

PATRICIA SKOPELIANOS

March 30, 2025

INVOICE #TH-001

Bill to	
Customer	Trent Hills Scott Campbell
Address	66 Front Street South
Phone	Campbellford, ON K0L 1L0
Payment Due	Upon receipt

Qty.	Description	Unit price	Line total
3	Audit Preparation	150.00	450.00
6	Conduct Audit	150.00	900.00
2	Report Preparation	150.00	300.00
100	Travel Expense	0.62	62.00
			\$1,712.00

Thank you for your business!

Patricia Skopelianos

131 Powell Court
Peterborough, ON K9L2B4
dwqms@cogeco.ca

INTERNAL AUDIT REPORT # TH25-01

AUDITOR Patricia Skopelianos

AUDIT DATE March 6, 2025

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 17 January 2024
Standard Operating Procedures (SOP) as described
Previous Audits Reviewed – TH24-01

STAFF AUDITED

Lynn Phillips, Chief Administrative Officer (CAO)
Troy Stephens, Manager Water & Wastewater Services.
Scott Campbell, QMS Representative

SUMMARY

The internal audit conducted on site at the Campbellford Water treatment Plant on March 5, 2025. 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. Additionally, procedures were updated to reflect changing processes. 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.

Date: March 5, 2025		Auditor(s): P. Skopelianos				
Process or Program: DWQMS Internal Audit Trent Hills Drinking Water System						
<u>Audit Report TH25-01</u>						
DWQMS Element	Question	Comments	C	NC	OFI	NA
1 QMS System	Does the Operational Plan document and establish a QMS that meets the requirements of the Standards?	Operational Plan Rev 17 Jan 2025	X			
2 Policy	Aware of Quality Policy? (can describe how job impacts policy)	Operator can describe QA policy with respect their jobs	X			
3 Commitment	Aware of legal requirements (as they apply to their job)?	Verified through discussion on Provincial Licencing requirements	X			
	Have adequate resources? (e.g. staff, equipment, supplies)	Verified – Training included annually in budget	X			
4 QMS Rep	Can name the QMS Rep?	Verified – WD/WT Head operator	X			
5 Doc & Records Control	Can demonstrate how to access documents? (e.g. SOPs, forms, WO's, standards, guidelines)	SOP-09 Rev 13	X			
	Can describe records produced and where they are filed? Are records legible and complete?	OFI – Unable to determine the revision level on the Monthly water sampling form in use, it has been photocopied off	X		OFI	
	Documents and records are kept in accordance w/ QMS	OFI- annual review on SOP- & SOP15 completed but date was not updated. OFI – Adverse records are maintain in a file but not captured electronically, may be an opportunity to safeguard them from being lost or destroyed by scanning them into server			OFI - 2	
6 Drinking Water System	Has the Subject system been documented for the subject system? Are there any changes required?	section 6	X			
7/8 Risk Assess. & Risk Outcomes	Aware of critical control points? (e.g. primary / secondary disinfection & backflow prev.)	SOP-01 Rev 7 SOP-16 Rev 9 SOP-15 Rev 12 SOP-17 Rev 10	X			

	Aware of hazardous events / risks (what things can go wrong)?	In meeting minutes dates December 10, 2024	X			
	Understands actions to take when things go wrong? (e.g. notifications, documentation)	SOP for CCP describe adequately	X			
	Has the RA validity been reviewed once in calendar year?	verified	X			
	Have the risk been assessed every 36 months?	Full comprehensive review is done annually, described in meeting minutes	X			
9 Org. Structure	Can describe related roles & responsibilities?	Verified S Campbell Lynn	X			
	Understands who is part of top management? Who is owner?	Yes	X			
10 Competencies	Can describe competencies required for staff involved?	SOP-02 Rev 14	X			
	Understands how to develop and maintain competencies required?	yes	X			
	Can describe how job affects drinking water quantity /quality?	Troy Stephens WT Class II Calss III distribution	X			
11 Personnel Coverage	How are staff scheduled to ensure we meet req'd coverage?	OFI Changes to on call schedule made on January 22 2025 Unapproved by Senior Operator as per SOP-02 Rev 14	X		OFI	
12 Communications	Can describe how communications take place? (e.g. with owner, with staff, with suppliers, with public)	Verified Op on website is current along with annual reports	X			
13 Essential Supplies, Services	Can describe how supplies and services are made available?	SOP-03 Rev 18 Environ PO 430-H	X			
	Can describe what happens if supply / service is not available?	New chemical Env24P10 included	X			
	Do special requirements exist for supplies / services? Is evidence available that these meet reqts?	Yes SOP-13 Rev 7 Regents A4037 are in compliance exp 02/29	X			
14 Review / Provision of Infra-structure	Can describe the condition of the process /program infrastructure?	SOP-12 Rev 14	X			
	Can describe communications related to infrastructure issues?	Verified	X			
	Consider the outcomes of Risk Assessment?	Documented in RA meeting minutes	X			
	Has the adequacy of infrastructure required been reviewed every calendar year?	Yes during budgetary process Evidence Filter underdrain project CAO discussed use of rate study (10 years) that its in process of updating bc rates are not keeping up with cost of capital projects	X			

