

2020 4th Quarter DWQMS Report to Council

The purpose of this report is to summarize the activities of the Public Works – **Water Distribution System** for the period October 2020 to December 2020 for Town Council.

Operational Plan

The DWQMS requires staff to undertake a comprehensive review and rewrite of the risk assessment for the Carleton Place Distribution System. Staff undertook this activity on October 14th.

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

14-Oct-20	31	QP01 – Document & Records Control Procedure Update QP02 – Risk Assessment Table Re-write
26-Nov-20	32	QP-7 – Minor correct to table Essential Supplies & Services List Update Annual Distribution System Map Update

Drinking Water Quality

In 2020 there were 27 calls from the public concerning water quality, which is slightly less than the 31 calls in 2019. They are summarized as follows:

- 15 Service-Related Issues (Noise, Low Pressure / No Water)
- 4 Taste & Odour
- 6 Visual
- 2 Other

Operational Activities

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

- Annual valve turning operations
- Oversaw servicing for the new multi-residential development on Bell Street
- Implement new auto flushers within the Olympia development
- Winter maintenance of municipal hydrants
- Oversaw servicing on Peter Street for a new residential property
- Monthly hydrant flushing activities
- Oversaw hydrant repairs within the Cardel development
- Oversaw servicing on Elizabeth Street for the new multi-residential housing building
- Oversaw servicing upgrades for 17 Albert Street
- Repaired service leak on Victoria Street

Internal & External Audits

Internal Audit

There was one non-conformance reported and several opportunities for improvement were noted. The non-conformance pertained to the calibration of the handheld calorimeter and one device was not calibrated in May. In order to ensure calibration of the devices is not missed, the calibration reminders have been scheduled within Outlook and a follow up is scheduled to ensure the Lead Hand and/or ORO review the calibration results.

External Audit

SAI conducted our external audit on December 8th. No non-conformances were identified and only one opportunity was identified.

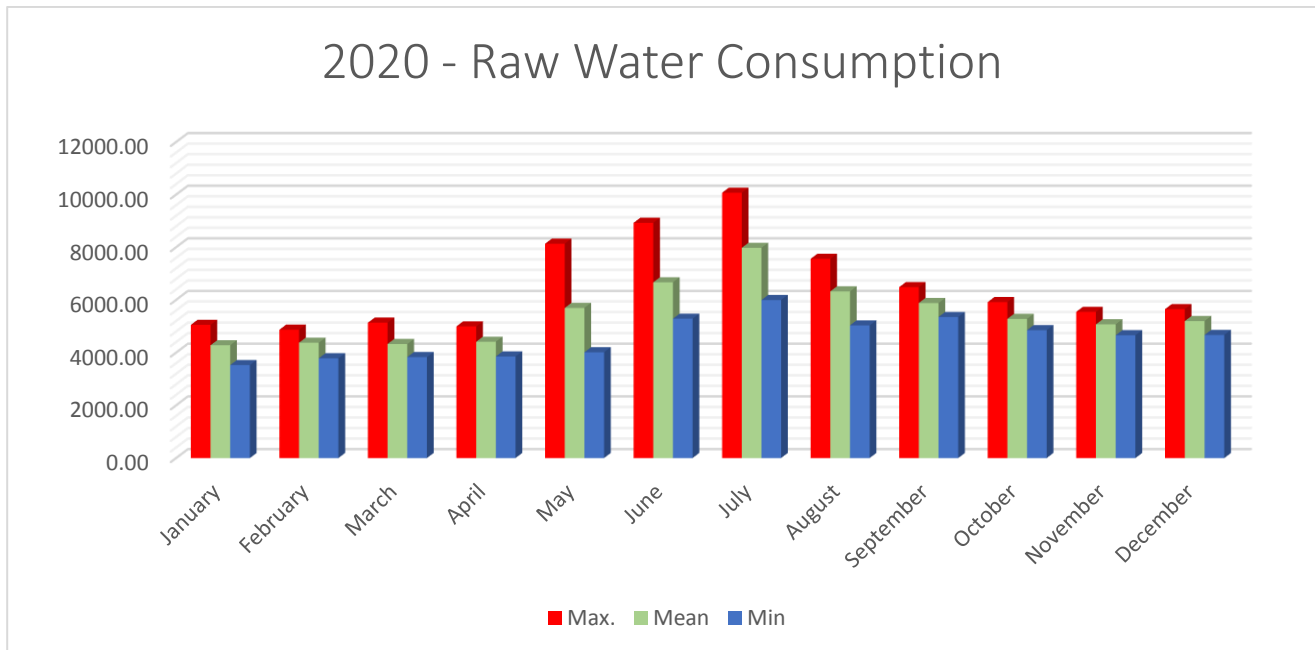
Management Review

Another component of the DWQMS is the requirement to conduct a Management Review for the DWQMS. The Carleton Place Distribution System Management review was conducted on December 17, 2020. The minutes of the 2020 Management review are attached.

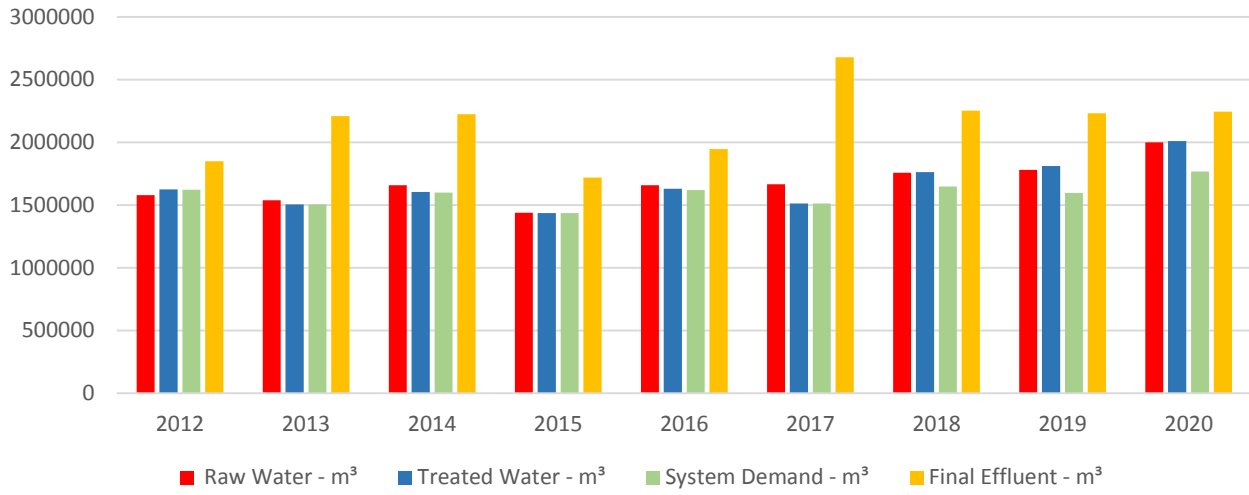
Consumption Statistics

4th Quarter Raw Water Flow Data

# of Days	31	30	31
Month	October	November	December
Max.	5915.75	5544.89	5648.81
Mean	5278.83	5072.49	5197.07
Min	4851.48	4659.22	4668.49
Monthly Totals	163643.7	152174.7	161109.2



Yearly Comparison Summary



Consumption increased 12% in 2020 from 2019.