

# CITY COUNCIL AGENDA

---



**DATE** November 17, 2008:- 6:00 p.m. – 7:00 p.m.

Please turn off or place on non-audible all cell phones, PDAs, Blackberrys and pagers during the meeting.

## **Drinking Water Quality Management Standard Implementation Information Session**

- Introduction
- Presentation: - Patricia Becker of BRI International Inc.
- Question & Answers

## **ADJOURNMENT**

# Drinking Water Quality Management Standard (DWQMS) Implementation

Presented by:  
**Pat Becker**  
**BRI International Inc.**

November 17, 2008

# Outline

---

1. Background
2. Municipal Drinking Water License Program
3. Roles and Responsibilities
4. DWQMS Structure & Documentation
5. Accreditation Process
6. Implementation Schedule

## Municipal Drinking Water License Program

Drinking Water Works Permit (DWWP)

Drinking Water Works Permit and license replace existing Certificate of Approval.

Permit to Take Water (PTTW)

Valid Permit to Take Water required.

Approved Operational Plan

Accredited Operating Authority

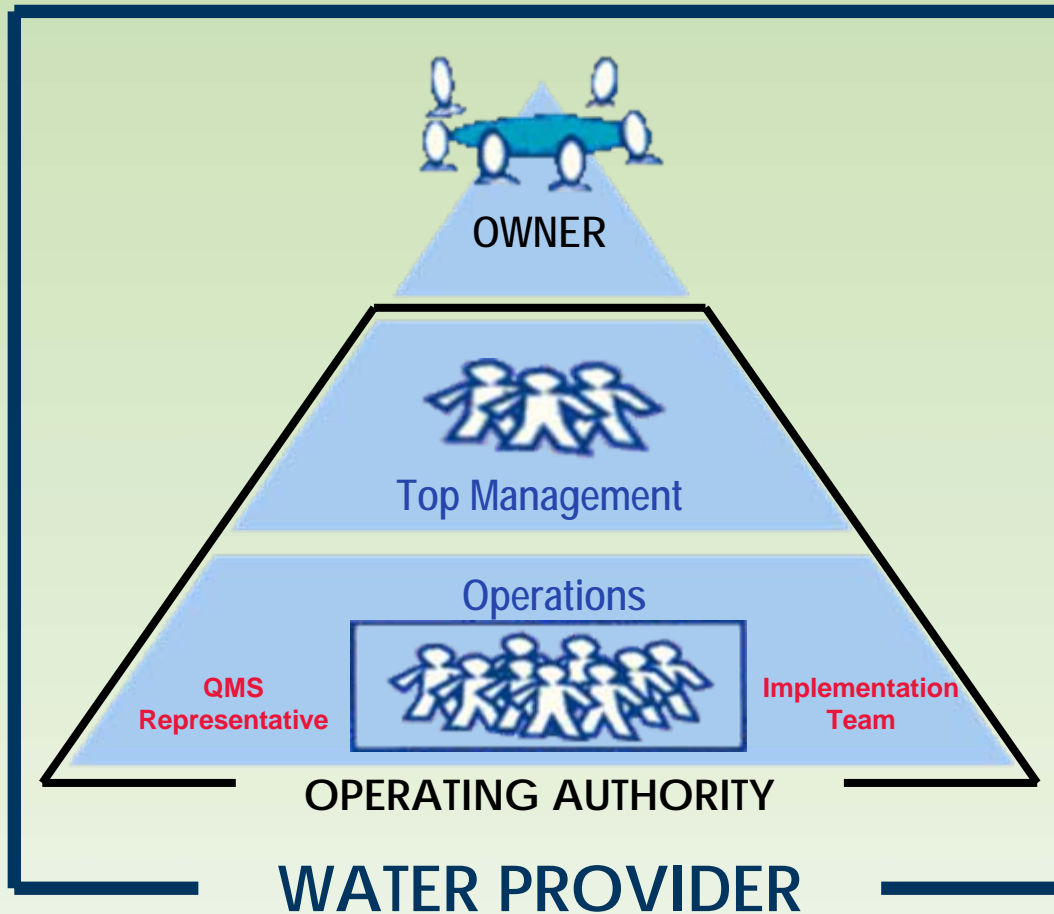
### DWQMS

An operational plan is the documentation of a Quality Management System (QMS). A third-party audit of the QMS must be passed to obtain accreditation. **Guelph submission date: Feb 1/09 (Twp Guelph/Eramosa: July 1/09)**

Financial Plan

Financial Plan requirements are under development by the MOE. **Guelph & Twp Guelph/Eramosa submission date: July 2010**

