1. CALL TO ORDER

2. ADDENDUM TO AGENDA

3. DISCLOSURE OF PECUNIARY INTEREST

4. ADOPTION OF MINUTES
   (a) Minutes of Regular Council Meeting of December 10th, 2018
   (b) Minutes of the Southwold Young at Heart Committee meeting of December 4th, 2018.
   (c) Minutes of the Health and Safety Committee Meeting of December 13th, 2018

5. DELEGATION
   (a) 8:00 p.m. – Valerie Cron, Communities in Bloom Committee

6. DRAINAGE
   (a) Tender Results – Bogart Drain C 2017

7. PLANNING
   (a) 7:15 p.m. – Public Meeting – ZBA 2018-17 1873828 Ontario Ltd
   (b) Consent Application E101/18 F and B Ostrander C/O Gunn & Associates, 7993 Union Road and 35696 Fowler Street.

8. REPORTS
   (a) Activity Report from Drainage Superintendent – December
   (b) Activity Report from Fire Chief – December
   (c) Activity Report from Acting Public Works Superintendent – December
   (d) Activity Report from the Chief Building Official – December
   (e) Report from the Treasurer RE: Tax Adjustments Farm Tax Class Changes – Batch 3
   (f) Activity Report from the CAO/Clerk – December
   (g) Report from the CAO/Clerk RE: Cannabis in Southwold
   (h) Report from the CAO/Clerk RE: Electrical Services – Keystone Complex
   (i) Report from the CAO/Clerk RE: MTO Security and Privacy
9. **CORRESPONDENCE**

(a) Correspondence from St. Thomas RE: Drinking Water Quality Management System Policy – Lynhurst Area

(b) Correspondence from St. Thomas RE: Southwold Water Distribution System (Lynhurst Area) - Drinking Water Quality Management System Operational Plan – Lynhurst Area

(c) Correspondence from the Ministry of the Environment, Conservation and Parks RE: Southwold Distribution System Final Inspection Report

10. **BY-LAWS**

(a) By-law No. 2019-01, being a by-law authorize borrowing from time to time to meet current expenditures during the fiscal year ending December 31st, 2019.

(b) By-Law No. 2019-02, being a by-law to provide for an interim tax levy, to provide for the payment of taxes and to provide for penalty and interest of 1.25 percent.

(c) By-law No. 2019-03, being a by-law to confirm the resolutions and motions of the Council of the Township of Southwold, which were adopted on January 10, 2019 and January 14, 2019

11. **OTHER BUSINESS** *(For Information Only)*

(a) County of Elgin – Notice of Completions Transportation Environmental Study Report Addendum Highway 401 and Highway 4 Interchange Improvements and Highway 4 and Glanworth Drive Underpass Replacement.

(b) Ministry of Finance – Ontario Cannabis Legalization Implementation Fund

(c) Ministry of Municipal Affairs and Housing – Housing Supply Action Plan

(d) Email- AMO Policy – Developing a Municipal Cannabis Policy Statement

(e) Ministry of Finance – Assessment of properties in the landfill class

12. **CLOSED SESSION**

(a) Personal matters about an identifiable individual(s) including municipal employees or local board employees (section 239 (2) (b)) (2 items) – Public Works Replacement and Fire Personnel.

(b) A position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board (section 239 (2) (k)) – Talbotville Development

13. **ADJOURNMENT:**

NEXT BUDGET MEETING OF COUNCIL
**WEDNESDAY JANUARY 16, 2019 @ 4:00 P.M.**
Council Chambers, Fingal

NEXT REGULAR MEETING OF COUNCIL
**WEDNESDAY JANUARY 30, 2019 @ 7:00 P.M.**
Council Chambers, Fingal
THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

MINUTES

Regular Council Meeting
Monday, December 10th, 2018
7:00 p.m. Council Chambers, Fingal

PRESENT:
Mayor G. Jones
Deputy Mayor R. Monteith
Councillors: S. Emons
P. North
J. Pennings

ALSO PRESENT: Kim Grogan, Treasurer/Deputy Clerk (7:00 p.m. – 9:17 p.m.)
Jeff McArthur, Fire Chief (7:00 p.m. – 8:25 p.m.)
Heather James, Planner (7:00 p.m. – 7:30 p.m.)
June McLarty, Administrative Assistant (7:00 p.m. – 8:25 p.m.)

DISCLOSURES: Councillor Pennings declared an interest on item 10d
Councillor North declared an interest on item 7a

ADOPTION OF MINUTES:

2018-488 Councillor Emons – Councillor Pennings
Approval of Minutes

THAT the Minutes of the Regular Council meeting of November 26, 2018 and the
Minutes of the Inaugural Council meeting of December 3, 2018 are hereby
adopted.

CARRIED

DRAINAGE:

2018-489 Councillor Emons – Councillor Pennings
Drainage Reapportionment
E72/18 Fournie Fife

THAT Council for the Township of Southwold hereby accepts the drainage
reapportionment undertaken for the Application for Consent E72/18, Fournie/Fife,
Moore Road;

AND FURTHER THAT this reapportionment will become effective upon stamping
of the applicable deed;

AND FURTHER THAT a copy of this resolution be forwarded to the Applicant;

AND FURTHER THAT a copy of this resolution and drainage reapportionment
be filed in each applicable drain file.

CARRIED
REPORTS:

Monthly Activity Report from the Drainage Superintendent
Council reviewed this report.

Monthly Activity Report from the Fire Chief
Fire Chief Jeff McArthur reported that they are recruiting new members. He also reported that a carbon monoxide detector recently saved the life of a mother and young baby. Chief McArthur also attended a meeting recently to discuss access to the 401 during emergencies. Mayor Jones asked if there has been a good recruitment response. Chief McArthur responded yes but he had to decline some due to scheduling and location.

Water Budget and Rates
Treasurer Kim Grogan reported that the purpose of this report is to adopt the 2019 Operating Budget and set the 2019 water rates. Through full-cost accounting water rates are set each year to recover expenses and set aside funds for future capital projects. Full costing accounting is used to recover the drinking costs to ensure our drinking water system can provide clean and safe drinking water. There will be an increase in the cost to purchase water. The Elgin Area Primary Water System increased it rates by 4% with an anticipation of the same amount annually. The St. Thomas Secondary System is also increasing its rates by 10.10% with a further increase of 10% over the next 5 years. Council was provided with the operating budget and the reasons for the fluctuation. Ms. Grogan also reported that staff is reviewing capital projects and will bring them back at a later date. Dillon Consultants and Watson Economists are preparing a comparison report.

2018-490 Councillor North – Councillor Pennings 2019 Water Operating Budget

THAT the 2019 water operating budget be approved as presented;

THAT By-law 2018-89, being a by-law to adopt the 2019 Water Budget, be presented to Council for enactment;

THAT Council approve the 2019 water rates as proposed;

THAT By-Law 2018-90, being a by-law to regulate the distribution use of water and fix prices and times of payment, be presented to Council for enactment;

AND THAT the 2019 water capital budget be presented at the time of municipal budget deliberations.

CARRIED

PLANNING:
Councillor north vacated his seat

7:15 p.m. – Minor Variance – MV 2018-03 Antonucci, 4222 Thomas Road

In Attendance: John Antonucci
THAT the regular Council meeting adjourn to sit as a Committee of Adjustment to hear minor variance applications MV 2018-03, filed by John Antonucci at 7:16 p.m.

CARRIED

THAT the Committee of Adjustment meeting to hear applications MV 2018-03 filed by John Antonucci ends at 7:28 p.m.

AND FURTHER THAT the regular meeting of Council reconvenes.

CARRIED

Councilor north returned to his seat.

REPORTS

Sewer Rates
Treasurer Kim Grogan reported that the 2019 sewer rates need to be adopted. Staff is recommending an annual increase of 3% to maintain capital charges. The City of St. Thomas is increasing their wastewater consumption rates by 9%. Ms. Grogan also reported that Dillon Consultants and Watson Economists are preparing a rate study for the Talbotville wastewater treatment plant. Councillors Emons questioned when this report would be available. Ms. Grogan replied that she expects the report in December of 2019.

THAT the 2019 sewer rates be approved as presented.

CARRIED

Monthly Activity Report from the Public Works Superintendent
Council reviewed this report.

Monthly Activity Report from the Chief Building Official
Council reviewed this report.

Monthly Activity Report from the CAO/Clerk
Council reviewed this report.

Status of Capital Purchases 2018
CAO/Clerk Lisa Higgs’ report provided an update on the status of the 2018 capital projects. Deputy Mayor Monteith questioned the status of the crew cab. It was reported that the box for the crew cab has been ordered. Councillor North questioned the status of the tender for the trunk sewer line. Ms. Grogan was going to follow up with Dillon Consulting. Deputy Mayor Monteith questioned the status of the guardrails. Ms. Grogan will follow up with Acting Public Works Superintendent Scott Woolley. Councillor North questioned the status of storm drain for
the Shedden development. Ms. Grogan responded that we are waiting for the Ministry of Environment.

**Continued Operation of the Talbotville WWTP**

CAO/Clerk Lisa Higgs’ report provided information for the ongoing operation of the wastewater treatment plant. Ms. Higgs provided three options. The quote from Newterra to continue to operate the WWTP calculates to $38 400 for a year. This does not include consumables. Deputy Mayor Monteith questioned the number of hours that are used to maintain the plant. Mayor Jones replied maybe 8. Councillor Emons wondered if it would be cheaper if we went through the City of St. Thomas. The consensus was no.

2018-494 **Councillor North – Deputy Mayor Monteith**

THAT Council of the Township of Southwold accepts the quotation of $38 400.00 plus HST from Newterra for the ongoing operation of the WWTP;

AND THAT Council authorizes the Treasurer/Deputy Clerk to sign the purchase authorization to proceed.

CARRIED

**Talbotville Neighbourhood Committee – Terms of Reference**

CAO/Clerk Lisa Higgs report provided the Terms of Reference for the Talbotville Neighbourhood Committee. Mayor Jones suggested that the committee meet in January or February. We do not know who can attend and when. Mayor Jones also suggested that the voting members should consist of 5 members from the Talbotville Settlement Area and 2 Council members. Councillor North questioned who would call special meeting. Mayor Jones replied that the Chairperson would call all meetings.

2018-495 **Deputy Mayor Monteith – Councillor Emons**

THAT Council approves the Talbotville Neighbourhood Committee Terms of Reference:

AND THAT Council sets a date for a first meeting of the Committee.

CARRIED

**Stop Sign Installation on Talbotville Gore Road**

CAO/Clerk Lisa Higgs report was to seek authorization of stop signs on Talbotville Gore Road at the entrances of Shady Lane. These stop signs would alleviate some of the concerns that were brought forward at various meetings of the Farhi/Caranci Plan of Subdivision. Councillor North reported that he has spoken to developer in the area and they are not opposed to the idea.

2018-496 **Councillor Pennings – Councillor Emons**

THAT Council authorizes the installation of Stop Signs on Talbotville Gore Road.

CARRIED
DELEGATIONS:

7:55 p.m. – 8:15 p.m. – Mike Taylor and Susan Budden, OCWA 3rd Quarter Report

Ms. Budden, OCWA Business Manager introduced herself. Mr. Taylor presented the report to Council. Mr. Taylor noted that it is now the Ministry of Environment, Conservation and Parks. Mayor Jones questioned if the SCADA system is up and running in Shedden. Mr. Taylor reported yes and there were no issues as of late. Resolutions are put in place to prevent any further problems. Mr. Taylor also reported that the fire hydrants are checked after flushing and the fire department is notified. Councillor North questioned what happens when someone goes on holidays. Mr. Taylor reported that employees are crossed trained and we get assistance from Aylmer. It was also reported that employees are rotated quarterly, and backups are in place. Councillor North questioned the flushing. Mr. Taylor replied that we need to maintain proper residuals and the numbers are designed to maintain these residuals. Councillor Emons questioned if there was an upper limit for these residuals. Mr. Taylor responded that it is 4mg per litre. Deputy Mayor Monteith questioned our software system. Mr. Taylor replied saying that no other municipalities are using our SCADA system. We have the full rights to it.

CORRESPONDENCE:

No correspondence

BY-LAWS:

2018-497 Deputy Mayor -Councillor Emons  By-laws

THAT By-law Nos. 2018-89, 2018-90, 2018-91 and 2019-93 be taken collectively

CARRIED

2018-498 Deputy Mayor Monteith – Councillor Emons  By-laws


CARRIED

2018-499 Councillor Emons – Councillor North  By-laws

THAT By-law Nos. 2018-89, 2018-90, 2018-91 and 2018-93 be read a third time and finally passed.

CARRIED

Councillor Pennings vacated his seat

2018-500 Deputy Mayor Monteith – Councillor North  By-law 2018-92

THAT By-law No. 2018-92, being a by-law to amend by-law 2018-81 be a read a first and second time, consider read a third time and finally passed this 10th day of December 2018.

CARRIED
Councillor Pennings returned to his seat.

OTHER BUSINESS:
Council reviewed the items under Other Business.

CLOSED SESSION:

2018-501 Councillor North – Councillor Emons

THAT Council of the Township of Southwold now moves into a session of the meeting that shall be closed to the public at 8:25 p.m. in accordance with Section 239 (2) of the Municipal Act, S.O. 2001, c. 25 for discussion of the following matters:

- Personal matters about an identifiable individual(s) including municipal employees or local board employees (section 239 (2) (b)) (Public Works Superintendent Recruitment)

CARRIED

STAFF DIRECTION
Staff was directed by Council to proceed with the hiring of a Public Works Superintendent replacement and to bring forward an estimate for work order software at budget deliberations.

2018 - 502 Deputy Mayor Monteith – Councillor Emons

THAT the hiring committee for the Public Works Superintendent replacement be comprised of the CAO, the Acting Public Works Superintendent and the Mayor.

CARRIED

STAFF DIRECTION
Staff was directed by Council to have conduction interviews by mid-January with a start date of mid to late February.

AJOURNMENT:

2018- 503 Councillor Pennings – Deputy Mayor Monteith

THAT Council for the Township of Southwold adjourns this Inaugural meeting of Council at 9:17 p.m.

CARRIED

Deputy Clerk
Kim Grogan

Mayor
Grant Jones
Southwold Young at Heart Committee Meeting Minutes
December 4th, 2018

Tuesday December 4th, 2018
Fingal Township Office
1:00pm

Attendance: Debbie Logghe, Councillor Sarah Emons, Mayor Grant Jones, Karen Olmstead, Lisa Higgs (CAO/Clerk), Jack McNiven, Kim Poole, Ian Chard, Keith Orchard

Regrets: Nil

1. Call Meeting to Order and Welcome
The meeting was called to order by Mayor Grant Jones at 1:05 pm.

2. Approval of the Agenda
There was not a formal agenda, but the committee members agreed to discuss developing terms of reference, looking at budget requirements, and recommending the appointment of members to the Committee.

3. Approval of the Minutes
There were no previous meeting minutes to approve.

4. Review of Draft Terms of Reference
The Committee reviewed the draft terms of reference and provided direction and commentary on the following terms:

- name
- statement of purpose
- objectives
- role of the committee
- meeting frequency and location
- voting
- membership
- qualifications
- vacancies
- subcommittees
- hiring
- quorum
- officers
- duties of officers
- authority
- dissolution
5. Election of Chair

Resolution No. 1  Moved by: Deb Logghe  
Seconded by: Keith Orchard  

RESOLVED that Ian Chard be elected as Chair of the Southwold Young at Heart Committee for 2019.  

DISPOSITION: Motion Carried  

Resolution No. 2  Moved by: Karen Olmstead  
Seconded by: Ian Chard  

RESOLVED that Jack McNiven be elected as Vice-Chair of the Southwold Young at Heart Committee for 2019.  

DISPOSITION: Motion Carried  

6. Budget

The Committee reviewed the budget that was submitted for the Seniors Active Living Grant. Alterations were made to the budget with direction to staff to bring an updated version back to the next meeting and include in the Township’s 2019 budget.  

7. Adjournment and Next Meeting

The Next Meeting was Scheduled for January 2nd, 2019 at 1:00 pm at the Keystone Complex. Keith Orchard offered to make arrangements to borrow a portable shuffle board court so committee members could try it out.  

Resolution No. 3  Moved by: Grant Jones  
Seconded by: Kim Poole  

RESOLVED that the Committee adjourn at 2:35 pm to reconvene on January 2nd 2019 at 1:00 pm.  

DISPOSITION: Motion Carried
Minutes of Meeting
Thursday December 13, 2018
9:00 am
Council Chambers, Township of Southwold

In Attendance: Lisa Higgs, CAO/Clerk
Mark Filewood – Public Works Representative
Jeff McArthur – Fire Chief
Corey Pemberton -Chief Building Official
Lori Redman – Resource/Admin Representative

Regrets: Jay Van Bree – Utilities Department Representative

Call to order 9:17am

Minutes of the last meeting held September 20th, 2018 were reviewed.

Business arising from September 20th, 2018 Minutes:

The members of the JHSC reviewed the Health and Safety minutes and discussed the need to complete the following items:

- Public works buildings Asbestos testing. Lori Redman will follow up with Scott Woolley.
- Building Inspector Corey Pemberton contacted Stephen Self Engineering regarding the hoist beam currently being used by public works department. The Engineering report indicated that the current hoist is not sized properly and needs to be replaced. This item to be added to the 2019 Budget.
- The electrical outlet located on the back wall of the middle building will be repaired December 14th, 2018 when Capson Electrical replaces the outside lights on the Roads buildings.
- Propane tanks, will be stored in one designated location for safe storage. Gas and Diesel needs to be decanted in to properly labelled containers. Gas tanks in garage need to be secured properly.
- The handrail going up to the mezzanine will be addressed in 2019.
- Housekeeping needs to be addressed. Lisa will follow up with Scott Woolley and Jim McLaws.
- Public works buildings have been treated for rodents.
Department Reports:

Public Works
- The rusted step on the loader needs to be replaced.

Admin Office
- Eaves above front entrance steps continue to leak, causing slippery surfaces in front of main entrance door.

Water Department
- No safety concerns to report.

Fire
- Fire Chief Jeff McArthur will arrange with his volunteers to assist with fire extinguisher training for all Staff this winter.
- Volunteer Fire Fighter, Chris Surmacz will be representing the Volunteer Fire Department at future Health and Safety meetings.

New Business:

Building Inspector Corey Pemberton will look at the eaves at the front entrance to stop water leak.

A workplace vehicle is considered an “enclosed space” under the Smoke Free Ontario Act, 2017 (SFOA, 2017). This means Smoke Free Ontario Act, 2017 requires all work vehicles to have “No Smoking” and “No Vaping” signs in a location where visible to employees such as on a window or dashboard.

Mark Filewood will take the “No Smoking” and “No Vaping” metal signage to be put up at all parks by Jeff Wilcox.
City of St. Thomas is currently handling all dog callouts for the Township of Southwold. This will be readdressed in the spring.
A refresher course for safe chain saw operations for Public Works staff will be organized for early 2019.
Mark Filewood would like to arrange snowplow training for new employees. Lori Redman will follow up with Scott Woolley.

Comments and Suggestions:
Lori Redman will follow up with interim Road Superintendent Scott Woolley about previous asbestos testing done on the roads garage.

The next Health and Safety meeting: March 7, 2019 at 8:30am Council Chambers

Meeting adjourned at 10:18am.
THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

DELEGATION REQUEST FORM

This Delegation Request Form, and any written submissions or background information for consideration by either Council or Committees of Council must be submitted to the Clerk's office by the following deadline:

12:00 NOON ON THE WEDNESDAY PRIOR TO THE REQUESTED MEETING DATE

COUNCIL/COMMITTEE/ADVISORY COMMITTEE DATE: January 14, 2019

SUBJECT: Communities in Bloom activities and future plans

NAME OF SPOKESPERSON: Valerie Cron

NAME OF GROUP OR PERSON(S) BEING REPRESENTED (if applicable):
Southwold Communities in Bloom

BRIEF SUMMARY OF ISSUE OR PURPOSE OF DELEGATION:

2018 activities, accomplishments, challenges
2019 plans

PLEASE COMPLETE THE FOLLOWING:

Have you been in contact with Municipal Staff or a Council Member regarding your matter of interest? Yes ☐ No ☐

IF YES, WITH WHOM? June __________________________ DATE: ________________

☑️ I acknowledge that the Municipal Procedural By-law permits ten (10) minutes for Delegations.
INFORMATION ON THIS PAGE OF THE FORM WILL BE PRINTED ON A PUBLIC AGENDA

The Clerk's office will confirm your Delegation by telephone and/or e-mail after receiving this form. Due consideration will be given to your request. Accommodating your request for a certain meeting date and time will depend on the length of the agenda in question. You will be advised of the earliest possible date when your delegation may be heard by Council.

CONTACT INFORMATION:

NAME: Valerie Cron

ADDRESS: 7827 Mill Rd.

Pt. Stanley NSL 1J 2

PHONE: 519-857-9579 FAX: 

home and/or cell E-MAIL: valerie.cron@outlook.com WEBSITE: 

DO YOU REQUIRE ANY ACCESSIBILITY ACCOMMODATION? YES ☐ NO ☐

IF YES, WHAT DO YOU REQUIRE? 

Should you require assistance completing this form, please contact the Municipal Office at (519) 769-2010.

Personal information on this form is collected under the legal authority of the Municipal Act, as amended. The information is collected and maintained for the purpose of creating a record that is available to the general public, pursuant to Section 27 of the Municipal Freedom of Information and Protection of Privacy Act, Chapter M.56. Questions about this collection should be directed to the Municipal Clerk, Township of Southwold, 35663 Fingal Line, Fingal ON N0L 1K0, Telephone (519) 769-2010.

Please review the attached information regarding your Delegation Request and the Township of Southwold's Procedural By-law.
DATE: January 14, 2019

PREPARED BY: Brent Clutterbuck

REPORT NO.: DRA 2019-01

SUBJECT MATTER: Bogart Drain C 2017 Tender Results

Recommendation: That Council of the Township of Southwold award the contract for the construction of the Bogart Drain C 2017 to 1319735 Ontario Inc, C/O Cowan Farm Drainage for a total cost of $9,268.00 + HST and instructs the Mayor & Clerk to sign the tender contract and have a copy sent to the successful bidder

Background: Tenders were opened Tuesday January 8, 2019 at 9:38am. The extent of the work comprised this tender is the construction of the Bogart Drain C 2017 as contained in the report that forms part of Township of Southwold By-Law 2018-07. The Tender was sent to 4 drainage contractors, two tenders were submitted to the municipality by the closing deadline. The Engineer’s estimate for the construction portion of this drain is $9,705.00. The Tenders that we received back varied from approximately 95.5% to 124.8% of the Engineers estimate.

Comments/Analysis: Tender Results

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Tender Amount</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.G. Hayter Contracting Ltd</td>
<td>$12,110.00 +HST</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>1319735 Ontario Inc</td>
<td>$9,268.00 +HST</td>
<td>04/01/2019</td>
</tr>
<tr>
<td>C/O Cowan Farm Drainage</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Financial Implications: The tender submitted by 1319735 Ontario Inc is approximately 95.5% of the Engineers estimate. The final actual cost of the drain is dependant on the number tile connections not noted on the plan, any unforeseen circumstances encountered during construction resulting in extra contingencies costs plus actual interest charges.

Respectively Submitted by:

Brent Clutterbuck, Drainage Superintendent
“Submitted electronically”

Approved by:
Lisa Higgs, CAO/Clerk
TO: Mayor and Council of the Township of Southwold

FROM: Heather James, Planner

SUBJECT: Proposed Draft Plan of Subdivision Application and Zoning By-law Amendment Application by John and Susan Pountney and 1873828 Ontario Limited to permit residential subdivision development.

REASONS FOR AND NATURE OF THE APPLICATIONS:

The subject lands, shown on Figure 1, are legally described as Part of Lot 40, Concession South East of the North Branch of Talbot Road, located on the west side of Talbotville Gore Road in the community of Talbotville. The land has frontage on Talbotville Gore Road. The approximately 9.73 ha (24.07 ac.) parcel contains a habitable residence and accessory building (to be removed) and is used for residential and agricultural uses. Residential and agricultural uses surround the subject lands.

Figure 1 Location and Land Use
Figure 2 above shows the Proposed Draft Plan of Subdivision with an area of 9.73 ha (24.07 ac.) and a frontage of 20.48 m (67.19 ft.) on Talbotville Gore Road. The draft plan proposes the development of: 58 lots for single detached residential dwellings (Blocks 58); a 3.52 ha. (8.7 ac.) parcel for Multi Family Residential including a Hydro One easement of 2.0 ha (4.94 ac.) (Block 59); and 1.43 ha. (3.53 ac.) parcels for road purposes (extension off Glengariff Drive and Streets A, B and C).

The following reports/plans have been prepared for the proposed development:

- Planning Justification Report by Dillon Consulting, September 2018
- Servicing Report prepared by Dillon Consulting, September 2018
- Geotechnical Engineering Report prepared by Englobe Soils and Environment
- Environmental Impact report prepared by Leonard + Associates in Landscape Architecture, August 2018
- Stage I and II Archaeological Assessment, Wood Environment & Infrastructure Solutions, May 2018
ZONING BY-LAW AMENDMENT

Figure 3 below shows the proposed zoning by-law amendment schedule. The purpose of the Zoning By-law Amendment application is to: 1) rezone the proposed 58 residential lots from Settlement Reserve (SR) Zone to Site Specific Residential 1 (R1-xx) Zone to permit single detached dwellings with a reduced minimum exterior side yard from 6.0 m (19.69 ft.) to 3.5 m (11.48 ft.); and, 2) rezone the proposed multi-family residential block from Settlement Reserve (SR) Zone to Site Specific Residential 3 (R3-xx) to permit multi-family dwelling units with a reduced minimum lot frontage from 30.0 m (98.43 ft.) to 20.0 m (65.62 ft.).

Figure 3 Zoning By-law Amendment
TOWNSHIP STAFF COMMENTS:

Township staff have reviewed the proposed draft plan of subdivision and zoning by-law amendment and provided comments. These concerns will be addressed as part of the final design and the required subdivision agreement.

COMMENTING AGENCIES COMMENTS:

The draft plan of subdivision and zoning by-law amendment applications were circulated to the applicable public agencies for comments. The following comments were submitted at the time of writing this report:

Canada Post
'Canada Post will provide mail delivery service to the subdivision through centralized Community Mail Boxes (CMBs). Please update our office if the project description changes so that we may determine the impact (if any). Should this application be approved, please provide notification of the new civic addresses as soon as possible. The developer is to provide Canada Post with the excavation date for the first foundation/first phase as well as the date development work is scheduled to begin. Finally, please provide the expected installation date(s) for the CMB pads.'

Union Gas Limited
'It is Union Gas Limited’s (‘Union’) request that as a condition of final approval that the owner/developer provide to Union the necessary easements and/or agreements required by Union for the provision of gas services for this project, in a form satisfactory to Union.'

Comment: The comments from Canada Post and Union Gas have been sent to the Approval Authority for the County of Elgin for the draft plan of subdivision and to the developer’s agent to be included as conditions in the draft plan of subdivision.

PUBLIC COMMENTS:

The notice of public meeting for the draft plan of subdivision and zoning by-law amendment was circulated to all neighbouring property owners within 120 metres as well as all properties in the neighbouring Phase I of the subdivision to the south of the subject lands. At the time of writing this report, one letter was submitted expressing concern. The letter was submitted by Katherine and Sean Usher, neighbouring property owners located at 10105 Talbotville Gore Road. The Ushers have the following concerns:

1. The attached blueprint/drawing in the letter for The Ridge Phase 2 is very unclear, too small and poorly copied. It states where roads are but leaves out the existing driveway to Poutney’s off of Gore Road. The written description attached states that is proposed to be a road. Why is it not labelled a road on the picture if so? The written letter and drawing do not match. There is multiple revisions to this development circulating and have residents questioning the honesty of what has been mailed.

2. We do not want a road next to our home nor see the necessity for it. It is a mere 200 ft. away from the entrance to The Ridge (Talbot Grove Lane) deeming it unnecessary. There is a long span between entry to the Farhi development and The Ridge. Perhaps a road could be planned for the old train tracks that would increase safety access for both developments and connect them?
3. Planning a road for the Poutney’s driveway does not improve safety but rather compromises it with multiple small children and backyards neighbouring the lane. There are no fences on these properties and many old trees to be saved to make a safe roadway even a possibility. I am asking the developer and Township not have that as a road.

4. I do not notice any green space or park. There are many families with small children here with the only park over 1 kilometre away. By completion of The Ridge, there will be close to 100 families residing at this end of Talbotville. The closest gathering/park area will also be under development for many years. Is there an interim plan for the existing families for recreation?

Comment: The notice mailed to the applicable residents states additional information regarding the plan of subdivision can be found at the Township office. At the time of writing this report, only the owners have come to office and have requested additional information. Larger plans have been provided by the developer. After the notice was circulated to public, the developer further revised the draft plan of subdivision. The developer is proposing a temporary construction/emergency entrance across Blocks 33 and 58, which is currently part of the Pountney’s driveway. A temporary construction/emergency entrance is necessary for this development for public safety and will remain as temporary/emergency at this time. The temporary entrance will be gated and locked. Parkland was not requested as part of this subdivision as sufficient parkland for recreation purposes will be provided in the surrounding area.

PLANNING POLICY REVIEW:

Provincial Policy Statement (PPS)
Under Section 3(5) of the Planning Act, the Township “shall be consistent with” matters of provincial interest as set out in the Provincial Policy Statements (PPS). In particular, Section 1.1.3 Settlement Areas, Section 1.6.6 Sewage, Water and Storm water, Section 1.6.7 Transportation Systems, Section 2.1 Natural Heritage and Section 2.6 Cultural Heritage and Archaeology policies were evaluated.

Comment: The proposed draft plan of subdivision, official plan amendment and zoning by-law amendment are within the Talbotville Settlement Area and are designated Residential. Residential lot creation in the form of a subdivision within the settlement area is permitted.

Section 1.6.6.2 states that municipal sewage services and municipal water services are the preferred form of servicing for settlement areas. The property has the ability to connect to the municipal water service and sewage service in the Talbotville Settlement area. It is recommended as a condition of draft approval of the plan of subdivision that the owner is required to connect all lots and units to the municipal water service and municipal sewer service.

In the Servicing Report, it states the subject lands will utilize storm sewers that were installed as part of Phase 1 of The Ridge to convey the pipe flow from Phase 2 and use an existing stormwater management pond in Phase 1 of the development that outlets to Dodd’s Creek. The stormwater management pond was sized to include major and minor flows from Phase 1. The proposed strategy for the development is to direct minor flows and the majority of major flows towards the stormwater management pond. A portion of the land currently draining towards the woodlot will maintain the same drainage pattern.
A geotechnical study was prepared for the proposed development to determine the subsurface conditions at the site and provide recommendations for the design of foundations, site services, pavement, and required setbacks from the top of existing slopes on the site. It will be recommended as a condition of draft approval of the plan of subdivision that the recommendations from the geotechnical study be implemented on the property.

A Traffic Impact Study was prepared to determine the potential impacts of the proposed development on Talbotville Gore Road and Sunset Road when Phase 1 was developed. The study included this proposed development and the recommendations from the report will be implemented where applicable.

Section 2.1 Natural Heritage, particularly Section 2.1.5 and Section 2.1.8 state development and site alteration shall not be permitted significant woodlands nor adjacent lands unless it has been demonstrated that there will be no negative impacts on the natural features or their ecological functions. An Environmental Impact Study (E.I.S.) has been prepared for the proposed development as it is within 120 metres of as significant woodland located on an adjacent property to the west. The E.I.S. prepared for the proposed draft plan of subdivision provides recommended mitigation measures to ensure there are no potential issues nor potential cumulative effects of the development proposed. Provided the mitigation measures are executed, there are no concerns for the adjacent significant woodlands.

A Stage 1 & 2 Archaeological Assessments have been prepared for the proposed development. The Stage 2 assessment indicates no further assessment of the study area is required. It will be recommended as a condition of draft plan approval of the plan of subdivision that the Stage 1 & 2 Archaeological Assessments is accepted and clearance from Ministry of Tourism, Culture and Sport is provided.

**Conclusion:** The proposed draft plan of subdivision and zoning by-law amendment applications are consistent with the Provincial Policy Statement.

**County of Elgin Official Plan**

The subject lands are designated Tier Two Settlement Area on Schedule ‘A’ Land Use in the County of Elgin Official Plan.

Section B2.5 Hierarchy of Settlement Areas permits infilling and rounding out of existing development in the Tier Two Settlement Area, provided that the proposed development is within the reserve sewage system capacity and reserve water system capacity as site conditions are suitable for the long-term provision of such services. Section E1.2.2 Subdivision Review Criteria sets out the criteria to be reviewed when a draft plan of subdivision is proposed.

**Comment:** Residential uses are permitted in Tier Two Settlement Areas. Municipal water and municipal sanitary sewage servicing will be available and there is sufficient reserve sewage system capacity and reserve water system capacity to accommodate this development. All of the subdivision criteria listed in Section E1.2.2 has been reviewed and the proposed draft plan of subdivision meet the criteria.

**Conclusion:** The proposed draft plan of subdivision and zoning by-law amendment applications conform to the County of Elgin Official Plan.
Township of Southwold Official Plan
The subject lands are designated Residential on Schedule ‘A-1’ Talbotville Settlement Area.

In particular, Section 2.1 Natural Heritage Features and Areas and Hazard Lands, Section 4.3.1 Residential, Section 5.7 Sanitary, Water, Storm water Management and Section 6.8.1 Subdivision/Condominium policies were reviewed.

Comment: Single detached and multi-family residential dwellings are permitted in Section 4.3.1 Residential. All of the criteria listed for evaluating applications for plans of subdivision in Section 6.8.1 have been addressed and there are no concerns.

Section 2.1 Natural Heritage Features and Areas and Hazard Lands states development and site alteration shall not be permitted in significant woodlands. As well no development or site alteration shall be permitted on adjacent lands within 120 metres of a significant woodlands unless the ecological function of the adjacent lands has been evaluated and has been demonstrated, through an Environmental Impact Study (E.I.S.) that there will be no negative impact on the natural features or their ecological functions.

The subject lands are within 120 metres of a significant woodland on an adjacent property to the west and therefore an E.I.S. was prepared for the proposed development. The E.I.S. prepared for the proposed draft plan of subdivision provides recommended mitigation measures to ensure there are no potential issues nor potential cumulative effects of the development proposed. Provided the mitigation measures are executed, there are no concerns for the adjacent significant woodlands.

Section 5.7 Sanitary, Water, Storm Water Management policies have been addressed through the Servicing Report.

Conclusion: The proposed draft plan of subdivision and zoning by-law amendment applications conform to the Township of Southwold Official Plan as amended.

Township of Southwold Zoning By-law 2011-14
The subject lands are zoned Residential 1 (R1) and Settlement Reserve (SR), with a portion of lands subject to the Natural Area and Adjacent Lands constraint, as shown on Map 12.

The R1 Zone permits single detached dwellings and home occupation. The SR Zone permits existing farm dwellings, agricultural uses excluding mushroom farms, commercial greenhouses and livestock operations. A Zoning By-law Amendment is required to permit a change of use. The proposed Site Specific Residential 1 (R1-x) Zone permits single detached residential uses. In the R1 Zone, the minimum lot area for lots with partial full municipal servicing is 1,858 m² (19,999.35 ft.², 0.46 ac.) and the minimum lot area for lots with full municipal servicing is 450 m² (20, 000 ft.²). The minimum lot frontage for the R1 Zone is 15.0 m (49.0 ft.) and minimum exterior side yard is 6.0 m (20.0 ft.). The proposed draft plan of subdivision for single detached dwelling lots meet the minimum lot area requirements for full municipal servicing and minimum lot frontage provisions. The developer has requested relief from the minimum exterior side yard of 6.0 m (20.0 ft.) to 3.5 m (11.48 ft.) for corner lots. It is recommended that a Site Specific Residential 1 (R1-x) Zone be applied all single detached dwelling lots in the draft plan of subdivision.
The proposed Site Specific Residential 3 (R3-x) Zone will permit multiple dwelling, street rowhouse dwelling, and rowhouse dwelling. The minimum lot frontage for multiple dwelling and rowhouse dwelling is 30.0 m (98 ft.). The developer has requested relief from the minimum lot frontage for multiple dwelling and rowhouse dwelling of 30.0 m (98 ft.) to 20.0 m (65.52 ft.) for Block 59.

SUMMARY/CONCLUSION:
The proposed draft plan of subdivision and zoning by-law amendment application are consistent with the Provincial Policy Statement and conform to the County of Elgin Official Plan and the Township of Southwold Official Plan.

RECOMMENDATION:
Subject to review of objections and submissions arising at the Public Meeting, I recommend:

That Council of the Township of Southwold recommend APPROVAL to the County of Elgin Approval Authority for the proposed Draft Plan of Subdivision 34T-SO1803 with the following Township conditions;

1) That the owner enters into a subdivision agreement, pursuant to the authority of Section 51 (26) of the Planning Act R.S.O 1990, as amended, with the Township of Southwold wherein the owner agrees to satisfy all the requirements, financial and otherwise, of the Township respecting the conditions of approval set out herein, and the laying out and development of the site, the installation of facilities and services including roads, on-site sewage collection systems, water distribution system, utilities, storm water management facilities and landscaping required for the development of the lands within the Plan;

2) That the agreement between the owner and the Township be registered against the lands to which it applies once the description has been registered;

3) That the streets shall be named, and new homes addressed to the satisfaction of the Township;

4) That the owner shall provide easements as may be required for utility, servicing, or drainage purposes in a form satisfactory to the Township or utility;

5) That the Agreement between the Owner and Township shall contain provisions requiring:
   a) The development shall be serviced with a piped municipal water supply and municipal sewage services at the developer’s expense; and,

   b) That the Owner obtain an Environmental Compliance Approval from the Ministry of the Environment and Climate Change for storm water management prior to any development requiring a building permit. The subdivision agreement between the Owner and the Township shall contain provisions regarding the development, implementation, installation and maintenance of the storm water management facilities;
6) That a lot grading plan for all blocks has been prepared and approved by the Township; and,

7) That prior to final approval, the Approval Authority is to be advised by the Township that this proposed draft plan of subdivision conforms to the Zoning By-Law as amended.

Respectfully submitted by:

Heather James, MCIP, RPP
Planner
TO: Mayor and Council of the Township of Southwold

FROM: Heather James, Planner

SUBJECT: Proposed Severance Application by Frank and Bonnie Ostrander c/o Gunn & Associates to permit a technical severance.

REASONS FOR AND NATURE OF THE APPLICATION:

The reason for severance is the lots originally were legally separate lots. They have merged on title and the owner has applied for a technical severance to recreate the original lots.

The subject lands, shown on Figure 1, are legally described as Part of Lots 39, 40, 41 and 42 Plan 31 and known municipally as 7993 Union Road and 35696 Fowler Street. They are located on the northwest corner of Fowler Street and Union Road, in the hamlet of Fingal. The approximate 0.37 ha (0.92 ac) parcel has a motor vehicle repair facility, a habitable residence and two sheds. There is an entrance on to Union Road for the motor vehicle repair facility and an entrance on to Fowler Street for the residence. The motor vehicle repair facility is serviced by municipal water and a privately owned and operated individual septic system. The residence is serviced by municipal water and a privately owned and operated individual septic system. The lands are used for commercial and residential uses. The predominant land use in the area is residential.

Figure 1 Location and Land use
Figure 2, Proposed Severance Drawings, show the proposal to sever 1,710.0 m² (18,406.29 ft²) in area, with a depth of 50.29 m (165.0 ft.) and frontage of 34.86 m (114.38 ft.) with a motor vehicle repair facility with municipal water and private septic system. The proposed retained parcel will have an area of 2,025.0 m² (21,796.92 ft²), with a depth of 50.29 m (165.0 ft.) and frontage of 41.22 m (135.22 ft.), with a habitable residence and two sheds with municipal water and private septic system.

**Figure 2 Proposed Severance Drawings**
An existing driveway provides access to Union Road for the proposed severed parcel. An existing driveway provides access to Fowler Street for the proposed retained parcel.

**STAFF COMMENTS:**

The proposed severance application was circulated to Township staff for comment. Comments submitted from staff are listed below:

**Chief Building Official**

'**A septic review with measurements to the tank and bed required along with a letter from a qualified installer that the septic systems are in good working condition.**'

**Comment:** Septic system review has been included as a condition of severance.

**PLANNING POLICY REVIEW:**

**Provincial Policy Statement (PPS)**

Under Section 3(5) of the *Planning Act*, the Township “shall be consistent with” matters of provincial interest as set out in the Provincial Policy Statements (PPS). In particular, Section 1.1.3 Settlement Areas and Section 1.6.6 Sewage, Water and Stormwater policies were evaluated.

**Comment:** The subject lands are within a settlement area and are designated General Commercial and Residential in the Township of Southwold Official Plan. General commercial and residential uses are permitted in settlement areas. A septic review will be required as a condition of severance for both the severed and retained parcels. No development is proposed as a result of this severance.
Conclusion: The proposed severance application is consistent with the PPS.

County of Elgin Official Plan
The subject lands are designated Tier Two Settlement Area on Schedule ‘A’ Land Use in the County of Elgin Official Plan. Settlement area and severance policies were reviewed.

Comment: Commercial and residential uses are permitted in Tier Two Settlement Areas. Section E1.2.3.3 Technical Severances contains the policies for the creation of new lots to correct a situation where two or more lots have merged on title. The severed and retained parcels are in conformity with the policies, provided sewage disposal is adequately addressed.

Conclusion: The proposed severance application conforms to the County of Elgin Official Plan.

Township of Southwold Official Plan
The proposed severed parcel is designated General Commercial and the proposed retained parcel is designated Residential, as shown on Schedule ‘A-2’ Fingal Settlement Area in the Township of Southwold Official Plan. In particular, Section 4.3.1 Residential, Section 4.3.2 General Commercial and Section 6.8.2 Consent Guidelines policies were reviewed.

Comment: Single detached dwellings are permitted in Section 4.3.1 Residential. An existing motor vehicle repair facility is a permitted in Section 4.3.2 General Commercial. The proposed severance application, to recreate the original lots meets the criteria of Section 6.8.2.

Conclusion: The proposed severance application conforms to the Township of Southwold Official Plan.

Township of Southwold Comprehensive Zoning By-law 2011-14
The subject lands are zoned Residential 1 (R1) in the Township of Southwold Zoning By-Law as shown on Schedule ‘A’ Map 14. The owners have provided information that the existing motor vehicle repair facility was established in the mid 1950s, which predates the first Township Zoning By-law. Therefore, the existing motor vehicle repair facility is a legal non-conforming use and permitted to continue. The proposed severed parcel complies with all remaining Residential 1 (R1) Zone provisions.

A single detached dwelling is permitted in the R1 Zone. The proposed retained parcel complies with all Residential 1 (R1) Zone provisions.

Conclusion: The proposed severance application complies with the Township of Southwold Zoning By-law.

SUMMARY/CONCLUSION:

The proposed severance application is consistent with the Provincial Policy Statement and conforms to the County of Elgin Official Plan, the Township of Southwold Official Plan and complies with the Township of Southwold Comprehensive Zoning By-law.
RECOMMENDATION:

THAT the Council of the Township of Southwold recommend approval to the
County of Elgin Land Division Committee of the proposed severance application
file no. E 101/18, subject to the following conditions:

i) That a septic system assessment be conducted on the proposed severed
   and retained parcels to ensure the existing privately owned and operated
   septic systems are in good working order;

ii) That all financial obligations to the Township of Southwold be paid in full;

iii) That two copies of the registered surveys have been provided to the
    Township; and,

iv) That the solicitor provides an undertaking that a copy of the registered deed
    for the severed lands once the transaction has occurred will be provided to
    the Township.

