

**SUMMARY REPORT  
TOWN OF ERIN**

**ERIN WELL SUPPLY  
DRINKING –WATER SYSTEM NO. 220000013**

Municipal Drinking Water License Number 102-101  
Drinking Water Works Permit Number 102-201

PTTW# 8112-9CPNNW



**Submitted by:** Joe Babin  
Interim Water  
Superintendent

**Signature:** 

**Date:** February 16, 2016  
**Prepared by:** Sara McDougall

# SUMMARY REPORT FOR THE TOWN OF ERIN ERIN WELL SUPPLY

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Ministry of Environment  
Municipal Drinking Water License Number 102-101  
Drinking Water Works Permit Number 102-201

PTTW# 8112-9CPNNW

## Table of Contents

Section 1 – Introduction .....	2
Section 2 – Background .....	2
Section 3 – External Audit & MOE Inspections .....	3
Section 4 – Statement of Compliance .....	3
Section 5 – Summaries of Quantities and Flow Rates and Water Supply .....	4
Section 6 – Summary and Conclusion .....	5
Appendix 1- O. Reg. 170/03 Schedule 22.....	6
Appendix 2 - Regulations under the <i>Safe Drinking Water Act, 2002</i> .....	7
Appendix 3 - MOE Inspection Results and Scoring .....	8
Appendix 4 - SAI Global External 12 Month Surveillance Audit Results.....	10
Appendix 5 - SAI Global External Re Accreditation Audit Results.....	17
Appendix 6 - SAI Global External Certificate of Accreditation.....	27

## **Section 1 – Introduction**

The 2015 Erin 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 - Erin Well Supply is considered to be a large municipal residential system.

The summary report identifies Erin 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 1<sup>st</sup> to December 31<sup>st</sup>, 2015.

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, 2015 to December 31, 2015.

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 – Erin Well Supply was operated pursuant to:

- Municipal Drinking Water License Number 102-101, issued December 20, 2010
- Municipal Drinking Water License Number 102-101, issued December 1, 2015
- Drinking Water Works Permit Number 102-201, issued December 20, 2010
- Drinking Water Works Permit Number 102-201, 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 & MOECC Inspections**

On June 18, 2015 the Ministry of Environment and Climate Change (MOECC) conducted an unannounced inspection of the Erin Well Supply System for the period of September 15, 2014 – May 31, 2015. The inspection included a review of operational standards and procedures, record keeping, sampling protocols, status of operator's licensing, training initiatives and a random field test for the analysis of system free chlorine residual in conjunction with joint microbiological water sample collections.

This inspection provided a scoring of 100% in meeting all legislative requirements of the *Safe Drinking Water Act* and associated regulations under the act.

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

On October 16<sup>th</sup>, 2015 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 opportunities for improvement. SAI Global's recommendation is: On-site verification audit as next step in the accreditation process. The results of the external off-site system verification audit are included in Appendix 4.

On November 17<sup>th</sup> and 18<sup>th</sup>, 2015 SAI Global conducted an external on-site re-accreditation audit of the Town of Erin's Quality Management System. This audit resulted in three minor non-conformances and five opportunities for improvement. SAI Global's recommendation is: Offer of accreditation after response to corrective action requests has been deemed acceptable to SAI Global. The minor non-conformances were addressed and accepted. The Certificate of Accreditation was issued January 20, 2016. The results of the external off-site re-accreditation audit and the Certificate of Accreditation are included in Appendix 5 & 6.

### **Section 4 – Statement of Compliance**

The Erin 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, 2015.

