



**DRINKING WATER QUALITY MANAGEMENT
SYSTEM
OPERATIONAL PLAN**

New Tecumseth Drinking Water System

*Version Number – 021
Revised – Nov 6, 2024*

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1. Quality Management System

Quality Management System (QMS) can be defined as a set of policies, processes and procedures required for planning and execution (production / development / service) in the core business area of an organization. QMS integrates the various internal processes within the organization and intends to provide a process approach for project execution. QMS enables the organizations to identify, measure, control and improve the various core business processes that will ultimately lead to improved business performance.

The use of Quality Management systems by modern industry has steadily increased over the last 30 years, since the development of the first ISO standard in 1986. Whether implemented voluntarily or as a requirement of suppliers to larger manufacturers, Quality Management has repeatedly proven beneficial in terms of accountability, quality control, efficiency, and productivity.

Although historically used on a voluntary basis by some progressive water utilities, the idea of mandated province-wide implementation of a Quality Management Standard by drinking water system owners originated as a recommendation in the Part Two Report of the Walkerton Inquiry. In brief, Recommendations 51 through 57 from the report state the following:

- Drinking water systems should be operated by authorities that are accredited based on successful third-party audits conducted by a certified accrediting body.
- The Ministry of the Environment and Climate Change, in partnership with other relevant stakeholders, should develop a Drinking Water Quality Management Standard against which the third-party audits will be conducted.
- All municipalities should prepare Operational Plans describing how the requirements of the Quality Management Standard are achieved.

The Provincial Government has committed (Regulation 188/07) to implementing all recommendations tabled by the report author, The Honourable Dennis R. O'Connor.

The Town of New Tecumseth Drinking Water Quality Management System (DWQMS) is documented in this Operational Plan as part of our efforts to ensure that clean, safe and reliable drinking water is supplied to all customers served by the Town of New Tecumseth Water System. The development and continual improvement of the plan will help ensure that all regulatory requirements are met and that consumers can be confident that their drinking water will be protected through the effective application of the QMS.

This plan was developed to meet or exceed the Ministry of the Environment and Climate Change's Drinking Water Quality Management Standard (the Standard).

2. Quality Management System Policy



DRINKING WATER

QUALITY MANAGEMENT SYSTEM POLICY

The Town of New Tecumseth owns, maintains and operates one drinking water system. The Town is committed to:

- B** Being consistent in providing safe drinking water
- L** Looking to protecting our natural environment
- U** Upholding and ensuring regulatory compliance and all applicable legislative requirements
- E** Effectively maintaining and continually improving




3. Commitment and Endorsement

The system owner, the Corporation of the Town of New Tecumseth, along with Top Management, support the implementation, maintenance and continual improvement of the Drinking Water Quality Management System for the Town of New Tecumseth Drinking Water System, as documented in this Operational Plan. Top Management’s commitment to an effective QMS is evidenced by:

- a) Ensuring that a QMS is in place that meets the requirements of the DWQMS
- b) Ensuring that the Operating Authority is aware of all applicable legislative and regulatory requirements
- c) Communicating the QMS according to procedures
- d) Determining, obtaining, or providing the resources needed to maintain and continually improve the QMS


Endorsed by:



 Richard norcross (Nov 8, 2024 14:00 EST)
 Richard Norcross
 Mayor

Nov 8, 2024

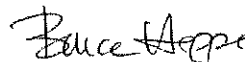
 Date



 Neil Garbe (Nov 8, 2024 13:57 EST)
 Neil Garbe
 Chief Administrative Office

Nov 8, 2024


 Date



 Bruce Hoppe
 General Manager, Infrastructure & Development

Nov 8, 2024

 Date



 Chad Horan
 Director of Public Works

November 8, 2024

 Date

4. Quality Management System Representatives

The QMS Coordinator will be the QMS representative. In their absence, the Compliance Coordinator will carry out the QMS representative's responsibilities.

Following are the responsibilities of the QMS representative:

- Providing all staff with technical and administrative consultation related to QMS document preparation and implementation, as needed.
- Ensuring that processes and procedures needed for the QMS are established and maintained.
- Reporting of QMS results to top management, and any need for improvement
- Implementing and overseeing of the QMS document and record control procedure.
- Reviewing and approving QMS documentation before the management review and approval of the documents.
- Coordinate and act as liaison for internal and external audits.
- Promoting the awareness of the QMS throughout the Water Department of public works and reporting QMS results to Water Department staff.
- Performing staff and supplier QMS communication and trainings.
- Ensuring that personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the Town of New Tecumseth Water Supply System.
- Ensures the current versions of all documents required by the QMS are being used at all times.

5. Document and Records Control

A procedure is in place for Document and Record Control that describes how documents are kept current, and how documents and records are kept legible and identifiable, retrieved, stored, protected, retained, and disposed of. The Town of New Tecumseth controls all required QMS documents through a web-based application, which:

- maintains electronically controlled documents
- permits read-only access
- maintains an archive of documents

Documents are kept current following Appendix A by the QMS Representative. All personnel can access and request changes to documents. Once the document is printed, the document is considered uncontrolled and not subject to revision.

This procedure describes how documents and records are controlled and is located in Appendix A.

6. Drinking Water System Process Description

6.A Alliston Community

6.A.1 Water Source

The Alliston and Beeton are supplied by a 600mm diameter transmission main from Collingwood and is supplemented by seven groundwater production wells. The transmission main from Collingwood supplies water from Georgian Bay, which conveys treated surface water to the Alliston. The Alliston Well System also consists of five in ground reservoirs (Parson's Road, Hillcrest, Mowder, McKelvey and Springs) and one elevated storage tank (Alliston Tower).

The Collingwood to Alliston Pipeline consists of 57 km of 600 mm diameter watermain from Raymond A. Barker Ultrafiltration Plant in Collingwood to the Town of New Tecumseth's Parson Road Reservoir and pumping station facility in Alliston.

Ground water, from a system of seven municipal wells, supplements the surface water during times of peak demand. Generally, the ground water wells draw from a confined artesian aquifer with clay confining layer, which affords a limited degree of protection from surface activities. The following is a list of well locations:

- Well #1 – 46 Fletcher Lane
- Well #4 – 4262 Tottenham Road
- Well #5 – 6854 Industrial Parkway
- Well #6 – 4262 Tottenham Road
- Well #7 – 4383 Adjala-Tecumseth Townline
- Well #8 – Rogers Road (In Road right-of-way)
- Hillcrest Well – 51 George Street

The communities of Angus and Baxter within the Township of Essa, operated by the Ontario Clean Water Agency (OCWA) for the Township, and the community of New Lowell within the Township of Clearview are connected to the Collingwood pipeline. The Town of New Tecumseth supplies water to the above communities within the Township of Essa and the Township of Clearview according to the water supply agreements dated May 7, 2007, By-Law # 2007-103 and September 1, 2008, By-Law # 2008-140 respectively.

