

The Township of Black-River Matheson

OPERATIONAL PLAN

For the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems



This Operational Plan is designed for the exclusive use of the system(s) specified in this Operational Plan.

This Operational Plan has been developed with OCWA's operating practices in mind and utilizing OCWA personnel to implement it.

Any use which a third party makes of this Operational Plan, or any part thereof, or any reliance on or decisions made based on information within it, is the responsibility of such third parties. OCWA accepts no responsibility for damages, if any, suffered by any third party as a result of decisions made or actions taken based on this Operational Plan or any part thereof.



OPERATIONAL PLAN

Holtyre, Matheson, Ramore and Val Gagne
Drinking Water Systems

QEMS Doc: OP-ToC
Issue Date: 2018-06 22
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Reviewed by: R. Marshall, PCT

Approved by: Y. Rondeau, SPC Manager

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 Ontario Clean Water Agency	<p align="center">OPERATIONAL PLAN</p> <p align="center">Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems</p>	QEMS Proc.: OP-01 Rev Date: 2024-06-20 Rev No: 2 Pages: 1 of 2
QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS)		
Reviewed by: R. Marshall, PCT		Approved by: Y. Rondeau, SPC Manager

1. Purpose

To document OCWA's Quality & Environmental Management System (QEMS). This Operational Plan defines and documents the QEMS for the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems operated by the Ontario Clean Water Agency (OCWA). It sets out the OCWA's policies and procedures with respect to quality and environmental management in accordance with the requirements of the Province of Ontario's Drinking Water Quality Management Standard (DWQMS).

2. Definitions

Drinking Water Quality Management Standard (DWQMS) – has the same meaning as Quality Management Standard for Drinking Water Systems approved under section 21 of the Safe Drinking Water Act (SDWA).

Operational Plan – means the operational plan required by the Director's Direction.

Quality & Environmental Management System (QEMS) – a system to:

- a) Establish policy and objectives, and to achieve those objectives; and
- b) Direct and control an organization with regard to quality.

Ministry - means the Ontario government ministry responsible for the administration of the SDWA.


3. Procedure

3.1 The Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems are owned by the Township of Black River-Matheson. OCWA is the contracted Operating Authority for the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems, which includes the Holtyre, Matheson, Ramore and Val Gagne water treatment plants and the Holtyre, Matheson, Ramore and Val Gagne distribution systems.

3.2 OCWA's Quality & Environmental Management System (QEMS) is structured and documented with the purpose of:

1. Establishing policy and objectives with respect to the effective management and operation of water/wastewater facilities;
2. Understanding and controlling the risks associated with the facility's activities and processes;
3. Achieving continual improvement of the QEMS and the facility's performance.

3.3 The Operational Plan for the facilities listed above fulfils the requirements of the Ministry's DWQMS. The 21 QEMS Procedures within this Operational Plan align with the 21 elements of the DWQMS.


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QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS)		
Reviewed by: R. Marshall, PCT	Approved by: Y. Rondeau, SPC Manager	

4. Related Documents

Ontario's Drinking Water Quality Management Standard, as amended from time to time
All QEMS Procedures and Documents referenced in this Operational Plan

5. Revision History

Date	Revision #	Reason for Revision
2018-06-28	0	Procedure issued – Information within OP-01 was originally set out in the main body of the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems Operational Plan (revision 6, dated September 27, 2016). New Purpose, Definitions, Procedure, Related Documents and separate Revision History sections. Addition of new wording (s. 3.3) to clarify that the Operational Plan now aligns with the 21 elements of the DWQMS.
2019 03 21	1	Revised to correct revision date in revision history. Changed MOECC to MECP.
2024-06-20	2	Procedure updated definition of DWQMS, added definition of Ministry as the Ontario government ministry responsible for drinking water and environmental legislation to alleviate need for future revisions if/when the Ministry experiences name changes, added “as amended from time to time directly following reference to Ontario’s DWQMS to point to the most current version of the document, removed watermark.

 Ontario Clean Water Agency	OPERATIONAL PLAN Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems	QEMS Proc.: OP-02 Rev Date: 2024-06-20 Rev No: 1 Pages: 1 of 2
QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) POLICY		
Reviewed by: R. Marshall, PCT	Approved by: Y. Rondeau, SPC Manager	

1. Purpose

To document a QEMS Policy that provides the foundation for OCWA's Quality & Environmental Management System.

2. Definitions

Quality Management System Policy – means the policy described in Element 2 developed for the Subject System or Subject Systems

3. Procedure

- 3.1 The Ontario Clean Water Agency, its Board of Directors, Officers and entire staff are committed to the principles and objectives set out in our QEMS Policy.

