



Quality Management System Policy

The City of Waterloo receives treated drinking water from the Regional Municipality of Waterloo, and is responsible for distribution of treated water to our consumers.



The City of Waterloo is committed to:

Provide safe drinking water by

Working with our consumers and the
Regional Municipality of Waterloo.

Improve and maintain the Quality

Management System for the water
distribution system.

Comply with all applicable legislation
and regulations.

Communicate openly and
effectively to the public concerning
matters of drinking water quality.

Endorsed By:

Ron Ormson, Commissioner, Integrated Planning and
Public Works

Leigh McDermott, Director, City Utilities

Scott Donelle, Manager, Water Operations and
Maintenance

Bill Stortz, Manager, Wastewater Operations and
Maintenance

Natasha Glauser, Manager, Programs (Acting)