



Committee of the Whole Report

Report Number: **WWW2024-001**
Meeting Date: January 16, 2024
Title: **Drinking Water Quality Management System Annual Summary and Review**
Description: Report to Present Annual Review of the Water and Wastewater Division Drinking Water Quality Management System
Author and Title: Julie Henry, Quality Management and Policy Coordinator

Recommendation(s):

That Report WWW2024-001, Drinking Water Quality Management System Summary and Review, be received;

That the City of Kawartha Lakes Water and Wastewater (as the accredited Operating Authority) Quality Management System Policy statements be received;

That the Ontario Clean Water Agency (as the second accredited Operating Authority) Quality Management System Policy statements be received;

That the external audit report for the Water and Wastewater Division be received;

That the external audit report for the Ontario Clean Water Agency be received;

That the Water and Wastewater Division Management Review Summary be received;

That the Ontario Clean Water Agency Management Review Summary be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Department Head: _____

Financial/Legal/HR/Other: _____

Chief Administrative Officer: _____

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, and maintain a license, the Owner of a municipal water system must have the following:

- An accredited Operating Authority

The Water and Wastewater Division of the City of Kawartha Lakes is the accredited operating authority for the Lindsay, Manilla and Sonya Drinking Water Systems (Treatment and Distribution), and all twenty-one distribution systems. OCWA (Ontario Clean Water Agency), is the accredited operating authority for the remaining eighteen facilities (treatment only). **Both OCWA and the Water and Wastewater Division were granted accredited operating authority status for City drinking water systems in 2011, and have since successfully maintained their accreditation and licensed status.** Accreditation is granted by a third party as authorized by the Ministry of Environment Conservation and Parks (MECP).

- An active Permit to Take Water (PTTW)
- An accepted Operational Plan (the written version of the Quality Management System)
- A Financial Plan

The Drinking Water Quality Management Standard (DWQMS) provides accredited operating authorities in the province of Ontario, the foundation for the operation of municipal residential drinking water systems. An Owner cannot legally operate a drinking water system without an accredited operating authority in place. In order to remain accredited, an operating authority requires an established and successful Quality Management System (QMS), that meets the requirements of the Ontario Drinking Water Quality Management Standard. The QMS, which is audited annually to ensure compliance with the DWQMS, is a system developed and managed by the Operating Authority to:

- Establish policy and objectives, and to achieve these objectives, and
- Direct and control an organization with regards to quality

The Owner of the municipal drinking water systems is represented by Kawartha Lakes Council who has endorsed the Quality Management System as required by the provincial standard.

Committee Recommendation Number/Council Resolution Number

At the Council Meeting of December 13, 2022, Council adopted the following resolution:

CR2022-403

Moved By Councillor McDonald

Seconded By Councillor Yeo

That Report WWW2022-003, **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;

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

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

That the Water and Wastewater Division Management Review Summary be received, and

That the OCWA Management Review Summary be received.

Carried

During the last external audit performed by Intertek, it was noted by the auditor that endorsement by the Owner (Council) is no longer required annually, and is only required when there is significant change to Council and/or Mayor. (i.e. election resulting in new and or alternate members.)

Rationale:

The Drinking Water Quality Management Standard is mandated through the Safe Drinking Water Act (2002) and the Ministry of Environment, Conservation and Parks. In order for an Operating Authority to retain its accreditation, the support of the Owner (as represented by Council) is required.

The following section provides an overview of the provincial Standard that the Water and Wastewater Division and OCWA are mandated to follow. Each of the twenty-one Elements address specific activities and procedures that the Operating Authorities must follow in the production and delivery of safe drinking water.

Element One – Quality Management System

The Element stipulates that the Operating Authority must develop and document a QMS that meets the requirements of the DWQMS.

Element Two – Quality Management System Policy

The Element contains a policy which is the foundation of the QMS and illustrates the maintenance, continual improvement and commitment of the Operational Authority with regards to providing safe, reliable drinking water. The Quality Management Policies for the City of Kawartha Lakes Water and Wastewater Division and the Ontario Clean Water Agency are included in this report as Appendix B and C respectively.

Element Three – Commitment and Endorsement

The Element contains the written endorsement of contents by Top Management and the Owner. Evidence of commitment to the QMS.

Element Four – QMS Representative

The Element contains the identification and appointment of the Quality Management System Representative. The Representative is responsible for the implementation and overall performance of the Quality Management System.

Element Five – Document and Records Control

The Element documents a procedure to manage and control critical documents and records and ensure documents and records are kept current, legible, retrievable and stored in a protected area.

Element Six – Drinking Water System

The Element provides an overview and basic understanding of our drinking water systems and water sources and a description of the drinking water system including all treatment processes and distribution components.

Element Seven – Risk Assessment

The Element provides a procedure to identify, assess, and rank hazards and hazardous events associated with the provision of safe drinking water.

Element Eight – Risk Assessment Outcomes

The Element provides the outcomes and critical control points from the risk assessment.

Element Nine – Organizational Structure, Roles, Responsibilities and Authorities

The Element provides a procedure that identifies the Owner, Operating Authority, and Top Management including roles, responsibilities and authorities.

Element Ten – Competencies

The Element documents competencies required for employees, the knowledge, skills and abilities that personnel whose jobs affect drinking water quality must have and the activities necessary to ensure that competency requirements are documented.