OCWA's Policy is to:


- Deliver safe water and wastewater services that protect public health, the environment, and the sustainability of communities.
- Comply with applicable legislation and regulations.
- Promote client, consumer and stakeholder confidence through service excellence, effective communications and reporting.
- Train staff on their QEMS responsibilities.
- Maintain and continually improve the QEMS.

Originally issued as Environmental Policy on June 8, 1995

Last revised, approved by OCWA's Board of Directors on April 4, 2024

(This policy is annually reviewed)

- 3.2 Our Board of Directors, Officers and entire staff will act to ensure the implementation of this Policy and will monitor progress of the Quality & Environmental Management System (QEMS).
- 3.3 OCWA's QEMS Policy is readily communicated and available to all OCWA personnel, through OCWA's intranet. The Owner and members of the public can access the policy through OCWA's public website (www.ocwa.com). A hardcopy of the QEMS Policy is posted as specified in the OP-05 Document and Records Control procedure.
- 3.4 Essential suppliers and service providers are advised of OCWA's QEMS Policy as per the OP-13 Essential Supplies and Services procedure.

 Ontario Clean Water Agency	OPERATIONAL PLAN Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems	QEMS Proc.: OP-02 Rev Date: 2024-06-20 Rev No: 1 Pages: 2 of 2
QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) POLICY		
Reviewed by: R. Marshall, PCT	Approved by: Y. Rondeau, SPC Manager	

3.5 Corporate Compliance coordinates the annual review and approval of the QEMS Policy by the Board of Directors and communicates the approval to all OCWA employees via an electronic communication.


3.6 The current version of the policy indicates the date of the last revision and that the policy is annually reviewed. Electronic and hard-copy documents that include the QEMS Policy will only be required to be updated in years when the Policy has been revised. A complete review/revision history of the QEMS Policy (documenting the annual policy review and/or revision approval date) is accessible to all staff on OCWA's intranet and is available upon request for external stakeholders.

4. Related Documents

Current QEMS Policy (Posted on OCWA's intranet and internet)
 QEMS Policy Revision History (Posted on OCWA's intranet)
 OP-05 Document and Records Control
 OP-13 Essential Supplies and Services

5. Revision History

Date	Revision #	Reason for Revision
2018-06-28	0	Procedure issued – Section 3.4, 3.5 and 3.6 were added to the information originally set out in the main body of the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems Operational Plan (revision 6, dated September 29, 2016). New sections: Purpose, Definitions, Procedure, Related Documents and a separate Revision History. Minor revisions to wording in s. 3.3 to reference location of posted copy of the policy. Added sections on how annual policy review is conducted (s. 3.5 and s. 3.6) and reference to OP-13 ESS (s. 3.4). The full revision history for the QEMS policy is available on OCWA's intranet.
2024-06-18	1	The first bullet of the QEMS Policy (approved in 2016) was revised to align with OCWA's updated Mission statement. s. 3.3 and 3.6 were modified to add information/clarify how to access the QEMS Policy and the Policy revision history document, removed watermark.

 Ontario Clean Water Agency	<p style="text-align: center;">OPERATIONAL PLAN</p> <p style="text-align: center;">Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems</p>	QEMS Proc.: OP-03 Rev Date: 2024-08-20 Rev No: 2 Pages: 1 of 2
COMMITMENT AND ENDORSEMENT		
Reviewed by: R. Marshall, PCT	Approved by: Y. Rondeau, SPC Manager	

1. Purpose

To document the endorsement of the Operational Plan for the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems by OCWA Top Management and the Township of Black River-Matheson (Owner) and to set out when re-endorsement would be required.

2. Definitions

Top Management – a person, persons or a group of people at the highest management level within an Operating Authority that makes decisions respecting the QMS and recommendations to the Owner respecting the Subject System or Subject Systems

3. Procedure

3.1 The Operational Plan is provided to OCWA Top Management and to the Owner for endorsement. The signed written endorsement is presented in Appendix OP-03A. At a minimum, two members of Top Management must endorse the Operational Plan; however, the Operational Plan is made available to all members of Top Management in the specified document control location (refer to OP-05 Document and Records Control). Endorsement by OCWA's Top Management is represented by the Senior Operating Manager and Safety, Process and Compliance Manager or the Regional Hub Manager.


3.2 Any major revision of the operational plan will be re-endorsed by OCWA Top Management and the Owner. Major revisions include:

1. A revision to OCWA's QEMS Policy;
2. A change to both representatives of the facility's Top Management and/or both of the Owner's representatives that endorsed the Operational Plan;
3. A modification to the drinking water system processes/components that would require a major change to the description in OP-06 Drinking Water System;
4. The addition of a drinking water subsystem owned by the same Owner to this operational plan.

Any other changes would be considered a minor change and would not require the Operational Plan to be re-endorsed.

