

Meeting Minutes / Report

[Attachment (5)]

Meeting Type:	DWQMS – Management Review Meeting
Date:	February 10, 2025
Called by:	Nicole Bradley
Attendees:	Margaret Misek-Evans (ME) – Chief Administration Officer (CAO) Phil Bartnik (PB) – Director, Public Works & Engineering Services Brad Dupuis (BD) – Manager, Water Services/ORO Nicole Bradley (NB) – DWQMS Representative / Water Operator
Location:	Lacasse Board Room
Minutes prepared by:	Nicole Bradley

Minutes

Item code: AI=Action Item

GENERAL NOTES

- a) The sign-in sheet is appended to these minutes as **Attachment #1**.
- b) The Management Review Commitment and Endorsement Statement is appended to these minutes as **Attachment #2**.
- c) Full minutes of the previous Management Review Meeting held on Sep.24/24 are appended to these minutes as **Attachment #3**.
- d) Management Review Meeting Report for Feb.10/25 is appended to these minutes as **Attachment #4**.
- e) 2025 External audit final report is appended to these minutes as **Attachment #5**.

DISCUSSION ITEMS

1. Previous Management Review Meeting Outstanding Action Items and Action Items identified between Management Review Meetings
 - a) **(4)** outstanding AI's remain from Sep.24/24
 - i. Meter chamber component repair pricing still being investigated. LTE communications were installed – undergoing monitoring period.
 - ii. Revisions and updates to the Water Distribution System Standards & Material Specifications are on-going.
 - iii. Development of new policies for the permitting and inspection process on private property is on-going.
 - iv. Review of the 2025 version of Water Services Emergency Response Plan and emergency scenarios needs to be completed.
 - b) AI identified between mtgs (Sep.24/24 to Feb.10/25):
 - i. External Audit – update corrective action report form to clearly capture the root cause.

- ii. Risk Assessment – revision and creation of hazard assessments

2. Incidents of Adverse Drinking Water Tests

- a) None since last mtg held Sep.24/24

3. Internal Audit

- a) 2025 Internal Audit scheduled for Jun.11/25 through to Jun.13/25. Audit will be performed by Acclaims Environmental.
- b) 1 OFI from 2024 report – element 10 – consider creating onboarding program for new hires. This was discussed and Water Services will use template from Fire Services to help create their program. **Template has been reviewed – creation to begin spring of 2025.**

4. External Audit

- a) External audit to be conducted on Oct.7/24.

Final report for 2024 external audit was received. 2 OFI's noted – see attachment #5 for full report.

- b) **ME PB BD NB** – discussion on creating a sign-off sheet (physical signatures) for the Owner and top management as proof of commitment and endorsement of DWQMS and the OP. It was decided that we shall go ahead with the creation of the sign-off sheet. It will be part of the report package that goes to Council at the beginning of the year when those documents are brought forward.

Item code: AI Assigned to: BD & NB Completion Timeline: Jan 2025

DONE: element has been updated with signature lines for owner & top management

- c) Ensure that final external audit report is reviewed with the operators.

Item code: AI Assigned to: NB Completion Timeline: Dec 2024

DONE: reviewed with operators on Oct.30/24

- d) 2025 external audit scheduled for Sep.3/25. Final report will be reviewed with operators.

Item code: AI Assigned to : NB Completion Timeline: Nov 2025

5. Results of MECP Inspection

- a) 2024 MECP inspection has not been completed. Once completed, report will be reviewed and brought to Council for acceptance.

Item code: AI Assigned to : BD Completion Timeline: Jun 2025

6. Incidents of Non-Compliance with applicable Regulations

- a) No incidents on non-compliance have occurred since last meeting held on Sep.24/24.

7. Consumer Feedback

- a) 10 consumer concerns since last meeting on Sep.24/24. See report for details.

8. Operational Performance

- a) hydrant flushing – hydrant flushing for 2025 calendar year has not begun
BD – regarding Fig.3 from report – need to reach out to OCWA and ensure that we have received the final flushing report for the provincial hydrants (parkway).

Item code: AI Assigned to: BD Completion Timeline: Nov 2024

Done: report received on Oct.3/24.

Hydrant flushing for the 2025 calendar year has not begun. Once complete results will be recorded and saved.

BD – noted that 2025 is the required 5year flow test of hydrants as per fire code.

Item cod: AI Assigned to: NB Completion timeline: Sep 2025

- b) Hydrant winterizing – to begin in fall of 2024. Results will be recorded and saved.

Item code: AI Assigned to : NB Completion timeline: Jan 2025

Done: data finalized and saved in spreadsheet Jan.13/25

Hydrant winterizing for 2025 to begin in fall. Results will be recorded and saved.

PB – questioned about program for winterizing private hydrants-do we have one? BD stated there is not one, it is covered through fire prevention duties.

Item code: AI Assigned to : NB Completion timeline: Jan 2026

- c) Hydrant painting – completed for the summer of 2024. Results will be forwarded to GIS and saved.

Item code: AI Assigned to : NB Completion timeline: Dec 2024

Done: data sent Nov.19/24. Maps will be created in Apr 2025 for the years hydrant painting program.

- d) Hydrant maintenance – total of 23 hydrants repaired during 2024. 18 in the North end and 5 in the south end. Rebuilt 14 completed hydrants with the use of new parts washer.

- e) Valve turning – 2024 valve turning is underway. Data will be compiled and report prepared for first quarter of 2025.

Item code: AI Assigned to : NB Completion timeline: Mar 2025

Done: updated valve turning map received for 2024.

PB – create a running list of valves that require repair – pull data from the valve program.

Item code: AI Assigned to: BD & NB Completion timeline: on-going

Done: data started to be pulled from 2024 report and future reports used to create and updated tracking long.

- f) Lead sampling – winter and summer sessions for 2025, set to start in March.

- g) Chlorine residuals – residuals collected as per MECP guidelines, monthly average above best practice of 0.2ppm. Average 1.03ppm throughout system for 2024.
- h) Broken watermain & service repairs – since Sep.24/24 to Feb.10/25 (7) broken watermain repairs and (2) service repairs.

9. Changes to Services, Activities, Regulations etc that could affect DWQMS

- a) software updates – still in communications with Essex Power regarding uploading their portal on to operator iPads.

Item code: AI Assigned to: BD Completion Timeline: on-going

BD – noted that there is a review of proposed agreement with Essex Power – meetings are being held to discuss service updates-removal of fax-based communications, billing collection and call centre services.

- b) Meetings with ENWIN have taken place where discussions regarding new GIS technology which allows the uploading of latitudes and longitudes of infrastructure from the field directly into the mapping system.

Item code: AI Assigned to: BD Completion Timeline: on-going

ME – suggested that PB schedule meeting with TCS (GIS) to discuss the possible implementation of this software onto water distribution operators iPads.

- c) ITRON updates – discussions have been on-going between Water Services and TCS with regards to transition to new system – Temetra. Discussions will be had this fall with Itron reps to review costs and updates to programming etc..

Item code: AI Assigned to: BD Completion Timeline: Dec 2025

- d) SCADA System – Creation of SCADA system logins allowing water operators to obtain alarm information on their iPads is still on-going.

- e) Distribution system meter chamber components (PLC's, pressure transmitters, antennas)- replacement of all components is being reviewed - repairs to be priced as "whole" unit, this includes PLC, pressure transmitter and antenna. Communications method has been updated to LTE communications – monitoring continues.

Item code: AI Assigned to: BD Completion Timeline: on-going

- f) Policies & standards – Revisions and updates to Water Distribution System Standards & Material Specifications are on-going.

Item code: AI Assigned to: Operators & BD Completion Timeline: on-going

- g) New by-law for Boulevard Maintenance Standards has been created and will be brought to Council for endorsement by the end of the 2024 calendar year.

