



Meeting Date: December 18, 2024

Prepared By: Eric Joudrey, Manager of Environmental Services

Submitted by: Rob Cascaden, Director of Public Works and Engineering

Report No: PWE 60 - 2024

Subject: Middlesex Centre Top Management Review of the Drinking Water System

Recommendation:

THAT the 2024 Middlesex Centre Top Management Review of the Drinking Water Systems as required under Ontario's Ministry of the Environment, Conservation and Parks' (MECP) Drinking Water Quality Management Standard be received and endorsement accepted by Council.

Purpose:

The purpose of this report is to inform Council of the recent management review conducted as part of the Ontario Drinking Water Quality Management Standard (DWQMS) and to provide an overview of Element 20, including its requirements and outcomes from the review process.

Background:

Under the Safe Drinking Water Act, 2002, the Ontario DWQMS is a provincially mandated framework aimed at ensuring the consistent delivery of safe, high-quality drinking water. It outlines 21 elements that collectively form the foundation of a comprehensive Quality Management System (QMS) for municipal drinking water systems.

Element 20 of the DWQMS requires the Operating Authority to conduct regular management reviews to evaluate the effectiveness of the QMS and its ability to meet compliance, performance, and continual improvement objectives. These reviews must address key operational and organizational considerations and ensure any areas of concern are identified and addressed; the outcomes need to be reported to the Owner (Council).

Analysis:

Under Element 20, the management review must include, but is not limited to, the following inputs:

- 1) Incidents of Regulatory Non-Compliance
- 2) Incidents of Adverse Drinking Water Tests
- 3) Operational Performance
- 4) Raw and Treated Water Quality Trends
- 5) Consumer Feedback
- 6) Resources Needed to Maintain the QMS
- 7) Results of Audits (Internal and External)
- 8) Emergency Preparedness and Response
- 9) Operational Risk Assessments
- 10) Effectiveness of the Risk Assessment Process
- 11) Opportunities for Improvement

The management review must also document outcomes and assign actions to relevant personnel where improvements are required.

The Management Review was completed on December 3rd, 2024 with participation from Environmental Services, the QMS representative and senior management. The review addressed the following key findings:

- 1) **Regulatory Compliance:**
All regulatory requirements were met, in which two (2) incidents of regulatory non-compliance were identified at the Birr Drinking Water System during the reporting period. The Middlesex Centre Drinking Water System and Melrose Drinking Water System had no non-compliance events reported during the review period.
- 2) **Adverse Test Results:**
The Melrose Drinking Water System experienced a low-pressure event during a routine maintenance activity and a precautionary adverse water quality indicator (AWQI) was issued. All mandatory requirements were then followed and resolved.
- 3) **Operational Performance & Water Quality Trends:**
Key performance indicators (KPIs) were achieved, flows, water quality results and operational maintenance and upgrades were successfully implemented to improve efficiency.
- 4) **Consumer Feedback:**
Consumer complaints regarding water concerns remained consistent with only 13 received during the year. All inquiries and concerns were resolved within 2 hours.
- 5) **Audit Results:**
Internal and external audits highlighted three (3) opportunities for Improvement, which do not undermine the positive program in place and among operational staff. No Non-Conformities were identified during the audits.

- 6) Emergency Preparedness & Effectiveness of the Operations Risk Assessment:
Emergency response procedures were updated with two (2) desktop emergency response training exercises completed in 2024, ensuring staff readiness. A review of the operational risk assessment was completed considering all recommended hazardous events.
- 7) Resource Needs:
Budgetary allocations for system upgrades, maintenance and staff training were deemed sufficient
- 8) Opportunities for Improvement:
Suggestions included continued use of the Asset Management system Citywide and increased hydrant flushing and valve exercising.

The management review of Element 20 demonstrates that the DWQMS is functioning effectively, with no major areas of concern identified. The Operating Authority remains committed to continual improvement to ensure the delivery of safe, reliable drinking water within our communities.

Financial Implications:

All associated costs are supported within the Operations and Maintenance budget.

Strategic Plan:

This matter aligns with following strategic priorities:

- Responsive Municipal Government
- Sustainable Infrastructure and Services

Attachments:

Management Review Meeting Presentation_2024

QMS 20-01 Management Review Meeting_ 2024