Table 1

E7	Total Flow		Average Day		Max Day		Max Flow Rate	
	Date	Raw m <sup>3</sup>	Treated m <sup>3</sup>	Raw m <sup>3</sup>	Treated m <sup>3</sup>	Raw m <sup>3</sup> (rated capacity = 2160 m <sup>3</sup> /day)	Treated m <sup>3</sup> (rated capacity = 2592 m <sup>3</sup> /day)	Raw L/min (rated capacity = 1,800 L/min)
January	9406.473	9601.735	303.435	309.733	786.423	795.386	1433.72	1397.21
February	7676.219	7815.474	274.151	279.124	632.186	713.092	1434.17	1504.83
March	11904.885	11993.054	384.029	386.873	938.643	870.059	1432.54	1537.70
April	10320.541	10404.813	344.018	346.827	790.864	742.861	1431.56	1513.86
May	13332.408	13581.584	430.078	438.116	1228.320	1225.090	1434.53	1599.57
June	14976.270	15174.691	499.209	505.823	1179.010	1554.520	1429.97	1591.19
July	15764.432	16140.074	508.530	520.648	1400.060	1412.460	1424.63	2062.94
August	9070.867	9166.843	292.609	295.705	608.656	643.569	1428.23	1421.70
September	8061.453	8181.805	268.715	272.727	933.000	945.000	1450	1437.16
October	6689.120	6793.900	222.971	226.463	525.640	531.850	1465.92	2210.16
November	7108.95	7210.900	236.965	240.363	657.150	668.950	1461.36	1450.08
December	6679.77	6747.220	215.477	217.652	562.000	550.560	1448.16	1450.08
<b>Total</b>	120991.4	122812.1						

E8	Total Flow		Average Day		Max Day		Max Flow Rate	
	Date	Raw m <sup>3</sup>	Treated m <sup>3</sup>	Raw m <sup>3</sup>	Treated m <sup>3</sup>	Raw m <sup>3</sup> (rated capacity = 1968 m <sup>3</sup> /day)	Treated m <sup>3</sup> (rated capacity = 2362 m <sup>3</sup> /day)	Raw L/min (rated capacity = 1,640 L/min)
January	15500.437	15023.529	500.014	484.630	1191.910	1137.31	1258.59	994.84
February	13182.660	12886.213	470.809	460.222	870.603	852.73	1254.27	1108.35
March	19660.694	19362.487	634.216	624.596	1351.580	1347.27	1248.90	1138.28
April	12958.787	12818.248	431.960	427.275	851.759	853.58	1250.07	1126.74
May	20703.384	20705.671	667.851	667.925	1447.920	1446.48	1247.66	1146.96
June	11075.362	10850.683	369.179	361.689	1222.780	1195.65	1247.16	967.31
July	11132.542	10947.908	359.114	353.158	1412.950	1390.54	1247.87	1054.25
August	15090.846	14603.025	486.802	471.065	762.415	739.76	1245.00	1167.76
September	14580.518	14047.648	486.017	468.255	980.835	956.63	1260.00	1229.69
October	12280.250	12277.540	409.342	409.251	773.630	752.10	1266.48	1041.36
November	11685.390	11630.390	389.513	387.680	652.060	657.65	1267.44	1041.36
December	12536.530	12514.830	404.404	403.704	648.000	699.00	1272.48	1412.64
<b>Total</b>	170387.4	167668.2						

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

Table 2

E7	Peak Day Flow (m <sup>3</sup> /day)		Rated Capacity (m <sup>3</sup> /day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	786.423	795.386	2160	2592	36.4%	30.7%
February	632.186	713.092	2160	2592	29.3%	27.5%
March	938.643	870.059	2160	2592	43.5%	33.6%
April	790.864	742.861	2160	2592	36.6%	28.7%
May	1228.320	1225.090	2160	2592	56.9%	47.3%
June	1179.010	1554.520	2160	2592	54.6%	60.0%
July	1400.060	1412.460	2160	2592	64.8%	54.5%
August	608.656	643.569	2160	2592	28.2%	24.8%
September	933.000	945.000	2160	2592	43.2%	36.5%
October	525.640	531.850	2160	2592	24.3%	20.5%
November	657.150	668.950	2160	2592	30.4%	25.8%
December	562.000	550.560	2160	2592	26.0%	21.2%

