

PROCEDURE TITLE		ESSENTIAL SUPPLIES AND SERVICES				
PROCEDURE No.		MUN-DW-QMS-800		REVIEW FREQUENCY		Annually
EFFECTIVE DATE	June 1, 2009	REVISION No.	2.10	REVISION DATE	January 15, 2026	
APPROVAL BY	Manager of Development & Compliance					
APPLICABLE TO THE FOLLOWING DRINKING WATER SYSTEM(S):						
☒ St. Thomas Secondary		☒ St. Thomas Distribution		☒ Southwold Distribution		
				☒ Central Elgin Distribution		

PURPOSE

The purpose of this procedure is to outline the importance that contractors/suppliers realize the impact their services/supplies may have on drinking water quality and to be aware of controls in place and how to trigger those responses while working on the water systems operated by the City of St. Thomas Environmental and Infrastructure Services Department. This procedure outlines how and when these communications take place.

SCOPE

This QMS procedure applies to the City of St. Thomas Environmental & Infrastructure Services department. More specifically, this procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the document header and operated by City of St. Thomas Water and Sewer Services.

DEFINITIONS

Essential Supplier - An organization or person that provides a product or service that affects drinking water quality.

ECC – Environmental Compliance Coordinator

PROCEDURE

Contractor Training and DWQMS Review

- All essential and/or new construction contractor personnel providing supplies or services to the water systems operated by the City of St. Thomas Environmental and Infrastructure Services Department shall undergo a review of the following documentation:
 - o Drinking Water Quality Policy,
 - o Health and Safety Policy,
 - o Links to applicable Municipal Drinking Water License & Drinking Water Works

Permit, and the Safe Drinking Water Act.

- o Pertinent sign-off form, as described in this procedure,
- o Any prepared standards, and/or procedures that relate to the work or supplies being provided.
- Any contractor completing work on the drinking water systems operated by the City of St. Thomas Environmental and Infrastructure Services Department is required to abide by the Safe Drinking Water Act, 2002, all applicable regulations, the provisions of the Municipal Drinking Water License (MDWL) and Drinking Water Works Permit (DWWP) of the Water System being worked on, the Quality Management System Policy. All contractors are required to report any quality, environmental or health and safety concerns to their specified site contact of the OA, or the Manager of Water and Sewer.

Communication with Contractors/Suppliers Engaged through Procurement Process

- The Supplier and Contractor Sign-off Form (MUN-DW-QMS-801F) or New Construction Sign-off Form (MUN-DW-QMS-800F) and other pertinent information required for the review will be included in the tender.
- Once a contractor has been awarded the contract, the contractor must sign off on the applicable form (New Construction Sign-off or Supplier and Contractor Sign-off (MUN-DW-QMS-800F or 801) prior to the pre-construction meeting and ensure that he/she and all employees have been made aware and will comply with the DWQMS requirements, including the QMS Policy and any procedures relevant to their work.
- The contractor is required to bring the signed form to the pre-construction meeting, failure to do so may result in a delay of the project.
- If the contractor does not have a signed form on file, the Operator shall arrange that the contractor complete a review **before** commencing work.
- Signed forms expire in three (3) years. The Supervisor of Water and Sewer reviews the forms to verify they are current. If the signed form is expired, the Supervisor of Water and Sewer shall arrange for a new review session and sign-off, as described above.

Communication with Suppliers Engaged through an Informal Process

Essential Suppliers or service providers that have been identified, however, are not engaged through a formal procurement process will be sent a package with the following information:

- o Quality Management System Policy
- o Health & Safety Policy
- o Sign-off form for Contractors and Suppliers (MUN-DW-QMS-801F)
- o For Chemical Suppliers only, applicable chemical delivery procedures
- o For Equipment Suppliers/Contractors only, relevant maintenance procedures
- o Links to review the Municipal Drinking Water Licence and Drinking Water Works Permit., as well as the Safe Drinking Water Act.
- The packages are to be sent out by the end of October and completed forms are to be returned by December 31st of the same year, for the 3-year term.
- Suppliers must read all material, sign-off on the Sign-off Form and return the original

form to the Supervisor of Water and Sewer.

- The supplier is responsible for ensuring that he/she and all employees from the supplier that may work on the water systems have been made aware and comply with the DWQMS requirements, including the QMS Policy and any applicable regulations and operational procedures.

Record-Keeping of Completed Essential/New Construction Contractor and Supplier Forms

- The Supervisor of Water and Sewer maintains a file of the Essential Supplier Sign-Off records.
- New Construction Sign-off records are maintained in the project file for each construction project.

Ordering Supplies and Services

- The Manager of Water and Sewer, Supervisor of Water and Sewer, Operators, and the Operations and Inventory Control Clerks have the authority to order critical supplies and services.

Critical Suppliers and Service Providers

- The following types of supplies and services have been identified as critical for the delivery or monitoring of safe clean drinking water.
- The types of supplies or services identified in the following table may be listed because they are associated with a critical control point, there would be difficulty associated with finding an alternate, or there is an immediate health risk without this supply/service.

