

Quality Management System Report 2021

The Drinking Water Quality Management Standard (DWQMS) requires the City of Richmond Hill to establish and maintain a Quality Management System (QMS) that conforms to the standard. The City owns a stand-alone drinking water distribution system, QMS policies and procedures govern the activities and services performed by the City. The DWQMS also requires that Members of Council be aware to the following areas within the QMS, they are:

- Review and Provision of Infrastructure
- Infrastructure Maintenance, Rehabilitation and Renewal Summary
- Management Review Outcomes
- Third-Party Audit Outcomes and Accreditation Renewal
- Organizational Structure, Roles, Responsibilities and Authorities

Review and Provision of Infrastructure

Council is being communicated on the status of the programs in place to maintain, rehabilitate and renew the infrastructure of the drinking water system through the 10 Year Capital Forecast.

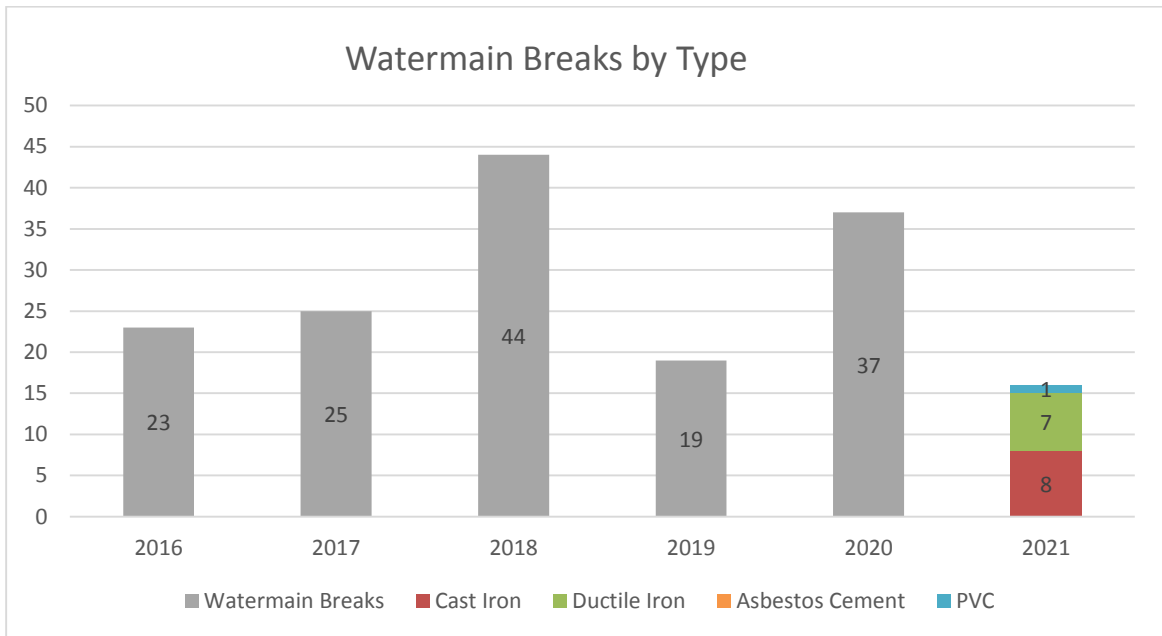
Infrastructure Maintenance, Rehabilitation and Renewal Summary

Programs are in place to maintain, rehabilitate and renew the infrastructure of the drinking water system.

Watermain Programs:

Uni-directional Flushing - A preventative program that cleans watermains through high-velocity flushing, increasing pipe efficiency and prolonging lifespan. This program is currently under review.

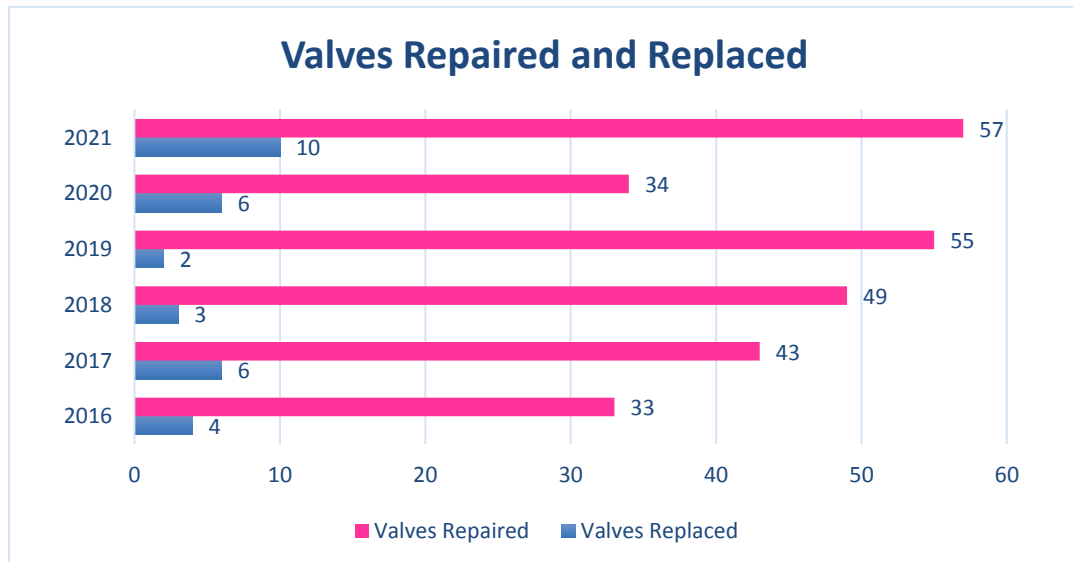
Watermain Repairs - Repair of watermains following pipe breakage.



