

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: 2023 External Audit of London's Drinking Water Quality Management System and 2022 Management Review

Date: January 30, 2024

Recommendation

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following report on the 2023 External Audit of London's Drinking Water Quality Management System and the 2023 Management Review **BE RECEIVED** for information.

Executive Summary

Ontario's municipal drinking water systems may only be operated by accredited Operating Authorities. Accreditation is achieved and maintained through the implementation of Quality Management Systems that comply with Ontario's Drinking Water Quality Management Standard. Annual third-party external audits verify compliance. Ontario's Safe Drinking Water Act, 2002, requires that operators of municipal drinking water systems conduct annual Management Reviews of their Quality Management Systems to evaluate the continuing suitability, adequacy, and effectiveness of the Quality Management System.

The results of these reviews are required to be reported to the system owners. This report satisfies that regulatory requirement and provides a summary of the external audit that was completed on London's Drinking Water Quality Management System in 2023.

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

- 2022 External Audit of London's Drinking Water Quality Management System and 2022 Management Review, Civic Works Committee, January 31, 2023.

1.2 Context

A Quality Management System (QMS) can be defined as a set of interrelated elements (e.g., policies and procedures) that direct and control the way a facility operates with regard to quality. A QMS is a way of ensuring that an organization is consistently in control of the quality of the products or services that it supplies. The QMS for London's drinking-water system is documented in its Operational Plan.

In June 2023, an Off-site Surveillance Audit was conducted on London's Drinking Water Quality Management System by SAI Global Assurance Services. As required by Ontario's Drinking Water Quality Management Standard, the Top Management of the Operating Authority for London's drinking-water system conducted the annual Management Review for the system in November 2023.

2.0 Discussion and Considerations

2.1 Audit Findings

If auditors discover instances where the water system is not being operated according to the approved Operational Plan, these are reported as either major or minor non-conformances. When non-conformances are identified in an audit report, the water system operators are required to submit Non-conformance Reports to the auditor, detailing the root cause of the non-conformance, the action(s) taken to correct the incident and contain the problem, and the systemic (long term) corrective action(s) planned or taken to eliminate the root cause and prevent recurrence.

No issues of non-conformance were identified in London's 2023 external audit.

In addition to instances of non-conformance, auditors also draw upon their expertise and experience to report Opportunities for Improvement, which are suggestions as to how the Operational Plan might be improved. Two (2) Opportunities for Improvement were identified in London's 2023 external audit, which were subsequently addressed.

2.2 Management Review

On November 17, 2023, the Top Management team for London's drinking-water system (the Director – Water, Wastewater, and Stormwater and the Division Managers of Water Engineering and Water Operations) conducted the annual Management Review for London's Drinking Water Quality Management System. The results of the Management Review are summarized in Appendix 'A'.

Conclusion

In June 2023, an Off-site Surveillance Audit of the quality management system for London's drinking-water system was completed by a third-party auditor. No incidents of Non-conformance were identified in the audit report.

The Top Management team for London's water system conducted the annual Management Review for London's Drinking Water Quality Management System in November 2023, and have communicated the results of that review to Council in this report.

Prepared by: John Simon, P.Eng.
Division Manager, Water Operations

Submitted by: Ashley M. Rammeloo, MSc., P.Eng.
Director, Water, Wastewater, and Stormwater

Recommended by: Kelly Scherr, P. Eng., MBA, FEC
Deputy City Manager, Environment and Infrastructure

CC: Dan Huggins, Water Quality Manager
Aaron Rozentals - Division Manager, Water Engineering

Appendix A

RESULTS OF THE 2023 MANAGEMENT REVIEW	
Summary of Management Review	<p>The 2023 Management Review meeting was held on November 17, 2023. The meeting was attended by Ashley M. Rammeloo, Director – Water, Wastewater, and Stormwater, Aaron Rozentals, Division Manager – Water Engineering, John Simon, Division Manager – Water Operations, and Dan Huggins, Water Quality Manager and QMS Representative. The agenda items discussed were, a) Incidents of regulatory non-compliance, b) Incidents of adverse drinking water tests, c) Deviations from critical control point limits and response actions, d) Efficacy of the risk assessment process, e) Results of audits (internal and external), and effectiveness of recent corrective and preventive actions, f) Results of relevant emergency response testing, g) Operational performance, h) Drinking water quality trends, i) Follow-up action items from previous management reviews, j) Status of management action items identified between reviews, k) Changes that could affect the QMS, l) Summary of consumer feedback, m) Resources needed to maintain the QMS, n) Results of the infrastructure review, o) Operational Plan currency, content and updates, p) Summary of staff suggestions, and q) New Business.</p>
Action Items Identified	<ol style="list-style-type: none"> 1) Install accessory drains on the Southeast Reservoir access hatch structures and cover 6 redundant hatches with aluminum caps. 2) Re-evaluate downtown leak detection program, considering equipment upgrades and potential redeployment of leak monitoring devices. 3) Develop a workplan to replace the MagnaDrive Adjustable Speed Drives at the Southeast Pumping Station with Adjustable Frequency Drives. 4) Complete the installation of a new Bulk Water Filling Station at the site of the former White Oaks Pumping Station and demolish the Lambeth Bulk Water Filling Station building. 5) Replace three leaking Pressure Relief Valves at the Southeast Pumping Station. 6) Water Operations to develop a Standard Operating Procedure for the replacement of lead water service pipes.