Done: endorsed by Council through By-Law 2024-078-Boulevard Maintenance Standards.

- h) New policy for private and public services – permitting and inspections under development.
Item code: AI Assigned to: BD & Director Completion Timeline: on-going
- i) Public Fountains & Water Bottle Fill Stations – concerns noted regarding responsibility for station upkeep, maintenance and possible water quality issues.
PB – discussions have taken place with Facilities in regards to concerns – they are reaching out for assistance ie. possible SOP creation etc... further discussions are needed find solutions for the concerns.
ME – suggested to reach out to other municipalities outside our area – larger populated areas - for possible operational guidelines and solutions.
- j) Private property repairs – after hours emergency situations – from meeting held on Feb.29/24 between Water Services and Building it was concluded that during after hours emergency situations where water service(s) need repair, water distribution operators will remain on-site and oversee and inspect the repairs being made. All pertinent data including photos will be sent to the Building department the next business day.

10. Infrastructure Review Results

- a) Private Projects – 5 projects are scheduled to begin in the 2025 calendar year. See report for details.
- b) Town Projects – 11 projects are listed for 2025. See report for details.
- c) BD noted that the inspection of the water tower was underway, however, Landmark (insp company) found that the paint on the inside of the tower was peeling when washed. Inspection on hold until resolution can be found.
Existing coating will be removed and tower repainted to ensure protection. Set for spring of 2025.
- d) Repairs to the valves on the transmission main that runs along Mulberry Drive are approved and are set to begin in 2025.

11. Currency of Operational Plan

- a) Ensure 2024 version is reviewed and updated (if required) for the 2025 calendar year.
Item code: AI Assigned to: NB Completion Timeline: Jan 2025
Done: all elements reviewed and updated as required in Dec 2024.
- b) When the 2025 version of the Operational Plan is accepted by Council, it will be reviewed with the water distribution operators.
Item code: AI Assigned to : NB Completion Timeline: Apr 2025

12. Deviations from CCP Limits

- a) no deviations from CCP limits since last meeting on Sep.24/24.

13. Effectiveness of Risk Assessment Process

- a) Risk assessment worksheet #13 will be reviewed and updated to show that water distribution operators have attained backflow certification for inspection of devices.

Item code: AI Assigned to: NB Completion Timeline: Dec 2024

Done: Nov.5/24

- b) 36 month risk assessment meeting held on Jan.22/25. Risk rating to various worksheets were reviewed and adjusted. Hazard assessment forms to be created/updated for vulnerable areas. New risk assessment worksheet to be created for potential hazard "Loss of Transmission main". Current Sop-025 should be reviewed and updated to include steps on entering a crawl space.

Item code: AI Assigned to: NB Completion Timeline: Dec 2025

14. Emergency Preparedness and Emergency Scenario Review Results

- a) Review of 2024 version, updates will be made if required and saved as draft 2025 version until review with Manager, Water Services/ORO.

Item code: AI Assigned to: NB Completion Timeline: Apr 2025

ME – suggested to contact Fire Chief and discuss the possibility of integrating mock emergency exercises that would require both departments to be involved.

15. Trends in Quality of Raw Water & Drinking Water

- a) Source water protection – annual report created by ERCA on behalf of the Town. Full report for 2024 not received yet.
- b) Once all annual and summary reports from Windsor Utilities Commission, Town of Lasalle and Town of Lakeshore have been received, they will be uploaded onto the Town's website (if required) and reviewed with water distribution operators.

Item code: AI Assigned to : NB Completion Timeline: Mar 2025

16. Resources needed for DWQMS Maintenance

- a) appropriate training for water distribution operators is attended through each calendar year.
- b) DWQMS annual conference is attended each year by the Manager, Water Services and DWQMS Rep.
- c) Spare electronic equipment ie. PLC's, UPS backups for SCADA and desktops
- d) Spare valves for fill stations

17. Town of Tecumseh website

- a) water portal on Town website was reviewed – all information current as of Sep.17/24.

18. Retention Table

a) Table was reviewed – no updates needed since last meeting on Sep.24/24.

19. Review of Best Practices

a) Discussion of relevant best practices will be held with distribution operators throughout the 2025 calendar year.

20. Comments/Suggestions made by Water Service Personnel

- a) various updates to mapping system to make it easier to view current maps within the system and to upload field data collected.
- b) On-going discussions and input with and from the operators on various operational processes.

Meeting Adjournment: 4:40pm

Attachments



Attachment 1 - 2025
Sign-in.pdf



Attachment 2 - 2025
Endorsement.pdf



Attachment 3 -
09-24-24 FINAL Mng



Attachment 4 -
FINAL - 02-10-2025

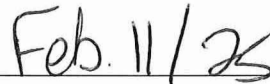


Attachment 5 -
FINAL - AuditReport

Proof of acceptance:



Manager, Water Services/ORO



Date

SIGN-IN SHEET

PURPOSE: TOWN OF TECUMSEH DWQMS MANAGEMENT REVIEW MEETING

DATE: FEBRUARY 10, 2025

NAME (PRINT)	POSITION	SIGNATURE
MARGARET MISEK-EVANS	CHIEF ADMINISTRATIVE OFFICER	<i>Marg Misek-Evans</i>
PHIL BARTNIK	DIRECTOR, PUBLIC WORKS & ENGINEERING SERVICES	<i>Phil Bartnik</i>
BRAD DUPUIS	MANAGER, WATER SERVICES / ORO	<i>Bradley Dupuis</i>
NICOLE BRADLEY	WATER OPERATOR/DWQMS REPRESENTATIVE	<i>Nicole Bradley</i>

Management Review Commitment and Endorsement Statement

This statement is intended to capture the commitment and endorsement of top management through the management review committee. Below are the definitions of commitment and endorsement represented within the context of the management review minutes referenced within this statement.

Commitment



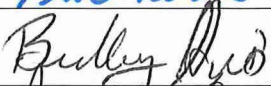

- 1) To represent that the committee has been given access to participated and/or reviewed the inputs covered within the minutes.
- 2) That the content of the minutes meets the input requirements of the Town of Tecumseh DWQMS management review meeting.
- 3) That the committee is aware of actions assigned to appropriate resources as a result of the management review meeting.
- 4) To provide objective evidence of top management's participation and commitment to the management review program.

Endorsement

- 1) That the management review committee endorses the commitments made within the associated management review minutes including:
 - a) Resources allocated to the items.
 - b) Within the timelines committed to in the meeting.
- 2) Approval to empower the DWQMS represented to ensure that commitments are followed through with the authority of the management review committee.
- 3) Where timelines cannot be met or where previous actions have not been verified by the management review committee as complete, a corrective action will be required.

Commitment and Endorsement Record

Minutes Referenced: **February 10, 2025 Management Review Meeting Minutes**

Name / Delegate Name	Title	Signature	Date
Margaret Misek-Evans	Chief Administrative Officer (CAO)		Feb.11/25
Phil Bartnik	Director of Public Works & Engineering Services		Feb.11/25
Brad Dupuis	Manager, Water Services / ORO		Feb.11/25
Nicole Bradley	Water Operator / DWQMS Representative		Feb.11/25

Meeting Minutes / Report

[Attachment (5)]

Meeting Type:	DWQMS – Management Review Meeting
Date:	September 24, 2024
Called by:	Nicole Bradley
Attendees:	Margaret Misek-Evans (ME) – Chief Administration Officer (CAO) Phil Bartnik (PB) – Director, Public Works & Engineering Services Brad Dupuis (BD) – Manager, Water Services/ORO Nicole Bradley (NB) – DWQMS Representative / Water Operator
Location:	Lacasse Board Room
Minutes prepared by:	Nicole Bradley

Minutes

Item code: AI=Action Item

GENERAL NOTES

- a) The sign-in sheet is appended to these minutes as **Attachment #1**.
- b) The Management Review Commitment and Endorsement Statement is appended to these minutes as **Attachment #2**.
- c) Full minutes of the previous Management Review Meeting held on Jul.11/23 are appended to these minutes as **Attachment #3**.
- d) Management Review Meeting Report for Sep.24/24 is appended to these minutes as **Attachment #4**.
- e) Mock Scenario/Exercise Result form is appended to these minutes as **Attachment #5**.

