

2023 DWQMS

Top Management Review Meeting Minutes

November 3, 2023 at 9:30 a.m.

Haldimand Room, Haldimand County Administration Building

Attendees: Nancy McKinnon, Lisa Young (QMS rep), Brandon Hedges, Tyson Haedrich, Brent Hammond, Kris Franklin, Tammy Chapman

Lisa began the meeting by providing a review of the DWQMS standard and O. Reg 170 – Schedule 22. Discussion occurred regarding accreditation, the third party auditor and OCWAs requirement for their own accreditation.

Questions arose regarding requirements of private water systems for reporting (trailer parks).

DWQMS – 21 Elements; Element 20 Management Review

The following elements were reviewed:

1. Compliance
 - a. Incidents for regulatory noncompliance from inspections/notifications in 2023 including recommendations and/or corrective actions.
 - b. Incidents of adverse drinking water – 0 incidents in 2023; low pressure incident was reported as an adverse.
2. Risk Assessment
 - a. Water supply shortfalls monitored by the County includes pressure loss, leak detection program, water accountability.
 - b. Quality program includes distribution sampling, dead end water main flushing program, backflow program. Water loss percentages reviewed.
 - c. Full risk assessment scheduled to be done in February 2024.
3. Audits
 - a. Internal audit completed in October 2023.
 - b. External re-accreditation on site, full system to be scheduled. County reaccreditation expires December 2023, awaiting scheduling date due to contract issues with third party.
 - c. Continuous improvement tracker spreadsheet overview was provided for the group, noting improvements from the 2022 tracking spreadsheet.
4. Operational Performance

Review of MECP inspections and work order status reports including total number of work orders per area.

5. Results of infrastructure review
Infrastructure review done outlining the percentage increase of ROW hydrants, valves and mains from 2022 to 2023, number of consumer feedback calls (low pressure, dirty or odour complaints) and main breaks.
6. Raw water supply and water quality trends
Review of chart showing pH, turbidity and temperature for raw water between 2022 and 2023.
7. Management review
Review of action items from 2022 management review and status.
8. Staff suggestions
Staff suggestions arising from the DQWMS audit were discussed. Items included improved communication with Engineering for commissioning activities and a more robust document control. A meeting has been scheduled between Environmental Operations and Engineering for Nov 7, 2023 to discuss ways to improve communication.
9. Resources to DWQMS
Discussion on ways to improve DQWMS included centralized documentation between Area 1 and 2, continued resources from the rate supported budget and support from top management and Council.
10. Operational plan currency, content and updates
Operational plan is current as of June 1, 2023. Items identified for improvement were document control and communication between divisions.

11. Action Items

Item	Description	Assigned	Due Date
Development Process improvements	<ul style="list-style-type: none"> • Gap regarding watermain commissioning needs to be addressed through Planning or with new process involving Engineering. • Determine responsibility for putting mapping into GIS. 	Kris – to be discussed at meeting scheduled for November 7 th .	November 2023
Asset Management	Coordination of DWQMS vs TCA data vs what is in County’s asset management.	Kris	March 2024
DWQMS introduction	Schedule a meeting to introduce high level awareness of DWQMS for other divisions that are part	Lisa	June 2024

	of the DWQMS process and may not be aware.		
Future attendees	Phil Wilson and Cathy Case to be included on attendee list for 2024 meeting.	Lisa	October 2024

Meeting adjourned @ 10:20 a.m.