

Report No. PW 2023-26
Attachment No. 3

DWQMS ELEMENT	Oxford County	Town of Tillsonburg	City of Woodstock
1 QMS	Operational Plans, Standards or Care training, drinking water quality management system awareness training and additional training as required are all administered by the County QMS coordinator.	Utilizes County QMS Coordinator.	Utilizes County QMS Coordinator.
2 QMS Policy	Drafted, curated, implemented and updated by County QMS coordinator. County operational from treatment, distribution, source water protection, and compliance provide input and participate in policy review and development.	Utilizes County QMS Coordinator and County QMS policy.	Utilizes County QMS Coordinator and County QMS policy.
3 Commitment and Endorsement	Currently signed by County CAO, County Public Works Director, County Water and Wastewater Services Manager, and the County QMS Coordinator.	Currently signed by County CAO, County Public Works Director, County Water and Wastewater Services Manager, County QMS Coordinator, Town CAO, Town Director of Operations and Development, Town Manager of Public Works, Town Supervisor Water and Wastewater.	Currently signed by County CAO, County Public Works Director, County Water and Wastewater Services Manager, County QMS Coordinator, City CAO, City Engineer, Deputy City Engineer, City Director of Public Works.

4 QMS Representative	County QMS Coordinator. A coordinator is employed by County to oversee/fulfill QMS requirements for each municipal water system that the County is the owner of (all three operational plans). County QMS coordinator facilitates the internal/external audits, management review, and risk assessment meetings annually for all three Operational Plan holders. County staff participate in these tasks for all three Operational Plans. County QMS coordinator develops/finalizes all QMS procedures for County water QMS used by all three Operational Plan holders. County QMS coordinator facilitates working groups to address improvement and corrective actions for all three operational plans.	Utilizes County QMS representative. Town staff responsible for assisting the County water QMS coordinator in creating SOPs to address improvement and corrective actions associated with their Operational Plan.	Utilizes County QMS representative. City staff responsible for assisting the County water QMS coordinator in creating SOPs to address improvement and corrective actions associated with their Operational Plan.
5 Documents and Records Control	County QMS Coordinator creates all policy, procedures, and stores all QMS related material. County staff complete the forms and execute them.	County QMS Coordinator creates all policy, procedures, and stores all QMS related material. Town staff complete the QMS and regulatory forms and execute them.	County QMS Coordinator creates all policy, procedures, and stores all QMS related material. City staff complete the QMS and regulatory forms and execute them.

6 Drinking Water System	Oxford County owns all water system infrastructure (vertical + linear). Maintains and operates all 17 treatment systems. Maintains and operates all distributions systems including a portion of the distribution system in Woodstock and Tillsonburg. Maintains and operates pumping stations, water storage facilities, water transmission mains within Woodstock and Tillsonburg service areas.	Operates a limited portion of County distribution system (distribution watermains & appurtenances only) in accordance with County QMS policies and procedures.	Operates a limited portion of County distribution system (distribution watermains and appurtenances only) in accordance with County QMS policies and procedures.
7 Risk Assessment	County QMS coordinator chairs all three risk assessment meetings. County staff participate in all aspects of the risk assessment process and budget implications for all three operational plans.	County QMS coordinator chairs the risk assessment meeting. Town staff attend along with County Staff for the distribution portion.	County QMS coordinator chairs the risk assessment meeting. City staff should participate in distribution risk assessment process only, have not attended/provided comment in some years.
8 Risk Assessment Outcomes	Risk assessment outcomes related to policy, procedure updates are handled by County QMS coordinator. The Risk Assessment report is written by county QMS coordinator. Budget implications from the risk assessment process are considered by County staff for all 17 drinking water systems and assigned to capital plan then are taken to County Council.	Review and act on updates as required by the County QMS.	Review and act on updates as required by the County QMS.

9 Organizational Structure, Roles and Responsibilities	Detailed in the Operational Plans.	Currently detailed in Operational Plan. Service contract details responsibilities and scope of work assigned to the Town for the limited portion of County distribution system (distribution watermains and appurtenances only) they operation and maintain on behalf of the County.	Currently detailed in Operational Plan. Service contract details responsibilities and scope of work assigned to the City for the limited portion of County distribution system (distribution watermains and appurtenances only) they operation and maintain on behalf of the County.
10 Competencies	Competencies for various staff outlined by the County QMS. County ultimately responsible for ensure appropriate licensing / training of County water operators as well as for Town/City water operators.	Under contract, Town responsible for licensing/training of its water operators.	Under contract, City responsible for licensing/training of its water operators.
11 Personnel Coverage	Detailed in the Operational Plans and includes regular hours and after hours coverage provisions.	Detailed in the Operational Plans. Service contract denotes regular coverage hours as well as after hour coverage provisions.	Detailed in the Operational Plans. Service contract denotes regular coverage hours as well as after hour coverage provisions.
12 Communications	Communications with MECP and public health are done by County compliance, QMS, and overall responsible operators. Creation of annual drinking water reports for all systems is carried out by County staff for all 17 drinking water systems.	NA	NA
13 Essential Supplies and Services	Maintained by County QMS coordinator.	Maintained by County QMS coordinator. Tillsonburg under contract as service provider to the County.	Maintained by County QMS coordinator. Woodstock under contract as service provider to the County.