15 Infras. Maintce., Rehab., Renewal	Can describe the maintenance, rehabilitation, renewal program?	Paragraph 1.4	X			
	Monitors program effectiveness for maint., rehab., renewal?	In MR meeting minutes	X			
	Has long term forecast been documented in Operational Plan? Reviewed every Calendar year?	Cap Plan 10 years Asset plan (under review)	X			
16 Sampling, Testing, Monitoring	Can describe sampling, testing, monitoring activities?	SOP-05 Rev 14 Adverse	X			
	Can describe how results are recorded? Is info reviewed and analyzed for meeting req'ts?	Daily log sheets record events SOP-04 Rev 14 Sampling that is collected on monthly sampling record are transferred to Water TRAX . This process description is not in the SOP. BACTI samples CA16833, CA16838, CA17049 Ca17511 reviewed			OFI	
	Can describe how and to whom results are communicated? Verbally? In writing?	Verified AWQI 164532 Feb 27 2024 communicated effectively and according to SOP	X			
17 Instrument Calibration & Maint.	Can describe calibration and maintenance requirements for measurement and recording equipment?	Calibration completed	X			
18 Emergency Management	Aware of potential emergency situations or service interruptions?	SOP-18 Rev 22	X			
	Understands the process for and their role in emergency response and recovery?	Last test November 22, 2024	X			
	Received emergency response training?	verified	X			
	Participates in emergency test exercises?	Verified – in meeting minutes Low pressure	X			
	Can access emergency contacts?	Head operator reviews ERP numbers annually on critical supplier list	X			
19 Internal Audits	Is the previous internal and external audit result considered for this internal audit?	SOP-07 rev 06 TH-23-01	X			
	Aware of how corrective actions are identified and initiated?	No CAR issues as a result of IA	X			
	Has the internal audit been completed every calendar year?	Verified	X			
20 Management Review	Is there a documented procedure for Management Review?	SOP-06 Rev 6	X			
	Was a Management Review conducted within a calendar year?	Yes – March 18 , 2024	X			

	Were identified deficiencies and action recorded and assigned with appropriate timelines?	Yes	X			
	Report to Owner?	CAO was involved in meeting agenda No evidence of Director of PW or Manager of Water & Wastewater were in attendance p			OFI	
21 Continual Improvement	Can describe process improvements considered or implemented in the last year?	SOP-10 Rev 7. Continual improvement is reviewed in MR	X			
	Was involved in investigating causes of non-conformities (e.g. issues)?	3 issued in 2024 24-003 verified process	X			
	Any other suggestions for process /program improvement?	Verified Reviewed MECP 1-377597392 inspections, no BMP listed	X			

¹ C – conforming; NC – non-conforming; OFI – opportunity for improvement; NA – not applicable

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

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

Reference Documents: Operational Plan Section 5.0
SOP-09 Documents and Records Control Rev 13

Opportunity for Improvement

Unable to determine the revision level on the Monthly water sampling form in use, it has been photocopied off

Opportunity for Improvement

The annual review on SOP-03 & SOP-15 was completed but date was not updated.

Opportunity for Improvement

Adverse Results records are maintained in a file folder but not captured electronically, there may be an opportunity to safeguard them from being lost or destroyed by scanning them into server

Element 6 Drinking Water System Compliant

Reference Documents: Operational Plan Section 6.0

