



KOMITI NGĀ WAI HANGARUA WELLINGTON WATER COMMITTEE

21 May 2024

Order Paper for the meeting to be held in the
Council Chambers, 2nd Floor, 30 Laings Road, Lower Hutt,
on:

Friday 24 May 2024 commencing at 10:00 am

The meeting will be livestreamed on Hutt City Council's Facebook page.

*Members of the public wishing to speak to items on the agenda are asked to contact
democraticserviceteam@huttcity.govt.nz*

Membership

Mayor A Baker
Mayor C Barry (Chair)
Deputy Mayor M Sadler-Futter
Cr R Connelly (Deputy Chair)
Mayor W Guppy
H Modlik
L Rauhina-August
A Rutene

Mayor T Whanau

Cr T Brown
R Faulkner
Cr C Kirk-Burnnand
Cr R Leggett
Cr A Ellims
Deputy Mayor H Swales
K Tamanui
Cr G Tupou

Porirua City Council
Hutt City Council
South Wairarapa District Council
Greater Wellington Regional Council
Upper Hutt City Council
Te Rūnanga O Toa Rangatira
Taranaki Whānui ki Te Upoko o Te Ika
Ngāti Kahungunu ki Wairarapa Tamaki Nui a Rua
Treaty Settlement Trust
Wellington City Council

Wellington City Council (Alternate)
Te Rūnanga O Toa Rangatira (Alternate)
Greater Wellington Regional Council (Alternate)
Porirua City Council (Alternate)
South Wairarapa District Council (Alternate)
Upper Hutt City Council (Alternate)
Taranaki Whānui ki Te Upoko o Te Ika (Alternate)
Hutt City Council (Alternate)

Wellington Water Committee

Terms of Reference

Purpose

The Wellington Water Committee ("the Committee") is established to:

- Provide governance and leadership across issues which are related to the planning, delivery and management of water services to communities serviced by Wellington Water Limited;
- Provide governance oversight of Wellington Water Limited, including by exhibiting good governance practice;
- Provide a forum for the representatives of Wellington Water Limited's shareholders and mana whenua to meet, discuss and co-ordinate on relevant issues and, through their representatives, to exercise their powers; and
- Strive for consistency across all client councils so all customers receive a similar level of service.

Status

The Committee is, for the purposes of the Local Government Act 2002, a joint committee of the Lower Hutt City Council, Porirua City Council, Upper Hutt City Council, Wellington City Council, South Wairarapa District Council and the Wellington Regional Council.

Specific responsibilities

The Committee's responsibilities are:

Governance oversight responsibilities

Shareholder and mana whenua governance oversight of Wellington Water Limited and of the network infrastructure for the delivery of bulk water, water reticulation, wastewater and stormwater services in the geographical areas of Wellington Water Limited's operations, including by:

- Receiving and considering the half-yearly and annual reports of Wellington Water Limited;
- Receiving and considering such other information from Wellington Water Limited as the Committee may request on behalf of the parties to the Shareholders and Partnership Agreement and/or receive from time to time;
- Undertaking performance and other monitoring of Wellington Water Limited;
- Considering and providing recommendations to the parties to the Shareholders and Partnership Agreement on proposals from Wellington Water Limited;
- Providing co-ordinated feedback, and recommendations as needed, on any matters requested by Wellington Water Limited or any of the parties to the Shareholders and Partnership Agreement;
- Providing recommendations to the parties to the Shareholders and Partnership Agreement regarding regional studies which the Shareholders need to be cognisant of;
- Providing recommendations to the parties to the Shareholders and Partnership Agreement regarding water conservation;
- Agreeing the annual Letter of Expectation to Wellington Water Limited;

- Receiving, considering and providing agreed feedback and recommendations to Wellington Water Limited on its draft statement of intent;
- Receiving, considering and providing recommendations to the parties to the Shareholders and Partnership Agreement regarding Wellington Water Limited's final statement of intent.
- Agreeing when Shareholder meetings, or resolutions in lieu of Shareholder meetings, are required, without prejudice to Shareholder and Board rights to call meetings under Wellington Water Limited's constitution and;
- Seeking and interviewing candidates for Wellington Water Limited's Board as needed and recommending to the holders of Class A Shares appointments and/or removals of directors of Wellington Water Limited;
- Recommending the remuneration of directors of Wellington Water Limited;
- Monitoring the performance of the Board of Wellington Water Limited; and
- Providing recommendations to the parties to the Shareholders and Partnership Agreement regarding changes to these terms of reference, the Shareholders and Partnership Agreement and the constitution of Wellington Water Limited.

Membership

The membership of the Committee will be as specified in the Shareholders and Partnership Agreement. With the exception of the Committee Members nominated by the Mana Whenua Partners Entities, each appointee must be an elected member of the appointing Shareholder.

Chairperson

The Chairperson and Deputy Chairperson will be elected by the Committee once all Committee members have been appointed.

Quorum

Subject to the below for Committee meetings to appoint directors of Wellington Water Limited, for a meeting of the Committee to have a quorum, a majority of Committee Members, or their appointed Alternates, must be present, and the number making up the majority must include at least an equal number of Shareholder appointed Committee Members as MWPE nominated Committee Members.

Where the Committee is providing a forum for the Shareholders to meet and exercise their powers in relation to Wellington Water Limited, the requirements of Wellington Water Limited's constitution will prevail.

Clause 11.3 of the company's constitution provides that Directors shall be appointed and removed by the unanimous resolution of the Shareholders holding Class A Shares. For this matter the quorum for the Committee meeting is therefore attendance by all Committee Members (or their Alternates) for the holders of the Class A Shares.

Alternates

Each Committee Member appointed to the Committee must have an Alternate.

Other Shareholder attendee

Each Shareholder-appointed elected member Committee member will be entitled to invite an officer attendee to Committee meetings, provided however that the additional attendee will not have any voting rights on the Committee.

Decision-making

The Committee will strive to make all decisions by consensus.

In the event that a consensus on a particular matter before the Committee is not able to be reached, each Committee Member has a deliberative vote. In the situation where there is an equality of votes cast on a matter, the Chairperson does not have a casting vote and therefore the matter subject to the vote is defeated and the status quo is preserved.

Other than for those matters for which the Committee has effective decision-making capacity through these Terms of Reference, each Shareholder retains its powers to make its own decisions on matters referred to it by the Committee and on matters specified in Part 1 of Schedule 2 to the Shareholders and Partnership Agreement (for clarity, this means that only Shareholders have voting rights in relation to the matters specified in Part 1 of Schedule 2).

Secretariat services

Unless otherwise agreed from time to time by all of the elected member Committee Members, the Council for which the Chairperson is an elected member will provide secretariat services to the Committee. The Chairperson will be responsible for managing the agenda at Committee meetings.

Standing Orders

The Standing Orders of the Council providing secretariat services to the Committee will apply to Committee meetings, subject to the provisions for meeting quorum and decision making as set out in these terms of reference taking precedence.

Remuneration

Each Shareholder will be responsible for remunerating the elected member Committee Member appointed by it to the Committee, and their Alternate, for any costs associated with those persons' membership on the Committee.

The Shareholders will also be responsible for remunerating (in equal shares) the Committee Members nominated by Mana Whenua Partner Entities, and their Alternates, and appointed to the Committee by the Shareholders, for any costs associated with those persons' membership on the Committee.

Administration

Reports to be considered by the Committee may be submitted by any of the Shareholders, any of the Mana Whenua Partner Entities, or Wellington Water Limited.

Duration of the Committee

In accordance with clause 30(7) of Schedule 7 to the Local Government Act 2002, the Committee is not deemed to be discharged following each triennial election.

Appendix Common delegations by Shareholders

Governance oversight responsibilities

- Each Shareholder will delegate to the Committee the responsibilities and powers necessary to participate in and carry out the Committee's governance oversight responsibilities.

Shareholders' responsibilities

- Each Shareholder will delegate to its appointed elected member Committee Member and, in accordance with these terms of reference, that person's Alternate, all responsibilities and powers in relation to the agreement of:
 - when Shareholder meetings, or resolutions in lieu of Shareholder meetings, are required (without prejudice to Shareholder and Board rights to call meetings under Wellington Water Limited's constitution); and
 - the appointment, removal and remuneration of Wellington Water Limited's directors.

KOMITI NGĀ WAI HANGARUA | WELLINGTON WATER COMMITTEE

Meeting to be held in the Hutt City Council Chambers, 2nd Floor, 30 Laings Road,
Lower Hutt on
Friday 24 May 2024 commencing at 10:00 am.

ORDER PAPER

PUBLIC BUSINESS

1. OPENING FORMALITIES - KARAKIA TIMATANGA

Whakataka te hau ki te uru	<i>Cease the winds from the west</i>
Whakataka te hau ki te tonga	<i>Cease the winds from the south</i>
Kia mākinakina ki uta	<i>Let the breeze blow over the land</i>
Kia mātaratara ki tai	<i>Let the breeze blow over the ocean</i>
E hī ake ana te atakura	<i>Let the red-tipped dawn come with a</i>
He tio, he huka, he hau hū	<i>sharpened air.</i>
Tihei mauri ora.	<i>A touch of frost, a promise of a glorious</i>
	<i>day.</i>

2. APOLOGIES

H Modlik, Te Rūnanga O Toa Rangatira

3. PUBLIC COMMENT

Generally, up to 30 minutes is set aside for public comment (three minutes per speaker on items appearing on the agenda). Speakers may be asked questions on the matters they raise.

4. CONFLICT OF INTEREST DECLARATIONS

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

5. CHAIR'S STATEMENT

A verbal statement by the Chair.

6. MINUTES

Meeting minutes Komiti Ngā Wai Hangarua | Wellington Water Committee
15 March 2024

7. **LOCAL WATER DONE WELL - LEGISLATION AND WATER SERVICE DELIVERY PLAN UPDATE**
- A verbal update by the Programme Director, Water Reform – Wellington Water Councils.
8. **COMPANY AND GOVERNANCE UPDATE**
- Report No. WWC2024/2/59 by Wellington Water Limited 20
9. **ACUTE WATER SHORTAGE UPDATE 24 MAY 2024**
- Report No. WWC2024/2/60 by Wellington Water Limited 81
10. **REPORTING OF ANNUAL MEASURES TO TAUMATA AROWAI**
- Report No. WWC2024/2/61 by Wellington Water Limited 89
11. **MEETING SCHEDULE FOR 2024/25**
- Memorandum dated 17 May 2024 by the Democracy Advisor, Hutt City Council 93
12. **INFORMATION ITEM**
- Wellington Water Committee Forward Programme 2024**
- Memorandum dated 7 May 2024 by the Democracy Advisor, Hutt City Council 96
13. **QUESTIONS**
- With reference to section 32 of Standing Orders, before putting a question a member shall endeavour to obtain the information. Questions shall be concise and in writing and handed to the Chair prior to the commencement of the meeting.

14. EXCLUSION OF THE PUBLIC

CHAIR'S RECOMMENDATION:

"That the public be excluded from the following parts of the proceedings of this meeting, namely:

15. APPOINTMENT OF DIRECTORS TO WELLINGTON WATER LIMITED

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

(A)	(B)	(C)
General subject of the matter to be considered.	Reason for passing this resolution in relation to each matter.	Ground under section 48(1) for the passing of this resolution.
Appointment of Directors to Wellington Water Limited.	The withholding of the information is necessary to protect the privacy of natural persons. (s7(2)(a)).	That the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding exist.

This resolution is made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as specified in Column (B) above."

Jack Kilty
Democracy Advisor
Hutt City Council

KOMITI NGĀ WAI HANGARUA | WELLINGTON WATER COMMITTEE

Minutes of a meeting held in the Council Chambers,
Level 2, Hutt City Council, 30 Laings Road, Lower Hutt on
Friday 15 March 2024 commencing at 10:00 am

PRESENT: Mayor C Barry (HCC) (Chair)
Mayor A Baker (PCC)
Cr R Connelly (GWRC) (Deputy Chair)
H Modlik (Te Rūnanga O Toa Rangatira) (from 10.05am)
Mayor W Guppy (UHCC)
Mayor T Whanau (WCC)

APOLOGIES: Mayor Connelly and Lee Rauhina-August

IN ATTENDANCE: Cr T Brown (WCC) (Alternate)
W Walker, Chief Executive, PCC
J Miller, Chief Executive, HCC (part meeting)
G Swainson, Chief Executive, UHCC
J Smith, Chief Executive, SWDC (via Zoom)
D List, Programme Director, Water Reform – Wellington
Water Councils
T Haskell, Chief Executive, WWL
J Alexander, Group Manager, Network Strategy and Planning,
WWL
P Wells, Manager, Service Planning, WWL
C Barker, Director, Regulatory Services, WWL
N Leggett, Board Chair, WWL
P Dougherty, Board member, WWL
A Hare, Board member, WWL
B Bayfield, Board member, WWL
K Stannard, Head of Democratic Services, HCC
H Clegg, Minute Taker, HCC

PUBLIC BUSINESS**1. OPENING FORMALITIES - KARAKIA TIMATANGA**

Whakataka te hau ki te uru
Whakataka te hau ki te tonga
Kia mākinakina ki uta
Kia mātaratara ki tai
E hī ake ana te atakura
He tio, he huka, he hau hū
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*Cease the winds from the west
Cease the winds from the south
Let the breeze blow over the land
Let the breeze blow over the ocean
Let the red-tipped dawn come with a sharpened air
A touch of frost, a promise of a glorious day.*

2. APOLOGIES

RESOLVED: (Mayor Barry/Mayor Baker)

Minute No. WWC 24101

"That the apologies received from Mayor Connelly and Lee Rauhina-August be accepted and leave of absence be granted."

3. PUBLIC COMMENT

There was no public comment.

H Modlik joined the meeting at 10.05am.

4. CONFLICT OF INTEREST DECLARATIONS

There were no conflict of interest declarations.