Respectfully Submitted Electronically by:

Heather James, MCIP, RPP
Planner

Approved Electronically by:

Lisa Higgs
DATE: January 14, 2019

PREPARED BY: Brent Clutterbuck, Drainage Superintendent

REPORT NO.: DRA 2019-02

ACTIVITY REPORT FROM: December 1, 2018 – December 31, 2018

1. Department updates on its activities and meeting(s) since last report:

Drains Before Council

Construction:

- **Daugherty Drain (Nov 16):** Tender awarded to AG Hayter, Construction late 2019
- **Gordon Whalls Drain (July 16):** Tender awarded to Timmermans Farm Drainage, Pre construction meeting held for lower section farm access culvert. Anticipated completion late 2019
- **Bogart Drain Branch C (March 17):** Tenders opened January 8th, Council to consider the bids at your regular meeting January 14th, 2019
- **Hutchinson Drain: (Sept 14):** I have had discussions about proceeding with this drain with the proponent
- **Third Line – Magdala Drain (formerly Con 3, Lot 5 Drain): (June 12):** Council returned to Engineer.
- **McIntosh #2 Drain (Sept 15):** We have reviewed a proposal with MTO and the owners who requested the improvement. We are awaiting MTO comments
- **Turville Drain #2 (Sept 15) (January 17):** Engineer is going to arrange a site visit with a landowner to review watershed concerns
- **Lindsay Drain (March 17):** meeting with affected landowners held to review the proposal of the Engineer. Engineer is finalizing his plans and reviewing Union Gas franchise agreement.
- **Henderson Drain (March 17) (Aug 18):** meeting with affected landowners held to review the proposal of the Engineer.
- **Auckland Drain (March 17):** meeting with affected landowners held to review the proposal of the Engineer.
- **Barber Drain (May 17):** Engineer is completing his proposal. I have had discussions with some affected landowners. Working on ESA discussions with MNRF.
- **Bogart Drain Ext. (Dec 15):** The proponent has asked that this drain be put on hold for the time being
- **Williams Improvement Drain (May 2018) (Nov 2018):** surveying has been done, engineer working on design.
Drains Initiated in Neighboring Municipalities


Maintenance: Ongoing – assigning out work to staff and contractors as requests come in. the few jobs that are left are in locations that we need the ground to dry or freeze up to minimize damage to lawns and yards. Two open drains are slated to be cleaned this fall or winter

2. Report on any outstanding / unresolved concerns, issues:

3. Training undertaken by staff:

4. 2018 Capital Project Process:

<table>
<thead>
<tr>
<th>Drains</th>
<th>Budget</th>
<th>Status/Comments</th>
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<tbody>
<tr>
<td>Gordon Whalls 2018</td>
<td>73,500</td>
<td>Contract awarded to Timmermans Drainage</td>
</tr>
<tr>
<td>Mcintosh #2</td>
<td>18,000</td>
<td>Finalizing report for submission</td>
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<td>Dougherty</td>
<td>14,300</td>
<td>Contract awarded to A.G. Hayter</td>
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<tr>
<td>Barber</td>
<td>56,000</td>
<td>Design Stage</td>
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<tr>
<td>Lindsay Drains</td>
<td>30,000</td>
<td>Design Stage</td>
</tr>
<tr>
<td>Hutchinson Drain 2018</td>
<td>17,600</td>
<td>By-Law passed, in discussions with petitioner</td>
</tr>
<tr>
<td>Williams Drain</td>
<td>62,000</td>
<td>Design Stage</td>
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</table>

The budget value for the Barber Drain has increased by $26,000.00 to $56,000 because the scope of the project has changed, and steel prices have gone up. If the culvert under Hunter Line needs to be changed, that could be an additional $39,000.00

The Williams Drain will require 3 crossings of Mill Road north of the 401 and Third Line

Lindsay Drains has gone up in estimated costs because of changes to the drain and improved outlets for the westerly section of Shorelea Line. As of time of report writing, there are no estimated assessments to the Township on the Auckland Drain and the Henderson Drain

Education and Association meetings

The annual meeting for the Elgin, Middlesex and Lambton Drainage Superintendents Associations was held December 14, 2018. Presentations were made by MNRF and the St. Clair Region Conservation Authority on species at risk and associated regulations.
The annual meeting conference of the Drainage Superintendents Association of Ontario is January 23\textsuperscript{rd} and 24\textsuperscript{th}, 2019 at the Lamplighter Inn in London. This conference is held in association with the Land Improvement Contractors of Ontario. If Council would like to review the agenda it can be found at 

Respectively Submitted by:

Brent Clutterbuck/Drainage Superintendent
“Submitted electronically”

Approved by:

Lisa Higgs
CAO/Clerk
DATE: January 14, 2019

PREPARED BY: Jeff McArthur, Fire Chief

REPORT NO.: FIR - 02

ACTIVITY REPORT FROM: December 1 – December 31, 2018

1. Department update on activities since last report:
   a. Calls for Service - a total of 8 emergencies were responded to in the month of December including 1 fatal MVC.
   b. Recruitment – 10 people were interviewed for probationary firefighter positions and 7 were offered positions – 4 for Station 1 and 3 for Station 2. All 7 passed physical agility testing and will begin several months of NFPA 1001 Firefighter training in January in Oxford County along with regular internal SFD training.

2. Report on any outstanding/unresolved concerns, issues:
   a. Currently two outstanding fire inspections.

3. Training undertaken by staff:
   a. Regular training topics included Call Review, PTSD/EAP discussion, Pre-Incident Planning.

Respectively Submitted Electronically by:

Jeff McArthur, Fire Chief

Approved by:

Lisa Higgs, CAO/Clerk
DATE: January 14, 2019

PREPARED BY: Scott Woolley, Acting Public Works Superintendent

REPORT NO.: PW 2019-01

ACTIVITY REPORT FROM: December 2018

1. Department updates on its activities and meeting(s) since last report:

- We had eleven winter events in December.
- Cold patching of County and Township roads
- Various sign repairs
- Winter patrol and road inspections are being done seven days a week
- We have been going over all plow equipment trying to ensure it is ready for this winter season.
- Much needed gravel application and grading on all municipal gravel roads is ongoing.
- Snowplowing and salting operations conducted on Township and County roads

2. Report on any outstanding /unresolved concerns, issues: N/A

3. Training undertaken by staff:

4. 2018 Capital Project Process:

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<tr>
<th>Equipment Purchase</th>
<th>Budget</th>
<th>Status/Comment</th>
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<tr>
<td>2018 Crew Cab with utility box</td>
<td>75,000</td>
<td>Truck has been approved. Investigating service body options.</td>
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<td><strong>Construction Projects</strong></td>
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<tr>
<td>Guardrails</td>
<td>50,000</td>
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<tr>
<td>Talbotville Gore Trunk Sewer Phase II-Roads</td>
<td>386,208</td>
<td>Deferred to 2019</td>
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<tr>
<td>Talbotville Gore Trunk Sewer Phase II -Storm</td>
<td>305,410</td>
<td>Deferred to 2019</td>
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<tr>
<td>John Wise Line-600m North of #3</td>
<td>100,000</td>
<td>Complete Summer 2018</td>
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<td>Fairground, Spicer and Teetzel Streets - Shedden (Teetzel) -road</td>
<td>30,000</td>
<td>Pending MOE approval</td>
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<tr>
<td>Fairground, Spicer and Teetzel Street - Shedden (Teetzel) -</td>
<td>350,000</td>
<td>Pending MOE approval</td>
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<tr>
<td><strong>storm sewer-municipal drain and temporary road</strong></td>
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<td>-------------------------------------------------</td>
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<tr>
<td><strong>Asphalt Projects</strong></td>
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<tr>
<td>Edge Repair - annual allocation</td>
<td>25,000</td>
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<tr>
<td><strong>Gravel Projects</strong></td>
<td></td>
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<tr>
<td>Various- trucking &amp; materials</td>
<td>Plain Road complete</td>
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<td>Lake Line complete</td>
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<td></td>
<td>Scotch Line complete</td>
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<td></td>
<td>Oneida Road complete</td>
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<td></td>
<td>Stafford Line complete</td>
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<tr>
<td></td>
<td>Fourth Line complete</td>
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<tr>
<td></td>
<td>Woodplant Road began</td>
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<td></td>
<td>130,000</td>
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<tr>
<td><strong>Bridges</strong></td>
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<tr>
<td>Longhurst Bridge Reconstruction</td>
<td>After much debate with the contractor, I convinced them to let municipality open the road for the winter.</td>
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<tr>
<td></td>
<td>705,576</td>
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<tr>
<td>Woodplant Road Bridge</td>
<td>Contractor has been selected, work to begin early 2019</td>
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<tr>
<td></td>
<td>10,000</td>
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<tr>
<td><strong>Street Lights</strong></td>
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<tr>
<td>2 new streetlights- Ford Rd &amp; Wonderland and Talbotville Gore &amp; Sunset</td>
<td>Waiting for Hydro One approval</td>
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<td></td>
<td>10,000</td>
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<tr>
<td><strong>Parks and Rec</strong></td>
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<tr>
<td>Shedden Soccer Fields</td>
<td>325,550</td>
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<tr>
<td>Turf Management Rehabilitation</td>
<td>8,000</td>
<td>Complete</td>
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**Respectively Submitted by:**

Scott Woolley. Acting Public Works Superintendent  
“Submitted electronically”

**Approved by:**

Lisa Higgs  
CAO/Clerk
DATE: Jan 04/19

PREPARED BY: Corey Pemberton

REPORT NO.: 2019-01

ACTIVITY REPORT FROM: Dec 01 – Dec 31

1. Department updates on its activities and meeting(s) since last report:
   Completed 679 inspections year to date, please see attached permit comparison report Schedule ‘A’ 2019-01 for monthly comparison 2019-01 Schedule ‘B’ for annual comparison.

2. Report on any outstanding /unresolved concerns, issues:

3. Training undertaken by staff:

4. 2018 Capital Project Process:

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<th>Keystone Complex</th>
<th>Budget</th>
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<td>Security System Upgrade</td>
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<tr>
<td>Cabinet door replacement, bar top replacement</td>
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<td>Pending installation</td>
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<td>Stage replacement</td>
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<td>Pergola repair</td>
<td>15,000</td>
<td>Complete</td>
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<td>Library</td>
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<tr>
<td>Foldable, adjustable height change table</td>
<td>14,000</td>
<td>Complete</td>
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</tbody>
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Respectively Submitted by:

Corey Pemberton Chief Building Official Sch
“Submitted electronically”

Approved by:

Lisa Higgs
CAO/Clerk
## Permit Comparison Summary

**Issued For Period DEC 1,2018 To DEC 31,2018**

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<td>ACCESSORY BUILDING PERMIT</td>
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<td>ADDITION/ALTERATION/RENOVATION</td>
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<td>NEW SINGLE FAMILY DWELLING PERM</td>
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<td>SEWAGE SYSTEM PERMIT</td>
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<table>
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<tr>
<th></th>
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<tbody>
<tr>
<td>Total Permits Issued</td>
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<td>7</td>
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<tr>
<td>Total Dwelling Units Created</td>
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<tr>
<td>Total Compliance Letter Fees</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### Inspection Summary

<table>
<thead>
<tr>
<th>Ward</th>
<th>Permit Inspections</th>
<th>Other Roll Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td>000</td>
<td>47</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>47</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permit Charge</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCESSORY BUILDING PERMIT</td>
<td>95.00</td>
</tr>
<tr>
<td>NEW SINGLE FAMILY DWELLING PER</td>
<td>3,374.78</td>
</tr>
<tr>
<td>SEWAGE SYSTEM PERMIT</td>
<td>1,500.00</td>
</tr>
</tbody>
</table>

**Total** 4,969.78
## Permit Comparison Summary

Township Of Southwold  
Issued For Period JAN 1,2018 To DEC 31,2018

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Previous Year</th>
<th>Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit Count</td>
<td>Fees</td>
<td>Value</td>
</tr>
<tr>
<td>ACCESSORY BUILDING PERMIT</td>
<td>13</td>
<td>2,943.07</td>
</tr>
<tr>
<td>ADDITION/ALTERATION/RENOVATION</td>
<td>10</td>
<td>3,100.25</td>
</tr>
<tr>
<td>COMMERCIAL CONSTRUCTION PERMIT</td>
<td>1</td>
<td>95.00</td>
</tr>
<tr>
<td>DECK PERMIT</td>
<td>8</td>
<td>870.00</td>
</tr>
<tr>
<td>DEMOLITION PERMIT</td>
<td>14</td>
<td>1,050.00</td>
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<tr>
<td>FARM BUILDING LIVESTOCK PERMIT</td>
<td>10</td>
<td>13,091.16</td>
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<tr>
<td>FARM BUILDING NON LIVE STOCK</td>
<td>11</td>
<td>8,234.78</td>
</tr>
<tr>
<td>FUEL BURNING APPLIANCE</td>
<td>1</td>
<td>75.00</td>
</tr>
<tr>
<td>IND./COM./INST CONSTRUCTION PERM</td>
<td>3</td>
<td>10,563.75</td>
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<tr>
<td>NEW SINGLE FAMILY DWELLING PERM</td>
<td>42</td>
<td>50,035.88</td>
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<tr>
<td>SEWAGE SYSTEM REPAIR PERMIT</td>
<td>3</td>
<td>900.00</td>
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<tr>
<td>SEWAGE SYSTEM PERMIT</td>
<td>13</td>
<td>6,300.00</td>
</tr>
<tr>
<td>SIGN PERMIT</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>SWIMMING POOL PERMIT</td>
<td>6</td>
<td>450.00</td>
</tr>
<tr>
<td>TENT</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### ROOF TOP SOLAR RESIDENTIAL

| ROOF TOP SOLAR RESIDENTIAL                      | 0             | 0.00         | 1             | 225.00        | 30,000.00    |

<table>
<thead>
<tr>
<th>Previous Year</th>
<th>Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Permits Issued</td>
<td>135</td>
</tr>
<tr>
<td>Total Dwelling Units Created</td>
<td>41</td>
</tr>
<tr>
<td>Total Permit Value</td>
<td>24,187,600.00</td>
</tr>
<tr>
<td>Total Permit Fees</td>
<td>97,708.89</td>
</tr>
<tr>
<td>Total Compliance Letters Issued</td>
<td>0</td>
</tr>
<tr>
<td>Total Compliance Letter Fees</td>
<td>0.00</td>
</tr>
</tbody>
</table>

## Inspection Summary

<table>
<thead>
<tr>
<th>Ward</th>
<th>Permit Inspections</th>
<th>Other Roll Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td>000</td>
<td>679</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>679</td>
<td>0</td>
</tr>
</tbody>
</table>

### Permit Charge

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCESSORY BUILDING PERMIT</td>
<td>5,192.04</td>
</tr>
<tr>
<td>ADDITION/ALTERATION/RENOVATION</td>
<td>3,008.79</td>
</tr>
<tr>
<td>DECK PERMIT</td>
<td>973.70</td>
</tr>
<tr>
<td>DEMOLITION PERMIT</td>
<td>395.00</td>
</tr>
<tr>
<td>FARM BUILDING LIVESTOCK PERMIT</td>
<td>4,582.90</td>
</tr>
<tr>
<td>FARM BUILDING NON LIVE STOCK</td>
<td>2,529.49</td>
</tr>
<tr>
<td>IND./COM./INST CONSTRUCTION PERM</td>
<td>1,407.50</td>
</tr>
<tr>
<td>NEW SINGLE FAMILY DWELLING PERM</td>
<td>47,883.62</td>
</tr>
<tr>
<td>ROOF TOP SOLAR RESIDENTAL</td>
<td>225.00</td>
</tr>
<tr>
<td>SEWAGE SYSTEM REPAIR PERMIT</td>
<td>1,100.00</td>
</tr>
<tr>
<td>SEWAGE SYSTEM PERMIT</td>
<td>13,800.00</td>
</tr>
<tr>
<td>SIGN PERMIT</td>
<td>95.00</td>
</tr>
<tr>
<td>SWIMMING POOL PERMIT</td>
<td>150.00</td>
</tr>
</tbody>
</table>
DATE: January 14, 2019

PREPARED BY: Kim Grogan, Treasurer

REPORT NO.: FIN 2019-03

SUBJECT MATTER: Tax Adjustments Farm Tax Class Changes-Batch 3

Recommendation:

THAT Council approve the total adjustment of taxes for the 2018 tax years resulting from Farm Tax Class Program changes, as presented, in the amount of $7,794.72.

Purpose:

The purpose of this report is to seek approval from Council to process, or to deny, the 3rd batch of Farm Tax Class adjustments of taxes for the 2018 taxation year as presented.

Background:

Farm Tax Class adjustments are provided as a result of OMAFRA decisions regarding the eligibility of properties to be classified as farm and taxed at the farm property tax rate. This is the third and final batch of adjustments to be brought before Council for in-year adjustments received from MPAC for the 2018 tax year.

Financial Implications:

Adjustments, as presented, are the result of eligibility under the Farm Tax Class program. The property reverted from the Farm Tax Class to the Residential Tax Class in 2018 as the result of a severance.

Total adjustments of $7,794.72 are recommended for approval. County and School Board balances of applications made within legislated deadlines are recoverable from the respective parties. The Township portion of the 2018 tax adjustments, as presented, totals $2,926.11.

Respectively Submitted by: Kim Grogan, Treasurer

“Submitted electronically”

Approved by: Lisa Higgs, CAO/Clerk

“Approved electronically”
### Township Of Southold

#### 2018 SUPPLEMENTAL BILLING CALCULATIONS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>F T 2018: 000-001-05400-0000</strong></td>
<td>763,483</td>
<td>2,356.67</td>
<td>884.69</td>
<td>1,147.50</td>
<td>0.00</td>
<td>324.48</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>TOTAL TOTAL FARMLAND</strong></td>
<td></td>
<td>2,356.67</td>
<td>884.69</td>
<td>1,147.50</td>
<td>0.00</td>
<td>324.48</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>R T 2018: 000-001-05400-0000</strong></td>
<td>-822,180</td>
<td>-10,151.39</td>
<td>-3,810.80</td>
<td>-4,342.88</td>
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<td>-1,397.71</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>TOTAL TOTAL RESIDENTIAL</strong></td>
<td></td>
<td>-10,151.39</td>
<td>-3,810.80</td>
<td>-4,342.88</td>
<td>0.00</td>
<td>-1,397.71</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Category Totals:**

- Supplemental Billing Total: -7,794.72
- Demand Date: 12/31/18
- Due: 12/31/18
- Net Adjustments: 0.00
- Net Billing Amount: -7,794.72
- Number of Bills Generated: 1
1. Department updates on its activities and meeting(s) since last report:

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2nd</td>
<td>Judged Fingal Optimist Santa Claus Parade &amp; Helped with Township Float</td>
</tr>
<tr>
<td>December 3rd</td>
<td>Inaugural Council Meeting</td>
</tr>
<tr>
<td>December 4th</td>
<td>First Meeting of Southwold Senior’s Committee</td>
</tr>
<tr>
<td>December 5th</td>
<td>Meeting with OPPL – Site Plan and Expansion Pre-Consultation</td>
</tr>
<tr>
<td>December 5th</td>
<td>Kick Off Meeting with Dillon Engineering for OP Review, Development Charges Study and Water/Wastewater Fee Study</td>
</tr>
<tr>
<td>December 6th</td>
<td>Meeting with Dennis German Regarding Future Solar Projects</td>
</tr>
<tr>
<td>December 7th</td>
<td>Council Orientation Tour of the Township</td>
</tr>
<tr>
<td>December 13th</td>
<td>Coffee with Council &amp; Staff Christmas Potluck</td>
</tr>
<tr>
<td>December 13th</td>
<td>Meeting with Fingal Heritage Park Volunteers About Park Plan</td>
</tr>
<tr>
<td>December 13th</td>
<td>Meeting with Amy Dale to Develop McBain Subdivision Servicing Agreement</td>
</tr>
<tr>
<td>December 14th</td>
<td>Elgin County Administrator’s Meeting</td>
</tr>
<tr>
<td>December 20th</td>
<td>Interviews for Community Services &amp; Communications Clerk</td>
</tr>
<tr>
<td>December 21st</td>
<td>Interviews for Part Time Custodian</td>
</tr>
</tbody>
</table>

2. Report on any outstanding /unresolved concerns, issues:
None.

3. Training undertaken by staff:
None.

4. 2018 Capital Project Process:

<table>
<thead>
<tr>
<th>General</th>
<th>Budget</th>
<th>Status/Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Equipment</td>
<td>4,500</td>
<td>In progress - Ongoing</td>
</tr>
<tr>
<td>Recording Equipment –</td>
<td>1,500</td>
<td>Installation contractor finalizing details.</td>
</tr>
<tr>
<td>Council Chambers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Records Management</td>
<td>30,000</td>
<td>Users trained on Software. All 10 licenses are being used.</td>
</tr>
<tr>
<td>Software</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOMRMS (filing system)</td>
<td>4,000</td>
<td>TOMRMS has been purchased. A new By-Law has</td>
</tr>
<tr>
<td>Project Description</td>
<td>Cost</td>
<td>Details</td>
</tr>
<tr>
<td>---------------------</td>
<td>------</td>
<td>---------</td>
</tr>
<tr>
<td>Teranet GIS License</td>
<td>5,000</td>
<td>Access to R Plans has been granted to staff.</td>
</tr>
<tr>
<td><strong>Parks and Rec</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talbotville Park-2017 project was not complete. To complete in 2018 at 2017 estimate of $510,000-secured funding of $221,170 Green Lane, $119,000 Parkland in Lieu, Grant/Donation $169,830.</td>
<td>$510,000</td>
<td>An engineer has been contacted to design the park.</td>
</tr>
<tr>
<td>Fingal Washrooms and Ball Park Project - 2017 project was not completed. Project to be completed in 2018. 2017 estimate and confirmed funding of $121,000-secured funding of $50,000 EAF and $71,000 Green Lane.</td>
<td>$436,337</td>
<td>The Township celebrated the Grand Opening on Saturday June 30, 2018.</td>
</tr>
<tr>
<td><strong>Keystone Complex</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wireless Microphone</td>
<td></td>
<td>To be completed soon.</td>
</tr>
</tbody>
</table>

Respectively Submitted and Approved (electronically) by:

Lisa Higgs
CAO/Clerk
DATE: January 14th, 2019

PREPARED BY: Lisa Higgs, CAO/Clerk

REPORT NO.: CAO 2019-09

SUBJECT MATTER: Cannabis License Act 2018

Recommendation:

THAT Report CAO 2019-09 re Cannabis Licence Act, 2018 be received for information;

AND THAT Council of the Corporation of the Township of Southwold opt-in to permit private recreational cannabis retail storefronts in the Township of Southwold;

AND THAT staff be directed to draft a Private Recreational Cannabis Retail Storefront Policy Statement to be utilized by staff during the AGCO 15-day Private Recreational Cannabis Storefront Store Location review period for Council consideration;

AND THAT staff be directed to bring forward a Zoning By-law Amendment to define the terms “Cannabis Cultivation Facility”, “Cannabis Processing Facility”, “Standard-cultivation of Cannabis” and “Microcultivation of Cannabis” and any additional terms and conditions as required for Council consideration in order to permit the use in certain zones.

AND THAT staff be directed to bring forward a Zoning By-law Amendment to: permit commercial cannabis cultivation in Agricultural Zones (A1 & A3 zones); permit commercial cannabis processing in Commercial Industrial Zones (CM1 zone); and to permit retail cannabis in all Commercial Zones with a specific setback requirement for the sale of cannabis from schools (150 meters) as set by the Province.

Purpose:
The purpose of this report is to provide Council with information on the Cannabis License Act 2018 and to provide recommendations on permitting retail cannabis storefronts in the municipality and associated changes proposed to the Township’s Zoning By-Law to facilitate Cannabis legalization.

Background:
The Federal Cannabis Act creates a strict legal framework for controlling the production, distribution, sale and possession of cannabis across Canada. The Cannabis Act aims to accomplish three goals:
- keep cannabis out of the hands of youth
- keep profits out of the pockets of criminals
- protect public health and safety by allowing adults access to legal cannabis
On October 17, 2018, the Ontario Government passed legislation that privatized the cannabis retail model. The Cannabis Licence Act, 2018 sets the Alcohol and Gaming Commission of Ontario (AGCO) as the regulator of cannabis retail outlets, and the Ontario Cannabis Retail Corporation (OCRC) as the exclusive wholesaler and online retailer of cannabis in Ontario. The first retail stores are to be operational on April 1, 2019. In the interim, the public can purchase cannabis from OCRC’s online store, the Ontario Cannabis Store. Retail applications to the AGCO will be received starting December 17, 2018.

The Cannabis Licence Act prescribes a regulatory regime that allows Ontarians above the age of 19 to:
• Purchase recreational cannabis from a provincially regulated supplier;
• Possess up to 30 grams of cannabis; and
• Grow up to 4 cannabis plants per household.

In addition, the legislation stipulates where the recreational use of cannabis is permitted and also strengthens the penalties for driving under the influence and for supplying cannabis to those who are under-aged.

**Comment: PRIVATE RECREATIONAL CANNABIS RETAIL STOREFRONTS – OPT-IN/OPT OUT**

Ontario Regulation 468/18 made under the Cannabis Licence Act, 2018 governs private cannabis retail in Ontario and sets out requirements regarding retail store authorizations and operations. For example, private recreational cannabis retail storefronts must be stand-alone only, the minimum distances between a retailer and a school, as defined by the Education Act, has been set at 150 metres, and hours of operation will be between 0900h and 2300h.

The Ontario Government indicated that municipalities are prohibited from using licensing or land-use bylaws to control the placement or number of cannabis retail outlets. Municipalities are also prohibited from establishing a licensing system for cannabis retailers.

Municipalities must declare by January 22, 2019 whether they will opt-out of privatized retail outlets in their communities. To opt-out, Councils must provide a notice of resolution to opt-out to the Registrar and notice to the AGCO no later than January 22, 2019. Opting-out is a onetime option for municipalities, however, those that choose to opt out may opt-in at a later date. If a Municipality does not opt-out, cannabis retail outlets will be permitted.

Should a Municipality opt-in to permit private recreational cannabis retail storefronts staff and the Association of Municipalities of Ontario (AMO) respectfully recommend Council consider a policy statement providing staff direction and delegated authority for input to the AGCO during the 15-day review period. As a result of the AGCO requirement for notice to be posted on the store front and online only, without direct notification to the Municipality, a delegation of authority to staff to make comments during the 15 day review period pursuant to an approved Council policy statement appears to be the most effective method to outline the expectations of the Municipality in permitting cannabis retail, should the Municipality opt-in.
On November 20, 2018, the Minister of Finance sent a letter to (elect) Heads of Council (attached as Schedule A) regarding funding for all municipalities through the Ontario Cannabis Legalization Implementation Fund.

Staff would respectfully recommend the Council of the Corporation of the opt-in to permit private recreational cannabis retail storefronts in the Township of Southwold based on the following factum:

1) Cannabis is a legal substance.

2) The Township of Southwold, whether opting-in or opting-out of private recreational cannabis retail storefronts, will be subject to the impacts of legalized cannabis as a result of availability of cannabis online from the Ontario Cannabis Store.

   a. Opting-in to permit private recreational cannabis retail storefronts in the Township of Southwold provides the most opportunity for immediate and long-term financial assistance from the Ontario Cannabis Legalization Implementation Fund to assist with dealing with the impacts of legalized cannabis.
   b. Opting-out of private recreational cannabis retail storefronts in the Township of Southwold limits the financial assistance the municipality would receive from the Ontario Cannabis Legalization Implementation Fund to assist with dealing with the impacts of legalized cannabis.

3) Given the requirements for private recreational cannabis retail storefront outlined within the Cannabis Licence Act, 2018 if an actual storefront were to open in the Township of Southwold, it would signal a new business or a pivot in strategy from an existing business, both of which may create positive economic impacts in the Township.

4) The Township contains a significant area of industrial development lands where cannabis processing operations may wish to operate out of, along with significant agricultural lands that may wish to pursue cannabis cultivation. The municipality may benefit from having a permissible approach to cannabis in general.

5) The initial roll-out of retail cannabis licensing by the Province will be limited to 25 licenses. The likelihood of a retail storefront being located in Southwold in the short term is low, allowing the municipality to develop policies in advance of a retail storefront and learn from municipalities with the first stores.

**Comment: CULTIVATION & PROCESSING OF CANNABIS – LAND USE PLANNING**

At the local level, municipalities have the authority to regulate land use and business through the policies in their official plans and zoning by-laws. More specifically, local municipalities can control where in their community a cannabis cultivation, processing or retail facility may operate in order to mitigate potential land-use conflicts associated with the cultivation, processing and sale of commercial cannabis. Municipalities will also have control over the scale at which the cultivation, processing and retail sales of commercial cannabis will be permitted in their community.
Prior to amending a local zoning by-law, there are several considerations that a municipality may wish to take. Below, is a list of changes that could be considered when amending a local zoning by-law. This list was derived through comparative analysis between various jurisdictions in Canada.

1) **Definitions:** Some municipalities may choose to add cannabis-related definitions to their local zoning by-law, as long as they are consistent with federal and provincial definitions.

2) **Siting:** Municipalities may choose to limit cannabis-related facilities to specific agricultural, commercial and industrial zones. An example of this would be limiting processing to an industrial zone.

3) **Permitted Uses:** Some municipalities may choose to exclude cannabis-related facilities from certain areas within their community by prohibiting these uses in sensitive areas where there is a chance of land use incompatibility.

4) **Setbacks:** A municipality may choose to establish policies relating to setbacks between cannabis-related facilities and other sensitive land uses such as schools, public recreational facilities and health care facilities.

5) **Signage:** Municipalities may wish to amend existing signage policies. An example of this would be to prohibit the use of a picture of a cannabis leaf on business signage.

6) **Parking & Servicing:** Depending on the nature and scale of cannabis-related facilities that are permitted in a community, consideration for additional parking and municipal servicing requirements may be needed.

**Commercial Cultivation**

Federal authorization for commercial cannabis cultivation under the *Cannabis Act* will address two scales of cultivation; standard and micro-cultivation. The primary difference between these two licenses is the scale of production. Standard-cultivation facilities do not have a size limit, while micro-cultivation facilities must have a maximum area of 200m². Nursery cultivation licenses are also available for those who wish to produce plants and seeds in a facility of up to 50m². Standard and micro-cultivation licenses could authorize additional activities including research and development, product storage and transportation. These licenses will not however, authorize product packaging, labelling, retail sales to the public or any other activity that would be associated with the processing or retail sale of recreational cannabis.

The cultivation of cannabis in a controlled environment (greenhouse) may be considered a form of intensive agriculture given that cannabis production requires large supplies of water for irrigation and energy for lighting and heating within an indoor growing facility. The availability of such utilities should be considered when siting a cannabis cultivation operation. In addition to this, cannabis cultivation has unique land use impacts due to odour emissions and a need for heightened security.
Under Health Canada’s commercial cannabis licensing regime, cultivation at any scale can be conducted either indoors or outdoors. However, both indoor and outdoor cultivation sites are subject to strict security requirements, which state that all cultivation sites are to be designed and constructed in a manner that prevents unauthorized access. The perimeter of these sites, as well as operation and storage areas must be surrounded by physical barriers that will prevent unauthorized access.

Cannabis cultivation is considered an agricultural crop. Therefore, most zoning by-law definitions would include it, unless the cultivation of this particular crop has been prohibited in an agricultural zone. The table below summarizes potential options that a municipality may wish to make with regard to the cultivation of commercial cannabis.

**Commercial Cultivation**

<table>
<thead>
<tr>
<th>Policy &amp; Regulatory Options</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Option A</strong></td>
<td>Option A would allow commercial cannabis cultivation activities in agricultural zones. This option would provide licensed producers with some certainty on whether or not their proposed use is permitted in a particular zone.</td>
</tr>
<tr>
<td>Allow commercial cannabis cultivation activities in agricultural areas</td>
<td></td>
</tr>
<tr>
<td><strong>Option B</strong></td>
<td>Option B would require an amendment to the zoning by-law to specifically exclude commercial cannabis cultivation activities. Another option would be for a municipality to add these types of activities to a list of prohibited uses.</td>
</tr>
<tr>
<td>Prohibit commercial cannabis cultivation activities entirely</td>
<td></td>
</tr>
</tbody>
</table>

Of the policy options listed above, the preferred option to address the cultivation of commercial cannabis is **Option A**. This option allows for the cultivation of cannabis in agricultural zones but limits any other cannabis-related activity to specified locations. This option is meant to deter multi-function businesses from conducting activities such as processing or retail sales in agricultural areas.

**Personal Cultivation**

Under this new legislation, Ontarians are now legally able to grow up to four cannabis plants per residence for personal use. Possible issues could include odour issues and other risks associated with outdoor cultivation that may have impacts on children and domestic pets. The table below summarizes potential options that a municipality may wish to consider in this regard.
Personal Cultivation

<table>
<thead>
<tr>
<th>Policy &amp; Regulatory Options</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option A</td>
<td>Require a permit for personal cultivation in residential premises. This is not a commercial activity that would require a business license Option A would require an amendment to the zoning by-law that would require a permit for the cultivation of cannabis in residential premises. This option would require that a municipality establish some sort of permit application procedure.</td>
</tr>
<tr>
<td>Option B</td>
<td>Prohibit personal cultivation of cannabis in all zones Option B would require an amendment to the zoning by-law that prohibits personal cultivation in all zones.</td>
</tr>
<tr>
<td>Option C</td>
<td>Accept the four plant cultivation allowance for personal use in residential premises without regulatory response Option C would require no amendments or changes.</td>
</tr>
</tbody>
</table>

Of the options listed above, the preferred option to address the personal cultivation of cannabis is **Option C**. This involves no regulatory response with municipalities accepting the four plant cultivation allowance for personal use in residential premises.

Commercial Processing

Cannabis processing facilities will be licensed separately from cultivation and retail sales. Similar to cultivation, cannabis processing will occur on two scales; standard and micro-processing. Unlike cultivation, these licenses will depend on the amount (more specifically the weight) of cannabis being processed. A standard processing license will not have a weight limit on the amount of cannabis processed, while a micro-processing facility will have a maximum limit to process 600Kg of dried cannabis per year. These licenses will authorize additional activities including research and development, product storage and transportation, and the sale of product to licensed retail distributors.

Due to the nature of some commercial-scale processing methods, such as the use of butane for the extraction of cannabis oil, additional consideration for the location of such facilities should be taken. This is an industrial-type activity, which should only be permitted in an industrial zone. Additionally, these types of activities should take place in structures with specific design requirements and construction characteristics. This will alleviate potential land use conflicts as well as maintain the safety of the general public. The table below summarizes potential options that a municipality may wish to make with regard to the processing of commercial cannabis.

<table>
<thead>
<tr>
<th>Policy &amp; Regulatory Options</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option A</td>
<td>Allow commercial cannabis processing activities in industrial areas. This will Option A would require an amendment to the zoning by-law to define commercial cannabis processing and permit commercial cannabis processing activities in industrial zones. This option</td>
</tr>
</tbody>
</table>
require the addition of a definition to the local zoning by-law would provide licensed processors with some certainty on whether or not their proposed use is permitted in a particular zone

**Option B**
Prohibit commercial cannabis processing activities entirely

Option B would require an amendment to the zoning by-law to specifically prohibit commercial cannabis processing activities. This will require the addition of a definition to the local zoning by-law

**Option C**
Allow commercial cannabis processing activities to occur anywhere within a municipality

Option C would require no changes to any local zoning by-law and would allow cannabis processing at any scale to occur within existing zones.

Of the options listed above, the preferred option to address the processing of commercial cannabis is **Option A**. This option allows for the processing of commercial cannabis in industrial zones. This option provides licensed processors with some certainty on whether the processing activity is permitted and ensures that these activities are conducted in industrial zones.

**Cannabis Retail Facilities**

As noted above, due to recent changes in how cannabis will be purchased in Ontario, municipalities now have the control to decide how to implement the private retail sale of cannabis.

**Key Facts:**
- Licensed cannabis retail stores will open on **April 1, 2019**.
- Municipal Governments have the option to opt out of cannabis sales in their community by **January 22, 2019**. Councils that opt out of private sales can opt back in at a later, yet to be stated, date.
- The Province of Ontario requires that all cannabis retail facilities must have a minimum setback of at least **150m from schools**.
- All municipal governments will receive at least $10,000 to support the transition to legal cannabis and the province will announce the full funding allocation in the future.

**Retail Facilities**

<table>
<thead>
<tr>
<th>Policy Options</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Option A</strong></td>
<td>Option A would require an amendment to the zoning by-law to implement specific setback requirements for the sale of cannabis from schools (150m) as set by the Province</td>
</tr>
<tr>
<td>Allow in all Commercial zones. The municipality would have to prepare a zoning by-law amendment to implement setback controls of at least 150m from schools as set by the Province</td>
<td></td>
</tr>
<tr>
<td><strong>Option B</strong></td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Prepare a zoning by-law amendment to identify specific zones where cannabis retail sales are permitted and implement setback controls</td>
<td></td>
</tr>
<tr>
<td><strong>Option C</strong></td>
<td></td>
</tr>
<tr>
<td>Opt out</td>
<td></td>
</tr>
</tbody>
</table>

Of the options listed above, the preferred option to address the retail sales of commercial cannabis is **Option A**. This involves allowing the retail sale of cannabis in existing commercial zones as well as the implementation of a setback requirement from schools, as set by the Province.

**CONCLUSION:**

The legalization of commercial cannabis will require local municipal councils to consider how cannabis-related land uses should be managed. The Federal Government will be responsible for the issuance of licenses. The Province of Ontario will regulate the supply and distribution of commercial cannabis. At the local level, municipalities will regulate the appropriate locations for cultivation, processing and retail sales of commercial cannabis through municipal land use planning authority. The Association of Municipalities of Ontario (AMO) has provided municipalities with a municipal cannabis update that contains a draft template for a municipal cannabis retail policy statement. The template may help a municipality when responding to a proposed retail site and when responding to the AGCO 15-day window for municipal government comments. This template is attached to the back of this report as Schedule B. Also attached to this report, as Schedule C is a memorandum put out by Southwestern Public Health that discusses Cannabis Retail Outlet Considerations.

**Approved by: Lisa Higgs, CAO/Clerk**
November 20, 2018

Dear Head of Council (elect):

Recently, Ontario's Government for the People moved to a new cannabis retail model to meet our key priorities of combatting the illegal market and keeping our children and communities safe.

Today, the Province is beginning the fulfillment of its commitment to provide $40 million in funding over two years to municipalities to help with the implementation costs of recreational cannabis legalization.

The Ontario Cannabis Legalization Implementation Fund (OCLIF) will be distributed as follows:

- In early January, the first payment of $15 million will be made to all municipalities on a per household basis, adjusted so that at least $5,000 is provided to each municipality. This will enable all municipalities to proceed with their planned legalization activities.

- A second payment of $15 million will then be distributed following the deadline for municipalities to opt-out under the Cannabis Licence Act, which is January 22, 2019.
  - Municipalities that have not opted-out as of January 22, 2019 will receive funding on a per household basis, adjusted so that at least $5,000 is provided to each municipality. This funding will support initial costs related to hosting retail storefronts.
  - Municipalities that have opted-out will receive only a second $5,000 each.

- The Province is setting aside $10 million of the municipal funding to address costs from unforeseen circumstances related to the legalization of recreational cannabis, and priority will be given to municipalities that have not opted-out. Further details will be provided at a later date.

.../cont'd
• Finally, if Ontario’s portion of the federal excise duty on recreational cannabis over the first two years of legalization exceeds $100 million, the Province will provide 50 per cent of the surplus only to municipalities that have not opted-out as of January 22, 2019.

Our government is committed to respecting taxpayers and their hard-earned money. We believe municipalities have an obligation to do likewise.

As such, municipalities must use this funding to address the costs that directly relate to the legalization of recreational cannabis. Examples of permitted costs include:

• increased enforcement (e.g. police, public health and by-law enforcement, court administration, litigation);
• increased response to public inquiries (e.g. 311 calls, correspondence);
• increased paramedic services;
• increased fire services; and
• by-law / policy development (e.g. police, public health, workplace safety policy).

Lower-tier and upper-tier municipalities will receive a 50/50 split of the allocation. The household numbers will be split between the upper- and lower-tier, and the allocation calculated accordingly. Decisions to adjust the split in allocation and transfer funding can be made at the local level as needed. Upper-tier municipalities will receive funding in relation to opt-out decisions made by the lower-tier municipality.

The Deputy Minister of Finance will write to your Treasurer with further details on the administration of this funding and attach each municipality’s specific allocation notice.

To assess the impact of the funding, the Association of Municipalities of Ontario and the City of Toronto have been asked to work with the Ministry of Finance to establish a process by which a sample group of municipalities can assess the use and impact of these funds. More information on this process will be provided at a later date.

Our government is committed to building a retail system for cannabis sales that will help eliminate the illegal market and is safe and reliable with rules that keep cannabis out of the hands of children and youth, while keeping our roads safe. Complementary to this municipal funding, the Province continues to do the following:

.../cont’d
• Increase the capacity of law enforcement to help detect drug impaired driving through training. The Province has also created a specialized legal team to support drug impaired driving prosecutions, increased capacity at the province’s Centre of Forensic Sciences, and has created a Cannabis Intelligence Coordination Centre.

• Support local boards of health (public health units) by providing a suite of tools and resources for enforcement of the Smoke-Free Ontario Act, 2017, which includes rules for smoking and vaping of cannabis.

• Conduct an integrated public awareness campaign to communicate the rules and regulations for recreational cannabis and educate Ontarians about the health and safety measures in place to protect them.

We appreciate the efforts of municipalities in the implementation of the federal government’s legalization of cannabis and look forward to continuing to work together.

Sincerely,

Vic Fedeli
Minister of Finance

c: The Honourable Caroline Mulroney, Attorney General
   The Honourable Steve Clark, Minister of Municipal Affairs and Housing
   Paul Boniffero, Deputy Attorney General
   Greg Orencsak, Deputy Minister of Finance
   Laurie LeBlanc, Deputy Minister of Municipal Affairs and Housing
   Renu Kulendran, Ontario Legalization of Cannabis Secretariat, Ministry of Attorney General
   Nicole Stewart, Executive Lead, Cannabis Retail Implementation Project, Ministry of Finance
   Kate Manson-Smith, Assistant Deputy Minister, Local Government and Planning Policy Division, Ministry of Municipal Affairs and Housing
   Dan Miles, Chief of Staff
November 26, 2018

Dear Treasurer:

Re: Ontario Cannabis Legalization Implementation Fund

In his November 20, 2018 letter to Heads of Council (elect), the Minister of Finance announced funding for all municipalities through the Ontario Cannabis Legalization Implementation Fund (“Fund”). This Fund will provide $40 million in funding over two years to municipalities across Ontario to help with the implementation costs of recreational cannabis legalization.

This letter sets out the terms and conditions of receiving money under the Fund.

1. First Payment of Funds

For the first payment in January, the Province will distribute $15 million of the Fund between all municipalities based on the following:

- 2018 MPAC Household numbers
- 50/50 split in household numbers between lower- and upper-tier municipalities
- Adjustments to provide at least $5,000 to each municipality

Municipalities will receive a first payment in the amount set out in the attached allocation notice.

2. Second Payment of Funds

For the second payment, the Province will distribute $15 million of the Fund between all municipalities based on the following:

- If a municipality has not opted-out of hosting private retail stores in accordance with Cannabis Licence Act, it will receive funding based on the 2018 MPAC household numbers, adjusted so that at least $5,000 is provided to each municipality.

.../cont’d
• If a municipality has opted-out of hosting private retail stores in accordance with the Cannabis Licence Act, it will receive a maximum amount of $5,000. Please note that if a municipality opts-out by January 22, 2019, and opts back in at a later date, that municipality will not be eligible for additional funding.

Municipalities will receive a second payment based on the above criteria. The Province will send an allocation notice to municipalities setting out the amount of the second payment by March 2019.

The amount of the Fund allocated to each municipality in Ontario will be posted at www.fin.gov.on.ca/en/budget/oclip/ in December.

3. Use of Funds

Municipalities must use the money they receive from the Fund solely for the purpose of paying for implementation costs directly related to the legalization of cannabis.

Examples of permitted costs include:

• Increased enforcement (e.g., police, public health and by-law enforcement, court administration, litigation)
• Increased response to public inquiries (e.g., 311 calls, correspondence)
• Increased paramedic services
• Increased fire services
• By-law / policy development (e.g., police, public health, workplace safety policy)

Municipalities must not use the money they receive from the Fund to pay for:

• Costs that have been, or will be, funded or reimbursed by any other government body, or third party
• Costs not related to cannabis legalization

4. Transfer of Funds Within Upper-Tier and Lower-Tier Municipalities

Upper-tier municipalities and lower-tier municipalities may transfer any money that they receive from the Fund between each other. Despite any transfer of money that may occur under this section, municipalities remain responsible for ensuring compliance with the terms and conditions of this letter with respect to the transferred money.

.../cont’d
5. Funding Assessment

To assess the impact of this funding, the Province has requested that the Association of Municipalities of Ontario and the City of Toronto work with the Ministry of Finance to establish a process by which a sample group of municipalities will provide information on use of funds and impact of funding. More information will be available as this process is developed.

If municipalities are asked to provide information on the use of the money received under the Fund and impact of such funding, they must provide the information requested, in a timely manner. As such, municipalities must keep and maintain all records relating to money received from the Fund.

In addition, the Province or any authorized representative or identified independent auditor, may request to review the records or conduct an audit in respect of the expenditure of money a municipality has received from the Fund.

If you have any further questions, please contact:

Cannabis Retail Implementation Project
Ministry of Finance
Email: OCLIF@ontario.ca

Yours sincerely,

Greg Orenscak
Deputy Minister

Attachment

c. Paul Bonifarro, Deputy Attorney General
   Laurie LeBlanc, Deputy Minister of Municipal Affairs and Housing
   Nicole Stewart, Executive Lead, Cannabis Retail Implementation Project
   Allan Doheny, Assistant Deputy Minister, Provincial-Local Finance Division
   Renu Kulendran, Ontario Legalization of Cannabis Secretariat, Ministry of Attorney General
Kate Manson-Smith, Assistant Deputy Minister, Local Government and Planning
Policy Division, Ministry of Municipal Affairs and Housing
Pat Varini, Executive Director, Association of Municipalities of Ontario
The Ontario Cannabis Legalization Implementation Fund (OCLIF) is provided to municipalities to help with the implementation costs of recreational cannabis legalization.

**Funding Allocation**

<table>
<thead>
<tr>
<th>A</th>
<th>Funding Amount based on Number of Households (A1 x A2 ÷ 100)</th>
<th>$2,215</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of Households</td>
<td>1,737</td>
<td></td>
</tr>
<tr>
<td>2. Funding Amount per 100 Households</td>
<td>$127.50</td>
<td></td>
</tr>
</tbody>
</table>

| B | Minimum Municipal Funding Allocation | $5,000 |

| C | Funding Allocation (maximum of A and B) | $5,000 |

**Notes and Data Sources**

A - funding amount is rounded up to the nearest dollar.

A1 - household figures are based on the 2018 returned roll provided by the Municipal Property Assessment Corporation (MPAC).

A2 - represents the funding amount per 100 households for lower-tier municipalities.

B - represents the minimum funding allocation to municipalities.
Draft Municipal Policy Statement Template:

The template can be used by a municipality that has chosen to allow retail sales of recreational cannabis.

Purpose & Vision

The purpose of this policy statement is to provide a format for municipal government input to the Alcohol and Gaming Commission of Ontario (AGCO) as well as help prospective recreational cannabis retailers in their consideration of location of cannabis retail stores in (name of municipality).

The AGCO is the provincial authority that licences cannabis retail operators, authorizes cannabis retail locations and licenses senior store staff. Municipal governments have no licensing authority.

