

# About Us



**SA Water manages water services in South Australia. We are owned by the South Australian Government. Our people work to provide world class water services to more than 1.7 million South Australian customers.**

At SA Water, we provide safe, clean drinking water, and once this water has been used, we remove the waste and treat it to ensure the best outcomes for your health, and to reduce environmental impact.

As a major South Australian organisation, we employ more than 1,500 people in a range of industries from engineering to microbiology.

We have a very long history. As a corporation we have existed since 1994, but our history can be traced back to 1856 – just 20 years after South Australia was settled.

Our organisation was established by an Act of Parliament. What we do is directly affected by a range of other laws, governing everything from drainage to safe drinking water. We are governed by a Board of Directors, and report to the Minister for Water.

## WHAT WE DO

We provide services to around 1.7 million South Australians. Services include:

- supplying water
- removing sewage from homes and businesses
- treating sewage and wastewater
- recycling some wastewater

We work hard to ensure your water is high quality, safe to drink and always available. We make sure you can find out how good your water is.

We maintain and operate 10 major metropolitan reservoirs. We also look after the network of pipes, taking water to and from your property. This is why we are involved in land development.

It takes a lot of people to make all this happen.

## HOW WE DO IT

At SA Water we have a strategic plan that sets our direction and influences how we make decisions.

Feedback from customers is also used to improve our services.

Customer feedback and market research guide the decisions we make. Two Customer Advisory Panels also provide feedback to help us improve our services.

Our water testing services also help to ensure that the water we deliver meets the Australian Drinking Water Guidelines. We work with the community in other ways too. We offer community sponsorships, and we are part of global projects like WaterAid.

We care about the future of South Australia and we are committed to sustainability. When decisions are made, we always consider the long term future of our state's economy, society and environment. The principles that we consider in our decision making include:

- **Economic efficiency** – We will be as efficient and effective as possible, balancing affordability with great service delivery
- **Environmental performance** – We will work to reduce our environmental footprint and improve our climate resilience
- **Social responsibility** – We will apply our skills, assets and services for the greater benefit of the state and people of South Australia

