



Committee of the Whole Report

Report Number: **WWW2025-001**
Meeting Date: February 4, 2025
Title: **Drinking Water Quality Management System Annual Summary and Review**
Description: Report to Present Annual Summary and 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 WWW2025-001, **Drinking Water Quality Management System Annual Summary and Review** be received;

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

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

That the external audit report for the City of Kawartha Lakes 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 drinking water system must have the following:

1. An accredited Operating Authority

The Water and Wastewater Division of the City of Kawartha Lakes is the accredited Operating Authority for the Lindsay, Manilla (Woods of Manilla) and Sonya drinking water systems (water treatment and water distribution), and all twenty-one distribution systems. The Ontario Clean Water Agency (OCWA) is the accredited Operating Authority for the remaining 18 facilities (water treatment only). An Owner cannot legally operate a drinking water system without an accredited operating authority.

A third party, authorized by the Ministry of Environment, Conservation and Parks, grants accreditation to Operating Authorities once it has determined that a comprehensive Quality Management System is in place. This Quality Management System (QMS) must successfully adhere to the requirements of the Drinking Water Quality Management Standard (DWQMS), mandated through the Safe Drinking Water Act (2002). Accreditation status is maintained through an annual auditing process. **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 license status.**

2. An active Permit to Take Water (PTTW)

Under Section 34 of the Ontario Water Resources Act, R.S.O. 1990, a Permit to Take Water must be obtained from the Province of Ontario for any activity that extracts more than 50,000 litres of water per day from the environment. The City maintains and renews all required PTTW as needed for our drinking water systems.

3. A Drinking Water Works Permit (DWWP)

A Drinking Water Works Permit must be obtained from the Province of Ontario in order to operate a municipal drinking water system. The DWWP describes drinking water system components, which focuses on the physical and technical capabilities of the system with pre-authorized provision to establish or alter a drinking water system without the need for formal approval from the Ministry. The City holds valid DWWPs for all its drinking water systems.

4. An accepted Operational Plan (the written version of the Quality Management System)

The operational plan defines and documents the QMS for the City's drinking water systems in accordance with the requirements of the DWQMS. The Operational Plan outlines the policy commitments and associated procedures, responsibilities and evaluation measures that ensure continuous drinking water quality and safety in all water treatment and distribution processes.

5. A Financial Plan

The City is required to develop and maintain a financial plan, approved by Council to ensure sustainability of the City's drinking water systems under Ontario Regulation 453/07. The plan outlines both operating and capital costs.

The Drinking Water Quality Management Standard (DWQMS) was created by the Ministry of Environment, Conservation and Parks to regulate and enforce the operation of municipal residential drinking water systems.

The Quality Management System (QMS) is developed and managed by the accredited Operating Authority to:

- Establish policy and objectives, and to achieve these objectives;
- Direct and control and organization with regards to drinking water quality, and
- Adhere to the mandated requirements of the Drinking Water Quality Management Standard

The Owner of the municipal drinking water systems throughout Kawartha Lakes is represented by City Council. Council last endorsed the Quality Management System in 2022. Endorsement is only required when there has been a substantial change to

Council/the Mayor, however this summary and review is presented annually for information purposes.

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

CR2022-403

Moved By Councilor McDonald

Seconded By Councilor 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 the 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 Ontario Clean Water Agency Management Review Summary be received.

Carried

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.

In addition, Element 12 (Communications), of the Drinking Water Quality Management Standard states that communication with the Owner is required. This report helps satisfy the mandated requirements of Element 12.

The following section provides an overview of the Drinking Water Quality Management Standard. Each of the twenty-one elements address specific procedures and requirements that the Operating Authority must follow/adhere to 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 Quality Management System (QMS) that meets the requirements of the Drinking Water Quality Management Standard (DWQMS). The Standard is included in this report as Appendix A.

Element Two – Quality Management System Policy

The Element contains a policy, which is the foundation of the QMS and illustrates the 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 the QMS by Top Management and the Owner. This endorsement illustrates the commitment of Top Management to support the QMS and adhere to its requirements. Top Management endorses the QMS annually.

Element Four – QMS Representative

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

Element Six – Drinking Water System

The Element provides an overview of the twenty-one drinking water systems owned by the City of Kawartha Lakes. The element includes details regarding 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 the competencies required for employees (by position), the knowledge, skills and abilities required for jobs that affect drinking water quality and the activities necessary to ensure that staff meet the level of competency required for their positions.

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.

Element Twelve – Communications

The Element describes how aspects of the Quality Management System are communicated to Top Management and the Owner, the 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 and illustrates the procedure required in the procurement of said supplies and services.

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 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 the Environment, Conservation and Parks.

There are two types of audits: annual surveillance (system) audits where Quality Management System documents are sent to the auditor for review (held in Year 1 and 2 of the audit cycle), and re-accreditation audits, which are held onsite once every three-years (year 3 of the audit cycle). During re-accreditation audits, the auditor visits facilities operated by the respective operating authority, and reviews all QMS documentation. Success in all three years of the audit cycle is required for the Operating Authority to maintain its accredited status.

In 2024, the auditor was onsite conducting the re-accreditation audit for the Water and Wastewater Division and OCWA. Both audits resulted in zero non-conformances. The external audit reports for the City of Kawartha Lakes Water and Wastewater Division and the Ontario Clean Water Agency are included in this report as Appendix D and E respectively.

Internal Audit

In addition to the external audits, the Drinking Water Quality Management Standard requires all Operating Authorities to conduct internal audits. The audit is required once per calendar year and must audit all twenty-one elements of the Quality Management System. Assigned auditors led by the Quality Management Representative, meet with Water and Wastewater staff and review the system to ensure it is operating as required. Internal audits are similar to external audits in that they allow the Operating Authority to identify non-conformances and opportunities for improvement.

The internal audit for 2024 was held in November and yielded zero non-conformances.

Management Review

One of the requirements of the Drinking Water Quality Management Standard is an annual Management Review. During this review, the Quality Management Representative presents a report to the members of the Water and Wastewater Division's Top Management team. Top Management 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.

The summaries for the Water and Wastewater Division Management Review and the OCWA Management Review are included in this report as Appendix F and G respectively. Also included in Appendix F is a summary of operational performance.

Conclusions and Recommendations

Currently, the Quality Management Systems for the City of Kawartha Lakes Water and Wastewater Division and the Ontario Clean Water Agency are in excellent standing.

Communication between the accredited Operating Authority and the Owner is a mandated requirement of the Quality Management Standard. The authority, direction and support of the Owner is required for our continued status as an accredited Operating Authority.

Other Alternatives Considered:

None

Alignment to Strategic Priorities

The Quality Management System is consistent with the 2024-2027 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 good 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.pdf

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



QMS Policy CKL
WWW.pdf

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



QMS Policy
OCWA.pdf

Appendix D – City of Kawartha Lakes Water and Wastewater 2024 External QMS Audit Report



CKL SAI Audit
Report DWQMS Fin

Appendix E – OCWA 2024 External QMS Audit Report



OCWA Reacc Audit
Report DWQMS FIN

Appendix F – City of Kawartha Lakes Water and Wastewater 2024 Management Review Summary



CKL WWW
Management Review

Appendix G – OCWA 2024 Management Review Summary



OCWA
Management Review

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Department Head: Bryan Robinson