

Management Review Meeting Record

Revision #01 Document #QMS FORM 027

The Corporation of the Town of Pelham Drinking Water Distribution System	
Meeting Location:	Tice Road Operations
Date / Time:	November 14, 2024, 1:00-2:30pm
Attendees:	Jason Marr (DPW), Dave Vaccaro (SWW), TGC Facilitator (Sandra Tavares)
Minutes Recorded by:	Sandra Tavares (TGC)
Minutes to be distributed to:	DPW, MPW and Council

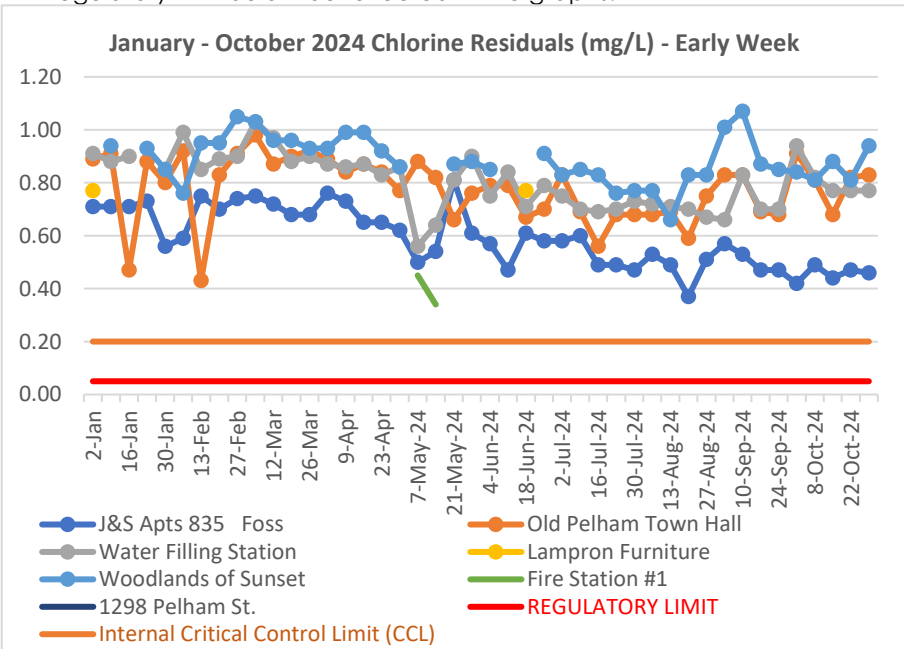
Management Review dated 16-Nov-2023 was communicated [2/21/2024 via Resolution 10.2.2 \(with Budget Resolution 14.2.4\)](#).

Management Review Minutes are located at '\\192.168.0.2\Ops\PUBLIC WORKS & UTILITIES DEPARTMENT\E08 - Water Distribution (Superseded + 15 years)\DWQMS' by year.

Management Review Meeting Minutes (completion of Action Items to be tracked via QMS LIST 006)				
Input	Details / Discussion Points / Issues Identified /Decisions Made	Action Item(s)	Responsibility	Proposed Due Date
1)	<p>NO Incidents of regulatory non-compliance:</p> <ul style="list-style-type: none"> - Last MECP Inspection took place 12-25 Oct-2023 with 100.00% rating and, as per SWW, Oct-2024 for which a report has not yet been issued. - 3-23-Jan-2023 2023-BMP-02 (Operator sign-off / identification) was verified COMPLETE as part of the 7-Dec-2023 TGC Onsite day. - MECP 2020-OFI-05 Elevated Tank has a 2026/2027 infrastructure start as per MPW (rescheduled from 2025); as per DPW, currently in design phase with a summer project meeting and new water main from Shoalts reservoir starting in 2027 (3 year project) and no other meetings scheduled. 	Not applicable (N/A)	N/A	N/A
2)	<p>Incidents of adverse drinking-water tests:</p> <ul style="list-style-type: none"> - Total Coliform (TC, likely lab error observed throughout other Municipalities) Adverse Water Quality Incidents (AWQIs) #s 164025 and 164026 11/14-Nov-2024 (same location), respectively, identified during the 2023 Internal Audit involved changing sampling location and flushing on an MECP recommendation with no concerns raised, as per SWW; refer to the 2024 Internal Audit Report for Opportunity for Improvement (OFI) pertaining to QMS FORM 017 (AWQI Response). - 3-2022 TC and high residuals AWQIs - 2-2020 TC and high chlorine 9-Sep and 25-Jun 	N/A	N/A	N/A