4. Related Documents

OP-03A Signed Commitment and Endorsement
 OP-05 Document and Records Control
 OP-06 Drinking Water System

 Ontario Clean Water Agency	<p align="center">OPERATIONAL PLAN</p> <p align="center">Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems</p>	QEMS Proc.: OP-03 Rev Date: 2024-08-20 Rev No: 2 Pages: 2 of 2
COMMITMENT AND ENDORSEMENT		
Reviewed by: R. Marshall, PCT		Approved by: Y. Rondeau, SPC Manager

5. Revision History

Date	Revision #	Reason for Revision
2018-06-28	0	Procedure issued – Information within OP-03 was originally set out in the main body of the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems Operational Plan (revision 6, dated September 29, 2016). Procedure provides information on who from Top Management endorses the Operational Plan (s. 3.1); when owner re-endorsement is sought and 'criteria' as to what is considered a major revision to the Plan (s. 3.2). Appendix OP-03A includes the Owner and Top Management sign-off section.
2019-08-12	1	Updated step 3.2 by adding “major” changes in the system description will require re-endorsement of the Plan.
2024-08-20	2	Updated section 3.1 to Safety, Process and Compliance Manager for endorsement. Removed watermark.



OPERATIONAL PLAN
Holtvre, Matheson, Ramore and Val Gagne
Drinking Water Systems

QEMS Doc: OP-03A
Rev Date: 2025-04-15
Rev No: 1
Pages: 1 of 1


SIGNED COMMITMENT AND ENDORSEMENT

This Operational Plan sets out the framework for OCWA's Quality & Environmental Management System (QEMS) that is specific and relevant to your drinking water system(s) and supports the overall goal of OCWA and the Township of Black River- Matheson (Owner) to provide safe, cost-effective drinking water through sustained cooperation. OCWA will be responsible for developing, implementing, maintaining and continually improving its QEMS with respect to the operation and maintenance of the Holtvre, Matheson, Ramore and Val Gagne Drinking Water Systems and will do so in a manner that ensures compliance with applicable legislative and regulatory requirements.

Through the endorsement of this Operational Plan, the Owner commits to work with OCWA to facilitate this goal.

**OCWA Top Management
Endorsement**

Owner Endorsement



Chris Ciarrocca
Senior Operating Manager,
North Eastern Ontario Regional Hub

APR.15 2025

Date



Dave Dymment
Mayor

APR.15 2025

Date



Eric Nielson
Regional Hub Manager, North Eastern
Ontario Regional Hub

APR.15/25

Date




Gilles Giguere
Director of Public Services

APR.15 2025

Date

The endorsement above is based on the Operational Plan that was current as of the revision date of this document (OP-03A).

 Ontario Clean Water Agency	OPERATIONAL PLAN Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems	QEMS Proc.: OP-04 Rev Date: 2018-06-28 Rev No: 0 Pages: 1 of 1
QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) REPRESENTATIVE		
Reviewed by: R. Marshall, PCT		Approved by: Y. Rondeau, SPC Manager

1. Purpose

To identify and describe the specific roles and responsibilities of the QEMS Representative(s) for the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems.

2. Definitions

None

3. Procedure

3.1 The role of QEMS Representative for the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems is the Process and Compliance Technician (PCT). The Safety, Process and Compliance Manager (or alternate PCT) will act as an alternate QEMS Representative when required.

3.2 The QEMS Representative is responsible for:


- Administering the QEMS for the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems by ensuring that processes and procedures needed for the facility's QEMS are established and maintained;
- Reporting to Top Management on the facility's QEMS performance and identifying opportunities for improvement;
- Ensuring that current versions of documents related to the QEMS are in use;
- Promoting awareness of the QEMS to all operations personnel; and
- In conjunction with Top Management, ensuring that operations personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the system.

4. Related Documents

None

5. Revision History

Date	Revision #	Reason for Revision
2018-06-28	0	Procedure issued – Information within OP-04 was originally set out in the main body of the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems Operational Plan (revision 6, dated September 29, 2016). New Purpose, Definitions, Procedure, Related Documents and separate Revision History sections. Change to responsibilities: Operations Manager no longer considered QEMS Representative and SPC Manager to act as alternate as required (s. 3.1); added wording to clarify shared responsibilities for Top Management and QEMS Representative to ensure operations personnel are aware of applicable legislative and regulatory requirements (s. 3.2).

	<p style="text-align: center;">OPERATIONAL PLAN Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems</p>	QEMS Proc.: OP-05 Rev Date: 2024-08-20 Rev No: 8 Pages: 1 of 5
DOCUMENT AND RECORDS CONTROL		
Reviewed by: QEMS Representative		Approved by: SPC Manager

1. Purpose

To describe how OCWA's QEMS documents are kept current and how QEMS documents and records are kept legible, readily identifiable, retrievable, stored, protected, retained and disposed of. This procedure applies to QEMS Documents and QEMS records pertaining to the Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems as identified in this procedure.

