


**SUMMARY REPORT
TOWN OF ERIN**

**HILLSBURGH WELL SUPPLY
DRINKING –WATER SYSTEM NO. 220007285**

**Municipal Drinking Water License Number 102-102
Drinking Water Works Permit Number 102-202
PTTW # 6306-8X5KRY
PTTW # 7740-A9ZNTP**



Submitted by:	Joe Babin Water Superintendent
Signature:	
Date	
Prepared:	February 15th, 2018
Prepared by:	Talal Latif

**SUMMARY REPORT FOR
THE TOWN OF ERIN
HILLSBURGH WELL SUPPLY**

Ministry of Environment and Climate Change
Municipal Drinking Water License Number 102-102
Drinking Water Works Permit Number 102-202
Permit to Take Water No. 6306-8X5KRY
Permit to Take Water No. 7740-A9ZNTF

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Section 1 – Introduction

The 2017 Hillsburgh Well Supply Summary Report addresses the requirements outlined in Schedule 22 of the Ontario Drinking Water Systems Regulation (O. Reg. 170/03) under the *Safe Drinking Water Act, 2002*. For purposes of that regulation, the Town of Erin - Hillsburgh Well Supply is considered to be a large municipal residential system.

The summary report identifies Hillsburgh Well Supply's Licenses and Permits, and includes a statement of compliance with the terms and conditions of the Drinking Water Works Permits, Municipal Drinking Water Licenses, Permits to Take Water and the drinking water regulations under the *Safe Drinking Water Act*. The report also includes a summary of the quantities and flow rates of water supplied, including monthly average and maximum daily flows during the period from January 1st to December 31st, 2017.

A copy of Schedule 22 from O.Reg. 170/03 is in Appendix 1 of this report.

Section 2 – Background

In 2002, the *Safe Drinking Water Act* was passed by the Ontario government, and by 2003, all municipal and non-municipal drinking water systems in Ontario were governed by this Act and its Regulations.

A list of the Regulations enacted under the *Safe Drinking Water Act* can be found in Appendix 2 of this report.

The reporting period for this report is January 1, 2017 to December 31, 2017.

The Town of Erin continues to operate our water systems through adherence to our Municipal Drinking Water License and our Drinking Water Works Permit. The Municipal Drinking Water License provides the required legislative authority to operate the system, and the Drinking Water Works Permit provides the descriptive scope of our water system and the authority to establish and alter the system.

During the reporting period, the Town of Erin – Hillsburgh Well Supply was operated pursuant to:

- Municipal Drinking Water License Number 102-102, issued December 1, 2015
- Drinking Water Works Permit Number 102-202, issued December 1, 2015

Both our license and our permit were issued through our demonstration of compliance to the Drinking Water Quality Management Standard (DWQMS).

DWQMS

The Standard contains 21 Elements which specify the minimum requirements for the Quality Management System of an Operating Authority for a subject system:

- a. to facilitate the Operating authority's ability to consistently produce and/or deliver drinking water that meets applicable legislative, regulatory and Owner requirements, and
- b. to enhance consumer protection through the effective application and continual improvement of the Quality Management System.

Operational Plan

Our adopted Quality Management System (QMS) Operational Plan continues to govern the water system in assuring conformance to the Standard and continuous operational improvements.

A portion of this required conformance is included in the Financial Plan submitted under O. Reg. 453/07. We must fulfill our submitted financial commitment to infrastructure renewal and utility operations in a demonstrated life cycle based full cost recovery model.

Copies of our QMS Operational Plan are available at the Municipal Office.

Section 3 – External Audit & MOE Inspections

On December 6, 2017 the Ministry of Environment and Climate Change began conducting an announced, “detailed” inspection of the Hillsburgh Well Supply System for the period of November 1, 2016 – January 10, 2018. The newly implemented SCADA (Supervisory Control and Data Acquisition) in the Hillsburgh Water System prompted a highly comprehensive MOECC Inspection. The inspection included a thorough review of operational standards and procedures, record keeping, sampling protocols, status of operator’s licensing, training initiatives, systems alarm testing, and random field testing for the analysis of system free chlorine residual in conjunction with joint microbiological water sample collections.

