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Town of Aurora
Information Report
No. OPS24-008

Subject: Drinking Water Quality Management System - Management Review

Prepared by: Iustina Voinea, Program Coordinator, Water/Wastewater/Stormwater

Department: Operational Services

Date: May 7, 2024

In accordance with the Procedure By-law, any Member of Council may request that this Information Report be placed on an upcoming General Committee or Council meeting agenda for discussion.

Executive Summary

The purpose of this report is to provide updates on the activities performed by the Water Division in 2023 and to present the Minutes of the Annual Management Review as required by the Safe Drinking Water Act, 2002 and related regulations. The 2023 audits information and inspections highlights are:

- The operation and management of the water system achieved full compliance for 2023.
- Municipal Drinking Water License and Municipal Drinking Water Permit expire in June, 2026.
- The Operational Plan is a document that outlines all 21 elements of the Drinking Water Quality Management Standard (DWQMS).
- Internal Audit, System Audit, Inspections and Management Review are completed annually.

Background

The Town of Aurora is the Owner and the Operating Authority of the municipal drinking water distribution system within the geographical boundaries of the Town.

York Region supplies the Town with drinking water, that is a blended combination of surface water and ground water. Water treatment, transmission and storage are the

exclusive jurisdiction of the Region. The Town is responsible for the operation and maintenance of the drinking water distribution system, to maintain drinking water quality and ensure water remains safe for human consumption.

The Ontario Government implemented the Municipal Drinking Water Licensing Program in 2007 as recommended by Justice O’Conner, as a result of the Walkerton Inquiry. In response to this recommendation, the Ministry of the Environment, Conservation and Parks developed the DWQMS that applies to owners and operating authorities for municipal drinking water systems. The DWQMS sets out the framework for the development of a Quality Management System (QMS). The implementation of the DWQMS is mandated by the provincial government through the Safe Drinking Water Act.

The QMS is based on a “Plan”, “Do”, “Check”, “Improve” principle. The Operational Plan provides an understanding of the drinking water system, the roles and responsibilities of the owner (Council) and operational staff and is based on procedures to operate and maintain the drinking water system, and a commitment and endorsement by the owner to provide safe drinking water. In order for the Owner to show their support of the drinking water system and QMS, it is required that they provide their endorsement of the Operational Plan.

Analysis

The operation and management of the water system achieved full compliance for 2023.

Requirements of the QMS outlined in this report are critical components of the Management Framework under which staff and senior management are required to operate.

Staff is pleased to report that based on the results of internal and external audits and Ministry of Environment, Conservation and Parks (MECP) inspections, 2023 was a successful year in fulfilling legislative requirements, resulting in confidence that the Town’s water system is safe, and both operated and maintained to a very high standard.

Municipal Drinking Water License and Municipal Drinking Water Permit expire in June 2026.

The Town of Aurora Drinking Water System Operational Plan was prepared to meet legislative requirements and was initially submitted to the Ministry on August 1, 2009. A

Municipal Drinking Water Licence (MDWL) and a Municipal Drinking Water Permit (DWMO) were obtained and required to be renewed every five years.

The current licence and permit expire on June 15, 2026.

To obtain a MDWL the Operating Authority must be accredited by a third-party accreditation body. A critical step in the accreditation process is the confirmation of an understanding and acceptance of the plan by Council and Senior Management. The following sections provide a summary of the document purpose and key roles and responsibilities.

Aurora's Drinking Water System had been re-accredited for three years in 2023. After the re-certification audit in 2023, the next two surveillance audits are conducted annually by the accreditation body to support the maintenance of the accreditation for the following two years.

The Operational Plan is a document that outlines all 21 elements of the Drinking Water Quality Management Standard (DWQMS).

