



2024 DWQMS Top Management Review Meeting # 1

Minutes

October 31, 2024 at 10:00 a.m.

Carolinian Room, Haldimand County Administration Building

Attendees: Cathy Case, Tyson Haedrich, Dan McKinnon, Brandon Hedges, Phil Wilson, Kris Franklin, Nancy McKinnon, Lisa Young (QMS rep), Tammy Chapman (recording)

Lisa began the meeting by providing an overview of the Drinking Water Quality Management Standard (DWQMS), O. Reg 170 – Schedule 22 and the role of the owner (Council) and SMT in endorsing the operational plan. Discussion occurred regarding accreditation, the third party auditor and OCWAs requirement for their own accreditation. Questions arose regarding what OCWAs accreditation would look like and if the Caledonia reservoir would be considered a treatment facility as County operators require a distribution license for the system, not a treatment license. Lisa to clarify with the auditor what the accreditation covers.

DWQMS – 21 Elements; Element 20 Management Review

The following items were identified to be reviewed during the meeting:

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 (Quality Management System)
12. Consumer feedback
13. Resources needed to maintain the QMS
14. The results of the infrastructure review
15. OP (Operation Plan) currency, content and updates
16. Staff suggestions

Lisa outlined the question to consider when discussing the management review items: Is Haldimand County's Quality Management System suitable, adequate and effective to satisfy the requirement of the standard and the Operational Plan?

Item review:

1. Incidents of non-compliance to date

Incidents for regulatory noncompliance from inspections/notifications in 2024 were 3 for the Dunnville system, 3 for the Nanticoke system and 1 for the Caledonia/Cayuga system. The non-compliances stemmed from missed sampling for pH and alkalinity, Trihalomethane (THM), Haloacetic Acid (HAA) and raw water.

Corrective Action: A tracking sheet has been created to ensure that sampling is completed and the sample schedule has been put into the compliance outlook calendar. This corrective action and preventative action plan was submitted and accepted by the MECP.

2. Incidents of adverse drinking water to date

There were 4 incidents of adverse drinking water responses resulting from laboratory tests and one adverse response due to deviation from critical point control in 2024. Details on the adverse water sample and follow up sample results were reviewed.

3. Deviations from critical control point limits and response actions

A deviation from critical control point occurred when communications to the Townsend elevated tank was lost, causing low pressure in the system. This caused an adverse protocol response by OCWA. The incident was reported to the MECP as an adverse and the County on call operator was notified. County staff conducted the sampling.

4. Effectiveness of the risk assessment process

- a. A review of the risk assessment critical control points is undertaken by the County every 3 years. A full review was completed in April 2024.
- b. Standard Operating Procedures (SOPs) are developed for each critical control point. SOPs are reviewed annually to ensure the information is up to date.
- c. An example of a risk assessment was dead ends and chlorine levels. The critical control point minimum chlorine level, regulation chlorine level and County chlorine level were listed. The County is attempting to eliminate creating future dead ends (Engineering design) with Operators monitoring existing dead ends with a regular flushing program and use of automatic flushers.

5. Internal and third party audit results

- a. Internal audit completed in August 2024.
- b. External audit in 2024 was a surveillance audit completed in September 2024.
- c. An overview of the Continuous improvement tracker spreadsheet was provided to the group, noting percentage of non-compliance (NC) and opportunities for improvement (OFI) items completed and outstanding.

6. Suggestions for improvements to future Top Management Meetings

- a. Top management to vote on all of the items to confirm completion and the results recorded in the minutes.
- b. Distribute information to meeting attendees a week before the meeting for review, include OCWA top management minutes in package.
- c. Provide links to documents for background information.

- d. Do a requirement per slide include what is the requirement, the benchmark, the County standard and/or goals including opportunities for improvement for the County.
- e. Add an “in progress” column to the continuous improvement tracker spreadsheet. Columns to include “completed, in progress, has not been reviewed”. Set timelines for consideration for opportunities for improvement (OFI). Close out those that cannot be done.
- f. Public Works General Manager to attend OCWA top management meeting.
- g. Distribute synopsis of what auditors do.

Meeting adjourned @ 11.31 a.m. Meeting # 2 scheduled for December 20 2024 at 9:30 a.m.



