

## Fort Frances Drinking Water System Management Review - Meeting Agenda

**Date:** Thursday June 15, 2017

**Time:** 1:00 p.m.

**Location:** Fort Frances Water Treatment Plant

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### **A. Introduction:**

Reference to Operational Plan - Element 20 Management Review

- See attached Element No. 20.

**Period: June 01, 2016 to May 31, 2017**

### **B. Review Items:**

#### **1. Incidents of regulatory non-compliance:**

Ministry of the Environment (MOE) Annual Inspection Report (2016 - 17)

Date of Inspection: January 12<sup>th</sup> – 13<sup>th</sup>, 2017

Non-compliance with Regulatory Requirements: One (1) items identified.

1. ***There is one (1) incidence of non-compliance with the Terms and Conditions of Ontario Regulation 170/03 during this reporting period.***

C. of A. No. PB220000978RR-01 granted relief from standard sampling (Schedule 15.1-4) in exchange for complying with reduced sampling requirements (Schedule 15.1-5). Section 6, of Schedule 15.1-5 states that this section ceases to apply to a drinking water system and standard sampling applies (Section 15.1-4) again, if in any sampling period, more than 10% of all the samples taken from plumbing exceed the lead standard of 10 ug/L. In April 2013, lead samples were taken from 22 plumbing locations (44 samples in total). There were lead exceedances at 3 of the locations: therefore, 13.6% of the samples exceeded that standard. As a result, the Town of Fort Frances was to return to standard lead sampling, but this has not yet taken place and the Town continues to sample at a reduced frequency.

#### ***Action(s) Required:***

*During the December 15, 2016 to April 15, 2017 sampling period, the Town of Fort Frances shall return to Standard Lead Sampling, as outlined in Schedule 15.1, section 15.1-4 of O. Reg. 170/03. Standard lead sampling shall continue to be conducted in subsequent sampling periods until the Town has met the criteria that will allow for reduced sampling or has been directed otherwise by the Ministry.*

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*By April 21, 2017, the Town of Fort Frances shall provide the undersigned officer with a copy of chain of custody forms, for the December 15, 2016 to April 15, 2017 sampling period, demonstrating that the required number of samples were taken*

### **Action(s) Taken:**

*On April 18, 2017, the Town of Fort Frances submitted to the Carolyn Lacroix, Drinking Water Inspector, MOECC copies of the chain of custody forms for the December 15, 2016 to April 15, 2017 sampling period, thus complying with non-conformances item outlined in the 2016-17 Fort Frances Drinking Water Inspection Report.*

2016 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 27, 2017.

Date submitted to Ministry of the Environment (MOE): March 28, 2017

Letters sent March 28, 2017 to the Owners that connect and receive water from the Town's Water Distribution System:

Non-compliance with Regulatory Requirements: None

2016 Annual Report – O. Reg. 170/03

Regulatory requirement: Not later than February 28

Date submitted to Ministry of the Environment (MOE): February 24, 2017

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 25, 2017

Non-compliance with Regulatory Requirements: None

O. Reg. 387/04: Water Taking and Reporting

Regulatory requirement: Not later than March 31

Date submitted to Ministry of the Environment (MOE): January 27, 2017

Non-compliance with Regulatory Requirements: None

## **2. Incidents of adverse drinking water tests:**

### Water Treatment Plant:

No adverse treated water samples.

### Water Distribution System:

No adverse treated water samples

See Attachment. – B.2.

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### **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 March 8, 2017.

No changes in limits or response actions. Wording change to Risk Item No. 1 only - see below.

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

1. Rail car derailment (Spill of chemical or contamination): Wording amended “Railway Activity (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 March 8, 2017, with one risk added to the Risk Assessment chart – under Source Water – Fuel Storage Tanks. All other remained unchanged.

(Reviewed on a yearly basis in accordance with Element 7.)

### **5. Internal and third party audit results:**

#### Internal Audit results:

Latest Internal Audit:

May 30, 2016, with follow up audit meeting June 01, 2017 - undertaken by Tyson Dennis.

No corrective actions identified.

List CAR's and copies of Corrective Action Records are attached.  
Operational Plan to be amended reflecting non-conformances.

Previous Audit:

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Issued May 20, 2016, resolved June 16, 2016 – undertaken by Travis Rob.  
Five (5) corrective action identified and action taken to resolve them.  
(Identified in the previous Management Review)

### **External Audit results:**

Latest Off-site External Audit:

12-Month Surveillance Audit –

- Off site (November 09, 2016) - undertaken by SAI GLOBAL -  
Accreditation Program for Operating Authorities.  
No non-conformances were identified.

Previous Off-Site External Audit:

Re-Accreditation Systems Audit –

- Off site (October 6, 2015), resolved November 2, 2015 - undertaken by  
SAI GLOBAL - Accreditation Program for Operating Authorities.