The AGCO regulates and reviews all aspects of the retail operation including municipal and public input, that the proposed store location is consistent with the public interest as defined in the regulations.

The Municipality of ........has chosen to allow retail sales of recreational cannabis. The following provides municipal staff with guidance on commenting to AGCO when notice on a specific proposed cannabis retail store site is provided on the site location.

Principles for Cannabis Retail Store Locations:

Relationship to Other Applicable Law:

- Land Use Planning: The provincial licensing process does not remove the requirement to comply with the zoning by-law and other municipal planning documents. The definitions within the municipality's Official Plan and Zoning By-law are applicable to all retail, including cannabis retail stores. Retail sale of cannabis from a provincially licensed store is legal and is a permitted use in the retail zones.

- Municipal Building Inspections: while the licencing of the store operation is the responsibility of the AGCO, the Building Code applies to cannabis retail store locations. Therefore, where a building permit is required, the building inspector will undertake duties as usual. Fire Code compliance is also mandatory.
For the purposes of this policy statement, a cannabis retail store shall mean a store licenced by the AGCO.

1. Cannabis Retail Stores and Sensitive activities:
   In order to help ensure public health and safety, protect youth and reduce illegal sales, retail cannabis stores are discouraged where nearby properties are designed to serve youth including ....

   The policy can address types of activities where youth or the potential for illegal sales or health risk exist. Please note that Ontario Regulation restricts a cannabis retail store from being located within a distance of 150 meters of a public school or most private schools. The municipality cannot adopt a greater distance. The distance buffer would be measured from the property line, if the school is the primary or only occupant of a building; or the boundary of any space occupied by the school within the building, if the school shares space, like in a mall. This distance buffer would not apply to private schools that hold classes online only, or to First Nation schools located on reserve.

   The municipal government may want to suggest other youth facilities such as libraries and community centres if appropriate, or other sensitive facilities that serve persons with mental health or addiction challenges.

   The policies cannot be so restrictive that it is impossible to locate a store. Nor can the policy state a specific number of stores permitted.

   It is recommended that should the municipal government choose a separation distance from a sensitive use that it be a number, not a range and that a rationale for this distance be provided.

   Municipal governments should note that municipal density restrictions on cannabis retail stores are not permitted under the legislation or regulations. However, it is possible that the number of cannabis retail stores in one area could in the future be considered under the public interest criteria in the regulations and merit comment from the municipal government and community.

2. Cannabis retail stores should not be permitted in:

   Any prohibitive statements must be considered through the lens of eliminating illegal activity, public health and safety or protecting youth and the regulatory definition of the public interest.

   Retail locations, if retail is allowed in a zone other than a commercial zone, such concerns may be noted.

   How does this prohibition help youth, create a safer environment or limit illegal activity? A municipal government may choose not to have any prohibitions.
3. Attached is a map showing the retail/commercial zones of the municipality and the activities identified in Section 1 above.

A map showing where retail is permitted and the locations of the activities identified in the first section will be very helpful to the AGCO. Municipal governments may choose to provide some sample separation distances as concentric rings around the activities such as addiction treatment facilities etc. to provide sample set backs. The Ministry of Education is working to identify all schools however; municipalities could also provide this information.
On October 17, 2018, the Ontario Government passed legislation that privatized the cannabis retail model. The newly enacted Cannabis Licence Act, 2018 sets the Alcohol and Gaming Commission of Ontario (AGCO) as the regulator of cannabis retail outlets, and the Ontario Cannabis Retail Corporation (OCRC) as the exclusive wholesaler and online retailer of cannabis in Ontario. The first retail stores are to be operational on April 1, 2019. In the interim, the public can purchase cannabis from OCRC’s online store, the Ontario Cannabis Store. Retail applications to the AGCO will be received starting December 17, 2018.

Municipalities must declare by January 22, 2019 whether they will opt-out of privatized retail outlets in their communities. To opt-out, municipal councils must provide a notice of resolution to opt-out to the Registrar and notice to the AGCO no later than January 22, 2019. Opting out is a one-time option for municipalities, however, those that choose to opt out may opt-in at a later date. If a municipality does not opt out, cannabis retail outlets will be permitted. The Association of Municipalities of Ontario notes that municipal governments may consider a policy statement providing direction to municipal staff input to the AGCO within the 15-day review period. The policy statement should outline significant sensitive considerations or uses representing the expectations of the community in permitting cannabis retail.

The recently released Ontario Regulation 468/18 made under the Cannabis Licence Act, 2018 governs private cannabis retail in Ontario and sets out requirements regarding retail store authorizations and operations. For example, private recreational cannabis retail storefronts must be stand-alone only, the minimum distances between a retailer and a school, as defined by the Education Act, has been set at 150 metres, and hours of operation will be between 0900h and 2300h. The Ontario Government indicated that municipalities are prohibited from using licensing or land-use bylaws to control the placement or number of cannabis retail outlets. Municipalities are also prohibited from establishing a licensing system for cannabis retailers (1).

In Ontario, Bill 57, Restoring Trust, Transparency and Accountability Act, 2018 received royal assent on December 6, 2018. Bill 57 includes specific authority for municipalities to adopt cannabis smoking bylaws, similar to tobacco smoking bylaws. Section 5 of this bill amends both Section 98 of the City of Toronto Act, 2006 and Section 115 of the Municipal Act, 2001 such that municipalities can explicitly regulate the smoking of tobacco and cannabis. Bill 57 updates the definition of “smoking of tobacco and cannabis” under both the Municipal Act, 2001 and City of Toronto Act, 2006 to include: the holding of lighted tobacco or cannabis; and the consumption of tobacco or cannabis through the use of an electronic cigarette.

The Government of Ontario’s response to the federal government’s legalization of cannabis is a phased approach and information is still emerging. The decision to introduce retail outlets into your municipality may be difficult, particularly in the absence of a complete understanding of community impacts of allowing stores within a municipality. Municipal Councils may want to include considerations from a public health perspective in their deliberations on the issue.

Research shows that increased availability and exposure of substances, such as alcohol and tobacco, results in increased consumption, which can lead to significant health and social harms and costs (2,3). For example:

- High retail outlet density can contribute to increased consumption and harms (2,4,5,6,7)
- Retail outlet proximity to youth-serving facilities can normalize and increase substance use (8,9).
- Co-use of cannabis and other substances increases the risk of harm, such as impaired driving (10).
- Retail outlet proximity to other sensitive areas may negatively influence vulnerable residents (7,11).
- Longer retail hours significantly increase consumption and related harms (2,4,12).
- Fewer restrictions on where cannabis, tobacco and vapes can be used may increase the risk of normalization, second-hand smoke exposure and impairment (3,13,14,15,16).
- Retail outlet proximity to other substance retail outlets shows increased number of traumas (17).
- High number of retailers impacts cannabis use and frequency of use (18).

Municipalities are prohibited from using licensing or land-use by-laws to explicitly control the placement or number of cannabis retail outlets. All proposed cannabis store locations are subject to a 15-day public notice process that provides municipalities and residents the opportunity to comment on store locations related to public interests. Municipalities may wish to provide comments regarding other aspects of the physical availability of cannabis, such as minimum distance requirements between cannabis retail outlets and other substance retailers; the number of outlets in a neighbourhood; and, proximity to youth-serving facilities and other sensitive use spaces. Appendix A provides additional information, from a public health perspective.
The Government of Ontario has committed $40 million to help with cannabis legalization implementation, with some conditions.

The bulk of provincial funding for municipalities is tied to not opting out. The Ontario Government has committed $40 million over two years to help municipalities with implementation costs, with municipalities receiving at least $10,000. A municipality that has not opted out would receive additional funds on a per household basis. Furthermore, if Ontario’s portion of the federal excise taxes exceed $100 million in the first two years, the province will provide 50% of the surplus only to municipalities that have not opted out (1,19).

Is your Municipal Council considering OPTING OUT of cannabis retail outlets?
You may want to consider the following:

A central tenant of the legalization of cannabis is to curtail the illegal market.

Opting out may not decrease cannabis use and its impact on the community. Some consumers will access cannabis through legal sources (Ontario Cannabis Store [OCS] website), however, in the absence of physical retail outlets, the demand for cannabis from the illegal market may remain.

Physical cannabis retail stores provide access to regulated and controlled products.

Some marginalized groups (e.g., individuals without a physical address, individuals without a credit card, etc.) will not be able to access regulated products through the OCS. Without physical stores, these marginalized groups may access cannabis through illegal sources. Cannabis obtained through the OCS (online and from private retail stores) has product safety measures in place regarding packaging, product information, and controls related to the cultivation and handling of the product.

The Government of Ontario has committed $40 million to help with cannabis legalization implementation, with some conditions.

Municipalities will incur costs associated with cannabis legalization regardless of the presence of retail storefronts in their communities. Municipalities may choose to consider how they will manage the costs and potential risks associated with cannabis legalization. The Ontario Government has committed $40 million over two years to help municipalities with implementation costs. If opting out of the retail model, communities will receive $10,000 to help with associated costs; they will not be able to access additional funding at a later date (1).

Opting out may allow municipalities additional time to explore the regulations and the potential municipal impacts prior to committing to retail outlets.

Opting out of cannabis retail sales by January 22nd, 2019, may provide municipalities with additional time to clarify municipal and provincial roles and responsibilities, as more information becomes available. According to the Association of Municipalities of Ontario, opting out can be reversed after January 22nd; however, those municipalities that choose to opt back in will not gain any additional funding from the Ontario Cannabis Legalization Implementation Fund above the initial $10,000 (20).

For more information, contact the Southwestern Public Health at tobaccoenforcement@swpublichealth.ca or at 1-800-922-0096.
### Appendix A – Evidence to Support Cannabis Retail Outlet Considerations

<table>
<thead>
<tr>
<th>Issue</th>
<th>Considerations</th>
<th>Examples of Cannabis Regulations/Suggested Regulations</th>
<th>Other Supporting Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. High retail outlet density can contribute to increased consumption and harms (2,4,5,6,7).</td>
<td>Reduce cannabis retail outlet density through minimum distance requirements between cannabis retail outlets and limits on the overall number of outlets (11).</td>
<td>The City of Calgary has enacted a 300m separation distance between cannabis stores. (21) Spruce Grove, Alberta, requires a 200m separation distance between cannabis retail outlets (22).</td>
<td>Research on alcohol and tobacco use highlight the need for stronger controls on retail density, minimum distance between retailers, and the need for stronger controls on the number of retailers. It has been shown that increased tobacco and alcohol retail density is associated with greater prevalence of tobacco use and alcohol consumption within Public Health Units in Ontario (3). Density limits reduce neighbourhood impacts and youth access (3). Higher retail density around locations where youth live is associated with experimentation of tobacco products (23). From a tobacco cessation perspective, several studies have shown that the presence of even a single tobacco retail location close (&lt;500 metres) to a smoker’s home affects abstinence during a quit attempt. The relationship between abstinence from smoking and walking distance increased the further a retailer was away from a person’s home (24). Those who live within 500 m of retail location are 1 time more likely to relapse, while those who live within 250-500m of a retail location are 1.9 times more likely to relapse, and those living within 250m or less are 4.2 times more likely to relapse (25).</td>
</tr>
<tr>
<td>2. Retail outlet proximity to youth-</td>
<td>Prevent the role-modeling of cannabis use and reduce</td>
<td>The State of Washington has enacted a 300m separation</td>
<td>Research suggests that it is prudent for decision makers to develop policies that</td>
</tr>
<tr>
<td>serving facilities can normalize and increase substance use (8,9).</td>
<td>youth access through minimum distance requirements from youth-serving facilities such as schools, child care centres, libraries, and community centres (9, 10, 20)</td>
<td>distance requirement between cannabis retail stores and elementary and secondary schools and public playgrounds (26). In Kelowna there are recommendations for retail cannabis stores to be a distance of 150m from elementary schools and 500m from middle and secondary schools (27). In Manitoba, typically 150m to 300m is established between cannabis-related facilities and schools, licensed daycares, public recreational facilities and other cannabis-related uses (28). On Nov. 14, 2018, the Government of Ontario passed new regulations for licensing and operation of private cannabis stores. The regulations establish a minimum distance of 150m between cannabis retail stores and schools, including private and federally-funded First Nation schools off-reserve (29). Preventing the clustering of tobacco, e-cigarette, alcohol and cannabis stores can have positive effects on communities, especially among vulnerable populations (46).</td>
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<tr>
<td>3. Co-use of cannabis and other substances increases the risk of harm, such as impaired driving (10).</td>
<td>Discourage the co-use of cannabis and other substances by prohibiting co-location and enacting minimum distance requirements between cannabis, alcohol, tobacco, and e-cigarette retail outlets (10,11).</td>
<td>KFL&amp;A Public Health recommends a 200m separation distance between cannabis retail outlets and alcohol or tobacco retail outlets (12). On Nov. 14, 2018, the Government of Ontario passed new regulations for licensing and operation of private cannabis stores. The prevent tobacco retailers from being located within close proximity to schools as well as other youth orientated facilities (30).</td>
<td></td>
</tr>
</tbody>
</table>
4. **Retail outlet proximity to other sensitive areas may negatively influence vulnerable residents** (7,11).

<table>
<thead>
<tr>
<th>Regulations establish a requirement for all private recreational cannabis retail storefronts to be stand-alone stores only (29).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protect vulnerable residents by limiting cannabis retail outlets in low socioeconomic neighbourhoods and enacting minimum distance requirements from other sensitive areas (11,31).</td>
</tr>
<tr>
<td>The City of Vancouver has restricted medical cannabis retail outlets to commercial zones instead of residential ones (32).</td>
</tr>
<tr>
<td>A 2013 scan of tobacco retail outlets across Ontario indicated that the outlets in both urban and rural areas were more likely to be located in areas with high neighbourhood deprivation (33). Findings from Hamilton, Ontario also show that the number of tobacco and electronic cigarettes retailers in low income areas far exceed other areas of the city (34).</td>
</tr>
</tbody>
</table>

5. **Longer retail hours significantly increase consumption and related harms** (2,4,12)

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</table>

<table>
<thead>
<tr>
<th>Longer retail hours significantly increase consumption and related harms (2,4,12)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce cannabis consumption and harms by limiting late night and early morning retail hours (4,35).</td>
</tr>
<tr>
<td>In US states where cannabis has been legalized late night hours of operation are limited to 10 pm or midnight (36,37,38,39).</td>
</tr>
<tr>
<td>In the province of Manitoba, hours of operation at minimum, will follow current municipal bylaws for hours of operation of retail services or industrial uses. The municipality has the authority to further restrict retail hours through the conditional use process or by adding regulations to the zoning bylaw (28).</td>
</tr>
<tr>
<td>The Centre for Addiction and Mental Health recommends that cannabis retail hours of operation model those established by the LCBO (40). Currently, the permissible hours for the sale of alcohol at retail outlets are Monday through Saturday 9:00 am to 11:00 pm, and on Sunday from 9:30 am to 8:00 pm (41).</td>
</tr>
</tbody>
</table>

On Nov. 14, 2018, the Government of Ontario passed new regulations for licensing and operation of private cannabis stores. It has been established that private retail cannabis stores will be permitted to open between the hours of 9:00 am and 11:00 pm on any day (29). In 1996, the hours and days of sale for alcohol in Ontario were extended, resulting in a significant increase in rates of alcohol consumption and associated harms, such as acute injuries, trauma and violence. (4,35). This experience has been demonstrated internationally as well, with evidence showing that longer hours of sale significantly increases alcohol consumption and alcohol-related harms (35). Harm is more likely to occur late at night and very early in the morning, therefore it is recommended that retail hours do not operate around the clock (35).
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<tr>
<td>6.</td>
<td>Fewer restrictions on where cannabis, tobacco and vapes can be used may increase the risk of normalization, second-hand smoke exposure and impairment (3,13,14,15,16).</td>
<td>Establish greater restrictions on where cannabis consumption, tobacco use and vaping can occur. Smocking of cannabis is prohibited anywhere smoking tobacco is prohibited (42). Additional restrictions on smoking and vaping can be enacted through municipal bylaws (42).</td>
<td>The City of Markham prohibits the smoking and vapourizing of cannabis in all public places (43). The municipality of Chatham-Kent prohibits the smoking of tobacco, cannabis and vaping on all municipal property including beaches, walkways, within 9m of buildings entrances, and within 4m of bus stops (44). Allowing cannabis to be consumed wherever tobacco can be consumed raises concerns regarding the risk of normalization, second-hand smoke exposure and impairment. Children tend to copy what they observe and are influenced by normality of any type of smoking around them. From the lessons learned from tobacco and alcohol, normalization of cannabis use could lead to increases in rates of cannabis use (3,14,15). Smoke from cannabis is similar to that of tobacco, containing fine particles, cancer causing compounds, volatile organic chemicals, carbon monoxide and heavy metals, which can negatively affect the health of people exposed. There is no safe level of exposure to second hand smoke (13). Allowing smoking and vaping of cannabis in public places increases the exposure of second-hand smoke to the public (e.g. sidewalks, entranceways to buildings, parking lots). Cannabin impairment can have side effects including paranoia, panic, confusion, anxiety, and hallucinations (16). Public safety and unintended exposure related to cannabis impairment should be considered (16).</td>
</tr>
<tr>
<td>7.</td>
<td>Retail outlet proximity to other substances retail outlets shows increased number of traumas (17). Preventing the clustering of tobacco, e-cigarette, alcohol and cannabis stores can have positive effects on communities, especially among vulnerable populations (11).</td>
<td>KFL&amp;A Public Health recommends a 200m separation distance between cannabis retail outlets and alcohol or tobacco retail outlets (12).</td>
<td></td>
</tr>
</tbody>
</table>
MLHU recommends a 500m separation distance between cannabis retail outlets and alcohol or tobacco retail outlets (45).

On Nov. 14, 2018, the Government of Ontario passed new regulations for licensing and operation of private cannabis stores. The regulations establish a requirement for all private recreational cannabis retail storefronts to be stand-alone stores only (29).

8. High number of retailers impacts cannabis use and frequency of use (18). Limit/cap the number of cannabis retailers to reduce use and frequency of use (18). Washington caps the number of retailers that exist for the entire state at 556 for a population of 7.4 million people (39). Research from alcohol and tobacco highlights the need for stronger controls on the number of retailers to reduce harms (2,3).

References


27. City of Kelowna, Report to Council, Aug. 27, 2018 File no.: 1250-04


DATE: January 14th, 2019

PREPARED BY: Lisa Higgs, CAO/Clerk

REPORT NO.: CAO 2019-10

SUBJECT MATTER: Rosy Rhubarb Proposal to Install Electrical Service for Trailers at the Keystone Complex

Recommendation:
THAT Report CAO 2019-10, Rosy Rhubarb Proposal to Install Electrical Service for Trailers at the Keystone Complex be received as information;

AND THAT Council grant permission to Rosy Rhubarb to complete the installation of Electrical Service for trailers on the Keystone property.

Purpose:
The purpose of this report is to seek Council authorization for the installation of 20 amp services for trailers to use during the Rosy Rhubarb festival.

Background:
Rosy Rhubarb’s Keith Orchard approached Township staff, seeking permission for Rosy Rhubarb to construct and install twelve, 20 AMP services for trailers to use for Rosy Rhubarb’s weekend.

The construction and materials for this project would be fully funded and completed by the Rosy Rhubarb committee. The intention of the services is for Rosy Rhubarb weekend and is not intended to provide access to trailers or camping outside of the Rosy Rhubarb weekend.

Comment:
The proposed location for the services is noted to be installed along the fence line, as shown on the map on page 2 of this report (shown in red):

The twelve proposed 20 AMP electrical services are intended to improve the camping facilities offered during the Rosy Rhubarb weekend. Presently, Rosy Rhubarb rents the entire Keystone property (current fee is $1,070.00 + HST) from the municipality for the Rosy weekend. Currently, trailer sites are rented out for $45.00 per site. On average, the Township does see an increase in Hydro usage for the fairground site from approximately $80.00 to $250.00 for the months when festivals are scheduled at the Keystone. There may be an increase in electrical bills to the municipality as a result of additional connections. Staff suggest that we monitor the change in 2019 and compare to 2018 to determine whether a Hydro fee should be charged.

Approved by: Lisa Higgs, CAO/Clerk
DATE: January 14th, 2019

PREPARED BY: Lisa Higgs, CAO/Clerk

REPORT NO.: CAO 2019-11

SUBJECT MATTER: MTO Security and Privacy Via Controlled Municipal Office Access

Recommendation:
THAT Report CAO 2019-11, MTO Security and Privacy Via Controlled Municipal Office Access be received as information;

AND THAT Council supports the MTO’s Security and Privacy efforts by complying with controlled office access.

Purpose:
The purpose of this report is to outline to Council changing requirements from MTO as it relates to revenue the Township collects through MTO’s ARIS (Authorized Requester Information Services) system.

Background:
To subsidize emergency services responses, the Township collects revenue from insurance providers for motor vehicle collisions within the municipality for non-resident vehicles. To complete the process, the municipality accesses confidential data housed and managed by the MTO on their ARIS software.

Recently, the MTO has required staff to complete multiple agreements, affirming that data and municipal files will be securely stored in the municipal office. As a part of this agreement, staff needed to affirm that the Township had effective controlled office procedures and limited access to the office after hours. This controlled access included having a locked filing cabinet and locked office for the Accounting Clerk and assuring the MTO that master keys distribution is limited to key management staff.

Comment:
During the 2014-2018 term of Council, municipal Councillors were provided with Master Keys. Since Municipal Councillors should be able to access the Council Chambers after hours for meetings, staff are proposing that keys be issued that provide Council members with access to the Chambers and the front hallway, but that would restrict access to the administration office and the files. Staff is suggesting that any correspondence for Council members be left on their desks in Council Chambers. Any confidential correspondence will only be sent to Council members via secure e-mail. Previous members of Council from the 2014-2018 term will need to exchange master keys and staff will arrange for 5 new keys to be cut.

Approved by: Lisa Higgs, CAO/Clerk
DATE: January 14th, 2019
PREPARED BY: Lisa Higgs, CAO/Clerk
REPORT NO.: CAO 2019-12

SUBJECT MATTER: Southwold Young at Heart Committee Terms of Reference

Recommendation:
THAT Council receives the Southwold Young at Heart Committee Terms of Reference as Information;

AND THAT Council provides approval to the Terms of Reference.

Purpose:
The purpose of this report is to present to Council the Terms of Reference for the Southwold Young at Heart Committee (Senior’s Committee)

Background:
As part of the 2018 Strategic Planning Exercise, the creation of a Senior’s Committee was recommended by the Community. Following this recommendation and in light of a potential Senior’s Active Living grant, a small ad hoc Committee was formed in the Community.

Although the Township was unsuccessful in our grant efforts, the members of the ad hoc Committee expressed interest in continuing as Council-appointed Committee.

Comment:
The Committee has met twice (minutes of the first meeting are included on the January 14th agenda), and helped to develop the attached Terms of Reference. The Terms of Reference are provided to Council for approval and comment.

The Committee is planning on meeting monthly and is working on bringing some senior’s programs to the Keystone Complex.

Approved by: Lisa Higgs, CAO/Clerk
1. **NAME**

   The Committee of Council shall be established and named as follows:

   (a) Southwold Young at Heart Committee

   The Terms of Reference shall apply to the Southwold Young at Heart Committee, as applicable.

2. **STATEMENT OF PURPOSE**

   To make recommendations to Council for the engagement of all Township seniors as it relates to all matter of interest to this age group.

   To make recommendations to Council in meeting the Strategic Plan Goal of promotion and supporting participation in cultural, recreational, social and good health activities for seniors in the Township.

3. **OBJECTIVES**

   The Committee should be established to recommend senior's engagement in recreation, social and cultural activities and promoting senior's activities in the community.

4. **ROLE OF THE COMMITTEE**

   To make recommendations to Administrative Staff and Council on the following for the Township:

   i) Southwold Young at Heart Committee shall be responsible for the following:

   (a) Creation of strategies to support senior’s Active Living engagement throughout the entire municipality.

   (b) Recommend the types of activities, the frequency, and the location of these activities.

   (c) Recommend operational and financing responsibilities for senior’s activity programs.
(d) Recommend participation requirements/membership structures for activities designed for seniors.

(e) Provide input and suggestions on special guest speakers and topics for education.

(f) Act as a hub/centralized source for dissemination of information on issues (i.e. use of social media, home security, affordable housing, etc.) pertinent to seniors in the municipality.

(g) Providing Council with the minutes of the Committee meetings to be approved by Council in a timely manner.

5. MEETING FREQUENCY AND LOCATION OF MEETINGS

Meetings will be held on a monthly basis and/or as needed basis at the Township of Southwold Fingal Office’s Council Chambers, or as called by the Chairperson of the Committee, at a time and place as agreed by members. Special meetings may be called by the Chairperson. Generally, meetings take place the first Tuesday of the month at 1:00 pm.

The conduct of Committees of Council and its members are governed by the same legislation as Council. Of particular note, are the Municipal Act, the Municipal Conflict of Interest Act and the Municipal Freedom of Information and Protection of Privacy Act.

The meetings of the Committee are open to the public. It will be at the decision of the Chairperson of the Committee, if the member(s) of the public are allowed to address the Committee.

Although, the meetings are open to the public, this does not allow the public to participate in the meeting, vote on any subject or contribute to the discussions.

6. VOTING

Where a matter cannot be settled by consensus, a majority vote of members present will be used to reach a decision. The need for a vote will be at the discretion of the Chairperson. A majority vote of the members present will be used to reach a decision.

7. MEMBERSHIP

The Committees of Council shall be comprised of the following members appointed by Council:

(a) Voting Members appointed for the term of Council:
- Minimum of one (1) member of Council up to a maximum of two (2) members of Council (Note: More than two members of Council attending a committee meeting could constitute as a Council meeting);

- Minimum of four (4) to a maximum of 8 (8) volunteer members from the community consisting of the following regional community representation, if available:

1. Member from Shedden Area
2. Member from Fingal Area
3. Member from Talbotville Area
4. Member from Boxall Area
5. Member from Frome Area
6. Member from Ferndale Area
7. Member from Lawrence Station Area
8. Member from Paynes Mills Area

Unless otherwise prohibited, membership on the Committees shall be for the term of Council unless terminated sooner by a resolution of Council. Members may be reappointed by resolution of Council to the following term. All members will remain in office until their respective successors as recommended by the Committee are appointed by Council. The Chairperson will be a voting member and will vote on all matters before the Committee.

(b) Non-Voting members:

- The CAO/Clerk (or designate) of the Township may serve as the Staff Resource person for each Committee.

The Township will provide appropriate Township staff resources to assist the Committee as necessary.

8. QUALIFICATIONS

In order to qualify as an appointed volunteer Community member, Committee applicants shall;

- Be a Canadian citizen
- Be at least 55 years old
- Not be prohibited from voting under the Election Act R.S.O. 1990 or otherwise prohibited by law
- Reside or own property within the Township of Southwold.

9. VACANCIES

In the event of a vacancy, either as a result of a resignation or expiration of the term of office, the Committee will recruit replacement members and recommend appointments to be made by Council.
10. **ESTABLISHMENT OF SUB-COMMITTEES**

   It is anticipated that for various projects and initiatives that sub-committees to focus on one component of an action plan or a specific task will be formed by the Committee. These members would not be appointed by Council but would be appointed by and serve at the pleasure of the Committee; however, *notice of such appointments must be immediately submitted in writing to Council.* Appropriate minutes from the Sub-committee shall be maintained and circulated to the Committee and Council.

11. **HIRING OF EMPLOYEES/CONTRACTORS**

   Hiring of all employees and/or contractors shall be the responsibility of the Township of Southwold.

12. **QUORUM**

   A quorum shall consist of not less than half plus one of the total numbers of appointed voting members. If there is no quorum within twenty (20) minutes of the scheduled time for the meeting, the Chairperson will re-schedule the meeting date. Members are urged to call the Chairperson and advise of any regrets.

13. **OFFICERS**

   At the first meeting in each calendar year, elections shall be held by the voting members for the positions of (1) Chairperson (2) Vice-Chairperson and (3) Directors, if required.

14. **DUTIES OF OFFICERS**

   **Chairperson**
   - Prepare an agenda for each meeting
   - Call the meeting to order
   - Sign minutes upon approval
   - Be organized and informed and conduct meetings in an orderly manner
   - Make announcements of interest to members
   - Make him/herself aware of the business to come regularly before the meeting

   **Vice Chairperson**
   - Act in the capacity of the Chairperson in his/her absence

   **Secretary (Staff Resource)**
   - Keep accurate record of proceedings of meetings (minutes)
   - See that old business is brought to the attention of the Chairperson
   - Keep a current list of members and an attendance record
   - Prepare a list of current and proposed members and the executive for the upcoming year, forwarding to the Municipal Office for Council’s consideration prior to the end of the current year
If unable to attend a meeting, sees that the minutes and other correspondence and information are forwarded to the Chairperson prior to the meeting
Take charge of all documents belonging to the Committee
Assist Committee with administrative/financial/operating and capital budget preparation and follow-up
Forward any invoices and receipts promptly to the Municipal Office as required
Submit a copy of approved minutes of the Committee to Council for information
In the absence of the Secretary, an Acting Secretary shall be appointed

Directors

Shall be responsible to attend meetings regularly, at the appointed time
Shall support the purpose and objectives of the Committee
No member shall exercise the right to more than one vote
Members are urged to call the Chairperson or Secretary and advise of any regrets

Absentee Members

If a member misses more than three (3) consecutive meetings, except for health or special circumstances, the remaining members of the Committee may request Council to appoint a recommended replacement for the remainder of the term.

Alternates

Alternates shall have the same privileges as an appointed member. In the event that a Committee member and/or the alternate cannot attend a meeting, another temporary replacement may be appointed by Council for that meeting.

New Members

The Committee shall recommend names of volunteers to Council for appointment to the Committee.

Volunteers

The Committee may, and is encouraged, to utilize additional volunteers who may participate, at the direction of the Chairperson, but not vote, at Committee meetings. Volunteers may attend or provide assistance to the Committee for general matters or items such as special events. The Committee should appoint volunteers by motion for the purpose of participation in such special events, shall include a note in the minutes of Committee meetings of attendance of such volunteers.

15. **AUTHORITY**
The Committee is a Committee of The Corporation of The Township of Southwold and has the authority to function within the parameters of their Terms of Reference.

The Committee will make recommendations in the form of minutes to the Council for final approval. The Committee will recognize its obligation to ethical behavior and avoidance of conflict of interest, as a body and as individuals, as well as its obligation to meet municipal, provincial, and federal legislative requirements including applicable procedures, policies and by-laws as approved by Southwold Council.

Authority for disposal of excess capital assets or supplies lies with the Council of the Township upon recommendation of the Committee.

16. DISSOLUTION

The dissolution of a Committee may be triggered by one of the following:
   a) Expiration of term
   b) Completion of task or mandate
   c) Resolution of issues
   d) Legislative requirement no longer exists
   e) Merger with another committee
   f) Following the annual review process
   g) Recommendation by Committee by resolution
   h) Recommendation by Staff in Staff Report
   i) Recommendation by Council

Regardless of a Committee sunset clause, all committees created by Council will formally be dissolved by Council resolution.

The following steps will be taken following the dissolution of a committee:

a) Committee will be removed from the active committee list;
b) Thank you letters on behalf of Council will be sent to committee members
c) Relevant staff members will be informed;
d) Council will be informed via correspondence from the Committee Chairperson
Drinking Water Quality Management System Policy

Township of Southwold Water Distribution System (Lynhurst Area)

**EFFECTIVE DATE:** JANUARY 1, 2019

**REVISION:** 2.0

**TO BE REVIEWED:** FOLLOWING SIGNIFICANT CHANGE TO BOARD

The Township of Southwold is the owner and provides governance for the Township of Southwold Water Distribution System (WDS).

The City of St. Thomas Environmental Services Department is the contracted operating authority for the Lynhurst Area of the Township of Southwold WDS and also provides the necessary resource support for the successful implementation and ongoing viability of the Drinking Water Quality Management System (DWQMS).

Under the provisions of the Safe Drinking Water Act, 2002, the Environmental Services Department is responsible for implementing and maintaining the DWQMS in partnership with the Township of Southwold.

Together, The Township of Southwold and City of St. Thomas Environmental Services Department are committed to providing our customers with clean, safe drinking water through the operation and maintenance of Township of Southold WDS – Lynhurst Area in a manner that adheres to all applicable legislation and regulations. We are committed to the adoption of the Drinking Water Quality Management Standard and as such, make a commitment to the maintenance and continual improvement of the Quality Management System (QMS).

Furthermore, we have reviewed the Operational Plan, endorse its application, and are committed to ensuring the QMS is regularly assessed to confirm its ongoing applicability and relevance.

Signed: _______________________________  Signed: _______________________________
Owner Representative  Operating Authority
Lisa Higgs  Nathan Bokma, P. Eng.
CAO/Clerk  Quality Management System Representative
Township of Southwold  City of St. Thomas

Date: _______________________________  Date: December 6, 2018
Township of Southwold Water Distribution System  
(Lynhurst Area)

DRINKING WATER QUALITY  
MANAGEMENT SYSTEM  
OPERATIONAL PLAN

REVISION 2.0  
January 1, 2019

Prepared by: 

Operating Authority  
The City of St. Thomas  
Environmental Services Department

Owner:  

Township of Southwold
Drinking Water Quality Management System

OPERATIONAL PLAN – SOUTHWOLD (LYNHURST AREA)

EFFECTIVE DATE: JANUARY 1, 2019
REVIEW FREQUENCY: ANNUALLY
REVISON 2.0
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE

TABLE OF CONTENTS
1. Quality Management System
   Preface
   Ownership and Operation
2. Quality Management System Policy
3. Commitment and Endorsement
4. Quality Management System Representative
5. Document and Records Control
6. Drinking-Water System
7. Risk Assessment
8. Risk Assessment Outcomes
9. Organizational Structure, Roles, Responsibilities and Authorities
10. Competencies
11. Personnel Coverage
12. Communications
13. Essential Supplies and Services
14. Review and Provision of Infrastructure
15. Infrastructure Maintenance, Rehabilitation and Renewal
16. Sampling, Testing and Monitoring
17. Measurement and Recording Equipment Calibration and Maintenance
18. Emergency Management
19. Internal Audits
20. Management Review
21. Continual Improvement
LIST OF APPENDICES

Appendix A  Southwold Distribution (Lynhurst Area) Quality Management System Policy
Appendix B  Document Control Procedure (DW-ADMIN-100)
Appendix C  Record Control Procedure (DW-ADMIN-200)
              Record Retrieval Form (DWF-ADMIN-200)
Appendix D  Mapping of the Southwold Distribution (Lynhurst Area)
Appendix E  Risk Assessment Procedure (DW-ADMIN-300)
              Hazard Identification Form (DWF-ADMIN-300)
              Hazard Analysis Spreadsheet (DWF-ADMIN-303)
              Southwold (Lynhurst Area) Low Pressure Control Procedure (CD-CCP-1000)
              Southwold (Lynhurst Area) Discolouration Prevention Procedure (CD-CCP-2000)
              Southwold (Lynhurst Area) Disinfection Control for Repairs Procedure (CD-CCP-3000)
              Southwold (Lynhurst Area) Backflow Prevention Control Procedure (CD-CCP-4000)
Appendix F  Southwold (Lynhurst Area) Roles, Responsibilities and Authority Procedure (DW-ADMIN-402)
Appendix G  Competency and Training Procedure (DW-ADMIN-500)
              On-site Training Form (DWF-ADMIN-500)
              Operator Competence Form (DWF-ADMIN-501)
              Training Needs Matrix (DWF-ADMIN-502)
Appendix H  Personnel Coverage Procedure (DW-ADMIN-600)
              OIC Designation Table (DWF-ADMIN-600)
Appendix I  Communications Procedure (DW-ADMIN-700)
Appendix J  Essential Supplies and Services Procedure (DW-ADMIN-800)
              New Construction Sign-off Form (DWF-ADMIN-800)
              Supplier and Contractor Sign-off Form (DWF-ADMIN-801)
Appendix K  Review and Provision of Infrastructure Procedure (DW-ADMIN-850)
              Maintenance, Rehabilitation and Renewal Procedure (DW-ADMIN-900)
Appendix L  Sampling, Testing and Monitoring Procedure (DW-ADMIN-1000)
Appendix M  Equipment Calibration Procedure (DW-ADMIN-1100)
              Equipment Listing (DWF-ADMIN-1100)
Appendix N  Emergency Management – See Emergency Plan Binder
Appendix O  Internal Auditing Procedure (DW-ADMIN-1200)
              Internal Audit Plan Template (DWF-ADMIN-1200)
              Internal Audit Opening/Closing Meeting Form (DWF-ADMIN-1201)
              Internal Audit Checklist (DWF-ADMIN-1202)
Appendix P  Management Review Procedure (DW-ADMIN-1300)
Appendix Q  Corrective and Preventative Action Procedure (DW-ADMIN-1400)
              Corrective and Preventative Action Form (DWF-ADMIN-1400)
              Root Cause Codes (DWF-ADMIN-1401)
1. Quality Management System

Preface
This Operational Plan describes the content of the Drinking Water Quality Management System (DWQMS) in place for the Township of Southwold Water Distribution System (Lynhurst Area). The contents of this Operational Plan are based upon the requirements of the Drinking Water Quality Management Standard:

a) To facilitate the Operating Authority’s ability to consistently 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.

Abbreviation/Definitions

<table>
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<tr>
<th>Abbreviation/Definition</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ADWQI or AWQI</td>
<td>Adverse Drinking Water Quality Incident</td>
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<td>AMC</td>
<td>Asset Management Coordinator</td>
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<td>CC</td>
<td>Compliance Coordinator</td>
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<td>CCP</td>
<td>Critical Control Point</td>
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<td>DWQMS</td>
<td>Drinking Water Quality Management System</td>
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<td>EMPS</td>
<td>Elgin Middlesex Pumping Station</td>
</tr>
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<td>MCEWDS</td>
<td>Municipality of Central Elgin Water Distribution System - St. Thomas Suburban Area</td>
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<td>MMC</td>
<td>Maintenance Management Coordinator</td>
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<td>OA</td>
<td>Operating Authority, the current authority operating the System</td>
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<td>OCWA</td>
<td>Ontario Clean Water Agency</td>
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<td>QC</td>
<td>Quality Coordinator, also known as the Manager Water and Sewer or designate</td>
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<td>QMS Representative</td>
<td>Quality Management System Representative</td>
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<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
</tr>
<tr>
<td>STASWSS</td>
<td>St. Thomas Area Secondary Water Supply System</td>
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<tr>
<td>STWDS</td>
<td>St. Thomas Water Distribution System</td>
</tr>
<tr>
<td>TSWDS</td>
<td>Township of Southwold Water Distribution System - Lynhurst Area</td>
</tr>
<tr>
<td>WT</td>
<td>Water Tech.</td>
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Applicable Legislative and Regulatory Requirements

- the Safe Drinking Water Act, 2002 (SDWA), the Ontario Water Resources Act, 1990 and all regulations and instruments issued under these Acts which are associated with drinking water.

Audit

- a systematic and documented verification process that involves objectively obtaining and evaluating documents and processes to determine whether a Quality Management System conforms to the requirements of the DWQMS.

Calendar Year

- A period of one year beginning and ending with the dates conventionally accepted as marking the beginning and end of a year (January 1st to December 31st).

Consumer

- the drinking water end user.

Corrective Action

- Action to eliminate the cause of a detected nonconformity of the QMS with the requirements of the DWQMS or other undesirable situation.

Critical Control Limit

- The point at which a Critical Control Point response procedure is initiated.

Critical Control Point

- an essential step or point in the Subject System at which control can be applied by the Operating Authority to prevent or eliminate a Drinking Water Health Hazard or to reduce it to an acceptable level.

Director

- Means the director appointed for the purposes of s.15 of the SDWA.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
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<tbody>
<tr>
<td>Distribution System</td>
<td>Has the same meaning as “distribution system” defined in s. 2(1) of the SDWA.</td>
</tr>
<tr>
<td>Document</td>
<td>Has the same meaning as “document” defined in s. 2(1) of the SDWA.</td>
</tr>
<tr>
<td>Drinking Water Health Hazard</td>
<td>Has the same meaning as “drinking water health hazard” defined in s. 2(1) of the SDWA.</td>
</tr>
<tr>
<td>Drinking Water Quality Management Standard (DWQMS)</td>
<td>Has the same meaning as Quality Management Standard for Drinking Water Systems approved under s. 21 of the SDWA.</td>
</tr>
<tr>
<td>Drinking Water System</td>
<td>Has the same meaning as “drinking water system” defined in s. 2(1) of the SDWA.</td>
</tr>
<tr>
<td>Environmental Bill of Rights Registry</td>
<td>Has the same meaning as “Registry” defined in s.2(1) of the SDWA.</td>
</tr>
<tr>
<td>Municipal Drinking Water System</td>
<td>Has the same meaning as “municipal drinking water system” defined in s. 2(1) of the SDWA.</td>
</tr>
<tr>
<td>Municipal Residential Drinking Water System</td>
<td>Has the same meaning as “large municipal residential system” or “small municipal residential system” defined in s. 1(1) of O. Reg. 170/03.</td>
</tr>
<tr>
<td>Operating Authority</td>
<td>Means, in respect of a Subject System, the person or entity that is given responsibility by the Owner for the operation, management, maintenance or alteration of the Subject System.</td>
</tr>
<tr>
<td>Operational Plan</td>
<td>Means, in respect of a Subject System, the Operational Plan required by the Director’s Direction.</td>
</tr>
<tr>
<td>Operational Subsystem</td>
<td>Means a part of a Municipal Residential Drinking Water System operated by a single Operating Authority and designated by the Owner as being an Operational Subsystem.</td>
</tr>
<tr>
<td>Owner</td>
<td>Has the same meaning as “owner” defined in s. 2(1) of the SDWA.</td>
</tr>
<tr>
<td>Preventive Action</td>
<td>Action to prevent the occurrence of nonconformity of the QMS with the requirements of the DWQMS or other undesirable situation.</td>
</tr>
<tr>
<td>Primary Disinfection</td>
<td>Has the same meaning as “primary disinfection” defined in s. 1(1) of O. Reg. 170/03.</td>
</tr>
<tr>
<td>Public</td>
<td>Subject System consumers and stakeholders.</td>
</tr>
<tr>
<td>Quality Management System (QMS)</td>
<td>A system to: o establish policy and objectives, and to achieve those objectives, and o direct and control an organization with regard to quality.</td>
</tr>
<tr>
<td>Quality Management System Policy</td>
<td>means the policy described in Element 2 developed for the Subject System or Subject Systems</td>
</tr>
<tr>
<td>Record</td>
<td>A document stating results achieved or providing proof of activities performed.</td>
</tr>
<tr>
<td>Secondary Disinfection</td>
<td>Has the same meaning as “secondary disinfection” defined in s. 1(1) of O. Reg. 170/03.</td>
</tr>
<tr>
<td>Subject System</td>
<td>Means: o a municipal residential drinking water system where the system is operated by one operating authority, or o an operational subsystem where two or more parts of a municipal residential drinking water system are operated by different operating authorities.</td>
</tr>
<tr>
<td>Supplier</td>
<td>An organization or person that provides a product or service that affects drinking water quality.</td>
</tr>
</tbody>
</table>
Top Management | A person, persons or a group of people at the highest management level within an Operating Authority that makes decisions respecting the QMS and recommendations to the Owner respecting the Subject System or Subject Systems.

Treatment System | Has the same meaning as “treatment system” defined in s. 2(1) of the SDWA.

Ownership and Operation
The Township of Southwold is the Owner and provides governance for the Township of Southwold Water Distribution System.

The Township of Southwold currently utilizes the services of the City of St. Thomas Environmental Services Department as the Operating Authority, which operates and maintains the Township of Southwold Water Distribution System in the Lynhurst Area. Other areas in the Township of Southwold are operated under the Township of Southwold Operational Plan. Under the provisions of the Safe Drinking Water Act, 2002, the Operating Authority is responsible for implementing and maintaining the DWQMS in partnership with the Township of Southwold.

2. Quality Management System Policy
The Quality Management System Policy is posted at the main entrance of the Environmental Services Department, City Hall (545 Talbot Street) and at the entrance to the Public Works Service Centre (100 Burwell Road) and is made available to the public via the Cities website.

A copy of the Quality Management System Policy can be found in Appendix A.

3. Commitment and Endorsement
This Operational Plan has been reviewed and approved by the Operating Authority and the Owner, who are committed to ensuring the Quality Management System is regularly assessed to confirm its ongoing applicability and relevance, as attested through the endorsement of the DWQMS Policy.

Top Management ensures the Operating Authority is aware of all applicable legislative and regulatory requirements.

Top Management ensures that the Drinking Water Quality Management System (DWQMS) is communicated according to procedure, by following the Communication Procedure attached in Appendix I. The Internal Audit Procedure and the Management Review Procedure describe how proper communication is monitored.

Top Management determines, obtains and provides the resources needed to maintain and improve the DWQMS, as demonstrated through records created under the DWQMS, and through the Management Review Process. The Review and Provision of Infrastructure Procedure (DW-ADMIN-850) describes how a need for resources may be identified, documented and followed through.

4. Quality Management System Representative
The Quality Management System (QMS) Representative is appointed and authorized by the Top Management of the Operating Authority. This appointment is made through the issuance of a letter to the QMS Representative and circulated to all pertinent staff.
5. Document and Records Control

Procedures are in place for Document Control and Record Control describing how documents and records are controlled.

The Document Control Procedure describes the activities required to ensure that all documents are identifiable, kept current, legible, retrievable, stored, protected, retained and disposed of. Documents that are required by the DWQMS are within the scope of this procedure.

