

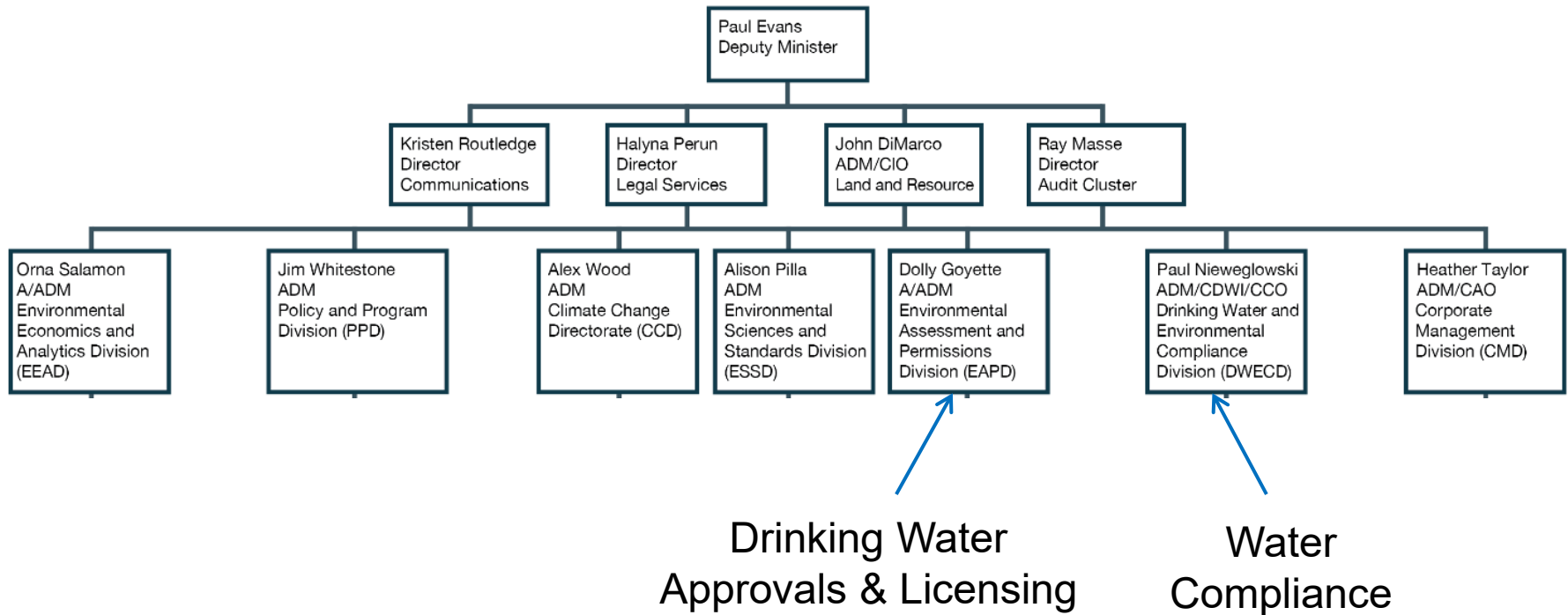


DWQMS Workshop

Managing Change

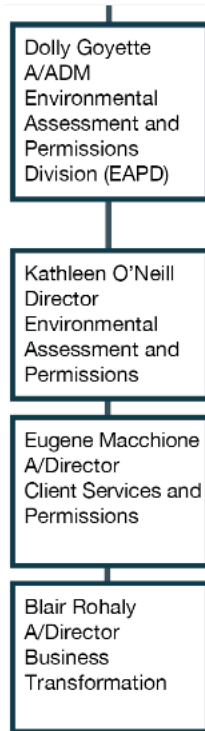
April 2018

MOECC Re-Organization

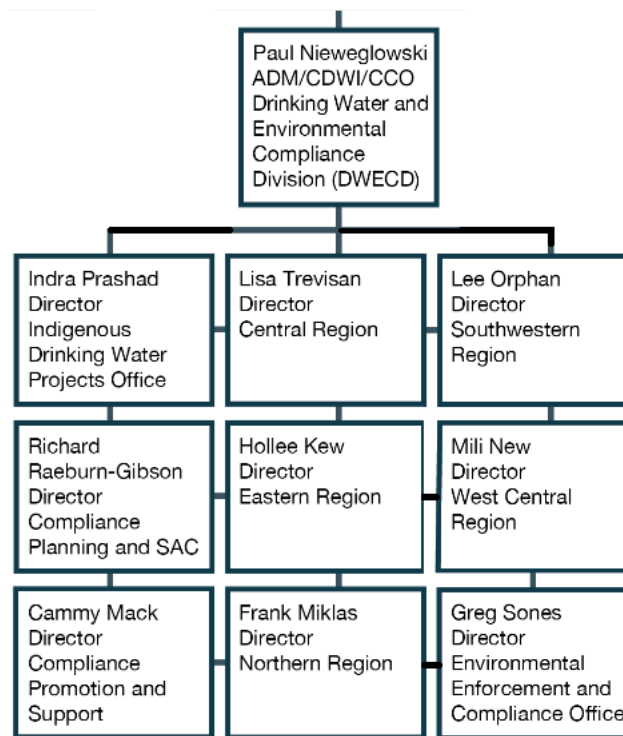


MOECC Re-Organization

Environmental Assessment and Permissions Division (EAPD)



Drinking Water and Environmental Compliance Division (DWECD)



