

**SUMMARY REPORT
TOWN OF ERIN**

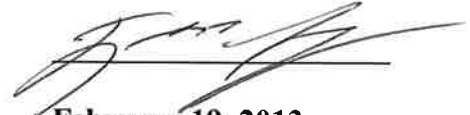
**HILLSBURGH WELL SUPPLY
DRINKING –WATER SYSTEM NO. 220007285**

**Municipal Drinking Water License Number 102-102
Drinking Water Works Permit Number 102-202
PTTW # 92-P-2021& 6306-8X5KRY
PTTW # 8548-65BGWC**

.....

**Submitted by: Frank Smedley
Water Superintendent**

Signature:



Date: February 19, 2013

Prepared by: Louise Warn

SUMMARY REPORT FOR THE TOWN OF ERIN HILLSBURGH WELL SUPPLY

Ministry of Environment
Municipal Drinking Water License Number 102-102
Drinking Water Works Permit Number 102-202
Permit to Take Water No. 92-P-2021 & 6306-8X5KRY
Permit to Take Water No. 8548-6SBGWC

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Section 1 – Introduction

The 2012 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 municipal large 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, 2012.

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, 2012 to December 31, 2012.

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 20, 2010; *once issued, a condition on the license revokes all Cs of A which were previously issued for the drinking water system.*
- Drinking Water Works Permit Number 102-202, issued December 20, 2010

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 January 11, 2012 the Ministry of Environment (MOE) conducted an inspection of the Hillsburgh Well Supply System for the period of July 2010 – January 2012. 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 95.72%.

The final inspection scoring; non-compliance with regulatory requirements and actions required; and summary of best practice issues and recommendations for this inspection period are included in Appendix 3.

On November 15th, 2012 SAI Global conducted an external onsite audit of the Town of Erin's Quality Management System. This audit resulted in two minor non-conformances. The two non-conformances identified have been addressed. Subsequent to the external onsite audit, SAI Global's recommendation is: offer of accreditation after response to the corrective action requests have been deemed acceptable to SAI Global. The results of the external onsite audit are included in Appendix 4.

On December 14, 2012 the Ministry of Environment conducted an inspection of the Hillsburgh Well Supply System for the period of January 2012 – December 2012. 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 audit provided a scoring of 100% in meeting all 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.

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) with the exception of those events detailed in Appendix 3 and 4 of this report.

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, 2012.

Table 1

HH	Total Flow		Average Day		Max Day		Max Flow Rate	
Date	Raw m³	Treated m³	Raw m³	Treated m³	Raw m³ (rated capacity = 982 m³/day)	Treated m³ (rated capacity = 1011 m³/day)	Raw L/min (rated capacity = 682 L/min)	Treated L/sec
January	2134.947	1868.369	68.869	60.270	237.354	175.929	636.170	13.7551
February	1934.274	1454.639	66.699	50.159	217.192	65.962	629.247	3.089
March	1965.412	1703.448	63.400	54.949	245.187	189.546	608.471	22.502
April	3750.22	3774.158	125.007	125.805	247.33	214.693	601.040	11.805
May	6715.757	7172.051	216.637	231.356	499.017	419.215	573.448	24.973
June	5758.784	6695.193	191.959	223.173	339.074	377.388	541.987	10.2461
July	8280.165	10075.64	267.102	325.020	462.603	429.329	537.634	26.1383
August	5641.102	6572.511	181.971	212.019	361.473	309.794	549.696	8.7121
September	4267.392	4961.236	142.246	165.375	398.886	299.000	574.102	20.816
October	5439.959	5898.598	175.482	190.277	330.589	230.919	571.883	24.073
November	5713.198	6397.542	190.439	213.251	262.048	243.016	576.071	21.356
December	3580.357	3830.765	115.495	123.573	353.142	276.779	575.215	7.6656
Total	55181.567	60404.15						
GD	Total Flow		Average Day		Max Day		Max Flow Rate	
Date	Raw m³	Treated m³	Raw m³	Treated m³	Raw m³ (rated capacity = 655 m³/day)	Treated m³ (rated capacity = 654 m³/day)	Raw L/min (rated capacity = 454 L/min)	Treated L/min
January	2887.44	2930.991	93.143	94.548	183.663	119.252	369.831	454.062
February	2677.032	2809.188	92.311	96.868	110.931	114.769	366.2	249.61
March	2857.359	3063.926	92.172	98.836	120.377	124.016	355.092	673.668
April	1409.842	1254.933	58.743	52.288	196.356	131.069	326.681	243.77
May	702.687	776.634	87.835	97.079	118.747	120.52	316.584	492.803
June	800.6054	26.938	66.717	2.244	139.938	25.111	363.663	164.526
July	331.326	12.510	41.415	1.563	163.228	10.855	395.567	191.64
August					OFFLINE			
September	842.618	896.314	70.218	74.692	115.809	128.127	398.166	788.825
October					OFFLINE			
November					OFFLINE			
December	1519.872	1386.934	49.028	44.739	137.194	121.291	399.056	274.464
Total	14008.7814	13158.368						