DISCUSSION ITEMS

1. Previous Management Review Meeting Outstanding Action Items and Action Items identified between Management Review Meetings
 - a) Previous outstanding AI completed on Apr.12/24
 - b) AI identified between mtgs (Feb.13/24 to Sep.24/24):
 - i. Risk Assessment – SOP-013 and RA worksheet 6&7 to be revised – use of i-Pads.
 - ii. Risk Assessment – RA worksheet 13 & associated SOP's to be revised -operators becoming certified to inspect backflow preventers.
 - iii. Risk Assessment – look into hazard assessments
 - iv. DWQMS – how electronic information is backed up and proof to show it.
2. Incidents of Adverse Drinking Water Tests
 - a) None since last mtg held Feb.13/24

3. Internal Audit

- a) Audit completed Jun.5-Jun.7/24. Final report received Jun.15/24.
- b) 1 OFI from report – element 10 – consider creating onboarding program for new hires. This was discussed and Water Services will use template from Fire Services to help create their program.
- c) Audit findings were reviewed with operators on Jun.25/24.

4. External Audit

- b) External audit to be conducted on Oct.7/24.
- c) **BD** – NSF has been in contact with him. Emails received for data collection and addresses where to send the data.
- d) **ME PB BD NB** – discussion on creating a sign-off sheet (physical signatures) for the Owner and top management as proof of commitment and endorsement of DWQMS and the OP. It was decided that we shall go ahead with the creation of the sign-off sheet. It will be part of the report package that goes to Council at the beginning of the year when those documents are brought forward.

Item code: AI

Assigned to: BD & NB

Completion Timeline: Jan 2025

- e) Ensure that final external audit report is reviewed with the operators.

Item code: AI

Assigned to: NB

Completion Timeline: Dec 2024

5. Results of MECP Inspection

- a) Final report received on Feb.13/24 and brought to Council on Feb.27/24.
- b) 1 non-conformance from report – owner didn't have evidence of giving required notification to legal owners associated with the drinking water system.
- c) Water Services & Development Services created a development standard which ensures the required documents (notifications) are provided to legal owners associated with the drinking water system and the legal owner provides proof of acknowledgement of these documents.
- d) MECP final report was reviewed with operators on Apr.12/24.

6. Incidents of Non-Compliance with applicable Regulations

- a) 1 incident – the non-conformance in the MECP report. This was discussed in section 5.

7. Consumer Feedback

- a) 8 consumer concerns since last meeting on Feb.13/24. See report for details.

8. Operational Performance

- a) hydrant flushing – 1421 of 1456 hydrants flushed = 98% completion rate. Flushing completed in June of 2024.
BD – regarding Fig.3 from report – need to reach out to OCWA and ensure that we have received the final flushing report for the provincial hydrants (parkway).
Item code: AI Assigned to: BD Completion Timeline: Nov 2024
- b) Hydrant winterizing – to begin in fall of 2024. Results will be recorded and saved.
Item code: AI Assigned to : NB Completion timeline: Jan 2025
- c) Hydrant painting – completed for the summer of 2024. Results will be forwarded to GIS and saved.
Item code: AI Assigned to : NB Completion timeline: Dec 2024
- d) Hydrant maintenance – 12 hydrants replaced along Walker rd due to corrosion, new paint technology applied – hydrants will be monitored. Also, general hydrant maintenance completed within the North and South ends of the distribution system. See report for details.
BD PB – discussion on maintenance of the hydrants – equipment that would be beneficial in performing the maintenance eg. parts washer etc...
- e) Valve turning – 2024 valve turning is underway. Data will be compiled and report prepared for first quarter of 2025.
Item code: AI Assigned to : NB Completion timeline: Mar 2025
PB – create a running list of valves that require repair – pull data from the valve program.
Item code: AI Assigned to: BD & NB Completion timeline: on-going
- f) Lead sampling – winter and summer sessions for 2024 completed and all results within MECP guidelines.
- g) Chlorine residuals – residuals collected as per MECP guidelines, monthly average above best practice of 0.2ppm.
- h) Broken watermain & service repairs – 2024 had 3 broken main repairs and 6 broken service repairs; 3 of the 6 were replacement of lead service. 2023 had 14 broken main repairs and 7 broken service repairs. All repairs documented and paperwork saved.
PB – commented on how the number of broken watermains and services has dropped since the onset of the Anode program – it was good to invest in it.

9. Changes to Services, Activities, Regulations etc that could affect DWQMS

- a) software updates – still in communications with Essex Power regarding uploading their portal on to operator iPads.
Item code: AI Assigned to: BD Completion Timeline: on-going
- b) Meetings with ENWIN have taken place where discussions regarding new GIS technology which allows the uploading of latitudes and longitudes of infrastructure from the field directly into the mapping system.
Item code: AI Assigned to: BD Completion Timeline: on-going
- c) ITRON updates – discussions have been on-going between Water Services and TCS with regards to transition to new system – Temetra. Discussions will be had this fall with Itron reps to review costs and updates to programming etc..
Item code: AI Assigned to: BD Completion Timeline: Dec 2025

BD – noted that he has attended meetings where ENWIN discussed the possibility of using new ITRON program that would allow them to track and record information on various infrastructure through their street light platform.

- d) SCADA System – Creation of SCADA system logins allowing water operators to obtain alarm information on their iPads is still on-going.
- e) Distribution system meter chamber components (PLC's, pressure transmitters, antennas) are at or nearing "end of life" cycle. Replacement of all components is being reviewed by Water Services and TCS – repairs to be priced as "whole" unit, this includes PLC, pressure transmitter and antenna. LTE communications being considered to replace current communication method due to increase in line interference.

Item code: AI Assigned to: BD Completion Timeline: May 2025

ME – asked if there's any merit in applying a protective coating/covering to the infrastructure in these affected areas. **BD** noted that the new paint on the hydrants is an epoxy paint and how to protect the meter chambers is being looked into closer.

- f) Policies & standards – Revisions and updates to Water Distribution System Standards & Material Specifications are on-going.

Item code: AI Assigned to: Operators & BD Completion Timeline: on-going

BD PB – discussed the possibility of having an operator certified in AutoCad in order to make the revision process to current drawings, within our standards and spec. easier. Not considering this at this time.

- g) New by-law for Boulevard Maintenance Standards has been created and will be brought to Council for endorsement by the end of the 2024 calendar year.
- h) New policy for private and public services – permitting and inspections under development.

Item code: AI Assigned to: BD & Director Completion Timeline: May 2025

- i) Private property repairs – after hours emergency situations – from meeting held on Feb.29/24 between Water Services and Building it was concluded that during after hours emergency situations where water service(s) need repair, water distribution operators will remain on-site and oversee and inspect the repairs being made. All pertinent data including photos will be sent to the Building department the next business day.

10. Infrastructure Review Results

- a) Private Projects – total of 9 projects for 2024. 3 have been completed. See report for details.
- b) Town Projects – total of 16 projects listed for 2024. 1 has been completed. See report for details.
- c) **BD** noted that the inspection of the water tower was underway, however, Landmark (insp company) found that the paint on the inside of the tower was peeling when washed. Inspection on hold until resolution can be found.

