

DWQMS Management Review Meeting Minutes

December 12, 2023 – minutes recorded by Darrin Wills

Introduction & Meeting Kickoff

Discussed Director absence due to sickness and decided since meeting would be difficult to reschedule within the remainder of this year we would conduct meeting without Rome but copy him on the minutes and if there were any items that need to be edited or added, Darrin will revise the minutes accordingly and recirculate.

Overview & Highlights of DWQMS Performance last 12 months

Everything has been going very well as indicated by the good audit reports and 100% Ministry Inspection Ratings.

Review of DWQMS Management Review Procedure

Discussed the procedure for this meeting and confirmed that all the items listed on the agenda complete the requirements.

Incidents of Regulatory non-compliance

None

Incidents of Adverse drinking water tests

Discussed that there were 3 ADWQI's and all were the same result of 1 Total Coliform. We discussed that fact that there has been an ongoing issue with E3 Labs getting these results to all other LAM's using this lab as well and it does not seem to be a real issue.

Deviations from critical control point limits & response actions

No deviations from CCP's and therefore no response actions required

Efficacy of the risk assessment process

The Risk Assessments for both systems were reviewed by Darrin Wills on December 8, 2023 and no revisions were required. Noted that next year will be the third year since a full Re-Assessment and therefore we will have to Re-Assess in its entirety next year.

Internal and third-party audit results

Discussed the results of the audits. There were no NC's from the external audit and there was only one minor NC from the internal audit. That one was related to reporting results of last year's management review meeting to the owner. At the time of the audit, the reporting was not able to be verified via the annual report attachments as originally intended, however it seems it was relayed via email so no action was required. Some

Opportunities for Improvement were identified and will be reviewed and assessed during the first half of 2024.

Results of Emergency Response Testing

Darrin mentioned that emergency response training with the water staff would be scheduled within the next two weeks.

Operational Performance

Everything seems to be running good and no deficiencies have been identified.

Raw water supply and drinking-water quality trends

The only notable trend noted was that the overall system chlorine residuals seem to have been slightly higher recently than previous averages. Otherwise, no trends were noticed besides the usual taste and odour calls in the late fall due to the seasonal lake water turn-over but fewer calls this year than normal. Also, there was only one noted incident from the Region this year of blue-green algae sighting near the Decew Treatment Plant intake. Sampling and testing were increased during the period and no issues came of it as the testing results were all non-detect.

Follow-up on action items from previous management review

There were two action items from last years review meeting that did not get completed during this year. Both items were previously assigned to Brett and now will be assigned to Darrin for completion in 2024. One item is the completion of a new Water Management By-law and the other item is initiate a leak detection program.

Status of Action items identified between management reviews

There are no new action items outstanding besides those noted above.

Recent or upcoming changes that could affect the DWQMS

Darrin noted that the possible change in maximum acceptable limit (MAC) for lead that has been discussed previously has still not changed but may likely change in the future. Also noted is that the Town's current DWQMS Accreditation expires in 2024 so therefore there will be an additional audit from SAI Global (our accreditation body). After the annual Surveillance Audit, there will need to also be an Accreditation Audit. Re-Accreditation is required every three years. Furthermore, the Town's Drinking Water Licences for both systems will expire in March 2025. Applications for renewal are usually requested 6 months prior since there is a large amount of information to be submitted and reviewed so this will need to be done in the fall of 2024. This will also require a new Water Financial Plan to be issued. Drinking Water Licences must be renewed every five years.

Consumer Feedback

Consumer feedback has been very positive this past year. Darrin noted that the Town is switching to a new version of our Service Request Database and it should track statistics more than the previous version.

Resources needed to maintain the DWQMS

Darrin mentioned that an Opportunity for Improvement noted from a previous audit was that a backup person to the QMS Representative should be appointed and documented. Adam Bartol has been designated as the backup person and as such is attending this meeting for the first time and also will be registered and receive training related to the DWQMS.

Results of annual DWQMS Infrastructure Review

Darrin mentioned that the current infrastructure review and replacement program is outlined in the 5 Year Capital Budget which does not require any changes this year for any reason. Potential changes would come from excessive water main breaks or water quality issues in any identified area but none are warranted. It was noted that a consultant is currently working on updating the Town's Distribution System Model and once completed there may be recommendations from the final report that could change priority statuses for the items currently in the 5 year plan.

Operational Plan currency, content and updates

Darrin noted that the Operational Plan was updated this year and relayed to the owner through a report to Council. Through this process the Operational Plan was re-endorsed and is up to date.

Staff Suggestions

Only one suggestion came from staff. That the isolation valves on Concession 6 Road have recently been failing due to corroded bolts and nuts. Since there are two more valves in the section of roadway that is currently under construction, it was noted that excavating these two valves to replace the bolts and nuts now prior to final asphalt paving would be a good idea.

Additional Items for Review

Leak Detection Program

Darrin discussed that the money budgeted for the Leak Detection Program initiation was not spent this year because the company selected to do the work by the previous Supervisor is no longer in business. Darrin has investigated other companies and options for leak detection including some field demonstrations and received some quotes so that leak detection can commence in 2024. The two main priorities identified have been an acoustic leak detection of all the asbestos cement water mains in Town

as well as pressure monitoring of the two or three areas of concern where high pressure has historically been an issue.

New Water Management by-law and backflow prevention

It was discussed that we would like to target having the new by-law go before Council in 2024 preferably with a target of between March and July.

Water meters and unaccounted-for water

Darrin discussed that the water meter replacement program is ongoing and water staff are also checking commercial properties for potential meter bypasses. When ever a bypass is located around a water meter, staff are ensuring the bypass valves are closed and installing locking devices on them. Private fire hydrants also remain locked. Furthermore, Adam brought up the fact that the estimated amount of water used by our Town Fire Department for training purposes seems to be highly under-estimated. A discussion with the Fire Chief and Deputy Chief should be scheduled to determine a way of documenting a more accurate amount of water used for these purposes – possibly using hydrant meters for all training.

Continual Improvement tracking and assessment

Darrin discussed how Continual Improvement is an essential element of the DWQMS and as such we are tracking improvement items and try whenever possible to assess each item that we document. An example is the use of bypass valve locks since we did find some bypass valves that were open allowing water to pass around the meter being unbilled. By locking out these valves and ensuring that all the water entering the building does pass through the meter, the Town is improving on it's water losses.