2024 DWQMS Management Review Meeting

Eric Joudrey
Environmental Services Manager, Municipality of Middlesex Centre

|November 29, 2024

Element 20—Management Review

At least once every calendar year, the DWQMS is reviewed by Top Management, to stay informed and to ensure :

- Deficiencies are identified
- Adequately managing quality issues and meeting the DWQMS and internal requirements, performing this management effectively, and
- Adequate resources are provided.
- If Top Management does not feel the DWQMS is meeting these criteria, changes are recommended and resources are allocated to make improvements. The Internal Auditor and operations staff may participate in the meetings at the request of the DWQMS Rep

What is Covered in the Management Review?

DWQMS Items to be Reviewed at Least Annually	
Incidents of regulatory non-compliance	Follow-up on action items from previous management reviews
Incidents of adverse drinking-water tests	The status of management action items identified between reviews
Deviations from critical control point limits and response actions	Changes that could affect the Quality Management System
The efficacy of the risk assessment	Consumer feedback & complaints
Internal and third-party audit results	The resources needed to maintain the Quality Management System
Results of emergency response testing	Results of the infrastructure review
Operational performance	Operational Plan currency, content and updates
Raw water supply and drinking water quality trends	Staff suggestions

a) Incidents of Regulatory Non-Compliance

Facility	Incident of Non-Compliance	Regulatory Requirement	Observations	Corrective Actions
Birr Drinking Water System	There was one incident of regulatory non-compliance where the requirement of Schedule 18 of O. Reg. 170/03, including steps directed by the Medical Officer of Health taken to address adverse conditions were not taken	Corrective actions in s.18-5 of O. Reg. 170/03, include but are not limited to, the requirement for system owner(s) to "Immediately take all reasonable steps to notify all users of water from the system to use an alternate source of drinking water or, if no alternate source is available er to a rapid rolling boil for at least one minute before use."	**May 17, 2023**, a water sample was collected from the distribution sample station. **May 18, 2023**, the laboratory notified the system owner that the sample obtained NDOG test results for EC. The system owner ensured that operators flushed the distribution system, the distribution system contained adequate chlorine residuals, and a set of resamples were collected. However, the system owner did not "immediately take all reasonable steps to notify all users of water from the system to use an alternate source of drinking water or, if no alternate source is available, to bring water to a rapid rolling boil for at least one minute before use", as required by s.18-5.1. of O. Reg.170/03. The Medical Officer of Health (local health unit) did not direct the system owner to take steps in addition to the corrective actions identified in O.Reg. 170/03. **May 19, 2023,** the system owner distributed water advisory notices to water users. The day after being notified of the NDOG sample result**.**	The system owner shall: 1) Ensure that all applicable corrective actions are performed in accordance with schedule 18 of O. Reg. 170/03. 2) Review corrective actions under Schedule 18 of O. Reg. 170/03 with all operators of the Birr Drinking Water System. **3) No later than July 1, 2024, provide the Water Compliance Officer with written confirmation via email, advising that item 2) above has been completed. Completed Internal training session June 12, 2024.**

a) Incidents of Regulatory Non-Compliance

Facility	Incident of Non-Compliance	Regulatory Requirement	Observations	Corrective Actions
Birr Drinking Water System	Records did not confirm that the water treatment equipment which provides chlorination or chloramination for secondary disinfection was operated so that at all times and all locations in the distribution system the chlorine residual was never less than 0.05 mg/l free or 0.25 mg/l combined.	Section 1-2. (2) 4.i. of O. Reg. 170/03 requires the owner and operating authority of a drinking water system to en	On July 2, 2023, the chlorination equipment at the Birr water treatment facility malfunctioned. Approximately 0.37 m3 of water with a chorine residual less than 0.05 mg/L was directed to the distribution system. Operators were notified of a low chlorine alarm, responded to the site, repaired the chlorination equipment, restored chlorine residual in the distribution system, flushed the water system, tested for chlorine residuals and collected microbiological samples from the extremities of the distributions system. Verbal and written reports of the event were submitted to the ministry's Spills Action Centre and Medical Officer of Health (local Health Unit).	The majority of municipal drinking water systems with primary disinfection are equipped with an automatic high lift pump shut-off mechanism, connected to the low chlorine setpoint in the continuous chlorine analyzer used to monitor primary disinfection CT. Although the Birr Drinking Water System meets the minimum requirements of schedule 6 of O.Reg. 170/03 with respect to having a low chlorine alarm or automatic shut-off mechanism. It is recommended that a high lift pump automatic shut-off mechanism connected to the continuous chlorine analyzer be installed in the Birr water treatment facility. This mechanism would help ensure that only adequate Chlorinated water is directed to the distribution system.

a) Incidents of Regulatory Non-Compliance:

Facility	Incident of Non-Compliance	Regulatory Requirement	Observations	Corrective Actions
Melrose Drinking Water System	No incidents of non-compliance to report	- -	- -	- -
Middlesex Centre Distribution System	No incidents of non-compliance to report	- -	- -	- -

a) Incidents of adverse drinking water tests:

Summary of AWQI's

- **AWQI # 165431** –Melrose Water. Low pressure event below 40 psi in the distribution system. (July 3, 2024)

All required AWQI Form 2A & 2B were completed and closed with MECP (SAC office and Local Medical Officer of Health).

Deviations from Critical Control Limits – Chlorine Residuals

CCL High	CCL low	Distribution	Arva	Ballymote	Delaware	Denfield	Ilderton	Komoka
Jan	Min	0.59	0.84	0.77	0.98	0.92	0.93	1.24
	Max	1.49	1.30	1.13	1.53	1.55	2.48	1.41
Feb	Min	0.69	0.90	0.76	1.15	0.92	1.00	1.22
	Max	1.48	1.09	0.98	1.54	1.27	2.83	1.47
Mar	Min	0.52	0.87	0.77	1.02	0.86	1.03	1.20
	Max	1.55	1.06	0.95	1.26	2.68	5.37	1.73
Apr	Min	0.63	0.82	0.76	0.87	1.12	0.88	1.21
	Max	1.39	1.08	0.96	1.27	1.55	3.11	1.57
May	Min	0.21	0.77	0.63	0.76	0.96	0.82	1.13
	Max	1.43	1.17	0.88	1.43	2.19	2.20	1.38
Jun	Min	0.50	0.57	0.69	0.92	0.93	0.82	1.17
	Max	1.44	1.03	0.81	1.59	1.39	3.72	1.71
Jul	Min	0.51	0.29	0.64	0.59	0.57	0.85	1.02
	Max	1.28	0.99	0.88	0.94	1.76	3.70	1.32
Aug	Min	0.41	0.60	0.60	0.38	0.88	0.77	1.12
	Max	1.27	1.00	0.79	1.11	1.44	4.04	1.29
Sep	Min	0.35	0.68	0.57	0.44	0.86	0.78	1.03
	Max	1.25	0.96	0.73	1.12	1.32	2.69	1.28
Oct	Min							
	Max							
Nov	Min							
	Max							
Dec	Min							
	Max							
YTD	Min	0.21	0.29	0.60	0.38	0.57	0.77	1.02
	Max	1.55	1.30	1.13	1.59	2.68	5.37	1.73

Summary of Limits (all values in mg/L of Free Chlorine)

Control Point	Measurement	High Limit	Low Limit
Primary disinfection	Normal operating condition	3.00 mg/L	0.50 mg/L
Secondary disinfection	Chlorine residual measured by continuous on-line analyzer, at point of entry to distribution system	3.00 mg/L	0.30 mg/L
Distribution system chlorine residual	Chlorine residual measured with grab sample, within the distribution system as per O. Reg 170/03	3.00 mg/L	0.20 mg/L

Birr and Melrose remained within the critical control limits

d) Effectiveness of the Risk Assessment Process

The annual risk assessment and annual review was conducted June 19, 2024. The risk assessment process looks at typical hazardous events, possible outcomes, and existing control measures to determine whether a critical control limit is needed.