6.A.2 Raw Water Characteristics

6.A.2.1 Ground Water Characteristics

The following table is a summary of the typical sampling of the groundwater supplies for the raw water parameters.

Parameters	Well #4	Well #5	Well #6	Well #7	Well #1	Well #8	Hillcrest Well	Aesthetics Objectives/Operational Guidelines
Turbidity (NTU)	0.45	0.44	0.47	0.37	0.42	0.42	1.86	5.00
PH	8.1	8.2	8.1	8.0	8.2	8.2	7.8	6.5 – 8.5
Temperature (Centigrade)	9	9	9	8	7	8	7.5	Less than 15

The above characteristics show the raw water quality is either below or within the Aesthetics Objectives/Operational Guidelines set out by the MECP. The groundwater sources are not under the direct influence of a surface water source therefore a consistent source of groundwater exists.

6.A.2.2 Surface Water and Treated Water Characteristics from Collingwood

A summary of raw and treated water sampling results is available in the Town of Collingwood Water Annual Report.

6.A.3 Water Treatment

6.A.3.1 Ground Water Treatment

Currently, raw water from all of the Alliston wells is treated with 12% sodium hypochlorite (for disinfection purposes). Raw water from all of the Alliston wells (except well#8 and Hillcrest Well) is treated with sodium silicate solution (for iron sequestration) within the pumphouse prior to discharge into the transmission mains. Chemical dosing takes place in the various pumphouses using diaphragm metering pumps.

On-line equipment Supervisory Control and Data Acquisition (SCADA) monitors and records treated water flow, turbidity, pressure and chlorine residual prior to entry to the distribution system. The sodium hypochlorite feed system consists of a day tank, duty and standby feed pumps, which is equipped with automatic switch over and alarm in the event of failure. Should the chlorine system fail (low chlorine residual set point), the control system (SCADA) will shut off and lock out the well pump. In case of a power failure, back-up power in the form of a diesel generator is available at Wells#1, #5, #6, #7 and #8.

6.A.3.1.1 Parson Road Reservoir and Pumping Station

The Parson Road Re-chlorination and Booster Station is located on Parson Road near Dufferin Street in Alliston. The Parson Road Reservoir consists of a four-cell reservoir having a total storage capacity of approximately 9,950 m³. The reservoir has two treated water influent lines, one which feeds from the Alliston system's groundwater source, and the second influent line from the Collingwood to Alliston water transmission main. Chlorine residual is maintained with the addition of sodium hypochlorite. Two continuous chlorine residual analyzers are connected to the SCADA system monitoring the influent from the Collingwood pipeline and from the ground water supply. The reservoir is the central location for SCADA System node that provides various monitoring and control over the Alliston System. The high lift pumping station within the reservoir for the Alliston distribution system consists of three vertical high lift turbine pumps. Another high lift station within the facility is dedicated to Honda of Canada Plant consisting of three vertical high lift turbine pumps. In case of a power failure, back-up power in the form of a diesel generator is available at the Parsons Road Reservoir.

6.A.3.1.2 Mowder Boulevard Reservoir

The Mowder Boulevard Reservoir, located east of Alliston in the Belterra subdivision, consists of a four-cell reservoir with a total operating capacity of 4,500 m³. The facility also acts as a high lift pumping station and is equipped with three vertical high lift pumps. Chlorine residual is maintained with the addition of sodium hypochlorite. The reservoir is equipped with a continuous chlorine residual analyzer. Chlorine residual is maintained with the addition of sodium hypochlorite. The reservoir is equipped with two continuous chlorine residual analyzers monitoring the chlorine residual coming into the reservoir and going to the distribution system. The analyzers are equipped with alarms connected to the SCADA system. In case of a power failure, back-up power in the form of a diesel generator is available.

6.A.3.1.3 McKelvey and Spring Reservoir

The Beeton McKelvey Reservoir, located just north of Beeton, consists of a three-cell reservoir with a total operating capacity of 1,600 m³. The facility also acts as a high lift pumping station and is equipped with three vertical high lift pumps. The Beeton Spring Reservoir facility is located just south of Beeton, consisting of a grade level reservoir with an operating capacity of 1,350 m³. Both reservoirs are equipped with a continuous chlorine residual analyzer monitoring the chlorine residual coming into Beeton from Alliston and going to the Beeton distribution system. The analyzers are equipped with alarms connected to the SCADA system. In case of a power failure, back-up power in the form of a diesel generator is available at McKelvey Reservoir and a propane generator at Spring Reservoir. McKelvey Reservoir has a water fill station for water haulers to connect too and fill the truck.

6.A.3.2 Surface Water Treatment

Raw water from Collingwood (Georgian Bay), under the Operating Authority of the Corporation of the Town of Collingwood, is treated in the Raymond A. Barker Ultrafiltration Plant in

Collingwood and then is transmitted to the Town of New Tecumseth through a 57 km of 600 mm diameter feeder main that terminates at the Parson reservoir in Alliston.

The pipeline consists of meter chambers, valve chambers, air valve chambers, swab launch and retrieval facilities. The SCADA system provides remote control for monitoring the entire system, including computer nodes at Raglan Street surface water treatment facility in Collingwood and at the Parsons Road Reservoir in Alliston. Conditions at all valve and meter chambers and pump installations are monitored constantly and communicated to the control nodes. The SCADA system provides alarms for communications failures, PLC failures and status displays for all of the motorized valves, pumps, and other equipment. Continuous water quality analyzers and indicators with alarm systems are installed and monitor the free chlorine residual and turbidity of the treated water at the point of entrance to Collingwood pipeline. These analyzers are monitored and maintained by the Corporation of the Town of Collingwood. The Town of New Tecumseth is responsible for the operation and maintenance of the pipeline.

6.A.4 Water Distribution

The Alliston's Water Distribution comprises of approximately 135.2 kilometers of various sized piping comprising ductile iron, asbestos cement, steel and plastic pressure piping. There are approximately 800 fire hydrants and 1218 valves placed strategically through the distribution system for fire protection and isolation of portions of the system during required maintenance and emergencies.

The water from the Alliston distribution is conveyed to Earl Rowe Provincial Park via a 6" transmission main, without any consumer connection.

