



Subject: Drinking Water Quality Management System – Management Review
Prepared by: Iustina Voinea, Program Coordinator Water/Wastewater/Stormwater
Department: Operational Services
Date: June 16, 2020

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 the Minutes of the Annual Management Review as required by the Safe Drinking Water Act, 2002 and Ontario Regulation 170/03-Drinking Water Systems.

The 2019 Drinking Water Quality Management System information, audits and inspections highlights:

- The operation and management of the water system achieved full compliance for 2019
- Operational Plan Elements
- Drinking Water Quality Management Standard (DWQMS) Management Structure
- Role of Owner – Council
- Role of Top Management - CAO and Director of Operations
- Role of Finance – Director, Finance/Treasurer
- Role of Project Sponsor – Director of Operations
- Role of DWQMS Implementation Lead – Manager of Operations Services
- Role of DWQMS Representative – Supervisor of Water/Wastewater
- Certified Operators
- Project Administrator
- Internal Audit, System Audit, Inspections and Management Review

Background

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. The implementation of the DWQMS is mandated by the provincial government through the Safe Drinking Water Act.

The DWQMS 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 and operational staff, 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 DWQMS, 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 2019.

Requirements of the DWQMS 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 2019 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.

Operational Plan Elements

The Town of Aurora’s 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 License (MDWL) was obtained and needs to be renewed every five (5) years. The current license expires in June 29, 2021.

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.

The Operational Plan is a document that outlines all 21 elements of the DWQMS. Some of the key elements include:

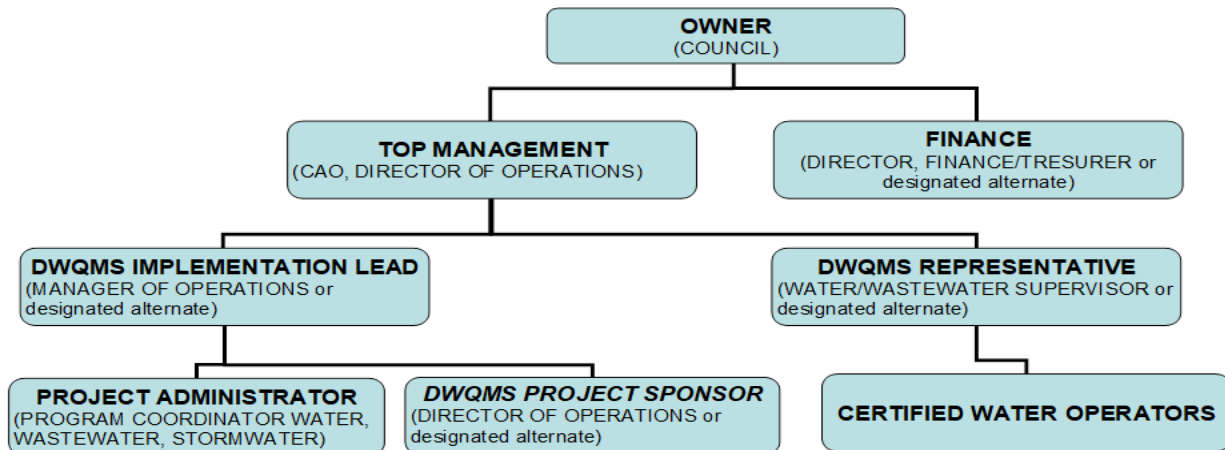
- Commitment and Endorsement;
- Organizational Structure, Roles, Responsibilities and Authorities;
- Risk Assessment;
- Emergency Management; and
- Continual improvement.

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 organizational chart below. 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 of the critical elements 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. The element further describes that Top Management and Council shall provide evidence of its commitment to an effective quality management system by doing the following:

- Ensure that a Quality Management System (QMS) is in place, maintained and meets the requirements of the DWQMS;
- Ensure that the Operating Authority is aware of all applicable legislation and regulatory requirements; and
- Determine, obtain or provide the resources necessary to maintain and continually improve the QMS.