2. Definitions

Document – includes a sound recording, video tape, film, photograph, chart, graph, map, plan, survey, book of account, and information recorded or stored by means of any device

Record – a document stating results achieved or providing proof of activities performed

QEMS Document – any document required by OCWA's QEMS as identified in this procedure

QEMS Record – any record required by OCWA's QEMS as identified in this procedure

Controlled – managed as per the conditions of this procedure


Retention Period – length of time that a document or record must be kept; starts from the date of issue for QEMS records or from the point of time when a QEMS document is replaced by a new or amended document

3. Procedure

- 3.1 Documents and records required by OCWA's QEMS and their locations are listed in Appendix OP-05A Document and Records Control Locations.
- 3.2 Internally developed QEMS documents and QEMS records (whenever possible) are generated electronically to ensure legibility and are identified through a header/title and revision date. Handwritten records must be legible and permanently rendered in ink or non-erasable marker.
- 3.3 Controls for the Operational Plan include the use of an authorized approval and a header on every page that includes a title, alpha-numeric procedure code, revision date, revision number and page numbers. A revision history is also included at the end of each procedure.

Authorized personnel for review and approval of this Operational Plan are:

Review: QEMS Representative, Senior Operator or ORO

	<p style="text-align: center;">OPERATIONAL PLAN Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems</p>	QEMS Proc.: OP-05 Rev Date: 2024-08-20 Rev No: 8 Pages: 2 of 5
DOCUMENT AND RECORDS CONTROL		
Reviewed by: QEMS Representative		Approved by: SPC Manager

Approval: SPC Manager or Operations Management

The QEMS Representative ensures that updated documents are provided to the above authorized personnel for review or approval prior to issuance.

Authorized personnel authenticate their review/approval of this Operational Plan via email.

- 3.4 The QEMS Representative is responsible for ensuring that current versions of QEMS documents are being used at all times. Current QEMS documents and records are readily accessible to operations personnel and to internal and external auditors/inspectors at established document control locations. The currency of internal documents is ensured by comparing the date on the document to that of the master hardcopy and/or electronic copy residing in the designated document control location(s) specified in Appendix OP-05A.

Document control locations are established in areas that provide adequate protection to prevent unauthorized use/access, damage, deterioration or loss of QEMS documents and records. Copies of QEMS documents and records located outside of designated control locations are considered uncontrolled.


- 3.5 Access to OCWA's computer network infrastructure is restricted through use of individually-assigned usernames and passwords and local area servers. Network security is maintained by OCWA's Information Technology department through a number of established mechanisms and practices such as daily back-up of files stored on servers, password expiry, limitations on login attempts, multi-factor authentication and policies outlining specific conditions of use.

Access to facility QEMS records contained within internal electronic databases and applications (e.g., Wonderware, OPEX, PDM, WMS) is administered by designated application managers/trustees, requires the permission of Operations Management and is restricted through use of usernames and passwords. Records are protected by means of regular network back-ups of electronic files stored on servers and/or within databases.

SCADA records are maintained as per Appendix OP-05A and are accessible to all staff when required.

- 3.6 Any employee of the drinking water system may make a verbal or written request for a revision be made to improve an existing internal QEMS document or the preparation of a new document. These requests are to be made to the QEMS Representative and should indicate the reason for the change. The need for new or updated documents may also be identified through the Management Review or system audits.


The QEMS Representative communicates any changes made to QEMS documents to relevant operations personnel and coordinates related training (as required). Changes to corporately controlled QEMS documents are communicated and distributed to facility

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DOCUMENT AND RECORDS CONTROL		
Reviewed by: QEMS Representative		Approved by: SPC Manager

QEMS Representatives by OCWA's Corporate Compliance Group through e-mails, memos and/or provincial, regional hub/cluster or facility-level training sessions.


- 3.7 When a QEMS document is superseded, the hardcopy and the electronic copy of the document (as applicable) are promptly removed from the applicable designated document control locations specified in OP-05A. The QEMS Representative ensures that the hardcopy and electronic copy are disposed of or retained (as appropriate)
- 3.8 The authorized method for disposal of hardcopy documents and records after the specified retention requirements have been met is shredding. The authorized method for disposal of electronic documents and records after the specified retention requirements have been met is deleting.
- 3.9 QEMS documents and records are retained in accordance with applicable regulations and legal instruments. Relevant regulatory and corporate minimum retention periods are as follows:

