



Ontario Clean Water Agency

Management Review Minutes

City of Kawartha Lakes Multi-Facility Plan

Issue Date: 20-Dec-24
Pages: 1 of 25

Reviewed by: *All attendees*

Approved by: Lynette Nicholson

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

Southview Estates

Victoria Place

Western Trent/Palmina

Woodfield

Woodville

Review Period: November 1, 2023 – September 30, 2024

Meeting Information/Introduction

Date/Time: November 6, 2024 9:00am

Location: Lindsay WWTP and Remote

Attendees: Top Management: Lynette Nicholson, Brent Martin, Jeremy Manning (remote), Chad Edgerton, Allison McCann, Karen Lorente (remote)

QEMS Representatives: Christine Craig, Cindy Coffin, Katie Campbell, Natalie Lamiot (remote)

Operator(s) for the DWS(s): Mary Campbell

Regrets: None

Minutes Taken By: Christine Craig

Introduction:

We acknowledge that we are on the traditional territory of the Anishinaabe, Mississauga, Curve Lake and Hiawatha Peoples. We wish to recognize the long history of First Nations and Metis Peoples in Ontario, and show respect to them today.

Safety Moment: International Stress Awareness Day- Mental Wellness 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.



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Objectives:

The Management Review participants will review/discuss the standing agenda items and the data presented, identify 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 6, 2023 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: The Implementation Action was reviewed and updated. Attached as Items [a][b]</p> <p>Carry forward action items:</p> <p>Operations staff were unable to clarify if the contact tank/clearwells are operated in series or in parallel at the Western Trent WTP. Consider better identification of/on valves to ensure operations staff are able to identify the position of the valves and configuration of the system.</p>	<p>Label contact/clearwell valves as to normal position of valves.</p>	<p>Operations/ North Cluster PCT</p>	<p>Q4 2024</p>



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	Omemees – new well connection This project was delayed due to COVID. 1st stage complete May 2021; 2nd stage is connection – revise target date to 2025	Stage 1 of project complete, Stage 2 to be completed by target date. Another pump test and design pending approval with the owner.	South SOM	2025
	Multiple facility project to install VFDs on high lift pumps and high lift replacements – Janetville, Mariposa Estates, Omemees, Woodfield, Woodville – O&M Manuals and drawings need updating.	VFDs - No new notes SOM to check with Cambium on target date. Woodville O&M – Ongoing Woodville has VFD on wells but not updated in O&M Manual.	South SOM	TBD
	Shared drive – staff sometimes struggle to find documents and records on the electronic shared drive.	Shared drive working group was established in 2022. The new shared drives have been created and folder creation is ongoing. Share point planning to be implemented in place of the shared drive. May be closer to summer of 2024 before it can be used. Updated: To Sharepoint being implemented at the beginning of 2025.	General Manager & SPC Mgr	2025



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	Bobcaygeon WTP - starting to see capacity issues and higher flows through October & November 2023. Filter rates are decreasing with colder temperature. Polymer investigation next year for selecting a polymer to aid in the clarification. Another media replacement is scheduled for 2025. Capacity was increased after replacing the media. Polymer investigation/trial for 2024.	Flows dropped from distribution leak repairs and we were in good shape summer 2024. Still a concern for the future. Polymer pilot and filter rehab is in the capital recommendations for 2025.	SOM/Central PCT/SPC Manager	Ongoing
	C654-21 Well disinfection 5 year well inspections due in 2023. Reach out to MECP Peterborough prior to inspections to determine if relief is applicable. Develop SOP for Well Disinfection	PCTs to complete well disinfection SOP. SOP for Well Disinfection is in draft at Corporate Compliance South has disinfection form for well maintenance. New round of renewals will state to utilize Ontario's standards once released.	PCTs	Ongoing
	Investigate options for well monitoring/inspection services as there have been delays in receiving data from current contractor.	Ongoing process, options limited locally. Has been some improvement but still delays in contractor providing information.	South SOM	Ongoing



