

Meeting Minutes / Report

Last Revised: 2019-02-19
Prepared By: Brad Dupuis

Meeting Minutes

Meeting Type:	Management Review Meeting – DWQMS
Date:	February 19, 2019
Called by:	Town of Tecumseh
Attendees:	Tony Haddad Phil Bartnik Denis Berthiaume Brad Dupuis
Location:	CAO Board Room - 917 Lesperance Rd.

Agenda/Minutes:

Item Code: AI=Action Item, DM=Decision Made, IS=Information Sharing, MRC=Management Review Committee

Item	Item Description	Notes	Who Responsible / Code	Timing / Status
A	Meeting Agenda			
	Attendance	The sign-in sheet is appended to these minute as Attachment No. 1		No Actions Required
1	Previous Management Review Meeting Action Items	<p>Review the Water & Wastewater Master Plan to ensure that it maintains its accuracy for the town's infrastructure needs.</p> <p>CIMA held a PIC (Public Information Centre) presenting the updated version</p> <p>Administration was to meet mid-November to discuss</p> <p>More information explained in item 8 of this report</p>	IS	No Actions Required

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		<p>In the internal audit OFI-2 stated - Every page of the Water Services Operational Plan should contain a date as required in Director's Direction since the location of the current version date can only be found in Appendix 1.</p> <p>Date has been added to Version 9 of the Operational Plan</p> <p>Discussed in further detail in item 12 of this report</p>	IS	No Actions Required
		<p>Brad Dupuis to complete Survey Monkey results prior to next managers meeting</p> <p>Results have been completed and discussed in further detail in item 4 of this report</p>	IS	No Actions Required
		<p>Desktop Audit shall take place before November 27, 2018 to stay within the 12 month scheduling period</p> <p>Completed November 21, 2018 by NSF.</p> <p>Discussed in further detail in item 5 of this report</p>	IS	No Actions Required
		<p>Current FC300 Itron reading system is being replaced by MC3Lite.</p> <p>Wolseley, and Metorcor submitted quotes to the Town.</p> <p>Discussed in further detail in item 5 of this report</p>	IS	No Actions Required
		<p>DWQMS Rep. and Denis to work on DWQMS 2.0</p> <p>DWQMS 2.0 has been completed to Version 9 of the Operation Plan</p> <p>Discussed in further detail in item 7 of this report</p>	IS	No Actions Required

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		<p>Brad and Denis email version 15 to suppliers once completed</p> <p>Town of Tecumseh water standards Version 15 is in the final stages.</p> <p>Discussed in further detail in item 7 of this report</p>	IS	No Actions Required
		<p><i>Landmark</i> completed the cleaning, inspection report for water tower June 05, 2018</p> <p>It was found that within the next 2-4 years the interior lining of the tank should be removed via abrasive blast cleaning, then re-lined with an AWWA D102 ICS-3 or ICS-4 system.</p> <p>AI- Denis to present a report to council early 2019</p> <p>Discussed in further detail in item 8 of this report</p>	IS	No Actions Required
		<p>Denis and Shawn (IT Department) to complete RFQ (request for quotation) for SCADA system upgrades</p> <p>RFQ's have been received</p> <p>Discussed in further detail in item 10 of this report</p>	IS	No Actions Required
2	Incidents of Adverse Drinking Water Tests	There have been (0) Adverse Drinking Water Results since the last managers meeting (November 01, 2018)	IS	No Actions Required
3	Results of Internal Audits	<p>The previous (2018) internal audit was reviewed and dispensed in the previous <i>managers review meeting- DWQMS</i></p> <p>The upcoming Internal Audit shall be completed to the DWQMS 2.0 standard</p>	AI	Brad and Denis complete the internal audit towards the end of the summer / early fall
4	Consumer Feedback	(2) customer complaints were related to the	IS	No Action

