



100 John West Way  
Aurora, Ontario  
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Town of Aurora  
**Information Report**  
No. OPS25-009

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

**Prepared by:** Emily Moore, Program Coordinator, Water/Wastewater/Stormwater

**Department:** Operational Services

**Date:** May 13, 2025

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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

This report provides updates on activities of the Water Division in 2024 and presents the Minutes of the Annual Management Review as required by the Safe Drinking Water Act, 2002 and related regulations. The 2024 highlights are:

- The operation and management of the water system achieved full compliance for 2024.
- Municipal Drinking Water Licence and Municipal Drinking Water Permit expires on June 15, 2026.
- The Operational Plan is a document that outlines all 21 Elements of the Drinking Water Quality Management Standard (DWQMS).
- DWQMS Management Structure.
- Internal Audit, System Audit, Inspections and Management Review are completed annually.

## Background

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

York Region (the 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, resulting from 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 Operations 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. 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 2024.**

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

2024 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 Licence and Municipal Drinking Water Permit expires on June 15, 2026.**

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

The current licence and permit expires on June 15, 2026. An application for renewal cannot be submitted prior to December 15, 2025. It is the goal of staff to have the renewal application ready for submission by that date.

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 DWQMS Operational Plan by Council and Senior Management. The sections below provide a summary of the document purpose and key roles and responsibilities.

Aurora's Drinking Water System was re-accredited for three years in 2023 by the external third-party consultant, NSF International. After the re-certification audit in 2023, the next two surveillance audits were conducted annually by the accreditation body to support maintenance of the accreditation for the following two years. The next re-accreditation audit is anticipated in 2026.

**The Operational Plan is a document that outlines all 21 Elements of the DWQMS.**

Some of the key elements include:

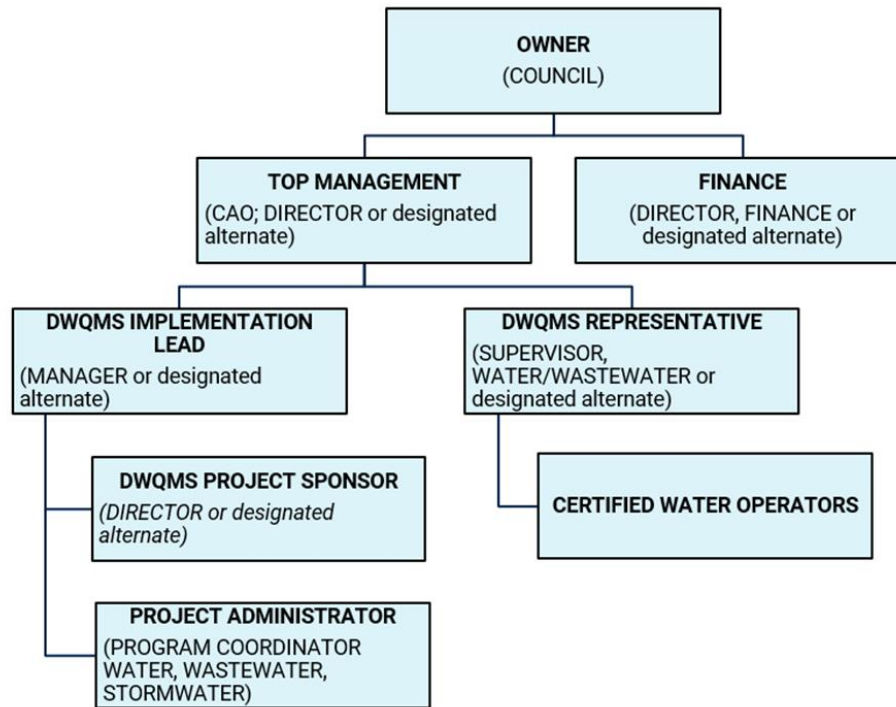
- Commitment and Endorsement
- Organizational Structure, Roles, Responsibilities and Authorities
- Risk Assessment
- Emergency Management

The elements for 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 the water system has qualified oversight, management support, identified ownership and financial resources.

For the Town, 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.



#### 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 Top Management to demonstrate 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.
- Completing accountability for provision of providing safe drinking water.

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 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.
- Communications lead during emergencies.

