

REPORT FROM THE ASSISTANT DIRECTOR OF PUBLIC WORKS

Re: Drinking Water Quality Management Standard

RECOMMENDATION

That Staff Report dated February 15th, 2023 of the Assistant Director of Public Works be received;

And that the report be forwarded to Council meeting for review

BACKGROUND

To assist in attaining various regulatory goals, City of Elliot Lake has implemented a Quality Management System (QMS). Our QMS follows the requirements set out in the Drinking Water Quality Management Standard (DWQMS), developed by the Ministry of Conservation and Parks (MECP). Our QMS was first accredited in 2010 and has received re-accreditation every three years with surveillance audits conducted annually by an approved third-party body ever since. This management standard follows the principles found in the ISO 9001:2000 Quality Management Standard and uses the Hazard Analysis and Critical Control Points (HACCP) methodology to identify and mitigate risks through effective management of our drinking water right from water source to residential taps.

Of note is that the DWQMS has recently been updated with a second version produced by the MECP since first released and the City of Elliot Lake has attained accreditation under the revised standard.

For accreditation the City requires five credentials: a drinking water permit (DWWP), a permit to take water (PTTW), an accepted operational plan, an accredited operating authority and a financial plan. The City also ensures that risks are assessed at least once every thirty-six months and considers the reliability and redundancy of equipment, and the operational plan shall document a risk assessment process that identifies a method to verify the current information and the validity of the assumptions used in the risk assessment at least once every calendar year. The Operating Authority shall also ensure that the long term forecast of major infrastructure maintenance, rehabilitation and renewal activities is reviewed at least once every calendar year and shared with top management. Finally, the Operating Authority shall strive to continually improve the effectiveness of its Quality Management System by implementing and conforming to the procedures.

ANALYSIS

In 2021 a full scope accreditation audit, which is done every three years, was performed virtually at the Elliot Lake Water Treatment Plant by SAI Global, who is a third party Auditor hired by the City. SAI Global is hired to audit the City's Operational Plan and verify that everything is in place according to the Safe Drinking Water Act and the Drinking Water Quality Management System.

The audit performed on April 23rd, 2021 consisted of Rob Seabrook (SAI Global), Bart Doyle (Manager of Environmental Services) and Taylor Irving (DWQMS representative). The 3 participants went through all 21 Elements in the Operational Plan along with all supporting documentation.

The audit results came back and there were zero non-conformances and the city was issued a Certificate of Accreditation for another 3 year term. We are required as well to have a third party surveillance audit annually to maintain the accreditation and in 2022 this was performed. The auditor as well as Bart Doyle and Taylor Irving remotely did the audit.

FINANCIAL IMPACT

There are funds set aside through the user pay system that is allocated for the annual surveillance audit report. Every third year the department budgets for the on-site audit which is in the range of \$10-\$12,000.

LINKS TO STRATEGIC PLAN

This issue relates to the following sections of the Strategic Plan:

- Continued investment into infrastructure
- Environmental stewardship
- Health and community wellness

SUMMARY

By conforming to the procedures set forth in the Drinking Water Quality Management Standard, It allows The Corporation of the City of Elliot Lake to annually audit its 21 Plan and Do elements through internal, surveillance and managerial audits. This helps with the updating of information as well as risks to the drinking water system by being more proactive over reactive in the case of an emergency. The third party audit every three years, which is required to be accredited, helps review the procedures being followed by plants staff and corrects any flaws in the system that may have been overlooked.