The Record Control Procedure has been established and maintained to identify the controls needed for the identification, legible, retrievable, storage, protection, retention time and disposition of records. Records that are required by the DWQMS are within the scope of this procedure.

The Document Control Procedure (DW-ADMIN-100) can be found in Appendix B. The Record Control Procedure (DW-ADMIN-200) can be found in Appendix C.

6. Drinking Water System

Description of the Township of Southwold Water Distribution System – Lynhurst Area

The Township of Southwold- Lynhurst Area drinking water subsystem receives its water from the City of St. Thomas Water Distribution System supplied through a control valve. The drinking water distribution subsystem, consisting of approximately 0.883 km of piping, is arranged predominantly in a looped, grid based system with all efforts being made to minimize dead ends. The main is mainly comprised of 150mm cast iron piping where some areas of the main are comprised of asbestos cement. The Township of Southwold Water Distribution System – Lynhurst Area map can be found in Appendix D.

Description of Water Source

Treated water for the Township of Southwold Water Distribution System - Lynhurst Area, is supplied from the Elgin Area Primary Water Supply System, which takes its source water from Lake Erie.

The Elgin Area Primary Water Supply System is responsible for ensuring that measures are in place to provide water to the EMPS that meets or exceeds Ministry of Environment, Conservation and Parks (MECP) requirements.

Under emergency circumstances, water can be supplied from the City of London Southeast Reservoir and Pumping Station, which receives water from the same source, the Elgin Area Primary Water Supply System, through the EMPS.

Lake Erie raw water can be treated effectively using conventional processes to produce water meeting Ontario Drinking-Water Quality Standards. Great Lakes water is considered to pose low risk for the formation of disinfection by-products (DBP’s).

The Elgin Area Primary Water Supply System analyzes treated water for Dissolved Organic Carbon, an indicator for DBPs and distribution water for Trihalomethanes (THMs), the most common DBP.

General Characteristics of Lake Erie Treated Water Supply can be viewed on the Elgin Area Primary Water System website at www.watersupply.london.ca.

The Elgin Area Primary Water Supply System provides the City, as a member of the Elgin Area Primary Water System, quarterly reports on the operations of the Primary Water Supply System and water quality.
System Overview Schematic

Legend
City of St. Thomas Water Distribution System
St. Thomas Area Secondary Water Supply System
Central Elgin Water Distribution System (St. Thomas Suburban Area)
Southwold Water Distribution System (Lynhurst Area)
Elgin Area Primary Water Supply System

Colour/Linetype
Common Event-Driven Fluctuations:
During winter, late spring and late fall when changes in water and soil temperatures are occurring, there is typically a higher proportion than normal of water main breaks.

Threats to Ongoing Water Quality:
The main threats to ongoing water quality are: cross-contamination from industry back-flow, illegal connections or back siphonage from water main breaks. Building inspections, by-laws, back-flow preventers and proper construction minimize the potential for accidental back-flow or other contaminants, which may impact the water quality.

Challenges
Low Chlorine Residual: During the summer, higher water temperatures increase microbial activity increasing chlorine demand. In addition, long, low flow pipelines and dead end sections increases the likelihood of a low chlorine residual water sample, which may result in an adverse water quality incident.

Discolouration: Discolouration can occur due to the age of some of the distribution system piping and as a result of preventative maintenance driven flushing programs and occasional water main breaks. These events can cause rapid changes in flow velocity and/or cause the water in the pipeline to change direction, resulting in a disturbance in the natural flow of the pipe and stirring up any sediment residing in the pipes.

7. Risk Assessment
A risk assessment procedure has been developed and implemented. The procedure defines the process used to rank potential hazards to the TSWDS-Lynhurst Area and identify Critical Control Points, to which control measures may be applied to further reduce risks to the degradation of water quality within the system. Control measures, where they exist are defined. Procedures for critical control points (CCP’s) include measures to: monitor, respond to document and to limit exceedances. The Risk Assessment Procedure also describes the process for staff to bring forward real or perceived risks to water quality for consideration.

The Risk Assessment Procedure (DW-ADMIN-300) and Hazard Analysis Spreadsheet (DWF-ADMIN-303) can be found in Appendix E.

8. Risk Assessment Outcomes
The results of the Risk Assessment are documented in the Hazard Analysis spreadsheet. The spreadsheet identifies:
- General Areas or major features of the water distribution system
- Process steps or major operational activities
- Types of hazards
- Description of potential hazards
- Ranking calculations and risks
- Control Measures to address hazards
- Designated CCPs
- References to CCP Procedures (which describe procedures to monitor, respond, report and record deviations)

The Hazard Analysis Spreadsheet, and the CCP procedures, designated by a ‘CD-CCP’ in their title can be found in Appendix E.
9. Roles, Responsibilities and Authorities
The organizational structure, roles, responsibilities and authorities for the systems Owner and Operating Authority personnel is described in the Roles, Responsibilities and Authorities Procedure (DW-ADMIN-402) and can be found in Appendix F.

10. Competency and Training
The Competency and Training Procedure (DW-ADMIN-500) describes the required and desired competencies established for each role within the Owners and Operating Authorities structure whose duties may have the ability to directly affect drinking water quality. The procedure also describes the process for requesting/scheduling and tracking training, as well as methods used to ensure staff members establish and/or maintain a satisfactory level of competence in their duties.

The Competency and Training Procedure (DW-ADMIN-500) can be found in Appendix G.

11. Personnel Coverage
The Personnel Coverage Procedure describes how sufficient personnel meeting identified competencies are available for duties that may directly affect drinking water quality.

The Personnel Coverage Procedure (DW-ADMIN-600) can be found in Appendix H.

12. Communications
The Communication Procedure describes how the DWQMS is communicated between Top Management and the Owner, Operating Authority personnel, Suppliers, and the public.

The Communications Procedure (DW-ADMIN-700) can be found in Appendix I.

13. Essential Supplies and Services
A list of all supplies and services deemed essential to the delivery of safe drinking water is provided in the Essential Supplies and Services Procedure (DW-ADMIN-800). The list includes the means to ensure the procurement of critical supplies and services and methods used by the Operating Authority to ensure the quality of essential services and supplies.

The Essential Supplies and Services Procedure (DW-ADMIN-800) can be found in Appendix J.

14. Review and Provision of Infrastructure
A process for the annual review of the adequacy of the infrastructure is described in Review and Provision of Infrastructure Procedure (DW-ADMIN-850). The procedure describes the programs in place to help assess the adequacy of infrastructure and how funds are secured for infrastructure related projects.

The Review and Provision of Infrastructure Procedure (DW-ADMIN-850) can be found in Appendix K.

15. Infrastructure Maintenance, Rehabilitation and Renewal
A procedure has been developed and implemented for the Maintenance, Rehabilitation and Renewal of Infrastructure. This procedure describes the various programs in place to maintain/rehabilitate and replace aging infrastructure.

The Infrastructure Maintenance, Rehabilitation and Renewal Procedure (DW-ADMIN-900) can be found in Appendix K.

16. Sampling, Testing and Monitoring
The Sampling, Testing and Monitoring Procedure describes the sampling, testing and monitoring in place for drinking water process control based on the most challenging conditions and how results are recorded and shared between the Operating Authority and the Owner.

The Sampling, Testing and Monitoring Procedure (DW-ADMIN-1000) can found in Appendix L.
17. Equipment Calibration
The calibration and maintenance of measurement and recording equipment is described in the Equipment Calibration Procedure.

The Equipment Calibration Procedure (DW-ADMIN-1100) can be found in Appendix M.

18. Emergency Management
Emergency preparedness is achieved by following requirements described in the Emergency Management Plan. In the Emergency Management Plan, the table of contents lists response procedures for the potential emergency situations or service interruptions. The response procedures describe planned responses for the identified potential emergencies, including Owner and Operating Authority responsibilities. A protocol for notification of customers and adjacent municipalities supplied by the system, initiates the necessary municipal emergency planning measure described in the Emergency Management Plan. A protocol for all emergency notification is also included, along with an up to date contact list.

The Emergency Management Plan ‘Distribution Contingency Plans’ (DCP-A to DCP-H) can be found in Appendix N.

19. Internal Audit
The Internal Audit Procedure describes how conformity of the DWQMS is evaluated on an annual basis. The procedure describes how audit criteria, frequency, scope, methodology and records are identified, referencing previous internal and external audits. It also describes how corrective actions are initiated as a result of an internal audit, and provides references to the Corrective and Preventive Action Procedure.

The Internal Audit Procedure, (DW-ADMIN-1200) can be found in Appendix O.

20. Management Review
The Management Review Procedure describes the procedure for management reviews, which are to occur at least once per calendar year, including instructions related to all of the required inputs to the meeting. The procedure also describes how Top Management considers results, identifies deficiencies, and record and forwards results to the Owner and to other key personnel.

The Management Review Procedure (DW-ADMIN-1300) can be found in Appendix P.

21. Continual Improvement
The Operating Authority and Owner of the TSWDS-Lynhurst Area are committed to continually improving the Quality Management System by following the Corrective and Preventative Action Procedure. This procedure describes how the Operating Authority responds to identified non-conformances/non-compliances, Opportunities for Improvement. The procedure also requires that the OA take into consideration industry best practices, as published by the MECP, or discovered through interaction with industry contacts.

The Corrective and Preventive Action Procedure (DW-ADMIN-1400) can be found in Appendix Q.
**Table of Revisions**

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>10</td>
<td>June 14, 2013</td>
<td>Annual review, no revisions</td>
</tr>
<tr>
<td>11</td>
<td>January 2, 2014</td>
<td>Change in the Treasurer position for the Township of Southwold</td>
</tr>
<tr>
<td>12</td>
<td>June 12, 2014</td>
<td>Formatting of procedure, added new procedure to Appendix B, Intranet Filing of Documents and Records Procedure and changed the number of kms for the Township of Southwold</td>
</tr>
<tr>
<td>13</td>
<td>June 29, 2015</td>
<td>Change in Top Management, Water/Wastewater Supervisor has temporarily assumed the role of Quality Management System Representative</td>
</tr>
<tr>
<td>14</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative and title Supervisor to Manager and removed reference to water/wastewater section</td>
</tr>
<tr>
<td>15</td>
<td>March 16, 2016</td>
<td>Added designate to QC definition</td>
</tr>
<tr>
<td>16</td>
<td>June 29, 2016</td>
<td>Change in Owner Representative for Southwold</td>
</tr>
<tr>
<td>17</td>
<td>June 29, 2017</td>
<td>Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Inserted definitions, reworded several sections to improve clarity. Significant change in policy statement during transition to DWQMS 2.0. Removed extraneous commitments, inserted statement allowing for OP commitment and Endorsement on policy. Inserted system overview schematic.</td>
</tr>
</tbody>
</table>
Appendix A

~ St. Thomas Secondary Area Water Supply System - **DWQMS Policy** ~
~ St. Thomas Water Distribution System - **DWQMS Policy** ~
~ Township of Southwold Water Distribution System (Lynhurst Area) - **DWQMS Policy** ~
~ Municipality of Central Elgin Water Distribution System (St. Thomas Suburban Area) - **DWQMS Policy** ~
The Township of Southwold is the owner and provides governance for the Township of Southwold Water Distribution System (WDS).

The City of St. Thomas Environmental Services Department is the contracted operating authority for the Lynhurst Area of the Township of Southwold WDS and also provides the necessary resource support for the successful implementation and ongoing viability of the Drinking Water Quality Management System (DWQMS).

Under the provisions of the Safe Drinking Water Act, 2002, the Environmental Services Department is responsible for implementing and maintaining the DWQMS in partnership with the Township of Southwold.

Together, The Township of Southwold and City of St. Thomas Environmental Services Department are committed to providing our customers with clean, safe drinking water through the operation and maintenance of Township of Southold WDS – Lynhurst Area in a manner that adheres to all applicable legislation and regulations. We are committed to the adoption of the Drinking Water Quality Management Standard and as such, make a commitment to the maintenance and continual improvement of the Quality Management System (QMS).

Furthermore, we have reviewed the Operational Plan, endorse its application, and are committed to ensuring the QMS is regularly assessed to confirm its ongoing applicability and relevance.

Signed: ___________________________________________  Signed: ___________________________________________
Owner Representative  Operating Authority
Lisa Higgs  Nathan Bokma, P. Eng.
CAO/Clerk  Quality Management System Representative
Township of Southwold  City of St. Thomas

Date: ___________________________________________  Date: December 6, 2018
Appendix B

~ Document Control Procedure (DW-ADMIN-100) ~
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
This procedure defines the actions and responsibilities to ensure the most recent documents required to demonstrate conformance to the Drinking Water Quality Management System (DWQMS) are suitably controlled and available to the user.

Procedure:

Document List and Storage
Table 100-1 below lists the documents that have been identified as required to demonstrate conformance to the Drinking Water Quality Management Standard:

- Table 100-1 lists for each document required, the Document Owner, the location of the Controlled Version, and an indication as to whether or not the document is posted to the City of St. Thomas intranet.
- The Document Owner as identified in table 100-1 is responsible for ensuring that the document is reviewed and updated as required and that current and obsolete documentation is maintained as per City of St. Thomas Retention of Records By-law Number 65-2018 (as amended from time to time).

<table>
<thead>
<tr>
<th>Document</th>
<th>Document Owner</th>
<th>Location of Controlled Version</th>
<th>Posted to Intranet?</th>
</tr>
</thead>
<tbody>
<tr>
<td>DWQMS Operational Plan(s)</td>
<td>CC</td>
<td>Paper: CC Office Electronic: T:\Development and Compliance\Compliance</td>
<td>YES</td>
</tr>
<tr>
<td>DWQMS Procedures</td>
<td>CC</td>
<td>Paper: CC Office Electronic: T:\Development and Compliance\Compliance</td>
<td>YES</td>
</tr>
<tr>
<td>DWQMS Policies</td>
<td>CC</td>
<td>Paper: CC Office Electronic: T:\Development and Compliance\Compliance</td>
<td>YES – and front lobby of PW building and City Hall ES dept. and city website</td>
</tr>
<tr>
<td>Standard Procedures</td>
<td>Operating CC</td>
<td>Paper: CC Office Electronic: T:\Development and Compliance\Compliance</td>
<td>YES</td>
</tr>
<tr>
<td>DWQMS Form Templates</td>
<td>CC</td>
<td>Paper: CC Office Electronic: T:\Development and Compliance\Compliance</td>
<td>YES</td>
</tr>
</tbody>
</table>
### External Documents

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Access Location</th>
<th>Paper</th>
<th>Electronic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Manuals</td>
<td>QC</td>
<td>Paper: PW Document Room</td>
<td>Electronic: Intranet</td>
</tr>
<tr>
<td>Applicable Industry Standards (AWWA and Ten State Standards)</td>
<td>QC</td>
<td></td>
<td>Electronic: Intranet</td>
</tr>
<tr>
<td>Relevant Federal and Provincial Legislation</td>
<td>N/A</td>
<td>Refer to e-laws website</td>
<td>(links may be provided)</td>
</tr>
<tr>
<td>Relevant City By-laws</td>
<td>Manager of Development and Compliance</td>
<td>Electronic: Intranet</td>
<td>YES</td>
</tr>
</tbody>
</table>

### Protection of Documents - Paper
- All printed versions of DWQMS documents, other than the signed hard copy retained by the Compliance Coordinator are considered ‘uncontrolled’ and are marked as such in the footer section of each document.
- All paper documents are to be maintained in such a way as to remain clean, legible, readily identifiable and retrievable.
- Hard copies of documents stored at the Public Works Service Centre are located in allocated file storage areas as identified in Table 100-1, above.
- Hard copies of documents stored at City Hall are located in allocated file storage areas as identified in Table 100-1, above.

### Protection of Documents – Electronic
- All internal DWQMS documents are electronically controlled, with only the Asset Management, Maintenance Management System and Compliance Coordinator(s) having electronic access to modify them.
- The City of St. Thomas network, including the Intranet files are maintained and backed-up by the City of St. Thomas IT Services Group.
- The network back-up is performed daily, weekly, monthly for a six month period and at year end and the backups maintained for an indefinite period of time.

### DWQMS Documentation Format
Internal DWQMS documentation shall include the following elements/sections, at a minimum:
- A DWQMS header, including document name, document number, effective date, a reference to the DWQMS element most suitable to the document, an indication of the documents review frequency, and a signature block to demonstrate document approval;
- Scope;
- Purpose;
- Procedure;
- Table of Revisions; and
- A DWQMS footer, including page number and total pages, as well as, a statement that the document is “Uncontrolled – when printed (refer to electronic documentation to ensure most recent version is in use).

The table of revisions in each document shall contain at least 5 years of entries. (ie. following 5 years, the revision box entry may be removed.)
DWQMS Forms are numbered, reviewed and revised in unison with the DWQMS procedure that describes its function. Forms are required to have the following elements:

- A DWQMS header, including document name, document number, effective date, a reference to the DWQMS element most suitable to the document, an indication of the documents review frequency, and a signature block to demonstrate document approval;
- A DWQMS footer, including page number and total pages, as well as, a statement that the document is “Uncontrolled – when printed (refer to electronic documentation to ensure most recent version is in use).

Revisions to forms are documented in the revision box of the associated procedure.

Document numbers follow the format DW-ADMIN-XXX are allocated as follows:

- DW – “Drinking Water” - denotes that the procedure is related to Water Operations
- F – is added to the first segment (eg. DWF-) to designate the document as a “FORM”
- ADMIN, CCP or SOP – to define if the main function of the document is administrative, operational or a critical control, in nature
- A three or four digit number is assigned in a non-repetitive nature.

**DWQMS Documentation Review and Approval**

- At least once per calendar year, or as noted on the document header, the CC initiates the review of documentation by sending out a copy of the procedure to be reviewed to the QC and Manager of Development and Compliance.
- The QC, CC and Manager of Development and Compliance mark up the documents with any required updates or modifications and return the document to the CC.
- The CC then revises the documentation as noted. Edits to the documents are summarized in the revision block located within the body of the document or associated procedure.
- The CC then forwards the edited documents to the Manager of Development and Compliance, for final review and approval.
- The Manager of Development and Compliance approves all newly created and edited DWQMS documents prior to their release by signing the title block of the document.
- Upon approval, the Manager of Development and Compliance returns the document to the Compliance Coordinator for filing and release.

**Releasing Updated DWQMS documentation**

- Updates to the operational plans are distributed to management and staff by the QC. This communication is typically completed during crew meetings, however, depending on the nature of the changes, a training session may be held to transfer knowledge.
- Upon receipt of updated documentation, the identified Document Owner is responsible for ensuring Obsolete versions of documents are addressed as required by City of St. Thomas Retention of Records By-law Number 65-2018 (as amended from time to time).
- The CC arranges to have the Intranet files updated to reflect the most recent version by e-mailing a request to the Asset Management and Maintenance Management System Coordinators.

**Intranet Postings**

- The Asset Management and Maintenance Management System Coordinators maintain the Intranet files for the City of St. Thomas’s Environmental Services Dept.
- The CC, QC and Manager of Development and Compliance may send the Asset Management and/or Maintenance Management System Coordinators any new or updated documents via e-mail for posting to the Intranet.
- The requestor should be the Document Owner and shall copy the other counterparts on the request, so that all parties are aware of the new and/or updated material being posted.
Table of Revisions

<table>
<thead>
<tr>
<th>Revision #</th>
<th>Date</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>8</td>
<td>June 29, 2015</td>
<td>Change in Top Management, removed reference to hard copy locations for operational plans</td>
</tr>
<tr>
<td>9</td>
<td>January 4, 2016</td>
<td>Changed QMS Representative</td>
</tr>
<tr>
<td>10</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Revised document format; combined intranet files and document control procedures, IMS tech, now Asset Management Coord. MMS tech now Maintenance Management Coord.; revised document revision protocol and expanded document listing to include location of controlled version and identify a document owner.</td>
</tr>
</tbody>
</table>
Appendix C

~ Record Control Procedure (DW-ADMIN-200) ~
~ Record Retrieval Form (DWF-ADMIN-200) ~
**Drinking Water Quality Management System**

**PROCEDURE TITLE:** RECORD CONTROL  
**PROCEDURE NO.:** DW-ADMIN-200  
**EFFECTIVE DATE:** JANUARY 1, 2019  
**REV: NO.:** 2.0  
**REVIEW FREQUENCY:** ANNUALLY  
**APPROVED BY:** MANAGER OF DEVELOPMENT AND COMPLIANCE

St. Thomas  
Secondary X  
ST. THOMAS DISTRIBUTION X  
SOUTHWOLD DISTRIBUTION X  
CENTRAL ELGIN DISTRIBUTION X

**Scope:**  
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

**Purpose:**  
This procedure defines the actions and responsibilities for maintaining records generated by or provided to the City of St. Thomas Environmental Services Department that are required to demonstrate conformance to the Drinking Water Quality Management System (DWQMS).

**Procedure:**

**Record Listing**

Table 200-1 below lists the records that have been identified as required to demonstrate conformance to the Drinking Water Quality Management Standard:

- Table 200-1 lists for each record required, the Record Keeper, the retention time (as listed in the City of St. Thomas Retention of Records By-law 60-2010), its storage location and archive location.
- The identified Record Keeper is responsible for ensuring that records are filed, stored, archived, and disposed of as per the City of St. Thomas Retention of Records By-law 60-2010 (as amended from time to time).

**Table 200-1: Records Listing**

<table>
<thead>
<tr>
<th>Record</th>
<th>Record Keeper</th>
<th>Retention Time</th>
<th>Record Storage Location</th>
<th>Archive Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Logbooks</td>
<td>MMS</td>
<td>15 years</td>
<td><strong>Paper:</strong> PW – Document Room</td>
<td>PW – Document Room</td>
</tr>
<tr>
<td>Chain of Custodies</td>
<td>WT</td>
<td>2 years</td>
<td><strong>Paper:</strong> PW – Binders in WT Office</td>
<td><strong>Electronic:</strong> T:\Water and Sewer\Water\Samples</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Electronic:</strong> T:\Water and Sewer\Water\Samples</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Paper:</strong> PW – Document Room</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Electronic:</strong> T:\Water and Sewer\Water\Samples</td>
<td></td>
</tr>
<tr>
<td>SCADA Data</td>
<td>QC</td>
<td>2 years</td>
<td>SCADA</td>
<td>SCADA Historian</td>
</tr>
<tr>
<td>Completed Work Orders</td>
<td>MMS</td>
<td>5</td>
<td><strong>Paper:</strong> PW – Administration Filing Cabinets (2 years)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Electronic:</strong> Work Manager System</td>
<td><strong>Paper:</strong> PW – Document Room</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Electronic:</strong> Work Manager System</td>
<td><strong>Electronic:</strong> T:\Water and Sewer\Water\Water Files\Adverse</td>
</tr>
<tr>
<td>AWQI reports</td>
<td>QC</td>
<td>15 years</td>
<td><strong>Paper:</strong> PW – Filing Cabinet in WT Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Electronic:</strong> T:\Water and Sewer\Water\Water Files\Adverse</td>
<td></td>
</tr>
</tbody>
</table>

**UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)**
| Training Records | QC | 5 | **Paper:** PW – Filing Cabinet in QC’s Office | **Paper:** PW – Filing Cabinet in QC’s Office |
| Internal Audit Reports | CC | 5 | **Electronic:** T:\Development andCompliance\Compliance\Compliance Coordinator | T:\Development andCompliance\Compliance Coordinator |
| Management Review Meeting Minutes | CC | 5 | **Electronic:** T:\Development andCompliance\Compliance Coordinator | T:\Development andCompliance Coordinator |
| Calibration Records | WT | 5 | **Electronic:** T:\Water andSewer\Water\Calibration Records | **Electronic:** T:\Water andSewer\Water\Calibration Records |
| Complaints | MMS | 5 | Service Request Manager System | Service Request Manager System |
| Annual Reports | CC | 6 | **Electronic:** T:\Development andCompliance\Compliance Coordinator | T:\Development andCompliance Coordinator |
| Summary Reports | CC | 6 | **Electronic:** T:\Development andCompliance\Compliance Coordinator | T:\Development andCompliance Coordinator |
| Water Supply Agreements | CC | P | **Electronic:** T:\Water andSewer\Sewer and Water Agreements\Water | **Electronic:** T:\Water andSewer\Sewer and Water Agreements\Water |
| Operating Contract(s) | CC | P | **Electronic:** T:\Water andSewer\Sewer and Water Agreements\Water | **Electronic:** T:\Water andSewer\Sewer and Water Agreements\Water |
| Backflow Prevention Correspondence, certification and results | EC | 5 | **Electronic:** T:\Water andSewer\Water\Backflow Prevention | T:\Water andSewer\Water\Backflow Prevention |
| External Lab Reports | WT | 15 | **Paper:** PW – Binders in WT Office | **Paper:** PW – Document Room |
| External Audit Reports | CC | 5 | **Electronic:** T:\Water andSewer\Water\Samples | T:\Water andSewer\Water\Samples |
| MECP Inspection Reports | CC | 6 | **Electronic:** T:\Development andCompliance\Compliance Coordinator | T:\Development andCompliance Coordinator |
| DWWWP and MDWL (form 1,2 and 3’s) | CC | P | **Electronic:** T:\Development andCompliance\Licences and Permits | T:\Development andCompliance\Licences and Permits |
| System Classification Certificates | CC | P | **Electronic:** T:\Development andCompliance\Licences and Permits | T:\Development andCompliance\Licences and Permits |
| Operator Licences/Certificates | QC | Supersede d | Posted at PW Building | N/A |

**Retention Of Records**
- All records are retained and disposed of as per the City of St. Thomas Retention of Records By-law Number 65-2018 or applicable legislation
Protection of Electronic Records
- Network is automatically backed up by the City of St. Thomas IT Network Administrator
- Network backup is performed daily, weekly, monthly for a six month period and at year end and the backups are archived for an indefinite period

Protection of Hard Copy or Paper Records
- All paper copies are properly stored (clean, legible, dry, organized) in a designated area as outlined in the “Record Listing Table” of this procedure

Intranet Postings
- The Asset Management and Maintenance Management System Coordinators maintain the Intranet files for the City of St. Thomas’s Environmental Services Department.
- The CC, Quality Coordinator (QC) and Manager of Development and Compliance may send the Asset Management and/or Maintenance Management System Coordinators any new records via e-mail for posting to the Intranet.
- The requestor should be the Record Keeper and shall copy the other counterparts on the request, so that all parties are aware of the new and/or updated material being posted.

Retrieval of Original Records
- Anyone can make requests to the QC or the MMS Coordinator for the retrieval of records through a Record Retrieval Form (DWF-ADMIN-200)
- QC and/or MMS Coordinator properly re-file all paper records retrieved

Associated Form(s):
- Record Retrieval Form (DWF-ADMIN-200)

Table of Revisions

<table>
<thead>
<tr>
<th>Revision #</th>
<th>Date</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>6</td>
<td>June 29, 2015</td>
<td>Change in Top Management</td>
</tr>
<tr>
<td>7</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative</td>
</tr>
<tr>
<td>8</td>
<td>July 7, 2016</td>
<td>Removed Foreman as position eliminated</td>
</tr>
<tr>
<td>9</td>
<td>January 30, 2018</td>
<td>Changed City logo and changed that information filed electronically</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Revised document format; combined record control procedures, IMS tech, now Asset Management Coord. MMS tech now Maintenance Management Coord.; and expanded record listing and included locations, retention times, and identify a record keeper.</td>
</tr>
</tbody>
</table>
# Record Retrieval Form

**PROCEDURE TITLE:** RECORD RETRIEVAL FORM  
**PROCEDURE NO.:** DWF-ADMIN-200  
**EFFECTIVE DATE:** JANUARY 1, 2019  
**REVISED:** 2.0  
**REVIEWS:** ANNUALLY  
**APPROVED BY:** MANAGER OF DEVELOPMENT AND COMPLIANCE

<table>
<thead>
<tr>
<th>ST. THOMAS SECONDARY</th>
<th>ST. THOMAS DISTRIBUTION</th>
<th>SOUTHWOLD DISTRIBUTION</th>
<th>CENTRAL ELGIN DISTRIBUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

**REQUESTOR INFORMATION:**

NAME (print clearly):

DATE:

**Record Being Requested:**


**Retrieval Record:**

<table>
<thead>
<tr>
<th>Date (Month dd/yyyy)</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Form Received</td>
<td></td>
</tr>
<tr>
<td>Date Record Removed</td>
<td></td>
</tr>
<tr>
<td>Date Requestor Received Record</td>
<td></td>
</tr>
<tr>
<td>Date Requestor Returned Record</td>
<td></td>
</tr>
<tr>
<td>Date Record returned to file</td>
<td></td>
</tr>
</tbody>
</table>

~ LEAVE FORM IN PLACE OF RETRIEVED RECORD ~
ONCE COMPLETE, QC IS TO FILE THIS FORM.

UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)
Appendix D

~ St. Thomas Secondary Area Water Supply System - Mapping ~
~ St. Thomas Water Distribution System - Mapping ~
~ Township of Southwold Water Distribution System (Lynhurst Area) - Mapping ~
~ Municipality of Central Elgin Water Distribution System (St. Thomas Suburban Area) - Mapping ~
Appendix E

~ Risk Assessment Procedure (DW-ADMIN-300) ~
~ Hazard Identification Form (DWF-ADMIN-300) ~

~ St. Thomas Secondary Area WSS - Hazard Analysis Spreadsheet (DWF-ADMIN-301) ~
~ Low Pressure Control Procedure (CD-CCP-1000) ~
~ Discolouration Prevention Procedure (CD-CCP-2000) ~
~ Disinfection Control for Repairs Procedure (CD-CCP-3000) ~
~ Backflow Prevention Control Procedure (CD-CCP-4000) ~

~ St. Thomas WDS - Hazard Analysis Spreadsheet (DWF-ADMIN-302) ~
~ Low Pressure Control Procedure (CD-CCP-1000) ~
~ Discolouration Prevention Procedure (CD-CCP-2000) ~
~ Disinfection Control for Repairs Procedure (CD-CCP-3000) ~
~ Backflow Prevention Control Procedure (CD-CCP-4000) ~

~ Twp. of Southwold WDS (Lynhurst Area) - Hazard Analysis Spreadsheet (DWF-ADMIN-303) ~
~ Low Pressure Control Procedure (CD-CCP-1000) ~
~ Discolouration Prevention Procedure (CD-CCP-2000) ~
~ Disinfection Control for Repairs Procedure (CD-CCP-3000) ~
~ Backflow Prevention Control Procedure (CD-CCP-4000) ~

~ Munc. of Central Elgin WDS (St. Thomas Suburban Area) - Hazard Analysis Spreadsheet (DWF-ADMIN-304) ~
~ Low Pressure Control Procedure (CD-CCP-1000) ~
~ Discolouration Prevention Procedure (CD-CCP-2000) ~
~ Disinfection Control for Repairs Procedure (CD-CCP-3000) ~
~ Backflow Prevention Control Procedure (CD-CCP-4000) ~
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
This procedure describes the processes to be undertaken to identify hazards, conduct risk assessment, and determine critical control points.

Procedure:

Hazard Analysis Team
In order to adequately assess the hazards to drinking water quality within the drinking water system an Assessment Team shall be formed.

The Hazard Analysis Team consists of the following:
- Compliance Coordinator,
- Manager of Development and Compliance,
- Quality Coordinator, and
- 1 Operations staff members

Meetings of the Hazard Analysis Team may proceed with the absence of one of the above parties.

The Hazard Analysis Team may convene for any of the following reasons:
- Conducting annual hazard analysis verification exercises,
- Conducting hazard Re-assessment exercises (at least once every 36 months),
- Following and emergency event or drill
- Following training that impacts the knowledge of the plan users.
- When new equipment or processes are being introduced that may introduce hazards that have not yet been considered, or
- At the request of the any member of the Hazard Analysis Team.

Minutes shall be generated by the CC for any meetings of the Hazard Analysis Team.

Review Frequency
- On an annual basis, the QC and CC shall review the Hazard Analysis Spreadsheets for each water system and verify the currency of the information and the validity of the assumptions used in the assessment of risk.
- The review shall be documented in the Revision Index of the Spreadsheet.
- If either the QC or CC identifies that updates are required to the Hazard Analysis Spreadsheets, the QC shall arrange for a meeting of the Hazard Analysis Team to complete the required updates.
Reassessment Frequency

- At least once every 36 months a complete reassessment of the Hazard Analysis shall be conducted.
- The reassessment shall be documented in the Revision Index of the HA Spreadsheets.

Hazard Reporting

- Hazard identification is formally conducted by the Hazard Analysis team through brainstorming exercises during hazard analysis verification and re-assessment meetings.
- Anyone can identify risks to water quality and/or sustained operations that have not already been analyzed. Hazards identified outside of verification and re-assessment meetings can be documented on the Hazard Identification Form (DWF-ADMIN-300) and submitted for consideration to the QC.
- The QC, who has the necessary knowledge and familiarity of the system’s operations to understand its potential process and activity hazards shall conduct a risk assessment on the identified hazard immediately.
- Through completion of the Hazard Identification Form (DWF-ADMIN-300), if the QC determines that the identified hazard presents a moderate to high risk to operations, the QC shall call a meeting of the Hazard Analysis Team, in order to have the hazard considered and documented appropriately.
- If the QC determines that the identified hazard presents a low risk to operations, the QC shall retain the completed form and bring it forward at the next verification or re-assessment meeting of the Hazard Analysis Team.

Conducting Risk Assessments

Risk Assessments are recorded on the Hazard Analysis Spreadsheets (DWF-ADMIN-301 to DWF-ADMIN-304).

- Hazard Analysis Spreadsheets have been prepared to document the known and perceived risks to the 4 distribution-only systems the City of St. Thomas Environmental Services Dept. operate.
- The Hazard Analysis Spreadsheets consist of the following columns:
  - Activity or Process Step – list the activity or process that introduces the hazard
  - Hazard Category – identify the category of the hazard (biological/chemical/physical/radiological)
  - Specific Hazardous Event – identify the specifics of the real or perceived threat
  - Controls – list any programs in place that help control the risk posed by the hazard
  - Likelihood – assign a rating, as described in the Risk Ranking Each Hazard section below
  - Consequence - assign a rating, as described in the Risk Ranking Each Hazard section below
  - Detectability - assign a rating, as described in the Risk Ranking Each Hazard section below
  - Risk Ranking – sum the likelihood, consequence and detectability ratings
  - CCP – demark yes or no, if the Risk Ranking or regulation identifies the hazard as a critical control point
  - CC Limits – list the critical level(s) that will trigger a response procedure. If CCP column identifies hazard as CCP, limits must be established.
  - Monitoring Process – list process for monitoring, or make reference to a procedure.
  - Response Procedures – List any procedures in place that

Identifying Hazardous Events and Associated Hazards

- Obtain and list the potential hazardous events and associated hazards, as identified in the MECP’s document titled “Potential Hazardous Events for Municipal Residential Drinking Water Systems”, dated December 2016, as it may be amended.
- With respect to process specific threats, start by using the basic process flow diagrams that follow the distribution of clean drinking water from supplier to delivery to residential, commercial and industrial customers.
- For each step in the process flow diagram, identify and list on the appropriate Hazard Analysis Spreadsheet, each chemical, physical, biological and radiological hazards that may exist.
Risk Rating Each Hazard
- For each Hazardous Event or associated hazard, assign a risk rating (through open discussion, the hazard analysis team should come to a consensus on each rating assigned) for each criterion (likelihood, consequence, and detectability).
- Reliability and redundancy of equipment should be considered when assessing the risk rating. Depending on the specific hazard, redundancy could lead to decreased scoring in the Likelihood or Severity Criterion. As such, the redundancy and reliability of equipment should be documented in the “Controls” column of the Hazard Analysis Spreadsheets.
- Tables are provided below to provide some context to each of the rating levels.

## Criterion 1 – Likelihood

<table>
<thead>
<tr>
<th>Description</th>
<th>Likelihood of Hazard or Hazardous Event Occurring</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rare</td>
<td>Has occurred or may occur less frequently than once every 10 years, given the existing control measures.</td>
<td>1</td>
</tr>
<tr>
<td>Unlikely</td>
<td>Has occurred or may occur approximately once every 5- to 10-year period, given the existing control measures.</td>
<td>2</td>
</tr>
<tr>
<td>Possible</td>
<td>Has occurred or may occur approximately once per 5-year period, given the existing control measures.</td>
<td>3</td>
</tr>
<tr>
<td>Likely</td>
<td>Has occurred or may occur approximately once per year, given the existing control measures.</td>
<td>4</td>
</tr>
<tr>
<td>Very Likely</td>
<td>Has occurred or may occur approximately once per month, given the existing control measures.</td>
<td>5</td>
</tr>
</tbody>
</table>

## Criterion 2 – Severity (consequences)

<table>
<thead>
<tr>
<th>Description</th>
<th>Consequence of Hazard or Hazardous Event Occurring</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insignificant</td>
<td>Insignificant or no: service interruption to customers or loss of available water supply (temporary, and low volume impact of up to &lt;2,500 m³/day), or insignificant or no public notification.</td>
<td>1</td>
</tr>
<tr>
<td>Minor</td>
<td>Localized minor: service interruption to customers or loss of available water supply (2,501-7,500 m³/day), or localized public notification.</td>
<td>2</td>
</tr>
<tr>
<td>Moderate</td>
<td>Localized major / widespread minor: service interruption to customers, loss of available water supply (7,501-15,000 m³/day) and/or illness, or city-wide media coverage.</td>
<td>3</td>
</tr>
<tr>
<td>Major</td>
<td>Widespread major: service interruption to customers, loss of available water supply (15,001-25,000 m³/day) and/or illness, or province-wide media coverage.</td>
<td>4</td>
</tr>
<tr>
<td>Catastrophic</td>
<td>Catastrophic: service interruption to customers, loss of available water supply (&gt;25,000 m³/day) and/or illness, or national and/or international media coverage.</td>
<td>5</td>
</tr>
</tbody>
</table>
Criterion 3 – Detectability

<table>
<thead>
<tr>
<th>Description</th>
<th>Capability of Responding to Hazard or Hazardous Event Occurring</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>Excellent ability to respond in comparison to best practices, considering resources available(^1).</td>
<td>1</td>
</tr>
<tr>
<td>Very Good</td>
<td>Very Good ability to respond, considering resources available(^1).</td>
<td>2</td>
</tr>
<tr>
<td>Good</td>
<td>Good ability to respond, considering resources available(^1).</td>
<td>3</td>
</tr>
<tr>
<td>Fair</td>
<td>Fair ability to respond, considering resources available(^1).</td>
<td>4</td>
</tr>
<tr>
<td>Poor</td>
<td>Poor ability to respond, considering resources available(^1).</td>
<td>5</td>
</tr>
</tbody>
</table>

Determining the Risk Ranking
Risk Ranking = Likelihood Rating + Consequence Rating + Detectability Rating

Identifying Critical Control Points
The MOECC has mandated disinfection CCP’s related to primary and secondary disinfection.

The following “CCP Decision Tree” graphic is helpful in determining a critical control point:

Critical Limits
- Critical Limits are established for parameters that are identified as Critical Control Points.
- The limits provide operators with a range of acceptable values within which no preventative or
corrective actions are required.

- Critical limits define the point at which an operator must take action to prevent escalation of the critical event or to correct the critical event.
- Critical limits are determined based on regulatory requirements, process monitoring capabilities, off-hours response time, and historical system performance.
- Process alarms (if available) are normally set at, or near critical limits.
- Responses to breached critical limits are detailed in the hazard specific Critical Control Point Procedures.

Natural / Man Made Disasters

- Regardless of how high of a ranking they may have, St. Thomas Environmental Services has no control over certain Natural and Man Made disasters.
- Responses to these types of hazards are outlined in the Emergency/Contingency Plan.

Communication

- If a new CCP is identified, critical control limits are adjusted, or alterations have been made to a procedure related to the monitoring or response of a critical control point, a training session shall be held to transfer the knowledge.

Associated Form(s):

- Hazard Analysis spreadsheets (DWF-ADMIN-301 to DWF-ADMIN-304)
- Hazard Identification Form (DWF-ADMIN-300)

<table>
<thead>
<tr>
<th>Table of Revisions</th>
</tr>
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<tbody>
<tr>
<td><strong>Revision #</strong></td>
</tr>
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<td>5</td>
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**Drinking Water Quality Management System**

**PROCEDURE TITLE:** HAZARD IDENTIFICATION FORM  
**PROCEDURE NO.:** DWF-ADMIN-300

**EFFECTIVE DATE:** JANUARY 1, 2019  
**DWQMS REFERENCE:** 7

**REVISION #:** 2.0  
**REVIEW FREQUENCY:** ANNUALLY

**APPROVED BY:** MANAGER OF DEVELOPMENT AND COMPLIANCE

---

**ST. THOMAS SECONDARY**  
**ST. THOMAS DISTRIBUTION**  
**SOUTHWOLD DISTRIBUTION**  
**CENTRAL ELGIN DISTRIBUTION**

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<thead>
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<table>
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<th>Recommended Control Measure(s)</th>
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---

**Preliminary Evaluation:** Risk Ranking = Likelihood Rating + Consequence Rating + Detectability Rating

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<th>Likelihood</th>
<th>Score</th>
<th>Comment(s)</th>
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<th>Detectability</th>
<th>Score</th>
<th>Comment(s)</th>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Risk Rating</th>
<th>Score</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Risk Rating = Moderate to High Risk → Call meeting of Hazard Analysis Team**

**Risk Rating = Low Risk → Maintain copy for next Hazard Analysis Team meeting**

<table>
<thead>
<tr>
<th>Date</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Manager of Water and Sewer</td>
</tr>
</tbody>
</table>

---

UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)
## Drinking Water Quality Management System

**PROCEDURE TITLE:** Hazard Analysis Spreadsheet (Southwold - Lynhurst Area)  
**PROCEDURE NO.:** DWF-ADMIN-303  
**EFFECTIVE DATE:** January 1, 2019  
**REVISION #:** 2.0  
**APPROVED BY:** Manager of Development and Compliance  

### Activity or Process | Specific Hazardous Event | Hazard Category | Available Controls | Likelihood | Consequence | Detectability | Risk Ranking | CCP | CC Limits | Monitoring Process | Response Procedure for CC Limits | REVISION #: 2.0 REVIEW FREQUENCY: Annually
---|---|---|---|---|---|---|---|---|---|---|---|---|---
Water Main | Dead ends/low circulation | biological | flushing | 3 | 2 | 1 | 6 | yes | 0.2 mg/L flushing, visual | grab chlorine sample | 0.05 mg/L adverse reporting procedures, Procedure DCP-A2 | REVISION #: 2.0 REVIEW FREQUENCY: Annually
Overland Water Main | Dead ends/low circulation | biological | flushing | 4 | 2 | 1 | 7 | yes | 0.2 mg/L flushing, visual |
| | | | | | | | | | grab chlorine sample | | Procedure DCP-A2 |
Backflow | Backflow/cross connection | biological | chemical | by-law and maintenance program | 3 | 4 | 1 | 8 | yes | complaints | failed inspections | visual inspection | by-law#44-2000 |
Valves | Closed | physical | maintenance program | replacement | 3 | 4 | 1 | 7 | yes | complaints | maintenance program completed once every 3 years | Procedure Watermain Valve Replacement ES-SOP-4200 |
Water Supply Source | Chemical Spillage at Source | chemical, biological | | | | | | | | | | |
Water Supply Source | Loss of Water Supply | Physical | None | 2 | 2 | 1 | 5 | no | | | |
Water Supply Source | Long Term Climate Change | Physical | None | 2 | 2 | 1 | 5 | no | | | |
Distribution | Pressure Loss | physical | SCADA monitoring | 2 | 2 | 2 | 6 | yes | complaints | SCADA monitoring | Low Pressure Control CD-CCP-1000 |
Pump Stations | Vandalism | biological, chemical, physical | SCADA alarms | 1 | 2 | 2 | 5 | no | | | |
Distribution | Extreme Weather (ie. tornado, ice storm) | physical, biological | SCADA, weather notices | 1 | 2 | 1 | 4 | no | | | |
Distribution | Sustained Extreme Temps | physical, biological | flushing, increased usage (heat), running water taps (cold temperatures) | 1 | 2 | 1 | 4 | no | | | |
Entire System | Terrorist Threat | physical, chemical, biological | SCADA, law enforcement notification | 1 | 1 | 1 | 3 | no | | | |

Threshold number is 6, anything below is not a critical control point unless it is regulated.

<table>
<thead>
<tr>
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<th>DATE</th>
<th>REVISIONS</th>
<th>ATTENDEES</th>
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<tbody>
<tr>
<td>4</td>
<td>April 12, 2013</td>
<td>Changed revised to reviewed</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>April 11, 2014</td>
<td>Completed 36 month reassessment and review, reduced Yearly review, no changes</td>
<td>Mike Campbell, Cyril McCready, Chris Andrew, Bryan Rose, Clayton Morgan and Lynn Stafford</td>
</tr>
<tr>
<td>6</td>
<td>April 7, 2015</td>
<td>Yearly review, no changes</td>
<td>Nathan Boldma, Chris Andrew, Charlie Johnston, Les Kost and Matt House</td>
</tr>
<tr>
<td>7</td>
<td>April 1, 2016</td>
<td>Yearly review, no changes</td>
<td>Nathan Boldma, Chris Andrew, Charlie Johnston, Les Kost and Matt House</td>
</tr>
<tr>
<td>8</td>
<td>March 30, 2017</td>
<td>Rescued water supply source and likelihood is minimal so removed as hazard event, does not meet criteria.</td>
<td>Nathan Boldma, Chris Andrew, Lynn Stafford, Joe Reissendes and Matt House</td>
</tr>
<tr>
<td>9</td>
<td>March 27, 2018</td>
<td>Added MOECC mandated items to hazard list.</td>
<td>Chris Andrew, Bryan Rose, Jim Mars, Nathan Boldma, Terry Koning</td>
</tr>
<tr>
<td>2.0</td>
<td>1-Jan-2019</td>
<td>Updated Template</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Appendix F

~ St. Thomas Secondary Area WSS –
Roles, Responsibilities and Authorities Procedure (DW-ADMIN-400) ~

~ St. Thomas WDS –
Roles, Responsibilities and Authorities Procedure (DW-ADMIN-401) ~

~ Township of Southwold WDS (Lynhurst Area) –
Roles, Responsibilities and Authorities Procedure (DW-ADMIN-402) ~

~ Municipality of Central Elgin WDS (St. Thomas Suburban Area) –
Roles, Responsibilities and Authorities Procedure (DW-ADMIN-403) ~
**Scope:**
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

**Purpose:**
This procedure clearly shows how information and responsibility is structured in the DWQMS. It defines the key personnel, who they primarily communicate with and their respective locations. This procedure is critical in defining paths for communicating DWQMS information and assigning responsibilities.

