

**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 # 8548-6SBGWC**



**Submitted by: Frank Smedley
Water Superintendent**

Signature: _____

**Date: February 25, 2014
Prepared by: Sara McDougall**

**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. 6306-8X5KRY
Permit to Take Water No. 8548-6SBGWC

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Section 1 – Introduction

The 2013 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, 2013.

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, 2013 to December 31, 2013.

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 C of A's 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 October 16, 2013 the Ministry of Environment conducted an inspection of the Hillsburgh Well Supply System for the period of December 1, 2012 – September 15, 2013. 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.

On November 20th, 2013 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 one 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) with the exception of those two events detailed below and in Appendix 3 and 4 of this report.

The following is a summary of the two events where the system failed to meet the regulations or the system’s approval or any order that has been issued.

Event #1:

Safe Drinking Water Act, 2002 S.O. 2002, chapter 32

Duties of owners and operating authorities

11. (1) Every owner of a municipal drinking-water system or a regulated non-municipal drinking-water system and, if an operating authority is responsible for the operation of the system, the operating authority for the system shall ensure the following:

1. That all water provided by the system to the point where the system is connected to a user’s plumbing system meets the requirements of the prescribed drinking-water quality standards.

ONTARIO REGULATION 169/03: ONTARIO DRINKING WATER QUALITY STANDARDS

SCHEDULE 1
MICROBIOLOGICAL STANDARDS

| Item | Microbiological Parameter | Standard (expressed as a maximum) |
|------|-----------------------------------|-----------------------------------|
| 1. | <i>Escherichia coli</i> (E. coli) | Not detectable |
| 2. | Revoked: O. Reg. 248/06, s. 1. | |
| 3. | Total coliforms | Not detectable |
| 4. | Revoked: O. Reg. 248/06, s. 1. | |
| 5. | Revoked: O. Reg. 248/06, s. 1. | |

O. Reg. 169/03, Sched. 1; O. Reg. 248/06, s. 1.

| Incident Date | Parameter | Result | Unit of Measure | Corrective Action | Corrective Action Date |
|--------------------|-----------------|--------|-----------------|--|------------------------|
| September 12, 2013 | Total Coliforms | 1 | CFU/100mL | Resampled – results had hits on Total Coliforms. Reviewed sampling procedures, Flushed & resampled – Results OK | September 23, 2013 |

Event # 2:

Water Takings Authorized by This Permit

Amounts of Taking Permitted

The Permit Holder shall only take water from the source, during the periods and at the rates and amounts of taking specified in Table A. Water takings are authorized only for the purposes specified in Table A.

Table A

| | Source Name / Description: | Source: Type: | Taking Specific Purpose: | Taking Major Category: | Max. Taken per Minute (litres): | Max. Num. of Hrs Taken per Day: | Max. Taken per Day (litres): | Max. Num. of Days Taken per Year: | Zone/ Easting/ Northing: |
|---|----------------------------|---------------|--------------------------|------------------------|---------------------------------|---------------------------------|------------------------------|-----------------------------------|--------------------------|
| 1 | Hillsburgh Well #H3 | Well Drilled | Municipal | Water Supply | 454 | 24 | 655,000 | 365 | 17 568986 4849304 |
| | | | | | | | Total Taking: | 655,000 | |

On February 20, 2013 the Glendevon well had a maximum daily instantaneous peak flow rate of 463.38 L/min, which was higher than the PTTW approved rated capacity of 454 L/min. The well maintenance logs showed that there was a raw flow rate adjustment done on that day to decrease the flow after the pump turned on to ensure we are meeting the requirements of the PTTW.

| Raw Well | Maximum Daily Instantaneous Peak Flow Rate (L/min.) | Approved Rated Capacity (L/min) ¹ |
|-----------|---|--|
| <i>GD</i> | 463.38 | 454 |

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, 2013.

