



Management Review Minutes

City of Stratford Drinking Water System

Issue Date:	2023-12-18
Drinking Water System Name:	City of Stratford Drinking Water System
Owner and Location:	The Corporation of the City of Stratford
Review Period:	November 1 st , 2022, through November 30 th , 2023

Meeting Information and Introduction

Date/Time:	December 18 th , 2023
Location:	Hamlet Room
Attendees:	<p>Top Management: Taylor Crinklaw, Director of Infrastructure Services; Johnny Bowes, Manager of Environmental Services</p> <p>QMS Representative: Joel Desrosiers, Environmental Services Technician</p> <p>Additional: Todd Smythe, Supervisor of Environmental Services; Sean Beech, Supervisor of Environmental Services</p>
Regrets:	N/A
Distribution:	City Council
Minutes Taken By:	Johnny Bowes
Introduction:	<p>The purpose and objectives of the Management Review were reviewed as follows:</p> <p><u>Purpose:</u> To evaluate the continuing suitability, adequacy, and effectiveness of the QMS.</p> <p><u>Objectives:</u> 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.</p> <p>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.</p> <p>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</p>



	<p>appropriate item number within the following table. Additional comments/discussion items are described under section 2.</p> <p>Any follow up on actions and/or additional actions required are detailed under item.</p>
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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 5th, 2023 by Neville Rising. There were three no non-compliance identified and as such the inspection rating was 96.94%. Two recommendations were identified (refer to Item q). – discussed PTTW issue in detail and outcome with Lotowater involvement</p>	-	-	-
[b]	<p>Incidents of adverse drinking water tests: There was an AWQI reported on August 9th, 2023 with a result of 1cfu/100mL TC at 777 Romeo St. (Weigh Scale). Up and down stream samples were collected as well resamples from the source. All samples came back negative, no further action required.</p> <p>Discussed installing sample stations in 2024 at sites like the landfill and WPCP.</p> <p>Water quality exceedances for Fluoride and Sodium were observed in samples taken in March 2023. Fluoride is naturally occurring in Stratford's drinking water supply source.</p> <p>Fluoride & Sodium exceedances are reportable every 57 months and was reported in 2023. Next reportable exceedances will be in 2028.</p>	-	-	-
[c]	Deviations from Critical Control Point limits and response	The majority of	-	-



<p>actions: There were twenty six CCP limits reached during the Management Review period. Since eLogbook's have been implemented CCPs are now being tracked using the e-logbook.</p> <p>Lorne Ave. Well: Dec 6th, 2022 – Low cl2 alarm – due to well maint. Aug 6th, 2023 – Low cl2 alarm – Tanks did not switchover</p> <p>Mornington Well: May 4th, 2023 – Low cl2 alarm – Tanks did not switchover May 27th, 2023 – Low clearwell alarm – pump did not turn on for refresh June 16th 2023 – Low clearwell alarm – low lift pump did not turn on June 22nd, 2023 – Low cl2 alarm – analyzer required calibration July 2nd, 2023 – Low cl2 alarm – Tanks did not switchover July 23rd, 2023 – Low cl2 alarm – Tanks did not switchover November 22nd, 2023 – Low cl2 alarm – Tanks did not switchover</p> <p>Romeo: Dec 14th, 2022 – Low cl2 alarm – feed rate valve issue April 11th, 2023 – Low cl2 alarm – Replaced failed "T" in cl2 line July 26th, 2023 – Low cl2 alarm – Tanks did not switchover August 2nd, 2023 – High Clearwell alarm – All FWs we on at once for sampling September 16th, 2023 – Low cl2 alarm – Tanks did not switchover</p> <p>Chestnut: March 21st, 2023 – Low cl2 alarm – feed rate adjusted. June 18th, 2023– Low cl2 alarm – Tanks did not switchover July 7th, 2023 – Low cl2 alarm – communication issue</p>	<p>issues due to tank switchover. Looking into upgrading Cl2 equipment in 2024.</p>		
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	<p>Dunn: June 17th, 2023 – Low cl2 alarm – Tanks did not switchover August 8th, 2023 – Low cl2 alarm – comm error on HMI Nov 26th, 2023 – Low cl2 – comm issue</p> <p>O’Loane: April 12th, 2023 – Low cl2 alarm – Tanks did not switchover Sept 6th, 2023 – Flow rate Hi Alarm – due to well maint. Nov 23rd, 2023 – Low cl2 alarm – Tanks did not switchover</p> <p>Dufferin: June 12th, 2023 – Hi Level Alarm – Filling Towers after cleaning Sept 26th, 2023 – Hi cl2 alarm – disabled and enabled alarm to reset</p> <p>Forman: June 12th, 2023 – Hi Level alarm – Filling towers July 8th, 2023 – Low cl2 alarm – opened discharge valve for 10 mins of flushing.</p>			
[d]	<p>Effectiveness of the risk assessment process: Once every calendar year a review of the Risk Assessment is required. on November 6th, 2023 the annual risk assessment was completed by Joel Desrosiers, Johnny Bows, Paul Ceppi, Dennis Carter, Todd Smythe, Sean Chandler.</p> <p>The risk assessment was revised to include up to date control limits and measures, ratings, and revision dates. Additional revisions include - raw water supply risk, vandalism.</p>	Johnny meeting with IT mgmt. to discuss physical security measures at the water sites. (fob installations etc)	JB	2024 end
[e]	<p>Internal and third-party Audit results: The last External Audit was conducted on April 27th, 2023 by SAI</p>	-	-	-