MOECC Re-Organization



Drinking Water
Approvals &
Licensing



Items to Consider



Elections



MOECC Re-organization



Contact Information



Licence Renewals



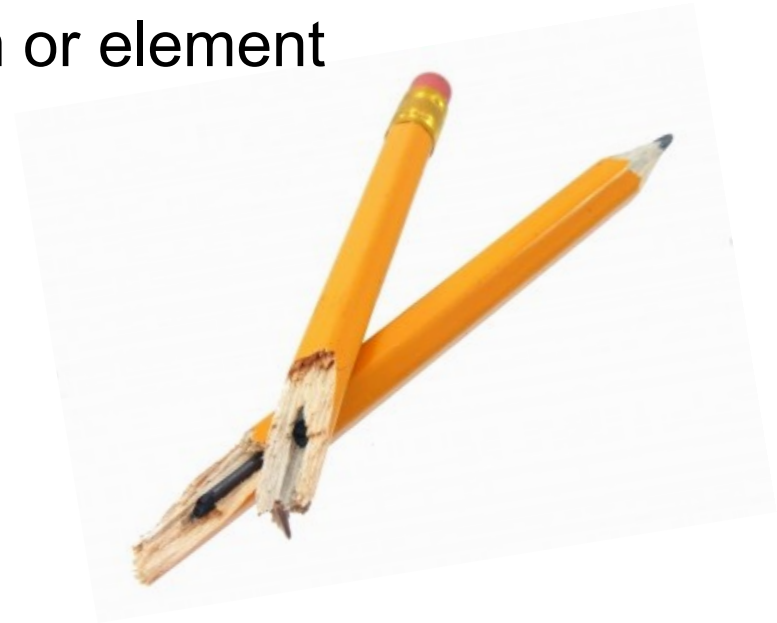
Regulatory Updates



Drinking Water Quality Management Standard

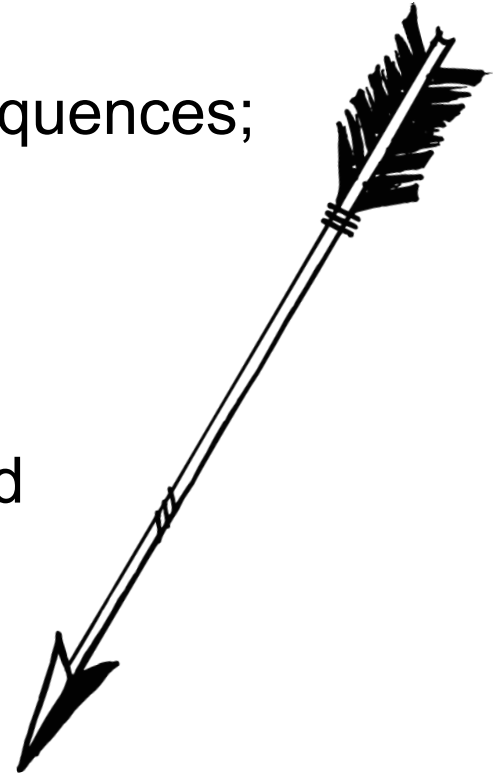
What is Change?