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		<p>Town of Tecumseh water quality since the last Manager’s Review Meeting (2018-11-01)</p> <p>(1) November 11, 2018 (1962 St Anne)-</p> <ul style="list-style-type: none"> • Colour- Customer stated discoloured water coming from taps. Operator found discoloured water and informed customer that they are feed from a cast Iron watermain and discolouration may occur during peak water demand. Advised to flush cold water. Took a chlorine residual of 0.81ppm. <p>(2) December 20, 2018 (4922 Horwood)-</p> <ul style="list-style-type: none"> • Odor smell – customer stated water had a bad smell. Operator showed up and found that customer was concerned of chlorine smell. Took a chlorine residual of 0.74ppm. 		<p>Required</p>
		<p>DWQMS Rep. has reviewed the Survey Monkey results from past managers meeting (Nov 01st, 2018) to today (February 19th, 2018)</p> <p>Survey Monkey Data to be reviewed twice per year to ensure that possible issues are not missed when reported</p> <p>(0) questionnaires were completed for <i>Water Services Customer Survey</i> stating any issue or concern.</p> <p>Results are shown below for <i>Water Services Customer Survey</i>.</p>	<p>AI</p>	<p>Brad Dupuis to complete 2nd check of Survey Monkey results prior to next managers meeting</p>
		<p>1) Billing Concern- 0 Individuals</p>	<p>IS</p>	<p>No Action Required</p>

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		2) Request for Locate- 0 Individuals	IS	No Action Required
		3) Water Leak- 0 Individuals	IS	No Action Required
		4) Water Quality- 0 Individuals	IS	No Action Required
		5) Water Meter Issue- 0 Individuals	IS	No Action Required
		6) Connection / Disconnection of Water Service- 0 Individuals	IS	No Action Required
		7) Other (Please specify)- 0 Individuals	IS	No Action Required
5	Operational Performance	Brad Dupuis is still the current DWQMS Rep Denis Berthiaume is the alternate	IS	No Action Required
		Annual surveillance audit was completed November 21, 2018 fall by NSF. Results discussed in further detail in item 12 of this report Brad and Denis shall contact NSF in the spring to set a date for the 2019 desktop audit Audit shall take place in 2019 calendar year.	AI	Brad to follow up with NSF for available dates
		The <i>hydrant flushing program</i> is scheduled to begin early spring 2019. Every hydrant in Tecumseh will be inspected and operated Documentation stored in shared hard drives.	AI	Complete Annual hydrant flushing program in the Spring
		The <i>hydrant winterizing program</i> was completed	IS	No Action

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	<p>December 14, 2018</p> <p>Three different checks were completed</p> <p>Documentation stored in shared hard drives.</p>		Required
	<p>The <i>valve turning program</i> is underway.</p> <p>Working with IT department running a new program that's live so all personnel can see the most current information.</p> <p>There are 2524 valves in the system</p> <p>114 valves were exercised In 2018</p> <p>Program beginning in the north end of town, working west to east.</p>	IS	No Action Required
	<p>Senior management submitted and council approved 2019 operational budget (Jan 15, 2019)</p> <p>A request for valve turner/vac unit has been approved by administration in order to make valve turning more efficient and practical.</p> <p>Report to council will be completed early 2019.</p>	IS	No Action Required
	<p>The <i>meter change program</i> is still underway. 93% of the town has been complete</p> <p>Customers who have disregarded the letters to upgrade their water meter. A new letter has been created with stronger wording and is currently being mailed out to those who have not upgraded</p>	IS	No Action Required
	<p>(10) Stainless Steel sample station units have been installed as per life cycle, replacing the older existing units. We have a total of 33 sample stations.</p>	IS	No Action Required
	<p>Due to life cycle service truck W6- 11 is</p>	Is	No Action

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		<p>scheduled to be replaced.</p> <p>Truck is currently in the design stage in order to be able to work on various service calls.</p>		Required
		<p>Current FC300 Itron reading system is being replaced by MC3Lite. Denis, Brad, and Shaun (IT) had been in meetings to discuss the process in moving forward on the update</p> <p>Companies, Wolseley and Metorcor submitted quotes to the Town.</p> <p>Unit was ordered through Wolseley and currently waiting for dates to implementation (i.e. installation and training)</p>	AI	Brad and Denis to follow up on available dates
		<p><i>Winter Lead Testing</i> was completed December 18, 2018</p> <p>All (4) samples taken in the distribution system found to be well below the threshold</p>	IS	No Action Required
6	Incidents of Non-Compliance with Applicable Regulations	<p>Annually a desktop DWQMS Verification Audit to be completed by an accredited third party.</p> <p>Every three years an <i>On-Site</i> DWQMS Verification Audit must be completed by an accredited third party.</p> <p>Verification Inspection was completed November 21, 2018 by NSF for our DWQMS Verification Audit.</p> <p>The results of the verification audit are summarized Non-Conformances (NC) and Opportunities for Improvements (OFI)</p> <p>Results discussed in further detail in item 12 of this report</p>	IS	No Action Required
7	Changes to Services, Activities, Regulations,	There have been changes in the services and/or activities performed by the Town of Tecumseh	AI	Brad Present Version 9 to