**Role of Finance – Director, Finance:**

- 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.
- Assist with orchestrating project team direction.
- Assure the systematic progression through the programs action and implementation plans.
- Authorized to designate Water/Wastewater Crew Leaders as Overall Responsible Operator required in the absence of the Wate/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.

- Report on Water/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.
- Act as the system Overall Responsible Operator and QMS Representative when Water/Wastewater Supervisor is away.
- Management review of the QMS.
- Approve QMS Policies and Procedures.
- Recommend water/wastewater capital projects and purchases.
- Participate in MECP inspections, third-party and internal audits.
- Review and approve commissioning of new mains/plans and connections to the Town's Drinking Water system when Overall Responsible Operator is away.
- Act as the contact person for MECP.
- Participate in infrastructure rehabilitation meetings.
- Participate in Risk assessment.

**Role of DWQMS Representative – Supervisor of Water/Wastewater:**

- Carry out the activities and manage programs related to the water distribution system as outlined by approval policies, procedures and legislative requirements.
- Assist with developing procedures and processes for assuring water quality.
- Approve QMS Policies and Procedures.
- Communication/liaison for the Water Treatment Plants run by York Region.
- Act on and report incidents of non-compliance.
- Assessment of Operator's personnel performance (annual).
- Report distribution system performance to the Manager.
- Maintain regulatory compliance.
- Act as the systems Overall Responsible Operator.
- Schedule work assignments.
- Monitor water quality and demand.
- Supervise operations and maintenance staff.
- Maintain provincial operator licensing at system's certification level.
- Organize work-safety program.
- Assist in the development of the department budget.
- Maintain and update QMS as required.
- Identify, co-ordinate and communicate staff training programs to comply with appropriate legislation.
- Recommend system improvements.
- Emergency response planning, training.

- Report 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.
- Participate in MECP inspections, third party and internal audits.
- Review and approve commissioning of new mains/plans and connections to the Town's Drinking Water system.
- Participate in infrastructure rehabilitation meetings.
- Participate in risk assessment.

**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 on 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.
- Act as the designated Operator-in-Charge (operator Class1 and Class 2)
- Attend training.
- Receive and communicate external complaints.
- Regularly communicate to the DWQMS Representative.
- Maintain operator's license.

**Project Administrator:**

- Compile and build an electronic program structure in a centralized file.
- Develop, maintain and update QMS policies and procedures as required.
- Identify, co-ordinate and communicate 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 annual management reviews are conducted.

In 2024, Aurora's annual internal audit was performed by Acclains Environmental on November 19, 2024. All 21 Elements of Aurora's Operational Plan were audited to ensure that the day-to-day operations are conducted as detailed in the Operational Plan.

The external third-party accreditation audit is required to be performed annually by a registrar approved by MECP. NSF International conducted a surveillance system audit on March 1, 2024.

The Ministry of the Environment inspected the Drinking Water System on August 26, 2024. The Town obtained a 100 per cent rating for the inspection. 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 2024 was held on March 11, 2025, in which the audit and inspection results were reviewed. During this meeting topics including, adverse drinking water results/corrective actions, operational performance of the distribution system, changes that could affect the QMS, resources needed to maintain the QMS and results of the infrastructure review were discussed.

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

### **Advisory Committee Review**

None.

### **Legal Considerations**

Council and the Town 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 Safe Drinking Water Act.

### **Financial Implications**

There are no direct financial implications arising from this report.



## **Communications Considerations**

The Town will inform residents about the information contained in this report by posting the report to the Town's website.

## **Climate Change Considerations**

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

## **Link to Strategic Plan**

The Drinking Water Quality Management 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.

## **Attachments**

Attachment 1 – Minutes of the March 11, 2025, Management Review Meeting

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

## **Previous Reports**

OPS25-002 Information – 2024 Water Compliance Summary Report, January 14, 2025

OPS25-003 Information – 2024 Summary Drinking Water Report, March 4, 2025

### **Pre-submission Review**

Agenda Management Team review on April 24, 2025

### **Approvals**

Approved by Sara Tienkamp, Director, Operational Services

Approved by Doug Nadorozny, Chief Administrative Officer



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Town of Aurora  
DWQMS Management Review -  
Meeting Minutes  
Operational Services

JOC, Teams Meeting      Prepared by: Emily Moore

Date: March 11, 2025

Reviewer: Lindsay Hayworth, Luigi Colangelo

Time: 2:30 pm – 4:00 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

Emily Moore: Program Coordinator Water/Wastewater/Stormwater/ DWQMS Project Administrator

Wes Smith: Water/Wastewater Crew Leader

## **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.

A draft By-Law is currently with Legal. Finance will be involved once we get the comments back from Legal. Report to go to council regarding this in May 2025.

