

Seqwater Strategic Plan 2026-30

Our vision is to work together to deliver shared value for our customers, strengthening trust in the water services of today and building South East Queensland's confidence in tomorrow.

Our purpose is *water for life*: enriching lives, trusted by South East Queenslanders. Now and for generations to come.

Customer delivery



Build customer trust by delivering what they value most

Provide safe and reliable assets and equitable water services, underpinned by disciplined operations and a strong understanding of what matters most to our customers.

Water security



Secure South East Queensland's water future

Take the lead to align with stakeholders on South East Queensland's water future through long-term scenario planning, optimised assets and resilient supply options.

Financial sustainability



Make every dollar count to keep water affordable

Improve affordability for our customers by strengthening commercial discipline and enterprise-wide efficiency.

Culture and capability



Develop trusted, capable people who make good decisions that deliver on our purpose

Build a safe, capable and effective workforce enabled by values-based leadership, data-driven decision-making and an achievement-focused culture that connects to our purpose.

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Strategic framework

Seqwater has four strategic objectives. Resources are directed toward high value activities that continue to improve core services and deliver against the long-term strategic outcomes in pursuit of its vision.

Opportunities and challenges

Seqwater has identified key themes shaping South East Queensland's water future in an increasingly interconnected operating environment where environmental, social, technological and economic systems are converging in ways that amplify both opportunities and challenges. They are:

- water quality and water security
- population growth and urban change
- economic and resource pressure
- environment and catchment area health.

Performance

Seqwater's performance is measured by:

- Water quality
- Continuity of supply
- Asset maintenance
- Process safety incidents
- Process safety management of change hazardous chemical handling
- Capital investment
- Significant project schedule
- Lost time injury frequency rates
- Community trust
- EBITDA
- Asset maintenance expenditure
- Asset renewals expenditure
- Distribution yield
- Distribution cash coverage
- Funds from operations on net debt
- Return on assets
- Asset sustainability ratio
- Alignment with Queensland Competition Authority allowances

Contribution to Queensland Government objectives for the community

Seqwater's customers are at the heart of everything it does. It supports and contributes to the Queensland Government's objectives for the community. It supports building a better lifestyle through a stronger economy and planning for Queensland's future.

As the region's bulk water supplier, Seqwater plays a crucial role in planning SEQ's water supply. It ensures a safe and secure water supply for current and future generations by managing water catchment health, operating and maintaining the SEQ Water Grid and water treatment and supply assets.

Seqwater contributes to a strong economy by meeting cost of living challenges through the supply of affordable, reliable and sustainable water while planning and prioritising long term investments that support future water security and service needs.



Seqwater respects, protects and promotes human rights in everything it does.