



Management Review Minutes

City of Stratford Drinking Water System

Issue Date: 2022-12-12
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Drinking Water System Name:

City of Stratford Drinking Water System

Owner and Location:

The Corporation of the City of Stratford

Review Period: November 01st, 2021- November 30st, 2022

Meeting Information/Introduction

Date/Time: December 12th, 2022

Location: Hamlet Room

Attendees: **Top Management:** Taylor Crinklaw, Director of Infrastructure & Development Services; John Bowes, Manager of Environmental Services

QMS Representative: Stephanie Baronette, Compliance Coordinator

Additional: Todd Smythe, Supervisor of Environmental Services

Regrets: Joel Desrosiers, Water Resource Technician

Distribution: *City Council*

Minutes Taken By: Stephanie Baronette

Introduction:

The purpose and objectives of the Management Review was reviewed as follows:

Purpose:

To evaluate the continuing suitability, adequacy and effectiveness of the QMS.

Objectives:

The Management Review participants will review/discuss the standing agenda items and the data presented, identify deficiencies, make recommendations and/or initiate action plans to address identified deficiencies as appropriate.

The Management Review includes a review of the DWQMS operational plan, SAI audit report(s), internal audit report(s) and other related operational documents/records as detailed in the meeting minutes. The information reviewed during the Management Review was provided/made available to attendees

This meeting covers all standing agenda items for the DWS noted above. Details of the discussion, any deficiencies identified, decisions made and applicable action items related to each standing agenda item are described under the appropriate item number within the following table. Additional comments/discussion items are described under section 2.



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Any follow up on actions and/or additional actions required are detailed under item.

Meeting Minutes				
Item #	Documentation Reviewed/Discussion Points/Issues Raised/Action Taken to Date /Decisions Made	Actions Identified during Management Review	Responsibility/ Assigned To	Target Date
1 [a]	<p>Incidents of regulatory non-compliance: A routine MECP inspection was conducted on June 8th, 2022 by Neville Rising. There was no non-compliance identified and as such the inspection rating was 100%. Six BMP were identified (refer to Item q).</p>			
[b]	<p>Incidents of adverse drinking water tests: There was an AWQI reported on November 22nd, 2021 with a result of 1cfu/100mL TC at 303 Fredrick St. (Public Works). Up and down stream samples were collected as well resamples from the source. All samples came back negative, no further action required.</p> <p>Water quality exceedances for Fluoride and Sodium were observed in samples taken in 2018. Fluoride is naturally occurring in Stratford’s drinking water supply source.</p> <p>Fluoride & Sodium exceedances are reportable every 57 months. Next reportable exceedances will be in 2023</p>			
[c]	<p>Deviations from Critical Control Point limits and response actions: There were seventeen CCP limits reached during the Management Review period. Since e-logbooks have been implemented CCPs are now being tracked using the e-logbook.</p>			



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Lorne Av. Well:

Nov 2nd, 2021- Low cl2 alarm, due to booster pump failure

Oct 20th, 2022 – low chlorine alarm, due to cracked suction fitting on head

Mornington Well:

Nov 4th, 2021- low cl2 alarm, Faulty alarm due to SCADA upgrades

Nov 16th, 2021- low cl2 alarm, cl2 tank switch over failure

Nov 19th -22nd, 2021- low cl2 alarm due to issues with cl2 tanks

Dec 20th, 2021 – low cl2 alarm, due to maintenance on analyzer

Dec 24th, 2021- low cl2 alarm, issues with analyzers electrolyte

June 20th, 2022- low cl2 alarm,

Aug 21st, 2022- low cl2 alarm,

Romeo:

Nov 17th, 2021- low cl2 alarm, well house offline due to maintenance and flushed to waste for bacti sample

Chestnut:

Dec, 30th, 2021- low cl2 alarm, caused by plumbing issues with analyzer and eye wash

Feb 22nd, 2022- low cl2 alarm, well house offline at time due to issues with cl2 tanks