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 | 2408.218 | 2245.565 | 80.274 | 74.852 | 261.492 | 182.793 | 589.22 | 25.30 |
| February | 1719.539 | 1464.335 | 61.412 | 52.298 | 251.702 | 133.073 | 643.11 | 5.12 |
| March | 1637.074 | 1316.947 | 52.809 | 42.482 | 227.093 | 56.373 | 637.79 | 8.73 |
| April | 1614.863 | 1245.121 | 53.829 | 41.504 | 204.337 | 60.639 | 639.35 | 13.18 |
| May | 2409.749 | 1668.891 | 77.734 | 53.835 | 229.984 | 110.432 | 639.87 | 20.73 |
| June | 1947.071 | 1486.436 | 64.902 | 49.548 | 213.915 | 73.207 | 669.00 | 19.17 |
| July | 2354.458 | 1769.321 | 75.950 | 57.075 | 212.418 | 100.858 | 660.15 | 3.49 |
| August | 2398.358 | 1842.672 | 77.366 | 59.441 | 216.534 | 100.244 | 664.01 | 10.41 |
| September | 2092.138 | 1752.261 | 69.738 | 58.409 | 226.497 | 141.050 | 619.67 | 7.31 |
| October | 1700.592 | 1228.029 | 54.858 | 39.614 | 192.875 | 49.491 | 621.23 | 4.86 |
| November | 1624.221 | 1158.139 | 54.141 | 38.605 | 220.792 | 69.807 | 653.47 | 3.50 |
| December | 2589.526 | 1928.486 | 83.533 | 62.209 | 271.103 | 132.387 | 667.19 | 21.88 |
| Total | 24495.81 | 19106.20 | | | | | | |
| 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 | 2189.503 | 2362.940 | 70.629 | 76.224 | 144.913 | 151.280 | 402.99 | 968.05 |
| February | 2441.188 | 2623.011 | 87.185 | 93.679 | 119.775 | 125.331 | 463.38 | 673.93 |
| March | 2972.413 | 3249.950 | 95.884 | 104.837 | 127.808 | 136.789 | 428.14 | 669.02 |
| April | 2896.932 | 3144.914 | 96.564 | 104.831 | 124.943 | 134.290 | 427.90 | 1057.74 |
| May | 3478.780 | 3791.862 | 112.219 | 122.318 | 194.615 | 202.730 | 424.57 | 990.02 |
| June | 3422.841 | 3585.046 | 114.095 | 123.622 | 152.269 | 161.661 | 421.40 | 776.49 |
| July | 3408.246 | 3788.788 | 109.943 | 122.219 | 153.738 | 167.008 | 418.61 | 457.39 |
| August | 3345.277 | 2050.268 | 107.912 | 66.138 | 137.468 | 122.213 | 417.16 | 823.86 |
| September | 2484.060 | 2649.944 | 82.802 | 88.331 | 259.774 | 251.809 | 415.08 | 863.88 |
| October | 2722.853 | 2936.479 | 87.834 | 94.725 | 115.695 | 118.630 | 402.49 | 857.21 |
| November | 2656.547 | 2844.338 | 88.552 | 94.811 | 138.214 | 145.992 | 382.84 | 307.03 |
| December | 1709.795 | 1845.880 | 89.989 | 97.152 | 108.661 | 114.331 | 375.90 | 1010.49 |
| Total | 33728.43 | 34873.42 | | | | | | |

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 | 261.492 | 182.793 | 982 | 1011 | 26.63% | 18.08% |
| February | 251.702 | 133.073 | 982 | 1011 | 25.63% | 13.16% |
| March | 227.093 | 56.373 | 982 | 1011 | 23.13% | 5.58% |
| April | 204.337 | 60.639 | 982 | 1011 | 20.81% | 6.00% |
| May | 229.984 | 110.432 | 982 | 1011 | 23.42% | 10.92% |
| June | 213.915 | 73.207 | 982 | 1011 | 21.78% | 7.24% |
| July | 212.418 | 100.858 | 982 | 1011 | 21.63% | 9.98% |
| August | 216.534 | 100.244 | 982 | 1011 | 22.05% | 9.92% |
| September | 226.497 | 141.050 | 982 | 1011 | 23.06% | 13.95% |
| October | 192.875 | 49.491 | 982 | 1011 | 19.64% | 4.90% |
| November | 220.792 | 69.807 | 982 | 1011 | 22.48% | 6.90% |
| December | 271.103 | 132.387 | 982 | 1011 | 27.61% | 13.09% |

