


**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 Water Superintendent
Signature:	
Date:	February 24, 2015
Prepared by:	Sara McDougall

SUMMARY REPORT FOR THE TOWN OF ERIN ERIN WELL SUPPLY

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

PTTW# 8112-9CPNNW

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Section 1 – Introduction

The 2014 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 1st to December 31st, 2014.

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, 2014 to December 31, 2014.

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; *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 102-201, 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 7, 2014 the Ministry of Environment (MOE) conducted an inspection of the Erin Well Supply System for the period of August 1, 2013 – September 15, 2014. 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 97.7% in meeting all legislative requirements of the *Safe Drinking Water Act* and associated regulations under the act.

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 December 10th, 2014 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 two opportunities 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 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) with the exception of those events detailed in Appendix 3, 4 and 5 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, 2014.

Table 1

E7	Total Flow		Average Day		Max Day		Max Flow Rate	
	Date	Raw m ³	Treated m ³	Raw m ³	Treated m ³	Raw m ³ (rated capacity = 2160 m ³ /day)	Treated m ³ (rated capacity = 2592 m ³ /day)	Raw L/min (rated capacity = 1,800 L/min)
January	10036.033	10318.965	323.743	332.870	774.575	863.282	1458.26	1454.56
February	8771.310	8961.116	313.261	320.040	598.086	621.243	1454.02	1485.50
March	12083.954	12380.661	389.805	399.376	625.287	621.246	1449.43	1509.34
April	8876.315	9108.189	295.877	303.606	612.753	573.110	1453.40	1504.19
May	12197.724	12510.781	393.475	403.574	1076.590	1018.280	1451.98	1468.10
June	28890.134	29288.204	963.005	976.274	1477.630	1521.070	1459.37	1582.17
July	25136.771	25307.757	810.864	816.379	1670.070	1701.310	1457.66	1417.19
August	8735.818	8880.530	281.801	286.469	775.920	776.396	1449.50	1465.52
September	8267.722	8502.099	275.591	283.403	630.141	633.173	1451.48	1417.83
October	7399.326	7450.325	238.688	240.333	594.130	583.910	1440.73	1426.85
November	10054.489	10515.734	335.150	350.525	708.588	664.088	1448.97	1413.32
December	6224.832	6238.998	200.801	201.258	680.413	642.731	1439.07	1455.85
Total	146674.4	149463.4						

E8	Total Flow		Average Day		Max Day		Max Flow Rate	
	Date	Raw m ³	Treated m ³	Raw m ³	Treated m ³	Raw m ³ (rated capacity = 1968 m ³ /day)	Treated m ³ (rated capacity = 2362 m ³ /day)	Raw L/min (rated capacity = 1,640 L/min)
January	12708.012	12529.123	409.936	404.165	618.206	637.981	1275.86	1201.61
February	11634.329	11357.765	415.512	405.635	747.573	694.740	1271.93	1258.32
March	13191.589	12888.047	425.535	415.744	850.303	836.146	1270.31	1262.98
April	12750.327	12497.322	425.011	416.577	715.286	697.181	1274.19	1313.49
May	16449.711	16231.173	530.636	523.586	1042.310	1038.020	1271.52	1275.24
June	29272.882	29626.046	975.763	987.535	1306.270	1180.470	1237.38	911.44
July	28528.390	28536.255	920.271	920.524	1716.390	1503.620	1273.77	1585.72
August	14669.778	14595.465	473.219	470.822	919.699	977.523	1272.59	1284.99
September	12281.857	12017.231	409.395	400.574	733.286	747.146	1270.44	1178.13
October	13384.579	13014.019	431.761	419.807	796.961	730.687	1266.40	948.66
November	9097.172	9246.984	303.239	308.233	711.857	882.036	1260.20	1073.10
December	14337.519	14400.507	462.501	464.533	778.952	980.412	1261.23	1173.95
Total	188306.1	186939.9						