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 (m³/day)		Rated Capacity (m³/day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	237.354	175.929	982	1011	24.17%	17.40%
February	217.192	65.962	982	1011	22.11%	6.52%
March	245.187	189.546	982	1011	24.97%	18.75%
April	247.33	214.693	982	1011	25.19%	21.23%
May	499.017	419.215	982	1011	50.81%	41.46%
June	339.074	377.388	982	1011	40.64%	37.33%
July	462.603	429.329	982	1011	47.11%	42.46%
August	361.473	309.794	982	1011	36.81%	30.64%
September	398.886	299.000	982	1011	40.62%	29.57%
October	330.589	230.919	982	1011	33.66%	22.84%
November	262.048	243.016	982	1011	26.69%	24.04%
December	353.142	276.779	982	1011	35.96%	27.37%

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	183.663	119.252	655	654	28.04%	18.23%
February	110.931	114.769	655	654	16.93%	17.55%
March	120.377	124.016	655	654	18.38%	18.96%
April	196.356	131.069	655	654	29.97%	20.04%
May	118.747	120.52	655	654	18.13%	18.43%
June	139.938	25.111	655	654	21.36%	3.8%
July	163.228	10.855	655	654	24.92%	1.66%
August	OFFLINE					
September	115.809	128.127	655	654	17.68%	19.59%
October	OFFLINE					
November	OFFLINE					
December	137.194	121.291	655	654	20.95%	18.55%

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 day 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, Hillsburgh Well Supply
Pumping Volume % Flow Summary
(January 1 to December 31, 2012)

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>	4598.46	29951	499.017	982	636.170	682
<i>GD</i>	1167.39	19977.5	196.356	655	399.056	454
Combined Wells:	5765.85	49928.5		4,128	N/A	N/A

1. Based on water taking rates and amounts specified in Table A of PTTW # 92-P-2021 & PTTW # 8548-6SBGWC & PTTW # 6306-8X5KRY

In conclusion, HH is pumping at a 15.35% average of the approved rated capacity of 29,951 m³ per month, and GD is pumping at a 5.84% average of the approved rated capacity of 19,977.5 m³ per month. The Hillsburgh Well Supply system is pumping at an average 11.55% of the approved rated capacity of 49,928.5 m³ per month.

This report will be given to the members of the Town of Erin Council on or before March 31, 2013, 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 and any order that the system failed to meet at any time during the period covered by the report and specify the duration of the failure; and
- (b) for each failure referred to in clause (a), describe 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 and daily instantaneous peak flow rates.
2. A comparison of the summary referred to in paragraph 1 to the rated capacity and flow rates approved in the system's approval.

(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) For the purpose of subsection (1), the preceding calendar year for the report that is required to be prepared not later than March 31, 2004 shall be deemed to be the period from July 1, 2003 to December 31, 2003

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

24. (1) Section 22-2 (1) of Schedule 22 to the Regulation is amended by striking out "each year after 2004" in the portion before clause (a) and substituting "each year after 2003".