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	- 4 incidents in 2015 as per ' Current Combined Water Ops 2015 onward spreadsheet ' 'Maintenance Activities' tab.			
3)	<p>Deviations from Critical Control Limits and response actions:</p> <p>QMS FORM 008 Chlorine Residual Sampling did not identify any deviations as per 2023-OFI-34 trending and associated comments below:</p> <ul style="list-style-type: none"> - DPW determined trending to continue as good information for Council Reporting (TGC updated QMS PROC 016 Sampling, Testing and Monitoring to reflect this following this meeting) and requested the added 0.05 mg/L regulatory limit below be reflected in the graphs. <div style="text-align: center;">  </div>	N/A	N/A	N/A

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	<p>- Noted that Circle K and Fire Station sampling approached internal Critical Control Limits (CCLs) of 0.20 mg/L but still far from the regulatory limit of 0.05 mg/L as shown in the graph below.</p> <p>- As per SWW, Fire Station flushing is in place with no issues identified.</p> <div style="text-align: center;"> <p>January - October 2024 Chlorine Residuals (mg/L) - Late Week</p> </div>			

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4)	<p>The effectiveness of the risk assessment process:</p> <p>11-Apr-24 12-Month Review confirmed:</p> <ul style="list-style-type: none"> • no local asbestos pipe material • no changes to the distribution system, including regulatory, modifications to existing processes or CCP threshold since the previous assessment/review • no risks / hazards to be addressed aside from backflow linked to risk assessment outcome #11) with 2016 MECP recommendation re-opened (closed during 17-Nov-2022 Management Review) and OPEN 2022-AI-01 Backflow SOP developed waiting to be verified based on use; as per SWW, cost to business / homeowner is \$1K approx. to maintain with car washes and funeral homes already having them (estimated 75 backflow preventers for Town to install and maintain) 	<p>Schedule 24-Month Risk Assessment and associated Review of Infrastructure (prior to NSF Surveillance as per QMS LIST 006 'DWQMS Timeline' tab)</p> <p>Review Backflow Program status with MPW and present to Council, including which Municipalities have undertaken and how.</p>	<p>TGC</p> <p>DPW</p>	<p>10-Apr-2025</p> <p>Dec-2024</p>
5)	<p>Internal / third-party audit results:</p> <ul style="list-style-type: none"> - 2024 Internal Audit resulted in 1 recurring Element 5 Opportunity for Improvement (OFI) to be reviewed with the MPW for a corrective action plan - of the 2023 Internal Audit 5 OFIs, Element 16 Sampling, Testing and Monitoring 2023-OFI-34 / 2023-IA-OFI-05 pertaining to chlorine Residual trending remains OPEN pending actions based on conclusions discussed above along with 2023-OFI-33 (Element 15) raised for additional work required pertaining to COMPLETED 2022-OFI-25/2022-IA-OFI-04 valve and hydrant maintenance - 5-Jun-2024 DWQMS ReAccreditation Audit generated 4 OFIs with Elements 			