This inspection provided a scoring of 97.33% in meeting legislative requirements of the *Safe Drinking Water Act* and associated regulations under the act.

The summary of best practice issues and recommendation, and the final inspection scoring for this inspection period are included in Appendix 3.

On November 14th, 2017 SAI Global conducted an external off-site system verification audit of the Town of Erin’s Quality Management System. This audit resulted in zero non-conformances and three opportunity for improvement. SAI Global’s recommendation is: Maintenance of existing accreditation. The results of the external off-site system verification audit are included in Appendix 4.

Section 4 – Statement of Compliance

The Hillsburgh Well Supply System complied with the terms and conditions of all Licenses and Permits, Ontario Drinking Water Quality Standards Regulation (O. Reg. 169/03), and the Drinking Water Systems Regulation (O. Reg. 170/03).

Section 5 – Summaries of Quantities and Flow Rates and Water Supply

The following table is a summary of flows for the reporting period of January 1 – December 31, 2017.

Table 1

HH	Total Flow		Average Day		Max Day		Max Flow Rate	
	Date	Raw m ³	Treated m ³	Raw m ³	Treated m ³	Raw m ³ (rated capacity = 982 m ³ /day)	Treated m ³ (rated capacity = 1011 m ³ /day)	Raw L/min (rated capacity = 682 L/min)
January	2248.25	1347.55	72.52	43.46	210.51	75.75	650.78	6.12
February	1720.90	845.94	61.46	30.21	206.61	43.12	645.36	2.75
March	1867.85	921.55	60.25	29.72	204.88	66.00	643.15	7.46
April	1973.11	1986.72	65.77	66.22	192.72	112.00	629.48	59.58
May	1857.96	951.45	64.06	39.64	198.57	79.71	658.00	22.82
June	3148.68	2798.40	104.95	99.94	550.04	211.80	650.50	39.62
July	2630.17	2172.03	84.84	74.89	227.25	126.33	674.30	58.61
August	2296.92	2433.87	74.09	78.51	226.35	105.02	672.00	26.66
September	2386.44	2588.77	79.54	86.29	201.99	136.10	663.10	46.49
October	3205.66	3251.18	103.40	104.87	225.55	229.72	650.00	23.46
November	1835.14	1894.57	61.17	63.15	195.47	100.18	657.40	19.80
December	2542.47	1831.87	82.01	63.16	671.36	93.38	658.5	31.84
Total	27713.57	23023.92						
GD	Total Flow		Average Day		Max Day		Max Flow Rate	
	Date	Raw m ³	Treated m ³	Raw m ³	Treated m ³	Raw m ³ (rated capacity = 655 m ³ /day)	Treated m ³ (rated capacity = 654 m ³ /day)	Raw L/min (rated capacity = 454 L/min)
January	2627.78	2767.71	84.76	89.28	166.84	119.46	450.29	248.40
February	2410.55	2447.24	86.09	87.40	129.30	103.41	453.06	238.69
March	2716.61	2743.63	87.63	88.50	129.89	110.00	429.78	802.31
April	2636.26	2719.43	87.87	90.64	131.16	127.50	435.04	742.65
May	2372.43	3195.60	107.83	110.19	204.39	194.77	433.79	733.15
June	2869.26	2936.87	106.26	108.77	170.02	200.32	448.1	1043.04
July	3559.47	3724.36	114.82	120.14	193.75	151.44	443.4	1109.28
August	3680.09	3782.45	118.71	122.01	164.19	151.46	452.0	582.24
September	4018.28	4135.97	133.94	137.86	201.75	168.77	441.8	869.52
October	4049.00	4000.33	130.61	133.34	278.87	207.04	439.8	715.20
November	3197.14	3317.57	106.57	110.58	200.55	135.73	440.8	717.36
December	3647.54	3430.04	117.66	118.27	193.70	140.04	438.5	839.52
Total	37784.42	39201.21						

The following table is a summary of the flow rates and the rated capacity flow rates approved in the system's approval.