Town of New Tecumseth is providing water to Kingsmere Village Distribution System and Briar Hill RSO.

The community of Beeton is supplied from the Parsons Road PS (Pumping Station), as part of Alliston distribution system, to McKelvey Reservoir. The water in the reservoir is repumped through the McKelvey PS into the Beeton distribution system. System storage is provided in McKelvey clear wells and Beeton Spring Reservoir.

A part of Tottenham community is supplied from Beeton Distribution System and McKelvey Reservoir through the Tottenham Transmission Main. The Alliston Elevated Storage Tank, with a capacity of 4,540 m³ is located just east of Stevenson Memorial Hospital on the north side of the Fletcher Crescent. The elevated storage tank is used to maintain treated water storage and sustain hydraulic pressure within the Alliston.

6.A.5 Seasonal and / or Event Driven Fluctuations

Historical information on wellfield pumping rates for the Alliston is limited. In 1999, the construction of Collingwood pipeline to Alliston to supply surface water to the Town changed the dynamics of the groundwater usage to a supply for peak water demand. As a result, the production wells are not pumping a large volume of water, and subsequently, drawdown at the wellfield does not change significantly. There is no evidence of substantial fluctuations in quality or quantity supplied by either the transmission main or groundwater sources, therefore there is no operational changes at this time.

6.B. Tottenham community

6.B.1 Water Source

The Tottenham community's water is supplied by the Alliston (via Beeton) and 4 groundwater production wells that are grouped into two general locations:

Wells #4 and #5 are referred to as Walkem Drive Wells. Well #4 and #5 are located in a park within a fully serviced area of Tottenham. They are equipped with a submersible pump and pitless adaptor. Wells #6A and #7 are referred to as Coventry Park Wells. Well # 6A and #7 are located on the out skirts of Tottenham in the western boundaries of the Town in a park, which is bounded by agricultural fields and Tottenham Wastewater Treatment Plant storage lagoons. They are equipped with a submersible pump and pitless adaptor. The water from these wells is conveyed to one central location, the Mill Street Reservoir. In case of a power failure, back-up power in the form of a diesel generator is available at Wells #6A and #7.

6.B.2 Raw Water Characteristics

The following table is a summary of the typical sampling of the groundwater supplies for the raw water parameters.

Parameters	Walkem Drive Pumphouse		Coventry Park Pumphouse		Aesthetics Objectives/ Operational Guidelines
	Well 4	Well 5	Well 6A	Well 7	
Turbidity, NTU	0.29	0.30	0.37	0.34	5.00
PH	7.8	7.9	7.9	7.8	6.5 – 8.5
Temperature (Centigrade)	10	10	10	10	Less than 15

The above characteristics show the raw water quality is either below or within the Aesthetics Objectives/Operational Guidelines set out the MECP. The groundwater sources are not under the direct influence of a surface water source therefore a consistent source of groundwater exist.

6.B.3 Water Treatment

6.B.3.1 Ground Water Treatment

Currently raw water from all the Tottenham wells is conveyed through dedicated transmission mains, without consumer connections, to the Mill Street Treatment and Storage Works for further treatment.

6.B.3.1.1 Mill Street Reservoir

The water from the production wells is treated at the reservoir with both sodium hypochlorite and sodium silicate. There is one below grade reservoir cell with the usable storage capacity of 910 m³. The reservoir has three continuous analyzers in place to measure the free chlorine residual at reservoir influent, Contact Time (CT) and the outflow. There is also a turbidimeter, aeration system for THM removal and blowers to reduce the methane gas buildup. The reservoir is the central location for the SCADA System that provides various monitoring and control over the Tottenham System. In case of a power failure, back-up power in the form of a diesel generator is available at the Mill Street Reservoir.

6.B.4 Water Distribution

The Tottenham Water Distribution comprises of approximately 26.2 kilometers of various sized piping comprising ductile iron, asbestos cement, steel and plastic pressure piping. There are approximately 197 fire hydrants and 322 valves placed strategically through the distribution system for required maintenance and emergency repair.

The Tottenham Elevated Storage Tank, with a capacity of 4,540 m³ is located just south of Coventry Park, on the north side of Mill Street. The elevated storage tank is used to maintain treated water storage and sustain hydraulic pressure within the Tottenham distribution system.

6.B.5 Seasonal and / or Event Driven Fluctuations

During the summer months', water is supplied to the Tottenham Conservation Area. A valve in the distribution system is opened to allow the water flow to the Tottenham Conservation and is equipped with a backflow preventer.

7. Risk Assessment

The Town of New Tecumseth has established, implemented and maintains this procedure to determine what potential hazards and critical control points exist in the Town's Water Supply System.

The Risk Assessment Team consists of the Manager of Water and Wastewater, Water Supervisor, QMS Coordinator, Compliance Coordinator, Human Resources Advisor and Operational staff, as required. The QMS Coordinator schedules the annual review which the team will complete, and the Compliance Coordinator is the back-up QMS Representative. The Risk Assessment Team shall review the outcomes more often in case of a significant process change or upgrade to the existing system. A new risk assessment will be conducted once every thirty-six months. The Risk Assessment Team should verify accuracy of the Risk Assessment at least once a year. Any changes to procedures shall be carried out by the QMS Coordinator.

The process for hazard analysis includes an assessment of hazardous events identified by the MECP and an assessment of each process and activity associated with water supply, for the identification of hazards and associated hazards that are present or possible. Once hazards are identified, the next step is the determination of critical control points (CCPs). The process involves a risk assessment by prioritizing hazards and identifying points where control may be exerted to eliminate or minimize those hazards. Control limits and associated response procedures will consider the redundancy and reliability of the associated equipment in that step of the process. The risk assessment is performed by rating the likelihood, consequence and detectability of each hazard at each relevant process step or activity on a scale of 1 to 5. The values for each of these factors are added together to give a risk priority number. Based on a review of the overall risk values and the associated events, a threshold number (likelihood ≥ 3 and Total ≥ 8) is chosen such that all events associated with risk values which are equivalent to or greater than the threshold number were considered critical.

Likelihood is probability/likelihood of a hazard or hazardous event occurring.

Consequence or Severity is the potential impact to health or impact on operations if the risk is not controlled (assumes control measures do not work).

Detectability is a measure of the ability to detect the presence of certain hazards. Hazards that could be easily and quickly detected are given a low value. Hazards that are hard to detect or undetectable are given a high value. The risk becomes greater as appropriate responses cannot be taken to control or mitigate the risk.