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	5, 10 and 20 CLOSED and 7 pertaining to the 36-Month Risk Assessment process, scheduled for 2026, discussed and adopted.			
6)	Results of emergency response testing: Last Conducted 7-Dec-2023 pertaining to emergency scenarios associated with Pressure Release Valves resulted in 2023-OFI-36 which is now COMPLETE pertaining to linking to Region of Niagara Water Wastewater Contact List within QMS PROC 018 Reference Documents / QMS LIST 002 Emergency Contacts and removing reference to 'moon phase' and emphasize photo reference within QMS FORM 025 Watermain Break Repair.". The next exercise is scheduled for 2026.	N/A	N/A	N/A
7)	Operational Performance: <ul style="list-style-type: none"> • Sampling results were confirmed during the 2024 Internal Audit and the SWW for quarterly TriHaloMethane (THM) and HaloAceticAcid (HAA) Running Annual Averages (RAAs) • Maintenance as per 'Current Combined Water Ops 2015 onward spreadsheet' was also reviewed during the 2024 Internal Audit with Document and Record Control issues (OFI) identified for the following preventing 2023-IA-OFI-04 / 2023-OFI-34 verification of effectiveness: <ul style="list-style-type: none"> - Quad 2 2023 annual valve maintenance (Quad 3 not yet started in 2024) and hydrant maintenance (including flushing, greasing, repair if needed) completed in 4 Quadrants in one year (Spring to Fall) and in the process of being completed - Semi-annual dead end blow off flushing is completed in the Spring and Fall with the latest revision of Dead-End Blow-Off Flushing QMS FORM 001 not yet used - as per the SWW, Pressure Regulating Valve (PRV) maintenance started this year (report not yet received) with an operational budget of \$8K + any required repairs (<i>to address 2023-AI-05</i>) and QMS [PRV] LIST 015 tracking for annual and 5-year inspections and the new tower maybe eliminating some PRVs. 	2020-AI-02 to redefine valves / hydrants quadrants map 2022-AI-01 to develop a backflow SOP	SWW (Reassigned from MPW) SWW	Verified COMPLETE 7-Dec coinciding with end of season maintenance OPEN with use of QMS SOP 023 'Survey' letter and Backflow Test Report outstanding
8)	Raw water supply reports & drinking water trends:	N/A	N/A	N/A

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	Region of Niagara reports reviewed annually by MPW and now received by DPW identified no issues, as per SWW (e.g., 1TC AWQI resampled a couple of months ago was cleared).																																																							
9)	Follow-up on actions from previous Management Reviews : <i>Refer throughout Minutes for additional Management Review Action Items.</i>									N/A	N/A	N/A																																												
10)	Status of management actions items identified between reviews: <i>Refer to Item 9) directly above as well as QMS LIST 006.</i>									N/A	N/A	N/A																																												
11)	Changes that could affect the Quality Management System: <ul style="list-style-type: none"> • Annual Calibration completed 22-Jan-2024 by SCG Flowmetrix • A new maintenance Work Management System (WMS) is expected in 2025, consistent with 2020-OFI-11 (Operator tablets) and 2021-BMP-01 (valve and hydrant GPS); DPW outlined January 2025 meeting with Information Technology (IT) to determine next steps is to involve the MPW which will tie in questions pertaining to GIS (e.g., dead end flushing) and Engineering updates by MECP inspection dates (last revision is October 2024). 									Identify which maintenance forms are to be incorporated into the new Maintenance Work Management System.	MPW / SWW	31-Dec-2024																																												
12)	Consumer feedback <i>(incl. complaints)</i> : Annual summary in 'Complaint Summary' tab of ' Current Combined Water Ops 2015 onward spreadsheet ' was reviewed: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Complaints / Year</th> <th>'16</th> <th>'17</th> <th>'18</th> <th>'19</th> <th>'20</th> <th>'21</th> <th>'22</th> <th>'23</th> <th>'24 YTD</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Air</td> <td>3</td> <td>1</td> <td>1</td> <td>2</td> <td>2</td> <td>-</td> <td>-</td> <td>0</td> <td>1</td> <td>10</td> </tr> <tr> <td>Colour</td> <td>4</td> <td>7</td> <td>3</td> <td>12</td> <td>3</td> <td>*7</td> <td>2</td> <td>4</td> <td>2</td> <td>44</td> </tr> <tr> <td>***Leaky Service</td> <td>5</td> <td>22</td> <td>3</td> <td>2</td> <td>5</td> <td>**7</td> <td>-</td> <td>4</td> <td>5</td> <td>53</td> </tr> </tbody> </table>									Complaints / Year	'16	'17	'18	'19	'20	'21	'22	'23	'24 YTD	TOTAL	Air	3	1	1	2	2	-	-	0	1	10	Colour	4	7	3	12	3	*7	2	4	2	44	***Leaky Service	5	22	3	2	5	**7	-	4	5	53	N/A	N/A	N/A
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	Low Pressure	9	13	5	8	7	7	5	4	3	61			
	Odour /Taste	1	2	1	2	1	1	1	1	1	11			
	TOTAL	22	45	13	26	18	22	8	6	12	179			
	<p><i>* construction **mostly age ***not regulatory</i></p> <ul style="list-style-type: none"> • Previous increase in odour complaints in 2021 (6 vs. 4 reported during Infrastructure Review and now 1 as per Current Combined) was discussed and 1 was noted as regulatory. • Odour to be tracked as part of new WMS. 													
13)	The resources needed to maintain the QMS:											N/A	N/A	N/A
	<ul style="list-style-type: none"> • Number of Operators OK until 2025 when work is required on the system as per KPMG report (replacement Operator hired 8-Aug-2023); as per the 2024 Internal Audit, next Operator re-certification is scheduled for November 2025 with resubmission 3 months before to ensure sufficient internal training and backlogs. As per DPW, not a full Operator complement and Spring student needs Council approval. • 2024 DWQMS Timeline was reviewed, and dates agreed upon as reported throughout these minutes. 													
14)	The result of the infrastructure review :											N/A	N/A	N/A
	<ul style="list-style-type: none"> • Infrastructure Review Meeting took place 11-Apr-2024 with the Risk Assessment Review report above with COMPLETE 2023-AI-05 to establish PRV maintenance [operational] budget and 2024 inspections complete (report yet to be received as per item 7) above). • OPEN 2023-AI-06 to Document Hydrant Flow Tester process and conduct Operator training by SWW is to be completed by 31-Dec-2024 • DPW advised: <ul style="list-style-type: none"> - west Fonthill Canboro construction is starting this year with capital budget proposal to Council 18-Nov; - design for Canboro and Pinecrest part of \$4M cast iron grant submission is scheduled for 2026 as well as Pelham Spruceside, with Pinecrest, Strathcone and Daleview cast 2km iron 													