2024 DWQMS Top Management Review Meeting # 2

Minutes

December 20, 2024 at 9:30 a.m.

Grand Room, Haldimand County Administration Building

Attendees: Cathy Case, Chief Administrative Officer; Tyson Haedrich, GM Engineering and Capital Works; Dan McKinnon, GM Public Works Operations; Brandon Hedges, Manager Environmental Operations; Kris Franklin, Manager Engineering and Capital Works; Nancy McKinnon, Supervisor Environmental Operations; Lisa Young, Water and Wastewater Technologist (QMS rep); Tammy Chapman, Administrative Assistant Environmental Operations (recording)

Regrets: Phil Wilson, Manager Water and Wastewater Engineering

Meeting held to continue the review of Element 20 Management Review items. Item numbering continued from the meeting held on October 31, 2024.

1. DWQMS Element 20 Management Review

Item 6. Results of emergency response testing

Review of the emergency response testing done in 2023 and 2024. In 2023, an external trainer was hired to perform training. In 2024, a debrief was held concerning the Caledonia standpipe being out of service and low reservoir levels. This scenario was based on actual events and the related SOP(s) were updated accordingly. Staff also took part in a training exercise on December 16, 2024 involving a scenario in which the Cayuga water supply was contaminated due to back siphonage of a herbicide pollutant.

Item 7. Operational performance

Review of quality, system contamination, infrastructure, terror and vandalism events in 2024 including definitions for each. The number of activities for Area 1 and Area 2 related to valve maintenance, main breaks, frozen services, hydrant repair, water boxes repaired, valve replacement and water service repair were highlighted. Lisa requested to include a graph showing 5 year trends for 2025 report.

Item 8. Raw water supply and drinking water quality trends

Lake Erie is the raw water supply for the Dunnville and Nanticoke systems (from different intake pipes) The Caledonia / Cayuga system is supplied by Lake Ontario. A graph outlining the key raw water characteristics for 2023 and 2024 was shown outlining minimum, maximum and average amounts for temperature, turbidity, pH, E.coli, total coliforms.

Item 9. Follow up on 2023 action items

Update on the action items identified in the 2023 top management meeting:

- a. Development process improvements, including implementation of process maps, templates and the development of procedures. This item has been completed.
- b. Asset management TCA database vs DWQMS information. This item is outstanding. Lisa to discuss with Cindy King, Asset Management Project Manager.
- c. DWQMS introduction including facilitation of a meeting to introduce high level awareness of DWQMS to other divisions. This item has been completed.
- d. Additional attendees to be invited to the 2024 top management meeting include Cathy Case and Phil Wilson. This item has been completed.

Item 10. Status of management action items identified between reviews

There were no management action items identified between reviews in 2024.

Item 11. Changes that could affect the QMS (Quality Management System)

- a. Review of CSA draft for a new wastewater management standard. This is not regulatory at this time, but may be in the future.
- b. Increased development and transmission main to supply water to Norfolk County. Lisa to follow up with Phil Wilson on what infrastructure would be added related to the Norfolk water supply and required to insure understanding of any DWQMS implications/requirements/reporting with the new water supply to Norfolk.
- c. County wide upgrades to computer operating systems including a work order management. It is anticipated that the MAP project will assist with improving document control.

Discussion on if the current water by-law contains language to the affect that there should not be an assumption of a continuous supply of water by the user.

Item 12. Consumer feedback

Review of water user complaints related to dirty water and/or odours in the water received by Area 1 and Area 2. Both areas received 6 complaints in 2024.

Item 13. Resources needed to maintain the QMS

Resources identified were wages, consulting, conferences(DWQMS workshops, SCOWWA) and forum access (Municipal Water/Wastewater Regulatory Committee).

Item 14. The results of infrastructure review

A table showing the percentage of change between 2023 and 2024 numbers of ROW hydrants, valves, mains (kms), meters/services was shown. Discussion regarding when the County takes ownership of a subdivision, warranty period and when the information gets included in TCA data. It was noted that Water and Wastewater staff are responsible to test water and do repairs as soon as occupancy is granted in a subdivision development.

Item 15. Operation plan (OP) currency, content and updates

The operational plan is current as of June 11, 2024. In a review of updates required since that date, more effective technology to ensure compliance and having access to databases

(CityView) was identified. It was acknowledged that Haldimand County had a low number of watermain breaks and zero confirmed microbiological adverse results.

