



NSF International Strategic Registrations Audit Report

The Corporation Of The Municipality Of Trent Hills

66 Front Street South
Campbellford, Ontario K0L 1L0 CAN

C0121387

Audit Type

Surveillance Audit

Auditor

Rose Johnson

Standard

Ontario's Drinking Water Quality Management Standard Version 2
(Exp Date: 20-JUN-2026)

Audit Date(s):

04/23/2025 - 04/24/2025

Recommendation

Ontario's Drinking Water Quality Management Standard Version 2 : Continue Certification
Pending Closure of Minor NCR(s)



Executive Summary

<p>Ontario's Drinking Water Quality Management Standard Version 2</p>	<p>This was a routine off-site annual system audit for the Municipality of Trent Hills Drinking Water Quality Management System (DWQMS v.2).</p> <p>The management system was found to meet the requirements of the Standard with the exception of one minor nonconformity (NC).</p> <p>Please respond to the minor NC, including containment, root cause and corrective action plan, via the NSF client portal.</p> <p>There were also three Opportunities for Improvement (OFIs) identified, which are detailed in this report for consideration by the DWQMS team. (Please note: OFIs do not require a formal response).</p> <p>The support and cooperation of all involved in the audit is acknowledged and appreciated. Thank you for choosing NSF for your DWQMS accreditation.</p>
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Top 10 Non Compliant Standard Clauses
CAR Chart Displays Current and Previous Years Data



The Corporation Of The Municipality Of Trent Hills

Standard Clause Description

Management Review

Opportunities

<p>Ontario's Drinking Water Quality Management Standard Version 2</p>	<p>See below</p>
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Corrective Action Request Summary By Type

Car Type	Car Count
MINOR	1



Corrective Action Request Summary By Standard Clause

Standard Clause	Car Count
Management Review	1

Corrective Action Requests

CAR No	T00014739457-1	Type	MINOR
Standard & Clause	DWQMSV2, Management Review	Discussed with	Scott Campbell
Auditor Name	Rose Johnson		
Statement of Requirement	DO – Top Management shall implement and conform to the procedure and shall: ... c) provide a record of any decisions and action items related to the management review including the personnel responsible for delivering the action items and the proposed timelines for their implementation...		
Statement of Nonconformity	The management review process is not fully effective		
Objective Evidence	There is no evidence available to demonstrate that implementation timelines are consistently recorded for actions arising from the management review process.		
Location of Finding	Management review meeting record - March 18, 2025		

Corrective Action Information and Instructions

See NSF-ISR Policies for Accredited Registration Services for corrective action information and instructions. (Available in the "Standards and Policies" section of [NSFOnline](#))

Also, submit all corrective actions through [NSFOnline](#). For instructions on how to use [NSFOnline](#), please click "Help" in the upper right-hand corner. If you require any assistance in accessing your [NSFOnline](#) account, please contact your Registration Specialist (Natasha Kwas email: KWAS@NSF-ISR.ORG).

Site Information

The audit was based on a sampling of the company's management system.

Industry Codes

NACE:E 41

Scope of Registration

Ontario's Drinking Water Quality Management Standard Version 2 : Campbellford, Hastings, Warkworth Drinking Water Systems, 150-OA1, Entire Full Scope Accreditation



Opportunities for Improvements

Ontario's Drinking Water Quality Management Standard Version 2

Opportunity	Observations / Auditor Notes
Opportunities for Improvements (DWQMS)-01	<p>Location of OFI Operational Plan;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although generally found to meet requirements, an opportunity exists to number sections of the Operational Plan to align with the sections of the DWQMS Standard;</p>
Opportunities for Improvements (DWQMS)-02	<p>Location of OFI Risk Assessment records;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although generally found to meet requirements, an opportunity exists to record the level of review in the Risk Assessment minutes, i.e., annual verification, or 36-month assessment;</p>
Opportunities for Improvements (DWQMS)-03	<p>Location of OFI Continual improvement process;</p> <p>Discussed With Scott Campbell;</p> <p>Description Although generally found to meet requirements, consideration could be given to: 1. clarifying how Opportunities for Improvement (OFIs) are addressed 2. implementing a log or similar tool for tracking OFIs ;</p>

General Information

Operating Authority: Legal Name & Address	The Corporation of the Municipality of Trent Hills, 66 Front Street South, Campbellford, ON K0L 1L0
Owner: Legal Name and Address	The Corporation of the Municipality of Trent Hills, 66 Front Street South, Campbellford, ON K0L 1L0
Operating Authority Representative Information (Name, Title, Phone, Email & Address, if different from the OA Address)	Scott Campbell, Water Distribution/Treatment Plant Head Operator / QMS Representative Tel: 705-653-2382 / Cell: 705-653-7141 Scott.Campbell@trenthills.ca;
Accreditation Option	Full Scope - Entire DWQMS
List Drinking water system names and Population of the Subject System(s)	Campbellford Drinking Water System – population 3,977 Hastings Drinking Water



	System – population 1573 Warkworth Drinking Water System – population 690
Activities:	Treatment & Distribution (all 3 systems)

Processes



Summary of Findings	
Requirement	Finding
1. Quality Management System	C, OFI
2. Quality Management System Policy	N/A
3. Commitment and Endorsement	C
4. Quality Management System Representative	C
5. Document and Record Control	N/A
6. Drinking-Water System	N/A
7. Risk Assessment	C
8. Risk Assessment Outcomes	C, OFI
9. Organizational Structure, Roles, Responsibilities, and Authorities	N/A
10. Competencies	N/A
11. Personnel Coverage	N/A
12. Communications	N/A
13. Essential Supplies and Services	N/A
14. Review and Provision of Infrastructure	N/A
15. Infrastructure Maintenance, Rehabilitation & Renewal	N/A
16. Sampling, Testing & Monitoring	N/A
17. Measurement & Recording Equipment, Calibration & Maintenance	N/A
18. Emergency Management	N/A
19. Internal Audits	C
20. Management Review	Mn
21. Continual Improvement	C, OFI
Mj	Major Non-Conformity. The auditor has determined one of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor conformities; or (c) a minor non-conformity identified in a corrective action request has not been remedied.
Mn	Minor Non-Conformity. In the opinion of the auditor, part of a required element of the DWQMS has not been incorporated satisfactorily into a QMS.
OFI	Opportunity for Improvement. Conforms to requirement, but there is opportunity for improvement.
C	Conforms to requirement.
	Not Applicable to this audit
*	Additional Comment added by auditor in the body of the report.

