

## Management Review City of Elliot Lake Water System

Date of Review:	December 14 <sup>th</sup> 2022																																
Attendees:	<b>Top Management</b> – Bart Doyle <b>QMS Representative</b> – Taylor Irving <b>Other</b> – Terry Gillingham																																
Documents reviewed:	<table border="0"> <thead> <tr> <th>Yes</th> <th>No</th> <th>N/A</th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Current Year Internal Audit</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Current year Corrective Action Reports</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Documentation of Emergency Testing</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>YTD Adverse Water Quality Incidents</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Applicable 3<sup>rd</sup> Party Audit findings</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Previous Year Management Review</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Operational Plan</td> </tr> </tbody> </table>	Yes	No	N/A		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Current Year Internal Audit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Current year Corrective Action Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Documentation of Emergency Testing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	YTD Adverse Water Quality Incidents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Applicable 3 <sup>rd</sup> Party Audit findings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Previous Year Management Review	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Operational Plan
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Management Signature:																																	

## **Summary**

### **Purpose**

This form is to be used to document and summarize the objective evidence and findings gathered during the course of the management review conducted as per the City of Elliot Lake's Water System QMS procedure, QMSP -11.

### **Objectives**

The objective of this review is:

- To evaluate the conformance of the QMS, as documented in the Operational Plan of the City of Elliot Lake to the requirements of the Drinking Water Quality Management Standard (DWQMS).

### **Scope**

This protocol has been designed to encompass all the requirements of the DWQMS. All activities within the scope of the QMS implemented for the City of Elliot Lake Water System (as documented in the City of Elliot Lake Water System Operational Plan) are auditable.

## **Table of Contents**

- 5.2(a) Incidents of regulatory non-compliance,
- 5.2(b) Incidents of adverse drinking water tests,
- 5.2(c) Deviations from critical control limits and response actions,
- 5.2(d) The efficacy of the risk assessment process,
- 5.2(e) Internal and third-party audit results,
- 5.2(f) Results of emergency response testing,
- 5.2(g) Operational performance,
- 5.2(h) Raw water supply and drinking water quality trends,
- 5.2(i) Follow-up on action items from previous Management Reviews,
- 5.2(j) The status of management action items identified between reviews,
- 5.2(k) Changes that could affect the QMS,
- 5.2(l) Consumer feedback,
- 5.2(m) The resources needed to maintain the QMS,
- 5.2(n) The results of the infrastructure review,
- 5.2(o) Operational Plan currency, content and updates, and
- 5.2(p) Staff suggestions.

<b>5.2(a) - Incidents of Regulatory Non-Compliance:</b>
<b>Discussion:</b> There were two incidents of regulatory non-compliance noted during the 2021 MECP Inspection. <ol style="list-style-type: none"><li>1) An OIT was working from April 30, 2021 to date of the inspection without a valid license.</li><li>2) An ORO was working with an expired license from October 31, 2021 to March 28, 2022.</li></ol>
<b>Conclusions:</b> The two incidents of regulatory non-compliance have been rectified. <ol style="list-style-type: none"><li>1) All staff now appropriately certified.</li></ol>
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(b) – Incidents of Adverse Drinking Water Tests:</b>
<b>Discussion:</b> There has been 22 AWQI's this year.
<b>Conclusions:</b> All AWQI's were properly reported and resolved.
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(c) – Deviation from Critical Control Limits and Response Actions:</b>
<b>Discussion:</b> There has been no deviations from Critical Control Limits in 2022 other than the Fluoride Analyzer spikes.
<b>Conclusions:</b> Fluoride is not being injected but trial unit analyzer on the wall is spiking.
<b>Action Items:</b> Tech to come investigate.
<b>Person Responsible –</b> Taylor Irving
<b>Deadline –</b> N/A