5. CHAIR'S STATEMENT

The Chair provided a verbal update attached as page 10 to the minutes.

6. MINUTES

RESOLVED: (Mayor Barry/Mayor Guppy)

Minute No. WWC 24102

"That the minutes of the meeting of the Komiti Ngā Wai Hangarua | Wellington Water Committee held on Monday, 11 December 2023, be confirmed as a true and correct record."

7. LOCAL WATER DONE WELL - LEGISLATION AND WATER SERVICE DELIVERY PLAN UPDATE

The Programme Director, Water Reform – Wellington Water Councils delivered a presentation attached as page 11 to the minutes.

8. COMPANY AND GOVERNANCE UPDATE

Report No. WWC2024/1/64 by Wellington Water Limited (WWL)

The Chief Executive, WWL and the WWL Board Chair elaborated on the report.

The WWL Board Chair emphasised the focus on managing the risk of water shortage for the upcoming summer and future while engaging with Taumata Arowai. He acknowledged the financial constraints of each council. He reminded that WWL had advised all councils to invest \$30 billion over the next 30 years to achieve strategic goals and address network risks. He urged the region to collaborate to meet these goals and cautioned members about the challenges with compliance for the wastewater treatment plants. He also hoped that water meters would be provided in all Long Term Plans to improve water conservation.

The Chief Executive, WWL reported that WWL had good employee engagement and retention levels. She advised that the capital programme and renewals target were on track, and the installation of new equipment at the Te Marua treatment plant was progressing well. She said that WWL focused on addressing the acute water shortage. She highlighted that WWL had submitted their first report to Taumata Arowai and must comply with the requirements of Greater Wellington Regional Council. She clarified that WWL was in good shape, with staff committed to improving water quality in the region.

In response to questions from members, the Chief Executive of WWL acknowledged all the organisations that had offered assistance regarding the leaking pipes. She added that staff were working with local contractors who had spare capacity and had also created a trial programme with the New Zealand Plumbing Association. She pointed out the significant risk involved in repairing a network, as the work could affect all network users instead of repairs on private property, which only affected a single user. She advised feedback from this trial would be available in two weeks.

In response to questions from members, the Chief Executive, WWL advised that this year's budget was affected by overspending in the Wellington City Council's renewals budget last year. She explained that this led to three contractors losing their projects. However, she added that two of these contractors had found contracts elsewhere, and the third was helping WWL in another capacity until the new capital works programme began on 1 July 2024. She recognised the work of Hutt City Council officers to enable WWL to manage its budget more effectively.

The Chief Executive, WWL agreed to explain further the acronyms used in upcoming reports' graphics.

In response to further questions from members, the Chief Executive, WWL acknowledged that allotting more resources to mitigate the risk of an acute water shortage would have a negative impact on all other aspects of three waters, including the environment. She agreed to provide a more comprehensive overview and update the members as more information became available from approved Long Term Plans. She informed members that each plant had its unique issues and that all were reaching the end of their life cycle, except for the Porirua plant, which had recently undergone some upgrades. She agreed that a workshop could be arranged to provide a better

understanding of the challenges, and Mana Whenua would be involved in the first instance.

In response to further questions from members, the Chief Executive, WWL advised that the ability to move finances between projects for each council differed between each council. However, she noted that most councils could adapt to changing requirements. She also emphasised the importance of balancing each Long Term Plan.

In response to further questions from members, the WWL Board Chair affirmed that reporting to each council would improve. He said this would be achieved by using dashboards and providing more specific information about each wastewater treatment plant as new information became available.

Mayor Barry took the opportunity to thank all team members for their work so far.

RESOLVED: (Mayor Barry/Mayor Baker)

Minute No. WWC 24103

"That the Committee receives and notes the report."

9. IMPACTS OF INDICATIVE REGIONAL THREE WATERS INVESTMENT 2024-34

Report No. WWC2024/1/65 by Wellington Water Limited (WWL)

The Group Manager, Network Strategy and Planning, WWL elaborated on the report.

In response to questions from members, the Group Manager, Network Strategy and Planning, WWL confirmed that the figures on page 75 of the agenda were accurate. Mayor Whanau also verified this information.

In response to questions from members, the Director Regulatory Services, WWL clarified that due to the limited amount of leaks that could be fixed with the current level of investment, WWL had not been able to improve its water usage levels so far. However, he confirmed that sufficient measures were in place within the network to assess whether increased investments in fixing water leaks. He said that the Hutt City area would decrease water usage for that local authority area in the future.

In response to questions from members, the Group Manager Network Strategy and Planning, WWL explained that the investment for the first three years of each Long Term Plan was insufficient and that the number of renewals would not be enough. She also stated that the state of each wastewater treatment plant was another significant risk. However, she pointed out that there were opportunities as well. She highlighted that focusing on drinking water, fixing leaks, and water meters would benefit the region in the long run. She agreed that presenting a report demonstrating how the three water systems and networks function together would benefit members and the public. She noted that this would help staff better understand how priorities were established and assist with future planning for WWL.

In response to questions from members, the Manager, Service Planning replied that more investment was required from each council to enable risks to be reduced. He also stated that ongoing projects had already influenced the level of investment for the next three years, and once they were completed, new investments could be directed towards new

projects. He added that programme dynamics were constantly changing, new issues were evolving, and staff provided each council with the most up-to-date information.

RESOLVED: (Mayor Barry/Mayor Baker)

Minute No. WWC 24104

"That the Committee:

- (1) notes the level of investment required to address known risks and opportunities in the region and deliver against all the strategic priorities. This is estimated to be a total of \$30B capital investment (CAPEX) over 30 years;*
- (2) notes that SWDC has deferred adopting a long-term plan and instead will be undertaking an annual planning process as enabled by the Water Services Acts Repeal Bill (Part 8);*
- (3) notes that Greater Wellington Regional Council, Hutt City Council, Porirua City Council, Upper Hutt City Council, and Wellington City will be consulting on a proposed total CAPEX programme of \$3.63B for three waters investment in their 2024-34 Long Term Plans. This represents 48% of the Wellington Water Limited's recommended maximum deliverable programme of \$7.58;*
- (4) notes these councils will be consulting on a proposed total operational expenditure (OPEX) programme of \$1.46B for three waters investment in their 2024-34 Long Term Plans, which represents 84% of the Wellington Water Limited's recommended OPEX budget of \$1.73B;*
- (5) notes that investment below the funding level recommended by Wellington Water Limited will exacerbate the critical risks faced by the region as well as create new risks; and*
- (6) agrees that this report be shared with each individual shareholder council, as it is important for each council to understand the regional situation."*

10. ACUTE WATER SHORTAGE RISK

Report No. WWC2024/1/66 by Wellington Water Limited (WWL)

The Director, Regulatory Services, WWL elaborated on the report.

In response to questions from members, the Director, Regulatory Services, WWL provided an update on the project at Te Marua. He stated that the project had been reassessed and the staff worked hard to ensure the upgrades were completed earlier than initially anticipated. He said the goal was to fully operational the plant before next summer. He emphasised that the plant upgrade was one of the measures to mitigate the risk of an acute water shortage. He added that other measures included increasing leak detection and repairs, which were expected to lead to reduced water usage levels in the future. He stressed the importance of a public education programme to help people understand the impact of private leaks on the overall water network. He suggested the best way to detect leaks on private property was through meters.

Mayor Baker stated that the public often confused leaks with pipe renewals and emphasised the need to communicate the differences, including financial aspects better.

In response to a question from a member about the increased investment of Hutt City Council for expediting the leak repair programme, the Chief Executive, WWL, stated that a new project team would be formed. She also mentioned that an implementation plan would be submitted to Hutt City Council within the next two weeks. She assured that the work specific to Hutt City Council would not be affected by or reliant on financial decisions made by other councils.

RESOLVED: (Mayor Barry/Cr Connelly)

Minute No. WWC 24105

"That the Committee receives and notes the report."

11. WELLINGTON WATER LIMITED - DRAFT STATEMENT OF INTENT 2024-27

Report No. WWC2024/1/67 by Wellington Water Limited (WWL)

RESOLVED: (Mayor Barry/Cr Connelly)

Minute No. WWC 24106

"That the Committee:

- (1) notes the revised timeline for delivering the draft Statement of Intent 2024-27; and*
- (2) agrees to provide Wellington Water Limited with a one-month extension in accordance with Schedule 8, Part 1, Clause 4 of the Local Government Act 2002 to deliver the final Statement of Intent 2024-27 to the Committee by 31 July 2024."*

12. WELLINGTON WATER LIMITED HALF YEAR REPORT TO 31 DECEMBER 2023

Report No. WWC2024/1/68 by Wellington Water Limited (WWL)

The Chief Executive, WWL elaborated on the report.

In response to questions from members, the Chief Executive acknowledged the failure to meet the national fluoride level requirement and explained that the network had only one fluoride treatment plant. She mentioned plans for multiple fluoride treatment plants and the introduction of upgraded PPS equipment and health monitoring measures to minimise the risk of gas exposure.

RESOLVED: (Mayor Barry/Mayor Baker)

Minute No. WWC 24107

"That the Committee receives and notes the Half-Year Report to 31 December 2023 attached as Attachment 1 to the report."

13. LETTER OF EXPECTATION

Report No. WWC2024/1/63 by the Chief Executive, Porirua City Council (PCC)

The Chief Executive, PCC elaborated on the report.

In response to questions from members, the Chief Executive, PCC confirmed that the Letter of Expectation reflected all council views and had been distributed to relevant officers for feedback.

Cr Connolly preferred that Wellington Water Limited (WWL) further investigate point 6 of the key expectations and suggested that modifications could be made once a draft document was presented to the committee at the next meeting. She agreed that Taumata Arowai should be mentioned at the start of the document and felt that key expectation 1 was too complex.

The Chief Executive, PCC responded by acknowledging several separate pieces of work contained within key expectation 1. She explained that the reference to having a single framework was related to the issue that WWL faced around the diversity of expectations across all councils.

RESOLVED: (Mayor Barry/Mr Modlik)

Minute No. WWC 24108

"That the Committee:

- (1) notes and receives the report;*
- (2) approves the annual shareholder and partners' Letter of Expectation to Wellington Water Limited (attached as Attachment 1 to the report); and*
- (3) authorises the Wellington Water Committee Chair to sign the letter."*

14. ROLE OF WELLINGTON WATER LIMITED IN AN EMERGENCY

Report No. WWC2024/1/69 by Wellington Water Limited (WWL)

The Director Regulatory Services, WWL elaborated on the report.

In response to questions from members, the Director of Regulatory Services, WWL acknowledged the need for a significant water source in Wellington City. He emphasised the importance of treating all drinking water before consumption and that he would report back with further details regarding this matter.

RESOLVED: (Mayor Barry/Mayor Whanau)

Minute No. WWC 24109

"That the Committee receives and notes the report."

15. INFORMATION ITEM

Wellington Water Committee Forward Programme 2024

Memorandum dated 1 March 2024 by the Senior Democracy Advisor

RESOLVED: (Mayor Barry/Mayor Baker)

Minute No. WWC 24110

"That the Committee receives and notes the draft Forward Programme and future workshop topics for the Wellington Water Committee for 2024 attached as Appendix 1 to the memorandum."

16. QUESTIONS

There were no questions.

17. **CLOSING FORMALITIES - KARAKIA WHAKAMUTUNGA**

Unuhia!	<i>Release us from the supreme sacredness of our tasks</i>
Unuhia!	<i>To be clear and free</i>
Unuhia i te uru-tapu-nui	<i>in heart, body and soul in our continuing journey</i>
Kia wātea, kia māmā	<i>Oh Rongo, raise these words up high</i>
Te ngākau, te tinana, te wairua i te	<i>so that we be cleansed and be free,</i>
ara takatū	<i>Yes indeed, we are free!</i>
Koia rā e Rongo whakairihia ake ki	<i>Good and peaceful</i>
runga	
Kia wātea, kia wātea!	
Ae rā, kua wātea!	
Hau, pai mārire.	

There being no further business, the Chair declared the meeting closed at 11.25am.

Mayor C Barry
CHAIR

CONFIRMED as a true and correct record
Dated this 24th day of May 2024

Kia ora koutou, I'll just give a brief update on what's been happening since we last met.

Acute water shortage

Wellington and South Wairarapa remain at Level 2 water restrictions. The next two weeks remain important, as we get through March which typically sees drier, hotter weather.

Wellington Water confirm that the likelihood of Level 3 water restrictions at this point is reducing. There is now a 16% chance of increasing restrictions to Level 3, and a 5% chance of going to Level 4. But we aren't out of the woods yet.

We thank residents and organisations for taking proactive steps to reduce their water use this summer.

Regional plan for water service delivery model

Councils across the Wellington region are considering a proposal on a joined-up approach to develop a new affordable and sustainable water delivery model at Council meetings this month. This marks the first step in developing a water service delivery plan and future delivery model for the Wellington region.

We will hear more on how this is progressing from Dougal this morning.

LTP discussions

Councils are now heading into consultation periods for their Long Term Plans, where investment into water is a key discussion point. As a region, we are investing over \$3.6bn capex into water infrastructure which we know is significantly less than Wellington Water has recommended.

Councils have been clear that the investment recommended by Wellington Water Limited is unaffordable due to council debt headroom constraints and impact on ratepayers. This makes our focus on a future model all the more critical.