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

**b) 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: Backflow devices installed and tested on the domestic and fire services.

- Aurora Public Library: Backflow device installed on the domestic service and tested. The fire service remains unprotected.

- Aurora Family Leisure Complex: Backflow device installed and tested on the domestic and fire services.

- SARC: Backflow device installed and tested on the domestic and fire services.

- JOC: Backflow device installed but untested on the domestic service and an alarm check is installed (untestable) on the fire service.

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

- Remaining facilities will be completed operationally throughout the year. Matt Menezes has surveyed all the buildings himself is working with facilities to get a tender out to get these facilities completed.

- 19 parks with water connection. All parks are now in compliance with two exceptions:

- Ball diamond irrigation on the South side of Town Park (49 Wells St)
- Community Garden (375 Industrial Parkway S)

Both of these locations have no water meter and the backflow device is not working. Larger chambers need to be installed with room for water meters and new backflow devices to be installed properly so they can be tested.

**Action Item:** Administrator, Backflow to continue to work with Facilities to get facilities in compliance

**Action Item:** Plan on installing new chambers on remaining parks locations this year with operating budget.

**Action Item:** Email list of locations and status of backflow installation to all participants

## **2. Incidents of Adverse Drinking Water Tests**

There were four (4) adverse drinking water tests results in 2024. The adverse results are compiled in the Annual Drinking Water Report, as per legislative requirements.

All samples collected because of the AWQI response 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 2024.

The Ministry of the Environment conducted one announced inspection on August, 26 2024. The Town received a 100% compliance 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 12, 2024. 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 2027.

There were no updates to the Risk Assessment Outcomes, only the likelihood and severity ratings.

There were four 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 19, 2024 by Acclaims Environmental, an external accredited auditor. Two opportunities for improvement identified during the audit.

## Internal Audit – NCR and OFI

ELEMENT #	NCR/OFI Details	Action Details
E 4 – Quality Management Representative	Consider identifying an alternative QMS Representative in the event of an absence.	The Element was updated to show that the Manager of Public Works will be the QMS Representative if the Supervisor, Water Wastewater is unable to fulfil their role as QMS Representative.
E 20	In addition to the previous surveillance audit finding by NSF-ISR (re: providing details of drinking water quality trends), consider providing a high-level summary of results of the infrastructure review in the next Management Review Meeting Minutes.	A summary of the results of the infrastructure review has been added to these minutes.

- NSF an external Accreditation Body conducted the DWQM System third party audit on March 1, 2024. There were four Opportunities for Improvement (OFI) identified during the audit.

ELEMENT #	NCR/OFI Details	Action Details
E 7 & 8 – Risk Assessment	In the past, the once every 36-month risk assessment were conducted based on the latest E 8 - Risk Assessment Outcomes for each RA review and Risk Assessments. As an improvement, the management may consider utilizing the same table, but without the numbers as they would influence the team members.	The Risk Assessment was redone on September 9, 2024, in this manner. All numbers were removed from the table and new rankings for Likelihood, Severity and Detectability were assigned as discussed in Section 4, above, in this report.

ELEMENT #	NCR/OFI Details	Action Details
E 5 - Document and Records Control	Infrastructure meeting - 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. Instead, the conclusion is currently kept in the OFI tracking table.	This was documented in the minutes of the infrastructure meeting that took place on June 18, 2024.
E 5 - Document and Records Control	Emergency Management - Although the exercise did not identify any need for improvement to the current procedures or equipment / infrastructure, it was not documented as such. Therefore, the management needs to ensure that a conclusion is drawn for every such exercise.	This was implemented by the consultant during the emergency exercise conducted on November 20, 2024, as discussed in section 7 of this report below.
E 20 - Management Review	Since raw water supply isn't part of your DWS, it may be mentioned as such under the heading of "Raw Water Supply and Drinking Water Trends". Secondly, this sub-element is focused on "trends", in your case the drinking water trends. During the next management review, effort should be focused on the requirement.	A new section with Water Supply was included in the presentation used at the Management Review Meeting on March 6, 2024. The same section was included in this Management Review Meeting and will be used in future meetings also.