Table 2

HH	Peak Day Flow (m ³ /day)		Rated Capacity (m ³ /day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	210.51	75.75	982	1011	21.43%	7.49%
February	206.61	43.12	982	1011	21.03%	4.26%
March	204.88	66.00	982	1011	20.86%	6.52%
April	192.72	112.00	982	1011	19.62%	11.07%
May	198.57	79.71	982	1011	20.22%	7.88%
June	550.04	211.80	982	1011	56.01%	20.94%
July	227.25	126.33	982	1011	23.14%	12.49%
August	226.35	105.02	982	1011	23.04%	10.38%
September	201.99	136.10	982	1011	20.56%	13.46%
October	225.55	229.72	982	1011	22.96%	22.72%
November	195.47	100.18	982	1011	19.90%	9.90%
December	671.36	93.38	982	1011	68.36%	9.23%

Table 2 Continued

GD	Peak Day Flow (m ³ /day)		Rated Capacity (m ³ /day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	166.84	119.46	655	654	25.47%	18.26%
February	129.30	103.41	655	654	19.74%	15.81%
March	129.89	110.00	655	654	19.83%	16.81%
April	131.16	127.50	655	654	20.02%	19.49%
May	204.39	194.77	655	654	31.20%	29.78%
June	170.02	200.32	655	654	25.95%	30.62%
July	193.75	151.44	655	654	29.58%	23.15%
August	164.19	151.46	655	654	25.06%	23.15%
September	201.75	168.77	655	654	30.80%	25.80%
October	278.87	207.04	655	654	42.57%	31.65%
November	200.55	135.73	655	654	30.61%	20.75%
December	193.70	140.04	655	654	29.57%	21.41%

Section 6 – Summary and Conclusion

Table 3 provides information with respect to the quantity and flow rates of water supplied to the system during the reporting period.

1. The monthly average taking for all wells individually and for all wells combined, the maximum daily taking from each well individually, and the daily instantaneous peak flow rate for each well. There are footnotes to the table that provide additional information regarding the data.

Table 3
Town of Erin, Hillsburgh Well Supply
Pumping Volume % Flow Summary
(January 1 to December 31, 2017)

Raw Well	Monthly Average (m ³ /mo.)	Approved Rated Capacity (m ³ /month)	Maximum Daily Flow (m ³ /day)	Approved Rated Capacity (m ³ /day) ¹	Maximum Daily Instantaneous Peak Flow Rate (L/min.)	Approved Rated Capacity (L/min) ¹
<i>HH</i>	2309.46	29869	671.36	982	674.30	682
<i>GD</i>	3148.70	19923	278.87	655	452.00	454
Combined Wells:	5458.16	49792	950.23	1,637	N/A	N/A

1. Based on water taking rates and amounts specified in Table A of, PTTW # 7740 – A9ZNTP & PTTW # 6306-8X5KRY

In conclusion, HH is pumping at 7.73% average of the approved rated capacity of 29,869 m³ per month, and GD is pumping at a 15.8% average of the approved rated capacity of 19,923 m³ per month. The Hillsburgh Well Supply system is pumping at an average 10.96% of the approved rated capacity of 49,792 m³ per month.

This report will be given to the members of the Town of Erin Council on or before March 31, 2018, as required by Section 22-2 (1) (a) of Schedule 22 of O. Reg 170/03, as amended. It will be circulated to Council as an information item on the first available agenda following the date completed to formally put the report on the public record. The report is available to the public at no cost, and will be posted on the Town’s website.

