



# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	June 4, 2024
<b>SUBJECT:</b>	Reaccreditation of the City's Drinking Water Quality Management System (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Nick Winters Director, Hamilton Water Public Works Department
<b>SIGNATURE:</b>	

Every three years, Hamilton Water (the Operating Authority for the City's drinking water systems) is subject to a third-party on-site audit to assess the conformance of the City's Drinking Water Quality Management System with the Provincial Drinking Water Quality Management Standard and Hamilton Water's procedures. The third-party auditor (Intertek – SAI Global) completed the 2024 on-site audit on May 21st, 22nd, and 23rd including interviews with various Hamilton Water staff, site visits at the City's Woodward Water Treatment Plant, the Carlisle Water Treatment Facility and various outstations, review of maintenance and calibration records, and review of the Operational Plan for the City's drinking water systems.

It is typical during any audit for the auditor to request documented evidence for review including standard operating procedures, records of communication, meeting minutes, maintenance, and calibration records, etc. Hamilton Water did have some concern about our ability to provide all requested supporting evidence as a result of the cyber security incident. Hamilton Water's Compliance Support Group discussed the challenges regarding available records with the auditor in advance of the scheduled audit.

I am happy to advise that despite our inability to access critical systems, Hamilton Water was able to rebuild the Operational Plan, standard operating procedures, and records management system in advance of the third-party audit, and as a result there were only manageable challenges with the provision of evidence during the audit. This past Friday we received a letter from Intertek – SAI Global advising that our

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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Drinking Water Quality Management System has been recommended to the Ministry of Environment, Conservation and Parks for reaccreditation, which is one of many critical requirements of the City's Drinking Water Licenses.

While all of Hamilton Water supports our Drinking Water Quality Management System, I would like to specifically recognize the excellent work of Manager Charlene McKay, Senior Regulatory Coordinator Wendy Jackson, and the Quality Management staff within the Hamilton Water division who did so much hard work to rebuild our records and prepare us for this successful outcome.

For further information, please contact Nick Winters, Director of Hamilton Water, (905) 973-4970 or [Nick.Winters@hamilton.ca](mailto:Nick.Winters@hamilton.ca).

**APPENDICES AND SCHEDULES ATTACHED**

N/A