Valve Programs:

Valve Cycling and Inspection - A preventative program that exercises all valves in the system while identifying inoperable, defective or broken valves. Ensure operability and prolong lifespan of infrastructure.

Valve Repair and Replaced – Repair/replacement of inoperable, defective or broken valves.

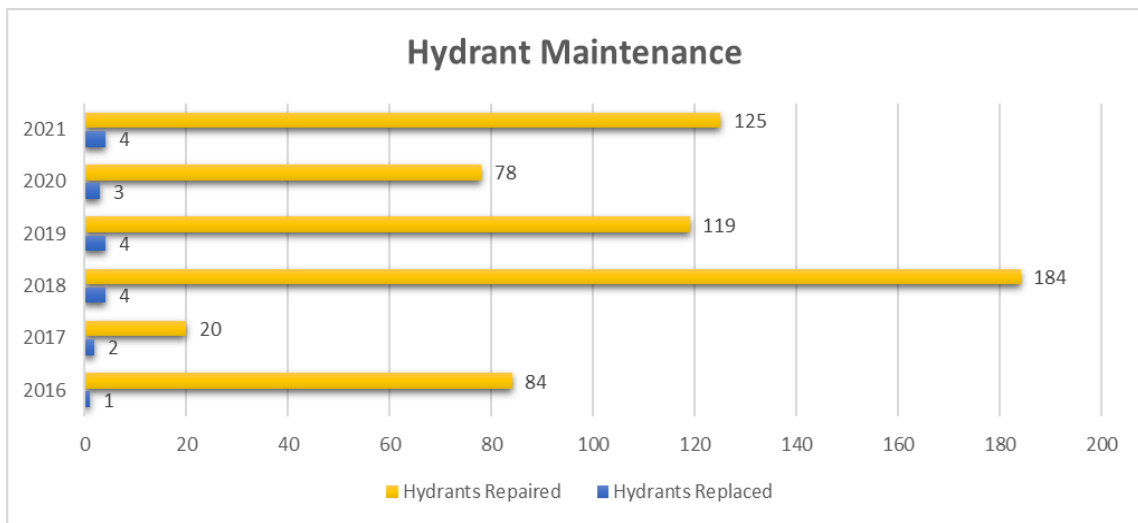


Hydrant Programs:

Hydrant Inspection and Winterizing - A preventative program that identifies inoperable, defective or broken hydrants. Ensure operability and prolong lifespan of infrastructure.

Hydrant Painting - A preventative program to protect hydrants from corrosion, maintain visibility and Fire Flow colour coding.

Hydrant Repair and Replacement - Repair/replacement of inoperable, defective or broken hydrants.

