

Drinking Water Quality Management System

PROCEDURE TITLE: ESSENTIAL SUPPLIES AND SERVICES				PROCEDURE NO.: DW-ADMIN-800			
EFFECTIVE DATE: JULY 15, 2023				DWQMS REFERENCE: 13			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE				<i>Shayne Reitsma</i>			
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

It is important that contractors/suppliers realize the impact they can have on water quality and be aware of controls in place and how to trigger those responses while working on the water systems operated by the City of St. Thomas Environmental Services Department.

Procedure:

Contractor Training and DWQMS Review

- All essential and/or new construction contractor personnel providing supplies or services to the water systems operated by the City of St. Thomas Environmental Services Department shall undergo a review of the following documentation:
 - Quality Policy,
 - Health and Safety Policy,
 - Pertinent sign-off form
 - Any prepared procedures that relate to the work or supplies being provided.
- Any contractor completing work on the drinking water systems operated by the City of St. Thomas Environmental Services Department is required to abide by the Quality Management System Policy, and report any quality, environmental or health and safety concerns to their specified site contact of the OA, or the Manager of Water and Sewer.

Communication with Contractors/Suppliers Engaged through Procurement Process

- The Supplier and Contractor Sign-off Form (DWF-ADMIN-801) or New Construction Sign-off Form (DWF-ADMIN-800) and other pertinent information required for the review will be included in the tender.
- Once a contractor has been awarded the contract, the contractor must sign off on the applicable form (New Construction Sign-off or Supplier and Contractor Sign-off (DWF-ADMIN-800 or 801) prior to the pre-construction meeting and ensure that he/she and all employees have been made aware and will comply with the DWQMS requirements, including the QMS Policy and any procedures relevant to their work.
- The contractor is required to bring the signed form to the pre-construction meeting, failure to do so may result in a delay of the project.
- If the contractor does not have a signed form on file, the Operator shall arrange that the contractor complete a review **before** commencing work.
- Signed forms expire in three (3) years. The Supervisor of Water and Sewer reviews the forms to verify

they are current. If the signed form is expired, the Supervisor of Water and Sewer shall arrange for a new review session and sign-off, as described above.

Communication with Suppliers Engaged through an Informal Process

Essential Suppliers or service providers that have been identified, however, are not engaged through a formal procurement process will be sent a package with the following information:

- Quality Management System Policy
- Health & Safety Policy
- Sign-off form for Contractors and Suppliers (DWF-ADMIN-802)
- For Chemical Suppliers only, applicable chemical delivery procedures
- For Equipment Suppliers/Contractors only, relevant maintenance procedures
- The packages are to be sent out by the end of October and completed forms are to be returned by December 31st of the same year, for the 3-year term.
- Suppliers must read all material, sign-off on the Sign-off Form and return the original form to the Supervisor of Water and Sewer.
- The supplier is responsible for ensuring that he/she and all employees from the supplier that may work on the water systems have been made aware and comply with the DWQMS requirements, including the QMS Policy and any applicable operational procedures.

Record-Keeping of Completed Essential/New Construction Contractor and Supplier Forms

- The Supervisor of Water and Sewer maintains a file of the Essential Supplier Sign-Off records.
- New Construction Sign-off records are maintained in the project file for each construction project.

Ordering Supplies and Services

- The Manager of Water and Sewer, Supervisor of Water and Sewer, Operators, and the PWSC Clerks have the authority to order critical supplies and services.

Critical Suppliers and Service Providers

- The following supplies and services have been identified as critical for the delivery or monitoring of safe clean drinking water.
- The supplies or services identified in the following table may be listed because they are associated with a critical control point, there would be difficulty associated with finding an alternate, or there is an immediate health risk without this supply/service.

Supply / Service	Primary Supplier	Alternate Supplier	Quality Requirements
Chlorination (12 % sodium hypochlorite)	Anchem Sales 120 Stronach Cres. London, ON N5V 3A1 Tel. (519)-451-1614 1-800-387-9799 www.anchemsales.com	Jutzi Water 525 Wright Blvd. Stratford, ON N4Z 1H3 Phone: (519) 814-9283 Toll Free: 1-833-299-9283	<ul style="list-style-type: none"> • Product must be NSF 60 certified • Require: SDS sheet and evidence of NSF 60 certification; batch certificate, if available

Supply / Service	Primary Supplier	Alternate Supplier	Quality Requirements
Lab Services (microbiological)	SGS Environmental Services 657 Consortium Court London, ON N6E 2S8 Tel. (519)-672-4500 angela.stott@sgs.com After hours emergency call: 519-870-7345 cell	SGS Canada Inc. 185 Concession St., P.O. Box 4300 Lakefield, ON K0L 2H0 Tel: (705)-652-2000 carrie.greenlaw@sgs.com After hours emergency call: 705-760-3494 (micro)	<ul style="list-style-type: none"> MECP licenced. CALA and/or SCC accredited Require: evidence of licencing and accreditation and sample collection and shipping instructions. NOTE: lab must be identified on MECP Notice of Lab Services Form
Lab Services (chemical)	SGS Canada Inc. 185 Concession St., P.O. Box 4300 Lakefield, ON K0L 2H0 Tel: 705-652-2000 carrie.greenlaw@sgs.com After hours emergency call: 705-760-3494 (micro)	Bureau Veritas (formally Maxxam) 4023 Meadowbrook Dr., Unit 109 & 110, London, Ontario N6L 1E7 Tel: (519) 652-9444, Fax: 519-652-8189 Toll-Free: 1 800 268-7396	<ul style="list-style-type: none"> MECP licenced. CALA and/or SCC accredited Require: evidence of licencing and accreditation and sample collection and shipping instructions. NOTE: lab must be identified on MECP Notice of Lab Services Form
Dechlorination (sodium thiosulphate)	Anchem Sales 120 Stronach Cres. London, ON N5V 3A1 Tel. (519)-451-1614 1-800-387-9799 www.anchemsales.com	Jutzi Water 525 Wright Blvd. Stratford, ON N4Z 1H3 Phone: (519) 814-9283 Toll Free: 1-833-299-9283	<ul style="list-style-type: none"> Product must be NSF 60 certified Require: SDS sheet and evidence of NSF 60 certification; batch certificate, if available
Electricians	Talbot Electrical Contracting Ltd. St. Thomas, ON Tel.: 519-434-4174 Cell: 519-671-9473	Dielco 1032 Hubrey London ON N6N 1B5 Jason Dieleman 519-685-2224	<ul style="list-style-type: none"> WSIB Clearance Certificate
Mechanical	Dielco 1032 Hubrey London ON N6N 1B5 Jason Dieleman 519-685-2224	Barrett Mechanical Inc. 4058 Eastgate Crescent London Ontario N6L 1B2 519-652-7207	<ul style="list-style-type: none"> WSIB Clearance Certificate