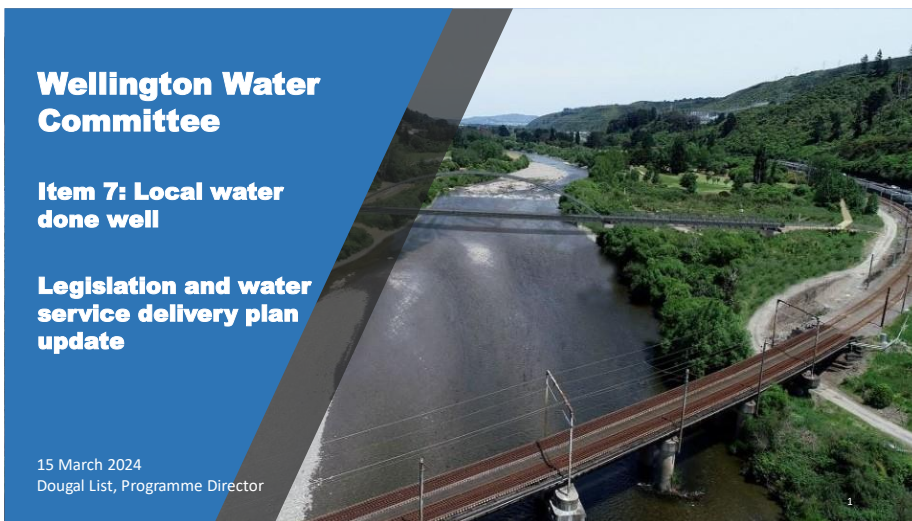
Regional highlights

Great progress is being made installing new wastewater infrastructure in Wellington's CBD. This will support the city's growth and prevent overflows into the harbour. Work is now complete on building a new pump station along Taranaki Street and we're making good progress renewing 3.2km of pipes and 7 pump stations.

We have completed the installation of about 270 metres of pipe along Victoria and Wakefield Street, and on track to complete around 900 metres along Taranaki Street by the end of this year – five months ahead of schedule.

Preventing water loss remains a priority for Wellington Water. Since August, Wellington Water have fixed 227 service connections saving over 2 million litres of water per day.

Service connections are located beneath footpaths or roads, at the point where main water pipes connect to private property pipes – usually involving pipework, fittings and tobies. This proactive service connection renewal work is in addition to the work Wellington Water do every day to respond and fix reported leaks. Mayor Campbell Barry



Legislative change – three Bills

Legislative change

New framework will include:

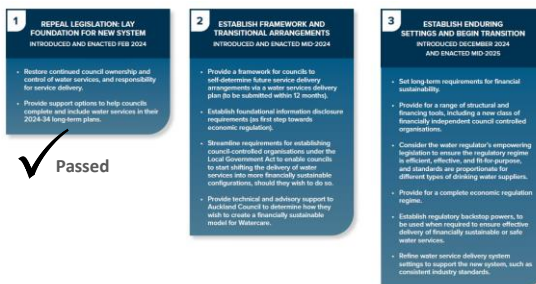
- stronger central government oversight
- economic and quality regulation
- financially sustainable delivery models

Bill 2 – mid-2024

- Framework for councils to develop a future water service delivery plan within 12 months of enactment

Bill 3 - late 2024 to early 2025

- Long-term requirements for financial sustainability
- provide for a complete economic regulation regime
- structural and financing tools, including a new type of financially independent council-controlled organisation



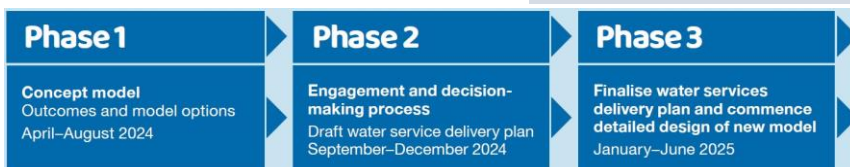
Water services delivery plan for Wellington region

Regional approach being developed

- Councils in the region considering establishment of a joint process and MoU
- To date, support confirmed by UHCC, HCC and WCC
- Joint Advisory Oversight Group – elected members and Iwi / Māori Partners
- Clear council decision making accountability and off-ramps
- Phased approach - alignment with legislation and Government support

Indicative Phases and timing

- Set up – councils, governance, process
- Concept model – by August
- Engagement and decision making, draft plan - by late 2024
- Finalise water service plan and detailed design – by mid 2025
- Establishment – from mid 2025



Komiti Ngā Wai Hangarua | Wellington Water Committee

21 May 2024

Report no: WWC2024/2/59

Company and Governance Update

Appendices

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Author: External Author (Wellington Water Ltd)

Report no:

Company and Governance Update

Purpose of Report

1. To provide an overview of the Three Waters activities across the metropolitan area of Wellington and the South Wairarapa District Council.

Recommendations

That the Committee receives and notes the report.

How to read this report

2. There are three parts, as follows:
 - i. Governance Update,
 - ii. Water Committee Priorities, and
 - iii. Operational Achievements and Issues.

Governance Update

3. The key Governance conversations held and actions taken by the Board of Wellington Water (Board) since the last meeting of the Wellington Water Committee (Committee) include:
 - i. Approved the draft SOI.

Draft Statement of Intent for 2024-27

4. Feedback on the Draft Statement of Intent for 2024-27 (SOI) was received from members of the Water Committee on 2 May. Overall, the feedback was supportive of the direction of the document.
5. We are incorporating feedback into the draft SOI, and will also update the draft once councils have agreed their LTP funding levels. A final version will be presented to the Water Committee at the 26 July meeting.

Summary of Quarter 3 Performance

6. The Quarter 3 Overview is included as Appendix 1.
7. There has been an increase of serious health and safety incidents in Q3, which have been investigated thoroughly.
8. Staff engagement capital score has dropped a little, and our retention and recruitment rates remain healthy.
9. The primary focus for the company this quarter has been managing the risk of acute water shortage. Getting through a summer where we were faced with a higher risk of tighter restrictions without moving to Level 3 water restrictions took a cross-organisational effort and a good response from councils and the public.
10. We have worked closely with councils in the development and audit of Long-Term Plans. We acknowledge the significant investments being made to improve the region's water infrastructure. However, there are resulting risks and issues in the region's ability to deliver the Committee's five strategic priorities.
11. Suitable fluoridation equipment has been ordered to replace the unreliable equipment, and we are expecting to have this installed with improved reliability by May 2024. The team continue their programme of ongoing planned maintenance to ensure that the equipment at the fluoride facilities are running as they should. We have seen some improvements with reliability with all treatment plants achieving regulated targets in April. A long-term solution to upgrade the entire fluoridation system is needed in order for us to ensure we can reliably meet the MoH targets for fluoride.
12. Four of the wastewater treatment plants remained non-compliant due to capacity, mechanical and environmental factors. We have commenced a review of Veolia's performance.

The Water Committee Priorities

Ensuring a smooth transition through water reform to the new entity in 2024

13. We will support councils in their pathway to a new model for delivery of water services.

Three Waters Investment Planning for 2024-34

14. We have been working with all councils on the preparation of their long term plans for audit and consultation and continue to actively support councils to finalise them.
15. As part of this, Wellington Water is providing Councils with additional information on their draft programmes, including an update to Council active risks registers, and advice on the DIA Level of Service outcomes that would be achieved.
16. We are also working to finalise the Capex programmes for each Council, taking into account any impacts from the latest forecast positions for the FY23/24 programmes, as well as any updated information about arising investment needs, the timing of planned investments or updates to cost information which have become known since the programmes were developed in Q4 2023. This information is required by Councils to support their timelines for LTP decision making.
17. Draft Opex programmes continue to be updated to reflect Councils' support for increased investment in leak detection and repair activities.

18. SWDC has chosen to defer completion of the LTP until next year, and are instead undertaking an enhanced annual planning process. However, we note that they are using the budgets developed for year 1 of the LTP for their consultation and decision-making processes.
19. We have included as Appendix 2 updated tables on recommended and proposed expenditure by council and by water type.
20. We are developing new versions of the Investment and Delivery Snapshots to provide councils with a simple overview of how investment relates to service delivery and what risks remain for the year ahead. A sample is included as Appendix 3.

Sustainable water supply and reducing consumption

21. Responding to the possibility of an acute water shortage over summer has been a key focus. We are now evaluating the success of steps taken in order to minimise this risk for next summer, and we are progressing action on reducing the backlog of leaks. The separate paper on the Water Supply and Demand Risk provides a full update to the Committee.
22. Ongoing and sustainable investment is required to address water loss and the delivery of strategically significant projects e.g. residential water meters project, the upgrade of the Te Mārua water treatment project, and initial investigations to support the development of the proposed Pākuratahi Lakes.
23. A new role, Head of Water Metering Programme Establishment joined us recently to lead this work. Early priorities include recruiting key resources, agreeing with our client councils how we work together to deliver an integrated implementation plan (including the governance model for this) and continuing with priority work so we have momentum going into the new financial year and the implementation phase.
24. We continue to engage with plumbers to find ways to collaborate and reduce water loss. Work is underway on a “Tradeline” to allow plumbers in the region to use one dedicated phone number to access technical support, escalate issues and create new jobs where issues are discovered while they are onsite. We are developing a trial around work on tobies. Before any work is done on the public network, we need to make sure the drinking water standards are met by all our contractors and sub-contractors. Doing so, protects public health and ensures that we and our councils are meeting our legal obligations. The question of whether plumbing qualifications are suitable has been referred to Water NZ, Connexis Infrastructure Training and the Plumbers, Gasfitters and Drainlayers Board.

Regulatory performance

25. Taumata Arowai annual reporting was completed and submitted on time to the regulator. A paper is provided to the committee outlining the report and the use Taumata Arowai will make of the information.
26. All Water Treatment Plants have returned to compliance with the Ministry of Health standard.
27. A high level of engagement with GWRC has occurred in the last few months and they continue to appreciate the transparency we bring to issues and in return have been constructive on agreeing the way ahead on a variety of issues.

Operational Achievements and Issues

People

28. Three serious incidents occurred in Q3 (two electrical cable strikes and an uncontrolled fall). These incidents were thoroughly investigated, with lessons learned shared across Wellington Water and our wider whānau.
29. Our retention and recruitment rates remain healthy. Our recent recruitment campaign to attract more frontline service personnel has concluded. We successfully secured 15 additional entry-medium level personnel. Our focus going forward is to attract highly experienced service personnel who can supervise other personnel.
30. Our unplanned turnover is currently sitting at 13% (12 month rolling average).
31. The staff engagement capital score for Q3 is slightly down, at 58%.

Wellington Water corporate budget

32. Wellington Water has made significant cost management efforts over the first three quarters of the year through slowing recruitment and reducing contractor spend. \$2.9m in savings has been reallocated to council opex, and we are forecasting a surplus, to be kept in reserve for the next financial year. We will continue to manage costs carefully in 24/25 and beyond.

Opex Delivery

33. At the end of April we have spent \$100m. The re-allocation of corporate budget to council opex has allowed us to put more effort into finding and fixing leaks, and with additional funding provided from some councils we are forecasting below budget overall.
34. So far this financial year we have fixed over 7,300 leaks and surveyed 1,399km of the network for leaks around the region. At the end of April, we had 2415 open leaks for repair. This is a good improvement from where we were 2 months ago with ~3700 open leaks for repair.
35. All four metropolitan councils have provided additional funding for use in reducing the leaks backlog. We've continued to increase productivity from our own crews, plus using the additional money to engage more contractor resource to find and fix leaks. We are seeing a downward trend in open leaks overall which reflects this continued effort.
36. Wellington City Council has provided an additional \$2m ring-fenced for leak repairs this financial year. This work had a slow start and the average cost/repair is higher due to the use of external resources to perform this work as opposed to our in-house delivery model. It does take time to build capacity and momentum to perform additional work.
37. Hutt City Council has provided \$2.8m for next financial year with the request that we start spending it now. This project is underway.
38. Operational reports are provided as Appendix 4.

Capex Delivery

39. Capital delivery is now forecast to be above the high end of the capital range for full year. Three councils are forecast to be over budget, all of which have approved expenditure to forecast levels.
40. At the end of April, spend on the capital delivery programme was \$251m at a regional programme level.

Council	Total spend by end of April 2024
Greater Wellington Regional Council	\$78,409k
Hutt City	\$48,531k
Porirua City	\$55,239k
South Wairarapa District	\$4,861k
Upper Hutt City	\$12,978k
Wellington City	\$51,375k
Total	\$251,393k

41. The expected capital delivery range for the region is \$233-328m for the year.
42. Here is the data on metres of pipe constructed on a quarterly basis, split by council.

	Q1 Total	Q2 Total	Q3 Total	YTD Actual Total	Year End Forecast
HCC	2,843	3,353	3,449	9,645	12,339
WCC	1,629	976	696	3,301	3,535
PCC	1,024	657	877	2,558	3,446
UHCC	864	193	0	1,057	1,460
SWDC	98	80	0	178	178
GWRC	212	228	105	545	665
Total	6,670	5,486	5,127	17,283	21,623

43. The team achieved the following milestones:
- Handover of Omaroro Reservoir to the city in February with a community celebration.
 - The new Taranaki Street Pumping Station is practically complete, with final completion expected in Quarter 4.
 - Taranaki Street wastewater rising main programme: Project is expected to be practically complete five months ahead of schedule (Dec 24). Three trenchless drives (using guided auger bore (GAB) technology) have been completed which has minimised traffic impact and reduced contaminated soil compared to open trenching.
 - Te Mārua WTP improvements: Achieving increased treatment capacity before summer is still at risk, but this is our #1 priority this year. To date the project has commissioned: lime silo and system, primary CO2 tank, and plant generator. In the coming months we'll complete: new caustic storage tank, secondary CO2 tank, and upgraded sludge dewatering system. The Dissolved Air Flotation construction continues.
 - Completion of Kaitoke Pipe Bridge, with overall project on track for handover before the end of the year.

44. There was a slowdown in work at the end of 2023 with a number of projects put on hold (mainly due to funding uncertainty) with less work available to the panels and initiation of work delayed until greater certainty was reached. This has had a flow on effect into giving certainty to our panels, we are aware of resources being diverted away to other work (consultants) or actively looking for and have sourced work outside the panel structure (both consultants and contractors). While all contractors are exposed to the lower work availability, the smaller tier 2 contractors are particularly impacted. The risk is that resources may not be available when an upswing in the delivery programme occurs, and it may delay the programme. We continue to work with the panels and provide as much forward planning information as possible.