Supply / Service	Supplier(s)	Quality Requirements
Chlorination (12 % sodium hypochlorite)	As listed in ERP Contact Listing	• Product must be NSF 60 certified • Require: SDS sheet and evidence of NSF 60 certification; batch certificate, if available
Lab Services (microbiological)	As listed in ERP Contact Listing	• MECP licenced. • CALA and/or SCC accredited. • Require: evidence of licencing and accreditation and sample collection and shipping instructions. • NOTE: lab must be identified on MECP Notice of Lab Services Form
Lab Services (chemical)	As listed in ERP Contact Listing	• MECP licenced. • CALA and/or SCC accredited • Require: evidence of licencing and accreditation and sample collection and shipping instructions. • NOTE: lab must be identified on MECP Notice of Lab Services Form

Supply / Service	Supplier(s)	Quality Requirements
Electricians	As listed in ERP Contact Listing	WSIB Clearance Certificate
Mechanical	As listed in ERP Contact Listing	WSIB Clearance Certificate
Piping for breaks and repairs and Appurtenances (Hydrants, Sample Stations, etc.)	As listed in ERP Contact Listing	- Product must be NSF 61 certified. - Require: Evidence of NSF certification.
Equipment Calibration	As listed in ERP Contact Listing	- Require: Calibration reports and sticker on equipment. - WSIB Clearance Certificate
Flow Meter Calibration	As listed in ERP Contact Listing	- Require: Calibration reports and sticker on equipment. - WSIB Clearance Certificate
Water Quality Monitoring Equipment and Supplies (Chlorine analyzers and consumables)	As listed in ERP Contact Listing	
Contracted Workers for Main Breaks	As listed in ERP Contact Listing	- Work must be completed in accordance with applicable industry standards - WSIB Clearance Certificate
SCADA Communication Support	As listed in ERP Contact Listing	<i>Programmer must be proficient with Allen Bradley</i> - WSIB Clearance Certificate
SCADA Support and Maintenance	As listed in ERP Contact Listing	<i>Programmer must be proficient with Allen Bradley</i> - WSIB Clearance Certificate

Ontario Water / Wastewater Agency Response Network (OnWARN)

- The City of St. Thomas is a member of OnWarn, an Ontario Water / Wastewater Agency Response Network (OnWARN), which is a network of utilities helping each other to respond to and recover from emergency situations.
- In the case of an emergency whereby the City does not have the essential supplies within its own inventory, or is unable to procure the essential supply of materials or services through its own contractors, the City may utilize the OnWarn system to obtain these services from other local municipalities, such as the City of London.
- In the event that an OnWARN response is deemed necessary to effectively respond to a situation or supply shortfall, the Manager of Water and Sewer and/or Director of Environmental and Infrastructure Services shall be notified immediately in order to trigger an OnWARN request for aid.

COMMUNICATION AND TRAINING

This procedures availability to the public shall be communicated through the City website and made available upon request.

New staff with responsibilities related to this procedure shall receive training on the procedure during DWQMS Orientation Training and subsequently through DWQMS Refresher Training.

RELATED DOCUMENTS

Forms

- New Construction Sign-off Form (MUN-DW-QMS-800F)
- Supplier and Contractor Sign-off Form (MUN-DW-QMS-801F)
- OnWarn Activation Form

Other City Policies / Procedures

- Emergency Contact Listing (MUN-DW-ERP-001)
- Quality Management System Policy
- Health and Safety Policy
- On-Warn Mutual Aid and Assistance Agreement

REFERENCE MATERIALS

- Safe Drinking Water Act, 2002
- Ontario's Drinking Water Quality Management Standard 2.0 -Pocket Guide
- City of St. Thomas DWS MDWL and DWWP

REVISION HISTORY

Revision	Date	Reviewed by	Description of Revision
2.3	January 1, 2022		Updated Maxxam's name to Bureau Veritas. Added MDWL and DWWP to listing of standards needed to comply with on DWF-ADMIN-800 and 801.
2.4	June 6, 2022		Verified and updated contacts, where necessary. Updated to insert/update RR,A of new Foreperson position on forms and procedure. Removed references to QC, opting for ORO or Manager of Water and Sewer as deemed appropriate.
2.5	January 1, 2023		Expanded references to Foreperson to Water and Sewer Foreperson.
2.6	July 15, 2023		New Manager of Development and Compliance. Water and Sewer Foreperson position now Supervisor of Water and Sewer. Compliance Coordinator now Environmental Compliance Coordinator. Environmental Services now

			Environmental and Infrastructure Services.
2.7	June 1, 2024		Inserted Flow Meter calibration companies. Updated chlorine and dichlorination chemical supplier names. Inserted reference to Safe Drinking Water Act, and MDWL and DWWP requirements are to be complied with and acknowledged on Sign off forms. Significant changes made to new construction sign off form (DWF-ADMIN-800, removing notes regarding Fuel handling, waste management, noise bylaws, water around water courses and strengthened wording around operations, water quality and disinfection. Significant reorganization of DWF-ADMIN-801 Sign off form as well.
2.8	August 7, 2024		Inserted suppliers for appurtenances and water quality monitoring equipment and consumables. Removed dechlorination supplier. Inserted R&S pools as a chlorine supplier alternate. Removed Anchem Sales as a supplier and inserted R&S Pools.
2.9	July 1, 2025	Mgr. - Water and Sewer, Mgr. – Dev. & Comp., ECC	Updated to new documentation format. Reflected new document format, as well as, naming conventions, document approval processes, throughout the procedure. Removed duplicated listing of suppliers in this procedure, choosing to maintain the list in the Emerg Contact Listing.
2.10	January 15, 2026	Mgr. - Water and Sewer, Mgr. – Dev. & Comp., ECC	Updated reference to contacting ORO to initiate OnWarn request to the Manager of Water and Sewer. . Only the manager and director (as they are the Onwarn reps, may do so.