situations when alarm setpoints are temporarily altered for maintenance, etc.</p> <p>Consideration of an SOP for alarm bypassing.</p>	<p>Electronic log books project being implemented in 2021 will allow for information on temporary alterations of alarm set points to be highlighted and readily identified for operations staff.</p> <p>Contact other regions for information.</p>	<p>PCTs</p> <p>SOMs & SPC Mgr.</p>	<p>30-Sep-21</p> <p>30 Jun 21</p>



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	Omemee – new well connection	This project was delayed due to COVID . It will be going for tender in the new year.	South SOM	31-Dec-21
	Multiple facility project to install VFDs on high lift pumps and high lift replacements – Janetville, Mariposa Estates, Omemee, Sonya, Woodfield, Woods of Manilla, Woodville – O&M Manuals and drawings need updating.	Ongoing from 2020.	South SOM	Ongoing
	Bobcaygeon – tower recoating	This project was delayed due to COVID .	Central SOM	31-Dec-21
	Refer to Element 21 table for action items identified between reviews.			
[c]	Incidents of regulatory non-compliance: Monthly meetings with owner to discuss regulatory non-compliances, see CKL Monthly Meeting Minutes S:\everyone\DWQMS\Management Review\CKL			
	Summary table provided as attachment item [c]. Refer to Element 21.	Complete		
[d]	Incidents of adverse drinking water tests: Monthly meetings with owner to discuss AWQIs, see CKL Monthly Meeting Minutes S:\everyone\DWQMS\Management Review\CKL			
	Summary table provided as attachment item [d]. Refer to Element 21.	Complete		



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[e]	<p>Deviations from Critical Control Point limits and response actions:</p> <p>CCPs are reviewed monthly when day sheets provided to PCTs.</p> <p>Central: Bobcaygeon filter effluent from Nov 2019 to March 2020. Actions taken to mitigate alarms included clarifier cleaning, sodium hypo soak on filters, and addition of chlorine to filter backwash water. Media has been sampled to investigation other potential treatment.</p>	Continue with filter performance optimization.	Central SOM	30-Jun-21
[f]	<p>Effectiveness of the risk assessment process:</p> <p>36 month risk assessment review completed in March of 2018. MECPs Potential Hazardous Events for Municipal Residential Drinking Water Systems were added to the process and assessed.</p> <p>Procedure was reviewed and found to be effective. The assumptions, likelihood, and consequence used in the assessments were found to be effective.</p> <p>Risk assessment for Fenelon Falls DWS conducted for the UV and chloramination upgrades - Element 8 Appendix OP-08D Rev. 11</p>	Conduct 36 month risk assessment review prior to March 2021.	PCTs/SOMs/ Operations Staff	20-Jan-21
[g]	Internal and third-party Audit results:			



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	<p>Third-party Audit SAI-Global completed a third party audit surveillance audit on April 20 – 21, 2020. One minor non-conformance and two OFIs.</p> <p>Audit reports attached as item [g].</p> <p>Minor Non-Conformance CA 2019-01 root cause documented as human error to address regulatory requirement. CA 2019-03 root cause documented as oversight to address changes made to documents. CA 2019-04 root cause documented as not applicable to address ongoing regulatory requirement (issue recurring). CA 2019-05 root cause documented as oversight relating to regulatory requirement. In each case the evidence referenced indicates that the root causes have not been addressed/eliminated because of actual or potential re-occurrence. For the identified Corrective Actions, the root cause analysis (5 why's process) was re-applied and documented – May 13, 2020</p>	Complete		



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	<ol style="list-style-type: none">1. Teleconference with OCWA Regional Compliance Team and OCWA Corporate Compliance to discuss the non-conformance and Element 21 – April 22, 20202. Teleconference with OCWA North PCT and SAI Global Auditor to discuss the non-conformance – April 27, 20203. Teleconference with OCWA Regional Compliance Team to complete re-assessment of root cause analysis for identified corrective action items from Element 21 Table – May 13, 20204. Determine mechanism to effectively capture root cause analysis for the Corrective Action process – May 28, 20205. CKL Summary Table for Action Items updated to include updated Root Causes Analysis and verifications – May 29, 2020 <p>Revised OP-21 and OP-19 procedures to</p>			



