



2019 Annual Water and Wastewater Quality Management Systems Update

(Report PW 67-2019)

December 3, 2019

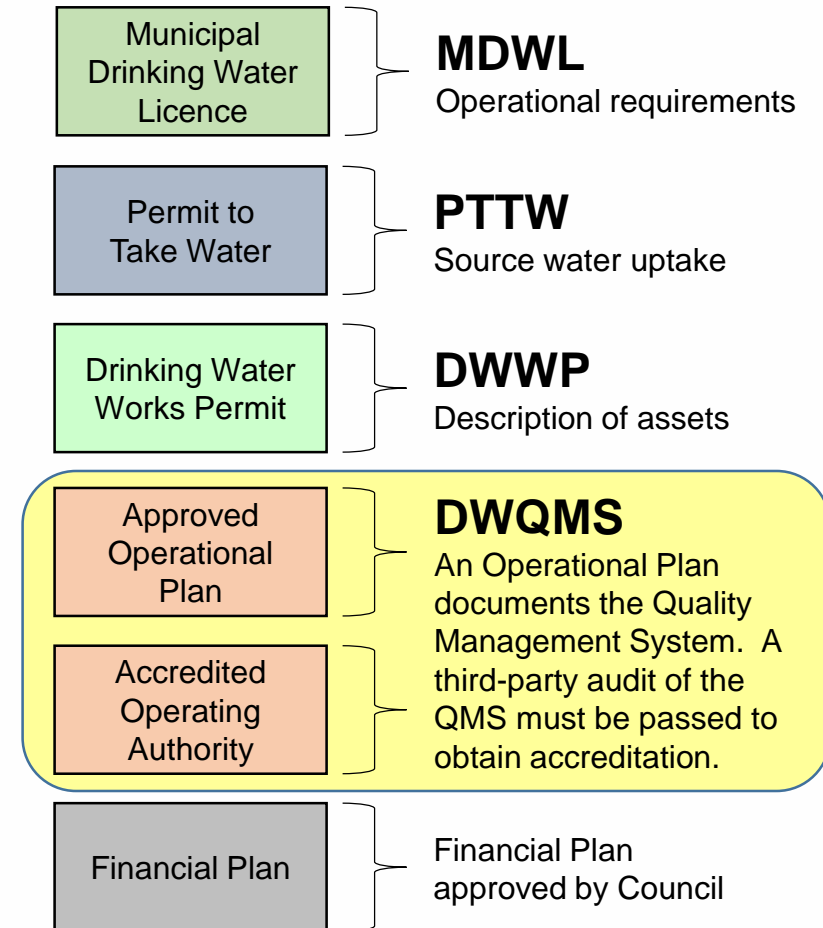
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Water and Wastewater Quality Management Specialist

Water Quality Management System (Water QMS)

Water QMS Activities

- Approved Operational Plan and accreditation are required under the *Safe Drinking Water Act*
- Milestones required to maintain accreditation status



Water QMS Internal Audit

- Completed March 2019
- Findings:
 - 12 non-conformances
 - 7 opportunities for continual improvement
 - 22 best practices for evaluation
- Corrective action plans identified by management and staff; implementation ongoing



Water QMS External Audit

- Off-site audit completed May 2018
- No findings identified
- **Upgraded accreditation:**
*Drinking Water Quality
Management Standard, version 2.0*



Water Systems Risk Assessment

- Risk assessment reviews completed for all water systems
- New high-scoring risk identified: mitigation plan in progress
- Critical control points remain unchanged
- Review in 2020, re-assess in 2021