Appendix 1
SCHEDULE 22
SUMMARY REPORTS FOR MUNICIPALITIES

Municipal: Large Residential
Small Residential

Application

22-1. This Schedule applies to the following drinking water systems:

1. Large municipal residential systems.
2. Small municipal residential systems.

Report

22-2. (1) The owner of a drinking water system shall ensure that, not later than March 31 of each year after 2003, a report is prepared in accordance with subsections (2) and (3) for the preceding calendar year and is given to,

- (a) in the case of a drinking water system owned by a municipality, the members of the municipal council;
- (b) in the case of a drinking water system owned by a municipal service board established under section 195 of the *Municipal Act, 2001*, the members of the municipal service board; or
- (c) in the case of a drinking water system owned by a corporation, the board of directors of the corporation.

(2) The report must,

- (a) list the requirements of the Act, the regulations, the system's approval, drinking water works permit, municipal drinking water licence, and any orders applicable to the system that were not met at any time during the period covered by the report; and
- (b) for each requirement referred to in clause (a) that was not met, specify the duration of the failure and the measures that were taken to correct the failure.

(3) The report must also include the following information for the purpose of enabling the owner of the system to assess the capability of the system to meet existing and planned uses of the system:

1. A summary of the quantities and flow rates of the water supplied during the period covered by the report, including monthly average and maximum daily flows.
2. A comparison of the summary referred to in paragraph 1 to the rated capacity and flow rates approved in the system's approval, drinking water works permit or municipal drinking water licence, or if the system is receiving all of its water from another system under an agreement pursuant to subsection 5 (4), to the flow rates specified in the written agreement.

(4) If a report is prepared under subsection (1) for a system that supplies water to a municipality under the terms of a contract, the owner of the system shall give a copy of the report to the municipality by March 31.

(5) Revoked: O. Reg. 253/05, s. 18.

OWRA approvals

22-3. A provision of an OWRA approval that requires the completion and presentation of a compliance report does not apply to a drinking water system if the owner of the system complies with section 22-2.

O. Reg. 170/03, Sched. 22; O. Reg. 249/03, s. 24; O. Reg. 253/05, s. 18; O. Reg. 418/09, s. 26.

Appendix 2

Regulations under the *Safe Drinking Water Act, 2002*

- O. Reg. 128/04: Certification of Drinking Water System Operators and Water Quality Analysts
- O. Reg. 169/03: Ontario Drinking Water Quality Standards
- O. Reg. 170/03: Drinking Water Systems
- O. Reg. 171/03: Definitions of Words and Expressions Used in the Act
- O. Reg. 172/03: Definitions of Deficiency and Municipal Drinking Water System
- O. Reg. 188/07: Licensing of Municipal Drinking Water Systems
- O. Reg. 242/05: Compliance and Enforcement
- O. Reg. 243/07: Schools Private Schools and Day Nurseries
- O. Reg. 248/03: Drinking Water Testing Services
- O. Reg. 453/07: The Financial Plans Regulation
- O. Reg. 229/07: Service of Documents

Appendix 3



NON-COMPLIANCE WITH REGULATORY REQUIREMENTS AND ACTIONS REQUIRED

This section provides a summary of all non-compliance with regulatory requirements identified during the inspection period, as well as actions required to address these issues. Further details pertaining to these items can be found in the body of the inspection report.

1. The owner did not have up-to-date documents describing the distribution components as required.

In discussing the distribution plan for the DWS, the owner reported that the new Frank Smedley booster station had not yet been incorporated into it. The booster station was reportedly finalized and on line in 2014 (owner was unsure of the specific date in 2014), so one year has elapsed. As a result, the owner is in non-compliance with this requirement.

Action(s) Required:

Actions Required:

1.) By no later than March 1, 2018, the owner shall have the Distribution Plan updated and a copy of such plan sent to Environmental Officer Rick Neubrand at the Guelph Office of the Ministry of the Environment and Climate Change (MOECC).

2. The operations and maintenance manuals did not meet the requirements of the Drinking Water Works Permit and Municipal Drinking Water Licence issued under Part V of the SDWA.

