

August 1st, 2014

Report To: Mayor & Council

From: Doug Brown, Manager of Operations & Facilities

Subject: **Drinking Water Quality Management System (DWQMS) –
Management Review Meeting - Endorsement by Owners**

Over the past 14 months a couple of significant milestones have been completed in regards to the Drinking Water Quality Management System and are summarized below:

- 1) **External 12- month Surveillance Audit** (Table Top verification process) completed by SAI Global on November 26, 2013-Auditor Mr. Rod Seabrook
- 2) **3rd Internal Audit** completed by Mr. Travis Rob from May 5 to June 4, 2014.
- 3) **3rd Management Review Meeting** held on Thursday July 31, 2014 to review the implementation of the DWQMS for the period June 2013 to May 31, 2014.

Please find attached the agenda package plus the associated documents which were reviewed at the July 31st, 2014 Management Review meeting and the corresponding meeting minutes. Presently under the process outlined in the Operational Plan Element No. 20-Management Review (See attached a copy of Element No. 20) - there were two (2) action items that Council (owner) must review and endorse at this time:

Action Item No. 1) **Memorial Sportplex complex – investigate and determine if feasible to provide internal looping of the two water services presently servicing this facility.** The timeline is in accordance with the 2015 budget process where a cost estimate will be prepared for the necessary water piping to loop both water service lines and present this capital expenditure to Council (owner).

Action Item No. 2) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West** (from 1302 Colonization Road West to 1448 Colonization Road West). The timeline is in accordance with the 2015 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

The Operations & Facilities Executive Committee recommends the following;

- 1) That Council (owner) has reviewed the agenda package and minutes of the management review meeting held on July 31, 2014.
- 2) That Council (owner) has reviewed and accepted the following two (2) action items as a result of the management review meeting held on July 31, 2014;

Action Item No. 1) **Memorial Sportplex complex – investigate and determine if feasible to provide internal looping of the two existing water services presently servicing this facility.** The timeline is in accordance with the 2015 budget process where a cost estimate will be prepared for the necessary water piping to loop both water service lines and will be present this capital expenditure to Council (owner).

Action Item No. 2) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West** (from 1302 Colonization Road West to 1448 Colonization Road West). The timeline is in accordance with the 2015 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

Respectfully Submitted,
Operations & Facilities Division

Doug Brown

D. Brown, P. Eng.
Manager of Operations & Facilities

RECOMMENDED

SEP 03 2014
DRAWING *Doug Brown*

EXECUTIVE COMM.

R. Wiedenberg

Council approval of this report will ensure the following:

- 1) That Council (owner) has reviewed the agenda package and minutes of the management review meeting held on July 31, 2014.
- 2) That Council (owner) has reviewed and accepted the following two (2) action items as a result of the management review meeting held on July 31, 2014;

Action Item No. 1) **Memorial Sportplex complex – investigate and determine if feasible to provide internal looping of the two existing water services presently servicing this facility.** The timeline is in accordance with the 2015 budget process where a cost estimate will be prepared for the necessary water piping to loop both water service lines and will be present this capital expenditure to Council (owner).

Action Item No. 2) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West** (from 1302 Colonization Road West to 1448 Colonization Road West). The timeline is in accordance with the 2015 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

Fort Frances Drinking Water System Management Review - Meeting Agenda

Date: Friday August 1, 2014

Time: 8:00 a.m.

Location: Fort Frances Water Treatment Plant

A. Introduction:

Reference to Operational Plan - Element 20 Management Review

- See attached Element No. 20.

Period: June 01, 2013 to May 31, 2014

B. Review Items:

1. Incidents of regulatory non-compliance:

Ministry of the Environment (MOE) Annual Inspection Report (2013 - 14)

Date of Inspection: January 28 & 29, 2014

Non-compliance with Regulatory Requirements: No non-compliances reported.

2013 Annual Summary Report (Schedule 22) – O. Reg. 170/03

Regulatory requirement: No later than March 31

Reported to O. & F. Executive Committee and Council.

Council Approval March 24, 2014.

Date submitted to Ministry of the Environment (MOE): March 26, 2014

Letters sent March 26, 2014 to the Owners that connect and receive water from the Town's Water Distribution System:

Non-compliance with Regulatory Requirements: None

2013 Annual Report – O. Reg. 170/03

Regulatory requirement: Not later than February 28

Date submitted to Ministry of the Environment (MOE): February 28, 2014

Non-compliance with Regulatory Requirements: None

O. Reg. 450/07: Charges for Industrial and Commercial Water Users

Regulatory requirement: Not later than March 31

Date submitted to Ministry of the Environment (MOE): January 16, 2014

Non-compliance with Regulatory Requirements: None

Fort Frances Drinking Water System Management Review - Meeting Agenda

2. Incidents of adverse drinking water tests:

WTP:

No adverse treated water samples.

Distribution:

Adverse water quality - review each

Where, when, why

See Attachment. – B.2.

3. Deviations from critical control-point limits and response actions:

The QMS Team had undertaken a Risk Assessment review of the risks and their critical control-points/response actions July 22, 2014.

No changes in limits or response actions.

Next Risk Assessment Review scheduled – prior to July 22, 2015.

Risks with a threshold above or equal 8 (Threshold – 8):

1. Rail car derailment (Spill of chemical or contamination):
2. Loss of pressure: water mains break, major fire
3. Cross connection

Reference - Element 7/8

4. The effectiveness of the risk assessment process:

Operators reviewed the Risk Assessment process July 21, 2014, no changes to process. (Reviewed on a yearly basis in accordance with Element 7.)

5. Internal and third party audit results:

Internal Audit results:

Latest Internal Audit:

Issued June 4, 2014, resolved July 16, 2014.

List CAR's and copies of Corrective Action Records are attached.

Operational Plan to be amended reflecting non-conformances.

Fort Frances Drinking Water System Management Review - Meeting Agenda

Previous Audits:

May 18, 2011 – Five (5) corrective actions identified and actions taken to resolve them. (Canadian General Standards Board – table top audit)

June 13, 2012 – Ten (10) corrective actions identified and actions taken to resolve them. (Travis Rob – Internal Audit)

May 7, 2013 - Five (5) corrective actions identified and actions taken to resolve them. (Travis Rob – Internal Audit)

External Audit results:

Latest Off-site External Audit:

12-Month Surveillance Audit (November 26, 2013) -

An off-site 12-month surveillance audit review was undertaken by SAI GLOBAL - Accreditation Program for Operating Authorities.

No non-conformances were identified, therefore no Corrective Actions required.

Latest On Site External Audit -

Amended Operational Plan after audit review from SAI GLOBAL - Accreditation Program for Operating Authorities. Five (5) corrective actions identified and actions taken to resolve them. Issued November 28, 2012, resolved January 22, 2013.

List CAR's and copies of Corrective Action Records are attached.
See Attachment B.5.

6. Results of emergency response testing:

Standard Operating Procedures identified in the Emergency Response Binder had been reviewed with the Water System Operators September 26, 2013.

Emergency SOP's Reviewed:

1. Policy 4.24 – SOP No. 1 – for the Destruction (Bombing/Major Fire) of Water Treatment Plant or Water Tower.
2. Policy 4.23 – SOP No. 2 – for Pandemic Situation – Affecting the Water Treatment Plant Operators & Community.
3. Policy 4.15 – SOP No.3 – for Water Main Breaks and Repairs.
4. Policy 4.6 – SOP No. 4 – for breakdown of equipment at the Water Treatment Plant

Fort Frances Drinking Water System Management Review - Meeting Agenda

5. Policy 4.5 – SOP No. 5 – for Hydropower Outage for Operating the Water System
6. Policy 4.4 – SOP No. 6 – for Raw Water Source Contamination

Update Municipal Emergency Management listing in Emergency Response Binder May 28, 2014.

Additional emergency response training scheduled for the fall of 2014.

7. Operational performance:

WTP:

Actions & recommendations from MOE:
No operational changes

Personnel:
Full complement

Maintenance issues:
2013 - Honeywell upgraded both 60hp high-lift motors with VFDs.
2014 Capital Budget - Emergency Standby Generator, in progress.
No other issues.

