



2023 Middlesex Centre Drinking Water System Summary

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Quality Management System Policy

As the owner and operating authority for the municipality's drinking water systems, the Municipality of Middlesex Centre and Water and Wastewater Operations Division is committed to:

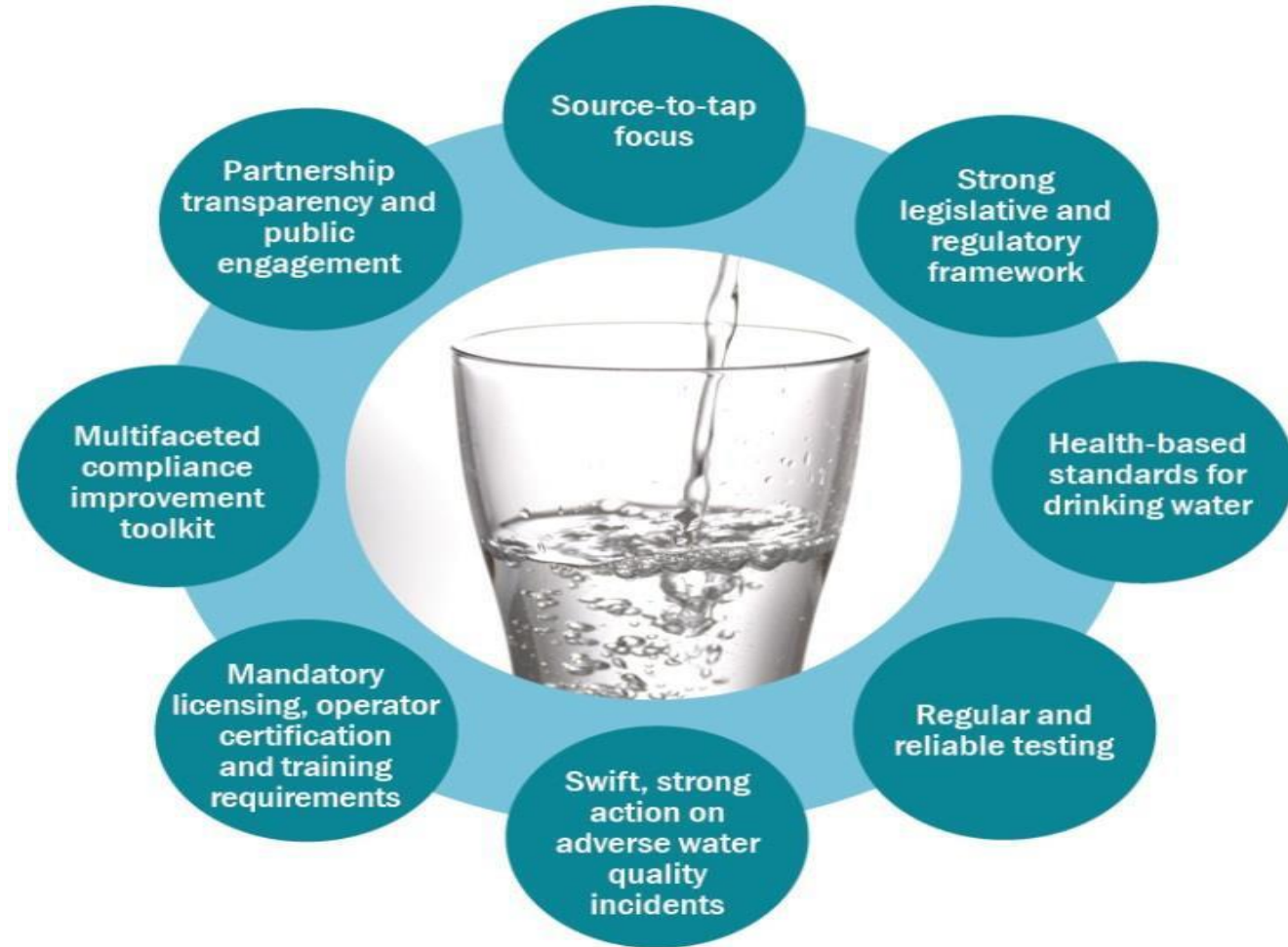
- Managing and Operating the drinking water systems in a responsible manner in accordance with documented quality management policies and procedures.
- Providing the customer with clean, safe drinking water.
- Maintaining and continually improving each quality management system.
- Complying with applicable regulations and legislation.





