

Our Mission

To provide world-class services for our customers and our environment.

Our Vision

We will provide our customers with high quality water, wastewater, and stormwater services. Through adoption of best practices, we will place the highest value on public health, customer service, fiscal responsibility, workplace safety and security, asset management, regulatory compliance, and stewardship of the environment. We will fully engage employees through teamwork, innovation, and professional development.

Our Values

Relationships

We nurture relationships with our customers, our team members and the environment. We are engaged in the neighbourhoods we serve and we support continual learning across our team.

Innovation

We are among the top utilities across the continent and we are known on the global stage. We always ask, "how can we improve efficiency, sustainability, creativity and the customer experience?"

Accountability

We refuse to cut corners. We check in with our excellence standards regularly and look to one another for support. Safety steers our decision-making. We are driven to make our policies, decisions and projects as clear as our drinking water.

Protection

Halifax Water protects the health and well-being of our population. We exist to guard natural resources, finding ways to sustain our communities and environment.



People

We attract and retain high-quality team members in an inclusive and respectful work environment. We are committed to our customers and the communities where we live and work, determined to provide a high level of service and sustainable future through ongoing engagement.

- Enhance workforce planning (talent management, meeting staff resource requirements, training, etc.).
- Build a positive & diverse workplace.
- Increase stakeholder & customer engagement.
- Support transition of Halifax Water Board with new members.
- Ensure that major initiatives have communication and stakeholder engagement plans.
- Enhance information available to customers through Customer Connect & bill redesign.



Health, Safety & Environment

The health and safety of our employees, contractors, and the public is our top priority. We are focused on a safety-first culture, working to provide healthy, safe, sustainable, and reliable services for our community.

- Continue to enhance safety & security culture, starting with Safety Leadership training.
- Gain approval for new biosolids strategy & execute a contract for the new Biosolids Processing Facility (BPF).
- Develop a Climate Action Plan.
- Align green initiatives for fleet and buildings with Climate Action Plan.
- Maintain regulatory compliance & enhance reporting.
- Execute the Get the Lead Out program.
- Launch new service compliance program.
- Implement corporate Environmental Management System (EMS).



Financial & Regulatory Accountability

It is fundamental to ensure that Halifax Water has capacity to fund existing and future infrastructure. We prudently manage assets and operate our business by balancing value and customer service.

- Improve financial position & update the long-range financial plan.
- Optimize capital project planning & delivery.
- Progress asset management & infrastructure planning initiatives.
- Complete an actuarial valuation of the Halifax Water Employees' Pension Plan & implement recommendations.
- Complete a cost-of-service hearing & file a general rate application.
- Complete System Assessment reports & Water Safety Plans.
- Secure Regulatory approval for:
 - Cogswell District Energy System (DES)
 - Burnside Operations Depot
 - Cogswell Redevelopment Infrastructure Relocation
 - Biosolids Processing Facility (BPF)
 - Mill Cove WWTF Upgrade



Operational Excellence

We are committed to service, reliability, and quality for our customers. Focused on safely and efficiently building, operating, and maintaining our critical infrastructure, we ensure a more sustainable community.

- Implement expanded stormwater service in June 2022.
- Develop an operating plan for the Burnside Operations Depot.
- Year 2: Water Supply Enhancement Program.
- Optimize Water Supply Plant (WSP) & Wastewater Treatment Facility (WWTF) processes through Dalhousie research partnership.
- Incorporate Digital Water Strategy in the Five Year Strategic Plan.
- Implement corporate Enterprise Risk Management (ERM) & improve cyber security maturity.
- Implement Enterprise Resource Planning (ERP) project to improve operational efficiency.
- Maintain a high level of day-to-day service that our customers have come to expect.