(2) Section 22-2 of Schedule 22 to the Regulation is amended by adding the following subsection:

(5) For the purpose of subsection (1), the preceding calendar year for the report that is required to be prepared not later than March 31, 2004 shall be deemed to be the period from July 1, 2003 to December 31, 2003.

(3) Schedule 22 to the Regulation is amended by adding the following section:

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.

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

Appendix 3



Ministry of the Environment Drinking Water System Inspection Report

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. Corrective actions (as per Schedule 17) were not taken to address adverse conditions, including any other steps that were directed by the Medical Officer of Health.

Schedule 17-6 of O. Reg. 170/03 requires the owner/operator to resample and test as soon as reasonably possible. Resample and test is defined in O. Reg 170/03 as being a set of samples, one taken from the same location that gave rise to the corrective action, one taken from a location a significant distance upstream and one taken from at a location a significant distance downstream.

During the file review portion of the inspection it was noted that the Town of Erin did not take an upstream and downstream sample as part of the resampling associate with AWQI #104551 on Dec. 20/11.

Action(s) Required:

By March 15, 2012 the Town of Erin is to amend and submit to the undersigned Provincial Officer, the Standard Operating Procedure entitled " Responding to Adverse Incidents", which is to include a description of how to resample and test in accordance with O. Reg. 170/03. By March 15, 2012 the Town of Erin is to train all operators on the amended procedure and provide confirmation of this to the undersigned Provincial Officer.

SUMMARY OF BEST PRACTICE ISSUES AND RECOMMENDATIONS

This section provides a summary of all best practice issues identified during the inspection period. Details pertaining to these items can be found in the body of the inspection report. Best Management Practices are recommendations and not mandatory requirements, but may lead to safe drinking water for the consumer.

In the interest of continuous improvement in the interim, it is recommended that owners and operators develop an awareness of the following practices and consider measures to implement them so that all drinking water systems continuously improve their processes.

1. The following issues were also noted during the inspection:

1) During the file review portion of the inspection it was noted that THM samples were not always taken at a point in the distribution system that was likely to have an elevated potential for the formation of THM's.

2) During the data review portion of the inspection it was noted that the on-line chlorine analyzers were recording data every 5 minutes. It was also noted that at regular intervals in the data set, it appears that readings were taken at six minute intervals. The Town confirmed that two seconds were accumulating over many readings thus accounting for the appearance of records at a six minute interval. In reality the Town was recording data every 5 minutes and two seconds.

Recommendation:

1) It is suggested that the Town of Erin review with operators the need to take THM samples consistently at a point in the system that has this elevated potential.

2) The Town should work with there data / analyzer technical assistant to ensure that seconds are not accumulated and data is recorded every 5 minutes.

Ministry of the Environment - Inspection Summary Rating Record (Reporting Year - 2011-2012)

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: Focused
Inspection Date: January 12, 2012
Ministry Office: Guelph District

Maximum Question Rating: 561

Inspection Module	Non-Compliance Rating
Source	0 / 28
Capacity Assessment	0 / 30
Treatment Processes	0 / 77
Operations Manuals	0 / 28
Logbooks	0 / 14
Contingency/Emergency Planning	0 / 7
Certification and Training	0 / 21
Water Quality Monitoring	0 / 268
Reporting & Corrective Actions	24 / 88
Other Inspection Findings	0 / 0
TOTAL	24 / 561

Inspection Risk Rating 4.28%

FINAL INSPECTION RATING: 95.72%

Inspection Rating Record Generated On 14-FEB-12 (Inspection ID: 1-96QXO).

SUMMARY OF BEST PRACTICE ISSUES AND RECOMMENDATIONS

This section provides a summary of all best practice issues identified during the inspection period. Details pertaining to these items can be found in the body of the inspection report. Best Management Practices are recommendations and not mandatory requirements, but may lead to safe drinking water for the consumer.

In the interest of continuous improvement in the interim, it is recommended that owners and operators develop an awareness of the following practices and consider measures to implement them so that all drinking water systems continuously improve their processes.

