

QUALITY 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).



The City of Welland is committed to:

- **SAFE** and clean drinking water
- **ADHERING** and exceeding legislative and customer requirements
- **FREQUENTLY** monitoring and evaluating DWS performance to ensure conformance and continual improvement with our policy commitments
- **ENSURING** staff competency to continually improve the distribution system

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.