During the annual risk assessment review staff considered the MECP potential hazardous events and mitigation strategies for items such as system security, water treatment, and the impacts of climate change. The MECP document lists the potential hazardous events and associated hazards that are, at a minimum, required to be assessed as part of these risk assessments.

Each risk is assigned a:

Likelihood rating (with a value between 1 and 5)

Severity rating (with a value between 1 and 5)

Detectability & response rating (with a value between 1 and 5)

Risk Value is calculated by adding these numbers.

High risks are considered at a score of 9 or above.

Risk Values above 9 include: All disinfection requirements, leaks and breaks, contamination, salt and run off.

d) ANNUAL RISK ASSESSMENT

System Type	Description of Hazardous Event / Hazard
All systems	Long Term Impacts of Climate Change
All systems	Water supply shortfall
All systems	Extreme weather events (e.g., tornado, ice storm)
All systems	Sustained extreme temperatures (e.g., heat wave, deep freeze)
All systems	Chemical spill impacting source water
All systems	Terrorist and vandalism actions
All systems	Cybersecurity threats
Distribution Systems	Sustained pressure loss
Distribution Systems	Backflow
Treatment Systems	Sudden changes to raw water characteristics (e.g., turbidity, pH)
Treatment Systems	Failure of equipment or process associated with primary disinfection (e.g., coagulant dosing system, filters, UV system, chlorination system).
Treatment Systems and Distribution Systems providing secondary disinfection	Failure of equipment or process associated with secondary disinfection (e.g., chlorination equipment, chloramination equipment)
Treatment Systems using Surface Water	Algal blooms

MECP – POTENTIAL HAZARDARS EVENTS FOR RESIDENTAL WATER SYSTEMS

Process step	Aspect of process step	Hazardous event (MECP #)	Likelihood	Consequence	Detectability & Response	RPN (CCP_	Prevent / Control Measures	Response Procedure Reference
Treatment	Chemicals supply and receiving	Inadequate chemical supply – impacting primary disinfection (#10, 11)	1	5	1	7	Main and back-up suppliers ID'd Staff verify quality / quantity of supplies Minimum stock levels (very little chlorine stock required, i.e. 5 gallon jugs)	ERP- Contact Information, Emergency Contact List If no chemical supply, local MOH would issue BWA (Melrose & Birr)
	Primary disinfection	Chlorination system failure or operational issues (#10)	3	5	1	9	**CCP limit based upon individual facility's alarm set- point** Preventive maintenance for pumps Daily checks, alarms Maintain redundancies in chlorine pumps (e.g. 2 at Birr, 6 at Melrose – 2 in use, 4 on PM's)	ERP-60 Inadequate or Potential for Inadequate Disinfection Alternate water source
Distribution system	Chlorine residual	AWQI (less than 0.05 mg/L) (#11)	1	5	1	7	**CCP limit set at 0.3 mg/L** online analyzers at the facilities Residual with grab samples in distribution Residuals at auto-flushers in system	Increase chlorine Flushing ERP-60 Inadequate or Potential for Inadequate Disinfection
	Contamination within distribution system	General backflow (also via water theft) (#8)	3	5	5	13	Backflow device installed for watermain commissioning and new subdivisions Customers shouldn't be hooked up to private wells + system By-law support – 2018-028 Regulation of Water Supply	ERP, involve flushing activities and AWQI reporting, sampling, etc.
Storage	Chlorine residual	Lower residual (<0.30 mg/L) (#11)	3	2	3	8	**CCP limit based upon individual facility's alarm set point** **CCP Limit at 0.30 mg/L** - inline monitoring Updated standpipe with dosing and analyzers; redundancy in chlorine dosing in distribution; testing on towers Bi-weekly monitoring at storage sites and increase chlorine dosages as needed	Increase chlorine Flushing in distribution or drain reservoir partway ERP-60 Inadequate or Potential for Inadequate Disinfection

MIDDLESEX CENTRE CRITICAL CONTROL POINTS FROM RISK ASSESSMENT

e) Internal and Third-party Audit Results

The external audit for 2024 was conducted by NSF on October 11, 2024. There were no Non-Conformance identified with during this re-accreditation audit.

Internal audit was conducted within the calendar year. The 2024 internal audit was performed by Acclaims Environmental on August 28 and September 4, 2024.

- Acclaims Environmental Inc. Performed the internal audit to determine whether it conforms to the requirements of the DWQMS 2.0; and to assess whether the DWQMS is effectively implemented. There were no Non-Conformance identified with during this audit.

e) Internal and Third-party Audit Results Cont.….

There were three (3) opportunities for improvement during the audit. Opportunities for Improvement do not undermine the positive programs in place among the Municipality of Middlesex staff:

Category	Opportunity of Improvement – Description
Document & Record Control (El.1 + 5)	An opportunity exists to include the retention dates for all documents / records where applicable in QMS-05-03 (and also including a reference to the audited OP retained in 10 years as noted in s. 1 of the DWQMS checklist
Management Review (El.20)	An opportunity is identified to add more details / context to Management Review minutes, such as for the following agenda items: g) Operational performance: e.g. summary of flushing activities, operational or equipment changes, etc. h) Raw water supply and DW quality trends: e.g. trends in raw water or treated water, charts / tables on flows and/or ranges of sample test results…
Management Review Action Items (El. 20 /21)	Consider logging issues identified in Management Review meetings in the continual improvement tracking spreadsheet.
Staff Suggestions	Increase valve turning activities in 2025

f) Results of Emergency Response Testing

Results of emergency response training

- Completed on August 14, 2024, by Acclaims Environmental. Operations staff completed 2 desk top emergency response scenarios.

    1. Emergency test exercise E.coli present in treated Drinking Water. Operators reacted to this scenario and identified each step required to resolve and report the situation

    2. Watermain break that resulted in a Boil Water Advisory (BWA). Operator had to react to the scenario and walk through the critical step required to resolve both issues and report and record the situation properly.

