

## Quality Policy

The City has adopted the following Quality Policy that summarizes the City's commitment to providing CLEAN drinking water:



**PORT COLBORNE**

The City of Port Colborne owns, operates and maintains the Port Colborne water distribution system.

The City of Port Colborne is committed to CLEAN drinking water.

**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

**A**llowing only the safest water to reach your tap

**N**ecessity of life, of the highest quality



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### Learn more:

MOE Drinking Water Portal:

[http://www.ontario.ca/ONT/portal51/drinkin  
gwater](http://www.ontario.ca/ONT/portal51/drinkin<br/>gwater)

### 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:

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**PORT COLBORNE**

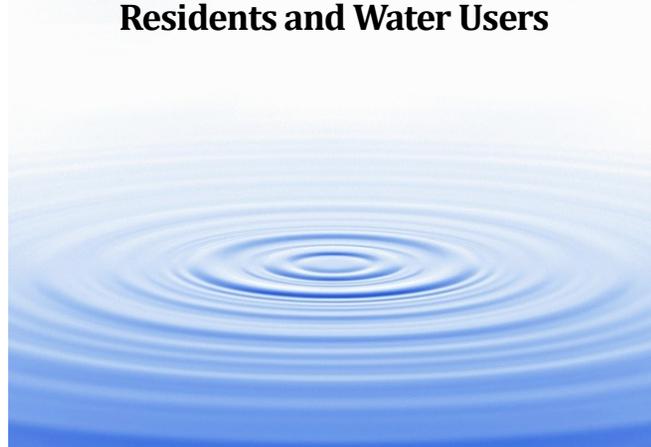
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Operations  
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Port Colborne, ON  
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**PORT COLBORNE**

## DRINKING WATER QUALITY MANAGEMENT SYSTEM

**Information for  
Residents and Water Users**



## 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 (QMS) in place that meets the requirements of the DWQMS

## I thought Niagara Region provided Port Colborne with drinking water?

Yes it does; however delivering safe drinking water to your tap is a shared responsibility between the Region and the City.

Niagara Region operates the Port Colborne Water Treatment Plant, the Fielden Avenue Reservoir and the King Street Water Tower, and as such, has included those facilities in its QMS. Details regarding the Region’s QMS can be found on the Region’s website at [www.niagararegion.ca](http://www.niagararegion.ca).

The City purchases drinking water from the Region and then distributes it to residents, businesses and industries in Port Colborne. Thus, your drinking water is protected by the Region from the source (Lake Erie) to where it enters the Port Colborne distribution system, and is protected by the City from the point where the water provided by the Region enters the distribution system to your tap.

## What are the benefits of implementing a QMS?

- All levels are involved: From Public Works crews to managements, to Council
- Provides procedures to enhance consistency and reduce errors
- Improves communication and teamwork
- Identifies and prioritizes water quality risks.

## How does this affect me?

You will see no tangible differences in the delivery of water to you. The water coming out of your tap will remain safe, reliable and of exceptional quality.

What will change is “behind-the-scenes”, where documented procedures will have standardized daily routines and have provided a framework for identifying and addressing potential water quality risks.

The Mayor and Council, as the identified “Owners” of the system, will be more active and informed when changes that could impact drinking water are proposed, and under the SDWA, they are ultimately responsible and accountable for ensuring the water you drink is safe.