- A disruptive force;
- Causes significant or measurable alteration;
- Influences elements of the system or element interactions;
- May be internal or external;
- Not always a bad thing.



QMS Considerations

- Identify the need for change;
- Identify the purpose and potential consequences;
- Ensure resource availability;
- Maintain integrity of the QMS;
- Identify impacts;
- Communicate changes and new / altered responsibilities;
- Implement the change;
- Verify (ensure effectiveness).



How Do We Manage Change?

- Changes to system infrastructure
 - Regulatory requirements
 - Impacts of change on training / staffing / etc.
- Changes to system operations
 - Who / What / How
- Changes to staff
 - Planned and unplanned
 - Knowledge transfer / succession planning



Elections

Provincial Election

June 8, 2018

Municipal Elections

October 22, 2018

Federal Election

October 21, 2019



Elections

Do you have a transition plan?

- Does it consider your QMS?

Do you have an orientation plan / package?

- Does it include “Taking Care of your Drinking Water: A Guide for Members of Municipal Councils”?
- Does it include plans for Standard of Care training?

Does your QMS have any related procedures?

- QMS Policy / Re-endorsement / Communication

MOECC Re-Organization

Business as usual, but...

Address:

Environmental Assessment & Permission Branch

Approvals & Licensing

40 St. Clair Ave W., 2nd floor

Toronto, ON M4V 1M2

MDWL Hotline:

Local: 416-314-4300

Toll Free: **1-888-999-1305**

MDWLP@Ontario.ca

MOECC Re-Organization

Business as usual, but...

We are moving to a new IT platform

By 2019, you should be able to:

- Submit Applications and Pay Online
- Submit Director Notifications Online
- Track the status of your application

We hope to do some limited pilot testing of the system

If you're interested in participating, let us know at MDWLP@Ontario.ca

How does this impact your QMS?

What would you do if the process for submitting applications / director notifications changed?

Example: different physical / mailing address for submission

- Nothing
- We don't have a process for that
- I have a documented process for managing the change that will ensure the update of any affected procedures and ensure that the updates are communicated within my organization.

 Wrong Answer



Licence Renewals

- Licences are renewed every 5 years
 - Do you know your licence renewal date?
 - Do you have a process for ensuring required information is prepared and available for the licence renewal?
- Why isn't it part of your QMS?
 - Someone else is responsible for it
 - It's not specifically required by the DWQMS
 - I never thought of it
 - We've developed a process that works well and is managed outside of our QMS.



Renewal Requirements (1)

- Completed and signed application form
- Copy of Operational Plan, including all appendices
- Council resolution for financial plan, with evidence that financial plan covers the required six year period
- Raw water characterization in the format specified by the ministry
- A copy of your accreditation certificate
- Distribution System Map (PDF File)

Renewal Requirements (2)

- Completed 'Subject System Description Form'
- Copy of any Permits to Take Water
- A copy of the relevant sections of your operations and maintenance manual that include:
 - The CT calculations that were used as the basis for primary disinfection under the worst case operations conditions;
 - The validated operating conditions for UV disinfection equipment, including a copy of the validation certificate.

Renewal Requirements (3)

- Information relating to lead sampling taken from distribution and plumbing sources within your system that:
 - Identifies the frequency at which you are undertaking sampling, including reference to the specific subsection of Schedule 15.1 (O. Reg. 170/03) or regulatory relief condition that this sampling frequency is based on.

Renewal Requirements (4)

- Membrane Filtration
 - Details relating to all filters and filter trains in the system, including the filter type and manufacturer.
- Wastewater / Waste Residual
 - A description of all wastewater discharges from the system
- Fuel Storage
 - A description of all fuel storage within the system that identifies the type and location of each tank and the type(s) of fuel that are stored.