As described, 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 of Operations:

- Ensure QMS is in place and operational

- Endorse and lead the development, implementation and maintenance of the QMS;
- Identify and obtain necessary resources to support the QMS and the operation and maintenance 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; and
- Communications lead during emergencies.

Role of Finance - Director, Finance/Treasurer:

- 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; and
- Conduct financial audits on the QMS and the water delivery program.

Role of Project Sponsor – Director of Operations:

- Help orchestrate project team direction and flow;
- Assure the systematic progression through the program's action and implementation plans;
- Ensure adequate funds are available;
- Communicate with the Mayor and Council about the QMS and the water distribution system;
- Authorized to designate Operational Services Crew Leaders as Operators-in-Charge as required in the absence of the Operational Services Supervisors; and
- Participate in management review meeting of the QMS.

Role of DWQMS Implementation Lead – Manager of Operations Services:

- Carry-out the activities and manage programs related to the water distribution system as outlined by approval policies, procedures and legislative requirements;
- Appoint QMS Representative;
- Prepare budgets and programs;
- Assess supervisors personnel performance (annual);
- Ensure adequate staffing is available at all times;
- Recommend system improvements;
- Emergency response planning and training; and

- Report on Operations 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 Drinking Water Quality Management System.

Role of DWQMS Representative – Supervisor of Water/Wastewater:

- Carry-out activities and manage programs related to the water distribution system as outlined by approval policies, procedures and legislative requirements;
- Develop procedures and processes for assuring water quality;
- Communicate/liaise for the Water Treatment Plants run by the York Region;
- Act on and report incidents of non-compliance;
- Assess operators personnel performance (annual);
- Report distribution system performance to the Manager of Operations;
- Maintain regulatory compliance;
- Act as the system overall Responsible Operator;
- Schedule work assignments;
- Monitor water quality and demand;
- Supervise operations and maintenance staff;
- Maintain provincial operator licensing at system certification level;
- Organize work-safety program;
- Assist in the development of the department budget;
- Maintain and update QMS as required;
- Identifies, co-ordinates and communicates staff training programs to comply with appropriate legislation;
- Recommend system improvements;
- Emergency response planning, training; and
- Report on Operations and the QMS to Top Management and the CEO through Management review meeting, on an annual basis, to evaluate the continuing suitability, adequacy, effectiveness and compliance of the DWQMS.

Certified Operators:

- Monitor, maintain and operate the distribution system in accordance with established standard operating procedures;
- Document all operating activities in accordance with provincial legislation and established operating procedures and files records;
- Report and act on incidents of non-compliance;
- Report 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;
- Is the designated operator-in-charge;
- Attends training and maintains operator's license;
- Receives and communicates external complaints; and
- Regularly communicates to the Drinking Water Quality Management System Representative.

Project Administrator:

- Compile and build an electronic program structure in a centralized file;
- Maintain and update QMS, as required; and
- Identify, co-ordinate and communicate staff training programs to comply with appropriate legislation.

Internal Audit, System Audit, Inspections and Management Review.

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.

Aurora's annual internal audit was performed by AET Group on November 7, 2019. All 21 Elements of Aurora's Operational Plan were audited to ensure "we do what we say we do".

The external accreditation audit is required to be performed annually by a MECP - approved accreditation body. NSF conducted an off-site system audit on June 19, 2019. All 21 Elements of Aurora's Operational Plan were audited to ensure "we do what we say we do".

On August 28, 2019, Ministry of the Environment, Conservation and Parks conducted an unannounced inspection of the Town of Aurora's Drinking Water Distribution System. The primary focus of this 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 was held on May 7,

2020, in which the audit and inspection results were reviewed. During the meeting Management discussed 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.

Advisory Committee Review

Not applicable.

Legal Considerations

None.

Financial Implications

A total of \$35,000 is included in the Town's existing water services budget on an ongoing basis in support of the Town's drinking water quality management program. More specifically this funding supports the on-going maintenance of the Town's drinking water quality management system, as well as any required external audits and training development.

