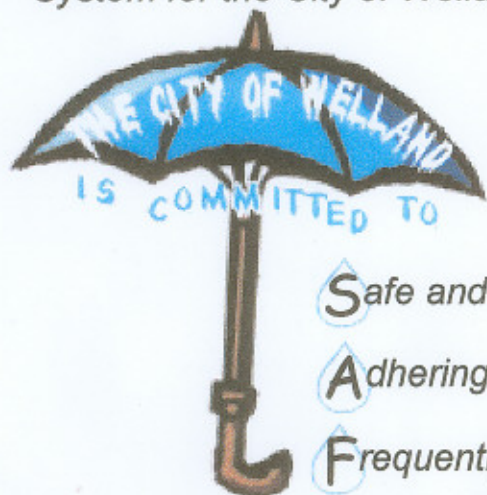


City of Welland

Quality Policy

Policy Statement:

The City of Welland is committed to providing consumers with safe drinking water, and City Council commits to support the Quality Management System for the City of Welland's Drinking Water System (DWS).



Safe and clean drinking water

Adhering and exceeding legislative requirements

Frequently review DWS performance to ensure conformance with our policy commitments

Ensuring staff competency to continually improve the distribution system and customer satisfaction




To support our commitments, the City of Welland recognizes the importance of:

- ◆ Maintaining and Improving our Infrastructure
 - ◆ Involving our Personnel
- ◆ Providing barrier-free municipal services in a professional, timely and courteous manner.

This policy is to be communicated to all DWS personnel, the Owner and the public.


Mayor Damian Goulbourne


Craig Stirtzinger, City Manager

APRIL 21, 2009