

Director's Directions

Safe Drinking Water Act, 2002

Minimum Requirements for Operational Plans

Municipal Drinking Water Systems

Draft Updates – December 2, 2020

Made under the authority of subsection 15 (1) of the Act

Preamble:

These directions provide instructions respecting the preparation and content of operational plans prepared by owners of municipal residential drinking water systems pursuant to subsection 16 (2) of the Safe Drinking Water Act, 2002 (SDWA).

The directions should be considered together with the Accreditation Protocol for operating authorities as the operational plans prepared under these directions will affect accreditation options for operating authorities. For ease of comparison, the headings in Table One of Schedule B to these directions reflect accreditation options. The Accreditation Protocol should be referenced for further information on the accreditation of operating authorities.

1.0 Overview

1.0.1 These Directions set out the requirements for operational plans required under the SDWA.

2.0 Definitions

2.0.1 The definitions set out in Schedule "A", in addition to the definitions in subsection 2 (1) of the SDWA and the definitions in subsection 1 (1) of the Drinking Water Systems regulation, O. Reg. 170/03, apply for the purposes of these directions.

3.0 Operational Plans - Content Requirements

3.0.1 Each subject system comprising the municipal residential drinking water system shall have operational plans.

3.0.2 The operational plans required by section 3.0.1, when considered in their entirety, shall apply to all parts of a municipal residential drinking water system.

3.0.3 A single operational plan may be prepared for multiple subject systems that have the same owner, where the systems are operated by the same operating authority.

3.1 Operational Plans

3.1.1 Operational plans prepared for a subject system for the purposes of complying with a requirement of the SDWA, shall contain the information necessary to conform with the PLAN requirements of the DWQMS elements marked as "Yes" in Table One of Schedule B, under the column titled "Full Scope".

3.2 Transitional

- 3.2.1 Despite section 3.1.1, if a subject system is operated by an operating authority accredited as Limited Scope - Transitional, the operational plans for the subject system shall contain the information necessary to ensure conformity with the PLAN requirements of the DWQMS elements identified as “Yes” in Table One of Schedule B, under the column titled “Limited Scope – Transitional”.

3.3 Requirements for all Operational Plans

- 3.3.1 In addition to any other requirement of these directions, all operational plans shall contain the following:
1. a version number and date, recorded on every page of any physical copy of the plans;
 2. a version number and date recorded on or otherwise embedded in every electronic copy of the plans;
 3. a title that includes the name of the municipal residential drinking water system(s), municipal drinking water licence number(s), and if applicable the operational subsystem, to which the plans apply; and
 4. a completed copy of the Subject System Description Form in Schedule “C”.
- 3.3.2 Operational plans that are required under the SDWA or otherwise to be submitted to the Director shall:
1. be submitted electronically as a single file using the portable document format (“.pdf”); and
 2. shall be copied to the operating authority in charge of the subject system to which the operational plans apply, if the operating authority is not the owner.

4.0 Retention of Operational Plans

- 4.0.1 Operational plans that were the subject of an audit by an auditor for the accreditation body shall be retained for a minimum of 10 years by the owner of the operational plans and the accredited operating authority for the subject system to which the operational plans apply.

5.0 Public Disclosure of Operational Plans

- 5.0.1 Each of the following owners of a subject system shall make the operational plans for the subject system available for viewing by the public:
1. a municipality;
 2. a municipal service board established under the *Municipal Act, 2001* or a city board established under the *City of Toronto Act, 2006*; and
 3. a corporation established under sections 9, 10 and 11 of the *Municipal Act, 2001* in accordance with section 203 of that Act or under sections 7 and 8 of the *City of Toronto Act, 2006* in accordance with sections 148 and 154 of that Act.
- 5.0.2 Where section 5.0.1 applies, the owner shall make the operational plans available for viewing by the public at the principal office of the owner and/or on a website that is accessible to the public.

- 5.0.3 Operational plans owned by a person other than an owner listed in paragraphs 1, 2 and 3 of section 5.0.1, shall be made available for viewing by the public at the principal place of business of the person that is located within the area served by the subject system to which the operational plans relate and/or on a website that is accessible to the public.
- 5.0.4 Despite sections 5.0.1 and 5.0.3, the owner of a subject system shall not make any part of the operational plans for that subject system available for viewing by the public where the disclosure:
1. could reasonably be expected to seriously threaten the safety or health of an individual;
 2. could prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization; or
 3. contains trade secrets or financial, commercial, scientific or technical information that belongs to the owner or the operating authority and has monetary value or potential monetary value.
- 5.0.5 The operational plans referred to in sections 5.0.1 and 5.0.3 shall be the most current version of the operational plans for the subject system.
- 5.0.6 No person subject to these directions shall, without the consent of the owner, disclose the operational plans for the subject system.
- 5.0.7 The requirements of the *Municipal Freedom of Information and Protection of Personal Privacy Act*, R.S.O. 1990, c. M. 56 and the *Freedom of Information and Protection of Personal Privacy Act*, R.S.O. 1990 c. F. 31 prevail over the requirements of these directions.