Communications Considerations

The Town of Aurora will use 'Inform' as the level of engagement for this project. There are five different levels of community engagement to consider, with each level providing the community more involvement in the decision making process. These levels are: Inform, Consult, Involve, Collaborate and Empower. Examples of each can be found in the Community Engagement Policy. These options are based on the International Association of Public Participation (IAP2) Spectrum and assist in establishing guidelines for clearly communicating with our public and managing community engagement. In order to inform the public, this report will be posted to the Town's website.

Link to Strategic Plan

This process 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 viable options in the Corporation's Duty of Care in the overall operations and management of the Towns drinking water system.

Conclusions

The Town has completed all the requirements to maintain its accreditation under the DWQMS for 2019. As the owner of the system, Council will receive periodic reports on the performance and financial aspects of the Town's water distribution system.

Attachments

Attachment #1 - Minutes of Management Review Meeting (May 7, 2020)

Previous Reports

None.

Pre-submission Review

Agenda Management Team review on May 28, 2020

Departmental Approval



Allan D. Downey
Director
Operational Services

Approved for Agenda



Doug Nadorozny
Chief Administrative Officer



Drinking Water Quality Management System Management Review - Meeting Minutes

JOC, Zoom Meeting
Date: May 7, 2020
Time: 1:30 pm – 2:45pm

Prepared by: Iustina Voinea
Reviewer: Lindsay Hayworth, Jim Tree

Attendees:

Doug Nadorozny	– CAO / Top Management
Allan Downey	– Director of Operations / DWQMS Project Sponsor
Jim Tree	– Manager of Operations Services (A) / 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) An inquiry was made about York Region's Water loss?

In 2019 York Region collected monthly water losses from all nine comprising municipalities and prepared quarterly water loss reports.

- b) The Emergency Response Testing Procedure needs to be finalized and training to be provided to staff.

The procedure was finalized and staff trained on the updated procedure in June 2019.

- c) An inquiry was made to invite the CAO to the Emergency Table Top Exercises.

The CAO attended the emergency table top exercise on Oct 23, 2019.

- d) A date to be set for Councillors training/presentation on Drinking Water Quality Management Standard – part of Standard of Care under Safe Drinking Water Act.

Training was completed May 13, 2019.

- e) The Operational Plan to be presented to Council for endorsement.

Endorsement of the Operational Plan was completed on May 13 at the presentation on "Standard of Care".

- f) A copy of the backflow prevention Bylaw and the 2014 report to council to be sent to the CAO.

The Bylaw was sent by email on March 19, 2020.



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- g) Operational Services staff to look into options to have the private hydrants tested. Extend the hydrant maintenance program to the private hydrants.

Hydrants are regulated under the Fire Code with the municipal fire department as enforcing authority. As per code, the inspection and maintenance of the hydrants is the responsibility of the Owner.

While the public hydrants are inspected and maintained annually, the Town has limited knowledge on the maintenance of the hydrants on private properties. The Fire Department also does not use the hydrants on private properties for fire fighting. The concerns arising from private hydrants perceived lack of maintenance are related to the integrity of the municipal water supply.

Lindsay looked at other municipalities practices re inspection and maintenance of private hydrants. Most municipalities do not have programs in place for private hydrants maintenance. City of London has a program in place that started with a flat fee charged to the Owner for each private hydrant to be maintained by the City. The program evolved into a Fire Protection Monthly Charge program, for which the monthly rate is established based on the type and size of the property, while the inspection and maintenance of the private hydrants are done by the City.

There are concerns about bringing the inspection and maintenance of private hydrants in house, especially related to risks on working on hydrants that have not been operated in very long time that may result in breakage, liability and financial implications.

Action Item: Obtain a quote for annual inspection maintenance of the 299 of private hydrants within the Town. Prepare a report to council to approve the inspection and maintenance of private hydrants to be done by the Town.