Operational performance

- All DWS performance is reviewed on a daily basis by the operations staff to check for chlorine residuals, water flow trends as identifed on the daily work sheets and operational data sheets. There were no action items to follow up on from last Management meeting

ARVA

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	
Raw Avg.	m3/d	78	76	76	86	109	140	144	131	156	193	-	-	99	
Raw Max	m3/d	123	113	103	121	163	230	200	185	192	2,572	-	-	334	YTD
Treated Flow	m3	2,416	2,218	2,362	2,585	3,374	4,200	4,464	4,068	4,670	5,983	-	-	3,028	36,340

BALLYMOTE

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	
Raw Avg.	m3/d	22	20	20	26	23	27	24	23	24	23	-	-	19	
Raw Max	m3/d	29	24	26	50	31	40	37	35	36	34	-	-	29	YTD
Treated Flow	m3	681	581	619	765	722	800	759	714	715	723	-	-	590	7,079

DELAWARE

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	
Raw Avg.	m3/d	432	443	383	361	312	320	493	455	498	311	-	-	334	
Raw Max	m3/d	566	618	661	552	379	394	724	821	845	491	-	-	504	YTD
Treated Flow	m3	13,395	12,844	11,875	10,825	9,670	9,595	15,276	14,116	14,930	9,651	-	-	10,181	122,177

DENFIELD

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	
Raw Avg.	m3/d	31	31	31	35	46	60	63	64	75	75	-	-	43	
Raw Max	m3/d	45	43	40	50	69	179	98	81	113	94	-	-	68	YTD
Treated Flow*	m3	972	886	970	1,061	1,429	1,814	1,960	1,988	2,252	2,314	-	-	1,304	15,646

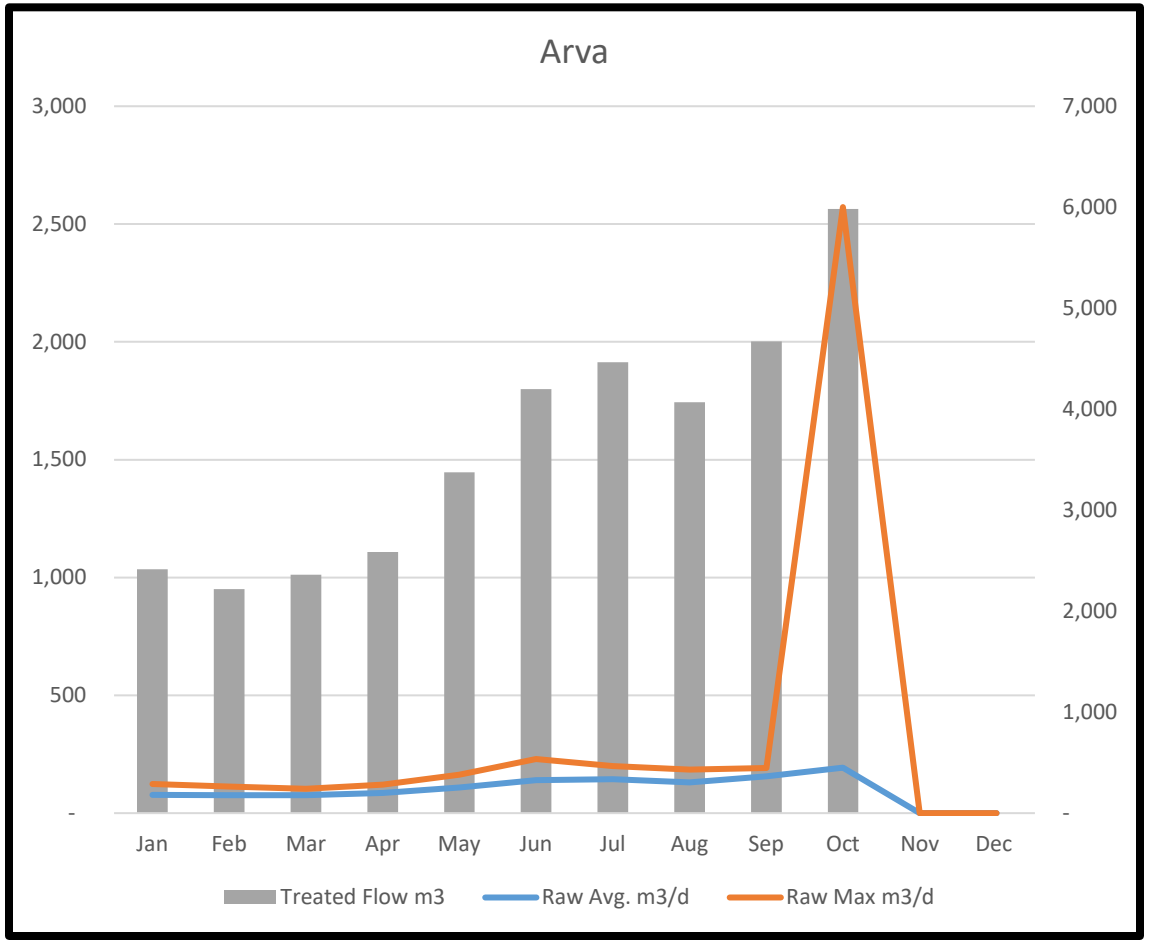
ILDERTON

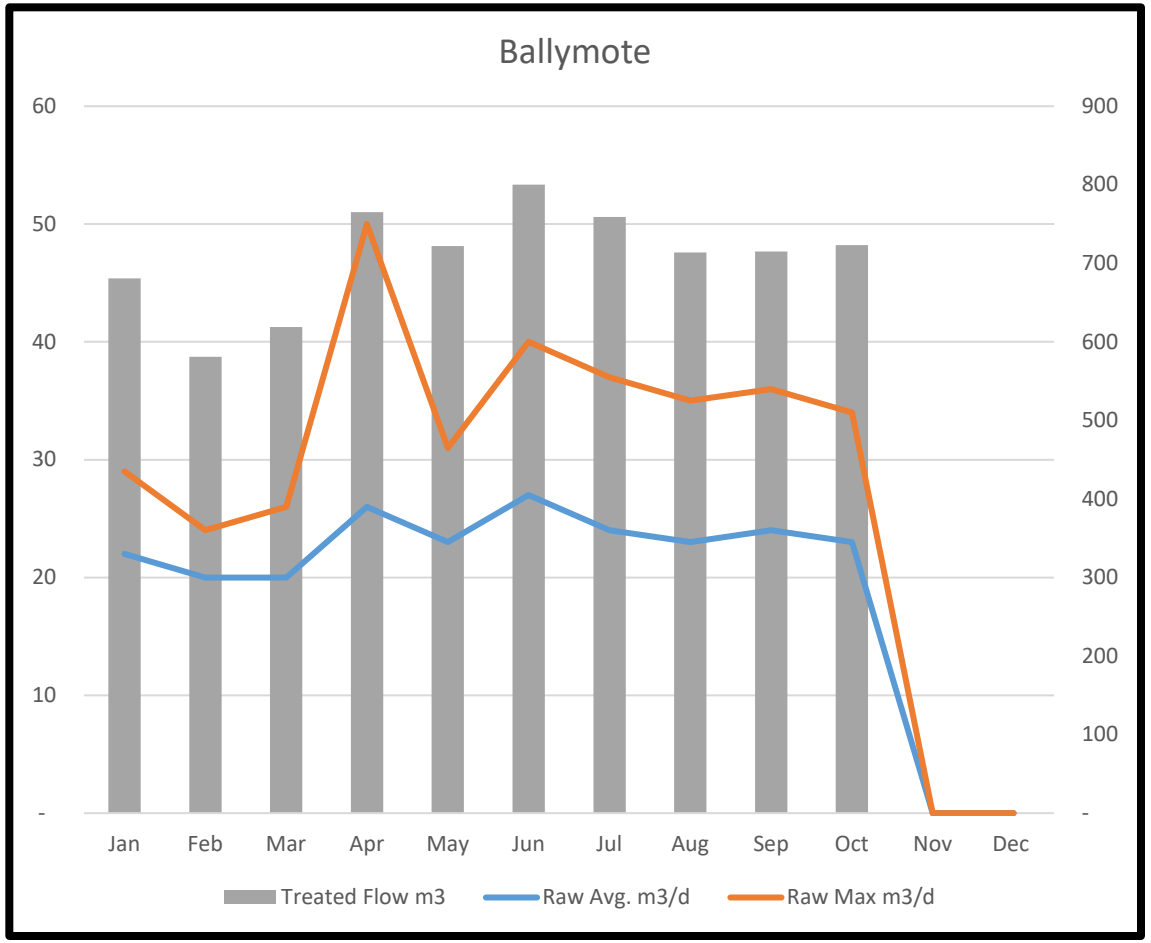
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	
Raw Avg.	m3/d	734	745	736	744	822	893	938	882	875	786	-	-	680	
Raw Max	m3/d	925	1,140	1,144	1,079	1,239	1,313	1,314	995	1,211	1,004	-	-	947	YTD
Treated Flow	m3	22,746	21,600	22,810	22,310	25,482	26,801	29,082	27,329	26,259	24,375	-	-	20,733	248,794

