

September 9, 2020

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

**RE: Drinking Water Quality Management System - Management Review**

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Over the past 12 months a couple of significant milestones have been completed in regards to the Drinking Water Quality Management System and are summarized below:

- 1) **External Surveillance Audit** completed by SAI Global on November 18, 2019 - Auditor Mr. Rod Seabrook
- 2) **9th Internal Audit**, first audit completed by Mr. Adam Mitchell from June 18 to July 3, 2020.
- 3) **9th Management Review Meeting** held on Thursday August 27<sup>th</sup>, 2020 to review the implementation of the DWQMS for the period June 1, 2019 to May 31, 2020.

Please find attached the agenda package plus the associated documents which were reviewed at the August 27, 2020 Management Review meeting. Presently under the process outlined in the Operational Plan Element No. 20 - Management Review (See pages No. 75 & 76 of Operational Plan), there were six (6) new action items, **rated in priority**, that Council (owner) must review and endorse at this time:

Action Item No. 1) **Investigate feasibility of re-lining 2 watermain crossings under CN Rail.** The town has two 250mm watermains crossing the CN right of way, one at Wright Avenue (installed in 1928) and one at Keating Avenue (installed in 1967). These mains are approaching ages where issues may become regular and repairs are difficult given the location. Investigation into remediation options will be completed where capital budget allocations will be brought through the annual budget process.

Action Item No. 2) **Review and clarify the new Ontario Watermain Disinfection Procedure with MECP and NWHU to ensure clear understanding.** The Ministry of the Environment, Conservation and Parks has come out with a new Watermain Disinfection Procedure which will come into effect for the Town upon renewal of its Drinking Water License in early 2021. There are key components to the new procedure where we need to obtain clear direction from MOECP or NWHU on how they want us to handle things. This work is ongoing.

Action Item No. 3) **Standardize valve and hydrant types installed in Capital Works.** To streamline the purchasing of repair parts, particularly for hydrants and to align with known products that have excellent service records, it is recommended to specify valve and hydrant makes in tender packages going forward. Tender documents going forward will be revised to reflect the discussion accordingly.

Action Item No. 4) **Develop a Hydrant Maintenance program similar to the annual valve exercising program.** Currently the town operates each of their 418 Fire Hydrants annually however the maintenance program is more of reactionary if they see a problem when they are operating the hydrants. A more robust maintenance program needs to be developed to better protect the assets and provide more and additional data on the health of the water system.

Action Item No. 5) **Improve Water Plant WIFI Coverage to assist the newer operators in trouble shooting and repairing issues.** Given the high number of new water plant operators that are currently training, being able to look up trouble shooting information or send pictures of issues to the ORO when he is not in the plant is key to maintaining the plant operational at all times. Given

the construction of the plant, cell coverage can be spotty and a robust WIFI network on site is key. Administration is working directly with IT to get this setup ASAP.

Action Item No. 6) **Improve server connection in the Water Distribution Office.** In 2020 the main server for the water system was moved from the Public Works conference room to the main server room which is a controlled environment set for computer equipment. As a result, the time it takes to retrieve some files is longer causing delays in getting the information needed to repair breaks. IT has already reviewed the office infrastructure to determine if there are issues and what the next steps should be.

Administration recommends the following:

- 1) That Council (owner) has reviewed the agenda package of the management review meeting held on August 27, 2020.
- 2) That Council (owner) has reviewed and accepted the following six (6) new action items as a result of the management review meeting held on August 27, 2020:

Action Item No. 1) **Investigate feasibility of re-lining 2 watermain crossings under CN Rail.**

Action Item No. 2) **Review and clarify the new Ontario Watermain Disinfection Procedure with MECP and NWHU to ensure clear understanding.**

Action Item No. 3) **Standardize valve and hydrant types installed in Capital Works.**

Action Item No. 4) **Develop a Hydrant Maintenance program similar to the annual valve exercising program.**

Action Item No. 5) **Improve Water Plant WIFI Coverage to assist the newer operators in trouble shooting and repairing issues.**

Action Item No. 6) **Improve server connection in the Water Distribution Office.**

Respectfully Submitted

A handwritten signature in black ink, appearing to read 'Travis Rob', with a stylized flourish at the end.

Travis Rob, P.Eng  
Manager of Operations and Facilities

**It is the recommendation of the Operations and Facilities Executive Committee that:**

- 1) That Council (owner) has reviewed the agenda package of the management review meeting held on August 27, 2020.**
- 2) That Council (owner) has reviewed and accepted the following six (6) new action items as a result of the management review meeting held on August 27, 2020:**

**Action Item No. 1) Investigate feasibility of re-lining 2 watermain crossings under CN Rail.**

**Action Item No. 2) Review and clarify the new Ontario Watermain Disinfection Procedure with MECP and NWHU to ensure clear understanding.**

**Action Item No. 3) Standardize valve and hydrant types installed in Capital Works.**

**Action Item No. 4) Develop a Hydrant Maintenance program similar to the annual valve exercising program.**

**Action Item No. 5) Improve Water Plant WIFI Coverage to assist the newer operators in trouble shooting and repairing issues.**

**Action Item No. 6) Improve server connection in the Water Distribution Office.**