



August 6, 2014

Letter of Reference for Strategies for the Environment

To all:

In August of 2013, the Township of North Huron were experiencing difficulty in implementation of the DWQMS and retained Strategies for the Environment for the purpose of reviewing our operational plan in relation to the following excerpt from email correspondence:

“There is no one on staff that has any experience in Management systems and therefore we are having difficulties with the implementation process, specifically documentation required and scheduling activities to make the Operational Plan have logical and practical flow. We also have uncertainty on some key fundamental issues such as staffing levels and makeup as well to ensure our staffing and plan is suited to the size and scope of operations. The primary question for you is your experience (and possibly client contacts for reference purposes) with small systems. We operate 2 water distribution and supply (groundwater) and 2 sanitary sewage collection and treatment facilities serving a serviced population of 4000 (1500 connections) with a Chief Operator, 3 Water and Wastewater Operators, a part time administrative assistant (intent is to provide training and support to this position primarily for DWQMS/compliance) and support for billing, financial from Municipal staff. Given the low population base, even small costs have significant impact on the necessary billings. In order to remain competitive, we wish to have a functional plan that meets the requirements and intent of DWQMS but not be onerous to the point where documentation is so time consuming that other equally/more important duties cannot be performed with current staff. We do not have confidence at this juncture on how things are progressing and wish to reflect/regroup at this point. Your thoughts on this would be greatly appreciated”

Strategies for the Environment responded with a timely, fair priced proposal that met our needs, reviewed our plan and prepared a report with great practical recommendations and a suggested schedule that met our needs in a timely fashion. Further, follow up was made to ensure we were satisfied with the recommendations and advice was offered to any difficulties in implementation.

We found Strategies for the Environment staff to be knowledgeable, courteous and patient and are responsible for a much improved simplified plan that has much better flow and definition.

In closing, I and staff at North Huron Environmental Services highly recommend Ivana and her staff in assistance with DWQMS difficulties,

Don Nicholson,

Chief Operator,

Township of North Huron Environmental Services

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