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	<p>include the established Root Cause Analysis Form – May 29, 2020</p> <p>Audit reports attached as item [g].</p> <p>OFI Element 8: Consider calculating risk value for hazardous events not a CCP such as structure failure for Mariposa Estates and structure failure for Omemee</p> <p>OFI Element 6: Consider updating the operational plans for Kinmount and Norland, as they have not been updated since 2018 (In both cases the source water table was not updated for turbidity or microbiological testing since 2017).</p>	<p>This OFI will be considered during the 36 month Risk Assessment scheduled for 2021.</p> <p>Raw water updated for Element 6 Kinmount and Norland – complete.</p>		
	<p>Internal Audit Completed October 1, 20, report attached as item [g]. 1 OFI identified as follows:</p> <p>Element 5 Document and Records Control OFI OP-05 Documents and Record Control Revision History should be edited to correct the date of Revision History #7 to match the Revision Date in the</p>	<p>Corrected date in revision history from 31-Aug-31 to 31-Aug-18. As this was a type-o no revision number was assigned.</p>		Complete



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	header.			
[h]	<p>Results of emergency response testing:</p> <p>Testing conducted by each Cluster. CP-04. North Cluster tested Sep 10, 2020 South Cluster tested Sep 23, 2020 Central Cluster tested Oct 8, 2020</p> <p>Scenario During the calendar year of 2020 a world wide pandemic hit, creating unprecedented situations across the world and OCWA. It was established from the very beginning that we would continue to provide clean, safe drinking water to our clients.</p> <p>In order to best keep our staff safe and still deliver clean drinking water to our clients OCWA developed the Responding to Coronavirus Contingency Plan (CP). This CP contains several SOPs to address any problems that may arise and new protocols in place to prevent these issues: Covid #2 Facility Cleaning and Disinfecting SOP Covid #3 Employee Self Distancing SOP Covid #4 PPE Requirements for Covid-19 Covid #5 Critical Shortage of Staff Requiring External Operators during Covid-19 Covid #6 Contractor Safety Screening Questionnaire</p>	Review COVID CP with Regional Manager.	SPC Manager	31-Jan-21



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	<p>The number of employees available to report to work is dependent on the number of employees who have tested positive for COVID or have been exposed and are self-isolating. Staffing levels will range from Level 1 (full staffing levels) to Level 4 (>50% are off work)</p> <p>Staff reviewed these at Cluster Meetings and implemented the necessary changes and protocols. Staff expressed concern on how to maintain distance while working on tasks that require two people. They expressed concern with the little direction there is regarding children in school. The directive lacks information on what is to happen if the entire cluster has to stay home due to children's exposure at school.</p> <p>School boards have implemented screening protocols. Testing is available for children and parents. Health Unit has directed that an individual within a family should isolate within the home until test results are received.</p> <p>Staff should continue to use OCWA COVID screening daily.</p> <p>2021 test scheduled for Cluster Meetings in</p>			



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	September.			
[i]	Operational performance: Monthly CKL meetings review operational performance of the 20 water treatment plants. During these meetings facility issues and trends are discussed and acted upon as required. Copies of the monthly reports are on the shared drive: S:\everyone\CKL Monthly Reports. Meeting minutes are S:\everyone\DWQMS\Management Review. North Cluster Fenelon Falls – standpipe structural assessment	Tender package to be completed.	North SOM	01-Jul-21
	South Cluster Omemee – new well connection Mariposa Estates – treated water nitrates have increased Canadiana Shores – challenges with procurement and supply of NSF 53 cartridge filters Pleasant Point – challenges with procurement and supply of NSF 53 cartridge filters Multiple facility project to install VFDs on high lift	Connect new well (carry forward item included in item [a][b]) Investigate replacing nitrate removal system. Investigate filter replacements Investigate filter replacements Update O&M Manuals and drawings.	South SOM South SOM South SOM/PCT South SOM/PCT South Sr. Ops Mgr.	31-Dec-21 Q1 2021 31-Dec-21 31-Dec-21 31-Dec-20



