

A G E N D A

THE SECOND MEETING OF THE SECONDARY WATER BOARD OF THE CITY OF ST. THOMAS - 2021

MEETING ROOM

Via TEAMS video conferencing

5:00 P.M.

THURSDAY

June 17, 2021

DISCLOSURE OF INTEREST

MINUTES

Confirmation of the minutes of the meeting held on March 4, 2021.

REPORTS

STASWSS Drinking Water Quality Management System – Management Review Meeting 2021 Report:

Report SWB03-21 of the Manager of Development and Compliance. (pgs. 2-6)

UNFINISHED BUSINESS

NEW BUSINESS

Update on the Ministry of Environment, Conservation and Parks (MECP) extension of the STASWSS Municipal Drinking Water Licence (MDWL) 190-101.

Next Meeting

To be determined.

ADJOURNMENT

Directed to:

Chairman Dennis Crevits and Members of the Board of Management of the St. Thomas Area Secondary Water Supply System

Date Authored:

June 4, 2021

Meeting Date:

June 17, 2021

Department:

Environmental Services

Attachment

Minutes of Management Review for St. Thomas Area Water Supply System

Prepared By:

Nathan Bokma, P. Eng.
Manager of Development and Compliance

Subject:

STASWSS Drinking Water Quality Management System – Management Review Meeting 2021

Recommendation:

THAT: Report No. SWB 03-21, relating to St. Thomas Area Secondary Water Supply System Drinking Water Quality Management System (DWQMS) – Management Review Meeting 2021, be received for information.

Background:

As the Operating Authority for the St. Thomas Water Distribution System (STWDS) and the St. Thomas Area Secondary Water Supply System (STASWSS), the Environmental Services Department is continually striving to improve its Drinking Water Quality Management System (DWQMS). This improvement is accomplished through internal audits and the implementation of the decisions and actions recommended in the management review.

The management review occurs once every calendar year period by Top Management of the DWQMS. The purpose of the management review is to stay informed on the DWQMS and ensure it is:

- Suitable to Operations staff
- Adequately managing quality issues
- Performing quality management effectively
- Adequate resources are provided.

As part of the management review, specific topics were discussed pertaining to the DWQMS of the secondary system, which can be seen in the attached meeting minutes. Discussion and decisions made as part of the management review was recorded and compiled in the meeting minutes, which were recorded by the Manager of Development and Compliance.

Analysis:

The management review meeting was held on June 4, 2021, which was attended by Justin Lawrence and Nathan Bokma.

One of the topics of the management review was the internal audit, which is completed every calendar year by the Compliance Coordinator. Results of the internal audit were discussed as well as the process to address any minor non-conformances or opportunities for improvement (OFI's). The Manager of Development & Compliance will follow up on the results of the internal audit as per the timelines established in the DWQMS.

The COVID-19 pandemic continued to provide challenges for staff and the DWQMS to deal with over the past few months. Staff have adjusted work plans and procedures to account to the challenges of COVID-19, and staff continue to deliver high quality drinking water throughout the pandemic.

In summary, the management review was completed with no major issues to discuss, and the DWQMS policy and procedures in place contribute to the excellent operation of the STASWSS.

Respectfully,



Nathan Bokma, P. Eng.
Manager of Development and Compliance

Reviewed By:



Env. Services



DWQMS Management Review Meeting

Meeting Minutes

STWDS/STASWSS

June 4, 2021
10:30 AM
Video Conference Call

Present: Justin Lawrence – City Engineer, City of St. Thomas
Nathan Bokma – Manager of Development & Compliance, City of St. Thomas

Previous Minutes

Review 2020 minutes and approve 2021 Agenda

The 2021 agenda and the Minutes from the June 2020 Management Review Meeting were reviewed and approved by those present. No additional items were presented by the participants.

Agenda Items

Incidents of regulatory non-compliance

For the St. Thomas Water Distribution System (STWDS), MECP inspection was held on October 8, 2020, and the report was received on November 10, 2020. The STWDS received a score of 98.57%, noting one non-conformance matter relating to the maintenance of logbooks.

For the St. Thomas Area Secondary Water Distribution System (STASWSS), MECP inspection was held on October 8, 2020, and the report was received on December 9, 2020. The STASWSS received a score of 100%.

The non-conformance was added to the City's tracking list for OFI's and NCR's and the matter discussed in follow-up correspondence with the QC, QMS Rep, and Compliance Coordinator. Proper measures were implemented to rectify and resolve each matter.

Incidents of adverse drinking-water tests

There were no adverse drinking water tests in any of the water systems that the City of St. Thomas maintains in 2020.

Deviations from critical control point limits and response actions

There were no deviations from the critical control points (CCP) in 2020. Therefore, no response actions were required.