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 ³ /day)		Rated Capacity (m ³ /day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	774.575	863.282	2160	2592	35.9%	33.3%
February	598.086	621.243	2160	2592	27.7%	24.0%
March	625.287	621.246	2160	2592	28.9%	24.0%
April	612.753	573.110	2160	2592	28.4%	22.1%
May	1076.590	1018.280	2160	2592	49.8%	39.3%
June	1477.630	1521.070	2160	2592	68.4%	58.7%
July	1670.070	1701.310	2160	2592	77.3%	65.6%
August	775.920	776.396	2160	2592	35.9%	30.0%
September	630.141	633.173	2160	2592	29.2%	24.4%
October	594.130	583.910	2160	2592	27.5%	22.5%
November	708.588	664.088	2160	2592	32.8%	25.6%
December	680.413	642.731	2160	2592	31.5%	24.8%

Table 2 continued

E8	Peak Day Flow (m ³ /day)		Rated Capacity (m ³ /day)		Percent Rated Capacity (%)	
	Raw	Treated	Raw	Treated	Raw	Treated
January	618.206	637.981	1968	2362	31.4%	27.0%
February	747.573	694.740	1968	2362	38.0%	29.4%
March	850.303	836.146	1968	2362	43.2%	35.4%
April	715.286	697.181	1968	2362	36.3%	29.5%
May	1042.310	1038.020	1968	2362	53.0%	43.9%
June	1306.270	1180.470	1968	2362	66.4%	50.0%
July	1716.390	1503.620	1968	2362	87.2%	63.7%
August	919.699	977.523	1968	2362	46.7%	41.4%
September	733.286	747.146	1968	2362	37.3%	31.6%
October	796.961	730.687	1968	2362	40.5%	30.9%
November	711.857	882.036	1968	2362	36.2%	37.3%
December	778.952	980.412	1968	2362	39.6%	41.5%

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, 2014)

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
E7	12222.87	65,700	1670.07	2,160	1459.37	1,800
E8	15692.18	59,860	1716.39	1,968	1275.86	1,640
Combined Wells:	27915.05	125,560		4,128	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 19.0% average of the approved rated capacity of 65,700 m³ per month, and E8 is pumping at a 26.0% average of the approved rated capacity of 59,860 m³ per month. The Erin Well Supply system is pumping at an average of 22.0% of the approved rated capacity of 125,560 m³ per month.

This report will be given to the members of the Town of Erin Council on or before March 31, 2015, 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.

1. Operators were not examining continuous monitoring test results or they were not examining the results within 72 hours of the test.

The continuous monitoring data is recorded every five minutes at the site, as required under Schedule 6-5 (1) of O. Reg. 170/03. The operator download the data from the site RPU to the laptop every 48 -72 hours. During the data review it was noticed that the continuous analyzer data was missing for the days September 21st as well as 28th, 2013, but the operator did not make any record regarding noticing the abnormality in the downloaded data, contradicting the Section 6-5(1)3 of Schedule 6 of O.Reg 170/03.

As mentioned earlier, the data was missed due to the SCADA communication loss and was fixed by Selog Norteck inc. on October 4th, 2013.

Action(s) Required:

Actions Required: The ORO is required to review the incident, prepare a report regarding the procedure which should have been followed and outline the steps being implemented so that any abnormalities in the data recorded are noticed, recorded within 72 hours and the actions are taken to rectify the situation as soon as reasonably possible. The ORO is required to send a copy of the above mentioned report to the author of this inspection report by December 31st, 2014.

Report Generated for dhesima
Site #: 220000013
ERIN DRINKING WATER SYSTEM

on 12/11/2014 (dd/mm/yyyy)

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Date of Inspection: 07/10/2014 (dd/mm/yyyy)

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 - 2014-2015)

DWS Name: ERIN DRINKING WATER SYSTEM
DWS Number: 220000013
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 7, 2014
Ministry Office: Guelph District

Maximum Question Rating: 495

Inspection Module	Non-Compliance Rating
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 / 66
Treatment Process Monitoring	14 / 112
TOTAL	14 / 495

Inspection Risk Rating 2.83%

FINAL INSPECTION RATING: 97.17%

Inspection Rating Record Generated On 12-NOV-14 (Inspection ID: 1-BCHSV).

Appendix 4



Town of Erin Water Department
5684 Trafalgar Rd. Hillsburgh, Ontario N0B 1Z0
Joe Babin – Water Superintendent
(519) 855-4407 Ext. 253
joe.babin@erin.ca

December 22, 2014

Ministry of Environment
Safe Drinking Water Branch
Guelph District Office
4th Floor
1 Stone Road West
Guelph, Ontario
N1G 4Y2

Attention: Manpreet Dhese
Provincial Officer

This report is to address the non-compliance issued and actions required to the Town of Erin in the recent Ministry of Environment Inspection Report for the Erin Drinking Water System.