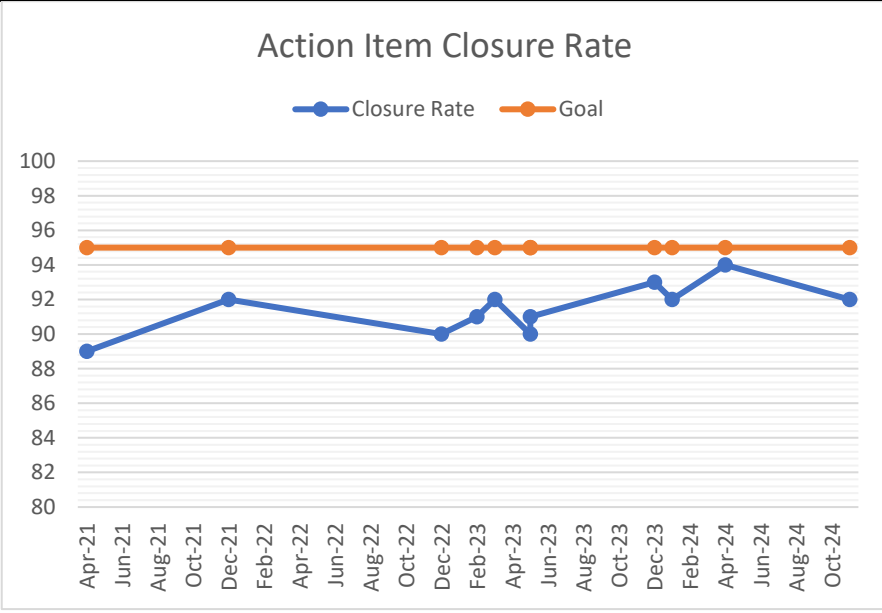
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	<p>replacement complete.</p> <ul style="list-style-type: none"> - 2025 capital budget replacing Canboro from Haist to Pelham \$2M replacement is to be completed in 2025 pending Council approval. - 2025 budget design work for cast iron main in Fenwick on Welland Rd. between Canboro and Balford. - no water main asbestos replacement. - no other projects past reconstructing Pancake Lane from Pelham to Haist (\$1.5M) in 2027, 2028 Emmet and College, with plans to replace remaining cast iron over next 10 years as part of capital program <ul style="list-style-type: none"> • SWW advised secondary feed into Fenwick is needed with development • 2020-OFI-11 Operator Work Order Software tablets (Public Service Requests / Complaints already in place but not asset maintenance) and associated 2021-BMP-01 pertaining to GPS Equipment for valves and hydrants both scheduled for 2025 (refer to item 11 action as next steps) 			
15)	<p>Operational plan currency, content, and updates (incl. need for re-endorsement):</p> <p>Operational Plan (OP) and associated QMS PROC updates (some of which have been discussed above) as per QMS LIST 010 were completed in 2024 with no re-endorsement needed by Top Management (last completed 9-Feb-2021) or Council (lastly 21-Feb-2023). 2025 documentation review focus is on O&M Manual and electronic Maintenance records.</p>	N/A	N/A	N/A
16)	<p>Personnel suggestions:</p> <p>Tracked via QMS LIST 006 all CLOSED and last raised in 2020.</p>	N/A	N/A	N/A
17)	<p>General assessment of suitability, adequacy, and effectiveness</p> <p>QMS LIST 006 92% Closure Rate as of 14-Nov-2024 including 2024 Internal Audit finding, with a 95% goal.</p>	N/A	N/A	N/A