Effectiveness of the risk assessment process

Participants discussed the risk assessment process, which St. Thomas staff refer to as the Hazard Analysis Procedure. The review of the hazard analysis spreadsheet was recently completed by City staff. The review was comprehensive and reviewed all hazards based on a present-day risk assessment.

Internal and third-party audit results

An external surveillance audit by SAI Global was carried out on June 9, 2020. No non-conformances were noted, but two (2) OFI's were identified.

Internal Audit for 2020 was carried out on April 29 and May 4, 2021. From this audit, there were 5 non-conformances and 8 OFI's. The non-conformances and OFI's were discussed in a follow-up meeting, and corresponding corrective and preventative actions were taken for each item as applicable. The non-conformances that came from the internal audit were:

- **NC#1 Document and Records Control:** Several records listed in the records control procedure were found in alternate locations or were not being maintained up to date.
- **NC#2 Personnel Coverage:** Operator certifications provided for 2 operators were found to be expired.
- **NC#3 Measurement and Recording Equipment Calibration and Maintenance:** Records produced to demonstrate calorimeter calibrations indicate an expired standard set was utilized.
- **NC#4 Emergency Management:** No records of emergency response training or testing could be provided at the time of the audit.
- **NC#5 Continual Improvement:** Several of the findings from the 2020 internal audit remain in an open state beyond the identified action deadline in the CAF tracking spreadsheet.

Operational performance

St. Thomas/STASWSS Rep was satisfied with the overall operational performance.

Raw water supply and drinking water quality trends

Raw water is supplied through the Elgin Area Primary Water Supply System. No issues with the water supply.

Follow-up action items from previous management reviews

Previous action Item: Discussions between St. Thomas and Southwold for water supply from the STASWSS via Southwold's watermains came up between management review meetings. It was resolved by each council supporting further looping of the watermains from Southwold to St. Thomas to Central Elgin.

Southwold and St. Thomas councils executed a MOU for watermain looping for future works.

The status of management action items identified between reviews

Southwold noted a water billing matter with St. Thomas (STASWSS) in 2020. Staff from St. Thomas and Southwold discussed the billing issue and resolved in an efficient manner.

Throughout the year, there are many discussions between the St. Thomas and Secondary System members with regards to the water distribution systems and their performance. Although there might not be any specific action items noted here, many discussions take place to help improve the system.

Changes that could affect the DWQMS, QMS Elements, or legislative changes

No other significant changes to date.

Consumer feedback (including any concerns, complaints, or expectations from customers)

None were mentioned. Over the 2020 calendar year, staff have responded to numerous service requests with regards to water quality and pressure issues. A summary of these service requests can be seen below:

Category	St. Thomas	Southwold	Central Elgin
Water Quality	6	0	0
Water Pressure	12	0	0

The resources needed to maintain the Quality Management System

There are adequate resources available to St. Thomas staff to maintain the DWQMS.

The results of the infrastructure review

Planned projects are listed below in the review. The results of the review allowed for coordination and awareness of planned works within the vicinity.

St. Thomas and STASWSS Capital Projects

- Fairview Ave. Construction
- Edgeware Line Servicing
- Complete Streets (Locust, Fourth, Inkerman, Pine)
- Ford Tower Removal
- WM loop for NW Area 1 (2022)

Effectiveness of infrastructure maintenance, rehabilitation and renewal program

Annual review with QC (Manager of Water and Sewer) to discuss the programs in place. See table below.

	Total	Maintained in 2020	Annual Goal	
Maintenance			Achieved %	Target %
Watermain Flushing Program	1273	567	45%	80%
Hydrant Exercising Program	1273	1273	100%	80%
Valve Exercising Program	3323	223	7%	50%
Backflow Prevention Program	389	389	100%	100%
Rehabilitation/Renewal Programs				
Watermain Lining Program	0	Held over to 2021	0%	
Meter Replacement Program	0	-	Meters up to date	
Unscheduled activity	Work Orders closed	Work Orders Open	Work Orders Overdue	
WM Breaks	15	0	0	
Water service replacement	10	0	0	

QC noted that the valve exercising program did not reach its intended annual goal due to implications from COVID-19 pandemic. The watermain flushing program also was not as successful due to a holdover 2019 capital project that was not completed until mid-2020 due to a CN Railway approval to allow large WM trenchless installation. QC also noted concern about watermain lining program being deferred for this year but felt that the infrastructure program remains effective since it allows for St. Thomas staff to maintain an efficient water distribution system.

Operational plan currency, content, and updates

The St. Thomas and STASWSS Operational plans are up to date and does not require any immediate updates.

Staff suggestions

No staff suggestions were made at this time about the DWQMS or the water distribution system. Improved communication for future maintenance.

Other Business

No other business items were mentioned.

Next Meeting Date: Spring 2022 (TBD)

These minutes were completed by Nathan Bokma. Any changes or discrepancies should be forwarded to nbokma@stthomas.ca.