

## Appendix 9c: Table of Operating Authority Personnel Roles, Responsibilities & Authorities

Roles	Responsibilities	Authorities
<p><b>Operating Authority Top Management:</b> Commissioner, Development &amp; Infrastructure Services</p>	<p>The Responsibilities of the Commissioner, Development &amp; Infrastructure Services includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Acting as a member of Top Management with respect to the Newmarket DWS;</li> <li>▪ Endorsing, in writing, the contents of the QMS (i.e. Operational Plan) as needed;</li> <li>▪ Providing evidence of their commitment to an effective QMS by...               <ul style="list-style-type: none"> <li>○ Assisting with ensuring that a QMS is in place that meets DWQMS requirements;</li> <li>○ Assisting with ensuring that the Operating Authority is aware of all applicable legislative and regulatory requirements;</li> <li>○ Assisting with communicating the QMS according to the procedure for communications;</li> <li>○ Assisting with determining, obtaining and providing the resources needed to maintain and continually improve the QMS;</li> </ul> </li> <li>▪ Communicating information to Operating Authority Personnel and the Owner regarding the respective</li> </ul>	<p>The Authorities of the Commissioner, Development &amp; Infrastructure Services includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> <li>▪ To make/authorize Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Any additional authorities that may be granted to the Commissioner of Development &amp; Infrastructure Services by the Corporation;</li> </ul>

Roles	Responsibilities	Authorities
	<p>roles, responsibilities and authorities documented within the E.9 content of the Operational Plan; as required;</p> <ul style="list-style-type: none"> <li>▪ Assisting with ensuring that relevant aspects of the QMS are communicated between Top Management and the Owner, Operating Authority personnel, the Public and suppliers that have been identified as essential under Plan (a) of E.13 of the DWQMS;</li> <li>▪ Ensuring that the findings of the annual Review and Provision of DWS Infrastructure are communicated to the Owner;</li> <li>▪ Ensuring that the DWS infrastructure maintenance, rehabilitation and renewal programs are communicated to the Owner;</li> <li>▪ Ensuring that applicable DWS sampling, testing and monitoring results are communicated to the Owner;</li> <li>▪ Undertaking and participating in the Management Review process identified within the E.20 content of the QMS as a member of Operating Authority Top Management;</li> <li>▪ Ensuring that a Management Review is conducted at least once every calendar year and that the results of the management review as well as any identified deficiencies, decisions and actions items are reported to the Owner;</li> </ul>	

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ Completing all other applicable responsibilities as identified within the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> <li>▪ Staying current with and adhering to all applicable legislative and regulatory requirements that are applicable to the position as they may relate to management/operation of the DWS;</li> <li>▪ Promoting awareness of the QMS outside of the Operating Authority;</li> <li>▪ Assisting with ensuring that the Operating Authority is provided with all the resources necessary for the DWS to be operated in accordance with all applicable legislative requirements and regulatory requirements;</li> </ul>	
<p><b>Operating Authority Top Management:</b> Director, Public Works Services</p>	<p>The Responsibilities of the Director, Public Works Services includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Acting as a member of Top Management with respect to the Newmarket DWS;</li> <li>▪ Endorsing, in writing, the contents of the QMS as needed;</li> <li>▪ Providing evidence of their commitment to an effective QMS by...</li> </ul>	<p>The Authorities of the Director, Public Works Services includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> <li>▪ To make/authorize Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>○ Assisting with ensuring that a QMS is in place that meets DWQMS requirements;</li> <li>○ Assisting with ensuring that the Operating Authority is aware of all applicable legislative and regulatory requirements;</li> <li>○ Assisting with communicating the QMS according to the procedure for communications;</li> <li>○ Assisting with determining, obtaining and providing the resources needed to maintain and continually improve the QMS;</li> <li>▪ Appointing the QMS Representative, as required, in accordance with the process identified within the E.4 content of the QMS;</li> <li>▪ Assisting with communicating information to Operating Authority Personnel and the Owner regarding the respective roles, responsibilities and authorities documented within the E.9 content of the Operational Plan; as required;</li> <li>▪ Assisting with ensuring that relevant aspects of the QMS are communicated between Top Management and the Owner, Operating Authority personnel, the Public and suppliers that have been identified as essential under Plan (a) of E.13 of the DWQMS;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Acting on behalf of “Top Management” to appoint a QMS Representative in accordance with the process identified within the E.4 content of the QMS, whenever required;</li> <li>▪ Any additional authorities that may be granted to the Director of Public Works Services by the Corporation;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ Participating in the Review and Provision of Infrastructure process as identified within the E.14 content of the QMS, if required;</li> <li>▪ Assisting with ensuring that the findings of the annual Review and Provision of Infrastructure are communicated to the Owner;</li> <li>▪ Assisting with ensuring that the DWS infrastructure maintenance, rehabilitation and renewal programs are communicated to the Owner;</li> <li>▪ Assisting with ensuring that applicable DWS sampling, testing and monitoring results are communicated to the Owner;</li> <li>▪ Undertaking and participating in the Management Review process identified within the E.20 content of the QMS as a member of Operating Authority Top Management;</li> <li>▪ Assisting with ensuring that a management review is conducted at least once every calendar year and that the results of the management review as well as any identified deficiencies, decisions and actions items are reported to the Owner;</li> <li>▪ Completing all other applicable responsibilities as identified within the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> </ul>	