| GD | Peak Day Flow (m ³ /day) | | Rated Capacity (m ³ /day) | | Percent Rated Capacity (%) | |
|-----------|-------------------------------------|---------|--------------------------------------|---------|----------------------------|---------|
| | Raw | Treated | Raw | Treated | Raw | Treated |
| January | 144.913 | 151.280 | 655 | 654 | 22.12% | 23.13% |
| February | 119.775 | 125.331 | 655 | 654 | 18.29% | 19.16% |
| March | 127.808 | 136.789 | 655 | 654 | 19.51% | 20.92% |
| April | 124.943 | 134.290 | 655 | 654 | 19.08% | 20.53% |
| May | 194.615 | 202.730 | 655 | 654 | 29.71% | 31.00% |
| June | 152.269 | 161.661 | 655 | 654 | 23.25% | 24.72% |
| July | 153.738 | 167.008 | 655 | 654 | 23.47% | 25.54% |
| August | 137.468 | 122.213 | 655 | 654 | 20.99% | 18.69% |
| September | 259.774 | 251.809 | 655 | 654 | 39.66% | 38.50% |
| October | 115.695 | 118.630 | 655 | 654 | 17.66% | 18.14% |
| November | 138.214 | 145.992 | 655 | 654 | 21.10% | 22.32% |
| December | 108.661 | 114.331 | 655 | 654 | 16.59% | 17.48% |

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, Hillsburgh Well Supply
Pumping Volume % Flow Summary
(January 1 to December 31, 2013)

| 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> | 2041.32 | 29869 | 271.10 | 982 | 669.00 | 682 |
| <i>GD</i> | 2810.70 | 19923 | 259.77 | 655 | 463.38 | 454 |
| Combined Wells: | 4852.02 | 49792 | | 1,637 | N/A | N/A |

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

In conclusion, HH is pumping at a 6.83% average of the approved rated capacity of 29,869 m³ per month, and GD is pumping at a 14.11% average of the approved rated capacity of 19,923 m³ per month. The Hillsburgh Well Supply system is pumping at an average 9.74% 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, 2014, 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



Ministry of the Environment
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.

Not Applicable

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. The reservoir air vent for Glendevin pumping station have coarse mesh.
2. The continuous analyzers in the pumphouses are verified using handheld colorimeter and are adjusted if the reading differs more than 0.05mg/l.
3. The operators did not strike out the unused lines in the logbook for each day. There were numerous overwritten entries in all logbooks.
4. The pumping station has a water pipe connecting the part of the distribution line after the check valve back to the reservoir at the point where the high lift pump pumps the water out. This water line continuously feed the distribution water to the reservoir when the high lift pump is not working.

Recommendation:

1. The ORO is recommended to install finer mesh on the vent to prevent the insects entering into the reservoir.
2. The operator is recommended to develop a procedure with the guideline on the percentage error and the frequency of the deviation of the continuous analyser reading from the verification device, which will prompt the service call for the equipment technician.
3. The operators are required to strike out the unused lines before entering the notes for the next day in the logbook as well as single strike, initial and rewrite any corrected entry in the logbook.
4. The Town is recommended to develop a sampling procedure for the operators for the occasions when the highlift pump is not working continuously. The procedure may include not grabbing the first water out of the sampling tap as soon as the highlift pump turned on and get the water sample representing the treated water in the reservoir.

Ministry of the Environment - Inspection Summary Rating Record (Reporting Year - 2013-2014)

| | |
|----------------------------|--------------------------------------|
| 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: October 16, 2013
Ministry Office: Guelph District

Maximum Question Rating: 521

| Inspection Module | Non-Compliance Rating |
|--------------------------------|-----------------------|
| Source | 0 / 28 |
| Capacity Assessment | 0 / 30 |
| Treatment Processes | 0 / 81 |
| Operations Manuals | 0 / 28 |
| Logbooks | 0 / 14 |
| Certification and Training | 0 / 28 |
| Water Quality Monitoring | 0 / 112 |
| Reporting & Corrective Actions | 0 / 88 |
| Other Inspection Findings | 0 / 0 |
| Treatment Process Monitoring | 0 / 112 |
| TOTAL | 0 / 521 |

Inspection Risk Rating 0.00%

FINAL INSPECTION RATING: 100.00%

Inspection Rating Record Generated On 15-NOV-13 (Inspection ID: 1-ANV17).

