

## Report to Civic Works Committee

**To:** Chair and Members  
Civic Works Committee

**From:** Kelly Scherr, P.Eng., MBA, FEC  
Deputy City Manager, Environment and Infrastructure

**Subject:** Endorsement of Updated Operational Plans for the City of London Drinking Water System

**Date:** November 14, 2023

## Recommendation

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure,

- a) the following report **BE RECEIVED** for information, and
- b) the current Operational Plan for the City of London Drinking Water System **BE ENDORSED** by Council as per the requirements of O. Reg. 188/07.
- c) the current Operational Plan for the Elgin-Middlesex Pumping Station (London Portion) **BE ENDORSED** by Council as per the requirements of O. Reg. 188/07.

## Executive Summary

The purpose of this report is to seek Council endorsement of two Operational Plans for separate components of the City of London Drinking Water System.

Ontario's Municipal Drinking-Water Licensing Program requires municipalities to develop and maintain Quality Management Systems (QMSs) that conform to the 21 elements of Ontario's Drinking-Water Quality Management Standard. The QMS must be documented in an Operational Plan, which details the organizational structure, policies, procedures, processes, and resources needed to implement and maintain the QMS.

Each Operational Plan must be endorsed by the owner of the water system (The Corporation of the City of London) as per O. Reg. 188/07. The Operational Plans for the City of London Drinking Water System are presented to each successive City Council for re-endorsement, with the most recent endorsements having occurred in 2019.

Copies of the current Operational Plans will be hand delivered to Councillors.

## Linkage to the Corporate Strategic Plan

Municipal Council's Strategic Plan identifies "Well-Run City" as a strategic area of focus. This report supports the 2023 – 2027 Strategic Plan by demonstrating leadership and accountability in the management and provision of quality programs and services.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- Civic Works Committee – February 20, 2019 – Endorsement of Updated Operational Plan for the Elgin-Middlesex Pumping Station (London Portion)
- Civic Works Committee – November 19, 2019 – Endorsement of Updated Operational Plan for London's Drinking Water System

#### 1.2 Overview

Two separate Operational Plans are required for the City of London Drinking Water

System because there are two separate Operating Authorities with operational responsibility for different components of London's system.

The City of London Water Operations and Water Engineering Divisions form the provincially-approved Operating Authority for the entirety of the City of London Drinking Water System, with the exception of one component; the Elgin-Middlesex Pumping Station (EMPS), which supplies London with water from the Elgin Area Primary Water Supply System. Ownership of EMPS is shared between the municipalities of London, St. Thomas, and Aylmer, and the operation of EMPS is contracted to the Ontario Clean Water Agency (OCWA).

City of London staff are responsible for the development and maintenance of the QMS and associated Operational Plan for all of London's Drinking Water System except for the Elgin-Middlesex Pumping Station (London Portion). OCWA is required to develop and maintain the QMS and Operational plan for the EMPS (London Portion).

Both of these Operational Plans are now being submitted for Council endorsement.

## **2.0 Discussion and Considerations**

One of the hallmarks of any Quality Management System is the principle of continual improvement. Opportunities for improvement are continually identified through day-to-day experiences, staff recommendations, system changes, and QMS audits. An effective QMS will evaluate these opportunities for improvement and implement appropriate modifications. As a result, the Operational Plan that documents a QMS is constantly evolving, and the current versions of the Operational Plans for the City of London Drinking Water System are now being submitted for endorsement by Council.

Section 19 of the Safe Drinking-Water Act, 2012 imposes a statutory standard of care on "the owner of a municipal Drinking-Water system, and every person who, on behalf of the municipality, oversees the accredited operating authority of the system or exercises decision-making authority over the system". Review and endorsement of the water system Operational Plans is one of several actions that can be taken by Municipal Councillors to satisfy the standard of care requirement.

## **Conclusion**

Operational Plans that document the Quality Management Systems for the City of London Drinking Water System must be endorsed by London's City Council. Operational Plans evolve over time as part of the continual improvement cycle. These Operational Plans were last endorsed by Council in 2019, and the current versions of the Operational Plans for the City of London Drinking Water System and for the Elgin-Middlesex Pumping Station (London Portion) are now being submitted for review and endorsement by Council.

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