

Our Purpose

Our purpose is to supply and safeguard sustainable, high-quality water services.

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.

Our Goals



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.

- Increase institutional capacity by filling new and vacant positions critical to achieving utility objectives.
- Continue to implement Document Management System.
- Proactive and Constructive Approach to Labour Management
- Complete the year-two activities of the Diversity, Equity, and Inclusion Framework.
- Continue to increase engagement with stakeholders and customers.



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.

- Adopt standards for psychological health and safe workplaces to continue to build a safe work culture.
- Enhance wastewater modelling and develop a strategy to consistently meet regulatory reporting requirements regarding CSOs and SSOs.
- Develop a Climate Action Plan.
- Finalize and implement the Water Safety Plan.
- Gain approvals, execute the contract, and start the design of the new Biosolids Processing Facility.
- Continue to advance the Water Supply Enhancement Program.



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.

- Develop the next Five-Year Business Plan, including a long-term funding strategy for operating and capital budgets.
- Develop the detailed design for Cogswell District Energy System.
- Successfully implement the new Enterprise Resource Planning System (ERP) and Capital Management and Planning Information Systems.
- Develop and finalize and update the HRM-Halifax Water Service Level agreement.
- Develop a revised rate design and file required rate applications.



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.

- Develop and Implement the Comprehensive Emergency Management Program.
- Develop the five-year Information & Technology Services Road Map and continue to improve cyber security.
- Enhance all capital-related areas (approval, budgeting, project planning and delivery).
- Develop dashboards and metrics to measure and support operational excellence and the level of service to our customers.
- Keep significant capital projects and planning studies on track through regular monitoring and reporting.