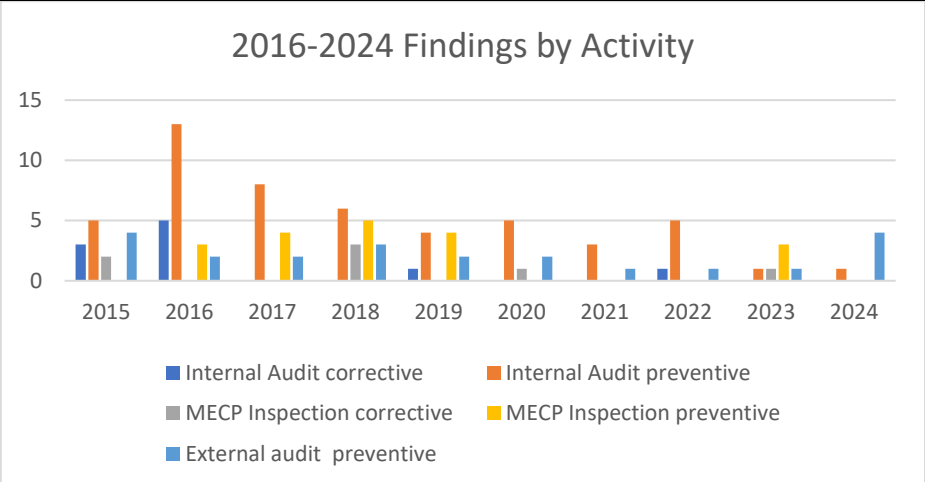
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	<div style="text-align: center;"> <p>Action Item Closure Rate</p>  <table border="1"> <caption>Action Item Closure Rate Data</caption> <thead> <tr> <th>Month</th> <th>Closure Rate (%)</th> <th>Goal (%)</th> </tr> </thead> <tbody> <tr><td>Apr-21</td><td>89</td><td>95</td></tr> <tr><td>Jun-21</td><td>91</td><td>95</td></tr> <tr><td>Aug-21</td><td>92</td><td>95</td></tr> <tr><td>Oct-21</td><td>92</td><td>95</td></tr> <tr><td>Dec-21</td><td>90</td><td>95</td></tr> <tr><td>Feb-22</td><td>91</td><td>95</td></tr> <tr><td>Apr-22</td><td>92</td><td>95</td></tr> <tr><td>Jun-22</td><td>90</td><td>95</td></tr> <tr><td>Aug-22</td><td>91</td><td>95</td></tr> <tr><td>Oct-22</td><td>90</td><td>95</td></tr> <tr><td>Dec-22</td><td>91</td><td>95</td></tr> <tr><td>Feb-23</td><td>92</td><td>95</td></tr> <tr><td>Apr-23</td><td>90</td><td>95</td></tr> <tr><td>Jun-23</td><td>91</td><td>95</td></tr> <tr><td>Aug-23</td><td>92</td><td>95</td></tr> <tr><td>Oct-23</td><td>93</td><td>95</td></tr> <tr><td>Dec-23</td><td>92</td><td>95</td></tr> <tr><td>Feb-24</td><td>94</td><td>95</td></tr> <tr><td>Apr-24</td><td>94</td><td>95</td></tr> <tr><td>Jun-24</td><td>93</td><td>95</td></tr> <tr><td>Aug-24</td><td>92</td><td>95</td></tr> <tr><td>Oct-24</td><td>92</td><td>95</td></tr> </tbody> </table> </div> <p>Audits identified the following positive trend:</p>	Month	Closure Rate (%)	Goal (%)	Apr-21	89	95	Jun-21	91	95	Aug-21	92	95	Oct-21	92	95	Dec-21	90	95	Feb-22	91	95	Apr-22	92	95	Jun-22	90	95	Aug-22	91	95	Oct-22	90	95	Dec-22	91	95	Feb-23	92	95	Apr-23	90	95	Jun-23	91	95	Aug-23	92	95	Oct-23	93	95	Dec-23	92	95	Feb-24	94	95	Apr-24	94	95	Jun-24	93	95	Aug-24	92	95	Oct-24	92	95			
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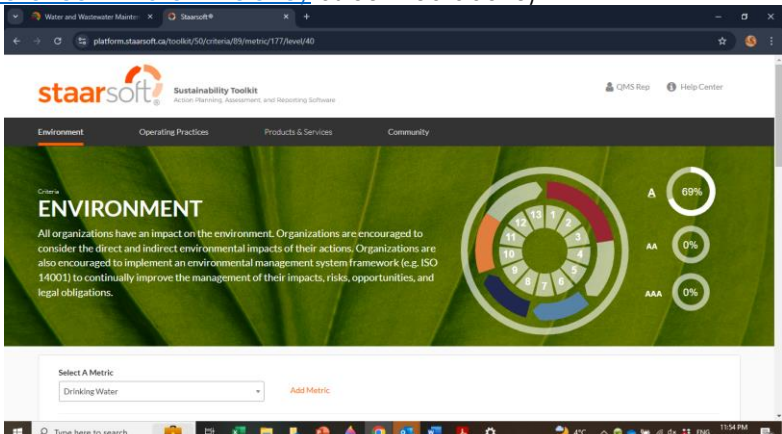
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	<p style="text-align: center;">2016-2024 Findings by Activity</p>  <p>Most findings are generated from internal audits and mostly OFIs. Corrective and preventive actions are being managed effectively. The QMS is deemed to be suitable, adequate, and effective.</p>			
18)	<p>Review and consideration of applicable Best Management Practices (BMPs) Refer to item 14) above for the current BMP.</p> <p>BMP trending over other Municipalities is leveraging DWQMS to address Sustainability, e.g.:</p> <ul style="list-style-type: none"> OCWA Quality & Environmental Management System Policy commitment to “Deliver safe water and wastewater services that protect public health, the environment, and the sustainability of communities.” Lake Huron and Elgin Area Primary Water Supply Systems Environmental and Quality Policies OWWA Awards of Excellence in Water Efficiency 2023 Lake Huron and Elgin Area Water Treatment Plant High Lift Pump Replacement Project 	Leverage the QMS Plan-Do-Check-Act process to drive the Town of Pelham’s Sustainability Strategy through the 2025 Strategic Plan Review.	DPW	31-Dec-2024

