



## **Town of Arnprior Staff Report**

**Subject:** 2024 DWQMS Audits and Management Review Results

**Report Number:** 25-03-24-04

**Report Author and Position Title:** Jessica Schultz, A/ Environmental Engineering Officer

**Department:** Operations - Engineering

**Meeting Date:** March 24, 2025

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### **Recommendations:**

That Council receive Report Number 25-03-24-04 for information, which summarizes the 2024 Drinking Water Quality Management System (DWQMS) activities.

That Council authorize the Chief Administrative Officer (CAO) and the General Manager, Operations on behalf of Top Management, and the Mayor, on behalf of Council, to endorse the QMS Commitment and Endorsement Policy, to meet the requirements of the Town of Arnprior Drinking Water Quality Management System Operational Plan.

### **Background:**

#### DWQMS

The Town of Arnprior has an established Quality Management System (QMS) for its drinking water system. DWQMS is mandated through the Safe Drinking Water Act, 2002 (SDWA) with the specific requirements for the QMS coming from the document titled "Ontario's Drinking Water Quality Management Standard – Ver 2.0".

The intention of this staff report is to fulfill communication responsibilities listed between Top Management and the Owner (Council) as outlined in Element 12 of the QMS. Element 12 states:

"The status of the DWQMS and its effectiveness shall be communicated to the Owner by Top Management, or by the QMS Representative as directed by Top Management during scheduled Council meetings summary reports, e-mails, memos, etc."

## Discussion:

### Internal Audit Results

The QMS rep undertook an internal audit of the Towns QMS system in September to October 2024. The results of the internal audit listed three (3) opportunities for improvement (OFI's). Note that OFI-2024-01 was reduced from a corrective action request (CAR) in 2024. The OFI's are as follows:

CAR/OFI #	Requirement	Description	Correction / Improvement Plan	Anticipated Date of Completion
Carried over from 2023				
OFI-2022 -01	Element 6 of the DWQMS requires:  The distribution System Plan shall be updated regularly to reflect any changes to the distribution system.	Appendix 6C – Distribution System Plan requires updating due to new residential developments.	Mostly updated in December 2022, some annual updates to be addressed by summer student in 2025. Due to the recent move to GIS online, staff could benefit from training on new system.	<b>Carried over to Summer 2025</b>
OFI 2024-01	The DWQMS states the following: The Waterworks Supervisor maintains a schedule for when equipment requires maintenance such as calibration, as well as the service contractor that is responsible for completing the calibration.  The frequency of calibration shall be at a minimum, the frequency of	There continues to be difficulty scheduling and completing mechanical maintenance activities at the WFP, due to two issues: <ul style="list-style-type: none"><li>• Older maintenance tracking software that is no longer supported by the developer; and</li><li>• The availability of reliable contracted millwright services to complete both large repair projects but also regularly</li></ul>	BCA will be implemented prioritize repairs and efforts. Reliable outsourcing of contractors for repairs has satisfied some of this need. A position has been created for a Mechanical Technician.  CAR #2020-02 has been reduced from a non-conformance to a partial non-conformance (OFI-2024-01) as Element 11 – Personal	<b>On-going</b>  BCA was completed in 2024, a draft inventory has been received. Hiring for an in-house Mechanical Technician is in progress. Job remains unfilled at this time, applications still pending.

<b>CAR/OFI #</b>	<b>Requirement</b>	<b>Description</b>	<b>Correction / Improvement Plan</b>	<b>Anticipated Date of Completion</b>
	calibration that is required by O.Reg. 170/03, or suggested by the manufacturer, whichever is more often	<p>required mechanical maintenance.</p> <ul style="list-style-type: none"> <li>• Reduced from CAR #2020-02 in 2024.</li> </ul>	Coverage Procedure states competencies are available for duties that directly affect drinking water quality, currently our operators, BCA and sub-contractors satisfy this request to meet and maintain all competencies.	
OFI – 2023- 01	<p>Element 10 of the DWQMS requires:</p> <p>The Operating Authority shall meet and maintain competencies for personnel directly affecting drinking water quality and shall maintain records of these activities.</p>	QMS Rep working with Roads and Services Supervisor to ensure training plan in place to ensure continuity of all licenses.	<p>QMS to create a tracking document for hours and training specific to Operators used to assist with both Treatment and Distribution licenses.</p> <p>OWWCO – tracks CEUs and courses submitted to Ministry</p>	<b>Spring 2024</b>

As a reminder, items identified during the internal audit or management review processes should be looked upon positively, as they demonstrate to the external auditors that the Town reviews its processes critically and continually works to improve its QMS. Improvements made to the QMS help to proactively name issues with the Town's Drinking Water System, helping to ensure the continued delivery of safe drinking water in Arnprior.