1. The following issues were also noted during the inspection:

- 1) During the data review portion of the inspection it was noted that white-out was used on the distribution system daily chlorine residual records on May 23, May 24 and Aug 21, 2012.
- 2) During the data review portion of the inspection it was noted that there was an entry on the distribution system daily chlorine residual records on June 31, 2012. The owner indicated that this was entered incorrectly and was information for another month.
- 3) During the inspection it was noted that the reservoir level measuring at the Glendevon pumphouse is carried out by manually dipping the reservoir.
- 4) During the physical inspection of the Hillsburgh Heights pumphouse it was noted that a container of sodium hypochlorite was not stored in the secondary containment area. The
- 5) As a result of the changes to the Glendevon pumphouse the Town is reminded that the process and instrumentation diagram should be updated within a year of the changes occurring.

Recommendation:

- 1) The Town of Erin should ensure that white-out is not used in records and instead the operator should put a line through the incorrect information, initial it and record the correct information.
- 2) The Town of Erin changed the log book sheets for recording daily chlorine residuals to be month specific to avoid this in the future.
- 3) The Town of Erin should ensure that there is a procedure in place, and operators are trained on the procedure, which ensures that operators measure the level in the reservoir if there is a low chlorine alarm / event where water is directed to the distribution system. This is to allow for CT to be calculated at the time of the event to ensure that primary disinfection has been achieved.
- 4) The Town of Erin should ensure that operators store chemicals in the secondary containment containers provided.
- 5) As a result of the changes to the Glendevon pumphouse the Town is reminded that the process and instrumentation diagram should be updated within a year of the changes occurring.

Ministry of the Environment - Inspection Summary Rating Record (Reporting Year - 2012-2013)

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: Focused
Inspection Date: December 4, 2012
Ministry Office: Guelph District

Maximum Question Rating: 462

Inspection Module	Non-Compliance Rating
Source	0 / 28
Capacity Assessment	0 / 30
Treatment Processes	0 / 89
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
TOTAL	0 / 462

Inspection Risk Rating	0.00%
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FINAL INSPECTION RATING:	100.00%
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Inspection Rating Record Generated On 24-JAN-13 (Inspection ID: 1-9Z7AU).

Appendix 4



1631559-01
#DWAR.12.08 Rev.01

ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES ON-SITE VERIFICATION AUDIT REPORT – 2012

FILE #: 1631559-01

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

Operating Authority for:

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

Prepared by: Janet McKenzie

Date: December 5, 2012

Confidential
20 Carlson Court, Suite 200
Toronto, ON CAN 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 on-site verification audit of the Corporation of the Town of Erin's DWQMS conformance with the requirements of DWQMS: Oct. 2006.

The overall effectiveness of the Drinking Water Quality Management System is considered:

- Effective**
 Not effective

Two non-conformities and seven 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.

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 Ms. Louise Warn

Title Compliance Administrator

Telephone 519-855-4407 Fax 519-855-4821

E-mail louise.warn@erin.ca

Owner:

Legal name and address
 same as above, or:

Applicant representative Louise Warn

Title Compliance Administrator

Telephone 519-855-4407 «CIS13» Fax 519-855-4821


E-mail louise.warn@erin.ca

This audit report covers the subject systems listed:

- Erin Drinking Water System
- Hillsburgh Heights Drinking Water System

PART C. SUMMARY OF FINDINGS

SUMMARY OF FINDINGS							
OPERATING AUTHORITY The Corporation of the Town of Erin OAP 102						1631559-01	
ACCREDITATION CYCLE:							
AUDIT TYPE <input type="checkbox"/> Systems <input checked="" type="checkbox"/> On-Site Verification			AUDITOR Janet McKenzie			November 14, 2012 to November 15, 2012	
SUBJECT SYSTEM(S) AUDITED ① Erin Drinking Water System ② Hillsburgh Heights 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		OFI	OFI				
6. Drinking-Water System		Mn	Mn				
7. Risk Assessment		Mn	Mn				
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		OFI	OFI				
14. Review and Provision of Infrastructure		C	C				
15. Infrastructure Maintenance, Rehabilitation & Renewal		C	C				
16. Sampling, Testing and Monitoring		OFI	OFI				
17. Measurement & Recording Equipment Calibration and Maintenance		C	C				
18. Emergency Management		OFI (2)	OFI (2)				
19. Internal Audits		OFI	OFI				
20. Management Review		C	C				
21. Continual Improvement		OFI	OFI				
Mj	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