- NSF also conducted the DWQM System third party audit this year on February 10, 2024. There was a 100% compliance rating, no corrective actions and no Opportunities for Improvement.
- MECP conducted one announced inspection on August 26, 2024. The town received a 100% compliance 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 provided by Acclains Environmental was a Tabletop Exercise conducted on November 20, 2024.

Items presented:

- Review of DWQMS, Town's procedures:
  - i. QMS-PRO-019 Waterworks Emergency Plan V14 October 30, 2023
  - ii. QMS-PRO-015 Water Shortage Emergency V4 A October 14, 2022
  - iii. QMS-PRO-004 Water Sampling Procedure V21 A April 17, 2024
  - iv. QMS-PRO-011 Adverse Water Quality Sampling and Reporting Procedure V13 A September 11, 2023
  - v. QMS-PRO-013 Water Quality Complaints V9 A September 11, 2023
  - vi. QMS-PRO-010 Watermain Break Emergency Repair V14 A September 11, 2023
- Scenario – Directional Drill hits York Region's Transmission main. Low Level Alarms are going off at the Orchard Heights Tower. E.Coli is present in a sample near the tower. Low pressure and discolored water is present due to the water shortage. A watermain break occurs.
- 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:** Investigate security of putting DWQMS Policies and Procedures on the One Drive or an App so that it can be shared with operators on their phones. This is to make



sure that the Elements and Procedures are secure while also ensuring the latest versions are easily accessible and available to operators.

**Action Item:** Implement a system for backing up the DWQMS on an external hard drive or thumb drive on a regular basis to ensure that we still have access to it should the servers go down.

