

# Management Review Minutes

Held on: February 5<sup>th</sup>, 2026, in the Public Works Boardroom

**PRESENT:**

Lara Widdifield, Director of Public Works & Engineering  
 Bryce McDonald, Manager of Public Works  
 Mason Bellamy, Manager of Public Works and Engineering  
 Mark Hill, Water Distribution Superintendent  
 Jamie Fenton, Wastewater Superintendent  
 Troy Pelletier, Water Treatment Superintendent  
 Andrew Smart, Wastewater Treatment & Environmental Lead Hand  
 Joel Atherton, Drinking Water Quality Management System Representative

#	Item	Discussion and Action Items
1.0	<b>Incidents of non-compliance with applicable regulations</b>	An MECP inspection was conducted from February 10 <sup>th</sup> , 2025, to March 21 <sup>st</sup> , 2025, for the previous year. No non-compliance items were found in this report resulting in a score of 100%. No incidents have happened from March 21 <sup>st</sup> , 2025 to Jan 1 <sup>st</sup> , 2026  <b>Identified Action Items: None</b>
2.0	<b>Incidents of adverse drinking-water tests</b>	For 2025, there are no AWQIs (Adverse Water Quality Incidents) to evaluate.  <b>Identified Action Items: None</b>
3.0	<b>Deviations from critical control point limits &amp; corresponding actions taken</b>	No deviations from our critical control points during this reporting period.  <b>Identified Action Items: None</b>
4.0	<b>The effectiveness of the risk assessment process</b>	The Risk Assessments were undertaken in 2025 by both Water Treatment and Water Distribution staff as required by the DWQMS. The water system risk assessment was completed on April 2 <sup>nd</sup> , 2025. The Hazardous events in the Risk Assessment were consolidated to address an OFI from the 2024 external audit.  <b>Identified Action Items:</b> We will continue to conduct a full risk assessment annually to ensure risk ratings remain current and new risks are documented. We revise the SOPs and ERPs based on risk assessment and actual field practices.

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5.0	<p><b>Results of internal and external audits</b></p>	<p><b>Internal Audit:</b> The internal audit was conducted by Acclaims Environmental of our Drinking Water Quality Management System (DWQMS) in November 2025.</p> <p>There was one non-conformance pertaining to document control and eleven opportunities for improvement (OFIs)</p> <ul style="list-style-type: none"> <li>• Documents that were not current or were not updated with current information.</li> </ul> <p>The opportunities for improvement included:</p> <ul style="list-style-type: none"> <li>• Review of the signature requirements of the Quality Policy</li> <li>• Review the file structure for SharePoint</li> <li>• Adding Georgian Bluffs to distribution system description</li> <li>• Providing TDG training for staff</li> <li>• Reviewing the staff compliment due to Water/Wastewater admin assistant vacancy and consider dedicated QMS support</li> <li>• Review requirements in the Water System Emergency Response</li> <li>• Creating a process to ensure that owners of the system are aware of the MDWL/DWWP and CLI-ECA</li> <li>• Review of the requirements for Lead sampling (on-site PH)</li> <li>• Review the requirements for failure of the continuous chlorine monitor</li> <li>• Review signage for chemical rooms and receiving locations</li> <li>• Consider using the CIR log to track action items</li> <li>• Apply for regulatory relief for coagulant failure</li> <li>• Improve technology in vehicles.</li> </ul> <p><b>External Audit:</b> The next External review is scheduled for Feb 2026.</p> <p><b>Identified Action Items:</b> All items in the internal audit have been entered into the Continual Improvement tracking Spreadsheet and have been assigned to an individual.</p>
6.0	<p><b>Results of water system emergency response testing</b></p>	<p>Water Treatment and Water Distribution staff participated in the City-wide Emergency Response Exercise conducted at the Bayshore Community Centre on November 26<sup>th</sup>, 2025. Testing results identified a gap in existing processes and prompted the development of a Standard Operating Procedure (SOP) for cyber incident reporting.</p>

