



MEETING MINUTES

Subject: DWQMS – Management Review Meeting 2024
Date: November 18, 2024
Location: Town Hall – Committee Room A

Attendees

<u>Name</u>	<u>Position with the Town of Kingsville</u>
Shaun Martinho	Director of Public Works
Tim Del Greco	Senior Manager of Capital Projects & Engineering
Erica Allen	Manager of Public Works & Environmental Services
Jerell Penales	Development Engineer
Chris Ruthven	Supervisor of Environmental Services
Kyle Davis	Water Compliance & Operations Tech
Alexandra Bajan	Office Support – Public Operations

Discussion

<u>Item #</u>	<u>Topic of Discussion</u>
A	Incidents of Regulatory Non-Compliance <ul style="list-style-type: none"> - None to report, no AWQI's to report
B	Incidents of Adverse Drinking Water Tests <ul style="list-style-type: none"> - None to report - Precautionary BWA placed by UWSS on Cnty rd 34 due to multiple watermain breaks in the summer due to low pressure not water quality - Watermain Commissioning usually no testing on background, just test T & E coliforms, BH and KD had one instance of elevated background sample from initial commissioning sample and a re-sample was ordered after flushing, re-sample came back low for background. If testing for background and its above threshold, should re-sample. KD to look at the SOP if mention of background or not.
C	Deviations from CCP Limits and Response Actions <ul style="list-style-type: none"> - No water quality complaint. - Under CCP, we have failure to maintain target secondary disinfection. The CCP limit and our trigger in our OP is .25. This was increased to .05 based on recommendations from 2 consecutive audits. As per audit recommendation, they were to be moved above the ministry's of .2 - If we do trigger our critical control point limit in the distribution system at .25 free chlorine, our target limit to restore the chlorine to .80 free

	<ul style="list-style-type: none"> - Operators will flush until they receive recovery results. - 2 BacT samples were done that came back with lower chlorine than 1.00 that KD observed from UWSS sampling: chlorine is being kept elevated compared to historical data and experience. Flushing activities and water usage are contributing to this.
D	<p>The effectiveness of the risk assessment process</p> <ul style="list-style-type: none"> - Meeting was on June 12, 2024, and there are no outstanding actions - The required action items were to investigate the risk assessment cybersecurity threat analysis by EA, SM and KD. It has now been added to the OP. - Updated financial plan was under review for management: has been reviewed before it got adopted by council. Council adopted.
E	<p>Internal and third-party audit results</p> <ul style="list-style-type: none"> - 2 repeat non-conformities found: document control process continues to be ineffective (2020 and 2023 repeat findings) & the process for management of QMS Corrective Action is not being followed. - Document control process continues to be ineffective (2020 and 2023 repeat findings): first step is to write a non-conformity report and issue back to auditor. Dates were incorrect in the OP, description and the procedures for risk assessment wasn't current. - The risk assessment was updated and was lumped with the infrastructure review meeting. Few SOPs were contradictory in identification. - The process for management of QMS Corrective Action is not being followed: as per meeting with BH, KD, and EA, a corrective action plan was agreed upon. - Sec 21 corrective continual improvement of the OP is not being followed to complete the corrective actions – why? - Underestimation of time needed to complete these additional tasks within the previous existing staff in current responsibilities – why? - Correction and correction and responsibilities were assigned to specific roles, however, not able to follow up due to staff shortage, management was back filling multiple positions within the departments – Why? - Management identified staffing needs in your past environmental services, compliance needs, however, due to resources and other positions outside the department were filled in priority. - 2024 budget allowed for resources made available for hiring a new position for environmental service compliance and conformance, OP needed to be updated, compliance tracking review needed to be scheduled, and the municipal drinking water license had to be managed. - O.P was just endorsed two weeks ago by counsel, all is now concluded, and it will close off these corrective action reports, KD will send to the external auditor.
F	<p>Results of Emergency Response testing</p> <ul style="list-style-type: none"> - Management was notified of operator sessions with SOP review and updates - SOP were updated: KD and BH had multiple sessions with the operators where SOPs were reviewed, to make sure there aren't any deficiencies, delinquencies, updates to

