

Kitchener Utilities Quality Management System (QMS) Policy

Kitchener Utilities owns, maintains and operates the City of Kitchener's Drinking Water Distribution System. At Kitchener Utilities, we are committed to supplying you with safe drinking water. We work together with the City of Kitchener and the Region of Waterloo to keep water matters top of mind.

We are committed to these principles:

1. Quality

Kitchener water is safely treated and regularly tested according to government legislation and regulations for the consistent delivery of safe, quality drinking water. We are committed to maintaining and continually improving the Quality Management System, and complying with applicable legislation.

2. Trust


Trust us to look after your water needs by delivering quality water and reliable service.

3. Value

Tap water is the most economical choice.

4. Communication

We will communicate openly with the public concerning matters of drinking water quality.



Director of Utilities

November 3, 2008