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		<p><b>Identified Action Items:</b> Select an ERP for Practice/review in 2026. Continue to optimize the ERPs or develop new ones as required.</p>																																												
7.0	<p><b>Operational performance</b></p>	<p>The annual report, which is prepared and submitted to the Operations Committee and Council and the Ministry of the Environment, provides a summary of several performance metrics.</p> <p>Management discussed unaccounted-for water, but new water meter consumption data is not yet sufficient to see results. A discussion was held around conducting a water audit.</p> <table border="1"> <thead> <tr> <th></th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> <th>2021</th> <th>2022</th> <th>2023</th> <th>2024</th> <th>2025</th> </tr> </thead> <tbody> <tr> <td><b>System Leakage % (unaccounted for water)</b></td> <td>20.1</td> <td>20.5</td> <td>22.1</td> <td>18.3</td> <td>18.0</td> <td>16.3</td> <td>20.6</td> <td>20.59</td> <td>19.4</td> <td>19.61</td> </tr> <tr> <td><b>Watermain Breaks</b></td> <td>16</td> <td>17</td> <td>20</td> <td>25</td> <td>19</td> <td>20</td> <td>25</td> <td>22</td> <td>17</td> <td>29</td> </tr> <tr> <td><b>Service Leaks</b></td> <td>6</td> <td>8</td> <td>7</td> <td>6</td> <td>4</td> <td>9</td> <td>5</td> <td>5</td> <td>4</td> <td>7</td> </tr> </tbody> </table> <p><b>Identified Action Items:</b> Leak detection was done in 2023. Leak detection is scheduled for this year (2026).</p>		2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	<b>System Leakage % (unaccounted for water)</b>	20.1	20.5	22.1	18.3	18.0	16.3	20.6	20.59	19.4	19.61	<b>Watermain Breaks</b>	16	17	20	25	19	20	25	22	17	29	<b>Service Leaks</b>	6	8	7	6	4	9	5	5	4	7
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8.0	<p><b>Trends in the quality of raw water supply and drinking-water</b></p>	<p>Several factors influence raw water quality, including seasonal changes, spring runoff, bay turnover, wind direction, and temperature fluctuations, all of which can lead to poor or difficult-to-treat raw water. Spring runoff is typically the most significant factor, but increasingly severe, unpredictable weather is becoming more common.</p> <p>Maintenance of the Kenny drain remains a concern for source water quality due to its proximity. Maintenance and/or inspection activities should be prioritized.</p> <p>Filter upgrades continue, which include the installation of an air scour system, underdrain improvements, filter media replacement, and other piping and mechanical. These improvements are expected to improve backwash and filter performance. Operations has already noticed run time performance with the first filter commissioned.</p> <p><b>Identified Action Items:</b> Continue to monitor the Kenny drain outlet and re-evaluate risks and projects related to Kenny drain. Manager of Public Works and Engineering to investigate actions for Kenny drain.</p>																																												
9	<p><b>Follow-up on action items from previous</b></p>	<p>At the previous management review meeting, 15 action items were identified. No discussion was had on these items.</p>																																												