Distribution System:

Actions & recommendations from MOE:
No operational changes

Personnel: New OIT Water Distribution Operator on staff. Presently at Parks, slated to commence work in August 2014. Replaces previous operator that went back into the Public Works workforce.

Maintenance issues:
Numerous water main/service breaks throughout the Town, an extremely cold winter season. Another water main break occurred on Colonization Road West (1300 blk.). Was slated for replacement in 2014, postponed due to lack of funding. Still recommended for replacement.
See Attachment B.7.

Reported approximately 270 frozen water services, again an extremely cold winter season.

Fort Frances Drinking Water System Management Review - Meeting Agenda

During valve exercising some of the isolation valves began leaking or are very hard to turn. Replacement of these valves is recommended. Six (6) valves are to be replaced in 2014.

Some existing fire hydrants are obsolete, no parts to maintain them. Six (6) fire hydrants are scheduled for replacement in 2014.

8. Raw water supply and drinking water quality trends:

No changes in raw water supply and drinking water quality trends.

Regular seasonal water turnover of Rainy Lake.

See chart - Attachment B.8. (Information obtained from DWSP sampling).

9. Follow-up on action items from previous management review:

Two (2) items identified in the last management review:

1. Hold Monthly DWQMS meetings between September and May to review the existing operational plan in order to develop a clear understanding of all the existing elements outlined in the DWQMS operational plan.

Status: Have had three (3) meetings in 2012 and two (2) in 2013 = five (5) total.

2. Replacement of approximately 500 metres of 150 mm diameter water main along Colonization Road West (from 1302 Colonization Rd. W. to 1448 Colonization Rd. W.)

Status: Due to lack of funding the project has been postponed to 2015 Construction season.

3. Installation of a back-up electrical generator at the WTP to ensure potable drinking water can be manufactured during extended periods of time (greater than 24 hours) when there is no electrical power available had been approved in the 2013 Capital Budget. The value budgeted for the purchase of the standby generator was insufficient for size of generator required. Therefore the purchase of the standby generator had been deferred to the 2014 Capital Budget.

Fort Frances Drinking Water System Management Review - Meeting Agenda

Status: Back-up generator purchase in progress. Hatch Mott McDonald Ltd. has been retained to design, tender, environmental review, contract administration services for its installation. Town is to pre-purchase the standby generator and auto transfer switch and a contractor is to be hired for its installation.

10. The status of management action items identified between reviews:

No management action items identified between reviews.

11. Changes that could affect the Quality Management System (QMS):

Internal/External Audit:

Management Review:

New business development upstream of water intake: Contamination of raw water source or supply.

Information Only:

Where to find – electronically: Revision Updates – Last version. Check electronic version (latest version) found in W:\QMS Documentation\QMS Operational Plan\...file name.

12. Consumer feedback:

Customer complaints: Last period – 10 complaints, this period 19 complaints.

Notes:

1. No construction projects had begun last year at this time, therefore no dead-end mains had been created – thus no discoloured water.
2. Result of water main breaks.
3. Maintenance activities – valve exercising

Customer Complaint Processing form – See Attachment B.12

Fort Frances Drinking Water System Management Review - Meeting Agenda

13. The resources needed to maintain the Quality Management System (QMS):

Council's commitment to provide the following:

Personnel

Financial

14. The results of infrastructure review:

Six (6) year capital plan (In OP – Appendix I)

On an annual basis –

Proposed Infrastructure upgrades are discussed and reviewed with operators.

Council reviews and approves.

WTP:

On a monthly basis the WTP Overall Responsible Operator generates a report outlining operational and maintenance activities. The report is circulated and reviewed by the Environmental & Facilities Supt., Manager of O. & F., the O. & F. Executive Committee and Council.

Upgrades for this period:

Water Distribution System:

On a monthly basis Environmental & Facilities Supt. generates a report outlining maintenance activities. The report is circulated and reviewed by the Manager of O. & F. and the O. & F. Executive Committee and Council.

Upgrades during this period:

Water Main valve exercise program: 20% per year

Hydrant flushing: flushing annually

Fire hydrant replacements:

- (2013) six (6) replaced.

Water main isolation valve replacements:

- (2013) six (6) replaced.

Water main replacement (Construction Projects):

- Second St. E.: Central Ave. to 40 m east of Mowat Ave.
- Mowat Ave.: Second St. E. to Third St. E.
- Williams Ave. from Third St. E. to Fifth St. E.

Fort Frances Drinking Water System Management Review - Meeting Agenda

Water main installations (new) (Construction Projects):

- Huffman Subdivision: Fifth St. E. to south lane and west to Williams Ave.
- Eighth St. W.: 46 m east of York Ave. to 97 m east of York Ave.

Water meters/backflow device installations – ICI sector, on going.

Scheduled for 2014 Construction:

Replacement of six (6) fire hydrants and six (6) isolation valves.

Replacement of water mains and services along the following streets:

- a. Third Street East: Crowe Ave. to Frenette Ave.

Water meters/backflow device installations – ICI sector.

15. Operational plan currency, content and updates:

Current revision date – May 29, 2013, Rev. 5

Updates (since previous period):

June 4, 2014 - Amended OP after the audit review. Five (5) corrective actions identified and actions taken to resolve them.

List CAR's and provide copies of Corrective Action Records. See Attachment B.5

Document Request Changes (DRC) – document changes to Operation Plan other than the CAR changes as described above. (Spelling, grammar, personnel change, etc.). A result of conducting monthly staff meetings to review the Elements within the Operation Plan. The Operation Plan will be amended following the Management Review.

16. Staff suggestions:

Any concerns from operators/staff.

PROCEDURE TITLE: Management Review

REVISION #5

QMS REFERENCE: ELEMENT NO. 20

QMS REPRESENTATIVE: 

20 Management Review

20.1 Review Frequency

Top management shall review the QMS once every twelve (12) months to assess and ensure the continuing suitability, adequacy and effectiveness of the QMS.

Management review(s) shall be included in the internal audit schedule.

20.2 Review Participants

Management review participants shall include:

- CAO
- Operations & Facilities Manager
- Environmental & Facilities Superintendent (QMS Representative)
- Overall Responsible Operator
- Operator In Charge (Water Distribution System)

The Operations & Facilities Manager may include other personnel at his discretion.

Attendees shall be notified of the management review meeting by e-mail and/or internal memo.

20.3 Review Input

The QMS Representative and the Secretary/Receptionist shall provide a summary of the following information in a suitable format to the management review meeting attendees at least seven (7) days prior to the meeting:

- Incidents of regulatory non-compliance.
- Incidents of adverse drinking-water tests.
- Deviations from critical control-point limits and response actions.
- The effectiveness of the risk assessment process.
- Internal and third-party audit results.
- Results of emergency response testing.
- Operational performance.
- Raw water supply and drinking water quality trends.
- Follow-up on action items from previous management reviews.
- The status of management action items identified between reviews.
- Changes that could affect the QMS.
- Consumer feedback.
- The resources needed to maintain the QMS.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Management Review

REVISION #5

QMS REFERENCE: ELEMENT NO. 20

QMS REPRESENTATIVE: 

- The results of the infrastructure review.
- Operational plan currency, content and updates.
- Staff suggestions.

20.4 Review Process

The QMS Representative shall prepare a meeting agenda and distribute the meeting agenda with the management review data.

The management review participants shall review all data presented, and where necessary, identify opportunities for improvements. These may include opportunities for improvement related to the:

- Effectiveness of the QMS and related procedures.
- Ability of the Operating Authority to implement the QMS
- Provision of adequate human and financial resources.
- The level of consumer satisfaction.

For all opportunities identified, the management review participants shall identify action items, personnel responsible for implementing action items and timelines for action items.

Records of management reviews, recommendations, decisions, action items, personnel responsibilities, and timelines shall be forwarded to the Operations & Facilities Executive Committee upon completion for acceptance and then forward to Council (Owner) of the Town of Fort Frances for review and acceptance.

Records shall be maintained by the QMS Representative. The records shall reflect all new action items and any decisions made by the Management Review Team, deficiencies, personnel responsible for action items, and timelines.

