

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

**Date:** January 31, 2023

## Recommendation

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following report on the 2022 External Audit of London's Drinking Water Quality Management System, and the 2022 Management Review, **BE RECEIVED** for information.

## Executive Summary

### Purpose

Ontario's Safe Drinking Water Act, 2002, requires that operators of municipal drinking water systems conduct annual Management Reviews of their Quality Management Systems. The results of these reviews are required to be reported to the system owner.

This report satisfies that regulatory requirement and provides a summary of the external audits that were completed on London's drinking water Quality Management System in 2022.

### Context

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, and annual Management Reviews are required to evaluate the continuing suitability, adequacy, and effectiveness of the Quality Management System.

## Linkage to the Corporate Strategic Plan

This report supports the 2019 – 2023 Strategic Plan through the strategic focus area of Leading in Public Service, 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

2021 External Audit of London's Drinking Water Quality Management System and 2021 Management Review, Civic Works Committee, March 1, 2022.

#### 1.2 Context

A Quality Management System (QMS) can be defined as a set of interrelated elements (e.g., policies and procedures) that directs and controls 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 product or services that it supplies. The QMS for London's drinking-water system is documented in its Operational Plan.

In May 2022, an off-site Systems Audit was conducted on London's drinking-water QMS by SAI Global Assurance Services. This was followed by an on-site Reaccreditation Audit in June 2022. 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 December 2022.

## **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 2022 external audits.

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. Five (5) Opportunities for Improvement were identified in London's 2022 external audit, which were subsequently addressed.

### **2.2 Management Review**

On December 19, 2022, the Top Management team for London's 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 2022, an on-site Reaccreditation Audit was completed by a third-party auditor for the quality management system of London's drinking-water system. 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 December 2022 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, MMSc., 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

<b>RESULTS OF THE 2022 MANAGEMENT REVIEW</b>	
Summary of Management Review	<p>The 2022 Management Review meeting was held on December 19, 2022. The meeting was attended by Ashley 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"> <li>1) Develop a testing matrix to ensure that all emergency situations identified within QMS-18, including actual emergencies, are tested at all locations.</li> <li>2) Complete the installation of the second of two (2) Adjustable Speed Drives at the Southeast Pumping Station and evaluate the performance of these units.</li> <li>3) Complete the installation of a new Bulk Water Filling Station at the site of the former White Oaks Pumping Station.</li> <li>4) Water Operations to develop a Standard Operating Procedure for the replacement of lead water service pipes.</li> <li>5) Complete the installation of a new reservoir inlet valve at the Southeast Pumping Station.</li> <li>6) Make copies of London's Municipal Drinking Water Licence and Drinking Water Works Permit available on the City of London website for subdivision developers.</li> </ol>