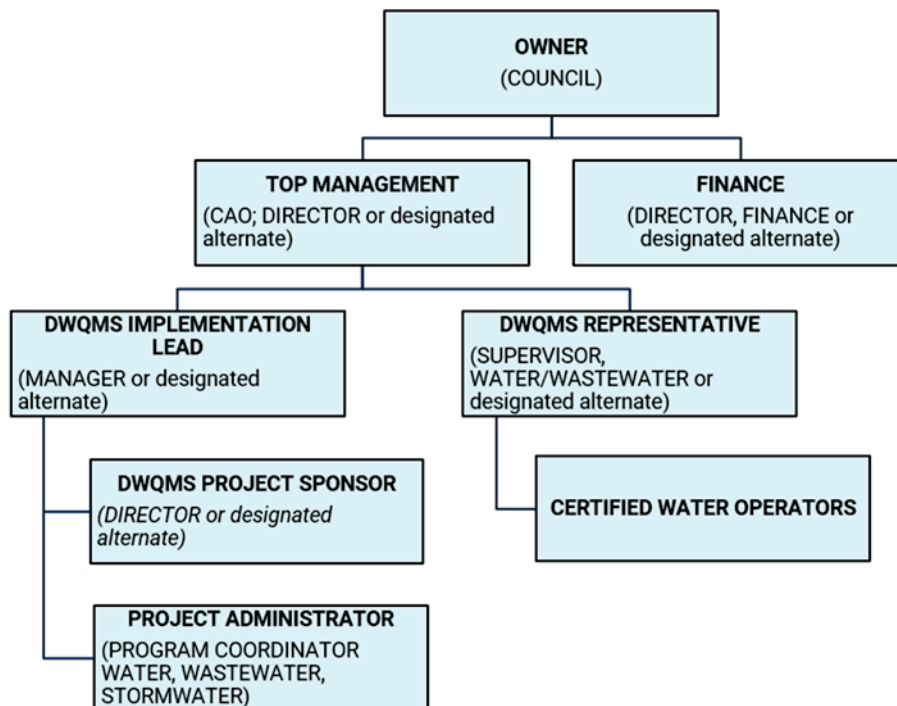
Some of the key elements include:

- Commitment and Endorsement
- Organizational Structure, Roles, Responsibilities and Authorities
- Risk Assessment
- Emergency Management
- Continual improvement

The elements for the commitment, endorsement and organization structure outlining the Corporation's roles and authorities must be endorsed by Council as the owner of Aurora's drinking water system.

DWQMS Management Structure: The legislation requires that proper authorities are established to ensure that the water system has qualified oversight, management support, identified ownership and financial resources.

For the Town of Aurora, this structure is presented in the below organizational chart. An important aspect of this structure is the identification of Council as the Owner, the body with overall responsibility for providing the necessary resources to deliver safe and reliable drinking water to the community.

ORGANIZATIONAL CHART:

Role of Owner – Council: One critical element of the DWQMS is that the Operational Plan is endorsed in writing by Top Management and the Owner, which in this case, are senior staff and Town Council. This element requires that Top Management demonstrates its commitment to the DWQMS by being aware of the requirements and providing direction and resources as required for provision of safe drinking water.

The element further describes that Top Management and Council shall provide evidence of its commitment to an effective quality management system by:

- Ensuring that a QMS is in place, maintained and meets the requirements of the DWQMS.
- Ensuring that the Operating Authority is aware of all applicable legislation and regulatory requirements.
- Determining, obtaining or providing the resources necessary to maintain and continually improve the QMS.
- Complete accountability for provision of providing safe drinking water.
- Provide resources for infrastructure operation, maintenance and/or replacement as necessary.

Council and Top Management's commitment is a crucial part of the successful DWQMS implementation and must clearly be recognized in terms of acknowledgment of ownership and providing resources.

Role of Top Management - CAO and Director:

- Ensure QMS is in place and operational.
- Endorse and lead the development and implementation and maintenance of the QMS.
- Identify and obtain necessary resources to support the QMS and for the complete operation, maintenance and renewal of the drinking water system.
- Ensure the system is operating in accordance with all applicable legislation and regulations.
- Management review of the QMS.
- Communicate with Council about the QMS and the water distribution system.
- Communications lead during emergencies.
- Financial, administrative, and technical authority related to the distribution of safe drinking water within the Town of Aurora.

Role of Finance - Director of Financial Services:

- Ensure appropriate funding is available for the QMS to deliver safe drinking water.
- Incorporate water delivery components of the budget within the overall budget presentation.
- Conduct financial audits on the QMS and the water delivery program.

Role of Project Sponsor – Director:

- Communicate with Mayor and Council about the QMS and Aurora’s drinking water distribution system.
- Ensure adequate funds are available.
- Help orchestrate project team direction.
- Assure the systematic progression through the programs action and implementation plans.
- Is authorized to designate Water Wastewater Crew Leaders as Overall Responsible Operator required in the absence of the Water Wastewater Supervisors through council report # PW-06-003.
- Management review of the QMS.

Role of DWQMS Implementation Lead – Manager:

- Carry-out the activities and manage programs related to the water distribution system as outlined by approval policies, procedures and legislative requirements.
- Ensure adequate staffing is always available.
- Preparation of budgets and programs.
- Report on Water and Wastewater Division and the QMS to Top Management and the CAO through Management review meeting, on an annual basis, to evaluate

the continuing suitability, adequacy, effectiveness, and compliance of the DWQMS.

