

2024/25 Business Plan

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 & Culture

- Enhance the overall Employee Experience.
- Develop a Talent Management Strategy.
- Develop a transition plan to support the Burnside Operations Centre.
- Continue to strengthen a positive and diverse workplace.
- Build institutional capacity to meet the challenges of growth.



Health, Safety, Environmental & Social Responsibility

- Develop and enhance Source Water Protection Plans for our watershed.
- Initiate integration of ISO 45001, to enhance our safety culture.
- Complete a multi-year roadmap to monitor wastewater system flows.
- Deliver the Climate Action Plan and transition to a five-year roadmap.
- Build a proactive communications and stakeholder engagement plan.



Financial & Regulatory Compliance

- Update financial models to reflect operational and infrastructure requirements.
- Execute contract and gain funding approval for Biosolids Processing Facility.
- Continue to enhance our approach to Capital Delivery and Project Management.
- Update Integrated Resource Plan.



Operational Excellence

- Commence detailed design for the Cogswell District Project Energy Centre.
- Continue the Water Supply Enhancement Program.
- Develop a framework for ongoing asset maintenance plans and service standards.
- Develop Procedures to support the Environmental Management System Program.
- Expand Operational Readiness.
- Expand the use of systems to improve operational efficiency.
- Update enterprise risk management models.
- Strengthen Halifax Water’s Cybersecurity.