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	pumps and high lift replacements – Janetville, Mariposa Estates, Omemee, Sonya, Woodfield, Woods of Manilla, Woodville – O&M Manuals and drawings need updating.			
	Central Cluster Bobcaygeon – installation of VFDs Southview Estates – high lift rebuilt and in service Victoria Place – site is experiencing high flows Woodville – standpipe structural assessment	 In progress Noted Investigate high flows Tender package to be completed.	 Central SOM Central SOM / Owner Central SOM	 31-Jan-21 Q1 2021 01-Jul-21
[j]	Raw water supply and drinking water quality trends: Flows, raw and treated water quality are reviewed monthly and documented in the CKL Monthly Reports. Water quantity and quality have been consistent. Raw water assessments being completed for MDWL renewals which are due early in 2021. Central Cluster			



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	Bobcaygeon - reviewed THMs which are below the limit but have increased in 2019.	Noted		
	Southview – THMs elevated, were over the limit; however recently decreased. HAAs are elevated but below limit.	Noted		
	Victoria Place – Well 3 showing TC in 2019 – well taken offline, chlorinated, sampled and return to use. No TC results in 2020.	Continue to monitor Well 3	PCT/Operations	ongoing
	North Cluster			
	Fenelon Falls – THMs continue to exceed limit. HAAs exceeded limit. CT had to be increased contributing to the high levels. Upgrades to include UV for primary disinfection and chloramination for secondary completed in Oct 2020. Anticipate lower results for THMs and HAAs going forward. Aluminum levels in treated water fluctuates seasonally with levels above OG during the summer months.	Continue monitoring effectiveness of upgrades to primary and secondary disinfection. Process optimization through possible alkalinity adjustments, initiated jar testing to mitigate fluctuations in treated water aluminum levels.	North Ops Mgr. / PCT/Operations North Ops Mgr. / PCT/Operations	Ongoing 31-Dec-21
	Kinmount & Norland – THMs and HAAs elevated but below limit.	Noted		
	Western Trent – THMs small increase from 2018;	Noted		



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	<p>HAA's below half MAC.</p> <p>South Cluster</p> <p>THMs & HAA's consistently low at all sites.</p> <p>Well cleaning program appears to have alleviated any increased levels of iron and/or turbidity in South wells i.e. Pleasant Point – higher turbidity in 2017, well cleaned and turbidity decreased.</p> <p>Mariposa Estates – treated water nitrate levels increasing, nitrate removal system scheduled to be replaced. Well 1 nitrate levels decreasing, Well 2 nitrate levels showing some increase.</p>	<p>Noted</p> <p>Noted</p> <p>See item [i] above.</p>		
	<p>Overall there appears to have been no significant changes to the raw water sources or the drinking water quality.</p>			
[k]	<p>Changes that could affect the QEMS:</p> <p>CKL contract – Sonya and Manilla to be returned to owner for operations.</p> <p>Training impacted by pandemic. Training being provided virtually, webinars etc. EC Mandatory</p>	<p>Noted</p> <p>Follow up with corporate on potential date for EC101 training availability - revise OP to reflect</p>	<p>SPC Mgr PCTs</p>	<p>31-Dec-20</p>



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	training unavailable due to pandemic. Watermain Disinfection Procedure – impact MDWL renewals in 2021. Birch Point to join Central Cluster from South Cluster.	current status of mandatory EC 101 training. Noted Central SOM & staff to tour site.	Central SOM & South SOM	01-Jan-21
[l]	Consumer feedback: Consumer complaints are reported monthly to the owner at the monthly CKL meetings. Meeting minutes are S:\everyone\DWQMS\Management Review. Copies of monthly reports are on the shared drive: S:\everyone\CKL Monthly Reports. Any issues identified are promptly responded to.	None		
[m]	Resources needed to maintain the QEMS: Maintain adequate staffing Ensure training of staff.	Ongoing Ongoing	Sr. Ops Managers SPC Manager	Ongoing Ongoing
[n]	Results of the infrastructure review: 2021 Capital Budget as provided to the owner is included as attachment item [n]. An infrastructure review is conducted monthly via meetings with CKL and adjusted accordingly. Discussed the process of conducting a review of the drinking water systems infrastructure to assess its adequacy for the operation and maintenance of the system.	Meet monthly with CKL. Review forecasts at Cluster meetings.	SOMs, General Manager SOMs	Ongoing Ongoing