Type of Document/Record	Minimum Retention Time	Requirement Reference
Operational Plan (OP-01 to OP-21 and appendices, including Schedule "C" – Subject System Description Form) FEP Long term forecast of major infrastructure maintenance, rehabilitation and renewal activities Sampling plan/schedule/ calendar	10 years	Director's Direction under SDWA
Internal QEMS Audit Results	10 years	OCWA Requirement
External QEMS Audit Results	10 years	OCWA Requirement
Management Review Documentation	10 years	OCWA Requirement
Documents/records required to demonstrate conformance with the DWQMS (specifically all the documents/records listed in OP-05A)	3 years*if no specified legislative requirement below* identified in this table or in the facility's legal instruments *	OCWA Requirement
Log Books or other record-keeping mechanisms	5 years	O. Reg. 128/04
Training Records for water operators and water quality analysts	5 years	O. Reg. 128/04
Operational checks, sampling and testing (e.g., chlorine residuals, turbidity, fluoride, sampling records), microbiological sampling and testing and chain of custodies	2 years	O. Reg. 170/03

	<p align="center">OPERATIONAL PLAN</p> <p align="center">Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems</p>	<p>QEMS Proc.: OP-05 Rev Date: 2024-08-20 Rev No: 8 Pages: 4 of 5</p>
DOCUMENT AND RECORDS CONTROL		
Reviewed by: QEMS Representative		Approved by: SPC Manager

Type of Document/Record	Minimum Retention Time	Requirement Reference
Schedule 23 & 24 sampling, chain of custodies and test results	6 years LMR 15 years SMR	O. Reg. 170.03
THM, HAA, nitrates, nitrites and lead program (including pH and alkalinity) sampling, chain of custodies, and test results, Section 11 Annual Reports and Schedule 22 Summary Reports	6 years	O. Reg. 170/03
Sodium sampling, chain of custody and test results and related corrective action records/reports, 60 month fluoride sampling, chain of custody and test results (if the system doesn't fluoridate), Engineering Reports, GUDI/Non-GUDI Reports	15 years	O. Reg. 170/03
Corrective action records/reports for E. Coli, Total Coliforms and bacterial species	2 years	O. Reg. 170/03
Corrective action records/reports for chemical and radiological parameters under SDWA O. Reg. 169/03, pesticides not listed under O. Reg. 169/03 and health-related parameters in an order or approval	6 years LMR 15 years SMR	O. Reg. 170/03
Flow Meter Calibration Records, Analyzer Calibration Reports Maintenance Records/Work Orders	2 years	O. Reg. 170/03
Records required by or created in accordance with the Municipal Drinking Water Licence (MDWL) or Drinking Water Works Permit (DWWP). Except records specifically referenced in O. Reg. 170/03 or otherwise specified in the MDWL or DWWP.	5 years	MDWL

3.10 The Operational Plan is reviewed for currency by the QEMS Representative during internal/external audit and Management Review processes. Other QEMS-related documents are reviewed as per the frequencies set out in this Operational Plan or as significant changes (e.g., changes in regulatory requirements, corporate policies or operational processes and/or equipment, etc.) occur. QEMS documents and records are reviewed for evidence of control during each internal system audit as per OP-19 Internal QEMS Audits.


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DOCUMENT AND RECORDS CONTROL		
Reviewed by: QEMS Representative	Approved by: SPC Manager	

4. Related Documents

OP-05A Document and Records Control Locations
 OP-19 Internal QEMS Audits
 OP-20 Management Review

5. Revision History

Date	Revision #	Reason for Revision
2009-09-30	0	Procedure issued
2011-10-21	1	Correction of Process Compliance Manager's title; clarification of responsibility and method of maintaining currency of documents (5.4); description of how network security is maintained (5.5); clarification of retention times (5.9); inclusion of the operation plan review (5.10)
2013-02-28	2	Updated managerial title changes – Operations Manager is now the Senior Operations Manager and Cluster Manager is now the Operations Manager. References to Process Compliance Manager have been replaced with Senior Operations Manager or removed if redundant; updated Table 1 to reflect current locations
2015-08-20	3	Changed "Well Supply Systems" to "drinking Water Systems" and changed PDC to WISKI
2016-09-29	4	Updated Table 1 to reflect current locations and add references to the new WMS program Maximo, added client reports to records list
2018-06-28	5	QP-01 procedure renamed OP-05. Removed Scope and Responsibilities sections. Moved the former Table 1 (Designated location for documents and records required by OCWA's QEMS) to its own appendix (OP-05A). Assigned responsibility for ensuring current versions of QEMS documents are being used to the QEMS Representative (s. 3.4). Clarified that requests for revisions/new QEMS documents are made to the QEMS Representative (s. 3.6). Moved the former Table 2 (Relevant regulatory and corporate minimum retention periods) to be part of s. 3.9 and expanded on the minimum retention times for documents and records required to demonstrate compliance with legislation. Other minor wording changes.
2020-09-16	6	Added details for superseded electronic documents to section 7.
2022 06 01	7	Added: clarity to version control requirements to align with the Director's Directions dated May 2021, detail to the approval process for Operational Plan, clarity on how electronic documents are handled and [the process for verifying secure shredding of documents and records]; Updated: the table in section 3.9 (clarified minimum retention time requirements for documents/records required to demonstrate conformance with the DWQMS, added forms required by the MDWL and DWWP, including their minimum retention times and requirement reference)].
2024 08 20	8	Procedure updated as follows: added multi factor authentication to 3.5, section 3.9 table revised to include Schedule 23 & 24 records retention times for Large Municipal Residential (LMR) and Small Municipal Resident (SMR) systems, added chain of custody as record for retention for various sampling requirements, lead program clarified to include pH and alkalinity; added GUDI/Non-GUDI Reports, minor wording and type-o's, removed watermark.