11. Currency of Operational Plan

- a) 2024 version brought to Council on Feb.27/24 and was endorsed.
- b) 2024 version reviewed with distribution operators on Apr.12/24.
- c) Ensure 2024 version is reviewed and updated (if required) for the 2025 calendar year.

Item code: AI Assigned to: NB Completion Timeline: Jan 2025

12. Deviations from CCP Limits

- a) no deviations from CCP limits since last mtg. on Feb.13/24.

13. Effectiveness of Risk Assessment Process

- a) annual risk assessment meeting held on May.30/24.
- b) Risk assessment worksheet #3 and SOP-023 were reviewed due to the upcoming water storage tower inspection. Documents were cross referenced with MECP guidelines for currency and compliance – all good.
- c) Risk assessment worksheet #13 will be reviewed and updated to show that water distribution operators have attained backflow certification for inspection of devices.
Item code: AI Assigned to: NB Completion Timeline: Dec 2024
- d) Discussions with ENWIN have taken place in regards to managing a potential transmission break. Hydraulic modelling of both systems has been completed by Aecom and the review of and discussion of report findings should help in the preparation of response plan.
PB BD – ENWIN is looking into preparing a desktop exercise on transmission main break. Tecumseh would also like to take part in the exercise, in order to create a pro-active plan.

14. Emergency Preparedness and Emergency Scenario Review Results

- a) 2024 version of Water Services ERP was reviewed with operators on Jun.25/24.
- b) Results of the mock exercises/scenarios captured through 'Desktop Scenario Evaluation Form' attached to these minutes.
- c) Review of 2024 version, updates will be made if required and saved as draft 2025 version until review with Manager, Water Services/ORO.
Item code: AI Assigned to: NB Completion Timeline: Mar 2025

15. Trends in Quality of Raw Water & Drinking Water

- a) Source water protection – annual report created by ERCA on behalf of the Town. Full report brought to Council through report 'PWES-2024-31 Source Water Protection 2023 Annual Progress Report'.
- b) All annual and summary reports from Windsor Utilities Commission, Town of Lasalle and Town of Lakeshore have been received.

16. Resources needed for DWQMS Maintenance

- a) appropriate training for water distribution operators is attended through each calendar year.
- b) DWQMS annual conference is attended each year by the Manager, Water Services and DWQMS Rep.
- c) New PLC's for water fill stations

17. Town of Tecumseh website

- a) water portal on Town website was reviewed – all information current as of Sep.17/24.
- b) **ME BD PB NB** – discussions on ideas for FAQ's etc...how to create a more informative Water Services web portal. The creation and updating is on-going.

18. Retention Table

- a) Table was reviewed – no updates needed since last meeting on Feb.13/24.

19. Review of Best Practices

- a) Discussion of relevant best practices was held with distribution operators on Feb.26 & 27/24.

20. Comments/Suggestions made by Water Service Personnel

- a) Three operators have obtained their certification in the inspection of backflow preventors.
- b) Comments and questions brought forward by the operators throughout various meetings were discussed. See report for details.
PB – asked how we keep track of up-and-coming issues eg. PFABS (micro-plastics). BD noted that Water Services attends various in-person training sessions and virtual session (Webinars) which help us to stay current.

Meeting Adjournment: 1208hrs

Attachments



09-24-24
Sign-in.pdf



09-24-24
Endorsement.pdf



Mngt Review Mtg
Minutes - FEB 13 20;



#3 - Evaluation
Form - Scenario 4&5




FINAL - 09-24-2024
Mng't Review Report

Proof of acceptance:



Manager, Water Services/ORO



Date

DWQMS – MANAGEMENT REVIEW MEETING

FEBRUARY 10, 2025



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SECTION 1.0 OUTSTANDING ACTION ITEMS

1.1 Previous Management Review Meeting – Outstanding Action Items

From the Management Review Meeting held on Sep.24/24 there are **(4)** outstanding action items:

- 1) Distribution system meter chamber component repair pricing is still being investigated, components were identified as nearing end of life cycle. Current communication method between chambers is still being considered for replacement due to line interference. New method being looked into is still LTE communications. Discussions are ongoing.
- 2) Revisions and updates to the Water Distribution System Standards & Material Specifications are continuing.
- 3) The development of new policies for the permitting and inspection process on private and public properties remains on-going.
- 4) The review of the 2025 version of the Water Services Emergency Response Plan and emergency scenarios is not completed yet, timeline was set for Mar.2025.

SECTION 2.0 ADVERSE DRINKING WATER TESTS

2.1 Incidents of Adverse Drinking Water Tests

There have been no adverse drinking water test results within the Tecumseh water distribution system since the previous meeting held on Sep.24/24.

SECTION 3.0 INTERNAL AUDIT

3.1 Internal Audit

The 2025 DWQMS internal audit will be completed remotely by Acclaims Environmental beginning on Jun.11/25 through to Jun.13/25. The internal audit will cover the period of Jun.11/24 to Jun.11/25.

Communication between the auditor and Water Services will take place throughout to ensure all aspects are understood and questions answered.

On Jun.13/25 a virtual meeting will be held with Acclaims Environmental and any outstanding concerns or questions will be addressed and general discussion

between the auditor, Manager, Water Services/ORO and the DWQMS representative will take place.

3.2 Internal Audit Findings

When the 2025 DWQMS internal audit final report is received the findings will be reviewed and discussed with the water distribution operators.

SECTION 4.0 EXTERNAL AUDIT

4.1 External Audit

Annually a desktop DWQMS surveillance audit is completed by an accredited third party. Every three years an on-site DWQMS recertification audit is completed by an accredited third party. Water Services previous on-site audit was completed on Sep.5/23 and Sep.6/23, where re-certification was obtained.

4.2 External Audit Findings

The 2024 external audit was completed on Oct.7/24, **(2)** OFI's were made. The OFI's were recommended for Element 21 – Continual Improvement and stated:

Although generally found to be meeting the requirements of the Standard an opportunity exists to:

- 1. Review/update the Corrective Action Report form to clearly capture root cause*
- 2. Clearly reference the Corrective Action Report in element 21 of the Operational Plan (e.g. the form is used to record corrective actions- currently referenced as an input)*

The OFI's were discussed and a completion timeline (for both) was created for Mar.2025. OFI #2 has been completed as part of the revisions to the Operational Plan for 2025, under Element 21 new wording was added in order to fulfill the recommendation made.

The 2024 external audit final report findings were reviewed with the water distribution operators on Oct.30/24.

Refer to **attachment #1** for full 2024 external audit report.

4.3 External Audit Schedule

The 2025 external audit is a desktop surveillance audit and is scheduled for Sep.3/25 and will be conducted by NSF. When the external audit final report is received, it will be reviewed and discussed with the water distribution operators.

4.4 Previous Discussion

Discussion at the previous Management Review meeting (Sep.24/24) was had into possibly having a process put in place for the collection of the physical signatures (Owner & Top Management) on the endorsement & commitment of the DWQMS and the operational plan. It was thought that legal may need to be contacted.

Currently, to show proof of endorsement & commitment we use the approved Council meeting minutes to show that the documents were brought to the Owner and that the Owner “accepted” them. However, no physical signatures are collected.

Due to previous discussion, updates have been made to Element 3 of the Operational Plan, as part of the revisions for the 2025 version. The ‘proof’ of Owner/Operating Authority and Top Managements’ endorsement and commitment to the DWQMS and the Operational Plan will now be captured directly within the element using signature lines, removing the need to use Council meeting minutes.

SECTION 5.0 MECP INSPECTION

5.1 2024 MECP Inspection Findings

The 2024 MECP inspection has not been completed as of Feb.7/25.