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[o]	Operational Plan currency, content and updates: The Plan was revised to include the action items identified in [g] and other action items from this review were applicable. Upgrades completed at the Fenelon Falls DWS and Element 6 Appendix OP-06D revised Oct 29, 2020 to include upgrades. Risk Assessment for upgrades to the Fenelon Falls DWS Element 8 Appendix OP-08D	See [g] Complete Complete		
[p]	Staff suggestions: Shared drive – staff sometimes struggle to find documents and records on the electronic shared drive.	Investigate share point and a recommended approach for a more user friendly standardized electronic filing system. Remove duplicate folders, files and develop a structure to improve ease of use.	General Manager & SPC Mgr	30-June-21
[q]	Review/consideration of any applicable Best Management Practices (BMPs): Refer to table CKL Element 21 Summary Table of Action items attached as Item [q].	Schedule quarterly meetings to review status of action items identified in Element 21 Summary Table.	PCTs	Q1 2021



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Details of next Management Review meeting:

Next Meeting: Management Review for risk assessment review – January 20, 2021



CKL Multi-Facility Operational Plan Water Treatment

05-Dec-19 Management Review Implementation Action Plan

Issued: 7-Jan-20

Updated: 25-Nov-20

The following table is an optional tool to assist with tracking action items that are identified in the Management Review meeting as requiring follow-up.

Action Required	Assigned To	Target Date	Comments/Status
1 Incidents of regulatory non-compliance			
2 Incidents of adverse drinking water tests			
3 Deviations from critical control limits and response action			
Bobcaygeon WTP – turbidity alarm set at 0.3NTU. In January sludge removed for clarifier and helped reduce alarms. Plant often runs at capacity and long filter runs increase turbidity readings until filter backwash triggered. Work order being created.	Central Sr. Ops Mg	31-Dec-19	Complete Semi-annual clarifier cleaning/inspection WO created on December 17, 2019.
4 Effectiveness of the risk assessment process			
Revise OP-07 to reflect that annual risk assessment be completed as part of a management review.	PCTs	30-Jun-20	Complete November 18, 2020.
Schedule a separate Management Review for annual risk assessment review.	PCTs	30-Jun-20 30-Jun-21	

Action Required	Assigned To	Target Date	Comments/Status
5 Internal and third-party audit results			
Internal Audit			
Element 5 Document and Records Control OFI: Revise OP-05 to include a procedure so that staff is aware that an electronic document has been replaced and is not the most current version.	PCTs	30-Apr-20	Complete March 27, 2020 Added 3.8 'Superseded electronic documents are watermarked with an obsolete message...
Element 6 DWS Descriptions OFI: Revise OP-06M with the removal of "Water temperature changes significantly from winter to summer".	PCTs	30-Apr-20	Complete April 16, 2020
Element 6 DWS Descriptions Revise OP-06M to reflect pressure tank setup.	PCTs	30-Apr-20	Complete April 16, 2020 Revised OP-06M to reflect pressure tank setup.
Element 8 Risk Assessment Outcomes OFI: Revise Table 2 Response, Reporting and Recording Procedures to include "Record CCP on CCP Form".	PCTs	30-Apr-20	Complete North – April 16, 2020 South – April 16, 2020 Central – April 17, 2020 Table 2 updated to include