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Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> <li>▪ Adhering to all applicable legislative and regulatory requirements that are applicable to the position as they may relate to management/operation of the DWS;</li> <li>▪ Promoting awareness of the QMS outside of the Operating Authority;</li> <li>▪ Assisting with ensuring that the Operating Authority is provided with all the resources necessary for the DWS to be operated in accordance with all applicable legislative requirements and regulatory requirements;</li> </ul>	
<p><b>Operating Authority</b> <b>Top Management:</b> Manager, Water/Wastewater</p>	<p>The Responsibilities of the Manager, Water/Wastewater includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Acting as a member of Top Management with respect to the Newmarket DWS;</li> <li>▪ Endorsing, in writing, the contents of the QMS as needed;</li> <li>▪ Providing evidence of their commitment to an effective QMS by...               <ul style="list-style-type: none"> <li>○ Assisting with ensuring that a QMS is in place that meets DWQMS requirements;</li> <li>○ Assisting with ensuring that the Operating Authority is aware of all applicable legislative and regulatory requirements;</li> </ul> </li> </ul>	<p>The Authorities of the Manager, Water/Wastewater includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> <li>▪ To make/authorize Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Providing 'Owner Verification' for the purpose of completing Form 1(s) – Record of Watermains Authorized as a Future Alteration;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>○ Assisting with communicating the QMS according to the procedure for communications;</li> <li>○ Assisting with determining, obtaining and providing the resources needed to maintain and continually improve the QMS;</li> <li>▪ Appointing the QMS Representative, as required, in accordance with the process identified within the E.4 content of the QMS;</li> <li>▪ Assisting with communicating information to Operating Authority Personnel and the Owner regarding the respective roles, responsibilities and authorities documented within the E.9 content of the Operational Plan; as required;</li> <li>▪ Assisting with ensuring that relevant aspects of the QMS are communicated between Top Management and the Owner, Operating Authority personnel, the Public and suppliers that have been identified as essential under Plan (a) of E.13 of the DWQMS;</li> <li>▪ Participating in the Review and Provision of Infrastructure process as identified within the E.14 content of the QMS;</li> <li>▪ Assisting with ensuring that the findings of the annual Review and Provision of Infrastructure are communicated to the Owner;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Providing ‘Owner Verification” for the purpose of completing Form 2(s) – Record of Minor Modifications or Replacements to the Drinking Water System;</li> <li>▪ Acting on behalf of the “Owner” for the purpose of completing ‘applications respecting Drinking Water Works Permits and Municipal Drinking Water Licenses;</li> <li>▪ Acting on behalf of “Top Management” to appoint a QMS Representative in accordance with the process identified within the E.4 content of the QMS;</li> <li>▪ Any additional authorities that may be granted to the Manager of Water/Wastewater by the Corporation;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ Assisting with ensuring that the DWS infrastructure maintenance, rehabilitation and renewal programs are communicated to the Owner;</li> <li>▪ Assisting with ensuring that applicable DWS sampling, testing and monitoring results are communicated to the Owner;</li> <li>▪ Undertaking and participating in the Management Review process identified within the E.20 content of the QMS as a member of Operating Authority Top Management;</li> <li>▪ Assisting with ensuring that a management review is conducted at least once every calendar year and that the results of the management review as well as any identified deficiencies, decisions and actions items are reported to the Owner;</li> <li>▪ Completing all other applicable responsibilities as identified within the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> <li>▪ Promoting awareness of the QMS outside of the Operating Authority;</li> <li>▪ Staying current with and adhering to all applicable legislative and regulatory requirements that are</li> </ul>	