Table 2 continued

E8	Peak Day Flow (m <sup>3</sup> /day)		Rated Capacity (m <sup>3</sup> /day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	1191.910	1137.31	1968	2362	60.6%	48.2%
February	870.603	852.73	1968	2362	44.2%	36.1%
March	1351.580	1347.27	1968	2362	68.7%	57.0%
April	851.759	853.58	1968	2362	43.3%	36.1%
May	1447.920	1446.48	1968	2362	73.6%	61.2%
June	1222.780	1195.65	1968	2362	62.1%	50.6%
July	1412.950	1390.54	1968	2362	71.8%	58.9%
August	762.415	739.76	1968	2362	38.7%	31.3%
September	980.835	956.63	1968	2362	49.8%	40.5%
October	773.630	752.10	1968	2362	39.3%	31.8%
November	652.060	657.65	1968	2362	33.1%	27.8%
December	648.000	699.00	1968	2362	32.9%	29.6%

## 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 from all wells combined, and the daily instantaneous peak flow rate for each well and for all wells combined. There are footnotes to the table that provide additional information regarding the data.

**Table 3**  
**Town of Erin, Erin Well Supply**  
**Pumping Volume % Flow Summary**  
*(January 1 to December 31, 2015)*

Raw Well	Monthly Average (m <sup>3</sup> /mo.)	Approved Rated Capacity (m <sup>3</sup> /month)	Maximum Daily Flow (m <sup>3</sup> /day)	Approved Rated Capacity (m <sup>3</sup> /day) <sup>1</sup>	Maximum Daily Instantaneous Peak Flow Rate (L/min.)	Approved Rated Capacity (L/min) <sup>1</sup>
<i>E7</i>	10,082.62	<b>65,700</b>	1400.06	<b>2,160</b>	1,465.92	<b>1,800</b>
<i>E8</i>	14,198.95	<b>59,860</b>	1447.92	<b>1,968</b>	1,272.48	<b>1,640</b>
<b>Combined Wells:</b>	24,281.57	<b>125,560</b>		<b>4,128</b>	N/A	N/A

1. Based on water taking rates and amounts specified in Table A of PTTW # 8112-9CPNNW.

In conclusion, E7 is pumping at a 15.3% average of the approved rated capacity of 65,700 m<sup>3</sup> per month, and E8 is pumping at a 23.7% average of the approved rated capacity of 59,860 m<sup>3</sup> per month. The Erin Well Supply system is pumping at an average of 19.3% of the approved rated capacity of 125,560 m<sup>3</sup> per month.

This report will be given to the members of the Town of Erin Council on or before March 31, 2016, 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*

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- 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



Ministry of the Environment and Climate Change  
Inspection Report

### **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.**

Not Applicable

**Ministry of the Environment - Inspection Summary Rating Record (Reporting Year - 2015-2016)**

<b>DWS Name:</b> ERIN DRINKING WATER SYSTEM
<b>DWS Number:</b> 220000013
<b>DWS Owner:</b> Erin, The Corporation Of The Town Of
<b>Municipal Location:</b> Erin
<b>Regulation:</b> O.REG 170/03
<b>Category:</b> Large Municipal Residential System
<b>Type Of Inspection:</b> Focused
<b>Inspection Date:</b> June 18, 2015
<b>Ministry Office:</b> Guelph District

**Maximum Question Rating: 450**

<b>Inspection Module</b>	<b>Non-Compliance Rating</b>
Source	0 / 28
Capacity Assessment	0 / 30
Treatment Processes	0 / 77
Operations Manuals	0 / 28
Logbooks	0 / 14
Certification and Training	0 / 28
Water Quality Monitoring	0 / 112
Reporting & Corrective Actions	0 / 21
Treatment Process Monitoring	0 / 112
<b>TOTAL</b>	<b>0 / 450</b>

**Inspection Risk Rating 0.00%**

**FINAL INSPECTION RATING: 100.00%**

## Appendix 4



1631559-01  
#DWAR.12.08 Rev.01

### ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES SYSTEMS VERIFICATION AUDIT REPORT – 2015

**FILE #: 1631559-01**

**The Corporation of the Town of Erin  
OAP 102**

**Operating Authority for:**

**Erin Drinking Water System  
Hillsburgh Drinking Water System**

**Systems Audit**

**Prepared by: Janet McKenzie**

**Date: Oct 16, 2015**

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

Page 1 of 11

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 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

There were four (4) Opportunities for Improvement 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.

