



Elgin Area

Primary Water Supply System

Quality Policy

The Elgin Area Primary Water Supply System Joint Board of Management (EJBOM) is the owner and provides governance for the Elgin Area Primary Water Supply System. Benefiting member municipalities currently participating in the EJBOM include the City of London, City of St. Thomas, Municipality of Bayham, Municipality of Central Elgin, Town of Aylmer, Township of Malahide and the Township of Southwold.

The EJBOM provides management oversight for the Quality Management System (QMS), approves and monitors policy and continual improvement, and also provides the necessary resource support for the successful implementation and ongoing viability of the QMS at all of its facilities.


The EJBOM currently utilizes the services of an independent contract Operating Authority, the Ontario Clean Water Agency, who operates and maintains the Elgin Area Primary Water Supply System on behalf of the EJBOM. Under the QMS, the Operating Authority is responsible for implementing and maintaining the QMS in partnership with the EJBOM.

Together, the EJBOM and Operating Authority are committed to:


- Providing the customer with clean, safe drinking water.
- Managing and operating the Elgin Area Primary Water Supply System in a responsible manner in accordance with documented quality management policies and procedures.
- Being a quality leader in the business sector in which we participate.
- Promoting owner and consumer confidence in the safety of the drinking water supply.
- At a minimum, meeting all relevant legislative and other requirements and encouraging our suppliers and subcontractors to similarly meet these requirements.
- Promoting resource stewardship, including conservation.
- Accomplishing our goals through the dedication, support and participation of all employees, and maintenance and continual improvement of our QMS.

The EJBOM and Operating Authority will periodically undertake appropriate reviews, evaluations and performance measurements of its operations to promote conformance with the EJBOM Quality Management Policy.

The Operating Authority also maintains its own corporate QMS policy which governs the activities of the Operating Authority as a Corporation.



Andrew Henry
Division Manager
Elgin Area Primary Water Supply System



Blair Tully
General Manager
Ontario Clean Water Agency

Effective Date: November 25, 2015
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