

## **DWQMS Management Review Meeting Minutes**

December 11, 2024 – minutes recorded by Darrin Wills

### **Introduction & Meeting Kickoff**

Introductions were not required as everyone in attendance knows each other. Everyone noted in the Agenda was present except Adam who was busy in the field but will be included in the distribution of meeting minutes. Darrin discussed the purpose of the meeting and the fact it is a legislated requirement of the DWQMS annually that must be conducted as outlined, documented and reported to the owner of the system(s).

### **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 was only one ADWQI this year and it was the same result of 1 Total Coliform that we have seen in previous years. 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 but we have seen chlorine residuals close to critical levels in some areas and have been doing regular dead-end flushing to control it.

### **Efficacy of the risk assessment process**

The Risk Re-Assessments for both systems were completed by the Risk Assessment Team during our meeting on November 21 this year. These assessments will be reviewed each year and fully re-assessed again prior to November 21, 2027.

### **Internal and third-party audit results**

Discussed the results of the audits. There were no NC's from the annual Surveillance Audit and there were two minor NC's from the 3 year Re-Accreditation Audit. Those two NC's were addressed and accepted by Intertek SAI Global and we received our new Accreditation Certificate valid for another three years. A total of 9 Opportunities for Improvement were identified and reviewed during the first half of 2024. Six of those were implemented and 6 were identified as not valid improvements. The Internal Audit for 2024 was completed on December 10 (yesterday). Although the report has not yet been received, there were no NC's identified and a few OFI's that will be offered. The audit report will be circulated when received.

### **Results of Emergency Response Testing**

All water staff took part in annual emergency response training on November 27 this year which was put together and lead by Gregg Stewart. Very engaging discussions took place and highlighted some important information for some of the newer staff. Since last year's Management Review meeting was held prior to the emergency response training for 2023, it should be noted that the 2023 training did take place on December 21 of last year and no deficiencies were identified.

### **Operational Performance**

Everything is running well and no deficiencies have been identified.

### **Raw water supply and drinking-water quality trends**

The only notable trend noted was that the THM levels seem 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 was only one action item from last years review meeting that did not get completed during this year. The item is to initiate a leak detection program and we had a few companies provide in-field demonstrations and quotes. A further review of all options will be completed this year.

### **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. The Town's Drinking Water Licences for both systems will expire in March 2025. Applications for renewal are requested 6 months prior since there is a large amount of information to be submitted and reviewed. All applications and information was sent to the MECP well in advance of the required date together with our new Water Financial Plan which was prepared and approved by Council this year. 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 has switched 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 there was very little training completed for water staff in 2024 and training will need to be increased significantly in 2025 including Mandatory Courses for all staff.

## **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 has completed a draft copy of an updated Water 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 and relayed to the owner through a report to Council and the endorsement was signed last year. Through this process the Operational Plan was re-endorsed and is up to date however, it was suggested during yesterday's audit that since the Director who signed is no longer with the Town that it should be re-endorsed once the new Director is permanently in the role rather than just in the Acting position.

## **Staff Suggestions**

There were two suggestions from staff this year. One is that we are short of vehicles and should look at adding to our staff fleet. The other suggestion was that there should be more training and/or job shadowing related to succession planning for positions where current staff are getting closer to retirement.

## **Additional Items for Review**

### **Leak Detection**

As discussed, more review of leak detection technology, companies, costs and efficiencies will be required this year to initiate a program for leak detection.

### **New Water Management by-law and backflow prevention**

The new Water Management By-law was approved by Council in 2024 and now includes backflow prevention.

### **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. Water loss continues to be a priority and will be continually reviewed. Early review and calculations are showing a dramatic improvement over the most recently documented levels which were 22% in 2018 and 25% in 2019. Preliminary calculations are showing we should be at or below 18% for 2023.

### **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 of Continual Improvement for this year was the newly approved Water Management By-law which now includes a backflow prevention component. This was a continual suggestion from the MECP for several years during annual inspections which is now in place. Other Continual Improvement items for this year were discussed under the Audit Results section of this meeting with the 6 OFI's that are being implemented.