

Summary Table of Action Items 2023

Reference Number	Description of Issue/ Non-Conformance or Finding/ Recommendation	Date Action Created/ Issue Added to Table	Source	Type of Action Initiated	Root Cause	Best Management Practice Identified/Considered	Proposed Action	Summary of Actions Taken/Required	Responsibility/Assigned to	Target Date	Status	Verification/Effectiveness of Action
1	Lowering high risk ranking from 12 to 9 or 10.	2020-05-10	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Revise OP-07	Adjust OP-07 risk assessment ranking of high risk items	QMS Rep	2022-08-31	Completed	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	External Audit: Opportunity for Improvement	Corrective	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	Completed	With new OP, details are now listed
3	Review & investigate 1st batch of frozen services	2020-11-25	Management Review	Corrective	Continual Improvement	N/A	Review & investigate issues	Determine if issues are on city side or property own side	Environmental 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. New Frozen Service Program implemented winter of 2022 to better track accumulative average temperature

4	Establish division-wide use of work orders for asset-based work	2021-06-04	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Use work orders and service requests division wide	Staff are using a combination of Service orders created by admin staff in the Dafron System as well as tracking all work in the e.Ris software. All work being done in the stations are recorded in the station logbook and field maintenance such as water distribution work, is captured in the Maintenance Logbook. In addition, all work not covered under the logbooks is being tracked using e.Ris forms (commissioning plans for example).	Environmental Manager	2023-12-31	Completed	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. This is now in place as of November 2023.
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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	External Audit: Opportunity for Improvement	Corrective	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	Completed	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	Preventative	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.	Environmental Manager	5/31/2022	Completed	<p>Staff are using a combination of Service orders created by admin staff in the Dafron System as well as tracking all work in the e.Ris software. All work being done in the stations are recorded in the station logbook and field maintenance such as water distribution work, is captured in the Maintenance Logbook.</p> <p>In addition, all work not covered under the logbooks is being tracked using e.Ris forms (commissioning plans, for example).</p>
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 Best Management Practice	Preventative	Continual Improvement	Best Management Practice Considered	Install screens	Install screens in accordance with the standard on all reservoir and vents	Environmental Supervisor	5/3/2022	Completed	Refer to #17

8	Ensure the Document Master List is referencing the most current versions of the QMS documentation	2022-03-29	Internal Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Revise OP-05	Revise Master List to ensure reference to the most current versions	QMS Rep	3/1/2023	Completed	After OP 2022 revision, Master List is obsolete. Translon of all Documents and SOP's to include revision history and # is on going
9	Various aspects of document control are not being adhered to	2022-05-05	Internal Audit: Major Non-Conformance	Corrective	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 needs 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	10/1/2022	Completed	Transition 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	External Audit: Major Non-Conformance	Corrective	Continual Improvement	N/A	Improve QMS communications to essential suppliers	Improve and provide evidence of QMS communications as identified in OP-13	QMS Rep	10/1/2022	Completed	QMS Letter for essential suppliers and QMS disclaimer has been sent to all essential suppliers and incorporated with our City contract specs.



11	Logbooks on e.RIS need clear identification of ORO/OIC	2022-05-05	External Audit: Opportunity for Improvement	Preventative	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	10/1/2022	Completed	Shift logs for ORO and OIC implemented 2022-05-05, staff provided e.Ris training on 2022-01-28
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 Best Management Practice	Corrective	Continual Improvement	Best Management Practice 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.	Environmental Manager	12/31/2022	On-Going	Researching options for new containment

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 Best Management Practice	Corrective	Continual Improvement	Best Management Practice 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	9/30/2023	Completed	Set points have been adjusted and changed to ensure lockouts are not too close to CT minimums. Updated CCP.
14	The continuous online data reports did not include the water levels present within the reservoirs at the Treatment Plants.	2022-11-07	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Considered	Revise data reports	Revise data reports to include water level measurements from the reservoirs	QMS Rep	9/30/2022	Completed	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 Best Management Practice	Corrective	Continual Improvement	Best Management Practice Identified	No proposed action	Verifications are conducted as required by manufactures instructions	QMS Rep	2022-09-30	Completed	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.	11/7/2022	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Considered	Install security system	All well houses installed with alarms systems	Environmental Manager	2022-06-30	Completed	All wellhouses have been equipped with alarm systems for unauthorized entry
17	Install overflow screens and flap gates associated with the Forman and Dufferin water towers to meet with the requirements of Standard	11/7/2022	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Considered	Install screens	Screens were installed on tower overflows as per the standards and photos forwarded to inspector	Environmental Supervisor	2022-08-03	Completed	Screens have been installed and photos forwarded to inspector
18	Determine low chlorine and low level alarm set points for Towers	2022-12-12	Management Review	Corrective	Continual Improvement	N/A	Set alarm set points	Once Dufferin Tower has been cleaned out, evaluate and set alarm set points for level and chlorine residuals for both Forman and Dufferin Towers	Environmental Manager & QMS	2023-06-30	Completed	Low 0.40 mg/L, High 2.00 mg/L

