

Quality Management System Management Review Summary and Action Plan



Date of Management Review: March 30, 2022

Attendance: Adam Weishar, Jeff Johnston, Lisa Crimmings

As a result of the Management Review, the following decisions and/or deficiencies were identified and applicable action items made.

| Decision or Deficiency | Action Item (if Applicable) | Personnel Responsible | Timeline | Status |
|--|---|-----------------------|--------------|-------------|
| Clean Briar Hill #2 well and casing and complete another down hole video as recommended from the well inspection. | Budgeted for in 2022 | ES Supervisor | Spring 2022 | In progress |
| Additional IT support would be beneficial. Have a number of software's and databases that need to be integrated for efficiency | ES Staff to come up with a list of IT items that need to be addressed. May need to wait until a CAO is in place before moving forward with staffing request | ES Supervisor | Fall 2022 | |
| Armore water loss report shows more water consumed than produced each year | Need to investigate in treatment room and at each dwelling on the system | ES Supervisor | Summer 2022 | |
| Water meter penalties for refusal of access or no response | Need to go through listing of open work orders where customers have not responded to requests for access to water meters | ES Admin | Spring 2022 | In progress |
| Calibration listing for equipment was not up to date | Up to date equipment listing to be given to External contractor before annual calibrations in 2022 | ES Compliance Officer | May 15, 2022 | |

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|---|--|-----------------------|------------------------------|--|
| Low lift Cl2 analyzer not calibrated by outside contractor in 2021 | New cl2 analyzer to be purchased and put online before annual external calibrations in 2022 | ES Supervisor | May 31, 2022 | |
| Need to consistently record the NSF documentation received with Essential chemical deliveries | Operators to be made aware this is a requirement when receiving shipments of chemicals and admin staff to be trained on double checking documentation. | ES Compliance Officer | Spring 2022 | |
| No Standard operating procedure for water and sewerline new installations and repairs | Create an SOP for ES staff to follow | ES Compliance Officer | Spring 2022 | |
| Cityworks scheduling and completion of work orders. | Work orders need to be reviewed at the end of each day and rescheduled if not completed on time. | ES Admin | Spring 2022 | |
| Preventative maintenance listing required | Create a full listing of preventative maintenance for all sites and have work orders created in cityworks | ES Supervisor | Spring 2022 | |