The rating system is defined on the following table:

Likelihood		Consequence		Detectability
Rare Requires exceptional circumstances to occur	1	Insignificant Little operational disruption	1	High Immediately detectable, SCADA alarms
Unlikely Could occur at some point	2	Minor Impact of small portion of population, easily managed operationally	2	Moderate Indicated by alarm or lab results
Possible Will occur at some point	3	Moderate Minor impact on large population, managed operationally	3	Detectable Visually detectable, rounds or maintenance
Likely Will occur during normal circumstances	4	Major Significant impact on population, difficult to manage	4	Poor Would not be detected until problem occurred
Certain Expected to occur in most Circumstances	5	Catastrophic Major impact on population, complete systems failure	5	Undetectable Cannot be detected under any circumstances

The QMS Coordinator shall draft the response procedures for deviations to the critical response limits. All notes, meeting minutes, action items, and decisions shall be documented and kept as part of the file for the process. The QMS Coordinator shall ensure that relevant information is circulated to all members of the Risk Assessment Team.

8. Risk Assessment Outcomes

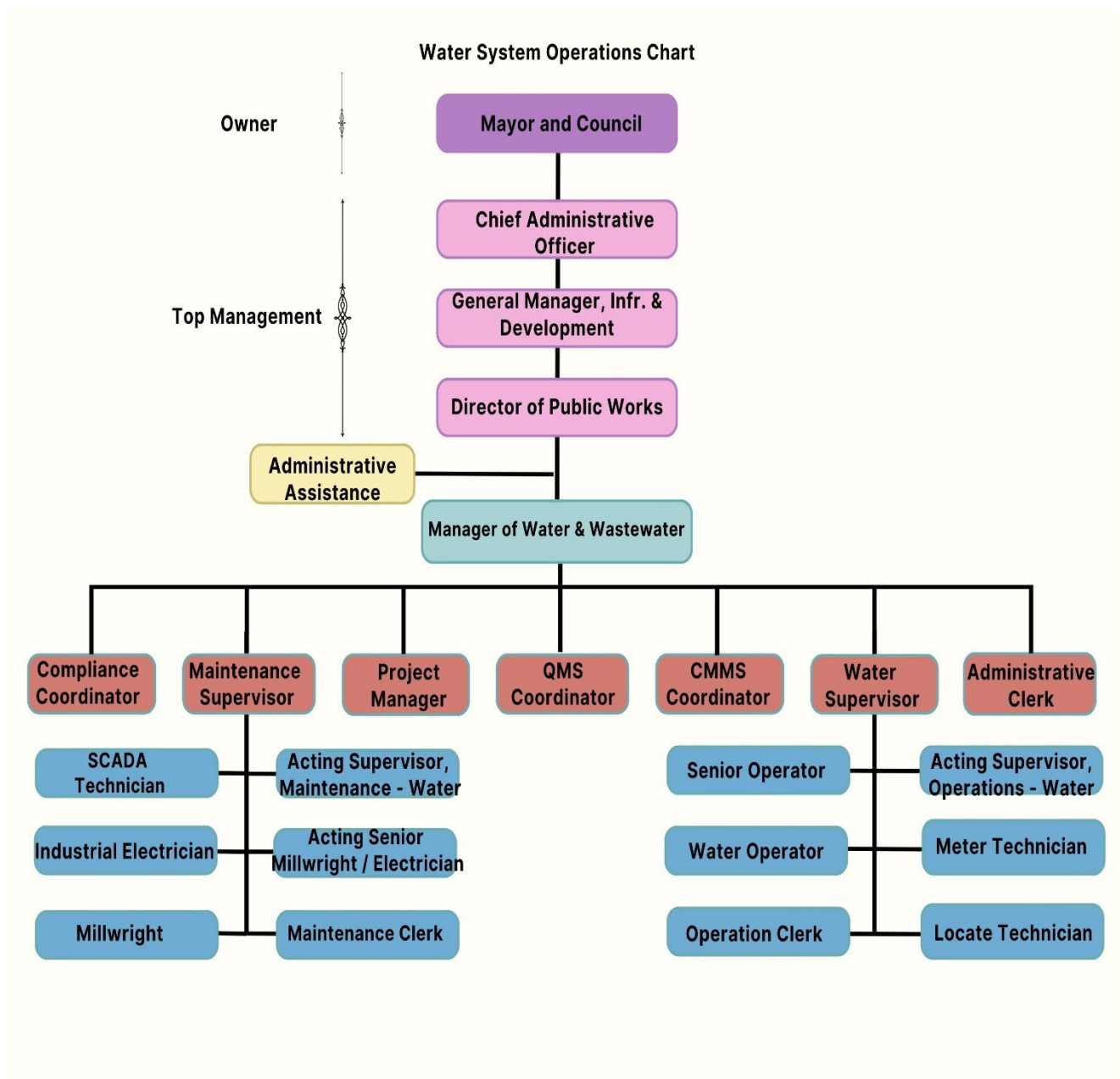
The outcomes from the risk assessment process is documented in the tables in Appendix B. The tables list potential risks, their assessed values, control measures, critical control points and associated control limits. Control Limits have been established for the Critical Control Points. These Control Limits are within the regulatory limits set by the MECP. The control limits act as a warning that adjustments to the treatment process may be required to prevent an adverse water condition incident.

9. Organizational Structure, Roles, Responsibilities and Authorities

Town of New Tecumseth documents a procedure ensuring that the Owner, Operating Authority and Top Management are defined, the organizational structure of the Operating Authority is described and the roles, responsibilities and authorities of Top Management and key positions within the Operating Authority are identified.

9.1 Organizational Structure

Organizational Structure of the Water Department and individuals responsible for the Town’s water quality under the DWQMS are shown as following:



9.2 Operational Roles, Responsibilities and Authorities

The operational roles, responsibilities and authorities of individuals who are responsible for the Town's water quality under the DWQMS are described in Appendix D.

10. Competencies

Ministry of the Environment and Climate Change has classified the Town of New Tecumseth Alliston Water Supply System as a Class II Distribution and Supply and Tottenham Water Supply System as a Class II Distribution and Supply. The Town of New Tecumseth's water system is awaiting the issuance of a new Classification Certificate from the Ministry of the Environment, Conservation and Parks (MECP). The Competency requirement table in Appendix E identifies the competencies required of the Town of New Tecumseth staff whose performance may have a direct impact on drinking water quality.

10.1 Satisfying Competencies

The Town of New Tecumseth may administer certain tests, conduct interviews, and verify references and / or request specific documentation as part of the hiring process in order to verify skills, experience and knowledge. All new employees outlined above must provide evidence of certification and other competency requirements. Job descriptions are managed by Human Resources and may be updated if determined as a requirement by either the employee, Supervisor, and/or Manager.