- Acts as the system Overall Responsible Operator and QMS Representative when W/WW Supervisor is away.
- Management review of the QMS.
- Approves QMS Policies and Procedures.
- Recommends water and wastewater capital projects and purchases.
- Participates in MECP inspections, third party and internal audits.
- Reviews and approves commissioning of new mains/plans and connections to Town's DW system when ORO is away.
- Acts as the contact person for MECP.
- Participates in infrastructure rehabilitation meetings.
- Participates in Risk assessment.

Role of DWQMS Representative – Supervisor of Water/Wastewater:

- Carries out the activities and manages programs related to the water distribution system as outlined by approval policies, procedures and legislative requirements.
- Assists with developing procedures and processes for assuring water quality.
- Approves QMS Policies and Procedures.
- Communication/liaison for the Water Treatment Plants run by the York Region.
- Acts on and reports incidents of non-compliance.
- Assessment of operator's personnel performance (annual).
- Reporting of distribution system performance to the Manager.
- Maintains regulatory compliance.
- Acts as the systems Overall Responsible Operator.
- Schedules work assignments.
- Monitors water quality and demand.
- Supervises operations and maintenance staff.
- Maintains provincial operator licensing at system's certification level.
- Organizes work-safety program.
- Assists in the development of the department budget.
- Maintains and updates QMS as required.
- Identifies, coordinates and communicates staff training programs to comply with appropriate legislation.
- Recommends system improvements.
- Emergency response planning, and training.
- Reports on water, wastewater and the QMS to Top Management and the CAO through Management review meeting, on an annual basis, to evaluate the continuing suitability, adequacy, effectiveness, and compliance of the DWQMS.

- Management review of the QMS.
- Participates in MECP inspections, third party and internal audits.
- Reviews and approves commissioning of new mains/plans and connections to Town's DW system.
- Participates in infrastructure rehabilitation meetings.
- Participates in risk assessment.

Certified Operators:

- Monitors, maintains, and operates the distribution system in accordance with established standard operating procedures.
- Documents all operating activities in accordance with provincial legislation and established operating procedures and files records.
- Reports on and acts on incidents of non-compliance.
- Reports any abnormal conditions to the Supervisor.
- Carry out duties and tasks as assigned by the Supervisor and as per established water distribution policies and procedures.
- Acts as the designated Operator-in-Charge (Operator Class1 and Class 2).
- Attends training.
- Receives and communicates external complaints.
- Regularly communicates to the DWQMS Representative.
- Maintains operator's license.

Project Administrator:

- Compiles and builds an electronic program structure in a centralized file.
- Develops, maintains and updates QMS policies and procedures as required.
- Identifies, co-ordinates and communicates staff training programs to comply with appropriate legislation requirements.

Internal Audit, System Audit, Inspections and Management Review are completed annually.

As part of the supervising responsibilities, the Management Team is required to ensure that internal program audits, external third-party system audits as well as an annual management review are conducted.

In 2023, Aurora's annual internal audit was performed by Acclaims Environmental on November 29, 2023. All 21 Elements of Aurora's Operational Plan were audited to ensure "we do what we say".

The external accreditation audit is required to be performed annually by a MECP - approved registrars. NSF conducted a surveillance system audit on March 14 to 15, 2023.

The Ministry of the Environment, Conservation and Parks conducted two unannounced inspections in 2023. The inspections were done on January 26, 2023, and August 2, 2023. For both inspections the Town obtained a 100 per cent rating. The primary focus of any inspection is to confirm compliance with the Ministry of the Environment, Conservation and Parks legislation, as well as evaluate conformance with Ministry drinking water policies and guidelines during the inspection period.

The DWQMS also requires that a Management Review meeting be held annually to review the drinking water system performance and identify necessary actions to ensure compliance with the regulations. The Management Review meeting for year 2023 was held on March 6, 2024, in which the audit and inspection results were reviewed. During the meeting, topics discussed included: incidents of adverse drinking water testing, operational performance, changes that could affect the QMS, resources needed to maintain the QMS and results of the infrastructure review. The Town's QMS policy was reviewed by the group and its adequacy was confirmed.

The Management Review Meeting minutes are Attachment 1 to this report.

Advisory Committee Review

Not applicable.

Legal Considerations

Council and Town of Aurora staff referenced in this report have a duty to exercise the level of care, diligence and skill of a reasonably prudent person and a duty to act honestly, competently and with integrity to ensure the protection and safety of the users of the drinking water system. Failure to do so is an offence under the Act, which may be punishable, by way of a fine and/or imprisonment. The Town provides insurance for Members of Council and Staff for damages related to unintentional acts or omissions.