**PART B. GENERAL INFORMATION**

**Operating Authority:**

Legal name and address The Corporation of the Town of Erin OAP 102

Address 5684 Trafalgar Road Hillsburgh Ontario

Applicant representative Sara McDougall

Title Compliance Administrator

Telephone 519 855 4407 Fax 519 855 4821

E-mail sara.mcdougall@erin.ca

**Owner:**

Legal name and address

same as above, or:

Applicant representative Sara McDougall

Title Compliance Administrator

Telephone 519 855 4407 «CIS13» Fax 519 855 4821

E-mail sara.mcdougall@erin.ca

Accreditation Option: Full Scope - Entire DWQMS

Population Serviced: 3300

This audit report covers the subject systems listed:

Erin Drinking Water System, 555 - 8th Line, Erin  
Hillsburgh Drinking Water System, 5929 Trafalgar Road, Hillsburgh

PART C. SUMMARY OF FINDINGS

SUMMARY OF FINDINGS							
OPERATING AUTHORITY The Corporation of the Town of Erin OAP 102						1631559-01	
ACCREDITATION CYCLE: Systems Audit							
AUDIT TYPE <input checked="" type="checkbox"/> Systems On-Site Verification				AUDITOR Janet McKenzie		Oct 16, 2015 to Oct 16, 2015	
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		C	C				
3. Commitment and Endorsement		C	C				
4. Quality Management System Representative		C	C				
5. Document and Records Control		C	C				
6. Drinking-Water System		C	C				
7. Risk Assessment		C	C				
8. Risk Assessment Outcomes		C	C				
9. Organizational Structure, Roles, Responsibilities and Authorities		C	C				
10. Competencies		C	C				
11. Personnel Coverage		C	C				
12. Communications		C	C				
13. Essential Supplies and Services		C	OFI				
14. Review and Provision of Infrastructure		OFI	OFI				
15. Infrastructure Maintenance, Rehabilitation & Renewal		OFI	OFI				
16. Sampling, Testing and Monitoring		C	C				
17. Measurement & Recording Equipment Calibration and Maintenance		C	C				
18. Emergency Management		C	C				
19. Internal Audits		C	C				
20. Management Review		OFI	OFI				
21. Continual Improvement		C	C				
<b>Mj</b>	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.						
<b>Mn</b>	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.						
<b>OFI</b>	Opportunity for improvement. Conforms to the requirement, but there is an opportunity for improvement.						
<b>C</b>	Conforms to requirement.						
<b>///</b>	Not applicable to this audit.						
<b>*</b>	Additional comment added by auditor in the body of the report.						

## PART D. FINDINGS/COMMENTS

DWQMS Reference:	13 Essential Supplies and Services
Client Reference:	Town of Erin DWQMS Operational Plan, Rev#12, June 16/15 Element 13 Appendix 20 – DWQMS Essential Supplies and Services Procedure, rev.8
Results:	<b>Opportunity for Improvement</b>
Details:	With respect to Hillsburgh Heights, consider sourcing an alternate supplier of ferric chloride and lead filtration system as backup suppliers.
DWQMS Reference:	14 Review and Provision of Infrastructure
Client Reference:	Town of Erin DWQMS Operational Plan, Rev#12, June 16/15 Element 14 Appendix 22 – DWQMS Infrastructure Review Procedure, rev.5
Results:	<b>Opportunity for Improvement</b>
Details:	Consider adding as part of the procedure that the review of the adequacy of the infrastructure must take place annually.
DWQMS Reference:	15 Infrastructure Maintenance, Rehabilitation and Renewal
Client Reference:	Town of Erin DWQMS Operational Plan, Rev#12, June 16/15 Element 15 (section 15.1-15.3)
Results:	<b>Opportunity for Improvement</b>
Details:	Consider expanding the description of how the Operating Authority manages their planned and unplanned maintenance. Also consider adding a description of how maintenance data (planned and unplanned) is collected.
DWQMS Reference:	20 Management Review
Client Reference:	Town of Erin DWQMS Operational Plan, Rev#12, June 16/15 Element 20 Appendix 28 – DWQMS Management Review Procedure, rev.5
Results:	<b>Opportunity for Improvement</b>
Details:	Consider adding to the procedure who at a minimum must attend management review meetings in terms of job title/representation.