Schedule “A”

Definitions

“accreditation body” means a person designated or established as an accreditation body under Part IV of the SDWA.

“Director” means a Director appointed for the purposes of subsections 16 (2) or 44 (1) of the SDWA, as the circumstances require.

“Drinking Water Quality Management Standard” or “DWQMS” means the Quality Management Standard for drinking water systems approved under section 21 of the SDWA.

“municipal residential drinking water system” means a large municipal residential system or a small municipal residential system as defined in O. Reg. 170/03.

“operational subsystem” means a part of a municipal residential drinking water system operated by a single operating authority and designated by the owner within operational plans as being an operational subsystem.

“SDWA” means the *Safe Drinking Water Act, 2002*, S.O. 2002, c. 32, as amended.

“subject system” means,

- a.) a municipal residential drinking water system where the system is operated by one operating authority; or
- b.) an operational subsystem where two or more parts of a municipal residential drinking water system are operated by different operating authorities.

Schedule “B”

Operational Plans Content Requirements

Table One: Operational Plans Content Requirements

| DWQMS Element | Limited Scope – Transitional | Full Scope |
|--|------------------------------|------------|
| 1. Quality Management System | | Yes |
| 2. Quality Management System Policy | | Yes |
| 3. Commitment and Endorsement | Yes | Yes |
| 4. Quality Management System Representative | Yes | Yes |
| 5. Document and Records Control | | Yes |
| 6. Drinking water System | Yes | Yes |
| 7. Risk Assessment | | Yes |
| 8. Risk Assessment Outcomes | | Yes |
| 9. Organizational Structure, Roles, Responsibilities and Authorities | Yes | Yes |
| 10. Competencies | | Yes |
| 11. Personnel Coverage | Yes | Yes |
| 12. Communications | | Yes |
| 13. Essential Supplies and Services | Yes | Yes |
| 14. Review and Provision of Infrastructure | | Yes |
| 15. Infrastructure Maintenance, Rehabilitation and Renewal | | Yes |
| 16. Sampling, Testing and Monitoring | Yes | Yes |
| 17. Measurement and Recording Equipment Calibration and Maintenance | Yes | Yes |
| 18. Emergency Management | Yes | Yes |
| 19. Internal Audits | | Yes |
| 20. Management Review | | Yes |
| 21. Continual Improvement | | Yes |

Schedule “C”

| Subject System Description Form | | | | |
|--|----------------|---|--|----------------------------|
| Municipal Residential Drinking Water System | | | | |
| Owner of Municipal Residential Drinking Water System: ¹ | | | | |
| Subject Systems | | | | |
| Name of Drinking Water System ² | Licence Number | Name of Operational Subsystems (if Applicable) ³ | Name of Operating Authority ⁴ | DWS Number(s) ⁵ |
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| Add attachments if there are additional Drinking Water Systems or Operational Subsystems | | | | |
| Contact Information for Questions Regarding the Operational Plan | | | | |
| Name | Title | Phone No(s). | Email Address | |
| Primary: | | | | |
| Alternate: | | | | |

Subject System Description Form Notes:

1. The legal name of the owner should be used for this entry.
2. The name of the municipal residential drinking water system should be the name most commonly used to describe the entire system. For example: the name of the system as identified on the municipal drinking water licence.
3. The identification of each operational subsystem will be necessary in cases where the municipal residential drinking water system is being operated by more than one operating authority. For example, if a municipality owns a treatment and distribution system but contracts the operation of the treatment system to a separate entity there will be two 'operational subsystems', treatment and distribution. The name used to identify these operational subsystems should be one that is commonly used or describes the component. For example, the Everytown Treatment System and the Everytown Distribution System as separate operational subsystems of the same municipal residential drinking water system.
4. The legal or corporate name of the operating authority should be used for this entry.
5. The DWS number is the number, or numbers, assigned to the drinking water system by the Ministry of the Environment in response to the owner submitting a written notice containing information about the system further to section 10.1 of O. Reg. 170/03. In some cases multiple DWS numbers may exist for components of a municipal residential drinking water system. In these cases enter all DWS numbers. Conversely, if one DWS number exists for multiple subject systems, enter the number opposite each operational subsystem.
6. The contact entry should identify a person who may be contacted for clarification of information contained in the operational plan. An alternate person may also be identified.