2019 Annual Water and Wastewater Quality Management Systems Update

(Report PW 67-2019)

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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

**Approved Operational Plan**

**Accredited Operating Authority**

**Financial Plan**

- Permit to Take Water
- Drinking Water Works Permit
- Municipal Drinking Water Licence
- Permit to Take Water
- Drinking Water Works Permit
- Municipal Drinking Water Licence

**MDWL**
Operational requirements

**PTTW**
Source water uptake

**DWWP**
Description of assets

**DWQMS**
An Operational Plan documents the Quality Management System. A third-party audit of the QMS must be passed to obtain accreditation.

**Financial Plan** approved by Council
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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