

THE CORPORATION OF THE TOWN OF GEORGINA

REPORT NO. OI-2022-0023

**FOR THE CONSIDERATION OF
COUNCIL**

November 30, 2022

**SUBJECT: DRINKING WATER QUALITY MANAGEMENT STANDARD (DWQMS) –
COMMITMENT AND ENDORSEMENT OF QUALITY MANAGEMENT SYSTEM (QMS)
OPERATIONAL PLAN AND REPRESENTATIVE**

1. RECOMMENDATION:

1. That Council receive Report No. OI-2022-0023 prepared by the Operations and Infrastructure Department, dated November 30, 2022, with respect to the Town of Georgina Drinking Water Quality Management System (DWQMS) Operational Plan for the Keswick & Sutton Water Distribution Subsystem;
2. That Council endorse the Operational Plan for the Keswick & Sutton Water Distribution Subsystem as presented to Council, including the Quality Management Policy; and
3. That Council authorize the Mayor and Clerk, to execute the 'Owner and Top Management Commitment and Endorsement, Form OP03'.

2. PURPOSE:

To present Council with the updated Operational Plan for the Keswick & Sutton Water Distribution Subsystem, including the Quality Management Policy. Endorsement of the Operational Plan acknowledges the need for, and supports the provision of, sufficient resources to maintain and continually improve the Quality Management System of the Town's Drinking Water System, and is crucial to maintaining accreditation and licensing of the Town as the Operating Authority of the distribution system.

3. BACKGROUND:

The Owner endorses the Operational Plan during each term of Council through a Council resolution. Town staff prepare a report to the Owner outlining the content and context of the Operational Plan with the recommendation to endorse the Quality Management System Operational Plan.

The Drinking Water Quality Management Standard (DWQMS, the Standard)

The Province of Ontario has established a strong regulatory framework for drinking water systems. This framework, under the *Safe Drinking Water Act, 2002* (SDWA or Act) and related regulations, has a focus on compliance-based results, which are verified through the Ministry of the Environment, Conservation and Parks (MECP) compliance and abatement programs.

The Drinking Water Quality Management Standard (DWQMS, or the Standard) is the Quality Management Standard approved under Section 21 of the SDWA and complements this legislative and regulatory framework by requiring a proactive and preventive approach to ensuring drinking water quality. This approach includes consideration of elements that are fundamental to ensuring the long-term sustainability of a Drinking Water System, including management processes implied within the system; the maintenance of infrastructure used to supply drinking water; and, identification of potential risks and risk mitigation strategies for items such as system security, safe water distribution, and the impacts of extreme events.

The SDWA requires Owners and Operating Authorities of Municipal Drinking Water Systems to have an accredited Operating Authority. In order to become accredited, an Operating Authority must establish and maintain a Quality Management System (QMS). Minimum requirements for the QMS are explicitly outlined in the Standard (the DWQMS). Operating Authorities will be accredited by a third-party accreditation body against the requirements of this Standard.

Section 19 of the Safe Drinking Water Act (SDWA, 2002)

Section 19 of the Act requires those with oversight and decision making authority for a Municipal Drinking Water System to apply a “statutory standard of care” to their oversight of the Drinking Water System. Under the SDWA, it is the Owner’s responsibility to;

- 1) *“exercise the level of care, diligence and skill in respect of a municipal drinking water system that a reasonably prudent person would be expected to exercise in a similar situation” and to,*
- 2) *“act honestly, competently and with integrity, with a view to ensuring the protection and safety of the users of the municipal drinking water system”.*

The *Municipal Drinking Water Licensing Program (MDWLP)* was established under the *Safe Drinking Water Act (SDWA, 2002)*. One recommendation of the O’Connor Inquiry following the Walkerton incident, states “that in order to receive a Municipal Drinking Water License (which allows an Owner to operate a legal Drinking Water System), the Owner must be an accredited Operating Authority”. To become and remain accredited, an established and successful Quality Management System (QMS) that meets the requirements of the Drinking Water Quality Management Standard (DWQMS V2.0) must be maintained. Without this Quality Management System in place, an Owner cannot

maintain a Municipal Drinking Water License, and as such, cannot legally operate a Drinking Water System.

The Quality Management system as documented in the Operational Plan for the Keswick & Sutton Water Distribution Subsystem ensures that the Town and elected officials understand the requirements of the Safe Drinking Water Act and their obligations to the users of the drinking water system.