Wastewater Treatment Plants

45. The Martinborough, Moa Point, Western and Seaview Wastewater Treatment Plants were all non-compliant at the end of April due to either capacity, mechanical or environmental factors.
46. Details of the status of wastewater plant non-compliance are provided in the latest monthly Wastewater Treatment Plant and Water Treatment Plant dashboard reports, attached as Appendix 5.
47. We are commencing a follow-up review to the independent review of the Regional Wastewater Treatment Plant (RWWTP) Services Contract carried out in 2021, to clarify the causes of poor plant performance and identify where further improvements may be made to bring the plants back to compliance.

Growth update

48. We have prepared a workshop for the Committee on the current issues around growth and capacity planning.

Environmental Water Quality update

49. We are engaging with the hearings process for GWRC's Plan Change 1 to their Natural Resources Plan. The plan change addresses water quality and sets contaminant reduction targets in Te Whanganui-a-Tara (Wellington Harbour), Te Awarua-o-Porirua (Porirua Harbour) and Moana Raukawa (Cook Strait) catchments. It does not address South Wairarapa.
50. Wellington Water is committed to improving the health of the region's waterways and harbours but has concerns regarding the ability of the region to meet the proposed new standards particularly given the level of investment signalled in councils' LTPs. We will continue to engage with GWRC to develop consensus on a framework for environmental improvements that can be sustainably implemented over time.
51. Wellington Water is working with Porirua City Council, Te Rūnanga o Toa Rangatira, Wellington City Council and Greater Wellington Regional Council to develop *Te Awarua o Porirua Whakaritenga (Porirua Harbour Accord)* - an agreement between these parties to ensure water quality and health of streams and the harbour in Porirua are improved.

Net Zero Carbon update

52. We continue our work on monitoring operational and capital carbon emissions and identifying options to reduce emissions.
53. We have rolled out the capital carbon guidance document with Wellington Water staff as well as our consultancy and contractor panel to provide guidance to monitor embodied carbon in our capital carbon programme. The next step will be monitoring and reporting the data.
54. Work is underway on identifying alternative pathways for managing the biosolids (sludge) produced in the region's wastewater treatment plants than disposal to landfill. We will be discussing this issue with mana whenua to improve our understanding of their perspective.

Technology Systems

55. We have not made significant investment in technology systems for three years because they would have been decommissioned under Affordable Water Reform. As a result, the current state of the Wellington Water technology environment is not fit for purpose, with significant gaps in core systems, scale issues, and some critical platforms nearing end of life.
56. This creates inefficiencies, challenges with transparency (reporting), and operational and cyber risk. With uncertainty over the length of time remaining for Wellington Water, and in the interests of a good set up of a new entity, investment is required in new technology to support ongoing water services delivery.
57. Initial investment estimates are \$20-\$50m capex over 3-5 years, with ongoing operational costs of \$3-\$5m. This figure was not included in LTPs as they were developed under previous reform plans. Need for this investment was flagged as a risk if Reform plans changed.
58. In Q1 FY25 we will be developing the investment case required to provide Councils with clarity on the issues and options to resolve them. Ahead of the investment case some funding will be required for work on critical platforms coming end of life in FY25 and 26.

'As Built' Plans backlog

59. In April, the Wellington Water Digital Products & Services Team (DPS) completed a significant milestone and there are now zero 'as built' plans in the processing queue that are older than six weeks.
60. 'As built' plans are documents which show what has been constructed and core asset information such as location, size and material. Having them processed and in the asset management systems is key to Wellington Water's ability to operate and maintain the water assets.
61. The 'as built' processing queue existed when Wellington Water was formed and grew as the volume of work Wellington Water carried out increased, three years ago it was at 700. Depending on the complexity of the 'as built' it can take anywhere between half an hour and several days to process.
62. Councils have provided dedicated investment to enable Wellington Water to keep up with managing increasing volumes of asset data and to address asset data

completeness and quality issues since FY23. This investment has enabled this milestone to be reached and this work has a significant impact on improving asset operation and maintenance.

Connecting the Water Committee to Individual Councils

63. The Committee has a major role in providing leadership to the six councils who own Wellington Water. At the Committee meeting you are receiving and discussing material that all councils will receive via Wellington Water's ongoing advice on operations.
64. We have provided a summary report (Appendix 6) to assist with individual councils understanding of the material the Committee is working on.

Climate Change Impact and Considerations

65. There are no direct climate change impacts or considerations from the matters addressed in this report.

Appendices

There are six appendices for this report.

1.	Quarter 3 Overview
2.	Recommended and proposed Capital Expenditure and Operational Expenditure by Council by Water Type
3.	Sample Investment & Delivery Snapshot
4.	Regional and council Operations Reports
5.	Wastewater Treatment Plant, and Water Treatment Plant dashboard reports
6.	Summary for Councillors of papers to the WWC meeting

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External Author (Wellington Water Ltd)



Wellington Water Quarterly Overview

An overview of the work Wellington Water has delivered for its council owners in the region.

Quarter 3, 2023-24: January – March 2024

About this document

Wellington Water prepares several regular reports for our council owners, regulators and other key stakeholders.

Most of these are for special purposes – financial, risk, specific projects – and go directly to the relevant council officers.

This document is intended for a wider audience. It provides an overview of our working environment, activity and performance, from a regional perspective.

It is prepared alongside and sometimes in advance of other reporting, so there can be slight differences in the data used in this versus detailed technical reports.

This report will be made publicly available and published on our website. Where possible, we aim to publish most of our information and advisory papers on our website:

wellingtonwater.co.nz

As a regional water services provider, Wellington Water is focused on restoring balance among the needs of water, people and the environment.

We do this through applying our council owners' investment in six strategic areas:



Look after existing infrastructure



Support growth



Ensure sustainable drinking water supply for the future



Improve water quality of our rivers, streams and harbours



Reduce our carbon emissions and adapt to the impacts of climate change



Increase resilience to natural hazards

These strategic investment areas underpin our ability to deliver customer outcomes: safe drinking water, water that is safe to enter the environment, protection from the impacts of flooding, and resilience to major natural events.

Regional strategy and delivery

Wellington Water's direction is towards Te Ika Rō Wai, where the needs of water, the environment and people are in balance. Te Ika Rō Wai can be understood as the fish in the water. For fish to thrive, the water they swim in needs to be pure. If we carry out our role well, and care for water at every stage as it passes back to the environment, this will restore and support manaakitanga, the ability of mana whenua to provide for people and to care for the environment.

The region faces big challenges in achieving this balance. These include the amount of water consumed by people and lost through leaks; and the quality of water that leaves networks and returns to the environment, in both planned and unplanned discharges.

Our role is to provide investment advice to councils to maintain and develop their assets. We also operate their networks and develop and deliver programmes of work to renew and replace the aging assets in the region. We create value for our shareholding councils by aligning this work with regional priorities, and through procurement and delivery models that individual councils could not achieve independently.

This year we are preparing advice for councils for their long-term plans. The process has been complicated by the Government's policy changes around water reforms.

Core delivery focus areas

We are focused on delivering our core services. Keeping to the core for us means:








1. Sufficient water supply for our communities
2. Safe drinking water
3. Removing and treating wastewater before returning it to the environment
4. Stormwater risks and impact are managed

In a time where all our council owners are facing inflationary pressures and financial constraints, we are acutely aware of every dollar we are provided by councils and ratepayers. Therefore, we prioritise our work carefully to ensure that we are applying resources and people on the right things (e.g., our core services) and to the areas needed most.

Underpinning these core areas of delivery is our ongoing programme of planned maintenance and reactive responses to network outages, and our capital delivery programme which aims to replace and renew as many of the aging assets in our region as possible before they reach the end of their operational lives.

Our ability to deliver hinges on our people. We continue to take care of our people during a time of change and sector reform. This means we are committed to ensuring our people, and the people in our supplier whanau are engaged, informed and supported.

Delivery highlights for Q3

-  16,453.7 million litres safe drinking water delivered to Wellington metropolitan region.
-  500.7 million litres safe drinking water delivered to South Wairarapa.
-  11,760 million litres of wastewater was treated at the Wellington metropolitan treatment plants.
-  132 million litres of wastewater was treated at the South Wairarapa treatment plants.
-  10,604 customer calls were received and dealt with by our Customer Experience team.
-  62 significant network outages across the region were responded to by crews.
-  0 habitable floors flooded. Habitable floors flooded is a measurement required by the Department of Internal Affairs. We can only report the incidents we know of – not every incidence is reported to us or councils.

Supporting long-term planning for 2024-34

As the region's water services provider, we provide our council owners with investment advice on their water assets in the region. We do this through the annual planning process and the long-term planning process. Through this, Councils then make decisions on what to fund.

We provide councils with investment advice based on best practice and achieving the best water outcomes for communities and the environment. Our advice is based on the strategic priorities set by the Wellington Water Committee for the region. We then work through a process with each of our councils based on their priorities and what they can afford. This includes advice on the risks and consequences of not investing. This quarter there has been a lot of activity for the 2024-2034 Long-Term Planning and this process is underway for all our councils.

Our 2024-2034 Long-Term Planning advice

We have provided councils with **three levels of capital investment advice** for the region:

- 1 **\$30 billion over 30 years** - the total capital investment **needed** to deliver the region's strategic priorities.
- 2 **\$7.6 billion over 10 years** - this is our **recommended level** of capital investment based on the maximum that can be delivered (a 30% uplift of work year on year that plateaus at \$1b per year).
- 3 **\$2.8 billion baseline programme** – based on funding assumptions from councils' 21-31 LTPs. This is the basic level of capital investment to keep the lights on but won't improve the region's water assets to a sustainable and manageable level.

Councils have been clear that the recommended level of investment is unaffordable and across the region councils are consulting on funding levels that are closer to the baseline programme. The likely levels of funding will exacerbate the region's critical risks and create new ones.

Of particular concern is the ability to supply water to communities in the coming summers and the longer-term costs of deferring this investment now. Based on councils' proposed level of funding, there will be limited work to support population growth, renew infrastructure at a sustainable rate, improve water quality and resilience and reduce carbon emissions.

Long-Term Plan advice – current status

Our councils are currently consulting on their 2024-2034 Long-Term Plans, which outlines their proposed level of funding into their water assets and the services we provide on their behalf. Councils are expected to make their final investment decisions and finalise their Long-Term Plans by the end of June 2024.

In the meantime, we are supporting councils in this process by providing them with information about the expected outcomes and levels of service based on their proposed investment. This will also include being clear on the risks and issues arising from unfunded activities. We'll make any needed updates to the draft investment plans as well as any changes arising from the Council consultation processes. This advice will be provided to councils during Quarter 4.

We continue to receive high public interest in the investment advice we have provided councils and the likely impact of the investment for customers and ratepayers. To be transparent, we have published the investment advice we provided councils for the first stages of the LTP process on our website -

<https://www.wellingtonwater.co.nz/resources/documents/document-library/>

Providing a sufficient supply of drinking water

Ours and our councils' ability to provide a sustainable supply of drinking water remains at risk. Water use across the cities in metropolitan Wellington is at an all-time high. The network is old with increasing leaks (around 44% water loss on average for the metropolitan councils), people are using a lot of water and population growth is adding to the issue.

Managing the water shortage risk for the 2023/2024 summer

For the 2023/2024 summer period, our modelling showed a significant risk of councils having to put in place tighter water restrictions for longer periods of time to avoid the risk of an acute water shortage (e.g. asking people to significantly reduce their indoor water use).

We have been clear with our councils and the public that we are unable to materially reduce this risk during summer within our current level of funding and resources and the constraints of the aging network. Instead, our focus has been on getting ready to respond if tighter restrictions were needed, ensuring the public understand the risk, help them to prepare, and asking for their help by being careful with their water use.

During this quarter, our councils had to move the region up to Level 2 Water Restrictions and we kept a close eye on demand for water during two critical points in the summer (Wellington Anniversary and Waitangi long weekends) when traditionally water use significantly increases.

Our aim was to avoid having to go up a further level in restrictions. To do this we increased our engagement and communications with local communities, the public and other relevant public agencies (WREMO, FENZ, Te Whatu Ora, and Taumata Arowai).

We worked to reach a wide range of people in the region through increased media coverage, advertising, and using our channels to get the message out there. The community stepped up to the challenge and thanks to public efforts, water use stayed steady during the critical times in the summer, and we avoided going up to Level 3 this summer.

Thanks to our councils, WREMO and all the agencies who supported our efforts and worked with us to manage what was a tricky summer.



Wellington Water Committee Chair, Mayor Barry filming a video outside the region's drinking water storage lake explaining how the region's drinking water system works and the importance of conserving water during summer

Providing safe drinking water

Drinking water compliance

We have continued to provide the region with safe drinking water this quarter.

The one exception is that the water at the Waterloo Water Treatment plant remains non-compliant with the new chlorine rules that were introduced by Taumata Arowai late last year. This impacts up to 800 Lower Hutt households.

The new rule requires water to have longer contact time with chlorine than was previously required. This is to further reduce the risk of treated water becoming contaminated within the supply network as it flows from the treatment plant to households and is a precaution against the slim possibility of contaminants getting through the treatment process.

Meeting the new rules requires significant upgrades to the network. We are working with Greater Wellington Regional Council and Hutt City Council on this and some of the upgrades have already been completed with more due to start in July 2024. We estimate that it could take up to two years before we can achieve full compliance.

In the meantime, the water being supplied from the Waterloo Water Treatment Plant complies with the previous standard, so it is still safe to drink.

As previously reported, all water treatment plants in South Wairarapa remain non-compliant and significant investment is needed to bring these plants into compliance.



The Waterloo Water Treatment Plant, which supplies around 40% of the Wellington metropolitan region's water supply.