**Procedure:**

The table depicts the City of St. Thomas quality management system structure for the Township of Southwold Water Distribution System-Lynhurst Area.

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner - Mayor and Councillors of The Township of Southwold; Owner Representative, Public Works Superintendent</td>
<td>Supply clean drinking water to the public, Ensure the distribution system is properly operated, Oversee status and progress of the DWQMS, Address the need for changes identified by the Operating Authority, Environmental Services</td>
<td>Attends Management Review meetings, Prescribe requirements and monitor the operation of distribution system, Represent the Township of Southwold to the public, Provide resources or infrastructure as necessary, Communicate with the Operating Authority, Respond to recommendations from the Operating Authority concerning: o The DWQMS to ensure its continuing suitability and effectiveness, o Possible policy, objective and other element changes, o Objectives, Targets and Policy, o Other DWQMS and contractual issues</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
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</thead>
<tbody>
<tr>
<td>Operating Authority - Environmental Services Department</td>
<td></td>
<td></td>
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</tbody>
</table>
### Title: Top Management – Director of Environmental Services & City Engineer

**Location:** St. Thomas City Hall

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
</tr>
</thead>
</table>
| - Operate and monitor the distribution system | - Perform the operations as required  
- Obtain resources or infrastructure as necessary | - To perform its required operative duties  
- To recommend improvements or changes  
- To implement improvements or changes  
- To provide resources |

### Title: Top Management – Operating Authority:

**Manager Development and Compliance (Quality Management System Representative):**

**Location:** St. Thomas City Hall

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
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</thead>
</table>
| - Oversee status and progress of the DWQMS, and liaise between the Operating Authority and the Township of Southwold | - Communicate regularly between the DWQMS Management Representative and also the Township of Southwold  
- Facilitate the acquiring of resources for making changes in the DWQMS by communicating with the Township  
- Appoint a management representative for the DWQMS  
- Review the DWQMS to ensure it’s continuing suitability and effectiveness  
- Address any possible policy, objective and other element changes  
- Make reports and recommendations to the Corporation, based on reviews of DWQMS items, reports, and government reports from the OA | - To perform all required duties  
- To recommend funding for projects  
- To recommend operational changes  
- To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources |

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<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
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</table>
| - Maintain the DWQMS in accordance with the Drinking Water Quality Management Standard  
- Communicate the status, progress and need for improvement of the DWQMS to Top Management | - Arrange, chair and provide necessary information to Top Management for the Management Review  
- Report the performance of the DWQMS to Top Management  
- Maintain an open door policy with Top Management and City staff to ensure there is no restriction of communication  
- Respond to Owner’s requests as required  
- Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates  
- Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times | - To perform all defined responsibilities under the DWQMS  
- May assign a designate to perform any of the above duties  
- To recommend funding for projects  
- To recommend operational changes  
- To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources |
### DWQMS Steering Committee

**Title:** DWQMS Steering Committee (Director Environmental Services & City Engineer, Compliance Coordinator, Manager Development and Compliance, Manager of Sewer & Water, 2 Operators and MMS Technician)  
**Location:** Varies

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<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
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</table>
| Manage the DWQMS in accordance with the Drinking Water Quality Management Standard | Manage the DWQMS for the Township of Southwold Water Distribution System-Lynhurst Area  
Ascertaining and analyzing critical control points and hazards associated with the system  
Develop documents, procedures, forms | To perform all required duties  
To prescribe requirements |

### Quality Coordinator / Operating Authority (QC/OAS)

**Title:** Quality Coordinator / Operating Authority (QC/OAS): Manager of Sewer and Water (commonly referred to as QC)  
**Location:** Public Works Service Centre

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<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
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</table>
| Key manager of the DWQMS  
Implement and maintain the DWQMS in accordance with the Drinking Water Quality Management Standard  
Communicate the status, progress and need for improvement of the DWQMS to Top Management/OA Personnel Management  
Plan, manage and schedule operations & maintenance tasks for the Operating Authority | Regular review of process data, upsets, operator reports  
Ensure proper communication of DWQMS issues to proper personnel  
Regular review/editing of relevant DWQMS documents, applications, etc.  
Schedule and facilitate audits  
Assist in maintaining Corporation legal compliance  
Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication  
Report the performance of the DWQMS to Top Management  
Respond to Owner’s requests as required  
Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling | To perform all defined responsibilities under the DWQMS  
May assign a designate to perform any of the above duties  
To recommend operational changes  
To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources |
and preserving the legislative files and legislative updates
- Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times
- Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system
- Promote awareness and effectiveness of the DWQMS throughout the operating authority
- Identify the need for resources or infrastructure
- Edits, manages and reviews for DWQMS compliance
- Maintains version controlled documents
- Report and act upon non-conformances
- File records
- Arranges training
- Receive external complaints and communicate them to the Manager of Development and Compliance
- Manage maintenance activities within the distribution system
- Manage laboratory and sampling programs within the Corporation
- Manage administration of permits, applications and other external quality information
- File, modify and maintain appropriate quality documents

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
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<tbody>
<tr>
<td>Carry out applicable DWQMS tasks</td>
<td>Report and act upon non-conformances</td>
<td>To perform the required DWQMS duties</td>
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<td>Follow procedures, complete forms</td>
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<td></td>
<td>File records</td>
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<td></td>
<td>Attend training</td>
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<td></td>
<td>Receive external complaints and communicate them to their Supervisor</td>
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<td></td>
<td>Regularly communicate to their Supervisor</td>
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</tr>
<tr>
<td></td>
<td>Carry out required operations and maintenance activities</td>
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<tr>
<td></td>
<td>Operators must maintain license</td>
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</tr>
<tr>
<td></td>
<td>Identify the need for resources or infrastructure</td>
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</tbody>
</table>
### Title: DWQMS Auditors and Compliance Coordinator
#### Location: St. Thomas City Hall

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
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</table>
| - Regularly monitor the Corporation DWQMS for conformance | - Periodically audit the Corporation DWQMS for conformance  
- Schedule and facilitate internal audits  
- Report findings to the DWQMS Management Representative  
- Follow up to assess closure of non-conformances and effectiveness of corrective action  
- Regularly communicate with the Director, QMS Representative and/or QC | - To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope  
- Can be internal or external personnel  
- Communicate with key DWQMS  
- To change the DWQMS and operational changes |

### Title: MMS Coordinator
#### Location: Public Works Service Centre

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<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
</tr>
</thead>
</table>
| - Administer Computerized Maintenance Management System (CMMS)  
- Carry out applicable DWQMS tasks | - File and maintain appropriate quality documents  
- Administer the CMMS  
- Retrieve records | - To perform the required DWQMS duties  
- To modify electronic documents, as designated  
- To file and archive electronic documents |

### Title: Water Operations Technician
#### Location: Public Works Service Centre

<table>
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<tr>
<th>Role</th>
<th>Responsibility</th>
<th>Authority</th>
</tr>
</thead>
</table>
| - Maintains accurate water operations records  
- Utilizes CMMS to track work accomplishments and ensure compliance  
- Updates and maintains operational databases  
- Summarizes and analyzes data related to water operations for use in the development of annual reports  
- Coordinates annual lead testing program  
- File records  
- Attend training  
- Receive external complaints and communicate them to the QC  
- Regularly communicate to the QC  
| - Technician must maintain license | - To perform the required DWQMS duties |

**Associated Form(s):**
- Not Applicable

**Table of Revisions**

<table>
<thead>
<tr>
<th>Revision #</th>
<th>Date</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>7</td>
<td>June 14, 2013</td>
<td>Added City Engineer to Director's title who as Top Management is also responsible for the DWQMS financial plans</td>
</tr>
<tr>
<td>8</td>
<td>June 29, 2015</td>
<td>Change in Top Management, removed that the Director of St. Thomas attends the Management Review meetings and to prepare financial plans as CE is the Owner Representative, Water/Wastewater Supervisor has</td>
</tr>
</tbody>
</table>
temporarily assumed role as Acting Quality Management System Representative

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>9</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative and title Supervisor to Manager, removed Acting QMS Representative and removed reference to water/wastewater section</td>
</tr>
<tr>
<td>10</td>
<td>March 16, 2016</td>
<td>Change in Sewer and Water staff, Foreman as Acting QC</td>
</tr>
<tr>
<td>11</td>
<td>July 7, 2016</td>
<td>Change in Owner Representative for Southwold and removed Foreman as position eliminated</td>
</tr>
<tr>
<td>12</td>
<td>June 29, 2017</td>
<td>Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard</td>
</tr>
<tr>
<td>13</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Implemented new procedure template. MMS tech now MMS coordinator.</td>
</tr>
</tbody>
</table>
**Scope:**
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

**Purpose:**
This procedure clearly shows the required competencies of the Owner and the Operating Staff, whose duties may have the possibility of directly affecting drinking water quality.

**Procedure:**

**Competencies:**
The following table illustrates the competencies required by the Owner and/or Operating Authority Staff whose duties may have the ability to directly affect drinking water quality. The identified competencies consist of those required by regulation and by the City of St. Thomas. The listing also includes desired competencies, these are skill sets that may not be currently held by the position, but the position is encouraged to pursue.
<table>
<thead>
<tr>
<th>DWQMS Role</th>
<th>Position</th>
<th>Required Competencies</th>
<th>Desired Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Owner</strong></td>
<td></td>
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</tr>
</tbody>
</table>
| o St. Thomas Secondary Water Supply System - Joint Board of Management Members  
o City of St. Thomas Council  
o Southwold Council  
o Municipality of Central Elgin Council | • Understanding of the Safe Drinking Water Act and Financial Management  
• Experience in capital and operating budgets  
• DWQMS understanding  
• Understanding of Standard of Care requirements | • Not Applicable |
| **Top Management – Owner Representative** |          |                       |                      |
| o St. Thomas Director of Environmental Services & City Engineer  
o St. Thomas Director of Environmental Services & City Engineer  
o Southwold Public Works Superintendent  
o Municipality of Central Elgin Director of Physical Services | • Minimum 10 years utility management experience  
• 10 years financial management experience  
• Experience and Development of Capital and Operating Plans and the DWQMS financial plans  
• Post Secondary Education  
• Computer Skills  
• DWQMS understanding | • Degree in Civil Engineering  
• 10 years Management Experience  
• Accounting |
| **Top Management – OA Representative / QMS Representative** | City of St. Thomas - Manager of Development and Compliance | • Minimum 5 years utility management experience  
• 5 years financial management experience  
• Experience and Development of Capital and Operating Plans  
• Post Secondary Education  
• Computer Skills  
• DWQMS understanding | • Water Distribution Certification  
• Accounting  
• Degree in Civil Engineering |
| **QC / ORO** | Manager Sewer & Water | • Water Distribution Class III Certification  
• Minimum 5 years of operations experience  
• Minimum of 5 years of operations supervision experience  
• Leadership training  
• SCADA Competency  
• Confined Space Certification  
• Computer Skills | • Internal Auditor Training  
• Experience and Development of Operating Plans  
• 5 years Management Experience  
• CMMS Training |
### Developing Competencies

- New Operators train with an experienced Operator until a satisfactory level of competence is reached, as determined by the Manager Water and Sewer. During this time, the new operator receives on-the-job training.
- Following the required training period, the Manager Water and Sewer interviews the new Operator to determine if they have achieved a satisfactory level of competence.
- The Manager Water and Sewer goes through the Operator Competence Form (DWF-ADMIN-501), signs and dates the form when all practical training has been achieved to an acceptable level.
- This will become a record of competency and will be filed in the employee's personnel file.

### Maintaining Competencies

- All City of St. Thomas Water Operations Staff must provide evidence of MECP certification and other competency requirements, as outlined in the table above.
- Certification must be maintained as a condition of employment.
- All City of St. Thomas Water Operations Staff undergo "DWQMS Orientation Training", including a review of the Operational Plan and Policy.
- All City of St. Thomas Water Operations Staff must review the applicable related procedures and on the job instructions.
• All City of St. Thomas Water Operations Staff are provided DWQMS "Re-Orientation Training" every two years. Bi-annual training ensures that employees are aware of the relevance of their duties and how they affect drinking water quality.
• Training events are documented as per this procedure.

Training Needs
• The QMS Training Needs Matrix (DWF-ADMIN-502) lists the training requirements for each QMS role.
• A record of all training activities are maintained in the Training Tracker spreadsheet.
• The QC compares the Training Tracker spreadsheet records with the Training Needs Matrix (DWF-ADMIN-502) at the end of each year to determine training requirements for the upcoming year.
• The QC develops an annual training plan to manage the QMS training requirements.

Maintaining Drinking Water Certification
• It is the responsibility of each employee to investigate, request, attend (if approved), and track training required to maintain Drinking Water certifications, initiate personal growth and increase water operations knowledge.
• The City of St. Thomas will endeavor to maintain complete training record files for each Operator in order to:
  o Demonstrate due diligence, with respect to workplace hazards and water quality.
  o Aid Operations staff in the orderly tracking of training required to maintain certifications.
• In accordance with the Collective Bargaining Agreement, The City of St. Thomas will pay for training required to maintain Operator Certifications.

Documenting Training
• Any person that conducts an informal training session for Water operations staff will be issued an On-Site Training Form (DWF-ADMIN-500).
• The form identifies the name, date, location and duration of the training session as well as the name of the instructor, the topics covered and the training materials used for the session.
• Anyone can complete the first portion of the form but; the trainee, the trainee's supervisor and the trainer must all provide a signature on the form to verify that the information is correct.
• The On-site Training Form (DWF-ADMIN-500) should be used to capture on-the-job training. For example, the trainer could be an operator that is training another operator. The Manager of Water and Sewer would need to sign-off on the form to verify that training took place.
• When staff receive an original training certificate from an external training provider, they shall provide a copy to the QC for filing and record-keeping.
• When management receives an original training certificate from an external trainer, management shall make a copy of the original certificate for filing and then forward the original copy to the employee.

Associated Form(s):
• On-site Training Form (DWF-ADMIN-500)
• Operator Competence Form (DWF-ADMIN-501)
• Training Needs Matrix (DWF-ADMIN-502)

Table of Revisions

<table>
<thead>
<tr>
<th>Revision #</th>
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<th>Description of Revision</th>
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<tbody>
<tr>
<td>7</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>8</td>
<td>June 14, 2013</td>
<td>Added the DWQMS financial plans as one of the required competencies of the Director of Environmental &amp; City Engineer</td>
</tr>
<tr>
<td>Date</td>
<td>Event Description</td>
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<tr>
<td>June 12, 2014</td>
<td>Removed 5 years management experience from Manager of Operations and Compliance from desired competency as it is already a required skill. Changed water operator class III certification from required to desired skill and require the water operator to have a class I certification, removed water certification from Water Technician requirements as job is mainly a clerical job.</td>
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<tr>
<td>June 29, 2015</td>
<td>Change in Top Management</td>
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<tr>
<td>January 30, 2018</td>
<td>Change in City logo</td>
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</tr>
<tr>
<td>January 1, 2019</td>
<td>Changed procedure format. Amalgamated procedures from Southwold, MCE, Secondary and City distribution into one. Inserted Entry Level Course for Drinking Water Operators as desired for Water Tech. position. Inserted requirements for internal auditors. Pulled training form and competence form under system of control.</td>
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</tbody>
</table>
## On-Site Training Form

**Procedure Title:** ON-SITE TRAINING FORM  
**Procedure No.:** DWF-ADMIN-500  
**Effective Date:** JANUARY 1, 2019  
**DWQMS Reference:** 10  
**Revision #:** 2.0  
**Review Frequency:** ANNUALLY  
**Approved By:** MANAGER OF DEVELOPMENT AND COMPLIANCE

| ST. THOMAS SECONDARY | X | ST. THOMAS DISTRIBUTION | X | SOUTHWOLD DISTRIBUTION | X | CENTRAL ELGIN DISTRIBUTION | X |

### Course Information

- **Course Name:**  
- **Date of Course:**
- **Start Time:**   
- **End Time:**   
- **Total Training Hours**

### Training Provider

- **Internal** or **External** (if external, company name)
- **Name:**

  The training provider is considered to have expertise in the subject matter by virtue of having one of:

  - **Formal Education**  
  - **Specific Training**  
  - **3 years direct experience**

### Topic of Training (Check Applicable)

- **Technical/Professional**  
- **Compliance/DWQMS**  
- **Health and Safety**  
- **Administrative**

### Training Method (Check Applicable)

- **On-the Job Practical**  
- **Classroom**  
- **On-line**  
- **Continuing Education**

### Description of Training:

... (space for description)

### Attendee(s)

<table>
<thead>
<tr>
<th>Print Name</th>
<th>Signature</th>
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<tbody>
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<td>1.</td>
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I verify that the above information is accurate:

- **Training Provider Signature:** __________________________  
  **Date:** __________________________
- **Supervisor Signature:** __________________________  
  **Date:** __________________________

**Recorded in Training Spreadsheet:**

- **YES**  
- **NO**  
  **Date:** __________________________

---

UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)
Employee Name: ______________________________(print clearly)  Employee Start Date: __________________________

Operator’s Certificate(s):

☐ Water Distribution and Supply Subsystem Class _____
☐ Water Distribution Class _____

The Operator has completed practical training in the following:

☐ Monitoring the distribution system using the SCADA system
☐ Performing flushing operations
☐ Sample Taking – taking of water sample according to procedures
☐ Chemical handling – assisting in chemical delivery, handling various chemicals
☐ Responding to emergencies
☐ Valve operation – Using valve operator and other equipment as to test and/or replace distribution valves
☐ Hydrant operation
☐ Performing Chlorine residual testing
☐ Comparing laboratory results to legislated standards
☐ Performing disinfection activities after maintenance – watermain repairs
☐ Drinking Water Quality Management Standard Operational Plans
☐ Responding to Asbestos Pipe Watermain breaks
☐ Infrastructure Locating – (Completing and requesting locates)
☐ Other: _________________________________________________________

Comments:
___________________________________________________________________________________________________
___________________________________________________________________________________________________
___________________________________________________________________________________________________
___________________________________________________________________________________________________

Manager of Water & Sewer/ORO: ___________________  Date: ___________________

Employee Signature: _____________________________  Date: ___________________
<table>
<thead>
<tr>
<th>Date Reviewed</th>
<th>Manager</th>
<th>Description of Changes</th>
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<tbody>
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## Drinking Water Quality Management System

### St. Thomas Environmental Services

**~ DWQMS Training Matrix~**

<table>
<thead>
<tr>
<th>Role</th>
<th>Statutory Standard of Care</th>
<th>Internal Auditing for the DWQMS</th>
<th>DWQMS Orientation</th>
<th>Confined Space Entry</th>
<th>Confined Space Rescue</th>
<th>First Aid/CPR</th>
<th>Working at Heights</th>
<th>Backhoe Operation</th>
<th>WHMIS</th>
<th>Water Meter Installation</th>
<th>Class DZ</th>
<th>Asbestos Awareness</th>
<th>Trenching and Shoring</th>
<th>Traffic Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Manager/QC</td>
<td>X</td>
<td>O</td>
<td>N/A</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>N/A</td>
<td>3</td>
<td>3</td>
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</tr>
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<td>Internal Auditor</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>X</td>
<td>N/A</td>
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<td>Owner</td>
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<td>N/A</td>
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<tr>
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<td>X</td>
<td>N/A</td>
<td>N/A</td>
<td>O</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<td>OA Rep./QMS Rep.</td>
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<td>O</td>
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<td>O</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

- X - required
- O - optional
- N/A - not required for the role
Appendix H

~ Personnel Coverage Procedure (DW-ADMIN-600) ~

~ OIC Designation Table (DWF-ADMIN-600) ~
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
This procedure demonstrates how the City ensures that sufficient personnel are available for duties that directly affect drinking water quality with the required competencies.

Procedure:

24/7 Operator Availability
- The Operating Authority is based out of the City of St. Thomas Public Works Service Centre and is staffed Monday to Friday 7:30 am until 3:30 pm, as per the collective agreement.
- Outside of regular business hours, an on-call operator is scheduled and available to respond 24/7 to events related to the operation of the water systems.

On-Call Coverage
- It is the responsibility of the On-call Operator to respond to after-hours water system related emergencies. This may include alarms paged and/or called to the Operator through SCADA.
- Upon review of the nature of the call for assistance, the operator on-call may contact another water operator, or if not available, a competent contractor, to assist with the assembly of additional crew assistance to remediate the reported problem.
- Competent contractors are listed in the Essential Supplies and Services Procedure (Appendix J for each system).
- Contact with the designated ORO is mandatory in the event that the maintenance problem creates an emergency situation involving severe pressure loss throughout a portion or all of the water distribution system.
- The QC establishes and maintains the on-call schedule.
- The schedule is posted in the Plan room and the lunch room at the Public Works Service Centre.
- The on-call schedule is based on a rolling schedule, and is updated when changes occur.
- On-call duties are generally assigned in one-week intervals and transfer of the duties normally occurs on Friday’s.
- The on-call operator is provided with the SCADA laptop and on-call cell phone.
- Only adequately certified operators may be assigned on-call duties. (ie. An Operator in Training may not be assigned on-call duties).
- New staff must have demonstrated an understanding of the systems operation through the successful completion of an Operator Competence Form, as described in the Competency and Training Procedure (CD-ADMIN-500) prior to being assigned on-call duties.

ORO Coverage
The QC (Manager of Water and Sewer) is designated as the ORO for all systems operated by the City of St. Thomas Drinking Water Division.

If the QC is absent or unavailable to act, the QC or Manager of Development and Compliance designates an alternate ORO to cover the responsibilities.

If there are no operators available that hold a certificate at the same Class or higher as the system to designate as ORO, an operator holding a certificate on Class lower than the Classification of said system may be designated as ORO.

If it is necessary to designate an operator holding a lower Class of certificate than that of the highest Class of system operated, the designation is limited to a period of up to 150 days in any 12-month period, as prescribed by O.Reg. 128/04.

All Staff and management shall be advised via e-mail (PW board posting) when the ORO designation has changed.

The ORO has overall operational responsibility for the system

The ORO directs operators on operating decisions beyond the knowledge, skill and experience of other operators

The ORO is not required to be on site, but must be available and able to provide direction in the event of an operational emergency.

Operator- In- Charge (OIC) Coverage

Under normal circumstances, the Operator(s) in Charge (OIC) for the water distribution systems, shall be any or all operators (provided they are appropriately certified) currently conducting any work on the systems as defined by the OIC Designation Table (DWF-ADMIN-600) and recorded in the work manager system.

The OIC Designation Table (DWF-ADMIN-600) describes activities and tasks from Work Manager and the percentage that qualifies for OIC time.

Any undefined sub tasks that do not involve operation of the systems like snow removal, lawn maintenance, etc will not be included.

Note: An operator in training cannot be designated as an OIC.

Labour Disruption Coverage

In the event of a labour disruption, the QC (Manager of Water and Sewer) will retain operational control of the distribution system.

Associated Form(s):

- OIC Designation Table (DWF-ADMIN-600)

Table of Revisions

<table>
<thead>
<tr>
<th>Revision #</th>
<th>Date</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>6</td>
<td>June 19, 2015</td>
<td>Change in Top Management, change in the on-call schedule, added duties for ORO and OIC from MOE Guideline 5.1</td>
</tr>
<tr>
<td>7</td>
<td>December 7, 2015</td>
<td>Change in QMS Representative and title Supervisor to Manager, to reflect that there is a winter and summer on call procedure, added supervisor on call during the winter months</td>
</tr>
<tr>
<td>8</td>
<td>July 7, 2016</td>
<td>Removed winter and summer on-call procedures and amalgamated into one on-call procedure, removed Foreman as position has been eliminated</td>
</tr>
<tr>
<td>9</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Format change. Amalgamated procedure from 4 OP’s we were carrying, inserted info. On OIC designation and introduced table from external document.</td>
</tr>
</tbody>
</table>
**Drinking Water Quality Management System**

**PROCEDURE TITLE: OIC DESIGNATION TABLE**

<table>
<thead>
<tr>
<th>Class</th>
<th>Phase</th>
<th>Activity</th>
<th>Task</th>
<th>Percentage applicable for OIC</th>
</tr>
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<tbody>
<tr>
<td>2° System</td>
<td>812</td>
<td>Secondary System</td>
<td>Exceptions: Read Secondary Meters</td>
<td>0</td>
</tr>
<tr>
<td>2° System</td>
<td>211</td>
<td>Chambers</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>2° System</td>
<td>229</td>
<td>Supervision</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>2° System</td>
<td>225</td>
<td>Tools</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>2° System</td>
<td>222</td>
<td>Seminars &amp; Training</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>2° System</td>
<td>215</td>
<td>Locates</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>2° System</td>
<td>214</td>
<td>Valve Replacements</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>2° System</td>
<td>213</td>
<td>Valve Box Replacements</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>2° System</td>
<td>212</td>
<td>Leak Detection</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>2° System</td>
<td>210</td>
<td>Booster Station</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>Water Distribution</td>
<td>209</td>
<td>Inspection Testing</td>
<td>Exceptions: Record Maintenance</td>
<td>0</td>
</tr>
<tr>
<td>Water Distribution</td>
<td>206</td>
<td>Hydrant Flushing &amp; Testing</td>
<td>Annual Flushing Program – every operator receives 100%</td>
<td>100</td>
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<td>205</td>
<td>Hydrant Maintenance</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>204</td>
<td>Valve Maintenance</td>
<td>Exceptions: Replace lid</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>203</td>
<td>Service Maintenance</td>
<td>Afterhours Service Call</td>
<td>100</td>
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<td>202</td>
<td>Main Maintenance</td>
<td>Alarm Response Exceptions: Palm St. Monthly Inspection</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>201</td>
<td>Main Break</td>
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<td>100</td>
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**St. Thomas Secondary   x  St. Thomas Distribution   x  Southwold Distribution   x  Central Elgin Distribution   x**
<table>
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<th>Various</th>
<th>Various</th>
<th>Various</th>
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<td>701</td>
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<tr>
<td>704</td>
<td>Sanitary Manhole Maintenance</td>
<td>50</td>
<td></td>
</tr>
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<td>705</td>
<td>Sanitary Sewer Maintenance</td>
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<td></td>
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<td></td>
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<td></td>
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<td>Thaw</td>
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<td>CCTV Inspections – Mainline</td>
<td>25</td>
<td></td>
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<td></td>
<td>Exceptions:</td>
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<td></td>
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<td>Review Video</td>
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<td>Roddings</td>
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<td>709</td>
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<td>0</td>
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<td>711</td>
<td>Locates</td>
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<td>Supervision</td>
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<td></td>
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<td>805A</td>
<td>Stations</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Lab</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Centrifuge</td>
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<td></td>
</tr>
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<td></td>
<td>Stations</td>
<td>100</td>
<td></td>
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<td></td>
<td>Alarm Response for Plant and PS</td>
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<td></td>
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<td></td>
<td>PCP Maintenance Shift</td>
<td>100</td>
<td></td>
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<td></td>
<td>Mechanical Activities</td>
<td>25</td>
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</tr>
</tbody>
</table>

**NOTES**

If 2 staff are assigned: Each staff member gets 50% of available time.
If 3 or more staff are assigned: Lead hand gets 100% of available time.
On call operator: Depends on tasks assigned for call in only.
Appendix I

~ Communications Procedure (DW-ADMIN-700) ~
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
DWQMS communication must be performed consistently, to ensure all personnel are adequately informed on all DWQMS issues. External communication may be sensitive, and must also be carefully performed and recorded.

Procedure:

- The QC, and the Manager of Development and Compliance serve as the main contacts for DWQMS communication
- The relevant information that may be communicated between Top management and Owners, OA staff, Essential Suppliers and the Public are listed in the table below.
- The various methods that each type of information may be communicated is also identified within the table.

How Operating Authority Top Management Communicates with various stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Relevant Information being Communicated</th>
<th>Method of Communication to:</th>
<th>Methods of Communication From:</th>
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</thead>
<tbody>
<tr>
<td>Owner (St. Thomas Council; St. Thomas Area Secondary Water Supply System Board of Management; Central Elgin Owner Rep and/or Council; Southwold Owner Rep. and/or Council)</td>
<td>Performance of the DWQMS</td>
<td>Management Review meetings/meeting minutes</td>
<td>Meetings E-mail</td>
</tr>
<tr>
<td></td>
<td>Financial Performance</td>
<td>Rate Studies, Financial Plans, Operational/ Capital Budget requests, Budget Monitoring Report</td>
<td>Meetings E-mail Council/Board Resolutions</td>
</tr>
<tr>
<td></td>
<td>Performance of the Water System(s)</td>
<td>Annual Reports</td>
<td>Meetings E-mail Council/Board Resolutions</td>
</tr>
<tr>
<td></td>
<td>Immediate need for resources</td>
<td>Board/Council Report</td>
<td>Meetings E-mail Council/Board Resolutions</td>
</tr>
<tr>
<td></td>
<td>Need for resources</td>
<td>Annual Capital and/or Operational Budget Process</td>
<td>Meetings E-mail Council/Board Resolutions</td>
</tr>
<tr>
<td></td>
<td>Standard of Care Information</td>
<td>Training Event</td>
<td>Meetings E-mail</td>
</tr>
<tr>
<td></td>
<td>Procedural Changes</td>
<td>training event / crew meeting / PW posting</td>
<td>Hazard identification form</td>
</tr>
<tr>
<td>Operating Authority Staff</td>
<td>Legislative Changes</td>
<td>Change in CCP</td>
<td>ORO designation Change</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------------</td>
<td>---------------</td>
<td>------------------------</td>
</tr>
<tr>
<td></td>
<td>Corrective/Preventative Action Form</td>
<td>E-mail</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Sensitivity Screening**

- External communication on sensitive issues, such as release of sensitive quality, hazards and critical control points shall be screened through the QC and/or the Manager of Development and Compliance, as well as the Owner.
- Both the QC and the Manager of Development and Compliance also maintain files concerning outstanding external quality issues. If information is opted by the QC or the Manager of Development and Compliance not to be released, this is recorded in the relative file.
- External DWQMS communication involving the requirements of the Owner of the water systems may be handled by Owner and copied to the Manager of Development and Compliance.
- Significant operational and financial changes to any of the water systems operated must be communicated to and approved by the respective Council or Board, recorded and filed by the Manager of Development and Compliance.

**Associated Form(s):**

- N/A

**UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)**
**Table of Revisions**

<table>
<thead>
<tr>
<th>Revision #</th>
<th>Date</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>5</td>
<td>June 29, 2015</td>
<td>Change in Top Management</td>
</tr>
<tr>
<td>6</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative, removed alerts, changed Lunch Room to Plan Room and added designate to complete service requests</td>
</tr>
<tr>
<td>7</td>
<td>July 7, 2016</td>
<td>Removed Foreman as position eliminated</td>
</tr>
<tr>
<td>8</td>
<td>June 29, 2017</td>
<td>Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard</td>
</tr>
<tr>
<td>9</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>10</td>
<td>May 17, 2018</td>
<td>Inserted additional methods of communication (i.e. specifications, contract documents, design guidelines, etc.) to ways Top Management communicates with contractors and suppliers.</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Placed listing of methods of communication into tabular format. Expanded listing in some areas. Amalgamated procedures from the 4 OP’s we were carrying and adopted new procedure format.</td>
</tr>
</tbody>
</table>
Appendix J

~ Essential Supplies and Services Procedure (DW-ADMIN-800) ~
~ New Construction Sign-off Form (DWF-ADMIN-800) ~
~ Supplier and Contractor Sign-off Form (DWF-ADMIN-801) ~
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
It is important that contractors/suppliers realize the impact they can have on water quality and be aware of controls in place and how to trigger those responses while working on the water systems operated by the City of St. Thomas Environmental Services Department.

Procedure:

Contractor Training and DWQMS Review
- All essential and/or new construction contractor personnel providing supplies or services to the water systems operated by the City of St. Thomas Environmental Services Department shall undergo a review of the following documentation:
  - Quality Policy,
  - Health and Safety Policy,
  - Pertinent sign-off form
  - Any prepared procedures that relate to the work or supplies being provided.
- Any contractor completing work on the drinking water systems operated by the City of St. Thomas Environmental Services Department is required to abide by the Quality Management System Policy, and report any quality, environmental or health and safety concerns to their specified site contact of the OA, or the QC.

Communication with Contractors/Suppliers Engaged through Procurement Process
- The Supplier and Contractor Sign-off Form (DWF-ADMIN-801) or New Construction Sign-off Form (DWF-ADMIN-800) and other pertinent information required for the review will be included in the tender.
- Once a contractor has been awarded the contract, the contractor must sign off on the applicable form (New Construction Sign-off or Supplier and Contractor Sign-off (DWF-ADMIN-800 or 801) prior to the pre-construction meeting and ensure that he/she and all employees have been made aware and will comply with the DWQMS requirements, including the QMS Policy and any procedures relevant to their work.
- The contractor is required to bring the signed form to the pre-construction meeting, failure to do so may result in a delay of the project.
- If the contractor does not have a signed form on file, the Operator shall arrange that the contractor complete a review before commencing work.
- Signed forms expire in three (3) years. The QC reviews the forms to verify they are current. If the signed form is expired, the QC shall arrange for a new review session and sign-off, as described above.
Communication with Suppliers Engaged through an Informal Process

Essential Suppliers or service providers that have been identified, however, are not engaged through a formal procurement process will be sent a package with the following information:

- Quality Management System Policy
- Health & Safety Policy
- Sign-off form for Contractors and Suppliers (DWF-ADMIN-802)
- For Chemical Suppliers only, applicable chemical delivery procedures
- For Equipment Suppliers/Contractors only, relevant maintenance procedures

- The packages are to be sent out by the end of October and completed forms are to be returned by December 31st of the same year for the 3 year term.
- Suppliers must read all material, sign-off on the Sign-off Form and return the original form to the QC.
- The supplier is responsible for ensuring that he/she and all employees from the supplier that may work on the water systems have been made aware and comply with the DWQMS requirements, including the QMS Policy and any applicable operational procedures.

Distribution of Completed Essential/New Construction Contractor and Supplier Forms

- Once the forms are signed by the QC, the QC will forward to the CC for filing the original forms and send a copy of the forms to the project manager (if applicable).

Ordering Supplies and Services

- The QC, Operators, and the PWSC Clerk have the authority to order critical supplies and services.

Critical Suppliers and Service Providers

- The following supplies and services have been identified as critical for the delivery or monitoring of safe clean drinking water.
- The supplies or services identified in the following table may be listed because they are associated with a critical control point, there would be difficulty associated with finding an alternate, or there is an immediate health risk without this supply/service.

<table>
<thead>
<tr>
<th>Supply / Service</th>
<th>Primary Supplier</th>
<th>Alternate Supplier</th>
<th>Quality Requirements</th>
</tr>
</thead>
</table>
| Chlorination (12 % sodium hypochlorite) | **Anchem Sales**  
120 Stronach Cres.  
London, ON N5V 3A1  
Tel. (519)-451-1614  
1-800-387-9799  
[www.anchemsales.com](http://www.anchemsales.com) | **Evans Supply**  
338 Neptune Cres.  
London, ON N6M 1A1  
Phone: (519) 453-6515  
Fax: (519) 453-7756  
Toll Free: 1-800-268-8309 | - Product must be NSF 60 certified  
- Require: SDS sheet and evidence of NSF 60 certification; batch certificate, if available |
| Lab Services (microbiological) | **SGS Environmental Services**  
657 Consortium Court  
London, ON N6E 2S8  
Tel. (519)-672-4500  
[angela.stott@sgs.com](mailto:angela.stott@sgs.com)  
After hours emergency call: 519-870-7345 cell | **SGS Canada Inc.**  
185 Concession St.,  
P.O. Box 4300  
Lakefield, ON K0L 2H0  
Tel: (705)-652-2000  
[carrrie.greenlaw@sgs.com](mailto:carrrie.greenlaw@sgs.com)  
After hours emergency call: 705-760-3494 (micro) | - MECP licenced.  
- CALA and/or SCC accredited  
- Require: evidence of licencing and accreditation and sample collection and shipping instructions.  
**NOTE:** lab must be identified on MECP Notice of Lab Services Form |
<table>
<thead>
<tr>
<th>Supply / Service</th>
<th>Primary Supplier</th>
<th>Alternate Supplier</th>
<th>Quality Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lab Services (chemical)</td>
<td>SGS Canada Inc. 185 Concession St.,</td>
<td>Maxxam Analytics 4023 Meadowbrook Dr.,</td>
<td>• MECP licenced.</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 4300 Lakefield, ON K0L 2H0</td>
<td>Unit 109 &amp; 110, London, Ontario N6L 1E7</td>
<td>• CALA and/or SCC accredited</td>
</tr>
<tr>
<td></td>
<td>Tel: 705-652-2000</td>
<td>Tel: (519) 652-9444, Fax: 519-652-8189,</td>
<td>• Require: evidence of licencing and accreditation and sample collection and shipping</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Toll-Free: 1 800 268-7396</td>
<td>instructions.</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:carrie.greenlaw@sgs.com">carrie.greenlaw@sgs.com</a></td>
<td></td>
<td>• NOTE: lab must be identified on MECP Notice of Lab Services Form</td>
</tr>
<tr>
<td></td>
<td>After hours emergency call:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>705-760-3494 (micro)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dechlorination (sodium</td>
<td>Anchem Sales 120 Stronach Cres.</td>
<td>Evans Supply 338 Neptune Cres. London, ON</td>
<td>• Product must be NSF 60 certified</td>
</tr>
<tr>
<td>thiosulphate)</td>
<td>London, ON N5V 3A1</td>
<td>N6M 1A1</td>
<td>• Require: SDS sheet and evidence of NSF 60 certification; batch certificate, if</td>
</tr>
<tr>
<td></td>
<td>Tel. (519)-451-1614 1-800-387-9799</td>
<td>Phone: (519) 453-6515 Fax: (519) 453-7756</td>
<td>available</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.anchemsales.com">www.anchemsales.com</a></td>
<td>Toll Free: 1-800-268-8309</td>
<td></td>
</tr>
<tr>
<td>Electricians</td>
<td>Talbot Electrical Contracting Ltd.</td>
<td>Dielco 1032 Hubrey London ON N6N 1B5</td>
<td>• Not Applicable</td>
</tr>
<tr>
<td></td>
<td>St. Thomas, ON Tel.: 519-434-4174</td>
<td>Jason Dieleman 519-685-2224</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cell: 519-671-9473</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mechanical</td>
<td>Dielco 1032 Hubrey London ON N6N 1B5</td>
<td>Barrett Mechanical Inc. 4058 Eastgate</td>
<td>• Not Applicable</td>
</tr>
<tr>
<td></td>
<td>Jason Dieleman 519-685-2224</td>
<td>Crescent London Ontario N6L 1B2</td>
<td></td>
</tr>
<tr>
<td>Piping for breaks and</td>
<td>Emco Waterworks 94 Leathorne St</td>
<td>Corix Water Products 4080 Dowell Drive</td>
<td>• Product must be NSF 61 certified</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact: Stephen Ferguson</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wolseley Waterworks Group</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>760 Little Simcoe Street London, ON N5Z</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1P4 519-963-1004</td>
<td></td>
</tr>
<tr>
<td>Equipment Calibration</td>
<td>BIDS Technical Services Inc. 21</td>
<td>Metcon 15 Connie Cres Unit 3 Concord</td>
<td>• Require: Calibration reports and sticker on equipment.</td>
</tr>
<tr>
<td></td>
<td>Kevlin Road Markham Ontario L3R 8P1</td>
<td>Ont L4K 1L3 1-905-738-2355, Ext. 239</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel: 416-432-1565</td>
<td>Corix Water Products 4080 Dowell Drive</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:bidsinc@outlook.com">bidsinc@outlook.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supply / Service</td>
<td>Primary Supplier</td>
<td>Alternate Supplier</td>
<td>Quality Requirements</td>
</tr>
<tr>
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<td>---------------------</td>
</tr>
<tr>
<td><strong>Contracted Workers for Main Breaks</strong></td>
<td><strong>Elgin Construction</strong>&lt;br&gt;140 Burwell Road&lt;br&gt;St. Thomas, ON N5P 3R8&lt;br&gt;519-631-5041&lt;br&gt;Fax # 519-631-2591&lt;br&gt;Ken Kennedy 519-872-9605&lt;br&gt;Paul 519-851-1506&lt;br&gt;Tom 519-851-0712</td>
<td><strong>Omega Construction</strong>&lt;br&gt;4104 Breck Avenue&lt;br&gt;London, ON N6L 1B5&lt;br&gt;Jim Rea&lt;br&gt;519-652-6188 Work&lt;br&gt;519-473-2742 Home&lt;br&gt;519-430-1540 Pager&lt;br&gt;Fax # 519-652-5568&lt;br&gt;&lt;br&gt;<strong>Blue Con</strong>&lt;br&gt;1915 Crumlin Side Road&lt;br&gt;London, ON N5B 3B8&lt;br&gt;519-659-2400&lt;br&gt;Fax # 519-659-6289</td>
<td>• Work must be completed in accordance with</td>
</tr>
<tr>
<td><strong>SCADA Communication Support</strong></td>
<td><strong>Execulink Technical Department</strong>&lt;br&gt;1-877-393-2854, ext:800&lt;br&gt;Call Centre 519-456-7222&lt;br&gt;Joel Freund, Manager 519-456-7262&lt;br&gt;Cell 519-532-4117&lt;br&gt;Jonathan Scott, OPS 519-456-3000&lt;br&gt;Cell 519-873-0183&lt;br&gt;&lt;br&gt;<strong>On Call pager first</strong>&lt;br&gt;519-430-3466&lt;br&gt;Cell 519-670-1281</td>
<td><strong>Sole Supplier</strong></td>
<td>• Programmer must be proficient with Allen Bradley</td>
</tr>
<tr>
<td><strong>SCADA Support and Maintenance</strong></td>
<td><strong>Eramosa Engineering London Office</strong>&lt;br&gt;Tel.: 519-266-6994</td>
<td><strong>Summa Engineering Ltd.</strong>&lt;br&gt;Fernando Chua&lt;br&gt;3230A American Drive&lt;br&gt;Mississauga ON&lt;br&gt;L4V 1B3&lt;br&gt;905-678-3388</td>
<td>• Programmer must be proficient with Allen Bradley</td>
</tr>
</tbody>
</table>
Ontario Water / Wastewater Agency Response Network (OnWARN)

- The City of St. Thomas is a member of OnWarn, an Ontario Water / Wastewater Agency Response Network (OnWARN), which is a network of utilities helping each other to respond to and recover from emergency situations.
- In the case of an emergency whereby the City does not have the essential supplies within its own inventory, or is unable to procure the essential supply of materials or services through its own contractors, the City may utilize the OnWarn system to obtain these services from other local municipalities, such as the City of London.
- In the event that an OnWARN response is deemed necessary to effectively respond to a situation or supply shortfall, the QC and/or Director of Environmental Services shall be notified immediately in order to trigger an OnWARN request for aid.

Associated Form(s):
- New Construction Sign-off Form (DWF-ADMIN-800)
- Supplier and Contractor Sign-off Form (DWF-ADMIN-801)

Table of Revisions

<table>
<thead>
<tr>
<th>Revision #</th>
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<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance, added Summa to the SCADA Maintenance supplier list</td>
</tr>
<tr>
<td>9</td>
<td>May 30, 2014</td>
<td>Added New Construction Contractors to Essential Contractors, removed emergency procedures from list of information to sent to contractors, The DWQMS sign-off forms and the information required for the review will be included in the tender. Once a contractor has been awarded the contract, the contractor must sign off on the form prior to the pre-construction meeting and ensure that he/she and all employees from the contractor that may work on the STWDS have been made aware of the DWQMS requirements, including the QMS Policy and the Infrastructure, Maintenance, Rehabilitation and Renewal Procedure. The contractor is responsible to bring the signed form to the pre-construction meeting, failure to do so may result in a delay of project, added that the supplier must not only make their employees aware of the DWQMS requirements, but also comply, added the chemical used for chlorination and dechlorination and address for the company used to calibrate the hand held chlorine analyzers</td>
</tr>
<tr>
<td>10</td>
<td>February 17, 2015</td>
<td>Added OCWA to list of Mechanical Contractors and wording for performance evaluation of contractor/suppliers. Attached example of evaluation form</td>
</tr>
<tr>
<td>11</td>
<td>June 29, 2015</td>
<td>Change in Top Management</td>
</tr>
<tr>
<td>12</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative</td>
</tr>
<tr>
<td>13</td>
<td>July 11, 2016</td>
<td>Updated contractor/supplier list and removed Foreman as position eliminated</td>
</tr>
<tr>
<td>14</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>15</td>
<td>May 17, 2018</td>
<td>Added additional items in Contractor DWQMS review; changed timeline for renewal of Essential Services and Supplies form from 1 year to 3 year frequency; edited some contact info for various suppliers/contractors.</td>
</tr>
<tr>
<td>16</td>
<td>June 13, 2018</td>
<td>Added Bids Technical Services to list of Equipment Calibrations.</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Format update. Expanding listing to identify specific primary and alternate suppliers/contractors – listed their quality requirements within the table.</td>
</tr>
</tbody>
</table>
Contractors, their employees, subcontractors, agents and suppliers involved in construction projects on the drinking water systems operated by the City of St. Thomas Environmental Services must work in accordance with the Safe Drinking Water Act and Drinking Water Quality Management System (DWQMS) requirements while on site.