KOMOKA - KILWORTH

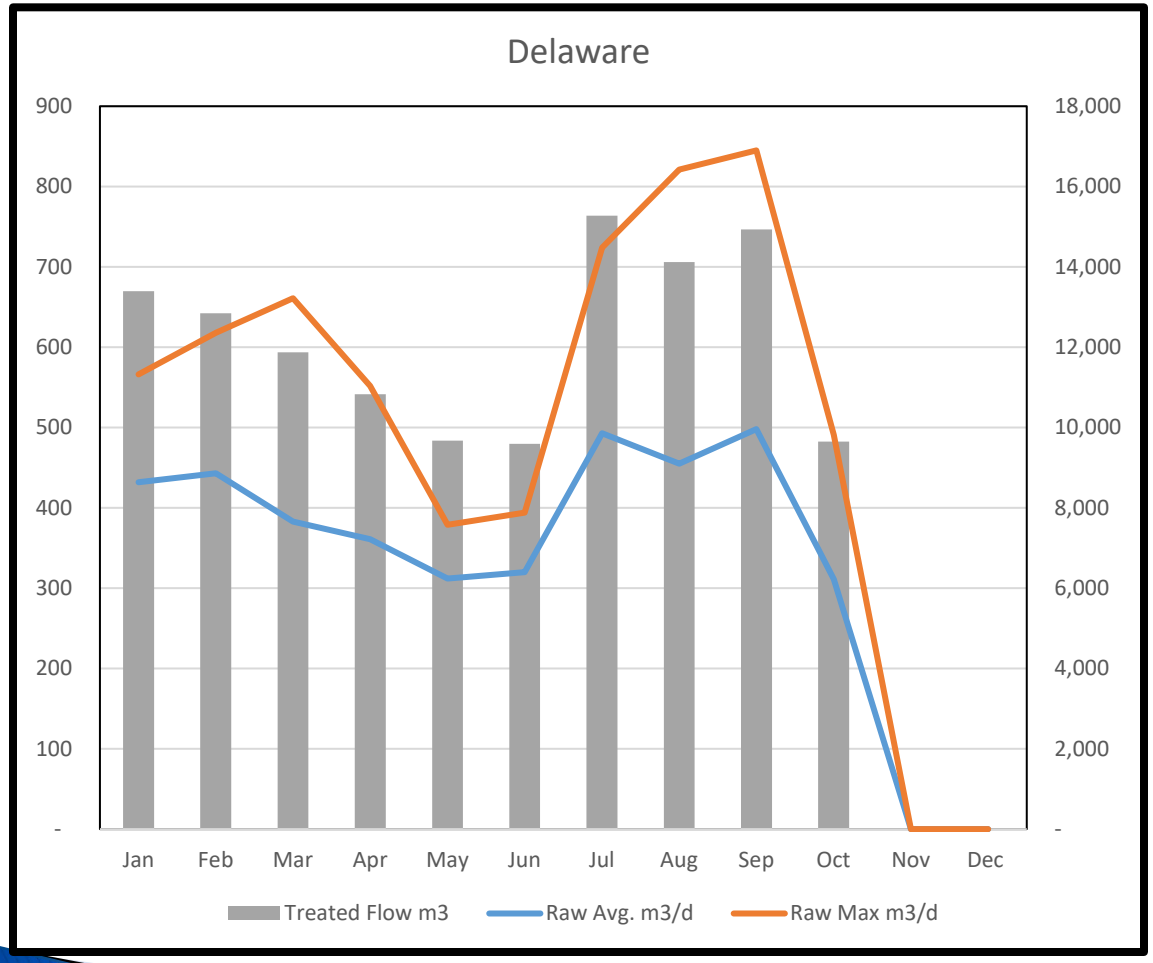
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	
Raw Avg.	m3/d	1,063	981	1,048	1,047	1,233	1,343	1,443	1,333	1,237	1,333	-	-	1,005	
Raw Max	m3/d	1,256	1,239	1,234	1,294	1,765	2,073	1,882	1,599	1,544	1,599	-	-	1,290	YTD
Treated Flow*	m3	32,961	30,398	32,474	32,455	38,238	41,642	44,718	41,317	38,337	41,320	-	-	31,155	373,860

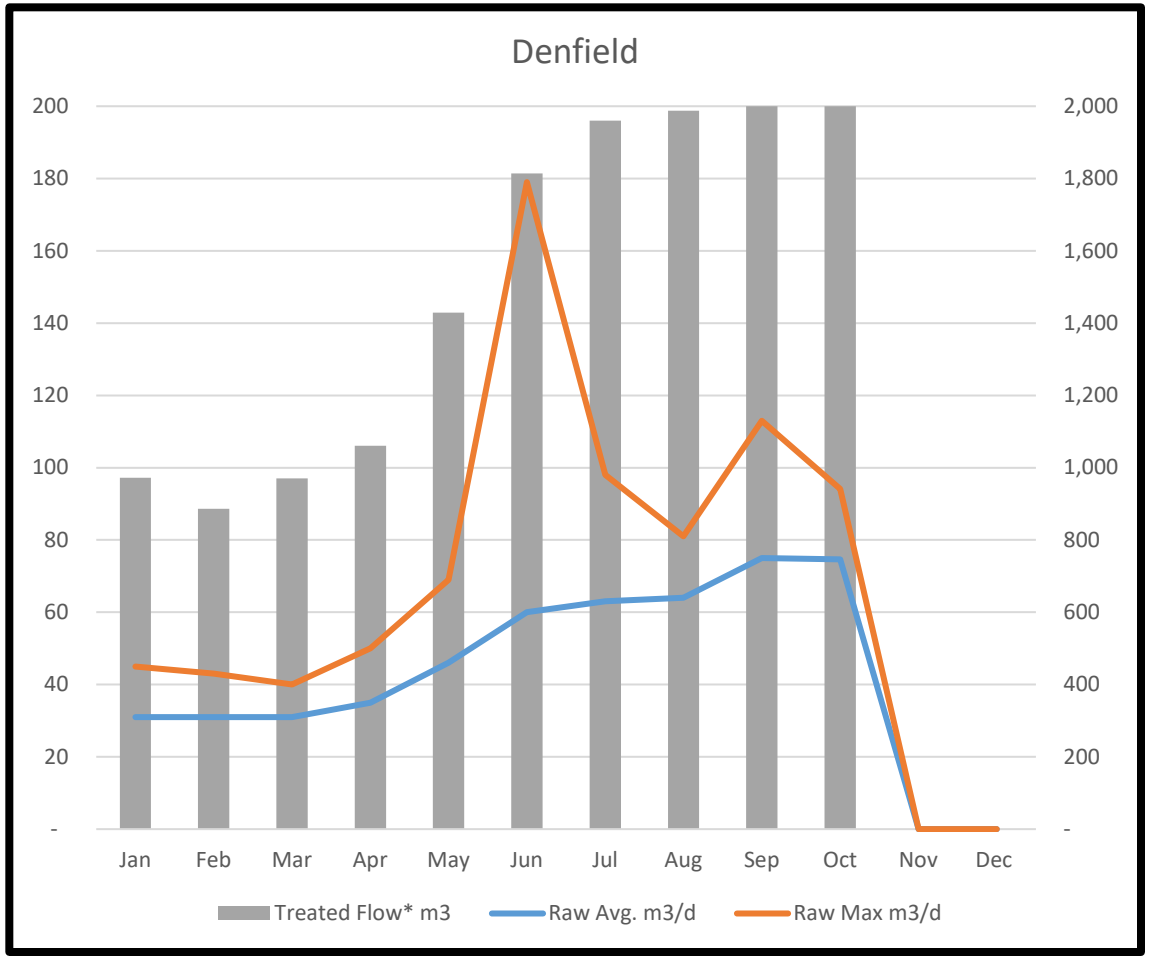
g) Monthly Flows – 2024 Middlesex Centre Distribution