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	<p>etc. that could affect DWQMS</p>	<p>since the last management review meeting.</p> <p>There is still the new DWQMS called DWQMS 2.0. Each municipality has 2 years to make changes. Once changes have been made, the municipality will need to identify to the auditor(s) they are working under DWQMS 2.0</p> <p>Brad and Denis have completed DWQMS 2.0 to the new Operational Plan Version 9.</p> <p>The Operational Plan Version 9 is scheduled to be presented to Council Feb 26, 2019 for endorsement.</p>		<p>council for endorsement</p>
		<p>Town's Current Schedule to Water Rates By-Law No.2018-71 has changed from 2018, whereas base charges increase of \$0.85 per month. Water rates increased by \$0.003 per cubic meter</p>	<p>IS</p>	<p>No Actions Required</p>
		<p>Town of Tecumseh water standards Version 15 is in the final stages. IT department working on diagrams to reference within the document. Once completed, Version 15 will be put on the website, and emailed to all suppliers</p>	<p>AI</p>	<p>Brad and Denis email version 15 to suppliers once completed</p>
		<p>Tony Haddad (CAO) is scheduled to retire in March, no replacement has been named to date.</p> <p>Brad will contact the MECP (Ministry Of Environment, Conservation and Parks Ontario) and filled out the revised <i>Drinking Water System Profile Information</i> form when action takes place</p>	<p>AI</p>	<p>Brad to contact appropriate personal identifying Tony's retirement / replacement</p>
<p>8</p>	<p>Infrastructure Review Results</p>	<p>CIMA held a PIC (Public Information Centre) presenting the updated version.</p> <p>Administration meet mid-November to review</p>	<p>IS</p>	<p>No Actions Required</p>

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		<p>the draft water & Wastewater master Plan update, comments and suggestions were then submitted to CIMA.</p> <p>Administration waiting revised report</p> <p>A capital works plan is created each year and is submitted to council for approval. (Dec 11, 2018)</p> <p>An asset management plan has been created for all linear assets. As a result of that review, a schedule for the replacement of watermains have been created</p> <p>All reports mentioned above are available on the shared drive for the Town of Tecumseh.</p>		
		<p>Currently (0) major infrastructure jobs underway</p>	IS	No Actions Required
		<p><i>Landmark</i> completed the cleaning, inspection report for water tower June 05, 2018</p> <p>It was found that within the next 2-4 years the interior lining of the tank should be removed via abrasive blast cleaning, then re-lined with an AWWA D102 ICS-3 or ICS-4 system.</p>	AI	Denis to present a report to council in early 2019
9	Currency of Operational Plan	<p>The necessary changes to address the Non-conformances identified in the NSF Audit as well as the Internal Audit were reviewed during the meeting.</p> <p>Additional changes made to the operational plan to address changes to business processes were also reviewed.</p> <p>The results of risk assessment have been added</p>	AI	Brad Present Operational Plan version 9 to council

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		<p>to the operational plan (version 9)</p> <p>Version 9 of the Operational Plan to address all of these matters will be brought to council February 26, 2019.</p> <p>The Management Review Commitment and Endorsement Statement is appended to these minutes as Attachment No. 2.</p>		
10	Deviations from CCP Limits	<p>The SCADA system has been configured to have a low alarm and a high alarm. The Low alarm is considered an initial warning while the High alarm is considered the Critical Control Point (CCP).</p> <p>Documentation of these alarms can be found on the Town's SCADA system.</p> <p>RFQ has been completed for SCADA system upgrades</p> <p>ONYX Engineering was the awarded contractor and is currently working with IT, Water & Wastewater department to move forward</p>	AI	Denis and Shawn (IT department) work together for completion
11	Effectiveness of Risk Assessment Process	<p>(2019-01-24) A full comprehensive review of the risk assessments at the Town of Tecumseh was completed. Every three years a full comprehensive review shall be completed</p> <p>Version 9 of the Operational Plan will be brought to council February 26, 2019</p> <p>Risk Assessment review shall be completed with all operators during the review for the Operational Plan Version 9.</p>	AI	Brad and Denis to review operational plan and risk assessment with operators

