

Why We DO What We DO How We DO

Renjit Varghese
PWESD WS Water Distribution



Agenda

- Drinking Water Regulations
 - Standard of Care
 - Roles and Responsibility
 - Offence penalties
- Technical Service Group
- Work Scheduling process
- Water Service Commitment
- Help
- Next Steps
- Questions



The Law

- Ministry Of Environment and Climate Change:
 - Regulates Drinking Water Systems to ensure Water Safety and quality- by:
 - Registering all municipal drinking water Systems
 - Licencing System Owners and Operators
 - Authorizing Operators to run and maintain drinking water systems
 - Issues drinking water Permits to modify, repair or extend the drinking water system
- Drinking Water System Source Law:
 - Provincial standards for water quality are set out in:
 - Safe Drinking Water Act
 - O. Reg 169/03 (Water Quality Standards)
 - O. Reg 170/03 (Drinking Water Systems)
 - O. Reg 128/04 (Certification of Drinking Water System Operators)



SWDA Legal Implications

- Under the SDWA:
 - Standard of Care- came in effect on Dec 31st 2012
 - Roles and Responsibility of the Owners
 - Offences and Penalties





Standard of Care

- Applies to
 - Every Person Who oversees the accredited operating authority for the systems; and
 - Every person who exercises decision making authority on the system
- Expectation:
 - Exercise the level of care, diligence and skill in respect to the municipal drinking water system that a reasonably prudent person would be expected to exercise in a similar situation; and
 - Act honestly, competently and with integrity, with a view to ensuring the protection and safety of the users of the municipal drinking water system.



Roles and Responsibility

- Ensure Compliance with SDWA:
 - Water Provided by the system meets requirements of the Ministry.
 - Drinking Water System is operated in accordance with the SDWA
 - The Drinking Water System is maintained in a fit state of repair
 - Drinking water system is operated by qualified and licenced staff
 - Ensure compliance with sampling, testing, and monitoring requirements.





Offences and Penalties

- Three types of Offences distinguished by severity and magnitude of penalties:
 - Those of a general nature relating to non-compliance with certain provisions of the Act;
 - Those relating to obstruction, furnishing false information, refusing to furnish information, non-compliance with Orders, licences, approvals etc.; and
 - Those that result in the drinking-water health hazards.

Maximum Fines Range per day

Individuals: \$20,000-\$7 Million and/or imprisonment

Corporations: \$100,000-\$10 Million



Water Distribution Technical Group

Each Project is assigned a Project Coordinator to support:

- Review and provide comments on design drawings.
- Provide technical support and open lines of communication to the Contractor, ISD Project Manager, Inspectors, CA's, Supervisors, Maintenance Planners and Water Distribution field staff.
- Attend TAC, Pre-construction and site meetings.
- Assists the PM's by performing preliminary investigations on the accessibility and operation of isolation valves and identification of required service excavations or hose bib alterations.





Water Distribution Technical Group Support

- Assists with the development of the isolation plans, temporary servicing plans and sequencing of final connections.
- Assist and provide comments to the project team on WS requirements for job specific tasks.
- Routine on-site assistance and support.



Scheduling Water Service Crews

The Contractor shall coordinate through the Contract Administrator at least two (2) business days in advance of commencing construction in order to arrange and schedule any labour, equipment or materials to be provided by the City of Ottawa Drinking Water Services.

Business day means Monday to Friday, inclusive, between the hours of 7:30 a.m. and 4:00 p.m.

- **NOTE:** We cannot guarantee 2 day response commitment





1. Contractor shall complete the “WS Construction Scheduling Request Form” with all relevant information and submit via email to the Contract Administrator.
2. Contract Administrator will review the “WS Construction Scheduling Request Form” and forward via email to City of Ottawa Water Department Maintenance Planners at water-booking@ottawa.ca. Contractor will be carbon copied on that email.



3. Maintenance planners will review “WS Construction Scheduling Request Form” and water crew will be scheduled based on availability.
4. Maintenance planners confirm back the scheduled start date back to Contract Administrator via email. Contractor will be carbon copied on that email which shall serve as confirmation of the scheduled start date and time.





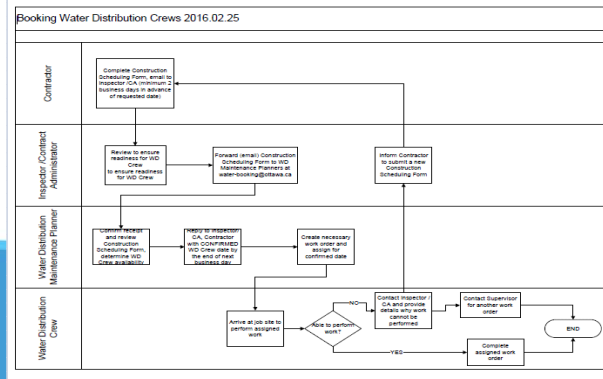
5. Contractor provides applicable labour, material, and equipment at the scheduled start date and time.

6. Any required changes to the scheduled start date and time must be communicated to the Contract Administrator who will take appropriate action.