All new employees will undergo training conducted and documented by experienced staff, including a review of the Operations Manual and Contingency / Emergency plans for the Drinking Water System, a review of the QMS Operational Plan through LMS. There is a probationary period for new or transferred employees and at the end of the probationary period the Supervisor evaluates the employee's competency in accordance with the New Employee Onboarding Policy.

Annual training is provided to ensure that certified operational staff meet or exceed minimum standards for annual training hours and continuing education hours as established in O.Reg.128/04 to maintain operator certification. In order to meet the ongoing changes to technology, software and the requirements of O. Reg 128/04, staff will receive training in accordance with the Town's Policy on Continuing Education for training.

Training requirements are determined through an established training matrix, Human Resources training schedules for corporate wide courses, and specific operational needs. All Operators are responsible for completing required training and for renewing their certificates. The Water Supervisor and Compliance Coordinator ensure all certificates are current. All operator certificates are posted at McKelvey Reservoir and Tottenham Reservoir.

11. Personnel Coverage

This procedure describes the coverage provided for the Town of New Tecumseth water works.

11.1 On-site Coverage/ Regular hours

- The Water Department is staffed Monday through Friday, 7:00 am to 3:30 pm.
- One or more licensed operator will be designated as OIC of each subsystem. The OIC will look after the daily well operational processes consisting of raw and treated water testing, flow totals, pump logs, chemical totals, and makes all entries on daily process sheets and in the facilities' log books. The OIC are also responsible for the Distribution System. In the event that an OIC is absent, the Water Supervisor will assign another Operator to assume his/her duties.
- The Supervisor and Senior Operator Water oversees the day-to-day operation of the Water Supply Systems.
- The Water Supervisor is responsible for day-to-day operation of the entire Water Supply System. The Water Supervisor designates the OIC. The Water Supervisor and Senior Operators for Water are ORO under scheduled ORO rotation. If either of the Senior Operators are not available to be alternate ORO, an operator who holds a valid certificate that is applicable to that type of subsystem may act as ORO.
- Procedures for "Operational Checks" of all water facilities are located in the Town's Standard Operating Procedure.

11.2 After-hours/Weekend/Stat Holiday Coverage

- The On-Call schedule for Water Operators shall cover 7 days a week 24 hours a day. All operators are on a weekly scheduled rotation. The Water Supervisor establishes the On-Call schedule. A copy of the current approved On-Call schedule list is maintained digitally by the Administrative Clerks and filed in accordance with the Document and Record Control procedure; distributed internally among Operators and posted at appropriate locations by the Supervisor. An On-Call Procedure is located in the Town's Standard Operating Procedure.
- At all times, the water facilities are monitored by the SCADA system. The SCADA system contains Server Software (Win911) that are programmed to contact the On-Call phone in the event of an alarm condition. The On-Call operator is the designated OIC and will respond to, and investigate, all alarms within approximately 60 minutes. An ORO is

available by cell phone within 120 minutes and is able to be on-site within 24 hours if required.

- The Town retains the services of a 24/7 Answering Service Company to respond to the Public complaints and inquiries. During after-hours, the Answering Service will dispatch the appropriate On-Call Operator to respond to the emergency according to the On-Call schedule. During working hours the Answering Service forwards the calls to the Public Works office. The Answering Service provides a record of all the calls received to the Public Works office every day. The information provided includes the name, address and phone number of the person who called and a brief description of the problem or inquiry. Administrative Clerks file all the records of the Answering Service Messages in accordance with the Document and Record Control procedure.

11.3 Strikes and / or Lockouts

Not applicable as the Town staff are not unionized.

11.4 Staff Shortage

- Staff, with suitable licensing, will be utilized from other Business Units to assist with daily tasks and operation of the water facilities.
- Non-compliance activities will be placed on hold until staffing levels have returned to suitable level.
- Major capital projects, that do not affect compliance, will be placed on hold if feasible. Maintenance activities that are determined non-essential will not be completed during staff shortage. Maintenance activities will be carried out on critical assets.
- Utilization of contract services where applicable.

11.5 Emergency Situation

New Emergency Situations sections have been added to O. Reg. 128/04, under the Safe Drinking Water Act, 2002 in 2021. Town of new Tecumseth will follow steps in Reg .128/04 to hire staff in emergency.

12. Communications

This procedure describes how the Town of New Tecumseth communicates the relevant aspects of the Quality Management System between the Town Council and its employees, suppliers and the public.

12.1 Owner

- The QMS Coordinator shall provide the owner with a current copy of the Operational Plan to ensure the Owner's endorsement and approval of the Operational Plan. The Operational Plan is recommended to be re-endorsed by council through the Drinking Water System Summary and Quality management Report to Council.
- QMS Rep can make minor administrative changes to the Operational Plan without requiring re-endorsement by the Owner and Top Management. It is recommended to op re-endorsed by council and top management after a significant change to the organizational structure and after a significant change to the Operational Plan.
- The QMS Coordinator shall keep the Owner informed of any major changes to the QMS, the adequacy of infrastructure requirements, internal and external audit results, the outcome of on-going activities as a result of Management Review and other QMS issues through the Annual Report to the Owner. Minutes of these meetings will be maintained by the QMS Coordinator and filed at the Public Works office in accordance with the Documents and Records Control procedure.
- The Manager of Water & Wastewater, with the assistance of the QMS and Compliance Coordinators, will provide updates on the QMS through Drinking Water System Summary and Quality Management Report, which will be brought forward to the Owner once a year. The Owner will be provided with a current copy of the QMS Operational Plan through the Drinking Water System Summary and Quality Management Report or immediately following major revisions.

12.2 Employees

- The QMS Coordinator will provide an overview of the QMS to all Water Staff.
- The Operational Plan will be circulated to all Water Staff and requires each Water Staff to sign that they had read and understand the Operational Plan and associated procedures.
- A current copy of the Operational Plan is retained on the Towns network and on the Towns website.
- QMS Coordinator will inform Water Staff of the changes to the Operational Plan or audit results and the results of the external audits.

- Minor modifications / revisions are communicated to Water Staff by the QMS Coordinator through memorandum and maintained in the Public Works network drive.
- QMS Coordinator will communicate revisions of the QMS associated procedures to Water Staff. Regular Water and Wastewater Operations Meetings will be used to keep supervisory staff informed.
- A formal presentation of the Operational Plan is provided each year to Water Staff by the QMS Coordinator. New permanent or temporary employees of the Public Works Division are provided an overview of the Operational Plan during orientation.