## 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:



\_\_\_\_\_  
E-signature of Lead Auditor / Auditor

## Appendix 5



1631559-01  
#DWAR.12.08 Rev.01

### ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES ON-SITE AUDIT REPORT – 2015

**FILE #: 1631559-01**

**The Corporation of the Town of Erin  
OAP 102**

**Operating Authority for:**

**Erin Drinking Water System  
Hillsburgh Drinking Water System**

**Re Accreditation Audit**

**Prepared by: Janet McKenzie**

**Date: Nov 17-18, 2015**

**Confidential**  
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Telephone: 416-401-8700 Facsimile: 416-401-8650

Page 1 of 11

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### **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 on-site verification audit of the The Corporation of the Town of Erin 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

**Three (3) Minor non-conformities and five (5) Opportunities for Improvement were identified during this assessment, as noted in Part D of this report. Please review *Instruction for The Completion of Non-Conformance Reports (NCR)* found at the end 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 OAP 102

Address 5684 Trafalgar Road Hillsburgh Ontario

Applicant representative Sara McDougall

Title Compliance Administrator

Telephone 519 855 4407 Fax 519 855 4821

E-mail sara.mcdougall@erin.ca

**Owner:**

Legal name and address

same as above, or:

Applicant representative Sara McDougall

Title Compliance Administrator

Telephone 519 855 4407 «CIS13» Fax 519 855 4821

E-mail sara.mcdougall@erin.ca


Accreditation Option: Full Scope - Entire DWQMS

Population Served: 3300

This audit report covers the subject systems listed:

Erin Drinking Water System, 555 – 8<sup>th</sup> Line, Erin, ON  
Hillsburgh Drinking Water System, 5929 Trafalgar Road, Hillsborough, ON

**PART C. SUMMARY OF FINDINGS**

SUMMARY OF FINDINGS							
OPERATING AUTHORITY The Corporation of the Town of Erin OAP 102						1631559-01	
ACCREDITATION CYCLE: Re Accreditation Audit							
AUDIT TYPE <input type="checkbox"/> Systems <input checked="" type="checkbox"/> On-Site Verification			AUDITOR Janet McKenzie			Nov 17, 2015 to Nov 18, 2015	
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		Mn	Mn				
3. Commitment and Endorsement		C	C				
4. Quality Management System Representative		C	C				
5. Document and Records Control		OFI	OFI				
6. Drinking-Water System		C	C				
7. Risk Assessment		C	C				
8. Risk Assessment Outcomes		C	C				
9. Organizational Structure, Roles, Responsibilities and Authorities		C	C				
10. Competencies		Mn	Mn				
11. Personnel Coverage		C	C				
12. Communications		OFI	OFI				
13. Essential Supplies and Services		Mn	Mn				
14. Review and Provision of Infrastructure		C	C				
15. Infrastructure Maintenance, Rehabilitation & Renewal		C	C				
16. Sampling, Testing and Monitoring		C	C				
17. Measurement & Recording Equipment Calibration and Maintenance		C	C				
18. Emergency Management		C	C				
19. Internal Audits		OFI	OFI				
20. Management Review		C	C				
21. Continual Improvement		2	2				
		OFI	OFI				
<b>Mj</b>	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.						
<b>Mn</b>	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.						
<b>OFI</b>	Opportunity for improvement. Conforms to the requirement, but there is an opportunity for improvement.						
<b>C</b>	Conforms to requirement.						
	Not applicable to this audit.						
*	Additional comment added by auditor in the body of the report.						