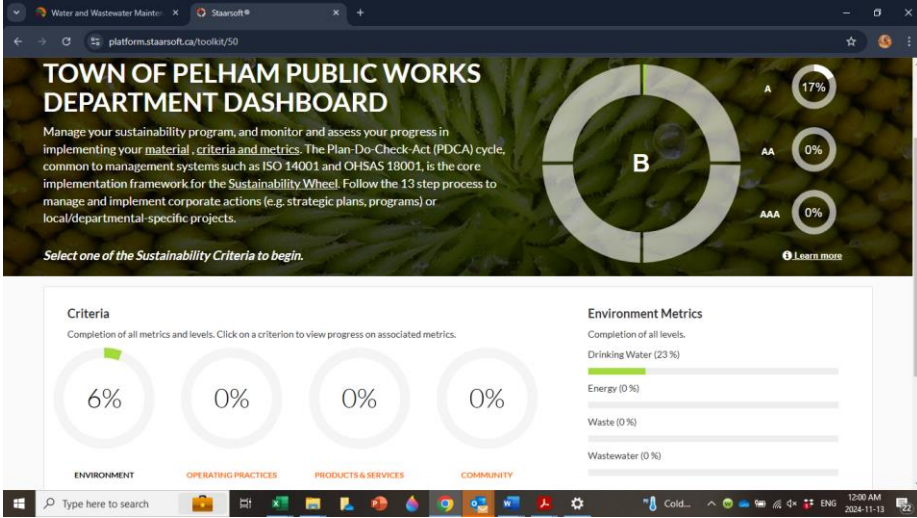
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	<p>Town of Pelham's QMS has most of the Sustainability framework in place (69%) with the following steps <i>(as outlined in the first graphic below)</i> to be addressed for efficient management (at least 20% savings) of water and related Sustainability priorities:</p> <ol style="list-style-type: none"> 1. Assessing and prioritising water risk (beyond DWQMS Risk Assessment, Consumer Health & Safety QMS Policy and Complaints requirements) in the context of other Stakeholder Sustainability Priorities (e.g., climate change already initially addressed as part of the DWQMS Risk Assessment and contributing to the Town's Climate Change Adaptation Plan, energy efficiency and associated Town Conservation and Demand Management and other Plans, waste, including wastewater, occupational health & safety, etc. <i>identified in the second and third graphics below</i>) 2. Confirming Water and other Sustainability Material Metrics discussed throughout, and outside, this meeting 11. Influencing Supply Chain beyond DWQMS Essential Supplies and Services requirements to include Sustainability (e.g., Responsible Sourcing) 12. Confirming Reporting to Stakeholders (e.g., through website), and 13. Recognition of DWQMS in the context of Sustainability (e.g., OWWA Awards of Excellence in Water Efficiency as outlined above) 			

