

Top Management Review - 2024 Action Items

Action Item #	Action Item Description	Originating Topic	Status
1	Set meetings involving Deputy City Manager, Director of Environmental Services, and Manager of Water to gain CLT support for new changes within the Water By-Law	Internal and Third-Party Audit Results	In Progress
2	Test new key system to see which staff have access to which vehicles	Internal and Third-Party Audit Results	Resolved Infrastructure Services staff have access keys for all vehicles
3	Investigate measures taken in THM exceedance events	Raw Water Supply and Drinking Water Quality Trends	Resolved. Any significant exceedance should be a signal to investigate the situation in order to take remedial action and to consult the authority responsible for public health. For significant exceedances above the guideline value, it is suggested that a plan be developed and implemented to address these situations
4	Note decommissioned wells as such on GIS to avoid confusion	Raw Water Supply and Drinking Water Quality Trends	Resolved. Operational status can be located in GIS specs, no need for visual change.

Action Item #	Action Item Description	Originating Topic	Status
5	Set meetings involving Deputy City Manager, Director of Environmental Services, and Manager of Water about completing business case for Lead Incentive Program	Follow-Up on Action Items from Previous Management Reviews	In Progress
6	Change Public Documentation and Maximo language from “Dirty Water” → “Discolored Water”	Consumer Feedback	<p>In Progress</p> <p>Completed: Service requests have been changed to “Discolored Water”. Service Cambridge has been updated on the change</p> <p>Pending: Customer Complaint Portal to be updated</p>
7	Explore Third Party Warranty Companies for Service Connections	Output of Management Review	In Progress