1. Water Quality
   - All equipment coming into contact with drinking water must be ANSI/NSF 61 certified.
   - All chemicals coming into contact with drinking water must be ANSI/NSF 60 certified.
   - Any situation that may be an indicator of diminished or diminishing water quality is observed shall be reported immediately to the Quality Coordinator (QC).

2. Chemical Handling and Storage
   - All chemicals stored, consumed or used on the project site during the construction project must be accompanied by up-to-date SDS sheets.
   - All chemicals must be properly handled, used, stored, cleaned-up and disposed of according to applicable legislation and/or industry best practices.
   - All spills must be reported to the Quality Coordinator (QC).

3. Fuel Handling and Storage
   - Fuel storage and spill containment must meet applicable regulations.
   - Mitigation measures for spills (broken hydraulic hoses, dispensing fuel, etc.) must be in place prior to initiation of the project.
   - Spills must be reported to the QC.

4. Waste
   - All waste materials generated shall be collected in compatible containers, suitably labeled, properly stored, and disposed of as required by legislation or best practices.
   - The QC shall be informed of any hazardous materials and/or wastes on-site.
   - General garbage/waste must not litter the site and shall be disposed of in designated containers.
   - No waste materials shall be disposed of or buried on-site.
   - Septage haulage and disposal by appropriate means.

5. Work around Watercourses
   - The contractor is responsible for contacting Conservation Authorities regarding permits for work around watercourses.
   - Proper sedimentation control measures must be in place at all times.
   - Construction that may affect navigable waters must be given prior approval according to applicable legislation.
   - Releases of water must follow MECP and/or applicable industry standards.

5. Other
   - The contractor must abide by noise abatement by-laws and any other applicable municipal by-laws.
   - This form must be completed prior to, and handed in at the pre-construction meeting. Failure to do so may result in a delay in starting the project at the contractor’s sole expense.
Project Name: 

Project Number: 

Consultant Project Manager: 

City Project Manager: 

**Contractor**
In signing this form, you acknowledge that you have the authority on behalf of your company and are accepting corporate responsibility for ensuring that you and all employees from your company, including subcontractors, agents, and suppliers that may have reason to work on construction projects on the water systems operated by the City of St. Thomas Environmental Services Department.

I have reviewed the City of St. Thomas DWQMS Policy, Municipal Drinking Water Licence(s), Drinking Water Works Permit, and the Safe Drinking Water Act of Ontario. I have received all relevant procedures to the work being conducted and agree to ensure that all work is conducted in compliance with all applicable legislation and in accordance with best practice. Where there is uncertainty with any requirement, or a situation presents itself that needs to be reported to the City, I understand I am to contact the QC.

______________________________  ________________________________
Contractor Signature                  Print Name

______________________________  ________________________________
Company Name                      Date

**Quality Coordinator**

______________________________  ________________________________
Signature                  Print Name

______________________________
Date

CC: Compliance Coordinator and Project Manager (if applicable)
General Sign-Off

All Contractors and Suppliers that undertake work on, or supply materials for the drinking water systems operated by the City of St. Thomas Environmental Services shall work in accordance with the DWQMS requirements while on site and shall hold all necessary licenses, permits and/or Certificates of Approval, as required to complete the work.

1. Water Quality
   - All equipment coming into contact with drinking water must be ANSI/NSF 61 certified.
   - All chemicals coming into contact with drinking water must be ANSI/NSF 60 certified.
   - Any situation that may be an indicator of diminished or diminishing water quality is observed MUST be reported immediately to the Quality Coordinator (QC).

2. Disinfection of Equipment
   - When required, all equipment coming into contact with drinking water shall be disinfected according the Ontario Watermain Disinfection Procedure and through reference, the applicable AWWA Standard for drinking water system disinfection.

3. Operation of Waterworks Equipment
   - No contractor shall perform the duties of an “operator” as defined by O. Reg.128/04 which states: “Operator” means a person who conducts operational checks of or who adjusts, tests or evaluates a process that controls the effectiveness or efficiency of a subsystem and includes a person who adjusts or directs the flow, pressure or quality of the water within the subsystem, if the person works in a distribution subsystem or a distribution and supply subsystem;
   - Unless that person holds a valid operator’s certificate and has sought and received written permission from the QC.

4. Equipment Suppliers
   - All equipment must be delivered with an operations and maintenance manual that includes a list of maintenance tasks to be completed, the recommended maintenance frequency and operational instructions.

5. Wastes
   - All waste materials generated shall be collected in compatible containers, suitably labeled, properly stored, and disposed of as required by legislation or best practices.
   - The QC shall be informed of any hazardous materials and/or wastes on-site.
   - General garbage/waste must not litter the site and shall be disposed of in designated containers.
   - No waste materials shall be disposed of or buried on-site.
   - Septage haulage and disposal by appropriate means.
   - All contractors involved directly in the handling of hazardous waste shall be trained in the Transportation of Dangerous Goods (TDG).

Page 1 of 3
UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)
6. Chemical Handling and Storage
- Appropriate Certificates of Approval for Haulage or Treatment shall be on file with the QC.
- All chemicals stored, consumed or used on-site must be accompanied by up-to-date SDS sheets.
- All chemicals must be properly handled, used, stored, cleaned-up and disposed of according to applicable legislation and/or industry best practices.
- All spills must be reported to the QC.

7. Fuel Handling and Storage
- Fuel storage and spill containment must meet applicable regulations.
- Mitigation measures for spills (broken hydraulic hoses, dispensing fuel, etc.) must be in place prior to initiation of the work.
- All spills must be reported to the QC.

8. Compressed Air Equipment Maintenance
- Waste oil generated from compressor or airline maintenance shall be collected in a compatible container, stored on-site, with disposal handled by the Operating Authority (OA).
- Any filters or airline equipment to be disposed of in the regular landfill garbage shall be drained of all free oil before disposal.

9. HVAC Maintenance
- Air conditioning/chiller systems containing ozone-depleting refrigerants (such as R-22) shall only be maintained by personnel licensed to handle refrigerants.
- The contractor shall provide a letter to the QC, confirming that only licensed individuals will perform work on refrigerant equipment.
- Air conditioning/chiller systems containing ozone-depleting refrigerants shall be tagged and documented, as required.

10. Lawn Maintenance/Snow Removal
- Pesticides are not to be applied.
- All spills shall be reported to the QC immediately.
- Salt or other de-icing agents shall be applied sparingly, to reduce unnecessary environmental impact.

11. SCADA System Maintenance
- SCADA is critical to the operation and regulatory requirement to monitor document and record the system operation. Any interruption of the system must include alternate monitoring methods and must include details of the work, explanation of work to be performed along with details of process before and during work.

12. Janitorial Services
- All chemicals stored, consumed or used on the project site during the construction project must be accompanied by up-to-date SDS sheets.
- All chemicals must be properly handled, used, stored, cleaned-up and disposed of according to applicable legislation and/or industry best practices.
- All spills must be reported to the Quality Coordinator (QC).
Type of Supply or Service: ____________________________________________________________

In signing this form, you acknowledge that you have the authority on behalf of your company and are accepting corporate responsibility for ensuring that you and all employees from your company, including contractors, agents, and suppliers that may have reason to work on the water systems operated by the City of St. Thomas Environmental Services.

I have reviewed the City of St. Thomas DWQMS Policy, Municipal Drinking Water Licence(s), Drinking Water Works Permit, and the Safe Drinking Water Act of Ontario. I have received all relevant procedures to the work being conducted and agree to ensure that all work is conducted in compliance with all applicable legislation and in accordance with best practice. Where there is uncertainty with any requirement, or a situation presents itself that needs to be reported to the City, I understand I am to contact the QC.

**Contractor**

_________________________                           ___________________________
Signature                          Print Name

_________________________                           ___________________________
Company Name                          Date

_________________________                           ___________________________
Daytime Contact                          After Hours Contact

**Quality Coordinator**

_________________________                           ___________________________
Signature                          Print Name

_________________________
Date

**NOTE: THIS SIGN_OFF FORM EXPIRES THREE (3) YEARS FROM DATE OF ISSUE**

CC: Compliance Coordinator and Project Manager (if applicable)
Appendix K

~ Review and Provision of Infrastructure Procedure (DW-ADMIN-850) ~
~ Maintenance, Rehabilitation and Renewal Procedure (DW-ADMIN-900) ~
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
This procedure describes the actions and responsibilities that are in place to ensure infrastructure needs are reviewed on an annual basis and describes the manner in which the identified infrastructure needs are provided.

Procedure:
Each water systems' owner, is responsible for the provision of all municipal infrastructure required to deliver clean safe drinking water to their residents and businesses.

Minor Equipment Repair/Replacement
- With respect to existing infrastructure, operations staff are a large part of assessing field equipment for need of replacement or repair.
- The review of existing infrastructure is constantly being conducted through Operator inspections and maintenance activities.
- In the event an operator deems it necessary to have a minor piece of equipment replaced or repaired, he/she shall initiate a work order through the CMMS.
- If the Manager of Water and Sewer is unable to approve the replacement due to operational budget constraints, he/she will bring the replacement need to the attention of the Manager of Development and Compliance.
- If replacement of the piece of equipment is an immediate need, the Manager of Development and Compliance will initiate discussions with the Owner or Owner Rep. immediately, in order to get the funding necessary to make the replacement.
- If replacement of the piece of equipment is of lower priority, the Manager of Development and Compliance will add the need to the listing of projects used to inform the 10-year capital plan during the next review period.

Capital Planning
- A 10-year capital plan has been prepared for each of the systems operated and maintained by the City of St. Thomas Environmental Services Department.
- The 10-year capital plan is established, maintained and updated on an annual basis, by each systems respective owner.
- City of St. Thomas Environmental Services Department staff will identify and confirm indicators of renewal needs through a review of main breaks, pressure changes, risk assessment outcomes, and water quality complaints.
Any identified deficiencies/needs are brought to the attention of the QC and Manager of Development and Compliance.

The Manager of Development and Compliance initiates discussion with the Owner representative to request renewal/capital funds.

In addition to the OA’s identified deficiencies/needs, the Owner will also identify areas of concern within their respective system and add them to the listing.

These projects are then prioritized and included in the 10-year Capital Plan, which informs annual Capital Budget requests, to be approved by the respective systems owner.

The engineering, design, obtaining regulatory approvals and construction of approved projects are managed by the respective systems owner.

It is the Owner’s responsibility to approve, through budget approval, and initiate capital projects.

The Owner provides a briefing to the OA on the status of capital projects during Management Review.

Associated Form(s):
- Not applicable

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<td>Change in QMS Representative</td>
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<td>9</td>
<td>July 7, 2016</td>
<td>Removed Foreman as position eliminated</td>
</tr>
<tr>
<td>10</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Separated review and provision and maintenance, renewal and rehab from a combined procedure. Updated format, significant changes to both procedures during transition to 2.0 to strengthen and more effectively meet the standards intent.</td>
</tr>
</tbody>
</table>
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
This procedure describes the actions and responsibilities that ensure control of all operations through maintenance activities. This includes planned preventive maintenance, unscheduled or upset maintenance, rehabilitation and renewal.

Procedure:

Maintenance Programs:

Scheduled Maintenance – All Systems
- The QC has the overall responsibility for managing maintenance activities
- Regularly scheduled maintenance activities and required frequencies, as recommended by the supplier, distributor, or industry contacts, are programmed into the Computerized Maintenance Management System.
- On a monthly basis, the MMS Coordinator prints out the work orders that are due to be completed for the upcoming month and places them in the folders in the PW office, for completion.
- On a regular basis, maintenance personnel retrieve the work orders to be completed, plan the maintenance activities and distribute the work accordingly
- When the scheduled activities are complete, the Work Orders are filled out by the Operator and submitted to the MMS Coordinator so that they may update the CMMS.

Below is a brief description of scheduled Maintenance Programs in place:

Life Cycle Maintenance Program – All Systems- The Supervisory Control and Data Acquisition (SCADA) system equipment and station pumps undergo maintenance based on manufacturers’ specifications or as required by regulation.

Watermain Flushing Program – All Systems - The Watermain Flushing Program, undertaken city-wide on an annual basis, helps to maintain drinking water quality. Flushing is completed by forcing water through watermains at a high speed and discharging it through hydrants. This fast-moving water flow scours and cleans out mineral deposits and sediment that have built up over time and settled at the bottom of the pipes. Residents are notified during watermain flushing and may experience a temporary discolouration of water while the watermain is being flushed.

Hydrant Exercising Program – All Systems - Fire Fighters depend on properly working hydrants with adequate pressure and water flow. The Hydrant Exercising Program, run in connection with the Watermain Flushing...
Program, provides an opportunity to check the volume of water as well as pressure that is available at each hydrant. This data is utilized to calibrate the computerized water system model. The hydrant’s mechanical operation is also checked to ensure it will be in working order when needed.

Valve Exercising Program – All Systems- The purpose of the Valve Exercising Program is to exercise main line valves throughout the distribution system to assure reliable operation in emergency situations and maintain water quality. Each valve is operated through a full cycle and returned to its normal position. Valves are exercised on a regular cycle that is designed to prevent a buildup of rust in the pipes as a result of corrosion or other mineral deposits that could render the valve inoperable or prevent a tight shutoff.

Leak Detection Program – All Systems- Water lost after treatment and pressurization, but before delivery for the intended use, is water, money and energy wasted. The Leak Detection Program is an on-going program aimed at identifying and repairing any sources of leaks within the distribution system. Every 2nd year a contractor is procured to evaluate the entire drinking water system for leaks and provide a prioritized listing of identified leak locations and recommended repair method, which are used to inform the repair schedule.

Backflow Prevention Program – All Systems- Industrial and commercial customers considered severe or moderate risk facilities (as described in CAN/CSA-B64.10-01) connected to the municipal drinking water system introduce a risk of back-flowing or back-siphoning contaminants into the drinking water system. The Building Code requires that these types of facilities install testable backflow prevention devices. The City of St. Thomas Water Use By-law requires customers with testable backflow prevention devices have them tested on an annual basis by a qualified contractor and submit a satisfactory test report to the Environmental Coordinator, who oversees the Program.

Unscheduled Maintenance -

- The QC or designate has the overall responsibility for managing unscheduled maintenance as per operational requirements
- Unscheduled maintenance is recorded in the CMMS.
- Should unscheduled maintenance be required, the QC re-organizes the Operator’s planned activities to include the unscheduled activities
- Priority of unscheduled activities is determined by the QC or designate
- For maintenance duties of a critical or urgent nature that are found in the field, the Operator contacts the QC directly for immediate assistance
- When an unscheduled activity is complete, the Work Order is completed by the Operator to whom the Work Order is assigned and submitted to the MMS
- If unscheduled maintenance is of a critical or urgent nature, the CMMS Work Order will be generated after the work is completed

Rehabilitation & Renewal:

Watermain Lining Program – An annual program for the cleaning and relining of existing watermains on streets throughout the City to maintain flow capacity and provide safe, cost effective water. Relining water main allows us to rehabilitate aging pipes while minimizing service interruption and nuisance to residents. Instead of digging up the road along the entire length of the water main, watermain lining can be completed with the use of excavated ‘pits’ to access the main at strategic locations.

Service Replacement Program – Homeowners who wish to have their substandard service line (lead or galvanized piping) replaced may participate in the on-going Service Replacement Program. This program requires the homeowner to replace the portion of the substandard service that is on their property (from the water meter in the basement, out to the property line). Once this has been completed, the City will replace the portion on public property at no cost to the homeowner.
Monitoring the Effectiveness of Infrastructure, Maintenance, Rehabilitation and Renewal Programs
- The Manager of Development and Compliance completes a minimum yearly periodical review of a summary of scheduled and unscheduled maintenance activities, open, closed and overdue work orders, which are provided by the QC.
- The Manager of Development and Compliance interviews the QC to determine if the frequency of maintenance or the maintenance program on infrastructure can be improved or adjusted.
- The Manager of Development and Compliance reports this information to the owner during Management Review and provides recommendations.

Associated Form(s):
- Not applicable

Table of Revisions

<table>
<thead>
<tr>
<th>Revision #</th>
<th>Date</th>
<th>Description of Revision</th>
</tr>
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<tr>
<td>9</td>
<td>July 7, 2016</td>
<td>Removed Foreman as position eliminated</td>
</tr>
<tr>
<td>10</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Separated review and provision and maintenance, renewal and rehab from a combined procedure. Updated format, significant changes to both procedures during transition to 2.0 to strengthen and more effectively meet the standards intent.</td>
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Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
This procedure describes the sampling, testing and monitoring programs for the water systems operated by the City of St. Thomas Environmental Services.

Procedure:

Continuous Monitoring
- The water systems operated and maintained by the City of St. Thomas Environmental Services are monitored 24 hours a day, 7 days a week by a computerized Supervisory Control And Data Acquisition (SCADA) system displayed at the PW building.
- SCADA is equipped to monitor flow, chlorine residual, pressure and pH at various locations and has been programmed to respond automatically to certain instances (ie. System pressure decrease → increase pump output) and annunciate an alarm for Operator response to other instances (ie. Low chlorine residual).

Alarm Response
- When the SCADA system detects a reading outside of pre-set alarm setpoints, an alarm will sound at the SCADA system and annunciate the alarm through a call to the on-call cell.
- If alarm is not acknowledged, SCADA moves through the pre-programmed sequence below:
  - On-call operator call
  - On-call operator text
  - If the above go unresolved for 1 hour - Manager cell call
  - Manager cell text
- If the system proceeds through the entire sequence and the alarm remains unacknowledged, the sequence begins again.
- The Operator can verify the alarm by performing a manual lab test
- The manual lab tests have priority over the SCADA analyzers

Trend Reviews
- Each day, Monday to Friday, the QC retrieves the reports, reviews, digitally signs the previous days trends.
- A trend report is generated each day for the following monitoring locations and data:

<table>
<thead>
<tr>
<th>Monitoring Station</th>
<th>Trends Reported</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Chamber</td>
<td>Free Chlorine Residual, Flow, Pressure</td>
<td>Monitor WQ and volume into Secondary from Primary</td>
</tr>
<tr>
<td>West Chamber</td>
<td>Free Chlorine Residual, Flow, Pressure</td>
<td>Monitor WQ and volume into</td>
</tr>
</tbody>
</table>
In the event that the report indicates a value that is not within regulatory or operational limits, the QC will investigate the event by reviewing the logbook to ensure the event was adequately addressed.

The QC makes comments on the reports, providing a reasoning for any irregular reading, signs and dates the report digitally.

The trend reports are filed electronically within the SCADA computer system.

Station Checks
- An Operator shall complete a visit to each of the various monitoring stations at a minimum, once per week.
- All visits to a station shall be documented within the station logbook.
- The conditions displayed on the analyzers within the station shall be recorded at the time of the first visit to the station on any given day.

Operational Checks:
- Operational Checks are conducted in accordance with Ontario Regulation 170/03.
- Distribution Free Chlorine checks are combined with microbiological testing requirements and are recorded on the chain of custody for the samples taken.
- In order to comply with 170/03 checks, the samples must be collected on two days of the week, at least 48 hours apart.
- Samples are normally collected on Mondays and Wednesdays or before Friday should a holiday occur on the Monday.

Water Quality Testing
- Samples are collected and shipped in accordance with sampling instructions supplied by the receiving laboratory.
- All regulatory required analysis shall be conducted by an independent, MECP licenced, CALA/SCC accredited laboratory.
- All sampling requirements are tracked through the use of the CMMS.
- Operators are prompted to collect the samples through a work order generated by the CMMS.
- The QC is responsible for ensuring all chemical sampling requirements are accurately programmed into the CMMS.
- If samples are required to be tested outside of the lab’s regular hours, then arrangements must be made in advance by calling the 24 hour after hour number provided by the lab, listed in the Essential Supplies and Services Procedure (DW-ADMIN-800).
- During the holiday season, staff may deliver emergency samples to the accredited laboratory, providing that the lab is notified using the 24 hour after hour number.

Sample Submission - Chain of Custodies (C of C):
  - Operators collect microbiological or chemical samples in the appropriate bottles and send the samples to the accredited laboratory, as listed in the Essential Supplies and Services Procedure (DW-ADMIN-800).
The Operator collecting the sample is responsible for accurately completing the C of C form required by the laboratory for sample submission.

- All information required as per the legislation must be included on the C of C forms, any samples not submitted must be crossed off the C of C with a single line.
- A copy of each C of C shall be made prior to delivery to the lab, the copy of the C of C is provided to the WT.

**Microbiological Testing:**
- On a weekly basis, the following number of bacteriological samples, at a minimum, are to be taken from the respective water systems.
- Free chlorine residual checks shall be taken at the same time and from the same location as each microbiological sample collected and recorded on the C of C.

<table>
<thead>
<tr>
<th>Water System</th>
<th>Serviced Population</th>
<th>Minimum # of Distribution Samples</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Thomas Secondary</td>
<td>&lt;8000</td>
<td>2 (8 monthly)</td>
</tr>
<tr>
<td>St. Thomas Distribution</td>
<td>38,900</td>
<td>12 (46 monthly)</td>
</tr>
<tr>
<td>Southwold – Lynhurst</td>
<td>N/A</td>
<td>1 sample monthly</td>
</tr>
<tr>
<td>Central Elgin – S.T. Suburban Area</td>
<td>N/A</td>
<td>1 sample weekly</td>
</tr>
</tbody>
</table>

- All submitted samples are tested for E. coli, total coliform, background and heterotrophic plate count (HPC) bacteria.

**Chemical Testing**
- Chemical Testing is conducted as required in Schedule 13 of Ontario Regulation 170/03.
- **Trihalomethane (THM) and HAA (Haloacetic Acid) Sampling and Reporting:**
  - THM samples are to be taken from the furthest point(s) in the respective distribution system, as this is the condition most challenging to the systems.
  - Samples are to be collected from the following locations for each respective system:

<table>
<thead>
<tr>
<th>Water System</th>
<th>THM Sample Location</th>
<th>HAA Sample Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Thomas Secondary</td>
<td>Ford Meter Pit East Chamber</td>
<td>East Chamber</td>
</tr>
<tr>
<td>St. Thomas Distribution</td>
<td>Parkside Collegiate Albert Roberts</td>
<td>Albert Roberts</td>
</tr>
<tr>
<td>Southwold – Lynhurst</td>
<td>No sampling requirement</td>
<td>No sampling requirement</td>
</tr>
<tr>
<td>Central Elgin – S.T. Suburban Area</td>
<td>No sampling requirement</td>
<td>No sampling requirement</td>
</tr>
</tbody>
</table>

- The standard for THM’s and HAA’s are expressed as a Running Annual Average (RAA), where RAA is defined as the quarterly average of THM results for a drinking water system.
- The City of St. Thomas Environmental Services is responsible for calculating the RAA and reporting an adverse test result within 7 days of the completion of the calendar quarter that produced the adverse test result.
- Upon receipt of the THM and HAA laboratory reports, the WT calculates the RAA, per the calculations outlined in O. Reg. 170/03 and makes adverse notification, as necessary, based on the RAA.

- **Community Lead Testing:**
  - Community Lead Testing requirements for the systems operated by the City of St. Thomas Environmental Services are listed below:

<table>
<thead>
<tr>
<th>Water System</th>
<th>Schedule 15.1 requirement</th>
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<tr>
<td>St. Thomas Secondary</td>
<td>Exempt from Schedule 15.1</td>
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<tr>
<td>St. Thomas Distribution</td>
<td>Exempt from Plumbing Sampling</td>
</tr>
<tr>
<td>Southwold – Lynhurst</td>
<td>No sampling requirement</td>
</tr>
<tr>
<td>Central Elgin – S.T. Suburban Area</td>
<td>No sampling requirement</td>
</tr>
</tbody>
</table>

- Despite the exemptions to the plumbing sampling requirements for St. Thomas Distribution, the Schedule still requires that pH and alkalinity sampling takes place in each of the
sampling periods, annually; and,

- Every third year, lead sampling from distribution must take place in each of the sampling periods, this is tracked through the CMMS.
- **NOTE:** pH testing must be conducted on-site at the time of alkalinity sampling and recorded on the chain of custody.

- **Laboratory Results**
  - The QC, WT, CC, and owner receive a copy of all lab reports issued, directly from the lab.
  - The WT is responsible for reviewing the results, filing the records as per the Records Control Procedure (DW-ADMIN-200), calculating the RAA’s, where necessary, comparing the results to the MAC’s listed in O. Reg. 169/03 and making any adverse water quality reports as per the Reporting of an Adverse Sample Result Procedure (DCP-A2)
  - With the exception of THM’s and HAA’s, if the laboratory analyzes a sample and determines that the result for a certain parameter exceeds the MAC, as outlined in O.Reg. 169/03, the lab will provide immediate oral notification to the City of St. Thomas Environmental Services.
  - Upon receiving notification of an adverse result, City of St. Thomas Environmental Services staff shall refer to and follow Reporting of an Adverse Sample Result Procedure (DCP-A2) to complete the adverse report and apply any necessary corrective actions.

**Associated Form(s):**
- Not Applicable

**Table of Revisions**

<table>
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<tr>
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<tr>
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<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>7</td>
<td>June 14, 2013</td>
<td>Samples are no longer delivered by courier, but by operational city staff, replaced analyze with performed</td>
</tr>
<tr>
<td>8</td>
<td>June 29, 2015</td>
<td>Change in Top Management</td>
</tr>
<tr>
<td>9</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative</td>
</tr>
<tr>
<td>10</td>
<td>July 7, 2016</td>
<td>Removed reference to filing of hard copies and removed Foreman as position eliminated</td>
</tr>
<tr>
<td>11</td>
<td>January 30, 2018</td>
<td>Removed reference to Watertrax as program no longer used and changed City logo</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Updated format, amalgamated 4 procedures we were carrying. Significant changes throughout to improve clarity and function of the procedure.</td>
</tr>
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Appendix M

~ Equipment Calibration Procedure (DW-ADMIN-1100) ~
~ Equipment Listing (DWF-ADMIN-1100) ~
**Drinking Water Quality Management System**

<table>
<thead>
<tr>
<th>PROCEDURE TITLE: EQUIPMENT CALIBRATION</th>
<th>PROCEDURE NO.: DW-ADMIN-1100</th>
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<tr>
<td>EFFECTIVE DATE: JANUARY 1, 2019</td>
<td>DWQMS REFERENCE: 17</td>
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<td>REVISION: 2.0</td>
<td>REVIEW FREQUENCY: ANNUALLY</td>
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<tr>
<td>APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ST. THOMAS SECONDARY</th>
<th>ST. THOMAS DISTRIBUTION</th>
<th>SOUTHWOLD DISTRIBUTION</th>
<th>CENTRAL ELGIN DISTRIBUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

**Scope:**
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

**Purpose:**
This procedure describes when, how and by what method monitoring equipment is verified/calibrated for the drinking water systems operated by The City of St. Thomas Environmental Services Dept..

**Procedure:**

**Equipment Requiring Calibration**
- All equipment requiring calibration on all systems operated by the City of St. Thomas Environmental Services are listed in the Equipment Listing. (DWF-ADMIN-1100).
- The Equipment Listing (DWF-ADMIN-1100) lists the equipment make, model, serial number, frequency of calibration and an indication of which operating authority is responsible for the equipment’s calibration.
- The CMMS is utilized to track calibration requirements.

**Verifications**
- Online Chlorine residual analyzers are verified by Operating Authority staff on a regular basis, by comparing a grab sample analyzed with a pocket colorimeter with the on-line analyzers reading.
- If the analyzer is found to have drifted out of calibration, the operator adjusts the analyzer to meet the results displayed on the pocket colorimeter and records the “as found” and “as left” conditions in the station log book.

**Calibration**
- Calibration Service providers (listed in the Essential Supplies and Services Procedure (DW-ADMIN-800)). Are utilized to complete all formal equipment calibrations.
- The QC is responsible for ensuring the contractor calibrates all equipment at the required frequency, and within the calibration period
- Equipment User Manuals, maintained by the QC, or legislated requirements are used to determine the required calibration frequency.
- Calibrations are performed as described in the equipment’s User Manual. If calibration instructions are not present, the contractor shall research and document the most appropriate calibration method for the piece of equipment.
- Calibrations must be documented on a calibration report. The QC is responsible for ensuring the calibration reports provided by the contractor contain all necessary information.
- Contractors provide the calibration reports to the QC for review.
- The QC is responsible for ensuring any deficiencies identified are suitably addressed.
Associated Form(s):
- Equipment Listing (DWF-ADMIN-1100)

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</tr>
<tr>
<td>8</td>
<td>July 7, 2016</td>
<td>Combined schedule and calibration work to be generated by the Foreman and changed calibration sheet to calibration record and removed Foreman as position has been eliminated</td>
</tr>
<tr>
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<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Format change. Amalgamated procedure from 4 OP’s we were carrying. Introduced Equipment Listing (DWF-ADMIN-1100)</td>
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</tbody>
</table>
# Drinking Water Quality Management System

**PROCEDURE TITLE:** EQUIPMENT LISTING  
**PROCEDURE NO.:** DWF-ADMIN-1100  
**EFFECTIVE DATE:** JANUARY 1, 2019  
**REVISION #:** 2.0  
**APPROVED BY:** MANAGER OF DEVELOPMENT AND COMPLIANCE  

**DWQMS REFERENCE:** 17  
**REVIEW FREQUENCY:** ANNUALLY

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<tr>
<th>Analyzer Type</th>
<th>Location</th>
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<th>Serial #</th>
<th>Range</th>
<th>Responsibility</th>
<th>Frequency</th>
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<td>Chlorine</td>
<td>Albert Roberts</td>
<td>PROMINENT DICAW1C11001G00E</td>
<td>2009074425</td>
<td>0 - 2.0 mg/L</td>
<td>St. ES</td>
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<td>St. ES</td>
<td>Annual</td>
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<tr>
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<td>2094</td>
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<td>East Chamber - Outlet</td>
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<td>0-100</td>
<td>St. ES</td>
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<td>St. ES</td>
<td>Annual</td>
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</table>
Appendix N

~ Emergency Management – See Emergency Plan Binder ~
Appendix O

~ Internal Auditing Procedure (DW-ADMIN-1200) ~
~ Internal Audit Plan Template (DWF-ADMIN-1200) ~
~ Internal Audit Opening/Closing Meeting Form (DWF-ADMIN-1201) ~
~ Internal Audit Checklist (DWF-ADMIN-1202) ~
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
This procedure defines the mechanism for the planning and implementation of internal Drinking Water Quality Management System (DWQMS) audits

Procedure:

Auditor Qualifications:
- Internal audits shall be conducted by persons approved by the QMS Representative and having the qualifications outlined in the Training Needs Matrix (DWF-ADMIN-502).

Frequency and Scope:
- Internal audits, covering all elements of the DWQMS, shall be conducted at least once per calendar year.
- At the discretion of the QMS Representative, Internal audits may be broken down into a series of audits, covering a number of elements on each date.
- Elements or processes that required a corrective action to correct a non-conformance in one year's internal and/or external audits shall be scheduled to be audited twice in the following year.
- The internal auditing schedule is prepared early each year and is maintained by the CC.
- Revisions to the audit schedule may be made based on the results of prior audits.

Audit Preparation:
- Internal auditors shall review the DWQMS and previous internal and third-party audit reports in preparation for the audit.
- At least 2 weeks prior to the scheduled audit date, the Internal Auditor shall distribute an audit plan to the QMS Representative, CC and QC, as applicable.
- An Audit Plan Template (DWF-ADMIN-1200) is maintained as part of the QMS.

Conducting the Audit:
- The internal auditors shall conduct an opening meeting of the internal audit.
- The opening meeting allows for the introduction of the audit team and establishment the importance of the audit process.
- The opening meeting is open to all staff and management, however, only the QMS Representative, QC and the auditor(s) are required to be present.
- Attendees of the opening and closing meetings shall sign the Internal Audit Opening/Closing
The Internal Audit Opening/Closing Meeting Form (DWF-ADMIN-1201) is retained by the Lead Auditor. The criteria for the audit shall be the Drinking Water Quality Management Standard, as amended from time to time. The Internal Audit Checklist (DWF-ADMIN-1202) shall be used by the internal auditor as a guideline and for record keeping purposes for conducting the interviews and document review during the audit. Auditors shall record audit information, including areas visited, items checked, individuals interviewed, documents or records reviewed, and concerns identified. Auditors shall promptly notify the QC, CC or QMS Representative of any possible regulatory non-compliance identified. Upon completion of an internal audit, the auditors shall review their findings together, and the Lead Auditor shall decide on non-conformances and opportunities for improvement. A closing meeting may be held, where the Lead Auditor presents their findings.

Audit Reporting/Follow-up:
- Completed Internal Audit Checklists (DWF-ADMIN-1202) are retained by the auditor(s).
- The Lead Auditor shall prepare a report of the findings, or forward a completed copy of the Internal Audit Checklist (DWF-ADMIN-1202) with all areas completed.
- The Lead Auditor shall submit the final report to the QMS Representative and the QC within 30 days of the audit.
- The QC and/or QMS Representative shall handle the identified non-conformances or opportunities for improvement by following the "Corrective and Preventative Action" procedure (DW-ADMIN-1400).

Reporting Audit Findings:
- The QMS Representative shall present the audit findings and any remedial actions taken to the owner of the respective drinking water system during the annual management review meeting.

Associated Form(s):
- Audit Plan Template (DWF-ADMIN-1200)
- Internal Audit Opening/Closing Meeting Form (DWF-ADMIN-1201)
- Internal Audit Checklist (DWF-ADMIN-1202)

Table of Revisions

<table>
<thead>
<tr>
<th>Revision #</th>
<th>Date</th>
<th>Description of Revision</th>
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<tbody>
<tr>
<td>5</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>6</td>
<td>June 14, 2013</td>
<td>Removed for completeness, no areas in the check list may be left blank, If an item is not evaluated, it is marked 'NE', If it is not applicable, it is marked 'NA', as audits may be a process audit or element and varies accordingly</td>
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<tr>
<td>7</td>
<td>June 12, 2014</td>
<td>Removed providing report to Council</td>
</tr>
<tr>
<td>8</td>
<td>June 29, 2015</td>
<td>Change in Top Management</td>
</tr>
<tr>
<td>9</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative</td>
</tr>
<tr>
<td>10</td>
<td>January 30, 2018</td>
<td>Change in City Logo</td>
</tr>
<tr>
<td>11</td>
<td>April 18, 2018</td>
<td>Change in Auditors training requirements</td>
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<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Several changes in procedure and its format during transition to DWQMS 2.0. Audit checklist updated to reflect DWQMS 2.0 and brought under control of the system. Introduced Audit Plan and Opening/Closing Meeting forms. Introduced concept of doubling up audits on NC’s in previous audits.</td>
</tr>
</tbody>
</table>
**Objective:** To verify the City of St. Thomas Environmental Services conformance with the Drinking Water Quality Management Standard.

**Criteria:** Drinking Water Quality Management Standard 2.0 – Final version as posted on Ontario’s Environmental Registry

**Scope:** All municipal drinking water systems operated and maintained by the City of St. Thomas Environmental Services Department.

**Audit Type:** Internal

**Auditor(s):** First Last Name (Lead);  First Last Name

**Audit Date(s):** Any days, Month, DD, 201X

**Day 1 AM** **Day 1 PM** **Day 2 AM** **Day 2 PM**

<table>
<thead>
<tr>
<th>Opening Meeting</th>
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<tbody>
<tr>
<td>Document Review: Policy &amp; Manual; procedures and Records</td>
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<tr>
<td>Interviews</td>
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<td>Review</td>
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<tr>
<td>Closing Meeting</td>
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**Documentation:**
- Quality Policy
- Quality Management System Manual and Procedures
- Emergency Response Plan
- Hazard Analysis
- Supporting Records (Training, External Communications, Calibrations, Maintenance, others as required)
- Reports from previous QMS audits
- Management Review Minutes
- Corrective Action Forms

**Note:** The audit will be conducted through a review of a sampling of documents, limited interviews and observations by the auditor to demonstrate conformance with the Drinking Water Quality Management Standard (DWQMS). The review and audit should not be construed as a complete and comprehensive review of all elements and all documentation.
# Drinking Water Quality Management System

**PROCEDURE TITLE:** INTERNAL AUDIT  
**OPENING/CLOSING MEETING FORM**

<table>
<thead>
<tr>
<th>PROCEDURE NO.: DWF-ADMIN-1201</th>
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<tbody>
<tr>
<td>EFFECTIVE DATE: JANUARY 1, 2019</td>
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<tr>
<td>REVISION #: 2.0</td>
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<td>REVIEW FREQUENCY: ANNUALLY</td>
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**APPROVED BY:** MANAGER OF DEVELOPMENT AND COMPLIANCE

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<tr>
<th>ST. THOMAS SECONDARY</th>
<th>ST. THOMAS DISTRIBUTION</th>
<th>SOUTHWOLD DISTRIBUTION</th>
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**OPENING MEETING:**

Date:__________________________  
Time:__________________________

**ATTENDEE(s)**

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**CLOSING MEETING:**

Date:__________________________  
Time:__________________________

**ATTENDEE(s)**

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</tbody>
</table>
Drinking Water Quality Management System

PROCEDURE TITLE: INTERNAL AUDIT CHECKLIST
PROCEDURE NO.: DWF-ADMIN-1202
EFFECTIVE DATE: JANUARY 1, 2019
DWQMS REFERENCE: 19
REVISION #: 2.0
REVIEW FREQUENCY: ANNUIALLY
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE

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DATE OF INTERNAL AUDIT:

AUDITOR NAMES:

DRINKING WATER SYSTEM(S):

AREA(S)/FACILITY VISITED:

PEOPLE INTERVIEWED:

DOCUMENTS VIEWED:
<table>
<thead>
<tr>
<th>DWQMS Requirement</th>
<th>Notes</th>
<th>Findings (see footer for definitions)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Quality Management System</strong>&lt;br&gt;PLAN - The Operational Plan shall document a Quality Management System that meets the requirements of this Standard.</td>
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<tr>
<td><strong>DO</strong> - The Operating Authority shall establish and maintain the Quality Management System in accordance with the requirements of this Standard and the policies and procedures documented in the Operational Plan.</td>
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<tr>
<td><strong>2. Quality Management System Policy</strong>&lt;br&gt;PLAN - The Operational Plan shall document a Quality Management System Policy that provides the foundation for the Quality Management System, and:&lt;br&gt;a) includes a commitment to the maintenance and continual improvement of the Quality Management System,&lt;br&gt;b) includes a commitment to the consumer to provide safe drinking water,&lt;br&gt;c) includes a commitment to comply with applicable legislation and regulations, and&lt;br&gt;d) is in a form that provides for ready communication to all Operating Authority personnel, the Owner and the public.</td>
<td></td>
<td>a)</td>
</tr>
<tr>
<td><strong>DO</strong> - The Operating Authority shall establish and maintain a Quality Management System that is consistent with the Policy.</td>
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<td>b)</td>
</tr>
<tr>
<td><strong>3. Commitment and Endorsement</strong>&lt;br&gt;PLAN - The Operational Plan shall contain a written endorsement of its contents by Top Management and the Owner.</td>
<td></td>
<td>c)</td>
</tr>
<tr>
<td><strong>DO</strong> - Top Management shall provide evidence of its commitment to an effective Quality Management System by:&lt;br&gt;a) ensuring that a Quality Management System is in place that meets the requirements of this Standard,&lt;br&gt;b) ensuring that the Operating</td>
<td></td>
<td>d)</td>
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</table>

C = Conformance      NC = Non-conformance      OFI = Opportunity for Improvement
Authority is aware of all applicable legislative and regulatory requirements, c) communicating the Quality Management System according to the procedure for communications, and d) determining, obtaining or providing the resources needed to maintain and continually improve the Quality Management System.

### 4. Quality Management System Representative

**PLAN -** The Operational Plan shall identify a Quality Management System representative.

**DO -** Top Management shall appoint, and authorize a Quality Management System representative who, irrespective of other responsibilities, shall:

- a) administer the Quality Management System by ensuring that processes and procedures needed for the Quality Management System are established and maintained,
- b) report to Top Management on the performance of the Quality Management System and any need for improvement,
- c) ensure that current versions of documents required by the Quality Management System are being used at all times,
- d) ensure that personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the subject system, and
- e) promote awareness of the Quality Management System throughout the Operating Authority.

### 5. Document and Records Control

**PLAN -** The Operational Plan shall document a procedure for document and records control that describes how:

- a) documents required by the Quality Management System are:
  - i. kept current, legible and readily identifiable
  - ii. retrievable
  - iii. stored, protected, retained and

---

C = Conformance     NC = Non-conformance     OFI = Opportunity for Improvement

**UNCONTROLLED – WHEN PRINTED** (Refer to electronic documentation to ensure most recent version is in use)
| disposed of, and  
| b) records required by the Quality Management System are:  
| i. kept legible, and readily identifiable  
| ii. retrievable  
| iii. stored, protected, retained and disposed of. | b)i.  
| b)ii.  
| b)iii. |

**DO -** The Operating Authority shall implement and conform to the procedure for document and records control and shall ensure that the Quality Management System documentation for the subject system includes:

a) the Operational Plan and its associated policies and procedures,  
b) documents and records determined by the Operating Authority as being needed to ensure the effective planning, operation and control of its operations, and  
c) the results of internal and external audits and management reviews.

### 6. Drinking-Water System

**PLAN –** The Operational Plan shall document, as applicable:

a) for the Subject System:  
   i. the name of the Owner and Operating Authority,  
   ii. if the system includes equipment that provides Primary Disinfection and/or Secondary Disinfection:  
      A. a description of the system including all applicable Treatment System processes and Distribution System components,  
      B. a Treatment System process flow chart,  
      C. a description of the water source, including:  
         I. general characteristics of the raw water supply,  
         II. common event-driven fluctuations, and  
         III. any resulting operational challenges and threats.  
   iii. if the system does not include equipment that provides Primary Disinfection or Secondary Disinfection:  
      A. a description of the system including all Distribution System components, and
<table>
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<tr>
<th>DO - The Operating Authority shall ensure that the description of the drinking-water system is kept current.</th>
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<tr>
<td><strong>7. Risk Assessment</strong></td>
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<tr>
<td><strong>PLAN</strong> – The Operational Plan shall document a risk assessment process that:</td>
</tr>
<tr>
<td>a) Considers potential hazardous events and associated hazards, as identified in the Ministry of the Environment and Climate Change document titled Potential Hazardous Events for Municipal Residential Drinking Water Systems, dated February 2017 as it may be amended. A copy of this document is available at <a href="http://www.ontario.ca/drinkingwater">www.ontario.ca/drinkingwater</a>.</td>
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<td>b) identifies additional potential hazardous events and associated hazards,</td>
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<td>c) assesses the risks associated with the occurrence of hazardous events,</td>
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<td>d) ranks the hazardous events according to the associated risk,</td>
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<tr>
<td>e) identifies control measures to address the potential hazards and</td>
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<tr>
<td>f)</td>
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<tr>
<td>Hazardous events, f) identifies Critical Control Points, g) identifies a method to verify, at least once every calendar year, the currency of the information and the validity of the assumptions used in the risk assessment, h) ensures that the risks are assessed at least once every thirty-six months, and i) considers the reliability and redundancy of equipment.</td>
</tr>
</tbody>
</table>

| DO - The Operating Authority shall perform a risk assessment consistent with the documented process. |

| 8. Risk Assessment Outcomes |

| PLAN - The Operational Plan shall document:  
| a) the identified potential hazardous events and associated hazards,  
| b) the assessed risks associated with the occurrence of hazardous events,  
| c) the ranked hazardous events,  
| d) the identified control measures to address the potential hazards and hazardous events,  
| e) the identified critical control points and their respective critical control limits,  
| f) procedures and/or processes to monitor the critical control limits,  
| g) procedures to respond to deviations from the critical control limits, and  
| h) procedures for reporting and recording deviations from the critical control limits. |

| DO - The Operating Authority shall implement and conform to the procedures. |

| 9. Organizational Structure, Roles, Responsibilities and Authorities |

| PLAN - The Operational Plan shall:  
<p>| a) describe the organizational structure of the Operating Authority including respective roles, |</p>
<table>
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<tr>
<th>responsibilities and authorities, b) delineate corporate oversight roles, responsibilities and authorities in the case where the Operating Authority operates multiple subject systems, c) identify the person, persons or group of people within the management structure of the organization responsible for undertaking the Management Review, d) identify the person, persons or group of people, having Top Management responsibilities required by this Standard, along with their responsibilities, and e) Identify the Owner of the subject system.</th>
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<tr>
<td><strong>DO</strong> - The Operating Authority shall keep current the description of the organizational structure including respective roles, responsibilities and authorities, and shall communicate this information to Operating Authority personnel and the Owner.</td>
</tr>
<tr>
<td><strong>10. Competencies</strong></td>
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<tr>
<td><strong>PLAN</strong> - The Operational Plan shall document: a) competencies required for personnel performing duties directly affecting drinking water quality, b) activities to develop and/or maintain competencies for personnel performing duties directly affecting drinking water quality, and c) activities to ensure that personnel are aware of the relevance of their duties and how they affect safe drinking water.</td>
</tr>
<tr>
<td><strong>DO</strong> - The Operating Authority shall undertake activities to: a) meet and maintain competencies for personnel directly affecting drinking water quality and shall maintain records of these activities, and b) ensure that personnel are aware of the relevance of their duties and how they affect safe drinking water, and shall maintain records of these activities.</td>
</tr>
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</table>
11. Personnel Coverage
PLAN - The Operational Plan shall document a procedure to ensure that sufficient personnel meeting identified competencies are available for duties that directly affect drinking water quality.