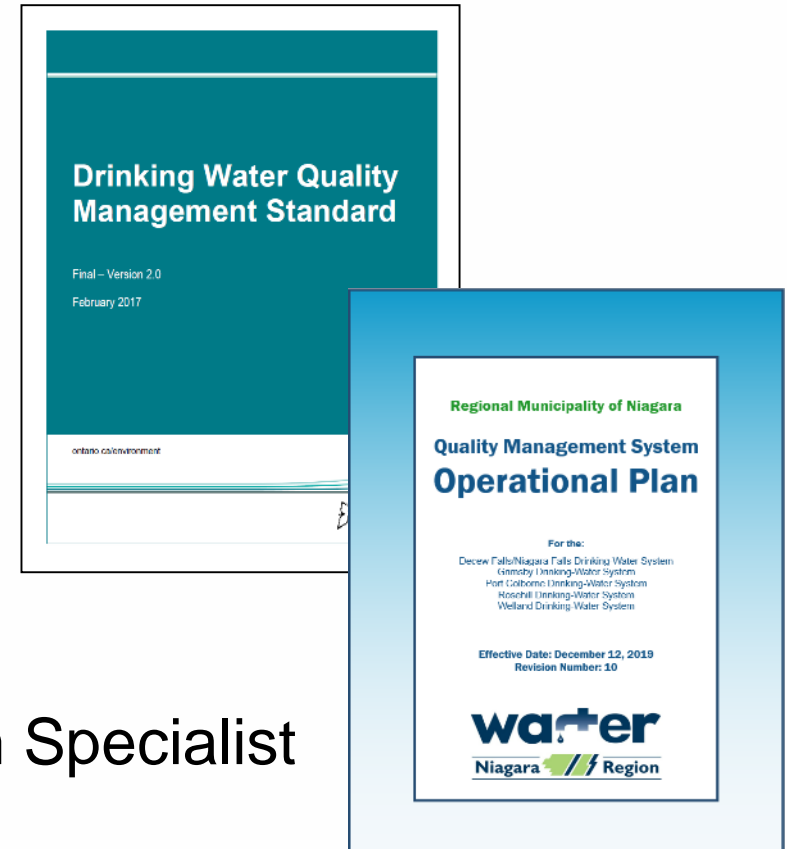
Water QMS Management Review

- Part 1 completed in May
- Part 2 anticipated in December
- 9 action items issued since previous update
- Action item resolutions in progress



Changes Impacting Water QMS/ Operational Plan

- Changes impacting QMS:
 - Accreditation upgraded (version 2.0)
- Changes impacting Operational Plan:
 - New position:
Associate Director, Asset Management
(*member of QMS Top Management*)
 - New position:
second W-WW Quality Management System Specialist
(*new Backup QMS Representative*)
- Requesting Council re-endorsement of Operational Plan



Wastewater Quality Management System (Wastewater QMS)

Wastewater QMS Internal Audit

- Completed October 2019
- Findings:
 - 23 non-conformances
 - 29 opportunities for continual improvement
- Corrective action plans identified by management and staff; implementation ongoing



Wastewater Systems Risk Assessment

- Re-assessment of wastewater systems completed in 2018
- 102 high-risk items identified:
 - Significant number of wastewater assets
 - Significant infrastructure needs
- 70 high-scoring risks to be mitigated through capital improvements
- Next full re-assessment in 2021



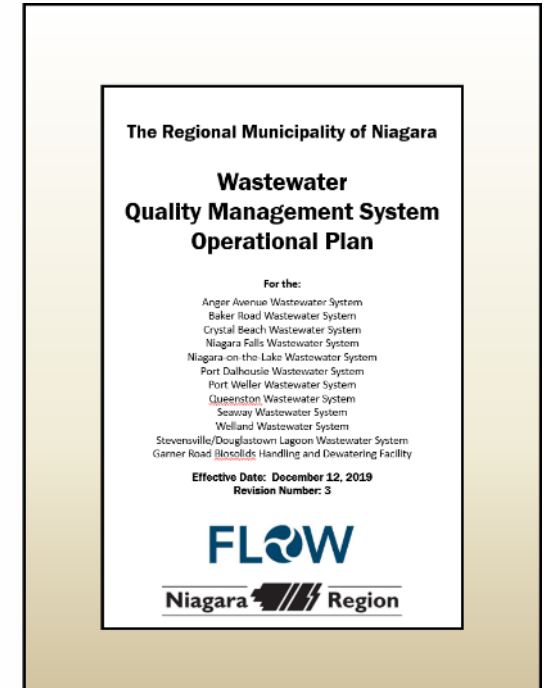
Wastewater QMS Management Review

- Part 1 completed in March
- Four action items identified:
 - Wastewater compliance
 - Staff suggestions/
customer complaints
 - Emergency management
 - Continual improvement
- Action item resolutions in progress



Changes Impacting Wastewater QMS/ Operational Plan

- Changes impacting QMS:
 - New standard in development – voluntary adoption
- Changes impacting Operational Plan:
 - New position:
Associate Director, Asset Management
(*member of QMS Top Management*)
 - New position:
second W-WW Quality Management System Specialist
(*new Wastewater QMS Representative*)
- Requesting Council re-endorsement of Operational Plan



Questions

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