

Purpose Statement and Strategic Direction

OUR PURPOSE:

We deliver water to grow with our customers, community and partners.

CARE

People | Customers | Community | Environment

1. Customer trust is strong and sustained
2. Our people are capable, engaged and values-aligned
3. Our presence and engagement with our community drives shared success
4. The health of our land and waterways is protected and improved

EFFICIENT

Core systems | Resilient infrastructure |
Operational efficiency

1. Our assets are robust and reliable
2. Core systems connect people, processes and technology
3. Operational efficiency delivered through smart and integrated systems

EVOLVE

Growth | Revenue diversification | Future systems

1. Resilient future through revenue diversification
2. Innovative products and services delivering for customers and partners
3. Contemporary technology empowers our people, company and customers

CROSS CUTTING THEMES

These run across all three pillars. Progress in addressing them is critical to achieving objectives above.

Water delivery and cost efficiency

Technology, automation and data

Asset renewal and resilience

Climate adaption