7. Inspectors are advised of schedule confirmation the day prior.



Contact Info	
Maintenance Planners:	Contact:
Victoria Edwards (Construction)	613-282-8670 or ext 22327
Justin Palmer (Construction)	613-913-8730 or ext 15355
Graham Moorman (Construction)	613-915-2804 or ext 22282
Steve MacFarlane (Valves)	613-277-4247 or ext 22333
Ling Liu (Hydrants)	613-266-6150 or ext 25459
Supervisor: Wayne Shields	613-862-2034 or ext 22770
Work Group	
Construction & Repair 1	Contact: Carol Hall x20070 Renjit Varghese x22252 Back-up: Scott Gray x22332
Construction & Repair 2	
Construction & Repair 3	
Valves	
Hydrants	





Daily Communication Email

Message: DWS Work for Mar 28 2017 - Message (HTML)

From: Palmer, Justin
 To: Gray, Scott; Hall, Carol; Hamilton, Chris; Hudon, Marc; Lafrance, Richard; Larock, Jeff; MacFarlane, Stephen; Mason, Bruce (Cyde); Palmer, Justin; Plastino, Mike; Ropelle, Rick; Sauvé, Scott; Sorvens, Greg; Varghe
 CC: Yenson, Jason; Martin, Chad; Raymond, Daniel; Jordan, Louis; Mondey, Paul
 Subject: DWS Work for Mar 28 2017

Work Group	Supervisor	Work Order	Description	House Number	Street Name	Group	Inspector
ESDWDCR1	Rick Lafrance	11186642	WATERMAIN - CHLOR/FLUSH/SAMPLE		WATERRIDGE (CODDG)	DEV	J. Yenson
	Ext. 22361	11179550	WATERMAIN - CHLOR/FLUSH/SAMPLE	365	HALIBURTON HEIGHTS	DEV	P. Mondey
	613-868-7364	11180223	WATERMAIN - CHLOR/FLUSH/SAMPLE	4798	Bank St	DEV	C. Martin
ESDWDCR2	Chris Hamilton	11194047	SERVICE - INSTALL LARGE (>50MM)	1426	St. Joseph Blvd	DEV	D. Raymond
	Ext. 22280	11206221	SERVICE - CONNECT AT POST	1129	North River Rd	DEV	J. Yenson
	613-229-7511	11206257	LEAD SERVICE - RENEWAL	275	Arlington Ave	LR	L. Jordan

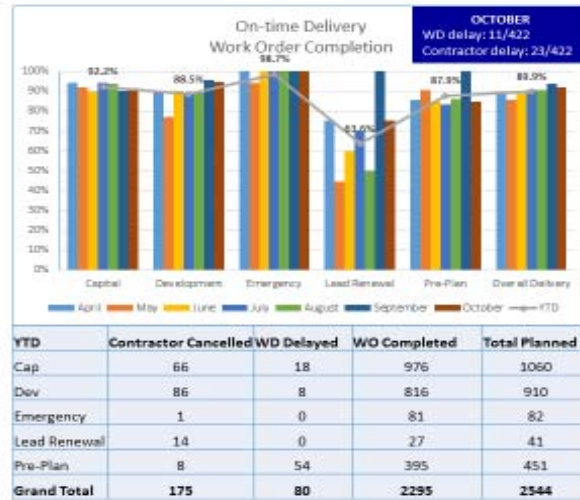


Daily Completion Tracking

February Summary Type of Work	Status		Completed		
	Cntr	DWS	No	Yes	Total
12" CONNECTION				1	1
Dev				1	1
2-203mm connections				1	1
Dev				1	1
BROKEN WATER MAIN			1		1
Pre-Plan			1		1
HYDRANT - EXCAVATE/REPLACE/INSTALL				6	6
Pre-Plan				6	6
LEAD SERVICE - RENEWAL	3			3	6
LR	3			3	6
Notification for Feb 16th				1	1
Pre-Plan				1	1
PRECHLOR 12"				3	3
Pre-Plan				3	3
SERVICE - BROKEN BY CONTRACTOR				2	2
Emergency				2	2
SERVICE - CONNECT AT POST				1	1
Dev				1	1
SERVICE - INSTALL LARGE (>50MM)	1				1
Dev	1				1
SERVICE - INSTALL SMALL (19-50MM)	3			8	11
Dev	3			8	11
SERVICE POST - EXCAVATE VACTOR		2	1	9	12
Pre-Plan		2	1	9	12
VALVE - TUNE UP/REPAIR				1	1
Pre-Plan				1	1
VALVE BOX - INSTALL/REPLACE				2	2
Pre-Plan				2	2
WATERMAIN - BREAK/LEAK REPAIR				6	6
Emergency				5	5
Pre-Plan				1	1
WATERMAIN - INSTALL STERILIZATION NOZZLE				1	1
Dev				1	1
WATERMAIN - INSTALL/CONNECT				8	8
Dev				8	8
WATERMAIN - INSTALL/CONNECT				1	1
Dev				1	1
WATERMAIN - CHLOR/FLUSH/SAMPLE	3	1		35	39
CA		1		2	3
Cap				4	4
Dev	3			22	25
Pre-Plan				7	7
Grand Total	10	3	2	89	104



2017 Analysis



DRINKING WATER
pure and simple

Water Services commitment

- Continue to improve our crew availability and collaborate with our partners to reduce delays and scheduling issues.
- Focus on improving operational performance and reduce hours spent on-site by our field staff.
- Lower the frequency of required site visits when possible.
- Monitor, track and review daily work completed.
- Develop & implement a work cancelling procedure.
- Provide technical and on-site support throughout all phases of construction.
- Continual improvement and mutual accountability.


DRINKING WATER
 pure and simple



Help us Help you

- Schedule the crew as early as possible- but not too early.
- Have the site ready and prepped.
- Ensure there are required tools and equipment on site.
- Ensure technical support close-by.
- Escalate concerns promptly.
- Understand Water Services/Licensed operators restrictions.
- Understand changes to Legislations.
- Process Sewer discharge permits ASAP.
- **WE WELCOME SUGGESTIONS FOR CONTINUAL IMPROVEMENT!!!!**



Next Steps

- Changes to the temporary service transfers process
- Changes to comply with MOECC disinfection procedure
- Develop work cancelling procedure



