



Hamilton

# INFORMATION REPORT

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| <b>TO:</b>                | Chair and Members<br>Public Works Committee   |
| <b>COMMITTEE DATE:</b>    | May 15, 2023  |
| <b>SUBJECT/REPORT NO:</b> | 2022 Wastewater Quality Management System Annual Summary Report (PW23030) (City Wide) |
| <b>WARD(S) AFFECTED:</b>  | City Wide   |
| <b>PREPARED BY:</b>       | Susan Girt (905) 546-2424 Ext. 2671   |
| <b>SUBMITTED BY:</b>      | Nick Winters<br>Director, Hamilton Water<br>Public Works Department                   |
| <b>SIGNATURE:</b>         |   |

## COUNCIL DIRECTION

N/A

## INFORMATION

The Hamilton Water Division voluntarily developed and implemented a Wastewater Quality Management System (WWQMS) as part of the City of Hamilton's (City) efforts to:

- Consistently process wastewater that meets or exceeds applicable legislative, regulatory and other requirements; and,
- Enhance environmental performance through the effective application and continual improvement of the Quality Management System.

This Information Report provides a summary of the main elements of the WWQMS for 2022 and highlights key information. More detailed information is provided in Appendix "A" to Report PW23030.

The submission of the WWQMS Annual Summary Report satisfies the requirements of the WWQMS Operational Plan Summary Report (City of Hamilton Voluntary WWQMS Standard) which was originally endorsed by Council on December 16, 2020. Council

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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re-signed the Commitment and Endorsement of the WWQMS Operational Plan Summary Report on March 29, 2023, through Report PW23017.

The purpose of the WWQMS Annual Summary Report is to inform the Owner (Mayor and Council) of the performance and major milestones achieved in the City's WWQMS in 2022. Specifically, the Operating Authority (Hamilton Water Division) is required to inform Top Management (General Manager of Public Works and Director of Hamilton Water Division) and the Owner of the outcomes of the WWQMS audits, infrastructure and management reviews. The WWQMS Summary Report exceeds these requirements and includes additional information relating to other milestones of the WWQMS.

**Risk Assessment and Review and Provision of Infrastructure:**

On an annual basis, Hamilton Water (HW) undertakes formal risk assessment and infrastructure review processes. While these processes satisfy the requirements of the WWQMS Standard, more importantly they ensure that any potential hazards are identified, required control measures are in place and that risks to the wastewater system are considered as part of an overall determination of infrastructure adequacy.

The 2022 Risk Assessment and Review and Provision of Infrastructure processes concluded that although vertical and horizontal infrastructure is generally found to be adequate and available when needed, we are not keeping up with required renewals and replacements of our aging infrastructure. This results in an increased demand on maintenance staff and resources as assets remain in operation beyond their intended life cycle.

**WWQMS Audits:**

The Operating Authority must conduct internal audits to evaluate the conformity of the Wastewater System with the requirements of the WWQMS Standard and its procedures, at least annually. The results of the annual WWQMS Internal Audit of all 23 elements of the WWQMS Standard conducted in 2022 demonstrated that the City's WWQMS contains the required procedures and records to illustrate the establishment and continual improvement of the management system.

With the timely completion of the corrective actions issued as a result of this audit, the overall conformance to the WWQMS Standard and the City's WWQMS is suitable, the audit process is adequate, and the implementation and maintenance effective.

The Compliance Support Group of the Compliance and Regulations Section developed an Audit Plan for the 2023 WWQMS Internal Audit. The audit is to take place between April and July 2023. In 2023, the WWQMS audit will focus on those elements required to be audited annually, including the Commitment and Endorsement element and will be

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integrated with the Drinking Water Quality Management System audit when possible. The Audit Plan was reviewed by the Hamilton Water Senior Management Team and approved by the Systems Management Representative prior to implementation.

**Management Review:**

The WWQMS Standard requires that Top Management participate in a management review of the WWQMS at least once annually. The Management Review is a formal presentation of compliance, operational, wastewater quality, communication, and infrastructure data.

The WWQMS Top Management Review was held on September 15, 2022. Attendees included Top Management (General Manager of Public Works and Director of Hamilton Water), Directors, Section Managers, Overall Responsible Operators (ORO's) for wastewater treatment and collection, the Systems Management Representative and staff from the Compliance Support Group.

Overall, Top Management, Directors and Section Managers concluded that the WWQMS is suitable, adequate, and effective.

**Update and Going Forward:**

The outcomes from the 2022 WWQMS Internal Audit and the Management Review concluded that the WWQMS is adequate, suitable, and effective and conforms to the requirements of the WWQMS Standard. Corrective action plans from the audits and action items from the Management Review will be implemented to ensure continual improvement of the WWQMS. The WWQMS Operational Plan is posted on the City's website and made available to the Public at 330 Wentworth Street and Clerk's Office at City Hall.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix "A" to Report PW23030 – 2022 Wastewater Quality Management System Annual Summary Report