

Document 1

Table 2 - 2015 Management Review Action Items

Number	Management Review Action Item	Owner
OTM-1	As a result of several non-compliance events related to turbidity monitoring at the WPPs, Water Production will consider implementing an alarming system for turbidity monitoring.	DWS – Water Production
OTM-2	Discuss with local MOECC inspector to determine correct interpretation of regulatory requirement for turbidity and chlorine monitoring.	DWS – Water Production
OTM-3	Review the programming associated with the alarms and ensure that they are appropriately reflecting current limit ranges (critical control, regulatory, operating). Update related documentation.	DWS – Water Production
OTM-4	Establish a target date for the completion of the remaining Priority 1 action item that is associated with the establishment and implementation for updating critical drawings at DWS.	EEB - Asset Management Strategy
OTM-5	Complete an analysis of hydro costs to determine the cause of increases (higher usage and/or higher rates). Based on the results, a plan may be developed and implemented to minimize hydro cost.	DWS – Water Production
OTM-6	Request that the ESD Customer Contact Centre track time lapsed between a customer call received and when it is directed to the Water Quality Unit. If necessary, establish a target time to resolve general drinking water enquiries.	EBS – Customer Contact Centre
OTM-7	Complete a review of available data of DWS customer enquiries and determine what should be reported within the Management Review report in upcoming years	DWS – Water Quality
OTM-8	Complete a review of data quality to ensure consistent categorization for the types of DWS requests coming into the ESD Customer Contact Centre.	EBS – Customer Contact Centre

Number	Management Review Action Item	Owner
CTM-1	A report should be prepared on a quarterly basis depicting the continual improvement action items that remain in progress; including their date of origin, assigned priority and anticipated target date. A summary should also be provided on an annual basis for discussion and review during the Management Review.	DWS – Water Production
CTM-2	Complete a review of raw water information for the Ottawa River to determine the possible factors relating to the taste/odour episode and if there is a possible link to the elevated Total Coliform concentrations at the Britannia WPP during the summer/early fall of 2015, beginning with the following resources: ESD Surface Water Management Services Branch; and Aylmer Water Treatment Plant.	DWS – Water Quality