19	Provide staff with Contingency/ Emergency Response Training-	2022-12-12	Management Review	Corrective	Continual Improvement	N/A	Provide training	Provide training on new CP for Security Breach	QMS Rep.	2022-12-31	Completed	Annual training completed 2023-12-21 Security Breach
20	Obtain re-endorsement on revised OP	2022-12-12	Management Review	Corrective	Continual Improvement	N/A	Re-endorse	Obtain re-endorsement on revised OP	Environmental Manager	2023-03-30	Completed	Endorsement received for new OP
21	Consider assessing risk associated with vandalism/terrorism, low chlorine is distribution system and water supply shortfall as separate events.	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Consider risks	Revise Risk Assessment	Environmental Manager & QMS Rep.	2023-06-20	Completed	<ul style="list-style-type: none"> - Vandalism/ Terrorism risks are tracked within the MECP Potential Hazard/ Event rating system. - Revised Risk assessment to clarify that the Tower low chlorine event is part of the distribution system (as per sampling requirements) though remains one Event under Tower as analyzers are regulatory. -Water Supply Shortfall added to Risk assessment and to be rated at 2023 Management Review



22	Ensure timelines & responsibilities are consistent for action items within management review	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Ensure consistency	Ensure consistency	QMS Rep.	2023-06-20	Completed	Will be applied within 2023 management review
23	Ensure OFI's from 2022 IA are assets and logged within spread sheet	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Revise Spreadsheet	Revise Spreadsheet	QMS Rep.	2023-06-20	Completed	See Items below 24 & 25 of spread sheet
24	e.Ris Logbooks need clear identification of OIC/ORO (2022 EA Report)	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Improve Record Keeping	Improve Record Keeping	QMS Rep.	2023-06-20	Completed	- Daily shifts of ORO and OIC's on site entered within 82 Erie logbook - SOP#400 ORO Designation, SOP#401 OIC Designation & SOP#308 Long Weekend Requirements created -Training provided to staff on new procedures and requirements
25	Ensure Document Master Lister is current (2022 EA Report)	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Improve Record Keeping	Improve Record Keeping	QMS Rep.	2023-06-20	Completed	Document Master List document made obsolete. All Forms, procedures, etc. have been revised to include revision numbers and history.

26	Annual Report did not contain required information - Adverse Quality incident was not included in report.	2023-11-02	Ministry: Non-Compliance	Corrective	Staff Error	N/A	Ensure all required information is included in annual reporting.	Staff revised the annual report with the missing information and forwarded the revised document to Neville Rising as requested.	Environmental Manager	2023-08-11	Completed	Sent requested revisions to Neville Rising of the MECP on July 25, 2023
27	Summary Report for Council did not contain required information - Adverse Quality incident was not included in report	2023-11-02	Ministry: Non-Compliance	Corrective	Staff Error	N/A	Ensure all required information is included in annual reporting.	Staff revised the annual report with the missing information and forwarded the revised document to Neville Rising as requested.	Environmental Manager	2023-08-11	Completed	Sent requested revisions to Neville Rising of the MECP on July 25, 2023
28	Out of compliance with a condition of the PTTW	2023-11-02	Ministry: Non-Compliance	Corrective	Misinterpretation of the Permits to Take Water	N/A	Retrofit production wells to allow for manual measurements to be taken as prescribed in section 4.2 of the PTTW	The production wells will have to be retrofitted to be able to take manual measurements. This will involve installing new ports, tubing and pressure gauges.	Manager of ES	2023-12-12	On-Going	All wells required for this measurement have been put back into rotation on the weekly checks as of Nov 2023. FW 7 and Mornington need to be worked on to allow this reading. Update sent to MECP on Dec 12th 2023
29	Ensure Document Master Lister is current (2023 EA Report)	2023-18-11	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Improve Master Document List	Consider removing date references so master list does not become as easily outdated (revisions and dates reviewed)	QMS Rep	2024-03-30	On-Going	



30	Track Dates of long term maintenance items by asset (Tower cleanings)	2023-18-11	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A		Create tracking sheet for major maintenance of assets like tower cleaning	QMS Rep	2024-06-30	On-Going	
31	Review the City's "Report and Issue" database through IT to see if there are more customer complaints to record	2023-18-12	Internal Audit: Opportunity for Improvement	N/A	Continual Improvement	N/A	Improve Data Collection	Check with IT for data related to water complaints from residents via "report an issue" portal	ES Technician	2024-06-30	On-Going	