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DOCUMENT AND RECORDS CONTROL LOCATIONS		
Reviewed by: QEMS Representative		Approved by: Senior Operations Manager

Designated locations for documents and records required by OCWA's QEMS

Type of Document/Record	Designated Document Control Location (HC = Hardcopy, E = Electronic)
Internal QEMS Documents	
Operational Plan (OP-01 to OP-21 and appendices, including Schedule "C" – Subject System Description Form)	E – Maintained on \\ocwfilereg\NEO Collab HC – Matheson WPCP
QEMS Policy	E - OCWA's Sharepoint site and public website HC – Matheson WPCP
OCWA's Safety Manual	E – OCWA's Sharepoint site
Facility Emergency Plans	E – Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Corporate Emergency Response Plan (CERP)	E - OCWA's Sharepoint site
Standard Operating Procedures (referenced in Operational Plan and QEMS Procedures)	E – Maintained on \\ocwfilereg\NEO Collab HC - at the pertinent facility
Essential Supplies & Services List	E – Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Vacation/On-call Schedule	E – Maintained on Outlook Shared Calendar
Sampling Schedule	E- Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Chain of Custody Forms	E- Maintained on \\ocwfilereg\NEO Collab
External QEMS Documents	
Maintenance/equipment manuals	HC – at the pertinent facility
Engineering schematics/plans/drawings	HC – at the pertinent facility
Municipal Drinking Water Licence	E – Maintained on \\ocwfilereg\NEO Collab HC – Matheson WPCP
Drinking Water Works Permit	E – Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Permit to Take Water	E – Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Ministry Inspection Reports	E – Maintained on \\ocwfilereg\NEO Collab
Operator certificates	HC – Matheson WPCP
AWWA Standards	E - \\Torwan\PCT\AWWA Standards
Ontario's Watermain Disinfection Procedure	E - https://www.ontario.ca
DWQMS Standard	E - https://www.ontario.ca
ANSI/NSF product registration documentation for Chemicals/Materials Used	HC – Matheson WPCP
Applicable federal and provincial legislation and municipal by-laws	Provincial Online at www.e-laws.gov.on.ca Federal online at www.laws.justice.gc.ca
Operations Manual	HC – at the pertinent facility
Original Equipment Manuals (OEM)	HC – at the pertinent facility WPCP



OPERATIONAL PLAN

Holtyre, Matheson, Ramore and Val Gagne
Drinking Water Systems


QEMS Doc: OP-05A
Rev Date: 2024 08 20
Rev No: 3
Pages: 2 of 3

DOCUMENT AND RECORDS CONTROL LOCATIONS

Reviewed by: QEMS Representative


Approved by: Senior Operations Manager

Type of Document/Record	Designated Document Control Location (HC = Hardcopy, E = Electronic)
QEMS Records	
Rounds sheets	Process data maintained electronically through PDM HC – Matheson WPCP
Facility Operations Logbook(s)	HC – Matheson WPCP E - https://ocwa.eriscloud.com/
Visitor's Logbook	HC – at the pertinent facility
Operator training records	E – Electronic records are maintained in OCWA's Training Summary Database (OPEX)
Maintenance records	E - maintained through WMS
Internal Calibration records	E - maintained through WMS
Chain of Custody forms	E – Maintained on \\ocwfilereg\NEO Collab
Laboratory analyses	Electronic reports from Laboratory – Maintained on \\ocwfilereg\NEO Collab E - maintained through PDM
Additional Sampling records	E – Maintained on \\ocwfilereg\NEO Collab
SCADA records (Wonderware, OCWA)	E - maintained through Wonderware
SCADA Records (Plant SCADA, Client Owned)	E - at the pertinent facility E - maintained through PDM
Internal Audit Reports	E – Maintained on \\ocwfilereg\NEO Collab
External Audit Reports	E – Maintained on \\ocwfilereg\NEO Collab
Management Review documentation	E – Maintained on \\ocwfilereg\NEO Collab
Ministry forms referenced in the Drinking Water Works Permit, including Form 1, Form 2, Form 3 and Director Notifications	E – Maintained on \\ocwfilereg\NEO Collab
Summary of Findings Spreadsheet (Preventive/Corrective) records	E - Maintained on \\ocwfilereg\NEO Collab
External QEMS Communications (including essential suppliers and service providers)	E – Microsoft Outlook E-mail E - Maintained on \\ocwfilereg\NEO Collab
Annual Reports	E – Maintained on \\ocwfilereg\NEO Collab
Summary Reports for Municipalities	E – Maintained on \\ocwfilereg\NEO Collab
AWQI Reports	E – Maintained on \\ocwfilereg\NEO Collab
Incidents of Non-Compliance Records	E – Maintained on \\ocwfilereg\NEO Collab
Analysis and Action Plan (AAP) Report	E – Maintained on \\ocwfilereg\NEO Collab
Contingency Plan Review/Test Summary	E – Maintained on \\ocwfilereg\NEO Collab
Infrastructure review (Capital Letter & Capital and Major Maintenance Recommendations Report)	E – Maintained on \\ocwfilereg\NEO Collab
Community complaint records	E – Maintained on \\ocwfilereg\NEO Collab
Call In/Call Back/Call Out Reports	E – Maintained in WMS
Quarterly Operations Report (to the Owner)	E – Maintained on \\ocwfilereg\NEO Collab