Financial Implications

A budget of \$39,500 is included as part of the annual water operating budget in support of the DWQMS, including external audit, and training and development costs for staff. The inclusion of this annual amount as part of the water operating budget meets the requirement of demonstrating financial support toward the ongoing maintenance of the DWQMS. This amount will be adjusted as required to ensure adequate funding is available for this intent.

Communications Considerations

The Town will inform residents about the information contained in this report by posting the report to the Town's website. Moreover, results of water testing are shared with residents through various communications channels, including News and Notices on the website and social media.

Climate Change Considerations

The recommendations from this report do not impact greenhouse gas emissions or impact climate change adaptation.

Link to Strategic Plan

The DWQMS review supports the Strategic Plan goal of Supporting an Exceptional Quality of Life for All through its accomplishment in satisfying requirements in the following key objective within this goal statement:

Invest in sustainable infrastructure. Maintain and expand infrastructure to support forecasted population growth through technology, waste management, roads, emergency services and accessibility.

Alternative(s) to the Recommendation

1. There are no alternatives to the recommendations presented in this report.

Conclusions

The Town of Aurora continues to provide high quality, safe drinking water to its residents. Results of water testing are shared with the Town via News and Notices on the website, and social media.

Attachments

Attachment 1 - Minutes of the March 6, 2024, Management Review Meeting

Attachment 2 – Town of Aurora’s Quality Management System Policy

Previous Reports

OPS24-003 2023 Summary Drinking Water, February 20, 2024

Pre-submission Review

Agenda Management Team review on April 18, 2024

Approvals

Approved by Sara Tienkamp, Director, Operational Services

Approved by Doug Nadorozny, Chief Administrative Officer



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Attachment 1

Town of Aurora
**DWQMS Management Review -
Meeting Minutes**
Operational Services

JOC, Teams Meeting Prepared by: Iustina Voinea

Date: March 6, 2024

Reviewer: Lindsay Hayworth, Luigi Colangelo

Time: 3:00 pm – 4:30 pm

Attendees:

Doug Nadorozny: CAO / Top Management

Sara Tienkamp: Director of Operations / DWQMS Project Sponsor

Luigi Colangelo: Manager, Public Works/ DWQMS Implementation Lead

Lindsay Hayworth: Water/Waste Supervisor / DWQMS Representative

Iustina Voinea: Program Coordinator Water/Wastewater/Stormwater/ DWQMS Project Administrator

Introduction to DWQMS Management Review

Top Management reviewed all DWQMS data presented as summarized below. All deficiencies identified by Top Management have been documented on the NCR/OFI tracking form.

Agenda Items Reviewed

(Please do not delete any headings and document each item discussed)

1. Review of action items from previous meeting.

a) Town's water bylaw to be updated to further develop the water meter section to support enforcement.

Action Item: Further discussion and collaboration with finance department is needed.

b) The policy and the top management endorsement are signed by the Director of Operational Services and the CAO. The Town is in process of hiring a Director of Operational Services. It was decided that we will wait to update the policy until a new Director of Operational Services is hired. Timeline – 2023 Q3. Completed.

The team discussed the visibility/availability of the QMS policy to the Owner of the drinking water system.

Action Item: In all DWQMS reports to council to insert a link to the current policy.

c) Staff to prepare a map plan for Backflow prevention program implementation for Parks Division and Town's facilities. Timeline 2023 Q2/Q3.

- Aurora Community Centre: work complete (January 30, 2024). Facility shutdown was required.

- Aurora Public Library: Work scheduled on February 19, 2024. Full facility shutdown required.

- Aurora Family Leisure Complex: Work scheduled on June 25, 2024. Full facility shutdown required- work aligned to minimize impact on programming.

- SARC: Scope of work included in the Gymnasium Addition project. We are working with the GC to have the BF installed. Date TBD.

- Town Hall – will be completed by our plumbing contractor using operation funds- Schedule TBD.

- Remaining facilities will be completed operationally throughout the year

- 19 parks with water connection

- 7 parks in compliance

- 4 new devices required to be installed

- 6 parks have devices that require repair or replacement

- 2 parks have devices that were installed incorrectly – they will be correctly installed in spring

- 2 to be replaced (510 Industrial Parkway South - new chamber to hold the water meter and the current chamber to be reconfigured to hold a new premise backflow device; field irrigation backflow 49 Wells St - increase the size of the chamber and install a new device with new shut off valves)

2. Incidents of Adverse Drinking Water Tests

There were sixteen (16) adverse drinking water tests results in 2023. The adverse results are compiled in the Annual Drinking Water Report, as per legislative requirements.