2. Incidents of Adverse Drinking Water Tests

There were 3 adverse drinking water tests results in 2019. No location had two consecutive adverse 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

No incidents of non-compliance to be reported for 2019.

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 risk assessment was conducted on Sept 11, 2019.

- a) A complete redo of the risk assessment is due in 2020.
- b) Changes to Element 8 - Risk Assessment Outcomes:
1. The water booster station is offline, however it goes through regular scheduled maintenance. The risk that the water booster station not functioning is low, therefore the Likelihood for malfunction was reduced from 2 to 1.
 2. There were no deviations from Critical Control Points.



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3. Element 8 of the operational plan was updated accordingly.

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 7, 2019 by AET Group Inc., an external accredited auditor. One minor non-conformance and one opportunity for improvement were identified during the audit.

Internal Audit -- NCR and OFI		
ELEMENT #	NCR/OFI Details	Action Details
E 5 - Document and Records Control	Non-Conformity – Some procedures do not reflect current practices: location of records, communication with the public via website	All affected procedures have been updated, staff trained on updates.
E 16 - Sampling, Testing and Monitoring	OFI- taking measures to ensure no expired reagent is kept in the portable colorimeter kits.	Staff was reminded to check their test kits regularly to remove expired chemicals.

- NSF an external Accreditation Body conducted the DWQM System third party Audit on June 19, 2019. Two OFI were identified during the audit.

NSF VERIFICATION Audit - OFI		
Element #	OFI - Details	Action Details
E 1 - Quality Management System	Whereas your Management Review Meeting addresses all requirements as required by the Standard, Opportunities exist to include Best Management Practices as an Agenda item to review and record an actions.;	Agenda was updated to include Best Management Practices
E 2 - Quality Management System Policy	Whereas Best Management Practices were submitted as part of submitted documentation, The Procedure for Continual Improvement could be updated to include how Best Management Practices are determined, recorded and reviewed.	The Procedure PRO 027 was updated to reflect recommendations, staff was trained on the updates.

- MECP Inspection was conducted on August 28, 2019 - Final Inspection rating 100% - no findings.

Action Item: It was suggested that all DWQMS documents and records to be kept in the cabinets in the printer area.

6. Status of management action items identified between reviews



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No items were identified between management reviews.

Action Item: No action item.

7. Results of Emergency Response Testing

- The Emergency Preparedness Training – Table Top Exercise was conducted on Oct 23, 2019. The scenario Suspected Terrorist Attack at York Region’s Orchard Heights Pumping Station - there is a major failure of all pumps and Region is not able to fill the tower. The scenario was prepared and presented by Lindsay Hayworth.
- Action items identified during this meeting:

Findings	Action Taken	Action Details
E 6 – Drinking Water System Organize with York Region a visit to their SCADA control panel or have their water modeling engineer conduct a presentation on pressure zones		Staff is familiar with SCADA system
E 6 – Drinking Water System Look into removing the check valves (3) that act as boundary valves between Zone 2 and Zone 1 to have only gate valves.	In Progress	Lindsay talked to Town’s engineering group and it was recommended to hire a consultant to provide recommendations. Lindsay to talk to the Region and engineering for next steps.
E 6 – Drinking Water System Look into purchasing flow monitors		York Region has over 20 flow monitors in Aurora, 8 of which are located in valve chambers within the system. The Region monitors them 24/7 and informs us on unusual activity.

- 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: Lindsay to continue looking into possibilities to replace the check valves that act as boundary valves between Zone 2 and Zone 1 with gate valves.

8. Operational Plan Currency, Content and Updates

- Some Operational Plan Policies and Procedures were reviewed and updated as part of responding to non-conformances and OFIs from audits.
- All DWQMS policies, SOPs and Procedures have been reviewed and updated to meet DWQMS v2 requirements. On September 19, 2020, the updates were discussed and agreed upon with Supervisor of Water/Wastewater and Manager of Operations.
- The Operational was endorsed by the council on My 13, 2019.