 Ontario Clean Water Agency	OPERATIONAL PLAN Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems	QEMS Doc: OP-05A Rev Date: 2024 08 20 Rev No: 3 Pages: 3 of 3
DOCUMENT AND RECORDS CONTROL LOCATIONS		
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Revision History

Date	Revision #	Reason for Revision
2018-06-28	0	Appendix issued; Table was originally included within the Document and Records Control Procedure (QP-01) (revision 4, dated September 29, 2016). Added section for blank external QEMS forms, changed location for Confined Space Program and Operational Plan and changed name of OCWA's Safety Manual to OCWA's Health and Safety Management System and its location.
2021-12-01	1	Changed public drive from \\ocwfile\public\NEO DWQMS\ DWQMS - Holtyre, Matheson, Ramore and Val Gagne DWS's to \\ocwfile\reg\NEO Collab\NEO DWQMS. MOECC changed to MECP. Added EC location for MDWL's PTTW's etc. EC location for MECP forms changed to MECP Cetral Forms Registry. Removed HC location for completed AWQI forms. Removed (DWQMS Filing Cabinet). Added electronic logbook and location.
2022-06-01	2	Added: exact location of documents/records, clarity on which documents are included under the Operational Plan, new documents/records (Watermain Disinfection Procedure results of emergency test exercises/emergency response debriefs and Ministry forms referenced in the Drinking Water Works Permit) and clarity to external communications and inspection reports; Removed: reference to QEMS Reference Manual and OCWA's intranet (replaced with OCWA's Sharepoint site). Added row to header to show who reviewed and approved the document.
2024-08-20	3	Appendix updated with MECP revised to Ministry, updated Corporate Emergency Plan (CERP) name, minor wording, removed watermark.

 Ontario Clean Water Agency	OPERATIONAL PLAN Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems	QEMS Doc: OP-05A Rev Date: 2024 08 20 Rev No: 3 Pages: 1 of 3
DOCUMENT AND RECORDS CONTROL LOCATIONS		
Reviewed by: QEMS Representative	Approved by: Senior Operations Manager	

Designated locations for documents and records required by OCWA's QEMS

Type of Document/Record	Designated Document Control Location (HC = Hardcopy, E = Electronic)
Internal QEMS Documents	
Operational Plan (OP-01 to OP-21 and appendices, including Schedule "C" – Subject System Description Form)	E – Maintained on \\ocwfilereg\NEO Collab HC – Matheson WPCP
QEMS Policy	E - OCWA's Sharepoint site and public website HC – Matheson WPCP
OCWA's Safety Manual	E – OCWA's Sharepoint site
Facility Emergency Plans	E – Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Corporate Emergency Response Plan (CERP)	E - OCWA's Sharepoint site
Standard Operating Procedures (referenced in Operational Plan and QEMS Procedures)	E – Maintained on \\ocwfilereg\NEO Collab HC - at the pertinent facility
Essential Supplies & Services List	E – Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Vacation/On-call Schedule	E – Maintained on Outlook Shared Calendar
Sampling Schedule	E- Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Chain of Custody Forms	E- Maintained on \\ocwfilereg\NEO Collab
External QEMS Documents	
Maintenance/equipment manuals	HC – at the pertinent facility
Engineering schematics/plans/drawings	HC – at the pertinent facility
Municipal Drinking Water Licence	E – Maintained on \\ocwfilereg\NEO Collab HC – Matheson WPCP
Drinking Water Works Permit	E – Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Permit to Take Water	E – Maintained on \\ocwfilereg\NEO Collab HC – at the pertinent facility
Ministry Inspection Reports	E – Maintained on \\ocwfilereg\NEO Collab
Operator certificates	HC – Matheson WPCP
AWWA Standards	E - \\Torwan\PCT\AWWA Standards
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OPERATIONAL PLAN