Updated Conditions

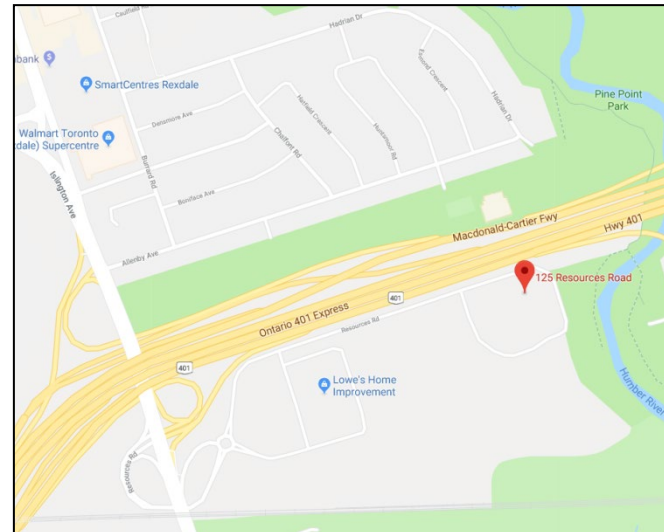
- We are currently reviewing feedback on conditions included in within the licence and permit.
- With renewals you could see:
 - Clarification of conditions relating to pre-authorized alterations (e.g., minor modifications), U/V disinfection and pathogen log removal / inactivation credits.

Updated Conditions

- We will be circulating draft versions of the updated conditions for comment.

Engagement Session /
MWWRC Meeting
June 27, 2018
125 Resources Rd, Etobicoke

Contact: MDWLP@Ontario.ca



Regulatory Updates

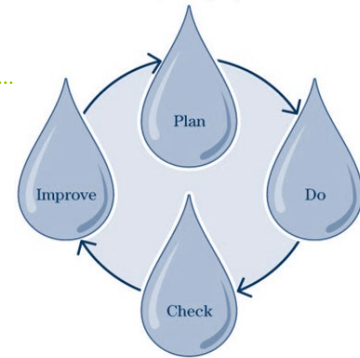
- EBR 013-1840: Source Protection
 - Ensuring that source protection activities take place for new source of water in areas covered by a source protection plan.
- O. Reg. 588/17: Asset Management Planning for Municipal Infrastructure (*Infrastructure for Jobs and Prosperity Act*)
 - Asset management planning activities should align with Financial Plans required under the *Safe Drinking Water Act, 2002*

Updated Financial Plans should be submitted to John Ballantine at the Ministry of Municipal Affairs: John.Ballantine@ontario.ca

Regulatory Updates

- Standards updated based on technological innovations and improvements in our understanding water treatment technologies, waterborne pathogens and other drinking water contaminants.
- Drinking Water Quality Standards
 - Arsenic (0.010 mg/L effective Jan 1, 2018)
 - Health Canada [Consultation on Lead in Drinking Water](#) (2017) with proposal of 0.005 mg/L (5 µg/L).

DWQMS Revisions



1. Clarified the requirements for different types of systems (e.g., treatment systems vs distribution only systems).
2. Added more detail for items that are subjective, so that it is easier to demonstrate conformance. (e.g., measuring continual improvement).
3. Enabled flexibility in DWQMS timeframes, to allow for alignment with other regular municipal activities.
4. Alignment with ministry's climate change mandate.

Managing the Transition to 2.0

QMS Updates (operational plan)

- Must be implemented prior to your first audit in 2019
- You should complete an internal audit and management review using your updated procedures **prior to** your 3rd party accreditation audit.

Updates to Risk Assessment / Risk Assessment Procedure

- You must update your procedure **prior to** your next scheduled risk assessment.
- Your procedure should be updated to demonstrate how you will consider the hazardous events listed in the document “Potential Hazardous Events for Municipal Residential Drinking Water Systems”.
- Your next risk assessment should include these mandatory risks.