Item B.2

Incidents of Adverse Drinking Water Tests Distribution System

Location	Incident Date	Parameter	Work Being Done	Resolution/Corrective Action
1. King's Hwy. at First St. W. Fire Hydrant (HYD 131)	July 11, 2013	E. Coli & Total Coliform (Present)	Valve Replacement (VAL 125) First St. W. at Wright Ave.	July 22, 2013 – AWQI No. 112374 - Flushed area where adverse occurred. Took a sample upstream, at source and downstream, one set as per MOE requirements. Notified Ministry of the Environment (MOE), Spills Action Centre (SAC), Ministry of Health (MOH) and Northwestern Health Unit.
2. 1226 Fifth St. E. Fire Hydrant (HYD 318)	August 27, 2013	E. Coli & Total Coliform (Present)	Valve Replacement (VAL 731) Fifth St. E. at Williams Ave.	September 9, 2013 – AWQI No. 113737 - Flushed area where adverse occurred. Took a sample upstream, at source and downstream, one set as per MOE requirements. Notified Ministry of the Environment (MOE), Spills Action Centre (SAC), Ministry of Health (MOH) and Northwestern Health Unit.
3. 416 First St. E. 360 Third St. E. 710 Scott St.	October 2, 2013 October 2, 2013 October 3, 2013	Lead	Lead sampling/testing as per O. Reg. 170/03, Schedule 15.1 Lead Results: 416 First St. E. – 19.2 mg/L 360 Third St. E. – 24.5 mg/L 710 Scott St. – 28.3 mg/L	No resolution required – AWQI No. 114518 Standard – 10 ug/L (max.)
4. 1109 Colonization Rd. W.	November 6, 2013	E. Coli & Total Coliform (Present)	Weekly Routine (WTP) (Distribution)	November 20, 2013 AWQI No. 114927 - Flushed area where adverse occurred. Took a sample upstream, two at the source and one downstream, as per MOE requirements. Notified the Ministry of the Environment (MOE), Spills Action Centre (SAC), Ministry of Health (MOH) and Northwestern Health Unit.

1109 Colonization Rd. W. November 8, 2013 E. Coli &
Total Coliform
(Present) Weekly Routine (WTP)
(Distribution) AWQI No. 114954 - Resample – Flushed area where adverse occurred. Took a sample
upstream, two at the source and one downstream, two sets as per MOE requirements.
Notified Ministry of the Environment (MOE), Spills Action Centre (SAC), Ministry of Health
(MOH) and Northwestern Health Unit.

DWQMS Internal Auditor

Memo

To: Doug Herr, QMS Representative

Date: July 22, 2014

RE: Closure of CAR's resulting from 2014 Internal Audit

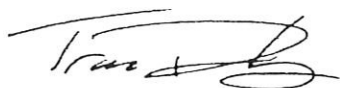
Doug,

Please accept this letter as notification of the completion and closure of the CAR's created in the June 4, 2014 Internal Audit of the Town of Fort Frances Operational Plan.

CAR #	Element
2014-001	Element 5 – Document and Records Control
2014-002	Element 7 – Risk Assessment
2014-003	Element 11 – Personnel Coverage
2014-004	Element 18 – Emergency Management
2014-005	Element 19 – Internal Audits

The above-mentioned CAR's have been reviewed and signed off with my approval and returned to you for inclusion in the document and Management Review process. If you have any further questions, comments or concerns, please do not hesitate to contact myself.


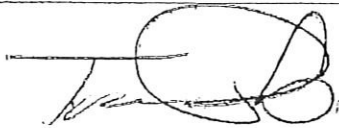
Regards,



Travis Rob, EIT
DWQMS Internal Auditor

Fort Frances Drinking Water System
DWQMS FORM

CORRECTIVE ACTION

CAR #	2014-001
Date	June 4, 2014
Element	Element 5 – Document and Records Control
Description of Nonconformance	Equipment Maintenance Manuals are not being marked as specified in the Operational Plan.
Root Cause	An oversight. The Equipment Manual Listing had been reviewed to confirm that the revision date of the equipment maintenance manuals have not changed or been updated. The Equipment Manuals, being an external document were not marked as "Controlled Copy" and signed by the QMS Representative.
Description of Corrective Action Taken	The Equipment Manuals at the Water Treatment Plant were stamped "Controlled Copy" and signed by the QMS Representative.
Sign-off - Corrective Action Complete	Name and Date Doug Herr,  July 16, 2014
Long-Term Corrective Action	If <i>applicable</i> None
Validation Sign-off – Corrective Action Effective	Travis Rob, QMS Internal Auditor 

Internal Audit Corrective Action

5 Quality Management System (QMS) Document & Records Control

5.1 Introduction

Details for managing documents and records that describe how documents and records required by the Quality Management System (QMS) are readily identifiable, as well as retrievable, protected, retained and disposed of are outlined in the Document Control and Record Control procedures described herein.

5.2 Document Control Procedure

Procedure Description

This procedure outlines the methods used by the Town of Fort Frances Water System employees to control the creation, approval, distribution, and disposal of all documents related to the Quality Management System (QMS).

Reason for Procedure

Consistent control ensures the currency, accuracy and ease of retrieval of each QMS document. Proper maintenance of documents is critical for conformance with the Drinking Water Quality Management Standard (DWQMS), and also for compliance with drinking water legislation.

Responsibility

The designated QMS Representative shall be responsible to ensure that all QMS documents are kept current, properly formatted and controlled. All documents must meet the approval of the QMS team prior to the QMS Representative issuing a revised QMS document. The presence of a signature in the QMS header on the document indicates this approval process was adhered to.

Procedure

a) Documents requiring control by the QMS include:

- Internal Documents
 - ° Operational Plan
 - ° Emergency Operating Procedures

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

REVISION #5

QMS REFERENCE: ELEMENT NO. 5

QMS REPRESENTATIVE: *[Signature]*

- ° Annual Management Review Documentation
- ° Emergency Response Binder
- External Documents
 - ° Town of Fort Frances Emergency Plan
 - ° Equipment Maintenance Manuals

The methods by which control over records will be exercised are described in the Records Control Procedure.

b) The QMS Representative shall maintain a document and record master control table.

c) Internal Document:

- 1) A standard header shall identify all QMS internal documents. This header contains the title of the document, QMS element reference number, indication of revision, and signature of approval from the QMS Representative.
- 2) A standard footer shall identify all QMS Internal documents. This footer contains the following wording " Town of Fort Frances QMS Operational Plan and the last revision date.
- 3) All original QMS internal documentation shall be stored on the Town's central computer system. The electronic version shall be password protected to restrict access to the QMS Representative and Alternate. The original (electronic version) shall display the digital signature of approval of the QMS representative. Printed copies of the internal documentation shall display the words "Uncontrolled When Printed" In the document footer.
- 4) The currency of each internal document is ensured by comparison of the revision date in the document footer to that of the original stored at the Water Treatment Plant Control Room.
- 5) Any employee of the Town of Fort Frances Water System may request the creation of a new internal QMS document or a change to an existing internal document. A document change request form shall be used any time changes to internal documents or the creation of a new internal QMS document is required. The QMS team will meet to review the proposed change and once consensus

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

REVISION #5

QMS REFERENCE: ELEMENT NO. 5

QMS REPRESENTATIVE: *[Signature]*

by the QMS team is reached, the QMS representative will be authorized to change the internal document.

- 6) By following the internal QMS document procedure will ensure that all internal QMS documents are kept current, properly formatted and controlled.

d) External Documents:

- 1) Each external document affected by the QMS shall be clearly marked as "Controlled Copy" and signed by the QMS Representative.
- 2) The controlled copy of external QMS documents shall be stored at the Water Treatment Plant Control Room.
- 3) The Secretary/Receptionist will review and update town's emergency plan once annually or as new information becomes available or existing information contained within the documentation is revised. If changed/updated is to notify the QMS representative so the communication change procedure is followed as outlined in section "e)" below.
- 4) Current equipment manuals shall be indicated on the Equipment Manual Listing – Currency Review form located in the equipment files at the WTP Control Room. On an annual basis the ORO of the water system will confirm that the revision date of all the equipment maintenance manuals have not changed or been updated. If changed/updated is to notify the QMS representative so the communication change procedure is followed as outlined in section "e)" below.

e) Communication Procedure for New Documents or a change/update to a Document:

New, changed or updated internal or external documents will be made available to all affected employees. The QMS Representative will forward an email to all water system employees when a new document is created or there is a change/update to a document.