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	License renewals and upgrades training requirements are becoming more stringent as OWWCO is enforcing stricter requirements around acceptable training. Operators need on the job practical training.	Ongoing process.	PCT/SOM	Ongoing
	Maintain adequate staffing	Maintain adequate staffing	SOMs	Ongoing
	Ensure training of staff. – look into some local training i.e. jar testing, WCWC	Ongoing – Corporate hired regional training support to assist with onboarding and mandatory training. Local training to be scheduled in 2025.	SPC Manager	Ongoing
	Ensure staff are aware of training opportunities available online through the OPS LearnOn Program and Sharepoint.	Working through the kinks with alarm manager.	SPC Manager/PCT's	2025
	Meet monthly with CKL.	Monthly meetings have been ongoing	SOM's/General Manager	Ongoing
	Review forecasts/approved budgets at Cluster meetings.	Budgets have been discussed at Cluster meetings	SOMs	Ongoing



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	It would be beneficial to have the various OCWA programs more integrated i.e. Maximo, WISKI, eRIS. As part of OCWA's Business Transformation Program, the intention is to strengthen OCWA's various programs. This will be ongoing over the next several years.	Working groups have been established to create a new HRIS system and Compliance/Health & Safety system to replace Lotus Notes. Discussions are ongoing regarding integration of these tools. There has been some updates for Maximo. There is a new asset data collection program to make tagging assets easier. Elogbook 2025.	Corporate Compliance	Ongoing
	Update the Kawartha Hub Emergency Contact List to become more user friendly for finding contacts. Revise Kawartha Hub Emergency Contact List to become user friendly. Consider breaking client contacts down by client/owner.	New user friendly template created. Look at modifying to make more user friendly and what area it should cover.	PCT/SPC Manager	2025
	Determine how to complete updates to contact for SAI Global's list.	Allowing access to portal through iEnable.	SPC Manager/PCT	Ongoing
	Adjust to 3 level of 5 whys for root causes analysis forms.		SPC Manager/PCT	2025



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	O&M manual updates		General Manager	2025
	Fenelon Falls – THMs and HAAs continue to be closely monitored including extra process sampling. Process optimization through possible alkalinity adjustments, initiated jar testing to mitigate fluctuations in treated water aluminum levels. Review WCWC draft final report and discuss further with OCWA's POTS.	Update that POTS suggested to have some chemical companies come onsite to complete some jar testing. Kemira completed some jar testing onsite and suggested another round of testing in 2024. Touch base with POTS about where to move forward.	North SOM/PCT/ SPC/ General Manager/ POTS	2025
[c]	<p>Incidents of regulatory non-compliance:</p> <p>Monthly meetings with owner to discuss regulatory non-compliances, see CKL Monthly Meeting Minutes S:\everyone\DWQMS\Management Review\CKL</p> <p>Review summary table provided as attachment item [c]. See below notes. Refer to Element 21.</p> <p>Central Cluster – Birch Point recommended that well 5 be investigated for the TC and EC presence and possibly have the well reclassified. Send a report to the ministry each quarter within 15 days until December 2024. Presents of TC and EC are good since well back into service.</p> <p>Southview – 1 recommendation from inspection to have more information for the quarterly turbidity analyzer margin of error noted to</p>	<p>Noted</p> <p>Noted</p>		



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	<p>ensure it is within the acceptable range. Woodville – 1 Non-compliance of turbidity analyzer outside of 90day calibration window. Was confirmed with manufacturer.</p> <p>Bobcaygeon WTP – During the inspection, the inspector asked about the NDMA sampling. The requirement was not completed since implemented into the 2021 MDWL. The sample bottles were ordered, added to the sample calendar under quarterly, was taken October 31, 2024, cofc was updated.</p> <p>North Cluster: Fenelon Falls WTP- 2023/2024 inspection reported noted a recommendation in the body of the inspection report: Recommendation for record clarity, to update UV reference sensor documentation to include the UV sensor runtimes.</p> <p>South Cluster: Canadian Shores, Janetville, Manorview, and Mariposa Estates all inspected with 100%. Many recommendations related to generator specifics, addresses of facilities, tiles surrounding wells for protection. Generator & address items to be updated in next MDWL renewals.</p> <p>Observations related to annual reports and units used in report vs. PTTW.</p> <p>Carry over – Canadiana Shores – amendment to licence for WW TSS has been completed</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>		