There were multiple adverse water sample tests at a couple of sampling stations, while the water samples taken from upstream and downstream hydrants passed. This indicated good quality water in the distribution and issues at the sampling station.

All sampling stations were inspected by the water operators and where necessary they replaced the defective plumbing at the bottom of the sampling station that was allowing contaminated water to enter the sampling station.

All samples collected had passing test results.

The chlorine residual values were good in all instances. The adverse results were reported to Ministry of the Environment, Conservation and Parks (MECP) and the York Region Medical of Health as per legislative requirements.

Action Item: No Action Items.

3. Incidents of Regulatory Non-Compliance

There were no incidents of regulatory non-compliance in 2023.

The Ministry of the Environment conducted two unannounced inspections in 2023. The inspections were done on January 26, 2023, and August 2, 2023. For both inspections the Town received a 100% rating.

Action Item: No Action Items.

4. The Efficiency of the Risk assessment, Deviations from Critical Control Points Limits and Response Actions

As part of Element 7 & 8, Risk Assessment and Risk Assessment Outcomes, the currency of the information and the validity of the information used are verified once a year. The risk assessment is redone every three years at a minimum.

The three-year full risk assessment was conducted on Sept 16, 2021. Multiple sections were updated to better reflect the policies and measures to be followed for each type of hazard. Next full risk assessment to be conducted in 2024.

The risk assessment review was completed on September 7, 2023.

Updates to the Risk Assessment Outcomes: for the Adverse Water Quality Samples hazard, the Preventative Control Measures were updated to include: 'Repeated adverse at same location will trigger an inspection of the SS internal plumbing.'

There were sixteen control point deviations reported, all AWQI for microbiological sampling.

Also, there were no recommended pressure district changes.

Action Item: No Action Items.

5. Internal and Third Party Audit Results and: System Audits, Internal Audit and MECP Inspection.

- The Internal Audit was conducted on November 29, 2023 by Acclains Environmental, an external accredited auditor. Three opportunities for improvement were identified during the audit.

Internal Audit – NCR and OFI

ELEMENT #	NCR/OFI Details	Action Details
E 10 - Competencies	Consider developing a site-specific onboarding program for new operators ensuring competencies are met.	Staff is developing a list of mandatory training for activities re to drinking water system - in progress
E 14 - Review and Provision of Infrastructure	Consider establishing a watermain commissioning form that documents the MECP's Watermain Disinfection Procedure requirements listed in s.3.1 "Documentation for new watermains".	Engineering is working on developing a procedure and a checklist (a draft checklist was provided by Ops too) for commissioning new watermains. – in progress
Staff suggestion	Opportunity to address a possible challenging situation: Competing certified operator hours with winter maintenance activities (dependent on snow removal needs and weather).	Discussed at the closing meeting: the town has a dedicated on-call water operator with support by subcontractors in overwhelming situations.

- NSF an external Accreditation Body conducted the DWQM System third party audit on March 14-15, 2023. There were six Opportunities for Improvement (OFI) identified during the audit.

ELEMENT #	NCR/OFI Details	Action Details
E 2 - Quality Management System (QMS) Policy	As an improvement, the management may consider having physical QMS policy at the town hall for visibility to the Owner (mayor and councilors) and public can be improved.	A meeting was held on March 27, 2023 to discuss the Third Party audit findings. It was decided that there will be one policy at the JOC reception, not at Town Hall.
E 15 - Review and Provision of Infrastructure	The Supervisor, Water/Wastewater is the QMS Rep. Reviewed the record of meeting dated Sept 19, 2022, to be in general conformance. As an improvement, for future such meetings, a conclusion should be drawn, in this case whether the infrastructure necessary to operate and maintain the Subject System is adequate. If not, what will be the actions required.	The infrastructure is in good condition and adequate to operate and maintain the DW system. Any watermain breaks are addressed immediately. The Town has various contracts in place for infrastructure maintenance and capital projects for replacement. The number of watermain breaks and adverse results are low and these confirm the adequacy of the system. There is no need to have a statement in the infrastructure meeting minutes.