Providing fluoridated drinking water

Fluoridating the drinking water

Due to a number of unexpected operational events, equipment issues, and health and safety improvements, in February 2024, we publicly announced a drop in fluoride levels in the drinking water across the Wellington metropolitan region. This means we have not been able to consistently meet the Ministry of Health (MoH) fluoride target levels of 0.7 – 1.0ppm, 95% of the time.

This is reflected in this quarter’s compliance results for fluoride. It’s important to note that all four metropolitan Water Treatment Plants have been fluoridating the drinking water at the right levels however we have not met the MoH’s target of fluoridating 95% of the time. This is measured on a monthly basis and while we have met this requirement some months in the quarter we have not achieved this consistently for the whole three month period. In some months we have been just under the 95% threshold.

Equipment issues at Gear Island has meant we are replacing the current pumps at the fluoride facility with new more suitable pumps. We expect to have these installed in quarter 4.













We continue with our programme of ongoing planned maintenance to ensure that the equipment at the fluoride facilities are running as they should. This means that we will have to turn off the fluoride facilities from time to time. If a facility is off for more than a few days in a month, this quickly impacts our ability to meet the MoH target for fluoride.




A long-term solution to upgrade the entire fluoridation system at all the metropolitan Water Treatment Plants would be needed to reliably meet the MoH target levels for fluoride.

We are currently doing some planning on what the best long-term solution would look like. This will include considering back-up capacity and options at the plants so we can continue to fluoridate drinking water if a facility fails or needs to be turned off for maintenance work, which we commonly have to do.

Throughout the quarter we continued to notify the public via our website and our social media channels every time there was a fluoride outage. We also continued to provide our Board, councils, and the Wellington Water Committee with monthly updates on our fluoride performance and any non-compliances. [We also publish this information on our website.](#)

Fluoride compliance at the Wellington metropolitan water treatment plants – Q3

Water Treatment Plant	Jan	Feb	Mar
Waterloo			
Wainuiomata			
Te Mārua			
Gear Island			

-  Compliant
-  Compliant but with noted issues
-  Not compliant

For the months that we are not compliant, we have fluoridated the drinking water at the right levels but did not meet MoH’s target of fluoridating 95% of the time.

Removing and treating wastewater

The Moa Point, Western, and Seaview Wastewater Treatment Plants were non-compliant this quarter. This is due to capacity, mechanical, and environmental factors.

Moa Point Wastewater Treatment Plant

At Moa Point we are seeing higher daily average concentration of solids in the wastewater. We are working on changes to the treatment process and urgent refurbishments to address this. However, ongoing mechanical issues with the plant’s sludge handling system and UV system is preventing us from bringing the plant back into compliance.

Western Wastewater Treatment Plant

For the Western Wastewater Treatment Plant there has been high levels of solids coming into the plant. We’ve made some changes to the treatment process, and while we are seeing some improvements, this isn’t enough to meet compliance. We continue to investigate this issue and make further adjustments.

Seaview Wastewater Treatment Plant

The Seaview Plant was non-compliant this quarter due to a higher level of bacteria in the wastewater. This is due to issues with the biological treatment process and mechanical issues in the UV systems. We’re working on improvements to these areas to return the plant back to compliance as soon as possible. The plant continued to receive complaints about odour throughout the quarter but the number of complaints did reduce towards the end of Q3 as we completed work on replacing the biofilter media which is responsible for breaking down the odour-causing compounds in the air at the plant.

Porirua Wastewater Treatment Plant

The Porirua Plant was fully compliant at the beginning of this quarter. A short spike in the level of bacteria in the wastewater in February and two discharges from the plant, which caused some discoloration at Rukutane Point, meant that by the end of Q3 the plant was largely compliant but with noted issues. All incidents are being investigated.

South Wairarapa Wastewater Treatment Plants

All South Wairarapa wastewater treatment plants continue to deal with ongoing performance issues. They all require significant investment to return to full compliance or to avoid further instances of non-compliance.

Compliance status for the region’s wastewater treatment plants – Q3

Wastewater Plant	Jan	Feb	Mar
Moa Pt	●	●	●
Porirua	●	●	●
Seaview	●	●	●
Western	●	●	●
Featherston	●	●	●
Greytown	●	●	●
Lake Ferry	●	●	●
Martinborough	●	●	●

- Compliant
- Compliant but with noted issue
- Not compliant

Increasing transparency around network overflows

As part of our commitment to transparency, we have started publishing information about [wastewater overflows from the network on our website](#). This will be updated monthly and reflects network overflows recorded at selected, monitored sites across the metropolitan region. It is not representative of all network overflows, but we are working on providing the public with a more accurate picture of this.

Delivery of the region's capital works programme

We continued to make good progress in our Capital Works Programme this quarter.

In Q3 our total spend on the capital delivery programme was \$225M at a regional programme level. This is an increase of 31% on the same period last financial year. We are currently forecasting to deliver \$336m of capital investment at year end.

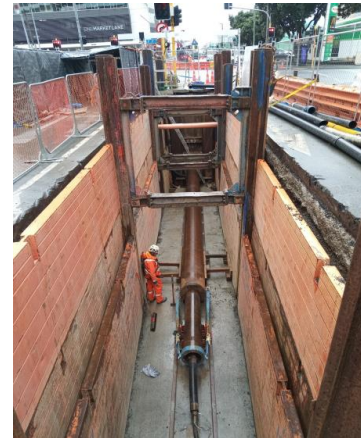
We have made a commitment to the Water Committee to track and report on the kilometres of pipe we have laid on a quarterly basis. For Q3 we have laid 5.1 kilometres of pipe across the region against a quarterly target of 5 kilometers, bring the year-to-date total to 17.3 kilometres of pipe laid.

KMs of pipe for this financial year

Councils	Water	Wastewater	Stormwater	Q1 Total	Q2 Total	Q3 Total	YTD Total	YTD Mains Total	YTD Laterals Total	Year End Forecast
HCC	4.9	4.6	0.1	2.8	3.4	3.4	9.6	8.2	1.4	12.3
WCC	2.1	0.9	0.3	1.6	1.0	0.7	3.3	2.7	0.6	3.5
UHCC	0	1.1	0	0.9	0.2	0	1.1	0.5	0.6	1.5
PCC	2.6	0	0	1.0	0.7	0.9	2.6	2.4	0.2	3.4
GWRC	0.5	0	0	0.2	0.2	0.1	0.5	0.5	0	0.7
SWDC	0	0.2	0	0.1	0.1	0	0.2	0.2	0	0.2
Total	10.1	6.7	0.4	6.7	5.5	5.1	17.3	14.5	2.8	21.6

Figures are in Kilometres

Delivery across the Capital Works Programme for the quarter has included the official opening of the Omāroro Reservoir in February with the site and the land above the underground reservoir being reopened for public use. We also made great progress on installing a new wastewater pipe and pump station in Taranaki St with work now ahead of schedule, and a new wastewater storage tank being constructed in Porirua is starting to take shape.



New section of pipe being installed as part of the Taranaki Street Rising Main Project in central Wellington.



Sections of the new wastewater storage tank in Porirua being built. Once completed the tank will hold wastewater during times of heavy rain to reduce overflows into the environment.



Mayor Whanau & Wellington Water CE Tonia Haskell at the official opening of the Omāroro Reservoir in February.


Operational network maintenance


Finding and fixing leaks

We continue with our programme of work to find and fix the most significant leaks (those losing the most water and that have the most impact to public supply and/or safety) across the region. Recently WCC, HCC, PCC and UHCC have provided us with additional funding to fix more leaks in their cities. This is starting to have a positive impact on the backlog of leaks around the metropolitan region.

Leaks by the numbers - across the region

As at 1 May 2024:

 **7,284** leaks fixed this financial year (from 1 July 2023) (8042 total last year)

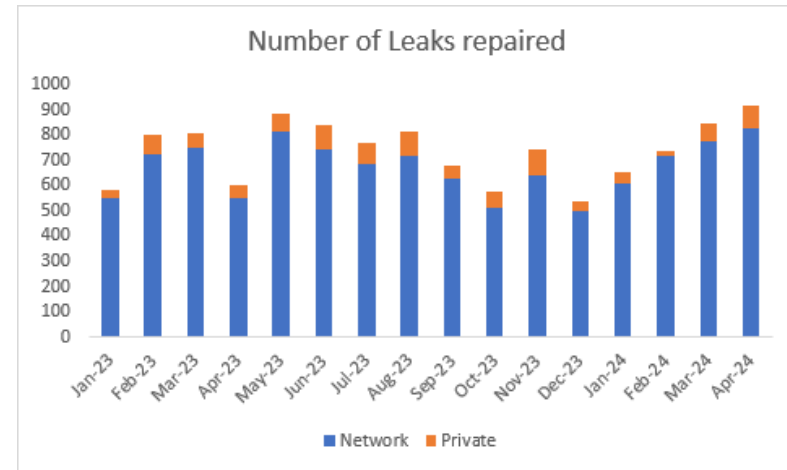
 **2,415** confirmed open leak jobs

 **1,399km** of the network proactively surveyed for leaks since 1 July 2023

We continue to update the public and our councils on our programme to find and fix leaks on a weekly basis. You can find this information on our [website](#).

Public and private leaks repaired across the region

Overall, regionally we have seen an increase in the number of leaks (public network and private) that have been found and fixed this quarter, which correlates with the increased investment by councils in repairing more leaks.



Ready to respond when needed

A core service we provide to our councils is the ability to respond to unexpected outages as they occur on the network. When dealing with an aging network where many assets are near or past the end of their operational lives, we are continuing to see a high frequency of service interruptions, whether it's through leaks, bursts or other unplanned events. The value of our model is that we have crews ready to respond to these events when they occur, including the resources to communicate and engage with those in the community that are impacted by these events.

This quarter we mobilised our crews to respond to a total of **62 significant network outages** across the region, on behalf of our councils.

Plimmerton Reservoir

A significant outage of note this quarter was when a drinking water pipe which feeds water to the Plimmerton Reservoir burst in February. At the time of the burst the reservoir levels were at 85% full, with around 23-24 hours worth of water remaining. The crews had initially estimated an 8-hour repair time but due to our swift response crews were able to fix the pipe within 4 hours without having to turn the water off or any impact to residents and customers. While this incident did not attract a lot of attention, had the team on the ground not responded as well as they did, the impacts to the public could have been significant. As our Customer Information and Resolution Lead, Ropeti Taito describes it "we were like water ninjas sweeping in and repairing the burst with no one even noticing the burst had occurred!"



Site of the burst drinking water pipe which feeds into the Plimmerton Reservoir

Our response



Around 5 teams responded to the incident covering coordination of resources through to the crews on the ground



0 customer enquiries or complaints due to our swift response



4 hours to repair the burst with no impact to the public

Te Mana o te Wai

Working with iwi to protect the wai

We continue our work to bring effect to Te Mana o te Wai and restoring the balance between the wai, environment, and people. We're looking at how we apply Te Mana o te Wai in our day-to-day operations and decisions. This needs to happen not just for planned work but also for reactive emergency work where we continue to hold the value of protecting the wai at the forefront.

A good example of this was seen on 10 March 2024 when a wastewater pipe burst in Porirua was reported. The burst was causing untreated wastewater to enter Kenepuru Stream in Bothamley Park. Our crews responded quickly to find a way to stop the overflow of wastewater into the stream and minimise the impact on Kenepuru Stream and any further residual impact downstream.

Core to our response was working closely and early with local iwi Ngāti Toa. Working alongside the incident response and management team, Ngāti Toa immediately placed a rahui on Kenepuru and Porirua streams as well as the outlet into the harbour. The pipe was located in a gully, which made access for our crews and repairs difficult with risks associated with the unstable nature of the site. Despite this complexity, our crews worked at pace to install multiple pumps to divert the wastewater and stop it entering the environment while we worked to repair the burst pipe.

Signs were posted, nearby customers notified, and environmental sampling was undertaken. We also conducted a Geotech assessment of the site to consider the risk to our crews before going on site to make the repair. Pumps were installed and the pipe was repaired within 48 hours of the burst being reported.

It affects our iwi mana whenua partners deeply when wastewater enters the environment. We received some good feedback from Ngāti Toa Rangatira, which highlighted the great work by our teams to honour our commitment to Te Mana o te Wai in response to this incident.

“ I want to commend the Wellington Water team for their response. The urgency and focus of the response was second to none. The pace of setting up the interim measure (the pump) and the plan to remediate over the next 2 weeks is faultless. The communication from the Wellington Water team has been clear, deliberate, and focused. In a very bad situation, the team have been exemplary. ”

*Rawiri Faulkner, Pou Toa Matarau
Culture, Environment, Settlements, Te Rūnanga o Toa Rangatira*



One of the pumps that was installed to stop wastewater from entering the environment



The site of the burst wastewater pipe, which was in a gully and hard to access

Looking after our people

Staff engagement

Our engagement scores continue to remain relatively steady. Our employee engagement score for Q3 is 58% which is down 3% from Q2 but up 1% compared to the same time last year. We consider the uncertainty with water reform has attributed to the drop this quarter.

We are continuing to work on our leadership and communication with our people to ensure they are engaged and their wellbeing is maintained.

Recruitment

The organisation has grown over the last 12 months, with an additional 35 Wellington Water staff in Q3.

We are continuing to recruit for experienced and qualified people for crucial roles on the frontline, which remains a highly competitive market.

Staff turnover continues to be relatively low at around 13%.

Gender pay equity

We have been working hard to close the gender pay gap between men and women and have made positive gains. Our current pay equity calculation across the organisation shows women are paid 1.5% more than men based on total remuneration.

In contrast, the Public Service Commission calculate that the pay gap between men and women in the public sector to be at 7.7%.

Health and Safety

Unfortunately, this quarter we had three significant health and safety incidents. All incidents were investigated and reviewed, with lessons learned shared widely across Wellington Water and our wider whānau.

This quarter we launched an updated Drug and Alcohol Policy and related processes. Training for managers was rolled out to build further internal understanding and awareness of why we undertake drug testing and the role they play in helping to keep our people safe.