Mar 25th, 2022- low cl2 alarm,

Aug 23rd, 2022- low cl2 alarm,

Sept 1st, 2022- low cl2 alarm, due to flushing to waste

Oct 12th – Present – low cl2 alarm, due to chlorine gas system requiring repair

Dufferin:

July 22nd, 2022- low cl2 alarm, due to low residual at Chestnut

Need to determine if Towers are CCP:



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<p>[d]</p>	<p>Effectiveness of the risk assessment process: Once every calendar year a review of the Risk Assessment is required. on June 23rd, 2022 the 36 month risk assessment was completed by Joel Desrosiers, Johnny Bows, Justin Wilker, Brad Houben, Dennis Carter, Jason Brenzil, Todd Smythe, Paul Ceppi, Neill Witzel, Darren Eicher, Josh Stacey, Mark Bouw.</p> <p>The risk assessment was revised to included up to date control limits and measures, ratings, and revision dates. Additional revisions include OP-08 & 07 including; detectability to capability, MECP Hazards Reference and CCP high rating.</p>	<p>-Review Summary of Risk Assessment new template and rate/ discuss tower analyzers low chlorine, low level and Table 2. -Revision history and risk assessment history being tracked on new document -36 months risk assessment minutes state to add as CCP</p> <p>Notes: Towers were deemed regulatory & rated withing Risk Assessment. Alarm set points for tower will be determined once Dufferin Tower clean out has been completed.</p>	<p style="text-align: center;">QMS Rep & Envrio. Manager</p>	<p style="text-align: center;">2023-06-30</p>
<p>[e]</p>	<p>Internal and third-party Audit results: The last External Audit was conducted on March 29th, 2022 by Janet McKenzie for the System Audit and April 28th, 2022 by Janet McKenzie for the Re-Accreditation Audit. There were no non-conformances and two OFI's identified.</p> <ol style="list-style-type: none"> 1. Ensure the Document Master List is referencing the most current versions of QMS documentation. With new revisions to OP, Master list has been made obsolete and replaces with Summary of Action Items Table 2. Logbooks on e.RIS need clear identification of ORO/OIC. Completed <p>The last internal audit was conducted by Brigitte Roth & Stephanie Baronette on October 6th, 2022. There were no</p>			



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	non-conformances identified and 6 opportunities for improvement. All OFI's were completed under the 2022 OP Revisions. The OP has been revised and pending release, once complete OP is required to be re-endorsement.			
[f]	Results of emergency response testing: Emergency Response Training will be scheduled for December 2022	Provide staff with Emergency Response Training- 2022 Topic Security Breach	QMS Rep.	2022-12-31
[g]	Operational performance: <ul style="list-style-type: none"> • Well Rehabilitation – <i>Continuing</i> 3 wells step tested in 2022, remaining to be completed in 2023 • Work-Order System – <i>Continuing (transitioning to e.Ris 2023)</i> • Automatic Flushers – <i>Continuing</i> • SCADA – <i>Continuing (trialing online CT calculator)</i> • Dead End Flushing Program – <i>Continuing</i> • Hydrant Flushing Program– <i>Continuing</i> • Hydrant Maintenance Program– <i>Continuing</i> • Valve Turning Program • Inventory Tracking System – <i>Water Tech.</i> • Annual Fluoride Notice – <i>Completed for 2022</i> • The CT online trial is currently underway 	Discuss use of valve turners data reports: Turner to be used in 2023		
[h]	Raw water supply and drinking water quality trends: The Raw Water Supply and Drinking Water Quality Trends Reports were reviewed.			
[i]	Follow-up on action items from previous Management Reviews: <ul style="list-style-type: none"> • Re-Evaluate Well Rehab Procedures 			