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	<b>management review meetings</b>	Identified Action Items: None																																						
10	<b>Updates on action items identified between management review meetings</b>	<p>The action items identified between management reviews are primarily discovered through the Internal Audit process and tracked in our Corrective Action Log. However, staff are encouraged to provide suggestions at any time, and we provide roundtable opportunities at each S&amp;O meeting.</p> <p><b>Identified Action Items:</b> Recorded Corrective Action Log (QMS Rep)</p>																																						
11	<b>Changes to services, activities, regulations, etc. that could impact the QMS</b>	<p>The release of MECP’s Best Management Practices will have an operational and QMS impact. New programs may need to be created, and others revised, as auditors expect to see efforts to incorporate these practices</p> <p><b>Identified Action Items:</b> Review and create an implementation plan (Manager of Water and Wastewater)</p>																																						
12	<b>Consumer feedback</b>	<table border="1"> <thead> <tr> <th>Year</th> <th>Water Quality Complaints</th> <th>Water Pressure Complaints</th> </tr> </thead> <tbody> <tr><td>2015</td><td>14</td><td>13</td></tr> <tr><td>2016</td><td>14</td><td>12</td></tr> <tr><td>2017</td><td>18</td><td>18</td></tr> <tr><td>2018</td><td>22</td><td>18</td></tr> <tr><td>2019</td><td>18</td><td>18</td></tr> <tr><td>2020</td><td>22</td><td>13</td></tr> <tr><td>2021</td><td>24</td><td>7</td></tr> <tr><td>2022</td><td>30</td><td>9</td></tr> <tr><td>2023</td><td>21</td><td>20</td></tr> <tr><td>2024</td><td>46</td><td>8</td></tr> <tr><td>2025</td><td>24</td><td>15</td></tr> </tbody> </table>	Year	Water Quality Complaints	Water Pressure Complaints	2015	14	13	2016	14	12	2017	18	18	2018	22	18	2019	18	18	2020	22	13	2021	24	7	2022	30	9	2023	21	20	2024	46	8	2025	24	15	<p>Complaints of water quality varied widely. Most often, complaints are related to aesthetic, taste, or odor concerns. This type of complaint is typically addressed via phone consultation or site visit.</p> <p><b>Identified Action Items:</b> None</p>	
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13	<b>Resources needed for QMS maintenance</b>	<p>The QMS is currently being maintained part-time by an existing Operator. The elimination of the Water and Wastewater Administration assistant significantly limited our ability to keep QMS documents up to date and meet our continuous improvement commitment. While the</p>																																						

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		<p>system continues to meet the standard, there are noticeable gaps that create operational challenges and introduce potential risk. If the area remains under-resourced, our third-party accreditation (required by our MDWL) could be affected. Management discussed the following:</p> <ul style="list-style-type: none"> <li>• Immediate needs</li> <li>• The alternatives already explored</li> <li>• Gap in fundamental training and resources</li> <li>• Lack of technical expertise</li> <li>• Current staff workload and capacity</li> <li>• Other similarly sized organizations</li> <li>• Immediate legislative risks</li> </ul> <p><b>Identified Action Items:</b> Continue to work toward acquiring full-time dedicated QMS support (Manager of Water and Wastewater)</p>
14	<b>Results of the infrastructure review</b>	<p>Items brought forward for consideration in the 2025 Budget are documented in the Management meeting minutes, project-specific meetings, and, when appropriate, are discussed at and recorded in Operations Committee and Council meeting minutes.</p> <p><b>Identified Action Items:</b> None</p>
15	<b>The currency and content of Operational Plan</b>	<p>The content of the Operational Plan is current and compliant with DWQMS 2.0. Commitment and endorsement from current upper management and the council occurred in March 2025. It was noted that the currency of the operational plan does not reflect the currency of all supporting documents, SOPs, procedures, best management practices, studies, or reports referenced in the Operational Plan.</p> <p><b>Identified Action Items:</b> Continue to work toward acquiring full-time dedicated QMS support (Manager of Water and Wastewater)</p>
16	<b>Comments and suggestions made by personnel</b>	<p>Discussion about possible backflow from residential water meters, Neptune information (via Neptune connect &amp; 360), and incorrect readings.</p> <p><b>Identified Action Items:</b> None</p>
17	<b>Financial Plan</b>	<p>The Financial Plan was revised and submitted in 2025. An updated financial plan will be required for 2030.</p> <p><b>Identified Action Items:</b> None</p>
18	<b>SOP Review 2023</b>	<p>In 2025 the Water Distribution department Standard Operating Procedures (SOPs) were reviewed in detail by the operations staff.</p> <p><b>Identified Action Items:</b> Review the SOPs in 2026</p>

Meeting Recorder: Joel Atherton, DWQMS Representative  
 Meeting Completed at: Public Works Boardroom