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[d]	<p>Incidents of adverse drinking water tests: Monthly meetings with owner to discuss AWQIs, see CKL Monthly Meeting Minutes S:\everyone\DWQMS\Management Review\CKL</p> <p>Summary table provided as attachment item [d]. Refer to Element 21. Reviewed attachment [d]</p> <p>Birch Point – Sodium exceedance – posting of notice at facility and community mailboxes. Owner posted on website.</p>	<p>Noted</p> <p>Noted</p>		
[e]	<p>Deviations from Critical Control Point limits and response actions: CCPs are reviewed monthly when day sheets provided to PCTs.</p> <p>Central: Bobcaygeon – January 2024 had 2 high chlorine alarms Woodville – November 2023, December 2023, January, February, June, July 2024 had many high turbidity alarms. Review of trends, resetting lockout, adjust back pressure valve and increase flow to analyzer.</p>	<p>Noted</p>		
	<p>North Cluster: No trends for Kinmount, Norland and Western Trent based on CCPs received to date.</p> <p>Fenelon Falls WTP- Seasonal low chlorine alarms- May 2024, June 2024, July 2024, August 2024.</p>	<p>Noted</p>		
	<p>South Cluster: No trends identified based on CCPs received to date. Many CCPs due to power transfers during generator testing/power outages.</p>	<p>Noted</p>		



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	Operations noted difficulty controlling chlorine residuals in warmer months. New supplier of chemical have delcans that are lighter in material. This trend has been noted in other areas. Continue to monitor any potential impacts to operations.	Noted		
[f]	<p>Effectiveness of the risk assessment process: 36 month risk assessment review completed:</p> <ul style="list-style-type: none"> - Annual Review for Central was completed with the 36 month risk assessment completed on July 26 2024. - North Cluster: June 12, 2024. Revisions completed and issued. - South Cluster: Completed August 22, 2024 <p>The assumptions, likelihood, and consequence used in the assessments were found to be effective.</p>	Noted		
[g]	<p>Internal and third-party Audit results:</p> <p>Third-party Audit: SAI-Global completed a third party systems audit May 29 and 30, 2024. Two OFIs were identified.</p>			
	<p>Element 7 Risk Assessment</p> <p>OFI: OP-07 is reviewed to be in general conformance. However, attention is required on the usage of the terminologies, “risk assessment” and “currency of the information and the validity of the assumptions used in the risk assessment be verified annually”.</p> <p>For example, in eight of the eighteen Summaries of Risk Assessment, the “once per calendar year verification of currency of the information and the validity of the assumptions used in the risk assessment” were noted to be referenced as “annual risk assessment during the management</p>	Going forward use wording consistent with annual requirement.	PCTs	Q4 2024



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	<p>review", which was not quite accurate.</p> <p>The management concerned may consider reviewing the usage of these terminologies where they appear in the Operational Plan.</p>			
	<p>Element 13 Essential Supplies and Services OFI: OP-13 was reviewed to be in general conformance. However, the management may consider elaborating on how essentials such as water treatment chemicals are verified for their quality and their records maintained.</p>	Include blanket statement in SOP about contacting manager if there are inconsistencies, poor quality, etc.	PCTs	Q1 2025
	<p>Third-party Audit: SAI-Global completed a third party reaccreditation audit June 26, 27 and 28, 2024. Four OFIs were identified.</p> <p>Element 5 Document and Records Control OFI:</p> <ul style="list-style-type: none"> - SOP for Online Chlorine Analyzer Calibration / Verification and Adjustments were all up to date except for the one displayed at Bobcaygeon TP. However, the operator on duty produced the correct version from the S-drive instead of the one displayed next to the online chlorine analyzer. - Records in the CCP form for Alarm Calls were inconsistently completed for days when there was none encountered - Records of monthly generator runs were generally recorded. However, there was one case, at Canadiana Shores, whereby the start time for each monthly run was recorded but there was no end time, nor the duration ran. 	<p>Make sure all outdated versions have been replaced including postings.</p> <p>Need to consistently indicate there are no alarms.</p> <p>Reminder at cluster meetings to complete all fields on spreadsheets, forms, etc.</p>	<p>Operator</p> <p>PCTs</p> <p>PCTs</p>	<p>Complete</p> <p>Complete</p> <p>Q4 2024</p>