- f) Obsolete internal and external QMS documents are to be promptly removed from use by the QMS representative or the Secretary/Receptionist. This will only occur once a revised document has been approved by the QMS team and signed

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

REVISION #5

QMS REFERENCE: ELEMENT NO. 5

QMS REPRESENTATIVE: *J. H.*

off by the QMS representative. Hard copies will be destroyed and recycled if possible.

Associated Documents

- *Document Change Request (DCR) Form* *Appendix "A"*
- *Equipment Information Form (EIF)* *Appendix "B"*
- *Document and Record Master Control Table, see Section 5.4*

5.3 Records Control Procedure

Procedure Description

This procedure provides guidance for the identification, use, retention, storage, protection and disposal of all records generated by the Quality Management System (QMS).

Reason for Procedure

Consistent control ensures the ease of retrieval of each record generated by the Town of Fort Frances Water System employees. Proper maintenance of records is critical for conformance with the Drinking Water Quality Management Standard (DWQMS), and also for compliance with drinking water legislation and regulations.

Responsibility

The designated QMS Representative or the Secretary/Receptionist shall be responsible for ensuring that an effective method for controlling all QMS records exists.

Procedure

- a) Records requiring control by the QMS include;
- DWQMS Team Meeting Minutes
 - Management Review Meeting Minutes
 - Internal/ External Audit Reports
 - Completed Corrective Action Requests
 - Completed Change Document Request forms
 - Water Treatment Plant Monthly Reports
 - Water Tower Log Book
 - Water Treatment Plant Log Book
 - Water Distribution Log Book
 - Water Distribution System Sampling & Chlorine Residual Log Book for WTP Operators
 - ALS Laboratory Results for Microbiological Tests

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

REVISION #5

QMS REFERENCE: ELEMENT NO. 5

QMS REPRESENTATIVE: *[Signature]*

- ALS Laboratory Results for Chemical Tests
- ANSI/NSF Certification of Chemical Products used at WTP
- WTP Equipment & Instrumentation Calibration Records
- Customer Complaint Forms in regards to the Water System
- DWQMS Management Review Report
- Water Distribution System – Monthly Maintenance Activities

b) Records will be retained electronically and/or in hard copy, but retention time will be in accordance with applicable government regulations.

c) Filing and storage of paper records shall be such that they are protected from damage and are readily retrievable. Records are kept in filing cabinets in the Water Treatment Plant Control Room or Operation & Facilities Office.

d) Electronic records are stored on the Town's control computer system and are backed up on a regular basis.


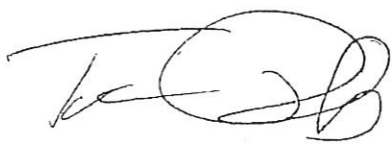
e) All hard copy records outlined under the QMS older than required by applicable government regulations may be destroyed and if possible recycled by the Secretary/Receptionist.

f) All electronic records under the QMS will be retained in the Town's central computer system. Disposal of QMS electronic files older than required by appropriate regulatory requirements will be completed by Town's IT (Information and Technology) Manager when time is available to complete this task.

5.4 Document & Record Master Control Table



Fort Frances Drinking Water System
DWQMS FORM

CORRECTIVE ACTION

CAR #	2014-002
Date	June 4, 2014
Element	Element 7 – Risk Assessment
Description of Nonconformance	Risk Assessment Review has not been completed within the last calendar year as specified in the Operational Plan
Root Cause	A review of the Risks Identified in Element 7 had not been completed to date. Operation Plan states that the Risk Assessment review shall be completed once a calendar year, therefore no action required at this time.
Description of Corrective Action Taken	The Risk Assessment review will be scheduled within the next few weeks and its outcome will be reviewed at the next QMS meeting following.
Sign-off - Corrective Action Complete	Name and Date Doug Herr,  July 16, 2014
Long-Term Corrective Action	If applicable None
Validation Sign-off – Corrective Action Effective	Travis Rob, QMS Internal Auditor 

Fort Frances Drinking Water System DWQMS FORM

CORRECTIVE ACTION

CAR #	2014-003
Date	June 4, 2014
Element	Element 11 – Personnel Coverage
Description of Nonconformance	The Operator Contact list posted on the Water Treatment Plant bulletin board if not current.
Root Cause	<p>Element 11 speaks of the operators working on a rotating on-call system for a week at a time. A listing of the 2014 Standby List for the Water Treatment Plant is posted on the bulletin board at the plant. This is the current listing.</p> <p>As for the Operator Contact listing (cellular numbers) posted on bulletin board, this document is for operator information only. This copy had been posted on the bulletin board years ago.</p>
Description of Corrective Action Taken	<p>The QMS Representative had the existing Operator Contact list removed from the bulletin board and replaced it with a current one.</p> <p>See attachment: Element 16 – APPENDIX "F" The Town of Fort Frances New Cellular Phone Numbers</p>
Sign-off - Corrective Action Complete	<p>Name and Date</p> <p>Doug Herr,  July 16, 2014</p>
Long-Term Corrective Action	<p>If applicable</p> <p>None</p>
Validation Sign-off – Corrective Action Effective	<p>Travis Rob, QMS Internal Auditor</p> 

Internal Audit Corrective Action

11 Personnel Coverage

The Water Treatment Plant in Fort Frances is deemed a Class III facility while the Distribution System is a Class II.

The Water Treatment Plant in Fort Frances is currently staffed with three (3) certified operators. These operators work on a rotating on-call system with each operator being on-call for a week period. The operator on-call period begins on a Tuesday at 7:30 a.m. and ends the following Tuesday at 7:30 a.m. at which time the next operator on-call begins. All three (3) operators participate in the rotation system. The Overall Responsible Operator (ORO) in conjunction with other Water Treatment Plant operators establishes the annual on-call rotation schedule. The hours of work at the Water Treatment Plant in Fort Frances are 7:30 a.m. to 4:00 p.m. Monday to Friday with the exception of statutory holidays. On-call duties include coverage on weekends and statutory holidays.

The Town of Fort Frances has a designated ORO for the Water Treatment Plant and the Distribution System with a back up ORO in place. Each day they are recorded in the Water Treatment Plant, Water Tower and Distribution log books.

The ORO is responsible for the supervision of daily operations and staff at the Water Treatment Plant and the Water Distribution System. In accordance with O. Reg. 128/04 the Town will provide the necessary operators.

The Water Treatment Plant in Fort Frances is monitored by an alarm system, which when is activated sends a signal to a central dispatch for any after hour alarms. The central dispatch will then contact the on-call operator to respond. The operator will respond as soon as practicable after becoming aware of the alarm. If the on-call operator cannot be reached or respond to the activated alarm, central dispatch will move onto the next operator on the rotation list until one is contacted and able to respond.

For the water distribution system after hours on-call coverage is monitored by the Public Works Department.

Rationale

A licensed operator is capable of completing the weekend monitoring tasks at the Water Treatment Plant and Water Tower. Where circumstances arise that additional staff is required the operator can request the assistance of any of the off duty licensed operators. Contact information for all operators is documented and posted on the bulletin board at the Water Treatment Plant.

