



Report to: General Committee

Meeting Date: March 04, 2019

SUBJECT: The Ontario Ministry of Environment, Conservation and Parks – Markham Distribution System – Inspection Report, January 09, 2019

PREPARED BY: Helena Frantzke, Ext. 2449
Water Quality Coordinator, Environmental Services

RECOMMENDATION:

1. That the report entitled “The Ontario Ministry of Environment, Conservation and Parks – Markham Distribution System – Inspection Report, January 09, 2019” be received;
2. And that Staff be authorized and directed to do all things necessary to give effect to this resolution.

EXECUTIVE SUMMARY:

Not Applicable

PURPOSE:

The purpose of this report is to provide Council with an update on the findings of the Ministry of Environment, Conservation and Parks (MECP)’s Inspection of Markham’s Water Distribution System undertaken on January 09, 2019. This MECP inspection covered regulatory compliance since our last inspection conducted on December 14, 2017.

BACKGROUND:

The objective of the MECP Inspection is to provide a rigorous and comprehensive inspection program for municipal residential drinking water systems to determine if the systems are in compliance with the Safe Drinking Water Act, 2002 (SDWA) and associated Regulations. The Safe Drinking Water Act, 2002 (SDWA) states that a provincial officer may at any reasonable time conduct an inspection for the purpose of determining compliance with regulatory requirements contained within the Act, or any of the associated Regulations. Traditionally, the MECP has conducted an annual inspection of Markham’s Water Distribution System.

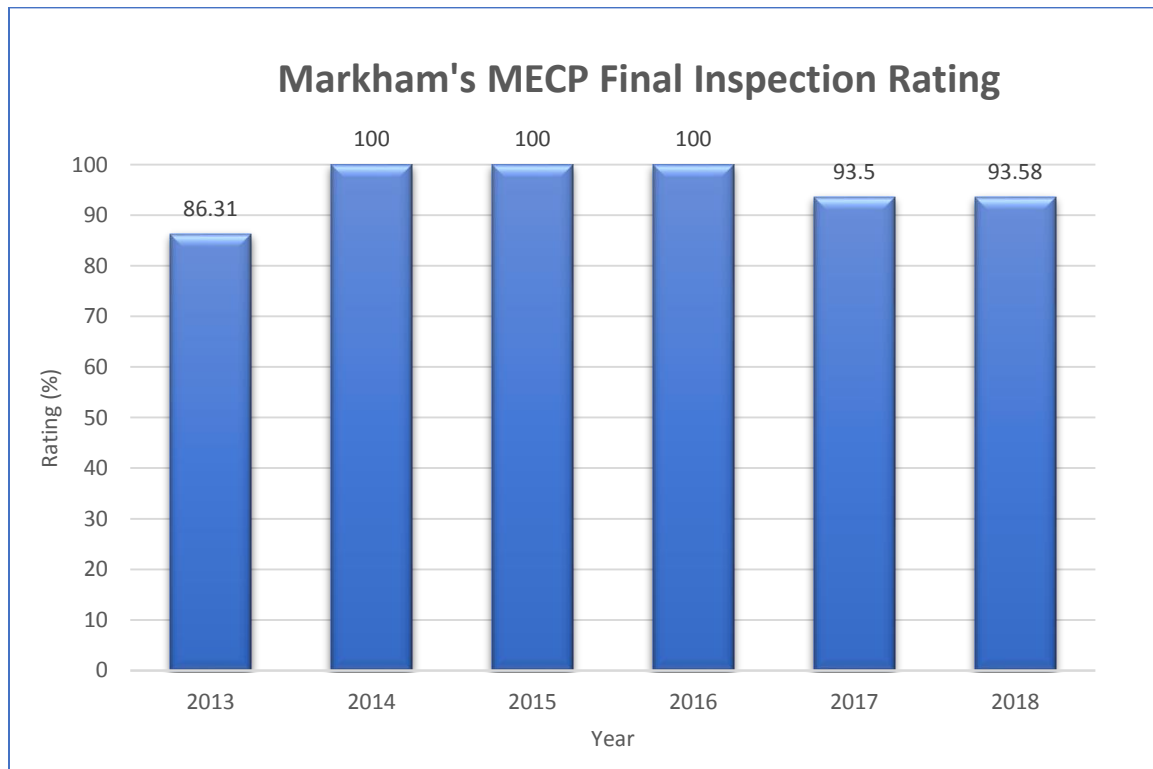
On January 09, 2019 the MECP conducted an announced on-site inspection of Markham’s Water Distribution System. The MECP Inspector reviewed Waterworks procedures, policies and records since their last inspection which was held on December 14, 2017.