Mental health and wellbeing

We continue to look at ways to increase our wellbeing efforts. This quarter we rolled out a step challenge which saw 38% of the organisation take part with over 34.6 million steps taken.



Celebrating our people

Wellington Water is made up of hard-working people who are dedicated to delivering good water outcomes for our councils and communities. We think it's important to celebrate our people so every week we profile a member of our team and shine a light on the important mahi they do and why they do it. We call these 'Mahi Monday' and every Monday we publish a profile on our social media channels to share our people's stories with the public. Follow us on Facebook and X to find out more.



Monday Mahi posts celebrating our people, featuring from left to right: Sheena O'Brien – Operations Engineer, Nyall O'Connor – Technical Advisor Drainage Investigation, Nick Hewer-Hewitt – Head of Network Performance and Navya Koralla - Data Quality Administrator.



Quarter 3, 2023-24: January – March 2024

Our water, our future.

Appendix B: Recommended and proposed Capital Expenditure and Operational Expenditure by Council by Water Type

1. The most recent funding advice indicating to Councils the level of funding required for Wellington Water to deliver a maximum programme was expressed through the stage two and three presentations.
2. The maximum deliverable programmes are a theoretical expression of the capacity of WWL, consultants and suppliers to deliver capital programmes. It is derived on the basis that WWL has consistently grown capital delivery capability over the prior six years at a rate in excess of 30% per annum. Therefore, we have assessed that we could continue to grow at a rate of 30% year on year up to the level long term regional delivery requirement level of around \$1.1bn. Applying this at a Council-by-Council level is difficult, as it is derived from a regional view, and does not necessarily relate to the proportionate level of activity that is required by Council.
3. For the purposes of the capital expenditure table below (**table 1**), we have drawn this information from the stage 2 presentations provided to Councils between September and October 2023. However, in later presentations you will note that it is slightly different, this is as a result of continuing to refine the investment data and assumptions made about slightly different ways of apportioning the year-on-year growth.
4. Tables 1 and 2 below indicate the 2024/25, 2025/26 and 2026/27 stage 2 recommended budgets, at a point in time, on what could be delivered if funding permitted. Whilst further work has been completed to refine the recommended funding levels, the programmes developed are largely influenced by the constrained council draft budgets.
5. Table 1 has been slightly modified from the Wellington Water Committee paper for both WCC and UHCC due to a last-minute project addition requested from WCC, namely the “of Otari-Wilton Bush upgrade (Churchill Road)” and UHCC’s Pinehaven project inclusion. The total also includes South Wairarapa District Council which was excluded from this paper.

Table 1 Recommended and proposed Capital Expenditure by Council by Water Type

Council	Water Type	2024/25 Recommended	2024/25 Council draft budget	2025/26 Recommended	2025/26 Council draft budget	2026/27 Recommended	2026/27 Council draft budget
GWRC		97.6	97.9	49.9	45.3	29.6	31.6
	Drinking Water	97.6	97.9	49.9	45.3	29.6	31.6
HCC		94.0	80.1	111.4	118.2	144.4	125.7
	Drinking Water	24.3	20.3	44.2	24.6	60.3	49.2
	Stormwater	10.2	7.5	5.4	15.9	5.4	5.7
	Wastewater	36.4	18.8	37.2	5.3	66.0	11.5
	Wastewater JV	23.1	33.5	24.6	72.4	12.6	59.3
PCC		90.9	69.6	117.0	45.6	171.8	47.1
	Drinking Water	33	10.5	24.3	9.9	42.0	13.4
	Stormwater	7.7	3.7	37.4	3.1	47.6	4.3
	Wastewater	17.1	6.5	28	8.7	56.0	10.4
	Wastewater JV	32.7	48.9	27.2	23.9	26.2	19
UHCC		25.1	19.8	24.1	9.4	30.0	9.8
	Drinking Water	9.6	8.9	7.6	4.7	11.9	2.9
	Stormwater	11.3	4.2	12.8	1.3	13.4	1.5
	Wastewater	4.2	6.7	3.7	3.4	4.7	5.3
SWDC		12.3	9.6	23.8		23.9	
	Drinking Water	7.0	6.7	15.1		9.5	
	Stormwater	0.1	0.2	0.1		0.1	
	Wastewater	5.2	2.7	8.6		14.4	
WCC		69.4	61.7	89.6	60.2	115.9	68.6
	Drinking Water	28.3	7.7	37.8	13.6	71.4	20.6
	Stormwater	4.8	3.7	5.7	3.7	8.2	12.7
	Wastewater	36.3	50.3	46.1	42.9	36.3	35.3
Total		389.3	335.7	415.7	278.8	515.5	282.9

6. Table 2 below has slight variations to the WCC budget lines due to a request from WCC to increase their overall Operational budgets after the completion of the Wellington Water Committee paper. The total also includes South Wairarapa District Council which was excluded from this paper.

Table 2 Recommended and proposed Operational Expenditure by Council by Water Type

Council	Water Type	2024/25 Recommended	2024/25 Council draft budget	2025/26 Recommended	2025/26 Council draft budget	2026/27 Recommended	2026/27 Council draft budget
GWRC		28.7	27.5	30.7	27.5	30.8	27.8
	Drinking Water	28.7	27.5	30.7	27.5	30.8	27.5
HCC		35.0	37.8	36.2	35.9	37.4	36.4
	Drinking Water	11.9	14.7	12.4	12.5	13.3	13
	Stormwater	4.5	4.5	4.7	4.5	4.8	4.6
	Wastewater	5.3	5.3	5.8	5.5	5.8	5.4
	Wastewater JV	13.3	13.2	13.4	13.4	13.5	13.4
PCC		15.9	12.3	16.4	12.3	16.5	12.3
	Drinking Water	5.5	4.8	5.7	4.8	6.1	4.8
	Stormwater	2.3	1.4	2.4	1.4	2.3	1.4
	Wastewater	4.1	2.7	4.4	2.7	4.3	2.7
	Wastewater JV	4	3.3	3.8	3.4	3.9	3.4
UHCC		11.7	9.9	11.9	9.9	12.3	9.9
	Drinking Water	4.1	3.2	4.2	3.2	4.5	3.2
	Stormwater	1.4	0.8	1.4	0.8	1.5	0.8
	Wastewater	2.4	1.8	2.5	1.8	2.5	1.8
	Wastewater JV	3.9	4	3.9	4	3.9	4.1
SWDC		8.2	7.3	8.0		8.6	
	Drinking Water	3.9	3.4	4		4.0	
	Stormwater	0.5	0.4	0.5		0.6	
	Wastewater	3.6	3.3	3.2		3.8	
	Water Races	0.2	0.2	0.2		0.2	
WCC		68.0	62.3	66.3	60.7	67.8	60.3
	Drinking Water	24.3	24.8	22.4	23	23.4	22.7
	Stormwater	7.1	4.4	6	4.4	6.1	4.3
	Wastewater	31.1	27.6	32.4	27.7	32.7	27.7
	Wastewater JV	5.6	5.6	5.6	5.6	5.6	5.6
Total		167.5	157.1	169.5	146.3	173.4	146.7



Below is an overview of XXXX City Council's investment decisions and the levels of service Wellington Water can deliver based on levels of funding.

XXXX Council's role

- Owns their water assets in their council area
- Set rates
- Decides the level of funding for Wellington Water & water services
- Sets the level of water services for their residents
- Tasks Wellington Water to deliver water services based on level of funding
- Sets performance targets, measures & policy

Wellington Water's role

- Provides XXX Council with advice on the level of investment needed to maintain, improve & renew their water infrastructure
- Deliver water services to customers on the Council's behalf within the funding that is provided
- Delivers renewals & upgrades
- Prioritises their work programme based on the level of funding provided

Pipe renewals

XXXXKMs of pipes need to be replaced / renewed over the next 24-34 LTP period to get on top of the aging network in XXX. Based on council funding, XXXKMs of pipe will be renewed, leaving a backlog of XXXKMs of pipe.



XX% of old pipes that need replacement will be renewed in the next 10 years

Overview

XXX Council's investment levels into their water assets for the 24-34 Long-Term Plan (LTP) is similar to what the council proposed in their previous LTP. Due to affordability, the council were not able to meet the full investment levels recommended by Wellington Water.

This LTP there is a strong focus on managing drinking water and wastewater assets. This will have a positive impact in reducing water loss & the risk of tighter water restrictions over the next few summers.

However there is little funding to improve the stormwater network or increase capacity & resilience to support population growth.

Service	What's funded for the 2024-2027 period	Key deliverables for the 2024-2027 period
Drinking Water 	Makes up around XX% of operational funding. Majority of this will be used in the short-term to clear current backlog of leaks at a faster rate. Delivery of safe, reliable drinking water is funded. Makes up around XX% of capital funding. This covers planned and reactive work to renew some of the aging drinking water pipes, planning & introducing universal residential metering to better understand water loss & use, & implementing pressure management to reduce water loss.	<i>List of key projects, outcomes and deliverables</i>
Wastewater 	Makes up around XX% of operational funding. Over half of this is going to the maintenance & operations of XXX. Makes up around XX% of capital expenditure. Majority of this will be used on upgrading XXX.	<i>List of key projects, outcomes and deliverables</i>
Stormwater 	Makes up around XX% of operational funding. Majority of this will be used to monitoring & investigating the condition of assets. Makes up around XX% of capital funding. Majority of this will be used for planned and reactive work to renew pipes in poor condition.	<i>List of key projects, outcomes and deliverables</i>

Operational expenditure: advice & decisions

For the 2024-2034 LTP period Wellington Water recommended the council invest \$XXXM into key operational activities (supplying safe drinking water, collecting & treating wastewater, fixing leaks, maintenance, etc). The council decided to invest \$XXXM.



For the first 3 years of the 2024-2034 LTP period Wellington Water recommended the council spend \$XXXM. The council decided to invest \$XXXM



Capital expenditure: advice & decisions

Wellington Water recommended the council invest \$XXXM into capital development activities such as replacing and upgrading aging and existing water assets in Porirua. The council decided to invest \$XXXM.

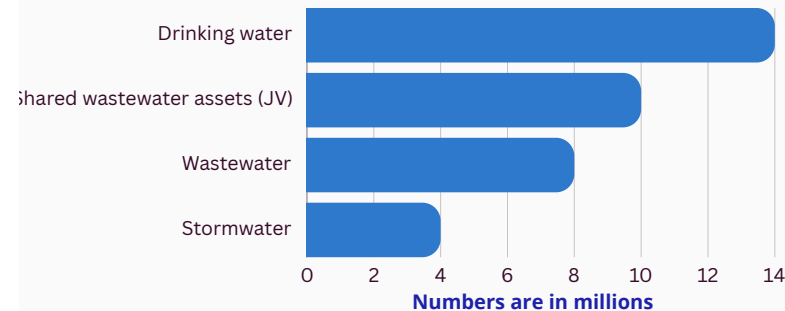


For the first 3 years of the 2024-2034 LTP period Wellington Water recommended the council spend \$XXXM. The council decided to invest \$XXXM.



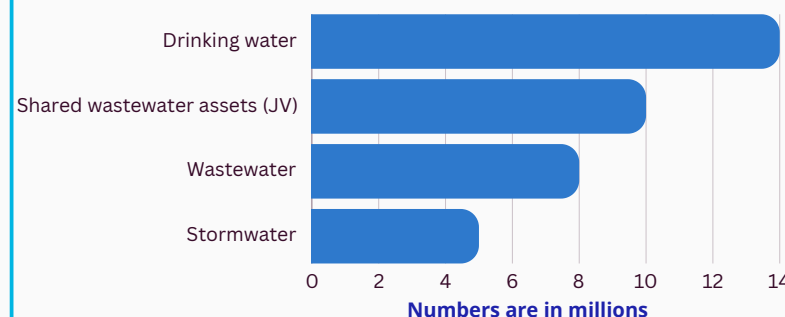
Operational expenditure split by water 24-27

The below numbers show council's operational investment levels for the next 3 years across the various water types.



Capital expenditure split by water 24-27

The below numbers show council's capital investment levels for the next 3 years across the various water types.



Key risks at current level of funding

- Assets continue to age at a rate faster than they can be replaced, leading to increased outages and disruptions.
- Aging drinking water assets are not being replaced at the recommended level, which may result in more water loss and a chance of tighter water restrictions in the long term.
- Increasing operational costs to maintain aging assets, as old infrastructure costs more to maintain and operate.
- Reduced ability to store and supply water to support population growth.
- Increased wait times for responding to service outages and fixing leaks.
- Council will not be able to increase resilience to respond to unforeseen events & natural disasters.

HEALTH & SAFETY (H & S) LAG INDICATORS (AT A GLANCE) *

0 Rolling SIFR 0- from prev month Target < 10	0 Rolling TRIFR 0- from prev month Target < 5	1 High/ Extreme 0- from prev month 7 YTD	2 Near Misses 0- from prev month 16 YTD	1 Notifiable incidents 0- from prev month 2 YTD	5 Life saving rule breaches 2▲ from prev month 22 YTD
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Incidents

Please note that April H & S figures are still being collated.
In March, TFIFR and SIFR reset to zero as the last recordable injury occurred 13 months ago (Rolling 12 months average).
There were also five lifesaving action breaches.

Injury Frequency Rate (TFIFR)

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0 Safety Improvements 0- from prev month 21 YTD	Please note that April H & S figures are still being collated. In March, there were no safety improvements. We are making a concerted effort to improve our health and safety performance, including a sub-contractor safety forum to address H & S performance.
28 CAMs cases raised 7▲ from prev month 257 YTD	Please note that April H & S figures are still being collated. In March, 28 CAMs (H & S recording and reporting system) cases were raised, up 7 from the previous month.