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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 reaffirmed.

Action Item: No Action Items.

10. Drinking Water Quality Trends

- In 2019 Safe Drinking Water Act, Ontario Water Resources Act and some applicable regulations have been updated. Both Acts had the Penalties section updated, including references to appeals, notices, exemptions.
- Regulation 170/03 - Ontario Drinking Water Systems has been updated to include sections on Haloacetic Acids annual average calculation and reporting requirements. Sampling and testing for HAA was required for a couple of years (2017), however reporting exceedances was not required. Starting Jan 1, 2020 the annual average for HAA is reportable parameter for the drinking water system. Town's HAA annual running average is 2.1ug/L, this is approximately forty (40) times lower than Maximum Acceptable Concentration 80 ug/L. For reporting exceedances, no verbal notification is required, only the written notice has to be done no later than 7 days after the last day of the calendar quarter. For corrective actions operational staff have to follow Ministry of Health recommendations.
- Sampling and testing for N-Nitrosodimethylamine (NDMA) was included in the new licences. NDMA is a chloramination Disinfection By Product than can increase from point of treatment through the distribution system due to interaction of the disinfectant with biofilm (nitrogen) on pipe wall. Monitoring should be conducted at the treatment plant and at the points of the distribution system with the longest disinfectant retention time. The Maximum Acceptable Concentration for NDMA is 0.009 µg/L.

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Action Item: No Action Items.

11. Changes That Could Affect the QMS

- Ministry of the Environment, Conservation and Parks is updating the Drinking Water licences and permits. The updated conditions will come in effect with the renewed licences. Town's licence and permit expire in June 2021.
- In 2019, the Town applied and received a regulatory relief for lead sampling and testing in residential plumbing, for the period December 2019 to October 2021.
- Ministry of the Environment Conservation and Parks is working on updating the water disinfection procedure.
- Operators are using an App to enter chlorine residual results. Data is exported in excel spreadsheet for maintenance and tracking.
- DWQMS certification cycle ended in 2019. Staff restarted new Certification cycle with NSF for the years 2020-2022, that includes one onsite audit and two off site audits. In 2020 due to COVID the audit scheduled on May 26-27, 2020 will be done via ZOOM.

Action Item: No Action Items.



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12. The Resources Needed to Maintain the QMS

- The requested budget to maintain is QMS, \$20,000.00.
- 2019 Annual Water Quality Report was completed and presented to Council On February 18, 2020. The report was posted on Town's website before February 28, 2020.
- Councillors training/presentation on Drinking Water Quality Management Standard – part of Standard of Care under Safe Drinking Water Act and endorsement of the Operational Plan were completed on May 13, 2019.
- Backflow prevention program:
 - The Backflow Prevention bylaw was updated and the new bylaw 6213-19 was approved by council on Oct 22, 2019.
 - Approximately 600 letters were sent out to business owners in November to notify them about the program and requested them to complete an Information Request form by January 31, 2020 and to conduct a survey of the property by March 31, 2020.
 - A list of Qualified Persons was developed and is maintained by the Town, available to business owners.
 - A new position for an Administrator of backflow program was approved by council in 2020.
 - \$125,000 were approved by council to upgrade Town's facilities to install backflow preventers. This project is with Facilities Division for completion.

Action Item: No Action Items.

