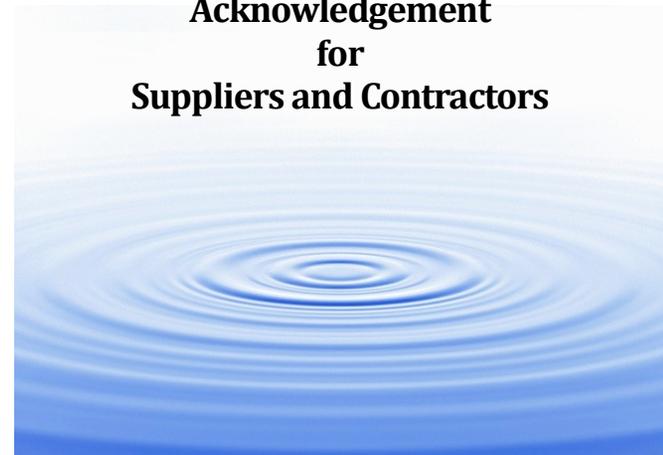




PORT COLBORNE

**DRINKING WATER  
QUALITY  
MANAGEMENT  
SYSTEM**

**Information and  
Acknowledgement  
for  
Suppliers and Contractors**



**For more information:**

Copies of the City of Port Colborne  
**Quality Management System  
Operational Plan**

are available at City Hall and at the  
Port Colborne Public Library  
or online at:  
[www.portcolborne.ca](http://www.portcolborne.ca)

or contact:  
**Darlene Suddard**  
**Water/Wastewater Compliance  
Coordinator**

[darlenesuddard@portcolborne.ca](mailto:darlenesuddard@portcolborne.ca)

Phone: 905-835-2901 ext. 212

Fax: 905-835-2939



PORT COLBORNE

City of Port Colborne  
Department of Engineering and  
Operations  
66 Charlotte Street  
Port Colborne, ON  
L3K 3C8

**ACKNOWLEDGEMENT**

I, \_\_\_\_\_ as a representative of \_\_\_\_\_  
(print name) (print company name)

acknowledge that I have read the City of Port Colborne's Drinking Water Quality Management System pamphlet, "Information and Acknowledgement for Suppliers and Subcontractors". Being aware that certain quality requirements may be requested at the time of purchase or contract award, we will ensure that the requested information is provided in a timely manner. Additionally, we understand that on-site verification activities may be performed.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## What is a “Quality Management System”?

A quality management system consists of a set of policies, procedures and objectives that direct and control an organization with respect to quality.

## Why does Port Colborne need one?

Justice O’Connor recommended in the Part II Report of the Walkerton Inquiry that a new approvals framework for municipal drinking water systems, which would require owners to obtain a licence to operate their systems as well as incorporate the concept of quality management into their operations, be adopted. To meet this recommendation, the Ministry of the Environment (MOE) developed the Municipal Drinking Water Licensing Program, implemented under the *Safe Drinking Water Act, 2002* (SDWA), and one part of this Licensing Program was the creation of the Drinking Water Quality Management Standard (DWQMS).

In order to be licensed to provide drinking water, a municipality must have a Quality Management System in place that meets the requirements of the DWQMS

## As a Supplier/Contractor what do I need to know and what do I need to do?

Suppliers and Contractors play an important role in helping the City of Port Colborne ensure that safe drinking water is provided to all consumers.

### Quality Policy

As a Supplier/Contractor you need to know the City’s Quality Policy:

The graphic features a blue background with a white ship's wheel logo at the top center. Below the logo, the text reads: "PORT COLBORNE The City of Port Colborne owns, operates and maintains the Port Colborne water distribution system." Below this, it states: "The City of Port Colborne is committed to CLEAN drinking water." The graphic then lists four key points in a vertical stack, each starting with a large blue letter: "C"onsistent compliance with legislation, "L"istening and communicating with the public regarding safe drinking water, "E"stablishing a Quality Management System that is always improving, and "A"llowing only the safest water to reach your tap. Below these points, the word "N"ecessity of life, of the highest quality is written. At the bottom, there is a white wavy pattern representing water ripples. Small text at the very bottom reads "Uncontrolled when printed" on the left and "May 12, 2009, Revision 2" on the right.

## Quality is key!

You also need to know that the product or service you are contracted to provide to the City must meet specific quality requirements that will aid the City in continuing to provide safe drinking water to its residents and businesses.

### ***Pay attention to your purchase order or tender document!***

Specific quality requirements will be noted on your purchase order or tender document, and may include a requirement that you provide a certificate or other document when you deliver the product or service. (i.e., Certificate of Analysis for calibration standards)

### ***We may want to see what you do!***

Additionally, you or your personnel may be subject to an on-site verification audit where City personnel will observe how you complete your task, and will document that you are following the regulated procedures (i.e. water-main disinfection after repair or construction).

## ***Thank you!***

We thank you for your help in continuing to provide the City of Port Colborne with safe drinking water.