Non Standard Operating Situations

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Personnel Coverage

REVISION #5

QMS REFERENCE: ELEMENT NO. 11

QMS REPRESENTATIVE: *[Signature]*

The Town has a working relationship with the Ontario Clean Water Agency (OCWA). OCWA management has agreed to provide assistance to the Town during non-standard situations and will be designated as the Overall Responsible Operator (ORO) for the water system during these situations.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Procedure for Identifying &
Responding to Adverse Sample Results

REVISION #4

QMS REFERENCE: Element No. 16 - APPENDIX "F"

QMS REPRESENTATIVE: *[Signature]*

THE TOWN OF FORT FRANCES
NEW CELLULAR PHONE NUMBERS

WATER TREATMENT PLANT

RANDY WHITE (ORO)	275-8733
BRAD WEBB (WT4 – Alternate ORO)	275-5215
MIKE ALLEN (OIC)	275-6175

DISTRIBUTION SYSTEM

PAUL LEMESURIER (OIC)	275-5045
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PUBLIC WORKS STANDBY (After Hours)	275-9754
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FORT FRANCES AIRPORT	275-9760
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LANDFILL SCALES	275-5147
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OPERATIONS & FACILITIES MANAGER

DOUG BROWN	275-9755
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ENVIRONMENTAL & FACILITIES SUPERINTENDENT


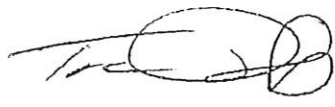
DOUGLAS HERR	275-5254
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TRANSPORTATION SUPERINTENDENT

MILT STRACHAN	275-5255
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Fort Frances Drinking Water System DWQMS FORM


CORRECTIVE ACTION

CAR #	2014-004
Date	June 4, 2014
Element	Element 18 – Emergency Management
Description of Nonconformance	All staff have not reviewed the Emergency Binder within the last 12 months as specified in the Operational Plan
Root Cause	Refer to Emergency Response Binder Record Sheet. All Staff have reviewed the Emergency Binder within the last 12 months, therefore no Root Cause Analysis required. See attachment.
Description of Corrective Action Taken	No corrective action required.
Sign-off - Corrective Action Complete	Name and Date Doug Herr,  July 16, 2014
Long-Term Corrective Action	If applicable None
Validation Sign-off – Corrective Action Effective	Travis Rob, QMS Internal Auditor 

EMERGENCY BINDER RECORD SHEET					DATE		TIME	DESCRIPTION OF WORK	
Donna Brown		June 12/12	1:30 to 3:30		Read - SOP No. 1, 2, 3, 4, 5 & 6 with the following staff: Randy White, Brad Webb, Mike Allen, Paul Lewenstein & Travis Rob Doug Here				
Doug Brown		June 13/12	8:30 AM		up dated / Revised public Works Emergency Contact list				
Doug Brown		June 13/12	10:20 AM		replaced SOP No. 3, 4, 5 & 6 with unapproved or draft petitions				
Douglas Here		June 27, 2012	1:00 P.M.		REPLACED DRAFT SOPs No. 3, 4, 5 & 6 WITH APPROVED SOPs				
Douglas Here		June 28, 2012	8:35 AM		REPLACED COMMUNITY CENTRAL GROUP CONTACT LISTING AND ADDED EMERGENCY MANAGEMENT PREPARED COMMITTEE LISTING.				
Sandra Robertson		Nov 30, 2012	1:45 PM		Updated Suppliers of Bottle Drinking Water, removed outdated Resource Contacts and updated Table of Contents				
Greg Wiedenhoef		Dec 19, 2012	7:30 AM - 9:30 AM		Read - SOP No. 1, 2, 3, 4, 5 & 6				
Sandra Robertson		SAN 21, 2013	12:20 PM		Updated Public Works Emergency Contact Listing				
Doug Here		FEB. 19, 2013			EMERGENCY RESPONSE TRAINING - SOP No. 3 - COMPLETED.				
Douglas Here		FEB. 21, 2013	9:30 a.m.		UPDATED SOP No. 3 (JUNE 2012 to FEBRUARY 2013)				
Douglas Here		APRIL 24/13	2:00 PM		Read SOP 1-6				
Doug Here		SEP. 26, 2013	8:00 a.m.		Read - SOP 1, 2, 3, 4, 5 & 6 WITH THE FOLLOWING STAFF: Randy White, Mike Allen, Paul Lewenstein, Brad Webb & Greg Wiedenhoef. AND LEO PATTERSON				
Leo Patterson		OCT 16/2013	1:00 PM		Public emergency contact listing				

Fort Frances Drinking Water System DWQMS FORM

CORRECTIVE ACTION

CAR #	2014-005
Date	June 4, 2014
Element	Element 19 – Internal Audits
Description of Nonconformance	All Elements have not been reviewed within the last 12 months as specified in the Standard.
Root Cause	All the Elements within the QMS Operational Plan had not been reviewed within the last 12-month period due to the extreme winter season. Operators worked every day, most weekends and after hours to thaw frozen water service lines (approximately 270 residences), repair numerous water main/service breaks (approximately 28 breaks) and several sanitary main/service breaks. Maintaining the Town's infrastructure and customer service in a time of crisis was of a higher priority at the time.
Description of Corrective Action Taken	Once the Town's infrastructure and customer service was restored to a manageable state, QMS meetings were held to complete the review of the Elements within the QMS Operational Plan.
Sign-off - Corrective Action Complete	Name and Date Doug Herr,  July 16, 2014
Long-Term Corrective Action	If applicable None
Validation Sign-off – Corrective Action Effective	Travis Rob, QMS Internal Auditor

Attachment B.7

Water Main Breaks (June 01, 2013 to May 31, 2014)

1.	214 Sixth Street West	June 26, 2013
2.	Crowe Avenue at Nelson Street	August 21, 2013
3.	Church Street – 400 blk.	December 31, 2013
4.	724 Third Street West	January 8, 2014
5.	Second Street East – 900 blk.	January 14, 2014
6.	Armit Avenue – 500 blk.	February 13, 2014
7.	Armit Avenue – 500 blk.	February 16, 2014
8.	Second Street East at Minnie Avenue	February 25, 2014
9.	Victoria Avenue – 300 blk.	February 26, 2014
10.	501 Sixth Street West	March 7, 2014
11.	Armit Avenue – 200 blk.	March 10, 2014
12.	Walker Avenue – 1000 blk.	March 11, 2014
13.	360 Church Street	March 12, 2014
14.	Walker Avenue – 1000 blk.	March 21, 2014
15.	Mosher Avenue – 300 blk.	March 28, 2014
16.	Mosher Avenue at Church Street	April 2, 2014
17.	1336 Colonization Road West	April 3, 2014
18.	Armit Avenue at Front Street	April 9, 2014
19.	1602 Colonization Road West	April 22, 2014
20.	1108 Christie Avenue	April 23, 2014
21.	116 First Street East	April 29, 2014
22.	Sinclair Street – 400 blk.	May 12, 2014
23.	Minnie Avenue at Nelson Street	May 21, 2014

Water Service Breaks

(June 01, 2013 to May 31, 2014)

1.	308 Kerr Place	June 4, 2013
2.	401 King's Highway	June 11, 2013
3.	410 Third Street West	August 1, 2013
4.	413 First Street East	September 11, 2013
5.	611 Victoria Avenue	September 14, 2013
6.	712 Nelson Street	September 27, 2013
7.	804 Scott Street	March 16, 2014
8.	Church Street – 100 blk.	March 18, 2014
9.	Fourth Street West – 100 blk. (2 Services)	March 20, 2014
10.	310 Church Street	April 14, 2014
11.	421 Sixth Street West	April 16, 2014
12.	508 Victoria Avenue	May 5, 2014
13.	429 Third Street West	May 26, 2014