Managing the Transition to 2.0

How to initiate upgrade prior to 2019

Report to your external audit:

- Let your accreditation body know that you want to be audited for conformance with DWQMS 2.0
- Provide evidence of conformance to DWQMS 2.0 (updated operational plan, internal audit, management review)

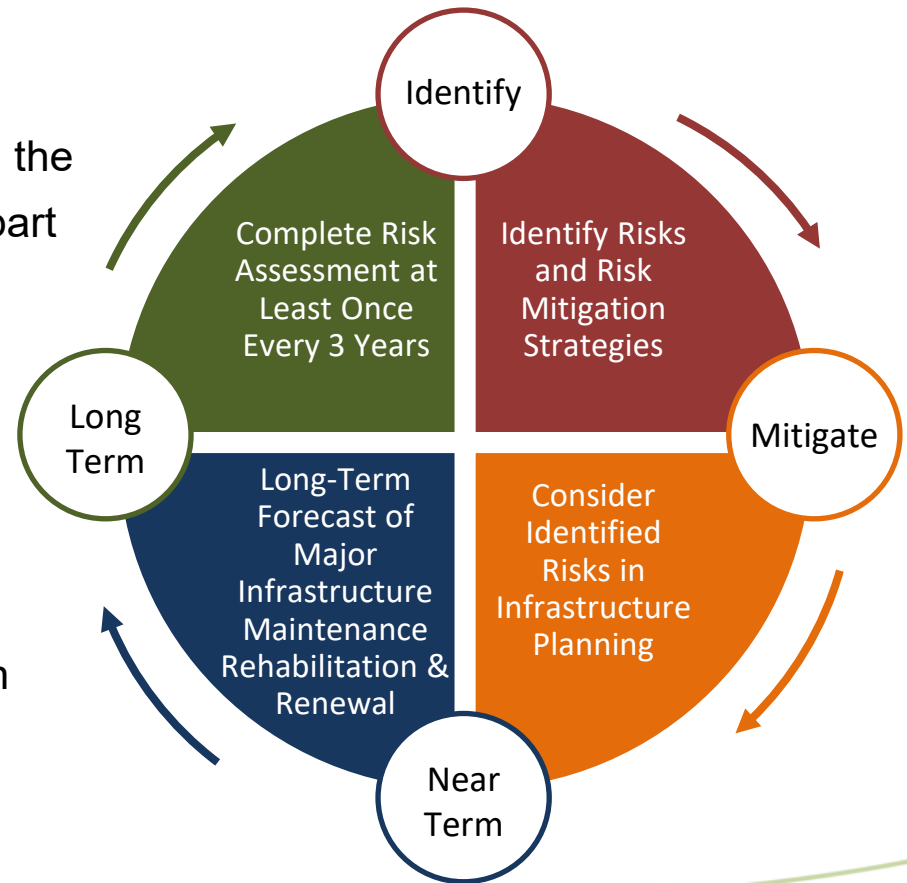
Remember:

- Until 2019, conformance can be assessed to either the original DWQMS or DWQMS 2.0.
- You cannot be audited for partial implementation of the changes.

Climate Change

The DWQMS includes requirements to:

- Ensure the impacts of climate change on the drinking water system are evaluated as part of a risk assessment.
- Require resilience of the drinking water system to be evaluated in the context of both near term and long term climate change impacts.
- Bridge the gap between risk identification and infrastructure planning decisions.