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12	Results of Internal / External Audits	<p>MECP Inspection Report was completed January 12, 2018 and received a Final Inspection Rating of 100%. Report was presented to council Feb 20, 2018</p> <p>MECP Inspection is scheduled to be completed February 28, 2019</p> <p>The results of the NSF Audit (November 21, 2018) were (0) Non-Conformances (NC) and (1) Opportunities for Improvements (OFI-1) being to start working on Version 2.0 NSF Report is appended to these minutes as Attachment No. 3.</p> <p>The Internal Audit (September 20, 2018) was discussed in the previous managers meeting. (November 01, 2018)</p> <p>OFI (2) - Every page of the Water Division Operational Plan should contain a date as required in Director's Direction since the location of the current version date can only be found in Appendix 1.</p> <p>Date has been added to every page on the Operational Plan Version 9.</p> <p>Both Audits were reviewed by all operators, attendance records available</p>	IS	Brad Dupuis
13	Emergency Preparedness	<p>Emergency Response Plan Version 11 has been created and scheduled to be reviewed with operators along with 2 mock exercises prior to coming spring.</p> <p>Attendance records shall be available once completed</p>	AI	Brad and Denis to review Emergency Response Plan Version 11 with operators along with two mock exercises
14	Trends in Quality of Raw Water & Drinking-	<p>The Town of Tecumseh receives an annual report from the Windsor Utilities Commission</p>	IS	No Actions Required

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	Water Supply	<p>with regard to the water that is supplied to the Town.</p> <p>The Town of Tecumseh receives an annual report from the Town of Lakeshore with regard to the water that is supplied to the Town.</p> <p>The Town of Tecumseh is connected to Town of LaSalle through Meter Chamber 12 (MC-12). The valve remains off until an agreement has been made between Windsor and LaSalle. As part of the construction of the Herb Gray Parkway, the supply watermain to the Howard Avenue metering facility (MCT-12) was re-routed through the Town of LaSalle. Subsequent to the re-routing of the supply watermain, the supply connection has been closed, and supply of potable water to the Town of Tecumseh through MCT-12 is currently not utilized.</p> <p>Every annual report is kept on the Town's shared drive.</p> <p>The Town of Tecumseh report has been given to Windsor Utilities Commission, The Town of Lakeshore, by Denis Berthiaume.</p>		
15	Resources needs for DWQMS Maintenance	Nothing is needed at this time	IS	No Action Required
16	Town website	Brad reviewed the town website insuring the water information is current	IS	No Action Required
17	Retention Table	Brad Dupuis and Denis Berthiaume have reviewed the retention table along with the documents pertaining to it	IS	No Action Required
18	Comments / Suggestions made by Personnel	No suggestions or feedback was given	IS	No Actions Required

SIGN-IN SHEET

PURPOSE: TOWN OF TECUMSEH DWQMS MANAGEMENT REVIEW MEETING

DATE: February 19, 2019

NAME (PRINT)	POSITION	SIGNATURE
TONY HADDAD	CHIEF ADMINISTRATIVE OFFICER	
PHIL BARTNIK	DIRECTOR, PUBLIC WORKS & ENVIRONMENTAL SERVICES	
DENIS BERTHIAUME	MANAGER, WATER & WASTEWATER	
BRAD DUPUIS	WATER OPERATOR/DWQMS REPRESENTATIVE	



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 meet the input requirements of the Town of Tecumseh DWQMS management review program.
- 3) That the committee is aware of the 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 action items
 - b. Within the timelines committed to in the meeting
- 2) Approval to empower the DWQMS representative 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: November 1st, 2018

Name/ Delegate Name	Title	Signature	Date
TONY HADDAD	Chief Administrative Officer (CAO)		2/19/19
Phil Bartnik	Director of Public Works & Environmental Services		02/19/19
Devin B. N. Rime	Manager, Water and Wastewater		02/19/19
Brod Dupuis	DWQMS Representative		02/19/19



NSF International Strategic Registrations Audit Report

The Corporation Of The Town Of Tecumseh

917 Lesperance Rd.
Tecumseh, Ontario N8N 1W9 CAN

C0122080

Audit Type

DWQMS System Audit

Auditor

Robert Howarth

Standard

Ontario's Drinking Water Quality Management Standard
(Exp Date: 22-OCT-2020)

Audit Date(s):

11/21/2018 - 11/21/2018

Recommendation

Ontario's Drinking Water Quality Management Standard : DWQMS System Audit Complete No Change to Certificate



Executive Summary	
Ontario's Drinking Water Quality Management Standard	This Organization has effectively implemented and utilized their DWQMS as evidenced no incidents of reporting issues required throughout the testing process, no incidents of regulatory non-compliance, no incidents of adverse drinking-water tests and no deviations from critical control point limits combined with the continued investment in infrastructure and personnel.