In examining the Operations and Maintenance Manual (O&M), information required under section 16.2.10 (Remedial Action Plans for Inspection Non-Compliance) was not found. References as to where to find such information was also not found.

Action(s) Required:

During the preparation of this report the owner amended the Operations Manual to include the required information.

SUMMARY OF RECOMMENDATIONS AND BEST PRACTICE ISSUES

This section provides a summary of all recommendations and best practice issues identified during the inspection period. Details pertaining to these items can be found in the body of the inspection report. In the interest of continuous improvement in the interim, it is recommended that owners and operators develop an awareness of the following issues and consider measures to address them.

1. **The following issues were also noted during the inspection:**
 - 1.) During the course of the inspection the ORO identified that the last below-grade inspection for Well H2 was approximately 20 years ago.
 - 2.) The DWIS profile CAO contact information appears to be out-of-date. The owner indicated that an application to update this information had been sent in.
 - 3.) The Operations Manual has not yet been updated respecting the new SCADA system.
 - 4.) Logbooks did not have a 'Signature Legend' to assist in clearly identifying operator signatures and initials in logbooks.

Recommendation:

- 1.) It is recommended that the ORO consider such an inspection for well H2, to ensure that its casing is in good condition.
- 2.) It is recommended that the DWIS profile update be followed-up on by the next annual inspection.
- 3.) It is recommended this O&M manual be updated before the one year anniversary date of the new SCADA system installation.
- 4.) It is recommended an Operator Signature Legend be created and available for use by the next inspection.

Ministry of the Environment - Inspection Summary Rating Record (Reporting Year - 2017-2018)

DWS Name: HILLSBURGH DRINKING WATER SYSTEM
DWS Number: 220007285
DWS Owner: Erin, The Corporation Of The Town Of
Municipal Location: Erin
Regulation: O.REG 170/03
Category: Large Municipal Residential System
Type Of Inspection: Detailed
Inspection Date: December 6, 2017
Ministry Office: Guelph District

Maximum Question Rating: 675

Inspection Module	Non-Compliance Rating
Source	0 / 40
Permit To Take Water	0 / 12
Capacity Assessment	0 / 42
Treatment Processes	0 / 72
Distribution System	4 / 25
Operations Manuals	14 / 42
Logbooks	0 / 30
Certification and Training	0 / 42
Water Quality Monitoring	0 / 148
Reporting & Corrective Actions	0 / 102
Treatment Process Monitoring	0 / 120
TOTAL	18 / 675

Inspection Risk Rating 2.67%

FINAL INSPECTION RATING: 97.33%

Inspection Rating Record Generated On 29-JAN-18 (Inspection ID: 1-F6L5C).

Ministry of the Environment - Detailed Inspection Rating Record (Reporting Year - 2017-2018)

DWS Name: HILLSBURGH DRINKING WATER SYSTEM DWS Number: 220007285 DWS Owner: Erin, The Corporation Of The Town Of Municipal Location: Erin
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Regulation: O.REG 170/03
Category: Large Municipal Residential System
Type Of Inspection: Detailed
Inspection Date: December 6, 2017
Ministry Office: Guelph District

Non-compliant Question(s)	Question Rating
Distribution System	
Has the owner updated the document describing the distribution components within 12 months of completion of alterations to the system?	4
Operations Manuals	
Do the operations and maintenance manuals meet the requirements of the DWWP and MDWL issued under Part V of the SDWA?	14
TOTAL QUESTION RATING	18

Maximum Question Rating: 675

Inspection Risk Rating	2.67%
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FINAL INSPECTION RATING:	97.33%
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Appendix 4



1631559-01
#DWAR.12.08 Rev.01

ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES SYSTEMS VERIFICATION AUDIT REPORT – 2017

FILE #: 1631559-01

The Corporation of the Town of Erin

Operating Authority for:

Erin Drinking Water System
Hillsburgh Drinking Water System

S2 Surveillance Audit

Prepared by: Janet McKenzie

Date: Nov 14, 2017

Confidential
20 Carlson Court, Suite 200
Toronto, Ontario Canada M9W 7K6
Telephone: 416-401-8700 Facsimile: 416-401-8650

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Excellence. Assured.