Attachment B.8

Raw Water Supply and Drinking Water Quality Trends

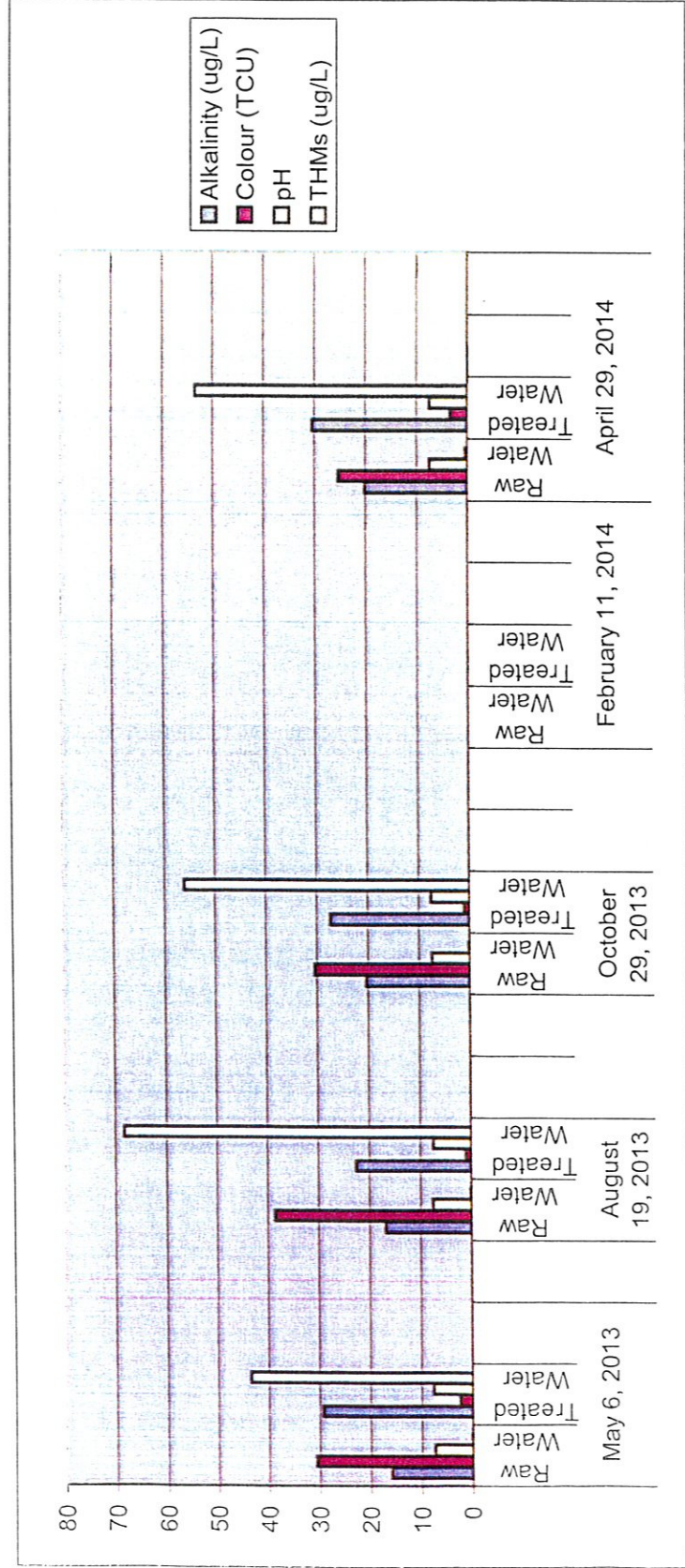
Date Sampled		Parameters			
		Alkalinity (ug/L)	Colour (TCU)	pH	THMs (ug/L)
May 6, 2013	Raw Water	16	30.7	7.42	0.1
	Treated Water	29.3	2.6	7.59	43.5
August 19, 2013	Raw Water	16.9	38.6	7.52	0.1
	Treated Water	22.6	1.1	7.43	68.3
October 29, 2013	Raw Water	20.4	30.4	7.46	0.1
	Treated Water	27.2	1.1	7.49	56
February 11, 2014	Raw Water				
	Treated Water				
April 29, 2014	Raw Water	20.1	25.3	7.37	0.5
	Treated Water	30.5	3.5	7.46	53.5

Alkalinity - defined as its capacity to neutralize acid. (pH less than 7)

pH - A measure of the acidity or alkalinity of a solution (Neutral is 7)

THMs (Trihalomethanes) - Are created when chlorine is added to water. They are toxic chemical substances that consist of a methane molecule and one of the halogen elements.

Attachment B.8



Attachment B.12Customer Complaints

	Location	Received	Resolved	Complaint	Resolution
1.	116 First St. E.	June 3, 2013	June 3, 2013	Discoloured water	Flushed hydrant First St. E. at Central Ave. after attempting to find possible water main break. June 4, 2013 – Resolute F.P. reported a water break (Fire line) within mill property.
2.	427 Mowat Ave.	June 3, 2013	June 3, 2013	Discoloured water	Flushed hydrant First St. E. at Central Ave. after attempting to find possible water main break. June 4, 2013 – Resolute F.P. reported a water break (Fire Line) within mill property.
3.	308 Butler Ave.	June 5, 2013	June 5, 2013	Discoloured water	Valve exercising, using hydrant to flush out debris. Had Owner run cold water until cleared.
4.	317 Butler Ave.	June 5, 2013	June 5, 2013	Discoloured water	Valve exercising, using hydrant to flush out debris. Had Owner run cold water until cleared.
5.	703 Nelson St.	June 12, 2013	June 12, 2013	Discoloured water	No action required. Valve exercising, using hydrant to flush out debris. Owner reported discoloured water and ran cold water until cleared.
6.	1124 Fourth St. E.	June 25, 2013	June 26, 2013	Water smells – Algie smell	Valve exercising, using hydrant to flush out debris. Had Owner run cold water until cleared.
7.	1124 Fourth St. E.	July 15, 2013	July 16, 2013	Discoloured water	Flushed mid block hydrant, had 1136 Fourth St. E. leave sprinkler on. Dead end main due to reconstruction of Williams Ave.
8.	1146 Fourth St. E.	July 16, 2013	July 16, 2013	Discoloured water	Turned mid block hydrant down to reduce demand. Dead end main due to reconstruction of Williams Ave.

9.	933 Banta Blvd.	Aug. 21, 2013	Aug. 23, 2013	Discoloured water	Flushed hydrant until clear, checked cl2.
10.	817 McKenzie Ave.	Aug. 28, 2013	Aug. 29, 2013	Discoloured water	Re-flushed hydrant and turned off – okay.
11.	960 First St. E.	Sept. 5, 2013	Sept. 5, 2013	Discoloured water	Had Owner run their cold water until clear.
12.	910 Smith St.	Feb. 12, 2014	Feb. 18, 2014	Discoloured water	Had Owner run their cold water until clear. Flushed hydrant to clear up issue.
13.	711 Victoria Ave.	Feb. 12, 2014	Feb. 14, 2014	Yellow film on water	Water main break Scott St. at Armit Ave. Had Owner run their cold water until clear.
14.	201 Eighth St. E.	Feb. 12, 2014	Feb. 19, 2014	Discoloured water	Had Owner flush out hot water tanks. Cold water supply into house is clear.
15.	1007 Second St. E.	March 5, 2014	March 10, 2014	Discoloured water	Customer ran the water until clear.
16.	700 Church St.	March 31, 2014	March 31, 2014	Discoloured water	Water main break Mosher Ave. at Church St. Owner on dead end main (valve closed). Had Owner run cold water and Town flush hydrant until water clear.
17.	320 Victoria Ave.	April 21, 2014 May 2, 2014 May 6, 2014	June 2, 2014	Low water pressure	Water main break in front of property (February 26, 2014). Checked water flow into house, good. April 17, 2014 - spoke to Owner, may have plugged filter in house. He will investigate and call back. Never called back. May 30, 2014 - Owner called still having issues. Town investigated, external problem. Arrange to excavate at water main to investigate further. June 2, 2014 - excavated to main, reconnected service at main stop. Cleared debris from inside main, pressure returned to normal. Reconnect service and backfilled.
18.	325 Sixth St. W.	May 8, 2014	May 9, 2014	Strong chlorine smell in water	Provides water to neighbour through garden hose, neighbour frozen. Asked to try disconnecting the hose and taste the water. She said that the water taste fine but once she reconnected the hose the taste came back.
19.	811 Armit Ave.	May 22, 2014	May 22, 2014	Water smells like sewage	Checked chlorine – 1.25 mg/L. Collected a water sample and sent to lab for testing. All clear.