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Roles	Responsibilities	Authorities
	<p>applicable to the position as the may relate to management/operation of the DWS;</p> <ul style="list-style-type: none"> <li>▪ Ensuring that their respective Drinking Water Operator Certificate is maintained in accordance with O.Reg. 128/04 requirements;</li> <li>▪ Assisting with ensuring that the Operating Authority is provided with all the resources necessary for the DWS to be operated in accordance with all applicable legislative requirements and regulatory requirements;</li> </ul>	
<p><b>Operating Authority Operational Lead:</b> Supervisor, Water/Wastewater – Overall Responsible Operator (ORO)</p>	<p>The Responsibilities of the Supervisor, Water/Wastewater includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Participating in the Review and Provision of Infrastructure process as identified within the E.14 content of the QMS;</li> <li>▪ Participating in the Management Review process identified within the E.20 content of the QMS as the “Operating Authority Operational Lead”;</li> <li>▪ Completing all applicable responsibilities as identified in the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> </ul>	<p>The Authorities of the Supervisor, Water/Wastewater includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> <li>▪ To make/authorize Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Any additional authorities that may be granted to the Supervisor of Water/Wastewater by the Corporation;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ Acting as the ORO with respect to the DWS and adhering to the ORO requirements specified in Section 23 of O.Reg. 128/04;</li> <li>▪ Ensuring that their respective Drinking Water Operator Certificate is maintained in accordance with O.Reg. 128/04 requirements;</li> </ul>	
<p><b>QMS Representative:</b> Compliance &amp; Training Coordinator</p>	<p>The Responsibilities of the Compliance &amp; Training Coordinator includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Act as the QMS Representative and, irrespective of other responsibilities, complete the following...               <ul style="list-style-type: none"> <li>○ Administer the QMS by ensuring that processes and procedures needed for the QMS are established and maintained;</li> <li>○ Report to Top Management on the performance of the QMS and any need for improvement;</li> <li>○ Ensuring that all personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the subject system;</li> <li>○ Promote awareness of the QMS throughout the Operating Authority;</li> </ul> </li> </ul>	<p>The Authorities of the Compliance &amp; Training Coordinator includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> <li>▪ To make Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Any additional authorities that may be granted to the Compliance &amp; Training Coordinator by the Corporation;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ Participating in the Management Review process identified within the E.20 content of the QMS as the “QMS Representative”;</li> <li>▪ Participating in the Review and Provision of Infrastructure process as identified within the E.14 content of the QMS;</li> <li>▪ Completing all applicable responsibilities as identified in the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position with a focus on adhering to the QMS Representative requirements identified in E.4 of the DWQMS;</li> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> <li>▪ If applicable, ensuring that their respective Drinking Water Operator Certificate is maintained in accordance with O.Reg. 128/04 requirements;</li> </ul>	
<p><b>Operating Authority Personnel:</b></p> <p>Water/Wastewater Lead Hand(s) - Operator(s) in Charge (OIC(s))</p>	<p>The Responsibilities of the Water/ Wastewater Lead Hand(s) includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Completing all applicable responsibilities as identified in the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> </ul>	<p>The Authorities of the Water/Wastewater Lead Hand(s) includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> <li>▪ Acting as an OIC with respect to the DWS and adhering to the OIC requirements specified in Section 25 and 26 of O.Reg.128/04;</li> <li>▪ As required, acting as the ORO with respect to the DWS and adhering to the ORO requirements specified in Section 23 of O.Reg. 128/04;</li> <li>▪ Ensuring that their respective Drinking Water Operator Certificate is maintained in accordance with O.Reg. 128/04 requirements;</li> </ul>	<ul style="list-style-type: none"> <li>▪ To make/authorize Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Any additional authorities that may be granted to the Water/Wastewater Lead Hands by the Corporation;</li> </ul>