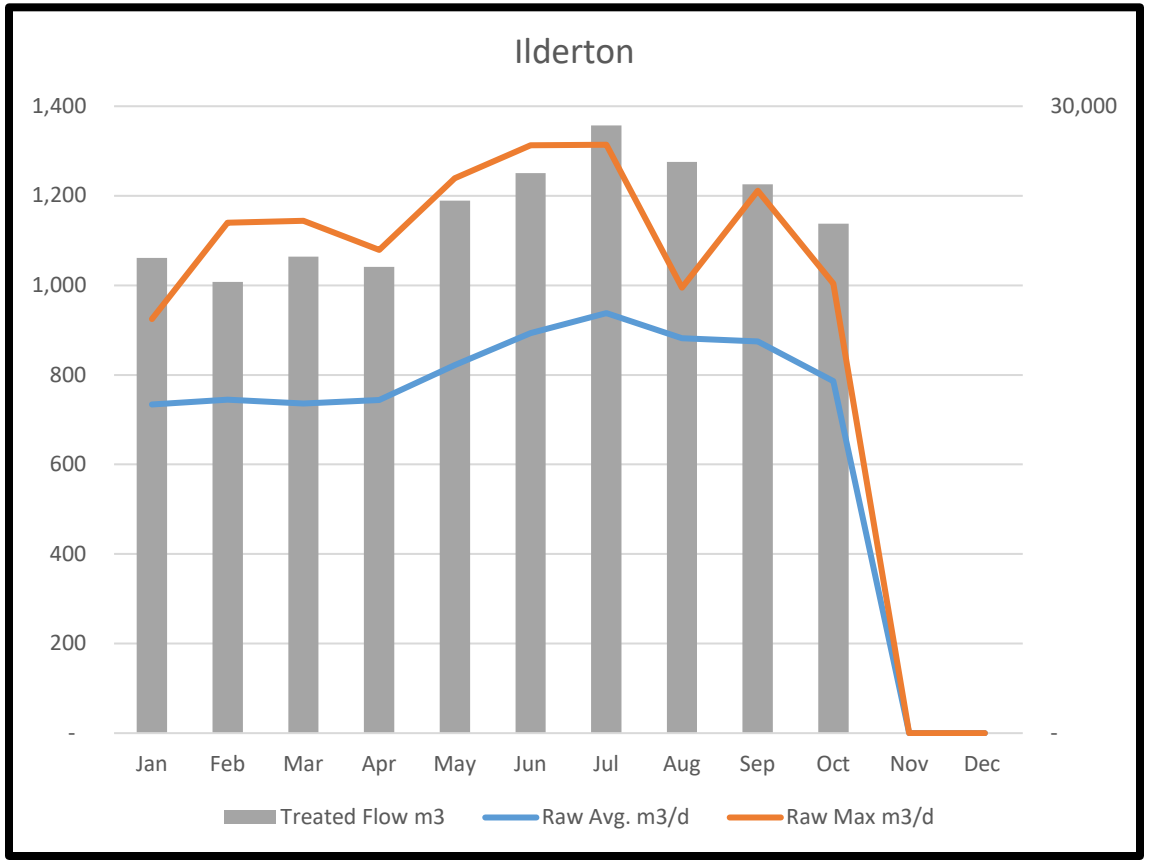


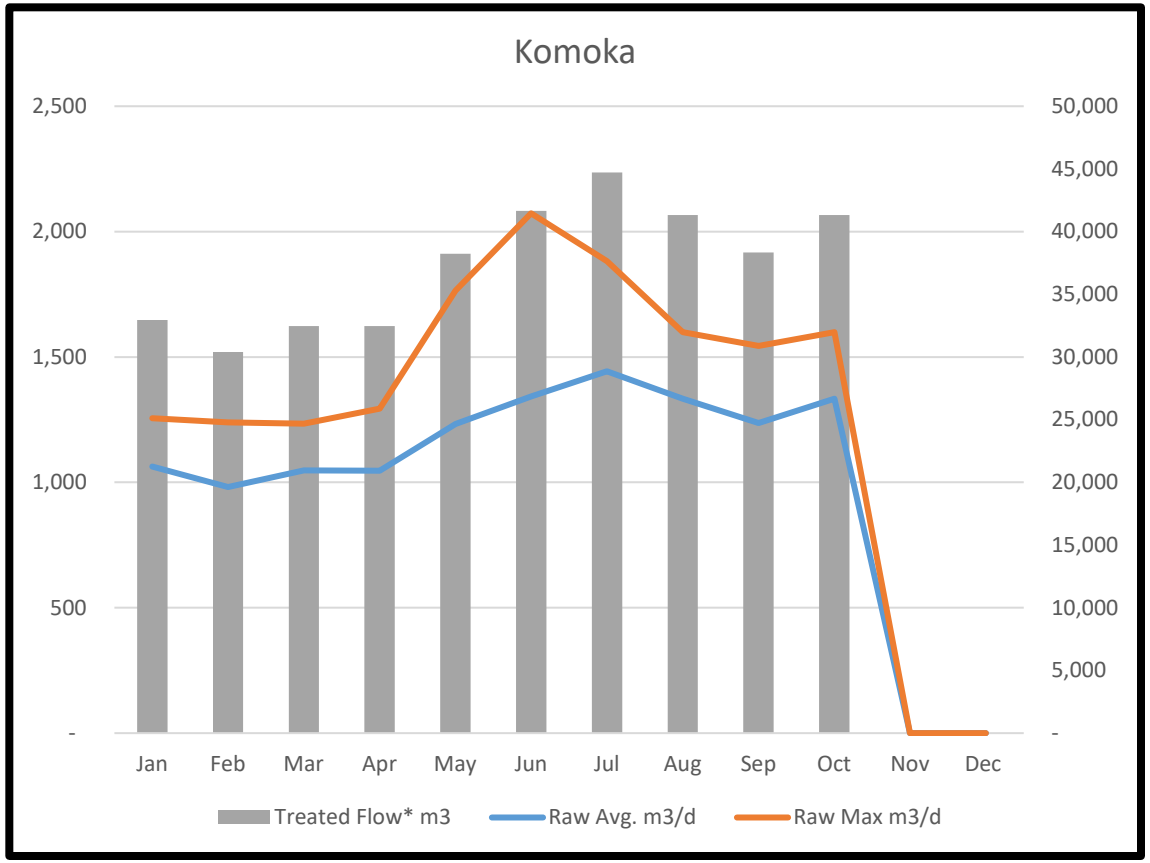
g) Monthly Flows - 2024 Middlesex Centre Distribution



