



The Corporation Of The Township Of Southgate
185667 Grey Rd. #9 Dundalk, Ontario, Canada, N0C 1B0

C0123432

Audit Type
REASSESSMENT

Lead Auditor
James Pang

Registration
Ontario's Drinking Water Quality Management Standard Version 2

Recommendation



Executive Summary

	Excellent team work between the manager, lead hand and admin assistant.
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Opportunities

	See the four OFIs.
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Corrective Actions

Standard	Ontario's Drinking Water Quality Management Standard Version 2
Auditor	James Pang
CAR Type	Minor
Standard_Clause: Standard Clause	Measurement & Recording Equipment, Calibration & Maintenance
Location of finding.	Standard used at the "shop".
Discussed with:	Jim Ellis, Cory Henry and Lisa Wilson
Statement of Requirement:	17.3 of the Operational Plan
Statement of nonconformity:	Calibration was carried out using expired benchmark.
Objective evidence:	NCR: Reviewed calibration certs of 4 portable colorimeters, 2 portable turbidimeters, 2 online chlorine analyzers at each of the three well stations. Reviewed daily verification and calibration of handheld colorimeters for accuracy, from Mar 7 to Aug 29, 2022. The Standard used for this purpose was expired since Feb 2022.

Opportunities for Improvements	
Location of OFI	Essential supplies and services
Discussed With	Jim Ellis, Cory Henry and Lisa Wilson
Description	<p>OFI1: Reviewed a list found in section 13 of the OP. Consider to highlight the supplies and services that are indispensable for the production and delivery of safe drinking water.</p> <p>OFI2: Reviewed records of quality verification of sodium hypo from Anchem, BoL dated July 25, 2022, Aug 15, 2022, Aug 22, 2022. Consider the following: 1 - receiver to tick off against each quality parameter verified; such as NSF certification, product %, date of manufacture. 2 - request for the certificate of analysis (COA) of the product delivered and verify that their batch or lot number, as well as the product quality test result</p>
Location of OFI	Review and Provision of Infrastructure
Discussed With	Jim Ellis, Cory Henry and Lisa Wilson
Description	Reviewed infrastructure review notes dated Aug 25, 2022 to be in conformance. However, as an improvement, the management may consider to include the author of the notes and or the participants involved in generating the notes.
Location of OFI	Measurement and Recording Equipment Calibration and Maintenance
Discussed With	Jim Ellis, Cory Henry and Lisa Wilson
Description	<p>1 - to identify and record the handheld colorimeter used in verifying and calibrating the online chlorine analyzer.</p> <p>2 - consider to flag the situation whenever the grab sample reading for free Cl is more than 0.05 different from the online cl analyser reading, then to adjust the analyser of the deviation if it persists the following day</p>
Location of OFI	Emergency Management
Discussed With	Jim Ellis, Cory Henry and Lisa Wilson
Description	<p>1- Consider to look into ways to ensure its working condition.</p> <p>2 - ensure to record the ability of the power transfer from the get set to the well house</p>

Process	
Processes	Observations
Processes or Activities (DWQMS)-01	<p>Describe whether the process is effective or not (effectiveness should be supported with specific data/records/results). Include strengths & weaknesses of process:</p> <p>Elements that were conforming are listed with evidence below:</p> <p>Element 1 - All 21 elements were addressed in the Dundalk Drinking Water System Operational Plan (OP), Version 2018-1, dated January 18, 2018.</p> <p>Element 2 - Interviewed Adam Nicholls to understand the policy. Policy was displayed at the work place (the shop).</p> <p>Element 3 - Signed by the mayor and council rep (the Owner) and the CAO and PW Manager (the top management) in August 2022.</p> <p>Element 4 - The Lead Hand in Dundalk is the QMS Representative.</p> <p>Element 5 - Documents and records were easily and accurately made available for review during the audit.</p> <p>Element 6 - Verified through physical visit to the three well stations and drive through of the distribution system.</p> <p>Element 7 - Reviewed record of review meeting to review relevance of risk assessment numbers in Appendix A of the OP.</p> <p>Element 8 - The last 36-monthly risk assessment was carried out on December 10, 2018.</p> <p>Element 9 - As described in section 9 of the OP. No change since last re-certification audit.</p> <p>Element 10 - All five personnel licensed to operate the DWS have valid competency licenses.</p> <p>Element 11 - Reviewed the operators on-call schedule to be up to date. Verified Grayson as the on call operator for the week.</p> <p>Element 12 - Reviewed samples of communication between the top management and the owner, staff, suppliers and the public:</p> <ul style="list-style-type: none"> - with the owner; management review conducted on Dec 16, 2021 - with staff; annual risk assessment review on Dec 13, 2021 - with the public; annual report in the town webpage - with suppliers; letter dated Jan 12, 2022 to Anchem, Cleartech, Caduceon, Trojan Tech regarding requirements of suppliers of essential supplies and services <p>Element 15 - Reviewed the 2021 to 2031 10-year capital plan to be in general conformance.</p> <p>Element 16 - Reviewed the water sampling locations in the distribution system to be well spread out. It was noted that there was continuous monitoring of the water quality at all three well stations, with records maintained.</p> <p>Element 19 - The 2022 internal audit was not due yet, However, the 2021 internal audit record was reviewed to be in order.</p> <p>Element 20 - Reviewed record management review held on Dec 16, 2021 to be in general conformance. The 2022 management review was not due.</p> <p>Element 21 - reviewed record of CAPA log updated until Mar 2022 with CAPA #17</p>