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	- The calibration sticker for the online chlorine analyser at Birch Point (OCWA asset #2801316) was not updated although it was found to be calibrated. This was the only missed calibration sticker of all measuring devices inspected.	Reminder to check and add to work plan. Franklin Empire coming onsite in November 08, 2024 to replace calibration sticker.	PCTs/SOMs/ Asset Maintenance Specialist	Q4 2024
	Element 7 Risk Assessment OFI Reviewed records of the once every 36-month risk assessment for the 18 DWS. It was found that the said risk assessments were still in progress. It was noted that the three QMS Rep (PCTs) had been attempting to organize the 2024 risk assessment in February and May of this year, but the quorum had been difficult to achieve. The risk assessment team of all three Clusters making up the 18 DWSs finally met in June 2024, resulting in the first draft of their risk assessment outcome table. As an improvement the management concerned should consider to either commence organizing the next once every 36-month risk assessment much earlier or set the new target month for it to be in mid year or Q3, to avoid competing with the MECP and local council mandatory reports	Includes date of next 36 month review in meeting minutes (at bottom).	PCTs	Complete
	Element 11 Personnel Coverage OFI As an improvement, the management may consider including a brief description in OP-11 that includes "The contracted call center receives an alarm from the facility and then contacts the on-call person for that cluster. The call center has a copy of the on-call schedule, so they know which operator to contact."	Adjust wording to be more consistent with the current process.	PCTs	Q2 2025



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	<p>3.6 The SCADA system auto dialer and/or DSC are programmed to contact a contracted call-centre operator whenever there is an alarm condition. The call-centre operator contacts the on-call operators' cell phone. The on-call operator contacts the call-centre to obtain the details of the alarm to determine the appropriate response. If the nature of the alarm requires additional staff, the on-call operator can request assistance from any of the other certified operators. The on-call operator records details of the call-in in the facility logbook and/or WMS.</p>			
	<p>Element 13 Essential Supplies and Services OFI The above records, although in conformance with the existing SOP, needed to be improved in terms of the following:</p> <ul style="list-style-type: none"> - provide evidence record that the Lot or Batch # on the Certificate of Analysis (CoA) matched that on the Bill of Lading or Packing Slip. The tall of the dates is not adequate. - Upon satisfactory completion of the above, to check off the following parameters on the CoA: NSF conformance product test results are within the acceptable quality range only when all the above are satisfactorily carried out may the operator sign and date the Bill of Lading or Packing Slip as "received in order". - This OFI was built upon the OFI from the System Audit. <p>Audit reports attached as item [g].</p>	<p>Include blanket statement in SOP about contacting manager if there are inconsistencies, poor quality, etc.</p>	<p>PCTs</p>	<p>Q1 2025</p>
	<p>Internal Audit Completed August 26 – September 20, 2024 with the report issued September 26, 2024, report attached as item [g]. Six OFIs and four auditor comments identified as follows:</p>			



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	Element 5 Documents and Records Control OFI- Hyperlink to CKL by-laws in OP-05A does not lead to anything Suggestion: https://www.kawarthalakes.ca/Modules/Bylaws/Bylaw/Search	Update Hyperlink	PCTs	Q2 2025
	Element 6- Drinking Water Systems Auditor Comment: Some OP-06's include system designation. Consider adding designation to Kinmount and Victoria Place for consistency.	Include system designations for Kinmount and Victoria Place	Central and North PCTs	Q2 2025
	Element 8- Risk Assessment Outcomes OFI: Reviewed King's Bay CCP Record sheet on share drive – low free chlorine CCP level identified in Risk Assessment outcomes is 1.0mg/L and the low chlorine CCP on the CCP sheet is 1.1mg/L. However, low chlorine alarm setpoint on site matches current CCP sheet. Consider revising OP-08F	Completed in the 36 month risk assessment	South PCT	Q4 2024
	Element 8- Risk Assessment Outcomes OFI: Reviewed Pleasant Point CCP Record sheet on share drive – low free chlorine CCP level identified in Risk Assessment outcomes in 1.40mg/L and the low chlorine CCP on the CCP sheet is 1.30mg/L *Maximum plant flow is listed as a CCP on the CCP record sheet but not identified in Table 2 of OP- 08M	Completed in the 36 month risk assessment	South PCT	Q4 2024
	Element 8- Risk Assessment Outcomes OFI: Reviewed Victoria Place CCP record sheet on share drive – Risk Assessment Outcomes identifies low clearwell level as a CCP but it is not on the CCP record sheet on share drive.	Reviewed and considered. Not to be added on the CCP sheet.		



