

Document 1: 2018 Management Review Action Items

#	Management Review Action Item	Target Date For Completion	Owner
OTM#1	All action items resulting from regulatory non-compliance items cited in Ministry Inspection reports should be tracked as part of the DWQMS Action Items.	Q3 2019	Water Services, PWES
OTM#2	Develop and implement a mandatory water sampling training program for Water Distribution field personnel that would include awareness of: sample locations, sample collection methodology, and sample submission. Regular auditing of the sampling should be completed to ensure QA/QC of sample results is not compromised.	Q4 2019	Water Services, PWES
OTM#3	Confirm expectations with the MECP District Office Inspector that an incident of loss of process communication not be counted as 'non-compliance'.	Q4 2019	Water Services, PWES
OTM#4	Investigate possible causes of and minimize future "false" positive E.coli test results. Including, the completion of (i) site visit to ROPEC laboratory to review procedures and potential routes of sample contamination, and (ii) a review of all routine sample sites including faucet disinfection procedures, reference photos, and plumbing modifications where needed.	Q3 2019	Water Services, PWES
OTM#5	Discuss with TIES, the roles and responsibilities associated with the Water Loss Control Group to ensure adequate resources have been assigned.	Q3 2019	Water Services, PWES
OTM#6	Establish a targeted working group that is compromised of key drinking water personnel with a focus on water quality issues	Q4 2019	Water Services, PWES