	<p>anything that has changed. Where procedures were required to be updated changes were made.</p> <ul style="list-style-type: none"> - Valving exercise to go over with CR and KD for the new watermain going under HWY 3 - Critical watermains (frequency of failure): would help to know what valves need to be isolated in case of a break – McCain, Heritage, Cottam, exercise to be completed and brought to infrastructure review meeting for potential missing watermains being identified in the 5 yr / 10 yr capital works projects
<p>G</p>	<p>Operational Performance</p> <ul style="list-style-type: none"> - Locate increasing potential for operators an amount of incoming fiber projects: possibly 20 fiber projects in for 2024 - 2025 - Utility Locator position – part of the new budget (unaware if approved or not as of now) - KD to have negotiations with Ontario OneCall and Explorenet: what timeline do we negotiate for initial locates? 7day, 10day. Relocate at 70days currently. - Digitization of environmental forms slowly moving into Laserfiche as GIS layers are developed. Currently only hydrant maintenance is live on GIS with automatic storage to LaserFiche, all others including watermain commissioning, watermain repair, flushing, valve turning and hydrant winterizing. All forms will be moved to Laserfiche instead of paper copies. - Hydrants in GIS, operators can access hydrant information and submit back to KD, if approved, will go in LaserFiche. If rejected, it will go back to CR with written comments regarding what the problem may be that the operators have to identify/fill. - Roger working on adding a flushing layer in GIS: all flushing points will be identified with a yellow diamond, which will provide location, and any other information required. - Hydrant inspections: a layer will be added to GIS, once hydrant gets flushed and winterized, the hydrant goes from red to green, Roger is still working on it and hopeful for 2025 fall season. - How will inspections be tracked? Green means inspected, red means it was not done. - Valve turning will be last on the list. Valve turning has been subcontracted out. SM provided Rogers with spreadsheets/maps/coordinates to GPS valves: still in progress. - Meter installs plans and systems: commercial- rate of flow messed up by Neptune meter install on a select few by removing the compound meter, plan in place to fix, we will have to take some of the costs, a mag meter of appropriate size will be purchased and installed. <p>Residential: this year the winterization of hydrants was a late start, meters workorders were put on hold. Badgers are having issue in Retrofits, 200ish left to change/update. Once distribution maintenance is done, we go ahead with changing/replacement meters. Billing issues, Shaun to talk to Neptune as we don't get accurate readings. We get negative flow, possibility of bad badgers or because we bill quarterly. Training to be provided to staff – Shaun to discuss with Dave from Neptune</p> <ul style="list-style-type: none"> - Room for improvements: Staff training from Neptune, device that Neptune was using – to discuss with Neptune to purchase at least 2 devices for staff including cellphones and software.

H	<p>Raw water supply and drinking water quality trends</p> <ul style="list-style-type: none"> - No items of concern from Union Water, no taste complaints, no algae problems were notified about. - We are going to have to do fuel tank inspections for our source water protection through our municipal drinking water license, if our systems meet current code with their proximity to watercourses then we feel they are secure and of minimal threat to source water. This will hopefully be completed by our field supplier, inspection of our Town Hall and Marina facilities.
I	<p>Follow action items from previous management review</p> <ul style="list-style-type: none"> - End of the year KD will compile all the Effectiveness of Actions which will be covered in the next compliance tracking review. - Compliance tracking spreadsheet – continuing review and updating by KD - KD to pair up with EA to get the summary report to council by Feb 28.
J	<p>The status of management action items identified between reviews, including quarterly review of compliance tracking spreadsheet</p> <ul style="list-style-type: none"> - Re-occurring OFI from Internal and External Audits: a hard copy should be available at the township, and a copy should be posted online – confirm if online already. - OP will be available on the website and can be requested at the front office counter if a paper copy is needed by the public. Determine suitable place to have a paper copy for reading in the front counter area.
K	<p>Changes that could affect the QMS within Kingsville</p> <ul style="list-style-type: none"> - The water compliance operations tech position was filled in March 2024 - Updated OP into council was endorsed Nov 4th and a signed copy is live – KD to verify it was posted online.
L	<p>Consumer feedback</p> <ul style="list-style-type: none"> - Complaints about the water meter program surrounding RF frequencies and increase in bills observed which have been explained and dealt with as they come in. - Restorations aren't being done in a timely manner after a water curb stop is replaced. Hole filled with clear stone. CR to change to sand and topsoil backfill so that topsoil does not get rinsed away into the clear stone. - List of restorations to be done is kept with AB and forwarded onto CR now that the Supervisor position is full.
M	<p>The resources needed to maintain Kingsville QMS</p> <ul style="list-style-type: none"> - MDWL and DWWP renewed; OP updated. If locator position passes budget no additional resources required to maintain Kingsville's infrastructure. - SM requests a different style and format of the OP to be done in the future for the next large update, lots of municipalities moved from the old OCWA template, this to be brought up for completion during next council term. (KD action)
N	<p>The results of the Infrastructure Review</p> <ul style="list-style-type: none"> - Cast iron has become an issue – cast iron is being replaced in capital infrastructure plan. Next DI will be replaced as needed and as per identified problem areas - During watermain repairs, operators sometimes will identify as cast iron, however GIS shows AC or DI, Kyle confirms with operators and gets the updates to GIS to be made.