Action Required	Assigned To	Target Date	Comments/Status
OFI: Revise OP-08F Table 2 to reflect the change in the low chlorine alarm value.	PCTs	30-Apr-20	requirement to record CCP limit deviations on the CCP form. Complete April 17, 2020 Reflect the low chlorine alarm value on Table 2.
OFI: Revise Victoria Place CCP Alarm Record to reflect the change in the low chlorine alarm value	PCTs	30-Apr-20	Complete March 27, 2020 The low chlorine value on the CCP Record was correct (1.0 mg/L) but OP-08P Table 2 used the low low chlorine value of 0.9 mg/L. Updated CCP Record chlorine CCL to low low value 0.09 mg/L.
Element 10 Competencies OFI: Adding completing training records and entering them into the training database for internal trainings that are not directly related to facility operations but are outlined in the OP (example training related to procurement and business administration practices).	PCTs	30-Apr-20	Complete November 19, 2020
Element 11 Personal Coverage OFI: Revise OP-11 to include reference to Vacation Schedule/Cluster Outlook Calendar.	PCTs	30-Apr-20	Complete November 19, 2020
OP-16 Sampling, Testing and Monitoring Revise OP-16 to include that laboratory results	PCTs	30-Apr-20	Complete

Action Required	Assigned To	Target Date	Comments/Status
from SGS are emailed directly to the owner.			15-Apr-2020 Updated OP-16 to include that SGS provides sample results directly to the owner via email.
OP-18 Emergency Management OFI: Consider adding OP-12 Communications as a Related Document in OP-18.	PCTs	30-Apr-20	Complete November 19, 2020
OP-21 Continual Improvement Revise OP-21 to include that a root cause analysis be completed once a non-conformity has been identified.	PCTs	30-Apr-20	Complete May 29, 2020
6 Follow-up on action items from previous Management Reviews			
Consideration of an SOP for situations when alarm setpoints are temporarily altered for maintenance, etc.	PCTs	30-Jun-20 30-Sep-21	Electronic log books project being implemented in 2021 will allow for information on temporary alterations of alarm set points to be highlighted and readily identified for operations staff.
Consideration of an SOP for alarm bypassing.	Sr. Ops. Mgrs.	30-Jun-20 30 Jun 21	Contact other regions for information.
7 Operational Performance			
Fenelon WTP - UV and chloramination for 2020. Membrane filters replaced in June 2019. Schedule C received to allow for installation of UV and chlorination, tender to be issued in December 2019 with expected completion of upgrades by April 2020.	North Ops. Mgr.	Complete	Project completed troubleshooting UVT analyzer ongoing.

Action Required	Assigned To	Target Date	Comments/Status
Canadian Shores – replacement well drilled. Consultant working on Schedule C amendment & PTTW.	South Ops. Mgr.	31-Dec-19	Complete
Sonya – well remediation recommended in 2020 Capital.	South Ops. Mgr.	31-Dec-19	Complete – approval to proceed.
Janetville – investigation of well 5, licensed well driller to provide report	South Ops. Mgr.	30-Jun-20	Complete
Omeme – new well connection	South Ops. Mgr.	30-Dec-20 31-Dec-21	This project was delayed due to COVID . It will be going for tender in the new year.
Multiple facility project to install VFDs on high lift pumps and high lift replacements – Janetville, Mariposa Estates, Omeme, Sonya, Woodfield, Woods of Manilla, Woodville – O&M Manuals and drawings need updating.	South Ops. Mgr.	30-Dec-20 ongoing	Ongoing
Southview – highlift pump to be refurbished.	Central Ops Mgr.	30-Apr-20	Complete Highlift pump was refurbished and installed on March 19, 2020.
Bobcaygeon – tower recoating.	Central Ops Mgr.	31-Dec-20 31-Dec-21	Deferred to 2021
8 Changes that could affect the QEMS			

