

How we create value

Our Purpose

To provide the water for life we all rely on to thrive

Our resources

Financial
(financial efficiency and resilience)

Natural
(plants, animals, water, soils and the eco-system services they provide)

Social
(stakeholder relationships)

Human
(talent, health and wellbeing)

Manufactured
(pipes, treatment works, plant and equipment, IT & offices)

Intellectual
(knowledge and processes)

Our Vision

To grow value and trust by being world class

Where we add value

Customer
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Water
Read more pg32

Economy
Read more pg46

Nature
Read more pg54

People
Read more pg76