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(I) Customer Service Requests Received (blue bars), 3 mths roll ave (blue line)	(IV) CSR Duplicate rate Line chart showing percentage from Jul 2023 to Jan 2024.
(II) Complaints Received Received (red bars), Closed (green bars)	<p>(I) Historical data reveals a recurring seasonal trend with the Customer Service Requests particularly over the summer months as observed in Q3. During this time, various types of leaks become more visible and are consequently reported by customers.</p> <p>(II) There was an increase in the customer complaints received in the recent months. This surge aligns with the dry season prompting customers to report their concerns around visible leaks.</p> <p>(III) 28 compliments were received from customers in Q3 an increase of 6 from the previous quarter.</p> <p>(IV) Duplicates for the previous month was 38%. This is a decrease of 2% from the previous month.</p>
(III) Compliments Received Received (green bars), 3 mths roll ave (green line)	

(V) Customer Satisfaction - Kantar Public Survey * Bar chart showing percentage from Jan 2023 to Jul 2024. Target >: 65%.	(VI) Customer contact within 15 mins (Median) Line chart showing percentage from Jan 2023 to Jan 2024. Target >: 70%.
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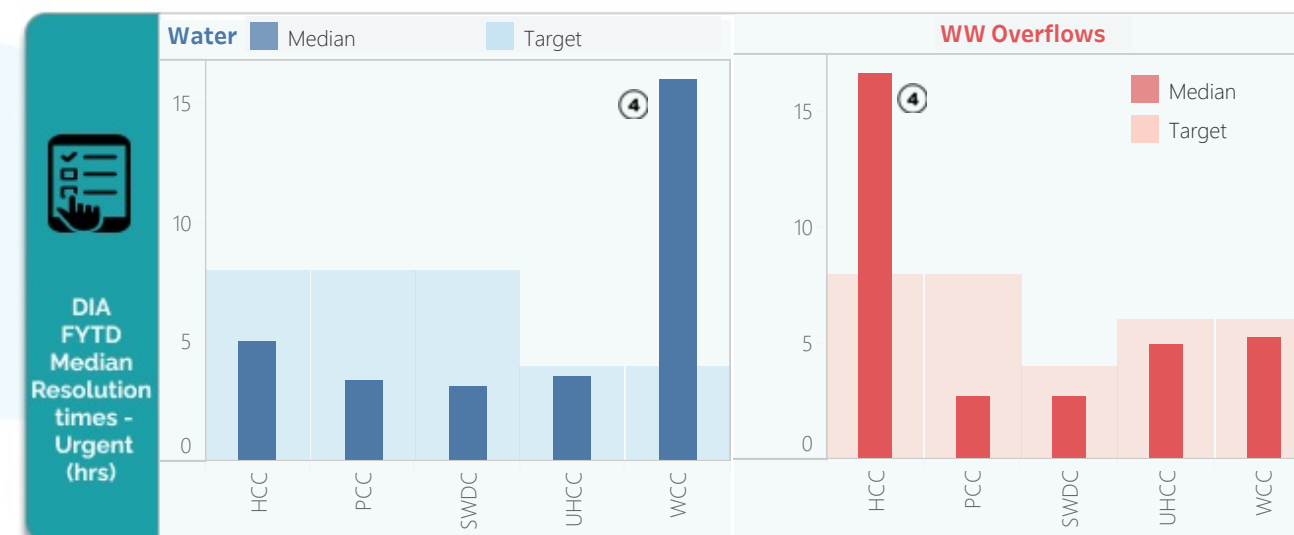
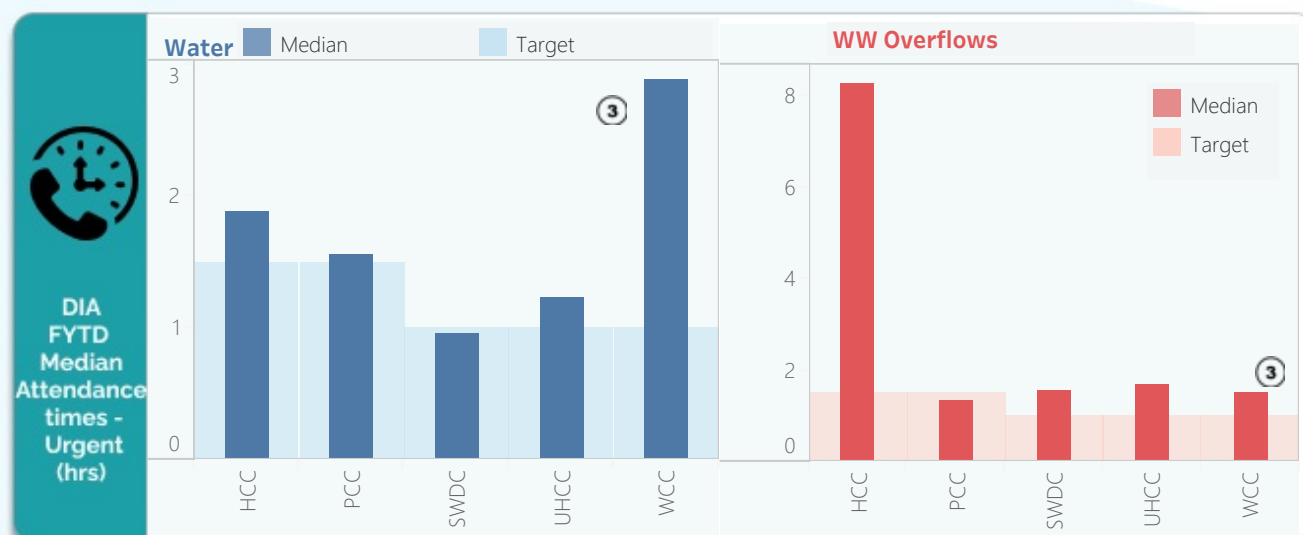
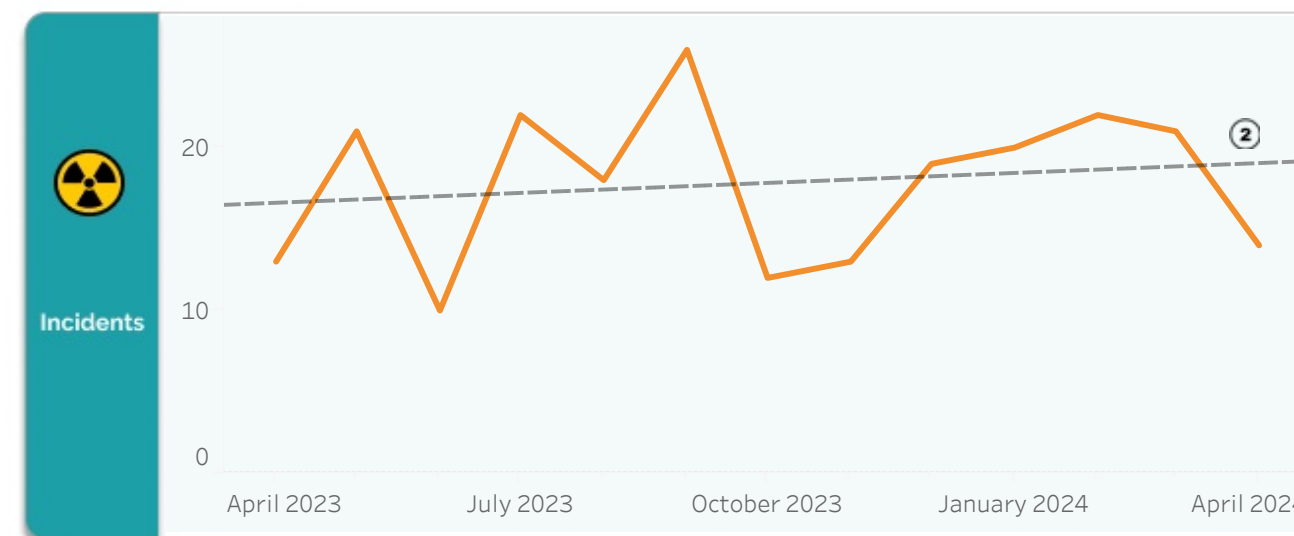
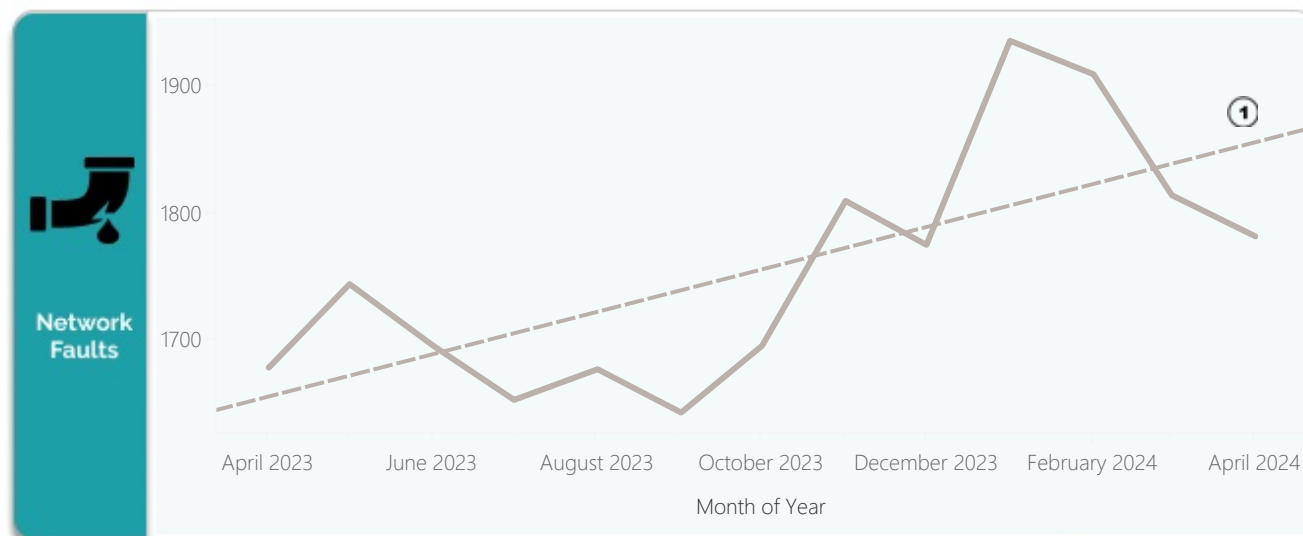
(V) The average customer satisfaction for the first six months of the 23/24 reporting period was 70%. However, we have discontinued the use of our previous survey methodology. We are in the final stages of developing a new methodology and system, anticipated to be completed by 1 July 24. Subsequently, the results from the 24/25 year will serve to establish a new baseline utilising this updated approach.

(VI) In Q3 FY23/24 the prompt response to urgent complaints, contacting customers within 15 minutes continued its upwards trend remaining well above target.

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April Operations Report* - Regional
CUSTOMER OPERATIONS GROUP