DO - The Operating Authority shall implement and conform to the procedure.

12. Communications
PLAN - The Operational Plan shall document a procedure for communications that describes how the relevant aspects of the Quality Management System are communicated between Top Management and:
   a) the Owner,
   b) Operating Authority personnel,
   c) Suppliers that have been identified as essential under Plan (a) of Element 13 of this Standard, and,
   d) the public.

DO - The Operating Authority shall implement and conform to the procedure.

13. Essential Supplies and Services
PLAN - The Operational Plan shall:
   a) identify all supplies and services essential for the delivery of safe drinking water and shall state, for each supply or service, the means to ensure its procurement, and
   b) include a procedure by which the Operating Authority ensures the quality of essential supplies and services, in as much as they may affect drinking water quality.

DO - The Operating Authority shall implement the procedure.

14. Review and Provision of Infrastructure
PLAN – The Operational Plan shall document a procedure for reviewing the adequacy of the infrastructure necessary to operate and maintain the Subject System that:
   a) Considers the outcomes of the risk assessment documented under
| Element 8, and |  |
| b) Ensures that the adequacy of the infrastructure necessary to operate and maintain the Subject System is reviewed at least once every Calendar Year. | b) |

**DO -** The Operating Authority shall implement and conform to the procedure and communicate the findings of the review to the Owner.

15. Infrastructure Maintenance, Rehabilitation and Renewal

**PLAN –** The Operational Plan shall document:

a) a summary of the Operating Authority’s infrastructure maintenance, rehabilitation and renewal programs for the Subject System, and

b) a long term forecast of major infrastructure maintenance, rehabilitation and renewal activities.

**DO –** The Operating Authority shall:

a) keep the summary of the infrastructure maintenance, rehabilitation and renewal programs current,

b) ensure that the long term forecast is reviewed at least once every Calendar Year,

c) communicate the programs to the Owner, and

d) monitor the effectiveness of the maintenance program.

16. Sampling, Testing and Monitoring

**PLAN -** The Operational Plan shall document:

a) a sampling, testing and monitoring procedure for process control and finished drinking water quality including requirements for sampling, testing and monitoring at the conditions most challenging to the subject system,

b) a description of relevant sampling, testing or monitoring activities that take place upstream of the subject system, and

c) a procedure that describes how sampling, testing and monitoring results are recorded and shared between the Operating Authority and the Owner, where applicable.
<p>| | |</p>
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<tr>
<td><strong>DO</strong> - The Operating Authority shall implement and conform to the procedures.</td>
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<tr>
<td><strong>17. Measurement and Recording Equipment Calibration and Maintenance</strong>&lt;br&gt;<strong>PLAN</strong> - The Operational Plan shall document a procedure for the calibration and maintenance of measurement and recording equipment.</td>
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<td><strong>DO</strong> - The Operating Authority shall implement and conform to the procedure.</td>
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<tr>
<td><strong>18. Emergency Management</strong>&lt;br&gt;<strong>PLAN</strong> - The Operational Plan shall document a procedure to maintain a state of emergency preparedness that includes:&lt;br&gt;a) a list of potential emergency situations or service interruptions,&lt;br&gt;b) processes for emergency response and recovery,&lt;br&gt;c) emergency response training and testing requirements,&lt;br&gt;d) Owner and Operating Authority responsibilities during emergency situations,&lt;br&gt;e) references to municipal emergency planning measures as appropriate, and&lt;br&gt;f) an emergency communication protocol and an up-to-date list of emergency contacts.</td>
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<tr>
<td><strong>DO</strong> - The Operating Authority shall implement and conform to the procedure.</td>
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<tr>
<td><strong>19. Internal Audits</strong>&lt;br&gt;<strong>PLAN</strong> - The Operational Plan shall document a procedure for internal audits that:&lt;br&gt;a) evaluates conformity of the QMS with the requirements of this Standard,&lt;br&gt;b) identifies internal audit criteria, frequency, scope, methodology and record-keeping requirements,&lt;br&gt;c) considers previous internal and external audit results, and&lt;br&gt;d) describes how Quality Management System corrective actions are identified and initiated.</td>
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<tr>
<td><strong>DO</strong> - The Operating Authority shall implement and conform to the procedure and shall ensure that internal audits are conducted at least once every calendar year.</td>
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<tr>
<th><strong>20. Management Review</strong></th>
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<tr>
<th><strong>PLAN</strong> - The Operational Plan shall document a procedure for management review that evaluates the continuing suitability, adequacy and effectiveness of the Quality Management System and that includes consideration of:</th>
</tr>
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</table>

| a) incidents of regulatory non-compliance, |
| b) incidents of adverse drinking-water tests, |
| c) deviations from critical control point limits and response actions, |
| d) the effectiveness of the risk assessment process, |
| e) internal and third-party audit results, |
| f) results of emergency response testing, |
| g) operational performance, |
| h) raw water supply and drinking water quality trends, |
| i) follow-up on action items from previous management reviews, |
| j) the status of management action items identified between reviews, |
| k) changes that could affect the Quality Management System, |
| l) consumer feedback, m) the resources needed to maintain the Quality Management System, |
| n) the results of the infrastructure review, |
| o) Operational Plan currency, content and updates, and |
| p) staff suggestions. |

<table>
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<tr>
<th><strong>DO</strong> - Top Management shall implement and conform to the procedure and shall:</th>
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| a) ensure that a management review is conducted at least once every calendar, |
| b) consider the results of the |
management review and identify deficiencies and actions items to address the deficiencies, c) provide a record of any decisions and action items related to the management review including the personnel responsible for delivering the action items and the proposed timelines for their implementation, d) report the results of the management review, the identified deficiencies, decisions and action items to the Owner.

### 21. Continual Improvement PLAN –

The Operating Authority shall develop a procedure for tracking and measuring continual improvement of its Quality Management System by:

a) reviewing and considering applicable best management practices, including any published by the Ministry of the Environment and Climate Change and available on www.ontario.ca/drinkingwater, at least once every thirty-six months;

b) documenting a process for identification and management of Quality Management System Corrective Actions that includes:

i. investigating the cause(s) of an identified non-conformity,

ii. documenting the action(s) that will be taken to correct the non-conformity and prevent the non-conformity from re-occurring, and

iii. reviewing the action(s) taken to correct the non-conformity, verifying that they are implemented and are effective in correcting and preventing the re-occurrence of the non-conformity.

c) documenting a process for identifying and implementing Preventive Actions to eliminate the occurrence of potential non-conformities in the Quality Management System that includes:

i. reviewing potential non-conformities that are identified to determine if preventive actions may
be necessary,  
ii. documenting the outcome of the review, including the action(s), if any, that will be taken to prevent a non-conformity from occurring, and  
iii. reviewing the action(s) taken to prevent a non-conformity, verifying that they are implemented and are effective in preventing the occurrence of the non-conformity.

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<tr>
<th>DO- The Operating Authority shall strive to continually improve the effectiveness of its Quality Management System through the use of corrective actions.</th>
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<td>c) ii.</td>
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<tr>
<td>c) iii.</td>
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Appendix P

~ Management Review Procedure (DW-ADMIN-1300) ~
Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:
This procedure describes the process of conducting a Drinking Water Quality Management System (DWQMS) management review.

Procedure:
The DWQMS is reviewed by Top Management, to stay informed and to ensure that:

- The system is suitable to the operations,
- Adequately managing quality issues,
- Performing this management effectively, and that
- Adequate resources are provided

If Top Management determines the DWQMS is not meeting any of these four criteria, corrective or preventive actions are identified to make the changes that are recommended and resources necessary for their implementation are allocated.

Participants
The attendees of management review meeting for each of the systems operated by the City of St. Thomas Environmental Services are as follows:

<table>
<thead>
<tr>
<th>St. Thomas Secondary</th>
<th>St. Thomas Distribution</th>
<th>Southwold Distribution</th>
<th>Central Elgin Distribution</th>
</tr>
</thead>
</table>

Other participants may be added at the discretion of the QMS Representative.
The meeting is chaired by the QMS Representative.

Frequency Of Management Reviews
- Management Review shall be conducted at least once per calendar year.
- Management Review can be conducted on a more frequent basis, at the discretion of the QMS Rep., however, all topics of discussion must be covered at least once per calendar year.
Discussion Topics

- The QMS representative is the chair of the management review meeting and is responsible for scheduling and arranging for a meeting location, as well as collecting, summarizing and providing the date for discussion and preparing meeting minutes.
- Prior to the management review meeting, the QMS Rep shall provide a meeting agenda and summary of the pertinent information to the respective participants.
- Discussion items that are permanently on the agenda shall include:
  a) Incidents of regulatory non-compliance
  b) Incidents of adverse drinking-water tests
  c) Deviations from critical control point limits and response actions
  d) The effectiveness of the risk assessment process
  e) Internal and third-party audit results
  f) Results of emergency response testing
  g) Operational performance
  h) Raw water supply and drinking water quality trends
  i) Follow-up on action items from previous management reviews
  j) The status of management action items identified between reviews
  k) Changes that could affect the Quality Management System
  l) Consumer feedback
  m) The resources needed to maintain the Quality Management System
  n) The results of the infrastructure review
  o) Operational Plan currency, content and updates
  p) Staff suggestions
- Other relevant and valuable discussion items may be added to the listing, at the discretion of the QMS Representative.
- If further information is required on specific discussion topics, a follow-up meeting shall be held as soon as practicable to provide the information.

Deficiencies, Decisions and Action Items

- Deficiencies, decisions and action items stemming from management review shall be documented in the meeting minutes. The personnel responsible for action items and the proposed timelines for their completion shall be recorded within the management review minutes.
- The QMS Rep is responsible for taking and distributing meeting minutes.
- Deficiencies, identified through management review shall be addressed through the assignment of corrective or preventative action items.
- Action items, identified during management review shall be regarded as corrective or preventative actions, as appropriate, and shall be tracked as per the Corrective and Preventative Action Procedure (DW-ADMIN-1400).

Record Keeping and Communication of Results to Owner

- Management Review meeting minutes are filed and maintained as per the Records Control Procedure (DW-ADMIN-200).
- Distribution of Minutes of Management Review meetings for each of the systems are as follows:
  o **St. Thomas Secondary**: QMS Rep. forwards to CC and Owner Rep. who forwards to Board of Management.
  o **St. Thomas Distribution**: QMS Rep. forwards to CC and Owner Rep. who forward to St. Thomas Mayor and Council.
  o **Southwold Distribution**: QMS Rep. forwards to CC and Owner Rep. who forwards to Southwold Mayor and Council.
  o **Central Elgin**: QMS Rep. forwards to CC and Owner Rep. who forwards to Central Elgin Mayor and Council.
Associated Form(s):
- Not Applicable

Table of Revisions

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<tr>
<th>Revision #:</th>
<th>Date</th>
<th>Description of Revision</th>
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<tbody>
<tr>
<td>5</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
</tr>
<tr>
<td>6</td>
<td>January 7, 2015</td>
<td>Replace management review meeting requirements with direct wording from the DWQMS</td>
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<tr>
<td>7</td>
<td>June 29, 2015</td>
<td>Change in Top Management</td>
</tr>
<tr>
<td>8</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative</td>
</tr>
<tr>
<td>9</td>
<td>June 29, 2016</td>
<td>Removed additional item reviewed that were previously mentioned in the required items to be reviewed</td>
</tr>
<tr>
<td>10</td>
<td>June 29, 2017</td>
<td>Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard</td>
</tr>
<tr>
<td>11</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
</tr>
<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Procedure format change. Significant changes to entire procedure for clarity, following review for DWQMS 2.0 implementation.</td>
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</table>
Appendix Q

~ Corrective and Preventative Action Procedure (DW-ADMIN-1400) ~

~ Corrective and Preventative Action Form (DWF-ADMIN-1400) ~

~ Root Cause Codes (DWF-ADMIN-1401) ~
## Scope:
This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

## Purpose:
This procedure defines the responsibilities and process for identifying and investigating non-conformances, for taking action to mitigate any negative impacts caused, and for applying corrective and preventative actions. This procedure also deals with preventative actions initiated independently – not originating from a non-conformance or corrective action.

## Procedure:

### Continual Improvement
- As stated in the DWQMS policy, The City of St. Thomas Environmental Services, in its role as an Operating Authority is committed to the continual improvement of the DWQMS.
- Opportunities for continual improvement of the DWQMS can be identified through numerous avenues.
- This procedure can be followed in order to implement continual improvement initiatives stemming from any source, however, the procedure must be applied to findings/action items stemming from following:
  - Staff Observations/Recommendations – reported using a Corrective Action Form (DWF-ADMIN-1400)
  - Internal and/or External Audits
  - Ministry of Environment, Conservation and Parks (MECP) Inspections
  - Management Review Meetings
  - Review of Emergency Responses and other incidents of concern
  - Review of applicable industry Best Management Practices
- Action items may not be assigned as a result of some findings, however, their consideration and reasons for not moving forward with implementation should be documented in the Corrective Action Tracking Spreadsheet.

### Best Management Practices
Awareness of industry best practices may occur through various avenues, including but not limited to:
- attending the annual DWQMS workshop facilitated by the Walkerton Clean Water Centre, when feasible;
- communicating with peers through reviewing and contributing to discussions on the Municipal Water Wastewater Regulatory Committee (MWWRC) online forum, http://municipaldrinkingwater.ning.com/, as appropriate;
- attending the quarterly MWWRC meeting, when feasible;
- discussing best management practices with neighboring municipalities and water Boards;
- any other means (e.g. staff suggestions).

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**UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)**
BMPs cited in MECP Inspection Reports, or published by the MECP and available at www.ontario.ca/drinkingwater; Review and consideration of industry Best Management Practices (BMPs) should occur as the BMP’s are identified through the above avenues. At a minimum, at least once every thirty-six months, the QC/CC and QMS Rep. shall review the BMP’s published by the MECP, available at www.ontario.ca/drinkingwater, record the consideration of each BMP in the Corrective Action Tracking Spreadsheet, implementing items where value is deemed.

Reporting Observations
- DWQMS non-conformances, non-compliances, and preventative actions shall be reported to the QC, CC or QMS Representative.
- If the initial observer is employed by the City of St. Thomas, the observer shall initiate a Corrective/Preventative Action Report through the completion of a Corrective/Preventative Action Form (DWF-ADMIN-1400).
- Alternatively, the QC, CC or QMS Representative may initiate the report upon notification from the observer. Such is the case with all findings cited in Internal and External Audit Reports, MECP inspection Reports and other operational related reports that require action associated with Water Quality, system operation and/or regulatory compliance.
- Paper copies of the Corrective/Preventative Action Form (DWF-ADMIN-1400) are available to staff, and are strictly for the capturing of water quality concerns while operations staff are in the field.
- Corrective/Preventative Action Forms (DWF-ADMIN-1400) initiated on paper shall be transferred into the Corrective Action Tracking Spreadsheet by the CC.

Initiating a Corrective/Preventative Action Report
- A Corrective/Preventative Action is initiated in the field by completing the first half of the Corrective/Preventative Action Forms (DWF-ADMIN-1400),
- Indicate a "Proposed Root Cause". (Try to ask yourself "Why did this happen?" and repeat until a root cause is identified).
- A listing of common Root Causes is available in the Root Cause Codes Form (DWF-ADMIN-1401).
- Upon completion of the initiation of the Corrective/Preventative Action Forms (DWF-ADMIN-1400), the report initiator shall submit the form to the QC, CC or QMS Representative.
- The QC or QMS Representative shall forward the form to the CC.

Verification of Proposed Corrective Action
- Upon receipt of a Corrective Action Form, the CC, in consultation with the QC and QMS Representative will review the proposed action and root cause.
- If the QC and QMS Representative agree with the proposed action and root cause, they approve the proposed action and assign a person responsible and an action due date.
- If the QC and QMS Representative do not agree with the proposed action and/or root cause, they provide an approved root cause and action, and assign a person responsible and an action due date.
- The QMS Representative and QC determine and record if the action required is a Correction, Corrective or Preventative Action.
- The CC shall update the Corrective Action Tracking Spreadsheet with the approved action, if it differs from proposed, and identify the person responsible and action due date.

Responding to Opportunities For Improvement (OFI's)
- Identified OFI's do not necessarily have to be acted upon. The QC and QMS Representative have the authority to deny further action on these items.
- If the QC and QMS Representative do not agree that action should be taken to address an OFI, the CC shall review and close the declined Action Request, making note of the decision.
- If the QMS Representative is not able to approve the correction and/or corrective action due to financial limitations, the Director of Environmental Services and City Engineer shall arrange for
Responding to Non-conformances

- Identified "Non-conformances" may require Correction, Corrective or Preventative Actions to be applied in order to eliminate the non-conformity and its root causes.
- A correction is assigned to immediately correct a non-conforming situation, if this is all that is required to eliminate the cause, the root cause is not required to be recorded, nor is a 90-day effectiveness check required.
- A corrective or Preventative action is applied in order to eliminate the root cause of a non-conforming situation. If corrective or preventative action is required, root cause analysis shall be completed in order to apply an effective corrective action, and a 90-day effectiveness check shall be conducted.
- It should be noted that the accrediting body requires that root cause analysis be performed for all non-conformances identified by their auditors.

Responding to Corrections

- Some findings do not identify a systemic concern and simply require a Correction to be made in order to eliminate the detected non-conformity.
- In such cases, the CC marks the Report “complete” upon verification that the identified action has been completed.
- While Root Cause may have been investigated in order to identify that a Correction is required, no root cause needs to be recorded for findings, nor is a 90-day effectiveness check required to be recorded.
- If the QMS Representative is not able to approve the correction and/or corrective action due to financial limitations, the Director of Environmental Services and City Engineer shall arrange for budgetary approval.

Completing Corrections/Corrective/Preventative Actions

- The person identified as responsible for the required action will be notified by e-mail, work order, or verbal communication, depending on the nature of the action required and the associated deadline.
- Upon completion of the assigned action item, the action owner shall notify the CC or QC of the date the required action was completed, as well as, a detailed description of what actions were taken, including document references for any DWQMS procedures that may have been revised as a result.
- Upon notification of a completed action item, the QC shall forward the information to the CC so that they may update the Corrective Action Tracking Spreadsheet, review the CAR to ensure all required actions were taken and close the CAR, if appropriate.

90-day Effectiveness Check

- 90-day effectiveness checks of corrective/preventative actions completed are conducted to verify that the action taken has addressed the cause of the non-conforming situation and that the action taken has resulted in an improvement to the DWQMS.
- On, or about, the 90 day anniversary of the action complete date, the CC shall review the corrective action taken, investigate as required, and provide evidence that the corrective action is working after 90 days.
- If the corrective action is found to be effective it is considered complete and the report can be closed.
- If the corrective action is found to be ineffective, the CC advises the QC and QMS Rep and together, they will propose another approach to control the concern and issue a new CAR.

Associated Form(s):

- Corrective and Preventative Action Form (DWF-ADMIN-1400)
- Root Cause Codes (DWF-ADMIN-1401)
- Corrective Action Tracking Spreadsheet
## Table of Revisions

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<th>Description of Revision</th>
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<tr>
<td>4</td>
<td>January 28, 2013</td>
<td>Required signature of new Manager of Operations and Compliance</td>
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<td>5</td>
<td>June 29, 2015</td>
<td>Change in Top Management</td>
</tr>
<tr>
<td>6</td>
<td>January 4, 2016</td>
<td>Change in QMS Representative and removed Service Request reference as program is changing</td>
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<tr>
<td>7</td>
<td>July 7, 2016</td>
<td>Removed Foreman as position eliminated</td>
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<td>8</td>
<td>January 30, 2018</td>
<td>Change in City logo</td>
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<tr>
<td>2.0</td>
<td>January 1, 2019</td>
<td>Format change. Amalgamated procedure from 4 OP’s we were carrying. Significant changes to procedure. Tracking of CAPA’s now done on spreadsheet. Introduced root cause code form to help categorize systemic issues.</td>
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Drinking Water Quality Management System

**PROCEDURE TITLE:** CORRECTIVE AND PREVENTATIVE ACTION FORM

**PROCEDURE NO.:** DWF-ADMIN-1400

**EFFECTIVE DATE:** JANUARY 1, 2019

**REVISION #:** 2.0

**APPROVED BY:** MANAGER OF DEVELOPMENT AND COMPLIANCE

---

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<th>Corrective Action</th>
<th>Preventative Action (Opportunity for Improvement)</th>
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<td>Prepared By:</td>
</tr>
</tbody>
</table>

**System Location /Process Stream:**

**Date of Occurrence:**

**Origin of Finding:** (audit, new equipment, etc.)

**Nature of Concern:**

- Environmental
- Operational
- Quality
- Other: __________________________

**Regulatory Notifications Required?:** Yes / No (If yes, specify agencies contacted):

**Description:** (what happened, how was it observed, area of occurrence, activities, equipment involved, containment, etc.)

**Proposed Root Cause:** (what was the core reason behind the non-conformance?)

**Corrective Action Proposed:** (include change benefit/implications of not making the change, where applicable)

**Proposed Action Reviewed by:**

**Approved Root Cause:** (what was the core reason behind the non-conformance?)

**Approved Corrective Action:**

**Responsible Party:**

**Action Due Date:**

**Date Transferred to Spreadsheet:**

**CC Action Taken:**

---

UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)
### Drinking Water Quality Management System

**PROCEDURE TITLE:** ROOT CAUSE CODES  
**PROCEDURE NO.:** DWF-ADMIN-1401  
**EFFECTIVE DATE:** JANUARY 1, 2019  
**REVISED #:** 2.0  
**REVIEW FREQUENCY:** ANNUALLY  
**APPROVED BY:** MANAGER OF DEVELOPMENT AND COMPLIANCE

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<td><strong>Material / Equipment Problem</strong></td>
<td>Defective or failed part</td>
<td>MEP1</td>
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<tr>
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<td>Defective or failed material</td>
<td>MEP2</td>
</tr>
<tr>
<td></td>
<td>Electrical or instrument failure</td>
<td>MEP3</td>
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<tr>
<td></td>
<td>Combination</td>
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<td><strong>Design Problem</strong></td>
<td>Inadequate man-machine interface</td>
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<td>Inadequate or defective design</td>
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<td>Error in equipment or material selection</td>
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<td>Drawing, specification or data errors</td>
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<td><strong>Training Deficiency</strong></td>
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<td>Insufficient practice or hands-on experience</td>
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<td>Inadequate content</td>
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<td>Work organization/planning deficiency</td>
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<td>Inadequate supervision</td>
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<td>Improper resource allocation</td>
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<td>Policy not adequately defined, disseminated, or enforced</td>
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<td>Other management problem</td>
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<td><strong>Personnel Error</strong></td>
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<td>Violation of requirement or procedure</td>
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<td></td>
<td>Verbal communication problem</td>
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<td>Other human error</td>
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<td><strong>Procedure Problem</strong></td>
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<td>Lack of procedure</td>
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<td>Procedure not user friendly</td>
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<td><strong>External Phenomenon</strong></td>
<td>Weather or ambient condition</td>
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<td>Power failure or transient</td>
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<tr>
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<td>External fire or explosion</td>
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<td>Theft, tampering, sabotage or vandalism</td>
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<td><strong>Other</strong></td>
<td>Not a current requirement</td>
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<td>Legislative Restraint</td>
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<td>Lack of follow-up</td>
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<td></td>
<td>Recent change in the system</td>
<td>OTH4</td>
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</table>
December 6, 2018

The Corporation of the Township of Southwold
35663 Fingal Line
Fingal, Ontario
N0L 1K0

Attention: Lisa Higgs CAO/Clerk
Regarding: Southwold Distribution System (WW#210001362) Final Inspection Report
Inspection conducted on October 17, 2018

The enclosed Drinking Water Inspection Report outlines non-compliances, if any, with Ministry legislation, and policies for the above noted water system. Violations noted in this report, if any, have been evaluated based on community risk. These violations will be monitored for compliance with the minimum standards for drinking water in Ontario as set forth under the Safe Drinking Water Act and the associated regulations. Where risk is deemed to be high and/or compliance is an ongoing concern, violations will be forwarded to this Ministry’s Investigation and Enforcement Branch.

In order to measure individual inspection results, the Ministry has established an inspection compliance risk framework based on the principles of the Inspection, Investigation and Enforcement (II&E) Secretariat and advice of internal/external risk experts. The Inspection summary Rating Record (IRR) provides the Ministry, the system owner and the local Public Health Units with a summarized quantitative measure of the drinking water system’s annual inspection and regulated water quality testing performance.

Section 19 of the Safe Drinking Water Act (Standard of Care) creates a number of obligations for individuals who exercise decision-making authority over municipal drinking water systems. Please be aware that the Ministry has encouraged such individuals, particularly municipal councillors, to take steps to be better informed about the drinking water systems over which they have decision-making authority. These steps could include asking for a copy of this inspection report and a review of its findings. Further information about Section 19 can be found in “Taking Care of Your Drinking Water: A guide for members of municipal council” found under “Resources” on the Drinking Water Ontario website at www.ontario.ca/page/drinking-water.

Please note the attached IRR methodology guidance describing how the risk rating model has improved to better reflect the health related and administrative non-compliance found in an inspection report. IRR ratings are published (for the previous inspection year) in the Ministry’s Chief Drinking Water Inspector’s Annual Report. Should you have any questions regarding the report, please feel free to contact me at (519) 873-5091.

Sincerely,

Angela Stroyberg
Provincial Officer
Water Inspector
London District Office
Angela.Stroyberg@Ontario.ca

cc. Southwestern Public Health Unit
Lower Thames Valley Conservation Authority
London District File
**Table of Contents**

Owner Information ............................................................................................................. 2

Inspection Details.............................................................................................................. 2

Inspection Summary ........................................................................................................ 4

- LMRS – Introduction .................................................................................................. 4
- LMRS – Treatment Processes .................................................................................... 4
- LMRS – Treatment Process Monitoring ................................................................... 5
- LMRS – Distribution System ..................................................................................... 5
- LMRS – Operations Manuals .................................................................................... 6
- LMRS – Logbooks ...................................................................................................... 7
- LMRS – Contingency/Emergency Planning ................................................................. 7
- LMRS – Security .......................................................................................................... 7
- LMRS – Consumer Relations ..................................................................................... 7
- LMRS – Certification and Training ........................................................................... 7
- LMRS – Water Quality Monitoring .......................................................................... 8
- LMRS – Water Quality Assessment ......................................................................... 10
- LMRS – Reporting and Corrective Actions ................................................................. 10
- LMRS – Other Inspection Findings .......................................................................... 11

Non Compliance with Regulatory Requirements and Actions Required ......................... 12

Summary of Recommendations and Best Practice Issues ............................................... 13

Signatures.......................................................................................................................... 14

Stakeholder References .................................................................................................. Appendix A

Inspection Rating Record and Inspection Risk Methodology ........................................ Appendix B
OWNER INFORMATION:

<table>
<thead>
<tr>
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CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Type:</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Lisa Higgs</td>
</tr>
<tr>
<td>Phone:</td>
<td>(519) 769-2010</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:cao@southwold.ca">cao@southwold.ca</a></td>
</tr>
<tr>
<td>Title:</td>
<td>CAO</td>
</tr>
<tr>
<td>Fax:</td>
<td>(519) 769-2837</td>
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<table>
<thead>
<tr>
<th>Type:</th>
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<tbody>
<tr>
<td>Name:</td>
<td>Dale LeBritton</td>
</tr>
<tr>
<td>Phone:</td>
<td>(519) 768-9925</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:dlebritton@ocwa.com">dlebritton@ocwa.com</a></td>
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<tr>
<td>Title:</td>
<td>Regional Hub Manager</td>
</tr>
<tr>
<td>Fax:</td>
<td>(519) 768-9929</td>
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<tr>
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<td>Phone:</td>
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</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:csigurdson@ocwa.com">csigurdson@ocwa.com</a></td>
</tr>
<tr>
<td>Title:</td>
<td>Operations and Compliance Team Lead</td>
</tr>
<tr>
<td>Fax:</td>
<td>(519) 768-9929</td>
</tr>
</tbody>
</table>

INSPECTION DETAILS:

<table>
<thead>
<tr>
<th>Site Name:</th>
<th>SOUTHWOLD DISTRIBUTION SYSTEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site Address:</td>
<td>35663 FINGAL LINE FINGAL ON N0L 1K0</td>
</tr>
<tr>
<td>County/District:</td>
<td>Southwold</td>
</tr>
<tr>
<td>MECP District/Area Office:</td>
<td>London District</td>
</tr>
<tr>
<td>Health Unit:</td>
<td>ELGIN-ST. THOMAS HEALTH UNIT</td>
</tr>
<tr>
<td>Conservation Authority:</td>
<td></td>
</tr>
<tr>
<td>MNR Office:</td>
<td>Aylmer District Office</td>
</tr>
<tr>
<td>Category:</td>
<td>Large Municipal Residential</td>
</tr>
<tr>
<td>Site Number:</td>
<td>210001362</td>
</tr>
<tr>
<td>Inspection Type:</td>
<td>Unannounced</td>
</tr>
<tr>
<td>Inspection Number:</td>
<td>1-I4Z25</td>
</tr>
<tr>
<td>Date of Inspection:</td>
<td>Oct 17, 2018</td>
</tr>
<tr>
<td>Date of Previous Inspection:</td>
<td>Jul 25, 2017</td>
</tr>
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COMPONENTS DESCRIPTION

<table>
<thead>
<tr>
<th>Site (Name):</th>
<th>Distribution System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type:</td>
<td>Sub Type</td>
</tr>
<tr>
<td>Comments:</td>
<td>The Southwold Water Distribution System is owned by the Township of Southwold and operated by the Ontario Clean</td>
</tr>
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</table>
Water Agency (OCWA) with the exception of the Lynhurst Area which is operated and maintained by the City of St. Thomas. The Township of Southwold portion of the distribution system consists of:

1. Associated watermain appurtenances such as valves, blow-offs, air release chambers, drain chambers and flow meter chambers.
2. There are 1310 connections with approximately 4000 customers and 167 fire hydrants.
3. Connection to the Elgin Area Water Supply System via the St. Thomas Secondary Distribution System at the Talbotville Interconnect Control Chamber and the Ford Chamber on Clinton Line.
4. For emergency water supply, connections to the Dutton-Dunwich Distribution System via the Iona Interconnect. The Middlesex Centre Water System includes a 100 mm (4 inch) watermain which has been looped commencing and ending along Southdel Drive. The approximate length of main which services Middlesex Centre is 8.5 kilometres. The Township of Southwold is currently responsible for operation and maintenance of the loop as it is supplied by the Southwold Distribution System.

The potable water rechlorination system consists of a magnetic flow meter installed in the 350mm diameter watermain on the south side of Talbot Line. There is a 6.4 m by 4.0 m concrete block structure that houses two (2) chlorine residual analyzers, two (2) sodium hypochlorite metering pumps (one duty, one standby) rated at 1.5 L/hr, one storage tank having a capacity of 45 litres with a containment basin, flow transmitter and auto dialer.
INSPECTION SUMMARY:

Introduction

- The primary focus of this inspection is to confirm compliance with Ministry of the Environment, Conservation and Parks (MECP) legislation as well as evaluating conformance with ministry drinking water policies and guidelines during the inspection period.

This drinking water system is subject to the legislative requirements of the Safe Drinking Water Act, 2002 (SDWA) and regulations made therein, including Ontario Regulation 170/03, "Drinking Water Systems" (O.Reg. 170/03). This inspection has been conducted pursuant to Section 81 of the SDWA.

This report is based on an inspection of a "stand alone connected distribution system". This type of system receives treated water from a separately owned "donor" system. This report contains elements required to assess key compliance and conformance issues associated with a "receiver" system. This report does not contain items associated with the inspection of the donor system, such as source waters, intakes/wells and treatment facilities.

This inspection report does not suggest that all applicable legislation and regulations were evaluated. It remains the responsibility of the owner to ensure compliance with all applicable legislative and regulatory requirements.

A physical inspection of the Southwold Distribution System was conducted on October 17, 2018 by Provincial Officer Angela Stroyberg. As part of the inspection, several documents were reviewed in association with this report. Generally, these include but are not restricted to the following:

4) Online Continuous Monitoring Data for the inspection review period.
5) Other operational documents maintained by the Owner/Operating Authority for the inspection period.

This report also includes a review and assessment of compliance and operating practices in relation to the following Acts and Regulations:

1) Safe Drinking Water Act 2002;
2) Drinking Water Systems Regulation (Ontario Regulation 170/03);
3) Ontario Drinking Water Quality Standards (Ontario Regulation 169/03);
4) Ontario Water Resources Act 1990;

It should be noted that the inspection review period covers the period from July 1, 2017 to September 30, 2018.

Treatment Processes

- The owner had ensured that all equipment was installed in accordance with Schedule A and Schedule C of the Drinking Water Works Permit.

Observations made at the time of the inspection indicated that the equipment and components that are described under Schedule A of the Drinking Water Works Permit #055-201 – Issue #3 were installed for the Southwold Distribution System.
### Treatment Processes

- **Records confirmed that the water treatment equipment which provides chlorination or chloramination for secondary disinfection purposes was operated so that at all times and all locations in the distribution system the chlorine residual was never less than 0.05 mg/l free or 0.25 mg/l combined.**

  Re-chlorination occurs at the Shedden Re-chlorination Facility for the Southwold Distribution System to ensure acceptable levels of chlorine throughout the distribution system. Based on documentation that was submitted for the inspection review period, measurements of free chlorine residuals indicated an acceptable level throughout the distribution system, which is indicative of proper operation of the treatment equipment.

- **The owner had evidence indicating that all chemicals and materials that come in contact with water within the drinking water system met the AWWA and ANSI standards in accordance with the Municipal Drinking Water Licence and Drinking Water Works Permit issued under Part V of the SDWA.**

- **Up-to-date plans for the drinking-water system were kept in a place, or made available in such a manner, that they could be readily viewed by all persons responsible for all or part of the operation of the drinking water system in accordance with the Drinking Water Works Permit and Municipal Drinking Water Licence issued under Part V of the SDWA.**

### Treatment Process Monitoring

- **The secondary disinfectant residual was measured as required for the distribution system.**

  Free Chlorine residuals are required to be sampled from the distribution system twice per week and must be taken at least 48 hours after and during the same week as one of the other samples that was collected and tested for free chlorine or at least one sample is taken on each day of the week. According to documentation, the Owner/Operating Authority collects four (4) grab samples at the beginning of the week and another three (3) at least 48 hours after the first set of samples as stipulated in Schedule 7-2(5) of O.Reg 170/03. In addition to the aforementioned, two (2) process chlorine analyzers are located at the Shedden Re-chlorination Facility to monitor the free chlorine residual in the distribution system. Based on the aforementioned, the Owner/Operating Authority has complied with the legislative requirement.

- **Operators were examining continuous monitoring test results and they were examining the results within 72 hours of the test.**

- **Samples for chlorine residual analysis were tested using an acceptable portable device.**

- **All continuous analysers were calibrated, maintained, and operated, in accordance with the manufacturer’s instructions or the regulation.**

  The current minimum regulatory requirements under O.Reg 170/03 Schedule 6-5 stipulate that continuous monitoring equipment calibrations are to be conducted as often as necessary to ensure that test results are within the appropriate margin of error. Documents submitted for review indicated that the Owner/Operating Authority conducts in-house calibrations on the chlorine analyzers frequently. Handheld equipment are also calibrated on a regular basis.

### Distribution System

- **The owner had up-to-date documents describing the distribution components as required.**

- **There is a backflow prevention program, policy and/or bylaw in place.**

  The Corporation of the Township of Southwold By-Law No. 2011-53 states that it is a law to provide for backflow...
Distribution System

prevention and to regulate the connection of water services to municipal water systems. Condition 3 states that no person or owner shall connect, cause to be connected, or allow to remain connected to the Township’s water supply and piping, fixture, fitting container, appliance, vehicle, machine or the like in a manner which may under any circumstance allow water, waste water or any other liquid, chemical or substance to enter such supply or system. Protection from the contamination shall be in accordance with the requirements of the Ontario Building Code Act, 1997, as amended.

- **Existing parts of the distribution system that are taken out of service for inspection, repair or other activities that may lead to contamination, and all new parts of the distribution system that come in contact with drinking water, were disinfected in accordance with Schedule B, Condition 2.3 of the Drinking Water Works Permit, or an equivalent procedure (i.e. the Watermain Disinfection Procedure).**

- **The owner had implemented a program for the flushing of watermains as per industry standards.**
  According to discussions with the Owner/Operating Authority, flushing typically occurs once in the spring and once in the fall. The standard operating procedure for flushing the system are outlined in a document entitled "SOP# SDS-02 "Flushing" which is located in the Operations and Maintenance Manual.

- **Records confirmed that disinfectant residuals were routinely checked at the extremities and "dead ends" of the distribution system.**
  According to documentation that was submitted for the inspection period, samples were collected and tested for free chlorine residuals on a regular basis from dead ends within the distribution system.

- **A program was in place for inspecting and exercising valves.**

- **There was a program in place for inspecting and operating hydrants.**
  According to discussions with the Owner/Operating Authority, hydrants are inspected and operated twice annually during the flushing of watermains. The standard operating procedures are outlined in a document entitled "SOP# SDS-02" issued March 29, 2016.

- **There was a by-law or policy in place limiting access to hydrants.**

- **The owner was able to maintain proper pressures in the distribution system and pressure was monitored to alert the operator of conditions which may lead to loss of pressure below the value under which the system is designed to operate.**

- **The donor had provided an Annual Report to the receiver drinking water system.**

**Operations Manuals**

- **Operators and maintenance personnel had ready access to operations and maintenance manuals.**
  Discussions with the Operating Authority indicated that operators and maintenance personal have access to electronic copies of the manuals which are located on the Operating Authority's intranet. Hardcopies are also located at the Shedden Re-chlorination Facility.

- **The operations and maintenance manuals contained plans, drawings and process descriptions sufficient for the safe and efficient operation of the system.**
  The current regulatory requirements under O. Reg 128/04 s.28 stipulates that the Owner/Operating Authority of a subsystem shall ensure that operators and maintenance personnel in the subsystem have ready access to the
Operations Manuals

comprehensive operations and maintenance manuals that contain plans, drawings and process descriptions sufficient for the safe efficient operation of the subsystem. A review of the Southwold Distribution System's Operations and Maintenance Manual, dated June 2, 2016 indicated that the manual contains the aforementioned requirements.

• The operations and maintenance manuals met the requirements of the Drinking Water Works Permit and Municipal Drinking Water Licence issued under Part V of the SDWA.

Municipal Drinking Water Licence #055-101 – Issue # 2, Section 16 of Schedule B outline the requirements for the Operations and Maintenance Manuals. The Southwold Distribution System's Operations and Maintenance Manual contain the aforementioned requirements as stated in the MDWL including but not limited to; contingency plans, procedures to deal with emergencies, procedures for dealing with complaints associated with the drinking water system and copies of the current permit and licence. The manual also includes other information pertinent to the operations of the drinking water system.

Logbooks

• Records or other record keeping mechanisms confirmed that operational testing not performed by continuous monitoring equipment was being done by a certified operator, water quality analyst, or person who suffices the requirements of O. Reg. 170/03 7-5.

Documentation submitted for review indicated that only certified operators preformed the operational testing.

• For every required operational test and every required sample, a record was made of the date, time, location, name of the person conducting the test and result of the test.

• The operator-in-charge ensured that records were maintained of all adjustments made to the processes within his or her responsibility.

• Logs or other record keeping mechanisms were available for at least five (5) years.

Contingency/Emergency Planning

• Spill containment was provided for process chemicals and/or standby power generator fuel.

• Clean-up equipment and materials were in place for the clean up of spills.

Security

• The owner had provided security measures to protect components of the drinking water system.

The facility remains locked at all times and is equipped with a security system. Intrusion alarms are connected to the dialing system to alert the Operating Authority of an unauthorized entry. The Shedden Re-chlorination Facility is also visited regularly by staff.

Consumer Relations

• The owner and/or operating authority undertook efforts to promote water conservation and reduce water losses in their system.

Certification and Training
• The overall responsible operator had been designated for each subsystem.

  Ontario Regulation 128/04 S.23(1) states that the owner or operating authority of a municipal residential subsystem shall designate as overall responsible operator of the subsystem an operator who holds a certificate for that type of subsystem and that is of the same class as or higher than the class of that subsystem. (For example, the overall responsible operator of a Class III water treatment subsystem must be an operator who holds a Class III or Class IV water treatment subsystem operator’s certificate.)

  The Owner/Operating Authority currently employs a number of operators qualified to act as the Overall Responsible Operator for the drinking water system to ensure sufficient coverage in the event of absenteeism.

• Operators in charge had been designated for all subsystems which comprised the drinking-water system.

  Ontario Regulation 128/04 S. 25(1) states that the Owner or Operating Authority of a subsystem or a person authorized by the Owner or Operating Authority shall designate one or more operators as operators-in-charge of the subsystem. The Owner/Operating Authority currently employee a number of operators who are designated as Operator-In-Charges for the system.

• All activities that were undertaken by uncertified persons in the DW subsystems were overseen by persons having the prescribed qualifications.

• All operators possessed the required certification.

  All operators employed by the Owner/Operating Authority possess all the appropriate certification required to operate the drinking water system.

• Only certified operators made adjustments to the treatment equipment.

  Ontario regulation 170/03, Schedule 1-2(2) stipulates that any adjustments to the water treatment equipment are to be carried out only by certified operators. A review of the logbooks indicated that only certified operators make adjustments to the treatment equipment.

• An adequately licenced operator was designated to act in place of the overall responsible operator when the overall responsible operator was unable to act.

Water Quality Monitoring

• All microbiological water quality monitoring requirements for distribution samples were being met.

  Ontario Regulation 170/03, Schedule 10-2 stipulates that distribution water samples are required to be collected and tested for E.coli, Total Coliforms and that at least 25 percent of the samples are tested for general bacterial population expressed as colony counts on a heterotrophic plate count with the prescribed frequency stipulated in Schedule 6-1.1(1) of O.Reg 170/03.

  Over the course of the inspection period, the Owner/Operating Authority collected weekly distribution microbiological samples. The Owner/Operating Authority is also required to collect a minimum of 12 samples per month based on the population served. They collected between 21-38 samples per month. Based on the aforementioned, the Owner/Operating Authority is in compliance with the legislative requirement.

• All haloacetic acid water quality monitoring requirements prescribed by legislation are being conducted within the required frequency and at the required location.

  As of July 1, 2017, Haloacetic Acid samples are required to be collected and tested each calendar quarter from the distribution system in accordance with Schedule 13-6.1 of O.Reg 170/03 with the frequency stipulated in Schedule 6-1.1(4). According to documentation the following samples were taken:
Water Quality Monitoring

Southwold Distribution System

1) July 3, 2018 = 20.1 ug/L
2) April 3, 2018 = 18.7 ug/L
3) January 2, 2018 = 20.0 ug/L
4) October 10, 2017 = 24.1 ug/L
5) July 4, 2017 = 11.9 ug/L

Based on the aforementioned the Owner/Operating Authority is in compliance with the requirements for collecting Haloacetic Acid samples as per Schedule 13-6.1 of O. Reg 170/03.

- All trihalomethane water quality monitoring requirements prescribed by legislation were conducted within the required frequency and at the required location.

Trihalomethane samples are required to be collected and tested every calendar quarter from the distribution system in accordance with O.Reg 170/03, Schedule 13-6 with the prescribed frequency stipulated in Schedule 6-1.1(4). According to documentation, the following samples were collected:

West Elgin Distribution System

1) July 3, 2018 = 45 ug/L
2) April 3, 2018 = 23 ug/L
3) January 2, 2018 = 30 ug/L
4) October 10, 2018 = 60 ug/L
5) July 4, 2018 = 47 ug/L

Based on the aforementioned, the Owner/Operating Authority is in compliance with the requirements for collecting trihalomethane samples as per Schedule 13-6 of O.Reg 170/03.

- The owner ensured that water samples were taken at the prescribed location.

- All sampling requirements for lead prescribed by schedule 15.1 of O. Reg. 170/03 were being met.

Currently the Southwold Distribution System is under an exemption for lead sampling. Under the exemption, samples are not required to be collected from plumbing, however, sampling for lead, alkalinity and pH are still required to be collected from the distribution system as per O.Reg 170/03 – Schedule 15.1-5. According to documentation the following samples were collected:

Summer Sample Period (June 15 – October 15)
July 4, 2017 = Lead, pH and Alkalinity
July 3, 2018 = pH and Alkalinity

Winter Sample Period (December 15 – April 15)
February 5, 2018 = Lead, pH and Alkalinity

The Owner/Operating Authority is also required to collect a minimum of 3 distribution system samples based on the population served for reduced sampling as per the Table “Reduced Sampling – Number of Sampling Points in O.Reg 170/03 Schedule 15.1-5. According to documentation, 3 samples were collected for each of the winter and summer sampling periods. Based on the aforementioned, the Owner/Operating Authority is in compliance with the legislative requirement.
**Water Quality Monitoring**

- Records did not confirm that chlorine residual tests were being conducted at the same time and at the same location that microbiological samples were obtained.

  Over the course of the inspection period, records indicated that the Owner/Operating Authority ensured that chlorine residuals were collected and recorded on the Chain of Custodies while collecting microbiological samples. However, on August 17, 2017 the Owner/Operating Authority did not document the results of the chlorine residual that was collected at the same time and location that a microbiological sample was collected. A review of free chlorine residuals throughout the distribution system on August 17, 2017 did indicate acceptable levels of chlorine in the system.

- The drinking water system owner submitted written notices to the Director that identified the laboratories that were conducting tests for parameters required by legislation, Order, Drinking Water Works Permit or Municipal Drinking Water Licence.

- The owner indicated that the required records are kept and will be kept for the required time period.

