



**Obras Sanitarias
del Estado**





State Sanitary Works

We are the state agency responsible for the supply of drinking water throughout the Oriental Republic of Uruguay and for the sewerage service in the interior of the country.

The law that created OSE, in 1952, establishes that its duties must be carried out with a fundamentally hygienic orientation, prioritizing social reasons over economic ones.

Through the 2004 Constitutional reform, Uruguay declared access to drinking water and sanitation as a fundamental human right. Likewise, it was established that these services must be provided exclusively by the State.

First country in the world to declare access to drinking water and sanitation as a fundamental human right.

Our Mission

To contribute to the protection of health and the improvement of the quality of life of society by providing public drinking water services nationwide, and collective sewerage services in the interior, efficiently, with sustainable management, and caring for the environment.

Our Vision

To be a public company of excellence, committed to providing drinking water and sanitation services, seeking universal access and user satisfaction, efficiently and sustainably, with social and environmental responsibility and citizen participation.

Our Values

- Transparency and ethics in management
- User orientation
- Efficiency with equity
- Quality, innovation, and continuous improvement
- Social solidarity
- Responsible administration
- Human capital development
- Commitment





Management Model

OSE works with a continuous improvement management model that seeks innovative solutions to optimize and strengthen the services it provides, prioritizing community well-being.

According to public opinion surveys, OSE's management achieves 80% satisfaction with its services (quality, continuity, tariff).

User Orientation

At OSE, we have more than 120 Service Centers so that users can carry out commercial procedures anywhere in the country.

The Telephone Service Center (toll-free numbers 0800 1871 from landlines and *1871 from mobiles) provides service 24 hours a day, 365 days a year.

In addition, the website www.ose.com.uy allows clients to carry out numerous commercial procedures.

Our permanent objective is to continue advancing in a user-oriented culture, based on efficient and transparent management.





OSE Integra

We develop social inclusion policies for the population in conditions of socioeconomic vulnerability, aligning ourselves with national public policies.

We manage the regularization of access to drinking water service in settlements, mainly in the metropolitan area, installing networks and connections, and signing contracts.

We carry out community education sessions (health and environment) together with neighbors and civil society organizations to train and raise awareness about installations, responsible use of drinking water, and to promote a payment culture.

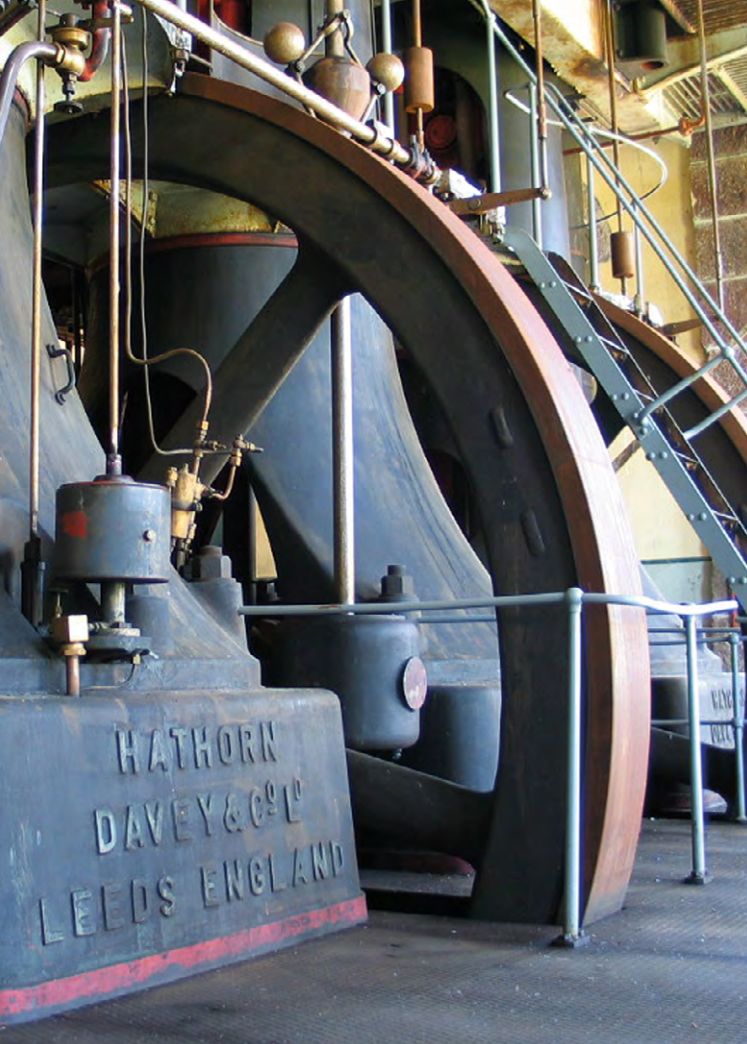
Social Responsibility

We have defined a Social Responsibility Policy to guide our actions to relate ethically and responsibly with stakeholders and the environment.