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	<ul style="list-style-type: none"> • Continue External training courses for Water Staff – <i>Continuing</i> • Continue Third Party Auditor for Internal Audits, 36-Month Third Party Risk Assessment and Training - <i>Third party will only be brought in every 36 months to prepare for Reaccreditation</i> • Touchpads for Electronic forms to reduce errors. Easier access to Operational Plan and SOP's out in the field. • Document Control Management System – <i>Continuing, e.Ris will assist with this with new forms</i> • Reviewing all emergency plans – <i>Continuing review and create shortage of staff and other emergency plan as identified within City's Emergency Plan</i> • New Action Item Tracking System - <i>Completed</i> • New Position Sub-Foreperson- <i>Completed</i> 			
[j]	<p>Status of management action items identified between reviews: No management action items were identified between the review periods</p>			
[k]	<p>Changes that could affect the QMS: The QMS Rep. has changed from Joel Desrosier to Stephanie Baronette. Joel is the QMS alternate and will provide support to the new rep during the transition</p> <ul style="list-style-type: none"> • Operational Plan Revisions (QMS statement & Letter, risk assessment) • Addition of forms (new tracking system, training, etc.) • removal of forms (master list, document change form) 	<p>QMS Letters going to suppliers once OP is endorsed, QMS statement going into City contracts in 2023</p>		



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	<ul style="list-style-type: none"> • Procedure revisions (new template, revision history tracking) 			
[i]	<p>Consumer feedback: Customer complaints are broken down into two systems. One system is Festival Hydro or City staff create service orders which are stored upon the Festival Hydro Daffron system and normally require staff to visit customer. The second system are customer complaints received by City Staff and resolved over the phone and no service order required.</p> <ul style="list-style-type: none"> • 16 Discolored Water • 16 Pressure • 5 Taste/Odor • 208 Miscellaneous 	<p>Discus means of recording complaints / what is to be documented : all complaints received by the City will be documented similar to Festival Hydro</p>		
[m]	<p>Resources needed to maintain the QMS: There are adequate resources supplied to maintain the QMS. -External auditors will only be brought in on</p>			
[n]	<p>Results of the infrastructure review: Infrastructure Review Report & Action Items were reviewed.</p>	<p>Trialing annual hydrant flushing in 2023</p>		
[o]	<p>Operational Plan currency, content and updates: The Operational Plan last revisions took place 2022-11-15 with significant updates to the existing plan. The Operational Plan will be released once final comments have been provided by Brigitte Roth.</p>	<p>Obtain re-endorsement</p>	<p>Manager of Enviro. Services</p>	<p>2023-03-30</p>



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	<p>The Operational Plan was last endorsed on April 6th, 2020 but will require re-endorsement once new OP is released.</p>			
[p]	<p>Staff suggestions: Discuss direction for meters in the future</p>			
[q]	<p>Review/consideration of any applicable Best Management Practices (BMPs): The MECP inspection report noted 6 recommendations for the system.</p> <ol style="list-style-type: none"> 1. To confirm if the volumetric capacity of the sodium silicate secondary containment to ensure it is sufficient to contain all stored liquid in the event of a spill. Containment to be inspected 2. It was noted within the CT calculations for several of the Treatment Plants, that the setpoints for free chlorine alarms and lock outs are very close to the concentration required to meet with adequate primary disinfection. Currently trialing online continuous CT calculations for Chestnut & Mornington to no longer use a ratio. Once CT calculators have been running under different operation conditions will review trends to determine alarm set points well above the worst-case scenario for primary disinfection. Remining well houses will be adjusted as well. 3. The continuous online data reports did not include the water levels present within the reservoirs at the Treatment Plants. Daily Chlorine Reports used from 24/72 hr. trending 	<p>Refer to Summary of Action Items Tables Ref# 12- 17</p>		



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	<p>review have been revised to include reservoir levels for Chestnut, Mornington & Romeo.</p> <p>4. Conduct verification checks on the portable chlorine analyzers on a weekly basis. Manufacturer instructions does not indicate a required frequency and there has been no previous concerns with units reliability. Verifications will continue to be conducted quarterly</p> <p>5. Install alarm systems within each facility that are connected to a dialing system to advise of any unauthorized entry. Completed</p> <p>6. Install overflow screens and flap gates on the Forman and Dufferin water towers to meet with the requirements of Standard. Completed</p>			
2.	Roundtable/Other:			

Details of next Management Review meeting:

Next Meeting:

Next Management Review will be scheduled in 2023