Supply / Service	Primary Supplier	Alternate Supplier	Quality Requirements
Piping for breaks and repairs	Emco Waterworks 944 Leathorne St. London N5Z 3M5 519-686-1141 (7340)	Wolseley Waterworks Group 760 Little Simcoe Street London, ON N5Z 1P4 519-963-1004	<ul style="list-style-type: none"> Product must be NSF 61 certified Require: Evidence of NSF certification.
Equipment Calibration	BIDS Technical Services Inc. 21 Kevlin Road Markham Ontario L3R 8P1 Tel: 416-432-1565 bidsinc@outlook.com	SCG - Metcon 15 Connie Cres Unit 3 Concord Ont L4K 1L3 1-905-738-2355, Ext. 239	<ul style="list-style-type: none"> Require: Calibration reports and sticker on equipment. WSIB Clearance Certificate
Contracted Workers for Main Breaks	Elgin Construction 140 Burwell Road St. Thomas, ON N5P 3R8 519-631-5041	Titan Construction 30232 Pioneer Line Dutton, ON N0L 1J0 519-762-2892 519-870-3304 Cell Blue Con 1915 Crumlin Side Road London, ON N5B 3B8 519-659-2400 Fax # 519-659-6289	<ul style="list-style-type: none"> Work must be completed in accordance with applicable industry standards WSIB Clearance Certificate
SCADA Communication Support	Execulink Technical Department 1-877-393-2854, ext:800 Call Centre 519-456-7222 On Call pager first 519-430-3466 Cell 519-670-1281 Joel Freund, Manager 519-456-7262 Cell 519-532-4117 Jonathan Scott, OPS 519-456-3000 Cell 519-873-0183	Sole Supplier	<ul style="list-style-type: none"> <i>Programmer must be proficient with Allen Bradley</i> WSIB Clearance Certificate
SCADA Support and Maintenance	Eramosa Engineering London Office Tel.: 519-266-6994 226-780-2260 (24/7)	Sole Supplier	<ul style="list-style-type: none"> <i>Programmer must be proficient with Allen Bradley</i> WSIB Clearance Certificate

Ontario Water / Wastewater Agency Response Network (OnWARN)

- The City of St. Thomas is a member of OnWarn, an Ontario Water / Wastewater Agency Response Network (OnWARN), which is a network of utilities helping each other to respond to and recover from emergency situations.
- In the case of an emergency whereby the City does not have the essential supplies within its own

inventory, or is unable to procure the essential supply of materials or services through its own contractors, the City may utilize the OnWarn system to obtain these services from other local municipalities, such as the City of London.

- In the event that an OnWARN response is deemed necessary to effectively respond to a situation or supply shortfall, the ORO and/or Director of Environmental and Infrastructure Services shall be notified immediately in order to trigger an OnWARN request for aid.

Associated Form(s):

- New Construction Sign-off Form (DWF-ADMIN-800)
- Supplier and Contractor Sign-off Form (DWF-ADMIN-801)

Table of Revisions

Revision #	Date	Description of Revision
14	January 30, 2018	Change in City logo
15	May 17, 2018	Added additional items in Contractor DWQMS review; changed timeline for renewal of Essential Services and Supplies form from 1 year to 3 year frequency; edited some contact info for various suppliers/contractors.
16	June 13, 2018	Added Bids Technical Services to list of Equipment Calibrations.
2.0	January 1, 2019	Format update. Expanded listing to identify specific primary and alternate suppliers/contractors – listed their quality requirements within the table.
2.1	January 1, 2020	Updated alternate chlorine and dechlor contacts. Inserted WSIB clearance requirement for applicable contractors.
2.2	January 1, 2021	Removed QC acknowledgement requirement for contractor and new construction forms. Updated section related to record-keeping of sign-offs.
2.3	January 1, 2022	Updated Maxxam's name to Bureau Veritas. Added MDWL and DWWP to listing of standards needed to comply with on DWF-ADMIN-800 and 801.
2.4	June 6, 2022	Verified and updated contacts, where necessary. Updated to insert/update RR,A of new Foreperson position on forms and procedure. Removed references to QC, opting for ORO or Manager of Water and Sewer as deemed appropriate.
2.5	January 1, 2023	Expanded references to Foreperson to Water and Sewer Foreperson.
2.6	July 15, 2023	New Manager of Development and Compliance. Water and Sewer Foreperson position now Supervisor of Water and Sewer. Compliance Coordinator now Env. Compliance Coordinator. Director, Env. Services and City Engineer now Director Env. and Infra. Services and City Engineer.