



PORT COLBORNE

**DRINKING WATER  
QUALITY  
MANAGEMENT  
SYSTEM**

**Information and  
Acknowledgement  
for  
Suppliers and Contractors**



**For more information:**

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](http://www.portcolborne.ca)

or contact:

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PORT COLBORNE

City of Port Colborne  
Engineering and Operations Centre  
1 Killaly Street West  
Port Colborne, ON  
L3K 6H1

**ACKNOWLEDGEMENT**

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

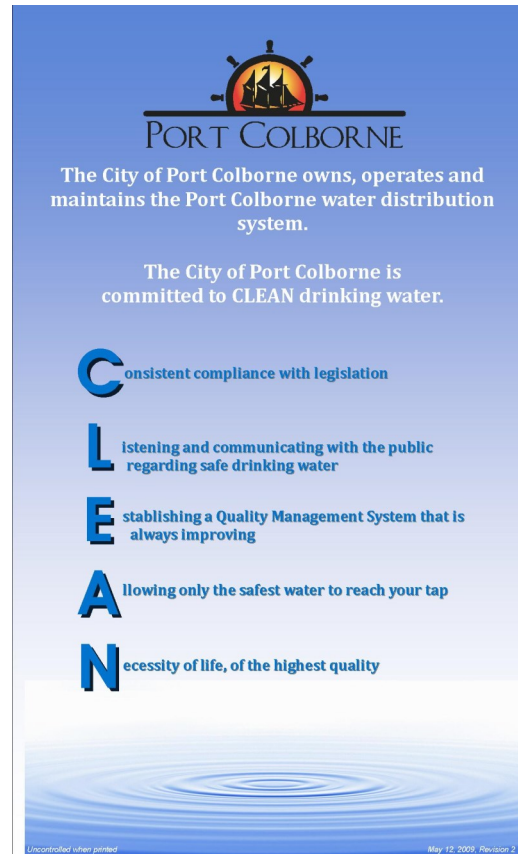
In order to be licensed to provide drinking water, a municipality must have a Quality Management System in place that meets the requirements of the DWQMS

## 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 and yellow sun rising over a black silhouette of a ship's mast and sails. Below this is the text "PORT COLBORNE" in a serif font. Underneath, it states "The City of Port Colborne owns, operates and maintains the Port Colborne water distribution system." followed by "The City of Port Colborne is committed to CLEAN drinking water." The acronym "CLEAN" is spelled out vertically with large letters, each followed by a description: C - consistent compliance with legislation; L - listening and communicating with the public regarding safe drinking water; E - establishing a Quality Management System that is always improving; A - allowing only the safest water to reach your tap; N - necessity of life, of the highest quality. At the bottom, there are white ripples on a blue background. Small text at the very bottom reads "Uncontrolled when printed" and "May 12, 2009, Revision 2".

**P**ORT 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

Uncontrolled when printed May 12, 2009, Revision 2

### 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 documentation provided by your City contact!

Specific quality and/or legal requirements will be noted on an approved materials list, 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. watermain 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.