

**INTERNAL AUDIT REPORT #** TH23-01

**AUDITOR** Patricia Skopelianos

**AUDIT DATE** March 7, 2023

**PURPOSE**

The purpose of the internal audit is to obtain objective evidence of the Municipality of Trent Hills compliance to the Drinking Water Quality Management Standard (DWQMS) Revision 2, as documented in the Operational Plan.

**SCOPE**

Elements 1-21

**REFERENCE DOCUMENTS**

Drinking Water Quality Management Standard – Version 2.0  
Trent Hill Operational Plan – Rev 15 February, 2023  
Standard Operating Procedures (SOP) as described  
Previous Audits Reviewed – TH22-01

**STAFF AUDITED**

Lynn Phillips, Chief Administrative Officer (CAO)  
Scott White, General Manager of Infrastructure Renewal & Public Works Admin.  
Scott Campbell, QMS Representative  
Jody Trotman, Operator  
Todd Kerr, Operator

**SUMMARY**

The internal audit conducted on site at the Campbellford Water treatment Plant on March 7, 2023. This involved the QMS Representative providing the Operational Plan and associated SOP's. The Operational Plan and associated SOP were well documented and in accordance with the Standard. The understanding of the procedures was extensive throughout the operational staff. The DWQMS is well implemented and used as a normal part of the business process. The overall compliance is suitable, and the implementation has been effective.

---

**Element 1      Quality Management System** Compliant


---

Reference Documents:    Operational Plan Section 1.0

---

**Element 2      Quality Management System Policy** Compliant


---

Reference Documents:    Operational Plan Section 2.0

---

**Element 3      Commitment and Endorsement** Compliant


---

Reference Documents:    Operational Plan Section 3.0  
Municipal Resolution #512

Comment                  The Operational Plan on the website is signed off and available to Customers.

---

**Element 4      QMS Representative** Compliant


---

Reference Documents:    Operational Plan Section 4.0

The Water Distribution/Treatment Plant Head Operator has been assigned the role of the QMS Representative as outlined in the Operational Plan.

---

**Element 5      Document & Record Control** Compliant


---

Reference Documents:    Operational Plan Section 5.0  
SOP-09 Documents and Records Control Rev 11

Opportunity for Improvement    The Operational Plan (Rev 14) that is distributed to Staff (General Manager of Infrastructure Renewal & Public Works Admin.) does not have evidence of the commitment and endorsement, it appears to be the unsigned version.

---

**Element 6      Drinking Water System** Compliant


---

Reference Documents:    Operational Plan Section 6.0

---

**Element 7      Risk Assessment Procedure** Compliant


---

Reference Documents:    Operational Plan Section 7.0  
SOP-01 Risk Assessment Rev 6  
Potential Hazardous Events for Municipal Residential DWS  
Risk Assessment Matrix – November 30, 2022

**Element 8 Risk Assessment Outcomes**

---

Reference Documents: Operational Plan Section 8.0  
 SOP-01 Risk Assessment Rev 6  
 SOP-14 CCP – Primary Disinfection Rev 10  
 SOP-15 CCP – Secondary Disinfection Rev 11  
 SOP-16 CCP – Filter Water Turbidity Rev 7  
 SOP-17 CCP – Coagulant Rev 9

Opportunity for Improvement The electrical contractor noted in SOP-16, paragraph 4.4, for the repair of the turbidity analyzer does not match the contractor listed in the Essential Suppliers List. (SOP-03).

Opportunity for Improvement The electrical contractor noted in SOP-14, paragraph 2.3.2, for the repair of the chlorine analyzer does not match the contractor listed in the Essential Suppliers List. (SOP-03).

**Element 9 Organizational Structure, Roles, Responsibilities & Authorities** Compliant

---

Reference Documents: Operational Plan Section 9.0  
 SOP-02 Personnel Coverage Rev 11

**Element 10 Competencies** Compliant

---

Reference Documents Operational Plan Section 10.0  
 SOP-11 Competencies Rev 4

**Element 11 Personnel Coverage** Compliant

---

Reference Documents: Operational Plan Section 11.0  
 SOP-02 Personnel Coverage Rev 4

**Element 12 Communication** Compliant

---

Reference Documents: Operational Plan Section 12.0  
 SOP-08 Communication Rev 4

**Element 13 Essential Supply & Services** Compliant

---

Reference Documents: Operational Plan Section 13.0  
 SOP-03 Essential Supplier and Services Rev 15

---

**Element 14      Review and Provision of Infrastructure** Compliant


---

Reference Documents:      Operational Plan Section 14.0  
    SOP-12 DWQMS Infrastructure Rev 12

---

**Element 15      Infrastructure Maintenance, Rehabilitation and  
 Renewal**


---

Reference Documents:      Operational Plan Section 14.0  
    SOP-12 DWQMS Infrastructure Rev 12

Opportunity for Improvement      The pump maintenance in SOP-1, paragraph 1.4 is now annual as per a recommendation from the manufacture. The SOP should be updated.

---

**Element 16      Sampling, Testing and Monitoring** Compliant


---

Reference Documents:      Operational Plan Section 16.0  
    SOP-04 Sampling & Monitoring Rev 12

---

**Element 17      Measurement & Recording Equipment Calibration  
 Maintenance** Compliant


---

Reference Documents:      Operational Plan Section 17.0  
    SOP-04 Sampling & Monitoring Rev 12  
    SOP-05 Response to Adverse Drinking Water Result Rev 12

---

**Element 18      Emergency Management** Compliant


---

Reference Documents:      Operational Plan Section 18.0  
    SOP-18 Emergency Preparedness & Responses Rev 17  
    2022 Low Chlorine Residual

---

**Element 19      Internal Audit** Compliant


---

Reference Documents:      Operational Plan Section 19.0  
    SOP-07 Internal Audit Rev 5  
    TH22-01

**Element 20      Management Review** Compliant

---

Reference Documents:      Operational Plan Section 20.0  
   SOP-06 Management Review Rev 4  
   Meeting Minutes February 8, 2023

**Element 21      Continual Improvement** Compliant

---

Reference Documents:      Operational Plan Section 21.0  
   SOP-10 Continual Improvement Rev 6

**CLOSING SUMMARY**

Corrective Action Issued	0
Opportunities for Improvements	4
Comments	2