ELEMENT #	NCR/OFI Details	Action Details
E 13 - Essential Supplies and Services	<p>Reviewed the E13, ESS list. The management may consider to expand the quality requirements of products beyond AWWA to include NSF, ANSI, and other relevant bodies for portable water usage.</p> <p>Reviewed two Packing Slips; WACHs dated Feb 24, 2023 and Canadian Safety dated March 8, 2023. There was no evidence of having verified the quality aspect of products received. Current practice was to only comment if something was not in order. The management may consider all receivers to maintain evidence record that will include signature of verifier, indicating conformance with AWWA, NSF, ANSI requirements are met.</p>	<p>The verification is done through the procurement process, the requirements are listed there, please see below.</p> <p>2.4 Approved Watermain Material & Manufacturer's Product List</p> <p>Bidders shall provide the Manufacturer/Brand Name of each product to be supplied in the space provided in the schedule of items and unit prices in Schedule "A". All materials for the drinking water system that come into contact with the water within the system shall meet all applicable American Water Works Association ("AWWA") and American National Standard Institute ("ANSI") safety criteria standards NSF/60, NSF/61 and NSF 372 requirements. In the table below, the Town has provided a list of approved Manufacturers and Models that meet the quality standards of each product. If the Bidder is providing an alternate Manufacturer or Model for any products specified below, they must meet the quality standards as listed in the "Comments" section of the table.</p>

ELEMENT #	NCR/OFI Details	Action Details
E 17 - Measuring and Recording Equipment, Calibration and Maintenance	Noted that all colorimeters in use by the full time operators, manager and ORO carried up to date third party calibration. Also, reviewed the monthly in-house verification records, from Jan 2022 to Feb 2023, of these same equipment to be in order. However, as an improvement, the responsible management may consider to include the conclusion after the verification of each equipment.	Check boxes were added on the form to show pass and fail status of each instrument calibration.
E 18 - Emergency Management	Reviewed records of an in-house training for emergency preparedness held on Nov 8, 2022 to be in general conformance. Going forward, it may be a good idea to focus on one or two of the emergency scenarios and act them out by your own team, to determine whether your emergency procedures are adequate.	The training will include the Town's emergency policies and scenario. Info will be sent to the consultant for training material preparation and Internal Audit preparation. (Meeting March 27, 2023) Town staff had the policies and procedures available during the emergency tabletop exercise, they reviewed and used them to classify the type of emergency, responsible persons and possible responses.

ELEMENT #	NCR/OFI Details	Action Details
E 20 - Management Review	Reviewed the record of management review held on March 28, 2022 to be in general conformance. It was noted that several resulting action items were recorded. However, the deadline for each action was not recorded. As an improvement, a timeline should be incorporated for every action item (see element DO 20 (c).	Timeline were added to the action items, however some of the discussed items are budget related and the deadline is only an estimate.

MECP conducted two unannounced inspections in 2023. The inspections were done on January 26, 2023, and August 2, 2023. For both inspections the Town received a 100% rating.

Action Item: No Action Items.

6. Status of management action items identified between reviews

No items were identified between management reviews.

Action Item: No action items.

7. Results of Emergency Response Testing

- The Emergency Preparedness Training – Table Top Exercise was conducted on November 30, 2023.
The emergency preparedness training was provided by Acclaims Environmental. Items presented:
 - Review of Drinking Water Quality Standard, Town’s procedure QMS-PRO-019 Waterworks Emergency Plan V14 October 30, 2023 (hard copies provided to staff)
 - MECP Watermain Disinfection Procedure
- Scenario – sinkhole at Yonge and Wellington (road collapsed under tractor trailer, water flowing in the hole)
- There were no action items identified during this meeting.
- Town staff has conformed to the requirements of Element # 18 of the Ontario Ministry of the Environment, Conservation and Parks’ Drinking Water Quality Management Standard (DWQMS).

Action Item: No Action Items.

8. Operational Plan Currency, Content and Updates

- As part of the DWQMS, Policies and Procedures are reviewed annually to reflect current practices. Some Operational Plan Policies and Procedures were reviewed and updated as part of responding to non-conformances and OFIs from audits.
- Staff is trained on all updates via tailgate meetings or by getting the electronic version to read.
- All Operational Plan policies and procedures are available to staff online only.

Action Item: No Action Items.

9. Review of the Quality Management System Policy, Element # 2

- Management Team reviewed Element # 2. The Quality Management System Policy statement was re-affirmed.