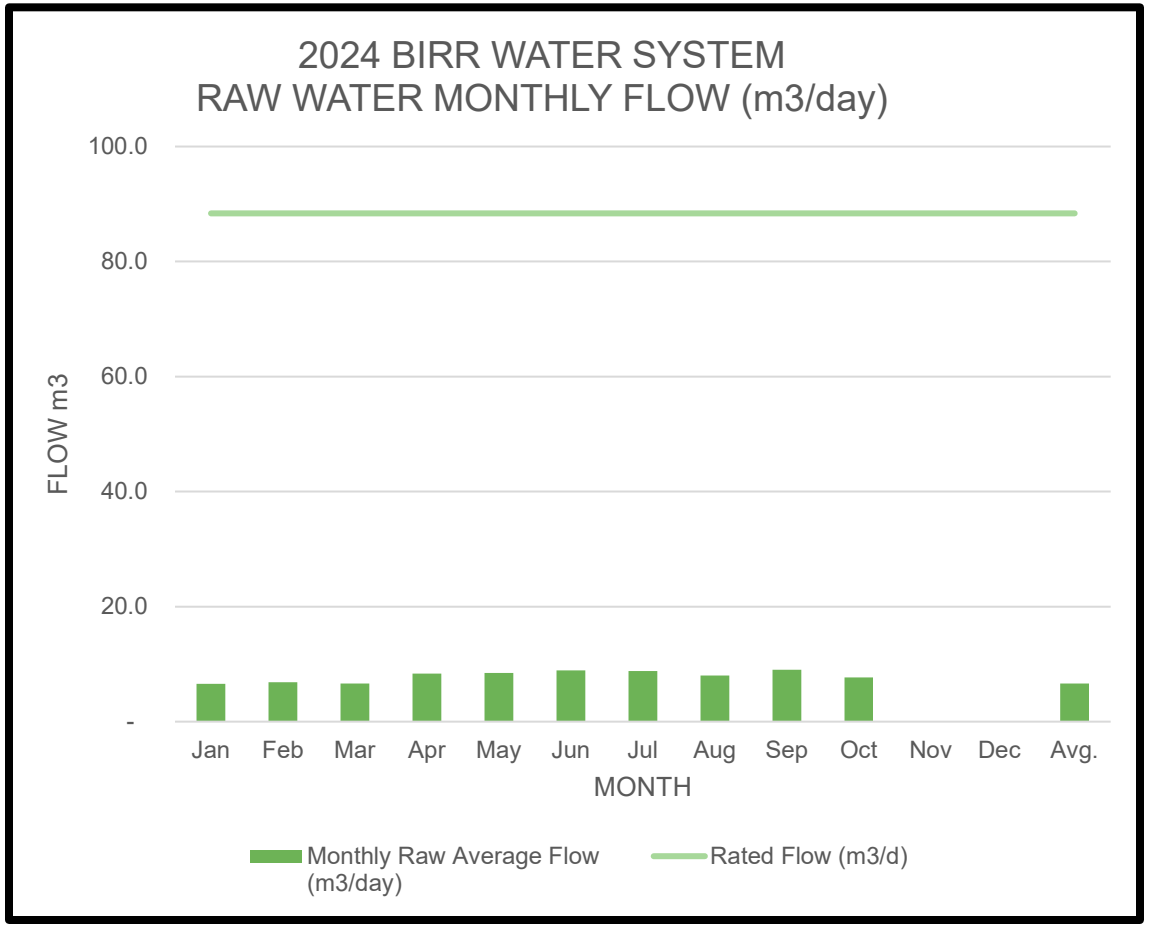


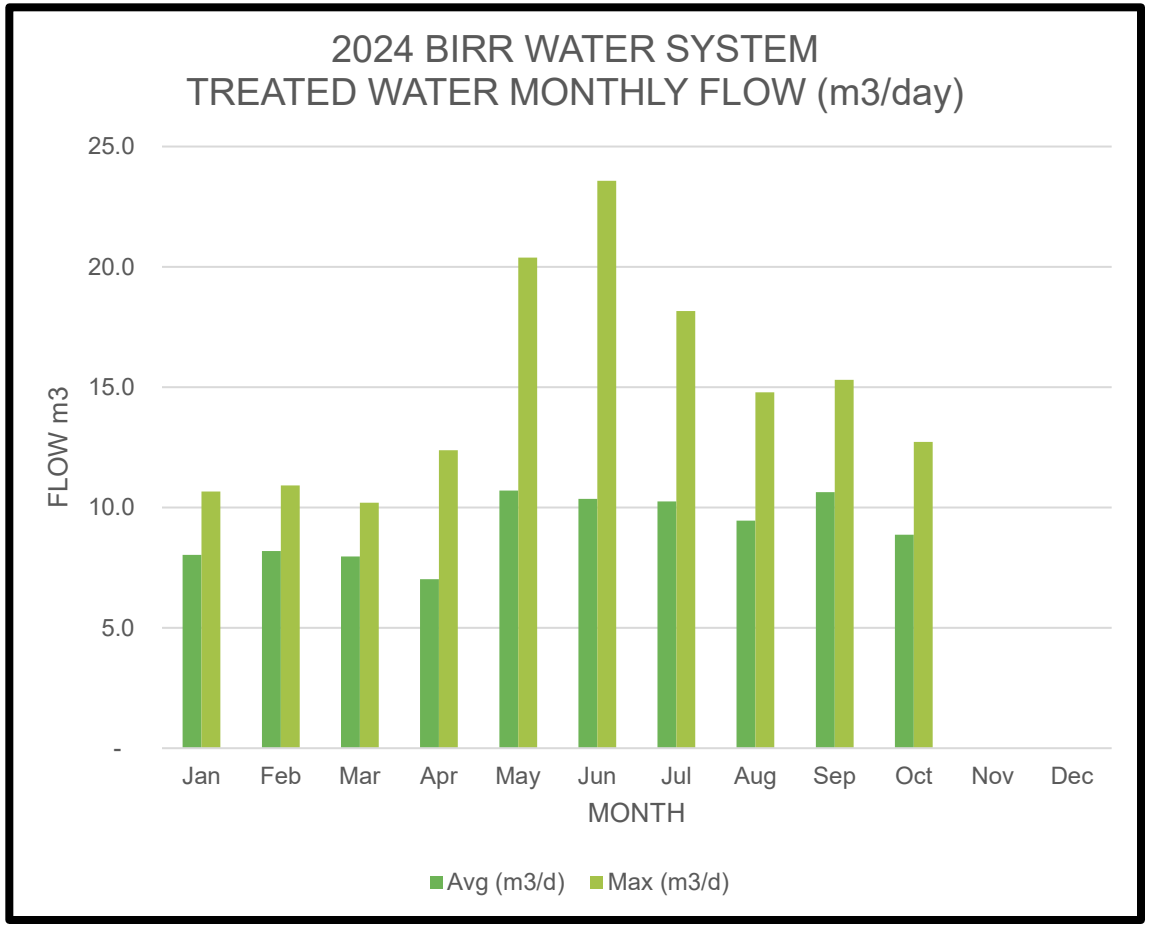
g) Monthly Flows - 2023 and 2024 Comparisons Middlesex Centre Distribution