When the inspection is completed and the final report is received, it will be reviewed and brought to Council. Once accepted by Council, it will then be discussed with the water distribution operators.

SECTION 6.0 NON-COMPLIANCE INCIDENTS

6.1 Incidents of Non-compliance with Applicable Regulations

There were no incidents of non-compliance with applicable regulations since the last meeting which was held on Sep.24/24.

SECTION 7.0 CONSUMER FEEDBACK

7.1 Water Quality Concerns

(10) Consumer concerns regarding water quality were made to the Town since the last meeting which was held on Sep.24/24.

- i. **12722 Mason Sep.27/24**
Concern: bleach smell to the water
Response: investigate on-site, found no issue with water quality.
Free chlorine tested, had residual of 1.10ppm.

- ii. **135 Arlington Sep.27/24**
Concern: water has a bad odour in dishwasher, sink and shower.
Response: investigate on-site, found no issue with water quality.
Free chlorine tested, had residual of 0.59ppm.

- iii. **644 Lacasse Oct.10/24**
Concern: odd colour of water in toilets, taps and fountains.
Response: investigate on-site, arrived on-site, operator noted very old water lines to the building. Lines were flushed and water cleared quickly. Residuals taken at 2 locations; results were 1.34ppm and 1.43ppm. No water quality issue found.

- iv. **2069 St. Martin Oct.16/24**
Concern: chlorine smell to the water.
Response: investigate on-site, found no issue with water quality. Free chlorine tested, had a residual of 1.11ppm.

- v. **12020 St. Thomas Nov.6/24**
Concern: chlorine odour to the water.
Response: investigate on-site. Water quality good, found no issues.
Free chlorine tested, had residual of 1.25ppm.
- vi. **12434 Dillon Nov.15/24**
Concern: intermittent low pressure.
Response: investigate on-site. Found consumer to have 2 extra systems tied into their water service, causing instances of low pressure. It was recommended that those systems be monitored. No water quality issue found.
- vii. **12202 Riverside Nov.15/24**
Concern: water had a colour to it
Response: investigate on-site, operator noted that day prior, the water service to this property had been disrupted during demo. Line was flushed and water cleared. No water quality issue. Free chlorine tested. Obtained residual of 1.32ppm.
- viii. **12844 James Dec.13/24**
Concern: black residue on toilet and sink.
Response: investigate on-site. Found no issue with water quality. Operator noted that there was black residue on the copper plumbing throughout the house. Free chlorine tested, residual of 1.38ppm obtained.
- ix. **11930 Arbour Jan.30/25**
Concern: low pressure
Response: investigate on site. Found no water quality issue. Water pressure checked at meter, had a reading of 59psi. No pressure issue found.
- x. **12246 Lessard Feb.7/25**
Concern: low press
Response: investigate on site. Found no water quality issue. Water Pressure was normal.

SECTION 8.0 OPERATIONAL PERFORMANCE

8.1 Hydrant Flushing

Hydrant flushing with-in the Tecumseh water distribution system has not yet begun for the 2025 calendar year.

8.2 Hydrant Winterizing

Hydrant winterizing with-in the Tecumseh water distribution system began in October and ended during the month of November for the 2024 calendar year.

Water distribution operators performed 3 rounds of inspections on approximately 1300 Town owned fire hydrants throughout the Tecumseh water distribution system. Hydrant maintenance required was recorded within the program and work orders created. Field data recorded was also downloaded and a final report created.

8.3 Hydrant Painting

During the 2024 calendar year Town owned fire hydrants throughout the North end and South end of the Tecumseh water distribution system were painted.

There were 393 hydrants in the south end and 886 hydrants in the north end of the system that required painting. Overall, 90% of the painting was completed in the south end and 60% was completed in the north end.

The Town owned hydrants that were not completed during 2024 will be the first to be completed when the 2025 painting season begins.

8.4 Hydrant Maintenance

Throughout the 2024 calendar year water distribution operators repaired a total of 23 hydrants. 18 were repaired in the North service area and 5 were repaired in the South service area.

Since the recent purchase of the parts washer, operators have been able to rebuild 14 complete hydrants that will be utilized for future replacement.

8.5 Valve Turning

Valve turning throughout the Tecumseh water distribution system is an on-going preventative maintenance task. Water distribution operators are systematically moving through the distribution system operating valves and recording required valve data and maintenance information.

Field data collected during the 2024 calendar year has been compiled and finalized. **Fig.1** shows that 117 valves were operated in 2024. Thus far we have operated approximately 42% of valves within the Tecumseh water distribution system.

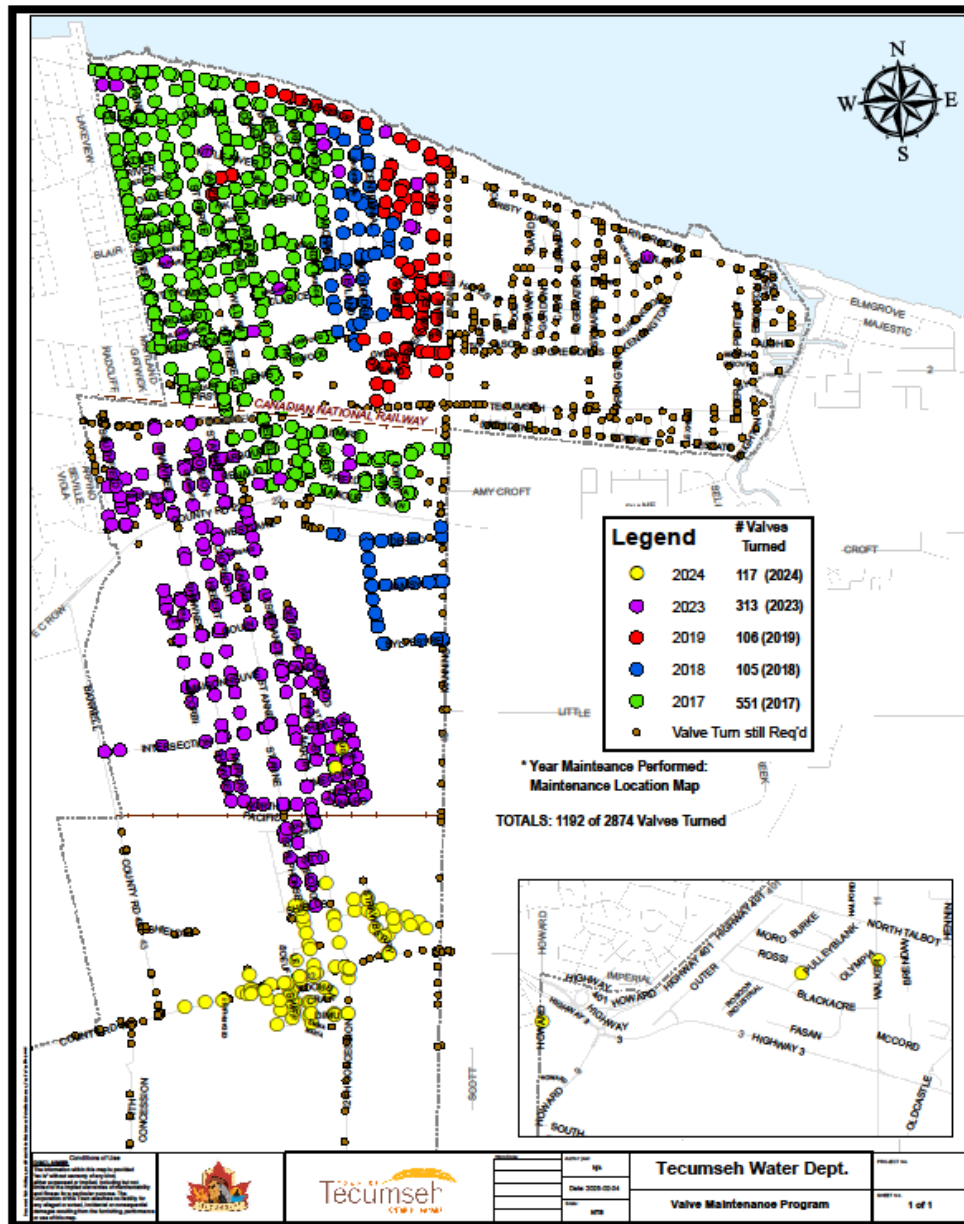


Fig.1

8.6 Lead Sampling

Lead sampling for the 2025 calendar year has not begun. Sampling dates have been scheduled for Mar.10/25 (winter session) and Sep.15/25 (summer session).

