

**City of Owen Sound
Management Review Meeting – WWQMS**

Held on: Tuesday, January 28th, 2025 at 12:00 p.m.
City Hall East Atrium Meeting Room

PRESENT: Tim Simmonds, City Manager
Lara Widdifield, Director of Public Works and Engineering
Bryce McDonald, Manager of Water and Wastewater
Jamie Fenton, Wastewater Superintendent
Andrew Smart, Wastewater Lead Hand, WWQMS Representative
Ashley Ford, Water & Wastewater Administrative Assistant

#	Item	Discussion and Action Items	Action by WHOM	Action by (DATE)
1.0	Incidents of non-compliance with applicable regulations	<p>Normally this section of the Management Review report would review any concerns the Ministry of Environment, Conservation and Parks (MECP) had during the inspection undertaken during the previous calendar year. However, there was no MECP inspection in 2024. The last inspection was March 22, 2019.</p> <ul style="list-style-type: none"> The wastewater plant had (1) final effluent objective exceedance in 2024. The WWTP exceeded the final effluent objective for total phosphorus of 0.5mg/l in July 2024. The July average was 0.68mg/l. This was reported in writing to the local MECP office. The ferric-chloride dosing was adjusted to better control total phosphorus and stay within the objective. The limit was not exceeded. <p>Identified Action Items: Operators continue to monitor all plant processes and data trending in order to make process changes as required.</p>	No new action	
2.0	Deviations from critical control point limits & corresponding actions taken	<p>Critical control points for the wastewater system were developed during the risk assessment process. The following critical control points were addressed in 2024.</p> <ul style="list-style-type: none"> On September 14, 2024, the 27th street west sewage pump station's main power feed was destroyed by a directional drilling operation. The on-call operator responded, confirmed that there was no overflow then with the assistance of the Wastewater Superintendent organized temporary septage haulage and the setup of an emergency generator for 	No new action	

		<p>power supply until the main power feed was restored October 8, 2024.</p> <p>During heavy storm and run off events the wastewater system becomes surcharged and can no longer convey all the sewage to the treatment plant. The collection system has six locations where overflows mainly occur. One is the Westside Sewage Pumping Station and the other five are Sewer Overflow Manhole locations. The Westside Station is monitored and controlled automatically by a control system which runs the pumps and notifies operators of any issues via an alarm system. All five Sewer Overflow Manhole locations have flow monitoring equipment installed that notify operators of the levels and any alarms that occur. In the event of high flows, there is always the risk of an overflow event. On average daily flows are 10,000m³/day; overflow events typically happen at wet weather flows above 65,000m³/day. With the added monitoring devices at each of the overflow locations, operators are able to act on the situation and undertake reporting in a timely manner.</p> <p>Identified Action Items:</p> <p>Operators continue to utilize SOP's related to bypasses and overflows.</p>		
3.0	The effectiveness of the risk assessment process	<p>The risk assessment outcomes table was updated November 1st, 2024.</p> <p>Identified Action Items:</p> <p>Revise the SOP's and ERPs based on the annual risk assessment and SOP review.</p>	All WW Staff	Annually
4.0	Results of internal and external audits	<p>The internal audit for the WWQMS was conducted in November 2024.</p> <p>In this audit there were no non-conformities and eight (8) opportunities for improvement. The OFI's will be addressed by the WWQMS Representative in collaboration with the Wastewater Superintendent and Manager of Water/Wastewater, as required. The OFI's are related to Documentation, training and the clarification of inter-departmental roles and responsibilities.</p> <p>Identified Action Items:</p> <p>Address the resulting internal audits OFI's.</p>	QMS Rep, WW Superintendent	Prior to next internal audit

		<ul style="list-style-type: none"> - OFIs will be reviewed and implemented as appropriate. 		
5.0	Results of wastewater system emergency response testing	<p>An emergency occurred in 2024 due to the damaging of the main power feed to 27th Street sewage pump station.</p> <ul style="list-style-type: none"> • September 14th Aecon hit the main power feed during a directional drilling job near the station. • The on-call operator responded and confirmed that there was no overflow event and set up a sewage pump truck to shuttle wastewater until the pump station was operational again. • The wastewater superintendent was called and assisted the operator to obtain a portable diesel generator, and it's set up. This got the pump station back in operation. • Power from the grid was restored October 8, 2024. Pump station back in normal operation. <p>Identified Action Items: Practice one selected ERP (Emergency Response Plan) annually as per the Operational Plan and review the other ERP's.</p>	All WW Staff	Annual ERP Practice
6.0	Operational performance	<p>Noted below are projects completed in 2024 that will improve the wastewater system's overall performance.</p> <ul style="list-style-type: none"> • Bio-solids holding tank #1 had a complete cleanout and mixing nozzle replacement. • 17th Street East sewer main replacement project completed. • Alpha Street sewers were replaced. <p>Identified Action Items: None.</p>	Wastewater Super.	2024
7.0	Trends in the wastewater quality influent and effluent	<p>Identified Action Items: As can be seen on the attached memo, effluent quality remains in compliance with ECA.</p> <p>Operators to continue monitoring final effluent objectives via in-house lab testing and external laboratory results.</p> <p>Identified Action Items: None</p>		