Action Required	Assigned To	Target Date	Comments/Status
9 Consumer Feedback			
10 Resources needed to maintain the QEMS			
Maintain adequate staffing.	Sr. Ops. Mgr.	Ongoing	
Ensure training of staff.	SPC Manager	Ongoing	
11 Results of Infrastructure Review			
An infrastructure review is conducted monthly via meetings with CKL and adjusted accordingly. Meet monthly with CKL.	Sr. Ops Managers, General Manager	Ongoing	
South to complete documentation of risk assessment for budget.	Sr. South Ops Mgr.	31-Dec-19 revised 31-Jan-20	Completed January 17, 2020
Review forecasts at Cluster meetings.	Sr. Ops Mgrs.	ongoing	North & South Clusters 14-Jan-20 Central Cluster 13-Feb-20
12 Operational Plan currency, content, updates			
Updates and actions covered under Internal Audit results			
13 Staff Suggestions			
Include file path on documents located on the shared drive listed in OP-5A.	PCTs	31-Dec-20	Complete November 19, 2020
Schedule more cross training.	Sr. Ops Mgrs.	ongoing	
Schedule cluster meetings various plants.	Sr. Ops Mgrs.	ongoing	

Action Required	Assigned To	Target Date	Comments/Status
PCT tailgate meetings to try to maintain process and compliance consistency within the Central, North and South Clusters.	Central, North & South PCTs to set up regular meetings. See item Review/consideration of any applicable Best Management Practices (BMPs) below.	ongoing	First meeting held 29-Jan-20
14 Review/consideration of any applicable Best Management Practices (BMPs)			
Have monthly meetings to discuss operational & compliances issues. Schedule meetings after monthly CKL meeting. See Element 21 Summary Table of Action.	Sr. Ops Mgrs./ PCTs/SPC Mgr.	First meeting scheduled for 29-Jan-20	First meeting held 29-Jan-20
15 Results of Emergency Plan Testing			
Revise CP-04 to address or include the following: Action Item 2 – Add assess chemical availability 2 – Add trending review as part of the assessment procedure 2 – Add document assessments and conclusions made 3 – Add contact water hauler, if required 3 – Update wording so that it is clear that this Action Step applies to both impending loss of service and confirmed loss of service 13 – Move Action Step 13 prior to Action Step 12. Verify the operation of all system equipment prior to notifying that system has been restored.	PCTs	31-Dec-19	Central complete 1-Nov-19 South & North revisions for 31-Jan-20

Action Required	Assigned To	Target Date	Comments/Status
16 Raw water supply and drinking water quality trends			
Fenelon Falls – THMs continue to exceed limit. HAAs are exceeding future limit. CT had to be increased contributing to the high levels. Schedule C received for upgrades to include UV and chloramination.	North Ops Mgr./ PCT/Operations	Complete	Upgrades completed review results post implementation to determine effectiveness.

NOTES:

Incidents of regulatory non-compliance – Attachment Item [c]

For the review period of December 4, 2019 to November 25, 2020:

Facility	2018	2019	2020	Non-compliance	Corrective Action(s)	Status
Birch Point	0	0				2020 MECP Inspection has not started
Bobcaygeon	0	0	0			
Canadiana Shores	0	0	1	<p>The owner was not maintaining the production well(s) in a manner sufficient to prevent entry into the well of surface water and other foreign materials.</p> <p>It was discovered during the inspection that the well cap for the new drilled well (well 4) was not secured in place, allowing water and foreign material to enter the well.</p>	Well 4 is currently not a production well for the facility as it has not been hooked to the system. The well cap was fixed on September 24, 2020 and information provided to the MECP Inspector on October 9, 2020.	Complete
Fenelon Falls	0	0				2020 MECP Inspection has not started
Janetville	0	0				2020 MECP Inspection ongoing
King's Bay	0	0				2020 MECP Inspection ongoing
Kinmount	0	0	0			
Manorview	0	0	0			
Mariposa Estates	0	2	0			
Norland	0	0				2020 MECP Inspection has not started

