




Hamilton

INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	July 10, 2024
SUBJECT/REPORT NO:	2023 Wastewater Quality Management System Annual Summary Report (PW24045) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Charlene McKay (905) 546-2424 Ext. 2671
SUBMITTED BY:	Nick Winters Director, Hamilton Water Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

N/A

INFORMATION

The Hamilton Water Division voluntarily developed and implemented a Wastewater Quality Management System 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 Wastewater Quality Management System for 2023 and highlights key information. More detailed information is provided in Appendix “A” to Report PW24045.

The submission of this Annual Summary Report satisfies the requirements of the Wastewater Quality Management System Operational Plan Summary Report (City of Hamilton Voluntary Wastewater Quality Management System Standard) which was originally endorsed by Council on December 16, 2020. Council re-signed the

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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Commitment and Endorsement of the Wastewater Quality Management System Operational Plan Summary Report on March 29, 2023, through Report PW23017.

The purpose of the Wastewater Quality Management System Annual Summary Report is to inform the Owner (Mayor and Council) of the performance and major milestones achieved in the City's Wastewater Quality Management System in 2023. 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 audits, infrastructure reviews and management reviews. The Annual Summary Report exceeds these requirements and includes additional information relating to other milestones of the Wastewater Quality Management System.

Aspects and Impacts Review and Review and Provision of Infrastructure:

On an annual basis, Hamilton Water undertakes formal Aspects and Impacts Review and infrastructure review processes. While these processes satisfy the requirements of the Wastewater Quality Management System 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 2023 Aspects and Impacts Review and Provision of Infrastructure processes concluded that our vertical and horizontal infrastructure is generally found to be adequate and available when needed. It was also concluded that there is an increased demand on maintenance staff and resources as assets remain in operation beyond their intended life cycle.

Audits:

The Operating Authority must conduct internal audits to evaluate the conformity of the Wastewater System with the requirements of the Wastewater Quality Management System Standard and its procedures, at least annually. The results of the annual internal audit conducted in 2023 demonstrated that the City's Wastewater Quality Management System 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 Wastewater Quality Management System Standard and the City's Wastewater Quality Management System is suitable, the audit process is adequate, and the implementation and maintenance effective.

The Compliance Support Group of the Compliance and Regulations Section will be

developing an audit plan for the 2024 internal audit. The audit is to take place between September and November 2024. The audit plan will be reviewed by the Hamilton Water Senior Management Team and approved by the Systems Management Representative prior to implementation.

Management Review:

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

The Wastewater Quality Management System Top Management Review was held on September 19, 2023. 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 Wastewater Quality Management System is suitable, adequate, and effective.

Update and Going Forward:

The outcomes from the 2023 internal audit and the Top Management Review concluded that the Wastewater Quality Management System is adequate, suitable, and effective and conforms to the requirements of the Wastewater Quality Management System Standard. Corrective action plans from the audits and action items from the Management Review will be implemented to ensure continual improvement of the Wastewater Quality Management System. The Wastewater Quality Management System 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 PW24045 – 2023 Wastewater Quality Management System Annual Summary Report