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	Element 9 – Organizational Structure, Roles, Responsibilities and Authorities Auditor Comment: Consider implementing required updates issued by Corporate Compliance 2024-06-06 to reflect Enhanced Operator Career Path	Implement template changes	PCTs	Q2 2025
	Element 10 – Competencies Auditor Comment: Consider implementing required updates issued by Corporate Compliance 2024-06-06 to reflect Enhanced Operator Career Path. Consider updating section 3.7 to OCWA’s Sharepoint rather than intranet	Implement template changes and update 3.7	PCTs	Q2 2025
	Element 11 – Personnel Coverage Auditor Comment: Not current ORO/OIC charts posted at Pleasant Point and King’s Bay WTPs. However, due to recent staffing changes, document is currently under review.	Update ORO/OIC chart and postings at facilities	South PCT	Complete
	Element 16 – Sampling, Testing and Monitoring OFI: Pleasant Point, King’s Bay and Kinmount sample calendars do not clarify whether monthly raw turbidity is a handheld/in-house or lab tested sample. Logbook entries confirm that samples being collected are tested in-house with handheld analyzer. Consider revising the sample calendars to clarify sampling method.	Update sample calendars for 2025 to clarify the monthly raw turbidity testing method. For all CKL facilities	PCTs	Q4 2024
	Element 18 – Emergency Management OFI: Reviewed all Contingency Plan Review/Test Summary Forms for the North, Central and South Clusters for 2023 for testing of CP-01 and CP-02. All forms only have the ‘Review’ checkbox selected, indicating that	Check the appropriate check box moving forward.	PCTs	Q4 2024



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	the Plans were only reviewed, not tested as required in section 3.6 of OP-18. Ensure Forms are completed properly to reflect that a test of the plan was done.			
[h]	<p>Results of emergency response testing: Testing conducted by each Cluster. CP-04 Loss of Service North Cluster tested Oct 10, 2024 South Cluster tested Oct 23, 2024 Central Cluster scheduled to be tested on November 14, 2024 Cluster Meeting</p>	CP-04 Loss of Service and associated CPs and SOPs were found to be adequate with the exception of revising to include notification to General Manager. Revise all CPs to include General Manager for communication.	PCTs	Q2 2025
[i]	<p>Operational performance: Monthly CKL meetings review operational performance of the 18 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.</p>			
	<p>Central Cluster Performance and work order completion rate is reviewed with CKL each month. All facilities operating well.</p> <p>Bobcaygeon WTP starting to see capacity issues and higher flows through October & November 2023. Filter rates are decreasing with colder temperature. Polymer investigation next year for selecting a</p>	<p>Noted</p> <p>Polymer investigation/trial for 2024.</p>	SOM/Central PCT/SPC Manager	Q2-2024 Ongoing



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	polymer to aid in the clarification. Another media replacement is scheduled for 2025. Capacity was increased after replacing the media.			
	<p>North Cluster</p> <p>Fenelon Falls- Experiencing high treated aluminum levels. Working on trials for polymers to improve THM levels & aluminum residuals.</p> <p>Deficiencies with new alarm monitoring provider.</p> <p>Kinmount- No HAA RAA exceedances since Q4 2022. Continue to monitor chlorine levels and HAA levels.</p> <p>Norland- Septic Tank failing. Looking into changing where the analyzer effluent water goes. Contacting district Ministry office after speaking with Corporate Compliance.</p> <p>Western Trent Palmina- Using Graver filters- Testing Completed by U of T on 6-Sept-23. Filters passed testing, MECP wanted additional testing to be completed on 0.8 um filters. Manufacturer wanted to complete in-house testing on 1 um filters. MECP passed 0.8 um filters to be used. Started using 0.8um filters in 2024.</p>	<p>Follow up with POTs.</p> <p>Overall review of alarm service provider and looking into other options.</p> <p>Review Southview DWS study report about THMs to see about implementing similar procedures at other facilities experiencing high level of THMs and HAAs</p> <p>Reach out to district Ministry office.</p> <p>Noted</p>	<p>North PCT, North SOM</p> <p>SOMs/General Manager</p> <p>North PCT, North SOM</p> <p>North PCT</p>	<p>2025</p> <p>2025</p> <p>Ongoing</p> <p>Q4 2024</p>