## **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.

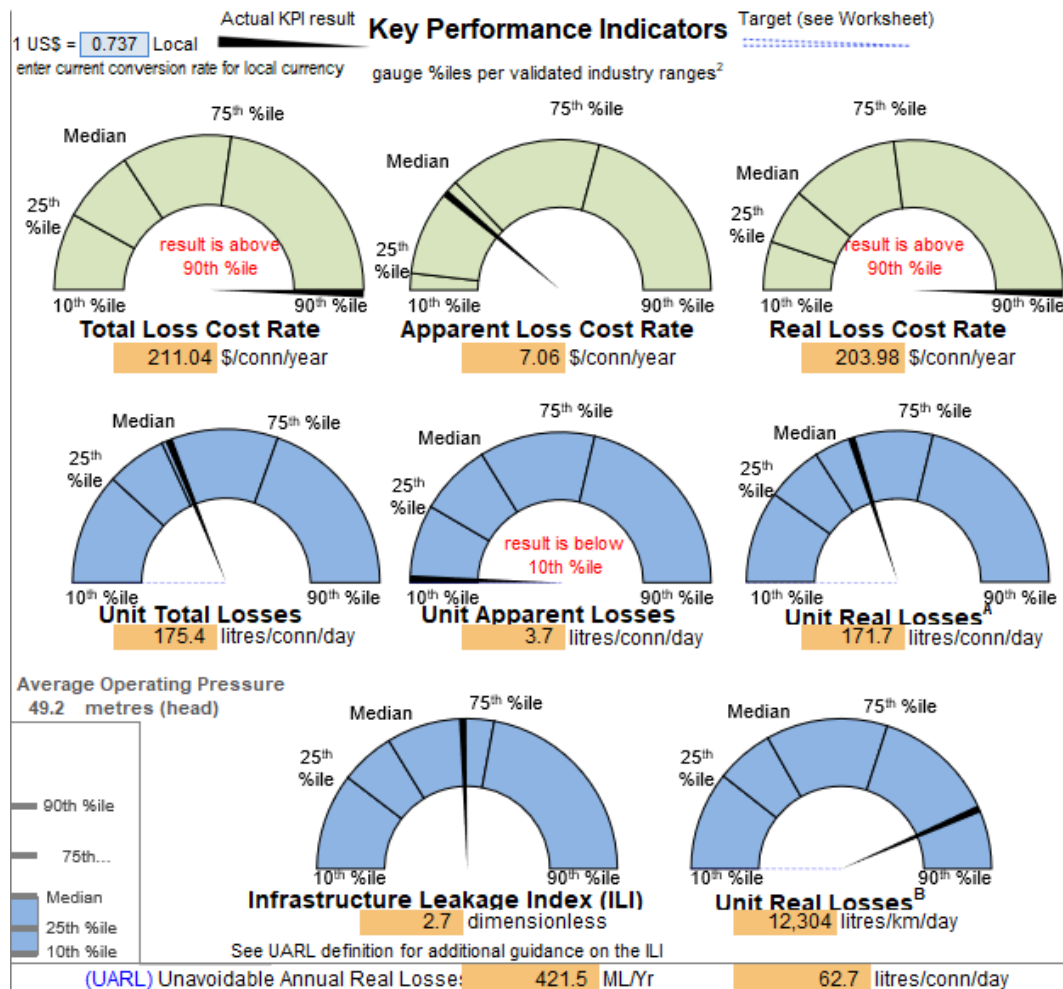
## **10. Raw Water Supply**

- 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. Since 2020, the water loss has been reported as

gal/connection/day or litres/km/day. The 2023 Water audit was completed.



Discussion: Water loss has increased from 12% in 2022 to 19% in 2023. A reason for this increase is due to Construction Sites that pay per lot or per unit flat fee for unmetered water when they use much more. It is also important to continue to proactively re-line water mains. A watermain break was recently discovered on Gurnett and it is unknown when that break began. It was only discovered because Engineering was re-lining the main. There have also been instances where buildings were discovered to be using unmetered water (95 Dunning). Also, there was quite a bit of water used when the Region relined Yonge Street watermain.

**Action Item:** No Action Items.

## 12. Changes That Could Affect the QMS

- Relief from Compliance for Lead, as applied for last year was granted, therefore there is no change to the QMS.
- DWS licence and permit expire on June 15, 2026

- Disinfecting Water mains C651-14 was updated to C651-23. This requires purchase, review and possible updates to the QMS

**Action Item:** No Action Items.

### 13. The Resources Needed to Maintain the QMS

- The requested budget to maintain is QMS, \$ 40,200.00.
- 2024 Annual water quality report was completed, presented at Committee of the Whole on March 4<sup>th</sup> and will be presented to Council on March 25<sup>th</sup> as an attachment to the Summary Drinking Water Report. The Annual Drinking Water Report was posted on Town's website before Feb 28, 2025 (January 17<sup>th</sup>), 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, June 18, 2024:

Suggested maintenance activities:

- *Continue to inspect sampling stations*
- *New Valve Exercising machine with small vac truck to be purchased in 2025.*

It was detailed in the minutes of the Infrastructure Review Meeting that the infrastructure necessary to operate and maintain the Drinking Water System is adequate.

**Action Item:** No Action Items.

### 15. Operational Performance

- Last year 602 out of 2157 valves were exercised. The target we set of 25% was met.
- There were reported seven (7) watermain breaks for last year, these were fixed by the Town's contractor. Three watermain breaks were due to road reconstruction on Poplar Cres.
- Zero frozen services.
- The fire hydrants maintenance work was all completed in house. All 1618 hydrants were inspected, 51 Hydrants were serviced and 15 hydrants were repaired. Only one hydrant had to be repaired by a contractor. Fire hydrant

maintenance and repair only took place on public infrastructure. Private hydrants are the responsibility of the owners.

- 72 water boxes were repaired last year.
- 4 water sample stations repaired.
- 2 valves replaced.
- 4 water services were repaired.
- All water sampling stations (SS) were superficially inspected from which 4 water sampling stations were repaired.

**Action Item:** Put a plan in place for all sampling stations to have an inspection where all parts are pulled out for inspection every two years and a method for the inspections to be documented.

## **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.

**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

Attachment 2

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

Director of Operations

Date:

June 19/23

Doug Nadorozny

Chief Administrative Officer

Date: 19-Jun-2023