## PART D. FINDINGS/COMMENTS

- DWQMS Reference: 2 Quality Management System Policy  
Client Reference: Town of Erin DWQMS Operational Plan, Rev#12, June 6, 2015, Appendix 1 Quality Management System Policy, Rev #2, Feb7, 2009.
- Results: **Minor non-conformity**  
Details: *Section 2.2 of the Operational Plan states that the policy is to be reviewed annually. There was no evidence provided to show that the policy has been reviewed annually.*
- DWQMS Reference: 5 Document and Record Control  
Client Reference: Town of Erin DWQMS Operational Plan, Rev#12, June 6, 2015, Element 5 Document and Records Control Appendix 3: Control of Documents, rev#8 Appendix 5: Document Change form, rev#3 Element 9 Organizational Structure, Roles, Responsibilities and Authorities
- Results: **Opportunity for improvement**  
Details: *The Water Superintendent is referenced throughout the DWQMS, however the position is currently filled by an interim Water Superintendent. Consider revising the Operational Plan to accurately represent current roles or address the decision to fill the permanent position with Top Management.*
- DWQMS Reference: 10 Competencies  
Client Reference: Town of Erin DWQMS Operational Plan, Rev#12, June 6, 2015, Element 10, Appendix 17 Appendix 26 Internal Audit, rev#4 Appendix 27 Internal Audit Schedule, rev#2 Internal audit report, June 9, 2015
- Results: **Minor non-conformity**  
Details: *The Compliance Administrator completed the assessment of Element 19-Internal Audit, however there was no evidence that the Compliance Administrator has completed internal audit training.*
- DWQMS Reference: 12 Communications  
Client Reference: Town of Erin DWQMS Operational Plan, Rev#12, June 6, 2015, Element 2 Quality Policy Appendix 1, February 7, 2009.
- Results: **Opportunity for improvement**  
Details: *Consider improving awareness of the DWQMS Policy with Water Services staff.*



DWQMS Reference: 13 Essential Supplies and Services  
Client Reference: Town of Erin DWQMS Operational Plan, Rev#12, June 6, 2015  
Appendix 20 Element 13 Essential Supplies and Services, Rev#8  
Appendix 21 Procurement Requirement and Communication Package

Results: **Minor non-conformity**  
Details: *The Essential Supplies and Services list does not include some essential suppliers (eg. Excavating companies that are contracted during water main break repairs) and as such are not receiving the communication package outlined in Appendix 21.*

DWQMS Reference: 19 Internal Audit  
Client Reference: Town of Erin DWQMS Operational Plan, Rev#12, June 6, 2015,  
Element 10, Appendix 17  
Appendix 26 Internal Audit, rev#4  
Internal audit report, June 9, 2015

Results: **Opportunity for improvement**  
Details: *Consider improving the level of detail within the internal audit report by adding specific audit evidence to allow improved traceability and confidence in the audit findings.*

DWQMS Reference: 21 Continual Improvement  
Client Reference: Town of Erin DWQMS Operational Plan, Rev#12, June 6, 2015,  
Element 10, Appendix 21  
Appendix 29: Corrective Actions Procedure, rev#3  
Appendix 25, Rev #8  
Wellhouse #8 staff logbook, staff log book in water office  
SAI Global systems and on-site audit reports, DWQMA Internal audit report, June 2015

Results: **Opportunity for improvement**  
Details: *Consider utilizing the corrective action procedure as a vehicle to document emergency incidents to effectively document root cause(s) as well as action items with responsibilities and target dates.*

Results: **Opportunity for improvement**  
Details: *Consider addressing how Opportunities for Improvement (OFIs) are dealt with and considered within the DWQMS.*

**PART E. RECOMMENDATION - Onsite**

**The result of the audit indicates that the The Corporation of the Town of Erin QMS was effectively implemented.**

**The following recommendation is made:**

- Offer of accreditation
- Offer of accreditation after response to corrective action requests has been deemed acceptable to SAI Global
- Maintenance of existing accreditation
- Complete re-assessment

Final comments:



\_\_\_\_\_  
E-signature of Lead Auditor / Auditor

**INSTRUCTIONS FOR THE COMPLETION OF NON-CONFORMANCE REPORTS (NCR)**

**Failure to provide action plans as arranged with SAI Global and/or to implement correction and corrective action within the nominated time frames may lead to a recommendation that your certification be denied or suspended. Certain sectors require both Major and minor NCR's to be cleared within a specified time. Refer to sector specific requirements for details.**

**Section 1**

To be completed by the SAI Global Team Leader at the time of the audit. A copy of the NCR shall be left with the Client at the completion of the audit.