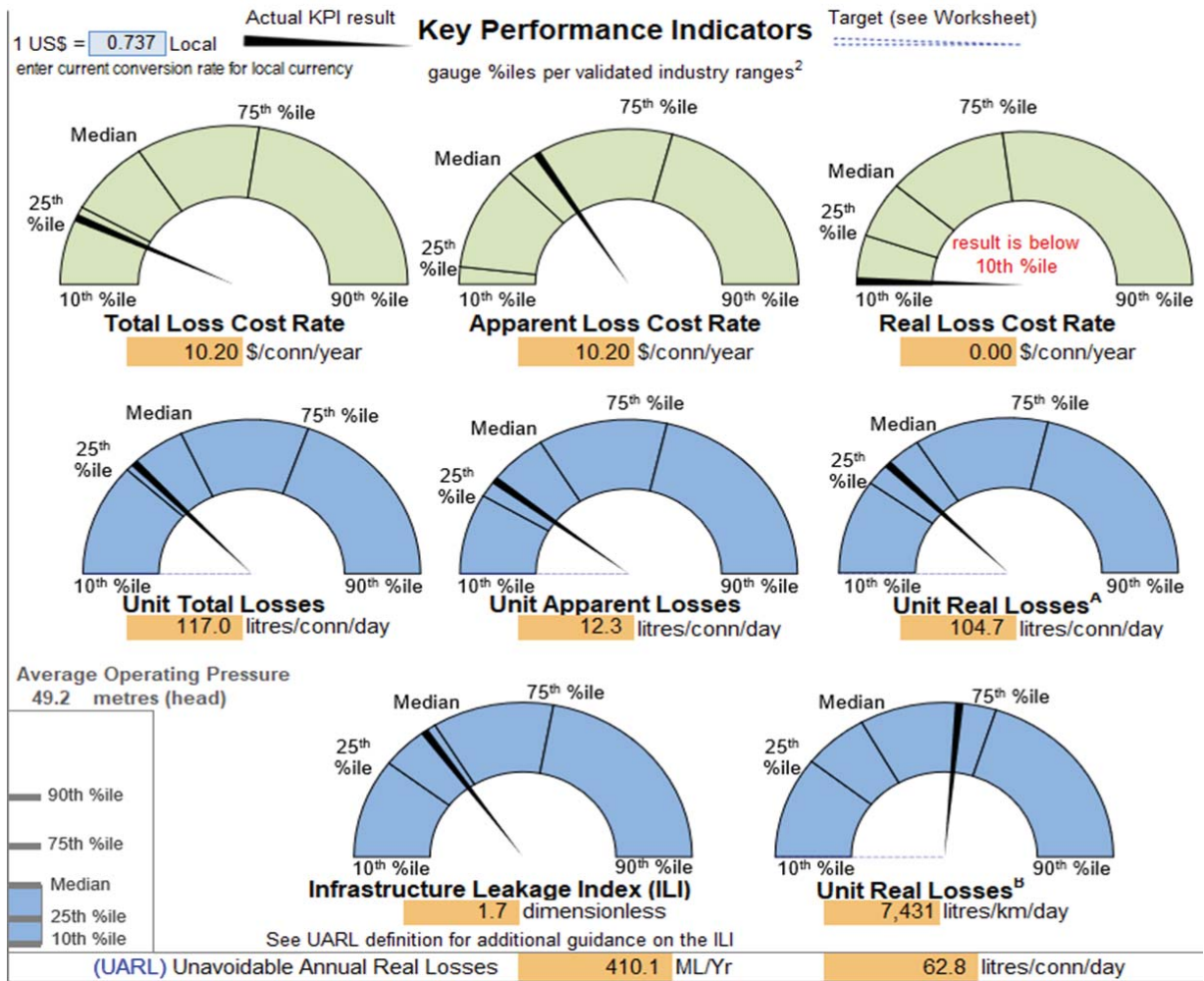
Action Item: No Action Items.

10. Raw Water Supply

- York Region provides a blend of surface and ground water. Surface to groundwater average split remains the same. Aurora's water consist of 80% surface water and 20% underground aquifer water.

11. Drinking Water Quality Trends

- A desk water audit is conducted annually to provide information on water loss and reporting to the region. Starting 2021, the KPI are reported as gal/connection/day or gal/mile/day.



Action Item: No Action Items.

12. Changes That Could Affect the QMS

- The Town applied for and obtained regulatory relief for lead sampling in 2021. The relief covers the period December 15, 2021- to October 15, 2024, with two sampling periods each year. During each sampling period the Town is required to take eight (8) samples from the distribution system for lead testing. In 2024 the Town will apply for another regulatory relief for lead sampling.
- DWS licence was renewed in June 2021. New licence expiry date is June 15, 2026.

Existing and proposed Health Canada Guidelines for contaminants impacting drinking water:

Parameter/Year	Health Canada	Drinking water standard in Ontario	Operational Guideline
	Maximum Acceptable Concentration (mg/L)	Maximum Acceptable Concentration (mg/L)	mg/L
Malthion (insecticide) (Jan 20, 2023)		0.29	

Action Item: No Action Items.

