

Memorandum

TO: Krista Power, Director – Legislative Services & City Clerk **FILE:**

FROM: Kayla Dixon, Commissioner Infrastructure & Operations

DATE: 12/09/2025

SUBJECT: 2025 Drinking Water Quality Management System (DWQMS) Management Review Report – City of Thunder Bay Bare Point Water Treatment Plant and Distribution Subsystem

MEETING & DATE: Quality of Life Standing Committee
February 10, 2026

The Environment Division – Water Authority has continued to demonstrate its commitment towards continual improvement of the Drinking Water Quality Management System (DWQMS) for the City of Thunder Bay Bare Point Water Treatment Plant and Distribution Subsystem.

The Drinking Water Quality Management Standard is the Quality Management Standard approved under s. 21 of the *Safe Drinking Water Act, 2002* (SDWA) and complements Ontario's legislative and regulatory framework by endorsing a proactive and preventative approach to assuring drinking water quality. This approach includes consideration of elements that are fundamental to ensuring the long-term sustainability of a Drinking Water System including: management processes employed within the system; the maintenance of infrastructure used to supply drinking water; and identification of potential risks and risk mitigation strategies for items such as system security, water treatment, and the impacts of climate change.

The Commissioner – Infrastructure & Operations is the Owner's Representative for the City of Thunder Bay DWQMS. The 2025 Annual Management Review Report for the Bare Point Water Treatment Plant and Distribution Subsystem was presented to the Owner's Representative on November 20, 2025.

The annual Management Review evaluates the suitability, adequacy and effectiveness of the City's DWQMS execution, and includes a review of the internal and external audits results, water quality results, operational performance and a review of system infrastructure as a highlight. The Management Review Report outlines the results of the

Management Review and identifies corrective actions to support continual improvement of the system including specific action items, timelines and personnel responsible.

A surveillance system external audit was carried out by SAI Global in July 2025 to obtain audit evidence and to determine; a) whether the City's quality management activities and related results conform to DWQMS requirements, and b) if they have been effectively implemented and/or maintained. The external audit confirmed that the City's management system remains effectively implemented and meets the requirements of the standard relative to the scope of certification. Zero non-conformities were identified.

In addition, in October 2025, the Ministry of Environment, Conservation and Parks (MECP) conducted an announced, focused inspection of the drinking water system, which resulted in a Ministry inspection rating of 100%. No instances of non-compliance or non-conformance were identified during the inspection.

The 2025 Management Review Report finds that the Water Authority has demonstrated the continued delivery of high-quality, safe drinking water and their commitment to continual improvement.

The Statutory Standard Duty of Care under the *Safe Drinking Water Act, 2002* requires system owners to be aware of the Quality Management System for its drinking water system and its components. Training for Members of Council on drinking water and statutory responsibilities for decision-makers under the SDWA was provided on March 9, 2023. For reference, a guide is available for members of municipal councils at <https://www.ontario.ca/page/taking-care-your-drinking-water-guide-members-municipal-councils>.

The City's 2025 Drinking Water Quality Annual Report will be presented to Council and the community in February which details water quality results for the past year. Questions on the Management Review and Drinking Water Quality Annual Report can be posed to the Environment Division - Water Authority.

- cc: - ELT
- Krista Power, Director – Legislative Services & City Clerk
 - Michelle Warywoda, Director – Environment Division
 - Gary Person, Manager – Compliance & Quality Control