8.7 Chlorine Residuals

Throughout the calendar year (Jan. – Dec.) the Water Services department is mandated under Ontario Regulation 170/03 to collect and measure distribution samples for free chlorine and ensure that the residual is within the MECP set guidelines of 0.05ppm to 4.0ppm. As a best practice, a minimum of 0.20 ppm is maintained throughout our distribution system.

Samples are collected throughout the distribution system following a pre-set schedule of locations and also, at the Town's water storage tower. These results are recorded and corrective actions can be taken if required.

Since the last meeting held on Sep.24/24 a total of 571 free chlorine residual samples have been collected, resulting in an average value of 1.08ppm throughout the Tecumseh water distribution system.

For the calendar year of 2024 there was a total of 1669 free chlorine residual samples taken throughout the Tecumseh water distribution system with an average value of 1.03ppm.

8.8 Broken watermain and service repairs

Within the Tecumseh distribution system there has been **(7)** broken watermain repairs and **(2)** service repairs since Sep.24/24 to Feb.7/25.

<u>Watermain repairs:</u>	Dec.6/24	154 Essex
	Dec.9/24	Barry @ Mason
	Jan.1/25	209 Edgewater
	Jan.13/25	Shawnee @ Intersection (NE corner)
	Jan.13/25	1818 Shawnee
	Jan.24/25	205 Edgewater
	Jan.26/25	318 St. Pierre

<u>Service repairs:</u>	Jan.23/25	Banwell @ County Rd42
	Feb.4/25	12922 Riverside

For 2024, Water Services had repaired a total of **(4)** broken watermains and **(1)** water service. Refer to **attachment #2** for the 2024 final annual spreadsheet on broken watermain repairs.

SECTION 9.0 CHANGES TO SERVICES, ACTIVITIES, REGULATIONS THAT COULD AFFECT DWQMS

General: Regulations in Ontario aim to protect public health by ensuring safe drinking water. Owners of water systems play a crucial role in adhering to these regulations, implementing management practices, conducting routine testing and maintenance to prevent contamination. Diligence by owners demonstrates a commitment to continuous improvement and proactive risk management. The combined efforts of regulations and diligent owners uphold the well-being of communities and foster confidence in the drinking water system.

9.1 Software Updates

Operator I-pads continue to be used on a daily basis and are functioning well. We are still in communications and working with Essex Power, trying to get their portal uploaded and running on the operator I-pads.

Water Service members have been meeting with ENWIN's Water Division to review their newly developed GIS layer, which allows operators in the field to GPS infrastructure and upload latitude and longitude coordinates directly from their iPads. Ongoing meetings between both ENWIN's and Tecumseh's GIS departments continue for coordination and implementation of this technology.

The Town is currently reviewing a proposed agreement with Essex Power Lines for the continued billing collection and call centre services. As part of this agreement, service updates will be implemented, including the elimination of fax-based communication, ensuring a more efficient and modernized information exchange process.

9.2 ITRON Updates

The ITRON software update has been installed on desktop computers, but additional upgrades are needed as MVRS, the current drive-by meter reading software, has been discontinued. Itron has extended support until December 31, 2026. Water Services and TCS are actively planning the transition to Temetra, a cloud-based replacement, with implementation budgeted for late fall 2025.

9.3 SCADA System

SCADA system alarm upgrades have been reviewed and Water Services is continuing to work with TCS to create individual SCADA system logins for water operators allowing them to obtain the system alarm information on their I-Pads.

During the upgrades it was noted that the individual meter chamber components have exceeded their life cycle and are due for replacement. There are three separate components that require replacement; PLC's, pressure transmitters and communication antennas.

- i. The cabinets PLC's have reached their end of life. Water Services and TCS are currently meeting with ONYX to develop a plan to systematically replace each unit over a 2-year period.
- ii. We recently replaced pressure transmitters at MCT-04 (Mulberry) and MCT-06 (CR 42-Windsor), as they were found to be at the end of their life cycle. ONYX is currently providing cost estimates for replacing the transmitters in each meter chamber for budgetary planning, and these will be reviewed by Water Services and TCS.
- iii. Boundary meter chamber communication antennas are in very poor condition, rotting away at their base and are in need of replacement. Water Services is currently working with TCS on replacement of these antennas and are discussing the possibility of replacing the current system with a hybrid cellular system.

The current communication towers, which work in series and utilize antennas, are in poor condition and need replacement. Due to increased users, there has been a significant rise in interference, causing ongoing communication issues. Water Services and TCS have replaced the current system with a hybrid cellular internet system (LTE communications). It has been agreed upon to continue to monitor the LTE connections for any signs of communications issues.

9.4 Public Fountains & Water Bottle Fill Stations

PWES and Parks Directors have been in discussions regarding concerns surrounding outdoor water bottle fill stations, particularly regarding water quality control and maintenance responsibilities. During a project review meeting with a Town-hired consultant, it was decided to remove the proposed water bottle fill station at Lakewood South due to the lack of potable water control measures. This raised further concerns when it was discovered that a water fill station was

recently installed at the Maidstone Recreation Centre without Water Services' knowledge. It was noted that key risks associated with such stations include potential contamination, vandalism, and water stagnation, especially given the lengthy and low-usage service line at Maidstone. Unlike schools that implement daily maintenance protocols, the Town does not currently have a dedicated plan to ensure water quality at these units.

To better understand industry practices, discussions were held with neighboring municipalities. Findings indicate that most municipalities either discourage outdoor water bottle fill stations, label them as non-potable, or place them under Parks or Facilities departments rather than Water Services. Some, such as ENWIN and Lakeshore, maintain limited oversight, while others, like Amherstburg and LaSalle, do not permit outdoor units at all. Moving forward, discussions are ongoing to determine whether the existing units at McAuliffe Park Outdoor Washroom, Maidstone Recreation Centre Outdoor Washroom, Lacasse Baseball Grandstand, Lakewood Park South Washroom Building, and Lacasse Park Outdoor Washroom (Playground) should be labeled as non-potable, what department should assume maintenance responsibilities, and whether the Town should align with other municipalities in limiting or eliminating outdoor water bottle fill stations.

9.5 *Policies and standards*

Water Service operators, Manager, Water Services/ORO and Joe Lappalainen are continuing to work together on updating and revising the Water Distribution System Standards & Material Specifications.

The PWES team, in collaboration with Legal, developed By-Law 2024-078 – Boulevard Maintenance Standards, which was endorsed by Council on Sep.24/24. This by-law ensures the protection and maintenance of access to Town-owned infrastructure, enforcing compliance with established standards and specifications. It specifically addresses infrastructure within driveways, such as mainline valves, curb boxes, and manholes.

In the past, residents and contractors have completed driveway work without adhering to these standards, often failing to install proper clean-out covers. This has hindered the Town's ability to access or operate critical infrastructure, including locating water services. The by-law grants authority to issue letters

requesting necessary repairs or, if required, undertake the repairs and recover costs through the tax roll.

