

### Targets

1. Achieving quantitative and qualitative indicators of water in order to promote national health and public health and the benefit and enjoyment of all members of society from drinking water services
  2. Development of wastewater collection and treatment systems
  3. Implementing a comprehensive system of operation and quantitative and qualitative monitoring of water resources in the drinking and sanitary water sector and applying the necessary standards and regulations to prevent the entry of pollutants and discharge of raw wastewater into natural receiving environments
  4. Planning and implementation of operational plans to reduce losses and water without revenue
  5. Development of risk and crisis management and passive defense in the design, construction and operation of facilities with the approach of providing services and reducing the vulnerability of structures and water and sewage facilities and preventing losses in the quantity and quality of drinking water and wastewater
  6. Improving the management of supply, demand and general culture of consumption and designing and implementing the optimal pattern of drinking and sanitary water consumption
  7. Play a key role in establishing population and industrial centers in land management programs commensurate with the capacities and limitations of water resources
  8. Planning and implementation of operational plans for repair, reconstruction, treatment and renovation of worn-out facilities, equipment and networks of water and sewage
  9. Upgrading the management system of projects and projects with emphasis on prioritization, generalization of engineering economics methods, completion of semi-finished projects and step-by-step operation of projects during the construction and implementation period
  10. Promoting customer satisfaction and realizing the rights of customers by establishing customer response systems, improving productivity, improving service quality indicators, empowering employees and reducing the cost of services
  11. Diversification of drinking and sanitary water production and distribution systems and use of unconventional water (such as rainwater collection, use of air humidity, water distribution stations, desalination plants, water packaging, two-network systems, water separation, etc.)
  12. Providing, equipping and diversifying financial resources with emphasis on non-governmental resources and attracting domestic and foreign capital, in accordance with the company's development plans
  13. Utilization of intelligent systems in the management and operation of the distribution network
  14. Upgrading and developing the system of recruitment, empowerment and retention of human resources in accordance with the specialized and managerial needs of the company
  15. Establishing and upgrading the system of monitoring, evaluating and controlling performance based on the strategic plan
  16. Establishment and development of new technologies and methods in the sector, especially in the process of water and wastewater treatment and the expansion of applied research and development.
  17. Upgrading the general, specialized and managerial education system of the company
  18. Quality control, technical inspection and quality assurance of goods, equipment and services used
  19. Upgrading and establishing an information system and evaluating technical, financial, economic and social performance at the unit level in order to strengthen the monitoring, evaluation and decision-making system.
- Establishment and institutionalization of knowledge management in order to document and

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transfer knowledge and experiences and develop learning

20. Installation and implementation of national building regulations related to the optimization of internal facilities and equipment 21. Water and sewage of residential and non-residential units, as well as the operation of water separation in residential complexes

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