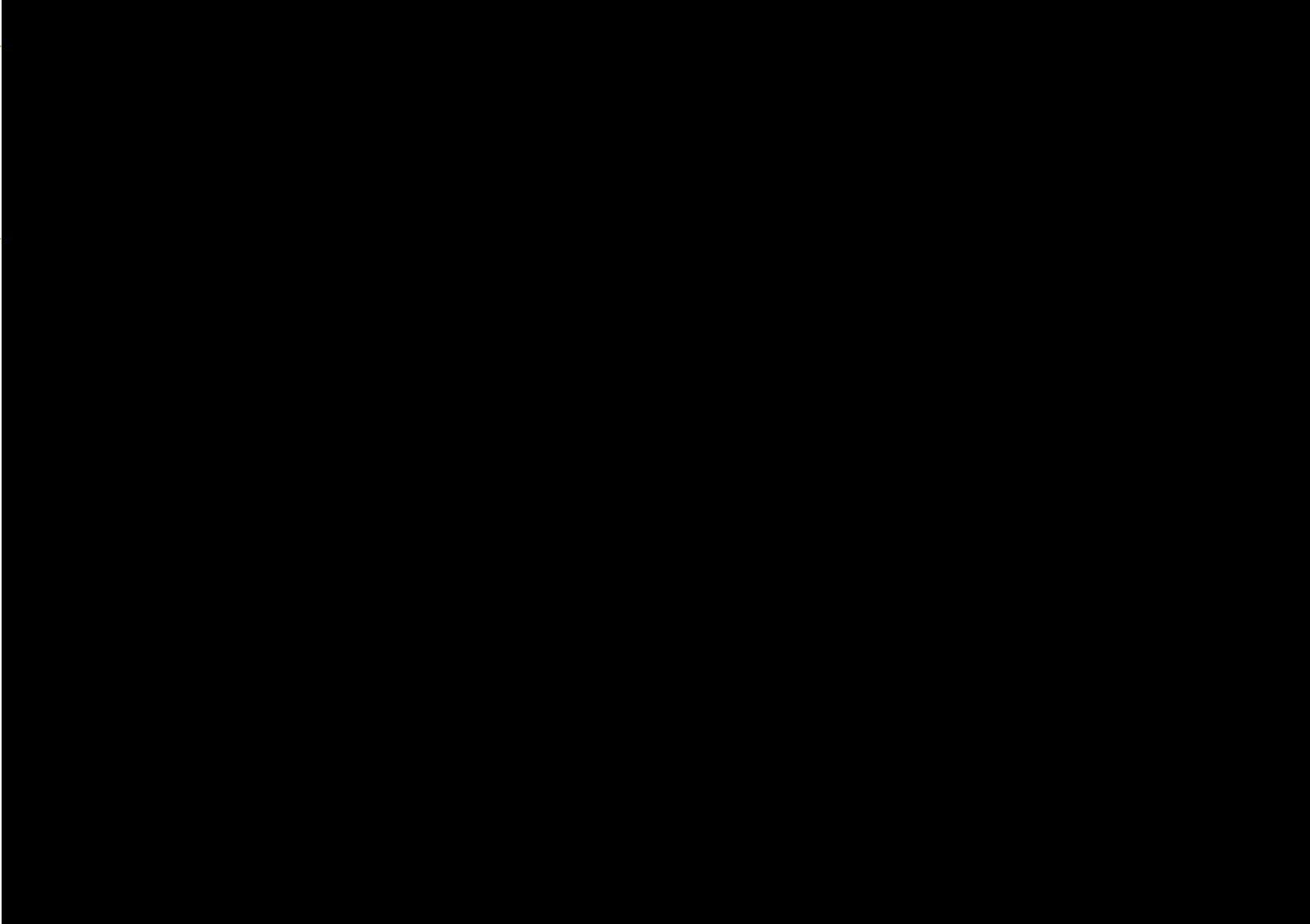


Climate Change

System Type	Description of Hazardous Event / Hazard
All systems	Long Term Impacts of Climate Change
All systems	Water supply shortfall
All systems	Extreme weather events (e.g., tornado, ice storm)
All systems	Sustained extreme temperatures (e.g., heat wave, deep freeze)
All systems	Chemical spill impacting source water
All systems	Terrorist and vandalism actions
Distribution Systems	Sustained pressure loss
Distribution Systems	Backflow
Treatment Systems	Sudden changes to raw water characteristics (e.g., turbidity, pH)
Treatment Systems	Failure of equipment or process associated with primary disinfection (e.g., coagulant dosing system, filters, UV system, chlorination system).
Treatment Systems and Distribution Systems providing secondary disinfection	Failure of equipment or process associated with secondary disinfection (e.g., chlorination equipment, chloramination equipment)
Treatment Systems using Surface Water	Algal blooms



www.ontario.ca/page/blue-green-algae



For more information, please contact us at 1-800-387-0000.

Continual Improvement

The DWQMS requires you to:



Review and consider available best management practices (BMPs).



Have a process for identifying and managing corrective actions.



Have a process for identifying and implementing preventive actions.

Change is Inevitable

- It is easy to identify when things go dramatically wrong, and work to correct them.
- It's difficult to find pro-active areas for improvement. Especially with fiscal and time constraints.

If your operational plan hasn't changed since you implemented it, you're not effectively leveraging it as a tool for managing and improving the system.

Some final thoughts...

- Workshop is a means to identify best practices and other ways to continually improve your system.
- Don't just change!
Discover > Consider > Decide > Plan

Change doesn't have to be LARGE
Change doesn't have to be ALL AT ONCE
Change doesn't need to be COMPLICATED

Questions?



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