Protecting Middlesex Centre's Drinking Water

Drinking Water Protection
Safety net



Ensuring effective distribution and treatment

- Three drinking water systems in Middlesex Centre
 - Birr Water - Groundwater System
 - Melrose Water – Groundwater System
 - Middlesex Centre Distribution (Komoka/Kilworth, Ilderton, Ballymote, Denfield, Arva, Delaware)
- Water quality monitoring
- Redundant equipment for major processes
- Provincially certified operators
- Proactive monitoring and treatment



Approval to Operate the Water Systems

Middlesex issued a Municipal Drinking Water Licence which requires 5 components to be in place:

- 1) Drinking Water Works Permit ✓
- 2) Permits to Take Water ✓
- 3) Operational Plan ✓
- 4) Accredited Operating Authority ✓
- 5) Financial Plan ✓

Each year the MECP and NSF inspect and audit each of these components.



Compliance with Regulations

- Middlesex Centre's Water System is inspected by the Ministry of Environment Conservation and Parks (MECP) as part of the Safe Drinking Water Act (SDWA) Section 81.
- Middlesex Centre's Drinking Water Quality Management System (DWQMS) is a requirement of the SDWA, and it is audited annual by an internal auditor and then a third-party regulatory auditor.
- We work with the Ministry to improve our processes to ensure that we are delivering high quality drinking water.
- We complete monthly compliance audits (internally) to be aware of any issues prior to the inspections.



2023 MECP Inspections

MECP performs annual inspections to determine the systems are achieving the requirements of all Regulations, Permits and Licenses

Our water systems are inspected once per year

- 2023 Inspection results:
 - Middlesex Centre Distribution = 97.11%
 - Birr Water System = 100%
 - Melrose Water System = 100%

No compliance issues identified at Birr or Melrose.

Two administrative Non-Compliance items identified in Middlesex Centre that were dealt with immediately

- ❖ Notice to developers who are the legal owners of the drinking water system (while it is being built) and their requirements of the DW Licence and Permit prior to ownership transfer to the Municipality
- ❖ Population increase for Middlesex Centre not updated in Ministry database



2023 Drinking Water Quality Management System Internal Audit

Middlesex performs two audits annually:

1. **Internal Audit** are conducted internally to meet the requirements of Element 19 of the DWQMS to ensure the QMS is effectively implemented and meets or exceeds the requirements of the Standard. Internal audits are also important for identifying and correcting deficiencies related to the implementation of internal policies and procedures.

Performed by Acclaims Environmental on September 1 and 5, 2023. Objective of the audit is to determine if our QMS conforms to the requirements of the Drinking Water Quality Management Standard (DWQMS 2.0); and to assess whether the QMS is effectively implemented.

➤ **There were no Non-Conformance identified with during this audit.**



2023 Drinking Water Quality Management System Audit

2. **External Audit** are conducted by an auditor of an accreditation body that have been identified under the Safe Drinking Water Act

Performed by NSF on October 5, 2023 as a surveillance audit to determine if our QMS conforms to the requirements of the Drinking Water Quality Management Standard (DWQMS 2.0); and to assess whether the QMS is effectively implemented.

- **There were no Non-Conformance identified with during this re-accreditation audit.**



Annual Summary & Highlights

- 366 tests for water quality
- Birr & Melrose Water 100 % Inspection rating by MECP
- Middlesex Centre Distribution System 97.11% Inspection rating by MECP
- Five (5) repairs to leaking water service line – repaired within the day
- Total of 15 customer complaints (resolved within 2 hours)
 - 9 Pressure complaints
 - 5 Colour and Taste complaints
 - 1 General water inquire – where water comes from, types of chemicals added
- All DWS performance is reviewed daily by the operations staff to check for chlorine residuals, water flow trends as identified on the daily work sheets and operational data sheets.
- Auditors Comments : Staff commitments and support from management Culture of continual improvement along with evidence of continual improvement





THANK YOU !

