
HALDIMAND COUNTY

Memorandum ENV-M02-2024 Results of 2023 Top Management Review for the Drinking Water Quality Management System (DWQMS)

For Consideration by Council in Committee on October 8, 2024



To: Mayor Bentley and Members of Council

From: Lisa Young, Water and Wastewater Technologist, QMS Representative

Haldimand County's Municipal Drinking Water License is issued by the Ministry of the Environment, Conservation and Parks. The license has five requirements. The purpose of this memo is to fulfill the Management Review condition stated in Element 20 within the Operational Plan of the County's Drinking Water Quality Management System (DWQMS).

The DWQMS Operational Plan provides an overview of the County's operational processes, procedures, current infrastructure, and resource adequacies through the management review and infrastructure reporting elements of the DWQMS.

The Management Review element considers the incidents of regulatory non-compliance and adverse drinking water tests contained within the Annual Drinking Water Summary Report in relation to infrastructure and resource adequacies.

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 Haldimand 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.

As described, Council and Top Management's commitment is a crucial part of a successful DWQMS and must clearly be recognized in terms of acknowledgment of ownership and providing resources.

The QMS Representative determines a suitable frequency for Management Review meetings for the drinking water system. As a minimum, review must be conducted at least once every calendar year.

The review meeting includes all drinking water systems, and the topics listed below are discussed and documented for each individual system in the Management Review meeting notes.

The agenda topics for the Management Review meeting are as follows:

1. Incidents of non-compliance
2. Incidents of Adverse Drinking Water tests
3. Deviations from Critical Control Point limits and response actions
4. Effectiveness of the risk assessment process
5. Internal and third-party audit results
6. Results of emergency response testing
7. Operational performance
8. Raw water supply and drinking water quality trends
9. Follow-up on action items from previous management reviews
10. The status of management action items identified between reviews
11. Changes that could affect the QMS
12. The results of the infrastructure review
13. Operational Plan currency, content and updates

14. Staff Suggestions

A requirement of the Management Review element is to communicate the results of the review to The Owner (Mayor and Council). Historically the results have been communicated with the Annual Drinking Water Summary Report as an attachment. The external audit performed in 2024 identified that the Management Review results of the drinking water systems were not communicated to The Owner. This memo including the attachment are a corrective action to the audit finding.

In an effort to strengthen the DWQMS, as well to reduce risks to the drinking water system, the 2025 rate budget will include a new staff resource who will be responsible for taking a lead role in maintaining the DWQMS, as well as implementing a backflow prevention program across the drinking water system. It has become evident that current resources are not adequate to react to the ongoing requirements of the legislation or to manage risks at an adequate level, considering the growth in the community and the criticality of the drinking water system. Therefore the proposal seeks to reduce risks inherent in the drinking water systems as well as to ensure future compliance with all regulatory obligations.

REFERENCES:

None.

ATTACHMENTS:

1. 2023 DWQMS Top Management Review Meeting Minutes