

2019 4th Quarter DWQMS Report to Council

The purpose of this report is to summarize for Council the activities of the Public Works – **Water Distribution System** for the period October 2019 to December 2019.

Operational Plan Revisions

The following revisions were made to the Operational Plan during this quarter:

Date	Revision #	Revision Description
November 8, 2019	29	System Description Update Dead End Flushing Lists Update QP06 – Review & Provision of Infrastructure Update QP12 – Continual Improvement Corrective – Preventive Action Form Opportunity For Improvement Form Internal Audit Checklist Update

Drinking Water Quality

In 2019, there have been 31 calls from the public concerning water quality, which is slightly less than the number of calls in 2018. They are summarized as follows:

- 2 Watermain Breaks (High Street, Sarah Street)
- 18 Service-Related Issues (Noise, Low Pressure / No Water)
- 4 Taste & Odour
- 4 Visual
- 3 Other

Operational Activities

Throughout the fourth quarter of 2019, the following activities were completed by the Waterworks Staff:

- Locates – 1526 locate requests were received in 2019
- Oversee regular development construction – NuGlobe, Cardel, Meadow Ridge subdivisions
- Annual valve turning operations
- Quarterly water meter readings for billing purposes
- Oversaw servicing work for new 4-unit building on George Street
- Water Shutdown for Aecon on High Street for hydrant lead lowering during construction program
- Emergency valve repair at Bell Street and Edmund Street
- Monthly hydrant flushing activities
- Activated the new auto flusher in the NuGlobe Subdivision
- Oversaw the very large and complex commissioning project for the Meadow Ridge subdivision and final connections to municipal distribution system
- Service leak located and repaired on Hackberry Drive
- Watermain repair on Sarah Street
- Service leak repair located and repaired on Franktown Road
- Oversaw 6" live taps for Comfort Inn site and Antonakos Way Block

- Service leak located and repaired on Crampton Drive
- Service repair located at garden site (Franktown at Coleman)
- Large service repair located at the Grand Hotel
- Winter checks on hydrants and install markers to identify hydrant locations during plowing operations
- Commission and final connections for the NuGlobe subdivision
- Service repair located and repaired on Antrim Street
- Oversaw large watermain changes and servicing for a portion of Riddell Street (former high-density block)
- Oversaw service repair located at Munro Street (CACE Construction)

Internal & External Audits

One of the guiding principles of the Drinking Water Quality Management System (DWQMS) is continual improvement and a mechanism for continual improvement is to conduct not only an internal audit but external audits on an annual basis. The purpose of these audits is to identify gaps pertaining to our conformance with the standard, our operational plan, and our activities.

Internal Audit Results – The 2019 Internal Audit was conducted by Jamie McCarthy, Public Works Manager for Montague Township on November 21, 2019. During the audit, one non-conformance was identified pertaining to the training plan documentation not being complete. A corrective action plan has been established and will be completed and reviewed during the first quarter of 2020.

External Audit Results – SAI Global completed our external audit on December 10, 2019. No non-conformances or opportunity for improvements were identified.

