



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



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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



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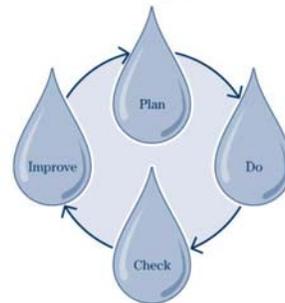
Licensing Program: Legal Instruments

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

- 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


 The logo for 'water' features the word in a blue, lowercase, sans-serif font. A small blue water droplet is positioned above the letter 'a'.


 The logo for 'FLOW' features the word in a brown, uppercase, sans-serif font. The letter 'O' is replaced by a stylized circular icon with a white and brown swirl pattern.

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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

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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

Topic of Communication	Frequency
Water & Wastewater Financial Plan	Every 5 years
Operational Performance – Summary Report	Annual
Water QMS Update	Annual
Water QMS Audit Update	Annual
Wastewater QMS Update	Annual
Delegated Authority	Quarterly
Source Water Protection Plan Approval	As required
Request for Operational Plan Re-Endorsement	As required

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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