



Working together with our community

Information Memo

To: Council-In-Committee Meeting
Date: June 12, 2025
Division: Environmental and Infrastructure Services
Department: Environmental Services
Ward: All Wards
Subject: Annual Drinking Water Quality Management Standard Update

Recommendation(s):

That the Information Memo regarding the Annual Drinking Water Quality Management Standard Update be received as information.

Background

This Memo is to update Norfolk County Council on the Drinking Water Quality Management Standard (DWQMS) which is a requirement of the Municipal Drinking Water Licensing Program (MDWLP). In April of 2009 Staff Report PW 09-53 was presented to Council which designated County Council as the Owner Representatives for Norfolk County's Quality Management System (QMS).

Norfolk County is required to maintain a QMS for its five (5) municipal drinking water systems as set out in the DWQMS. Failure to do so within the timelines identified in the legislation would lead to major non-conformance(s) with the DWQMS and potential revoking of the County's Drinking Water Licenses, required to operate our five (5) drinking water systems.

As the QMS Owner Representative, Norfolk County Council must be regularly updated on the QMS by Top Management (a term defined in the MDWLP). Element # 20 of the DWQMS requires Top Management to report to Council on the annual management review process, which was recently completed. A brief summary of the review is outlined in this memo.

Discussion:

The Top Management team consists of the General Manager, Environmental and Infrastructure Services, the Director, Environmental Services, the Manager, Water and Wastewater Compliance, and the Manager, Water and Wastewater Operations. Additional attendees from the Environmental and Infrastructure Services Division included the Director, Engineering, the Project Director, Project Manager, Preventative

Maintenance and the Water and Wastewater Compliance Officer. Top Management reviewed the QMS along with the QMS Representative.

The following process areas were covered during the meeting:

- Incidents of non-compliance with applicable regulations
- Incidents of adverse drinking-water tests
- Deviations from critical control point limits and corresponding actions taken
- The effectiveness of the risk assessment process
- Findings from internal and external audits
- Emergency preparedness and response
- Operational performance
- Raw water supply and drinking water quality trends
- Previous Management Review action items
- Updates on action items identified between management review meetings
- Changes to services, activities, regulations, etc. that could impact the QMS
- Consumer feedback
- Resources needed for QMS maintenance
- Results of the infrastructure review
- The currency of the Operational Plan
- Comments and suggestions made by personnel
- Review Best Management Practices reviewed in the past year

Minutes of this meeting, which took a comprehensive look at 2024, were recorded and are provided as Attachment A. These include a summary of topics covered, relevant discussions, action items and timelines for completion. Staff also looked at the previous year's actions items, which are listed in Attachment B, and reviewed the completeness of the actions and discussed those that are ongoing.

Financial Services Comments:

There are no direct financial implications as a result of this report.

The annual Rate Budget provides cost allocations for staff to adequately manage drinking water quality.

Attachment(s):

- Attachment A: 2025 Management Review Minutes - 20March2025
- Attachment B: 2025 Action Items (ongoing and completed)

Conclusion:

This memo fulfills the requirement of the QMS to keep the QMS Owner Representatives updated and to further confirm our commitment and endorsement of the QMS. The Environmental Services Department will continue to strive for improvements to the Water Quality Management System and will update Council as required.

Approval:

Approved By:
Andrew Grice
General Manager Environmental and Infrastructure Services Division

Reviewed By:
Stephanie Davis
Director, Environmental Services

Prepared By:
Kristina Hall
Water and Wastewater Compliance Officer