

Quality Policy

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



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.

Consistent compliance with legislation

Listening and communicating with the public regarding safe drinking water

Establishing a Quality Management System that is always improving

Allowing only the safest water to reach your tap

Necessity of life, of the highest quality



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Learn more:

Drinking Water Portal:
<https://www.ontario.ca/page/drinking-water>

For more information:

The City of Port Colborne

Quality Management System Operational Plan

Is available at City Hall and at the
Port Colborne Public Library
or online at:

www.portcolborne.ca

or contact:

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PORT COLBORNE

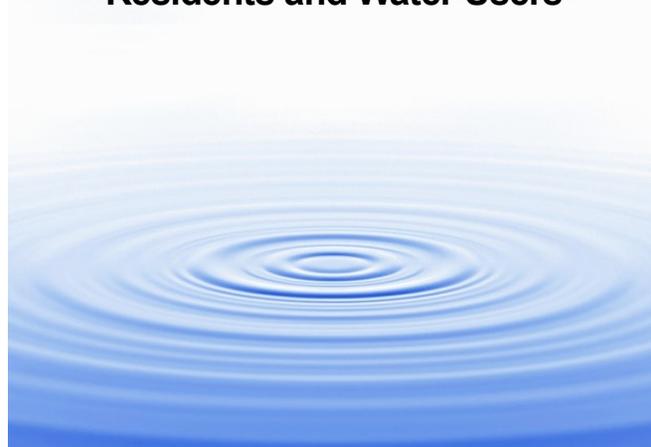
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PORT COLBORNE

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 Province 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 Barrick Road 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 <https://www.niagararegion.ca/living/water/water-quality-management.aspx>

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?

- Greater efficiency and effectiveness
- Communication of consistent policies and procedures
- Identification, prioritization and mitigation of water quality risks
- Clearly defining and documenting roles and responsibilities as they pertain to the supply of safe drinking water
- Increases communication between the Owner (Mayor and Council) and the Operating Authority

How does Port Colborne meet these requirements?

The City's QMS has been in place since 2009, and the City's Internal Audit Team performs annual internal audits, while the City's registrar performs accreditation audits every three years, and performs verification audits between accreditation audits to ensure the Quality Management System conforms with the DWQMS.

The accreditation audits performed by the registrar not only satisfy the regulatory requirements set out by the Province, but also demonstrates the City's commitment to providing a safe, reliable supply of drinking water to our residents, businesses and visitors.