



MEMO

To: His Worship the Mayor and Members of Council

From: John Lucas
Director, Water and Wastewater

Date: November 28, 2013

Re: **Addendum to November 25, 2013 Report to the Civic Works Committee Titled “2013 External Audit of London’s Drinking Water Quality Management System and 2013 Management Review”**

On November 25, 2013, staff provided a report to the Civic Works Committee which detailed the results of the first external audit of London’s Drinking Water Quality Management System. The auditor reported that London’s Quality Management System *“has been established and maintained according to the DWQMS standard and internal requirements as documented in the Operational Plan”*, and that *“The result of the audit indicates that the Corporation of the City of London QMS was effectively implemented.”* This audit report has resulted in the City being issued a Certificate of Accreditation for the operation of London’s drinking water system.

The staff report also stated that: *“This process identified the need to commit additional resources toward the maintenance of London’s Drinking Water Quality Management System.”*

The purpose of this memo is to confirm that such additional resources were incorporated in the Council Approved 2014 Operating Budget for Water Services. It should be noted that at the time of submitting the staff report to CWC, the Budget had not yet been approved by Council; it now has been.

Specifically, the Approved Budget contains the following item:

Drinking Water Quality Management System (DWQMS)

The Drinking Water Quality Management System (DWQMS) mandated by the province assists the utility in ensuring a consistent delivery of high quality drinking water by all staff. With the City’s full accreditation as a Licenced Operating Authority, based on the completion of an external audit in June 2013, considerable additional effort will be necessary to fulfill the requirements of the DWQMS. A full-time Compliance Coordinator position is proposed in the 2014 budget to:

- ✓ *Monitor and review operations of the drinking water system to ensure compliance with legislation, the Operational Plan and conformance with Standard Operation Procedures and best practices;*
- ✓ *Coordinate and conduct internal audits of the DWQMS;*
- ✓ *Ensure continual improvement action items are addressed and implemented; and*

- ✓ *Provide reports to Senior Management and Council, consistent with the Standard of Care.*

This new position will ensure that the risk of contamination is minimized by undertaking the methodical quality management process. The associated monitoring and auditing improves staff understanding of their roles and responsibilities and the fully documented process ultimately improves knowledge retention as key employees leave. Such a position is being used successfully by the Lake Huron and Elgin Area Primary Water Supply Systems.

Therefore, there are no further actions arising from the recent external audit that are required to meet drinking water quality management system objectives because recommendations to improve resource allocations to the Drinking Water Quality Management System were anticipated in the 2014 Budget, which the Municipal Council has approved.

Cc. Art Zuidema, City Manager
John Braam, Managing Director, Environmental & Engineering Services
and City Engineer