

The Vision is...

To become leaders in the provision of equitable, sustainable, people-centred, affordable and credible water services to all.

Equitable

To ensure access to a basic water supply to all informal settlements by 2008.

To ensure access to basic sanitation services to at least 70% of all informal settlements by 2010.

Sustainable

To ensure the availability and reliability of water resources at all times.

To ensure the supply of safe drinking water that meets quality standards at all times.

To ensure the protection of the environment and that 90% of treated effluent is in compliance with DWAF standards by 2010.

People-centred

To ensure that we reach 80% satisfaction of all customers in the provision of basic water services annually.

To create an environment that develops and utilise the skills, competencies, and the innovation of all employees to meet the objectives of the organisation.

To create an enabling environment that ensures the development of meaningful relationships with all stakeholders.

Affordable

To establish a fair tariff that ensures all residents have access to basic water and sanitation, including indigent households.

Credible

To ensure the implementation of international best management practices in the provision of water services.

To become the organisation as the preferred water services institution for all customers.