**Section 2 - Organization Response**

Complete Section 2 as described below and return it to -SAI Global. In lieu of completing SAI Global NCR form, the Client may submit an <b>equivalent</b> corrective action document.	
<b>Root Cause:</b>	Consider using appropriate root-cause analysis tools such as, 5 Why's, FMEAs, Fault tree analysis and fish bone diagrams, etc., to ensure identification of root cause.
<b>Correction:</b>	Describe the action taken to correct the incident and contain the problem. Objective evidence in the form of revised procedures, records, etc. shall be submitted unless otherwise identified by the Audit Team Leader
<b>Corrective Action:</b>	Client shall describe the systemic (long term) corrective action(s) planned or taken to eliminate the root cause to prevent recurrence. Objective evidence in the form of revised procedures, records, etc. shall be submitted unless otherwise identified by the Audit Team Leader.  <i>NOTE: For audits to the ISO 13485 – CMDCAS standard the client shall submit a corrective action plan that identifies the steps to correct the root cause and verify the effectiveness of actions taken within 30 days of the NCR issuance date. Objective evidence for closure can be submitted at a later date.</i>
<b>Organization Acknowledgement:</b>	Name of the organizations representative who was presented the non-conformance. Signature is not required.
<b>SAI Global Verification Method</b>	Record if site visit is required or what information is to be provided to effect NCR closure.

**Section 3**

The SAI Global Team Leader /Client/Project Manager will review the completed NCR or Client's equivalent corrective action document for adequate root cause analysis, systemic corrective action taken on root cause and objective evidence submitted. Upon completion of the review the SAI Global Team Leader will either accept the corrective action taken and clear the NCR or request that the Client provide an additional or revised response or objective evidence in order to clear the NCR. Comments shall be added to the hardcopy of the NCR or electronically as appropriate to identify any request for additional information, including the date for submittal.

**Section 4 – Verification of Effectiveness**

Identify the method (plan) to be utilized to verify that the corrective action taken is effective. This could be a follow-up audit or submission of objective evidence of implementation. Where appropriate, records of the client's method of verifying effectiveness can be utilized. Record in the results the actual method and documents reviewed to verify effectiveness.

**Section 5 - NCR Closure**

Name and date of individual performing the verification and NCR closure.

## Appendix 6



# CERTIFICATE OF ACCREDITATION

This is to certify that the following operating authority:

## The Corporation of the Town of Erin

OAP 102

5684 Trafalgar Road Hillsburgh, Ontario N0B 1Z0 Canada

### Additional Drinking Water System

Erin Drinking Water System

Hillsburgh Drinking Water System

operates a

## Quality Management System

which conforms with the requirements of

## Drinking Water Quality Management Standard (DWQMS):2006

for the following scope of registration

### Full Scope - Entire DWQMS

Certificate No.: CERT-0094226

Original Certification Date: March 7, 2013

File No.: 1631559

Current Certification Date: March 6, 2016

Issue Date: January 20, 2016

Certificate Expiry Date: March 5, 2019

Heather Mahon  
Acting Head of  
Policy, Risk and Certification



DWQMS

Accredited by:  
SAI Global Certification Services Pty Ltd, 600 George St, Level 37-38, Sydney, NSW, 2000, Australia with OMI SAI Canada Limited, 20 Carlton  
Court, Suite 200, Toronto, Ontario M5W 7K6 Canada (SAI GLOBAL). This registration is subject to the SAI Global Terms and Conditions for Certification.  
While all due care and skill was exercised in carrying out this assessment, SAI Global accepts responsibility only for proven negligence. This certificate  
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