One (1) non-conformances was identified and action taken to resolve them.

- On site (November 4, 2015) - undertaken by SAI GLOBAL -  
Accreditation Program for Operating Authorities.

No non-conformances were identified

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 April 5, 2017.

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
5. Policy 4.4 – SOP No. 6 – for Raw Water Source Contamination
6. Policy 4.27 – SOP for Standby Generator – WTP (NEW)

Update Municipal Emergency Management listing in Emergency Response  
Binder June 5, 2017.

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Note: SOP No. 5 has become redundant since the installation of the new emergency standby generator.

Emergency response training took place in February/March leading up to the creation of SOP for Standby Generator – WTP (NEW).

### **7. Operational performance:**

#### **WTP:**

##### Actions & recommendations from MOE:

As a result of the October 2016/17 MOE inspection.

Operators signed their logbook entries, but they did not always sign additional papers with notes or sample results that were added to the logbook. Operators should ensure that it can be unambiguously identified who made the extra notes that form part of the logbook, especially since the additional papers typically support actions taken during an event that deviates from normal operating procedures.

##### Personnel:

Full complement

##### Maintenance issues:

No other issues.

#### **Distribution System:**

##### Actions & recommendations from MOE:

No issues.

##### Personnel:

Water Distribution Operator added to workforce as of December 5, 2016 – Linda Carmody.

Full complement.

##### Maintenance issues:

Numerous water main/service breaks throughout the Town, since the last Management Review.

See Attachment B.7.

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No frozen water services to report. Winter was mild winter compared to ones in the past.

Valve replacements done in 2016 – as part of the roadway/infrastructure replacement on:

- a. Colonization Rd. E.: Scott St. to Fifth St. E.
- b. Phair Ave.: Third St. E. to Sixth St. E.

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 were scheduled for replacement in 2017, but due to costs only three (3) will be changed. These are over and above those to be replaced during the roadway/infrastructure reconstruction projects.

Fire hydrant replacements done in 2016 – as part of the roadway/infrastructure replacement on:

- c. Colonization Rd. E.: Scott St. to Fifth St. E.
- d. Phair Ave.: Third St. E. to Sixth St. E.

Some existing fire hydrants are obsolete, no parts to maintain them. Six (6) fire hydrants were scheduled for replacement in 2017, but due to costs only three (3) will be changed. These are over and above those to be replaced during the roadway/infrastructure reconstruction projects.

### **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 reviews:**

#### 2016 Management Review Items:

Four (4) follow-up items identified.

1. 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.)

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Status: Due to lack of funding in 2017 the project has been postponed to 2018. To go through the 2018 Capital Budget process. Construction season.

2. Installation of two additional valves along Sinclair St. between Victoria Ave. and Armit Ave in order that the hospital facility can avoid unnecessary boil water advisories being issued.

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

3. Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place.

Status: See Item No. 1 above.

4. Cancellation of Policy 4.5 – Standard Operating Procedure (SOP) No. 5 for Hydro Power Outage for Operating the Water System.

Status: Policy cancelled. New generator installed July 28, 2015.

### **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: No issues.

Management Review: No issues.

Any new business development upstream of water intake could potentially cause contamination of raw water source or supply. No concerns at this time.

#### 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. (March 24, 2017; Revision No. 10)

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### **12. Consumer feedback:**

Customer complaints: Last period – 8 complaints, this period 11 complaints.

Notes:

1. Construction projects in 2016, therefore dead-end mains have been temporarily created as a result – causes stagnate and discoloured water issues.
2. Result of water main breaks.
3. Maintenance activities – valve exercising

Customer Complaint Processing form – See Attachment B.12

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

Council's commitment to provide the following:

Personnel – No issues.

Financial – No issues.

### **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:

Interior painting of floors and process piping – in progress.

Replaced one of the two air compressors



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### **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 (Area 1 – East End)

Hydrant flushing: flushing annually

Fire hydrant replacements:

- 2016 - Phair Avenue Reconstruction (Bay City) – 2 of 4 hydrants.
- Colonization Road East (Makkinga) – 3 of 4 hydrants.

Water main isolation valve replacements:

- 2016 - Phair Avenue (Bay City) – 3 of 6 valves.
- Colonization Road East (Makkinga) – 7 of 10 valves

Water main replacement (Construction Projects):

- Phair Avenue: Third Street East to Sixth Street East
- Colonization Road East: Scott Street to Elizabeth Street

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

### Scheduled for 2017 Construction:

Replacement/new installation of water mains and services along the following streets:

- a. Nelson Street: Mosher Avenue west to midblock.
- b. Second Street East: Mowat Avenue to Portage Avenue

### **15. Operational plan currency, content and updates:**

Current revision date – March 24, 2017, Rev. 10

### Updates (since previous period):

Audits - Amended OP after the audit review.

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

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change, etc.). A result of conducting 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.