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	<p>South Cluster</p> <p>Well inspection & cleaning issues. Maintenance causing/identifying problems at all facilities. Looking to replace both wells at Mariposa next year.</p> <p>Manorview well #1 recommended to be replaced.</p> <p>Completed some small capital projects in all facilities. Pinewood's large capital project fully completed in 2024.</p>	<p>Mariposa wells being replaced by owner.</p> <p>Noted</p>	<p>South SOM</p>	<p>2025</p>
<p>[j]</p>	<p>Raw water supply and drinking water quality trends:</p> <p>Flows, raw and treated water quality are reviewed monthly and documented in the CKL Monthly Reports. Water quantity and quality have been fairly consistent.</p> <p>Central Cluster</p> <p>Bobcaygeon and Southview - Microcystin raw water samples show results consistently below the MDL.</p> <p>Southview – THMs still elevated, but no THM RAA exceedances in the review period.</p> <p>Southview – Raw water TOC/DOC has been comparable to previous review periods – will continue to be monitored as it relates to THM production.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>		



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	<p>Birchpoint Well 5 – Lab results are showing no elevated TC/EC contamination since put back into service</p> <p>North Cluster</p> <p>Fenelon Falls – THMs and HAAs continue to be closely monitored including extra process sampling</p> <p>Aluminum levels in treated water fluctuates seasonally with levels above OG during the summer months. Process optimization study with WCWC completed in 2022. Initial study results involving coagulant dosing indicate an increase in dosing should be considered. Study also includes testing of alternative coagulants with one of these showing some promise. See [a][b] See attachment item [j] for treated water aluminum levels.</p> <p>Kinmount –No HAA RAA exceedences since Q4 2022. Continue to monitor HAA results/chlorine residuals.</p> <p>Norland – Microcystin lab results for raw water in 2024 sampling season have been consistently below the MDL. Raw Water Results for NDOGT.</p> <p>Western Trent Palmina – MECP approved 0.8 um Graver filters now in use, additional sampling no longer required – operating well.</p>	<p>Noted</p> <p>Noted</p> <p>Two chemical companies went to the site to complete jar testing. OCWA’s POTS to be involved with discussing the results. Reviewed attachment [j].</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>POTS/SOM/SPC / General Manager/North PCT</p>	<p>Q2 2024</p>



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	<p>South Cluster</p> <p>NDOGT- seems to be on the rise for results- across the board on increase.</p> <p>Raw water quality- consistent</p> <p>General quality treated water quality consistent. No other adverse that would indicate quality decreasing.</p> <p>THMs & HAAs consistently low at all sites.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>		
	<p>NDOGT results have been reported in 2024.</p> <p>Overall there appears to have been no significant changes to the raw water sources or the drinking water quality.</p>	<p>Noted</p>		
[k]	<p>Changes that could affect the QEMS:</p> <p>License renewals and upgrades training requirements are becoming more stringent as OWWCO is enforcing stricter requirements around acceptable training. Operators need on the job practical training.</p> <p>Change to QEMS coming that would trigger re-endorsements</p>	<p>Reminder to staff to complete and send in on the job practical training records to PCT. Discuss ideas for maintaining training records for operators.</p> <p>Noted</p>	SOM/PCTs	Ongoing



