Drinking Water Compliance Overview and Water-Wastewater Quality Management System Endorsement
(Report PW 19-2019)

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Overview

• Drinking water systems
• Municipal Drinking Water Licencing Program
• Water and wastewater quality management systems
• Standard of Care
• Ongoing communication
• Training opportunity for Council
Niagara Region’s Drinking Water Systems

• Niagara Region owns and operates five (5) drinking water systems:
  • Grimsby
  • Port Colborne
  • Rosehill (Fort Erie)
  • Welland
  • Decew-Niagara
    • Decew and Niagara Falls plants are interconnected
    • Forms one drinking water system

Municipal Drinking Water Licencing Program

• Municipal Drinking Water Licencing Program was established under the Safe Drinking Water Act, 2002
• All drinking water systems must have a licence to operate
• To obtain a licence, five (5) requirements must be maintained
Licencing Program: Legal Instruments

<table>
<thead>
<tr>
<th>Licence Requirement</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit to Take Water</td>
<td>Provides details of permitted water-taking from the water source</td>
</tr>
<tr>
<td>Drinking Water Works Permit</td>
<td>Provides details of drinking water system infrastructure and the types of system alterations that can be made</td>
</tr>
<tr>
<td>Endorsed Operational Plan</td>
<td>Describes the quality management system; endorsed by Owner</td>
</tr>
<tr>
<td>Operating Authority Accreditation</td>
<td>Achieved via third-party audits of the quality management system</td>
</tr>
<tr>
<td>Financial Plan</td>
<td>Provides a six-year forecast of water system financial position, cash flow, and operations</td>
</tr>
<tr>
<td>Municipal Drinking Water Licence</td>
<td>Provides permission to operate the drinking water system, with details of regulatory relief and/or additional sampling required</td>
</tr>
</tbody>
</table>

- Licensing program is applicable to water systems only; wastewater systems are governed by Environmental Compliance Approvals

What is Quality Management?

- Series of documented procedures forming an “Operational Plan”
- Operational Plan is implemented and modified as necessary to reflect changes in practice
- Annual internal audits are conducted to ensure that we continue to follow our procedures
- External audits are conducted to achieve and maintain accreditation
**Water & Wastewater Quality Management**

- Two quality management systems in place

**Water QMS:**
- Required under *Safe Drinking Water Act*
- Ministry-appointed accreditation bodies
- Three-year audit cycle
- Accreditation maintained since 2009
- Annual internal audit program

**Wastewater QMS:**
- No legal requirement, no accreditation
- Best practice and due diligence exercise

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**Quality Management: Communication**

- Annual QMS Update reports to Public Works Committee:
  - Risk assessment
  - Management review
  - Changes impacting the Quality Management System
  - Operational Plan updates
  - Internal audit
  - External (accreditation) audit (*Water only*)

- Additional reporting:
  - Annual water-wastewater budget – linked to infrastructure review
  - Annual summary of audit results
Standard of Care

• Standard of Care provisions under the Safe Drinking Water Act, 2002, came into effect on January 1, 2013
• Requires that the System Owner and those with decision-making authority over the system must:
  • “Exercise a level of care, diligence and skill that a reasonably prudent person would be expected to exercise in a similar situation”
  • “Act honestly, competently and with integrity to ensure protection and safety of the users of the municipal drinking water system”
• Decision-makers can rely on the expertise of professionals
• Failure to comply results in an offence under the Safe Drinking Water Act
• Ongoing communication from the Operating Authority provides Council with tools to continually assess our water systems and help ensure that Standard of Care provisions are met

Ongoing Communication

<table>
<thead>
<tr>
<th>Topic of Communication</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water &amp; Wastewater Financial Plan</td>
<td>Every 5 years</td>
</tr>
<tr>
<td>Operational Performance – Summary Report</td>
<td>Annual</td>
</tr>
<tr>
<td>Water QMS Update</td>
<td>Annual</td>
</tr>
<tr>
<td>Water QMS Audit Update</td>
<td>Annual</td>
</tr>
<tr>
<td>Wastewater QMS Update</td>
<td>Annual</td>
</tr>
<tr>
<td>Delegated Authority</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Source Water Protection Plan Approval</td>
<td>As required</td>
</tr>
<tr>
<td>Request for Operational Plan Re-Endorsement</td>
<td>As required</td>
</tr>
</tbody>
</table>
Training Opportunity and Resources

- Introductory Standard of Care training session is provided:
  - Date: March 19, 2019
  - Time: 6:30 p.m. to 9:30 p.m.
  - Location: Council Chambers
- Additional Standard of Care resources have been appended to PW 19-2019

Questions

Thank you.

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