

Staff Report



Infrastructure Services Department

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REPORT TO: Community and Infrastructure Services Committee

DATE OF MEETING: March 6, 2023

SUBMITTED BY: Greg St. Louis, Director, Utilities, 519-741-2600 ext. 4538

PREPARED BY: Angela Mick, Manager – Quality Management and Water Programs, 519-741-2600 ext. 4408

WARD(S) INVOLVED: All Wards

DATE OF REPORT: January 18, 2023

REPORT NO.: INS-2023-012

SUBJECT: Drinking Water Quality Management Standard (DWQMS) Re-Endorsement of the Operational Plan

RECOMMENDATION:

That the Drinking Water Quality Management Standards (DWQMS) Operational Plan attached to report INS-2023-012 be re-endorsed in accordance with the Safe Drinking Water Act, 2002 and Regulation 188/07.

REPORT HIGHLIGHTS:

- The purpose of this report is to obtain written re-endorsement of the Drinking Water Quality Management Standard (DWQMS) Operational Plan as per the requirements of the DWQMS
- This report supports the delivery of core services.

BACKGROUND:

The DWQMS, under the *Safe Drinking Water Act, 2002* and *Regulation 188/07*, requires the City of Kitchener to be licensed to operate and maintain Kitchener's Water Distribution System. One of the licensing requirements is the preparation of a Quality Management System (QMS) and Operational Plan.

The QMS is based on a "Plan-Do-Check-Improve" methodology that is similar to other international quality standards. The "Plan" requirement of the QMS specifies policies and procedures that must be documented in the Operational Plan for the drinking water system and the "Do" requirements specifies the policies and procedures that must be implemented. "Check": and "Improve" requirements of the standards are reflected in the requirements to conduct internal audits, management reviews and to continually improve the system.

Kitchener has obtained a Municipal Drinking Water Licence and has the required elements in place: Drinking Water Works Permit, Financial Plan, accreditation as an Operational Authority, and an audited Operational Plan.

One of the requirements of the DWQMS is for the Owner to provide a written endorsement of the Operational Plan. The Operational Plan was initially endorsed by Council in 2008 (FIN-08-1130) and re-endorsed in 2015 (INS-15-023) and 2019 (INS-19-007). It is recommended that the Operational Plan be periodically brought forward to Council for re-endorsement, with endorsement to align with each new term of Council.

The *Safe Drinking Water Act, 2002* includes a statutory Standard of Care for individuals who have oversight responsibilities for municipal drinking water systems that can extend to municipal councillors. There are legal consequences for negligence, including possible fines or imprisonment.

REPORT:

The Operational Plan documents the QMS, essentially outlining how regulatory requirements are met. The Operational Plan consists of 21 elements including: risk assessment, review and provision of infrastructure, emergency management, audits, and continual improvement. A series of Standard Operating Procedures (SOPs) have been developed as part of the DWQMS. The SOPs are generally high level documents which describe the “who, what and when”. The SOPs refer to Work Instructions, which explains the “how”. Internal and external audits are regularly completed to evaluate the conformity of the DWQMS to confirm that “we say what we do and do what we say.”

The Operational Plan (attached) is a living document with references to approximately 300 associated standards operating procedures, work instructions, forms, and documents. The Standard requires continual improvement of the effectiveness of the DWQMS. Continuous improvement is completed by the creation of new work instructions, training programs and revisions to existing documents.

On an annual basis, council is informed of the results of the annual management review, which may include changes that can affect the DWQMS and Operational Plan. Council receives the results of the DWQMS Management Review on March 6, 2023 (INS-2023-011).

There have been no material changes to the Operational Plan since the last re-endorsement; however, the document is reviewed and updated at least annually to reference infrastructure changes, new SOPs, work instructions, etc., to ensure the plan is kept current.

STRATEGIC PLAN ALIGNMENT:

This report supports the delivery of core services.

FINANCIAL IMPLICATIONS:

The recommendation has no impact on the Capital or Operating Budgets.

COMMUNITY ENGAGEMENT:

INFORM – This report has been posted to the City's website with the agenda in advance of the council / committee meeting. The Drinking Water Quality Management Policy is available on Kitchener Utilities Website.

PREVIOUS REPORTS/AUTHORITIES:

There are no previous reports/authorities related to this matter; however, re-endorsement occurred most recently in 2019 (INS-19-007)

APPROVED BY: Denise McGoldrick, General Manager, Infrastructure Services

ATTACHMENTS:

Attachment A – DWQMS Operational Plan

Attachment B – Top Management Endorsement of Operational Plan