This policy is based on ISO 26.000:2010. We support actions that promote quality of work life, balance with family and private life, and gender equity.

We have an Educational Cycle that promotes the responsible use of water and care for the environment among school-age children.





Our History

1950 The State acquires The Montevideo Waterworks, Co. Ltd., which had acquired La Compañía de Aguas Corrientes from Lezica, Lanús and Fynn in 1879.

1952 The State Sanitary Works Administration (Law No. 11,907) is created, responsible for the supply of drinking water throughout the country and for the sanitation service except for Montevideo.

We began building sanitation systems in towns with more than 10,000 inhabitants.

In the mid-**1960s**, the steam plant ceased to operate, giving way to 100% electric pumping. Until then, steam energy had coexisted with fuel oil, diesel oil, and later with electric energy.

1962 We built the 4th pumping line, responsible for 70% of the water transport from the Aguas Corrientes water treatment plant to the cities that make up the so-called Montevideo System, which meant a high concentration of risk.

1971 We inaugurated the first stage of the central building in Cordon and began construction of the second stage, which included a 6-million-liter reserve tank that supplied the Cordon area. We continued building sanitation systems in towns with more than 10,000 inhabitants.

1987 We inaugurated the Paso Severino Dam. A freshwater reserve of 67,000,000 m3 built to ensure the supply of raw

water to the Aguas Corrientes Plant.

1988 The old Aguas Corrientes plant, its machines and facilities, are declared Historical Heritage.

We began expanding services thanks to the incorporation of pumping systems.

1992 We created the first Autonomous Water Treatment Unit (UPA), whose application allowed us to increase the capacity for producing drinking water in the country and develop a new technology applicable worldwide.

1998 We built the 5th pumping line.

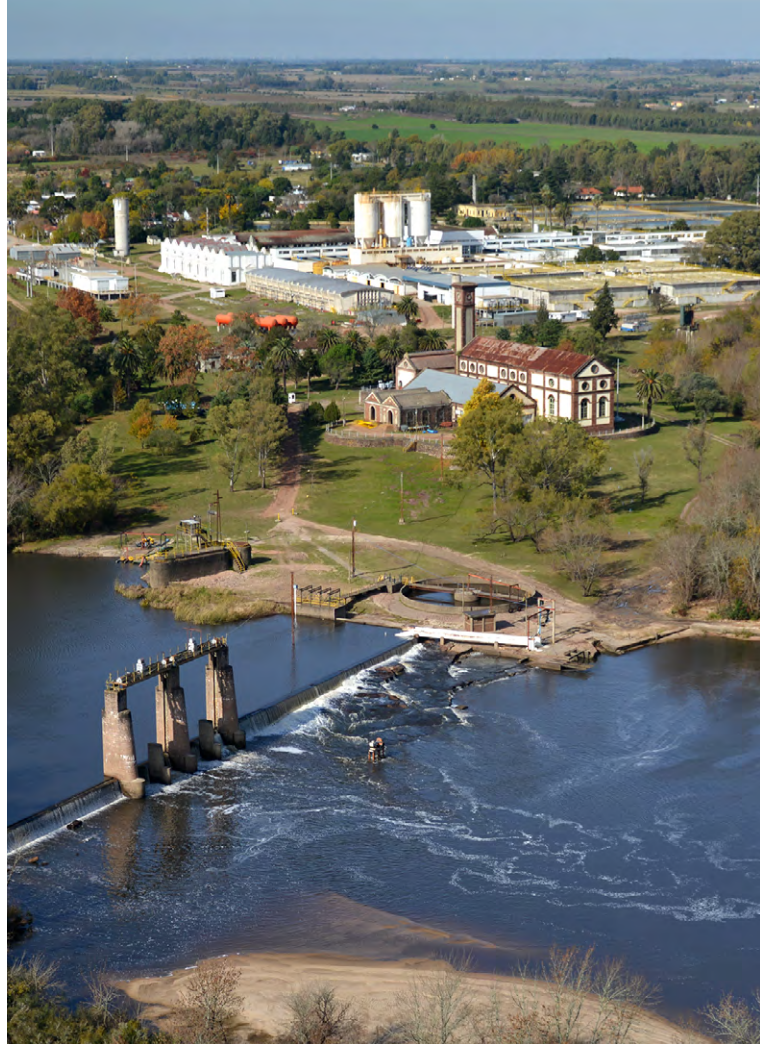
We made significant investments in wastewater treatment plants where, until then, only collection service existed.

