

## **Memorandum**

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

**FROM:** Kayla Dixon, Commissioner  
Infrastructure & Operations

**DATE:** 01/27/2025

**SUBJECT:** 2024 Drinking Water Quality Management System (DWQMS)  
Management Review Report – City of Thunder Bay Bare Point  
Water Treatment Plant and Distribution Subsystem

**MEETING &  
DATE:** Committee of the Whole - 02/10/2025

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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 preventive 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 2024 Annual Management Review Report for the Bare Point Water Treatment Plant and Distribution Subsystem was presented to the Owner’s Representative on November 27, 2024.

The annual Management Review evaluates the suitability, adequacy and effectiveness of the DWQMS 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 June 2024 to obtain audit evidence and to determine a) whether the 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 the 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 2024, the Ministry of Environment, Conservation and Parks (MECP) conducted an 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 2024 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 2024 Drinking Water Quality Annual Report will be presented to Council and the community in February which details water quality results for the year. Questions on the Management Review and Drinking Water Quality Annual Report can be posed to the Environment Division - Water Authority.

Kayla Dixon, Commissioner  
Infrastructure & Operations

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