
	Table	QMS E20 T1
	Date: August 8, 2023	Revision: 0
	Approved By: QMS Representative/QMS Designate	
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Agenda Item/Tab	Decision/Action	Person Responsible	Date Due	Status
<b>TAB A – Incidents of Regulatory Non-Compliance</b>	For the 2025 Management Review, the table used in the report to list adverse water sample results will have an additional column to indicate which Operating Authority (WWW or OCWA), was responsible for addressing the adverse.	Julie Henry	Management Review 2025	Open
<b>TAB B – Incidents of Adverse Drinking Water Tests</b>	The THM and HAA for all WWW-operated facilities to be included in next years' Management Review.	Julie Henry	Management Review 2025	Open
<b>TAB C – Deviations from Critical Control Point Limits and Response Actions</b>	N/A			
<b>TAB D – Efficacy of the Risk Assessment Process</b>	N/A			
<b>TAB E – Results of Audits (Internal and External)</b>	N/A			
<b>TAB F – Results of Emergency Response Testing</b>	N/A			
<b>TAB G – Operational Performance</b>	A new table listing the Operational Performance of the WWW was included in this years' Management Review Report. This will become a staple in all future Management Review Reports. It will also be included		N/A	Complete

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	in the annual Drinking Water Quality Management System Annual Summary and Review council report.			
<b>TAB H – Raw Water Supply and Drinking Water Quality Trends</b>	N/A			
<b>TAB I – Follow-up Action Items from Previous Management Reviews</b>	N/A			
<b>TAB J – Status of Management Action Items Identified Between Reviews</b>	N/A			
<b>TAB K – Changes that Could Affect the QMS</b>	N/A			
<b>TAB L – Summary of Consumer Feedback</b>	Customer Service and Strategy Innovation are currently working with the Deputy Mayor to set customer service-related performance standards, as well as improving a dashboard for customer cases. This is a City-wide initiative and will help clarify the nature of the calls coming into the City. Potential opportunities with JDE to improve the function of CASE is also being explored.			
<b>TAB M – Resources Needed to Maintain the QMS</b>	N/A			
<b>TAB N – Results of the Infrastructure Review</b>	N/A			
<b>TAB O – Operational Plan Currency, Content and Updates</b>	N/A			



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<b>TAB P – Summary of Staff Suggestions</b>	N/A			
<b>TAB Q – New Business</b>	N/A			
<b>TAB R – Date of Next Review</b>	May/June 2025			

**Operational Performance – City of Kawartha Lakes Drinking Water Systems – 2022-2023**

Drinking Water System	MECP Inspection		Sampling and Testing		Annual Total Flow Comparison m <sup>3</sup>		Repairs		Preventative Maintenance					
	Result 2023	Result 2022	# of AWQI – RP*	# of BWA –RP*	2023	2022	# Main Breaks - RP	# Service Repairs - RP	Fall Flush		Hydrant Dip**	Valve Ex**	Spring Flush	
									Start	Finish			Start	Finish
Lindsay	100%	100%	3	0	2,603,884	2,642,667	3	10	2023/09/18	2023/11/01	02/2024	05/2024	2024/05/23	2024/06/06
Manilla	100%	100%	0	0	12,496	13,186	0	0	2023/10/03	2023/10/03	N/A	04/2024	N/A	N/A
Sonya	100%	96.6%	0	0	7,985	8,298	0	0	2023/10/03	2023/10/03	N/A	04/2024	N/A	N/A
Birch Point	100%	100%	1	0	23,351	37,529	0	1	2023/10/05	2023/10/05	02/2024	05/2024	2024/05/15	2024/05/15
Bobcaygeon	100%	100%	2	0	831,511	769,713	0	3	2023/09/27	2023/11/09	02/2024	05/2024	2024/05/24	2024/05/28
Canadiana Shores	100%	100%	0	0	52,470	52,298	0	5	2023/09/26	2023/09/26	02/2024	05/2024	2024/05/24	2024/05/24
Fenelon Falls	100%	100%	0	0	302,512	294,838	1	2	2023/09/27	2023/10/26	02/2024	05/2024	2024/05/21	2024/06/13
Janetville	100%	100%	1	0	27,927	26,531	0	0	2023/10/11	2023/10/11	01/2024	05/2024	2024/06/06	2024/06/06
King’s Bay	96.9%	100%	0	0	17,019	17,902	0	0	2023/09/13	2023/09/13	01/2024	05/2024	2024/09/13	2024/09/13
Kinmount	100%	100%	0	0	8,084	7,307	0	1	2023/09/14	2023/09/14	01/2024	05/2024	2024/05/13	2024/05/17
Mariposa Estates	100%	100%	0	0	10,871	10,622	0	0	2023/10/17	2023/10/17	01/2024	05/2024	2024/06/12	2024/06/12
Manorview	100%	100%	0	0	6,032	6,488	0	0	2023/09/19	2023/09/19	01/2024	05/2024	2024/05/23	2024/05/23
Norland	100%	100%	0	0	27,349	18,382	0	1	2023/10/17	2023/10/17	01/2024	05/2024	2024/05/15	2024/05/15
Omemee	100%	100%	0	0	11,675	11,872	0	0	2023/09/20	2023/09/20	01/2024	05/2024	2024/05/22	2024/05/22
Pinewood	99.4%	100%	1	1	51,767	49,610	0	0	2023/09/28	2023/09/28	01/2024	05/2024	2024/05/29	2024/05/29
Pleasant Point	100%	100%	0	0	16,068	16,908	0	0	2023/10/17	2023/10/17	01/2024	05/2024	2024/06/12	2024/06/12
Southview Estates	100%	100%	0	0	13,810	13,955	0	0	2023/10/18	2023/10/18	01/2024	05/2024	2024/06/04	2024/06/04
Victoria Place	100%	100%	0	0	73,790	74,799	0	4	2023/10/12	2023/10/12	01/2024	05/2024	2024/05/26	2024/05/26
Western Trent	100%	100%	2	0	31,246	23,425	0	1	2023/09/14	2023/09/14	01/2024	05/2024	2024/05/06	2024/06/10
Woodfield	100%	100%	0	0	7,368	7,148	0	0	2023/09/19	2023/09/19	01/2024	05/2024	2024/06/24	2024/06/24
Woodville	97.7%	100%	0	0	69,838	62,337	0	2	2023/09/14	2023/09/21	01/2024	05/2024	2024/06/11	2024/06/20

\* RP – Reporting Period

\*\* Valve exercising and dip testing are completed at various times throughout the year. Only the most recent date has been included on this table.