

Mission, Vision & Values

SGWASA's Mission:

Providing quality water and sanitary sewer services to our customers in an efficient, sustainable, and environmentally conscious manner.

SGWASA's Vision:

SGWASA exists to be a superior utility service provider that contributes to the success of the region.

To achieve our vision, we focus on:

- ❖ Attracting and retaining the best employees
- ❖ Maintaining high satisfaction from customers , employees, and stakeholders.
- ❖ Operational excellence
- ❖ Reliable and regularly scheduled updates to infrastructure
- ❖ Smart growth principles
- ❖ Being environmentally compliant

SGWASA Embraces the Following Values:

Integrity - We are honest and ethical in our relationships with our customers, employees, and stakeholders.

Diversity - We value workforce diversity, equity, and inclusion.

Excellent Service - We attend to customer and stakeholder needs with courtesy, compassion, timeliness, efficiency, and commitment.

Accountability - We are responsible to our customers and to each other.

Listen - We actively listen to our customers, employees, and stakeholders to better serve the needs of our communities.

Safety - We incorporate safe work practices to ensure the safety and welfare of our customers and employees.