DWQMS Reference:	5	Document and Record Control
Client Reference:	<i>Town of Erin DWQMS Operational Plan, Revision #5, 5/10/12.</i>	
Results:	Opportunity for improvement	
Details:	<i>Revision levels of the Operational Plan do not change with each addition of a revised commitment and endorsement. Also, the history table for several procedures state different revision levels and dates than for the overall procedure (e.g. Element 13 – Communications). Also, dates in the footers of some work instructions do not match the issue date (e.g. “Distribution leak repair procedure”).</i>	
DWQMS Reference:	6	Drinking Water System
Client Reference:	<i>Town of Erin DWQMS Operational Plan, Revision #5, 5/10/12 E8 & Reservoir Schematic Flow Chart, Appendix Eight E7 & Reservoir Schematic Flow Chart, Appendix Nine</i>	
Results:	Minor non-conformity	
Details:	<i>The Operational Plan is not current with respect to drinking water systems description. Schematics found in Appendix Eight and Appendix Nine were both obsolete within the DWQMS Operational Plan.</i>	
DWQMS Reference	7	Risk Assessment
Client Reference:	<i>Element 7 & 8 - Risk Assessment Procedure, Appendix Thirteen Element 8 - Erin Risk Assessment Outcome, Appendix Fourteen Element 8 - Hillsburgh Risk Assessment Outcome, Appendix Fifteen</i>	
Results:	Minor non-conformity	
Details:	<i>No CCPs have been identified. Both Erin and Hillsburgh conduct treatment of drinking water and some activities rank above the set threshold found within the risk assessment.</i>	
DWQMS Reference:	13	Essential Supplies and Services
Client Reference:	<i>Town of Erin DWQMS Operational Plan, Revision #5, 5/10/12 DWQMS Element 13 - Essential Supplies and Services Procedure, Appendix Nineteen</i>	
Results:	Opportunity for improvement	
Details:	<i>Consider sourcing alternate suppliers for all essential supplies and services listed in the aforementioned procedure.</i>	
DWQMS Reference:	16	Sampling, Testing and Monitoring
Client Reference:	<i>Town of Erin DWQMS Operational Plan, Revision #5, 5/10/12</i>	

Results: DWQMS Element 16 - Sampling, Testing and Monitoring
Details: Procedure, Appendix Twenty-Two
Opportunity for improvement
Confirm whether or not the Alpha/Beta sampling is required since the most recent license was issued. If it is no longer required, then the procedure should be updated to reflect this change.

DWQMS Reference: 18 Emergency Management
Client Reference: Town of Erin DWQMS Operational Plan, Revision #5, 5/10/12
DWQMS Element 18 - Emergency Management Procedure
Appendix Twenty-Four
Results: **Opportunity for improvement**
Details: *Consider revising the spill reporting procedure to include specific information required when reporting a major spill to the Ministry of the Environment (e.g. chlorine gas spill).*

Consider describing the Water Superintendent's responsibility of annually verifying the names and phone numbers of personnel on the emergency contact list.

DWQMS Reference: 19 Internal Audits
Client Reference: Town of Erin DWQMS Operational Plan, Revision #5, 5/10/12
DWQMS Element i9 - Internal Audit Procedure Appendix Twenty-Five
Results: **Opportunity for improvement**
Details: *Consider revising the Internal Audit Procedure or Schedule to reflect an alternate auditor being utilized to audit the previous year's internal audit (Element #19).*

DWQMS Reference: 21 Continual Improvement
Client Reference: Internal Audit record (April 19-26, 2012)
CAR#2010-001, May 25/12
Results: **Opportunity for improvement**
Details: *The corrective actions issued in this CAR were confirmed to have been implemented. However, the CAR form was not completed by the appropriate personnel to reflect closure.*

PART E. RECOMMENDATION - Onsite

The result of the audit indicates that the Corporation of the Town of Erin's DWQMS 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



E-signature of Lead Auditor / Auditor