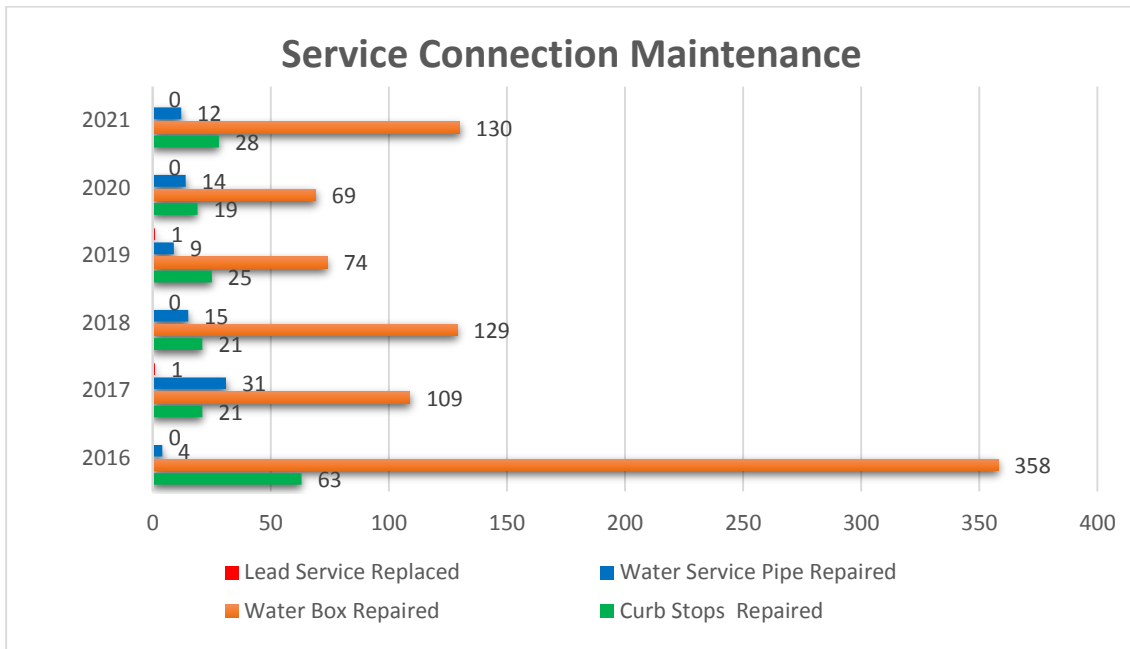


Service Connection Programs:

Curb stop Repairs - Repairs of inoperable, defective or broken curb stops.

Water Service Pipe Repairs - Repairs and/or replacement of broken water service pipes.

Frozen Services - Thawing of frozen water service piping.



Management Review Outcomes

Management Review meeting took place on December 1, 2021. The following table presents the outcomes of the management review:

<p>Summary of Deficiencies</p>	<p>No deficiencies were identified for 2021.</p>
<p>Summary of Decisions</p>	<p><u>Watermain Breaks</u> – Track age of infrastructure in relation with watermain break, as well as the number of RH residents affected.</p> <p><u>Resources needed to maintain QMS</u> – Currently piloting SharePoint for wastewater operations, will work with IT Dept. to determine if SharePoint could also be used for DWQMS.</p> <p><u>Operational Performance</u> – Unidirectional flushing (UDF) will continue to take hiatus and instead will use hydraulic model for assessing chlorine dissipation in watermain pipe. Funds will be allocated towards PRV and Air valve maintenance program. Water Staff will continue to assess data and will benchmark other municipalities to determine best management practices regarding UDF going forward.</p>

<p>Update on Previous Action Items</p>	<p><u>Changes that could affect the QMS</u> – Held meetings with WWW Staff and Municipal Inspectors. All related SOPs, work instructions, documents and records were updated to comply with new procedure.</p> <p><u>Operational Performance</u> – All Graphs from Management Review were revised, they now include target and actual accomplishments.</p> <p><u>Operational Plan</u> – Version 6.1 dated March 22, 2021 is the one currently in used and available through the City's website.</p>
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Third-Party Audit Outcomes and Accreditation Renewal

The Recertification Audit took place on October 26 to 28, 2021. Two minor non-conformances were identified; Corrective Actions were implemented and accepted by certification body. Registration will expire November 30, 2024.

Certificate of Registration

This certifies that the Quality Management System of

The Corporation Of The City Of Richmond Hill

1200 Elgin Mills Road East
Richmond Hill, Ontario, L4S 1M4, Canada

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

Ontario's Drinking Water Quality Management Standard Version 2

Scope of Registration:

Richmond Hill Distribution System, O22-OA1, Basic Full Scope Accreditation



Certificate Number: C0123074-DWQP
 Certificate Issue Date: 03-DEC-2021
 Registration Date: 01-DEC-2021
 Expiration Date #: 30-NOV-2024

**Tom Chestnut,
 Sr Vice President - ISR,
 NSF-ISR, Ltd.**

Organizational Structure, Roles, Responsibilities and Authorities

Members of Council as the “Owner” of the drinking water distribution system are responsible for ensuring their drinking water system meets all prescribed drinking water quality standards, operate in accordance with the *Safe Drinking Water Act* and its regulations, keep a fit state of repair, comply with all sampling, testing and monitoring requirements and meet all reporting requirements.

QMS Top Management consist of: Commissioner of Community Services, Director Public Works Operations, Director Infrastructure Delivery Services, Manager of Water and Wastewater, Manager of Design and Construction, Manager Capital Infrastructure Planning & Project Management Office and QMS Program Coordinator.