13. The Resources Needed to Maintain the QMS

- The requested budget to maintain is QMS, \$ 39,500.00.
- 2023 Annual water quality report was completed, presented to Council on February 6 as an attachment to the Summary Drinking Water Report. The Annual Drinking Water Report was posted on Town’s website before Feb 28, 2024, as per legislative requirements.
- Backflow prevention program
 - Working on bringing businesses classified as high hazards into compliance, moving to moderate hazards.
 - Working on bringing Town’s parks and facilities to compliance.

Action Item: No Action Items.

14. The Results of the Infrastructure Review

Action items from the Infrastructure Review Meeting, September 14, 2023:

- 2023 Annual water quality report was completed, presented to Council on February 6 as an attachment to the Summary Drinking Water Report. The Annual Drinking Water Report was posted on Town’s website before Feb 28, 2024, as per legislative requirements.

Action Item: No Action Items.

15. Operational Performance

- Last year 573 out of 2157 valves were exercised. The target 25% was met.

- There were reported seven (7) watermain breaks for last year, these were fixed by the Town's contractor. Also, there were one watermain break due to reconstruction and two (2) on private side.
- Zero frozen services.
- The fire hydrants maintenance work is contracted out. All 1600 hydrants were inspected. Twenty one (21) hydrants were repaired in house and two hydrants were replaced by the contractor last year.
- 82 water boxes were repaired last year.
- 4 water sample stations repaired, one sampling station was replaced.
- 2 valves replaced, 13 valves sleeves were repaired.
- 1 water service repairs.
- 45 water sampling stations (SS) were inspected from which 8 water sampling stations were repaired.

Discussion:

The group discussed hydrant maintenance and repairs done in house.

For the valves exercising program, Operations is working on changing from a percentage number of valves to be exercised per year to a geographic delineation program. In the new system, the Town will be divided in four areas. Each year the valves in a specific area will be exercised. While keeping the four years rotation program for valves exercising program, each area has a different number of valves. Therefore, a bigger variability in the number of valves exercised per year will be expected.

Action Item: No Action Items.

16. Review of Best Management Practices

- Activities undertaken by staff:
 - Water Quality Committee meetings
 - Municipal Water / Wastewater Regulatory Committee discussion forum
 - Regularly checking MECP website

Action Item: No Action Items.

17. Consumer Feedback

- Complaints are received by Access Aurora, most of them are resolved by phone by their staff and/or water division staff.
- Water quality records are kept for instances where it can not be confirmed that the issue is due to internal plumbing.
- There were no calls re to low water pressure due to operations of the drinking water system.

Action Item: No action items.

18. Staff Suggestions

- There was one staff suggestion during the internal audit: Competing certified operator hours with winter maintenance activities (dependent on snow removal needs and weather).

This staff suggestion was discussed at the closing meeting. The town has a dedicated on-call water operator with support by subcontractors in overwhelming situations.

- There was one staff suggestion during the internal audit:
- Competing certified operator hours with winter maintenance activities (dependent on snow removal needs and weather).
- This staff suggestion was discussed at the closing meeting. The town has a dedicated on-call water operator with support by subcontractors in overwhelming situations.

Action Item: No Action items.

Summary

All action Items are identified on the NCR/OFI tracking form. All records are maintained and stored electronically in the Town's record management system filing location: K:\Operational Services\ENV\PlanProtect\DWQMS\Records\Management Review

Next Meeting TBD



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Town of Aurora
Quality Management System Policy
Operational Services

The Corporation of the Town of Aurora owns, maintains and operates a Class II Water Distribution System.

The water supply is provided by the Regional Municipality of York. Once the water enters Aurora's distribution system, then water quality control and responsibility become a partnership shared with the Town of Aurora.

This water quality policy speaks to the roles and responsibilities provided by the Town of Aurora.

The Town of Aurora is committed to:

1. Ensuring a consistent supply of safe, high quality drinking water, through a commitment to system maintenance;
2. Maintaining and continually improving its quality management system, through a commitment to Aurora's consumers to provide safe drinking water, and;
3. Comply with applicable regulations and legislation.

The Town of Aurora strives to accomplish its goals through staff dedication, staff development and training, by continuing to be an active participant in industry associations and by promoting resource conservation through public awareness.

Town of Aurora Water Distribution System, Top Management:

Sara Tienkamp

A handwritten signature in blue ink, appearing to read "Sara Tienkamp".

Director of Operations

Date:

June 19/23

Doug Nadorozny

A handwritten signature in blue ink, appearing to read "Doug Nadorozny".

Chief Administrative Officer

Date: 19-Jun-2023