The final MECP inspection report was received on January 22, 2019, (see attachment “A”).

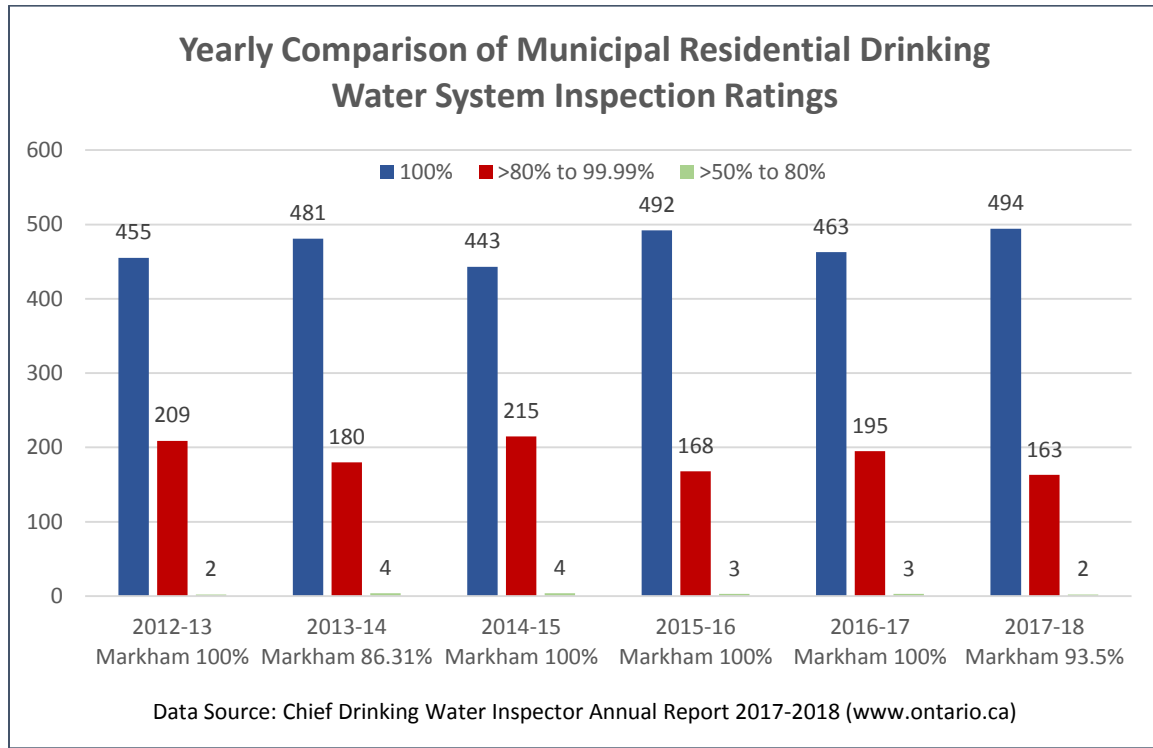
OPTIONS/ DISCUSSION:

During the inspection time period, between, December 01, 2017 to December 15, 2018, there was one incident of regulatory non-compliance identified. (An Adverse Water Quality Incident (AWQI) occurred as a result of an on-site observation during a watermain break that was not immediately reported to the MECP and York Region Public Health Department. The non-reporting omission was caught by staff two days later and then reported.) As a result, the City of Markham received a Final Inspection Rating of 93.58% for compliance with the MECP's Drinking Water Systems Regulation 170/03 during the period covered. This Inspection Rating is used to measure Municipal Residential Drinking Water System Inspection Results. The MECP's inspection program is an important aspect of the MECP's drinking water safety net and the primary goal is to encourage ongoing improvement of drinking water systems and to work toward the goal of 100% regulatory compliance.