12.3 Suppliers

The Town of New Tecumseth achieves oversight control over the activities of all essential suppliers and service providers (for a list see the Essential Suppliers and Services) through acknowledgment letter and / or formal agreements.

- The acknowledgment letter provides a list of all documentation that is required, such as ANSI / NSF certification, SDS's and proof of laboratory accreditation for the samples being analyzed. The mailing includes a brief description of the Town's QMS and also provides details of the Operational Plan, which relate directly to the relationship between the supplier and Town.

Suppliers and delivery personnel must report to the Water Supervisor or Designate prior to delivery of the product.

12.4 Consumers

- The QMS Policy including the Operational Plan is posted on the Town's website. A hard copy can also be available at the Public Works office reception and printed upon request.
- The Director of Public Works communicates the annual updates and revisions of the QMS at an open public Council meeting.
- The Annual Drinking Water reports, required by O. Reg. 170/03, are available to consumers in hard copy at the Public Works office and on the Town's website.
- Consumer water complaints are directed through the Public Works office or through the Water Division personnel. Refer to "Handling Water Quality Calls Procedure" in the Town's Standard Operating Procedures.

13. Essential Supplies and Services

This procedure identifies the supplies and services deemed essential to the delivery of safe drinking water and how to ensure the quality of essential supplies and services that can affect water quality.

The products and services listed in Appendix F are deemed to be essential to the delivery of safe drinking water. Each of these products or services is available from more than one source that is approved by the Water Division. This list is reviewed annually by the Water Supervisor to ensure that it is current and up-to-date.

All essential products and services are purchased following the Town's Procurement of Goods and Services (Purchasing) Policy.

Supplies are verified against the order requisition when received. Proof of product must be provided to the Water Supervisor or designate upon delivery, prior to unloading.

14. Review and Provision of Infrastructure and Resources

The Town's ensures an evaluation of the condition and capacity of infrastructure components are reviewed once every calendar year. The appropriate personnel review the adequacy of the infrastructure needed for the efficient operation and maintenance of its drinking water system and ensure the provision of this infrastructure. The results of the evaluation are used to prioritize future resource allocation.

The Manager of Water & Wastewater, in consultation with the General Manager, Infrastructure & Development, the Director of Engineering and the Director of Public Works, prepare the Infrastructure Review Report by considering following items:

- Previous Infrastructure Review Reports,
- Current water master plan,
- Risk Assessment Outcome Tables,
- MECP Compliance Inspection Reports,
- Flow data trends,
- Water quality reports
- Maintenance records to determine priority needs
- Engineering team reports

Relevant information from the review will be captured in the meeting minutes and included in the Drinking Water System Summary and Quality Management Report. The Drinking Water System Summary and Quality Management Report is presented at a Council meeting. The QMS Annual Report is reviewed by management during the preparation of the proposed annual budget.

15. Infrastructure Maintenance, Rehabilitation and Renewal

Once per calendar year, the Director of Public Works in conjunction with the Engineering Department will prepare a summary of the infrastructure maintenance, rehabilitation and renewal programs and specifically look at unplanned maintenance work to determine if additional planned maintenance is required. This summary is included as a section of the Infrastructure Review Report and will be communicated to the Council as part of the QMS Annual Report.

15.1 Infrastructure Maintenance

Maintenance activities may significantly impact the quality of drinking water produced and / or delivered to the customers. Pre-planning and a documented systematic approach to addressing maintenance activities, where possible, can minimize this impact.

In order to monitor the effectiveness of the Town's maintenance program, a summarization of the maintenance activities will be reviewed for the year. The Maintenance summary is reviewed at the Element 15 meeting and concerns are identified and discussed with the meeting attendees. The summaries and any comments from the review are documented in the meeting minutes and filed in accordance with the Document and Record Control procedure.

The following key maintenance indicators might be considered while assessing the effectiveness of the Town's maintenance program:

- The number of completed work orders or maintenance activities in a given time period.
- The number or percent of overdue planned maintenance activities.
- The number and frequency of unplanned maintenance activities.

15.1.1 Planned Maintenance

The Water and Maintenance Supervisors perform planned maintenance on a regular schedule that is reviewed and updated according to needs and priorities. Planned maintenance is scheduled and communicated to staff by issuance of work orders through Computerized Maintenance Management System (CMMS). Completed work orders are reviewed and signed by the appropriate Supervisor or designate.

Scheduled tasks on Machinery and Equipment are typically defined by manufacturer's literature when available and revised (or created) as needed according to operator experience / observations.

New construction or planned work to be done to existing structures shall be in conjunction/coordination with other operations departments whenever practical (i.e. sewer,

power distribution, roads, etc.). Other planned maintenance includes valve inspection / exercising, water main flushing and swabbing, hydrant inspection, inspection of reservoirs and towers as needed, as well as the activities required for maintaining the production wells and reservoir pumping stations.

All new construction and work to existing structures shall comply with all relevant legislation and regulations. Town staff complete the required maintenance work and when there is insufficient internal resources or expertise available, work is subcontracted in accordance with the Town of New Tecumseth policies and procedures. The appropriate Supervisor or designate shall ensure that contracted work is monitored as required.

Once the maintenance work is completed, the appropriate staff (i.e. Operational, Maintenance or Contractor) shall describe the work in the comments field on the work order and shall submit to their Supervisor for approval. The Supervisor shall review all the work orders to verify completion and accuracy of information entered and close the work order in the CMMS. In the absent of the Supervisor, Senior Water Operators may approve and close the work orders.

15.1.2 Unplanned Maintenance

Unplanned maintenance on distribution system typically consists of watermain leaks / breaks, water service leaks / breaks, valve and hydrant replacements. Town staff look after the unplanned maintenance and when there are not enough internal resources available then the Water Supervisor or designate contracts this work. A list of acceptable contractors is contained within the Essential Supplies and Services List. A certified operator must conduct or be present during all operational work as required by O. Reg. 128/04 unless the maintenance is being performed in isolation of the Drinking Water System.

Unplanned machinery and equipment maintenance tasks result from mechanical malfunction and / or failure. The Maintenance Supervisor or designate is responsible to ensure all the equipment associated with the Water System is appropriately maintained. The Maintenance Supervisor or designate has the authority to contract unplanned maintenance work to a qualified contractor listed in the Essential Supplies and Services list. All unplanned maintenance work shall be recorded on a work order and stored on CMMS.