Since the by-law's endorsement, Water Services has issued three letters and taken enforcement action to ensure compliance, successfully recovering all associated costs.

PWES and the Building Department are in the process of developing a Private and Public Services – Permitting and Inspections Policy to clearly define departmental responsibilities for water, storm, and sanitary sewer service work within the Town of Tecumseh. This policy will establish clear oversight requirements for permitting and inspections, ensuring consistency and accountability in managing these essential services.

The next scheduled meetings to discuss the policy are set for Feb.11&13/25.

9.6 Private Property Repairs – Ontario Building Code

Water Services and the Building Department continue to hold ongoing meetings and are actively working with third-party consultants to develop clear policies and procedures for private water service repairs and permitting requirements.

Following discussions on Feb.13/24, it was confirmed that, under the Ontario Building Code (OBC), all water service repairs on private property—whether emergency or non-emergency—require a permit before work can begin. Since the Building Department does not currently have an after-hours contact, a meeting was held on Feb.29/24, to establish a procedure for handling these situations.

It was determined that in emergency after-hours situations, Water Distribution Operators will remain on-site to oversee and inspect the work, documenting the repair with photos and detailed notes. This information will be added to the Building Permit file, and the work will be left exposed for inspection by the Building Department on the next business day.

Further discussions are required to finalize policies regarding material standards, permit application requirements for Water Services, and coordination of joint inspections when connections are made from private property to municipal infrastructure.

SECTION 10 INFRASTRUCTURE REVIEW RESULTS

10.1 Mulberry Drive Trunk Watermain Emergency Repairs

During an emergency repair of an air release valve on the 600mm transmission main located along Mulberry Drive it was found that a coupling had been leaking on the main as well causing low pressure within the system. In order to properly complete the repairs that section of transmission main was to be isolated. While attempting to do so, it was determined that the existing valves at Southfield Drive, Mulberry Drive, Shawnee Road and County Rd22 were also defective, not allowing for proper isolation.

The Town of Tecumseh has one of its critical boundary meters located on Mulberry Drive, this meter accounts for approximately 43% of the potable water that we receive from the City of Windsor. The inability to properly isolate that transmission main poses a serious and significant risk to our control of the system, maintenance activities and emergency response. It is very important to have proper water flow and isolation when required throughout the distribution system in order to support future construction and prevent damage.

10.2 2025 Private Development Projects

- Oldcastle Heights Subdivision
- Castle Gate Industrial Subdivision
- Oedan Detech (Briday Inc.) – Victoria on the Lake
- 12300 County Rd 42- Bashi Apartments
- Various severances

10.3 2025 Town Capital Development Projects

- The Tecumseh Water Tower is scheduled for internal repainting this spring as part of warranty-covered maintenance. During routine maintenance and inspection while the tower was drained, it was discovered that the interior paint within the bowl was flaking. As a result, the existing coating will be removed and repainted to ensure continued protection and compliance with operational standards.

- County Rd 42 Phase 3 - roundabout and road widening
- County Rd 19 – between Sylvestre & County Rd 22
- Hydrant upgrades – changing to storz connections over a 3 year period, aiding in fire protection.
 - Roughly 650 hydrants need to be upgraded
 - Will be completed in a systematic manner with approval based on risk and location.
 - Auto flusher replacements over a 3 year period and continuing maintenance on a as needed basis.
- Lakewood South- splashpad, year round washrooms.
- Scully pump station- replacement
- Cedarwood Pump station- replacement
- Special project
- Investing in Canada infrastructure program (ICIP) Woodridge, Centennial, Little River, St.Thomas
- Brouillette Court- Watermain replacement
- Tecumseh Hamlet- installation of 400mm watermain

SECTION 11 CURRENCY OF OPERATIONAL PLAN

11.1 Operational Plan 2025 Version

2025 draft version of the operational plan will be brought to Council on Feb.25/25 for endorsement.

Once accepted and endorsed the 2025 operational plan will be reviewed with the water distribution operators.

SECTION 12 DEVIATIONS FROM CCP LIMITS

12.1 Critical Control Points and Critical Control Limits

Critical control point (CCP) is a procedure or process within our distribution system operations that some type of control can be applied to and should be essential to maintaining safe drinking water.

The CCP(s) shall have a parameter that can be measured, monitored and the parameter can have limits set to it to ensure that operations remain effective and efficient.

The identified CCP(s) will have critical control limits (CCL) assigned to them. The limit(s) will represent the point at which “control is lost” (uncertainty of the quality of the drinking water occurs) at the CCP and corrective actions must be taken.

12.2 Deviations

There have been no deviations since our last meeting on Sep.24/24.

SECTION 13 EFFECTIVENESS OF RISK ASSESSMENT PROCESS

General: Every 3 years a full comprehensive review of the risk assessment process and related documents shall be completed.

Water Services completed a full comprehensive review on Feb.2/22.

13.1 Risk Assessment Meeting Findings

The 36 month risk assessment meeting was held on Jan.22/25.

Hazards & risk events, control measures, CCP's & CCL's and analysis of relevant SOP's were reviewed and discussed.

- i. Risk assessment worksheets were reviewed. The removal or addition of risks was discussed along with their risk ratings. Validation and currency of information within the risk assessment worksheets was also reviewed. The following was noted:
 - various worksheets will require updates to risk rating adjustments and control measures.

- ii. A new risk assessment worksheet will be developed. It will cover the potential hazard of 'Loss of Transmission Main'.
 - Information that has been and will be collected from the communications between and with ENWIN and AECOM will be used to help create the worksheet. Key considerations include assessing whether other feeder mains can handle the demand, identifying areas of risk based on factors such as the age, material, and demand on the watermain, and determining the potential impact of a failure in specific transmission mains.
- iii. Hazard assessments for vulnerable areas will be reviewed and updated. New locations, equipment and health & safety issues will be investigated and if hazard assessment surveys are required, they will be completed.
- iv. SOP 25 discussed and it was decided that it will be reviewed and updated to include steps on entering a crawl space.

The 2025 annual risk assessment meeting will be held during the month of May. Once the meeting final report is complete, it will be reviewed with water distribution operators.

SECTION 14 EMERGENCY PREPAREDNESS

14.1 Review of Water Services Emergency Response Plan

The 2024 version will be reviewed and updated if required and saved as the draft 2025 version and will be reviewed with the Manager, Water Services/ORO during the 2025 calendar year.

14.2 Mock Exercises / Scenarios

2025 mock exercises/scenarios will be presented and completed at the time of the Water Services Emergency Response Plan review.

SECTION 15 TRENDS IN QUALITY OF RAW WATER & DRINKING WATER

15.1 Source Water (Raw Water)

Each year the Essex Region Conservation Authority (ERCA) prepares an Annual Progress Report on Source Water for the surrounding Municipalities. The report is

generated using data that has been collected from the involved Municipalities and considers progress toward the cumulative implementation from Oct.1/15 to December of the report year.

The 2024 report has not yet been received by the Town of Tecumseh.

15.2 Drinking Water

As part of the Herb Gray Parkway, the supply watermain to Meter Chamber 12 (MCT-12) was re-routed through the Town of LaSalle, connecting the Town of LaSalle to the Town of Tecumseh. Following the re-routing of the supply watermain, the valve between LaSalle and Tecumseh was closed ceasing the supply of potable water through MCT-12. This valve remains closed until an agreement can be reached between Windsor and LaSalle.

The Town of Tecumseh receives an annual report from the Windsor Utilities Commission and the Town of Lakeshore in regards to the water that is supplied to the Town.

SECTION 16 RESOURCES NEEDED FOR DWQMS MAINTENANCE

16.1 Resources Needed

Technology and software based training for the Manager, Water Services/ORO and the DWQMS Representative will be considered throughout the following years.