## DWQMS Roles



# DWQMS Management Structure

**Guelph Drinking Water Systems** = Groundwater sources, Storage facilities and Distribution – 2 drinking water systems (1. City of Guelph and 2. Township of Guelph/Eramosa)

**Owners** = 1. Corporation of the City of Guelph (Council) & 2. Township of Guelph/Eramosa (Council)

**Operating Authority** = City of Guelph Waterworks

**Top Management** = Director + Manager (Water Operations) + Supervisor Supply & Administration + Supervisor Distribution

**QMS Management Representative** = Quality Assurance Coordinator

# Roles and Responsibilities

## Owner

- Apply for license and drinking water works permit
- Ensure operational plan is developed and submitted
- Endorse operational plan
- Ensure drinking water system is operated by accredited operating authority
- Monitor QMS and need for resources
- Ensure compliance with license and its components

# Roles and Responsibilities

## **Operating Authority** (*given responsibility by owner for operating the works*)

- Work with the Owner to develop the Operational Plan
- Ensure Internal Audits are conducted
- Receive Accreditation from third-party Auditor
- Ensure compliance with the Terms and Conditions of the Licence and its components

## **Top Management** - *highest level of management within Operating Authority*

- Evaluate suitability, adequacy and efficiency of QMS
- Ensures management review is conducted once every 12 months
- Reports to Owner (i.e., regarding resource requirements)



# Roles and Responsibilities

## QMS Representative

- Appointed by Top Management
- Specific responsibilities related to maintaining the QMS
- Link between Top Management and Staff
- Brings information related to the QMS to and from Top Management and staff
- Different from the Compliance Coordinator whose focus is related to “compliance” with drinking water regulations
- QMS Representative’s focus is on ensuring “conformance” to the QMS and Operational Plan

# MOE Requirements & Consequences

- Licensing Program is part of the *Safe Drinking Water Act*
- Act requires that “Owner” ensure that their drinking water system is operated by an accredited Operating Authority or MOE Director may appoint an Accredited Operating Authority (e.g., OCWA)
- For any contravention of the *Safe Drinking Water Act* Section 121 identifies fines of:
  - Corporation – max. of \$6,000,000 1<sup>st</sup> offence to max. of \$10,000,000 for subsequent conviction
  - Individuals – max. of \$4,000,000 1<sup>st</sup> offence to max. of \$7,000,000 for subsequent conviction

## DWQMS Requirements

PLAN / DO	
1. Quality Management System	12. Communications
2. Quality Management System Policy	13. Essential Supplies and Services
3. Commitment and Endorsement from Top Management	14. Review and Provision of Infrastructure
4. QMS Representative	15. Infrastructure Maintenance, Rehabilitation and Renewal
5. Document and Records Control	16. Sampling, Testing and Monitoring
6. Drinking Water Systems Description	17. Measurement Equipment Calibration and Maintenance
7. Risk Assessment	<b>CHECK</b>
8. Risk Assessment Outcomes	19. Internal Audit
9. Organizational Structure, Roles and Responsibilities	20. Management Review
10. Competencies	<b>IMPROVE</b>
11. Personnel Coverage	21. Continual Improvement

# Drinking Water Quality Management Standard (DWQMS)

## Submission Options

### Option 1: Partial Implementation

- Owner must document and implement 12 key elements
- Remaining sections must be implemented within 12 months of receiving limited scope accreditation

### Option 2: Document Review

- All elements documented but not implemented
- Full QMS must be implemented within 12 months of receiving limited scope accreditation
- \* Option selected by Management to meet Feb 1/09 time restrictions for submission which limited Waterworks ability to document & implement the QMS

### Option 3: Full Implementation

- All elements documented and implemented
- Accredited upon successful audit of operational plan and implementation of QMS

# Key DWQMS Documentation

## Operational Plan & QMS Policy

- 1. Operational Plan (Quality Management System Manual)**
  - Must be endorsed annually by:  
the Owner (Council) and,  
the Top Management (Operating Authority)
- 2. Quality Management System Policy**
  - Posted in key buildings a access for Staff
  - Posted on website for public access
- 3. Standard Operating Procedures & Emergency Procedures**
  - Documentation of current practices (outlines specific operational type activities for Waterworks staff)

# Accreditation Process

## Option 2 – Limited Scope Accreditation Process

### Accreditation Body/Auditor

Canadian General Standards Board (CGSB) which is an External 3<sup>rd</sup> Party selected by the MOE

