Information Report

To: Chair and Members
Public Works Committee

WARD(S) AFFECTED: CITY WIDE

Committee Date: November 21, 2011

Subject/Report No:
Full Scope Entire Drinking Water Quality Management System (DWQMS) Accreditation
For City’s Drinking Water Systems - (PW11084) - (City Wide)

Submitted By:
Gerry Davis, CMA
General Manager
Public Works Department

Prepared By:
Dan McKinnon
(905) 546-2424, Extension 5941
Rosa Gonzalez
(905) 546-2424, Extension 5833

Council Direction:
Recognize Full Scope Entire Drinking Water Quality Management System (DWQMS) accreditation of the City’s Operating Authority and their DWQMS as Owners of the City’s drinking water systems.

Information:

Background
The purpose of this Information Report is to notify the Mayor and Council that the City’s Operating Authority successfully achieved Full Scope Entire DWQMS accreditation on July 8, 2011. The Water and Wastewater (WWW) sections of the Environmental & Sustainable Infrastructure Division (ESI) are the designated Operating Authority for the City’s five residential drinking water systems (Woodward, Freelton, Carlisle, Greensville and Lynden). The DWQMS Operational Plan was completed in 2009 after over two years of collaborative work with Operating Authority management and staff of the ESI Division. The DWQMS system and its documentation has been maintained and improved over the past two years. A key benefit of the DWQMS has been the implementation of processes that include multiple WWW sections improving operating efficiencies within the Operating Authority. Other observed benefits include:

• effective communication networks with internal and external stakeholders including customers, owners (Mayor and Council), management and between staff of Operating Authority;

• formal risk assessment and infrastructure assessment reviews of our drinking water systems to ensure the delivery of safe clean drinking water;
• streamlined and accountable approvals process that meets the new water approvals framework;
• ongoing performance management of our DWQMS through audits and management reviews.

The accreditation of the Operating Authority is one of several requirements to maintain the City’s water licences including an accepted DWQMS Operational Plan, endorsed Financial Plan and permits to operate and take water. An on-site Verification Audit was conducted by the Canadian General Standards Board\(^1\) (CGSB) in early February 2011. The City was recommended for Full Scope Entire DWQMS accreditation based on the successful outcome of the Verification Audit and the completion of its corrective actions related to the audit.

CGSB will continue to conduct annual document reviews or Systems Audits of the Operational Plan and on-site Verification Audits every three years to confirm our DWQMS is implemented as planned and continues to meet the Ministry’s DWQMS Standard.

Staff will be organizing training for the Mayor, Council and top management regarding the Standard of Care or due diligence requirements of the Safe Drinking Water Act that are effective on January 1, 2013. It is anticipated that the Standard of Care training will occur in early June 2012. We look forward to updating the Owners (Mayor and Council) and management on their roles and responsibilities related to the drinking water systems, recent milestones of the DWQMS and new or refurbished drinking water system infrastructure.

**Summary**

The City’s Operating Authority achieved Full Scope; Entire DWQMS accreditation for its five residential drinking water systems on July 8, 2011. An accredited Operating Authority is one of many requirements for the City to maintain the drinking water system licences. This success has been the culmination of over four years of collaborative work by Water and Wastewater staff and on-going support from senior management.

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\(^1\) Canadian General Standards Board is the Ministry of the Environment’s accreditation body for the Drinking Water Quality Management System (DWQMS).