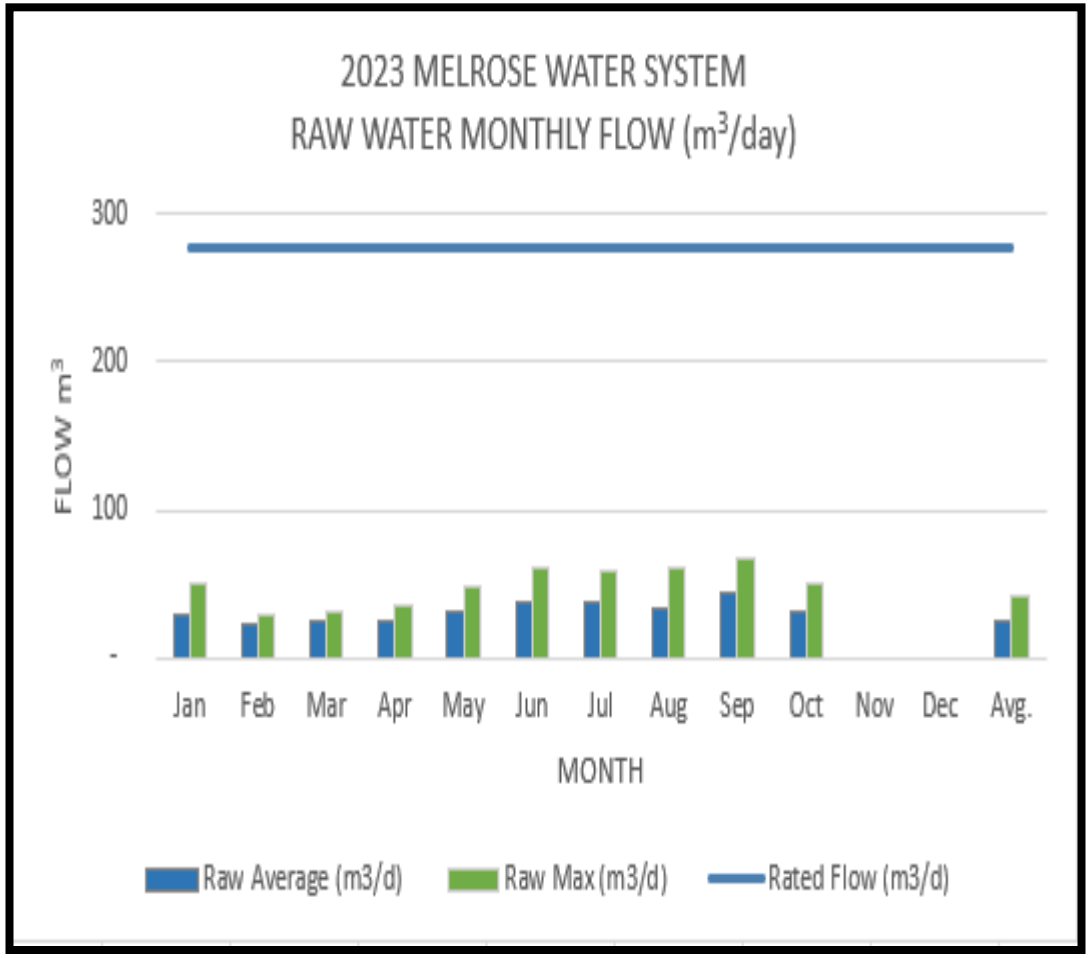


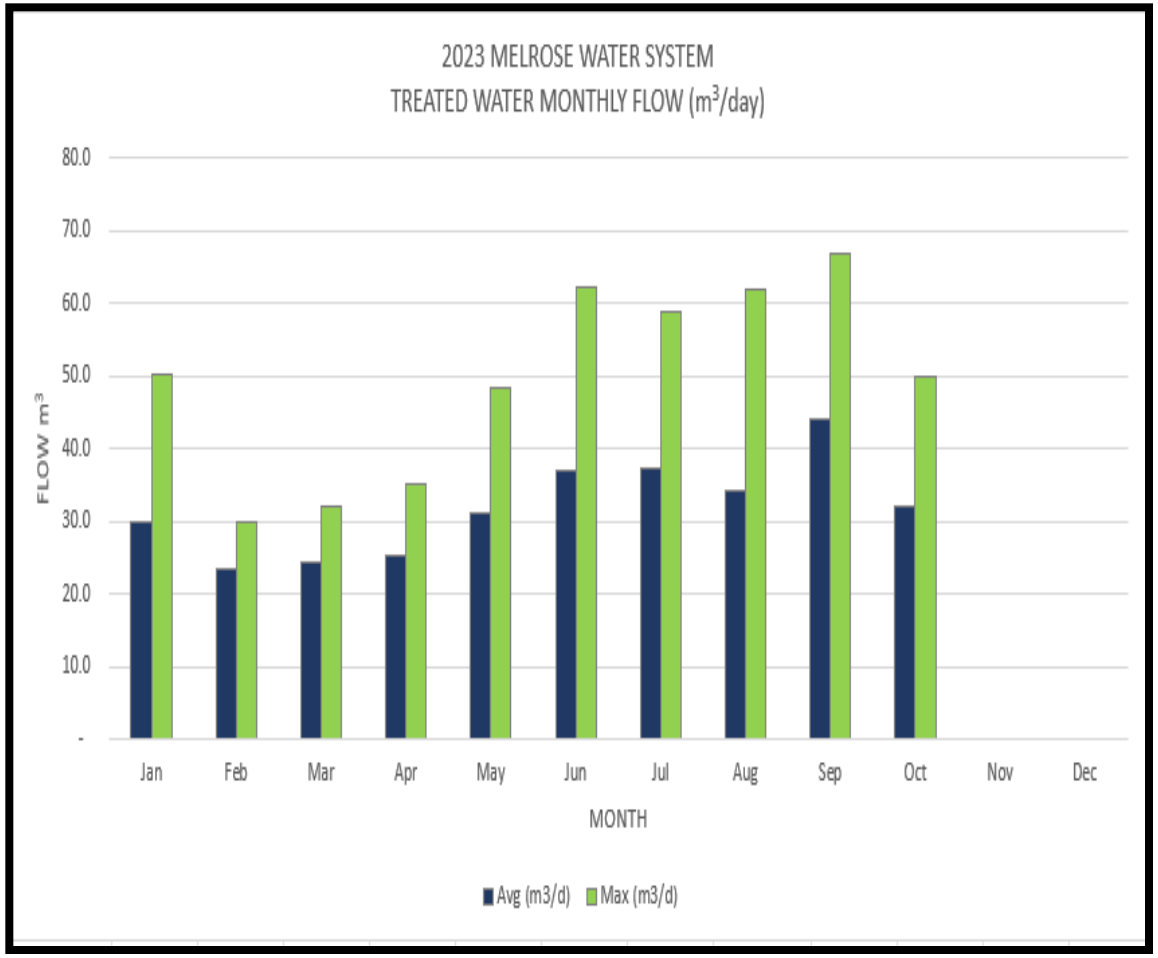
g) Monthly Flows - 2024 Birr Drinking Water System





g) Monthly Flows - 2024 Melrose Drinking Water System





g) Operational Performance

Middlesex Centre Water Distribution Bacteriological Sampling

Bacteriological tests for E. coli and total coliforms in the distribution water are collected on a weekly schedule in various locations throughout the distribution system. Any E. coli or total coliform results above 0 in treated distribution water must be reported to the Ministry of Environment, Conservation and Parks (MECP) and Medical Officer of Health (MOH). The results from the 2024 sampling program are shown on the table below.