2004 Through the Constitutional reform, Uruguay became the first country in the world to declare access to drinking water and sanitation a fundamental human right.

2008 We carried out the Interior Sanitation Plan. We began to generate new plans reaching towns with more than 1,000 inhabitants.

2010 We built the 6th pumping line.

Drinking water supply plan for small towns and rural schools: a community management model, where the population itself participates in the operation and control of the systems. More than 300 schools and 5,000 homes in isolated and dispersed





rural areas throughout the country gained access to drinking water.

2012 We inaugurated the Maldonado sanitation system.

2015 We inaugurated the wastewater treatment plant and launched the Integral Sanitation System of Ciudad de la Costa.

2020 Our Water Museum joins UNESCO's Global Network of Water Museums (WAMU-NET), reinforcing the enhancement of historical heritage, promotion, and dissemination of the history of running water supply in Uruguay.

2022 Drinking Water Systems Improvement Program in several localities of the country, to optimize the quality of drinking water supplied to the population.

2023 Universalization of Sanitation Program Uruguay to expand access to sanitation, strengthen sanitary infrastructure, and support the development of each locality.

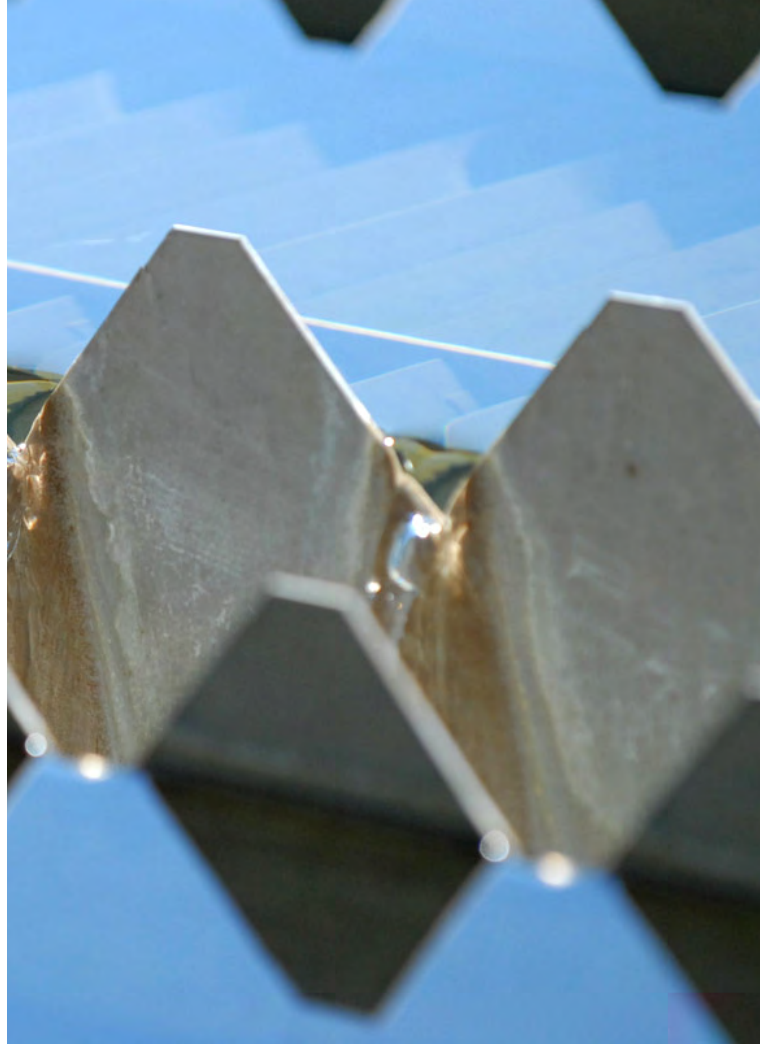
2025 OSE Evolves, a program that provides a comprehensive and strategic response to current and future challenges of drinking water and sanitation in Uruguay.