<p><b>Operating Authority Personnel:</b></p> <p>Water Quality Analyst</p>	<p>The Responsibilities of the Water Quality Analyst includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Completing all applicable responsibilities as identified in the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> <li>▪ Acting as an OIC with respect to the DWS and adhering to the OIC requirements specified in Section 25 and 26 of O.Reg.128/04;</li> </ul>	<p>The Authorities of the Water Quality Analyst includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> <li>▪ To make/authorize Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Any additional authorities that may be granted to the Water Quality Analyst by the Corporation;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ As required, acting as the ORO with respect to the DWS and adhering to the ORO requirements specified in Section 23 of O.Reg. 128/04;</li> <li>▪ Ensuring that their respective Drinking Water Operator Certificate and Water Quality Analyst Certificate is maintained in accordance with O.Reg. 128/04 requirements;</li> </ul>	
<p><b>Operating Authority Personnel:</b></p> <p>Water/Wastewater Infrastructure Inspector</p>	<p>The Responsibilities of the Water/Wastewater Infrastructure Inspector includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Completing all applicable responsibilities as identified in the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> <li>▪ Ensuring that their respective Drinking Water Operator Certificate is maintained in accordance with O.Reg. 128/04 requirements;</li> </ul>	<p>The Authorities of the Water/Wastewater Infrastructure Inspector includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> <li>▪ To make Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Any additional authorities that may be granted to the Water/Wastewater Infrastructure Inspector by the Corporation;</li> </ul>
<p><b>Operating Authority Personnel:</b></p> <p>Certified Operators</p>	<p>The Responsibilities of Certified Operators includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Completing all applicable responsibilities as identified in the QMS;</li> </ul>	<p>The Authorities of the Certified Operators includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> <li>▪ Completing all “Supervision Requirements” as identified in the job description associated with this position;</li> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> <li>▪ As required, acting as an OIC with respect to the DWS and adhering to the OIC requirements specified in Section 25 and 26 of O.Reg.128/04;</li> <li>▪ As required, acting as the ORO with respect to the DWS and adhering to the ORO requirements specified in Section 23 of O.Reg. 128/04;</li> <li>▪ Ensuring that their respective Drinking Water Operator Certificate is maintained in accordance with O.Reg. 128/04 requirements;</li> </ul>	<ul style="list-style-type: none"> <li>▪ To make Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Any additional authorities that may be granted to Certified Operators by the Corporation;</li> </ul>
<p><b>Operating Authority Support Staff:</b></p> <p>Water/Wastewater Administrative Assistant</p>	<p>The Responsibilities of the Water/Wastewater Administrative Assistant includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Completing all applicable responsibilities as identified in the QMS;</li> <li>▪ Completing all other responsibilities as identified in the job description associated with this position;</li> </ul>	<p>The Authorities of the Water/Wastewater Administrative Assistant includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the job description associated with this position;</li> <li>▪ To make Corporate purchases within the limits associated with this position in accordance with Corporate policies;</li> </ul>

Roles	Responsibilities	Authorities
	<ul style="list-style-type: none"> <li>▪ Completing all other responsibilities that may be reasonably assigned to them by the Corporation;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Any authorities granted to them as identified in the QMS;</li> <li>▪ Any additional authorities that may be granted to the Water/Wastewater Administrative Assistant by the Corporation;</li> </ul>

**NOTE: The responsibilities and authorities identified within “Appendix 9c: Table of Owner/Operating Authority Personnel Roles, Responsibilities & Authorities” is not an exhaustive list of the responsibilities and authorities that pertain to the roles identified in the aforementioned table. The responsibilities and authorities identified within the aforementioned table predominately apply to those associated with achieving and maintaining compliance with DWQMS requirements. Additional responsibilities and authorities, from other governing legislative and regulatory requirements, also apply to the roles identified in the aforementioned table.**