14 Review and Provision of Infrastructure	By County Asset Management Plan covers provisions of infrastructure and maintenance for all County owned infrastructure. Capital planning and budgeting provisions are carried out at the County level and approved by County Council (Owner) and County finance.	Informed by County Asset Management Plan and budget approved by County Council. Manager of Engineering (County owned waterworks not within County owned Right of Way) – partial.	Informed by County Asset Management Plan and budget approved by County Council. City Engineer (County owned waterworks not within County owned Right of Way) – partial.
15 Infrastructure Maintenance, Rehab and Renewal	Responsible for the care and control over the operations and maintenance of all Treatment and Distribution systems (linear and vertical infrastructure).	Limited operational maintenance and repair of the distribution system (linear infrastructure only) as guided by County QMS and asset management standards.	Limited operational maintenance and repair of the distribution system (linear infrastructure only) as guided by County QMS and asset management standards.
16 Sampling, Testing and Monitoring	County compliance team and County staff perform testing (i.e. lead, bacteriological, etc.) of all 17 water treatment and distribution systems. Oxford County operators collect samples during main replacement / breaks in all distributions except for Woodstock and Tillsonburg. Responsible for all correspondences arising from testing with public health and MECP and annual reporting requirements.	Sample collection for watermain breaks only, but notification must be made to County compliance and overall responsible operator of sample submission.	Sample collection for watermain breaks only, but notification must be made to County compliance and overall responsible operator of sample submission.
17 Measurement and Recording Equipment Calibration and maintenance	Done by County Instrumentation Technician and their arranged third party contractor.	Done by County Instrumentation Technician and their arranged third party contractor.	Done by County Instrumentation Tech and the County arranged third party contractor.

18 Emergency Management	Emergency response plan created and maintained by County QMS coordinator. County performs emergency exercise on County water treatment and distribution systems it operates and maintains. Results of emergency response testing are communicated to the County QMS coordinator for review and reporting.	Emergency response plan created and maintained by County QMS coordinator. Town performs emergency exercise on limited portion of County water distribution system that it operates and maintains under contract. Results of emergency response testing are communicated to the County QMS coordinator for review and reporting.	Emergency response plan created and maintained by County QMS coordinator. City performs emergency exercise on limited portion of County water distribution system that it operates and maintains under contract. Results of emergency response testing are communicated to the County QMS coordinator for review and reporting.
19 Internal Audits	County QMS coordinator is the lead auditor, trained audit team members are supplied by the county for all internal audits.	Does not perform or oversee internal audit portion of County water distribution systems that it operates and maintains under contract. No trained audit staff. County QMS coordinator is the lead auditor, trained audit team members are supplied by the county for all internal audits.	Does not perform or oversee internal audit portion of County water distribution systems that it operates and maintains under contract. No trained audit staff. County QMS coordinator is the lead auditor, trained audit team members are supplied by the county for all internal audits.
20 Management Review	Coordinated by County QMS coordinator for all operational plan holders. County staff attend all management reviews. Formal reporting to County Council and CAO (owners) who are ultimately responsible for the drinking water system is performed by County staff for all operational plans. County establishes water system annual budget for approval by County Council.	Attend only Town management review for partial distribution system which is chaired by the County QMS coordinator. Town CAO does not attend or participate. Town develops water system annual budget with County staff. County staff bring annual budget for this contracted service as part of County's overall water system budget for approval by County Council.	Attend only City management review for partial distribution system which is chaired by the County QMS coordinator. City CAO does not attend or participate. City develops water system annual budget with County staff. County staff bring annual budget for this contracted service as part of County's overall water system budget for approval by County Council.

21 Continual Improvement	A log for tracking opportunities for improvement and improving and corrective actions is maintained by County QMS coordinator for all operational plans and all 17 drinking water systems. Actions are assigned by County QMS coordinator.	Carries out assigned improvement and corrective actions as assigned and reports back to County QMS coordinator.	Carries out assigned improvement and corrective actions as assigned and reports back to County QMS coordinator.
OTHER:			
OA Accreditation External Audit	County QMS coordinator oversees, coordinates & schedules external audit by third party for all 3 OAs. County QMS coordinator also responsible for follow up responses to any auditor inquiries throughout and following each audit.	Some Town staff participate in external audit.	Some City staff participate in external audit.