Drinking Water

94,73% of the country's total population has access to drinking water, 24 hours a day, 365 days a year.

At OSE, we produce more than 350 million m³ of drinking water annually, which is distributed through more than 19,000 km of pipeline networks and reaches the population through more than 1.2 million connections.

At OSE, we have 582 drinking water production systems, the most important being the metropolitan area, which supplies from the Aguas Corrientes plant in Canelones to an approximate population of 1,700,000 inhabitants.





Sanitation

47% of the population has access to sanitation service in the interior of the country. We are responsible for the sewerage sanitation service throughout Uruguay except for Montevideo, where it is the responsibility of the Departmental Government.

Through more than 370,000 connections, 47% of the population has access to the service. We have 278 wastewater treatment systems and more than 4,400 km of pipeline networks.

Laboratories

Through a network of more than 80 laboratories, we monitor and evaluate water quality throughout the country.

At OSE, we have an Integrated Laboratory Management System (SIGLA) that allows us to monitor and evaluate the quality of drinking water from production to distribution, as well as the quality control of effluents discharged by wastewater treatment plants into various watercourses in the interior of the country.

Drinking Water Laboratories:

- 1 central.
- 10 regional.
- More than 70 operating in plants throughout the country.

Environmental and Wastewater Laboratories:

- 1 central.
- 5 environmental.
- More than 20 for operational control in WWTP (Wastewater Treatment Plants).

On average, more than 355,000 samples are analyzed per year.



Environmental Management

We have an Environmental Policy that commits us to carry out management aligned with the principle of environmental sustainability, promoting environmental protection and care for the health and quality of life of the population.

Our environmental management is based on the following commitments:

- Comply with current environmental regulations • Develop continuous improvement processes in environmental management
- Make responsible use of resources
- Integrate the environmental dimension into all projects and their stages To fulfill these commitments, we develop various lines of action.

We manage the obtaining, renewal, and monitoring of environmental authorizations for our projects and activities, incorporating environmental criteria from the initial planning stages and supervising compliance with the conditions established by the environmental authority and current regulations.

During the execution of works, we promote the implementation of good environmental practices through specific management plans and the monitoring of the environmental management of the works.

In the operation stage, environmental monitoring of drinking water and sanitation systems is carried out, verifying



compliance with the conditions established in environmental authorizations and other institutional commitments.

Likewise, for sanitation discharges, we implement the Environmental Monitoring Plan for Sanitation Services (PMAS), through which the quality of discharges from sanitation systems and receiving watercourses is controlled, to verify compliance with current environmental regulations.

We also promote sustainable management of waste generated in our activities, prioritizing reduction in generation, reuse, recycling, and other recovery alternatives, in line with the principles of the circular economy.

In particular, we promote the recovery of sanitation sludge, the main waste generated by OSE, through alternatives such as composting and direct agricultural application, incorporating the different compounds present in the sludge into the crop cycle.

UPA (Autonomous Water Treatment Unit)

It is a model of compact and transportable water treatment plant, developed by technicians from the State Sanitary Works Administration and the Uruguayan National Army.

A solution for Uruguay and the world:

- In emergency and crisis situations.
- To strengthen existing drinking water supply systems.
- To support drinking water supply in Peace Missions.

What it contributes to:

- Reducing or eliminating problems due to production deficits (quantity and quality) in water supply systems
- Executing safe drinking water production projects and work programs in a country, region, or group of towns, in very short periods of time.
- Increasing the total production capacity in existing water treatment plants.
- Increasing the flexibility of safe drinking water production systems, in supply systems combined with different water sources (groundwater and surface water).

UPAs in Uruguay: over 100 units UPAs in the world: over 100 units (donated and commercialized).



OSE Evolves

Innovation and efficiency for sustainable management

It is a program that provides a comprehensive and strategic response to current and future challenges of drinking water and sanitation in Uruguay. It seeks to transform OSE's management, improve service quality and continuity, increase operational efficiency, and begin the path to position Uruguay as a regional example of sustainable water management.

Through seven fundamental pillars, it aims to drive change through technology, people, efficiency, sustainability, and innovation.

In this way, it focuses on all aspects that make true transformation possible.

It is not just about incorporating tools, but about intelligently integrating processes, teams, and the purposes that unite us.
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