

Stratford Drinking Water Systems  
Summary Table of Action Items



**SOURCE OF/ISSUE IDENTIFIED BY:**  
**IA:** Internal Audit or **EA:** External Audit - (**MN:** Minor Non-Conformance, **Mj:** Major Non-Conformance, **OFI:** Opportunity for Improvement)  
**MR:** Management Review, **S:** Staff; **CC:** Community Complaint; **Own:** Owner  
**MINISTRY:** Inspection Findings (NC or Best Practice identified); **E:** Emergency/Incident;  
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**Other** (Please specify)

**TYPE OF ACTION INITIATED:**  
**PA:** Preventive  
**CA:** Corrective  
**N/A:** Not Applicable

Last Updated: 2022-12-12

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1	Lowering high risk ranking from 12 to 9 or 10.	2020-05-10	EA-OFI	CA	Continual Improvement	N/A	Revise OP-07	Adjust OP-07 risk assessment ranking of high risk items	QMS Rep	2022-08-31	Comp	Form 08-011 revised to have high risk category changes from 12 to 10+ on 2022-06-23
2	Update Table 08-001 Summary of Critical Control Points	2020-06-24	EA-OFI	CA	Continual Improvement	N/A	Revise OP-08 Table 08-001	Add CCP #3 distribution system chlorine residual (as identified in the latest Form 08-001 Risk assessment outcomes) and listing related CCL information	QMS Rep	2022-05-31	On-Going	
3	Review & investigate 1st batch of frozen services	2020-11-25	MR	CA	Continual Improvement	N/A	Review & investigate issues	Determine if issues are on city side or property own side	Enviro. Supervisor	2023-12-31	On-Going	On-going. Budgeting to try and lower services below frost line. In the meantime, we ask the properties to run their taps during the winter to avoid freezing.
4	Establish division-wide use of work orders for asset-based work	2021-06-04	EA-OFI	CA	Continual Improvement	N/A	Use work orders and service requests division wide	Establishing division-wide use of work orders for asset-based work; and a service request system to better track required preventive maintenance and reactive maintenance in order to support requirements within OP-15	Enviro. Manager	2023-12-31	On-Going	In 2022 we used pearl work orders to track some maintenance activities. In 2023, we will be using a combination of e.Ris and Outlook calendar bookings as a means to track work – similar to a traditional work order system.
5	Update APPX 17-001 Calibration & Maintenance Schedule Summary, dated November 21, 2016 to ensure the checking and calibrating of measuring instrumentation that forms part of the monitoring system for CT is aligned with the new requirements of the latest Municipal Drinking Water Licence's Schedule C Section 4.0 Calibration of CT Monitoring System.	2021-06-04	EA-OFI	CA	Continual Improvement	N/A	Revise OP-17	Update appx 17-001 to ensure CT measuring equipment is meeting requirements within MDWL sec. 4	QMS Rep	2022-05-31	Comp	Revised OP-17 Rev. 0 2022-11-15 to include CT equipment. Reservoir Level transmitters being replace to allow for calibrations, free chlorine analyzers included in annual calibration list

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6	Establish division-wide use of work orders for asset-based work	2021-06-04	Other- Staff Feedback	PA	Continual Improvement	N/A	Use work orders and service requests division wide	Establishing division-wide use of work orders for asset-based work; and a service request system to better track required preventive maintenance and reactive maintenance.	Enviro. Manager	2022-05-31	On-Going	Revised OP-17 Rev. 0 2022-11-15 to include CT equipment. Reservoir Level transmitters being replace to allow for calibrations, free chlorine analyzers included in annual calibration list
7	Each air vent and overflow associated with reservoirs and elevated storage structures are equipped with screens in accordance with the "Ten States Standards".	2021-11-04	Ministry BMP	PA	Continual Improvement	BMP Considered	Install screens	Install screens in accordance with the standard on all reservoir and vents	Enviro. Supervisor	2022-05-03	Comp	Refer to #17
8	Ensure the Document Master List is referencing the most current versions of the QMS documentation	2022-03-29	IA-OFI	CA	Continual Improvement	N/A	Revise OP-05	Revise Master List to ensure reference to the most current versions	QMS Rep	2023-03-01	On-Going	After OP 2022 revision, Master List is obsolete. Translon of all Documents and SOP's to include revision history and # is on going

