



The City of Owen Sound is committed to the continuous supply of safe drinking water to all its water users. To fulfill this commitment every aspect of the water operations is guided by three overarching principles:



**• QUALITY**

Implementing and maintaining a Quality Management System and being in compliance with all applicable legislation and regulations.

**• SUSTAINABILITY**

Maintaining infrastructure and operations in an environmentally-responsible fashion with a reasonable cost without sacrificing performance.

**• CONTINUAL IMPROVEMENT**

Striving always to improve the Drinking Water Quality Management System.