	<p>Global for the Surveillance Audit. There was one significant OFI identified.</p> <p>1. Consider assessing the risk associated with vandalism and water supply shortfall. Completed</p> <p>The last internal audit was conducted by Brigitte Roth on November 8th and 15th, 2023. There were no non-conformances identified and 3 opportunities for improvement. All OFI's will be reviewed, two are specific to document control and maintenance tracking. The other OFI was staff suggestions regarding vehicles and building space.</p>			
[f]	<p>Results of emergency response testing: Emergency Response Training was completed on December 8th, 2023. Unidentified Water Loss Event was the topic. It was well received by staff with comments and feedback that will be reflected in the SOP.</p>	Update draft SOP with Comments from staff meeting	JB	Done
[g]	<p>Operational performance:</p> <ul style="list-style-type: none"> • Well Rehabilitation – <i>Continuing</i> step testing and retaining Lotimer Eng. For consulting services for our monitoring supply program. • Work-Order System – <i>Transition to e.ris almost complete</i> • SCADA – <i>Sequence 4 alarms and Fibre Network</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> <p>Annual Fluoride Notice – <i>Completed for 2023</i></p>	-	-	-
[h]	<p>Raw water supply and drinking water quality trends: The Raw Water Supply and Drinking Water Quality Trends Reports were reviewed.</p>	-	-	-

[i]	<p>Follow-up on action items from previous Management Reviews:</p> <ol style="list-style-type: none"> To confirm if the volumetric capacity of the sodium silicate secondary containment is sufficient to contain all stored liquid in the event of a spill. Containment to be inspected. <p>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</p> <ol style="list-style-type: none"> 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 review have been revised to include reservoir levels for Chestnut, Mornington & Romeo. 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. Install alarm systems within each facility that are connected to a dialing system to advise of any unauthorized entry. Completed Install overflow screens and flap gates on the Forman and Dufferin water towers to meet with the requirements of Standard. Completed 			
[j]	Status of management action items identified between	-	-	-

	<p>reviews: No management action items were identified between the review periods</p>			
[k]	<p>Changes that could affect the QMS: Staffing</p> <ul style="list-style-type: none"> Operational Plan Revisions (QMS statement & Letter, risk assessment) Addition of forms (new tracking system, training, etc.) 	-	-	-
[l]	<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"> 1 Discolored Water 5 Taste/Odor <p>Staff will not use social media posts as data at this time, only formal complaints until another data collection method can be used for social media.</p> <p>Check "report an issue" from IT for water data that might not be captured in this report.</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 when required</p>	-	-	-
[n]	<p>Results of the infrastructure review: Infrastructure Review Report & Action Items were reviewed.</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 was last endorsed in April 2023 by the new council.</p>	-	-	-
[p]	<p>Staff suggestions: Discuss direction for meters in the future.</p>	-	-	-
[q]	<p>Review/consideration of any applicable Best Management Practices (BMPs):</p> <ol style="list-style-type: none"> 1. Possible weekly analyzer calibration for handheld HACH kits 2. Assess hatch within Romeo treatment plant 	-	-	-
2	Roundtable/Other:	-	-	-

Details of Next Management Review Meeting

Next Management Review will be scheduled in 2024.