Parameters	Number of Samples	Range of E.coli Results Min-Max	Total Coliform Results Min - Max	Range of HPC Results Min - Max
Distribution System	282	0 - 0	0 - 0	<10 - 10
				as of November 29, 2024

g) Operational Performance

- **Melrose Drinking Water System Bacteriological Sampling**

Parameters	Number of Samples	Range of E.coli Results Min-Max	Total Coliform Results Min - Max
Raw Water	11	0 - 0	0 - 3
Distribution System	24	0 - 0	0 - 0
			as of November 29, 2024

g) Operational Performance

- **Birr Drinking Water System Bacteriological Sampling**

Parameters	Number of Samples	Range of E.coli Results Min-Max	Total Coliform Results Min - Max
Raw Water	11	0 - 0	0 - 0
Distribution System	25	0 - 0	0 - 0
			as of November 29, 2024

h) Raw Water Supply and Drinking Water Quality Trends

Raw water supply and drinking water quality trends

- Raw and treated water characteristics are reviewed on a quarterly basis at all water systems. Water systems that have drilled wells have annual well inspections and their performance is evaluated. Water quality trends are monitored and tracked in our data base along with all analytical sample results.

h) Raw Water Supply and Drinking Water Quality Trends

Chemical Testing

The Safe Drinking Water Act requires periodic testing of the water for chemical parameters.

Trihalomethane (THM) & Haloacetic Acids (HAA)

The Middlesex Distribution System, Melrose Drinking Water System and Birr Drinking Water System collect samples for Trihalomethane (THM) and total Haloacetic Acids (HAA) which are by-products of the disinfection process. Samples were collected every 3 months from the distribution system.

Nitrate and Nitrite

The Birr and Melrose Drinking Water Systems have samples collected for Nitrate and Nitrite.

Trihalomethane (THM) & Haloacetic Acids (HAA)

Middlesex Centre Distribution

Parameter & Sample Date	Result (µg/l)	Annual Running Average (µg/l)	MAC (µg/l)	Exceedance
Trihalomethane				
1st Quarter	36.0	34.50	100	No
2nd Quarter	23.0	33.25	100	No
3rd Quarter	45.0	33.75	100	No
4th Quarter	37.0	35.25	100	No
Haloacetic Acid (HAA)				
1st Quarter	23.2	8.85	80	No
2nd Quarter	14.9	12.13	80	No
3rd Quarter	19.5	17.70	80	No
4th Quarter	6.3	17.13	80	No

Trihalomethane (THM) & Haloacetic Acids (HAA)

Melrose Drinking Water System

Parameter & Sample Date	Result (µg/l)	Annual Running Average (µg/l)	MAC (µg/l)	Exceedance
Trihalomethane				
1st Quarter	14	16	100	No
2nd Quarter	13	15	100	No
3rd Quarter	15	15	100	No
4th Quarter	16	15	100	No
Haloacetic Acid (HAA)				
1st Quarter	5.3	5.3	80	No
2nd Quarter	5.3	5.3	80	No
3rd Quarter	5.3	5.3	80	No
4th Quarter	5.3	5.3	80	No

Trihalomethane (THM) & Haloacetic Acids (HAA)

Birr Drinking Water System

Parameter & Sample Date	Result (µg/l)	Annual Running Average (µg/l)	MAC (µg/l)	Exceedance
Trihalomethane				
1st Quarter	54	57.25	100	No
2nd Quarter	52	56.75	100	No
3rd Quarter	64	59.75	100	No
4th Quarter	71	60.25	100	No
Haloacetic Acid (HAA)				
1st Quarter	44.8	34.60	80	No
2nd Quarter	44	37.23	80	No
3rd Quarter	41.5	39.53	80	No
4th Quarter	30.3	40.15	80	No

Nitrate and Nitrite Birr Drinking Water System

Parameter & Sample Date	Result (µg/l)	MAC (µg/l)	Exceedance
Nitrate			
1st Quarter	0.012	10	No
2nd Quarter	0.011	10	No
3rd Quarter	0.013	10	No
4th Quarter	0.012	10	No
Nitrite			
1st Quarter	0.003	1	No
2nd Quarter	0.003	1	No
3rd Quarter	0.003	1	No
4th Quarter	0.003	1	No

Nitrate and Nitrite Melrose Drinking Water System

Parameter & Sample Date	Result (µg/l)	MAC (µg/l)	Exceedance
Nitrate			
1st Quarter	0.007	10	No
2nd Quarter	0.006	10	No
3rd Quarter	0.006	10	No
4th Quarter	0.006	10	No
Nitrite			
1st Quarter	0.003	1	No
2nd Quarter	0.003	1	No
3rd Quarter	0.003	1	No
4th Quarter	0.003	1	No

Management Review Requirements Cont……

Follow-up on action items from previous management reviews

- There were no action items to follow up on from last Management meeting

Status of management action items identified between reviews

- Last management review meeting was September 25, 2023. There were no action items to follow up on from last Management meeting

Changes that could affect the DWQMS

- Conversion of the Melrose Drinking Water System to the Lake Huron Primary Water Supply System

Management Review Requirements Cont……

Consumer feedback

- All customer complaints are tracked with a Complaint form and saved at N:\ Public Works & Eng\Water & Wastewater Operations\Complaint Forms
- Total of 12 customer complaints since the last Management Review meeting on September 25,2023
  - 5 Pressure complaints
  - 4 Colour complaints
  - 2 Taste complaints
  - 1 General water inquire – curb stop question
- All complaints have been addressed and are closed.

The resources needed to maintain the DWQMS / DWS

- 2024 O&M and Capital Budget Approve by Council.

Management Review Requirements Cont……

The results of the infrastructure review

- Master Servicing Plan was completed in 2024 and will now be a guidance document for the next 10-year planning period it will identify water, wastewater and stormwater upgrades as it relates to new pump stations, treatment needs, storage, conveyance/distribution upgrades.

Asset Management and Workorder System

- Citywide was put into operation it identified all assets within the water system. All assets in the vertical and linear system were input into a database. Age and the condition were also rated and annual, weekly preventative workorder were created against each asset.

Operational Plan currency, content and updates

- Continual upgrades and improvements are completed in-order to ensure success of the operational programs and safety of the water system:
  - Debrief sessions are held following the occurrence of failures, emergencies and other issues encountered with the goal of continual improvement.
  - Corrective actions implemented to address system issues identified are verified for effectiveness at preventing recurrence prior to closing.
  - All opportunities for improvement identified in the previous internal and external audits have been verified as completed or are in progress.

Staff suggestions

- Open door policy for suggestions from staff. Have also included an Employee Comment and Preventive Action Section within the Debriefing Form.

Operational Performance

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

Operational performance at Middlesex Centre Distribution system, Birr Water System and Melrose Water System were measured during a detailed un-announced inspection by the MECP:

- Middlesex Centre Distribution onsite inspection was conducted June 21, 2024. The result of the inspection was a 100% rating.

Operational Performance

- Birr Drinking Water System onsite inspection was conducted May 9, 2024. The result of the inspection was a 90.59% rating. There were 2 non-compliance.
- Melrose Drinking Water System onsite inspection was conducted May 9, 2024. The result of the inspection was a 100% rating. There were on non-compliance identified.

QUESTIONS ?