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<b>TO:</b>	<b>CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON NOVEMBER 3, 2015</b>
<b>FROM:</b>	<b>JOHN LUCAS, P.ENG. DIRECTOR - WATER AND WASTEWATER</b>
<b>SUBJECT</b>	<b>ENDORSEMENT OF REVISED OPERATIONAL PLAN FOR LONDON'S DRINKING WATER SYSTEM</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Director - Water and Wastewater,

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

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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[Ontario's New Municipal Drinking Water Licensing Program & Endorsement of Operational Plan, November 24, 2008, Environment and Transportation Committee, Agenda Item 14](#)

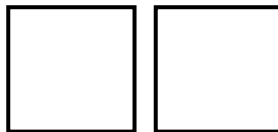
[Endorsement of New Operational Plan for the Elgin-Middlesex Pumping Station \(London Portion\), November 25, 2013, Civic Works Committee, Agenda Item 5](#)

<b>BACKGROUND</b>
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**Note:** Copies of the Operational Plan will be hand delivered to Councillors.

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 (DWQMS). 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 municipal Operational Plan must be endorsed by the owner of the water system as per O. Reg. 188/07. The first Operational Plan for the City of London Water System was endorsed by Council in 2008.



## DISCUSSION

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 the QMS is a constantly evolving document.

In London's 2015 DWQMS Internal Audit, the auditor reported the following opportunity for improvement:

*"The City Council had a significant turnover in the last election. The Endorsement of the Operational Plan has not changed. Consider having the new Council endorse the Operational Plan."*

This recommendation was acted upon; Element 3 (Commitment and Endorsement) of London's Operational Plan has been modified to contain the following wording:

*"The Owner endorses the Operational Plan through a Council Resolution. The Owner's commitment to an effective QMS is evidenced by the resources provided for maintenance and continual improvement of the QMS. The Operating Authority will request renewal of the Owner's endorsement following each municipal election within one (1) year after the inaugural meeting of the newly elected Municipal Council, and/or when such changes are made to the Operational Plan as to require a significant increase in the resources required for the QMS."*

The current version of the Operational Plan for the City of London Water System is therefore being submitted for review and endorsement by Council. It includes the above noted modification and other technical and administrative changes since last endorsed.

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 Plan is one of several actions that can be taken to satisfy the standard of care requirement.

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<b>SUMMARY</b>
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The Operational Plan that documents the Quality Management System for the City of London Water System must be endorsed by London’s City Council. Operational Plans evolve over time as part of the continual improvement cycle. London’s Operational Plan was last endorsed by Council in 2008.

The current version of the Operational Plan for the City of London Water System is now being submitted for review and endorsement by Council.

<b>PREPARED BY</b>	<b>RECOMMENDED BY:</b>
<b>JOHN SIMON, P.ENG.                  DIVISION MANAGER, WATER                  OPERATIONS</b>	<b>JOHN LUCAS, P.ENG.                  DIRECTOR - WATER AND                  WASTEWATER</b>
<b>REVIEWED &amp; CONCURRED BY:</b>	
<b>JOHN BRAAM, P.ENG.                  MANAGING DIRECTOR OF                  ENVIRONMENTAL AND ENGINEERING                  SERVICES AND CITY ENGINEER</b>	

CC:

- Art Zuidema – City Manager
- Roland Welker – Division Manager – Water Engineering
- Dan Huggins - Water Quality Manager