CAR LOG

Attachment B.5

CAR NUMBER	ELEMENT	DESCRIPTION (Non-conforming situation)	DATE ISSUED	ASSIGNED TO	REPLY REQUIRED BY	DATE RESOLVED	COMMENTS	OPERATIONAL PLAN REV. NUMBER
November 26, 2013 - External 12 Month Surveillance Audit by SAI Global - Accreditation Program for Operating Authorities. No non-conformances reported.								
2014-01	5	Document and Records Control: Equipment Maintenance Manuals are not being marked as specified in the Operational Plan.	June 4, 2014	Doug Herr	July 18, 2014	July 16, 2014	Internal Auditor - Travis Rob (TOFF)	5
2014-02	7	Risk Assessment: Risk Assessment Review has not been completed within the last calendar year as specified in the Operational Plan.	June 4, 2014	Doug Herr	July 18, 2014	July 16, 2014	Internal Auditor - Travis Rob (TOFF) No Root Cause Analysis Required.	5
2014-03	11	Personnel Coverage: The operator contact list posted on the Water Treatment Plant bulletin board is not current.	June 4, 2014	Doug Herr	July 18, 2014	July 16, 2014	Internal Auditor - Travis Rob (TOFF)	5
2014-04	18	Procedure Document and Records Control: All staff have not reviewed the Emergency Response Binder within the last 12 months as specified in the Operational Plan.	June 4, 2014	Doug Herr	July 18, 2014	July 16, 2014	Internal Auditor - Travis Rob (TOFF) No Root Cause Analysis Required.	5
2014-05	19	Internal Audits: All Elements have not been reviewed within the last 12 months as specified in the Standard.	June 4, 2014	Doug Herr	July 18, 2014	July 16, 2014	Internal Auditor - Travis Rob (TOFF)	5

June 25, 2013

Report To: Mayor & Council

From: Doug Brown, Manager of Operations & Facilities

Subject: **Drinking Water Quality Management System (DWQMS) –
Management Review Meeting - Endorsement by Owners**



Over the past 8 months a couple of significant milestones have been completed in regards to the Drinking Water Quality Management System and are summarized below:

- 1) **External Audit** (Table Top/On-site verification process) completed by SAI Global on November 28, 2012-Auditor Mr. Rod Seabrook
- 2) **Certificate of Accreditation** for Full Scope – Entire Drinking Water Quality Management System issued on February 21, 2013. Expires on February 19, 2016.
- 3) **2nd Internal Audit** completed by Mr. Travis Rob from April 15 to May 7, 2013.
- 4) **2nd Management Review Meeting** held on Tuesday June 25, 2013 to review the implementation of the DWQMS for the period June 2012 to June 2013.

Please find attached the agenda package plus the associated documents which were reviewed at the June 25, 2013 Management Review meeting and the corresponding meeting minutes. Presently under the process outlined in the Operational Plan Element No. 20-Management Review (See attached a copy of Element No. 20) - there were two (2) action items that Council (owner) must review and endorse at this time:

Action Item No. 1) Hold Monthly DWQMS meetings between September to May to review the existing operational plan in order to develop a clear understanding of all the existing elements outlined in the DWQMS operational plan. All water operators and management will attend these monthly meetings. The timeline for this action item is from September 2013 to May 2014.

Action Item No. 2) Replace approximately 500 meters of 150mm diameter water main along Colonization Road West (from 1302 Colonization Road West to 1448 Colonization Road West). The timeline is in accordance with the 2014 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

The Operations & Facilities Executive Committee recommends the following;

- 1) That Council (owner) has reviewed the agenda package and minutes of the management review meeting held on June 25, 2013.

- 2) That Council (owner) has reviewed and accepted the following two (2) action items as a result of the management review meeting held on June 25, 2013;

Action Item No. 1) **Hold Monthly DWQMS meetings between September to May to review the existing operational plan in order to develop a clear understanding of all the existing elements outlined in the DWQMS operational plan.** All water operators and management will attend these monthly meetings. The timeline for this action item is from September 2013 to May 2014.

Action Item No. 2) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West (from 1302 Colonization Road West to 1448 Colonization Road West).** The timeline is in accordance with the 2014 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

Respectfully Submitted,
Operations & Facilities Division

RECOMMENDED

Doug Brown

D. Brown, P. Eng.
Manager of Operations & Facilities

JUL 03 2013
DIV. MNG. *Doug Brown*

EXECUTIVE COMM. *P. Widen*

Council approval of this report will ensure the following:

- 1) That Council (owner) has reviewed the agenda package and minutes of the management review meeting held on June 25, 2013.
- 2) That Council (owner) has reviewed and accepted the following two (2) action items as a result of the management review meeting held on June 25, 2013;

Action Item No. 1 – Hold Monthly DWQMS meetings between September to May to review the existing operational plan in order to develop a clear understanding of all the existing elements outlined in the DWQMS operational plan. All water operators and management will attend these monthly meeting. The timeline for this action item is from September 2013 to May 2014.

Action Item No. 2 – Replace approximately 500 meters of 150 mm diameter water main along Colonization Road West (from 1302 Colonization Road West to 1448 Colonization Road, West). The timeline is in accordance with the 2014 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

Town of Fort Frances Fort Frances Drinking Water System Meeting Minutes

DATE: Tuesday June 25, 2013

TIME: 8:30 a.m.

LOCATION: Fort Frances Water Treatment Plant

IN ATTENDANCE: Mark McCaig, Doug Brown, Doug Herr, Brad Webb, Randy White, Mike Allen, Paul Lemesurier and Greg Wiedenhoft.

Part of the QMS Operational Plans requires that management shall review the QMS once every twelve (12) months to assess and ensure the continuing suitability, adequacy and effectiveness of the QMS. Element 20 – Management Review was discussed. Management Reviews shall be included in the internal audit schedule.

Item #	Item Discussed	Action Taken
1.	<p>Incidents of regulatory non-compliance:</p> <p>Ministry of the Environment (MOE) Annual Inspection Report (2012 - 2013) – the were two items found that were non compliant with regulatory requirements:</p> <p>1. All continuous analysers were not calibrated, maintained and operated in accordance with the manufacturer's instruction or the regulation. Resolution: All monthly calibrations for the analyzers are not being logged in the Water Treatment Plan logbook, effective immediately.</p> <p>2. All sampling requirements for lead prescribed by schedule 15.1 of O.Reg 170/03 were not met. Resolution: a sampling plan outlining the requirements above was developed and forwarded by email to the Drinking Water Officer on February 22, 2013.</p> <p>2012 Annual Summary Report (Schedule 22) – O. Reg. 170/03 Submitted to the Ministry of the Environment on March 26, 2013.</p> <p>2012 Annual Report – O. Reg. 170/03 Submitted to the Ministry of the Environment on February 26, 2013.</p> <p>O. Reg 450/07: Charges for Industrial and Commercial Water Users Submitted to Ministry of the Environment on January 16, 2013. No incidents of non-compliance.</p>	<p>Resolved in a timely fashion.</p> <p>Changes have been made – see above.</p> <p>None</p> <p>None</p>

Regular Meeting Minutes

2.	<p>Incidents of adverse drinking water tests:</p> <p>WTP: No adverse treated water samples</p> <p>Distribution: Adverse water quality – Total Coliform</p> <ul style="list-style-type: none"> - 1109 Colonization Road West – May 15, 2013. 	Resolved in a Timely Fashion
3.	<p>Deviations from critical control-point limits and response actions:</p> <p>Operator review: No changes in limits or response actions</p> <p>Review SOP's with Operators on an annual basis.</p> <p>Risks above threshold (Threshold – 8):</p> <ol style="list-style-type: none"> 1. Rail car derailment (Spill of chemical or contamination): 2. Loss of pressure: water mains break, major fire 3. Cross connection 	On Going Process
4.	<p>The effectiveness of the risk assessment process:</p> <p>Risk Assessment Process and SOP's reviewed April 8, 2013 – no changes.</p> <p>Loss of pressure: Water main breaks – use SOP for Flushing of Water Mains (July 2004) and for Water Main Breaks and Repairs (February 13)</p> <p>Other SOPs – currently in the process of being updated in June 2012 – approved by Council June 25, 2012</p> <ol style="list-style-type: none"> 1. Policy 4.15 – SOP No.3 – for water main breaks and repairs. 2. Policy 4.6 – SOP No. 4 – for breakdown of equipment at the Water Treatment Plant 3. Policy 4.5 – SOP No. 5 – for hydropower outage for operating the water system 4. Policy 4.4 – SOP No. 6 – for raw water source contamination 	