Audit Objectives

The objective of the audit was to determine whether the drinking water Quality Management System (QMS) of the subject system conforms to the requirements of the Ontario Ministry of the Environment's (MOE) Drinking Water Quality Management Standard (DWQMS) at all of the locations noted in the Applicant Profile Form (AP 602). It was also intended to gather the information necessary for SAI Global to assess whether accreditation can be offered to the operating authority.

Audit Scope

The facilities and processes associated with the operating authority's QMS were objectively evaluated to obtain audit evidence and to determine a) whether the quality management activities and related results conform with DWQMS requirements, and b) if they have been effectively implemented.

Audit Criteria:

- The Drinking Water Quality Management Standard
- Current QMS manuals, procedures and records implemented by the Operating Authority
- SAI Global Accreditation Program Handbook

Auditor:

Janet McKenzie

Audit Report Distribution List:

The Audit Report is distributed as follows:

- Operating Authority
- Owner
- Ministry of the Environment Director

Confidentiality and Documentation Requirements

The SAI Global stores their records and reports to ensure their preservation and confidentiality. Unless required by law, the SAI Global will not disclose audit records to a third party without prior written consent of the applicant. The only exception will be that the SAI Global will provide audit and corrective action reports to the Ontario Ministry of the Environment. For more information, please refer to the SAI Global Accreditation Program Handbook.

PART A. MANAGEMENT SUMMARY

This was an off-site system audit of the The Corporation of the Town of Erin's conformance with the requirements of DWQMS: Oct. 2006.

The overall effectiveness of the The Corporation of the Town of Erin Quality Management System is considered:

- Effective
- Not effective

Zero (0) non-conformities were identified during this assessment, as noted in Part D of this report.

The audit objectives have been accomplished within the audit scope in accordance with the audit plan and the time allocation

Notes

Copies of this report distributed outside the organization must include all pages.

As part of the SAI Global Terms, it is necessary for you to notify the SAI Global of any changes to your Quality Management System that you believe are significant enough to risk non-conformity with DWQMS: Oct. 2006. For more information, please refer to the SAI Global Accreditation Program Handbook.

PART B. GENERAL INFORMATION

Operating Authority:

Legal name and address The Corporation of the Town of Erin

Address 5684 Trafalgar Road Hillsburgh Ontario

Applicant representative Talal Latif

Title Compliance Administrator

Telephone 519 855 4407 Fax 519 855 4821

E-mail talal.latif@erin.ca

Owner:

Legal name and address

same as above, or:

Applicant representative Talal Latif

Title Compliance Administrator

Telephone 519 855 4407 Fax 519 855 4821

E-mail Talal.Latif@erin.ca

Accreditation Option: Full Scope - Entire DWQMS

Population Served: 3850

This audit report covers the subject systems listed:

Erin Drinking Water System, 555 – 8th Line, Erin, ON

Hillsburgh Drinking Water System, 5929 Trafalgar Rd., Hillsburgh, ON

PART C. SUMMARY OF FINDINGS

SUMMARY OF FINDINGS							
OPERATING AUTHORITY The Corporation of the Town of Erin						1631559-01	
ACCREDITATION CYCLE: S2 Surveillance Audit							
AUDIT TYPE <input checked="" type="checkbox"/> Systems <input type="checkbox"/> On-Site Verification			AUDITOR Janet McKenzie			Nov 14, 2017 to Nov 14, 2017	
SUBJECT SYSTEM(S) AUDITED ① Erin Drinking Water System ② Hillsburgh Drinking Water System							
REQUIREMENT ↓	SYSTEM →	①	②	③	④	⑤	⑥
1. Quality Management System		C	C				
2. Quality Management System Policy							
3. Commitment and Endorsement		C	C				
4. Quality Management System Representative		C	C				
5. Document and Records Control							
6. Drinking-Water System		C	C				
7. Risk Assessment		OFI	OFI				
8. Risk Assessment Outcomes		C	C				
9. Organizational Structure, Roles, Responsibilities and Authorities		C	C				
10. Competencies							
11. Personnel Coverage		C	C				
12. Communications							
13. Essential Supplies and Services							
14. Review and Provision of Infrastructure							
15. Infrastructure Maintenance, Rehabilitation & Renewal		C	C				
16. Sampling, Testing and Monitoring							
17. Measurement & Recording Equipment Calibration and Maintenance							
18. Emergency Management							
19. Internal Audits		2 OFI	2 OFI				
20. Management Review		OFI*	OFI*				
21. Continual Improvement		C	C				
M	Major non-conformity. The auditor has determined one of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor non-conformities; or (c) a minor non-conformity identified in a corrective action request has not been remedied.						
Mn	Minor non-conformity. In the opinion of the auditor, part of a required element of the DWQMS has not been incorporated satisfactorily into a QMS.						
OFI	Opportunity for improvement. Conforms to the requirement, but there is an opportunity for improvement.						
C	Conforms to requirement.						
---	Not applicable to this audit.						
*	Additional comment added by auditor in the body of the report.						

PART D. FINDINGS/COMMENTS

- | | |
|---|--|
| <p>DWQMS Reference:
Client Reference:
Results:
Details:</p> | <p>7 Risk Assessment
Risk Assessment Review 2017 Minutes (2-Mar-2017)
Appendix 15 Risk Assessment Outcome (Rev. 11, 2-Mar-2017)
Opportunity for improvement
Details of the revisions resulting from the review are not available in either the Risk Assessment Review Minutes or a Revision History on the Risk Assessment Outcomes.</p> |
| <p>DWQMS Reference:
Client Reference:
Results:
Details:</p> | <p>19 Internal Audits
Internal Water Audit Report (31-May-2017)
Opportunity for Improvement
Internal audit was conducted by Connie Cox, Internal Water Operator. Internal Audit Schedule (Appendix 27) lists the following auditors as approved by the Town of Erin: Louise Warr, and Donna Button.</p> |
| <p>DWQMS Reference:
Client Reference:
Results:
Details:</p> | <p>19 Internal Audits
Internal Water Audit Report (31-May-2017)
Opportunity for improvement
Confusing formatting of major non-conformance on audit report. (i.e. Does it identify two separate non-conformances under Element 10 and Element 19, or is it one non-conformance that touches on both Element 10 and Element 19?)</p> |
| <p>DWQMS Reference:
Client Reference:
Results:
Details:</p> | <p>20 Management Review
Management Review Summary/Minutes (15-Jun-2016)
Opportunity for improvement
Responsibility was not always identified for action items. See Municipal Drinking Water License renewal for 2020 under Resources to Maintain the QMS.</p> |
| <p>DWQMS Reference:
Client Reference:
Results:
Details:</p> | <p>20 Management Review
Management Review Summary/Minutes (15-Jun-2016)
Comment
As written, Section 5.2 requires "Top Management or QMS Representative, as defined in the Operational Plan, shall perform the Management Review". As per Section 9.3 of the Operational Plan, the participation of Top Management <u>and</u> the QMS Representative should be mandatory for the management review.</p> |

PART E. RECOMMENDATION – Systems Audit

The auditor recommends the following:

- Offer of accreditation
- Offer of accreditation after response to corrective action requests has been deemed acceptable to the SAI Global
- On-site verification audit after response to corrective action requests has been deemed acceptable by the SAI Global
- On-site verification audit as next step in the accreditation process
- On-site verification of corrective action requests
- Maintenance of existing accreditation
- Complete re-assessment

Final comments: The auditor thanks the Town of Erin personnel for their timely cooperation.



E-signature of Lead Auditor / Auditor