**Water Quality Assessment**

- Records did not show that all water sample results taken during the inspection review period did not exceed the values of tables 1, 2 and 3 of the Ontario Drinking Water Quality Standards (O.Reg. 169/03).

  Over the course of the inspection period, four (4) adverse water quality incidents occurred and are as follows: Southwold Distribution System

  September 7, 2017
  AWQI# 136474 = NDOGTC/NDOGEC cfu/100mL, Free Chlorine Residual = 1.09 mg/L

  September 27, 2017
  AWQI#136894 = 2 cfu/100mL Total Coliforms, Free Chlorine Residual = 0.72 mg/L

  October 18, 2017
  AWQI# 137396 = NDOGTC/NDOGEC cfu/100mL, Free Chlorine Residual 0.90 mg/L

  June 27, 2018
  AWQI# 140068 = 2 cfu/100mL Total Coliforms, Free Chlorine Residual 0.83 mg/L

**Reporting & Corrective Actions**

- Corrective actions (as per Schedule 17) had been taken to address adverse conditions, including any other steps that were directed by the Medical Officer of Health.

  According to documentation that was reviewed for the inspection period, the Owner/Operating Authority completed all appropriate corrective actions as directed for all adverse water quality incidents that occurred during the inspection period.

- All required notifications of adverse water quality incidents were immediately provided as per O. Reg. 170/03 16-6.

- All required written notices of adverse water quality incidents were provided as per O. Reg. 170/03 16-7.

- In instances where written notice of issue resolution was required by regulation, the notice was provided as per O. Reg. 170/03 16-9.
Reporting & Corrective Actions

- Where required continuous monitoring equipment used for the monitoring of chlorine residual and/or turbidity triggered an alarm or an automatic shut-off, a qualified person responded in a timely manner and took appropriate actions.

- Summary Reports for municipal council were completed on time, included the required content, and were distributed in accordance with the regulatory requirements.

  The 2017 Annual Drinking Water System Summary Report for the Southwold Distribution System was presented to and received by The Corporation of the Township of Southwold council on March 12, 2018. The report has the required content as stipulated in Schedule 22-2 of O. Reg 170/03.

- All changes to the system registration information were provided within ten (10) days of the change.

Other Inspection Findings

- The following issues were also noted during the inspection:

  A review of the logbooks that were maintained by the Owner/Operating Authority indicated that the Operators ensured that any activities that occurred in the system was diligently documented. However, blank spaces that occurred after an entry was made by an operator, was not filled in with a single line or a large X.
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. Records did not confirm that chlorine residual tests were being conducted at the same time and at the same location that microbiological samples were obtained.

   Over the course of the inspection period, records indicated that the Owner/Operating Authority ensured that chlorine residuals were collected and recorded on the Chain of Custodies while collecting microbiological samples. However, on August 17, 2017 the Owner/Operating Authority did not document the results of the chlorine residual that was collected at the same time and location that a microbiological sample was collected. A review of free chlorine residuals throughout the distribution system on August 17, 2017 did indicate acceptable levels of chlorine in the system.

   **Action(s) Required:**

   From herein, the Owner/Operating Authority shall ensure that chlorine residuals that are collected at the same and at the same location that microbiological samples are obtained are properly documented. Compliance shall be assessed during next inspection period.
SUMMARY OF RECOMMENDATIONS AND BEST PRACTICE ISSUES

This section provides a summary of all recommendations and best practice issues identified during the inspection period. Details pertaining to these items can be found in the body of the inspection report. In the interest of continuous improvement in the interim, it is recommended that owners and operators develop an awareness of the following issues and consider measures to address them.

1. The following issues were also noted during the inspection:
   A review of the logbooks that were maintained by the Owner/Operating Authority indicated that the Operators ensured that any activities that occurred in the system was diligently documented. However, blank spaces that occurred after an entry was made by an operator, was not filled in with a single line or a large X.

**Recommendation:**
It is strongly recommend that Operators ensure that if a blank space occurs after an entry is made, that the space is filled with a single line or if the remaining page is blank after the last entry of the day, then a large X is made through that space.
SIGNATURES

Inspected By:  
Angela Stroyberg  

Signature: (Provincial Officer)  

Reviewed & Approved By:  
Adam Grant  

Signature: (Supervisor)  

Review & Approval Date: December 11, 2018  

Note: This inspection does not in any way suggest that there is or has been compliance with applicable legislation and regulations as they apply or may apply to this facility. It is, and remains, the responsibility of the owner and/or operating authority to ensure compliance with all applicable legislative and regulatory requirements.
Key Reference and Guidance Material for Municipal Residential Drinking Water Systems

Many useful materials are available to help you operate your drinking water system. Below is a list of key materials owners and operators of municipal residential drinking water systems frequently use.

To access these materials online click on their titles in the table below or use your web browser to search for their titles. Contact the Public Information Centre if you need assistance or have questions at 1-800-565-4923/416-325-4000 or picemail.moe@ontario.ca.

For more information on Ontario’s drinking water visit www.ontario.ca/drinkingwater and email drinking.water@ontario.ca to subscribe to drinking water news.

<table>
<thead>
<tr>
<th>PUBLICATION TITLE</th>
<th>PUBLICATION NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils</td>
<td>7889e01</td>
</tr>
<tr>
<td>FORMS: Drinking Water System Profile Information, Laboratory Services Notification, Adverse Test Result Notification Form</td>
<td>7419e, 5387e, 4444e</td>
</tr>
<tr>
<td>Procedure for Disinfection of Drinking Water in Ontario</td>
<td>4448e01</td>
</tr>
<tr>
<td>Strategies for Minimizing the Disinfection Products Trihalomethanes and Haloacetic Acids</td>
<td>7152e</td>
</tr>
<tr>
<td>Total Trihalomethane (TTHM) Reporting Requirements Technical Bulletin (February 2011)</td>
<td>8215e</td>
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<tr>
<td>Filtration Processes Technical Bulletin</td>
<td>7467</td>
</tr>
<tr>
<td>Ultraviolet Disinfection Technical Bulletin</td>
<td>7685</td>
</tr>
<tr>
<td>Guide for Applying for Drinking Water Works Permit Amendments, Licence Amendments, Licence Renewals and New System Applications</td>
<td>7014e01</td>
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<tr>
<td>Certification Guide for Operators and Water Quality Analysts</td>
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<tr>
<td>Guide to Drinking Water Operator Training Requirements</td>
<td>9802e</td>
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<tr>
<td>Taking Samples for the Community Lead Testing Program</td>
<td>6560e01</td>
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<tr>
<td>Community Sampling and Testing for Lead: Standard and Reduced Sampling and Eligibility for Exemption</td>
<td>7423e</td>
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<tr>
<td>Guide: Requesting Regulatory Relief from Lead Sampling Requirements</td>
<td>6610</td>
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<tr>
<td>Drinking Water System Contact List</td>
<td>7128e</td>
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<tr>
<td>Technical Support Document for Ontario Drinking Water Quality Standards</td>
<td>4449e01</td>
</tr>
</tbody>
</table>

ontario.ca/drinkingwater
Principaux guides et documents de référence sur les réseaux résidentiels municipaux d’eau potable

De nombreux documents utiles peuvent vous aider à exploiter votre réseau d’eau potable. Vous trouverez ci-après une liste de documents que les propriétaires et exploitants de réseaux résidentiels municipaux d’eau potable utilisent fréquemment.

Pour accéder à ces documents en ligne, cliquez sur leur titre dans le tableau ci-dessous ou faites une recherche à l’aide de votre navigateur Web. Communiquez avec le Centre d’information au public au 1 800 565-4923 ou au 416 325-4000, ou encore à picemail.moe@ontario.ca si vous avez des questions ou besoin d’aide.

Pour plus de renseignements sur l’eau potable en Ontario, consultez le site www.ontario.ca/eaupotable ou envoyez un courriel à drinking.water@ontario.ca pour suivre l’information sur l’eau potable.

<table>
<thead>
<tr>
<th>TITRE DE LA PUBLICATION</th>
<th>NUMÉRO DE PUBLICATION</th>
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<tr>
<td>Prendre soin de votre eau potable – Un guide destiné aux membres des conseils municipaux</td>
<td>7889f01</td>
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<tr>
<td>Renseignements sur le profil du réseau d’eau potable, Avis de demande de services de laboratoire, Formulaire de communication de résultats d’analyse insatisfaisants et du règlement des problèmes</td>
<td>7419f, 5387f, 4444f</td>
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<td>Marche à suivre pour désinfecter l’eau potable en Ontario</td>
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<td>Guide de présentation d’une demande de modification du permis d’aménagement de station de production d’eau potable, de modification du permis de réseau municipal d’eau potable, de renouvellement du permis de réseau municipal d’eau potable et de permis pour un nouveau réseau</td>
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<tr>
<td>Guide sur l’accréditation des exploitants de réseaux d’eau potable et des analystes de la qualité de l’eau de réseaux d’eau potable</td>
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<tr>
<td>Guide sur les exigences relatives à la formation des exploitants de réseaux d’eau potable</td>
<td>9802f</td>
</tr>
<tr>
<td>Prélèvement d’échantillons dans le cadre du programme d’analyse de la teneur en plomb de l’eau dans les collectivités</td>
<td>6560f01</td>
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<tr>
<td>Échantillonnage et analyse du plomb dans les collectivités : échantillonnage normalisé ou réduit et admissibilité à l’exemption</td>
<td>7423f</td>
</tr>
<tr>
<td>Guide: Requesting Regulatory Relief from Lead Sampling Requirements (en anglais seulement)</td>
<td>6610</td>
</tr>
<tr>
<td>Liste des personnes-ressources du réseau d’eau potable</td>
<td>7128f</td>
</tr>
<tr>
<td>Document d’aide technique pour les normes, directives et objectifs associés à la qualité de l’eau potable en Ontario</td>
<td>4449f01</td>
</tr>
</tbody>
</table>

ontario.ca/eaupotable
Inspection Rating and Inspection Risk Methodology
The Ministry of the Environment (MOE) has a rigorous and comprehensive inspection program for municipal residential drinking water systems (MRDWS). Its objective is to determine the compliance of MRDWS with requirements under the Safe Drinking Water Act and associated regulations. It is the responsibility of the municipal residential drinking water system owner to ensure their drinking water systems are in compliance with all applicable legal requirements.

This document describes the risk rating methodology, which has been applied to the findings of the Ministry’s MRDWS inspection results since fiscal year 2008-09. The primary goals of this assessment are to encourage ongoing improvement of these systems and to establish a way to measure this progress.

MOE reviews the risk rating methodology every three years.

The Ministry’s Municipal Residential Drinking Water Inspection Protocol contains 15 inspection modules consisting of approximately 100 regulatory questions. Those protocol questions are also linked to definitive guidance that ministry inspectors use when conducting MRDWS inspections.
The questions address a wide range of regulatory issues, from administrative procedures to drinking water quality monitoring. The inspection protocol also contains a number of non-regulatory questions.

A team of drinking water specialists in the ministry assessed each of the inspection protocol regulatory questions to determine the risk (not complying with the regulation) to the delivery of safe drinking water. This assessment was based on established provincial risk assessment principles, with each question receiving a risk rating referred to as the Question Risk Rating. Based on the number of areas where a system is deemed to be non-compliant during the inspection, and the significance of these areas to administrative, environmental, and health consequences, a risk-based inspection rating is calculated by the ministry for each drinking water system.

It is important to be aware that an inspection rating less than 100 per cent does not mean the drinking water from the system is unsafe. It shows areas where a system’s operation can improve. The ministry works with owners and operators of systems to make sure they know what they need to do to achieve full compliance.

The inspection rating reflects the inspection results of the specific drinking water system for the reporting year. Since the methodology is applied consistently over a period of years, it serves as a comparative measure both provincially and in relation to the individual system. Both the drinking water system and the public are able to track the performance over time, which encourages continuous improvement and allows systems to identify specific areas requiring attention.

The ministry’s annual inspection program is an important aspect of our drinking water safety net. The ministry and its partners share a common commitment to excellence and we continue to work toward the goal of 100 per cent regulatory compliance.

**Determining Potential to Compromise the Delivery of Safe Water**

The risk management approach used for MRDWS is aligned with the Government of Ontario’s Risk Management Framework. Risk management is a systematic approach to identifying potential hazards, understanding the likelihood and consequences of the hazards, and taking steps to reduce their risk if necessary and as appropriate.

The Risk Management Framework provides a formula to be used in the determination of risk:

\[
RISK = LIKELIHOOD \times CONSEQUENCE
\]

Every regulatory question in the inspection protocol possesses a likelihood value \((L)\) for an assigned consequence value \((C)\) as described in Table 1 and Table 2.

<table>
<thead>
<tr>
<th>TABLE 1:</th>
<th>Likelihood of Consequence Occurring</th>
<th>Likelihood Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>0% - 0.99% (Possible but Highly Unlikely)</td>
<td>(L = 0)</td>
<td></td>
</tr>
<tr>
<td>1 – 10% (Unlikely)</td>
<td>(L = 1)</td>
<td></td>
</tr>
<tr>
<td>11 – 49% (Possible)</td>
<td>(L = 2)</td>
<td></td>
</tr>
<tr>
<td>50 – 89% (Likely)</td>
<td>(L = 3)</td>
<td></td>
</tr>
<tr>
<td>90 – 100% (Almost Certain)</td>
<td>(L = 4)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TABLE 2:</th>
<th>Consequence Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium Administrative Consequence</td>
<td>(C = 1)</td>
</tr>
<tr>
<td>Major Administrative Consequence</td>
<td>(C = 2)</td>
</tr>
<tr>
<td>Minor Environmental Consequence</td>
<td>(C = 3)</td>
</tr>
<tr>
<td>Minor Health Consequence</td>
<td>(C = 4)</td>
</tr>
<tr>
<td>Medium Environmental Consequence</td>
<td>(C = 5)</td>
</tr>
<tr>
<td>Major Environmental Consequence</td>
<td>(C = 6)</td>
</tr>
<tr>
<td>Medium Health Consequence</td>
<td>(C = 7)</td>
</tr>
<tr>
<td>Major Health Consequence</td>
<td>(C = 8)</td>
</tr>
</tbody>
</table>
The consequence values (0 through 8) are selected to align with other risk-based programs and projects currently under development or in use within the ministry as outlined in Table 2.

The Question Risk Rating for each regulatory inspection question is derived from an evaluation of every identified consequence and its corresponding likelihood of occurrence:

- All levels of consequence are evaluated for their potential to occur
- Greatest of all the combinations is selected.

**TABLE 3:**

<table>
<thead>
<tr>
<th>Does the Operator in Charge ensure that the equipment and processes are monitored, inspected and evaluated?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Risk = Likelihood × Consequence</strong></td>
</tr>
<tr>
<td>C=1</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>L=4</td>
</tr>
<tr>
<td>(Almost Certain)</td>
</tr>
<tr>
<td>R=4</td>
</tr>
</tbody>
</table>

**Application of the Methodology to Inspection Results**

Based on the results of a MRDWS inspection, an overall inspection risk rating is calculated. During an inspection, inspectors answer the questions related to regulatory compliance and input their “yes”, “no” or “not applicable” responses into the Ministry’s Laboratory and Waterworks Inspection System (LWIS) database. A “no” response indicates non-compliance. The maximum number of regulatory questions asked by an inspector varies by: system (i.e., distribution, stand-alone); type of inspection (i.e., focused, detailed); and source type (i.e., groundwater, surface water).

The risk ratings of all non-compliant answers are summed and divided by the sum of the risk ratings of all questions asked (maximum question rating). The resulting inspection risk rating (as a percentage) is subtracted from 100 per cent to arrive at the final inspection rating.
Application of the Methodology for Public Reporting

The individual MRDWS Total Inspection Ratings are published with the ministry’s Chief Drinking Water Inspector’s Annual Report.

Figure 1 presents the distribution of MRDWS ratings for a sample of annual inspections. Individual drinking water systems can compare against all the other inspected facilities over a period of inspection years.

Figure 1: Year Over Year Distribution of MRDWS Ratings

For further information, please visit www.ontario.ca/drinkingwater

Reporting Results to MRDWS Owners/Operators

A summary of inspection findings for each system is generated in the form of an Inspection Rating Record (IRR). The findings are grouped into the 15 possible modules of the inspection protocol, which would provide the system owner/operator with information on the areas where they need to improve. The 15 modules are:

1. Source
2. Permit to Take Water
3. Capacity Assessment
4. Treatment Processes
5. Treatment Process Monitoring
6. Process Wastewater
7. Distribution System
8. Operations Manuals
9. Logbooks
10. Contingency and Emergency Planning
11. Consumer Relations
12. Certification and Training
13. Water Quality Monitoring
14. Reporting, Notification and Corrective Actions
15. Other Inspection Findings
**DWS Name:** SOUTHWOLD DISTRIBUTION SYSTEM  
**DWS Number:** 210001362  
**DWS Owner:** Southwold, The Corporation Of The Township Of  
**Municipal Location:** Southwold  
**Regulation:** O.REG 170/03  
**Category:** Large Municipal Residential System  
**Type Of Inspection:** Standalone  
**Inspection Date:** October 17, 2018  
**Ministry Office:** London District

**Maximum Question Rating:** 413

<table>
<thead>
<tr>
<th>Inspection Module</th>
<th>Non-Compliance Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treatment Processes</td>
<td>0 / 47</td>
</tr>
<tr>
<td>Distribution System</td>
<td>0 / 25</td>
</tr>
<tr>
<td>Operations Manuals</td>
<td>0 / 42</td>
</tr>
<tr>
<td>Logbooks</td>
<td>0 / 26</td>
</tr>
<tr>
<td>Certification and Training</td>
<td>0 / 57</td>
</tr>
<tr>
<td>Water Quality Monitoring</td>
<td>14 / 75</td>
</tr>
<tr>
<td>Reporting &amp; Corrective Actions</td>
<td>0 / 84</td>
</tr>
<tr>
<td>Treatment Process Monitoring</td>
<td>0 / 57</td>
</tr>
</tbody>
</table>

**TOTAL** 14 / 413

**Inspection Risk Rating** 3.39%

**FINAL INSPECTION RATING:** 96.61%
**Ministry of the Environment - Detailed Inspection Rating Record (Reporting Year - 2018-2019)**

<table>
<thead>
<tr>
<th>DWS Name</th>
<th>SOUTHWOLD DISTRIBUTION SYSTEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>DWS Number</td>
<td>210001362</td>
</tr>
<tr>
<td>DWS Owner</td>
<td>Southwold, The Corporation Of The Township Of Southwold</td>
</tr>
<tr>
<td>Municipal Location</td>
<td>Southwold</td>
</tr>
<tr>
<td>Regulation</td>
<td>O.REG 170/03</td>
</tr>
<tr>
<td>Category</td>
<td>Large Municipal Residential System</td>
</tr>
<tr>
<td>Type Of Inspection</td>
<td>Standalone</td>
</tr>
<tr>
<td>Inspection Date</td>
<td>October 17, 2018</td>
</tr>
<tr>
<td>Ministry Office</td>
<td>London District</td>
</tr>
</tbody>
</table>

**Non-compliant Question(s)**

<table>
<thead>
<tr>
<th>Water Quality Monitoring</th>
<th>Question Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do records confirm that chlorine residual tests are being conducted at the same time and at the same location that microbiological samples are obtained?</td>
<td>14</td>
</tr>
</tbody>
</table>

**TOTAL QUESTION RATING**

<table>
<thead>
<tr>
<th></th>
<th>Question Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL QUESTION RATING</strong></td>
<td>14</td>
</tr>
</tbody>
</table>

**Maximum Question Rating:** 413

**Inspection Risk Rating:** 3.39%

**FINAL INSPECTION RATING:** 96.61%

---

THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

BY-LAW NO. 2019-01

BEING A BY-LAW TO AUTHORIZE BORROWING FROM TIME TO TIME TO MEET CURRENT EXPENDITURES DURING THE FISCAL YEAR ENDING DECEMBER 31, 2019.

WHEREAS the Municipal Act, 2001 S.O. 2001, Chapter 25, s.407, provides authority for a council by-law to authorize temporary borrowing, until taxes are collected, and until other revenues are received, to meet the current expenditures of the municipality for the year,

AND WHEREAS the total amount which may be borrowed from all sources at any one time to meet the current expenditures of the municipality, except with the approval of the Ontario Municipal Board, is limited by Section 407 of the Municipal Act, 2001.

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD ENACTS AS FOLLOWS:

Borrowing Authority
1) The head of Council and the Treasurer are hereby authorized to borrow from time to time by way of promissory note or bankers’ acceptance during the year 2019 (hereinafter referred to as the current year) such sums as may be necessary to meet, until the taxes are collected, and until other revenues are received, the current expenditures of the municipality and the other amounts that are set out in section 407 of the Municipal Act, 2001.

Instruments
2) A promissory note or bankers’ acceptance made under Section 1 shall be signed by the head of Council or such other person as is authorized by by-law to sign it and by the Treasurer.

Lenders
3) The lenders from whom amounts may be borrowed under authority of this by-law shall be the Canadian Imperial Bank of Canada and such other lender(s) and reserve funds of the municipality as may be determined from time to time by resolution of the Council.

Limit on Borrowing
4) The total amount which may be borrowed at any one time under this by-law, together with the total of any similar borrowings that have not been repaid, shall not exceed, from January 1st until September 30th of the current year, 50 percent of the estimated revenues of the municipality as set forth in the estimates adopted for that year. Such borrowing shall not exceed, from October 1st until December 31st of the current year, 25 percent of the said estimated revenues of the municipality as set forth in the estimates adopted for that year. For purposes of this by-law, the estimated revenues of the municipality shall not include revenues derivable or derived from...
(a) borrowings or issues of debentures, or  
(b) a surplus, including arrears of levies, or  
(c) a transfer from the capital fund, reserve funds or reserves.

### Borrowing Documents Required

5) The Treasurer shall, at the time when any amount is borrowed under this by-law, ensure that the lender is or has been furnished with a certified copy of this by-law, a certified copy of the resolution mentioned in Section 3 determining the lender if applicable and a copy of the estimates of the corporation adopted for the current year and also showing the total of any other amounts borrowed from any and all sources under authority of Section 407 of the Municipal Act, 2001 that have not been repaid.

### When Estimates Not Adopted

6) If the estimates for the current year have not been adopted at the time an amount is borrowed under this by-law.

(a) the limitation on total borrowing shall be calculated for the time being upon the estimated revenues of the municipality as set forth in the estimated adopted for the previous year, and

(b) the copy furnished under Section 5 shall show the nature and amount of the estimated revenues of the municipality as set forth in the estimates adopted for the previous year.

### Charge on Revenues

7) All or any sums borrowed under this by-law shall, with interest thereon, be a charge upon the whole of the revenues of the municipality for the current year and for any preceding years as and when such revenues are received but such charge does not defeat or affect and is subject to any prior charge then subsisting in favour of any other lender.

### Directive to Treasurer

8) The Treasurer is hereby authorized and directed to apply in payment of all or any sums borrowed under this by-law, together with interest thereon, all or any of the money hereafter collected or received, either on account of or realized in respect of the taxes levied for the current year and preceding years or from any other source, which may lawfully be applied for such purpose.

### Effective Date

9) This by-law shall come into full force and effect upon date of passing.

READ A FIRST AND SECOND TIME, CONSIDERED READ A THIRD TIME AND FINALLY PASSED THIS 14th DAY OF JANUARY, 2019.

______________________________  
Clerk  
Lisa Higgs

______________________________  
Mayor  
Grant Jones
THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

BY-LAW NO. 2019-02

Being a By-law to provide for an interim tax levy, to provide for the payment of taxes and to provide for penalty and interest of 1.25 percent.

WHEREAS section 317 (1) of the Municipal Act 2001, S.O. 2001, c.25, provides that the council of a municipality, before the adoption of the estimates for the year under Section 290, may pass a by-law levying amounts on the assessment of property in the local municipality ratable for local municipal purposes and;

WHEREAS Section 317(3) of the Municipal Act 2001, S.O. 2001, c.25, requires that the amounts to be levied under section 317(1) of the Municipal Act are subject to certain restrictions.

THE COUNCIL OF THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD ENACTS AS Follows:

1. An interim tax amount of 50% of the total amount of taxes for municipal and school purposes levied on the property for the previous year is hereby imposed and levied on the whole of the real property in the residential class, farm class, managed forest class, pipeline class, commercial occupied class, commercial vacant class, industrial occupied class, industrial vacant class, large industrial occupied class, large industrial vacant class and landfill class according to the last revised assessment roll.

2. The said interim tax levy shall become due and payable in two installments; 50 percent of the interim levy shall become due and payable on the 29th day of March 2019, the balance of the interim levy shall become due and payable on the 31st day of May 2019.

3. On all taxes of the interim levy, which are in default on the first day following the due date a penalty of one and one-quarter percent shall be added and thereafter a penalty of 1.25 percent per month will be added on the first day of each and every month the default continues, until December 31, 2019.

4. On all taxes in default on December 31, 2019, interest will be added at the rate of one and one-quarter percent per month thereafter for each month or fraction thereof of default.

5. Penalties and interest added on all taxes in default shall become due and payable and shall be collected forthwith as if the same had originally been imposed and formed part of such unpaid taxes.
6. The collector may mail or cause the same to be mailed to the residence or place of business of such person indicated on the last revised assessment roll, a written or printed notice specifying the amount of taxes payable.

7. That taxes are payable at the Township of Southwold Municipal Office, Fingal, Ontario or at most financial institutions through ABM or by telephone or internet banking or by pre-authorized payment plan.

8. That this by-law shall come into full force and effect upon the final passage thereof and shall be considered retro-active to January 1, 2019.

READ A FIRST AND SECOND TIME, CONSIDERED READ A THIRD TIME AND FINALLY PASSED THIS 14th DAY OF JANUARY, 2019.

Clerk
Lisa Higgs

Mayor
Grant Jones
November 28, 2018

Township of Southwold
35663 Fingal Line
Fingal, ON
N0L 1K0
C/O Lisa Higgs, CAO/Clerk, Deputy Treasurer

Dear Ms. Higgs,

At the Tuesday, November 27, 2018 meeting of Elgin County Council, Warden Marr requested that Elgin County’s Engineering Services Department review the recent ‘Notice of Completion Transportation Environmental Study Report Addendum Highway 401 & Highway 4 Interchange Improvements and Highway 4 and Glenworth Drive Underpass Replacement (GWP 303-11-00)’ publication.

Accordingly, having now had an opportunity to review said Transportation Environmental Study Report (TESR) Addendum dated October 2018 and prepared by Dillon Consulting Limited on behalf of the Ministry of Transportation (MTO), Ontario, and all available supporting study background documentation for public review at www.hwy401londonbridges.ca, I’m able to advise of the following study purpose, need, justification, and technically preferred alternative:

In January 2004, MTO completed the Highway 401 Improvements Planning and Preliminary Design Study from 1.0 km west of Highway 4 easterly to 1.0 km east of Highbury Avenue (GWP 476-89-00) (URS, 2004). Then study was documented in a TESR, which was made available for public review in January 2004 and later received environmental clearance in February 2004.

As then documented in the 2004 TESR, improvements to the Highway 4 interchange were then noted as required to address deficiencies related to traffic operation, capacity and safety. Interchange improvements at Highway 401 / Highway 4 and replacement of the Highway 4 and Glenworth Drive underpasses were identified as being needed to improve ramp geometrics, allow for widening of Highway 401 to improve capacity, and to improve overall illumination and drainage. The 2004 TESR identified the following improvements to the Highway 401/Highway 4 interchange and Highway 4 and Glenworth Drive underpasses:

- Widen Highway 401 to six lanes from Highway 4 to Highway 402 by 2012;
- Replace the existing cloverleaf interchange at Highway 4 with a Parclo-A interchange configuration;
- Replace the Highway 4 and Glenworth Drive underpasses;
- Realign Glenworth Drive and Littlewood Drive to the north;
- Maintain the Tempo Road connections at both Highway 4 / Burtwistle Lane and Glenworth Drive; and,
- Provide high mast lighting at the Highway 401 / Highway 4 interchange.
As outlined in Section 6.4.3 of the MTO Class Environmental Assessment (EA) for Provincial Transportation Facilities (The Ministry of Transportation, Ontario, 2000) and summarized in Section 2.1 of this latest TESR Addendum, more than five years have passed since completion of the 2004 TESR and a review was required as neither construction had commenced nor was a Design and Construction Report completed. A TESR Addendum is triggered if significant changes are made to the design of the project.

The subject TESR Addendum for which the attached Notice of Completion was recently provided, documents changes in the Study Area since the 2004 TESR and the five year review decision-making process. As documented in the 408 page TESR Addendum, the five year review has led to a change in the Technically Preferred Alternative for improvements to the Highway 401 / Highway 4 interchange and local road network.

Further, as required by the Class EA process, this TESR Addendum is made available for a 30-day public review period ending on Monday, December 10, 2018. During this review period, only the changes documented in this addendum are eligible for a Part II Order Request ("Bump Up"). Elements of the original 2004 design that have not changed (i.e., high mast lighting) are not eligible for a Part II Order Request.

As refined during this update October 2018 study, the new Technically Preferred Alternative includes the following:

- Design to accommodate expansion of Highway 401 to an ultimate eight lane cross-section however, widening of Highway 401 is not included as part of this project;
- Highway 4 underpass replaced and realigned east of existing underpass;
- Glenworth Drive underpass replaced and realigned east of existing underpass;
- Northerly realignment of Glenworth Drive and Littlewood Drive to a new intersection with Colonel Talbot Road and closure of existing Colonel Talbot Road / Littlewood Drive intersection;
- Realignment of Burtwistle Lane; and,
- Tempo Road realigned with direct connections to both Glenworth Drive and Highway 4 / Burtwistle Lane.

Elements from the previously approved 2004 Technically Preferred Alternative that remain unchanged from the 2004 TESR include:

- Installation of high mast lighting throughout the functional interchange area; and,
- Reconfiguration of Highway 401 / Highway 4 interchange to a Parclo A-4 design.

Of further potential particular interest the MTO has published a five-year investment plan for highway construction projects throughout Ontario and has identified the Highway 4 interchange improvements and underpass replacement for completion beyond 2021.
Based on the aforementioned, and recognizing that any closure of the existing Glenworth Drive bridge is not in the best interest of local commerce and area residents, I'm happy to report that no such closure is being proposed by the TESR Addendum.

In closing, I on behalf of Elgin County Engineering Services support the TESR addendum and the revised aforementioned Technically Preferred Alternative. For your benefit I've also attached an illustration (Figure 3) showcasing the Technically Preferred Alternative from the TESR Addendum.

If you have any questions in regards to the study, please do not hesitate to contact me directly at your convenience.

Yours truly,

Brian Lima, P.Eng.
Director of Engineering Services

Cc: Grant Jones – Mayor, Township of Southwold
Julie Gongyou – CAO, Elgin County
Stephen Gibson – Solicitor, Elgin County
Notice of Completion
Transportation Environmental Study Report Addendum
Highway 401 & Highway 4 Interchange Improvements and Highway 4 and Glanworth Drive
Underpass Replacements (GWP 3030-11-00)

In 2004, the Ministry of Transportation, Ontario (MTO) completed a Transportation Environmental Study Report (TESR) for the Highway 401 Improvements and Preliminary Design Study from 1.0 km west of Highway 4 easterly to 1.0 km east of Highbury Avenue. In 2012, MTO retained Dillon Consulting Limited to review and update the 2004 TESR for improvements to the Highway 401/Highway 4 interchange, and document changes in a TESR Addendum.

As part of the current study, the TESR Addendum recommends the following changes to the 2004 TESR:

- Replace the Highway 4 Underpass to the east of the existing underpass
- Replace the existing Glanworth Drive Underpass on a new alignment to the east over Highway 401
- Realign Burtwistle Lane and Tempo Road at Highway 4
- Realign Glanworth Drive and Littlewood Drive to a new intersection at Colonel Talbot Road north of the existing connection.

The study was completed as a Group "B" project under MTO's Class Environmental Assessment for Provincial Transportation Facilities (2000). In accordance with the requirements of MTO's Class EA, the TESR Addendum is available for public review from October 29, 2018, to December 10, 2018, at the following locations:

Ministry of the Environment, Conservation and Parks
London Regional Office
733 Exeter Road
London, Ontario
Tel: 519-873-5000

City of London
300 Dufferin Avenue
London, Ontario
Tel: 519-661-2500

Ministry of Transportation
West Region
659 Exeter Road, Lobby
London, Ontario
Tel: 519-873-4100

London Public Library
Lambeth Branch
7112 Beattie Street
London, Ontario
Tel: 519-652-2951

London Public Library
Glanworth Branch
2950 Glanworth Drive
London, Ontario
Tel: 519-681-6797

The TESR Addendum is also available online at www.hwy401londonbridges.ca

Interested persons are encouraged to review the document and provide comments to MTO by December 10, 2018. If, after consulting with MTO staff, you have outstanding environmental issues with the TESR Addendum that have not been addressed through the Class EA process, you can request the Minister of the Environment, Conservation and Parks (MECP) to issue a Part II Order (i.e. "bump up") for this project. Any Part II Order request must be submitted to MECP by December 10, 2018, using a standard form developed by MECP. The standard Part II Order request form is available on the Ontario government Forms Repository website (http://www.forms.seb.gov.on.ca) and you can find it by searching "Part II Order" on the Repository's main page. A copy of the completed form and any supporting information must also be forwarded to MTO at the address below. If no Part II Order requests are received by December 10, 2018, the project will be considered to have met the requirements of MTO's Class EA and may proceed.

Information collected will be in accordance with the Freedom of Information and Protection of Privacy Act and Access to Information Act. With the exception of personal information, all comments will become part of the public record.

Mr. Jeff Matthews, P.Eng.,
Project Manager
Dillon Consulting Limited
Box 426
London, Ontario, N6A 4W7
Tel.: 519-488-5192
Toll Free: 1-888-345-5668, Ext. 1275
Fax: 519-672-8209
Email: hwy401londonbridges@dillon.ca

Mr. Frank Hochstenbach, P.Eng.,
Senior Project Engineer
Ministry of Transportation
West Region, Planning and Design Section
659 Exeter Road
London, Ontario, N6E 1L3
Tel.: 519-873-4549
Toll Free: 1-800-265-6072, Ext. 519-873-4549
Fax: 519-873-4600
Email: Frank.Hochstenbach@ontario.ca

If you have accessibility requirements to participate in this project, please contact a team member.
Des renseignements sont disponibles en français en composant Tania Farah, 1-888-345-5668 ext. 1276.
MODIFICATIONS FROM THE APPROVED 2014 TPSA
RECOMMENDED PLAN

1. OGDENWEST TAILBY ROAD BRIDGE REALIGNED EAST OF THE
   EXISTING BRIDGE
2. LITTLEWOOD DRIVE AND TRIGGER INTERSECTION
   REALIGNED IN TRAFFIC LANE-ONLY OFF LITTLEWOOD DRIVE
3. E-WARF REALIGNMENT
4. SURROUNDING LANE REALIGNMENT
5. TEMCO ROAD REALIGNMENT
6. NEW INTERSECTION AT GLAMMOUTH DRIVE AND TEMCO ROAD
November 20, 2018

Dear Head of Council (elect):

Recently, Ontario's Government for the People moved to a new cannabis retail model to meet our key priorities of combatting the illegal market and keeping our children and communities safe.

Today, the Province is beginning the fulfillment of its commitment to provide $40 million in funding over two years to municipalities to help with the implementation costs of recreational cannabis legalization.

The Ontario Cannabis Legalization Implementation Fund (OCLIF) will be distributed as follows:

- In early January, the first payment of $15 million will be made to all municipalities on a per household basis, adjusted so that at least $5,000 is provided to each municipality. This will enable all municipalities to proceed with their planned legalization activities.

- A second payment of $15 million will then be distributed following the deadline for municipalities to opt-out under the Cannabis Licence Act, which is January 22, 2019.
  - Municipalities that have not opted-out as of January 22, 2019 will receive funding on a per household basis, adjusted so that at least $5,000 is provided to each municipality. This funding will support initial costs related to hosting retail storefronts.
  - Municipalities that have opted-out will receive only a second $5,000 each.

- The Province is setting aside $10 million of the municipal funding to address costs from unforeseen circumstances related to the legalization of recreational cannabis, and priority will be given to municipalities that have not opted-out. Further details will be provided at a later date.

.../cont’d
• Finally, if Ontario's portion of the federal excise duty on recreational cannabis over the first two years of legalization exceeds $100 million, the Province will provide 50 per cent of the surplus only to municipalities that have not opted-out as of January 22, 2019.

Our government is committed to respecting taxpayers and their hard-earned money. We believe municipalities have an obligation to do likewise.

As such, municipalities must use this funding to address the costs that directly relate to the legalization of recreational cannabis. Examples of permitted costs include:

• increased enforcement (e.g. police, public health and by-law enforcement, court administration, litigation);
• increased response to public inquiries (e.g. 311 calls, correspondence);
• increased paramedic services;
• increased fire services; and
• by-law / policy development (e.g. police, public health, workplace safety policy).

Lower-tier and upper-tier municipalities will receive a 50/50 split of the allocation. The household numbers will be split between the upper- and lower-tier, and the allocation calculated accordingly. Decisions to adjust the split in allocation and transfer funding can be made at the local level as needed. Upper-tier municipalities will receive funding in relation to opt-out decisions made by the lower-tier municipality.

The Deputy Minister of Finance will write to your Treasurer with further details on the administration of this funding and attach each municipality’s specific allocation notice.

To assess the impact of the funding, the Association of Municipalities of Ontario and the City of Toronto have been asked to work with the Ministry of Finance to establish a process by which a sample group of municipalities can assess the use and impact of these funds. More information on this process will be provided at a later date.

Our government is committed to building a retail system for cannabis sales that will help eliminate the illegal market and is safe and reliable with rules that keep cannabis out of the hands of children and youth, while keeping our roads safe. Complementary to this municipal funding, the Province continues to do the following:

.../cont’d
- 3 -

- Increase the capacity of law enforcement to help detect drug impaired driving through training. The Province has also created a specialized legal team to support drug impaired driving prosecutions, increased capacity at the province's Centre of Forensic Sciences, and has created a Cannabis Intelligence Coordination Centre.

- Support local boards of health (public health units) by providing a suite of tools and resources for enforcement of the Smoke-Free Ontario Act, 2017, which includes rules for smoking and vaping of cannabis.

- Conduct an integrated public awareness campaign to communicate the rules and regulations for recreational cannabis and educate Ontarians about the health and safety measures in place to protect them.

We appreciate the efforts of municipalities in the implementation of the federal government's legalization of cannabis and look forward to continuing to work together.

Sincerely,

[Signature]

Vic Fedeli
Minister of Finance

c:  The Honourable Caroline Mulroney, Attorney General
    The Honourable Steve Clark, Minister of Municipal Affairs and Housing
    Paul Boniferro, Deputy Attorney General
    Greg Orencsak, Deputy Minister of Finance
    Laurie LeBlanc, Deputy Minister of Municipal Affairs and Housing
    Renu Kulendran, Ontario Legalization of Cannabis Secretariat, Ministry of Attorney General
    Nicole Stewart, Executive Lead, Cannabis Retail Implementation Project, Ministry of Finance
    Kate Manson-Smith, Assistant Deputy Minister, Local Government and Planning Policy Division, Ministry of Municipal Affairs and Housing
    Dan Miles, Chief of Staff
Dear Head of Council,

As you know, our government has launched a broad consultation to gather input on how to increase the supply and mix of housing, speed up development timelines and drive down costs. Feedback from the consultation will inform our Housing Supply Action Plan, to be released this spring. I encourage you to share your ideas by visiting Ontario.ca/HousingSupply before January 25, 2019.

As part of this consultation, we will be undertaking a fundamental review of all aspects of the development approvals process as it relates to building more housing people can afford, and attracting and retaining new business investments. That is why I have directed my ministry to review the entire provincial approvals process – from the rules for planning all the way to construction.

I am keenly aware of the broad number of permits, approvals and processes that may come into play as part of this exercise, including those that reside with our partner ministries. I am working closely with my Cabinet colleagues on this initiative and our government’s goal is a streamlined development process that ensures provincial approvals are in place within one year so building can begin sooner.

To help achieve this ambitious but necessary goal, and following on the successes of our recent Growth Plan Implementation workshops, we want to hear directly from you. That is why, we will be holding a series of targeted consultations focused on the key laws and policies that my ministry administers, and your input will be critical.

In the coming days, you will be invited to participate in one or several discussions focused on the Planning Act, the Provincial Policy Statement, the Building Code and other matters. This detailed review of individual policies and laws is needed to find every barrier and unnecessary step in the process. However, as Minister, I am interested in transformative change, not incremental shifts in policies.

Making Ontario open for business means a fundamental change to the status quo. Our province needs to be a place where businesses can locate and grow, and create jobs and innovate, not spend their time clearing regulatory hurdles and navigating unnecessary red tape.

This is urgent work, and I hope you will make time to participate. I look forward to hearing your important insights and recommendations on how to move forward.

Steve Clark
Minister
Ministry of Municipal Affairs and Housing
December 10, 2018

Information for Councils – Developing a Municipal Cannabis Policy Statement

Members of Council

During Council transition, AMO sent to senior municipal staff a document that covers off all the information that would be helpful in preparing reports to councils on whether to opt-out or allow retail cannabis sales. Now, with councils sworn in, we want to share it directly with you.
The document includes a Draft Municipal Cannabis Policy Statement Template. The Template helps municipal governments that may wish to allow recreational cannabis retail sales in their communities to identify sensitive areas and better guide retail outlet locations. The template is based upon the ‘public interest’ definition in the Ontario recreational cannabis regulations. Where stores are allowed, it can also help staff to provide comments to the Alcohol and Gaming Commission of Ontario (AGCO) on proposed locations within the 15-day statutory consultation window.

Under Ontario’s recreational cannabis policy, private cannabis retail stores will be approved to sell as of April 1, 2019 where municipal governments allow them. Municipal governments that do not wish to allow cannabis retail stores can do so by informing the AGCO in writing by January 22, 2019 of council’s decision. Members should note that the decision not to allow retail stores or the decision is to opt out and opt back in after Jan. 22 will affect access to the municipal portion of the Province’s share of the federal share of its cannabis excise tax. No matter the municipal decision, consumers will continue to have access to cannabis through on-line sales, personal growing and through retail in other communities.

As a priority, please read the documents linked to this communication so that you have the most comprehensive information given the decision you will need to make by January 22, 2019. In addition, Heads of Councils and municipal treasurers received individual letters from the Minister of Finance. These letters set out each municipal government’s cannabis implementation funding allocation. Members can find other information on cannabis legalization on AMO’s resource page.

**AMO Contact:**

Craig Reid, Senior Advisor, creid@amo.on.ca, 416-971-9856 ext. 334.

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**DISCLAIMER:** Any documents attached are final versions. AMO assumes no responsibility for any discrepancies that may have been transmitted with this electronic version. The printed versions of the documents stand as the official record.

**OPT-OUT:** If you wish to opt-out of email communications from AMO, please click [here](#).
DEC 21 2018

Ms. Lisa Higgs
CAO/Clerk/Deputy Treasurer
Township of Southwold
35663 Fingal Line
Fingal, Ontario
N0L 1K0
cao@southwold.ca

Dear Ms. Higgs:

I am writing to provide you with an update on the assessment of properties in the landfill class for property tax purposes.

Landfills are currently assessed by the Municipal Property Assessment Corporation (MPAC) based on vacant industrial land values. This treatment is reflected in a regulation made under the Assessment Act.

The regulatory provisions governing the assessment methodology for landfills are set to expire in 2020, prior to the next province-wide reassessment. In order to maintain stability for landfill operators and municipalities, the Province intends to maintain the current valuation methodology for properties in the landfill class for the next reassessment.

This means that landfills will continue to be assessed based on vacant industrial land values. Regulatory amendments to implement this treatment will be brought forward in the new year.

Maintaining a stable assessment framework for landfill properties will support a competitive marketplace for waste management services in Ontario. This is another way that our government is making Ontario Open for Business.

Sincerely,

[Signature]

Victor Fedeli
Minister

c: Ms. Kim Grogan, Treasurer, Township of Southwold
THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

BY-LAW NO. 2019-03

Being a by-law to confirm the resolutions and motions of the Council of the Township of Southwold, which were adopted on January 10th, 2019 and January 14th, 2019.

WHEREAS Section 5(3) of the Municipal Act, 2001, Chapter 25, provides that a municipal power, including a municipality's capacity, rights, powers and privileges under section 8, shall be exercised by by-law unless the municipality is specifically authorized to do otherwise.

WHEREAS it has been expedient that from time to time, the Council of the Corporation of the Township of Southwold should enact by resolution or motion of Council;

AND WHEREAS it is deemed advisable that all such actions that have been adopted by a resolution or motion of Council only should be authorized by By-law;

NOW THEREFORE the Council of the Corporation of the Township of Southwold enacts as follows:

1. That the actions of the Council of the Township of Southwold at the Special Meeting of Council on January 10th, 2019 and the Regular Meeting of Council held on January 14th, 2019; in respect to each report, motion, resolution or other action passed and taken by the Council at its meetings, is hereby adopted, ratified and confirmed, as if each resolution or other action was adopted, ratified and confirmed by its separate by-law.

2. That the Mayor and the proper officers of the Corporation are hereby authorized and directed to do all things necessary to give effect to the said action, or obtain approvals, where required, and, except where otherwise provided, the Mayor and the Clerk are hereby directed to execute all documents necessary in that behalf and to affix the Corporate Seal of the Township of Southwold to all such documents.

READ A FIRST AND SECOND TIME, CONSIDERED READ A THIRD TIME, AND FINALLY PASSED THIS 14th DAY OF JANUARY, 2019.

Grant Jones
Mayor

Lisa Higgs
Clerk

By-law No. 2019-03