

# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Infrastructure, Development and Enterprise Services
Date	Tuesday, June 6, 2023
Subject	<b>Water Services' Updated Operational Plan Endorsement</b>

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## Recommendation

1. That the City of Guelph Council endorse the Water Services' Operational Plan, as required as part of the Ontario Municipal Drinking Water Licensing Program.
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## Executive Summary

### Purpose of Report

To obtain Council's (the Drinking Water System Owner) endorsement of the Water Services' Operational Plan (OP), as required under the Safe Drinking Water Act (2002). The OP is the written documentation that confirms that the Water Services' quality management system meets the requirements of the Drinking Water Quality Management Standard (DWQMS), which is legislated to be completed under the Safe Drinking Water Act.

The OP is a document that provides an understanding of the drinking water systems, the responsibilities of both the Owner and the Operating Authority of the systems, and a commitment to the provision of safe drinking water. The OP enables the City of Guelph to continue to plan, implement, check, and continually improve its systems, thereby ensuring ongoing confidence and security in the drinking water systems.

The OP was first endorsed by Council in 2009 and requires periodic re-endorsement within one year of appointment of each new term of council, when significant changes to the OP have been made, or when renewing the Municipal Drinking Water License.

### Key Findings

The City of Guelph's Water Services division, as an operating authority, has been accredited to the DWQMS since 2009. Accreditation is the verification by a third-party accreditation body that an operating authority has a quality management system in place that meets the requirements of the DWQMS as required by the Safe Drinking Water Act. By achieving and maintaining accreditation, Water Services has demonstrated that they have an effective drinking water quality management system and are committed to the provision of safe drinking water, sound

operational practices, and continual improvement of programs and processes that affect the drinking water system.

## **Strategic Plan Alignment**

This report is aligned with the Strategic Plan Priorities of Sustaining our Future by providing a sustainable drinking water supply, Building our Future by maintaining and replacing drinking water assets and Working Together for our Future through our collaborative approach to the delivery of drinking water.

## **Financial Implications**

All financial implications related to developing and implementing the Operational Plan are accounted for in the Council approved 2023 Water Services Non-Tax Operating and Capital Budgets as well as the 2019 Water and Wastewater Long-Range Financial Plan. This Financial Plan is currently being updated and will be presented to council for endorsement in November 2023.

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## **Report**

In response to Justice O'Connor's recommendations made in the Report of the Walkerton Inquiry in 2002, the Municipal Drinking Water Licensing (MDWL) Program was established under the Safe Drinking Water Act (2002). The Municipal Drinking Water License (MDWL) is an approval to operate a municipal drinking water system. All municipal residential systems must be licensed under the Municipal Drinking Water Licensing Program. Licenses are valid for 5 years as long as Water Services:

- Maintains their status as an accredited operating authority to the Drinking Water Quality Management Standard (DWQMS), including having the operational plan endorsed by municipal council,
- Prepares a financial plan and has it approved by municipal council,
- Has valid permits to take water, and
- Operates the drinking water system according to the conditions in the license.

Water Services has initiated the process of renewing their Municipal Drinking Water License, which expires on July 24, 2024.

As one aspect of the MDWL, Operating Authorities must be accredited to the DWQMS, version 2.0. The DWQMS is the standard upon which drinking water system operational plans are developed and operating authorities are accredited. It is legislated under the Safe Drinking Water Act (2002). The requirements of the DWQMS, when implemented, assist owners and operators of municipal drinking water systems to develop sound operational procedures and controls.

The DWQMS approach emphasizes the importance of:

- A proactive and preventative approach to management strategies that identify and manage risks to public health,
- Establishing and documenting management procedures,
- Clearly identifying roles and responsibilities, and
- Continual improvement of the management system.

The Operational Plan is made up of 21 sections that mirror the 21 Elements of the DWQMS. The 21 DWQMS Elements are:

1. Quality Management System

2. Quality Management System Policy
3. Commitment and Endorsement
4. QMS Representative
5. Document and Records Control
6. Drinking Water System
7. Risk Assessment
8. Risk Assessment Outcome (included in the closed council report)
9. Organizational Structure, Roles, Responsibilities and Authorities
10. Competencies
11. Personnel Coverage
12. Communications
13. Essential Supplies and Services
14. Review and Provision of Infrastructure
15. Infrastructure Maintenance, Rehabilitation and Renewal
16. Sampling, Testing and Monitoring
17. Measurement and Recording Equipment Calibration and Maintenance
18. Emergency Management
19. Internal Audits
20. Management Review
21. Continual Improvement

Water Services' Operational Plan is the written documentation of the quality management system developed to meet the requirements of the DWQMS. The operating authority (Water Services) must receive the owner's (City Council) written endorsement of the drinking water system's operational plan as part of the Municipal Drinking Water License Renewal Program within one year of a new council or in cases where there have been significant updates to the Operational Plan.

### **Financial Implications**

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### **Consultations**

Collaboration and feedback from Water Services' Top Management, along with Compliance & Performance team and Business Services team supporting Water Services was requested on the content of the Operational Plan. The resulting comments and feedback have been incorporated into the Operational Plan.

### **Attachments**

Attachment-1 Guelph Water Services' Operational Plan

## **Departmental Approval**

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## **This report was approved by:**

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## **This report was recommended by:**

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