The Quality Management System (QMS)

A Quality Management System (QMS) is defined as a formalized system that documents processes, procedures, and responsibilities for achieving a Corporation's policies and objectives related to the quality of the service or product provided. A QMS helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.

The Quality Management System presented with this report is a formalized and documented system that helps facilitate and manage the Town's ability to reliably deliver drinking water that meets applicable legislative and regulatory requirements and the expectation of the Town's customers.

The QMS ensures the long-term sustainability of a Drinking Water System by;

- 1) Identifying and managing risks to public health
- 2) Reducing variation through establishing documented processes and procedures
- 3) Promoting continual improvement throughout the organization
- 4) Increase awareness of the assigned responsibilities for the Owners of the system and the staff who is responsible for the operation of the system.

The Operational Plan

The Operational Plan is the set of documents that describes the policies and procedures that make up the Quality Management System. The Operational Plan outlines the functions and duties performed by Council, Top Management and staff regarding operations, maintenance, and management of the Drinking Water System.

The Operational Plan is a "living" document, subject to annual internal and external audits. This process naturally induces updates, modifications and improvements to the content within the Operational Plan. Accreditation Agency SAI Global last audited the current revision of the Operational Plan (OP.009) externally on August 25, 2022, against the DWQMS Version 2.0.

Significant changes have been made to the Operational Plan to reflect restructuring within the Town's operating departments. These changes have been carefully reviewed by staff and senior management and accurately reflect the current duties of staff.

Uncontrolled copies of the Towns Operational Plan are made available at the Civic Centre in the Office of the Clerk, and online on the Town of Georgina website.

Quality Management Policy

The Quality Management Policy reflects the Town's commitment to legislative and regulatory compliance, delivering clean and safe drinking water, as well as the Town's commitment to continual improvement and effective communication with the public.

The Quality Management Policy:

The Town of Georgina and its water distribution system shall comply with all relevant legislation and regulations for the consistent delivery of safe drinking water to its residential and commercial/industrial customers.

The Town of Georgina shall also:

- 1) Commit to the continuous improvement and maintenance of the Quality Management System*
- 2) Communicate openly and effectively with the public concerning relevant aspects of drinking water quality.*

Quality Management System (QMS) Coordinator

The Top Management (as described in the Operational Plan) has appointed Santosh Neupane as a QMS Coordinator for the operation and maintenance of the QMS of the Town of Georgina Drinking Water Supply System. The duties and responsibilities of the QMS Coordinator are described in Element 4: Quality Management System Representative.

4. ANALYSIS:

Owner commitment and endorsement ensure and maintain the successful implementation of QMS compliance. Without implementing QMS in the Town's drinking water system, the Operating Authority cannot be accredited and therefore cannot maintain its Municipal Drinking Water License. It is therefore recommended that Council accept and endorse the Town's Quality Management System and Operational Plan.

5. RELATIONSHIP TO STRATEGIC PLAN:

Priority 4: Ensure exceptional service delivery. The Quality Management System helps to ensure that the Town continues to provide safe drinking water to its residential and commercial customers.

6. FINANCIAL AND BUDGETARY IMPACT:

There are no financial impacts related to the recommendations provided in with this report.

7. PUBLIC CONSULTATION AND NOTICE REQUIREMENTS:

The Town's Quality Management Policy is posted in the Civic Centre at the main reception desk, at the Planning Division reception desk, at the Waterworks Operation Facility, and on the Town Website.

8. CONCLUSION:

That Council receive this report along with the latest revision of the Town of Georgina QMS Operational Plan and that Council, the Mayor, and Top Management formally approve, commit to, and endorse the Town's Quality Management System Operational Plan by agreeing to execute the Commitment and Endorsement Form OP03. It is also recommended that the council endorse Santosh Neupane, the DWQMS Compliance Officer as the Quality Management System (QMS) Representative for the Town of Georgina.

APPROVALS

Prepared by: Santosh Neupane, DWQMS Compliance Officer Recommended by:

Michael Vos, Director, Operations and Infrastructure

Approved by: Ryan Cronsberry Chief Administrative Officer

Attachments: Report OI-2022-0023

Attachment 1 – Procedure OP3 – Commitment and Endorsement

Attachment 2 – Commitment and Endorsement (a sign-in sheet)

Attachment 3 – QMS Representative Appointment

Attachment 4 – Reference (DWQMS Operational Plan-OP.009)