	<ul style="list-style-type: none"> - Common leakage points identified as rotting bolts on service saddles in the distribution system, JP to confirm in development manual what spec is called for regarding bolts, anodes, protective coatings and get back to CR for operating refresher training.
O	<p>Operations Plan review</p> <ul style="list-style-type: none"> - Staff training this Thursday already scheduled for other things. New staff meeting will be reviewing the new operational plan changes. - OP was endorsed by council November 4th, no additional comments from group
P	<p>Staff Suggestions</p> <ul style="list-style-type: none"> - None currently outside of meeting discussions
a.	<p>2024-2030 Financial Plan Review</p> <ul style="list-style-type: none"> - Accepted by MECP for MDWL and DWWP renewal - 2024 – 2030 Financial Plan Review > council adopted new financial budget and Management group feels it's acceptable to fund capital and maintenance projects throughout time frame
b.	<p>Risk Assessment Outcomes</p> <ul style="list-style-type: none"> - None to add or discuss, covered at Risk Assessment Annual Review
c.	<p>Effectiveness of Actions</p> <ul style="list-style-type: none"> - Effectiveness of actions from external audit to be reviewed by the end of the year by KD and CR
d.	<p>Best Management Practices</p> <ul style="list-style-type: none"> - None to discuss
e.	<p>Essential Supplies and Services List</p> <ul style="list-style-type: none"> - Appointment for a new meter supplier/service maintainer to be investigated and to discuss with Crystal Segrave, Billings Supervisor
f.	<p>Development of Summary Operations Report</p> <ul style="list-style-type: none"> - EA and KD to develop a workflow by January 31st.
	<p>Round Table</p> <ul style="list-style-type: none"> - Develop a notifying system/ protocol for disclosure and acceptance of MDWL / DWWP for contractors other than hand off during project initiation meetings> Jerrell updated NSF requirements in the Manual as per MDWL / DWWP requirements. Developers to have copies onsite during infrastructure construction.



Meeting Minutes

Purpose: This meeting is part of the DWQMS annual requirement for Kingsville's Management Review.

Action Item Summary

<u>Item #</u>	<u>Required Action</u>
1	SM to inquire from Neptune if office staff can get training on Neptune 360 & if town can acquire 1 or 2 Neptune devices for the Water Operators.
2	KD to compile all the Effectiveness of Actions by the end of the year for SM
3	KD to pair up with EA to get the summary report to council by Feb 28
4	KD to confirm if a copy of the newly endorsed OP is available online. A hard copy to be kept with the township at the front desk, EA, CR and SM to have hard copies distributed for their offices.
5	KD: Different style and format of the OP to be completed during next term of council or earlier.
6	JP: To get development manual requirements for water appurtenances installation to CR for operator review

The foregoing is a true and accurate record of all items discussed. If any discrepancies or inconsistencies are noted, please contact the writer immediately