15.2 Infrastructure Rehabilitation, Renewal and Long-Term Forecasting

Asset Management compiles an infrastructure rehabilitation and renewal schedule considering all available information such as age, condition, risk, and level of service. Staff suggestions, consumer complaints, and water quality trends are also taken into consideration when determining priority projects. The Public Works Department, Asset Management Business Unit and the Engineering Department review the priority projects in relation to a projected 1 year, 5 year and/or 10-year plans. Assets which have been identified as needing a form of rehabilitation or renewal are included in the Annual Business Planning process (budget) that is utilized to drive the decision make process with the Owner. Detailed

estimates are prepared to establish how much funding will be required to complete the recommended projects. The capital requirements are then submitted to Senior Management, Executive Management and the Owner for approval.

16. Sampling, Testing and Monitoring

16.1 Sampling and Testing

The Town of New Tecumseth Water Division sampling program for drinking water system is based on the requirements set out in O. Reg. 170/03. The program is described in detail in the Collection and Handling of Drinking Water Samples procedure located in the Town's Standard Operating Procedure. A competent certified Operator performs all in house sampling, which includes free and total chlorine residual and turbidity with portable testing kits. Procedures for each of these tests are in the Town's Standard Operating Procedure.

Analytical results are acquired from in-house analyses, as well as from a selected accredited laboratory. In-house laboratory results are entered into a monthly spreadsheet by the Compliance Coordinator and filed according to the Document and Record control procedure.

In addition to the tests conducted by Operators, bacteriological and chemical tests are collected by Operators and submitted to an accredited laboratory for testing, as required by Ontario Regulation 170/03. Test results from the accredited lab are e-mailed to the Water Supervisor, Compliance Coordinator and QMS Coordinator. Analytical results are available to members of the public upon request from the Public Works office. In-house laboratory results are also provided upon request. All analytical results are summarized in tables at the end of the calendar year and are discussed in the Drinking Water System Summary and Quality Management Report and posted on the Town's website according to O. Reg 170/03. A Summary Report, and Annual Report, is provided to Council through the Drinking Water System Summary and Quality Management Report at a Council meeting.

Specific sampling and monitoring procedures are established for operating the Town of New Tecumseth Water Supply System under abnormal circumstances (Adverse Water Quality Incidents procedures in the Town's Standard Operating Procedures). These steps ensure that all legislative requirements are met at any time that the water supply system is producing water with parameters outside of compliance limits.

16.2 Monitoring

16.2.1 SCADA (Supervisory Control and Data Acquisition)

The SCADA system is programmed to monitor process parameters and / or water characteristics in several locations – including raw water and treated water flow.

- Well levels, tower levels, reservoir levels, pumps, flow meters, analyzers, chemical feed pumps, and system pressure are all monitored by SCADA. Detailed information can be obtained from the SCADA manual.
- The operator has the capability to adjust processes affecting water quality based upon the information and data provided by SCADA.
- Any adjustments made to process parameters are recorded in the Daily Log.
- Treated water is monitored for chlorine residuals at the:
 - Wells – Alliston
 - Reservoirs
 - Pipeline
 - Distribution system at various points
- Treated water is monitored for turbidity at the:
 - Parsons Road Reservoir
 - Tottenham Reservoir
- All parameters related to compliance (MECP) are trended by the SCADA system.
- Currently, Server Software (Win911) is installed at the following SCADA server locations for paging alarms:
 - Alliston Parsons Reservoir
 - Beeton McKelvey Reservoir
 - Tottenham Reservoir

The software has a fail-safe which allow alarms to still be received in the event of a failure on a local server.

The Pipeline SCADA Server also utilizes Win911 software, however it does not call out alarms directly. Instead, it relays information to the Alliston Reservoir SCADA server, which makes the calls.

16.2.2 Visual

- The operator conducts a visual inspection (“rounds”) of the facilities on weekdays excluding statutory holidays. Please refer to the “Operational Checks” procedures within the Town’s Standard Operating Procedures for instruction on the inspection of each facility.
- During statutory holidays Operators conduct 72 hours reviews as per O.Reg. 170/03
- Results are recorded in the Daily logbooks.
- Equipment and building conditions, if deteriorating, shall be noted in the work order and reported to the Water Supervisor or designate.

17. Measurement & Recording Equipment Calibration & Maintenance

The calibration program is for all water sampling, monitoring and/or testing equipment and devices. A qualified contractor calibrates the following list of equipment once a year:

- Flow meters,
- Turbidity meters
- Chlorine analyzers.

Records of all calibrations are retained at the Public Works office according to the Records and Document Control procedure. Contractors hired by the Town to complete equipment calibration shall provide calibration certificates for the equipment that is being used for calibration. Contractors qualified to perform calibrations are listed on the Essential Supplier and Services list and have received an acknowledgment letter about quality of services. Calibration certificates are stored as per the Document and Record Control procedure.

The on-line chlorine residual analyzers are checked for accuracy and necessary calibration by an operator following the Maintenance and Calibration for Chlorine Analyzers procedure located in the Town's Standard Operating Procedure.

18. Emergency Management

Emergency management outlines the emergency preparation process and includes the following:

- Risk Assessment
- General observation and the required steps to respond to a major emergency involving the water works
- Emergency Contacts
- Emergency Response Training

The procedure in Appendix G provides conditions at the Town of New Tecumseth Water Supply System that are considered to be a potential emergency.

19. Internal Audit

Internal audits are conducted to ensure that the QMS conforms to the requirements of the Town of New Tecumseth Operational Plan and the Drinking Water Quality Management Standard at least once per calendar year. These requirements include ensuring that the QMS has been effectively implemented and properly maintained. Each element of the QMS for the drinking water system must be audited. Typically, an Audit Team consisting of trained auditors develops checklists used in interviews with a sampling of Water Operators. Internal Audit outcomes are summarized and communicated to applicable Section Managers. The Town of New Tecumseth has documented a procedure for internal audits. The procedure is titled QMS Internal Audit and is included in Appendix H of this Operational Plan.

20. Management Review

A Management Review of the QMS will be conducted at least once every calendar year prior to completion of the annual budget process to evaluate the continually suitability, adequacy and effectiveness of the QMS. The Town of New Tecumseth has documented a procedure for Management Review. The procedure is titled QMS Management Review and is included in Appendix L of this Operational Plan.

Management Review participants shall include:

- Director of Public Works
- Manager Water & Wastewater
- Water Supervisor
- Compliance Coordinator
- QMS Coordinator

The Management Review Team may include other personnel at their discretion. The QMS Coordinator, or Alternate, chairs the Management Review meeting and is responsible for sending the meeting invite with the agenda for the meeting.

