

## Our customer promise



### **Safe, secure, sustainable water**

As we face a hotter drier climate, we will support our growing region to be prosperous and sustainable, by securing enough water and building the infrastructure to meet all of our needs. We will strengthen water efficiency and shift to climate resilient water sources.



### **Healthier environment**

We will apply a caring for Country approach to our land and waterways in partnership with Traditional Owners, other agencies and community members. We will strive for zero emissions and generate useful products from what we used to call “waste”.



### **Innovative, reliable services**

By listening to our customers and community, and by being forward thinking and technologically advanced, we will be innovative, continually improving, inclusive, caring and easy to deal with.



### **Trust, affordability & value**

We will respond to the diverse needs and values of our customers and community and aim to be a valued and trusted leader; contributing positively to our region. We will actively support customers, keep bills affordable and resolve issues fairly.