Opportunities	
Ontario's Drinking Water Quality Management Standard	Opportunities exist to start working toward Version 2.

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 : Tecumseh Distribution System, 040-OA1, Entire Full Scope Accreditation



Opportunities for Improvements

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	Denis Berthiaume Manager, Water and Waste Water Services Phone: 519-735-4225 X141 Fax: 519-735-1895 E mail: dberthiaume@tecumseh.ca a Website: http://www.tecumseh.ca/
Accreditation Option	Full Scope - Entire DWQMS
Date of Previous Systems Audit:	September 25-26/, 2017
Date of Previous On-Site Verification Audit:	September 25-26/, 2017

Processes

Ontario's Drinking Water Quality Management Standard

Process Name	Observations / Auditor Notes
7: DWQMS Element 10 –Competencies	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process:</p> <p>This process is effectively controlled Operational Plan - Element-10; Version 8; Operational Plan defines Title/Function, Required Competencies and Desired Competencies for Municipal Ownwes/Operating Authorities Director of Public Works & Environmental Services Manager of Water and Wastewater Services/ORO Water/Wastewater Supervisor New Operators (OIT) Operator-3 Operator-2 Operator-1</p> <p>Additionally defines Methods to assess. develop and maintain competencies</p>
7: DWQMS Element 11 – Personnel Coverage	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths &</p>



Process Name	Observations / Auditor Notes
	<p>weaknesses of process: This process is effectively controlled Operational Plan - Element-11; Version 8; Procedure adequately defines the necessary personnel requirements to ensure the operation of the Distribution System.</p> <p>This is supported by a Distribution Operator on call at all times outside of regular business hours List of available Operators available and posted Contacted through Answering Service Available 24 Hours a day - 7 Days a week</p> <p>Also includes coverage for Pandemics, strikes or lockouts.</p>
7: DWQMS Element 12 -Communications	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-12; Version 8; Process defines Communication requirements including Communication with: Owner: Annual Report forwarded to the Mayor and Council defining the suitability and effectiveness of the DWQMS and as defined in Section 11(1) of Ont Reg. 170/03</p> <p>Personnel Through Town Network Drive and daily Tailgate meetings. Minutes not retained.</p> <p>Suppliers Purchase Orders</p> <p>Consumers/Public Through Operations Centre.</p>
7: DWQMS Element 18 - Emergency Management	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-18; Version 8; Emergency Response Plan Dated April 10, 2018, Version 10 Very detailed plan covering 20 different emergency situations and guidelines for response. Evidence of training on Version 10</p> <p>Annual Training exercise. Biological Contamination - April 10/18 Contractor Damaging Watermain - April 10/18</p> <p>Signed off by all employees and all employees evaluated for performance after training.</p>
7: DWQMS Element 19 - Internal Audits	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-19; Version 8; Third Party Internal Audit undertaken September 19, 2018 by Ontario Clean Water Agency Very thorough Audit Checklist utilised Audit Report No Minor nonconformances identified 2 Opportunities for improvement identified.</p>
7: DWQMS Element 21 – Continual Improvement	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-20; Version 8; No Corrective Actions identified in past 12 months</p>