The DWQMS Conference occurs annually, covering a variety of industry related topics. The Manager, Water Services/ORO and the DWQMS Representative shall attend these conferences to stay abreast of the new and upcoming industry regulations and technology. The Manager, Water Services / ORO and the DWQMS Representative will be attending the 2025 conference in April.

Up-keep of water distribution electronics, tools and equipment – proper storage facilities and docking stations are required for the operator's equipment. Storage and organizational stations have been purchased and continue to be installed.

Providing a high-level of service to our consumers is very important, therefore, the upkeep of equipment must be maintained. Our water fill stations are a service that we provide, recently one of them was rendered out of service due

to PLC issues. TCS and Water Services are looking into keeping a small stock of these parts on-hand to ensure a quick repair with no extended loss of service.

Aging technology in our fuel systems have been posing a problem as of late. It is imperative that these systems are kept in good working condition in order to keep our operators out in our community and distribution system performing their operational duties to help maintain quality drinking water.

SECTION 17 TOWN OF TECUMSEH WEBSITE

17.1 Website Review

The Manager, Water Services/ORO reviews the Water Service's portal on the Town of Tecumseh's website in order to ensure that the water information contained within is correct and current.

There has been discussion in creating new content ideas for the Water Services portal which would help with community outreach on water based issues. Water conservation tips, a water service area map showing which Municipality to contact when there's an issue and frozen water meters are a few that are currently being discussed.

Reviews of the portal have been made and all information (as of Feb.7/25) is current and correct.

SECTION 18 RETENTION TABLE

18.1 Retention Table Review

The Manager, Water Services/ORO and the DWQMS Representative review the retention table along with documents and records pertaining to it. No updates have been made since the last meeting held on Sep.24/24.

SECTION 19 REVIEW OF BEST PRACTICES

19.1 Best Practices

Review of related and appropriate industry material, membership in water industry organizations such as Ontario Municipal Water Association and

Municipal Water, Wastewater Regulatory Committee and continued networking with neighboring municipalities allow for the continuous review of current best practices.

Neighbouring colleges convene periodically to engage in discussions regarding best practices, including topics such as new product approval and ongoing issues.

SECTION 20 COMMENTS/SUGGESTIONS MADE BY WATER SERVICE PERSONNEL

20.1 Comments/Suggestions Made

During meetings and training sessions, water distribution operators are given opportunities to make comments/suggestions and ask questions, below are some of their comments/suggestions and questions from meetings and training sessions:

- i. The possibility making the 'abandoned' infrastructure data its own layer, able to be turned on and off within our mapping system - to lessen the 'congestion' on the maps.
- ii. Possibility of having pictures taken on-site in work areas sent to GIS and uploaded directly into the system.
- iii. They have been providing their input and knowledge into the revisions of our standards and specifications manual.
- iv. As they encounter re-occurring situations out in the field discussions are held and proper solutions are found.
- v. While reviewing SOP's, operators provide feedback and suggestions that help in updating and keeping those documents current.

ATTACHMENTS & LIST OF FIGURES

ATTACHMENTS

- i. 2024 External Audit Report



FINAL -
AuditReport2024.pdf

- ii. 2024 Final Annual Spreadsheet for Broken Watermains



Annual List of
Breaks 2024.pdf

FIGURES

- i. Figure 1: Valve turning map for Tecumseh distribution system



NSF International Strategic Registrations Audit Report

The Corporation of the Town of Tecumseh

917 Lesperance Rd.
Tecumseh, Ontario N8N 1W9 CAN

C0122080

Audit Type

Surveillance Audit

Auditor

Rose Johnson

Standard

Ontario's Drinking Water Quality Management Standard Version 2
(Exp Date: 21-OCT-2026)

Audit Date(s):

10/07/2024 - 10/07/2024

Recommendation

Ontario's Drinking Water Quality Management Standard Version 2 : Continue Certification (No NCRs)



Executive Summary

Ontario's Drinking Water Quality Management Standard Version 2	<p>This was an annual system audit for the Town of Tecumseh Drinking Water Quality Management System (DWQMS).</p> <p>System strengths include management review and internal audit processes.</p> <p>There were no major or minor non-conformities identified during the audit. There was one opportunity for improvement identified which is included in this report for consideration by the DWQMS team. (Note: opportunities for improvement do not require a formal response.)</p> <p>The support and cooperation of all involved in the audit is acknowledged and appreciated. Thank you for choosing NSF for your DWQMS accreditation.</p>
--	--

Opportunities

Ontario's Drinking Water Quality Management Standard Version 2	See below
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Corrective Action Requests

There is NO Corrective Action Request in this audit.

Site Information

The audit was based on a sampling of the company's management system.

Industry Codes

NACE:E 41

Scope of Registration

Ontario's Drinking Water Quality Management Standard Version 2 : Tecumseh Distribution System, 040-OA1, Entire Full Scope Accreditation



Opportunities for Improvements

Ontario's Drinking Water Quality Management Standard Version 2

Opportunity	Observations / Auditor Notes
Opportunities for Improvements (DWQMS)-01	<p>Location of OFI Continual Improvement / Corrective Action process;</p> <p>Discussed With Brad & Nicole;</p> <p>Description Although generally found to be meeting the requirements of the Standard, an opportunity exists to:</p> <ol style="list-style-type: none"> 1. Review / update the Corrective Action Report form to clearly capture root cause 2. Clearly reference the Corrective Action Report in element 21 of the Operational Plan (e.g. the form is used to record corrective actions - currently referenced as an input);

General Information

Operating Authority: Legal Name & Address	The Corporation of the Town of Tecumseh 917 Lesperance Rd. Tecumseh, Ont. N8N 1W9
Language Preference: Correspondence	English
Language Preference: Audit	English
Owner: Legal Name and Address	The Corporation of the Town of Tecumseh 917 Lesperance Rd. Tecumseh, Ont. N8N 1W9
Owner Language Preference: Correspondence	English
Owner Language Preference: Audit	English
Applicant Representative Information; Include Name, Title, Phone, Fax, Email & Website	Brad Dupuis, Manager Water Services Phone: 519-735-2184 X145 bdupuis@tecumseh.ca www.tecumseh.ca
Accreditation Option	Full Scope - Entire DWQMS
Date of Previous Systems Audit:	November 4, 2022
Date of Previous On-Site Verification Audit:	September 5-6, 2023

Processes



Summary of Findings	
Requirement	Finding
1. Quality Management System	N/A
2. Quality Management System Policy	N/A
3. Commitment and Endorsement	C
4. Quality Management System Representative	C
5. Document and Record Control	N/A
6. Drinking-Water System	N/A
7. Risk Assessment	C
8. Risk Assessment Outcomes	C
9. Organizational Structure, Roles, Responsibilities, and Authorities	N/A
10. Competencies	N/A
11. Personnel Coverage	N/A
12. Communications	N/A
13. Essential Supplies and Services	N/A
14. Review and Provision of Infrastructure	N/A
15. Infrastructure Maintenance, Rehabilitation & Renewal	N/A
16. Sampling, Testing & Monitoring	N/A
17. Measurement & Recording Equipment, Calibration & Maintenance	N/A
18. Emergency Management	N/A
19. Internal Audits	C
20. Management Review	C
21. Continual Improvement	OFI
Mj	Major Non-Conformity. The auditor has determined one of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor conformities; or (c) a minor non-conformity identified in a corrective action request has not been remedied.
Mn	Minor Non-Conformity. In the opinion of the auditor, part of a required element of the DWQMS has not been incorporated satisfactorily into a QMS.
OFI	Opportunity for Improvement. Conforms to requirement, but there is opportunity for improvement.
C	Conforms to requirement.
	Not Applicable to this audit
*	Additional Comment added by auditor in the body of the report.