8	Follow-up on action items from previous management review meetings	<p>The following action items identified in the January 31, 2024; Management Review are noted as outstanding/upcoming:</p> <ul style="list-style-type: none"> - Establish signage to notify the public of an overflow event occurring. (Due May 21, 2025) - Create and submit a Pollution Prevention and Control Plan to the Director on or before May 21, 2027 <p>Identified Action Items: None</p>		2024
9	Updates on action items identified between management review meetings	<p>The action items identified between management reviews are primarily documented in the Internal Audit process.</p> <p>Identified Action Items: None</p>		
10	Changes to services, activities, regulations, etc. that could impact the QMS	<p>There is a new Amended Environmental Compliance Approval for the WWTP. Reference # 1994-CERHEG that was put in place, December 1, 2024, and replaces ECA #6575-AFTK6S.</p> <p>Identified Action Items:</p> <p>Make required updates to WWQMS to meet requirements of new ECA. Ensure operators are aware of the new ECA and review.</p> <p>Include section on climate change and how it affects the WWQMS either in the Annual Management Review Memo or through the Annual Summary Report going forward.</p>		
11	Consumer feedback	<p>In 2024, there were three (3) customer complaints relating to sewer odours. Two of the complaints, both from the same individual, were related to the East Bayshore Sewage Pump Station, and one was from a Business in the 200 block of 10th St E. Operators followed the SOP and logged these complaints. Operators investigated.</p> <p>In the odour complaint at the East Bayshore pump station, Carbon air filters were installed on the wet well vents, and the running level was adjusted, resolving the odour condition.</p> <p>The odour complaint at the business in the 200 block of 10th St E, the city, worked alongside the MECP to try and determine the source of the odour of hydrocarbons.</p>	WW Staff	Ongoing

		Identified Action Items: Continue to log consumer feedback as per SOP's.		
12	Resources needed for QMS maintenance	Assistance is available from the existing administrative assistant for the WWQMS Representative (Wastewater Treatment and Environmental Lead Hand). Identified Action Items: Seek additional assistance from Water and Wastewater Admin assistant and Wastewater Superintendent as required.		
13	The Results of the Infrastructure Review	Infrastructure review is a collaborative process carried out throughout the year. Project updates and emerging issues are discussed at monthly manager meetings. As new projects are identified that require significant financial investment and planning, they are identified in a capital planning sheet and then prioritized through our capital budget process each summer. Identified Action Items: Major infrastructure projects identified and discussed included 17 th St. Sewer Replacement, Intermediate Bar Screen and Digester Clean-out		
14	The currency and content of the Operational Plan	Our Operational Plan has been updated with the assistance of Brigitte Roth from Acclaims Environmental Inc. This new format streamlines the process for making changes to documents within the WWQMS. Identified Action Items: The new operational plan needs to be endorsed by the Council in February/March 2025.		
15	Comments and Suggestions made by Personnel	Operators express support for the following: <ul style="list-style-type: none"> • 220.4 - A secondary fine screening process has been tendered out and awarded to JLR. This project is currently in the finalization of the drawings and to go out for tender mid-2025. • 210.2 - Pumping station upgrades to the control and electrical panels and access hatch on the wet well at the 27th street west pump station. • The WWTP only has one primary digester to process all bio-solids. Failure of this digester would be catastrophic to the treatment process 	Director of Public Works and Engineering	2025

		since no raw sludge could be treated. A second digester would provide redundancy and allow raw sludge to be treated during a routine digester cleanout. Eliminating additional trucking and processing costs.		
16	Review and consideration of applicable best management practices, including any publications by the MECP	Identified Action Items: Cybersecurity Awareness Memo issued November 19 th , 2024 Currently being worked on by the IT Department.		

Meeting Recorder: Ashley Ford, Water and Wastewater Administrative Assistant, DWQMS Rep.
 Meeting Completed at 12:40 p.m. January 28, 2025