

Vision

Leading water utility that enhances value in the provision of bulk water and sanitation services

We will be known in the water sector as an effectively run, public-oriented and socially accountable organisation, which has its heart and mind, focused on the provision of bulk water services. We will achieve leadership based on our performance and the sustainable value we co-create with our customers and stakeholders and continue to leave a positive legacy in our communities, region and country.

Mission

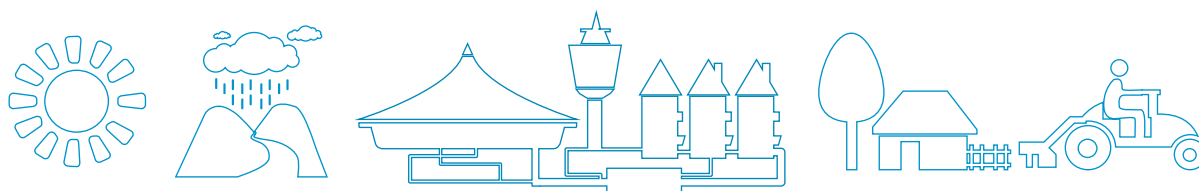
Provide innovative, sustainable, effective and affordable bulk water and sanitation services

Our business is the provision of bulk water services – both potable and wastewater - to support government services delivery to the people of South Africa and providing water for life. This includes providing all bulk water services to our customers, facilitating integrated planning in the region, supporting municipalities and contributing to water knowledge that will lead to sustainability from source-tap-source.

Strategic Intent

Key Partner that enables government to deliver effective and efficient bulk water and sanitation services

Umgeni Water wants to be recognised as a strategic and sustainable partner of government, co-creating value through providing bulk water and sanitation services as a catalyst for local economic development and government's developmental agenda. We will provide water services for health and economic benefits that contribute to addressing poverty, under-development and inequality.



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