

DWQMS Summary of Non-Conformance and Opportunities for Improvement

This form is to be completed by the QMS Representative or designate and circulated to the appropriate Owner representative(s).

Audit Details

System(s): Kincardine DWS, Armow DWS, Scott’s Point DWS, Tiverton DWS, Underwood DWS, Huronville Distribution System

Audited by: Brigitte Roth, Acclaims Environmental

Audit Date: September 25-26, 2024

Date Audit Report Received: September 28, 2024

Major Non-Conformances

Ref. No.	Non-Conformance	Actions	Status as of
2024-10	<p>Section 4.0 Calibration of CT Monitoring System included in the Municipal Drinking Water Licence (MDWL) schedule C requires that any measuring instrumentation that forms part of the monitoring system for CT shall be checked and where necessary calibrated at least once every 12 months during which the drinking water system is in operation, or more frequently in accordance with the manufacturer’s instructions.</p> <p>-Level Transducers for Kincardine Water Treatment Plant and Scott's Point Reservoirs have not been calibrated</p> <p>-The Instrument List 2024 and WQA equipment summary list do not include all of the devices that form part of the monitoring system for CT (Level transducers).</p>	<p>Indus Control was contacted to come on site and calibrate the reservoir Level transducers for the Kincardine Water Treatment Plant and the Scott’s Point Treatment Facility. The Level Transducers have been added to the annual calibration listing.</p> <p>Chlorine analyzers, including temperature and ph probes used for CT are also calibrated on an annual basis.</p>	Completed October 25, 2024

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Minor Non-Conformances

Ref. No.	Non-Conformance	Actions	Status as of
	None		

Opportunities for Improvement

Element	Opportunity for Improvement	Action	Status as of
10	Consider establishing pre-planned on the job training forms for drinking water activities that outline training. (e.g. bacteriological sampling: review of SOP's, where to access chain of custody, how to properly take a sample, what bottles to select, how to prepare coolers, etc.)	Will look at drafting some training items in 2025	Open as of October 31, 2024
13	Consider documenting and recording the verification process for materials (parts) coming into contact with water. (This would help achieving MDWL Sched. B s 14.0) ii. Also, consideration should be given to developing/confirming the process with Engineering for the documented verification of quality (NSF) specifications met for capital project and new development materials coming into contact with water.	Process is in place for capital projects, will need to look into having a checklist of requirements for development projects to ensure we are receiving all documentation. Will also look into parts used by staff to ensure we are only sourcing NSF parts. Most parts come from Carson Supply in Port Elgin which are NSF, just need to obtain the documentation from the suppliers.	Open as of October 31, 2024

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Element	Opportunity for Improvement	Action	Status as of
14	<p>i. Consider including the Environmental Compliance Officer in upgrade/capital projects (especially for keeping records that would be requested in MECP inspections)</p> <p>ii. An opportunity was identified to cross reference requirements for commissioning watermain with the Ministry's 2020 watermain disinfection procedure</p> <p>iii. Also consideration should be given to include Environmental Services operators in capital project activities where certified operators are required in the ministry's 2020 watermain disinfection procedure</p>	<p>i. Will look at a better overall process to ensure compliance officer is more involved in upgrades and capital projects</p> <p>ii. Already have an SOP for new watermain commissioning</p> <p>iii. Operators are already involved in projects where a certified operator is required, will look at going over the SOP with staff to ensure awareness</p>	In progress as of October 31, 2024
16	<p>Consider implementing a dead-end monitoring program to ensure the ministry's Procedure for Disinfection of Drinking Water in Ontario S. 4 Disinfectant residual maintenance (secondary disinfection) requirements are consistently met so that: "at all times and at all locations within the distribution system, where there is a daily flow, there is at least a free chlorine residual of 0.05 mg/L at a pH 8.5 or lower. The distribution system is 0.2 mg/L at a pH 8.5 or less."</p>	<p>Have a list of dead end flushing to start with, will look at flushing some areas and determining if they need to be flushed on a regular basis, have more permanent homes now instead of cottages in some of these areas. Will need to follow up in spring 2025</p>	In progress as of October 31, 2024