Item 16. Staff suggestions

Staff suggestions for improvement include:

- a. Currently rely on old handwritten notes, can smart editor be used
- b. Staff access to CityView
- c. GIS to be updated in a timely manner
- d. Operating maps on the P drive to be made available to staff in the field. Operators would like “real time” access.
- e. Identify if valve maintenance can be incorporated into the same program as UDF (unidirectional flushing) by using the tablet
- f. Technology updates, such as laptops, to be made available for operators to use in the field.

2. Review of items identified from Meeting # 1 held on October 31, 2024

- a. Confirm if accreditation is for the distribution system only or if it includes the water treatment plants. **UPDATE:** The auditor stated that Haldimand requires accreditation for the distribution system and OCWA requires accreditation for the treatment. Management requested that Lisa follow up with the MECP to confirm and document in the file.
- b. Top management to vote on all of the items to confirm completion and the results recorded in the minutes **UPDATE:** Discussion on how to move forward with this item, with Cathy feeling it should be done in a similar way to how the financials are signed off annually, with an order of acceptance and discussion before approval. It was agreed that a structure similar to OCWA approvals, based on each element, what was identified and then signature based on role, not staff members’ name, should be implemented. The approval sheet will then be included in the annual water quality report. This will take effect in 2025 and be included in the 2026 water reports.
- c. Distribute information to meeting attendees a week before the meeting for review, include OCWA top management minutes in package **UPDATE:** Completed November 4, 2024. 2025 information to include any quarterly updates provided.
- d. Provide links to documents for background information **UPDATE:** This item has been completed.
- e. Do a requirement per slide include which is the requirement, the benchmark, the County standard and/or goals including opportunities for improvement for the County **UPDATE:** to be done for 2025.
- f. Add an “in progress” column to the continuous improvement tracker spreadsheet. Columns to include “completed”, “in progress”, “has not been reviewed”. Set timelines for consideration for opportunities for improvement (OFI). Close out those that cannot be done. **UPDATE:** This item has been completed.
- g. Public Works General Manager to attend OCWA Top Management meeting **UPDATE:** To be done in 2025.


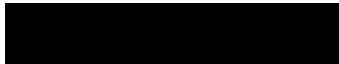


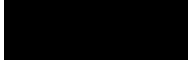
- h. Distribute synopsis of what auditors do **UPDATE:** Completed November 4. Discussion at meeting on internal auditing and on becoming an internal auditor.

Meeting adjourned at 11:34 a.m.

ACTION ITEMS

ITEM	DESCRIPTION	ASSIGNED TO	DUE
Operational performance	<ul style="list-style-type: none"> • Include graph showing 5 year trend 	Lisa	2025 top management meeting
Asset Management	<ul style="list-style-type: none"> • Follow up with Cindy King on TCA database vs DWQMS information 	Lisa	June 2025
	<ul style="list-style-type: none"> • Meet with Phill Wilson to determine infrastructure additions as a result of Norfolk water supply 	Lisa	June 2025
Access to CityView	<ul style="list-style-type: none"> • Follow up with Mike Evers for viewing access to CityView 	Lisa	March 2025
GIS issues	<ul style="list-style-type: none"> • Schedule a meeting with Mike Evers, Kuuku Quainoo , W&WW Supervisors, COIC to discuss GIS issues/requirements 	Lisa	March 2025
Management approval sheet	<ul style="list-style-type: none"> • Draft new sign off sheet for element 20 items, action items. 	Lisa	2025 top management meeting
	<ul style="list-style-type: none"> • Determine update schedule for managers/general managers for review with CAO 	Lisa	February 2025
Accreditation coverage	<ul style="list-style-type: none"> • Follow up with MECP on accreditation requirement 	Lisa	March 2025

I/We agree the QMS is in place and effective for the distribution of clean, safe water.

NAME, POSITION	SIGNATURE
Cathy Case, Chief Administrative Officer	
Tyson Haedrich, General Manager, Engineering & Capital Works	
Dan McKinnon General Manager, Public Works Operations	
Brandon Hedges Manager, Environmental Operations	
Kris Franklin Manager, Engineering & Capital Works	
Phil Wilson Manager, Water & Wastewater Engineering	