

	QMS Operational Plan	Revision Date:	July 30, 2026	
	Element 9	Revision:	8	
	Organizational Structure, Roles, Responsibilities and Authority	Approved:	QMS Rep	
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1.0 Purpose/Objectives/Plan

To document the Organizational Structure, Roles, Responsibilities and Authority related to providing the municipal water supply for the Township of North Huron. Describe the organizational structure of North Huron and the Operating Authority including respective roles, responsibilities and authorities. This document shall:

- Describe The Township of North Huron's structure including respective roles, responsibilities and authorities
- Describe the structure of the Operating Authority including respective roles, responsibilities and authorities
- Delineate corporate oversight roles, responsibilities and authorities in the case where the operating authority operates multiple subject systems
- Identify the person, persons or group of people within the management structure of The Township of North Huron and the Operating Authority responsible for undertake of the management review,
- Identify the person, persons or group of people having Top Management responsibilities required by this standard, along with their responsibilities, and
- Identifying the Owner of the system.

2.0 Procedure

The following are roles and responsibilities with respect to the QMS; the QMS Rep shall keep current the description of the organizational structure including respective roles, responsibilities and authorities, and shall communicate this information to operating authority personnel and the Owner:

Owner- Township of North Huron

Reeve and Council (Owner Representative)

The Reeve and Council are the elected representatives of the Owners of the North Huron Waterworks, and as such, bear the roles and responsibilities of the Owner of the system having the responsibility to:

1. Ensure that the Township of North Huron waterworks meets all legislated and regulatory requirements.
2. Allocate the necessary resources for the safe operation of the works based on the recommendations of Top Management (CAO and Director of Public Works).

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CAO (Owner Representative)

The CAO has the role of:

1. Ensuring that administrative support and resources are available to the Operating Authority.
2. Providing direction to the Director of Public Works with regard to legislative communication needs, budgeting and other administrative matters.
3. Ensuring reports on the performance of the waterworks are delivered to the Owner in a timely manner.
4. In conjunction with the Director of Public Works, making recommendations to the Owner concerning the works based on input from interested parties.

Director of Public Works (Owner Representative)

This role is to:

1. Provide direction to Operating Authority in carrying out operation and maintenance of the water supply system.
2. Providing oversight of the activities of the Water supply system.
3. Provide a communications link between the Operating Authority and the Owner.
4. Maintain the level of technical and regulatory knowledge required to ensure the efficient operation of the works in accordance with regulatory requirements.
5. Work in partnership with the CAO in communicating information regarding the water supply system.
6. Actively participate and contribute to the Management review

Emergency Planning Coordinator (Owner Representative)

This role has authority to and responsible for:

1. Being a primary contact for the initiation of emergency planning (Reference Element 18-OP-E18)

Operating Authority

Veolia Water Canada Responsibilities and Authorities Chart in Appendix H

3.0 Associated Documents

Element 9: OP-E9-1 – Organizational Structure flow chart

Element 9: OP-E9-2 – Operating Authority Responsibilities and Authorities Chart

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Revision History

New Revision	Date of Revision	Summary of Changes	Revised by
8	July 30, 2026	Changed all "appendix" to reflect new names of documents. Changed "3.0 Appendices" to "3.0 Associated Documents" Added revision history.	Chloë Godfrey