Management Review Input

The following Management Review agenda must be addressed:

- a) Annual review of the QMS 02- Quality Management System Policy
- b) Incidents of regulatory non-compliance
- c) Incidents of adverse drinking water tests
- d) Deviations from critical control point limits and response actions
- e) Efficacy of the risk assessment process
- f) Results of audits (internal and external)
- g) Results of relevant emergency response testing
- h) Operational performance
- i) Raw water supply and drinking water quality trends
- j) Follow-up action items from previous management reviews
- k) Status of management action items identified between reviews
- l) Changes that could affect the QMS
- m) Summary of consumer feedback
- n) Resources needed to maintain the QMS
- o) Results of the infrastructure review
- p) Operational Plan currency, content and updates
- q) Summary of staff suggestions
- r) Review of Best Management Practices
- s) New Business- other issues that impact on the QMS
- t) Date of Next Meeting

Management Review Output

Management review outputs will include identification of specific actions items to address deficiencies, personnel responsible for delivering those action items and proposed implementation timelines. During Management Review, Top Management will provide a record of any decisions and actions related to:

- Improvement of the QMS and related procedures
- Improvement of the Operating Authority's ability to implement consistently the QMS
- Human and financial resource needs
- The level of consumer satisfaction

A summary of the highlights of the meeting will be included in a Council Report each year as means of reporting to the Owner (Committee / Council).

21. Continual Improvement

The Town of New Tecumseth will establish and maintain a Drinking Water Quality Management System that will be regularly reviewed, improved, and upgraded by management and employees involved in the supply of drinking water.

The Town will seek continual improvement through best management practices, corrective actions, and preventative actions.

Best management practices (BMPs) include:

- BMPs published by the Ministry of the Environment, Conservation and Parks (MECP). These are available at the following website: <https://www.ontario.ca/page/drinking-water>
- Attending the annual DWQMS workshops
- Involvement in Municipal Water Wastewater Regulatory Committee meeting and discussions,
- Internal Audit
- External Audit
- MECP inspections
- Any other means (i.e., manufacturer recommendations, staff suggestions, etc.)

Corrective Action

Corrective action involves taking measures to eliminate causes of identified nonconformances of the QMS with the requirements of the DWQMS or another undesirable situation.


Preventive Action

Preventive actions are taken to eliminate or prevent the cause of a potential nonconformance

When appropriate, the Town of New Tecumseth will modify / update adjust processes and procedures (while remaining in compliance with MECP regulations) to improve operations and customer satisfaction (Appendix K).

Schedule C

This information from the Town of New Tecumseth will be updated upon receipt of the new Drinking Water System number from the Ministry (MECP).



**Ministry of the Environment,
Conservation and Parks**

[Print Form](#)

**Schedule C – Director’s Directions for Operational Plans
(Subject System Description Form)**
Municipal Residential Drinking Water System

Fields marked with an asterisk (*) are mandatory.

Owner of Municipal Residential Drinking Water System *
[The Corporation of the Town of New Tecumseth](#)

Subject Systems

Name of Drinking Water System (DWS) *	Licence Number *	Name of Operating Subsystems (if applicable)	Name of Operating Authority *	DWS Number(s) *
1. Alliston Drinking Water System	123-101		The Corporation of the Town of New Tecumseth	220001174
2. Tottenham Drinking Water System	123-101		The Corporation of the Town of New Tecumseth	220001058

[Add item \(+\)](#)

Contact Information for Questions Regarding the Operational Plan [i](#)

Primary Contact

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History of Changes

Version Number	Release Date	Details of Changes	By
001	June 24, 2009	Created	LM
004	April 6, 2011		LM
007	May 04, 2015		LM
011	August 19, 2016		PG
012	September 6, 2016		PG
013	April 20, 2017		PG
014	December 19, 2017		PG
015	November 08, 2018		PG
016	November 28, 2019		PG
017	March 5, 2021		LM
018	February 24, 2022		PG
019	June 05, 2023	<ul style="list-style-type: none"> • Added explanation about BMP, Corrective and preventative actions in Element 21 • Added Management review input and output explanation to Element 20 • Added information about audit subjects and interviews to Element 19 • Added information about Emergency management outlines to Element 18 • Added receiving acknowledgment letter by third party to Element 17. • Added Staff/public suggestions and Engineering team reports to list of infrastructure review reports in Element 14. • Written communication switched to acknowledgement letter in section 12.3 • Added 11.5 Emergency Situation to Element 11. • Added information about job description and probation period to section 10.1 in Element 10. • Added purpose to Element 9. • Changed the style of diagram and added CMMS position. 	MA

		<ul style="list-style-type: none"> • Added a brief about what the risk assessment table includes in Element 8. • Added verify currency of risk assessment once a year to Element 7. • Removed” WELL” from 6.B name, since Tottenham water resource is not only from wells anymore. And Alliston water system as one of sources to Element 6.B • Added Tottenham transmission main from Beeton to 6.A.4. • Added some explanation about document control and maintain to Element 5. • Added four evidence to top management commitments, also updated Mayer information in Element 3. • The town commitment divided to three sections instead of two sections in Element 2. 	
020	Feb 21, 2024	<ul style="list-style-type: none"> • 6B5 removed : Bacteriological samples are collected and analyzed weekly. • 11.1 removed: The Water Supervisor is the primary ORO • 11.1 removed: The Senior Operators for Water are the alternate ORO. • 11.1 added: scheduled ORO rotation. • 6A4 removed: site includes two chlorine pumps with automatic switch-over, a chlorine analyzer and a flow meter. • 6A4 added: Kingsmere Village Distribution System and Briar Hill RSO receive water from Alliston water system. • Added schedule C to this document 	MA
021	Nov 6, 2024	<ul style="list-style-type: none"> • 12.1 : added “QMS Rep can make minor administrative changes to the Operational Plan without requiring re-endorsement by the Owner and Top Management. It is recommended to op re-endorsed by council and top management after a significant change to the organizational structure and after a significant change to the Operational Plan.” • Updated the CAO name in the endorsement list. 	MA

		<ul style="list-style-type: none"> • Added a new policy that received council approval • Included a new personnel chart. • Added Schedule C. • Merged the Alliston and Tottenham water systems under the New Tecumseth water system. • Combined the Alliston and Tottenham risk assessments into a single document for the unified system in Appendix B. • Updated Element 6 to reflect the description of a single water system, consolidating the previous two systems. • Added to element 10: The Town of New Tecumseth’s water system is awaiting the issuance of a new Classification Certificate from the Ministry of the Environment, Conservation and Parks (MECP). 	
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