Holtyre, Matheson, Ramore and Val Gagne
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 Ontario Clean Water Agency	<p align="center">OPERATIONAL PLAN</p> <p align="center">Holtyre, Matheson, Ramore and Val Gagne Drinking Water Systems</p>	QEMS Doc: OP-05A Rev Date: 2024 08 20 Rev No: 3 Pages: 3 of 3
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Schedule C – Director’s Directions for Operational Plans (Subject System Description Form) Municipal Residential Drinking Water System

Fields marked with an asterisk (*) are mandatory.

Owner of Municipal Residential Drinking Water System *
The Corporation of the Township of Black River - Matheson

Subject Systems

Name of Drinking Water System (DWS) *	Licence Number *	Name of Operating Subsystems (if applicable)	Name of Operating Authority *	DWS Number(s) *
1. Holtyre Drinking Water System	204-101		Ontario Clean Water Agency	220002565
2. Matheson Drinking Water System	204-103		Ontario Clean Water Agency	220002574
3. Ramore Drinking Water System	204-104		Ontario Clean Water Agency	220002538
4. Val Gagne Drinking Water System	204-102		Ontario Clean Water Agency	210001674

[Add item \(+\)](#)

Contact Information for Questions Regarding the Operational Plan

Primary Contact

Last Name *	First Name *	Middle Initial
Ciarrocca	Chris	
Title *	Telephone Number *	Email Address *
Senior Operations Manager	705-570-0992 ext.	cciarrocca@ocwa.com

Secondary Contact

Last Name	First Name	Middle Initial
Galda	Jeremy	
Title	Telephone Number	Email Address
Safety, Process and Compliance Manager	705-642-7208 ext.	jgalda@ocwa.com

[Save Form](#)
[Print Completed Form](#)
[Clear Form](#)

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Subject Systems

Name of Drinking Water System (DWS) *	Licence Number *	Name of Operating Subsystems (if applicable)	Name of Operating Authority *	DWS Number(s) *
1. Holtyre Drinking Water System	204-101		Ontario Clean Water Agency	220002565

Add item (+)

Contact Information for Questions Regarding the Operational Plan

Primary Contact

Last Name *	First Name *	Middle Initial
Ciarrocca	Chris	
Title *	Telephone Number *	Email Address *
Senior Operations Manager	705-570-0992 ext.	cciarrocca@ocwa.com

Secondary Contact

Last Name	First Name	Middle Initial
Galda	Jeremy	
Title	Telephone Number	Email Address
Safety, Process and Compliance Manager	705-642-7208 ext.	jgalda@ocwa.com

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Subject Systems

Name of Drinking Water System (DWS) *	Licence Number *	Name of Operating Subsystems (if applicable)	Name of Operating Authority *	DWS Number(s) *
1. Matheson Drinking Water System	204-103		Ontario Clean Water Agency	220002574

Add item (+)

Contact Information for Questions Regarding the Operational Plan

Primary Contact

Last Name *	First Name *	Middle Initial
Ciarrocca	Chris	
Title *	Telephone Number *	Email Address *
Senior Operations Manager	705-570-0992 ext.	cciarrocca@ocwa.com

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Last Name	First Name	Middle Initial
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Title	Telephone Number	Email Address
Safety, Process and Compliance Manager	705-642-7208 ext.	jgalda@ocwa.com

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The Corporation of the Township of Black River - Matheson

Subject Systems

Name of Drinking Water System (DWS) *	Licence Number *	Name of Operating Subsystems (if applicable)	Name of Operating Authority *	DWS Number(s) *
1. Ramore Drinking Water System	204-104		Ontario Clean Water Agency	220002538

Add item (+)

Contact Information for Questions Regarding the Operational Plan

Primary Contact

Last Name *	First Name *	Middle Initial
Ciarrocca	Chris	
Title *	Telephone Number *	Email Address *
Senior Operations Manager	705-570-0992 ext.	cciarrocca@ocwa.com

Secondary Contact

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Title	Telephone Number	Email Address
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Schedule C – Director’s Directions for Operational Plans (Subject System Description Form) Municipal Residential Drinking Water System

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The Corporation of the Township of Black River - Matheson

Subject Systems

Name of Drinking Water System (DWS) *	Licence Number *	Name of Operating Subsystems (if applicable)	Name of Operating Authority *	DWS Number(s) *
1. Val Gagne Drinking Water System	204-102		Ontario Clean Water Agency	210001674

Add item (+)

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Senior Operations Manager	705-570-0992 ext.	cciarrocca@ocwa.com

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