13. The Results of the Infrastructure Review

- Action items from the Infrastructure Review Meeting:
 - How is the location and number of sampling stations established for new developments?
Minimum number of sampling stations is one per subdivision, however during drawing approval additional location are added at locations where there may be concerns with water volume through the pips for continuous water movement and residual concerns.
 - It was discussed to bring electricity to the bulk water station to make it operational during winter.
A contractor (Morrison Construction) was retained to conduct the work. The work was completed in April 2020.
 - It was discussed the risks posed by backflow from ICI including Town's facilities and the need to install Backflow Preventers on Town's properties and/or testing of the existing ones. Some of Town's facilities need Backflow Preventers installed.
Surveys were completed on Town's facilities in spring 2019. Facilities Division is in charge of the project to install backflow devices on Town's properties
 - ACC watermain lining – will be considered for rehabilitation only if there are issues in the future
 - Gurnett Street – there were two watermain breaks in the last two years. A Roads assessment is in progress. Information on the type of repair and the timeline will be provided part of the next "Infrastructure Maintenance Rehabilitation Renewal" Meeting, in 2020, once the revised 10-year road reconstruction plan is finalized – Lindsay confirmed that this project is designed in 2020 with construction starting in 2021.
 - Service line to Condo on Yonge and Aurora Heights – there is a portion of watermain that is not used. Lindsay proposed to cut and cap it. - Lindsay to talk to York Region about this work and the impact on the hydraulics of the distribution



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system.

Lindsay talked to the Region and they are ok with Town's solution. Lindsay to get pricing for the work.

- It was inquired if we can have York Region's Water Vehicle at Town's events. Lindsay confirmed that it was done in the past and we can request it for future events

Action Item: No Action Items.

14. Operational Performance

- In the past, the valve maintenance services were contracted out. Currently the valve maintenance/ exercising is done in house, over a four (4) year period. Last year 620 out of 2157 valves were exercised, this represents 28.7% of the total valves.
- It was reported seven (7) watermain breaks for last year, from which five (5) were on private side. There were two (2) Town's watermain breaks on: Richardson Dr. and Marksbury Cr.
- Zero frozen services.
- The fire hydrants maintenance work is contracted out. Every year all 1600 hydrants in the Town are checked by the contractor. Twelve (12) hydrants were repaired last year, ten (10) by the contractor and two in house. The fire hydrants are replaced, as needed, by the contractor that does the maintenance.
- 58 water boxes were repaired last year.
- 4 water sample station repaired
- 0 valves replaced
- 2 water service repairs

Action Item: No Action Items.

15. Review of Best Management Practices

- During 2019 third party audit an opportunity for improvement was identified to discuss the best management practices at the management review.
- In 2019 York Region and the 9 comprising municipalities were working on developing a region wide testing criteria and limits for new watermain commissioning. While most municipalities are agreeing with the proposed limits, others are less flexible. This initiative was discussed with the manager and Director of Operations on November 28, 2020. Next step was for the Region to provide a formal letter to each municipality with proposed changes: Background (Colony forming units) less than 20, Heterothrophic Plate Count less than 50.

Action Item: No Action Items.

16. Consumer Feedback

- Top Management reviewed the 2019 Water Quality Complaints report.
- 24 water quality complaints recorded in 2019, all of them related to discoloration. All complaints were resolve by phone. Sometimes during hydrant maintenance, we receive calls re water discoloration.
- Town recorded 79 low pressure calls on private side mostly due to water softeners. The Water Division has a pressure log that can be used to monitor the pressure in the



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distribution system after low pressure calls. The pressure log is connected to a hydrant and left for 24 hours to monitor the pressure. Readings are taken every ten minutes. On 5 instances the pressure on the distribution system was checked, the pressure was in the operational range, 46 to 56 PSI.

- Complaints and low water pressure logs are maintained.

Action Item: No action items.

17. Staff Suggestions

- There were 4 watermain breaks within a couple of years on Heathwood Heights. To discuss this at the infrastructure review meeting with engineering.
- It was acknowledged the low number of watermain breaks within the Town and the low number of microbiological adverse results. It is believed that all these positive outcomes are related to the relining of some watermains in the Town. To discuss at the infrastructure review meeting if the watermains in the ACC parking lot and the Heatwood Heights qualify for relining.
- A fact sheet on 'What happens with our water' to be developed and be included in the water bill.

Action Item: All of the above.

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:

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<K:\Operational Services\ENV\PlanProtect\DWQMS\Records\Management Review>

Next Meeting TBD