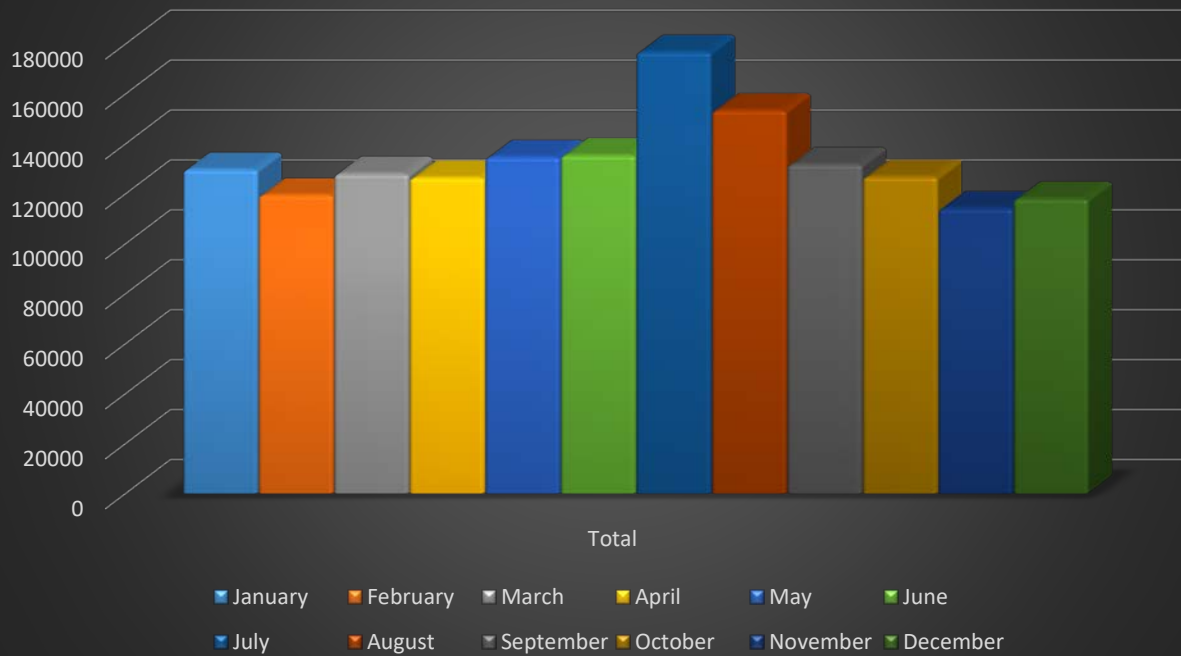
Management Review

Another component of the DWQMS is the requirement to conduct a Management Review of the DWQMS. The Carleton Place Distribution System Management review was conducted on December 19, 2020. The minutes of the 2019 Management Review are attached.

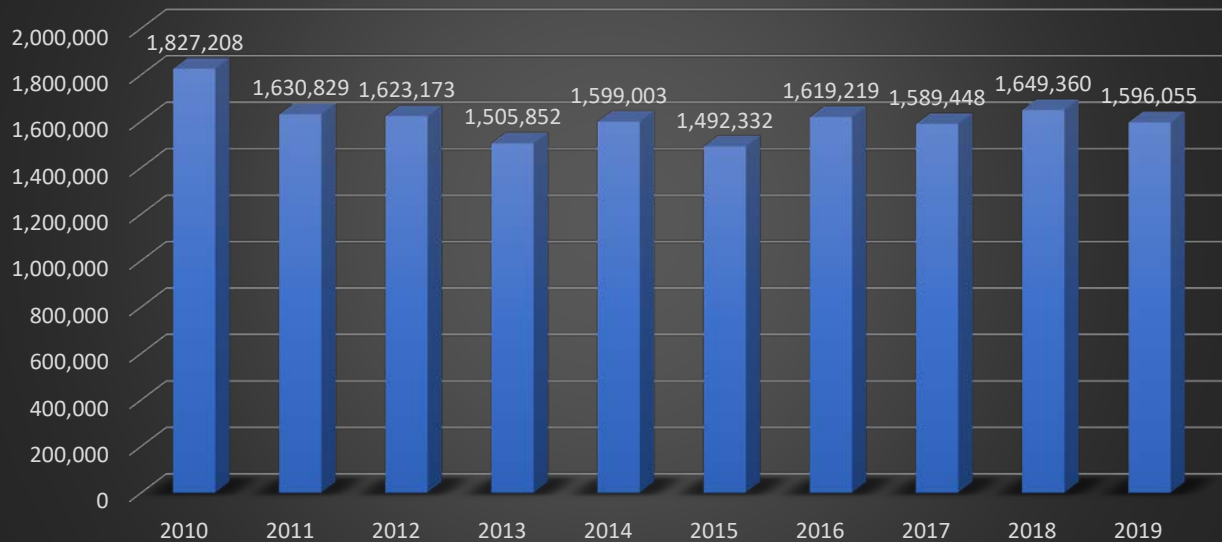
Consumption Statistics - System Demand (m³)

	<u>October 2019</u>	<u>November 2019</u>	<u>December 2019</u>
Avg.	4093.87	3808.83	3811.84
# of Days	31	30	31
Max.	4614.19	4262.73	4031.12
Min.	<u>3607.12</u>	<u>3542.97</u>	<u>3525.8</u>
Sum.	126909.9	114264.8	118166.9

System Demand for 2019 (m³)



Total System Demand 2010 - 2019 (m³)



System demand increased in 2019 by 0.4% over the previous 5 year average.