Facility	2018	2019	2020	Non-compliance	Corrective Action(s)	Status																
Omemee	0	1	0																			
Pinewood	0	0	(0)			2020 MECP Inspection ongoing (Draft CIR received)																
Pleasant Point	0	0	(0)			2020 MECP Inspection ongoing (Draft CIR received)																
Sonya	0	0	0																			
Southview Estates	0	1	-	<p>During the review period the operating authority did not collect the 3 month samples for Arsenic as required under O.Reg 170/03 Schedule 13-5 for a half exceedance. Arsenic had a result of 6.9 ug/L on January 8, 2019 and the parameter limit is 10 ug/L. On discovery of this increased sampling oversight OCWA reported this to MECP and commenced quarterly sampling on October 29, 2019. The second quarterly sample was collected on January 6, 2020.</p> <p>As per O.Reg 170/03 Schedule 13.5(2)(a) the required increased sampling may cease once four consecutive three month samples are collected and none of the results exceed the half standard.</p> <p>The owner/operator is required to continue to collect a sample for arsenic every calendar quarter and as per the</p>	<p>Sample Calendars printed each month by PCT to ensure the current calendar is being referenced.</p> <p>Arsenic bottles pre-ordered from the lab to be delivered each quarter.</p> <p>Updates to Sample Calendars provided to operators via email as changes are made.</p> <p>Submit any half exceedance sample results to the Ministry. Following sample results were submitted:</p> <table><thead><tr><th>Date</th><th>Arsenic: As [µg/l]</th></tr></thead><tbody><tr><td>01/08/19</td><td>6.9</td></tr><tr><td>02/07/19</td><td>0.2</td></tr><tr><td>10/29/19</td><td>0.2</td></tr><tr><td>01/06/20 ⁽¹³⁰⁰⁾</td><td>0.2</td></tr><tr><td>01/06/20 ⁽¹³¹⁰⁾</td><td>0.2</td></tr><tr><td>04/06/20</td><td>0.2</td></tr><tr><td>07/07/20</td><td>0.2</td></tr></tbody></table> <p>Additional 3 month sampling complete and Arsenic samples will continue to be collected as part of the</p>	Date	Arsenic: As [µg/l]	01/08/19	6.9	02/07/19	0.2	10/29/19	0.2	01/06/20 ⁽¹³⁰⁰⁾	0.2	01/06/20 ⁽¹³¹⁰⁾	0.2	04/06/20	0.2	07/07/20	0.2	2020 MECP Inspection has not started
Date	Arsenic: As [µg/l]																					
01/08/19	6.9																					
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04/06/20	0.2																					
07/07/20	0.2																					

Facility	2018	2019	2020	Non-compliance	Corrective Action(s)	Status
				definition of three months (O.Reg 170/03 Schedule 6-1.1 (4)) until four consecutive results are less than the half standard for arsenic. The owner/operator shall also ensure that the Ministry is advised within 7 days of receiving these quarterly sample results if there are any half exceedances.	annual Schedule 23 sampling program. Complete	
Victoria Place	0	0	0			
Western Trent	0	0	0			
Woodfield	0	0	0			
Woods of Manilla	1	0	2	<p>1) The owner/operating authority was not in compliance with the requirement to prepare Form 2 documents as required by their Drinking Water Works Permit during the inspection period.</p> <p>Review of the documents provided indicates that the new pressure tank was installed and put into service on July 31, 2019 and the Form 2 was signed and dated by the owner on August 12, 2019. Drinking water works permit number 141-206, Schedule B, states that "The verifications and documentation required in condition 4.5 shall be: 4.6.1 Recorded on "Form 2 – Record of Minor Modifications or Replacements to the Drinking Water System", as published by the Ministry of the Environment and Climate Change, prior to the modified or replaced</p>	<p>In order to prevent equipment oversights on Form 2 documents the Kawartha Trent Regional Hub issued the 'Procedure for Disinfection of Drinking Water System Components SOP' on October 8, 2019. A pre-site meeting shall be held prior to starting the modification, addition or replacement to all parts of the drinking water system that are in contact with drinking water and all participants must be kept updated on changes to the scope of work. This document is intended to provide guidance to OCWA staff in determining whether or not an alteration to the system is "pre-authorized" and what documentation is required to be completed.</p> <p>2)The Kawartha Trent Regional Hub issued the 'Procedure for Disinfection of Drinking Water System</p>	