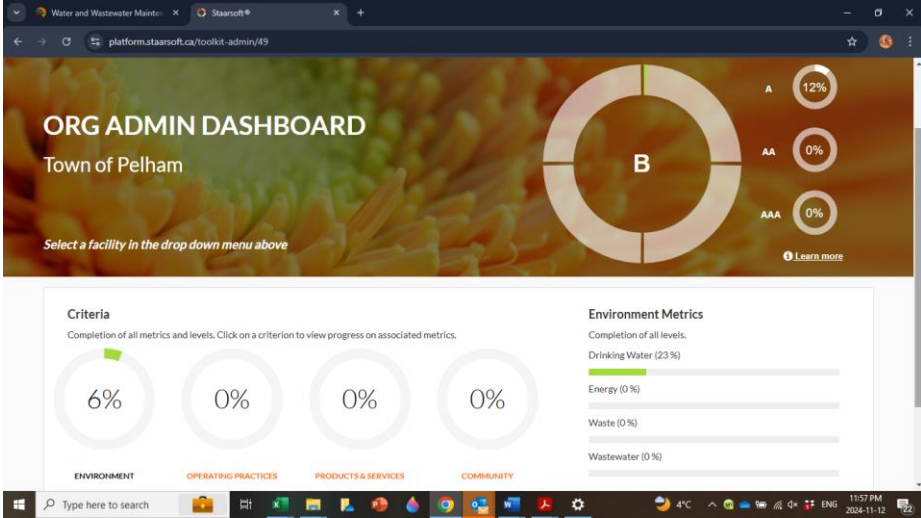
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	 <p>With DWQMS, Public Works is currently contributing 6% to the Town's incipient (i.e., Level B) Environmental Strategy which includes energy, waste and wastewater and 17% to the beginning stages (i.e., Level A) of the overall Sustainability Strategy.</p> <p>All of the Town's Sustainability priorities outlined in various plans at https://www.pelham.ca/en/town-hall/plans-and-reports.aspx can contribute to the Sustainability Strategy score and their progress directly compared to drive priorities and focus (e.g., energy, waste and wastewater).</p>			

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	 <p>Together, with all other Town departments, the DWQMS program currently contributes 12% to the entire Town Sustainability Strategy.</p> <p>Sustainability distractions, constantly reacting to varying stakeholder requests, and employee turnover due to disengagement, costs time and money. Utilising a QMS process-based approach to identify, manage and report on Sustainability priorities will result in an organized, consistent, and predictive strategy that anticipates risk and opportunity while identifying at least 20% cost savings.</p>			