

Water supply resilience

STAKEHOLDER UPDATE



“
The insights we've gained from our customers will inform the programme business case recommendations.

”

Programme Business Case

We're getting towards the end of the Programme Business Case process. Over the last four months, we've explored and tested a range of ideas and concepts to solve the problem identified in the Strategic Business Case (summarised as: the Wellington region's water supply is likely to be damaged by an earthquake and this will cause long-term outages).

Through the programme business case process Wellington Water, in partnership with its owner councils, is in the process of identifying a potential programme of projects to address the problem.

The draft programme will be considered by the Wellington Water Committee and Wellington Water's Board in early 2016. Subject to approval, the recommended projects will be further scoped and planned during 2016. They'll then be considered for inclusion in councils' 2018 long term plans.

What our customers said

We want to ensure our project recommendations are informed by our customers' voices. To achieve this, we need to understand their preparedness and likely acceptance of proposed levels of service for water following a major earthquake.

Project director Ulvi Salayev says having up-to-date insights about what our customers are thinking and doing to prepare for a natural disaster is very powerful.



Robust research provides evidence we can factor into our thinking," said Ulvi. "And just as importantly, it'll also provide our decision-makers with confidence that recommendations are based on reality, rather than being assumed.

"We engaged a research company to carry out a telephone survey of 300 residents (75 each from Hutt City, Upper Hutt, Porirua and Wellington City). It's possible we'll carry out further research to enrich our understanding even more as the project progresses," said Ulvi.



Key findings include:

80% of Wellingtonians reported they're **storing water** in case of an **emergency**

85% of those who are **storing water**, are storing their **own tap water**

79% of people who **store water** store enough for at least **three days**

58% expect water to be **available** from their neighbourhood collection point **two days after** a major event

59% expect to **walk** more than 500m to **collect water**

56% expect to **treat water** they've **collected** after an event

58% expect water to be **restored** to their street about **four weeks** after an earthquake

90% support **more investment** to prepare the water supply network for **natural disasters**

Find out more at:

www.wellingtonwater.co.nz/projects/regional-priorities/water-supply-resilience/

Recent activities

- We've now had three workshops with council infrastructure managers as part of the programme business case process. The last workshop, held in early December, considered the priority of recommended projects and the optimal timing for each.
- Stakeholder meetings continue. We're very pleased with the level of support our project is receiving and we're heartened by the contribution our stakeholders are making to improve our region's resilience.



For more information or to contact us:

visit wellingtonwater.co.nz or phone 04 912 4400