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9	Various aspects of document control are not being adhered to	2022-05-05	IA- MJ	CA	Continual Improvement	N/A	Adhere to what's identified in OP-05 and update applicable documentation	i) Operational Check records in the Control Centre date back to 2014 and are out in the open. As per b.III & Section 2.3.5 of QMS 5, historic records should be stored to ensure they are protected and safe from harm. ii) Version Control of forms and associated SOPs need to be readdressed for consistency with review dates and document history tables. iii) QMS Policy posted in Control Centre is not current. iv) QMS Rep's binders – not current for several documents (Watermain Disinfection Report, Emergency Contact List.)	QMS Rep	2022-10-01	On-Going	Translon of all Documents and SOP's to include revision history and # is on going, onsite documentation revised, removed, etc. as required.
10	No evidence at the time of the audit to show that relevant aspects of the QMS are communicated to essential suppliers	2022-05-05	EA-MJ	CA	Continual Improvement	N/A	Improve QMS communications to essential suppliers	Improve and provide evidence of QMS communications as identified in OP-13	QMS Rep	2022-10-01	On-Going	QMS Letter for essential suppliers and QMS disclaimer has been created and currently pending approval from top management and engineer department
11	Logbooks on e.RIS need clear identification of ORO/OIC	2022-05-05	EA-OPI	PA	Continual Improvement	N/A	Update E.ris and provide training to staff	Include shifts for ORO and OIC's. Provide training to all staff on the use of the shifts	QMS Rep	2022-10-01	On-Going	Shift logs for ORO and OIC implemented 2022-05-05, staff provided e.Ris training on 2022-01-28

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12	The Owner / Operating Authority could not confirm if the volumetric capacity of the sodium silicate secondary containment floor grate system in the Romeo Treatment Plant was sufficient to contain all stored liquid in the event of a spill.	2022-11-07	Ministry BMP	CA	Continual Improvement	BMP Identified	Determine if the volumetric capacity on containment	To determine if the volumetric capacity of the sodium silicate secondary containment floor grate system is sufficient to secure all liquids associated with its usage. In addition, it is recommended that the Owner / Operating Authority post the maximum allowable volume of the containment system as a means of ensuring appropriate storage of sodium silicate.	Enviro. Manager	2022-12-31	On-Going	
13	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.	2022-11-07	Ministry BMP	CA	Continual Improvement	BMP Considered	Reassess the alarm	Reassess the alarm and lock out setpoints for free chlorine at the Treatment Plant to determine if they should be increased to provide the Operating Authority more time to respond prior to lock out conditions	QMS Rep/ Water Tech	2023-09-30	On-Going	
14	The continuous online data reports did not include the water levels present within the reservoirs at the Treatment Plants.	2022-11-07	Ministry BMP	CA	Continual Improvement	BMP Considered	Revise data reports	Revise data reports to include water level measurements from the reservoirs	QMS Rep	2022-09-30	Comp	All required data provided to inspector. In addition daily reports have been revised to include reservoir levels for trending review
15	Conduct verification checks on the portable chlorine analyzers on a weekly basis	2022-11-07	Ministry BMP	CA	Continual Improvement	BMP Identified	No proposed action	Verifications are conducted as required by manufactures instructions	QMS Rep	2022-09-30	Comp	Pocket colorimeters are verified on the quarterly biases by the Water Tech. The manufactures instructions does not state a required verification frequency
16	Install alarm systems within each of their Treatment Plants that are connected to a dialing system to advise the Operating Authority of any unauthorized entry.	2022-11-07	Ministry BMP	CA	Continual Improvement	BMP Considered	Install security system	All well houses installed with alarms systems	Enviro. Manager	2022-06-30	Comp	All wellhouses have been equipped with alarm systems for unauthorized entry
17	Instal overflow screens and flap gates associated with the Forman and Dufferin water towers to meet with the requirements of Standard	2022-11-07	Ministry BMP	CA	Continual Improvement	BMP Considered	Install screens	Screens were installed on tower overflows as per the standards and photos forwarded to inspector	Enviro. Supervisor	2022-08-03	Comp	Screens have been installed and photos forwarded to inspector

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