Facility	2018	2019	2020	Non-compliance	Corrective Action(s)	Status
				<p>components being placed into service;"</p> <p>2) Where an activity has occurred that could introduce contamination, all parts of the drinking water system were not disinfected in accordance with Schedule B, Condition 2.3 of the Drinking Water Works Permit.</p> <p>Review of the documents provided indicates that the new pressure tank was installed and put into service on July 31, 2019 and the Form 2 was signed and dated by the owner on August 12, 2019. Drinking water works permit number 141-206, Schedule B, states that "The verifications and documentation required in condition 4.5 shall be: 4.6.1 Recorded on "Form 2 – Record of Minor Modifications or Replacements to the Drinking Water System", as published by the Ministry of the Environment and Climate Change, prior to the modified or replaced components being placed into service;"</p>	<p>Components SOP' on October 8, 2019 in part to ensure that all parts of a project are identified prior to a project beginning and all parts will be included when developing the disinfection procedure following AWWA Standards or requesting relief through the MECP.</p>	
Woodville	1	0	0			

Incidents of Adverse Water Quality - Attachment Item [d]

For the review period of October 31, 2019 to November 25, 2020:

Facility	AWQI Date	AWQI #	AWQI	Corrective Action(s)	Status
Birch Point	N/A				
Bobcaygeon	N/A				
Canadiana Shores	N/A				
Fenelon Falls	Jan 2020 Apr 2020 July 2020 Oct 2020	149385 149821 150516 152440	THMs RAA 137ug/L 135.3ug/L 138ug/L 129.8ug/L	Upgrades to UV & chlorine for primary disinfection and chloramination for secondary disinfection completed in October 2020, review results post implementation to determine effectiveness.	Ongoing
	Jan 2020 Apr 2020 July 2020 Oct 2020	149383 149823 150517 152439	HAAs RAA 102.55 98.1 99.4 84.9	As above, upgrades completed review results post implementation to determine effectiveness.	Ongoing
Janetville	N/A				
King's Bay	N/A				
Kinmount	N/A				
Manorview	N/A				
Mariposa Estates	Jan 6, 2020	149399	Sodium 34.2mg/L	Resample – 32.3mg/L Notice posted on treatment plant's door.	Complete
Norland	N/A				
Omeme	Jan 7, 2020	149388	Sodium 21.4mg/L	Resample – 23.0mg/L. Notices delivered to residents.	Complete
	Mar 30, 2020	149807	Low chlorine	Dosed clearwell, flushed system, sampled distribution for free chlorine residual and bacti.	Complete

Facility	AWQI Date	AWQI #	AWQI	Corrective Action(s)	Status
Pinewood	N/A				
Pleasant Point	Nov 7, 2020	152869	Low Pressure	<p>Open sample taps at each end of distribution. Tooke free and total chlorine residuals from each tap.</p> <p>@10:05 73 Pleasant Point Free 1.97 mg/L, Total 2.13 mg/L</p> <p>@10:09 155 Pleasant Point Free 2.05 mg/L, Total 2.22 mg/L</p>	Complete
Sonya	N/A				
Southview	Jan 7, 2020	149394	THM RAA (109 mg/L)	- Continue with lowered clearwell volume to reduce detention time, lowered chlorine residual and rotating highlifts to promote better mixing of clearwell.	Ongoing
	April 3, 2020	149824	THM RAA (104 mg/L)	Continue with previous AWQI corrective actions. Clearwells cleaned in February and March, 2020	Ongoing
	July 3, 2020	150490	THM RAA (106 mg/L)	<p>- TOC/DOC, Alkalinity sampling</p> <p>- Purchased jar testing equipment for process optimization</p> <p>Notice of Issue Resolution sent on October 14, 2020 to MECP/SAC after Q3 2020 sampling resulted in THM RAA 88.8 ug/L.</p>	Complete
Victoria Place	N/A				
Western Trent	Aug 10, 2020	151271	Pressure loss due	Power restored, flushed	Complete

Facility	AWQI Date	AWQI #	AWQI	Corrective Action(s)	Status
			to weather induced power issues. High lift pump did not engage, no flow to chlorine analyzer which initiated high lift lock out – lasted approx. 1.5 hours.	distribution system and sampled for free chlorine residual and bacti at three locations in distribution.	
Woodfield	N/A				
Woods of Manilla	N/A				
Woodville	N/A				