The incident was reviewed by the Town of Erin's Water Superintendent (ORO) and the Compliance Administrator. The continuous monitoring data is recorded every five minutes at the site, as required under Schedule 6-5(1) of O.Reg. 170/03 and the operator downloads the data from the site RPU to the laptop every 48-72 hours. Record that the data was downloaded and reviewed every 72 hours is written on the Process Control Record Sheet and Pumping Records Sheet in each well house. The Maintenance and Call Out Book which is also located in each well house, has a spot for the operator to check off and record if there were any issues with the data downloads. The incident in question occurred on September 21, 2013 and September 28, 2013, where the continuous analyzer data was missing due to a SCADA communication loss and was fixed by Selog Norteck Inc. on October 4, 2013. The operator did not make any record in the Maintenance and Call Out Book regarding noticing the data downloading issue, which contradicts Section 6-5(1)3 of Schedule 6 of O.Reg 170/03. Upon review of procedures pertaining to data downloads, it was found that current procedures could be updated to provide more detail, therefore a new Work Instruction called WI-Laptop Downloads and Data Review Procedures was created. This Work Instruction was implemented on December 8, 2014 (see Appendix A). Also after discussion with Selog Norteck Inc. in November 2014, the Town is looking at installing data loggers at each well house to provide a data back-up for instances when there is missing data due to a SCADA communication loss.

In conclusion, I trust that implementing the Work Instruction – Laptop Downloads and Data Review Procedures in Appendix A of this report satisfies the action required stated in the inspection report.

Respectfully Submitted By:

Joe Babin-Water Superintendent (ORO)

Appendix 5



1631559-01
#DWAR 12.06 Rev.01

ACCREDITATION PROGRAM FOR OPERATING AUTHORITIES SYSTEMS VERIFICATION AUDIT REPORT

FILE #: 1631559-01

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

Operating Authority for:

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

S2 Surveillance Audit

Prepared by: Janet McKenzie

Date: Dec 10, 2014

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

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Excellence.Assured.

Audit Objectives

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

Audit Scope

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

Audit Criteria:

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

Auditor:

Janet McKenzie

Audit Report Distribution List:

The Audit Report is distributed as follows:

- Operating Authority
- Owner
- Ministry of the Environment Director

Confidentiality and Documentation Requirements

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

PART A. MANAGEMENT SUMMARY

This was an off-site system 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 two Opportunities 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.

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

PART C. SUMMARY OF FINDINGS

SUMMARY OF FINDINGS						
OPERATING AUTHORITY The Corporation of the Town of Erin OAP 102					1631559-01	
ACCREDITATION CYCLE: S2 Surveillance Audit						
AUDIT TYPE x Systems		AUDITOR Janet McKenzie		Nov 27, 2014 to Nov 27, 2014		
SUBJECT SYSTEM(S) AUDITED ① Erin Drinking Water Systems ② Hillsburgh Drinking Water Systems						
REQUIREMENT ↓	SYSTEM →	①	②	③	④	⑤
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		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		OFI	OFI			
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		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.					
*	Additional comment added by auditor in the body of the report.					

PART D. FINDINGS/COMMENTS

DWQMS Reference:	5 Document and Record Control
Client Reference:	Appendix 4, Control of Records Procedure, rev#7 Appendix 5, Document Change Form, rev#3 Appendix 17, Competencies Procedure, rev #4
Results:	Opportunity for improvement
Details:	Consider defining what the Effective Date for procedures and forms is supposed to be (i.e. the original date of release or the most current revised date) and review the Effective Date for each document to be sure it is consistent throughout the DWQMS.
DWQMS Reference:	13 Essential Supplies and Services
Client Reference:	Appendix 20 Essential Supplies and Services, rev #7, Oct 29/14. Appendix 21, Element 13, Procurement Requirement and Communication Package, March 21/14
Results:	Opportunity for improvement
Details:	The May 2, 2012 letter to Suppliers is signed by the previous QMS rep. Consider updating the supplier letter.

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