For complete internal audit results, the internal audit checklist for 2024 is attached as Appendix 1.

### **External Audit Results**

On October 25, 2024, SAI Global, the Town's external auditor, completed a surveillance audit (an off-site desktop audit) of the Town's QMS for 2024.

The 2024 audit was completed as Year 3 of the 3-year audit cycle. Next year's audit (for the year 2025) will be a Year 1 system audit.

The audit reports provided by SAI Global found that there were no non-conformities identified. The auditor identified two (2) opportunities for improvement (OFI's) in the Systems audit.

For complete external audit results, the external audit for 2024 is attached as Appendix 2.

### **OFI's from External Desktop Audit**

Each OFI identified by the external auditor is shown in italics below.

***Element 1 - The drinking water system name on the cover of the operational plan is not consistent with the drinking water system name in the Subject System Description Form (Schedule C). Nor is it consistent with the QMS Policy statement accessed online at Drinking Water Quality - The Town of Arnprior. Consider reviewing the drinking water system name that is included on the cover page of Arnprior's Municipal Drinking Water Licence and reflect consistently in related documents.***

The QMS rep to change Arnprior's drinking water system name from "Walter E. Prentice Filtration Plant" to "Arnprior Drinking Water System" to maintain consistency throughout all documents with the same title as Schedule C Description Form.

***Element 12: The Drinking Water Quality - The Town of Arnprior webpage appears to include Annual Reports (as required by O. Reg. 170/03 s.11) under the Waterworks Summary Report tab. Consider placing the Annual Reports under the Annual Water Quality Reports tab of the webpage and the Summary Reports (as required by O. Reg. 170/03 Schedule 22) under the Summary Reports tab.***

The QMS rep has worked with communications staff to ensure that the correct reports are placed under the proper headers on the Drinking Water Quality page on the Town of Arnprior website.

## Top Management Review

The Top Management review meeting was completed on March 12<sup>th</sup>, 2025. This meeting covered DWQMS activities of 2024.

Action items discussed during the Top Management Review that require follow up by Staff in 2025 include:

<b>ACTION PLAN:</b>	<b>ASSIGNED TO:</b>	<b>COMPLETION DATE</b>
2023 Items Carried over		
Distribution System Plan updating – Requires printing to meet requirements. Future map to include hydrant numbering.	Eng. Dept.	<b>Summer 2025</b>
OFI 2024-01 – GM Operations to review description for mechanical technician position.	JS	<b>Spring 2025</b>
QMS to create a tracking document for hours and training specific to Operators used to assist with both Treatment and Distribution licenses. Set up recurring bi-annual meeting with Roads and Services Supervisor.	JLS/StM	<b>Spring 2025</b>
Change drinking water system name to be consistent with QMS Policy statement and in the Subject System Description Form (Schedule C), and other applicable areas of the Operational Plan.	JLS	<b>Fall 2025</b>

## Commitment and Endorsement by the Owner

Element 3 of the Standard states that the Owner and Top Management are responsible for ensuring that the Quality Management System is implemented through their commitment and endorsement of the DWQMS.

A copy of the Commitment and Endorsement Policy is attached for your review (Appendix 3). The policy must be endorsed by the CAO and the General Manager, Operations (Top Management) and by the Mayor on behalf of Council as the Owner.

The Operational Plan for the Town of Arnprior, titled “Town of Arnprior Walter E. Prentice Water Filtration Plant and Distribution System, Drinking Water Quality Management Standard Operational Plan” is available for your review in hard copy or digital from the Environmental Engineering Officer (QMS Rep).

## Options:

N/A

## **Policy Considerations:**

This report is in keeping with the Strategic Plan's Vision of Improved infrastructure and Guiding Principle of Accountability, Dependability and Reliability.

Ontario's Drinking Water Quality Management Standard (Ver 2)

Safe Drinking Water Act (SDWA), 2002.

- O. Reg. 170/03
- O. Reg. 128/04

## **Financial Considerations:**

N/A

## **Meeting Dates:**

N/A

## **Consultation:**

John Steckly - General Manager, Operations  
Scott Matthews - Waterworks Supervisor  
Steve McLean - Supervisor, Roads and Services

## **Documents:**

1. Appendix 1 - Internal Audit Checklist – 2024
2. Appendix 2 - SAI Global System Audit – October 25, 2024
3. Appendix 3 - DWQMS Commitment and Endorsement Policy

## **Referenced Documents/By-laws:**

Town of Arnprior Walter E. Prentice Water Filtration Plant and Distribution System,  
Drinking Water Quality Management Standard Operational Plan

## **Signatures**

**Reviewed by Department Head:** John Steckly

**Reviewed by General Manager of Client Services/Treasurer:**

**CAO Concurrence:** Robin Paquette

**Workflow Certified by Town Clerk:** Kaila Zamojski