Appendix 4



1631559-01
#DWAR.12.08 Rev.01

ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES SYSTEMS VERIFICATION AUDIT REPORT – 2012

FILE #: 1631559-01

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

Operating Authority for:

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

12 Month Surveillance Audit

Prepared by: Janet McKenzie

Date: November 20, 2013

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 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**

Zero non-conformities and one opportunity for improvement 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 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: 12 Month Surveillance Audit | | | | | | | |
| AUDIT TYPE <input checked="" type="checkbox"/> Systems | | | AUDITOR Janet McKenzie | | November 20, 2013 | | |
| 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 | | /// | /// | | | | |
| 2. Quality Management System Policy | | /// | /// | | | | |
| 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 | | /// | /// | | | | |
| 10. Competencies | | /// | /// | | | | |
| 11. Personnel Coverage | | /// | /// | | | | |
| 12. Communications | | /// | /// | | | | |
| 13. Essential Supplies and Services | | /// | /// | | | | |
| 14. Review and Provision of Infrastructure | | /// | /// | | | | |
| 15. Infrastructure Maintenance, Rehabilitation & Renewal | | /// | /// | | | | |
| 16. Sampling, Testing and Monitoring | | C | C | | | | |
| 17. Measurement & Recording Equipment Calibration and Maintenance | | /// | /// | | | | |
| 18. Emergency Management | | C | C | | | | |
| 19. Internal Audits | | C | C | | | | |
| 20. Management Review | | C | C | | | | |
| 21. Continual Improvement | | C | C | | | | |
| 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. | | | | | | |

PART D. FINDINGS/COMMENTS

DWQMS Reference: 3 Commitment and Endorsement
Client Reference: Section 3, Town of Erin: DWQMS Operational Plan, Revision #7, July 2013.
Appendix 2
Results: **Conformity**

DWQMS Reference: 4 Quality Management System Representative
Client Reference: Section 4, Town of Erin: DWQMS Operational Plan, Revision #7, July 2013.
Results: **Conformity**

DWQMS Reference: 5 Document and Record Control
Client Reference: Town of Erin, DWQMS Operational Plan, Revision #7, July 2013.
Drinking water system schematics (Well 2, 3, 7 & 8)
Results: **Opportunity for improvement**
Details: The Drinking Water System schematics are current however they have not been updated in the DWQMS Operational Plan.

DWQMS Reference: 6 Drinking Water System
Client Reference: Section 6, Town of Erin: DWQMS Operational Plan, Revision #7, July 2013.
Drinking water system schematics (Well 2,3, 7 & 8)
Results: **Conformity**

DWQMS Reference: 7 Risk Assessment
Client Reference: Town of Erin, DWQMS Operational Plan, Revision #7, July 2013.
Appendix 14, 15 & 16
Results: **Conformity**

DWQMS Reference: 8 Risk Assessment Outcomes
Client Reference: Town of Erin, DWQMS Operational Plan, Revision #7, July 2013.
Appendix 14, 15,16
Results: **Conformity**

DWQMS Reference: 16 Sampling, Testing and Monitoring
Client Reference: Section 16, Town of Erin: DWQMS Operational Plan, Revision #7, July 2013.
Appendix 23
Results: **Conformity**

- DWQMS Reference: 18 Emergency Management
Client Reference: Section 18, Town of Erin: DWQMS Operational Plan, Revision #7,
July 2013.
Appendix 25
Results: **Conformity**
- DWQMS Reference: 19 Internal Audits
Client Reference: Section 19, Town of Erin: DWQMS Operational Plan, Revision #7,
July 2013, Appendix 26 & 27
Internal audit report, June 28, 2013
Results: **Conformity**
- DWQMS Reference: 20 Management Review
Client Reference: Town of Erin, DWQMS Operational Plan, Revision #7, July 2013,
Appendix 28
Management Review Agenda & Meeting minutes – July 2013
Results **Conformity**
- DWQMS Reference: 21 Continual Improvement
Client Reference: Town of Erin, DWQMS Operational Plan, Revision #7, July 2013,
Appendix 29
Results: **Conformity**

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