Element Eleven – Personnel Coverage

The Element discusses the procedure required to ensure that sufficient personnel who meet the identified competencies are available for duties that directly affect drinking water quality are available.

Element Twelve – Communications

The Element describes how aspects of the Quality Management System are communicated between Top Management and the Owner, Operating Authority, Suppliers and the public.

Element Thirteen – Essential Supplies and Suppliers

The Element identifies all supplies and services essential for the delivery of safe drinking water.

Element Fourteen – Review and Provision of Infrastructure

The Element contains the procedure for the annual review of drinking water infrastructure.

Element Fifteen – Infrastructure Maintenance, Rehabilitation and Renewal

The Element contains the procedure to ensure infrastructure maintenance, rehabilitation and renewal programs for the drinking water system.

Element Sixteen – Sampling, Testing and Monitoring

The Element describes the procedure and requirements for sampling, testing and monitoring activities completed for finished drinking water quality.

Element Seventeen – Measurement and Recording Equipment Calibration and Maintenance

The Element documents the calibration and maintenance of measurement and recording equipment used for drinking water quality as per regulation.

Element Eighteen – Emergency Management

The Element documents how we maintain a state of emergency and preparedness for emergency situations related to the production and delivery of safe drinking water.

Element Nineteen – Internal Audit

The Element discusses the process of the annual Internal Audit as required.

Element Twenty – Management Review

The Element discusses the requirements and purpose of the annual Management Review. This review is an opportunity for Top Management to review the status of the Quality Management System as well as to provide feedback regarding resources required to maintain a successful system as it pertains to providing safe and reliable drinking water.

Element Twenty-One – Continual Improvement

The Element discusses the requirements of the Operational Authority to continually strive to improve the Quality Management System.

External Audit

As part of the accreditation process, it is necessary for every Accredited Operating Authority to undergo an annual third-party audit by an auditor authorized by the Ministry of Environment Conservation and Parks.

There are two types of audits: surveillance (system) audits where Quality Management System documents are sent to the auditor for review, and re-accreditation audits which are held onsite. During re-accreditation audits, the auditor visits facilities operated by the operating authority, and reviews all of the QMS related documentation. Year 1 and 2 of the audit rotation are surveillance audits, with year 3 representing the full onsite re-accreditation audit that focuses on process and operations. Success in all three years of the audit schedule is required for the Operating Authority to maintain its accredited status.

2023 was Year 2 in the audit schedule and as such, both Operating Authorities underwent a surveillance audit. Both audits resulted in zero non-conformances. External audit reports for the City of Kawartha Lakes Water and Wastewater Division and Ontario Clean Water Agency are included in this report as Appendix D and E respectively.

In 2024 both accredited operating authorities will undergo an onsite re-accreditation audit.

Internal Audit

In addition to the external third-party audits, the Drinking Water Quality Management Standard (DWQMS) requires each Operating Authority to conduct internal audits on all twenty-one elements of their Quality Management Systems on an annual basis. Assigned auditors meet with Water and Wastewater staff and ask questions about the Quality Management System (QMS) to ensure that the system is operating as per the DWQMS. Internal audits are similar to external audits in that they will allow the Operating Authority to identify non-conformances and opportunities for improvement.

The 2023 Internal Audit was held in November of 2023 and yielded zero non-conformances.

Top Management Review

One of the requirements of the Drinking Water Quality Management Standard is a Top Management review that is required once per calendar year. During this review, the Quality Management Representative presents a report to the members of the Water and Wastewater Division's Top Management team that evaluates the continuing suitability, adequacy and effectiveness of the Quality Management System according to a number of parameters provided by the Ministry of Environment, Conservation and Parks. The members of Top Management are responsible for reviewing the report and providing feedback to the Quality Management Representative. This feedback is used to determine ways in which to improve the Quality Management System.

Summaries for the City of Kawartha Lakes Water and Wastewater Division and OCWA Management Reviews are included in Appendix F and G consecutively.

Conclusions and Recommendations

Currently, the City of Kawartha Lakes Water and Wastewater Division's and Ontario Clean Water Agency's Quality Management Systems are 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 adhering to all legislation relating to the provision of safe drinking water.

Our commitment is a crucial component of a successful Quality Management System. Without the authority, direction and support of the Owner, our Quality Management System cannot be maintained. Ultimately, without a successful and approved QMS, we cannot remain an accredited Operating Authority and the City of Kawartha Lakes cannot legally produce drinking water.

Other Alternatives Considered:

None.

Alignment to Strategic Priorities

The Quality Management 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" by ensuring the City provides safe drinking 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 its ability to provide clean, reliable drinking water while ensuring dedication and commitment to the health of 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
Manager, Water and Wastewater

Attachments:

Appendix A – Drinking Water Quality Management Standard (DWQMS) V2



App A

Appendix B – City of Kawartha Lakes Water and Wastewater Quality Management System Policy



App B

Appendix C – Ontario Clean Water Agency (OCWA) Quality Management System Policy



App C

Appendix D – City of Kawartha Lakes Water and Wastewater 2023 External QMS Audit Report



App D

Appendix E – OCWA 2023 External QMS Audit Report



App E

Appendix F – City of Kawartha Lakes Water and Wastewater 2023 Management Review Summary



App F

Appendix G – OCWA 2023 Management Review Summary



App G

Department Head email: brobinson@kawarthalakes.ca

Department Head: Bryan Robinson