

	QMS Operational Plan	Revision Date:	July 30, 2026	
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1.0 Purpose

PLAN – The Operational Plan shall document:

- a) A summary of the Operating Authority’s infrastructure maintenance, rehabilitation and renewal programs for the Subject System, and
- b) A long term forecast of major infrastructure maintenance, rehabilitation and renewal activities.

DO – The Operating Authority shall:

- a) Keep the summary of the infrastructure maintenance, rehabilitation and renewal programs current,
- b) Ensure that the long term forecast is reviewed at least once every Calendar Year,
- c) Communicate the programs to the Owner, and
- d) Monitor the effectiveness of the maintenance program

2.0 Procedure

- 2.1** The Operating Authority maintains a documented summary of the Operating Authority’s infrastructure maintenance, rehabilitation and renewal programs for the water treatment and distribution systems. This assists in ensuring the infrastructure required is in place and is adequately maintained, or plans for improvement are in place for continued safe drinking water to be supplied to the customer.
- 2.2** The summary or list of relevant infrastructure maintenance items, is kept current, and is communicated to the Owner at least on an annual basis, or as deemed required by the Operating Authority’s project Manager/ Overall Responsible Operator, this summary can be communicated by; presentations to the local council or a report to the Director of Public works or through e-mail communication or telephone communication.
- 2.3** Monitoring of the effectiveness of the maintenance, rehabilitation and renewal program is a requirement of the DWQMS and is carried out by monitoring the maintenance work order system and assessing the amount of planned versus unplanned maintenance activity.
- 2.4** A “Jobs Plus” maintenance system also generates work orders for routine equipment servicing and preventative maintenance and is monitored by the project manager.

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2.5 Longer term initiatives such as capital plan requirements / renewal programs are communicated to the Owner on an annual basis or presented to council as required. Once the Owner is provided with the Annual Capital Suggestions (Element 15: OP-E15-4 Infrastructure review meeting for capital planning) they will be required to “approve” or “postpone” the suggestions for that year. (Note: this may not happen until April or May when council finalizes their annual Budget.) Once the suggestions are “approved” or “postponed” the Owner will return the completed OP-E15-4 record to Veolia to begin the work that has been approved. All Approved Capital Suggestions will be added to the Current Management Review Actions Items where it will be kept current as work/improvements/projects are completed.

2.6 Each year the previous OP-E15-4 capital suggestions document will be used to report what was completed and to add any further suggestions going forward.

3.0 Associated Documents

QMS Overview

Element 2: OP-E2-1 Policy Statement

Element 15: OP-E15-1 Maintenance Schedule

Element 15: OP-E15-4 Infrastructure review Meeting for Capital Planning

Current Management Review Action Items

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Revision History

New Revision	Date of Revision	Summary of Changes	Revised by
8	July 30, 2026	Changed all "appendix" to reflect new names of documents. Changed "3.0 Appendices" to "3.0 Associated Documents" Added revision history.	Chloë Godfrey