

<b>TO:</b>	<b>CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON NOVEMBER 19, 2019</b>
<b>FROM:</b>	<b>KELLY SCHERR, P.ENG., MBA, FEC MANAGING DIRECTOR, ENVIRONMENTAL &amp; ENGINEERING SERVICES AND CITY ENGINEER</b>
<b>SUBJECT:</b>	<b>ENDORSEMENT OF UPDATED OPERATIONAL PLAN FOR LONDON'S DRINKING-WATER SYSTEM</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Environmental & Engineering Services and City Engineer,

- 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.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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[Endorsement of Revised Operational Plan for London's Drinking-Water System, November 3, 2015, Civic Works Committee, Agenda Item 17](#)

[Endorsement of Updated Operational Plan for the Elgin-Middlesex Pumping Station \(London Portion\), February 20, 2019, Civic Works Committee, Agenda Item 2.6](#)

<b>2019-2023 STRATEGIC PLAN</b>
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The following report supports the 2019-2023 Strategic Plan through the strategic focus area of *Building a Sustainable City: Infrastructure is built, maintained and operated to meet the long-term needs of our community.*

<b>BACKGROUND</b>
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**Purpose**

The purpose of this report is to seek Council's endorsement of the London Water System's Operational Plan. Endorsement of the Operational Plan is required by regulation, and the terms of London's Operational Plan require endorsement within one year of a newly elected Municipal Council's inaugural meeting.

**Context**

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 (The Corporation of the City of London) as per O. Reg. 188/07. The first Operational Plan for the City of London Water System was endorsed by Council in 2008. **Copies of the Operational Plan will be hand delivered to Councillors.**

<b>DISCUSSION</b>
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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 2018, the government of Ontario released updates to Ontario’s Drinking-Water Quality Management Standard, and City staff have consequently updated London’s Operational Plan to conform to the revised standard. The current Operational Plan also includes other technical and administrative changes since the previous endorsement.

Element 3 (Commitment and Endorsement) of London’s Operational Plan contains 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.

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.

<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 2015.

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>REVIEWED &amp; CONCURRED BY:</b>
<b>JOHN SIMON, P. ENG. DIVISION MANAGER WATER OPERATIONS</b>	<b>SCOTT MATHERS, P. ENG. MPA DIRECTOR, WATER AND WASTEWATER</b>
<b>RECOMMENDED BY:</b>	
<b>KELLY SCHERR, P.ENG., MBA, FEC MANAGING DIRECTOR ENVIRONMENTAL &amp; ENGINEERING SERVICES AND CITY ENGINEER</b>	

CC: Aaron Rozentals, Dan Huggins