### Accreditation Process for 2009:

- Documentation Review (elements 1-20)
- Systems Audit – the “Plan” focus (no implementation of QMS by Waterworks required thus no on-site audit to verify implementation)

### Successful Certification

“Limited Scope” Accredited Operating Authority which requires full accreditation within 1 year of issuance of certificate

# Schedule to Partial Accreditation

## Phase 1 (2008)

Develop / Document Operational Plan

- June – Dec 2008

Awareness Sessions (Operating Authority & Council)

- June, July & Nov 2008

Endorsement (Council & Top Management)

- Nov 2008

Submit Operational Plan to MOE

- Jan 2008

Partial Scope Accreditation Audit

- Ready for Accreditation Audit – Feb 1/09 by 3<sup>rd</sup> Party

# Schedule to Full Accreditation

## Phase 2 (2009)

Implement & Train on QMS/Operational Plan

- April – Aug 2009

Awareness Sessions (Operating Authority & Council)

- Jun & Nov 2009

Conduct Internal Audits

- Aug 2009

Conduct Annual Management Review (Top Management)

- Sep 2009 (1<sup>st</sup> review)

Endorsement (Council & Top Management)

- Nov 2009

Submit Revised/Updated Operational Plan to MOE

- Jan 2010

Full Scope Accreditation Audit

- Ready for Feb 1 2010



# Accreditation Process

## Full Scope Accreditation Process

Accreditation Body/Auditor

CGSB which is External 3<sup>rd</sup> Party

“Full Scope” Accreditation Process for 2010:

Documentation Review

Systems Audit – the “Plan” focus,

On-Site Verification Audit – the “Do” focus,

Successful Certification

Accredited Operating Authority


Subsequent Audit Cycles:

Year 2 (2011) – Surveillance Audit,

Year 3 (2012) – Surveillance Audit,


Year 4 (2013) – Re-accreditation Audit

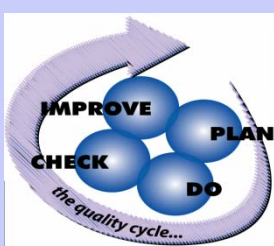
## IMPLEMENTATION OF QUALITY MANAGEMENT

 Implementation of protocols documented in the Operational Plan for each Works

## DOCUMENTATION OF QUALITY MANAGEMENT

(the OPERATIONAL PLAN)

 Agency / process – determined; DWWP scale; available to public




## DRINKING WATER QUALITY MANAGEMENT STANDARD


### ON-SITE VERIFICATION AUDIT

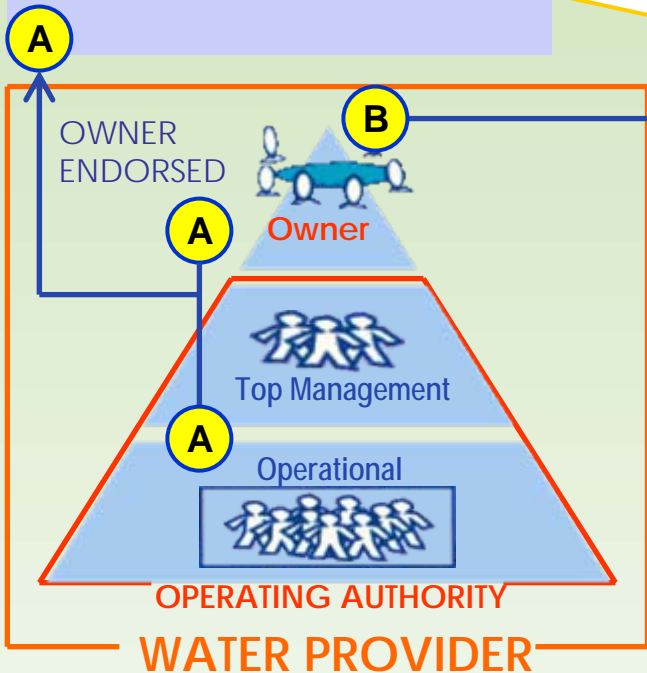
### SYSTEMS AUDIT

### 3<sup>RD</sup> PARTY AUDIT

### SUCCESSFUL AUDIT

 **AUDITOR**  
"Are they **DOING** what They say they are...?"

 **REVIEWER**  
▪ Documentation review  
▪ Is their **PLANNING** adequate?



## MUNICIPAL DW LICENCE



## ACCREDITATION OF OPERATING AUTHORITY

- By third party accrediting body(s)
- Designated by MOE
- Purpose is to help satisfy the standard of care...