Process Name	Observations / Auditor Notes
	<p>No incidents of regulatory non-compliance, No incidents of adverse drinking-water tests, No deviations from critical control point limits and response actions No significant customer complaints</p>
<p>7: DWQMS Element 5 - Document and Records Control</p>	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-5; Version 8; Procedures adequately defined controls required for control of Documents and Records No uncontrolled documents evidenced during Audit Records suitably provided to complete the Audit.</p>
<p>DWQMS Element 13 – Essential Supplies and Services</p>	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-13; Version 8; All supplies and services shall must meet AWWA and NSF/ANSI standards</p> <p>List of Primary and secondary suppliers broken down into Treated Drinking Water Supplies Laboratories Instrumentation Calibration/Maintenance Contractors and 10 Other</p> <p>All purchases must be in accordance with the Town of Tecumseh By-Law 2017-63, a by-law to govern procurement and procedures.</p>
<p>DWQMS Element 14 – Review and Provision of Infrastructure</p>	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-14; Version 8; A report detailing the maintenance programs, any requirements for infrastructure, rehabilitation and renewal is prepared annually by the Director, Public Works & Environmental Services and Director, Financial Services/Treasurer. The capital requirements are then submitted to Top Management and Municipal Owner/Operating Authority for budgetary approval.</p> <p>Appendix 6 - 2018-2022 Public Works and Environmental Services Capital Works Plan</p>
<p>DWQMS Element 15 – Infrastructure, Maintenance, Rehabilitation and Renewal</p>	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-15; Version 8; Process broken down into 2 Subsections Planned Maintenance - Controlled through Daily Work Orders Work Orders retained electronically in Database sorted buy Date and Address</p> <p>Unplanned Maintenance- resulting from emergency repairs or breakdown Watermain Break Report</p> <p>Infrastructure Rehabilitation - Monitored for effectiveness Infrastructure Renewal - Monitored for effectiveness Capital Upgrades - Planned and Approved by Owner</p>
<p>DWQMS Element 16 – Sampling, Testing and Monitoring</p>	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-16; Version 8 SOP-1 Water Sampling for Chlorine, BacT and HPC SOP-5 Community Lead Testing Program; All sampling and testing is defined in Sampling, Testing & Monitoring procedure SOP-1 and meets all requirements as defined by the</p>



Process Name	Observations / Auditor Notes
	<p>Ministry of Environment. Chlorine Testings: 22 Samples per week based on rotating basis from 54 sites. Cycle repeated every four weeks with identified areas done every week Chlorine Testing done by technician on site - Limits defined No Results outside defined limits Microbiological Testing - (Total Coliform, E.coli and HPD) 10 Samples per week based on rotating basis done by Caduceon Environmental Laboratory - Accredited</p> <p>Lead Sampling: Frequency as defined by Regulatory Requirement Currently only 4 Distribution samples twice per year. Testing done by Caduceon Environmental Laboratory.</p> <p>Results of sampling, testing, and monitoring activities are documented in a Summary Report and included in the Ontario Regulation 170/03 Drinking Water Systems Annual Report. The Summary Report is submitted to Council.</p> <p>If sampling, testing, and monitoring activities indicate that results exceed acceptable limits Town of Tecumseh will follow established reactive plans to address the situation as defined in Emergency Response Plan</p> <p>The Town of Tecumseh will ensure that its actions comply with requirements and guidelines put forth by the Ministry of the Environment (MOE).</p>
<p>DWQMS Element 17 – Measurement and Recording Equipment Calibration and Maintenance</p>	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-17; Version 8; Pocket Colorimeter utilized and calibrated 6 in Use (One in each Truck) Calibrated November 1/18 - Requirement Annual Calibration Report submitted by Flowmetrics.</p>
<p>DWQMS Element 20 - Management Review</p>	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process: This process is effectively controlled Operational Plan - Element-20; Version 8; Management Review held February 15, 2018 and November 1, 2018 Minutes available Senior Management involved Chief Administrative Office Director of Public Works and Environmental Services Manager Water and Wastewater DWQMS Representative</p> <ul style="list-style-type: none"> a) incidents of regulatory non-compliance, b) incidents of adverse drinking-water tests, c) deviations from critical control point limits and response actions, d) the efficacy of the risk assessment process, e) internal and third-party audit results, f) results of emergency response testing, g) operational performance, h) raw water supply and drinking water quality trends, i) follow-up on action items from previous management reviews, j) the status of management action items identified between reviews, k) changes that could affect the Quality Management System, l) consumer feedback, m) the resources needed to maintain the Quality Management System, n) the results of the infrastructure review, o) Operational Plan currency, content and updates, and p) staff suggestions.