Below is a summary of Markham's MECP Inspection Ratings over the past six years:



Below is a comparison of Markham's MECP Inspection Ratings to other municipalities over the last 6 years. The 2018-2019 Municipal Inspection Ratings will be published in October 2019 by the MECP that will capture our latest rating.



Details of Non-Compliance Identified for the December 01, 2017 to December 15, 2018 Inspection Period

On December 11, 2018, a Category 2 Watermain Break occurred. When an Operator observes that contaminated water may possibly have been directed to users, the watermain break is categorized as a Category 2 Observation Watermain Break and is required to be reported immediately to the MECP and MOH. The on-site Operator did not report the incident to their Supervisor immediately and as a result Waterworks staff did not provide immediate notification to the MECP and the MOH as required. Staff did take all the appropriate corrective actions and flushing steps at the time when placing the watermain back in service. On December 13, 2018, after reviewing documents and logbooks, Waterworks staff discovered that the incident was classified on-site as a Category 2 – Observation Watermain Break but was not reported. Staff then immediately notified the MECP and MOH of the incident.

Even though all corrective actions were followed properly and the watermain was repaired the same day; a non-compliance was issued by the MECP for not providing immediate notification as required under Ontario Regulation 170/03.

On December 19, 2018 an After Action Review was also conducted to determine the root cause of the incident and determine actions to prevent this non-compliance from reoccurring in the future. Minutes of the meeting were taken and the following actions have been put in place by Waterworks staff:

1. The Watermain Break email notification, which is sent out when the break was determined and again after all repairs have been completed, was revised to include a location for the Waterworks Supervisor to indicate whether the break was determined to be a Category 1 or Category 2 break. This will ensure the category of the break is captured and all required notifications are made at the time.
2. The Watermain Break work instructions were reviewed with all Waterworks Operators, with detailed focus on requirements for Category 1 and Category 2 break situations.

MECP BEST PRACTICE ISSUES AND RECOMMENDATIONS

During the inspection, logbooks were reviewed and found to be in compliance with the requirements for record-keeping content prescribed under Ontario Regulation 128/04. The use of liquid paper was identified in some logbook entries by the MECP Inspector, which is not a permitted way of document alteration. The following Recommendations were provided by the MECP:

1. *The City of Markham shall develop/revise their “Logbook/Record Keeping Standard Operating Procedure (SOP)”. The SOP shall include a provision prohibiting the use of liquid paper and state the correct form to include corrections in every entry. The City of Markham shall submit a copy of the SOP to the MECP Officer no later than February 1, 2019.*
 - a. The City of Markham has a Work Instruction for Log Entries. The Work Instruction was reviewed and revised to include detailed instructions on the proper method of making log entries and corrections, without the use of liquid paper. A copy of the revised Work Instruction for Log Entries was forwarded to the MECP Officer on January 16, 2019.
2. *The Operators of the City of Markham shall be trained on the “Logbook/Record Keeping” SOP including the requirements for record-keeping prescribed under Ontario Regulation 128/04. The City of Markham shall submit a copy of training records, including operator’s signatures, to the MECP Officer to confirm that all operators have been trained no later than March 15, 2019.*
 - a. All Waterworks Operators have been trained on the requirements for record-keeping prescribed under Ontario Regulation 128/04, by reviewing the Work Instruction for Log Entries and a detailed review on the proper method of making entries and corrections, without the use of liquid paper.

FINANCIAL CONSIDERATIONS

Not Applicable

HUMAN RESOURCES CONSIDERATIONS

Not Applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

Not Applicable

BUSINESS UNITS CONSULTED AND AFFECTED:

Not Applicable

The report presented herein, communicates the results of the annual MECP Inspection conducted on January 09, 2019.

The undersigned represent the Top Management of the City of Markham's Drinking Water Distribution system and by signing below the Top management of the Operating Authority have reviewed the MECP Inspection Report.

RECOMMENDED BY:

Phoebe Fu
Director, Environmental Services

Brenda Librecz
Commissioner, Community & Fire Services

Andy Taylor
Chief Administrative Officer

ATTACHMENTS:

Attachment "A" – Ontario Ministry of the Environment, Conservation and Parks, Markham Distribution System – Inspection Report, January 09, 2019.