<b>5.2(d) – The Efficacy of the Risk Assessment Process:</b>
<b>Discussion:</b> The risk assessment process is still an effective tool used to determine the needs of the plant and equipment. Was last reviewed November 20 <sup>th</sup> 2020 and Cyber Attack was added to the table on April 27 <sup>th</sup> 2022.
<b>Conclusions:</b> Will begin conducting reviews annually starting in 2023 in order to increase the efficacy of this process.
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(e) – Internal and Third-Party Audit Results:</b>
<b>Discussion:</b> The third-party surveillance audit conducted by SAI Global on April 25 <sup>th</sup> 2022 resulted in zero non-conformances. There were two “Opportunities for Improvement” identified.
<b>Conclusions:</b> Cyber Attack was added to the Risk Assessment Outcomes table on April 27 <sup>th</sup> 2022.
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(f) – Results of Emergency Response Testing:</b>
<b>Discussion:</b> The annual Emergency Response Testing was performed on the Adverse Water Quality Incident procedure.
<b>Conclusions:</b> The procedure was tested by means of an actual Adverse Water Quality Incident. The procedure was up to date and no revisions were required.
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(g) – Operational Performance:</b>
<b>Discussion:</b> Some minor programming changes were made to the SCADA system to more accurately represent true values of Filter Turbidity. Filter Turbidity is no longer being recorded for the filter being backwashed, this results in only true maximum values while the filter is in operation. Only one valve old clarifier inlet valve remaining to replace.
<b>Conclusions:</b> Valve has been purchased and will be installed in 2023.
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(h) – Raw Water Supply and Drinking Water Quality Trends:</b>
<b>Discussion:</b> Flocculation tanks are still being rotated twice a year to control taste & odour complaints. Microcystin sampling took place from June – October of 2022 and all results were below the method of detection limit.
<b>Conclusions:</b> Raw water supply is still an excellent source and no issues other than when the lake turns over.
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(i) – Follow-up on Action Items from Previous Management Reviews:</b>
<b>Discussion:</b> The identified Action Items from the previous Management Review are: <ol style="list-style-type: none"><li>1) Nortech will need to return to complete automation.</li><li>2) Scheduling of DWQMS Training.</li><li>3) Look into sampling stations.</li></ol>
<b>Conclusions:</b> All the identified Action Items have either been resolved or are currently being addressed. The resolution and status to each Action Item is listed below. <ol style="list-style-type: none"><li>1) Only one clarifier inlet valve remains to be replaced</li><li>2) Trained the Operations staff in DWQMS</li><li>3) With the COVID-19 restrictions being lifted, staff are now able to sample at homes. Although this is still being limited as there still remains a possibility of coming into contact with someone who has COVID.</li></ol>
<b>Action Items:</b> Further investigation into sampling stations.
<b>Person Responsible –</b> Taylor Irving & Bart Doyle
<b>Deadline –</b> N/A

<b>5.2(j) – Status of Management Action Items Identified Between Reviews:</b>
<b>Discussion:</b> There is currently no new Action Items identified between reviews.
<b>Conclusions:</b> N/A
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(k) – Changes that Could Affect the QMS:</b>
<b>Discussion:</b> Currently there are no changes that could affect the QMS.
<b>Conclusions:</b> N/A
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

## Management Review - 2022.docx

Management Review – QMSP -11

<b>5.2(l) – Consumer Feedback:</b>
<b>Discussion:</b> There has been 9 consumer complaints this year.
<b>Conclusions:</b> All the complaints were resolved. Most were due to work in the area (flushing or repairs)
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(m) – The Resources Needed to Maintain the QMS:</b>
<b>Discussion:</b> Currently all available resources are available to maintain the QMS.
<b>Conclusions:</b> N/A
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(n) – The Results of the Infrastructure Review:</b>
<b>Discussion:</b> Hillside project and North Industrial Area project pushed until 2023.
<b>Conclusions:</b> Following the 10 Year Capital Plan and addressing issues as they arise.
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

<b>5.2(o) – Operational Plan Currency, Content, and Updates:</b>
<b>Discussion:</b> Revision 14 of the Operational Plan will be issued shortly.
<b>Conclusions:</b> Revision 14 will properly reflect Bart’s new job title and the new Mayor.
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A



<b>5.2(p) – Staff Suggestions:</b>
<b>Discussion:</b> Currently there are no staff suggestions.
<b>Conclusions:</b> N/A
<b>Action Items:</b> N/A
<b>Person Responsible –</b> N/A
<b>Deadline –</b> N/A

