

**STAFF REPORT:      ENGINEERING AND PUBLIC WORKS DEPARTMENT**

**REPORT TO:**                    Infrastructure and Recreation  
Committee

**MEETING DATE:**            December 11, 2012

**REPORT NO.:**                EPW.12.102

**SUBJECT:**                    DWQMS External Audit Results

**PREPARED BY:**            Meg Boyd, Compliance & Efficiency  
Coordinator

**A.      Recommendations**

THAT Council receive Staff Report EPW.12.102 entitled “DWQMS External Audit Results” for their information.

**B.      Background**

The *Safe Drinking Water Act, 2002* (SDWA) requires Owners and Operating Authorities of Municipal residential drinking-water systems to have an accredited Operating Authority. In order to become accredited, an Operating Authority must establish and maintain a Quality Management System (QMS). The established QMS is then audited by a third party Accreditation Body which will determine if the Operating Authority is meeting the requirements of the Drinking Water Quality Management Standard (DWQMS). This is a legislative requirement.

On October 25 and 26, 2012, an on-site verification audit was completed by NSF International Strategic Registrations (NSF-ISR), the third party Accreditation Body selected by the Town. On-site audits are essential tools for measuring the effectiveness of the QMS and audit findings indicate areas where the QMS met (conformance) or did not meet (non-conformance) the requirements of the QMS. The role of the Auditor is to assess whether the Town’s documented QMS met the “DO” requirements of the DWQMS.

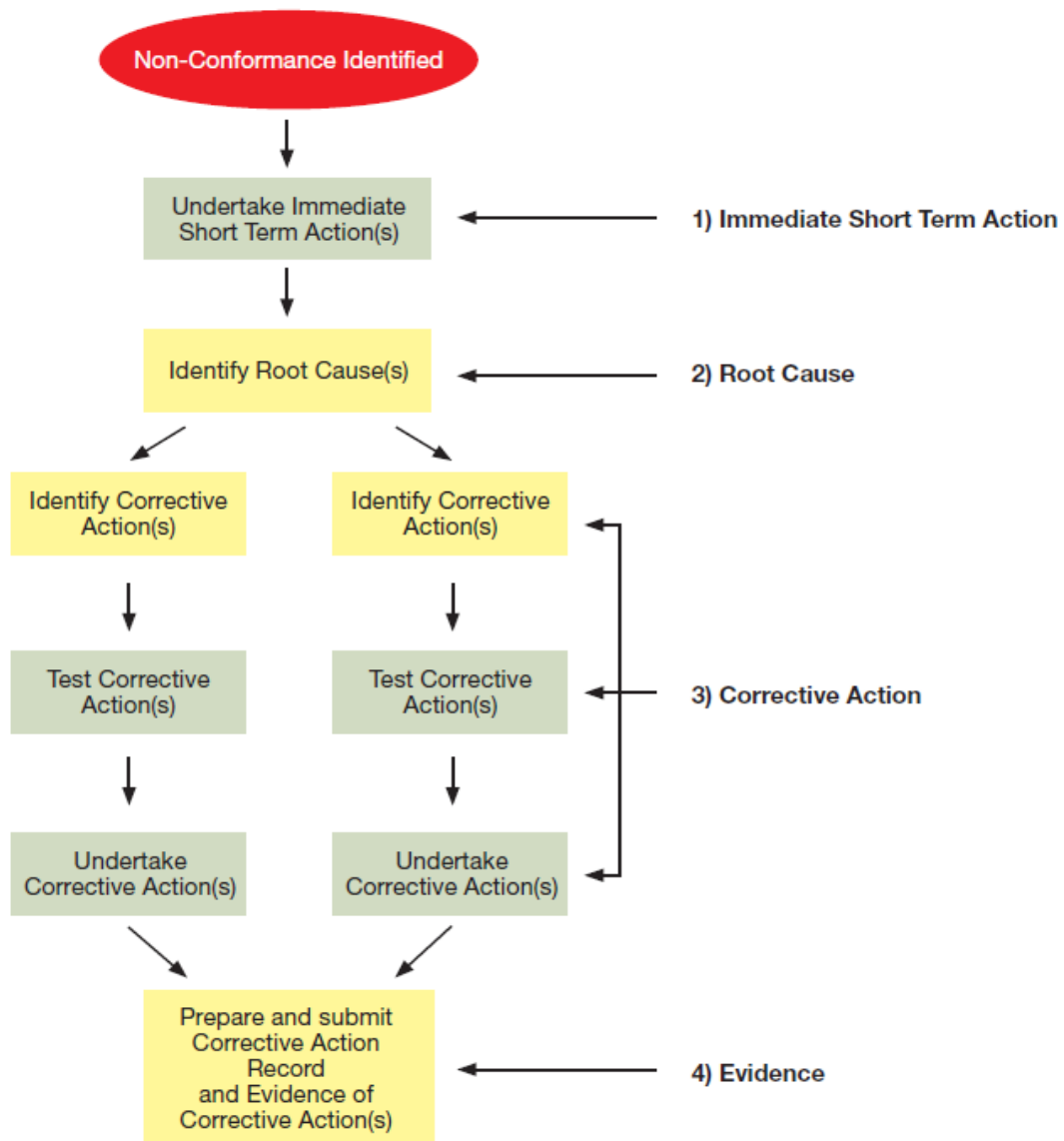
During the two-day audit, interviews were conducted with the Chief Administrative Officer, Director of Engineering and Public Works, Manager of Water and Wastewater Services, Water Supervisor, Compliance and Efficiency Coordinator, Senior Water Operator and Water Operators. The interviews were conducted not only to assess conformance to the DWQMS but also to determine if Staff were meeting the “DO” requirements of the Standard.

The final audit report identified six (6) Minor non-conformances and five (5) Opportunities for Improvement. A non-conformance indicates that the QMS needs to be improved to meet an element of the DWQMS and the specific details are outlined by the Auditor in the form of a Corrective Action Request (CAR).

### Next Steps

The Audit report specified that all CAR's must be responded to by December 25, 2012. The MOE has identified the following approach be utilized when responding to CAR's.

#### Simplified Workflow for Preparing a Corrective Action Record



Source: MOE Bulletin: 'Operating Authority Accreditation: How to Respond to Audit Findings' – January 2011

Staff are currently preparing responses to the CARs identified and all required documentation will be filed with NSF-ISR by December 25, 2012. Accreditation will be granted by NSF-ISR following determination that the Town has documented, and where required, implemented a QMS that meets the applicable requirements of the DWQMS.

Upon resolution of the non-conformities to the satisfaction of the Accreditation Body, the Accreditation Body will issue a Certificate of Accreditation (Full Scope) to the operating authority.

### **C. The Blue Mountains' Strategic Plan**

The acceptance of this Report by Council furthers the Town Strategic Plan Goal # 6 "Providing a Strong, Well-Managed Municipal Government."

### **D. Environmental Impacts**

None

### **E. Financial Impact**

Two-day onsite verification audit - \$3,855.18 excluding taxes will be funded from Water 1-415-4006-63120

### **F. In Consultation With**

None

### **G. Attached**

None

Respectfully submitted,

***Meg Boyd***

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