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	<p>New alarm monitoring Company Firetronics- Switching primary companies. Initial rollout in the North Cluster has had some challenges</p> <p>DWQMS Version 3.0</p> <p>Changes in staffing.</p>	<p>Overall review of alarm service provider and looking into other options.</p> <p>Keep in consideration.</p> <p>Keep in consideration.</p>	SOMs/ PCTs	2025
[l]	<p>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.</p> <p>Any issues identified are promptly responded to.</p>	Noted		
[m]	<p>Resources needed to maintain the QEMS: Maintain adequate staffing</p> <p>Ensure training of staff.</p>	<p>Ongoing</p> <p>Ongoing –Continue to provide information on training opportunities. Regional training staff now helping with onboarding and mandatory training. Existing staff now able to take individual onboarding modules if additional</p>	<p>Sr. Ops Managers</p> <p>SPC Manager</p>	<p>Ongoing</p> <p>Ongoing</p>



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	<p>Time – additional requirements under MDWLs</p> <p>Ensure staff are aware of training opportunities available online through the OPS LearnOn Program and Sharepoint</p> <p>Alarm Manager – rolling out in 2024</p>	<p>training is needed. See below action item for training awareness. Regional trainer to give an update and some training on the resources available on Sharepoint at the Regional Meeting. Local training to be scheduled in 2025.</p> <p>Noted</p> <p>Review LearnOn with staff to confirm all the mandatory courses are being completed and there isn't any backlogs. Review Sharepoint features for training. Set up training to ensure staff all have access to Sharepoint</p> <p>Coming in 2024. Consider ways to sort out nuisance alarms to avoid complacency. Further discussions/training needed to work out "kinks" as program rolls out.</p>	<p>SPC Manager/ PCT/ SOM/RHM</p> <p>SPC Manager/PCTs</p>	<p>Ongoing</p> <p>2025</p>



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[n]	<p>Results of the infrastructure review:</p> <p>2025 Capital Budget was provided to the owner is included as attachment item [n]. An infrastructure review is conducted monthly via meetings with CKL and adjusted accordingly.</p> <p>Additionally quarterly meetings with CKL Capital Group are helping.</p>	<p>Continue meeting monthly with CKL.</p> <p>Review forecasts/approved budgets at Cluster meetings.</p>	<p>SOMs, General Manager</p> <p>SOMs</p>	<p>Ongoing</p> <p>Ongoing</p>
[o]	<p>Operational Plan currency, content and updates:</p> <p>The Plan to include the action items identified in [g] and other action items from this review where applicable.</p> <p>Enhanced Operator Career Path position changes. The positions were temporary but are now permanent. OP -09 Organizational Structure and OP-10 Competencies will need to be updated. Corporate Compliance updated templates to accommodate OCWA's Enhanced Operator Career Path, as noted in communication from Corporate Compliance on 06-June-24</p>	<p>See [g].</p> <p>Complete site specific updates with templates that Corporate Compliance provides. Templates from Corporate Compliance were sent out in June 2024. With staffing changes updating has been delayed.</p>	<p>PCTs</p>	<p>Q2 2025</p>
[p]	<p>Staff suggestions:</p> <p>Update the Kawartha Hub Emergency Contact List to become more user friendly for finding contacts.</p>	<p>New user friendly template created. Look at modifying to make more user friendly and what area it should cover.</p>	<p>PCT/ SPC Manager</p>	<p>2025</p>



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	Determine how to complete updates to contact for SAI Global's list.	Determine the correct procedure to follow to update contacts for SAI Global. Corporate is working with SAI on this. Allowing access to portal through iEnable.	SPC Manager	Ongoing
	Adjust to 3 level of 5 whys for root causes analysis forms.	Look into transitioning into the 3 level of 5 whys for root cause analysis and possible courses/learning opportunities on system. Create a template form.	SPC Manager	2025
	Ensure that that DWQMS meetings meet staffing requirements	Staff who have committed to attending notify if they are unable to attend. Consider adding verbiage in meeting invite to clarify requirements/expectations for attendance.	PCT/SPCM/SOM/RHM	Ongoing
[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].	Table reviewed & ongoing items discussed		



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	Round Table Nothing noted.			

Details of next Management Review meeting:

Next Meeting:

The next Management Review meeting will occur prior to December 31, 2025.
The next 36 month Risk Assessment is due June 2027.