Process Name	Observations / Auditor Notes
DWQMS Element 3 - Commitment and Endorsement Statement	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process:</p> <p>This process is effectively controlled Operational Plan - Element-3; Version 8; Commitment and Endorsement Statement available Approved by CAO and Director of Public Works & Environmental Service dated February 27, 2018(Top Management) Council Identified as Owners Signed by Tony Haddad - Chief Administrative Officer Sent to council and approved February 27, 2018;</p>
DWQMS Element 6 – Drinking-Water System	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process:</p> <p>This process is effectively controlled Operational Plan - Element-6; Version 8; The Drinking Water System Descriptions as listed above adequately and effectively address the requirements as defined in the DWQMS Standard including description, Ownership, Flow Charts Maps, and Specific Descriptions.</p> <p>Note: The City of Windsor has the responsibility for treating the water and providing safe drinking water to the town. The Town of Tecumseh only distributes the water.</p>
DWQMS Element 7 Risk Assessment and DWQMS Element 8 Risk Assessment Outcomes	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process:</p> <p>This process is effectively controlled Operational Plan - Element-7; Version 8 Operational Plan - Element-8; Version 8 Operational Plan - Appendix 3; Version 8; Appendix 3 - Defines criteria and methodology for ascertaining risk. Appendix 4 - Risk Assessment Outcomes The Information in the Risk Assessment is reviewed Annually for validity and currency Last Appendix 3 - Defines criteria and methodology for ascertaining risk. Appendix 4 - Risk Assessment Outcomes The Information in the Risk Assessment is reviewed Annually for validity and currency Last comprehensive review February 17, 2017 by 4 Operators, DWQMS Representative and Manager Water. Operational Plan states The entire Risk Assessment process will be conducted at least once every three years to ensure that the information used remains current and the assumptions remain valid. Operational Plan states the Risk Assessment Team shall meet once a calendar year to review the validity of the assumptions and the currency of the information used in the risk assessment. - April 13, 2018 Appendix 3 identifies the criteria for assessing Risk broken into Likelihood, Severity and Detectability with ranks of 1-5 Risk assessment is based on adding the scores for Likelihood, Severity and Detectability to determine a Critical Control Point According to Procedure Appendix 3 a Ranking of greater than 8 is considered critical. Eighteen Hazards identified No new Risks identified but some CCP changed Risk Assessment and Critical Control Point work Sheets available and up to date for all 18 identified risks Where CCP of greater than 8 identified Emergency Response Plan procedures Terrorism Loss of Communication Watermain Breaks Loss of Chlorine Residual Bacteriological Test Failure Emergency Response Plan Version 10 - April 2018. Very detailed and thorough</p>
DWQMS Element 9 –	<p>Describe whether the process is effective or not (effectiveness should be</p>



Process Name	Observations / Auditor Notes
Organizational Roles, Responsibilities & Authorities	<p>supported with specific data/records/results). Include strengths & weaknesses of process:</p> <p>This process is effectively controlled Operational Plan - Element-9; Version 8; Responsibilities and Authorities defined for System Owner Top Management Chief Administrative Officer Director of Public Works and Environmental Services Manager of Water/Wasterwater DWQMS Management Representative Certified Water Operators</p>
DWQMS-1 Quality Management System, DWQMS-2 Quality Management System Policy & DWQMS-4 QMS Representative	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process:</p> <p>These processes are effectively controlled Operational Plan - Element-1; Version 8 Operational Plan - Element-2; Version 8 Operational Plan - Element-4; Version 8; Operational Plan available covering all elements as defined in Standard</p> <p>Policy meets all defined requirements</p> <p>Quality Management System Representative - The QMS Representative, currently the DWQMS Representative (Brad Dupuis) and has been appointed as the QMS Representative for The Town of Tecumseh by Top Management.</p> <p>The Representative is authorized and responsible for administering all processes associated with the operation and performance of the QMS.;</p>



Summary of Findings	
Requirement	Finding
1. Quality Management System	C
2. Quality Management System Policy	C
3. Commitment and Endorsement	C
4. Quality Management System Representative	C
5. Document and Record Control	C
6. Drinking-Water System	C
7. Risk Assessment	C
8. Risk Assessment Outcomes	C
9. Organizational Structure, Roles, Responsibilities, and Authorities	C
10. Competencies	C
11. Personnel Coverage	C
12. Communications	C
13. Essential Supplies and Services	C
14. Review and Provision of Infrastructure	C
15. Infrastructure Maintenance, Rehabilitation & Renewal	C
16. Sampling, Testing & Monitoring	C
17. Measurement & Recording Equipment, Calibration & Maintenance	C
18. Emergency Management	C
19. Internal Audits	C
20. Management Review	C
21. Continual Improvement	C
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.



Audit Summary Matrix