5.	<p>Internal and third party audit results:</p> <p>Previous Audits:</p> <p>Internal Audit results – May 18, 2011 – five corrective actions identified and actions taken to resolve (CGSB – table top audit)</p> <p>June 13, 2012 – (Travis Rob – Town of Fort Frances) – ten corrective actions identified and actions taken to resolve them</p> <p>Audits During this Period:</p> <p>External Audit results – Desk Top audit – amended operational plan after audit review from SAI global – eight corrective actions identified and actions taken to resolve them. Issued October 15, 2012 - Resolved November 27, 2012.</p> <p>On Site Audit - - amended operational plan after audit review from SAI GLOBAL – five corrective actions were identified and actions were taken to resolve them. Issued November 28, 2012 – Resolved January 22, 2013.</p> <p>Internal Audit results (Travis Rob – Town of Fort Frances) – five corrective actions were identified. Actions were taken to resolve them. Issued May 7, 2013 – Resolved May 29, 2013.</p>	<p>All Corrective Actions have been resolved.</p> <p>All Corrective Actions have been resolved.</p> <p>All Corrective Actions have been resolved.</p> <p>All Corrective Actions have been resolved.</p> <p>All Corrective Actions have been resolved.</p>
6.	<p>Results of emergency response testing:</p> <p>Emergency Response Binder latest revision: February 21, 2013 – SOP No. 3 – Water Main Breaks and Repairs.</p> <p>Also a non-conforming situation as per the External Auditor, on-site – Emergency response testing had not been conducted, a requirement of Element 18 – CAR #2012-05 (minor)</p> <p>Emergency Response Testing and Evaluation – SOP No. 3 – Water Main Break and Repairs – December 4, 2012 – Water main break at 1202 Fifth Street East – December 11, 2012 meet with distribution operators to evaluate and review SOP. Found that not all protocols were being followed. Made changes to SOP – approved by Council of February 11, 2013.</p> <p>Additional emergency response training scheduled for this fall.</p>	<p>Updated February 21, 2013.</p>

7.	<p>Operational performance:</p> <p>WTP: Actions & recommendations from MOE No operational changes</p> <p>Personnel – full compliment</p> <p>Plant performance</p> <p>Maintenance issues – Honeywell is preparing to upgrade 60 hp high-lift motors with VFD's. Also included in the 2013 capital budget is an emergency standby generator.</p> <p>Distribution System: Actions & recommendations from MOE No operational changes</p> <p>Personnel – New OIT Water Distribution Operator on staff – replaces previous operator that went to WTP as a result of a retirement.</p> <p>Maintenance issues – due to numerous water main breaks on Colonization Road West (1300 block) it is recommended to replace the main.</p>	<p>No Changes</p> <p>No Issues</p> <p>No Changes</p> <p>To be determined</p>
8.	<p>Raw water supply and drinking water quality trends:</p> <p>No changes in raw water supply and drinking water quality trends.</p> <p>Regular seasonal water turnover of Rainy Lake.</p>	<p>No Changes</p>
9.	<p>Follow-up on action items from previous management review:</p> <p>No follow up actions arising from previous management review.</p>	<p>None to Report</p>

10.	<p>The status of management actions items identified between reviews:</p> <p>Three items were identified in the last management review</p> <p>1. To hold monthly DWQMS meetings to review the existing operational plan in order to develop a clear understanding of all the existing elements outlined in the DWQMS operational plan. Status: 7 meetings in 2012 8 meetings in 2013</p> <p>2. Install a back up electrical generator at the WTP to ensure potable drinking water can be produced during extended periods of time (more than 24 hours) when there is a power outage. Status: Back up generator is approved for purchase in the 2013 Capital Budget.</p> <p>3. Cross training existing members of the Public Works area to complete maintenance tasks on the water distribution system during periods of minimum staff. Status: Have new water distribution operator in training for water distribution system. Started in fall of 2012.</p>	Ongoing
11.	<p>Changes that could affect the Quality Management System (QMS):</p> <p>Internal Audit, Management Review and External Audit.</p> <p>New business development upstream of water intake: Contamination of raw water source or supply.</p> <p>Where to find OP – electronically found in W:\QMS Documentation\QMS Operational Plan\....file name.</p>	Ongoing
12.	<p>Consumer feedback:</p> <p>Customer complaints – last period 27 in comparison to 10 this period.</p> <p>Notes: No construction projects have begun – therefore no dead-end mains – thus no coloured water.</p> <p>Looping of water mains has eliminated water quality issues a) Mill yard from Nelson Street to Church Street and b) Sixth Street East from Portage Avenue North to McKenzie Avenue North</p>	

13.	<p>The resources needed to maintain the Quality Management System (QMS):</p> <p>Council's commitment to provide the following:</p> <p>Personnel</p> <p>Financial</p>	
14.	<p>The results of infrastructure review:</p> <p>Six (6) year capital plan (In OP – Appendix I) On an annual basis – Proposed Infrastructure upgrades are discussed and reviewed with operators. Council reviews and approves.</p> <p>WTP: On a monthly basis the WTP Overall responsible operator generates a report outlining operational and maintenance activities. The report is circulated and reviewed by the Environmental & Facilities Supt., Manager of O. & F., the O. & F. Executive Committee and Council.</p> <p><u>Upgrades for this period:</u></p> <p>Water Distribution System: On a monthly basis Environmental & Facilities Supt. generates a report outlining maintenance activities. The report is circulated and reviewed by the Manager of O. & F. and the O. & F. Executive Committee and Council.</p> <p>Upgrades during this period: Water Main valve exercise program – 20% per year Hydrant flushing – flushing annually Water main replacement – Third St. E. (200 & 300 blk.) Water main looping - East of Butler Ave. from Nelson St. to Church St. and Sixth St. E. from Portage Ave. to McKenzie Ave. Water meters/backflow device installations – ICI sector</p> <p>2013 Construction: - replacement of 6 fire hydrants and 6 isolation valves. Replacement of water mains and services along the following streets a) Mowat Avenue: Second Street, East to Third Street, East b) Second Street, East: Central Avenue to Mowat Avenue and c) Williams Avenue: Third Street, East to Fifth Street East.</p> <p>Water meters/backflow device installations – ICI Sector</p> <p>Subdivision Development – Huffman School Property (16 lots)</p>	

15.	<p>Operational plan currency, content and updates:</p> <p>Current revision date – May 29, 2013, Revision 5</p> <p>Content – brief overview of OP</p> <p>Updates – since previous period</p> <p>October 15, 2012 – amended OP after the audit review – eight corrective actions were identified and actions have been taken to resolve them.</p> <p>November 28, 2012 – amended OP after the audit review – ten corrective actions were identified and actions have been taken to resolve them.</p> <p>May 7, 2013 – amended OP after the audit review – five corrective actions were identified and actions have been taken to resolve them.</p> <p>List CAR's and provide copies of Corrective Action Records</p> <p>Document Request Changes (DRC) – 34 document changes to the Operation Plan other than the CAR changes as described above. (Spelling, grammar, personnel change, etc.) as a result of conducting 15 monthly staff meetings to review the Operation Plan.</p>	
16.	<p>Action Item No. 1) Hold Monthly DWQMS meetings to review the existing operational plan in order to develop a clear understanding of all the existing elements outlined in the DWQMS operational plan. All water operators and management will attend the monthly meetings. The timeline for this action item is from September 2013 to May 2014.</p> <p>Action Item No. 2) Replace approximately 500 meters of 150mm diameter water main along Colonization Road West (from 1302 Colonization Road, West to 1448 Colonization Road, West). The timeline is in accordance with the 2014 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner)</p>	QMS Representative Date to be announced
	<p>Meeting Adjourned 9:30 a.m.</p> <p>Please report any errors or omissions.</p> <p>Minutes prepared by: Lori Pattison</p>	