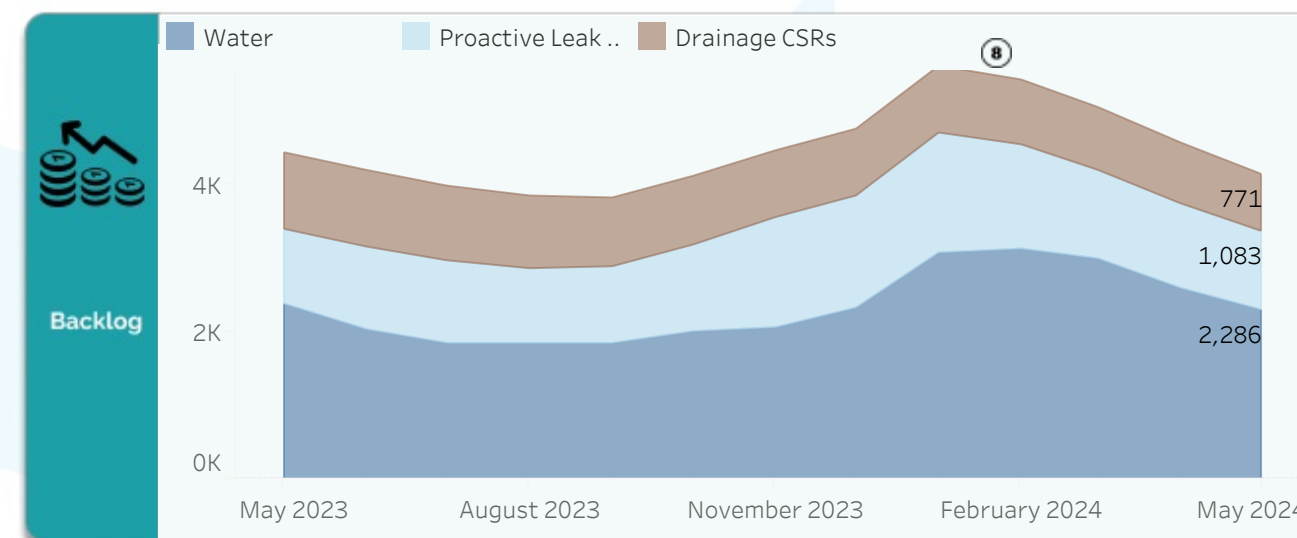
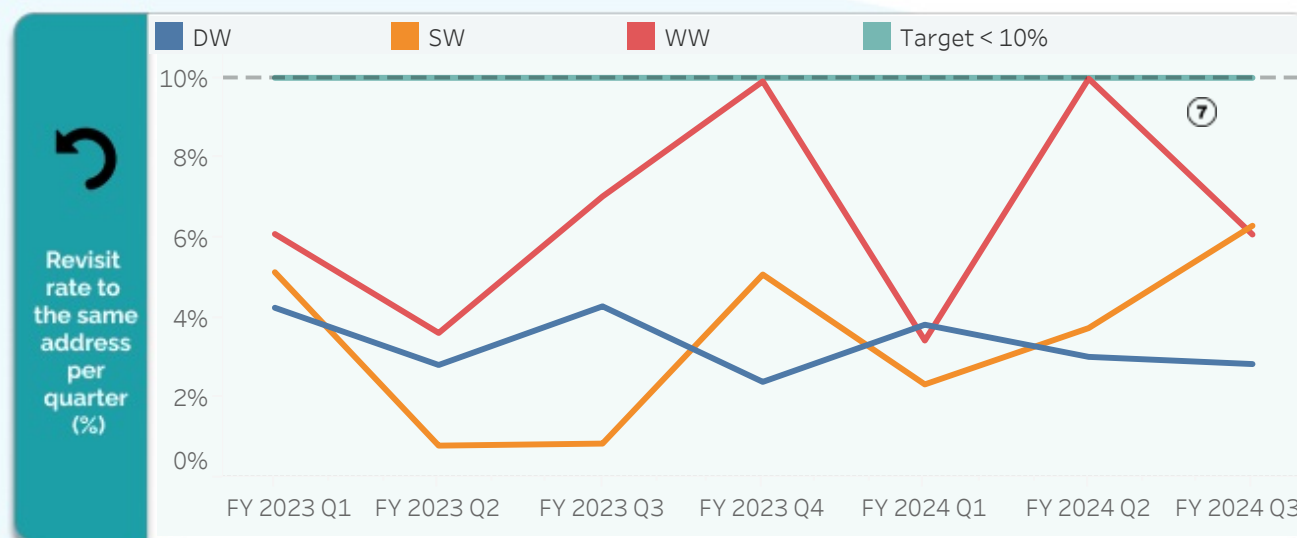
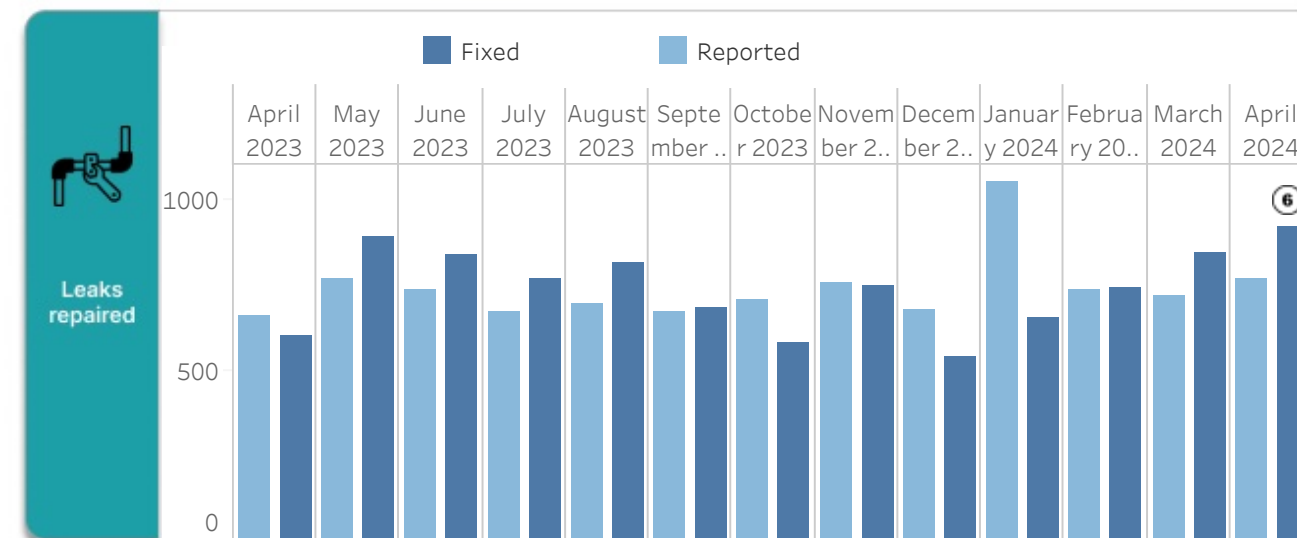
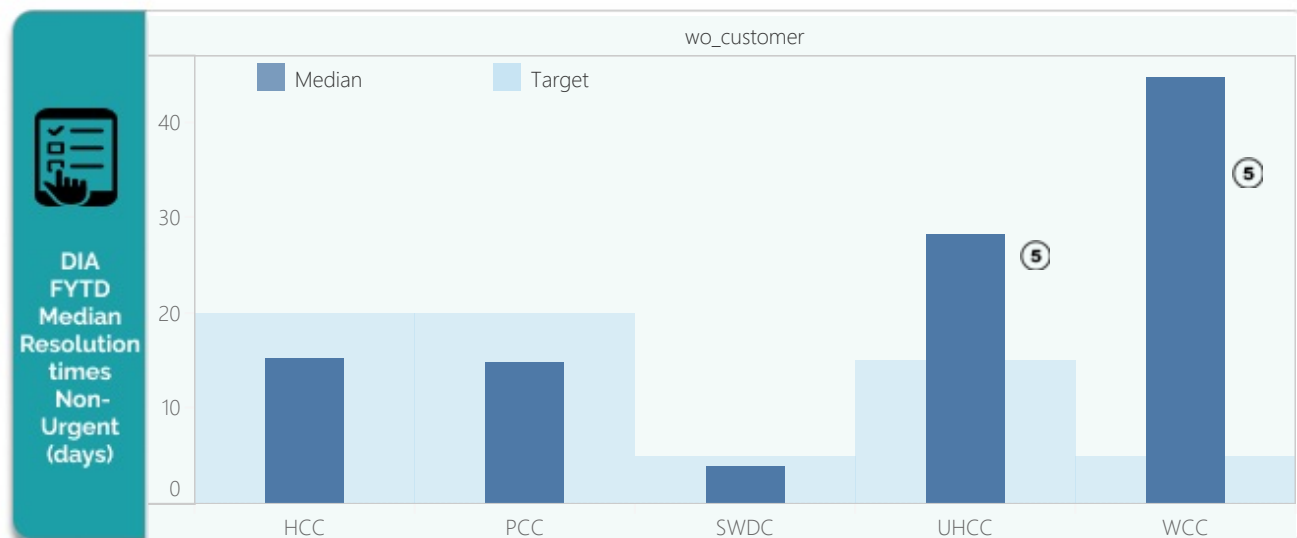
- Insights**
- ① Over the past 12 months, the trend shows a consistent upward momentum in Network Faults peaking in January. Seasonal trends have shown over the years that the peak period of CSRs result during the drier months (comprising mostly of leaks) when the customers are more likely to notice and report the leaks.
 - ② Additionally, Incident Management and Planning continues to play a role this year across COG. This ongoing upward trend has a real impact on resources and our ability to manage BAU while we continue to stretch the rubber band even further.
 - ③ Attendance within SLAs remains a challenge across the board except SWDC. This is due to the SLAs not being closely tied to the fiscal envelope.
 - ④ Progress in resolving urgent jobs remain on target across all councils, WCC remains a challenge for Drinking Water, HCC remains a challenge under drainage. This is largely attributed to work volumes and process issues - adversely impacting data accuracy. We have recognized that the ongoing process of onboarding new staff and our on field behaviors presents its own set of challenges within reporting.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24



April Operations Report* - Regional

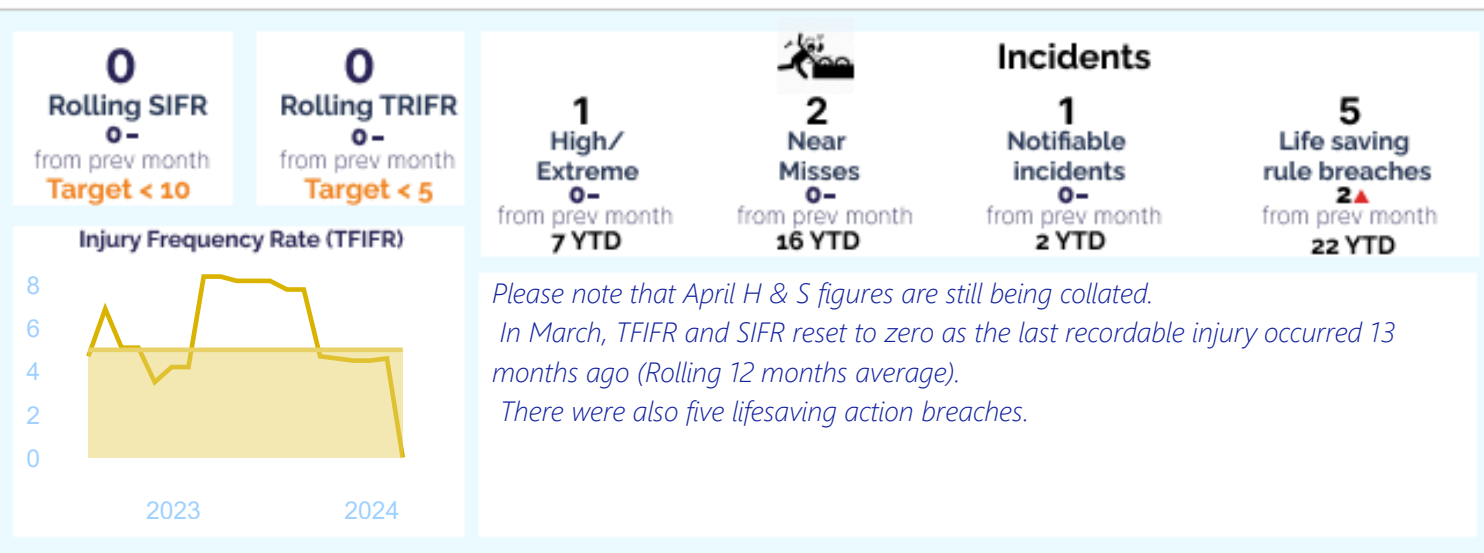
CUSTOMER OPERATIONS GROUP



- Insights**
- ⑤ Progress in resolving non-urgent water jobs in UHCC and WCC remains an issue. This is largely attributed to SLAs not being closely tied to the fiscal envelope, work volumes and process issues adversely impacting data accuracy. We have recognized that the ongoing process of onboarding new staff and our on-field behaviors presents its own set of challenges within reporting.
 - ⑥ Progress in resolving leaks has maintained its positive momentum attributed to recent funding injections and associated resourcing. In April we fixed 922 leaks, this marks the highest number resolved so far this fiscal year.
 - ⑦ The revisit rates are primarily reported by revisits to the same address due to limitations with the current systems. Note that a revisit to the same site is not a reflection of the quality of works done by the crews or contractors. An analysis conducted on jobs completed across the region for a six month period this year found that 1.8% of all jobs were identified as actual rework.
 - ⑧ The current backlog of open CSRs stands at approximately 4200 - with a peak in January of approximately 5600. Since then, we have observed a decline, attributed to recent funding injections and associated resourcing. These changes are beginning to positively impact our backlog, and we expect this trend to continue especially as we transition into the winter season.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24

HEALTH & SAFETY (H & S) LAG INDICATORS (AT A GLANCE) *

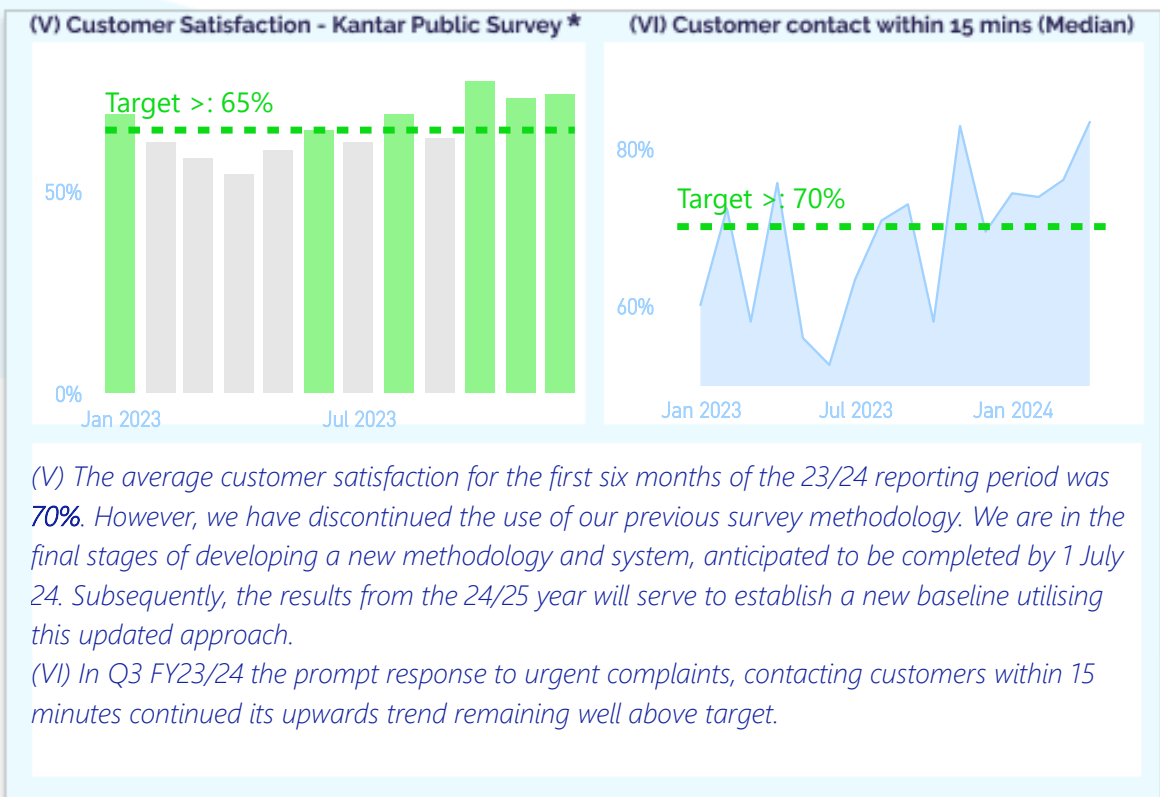
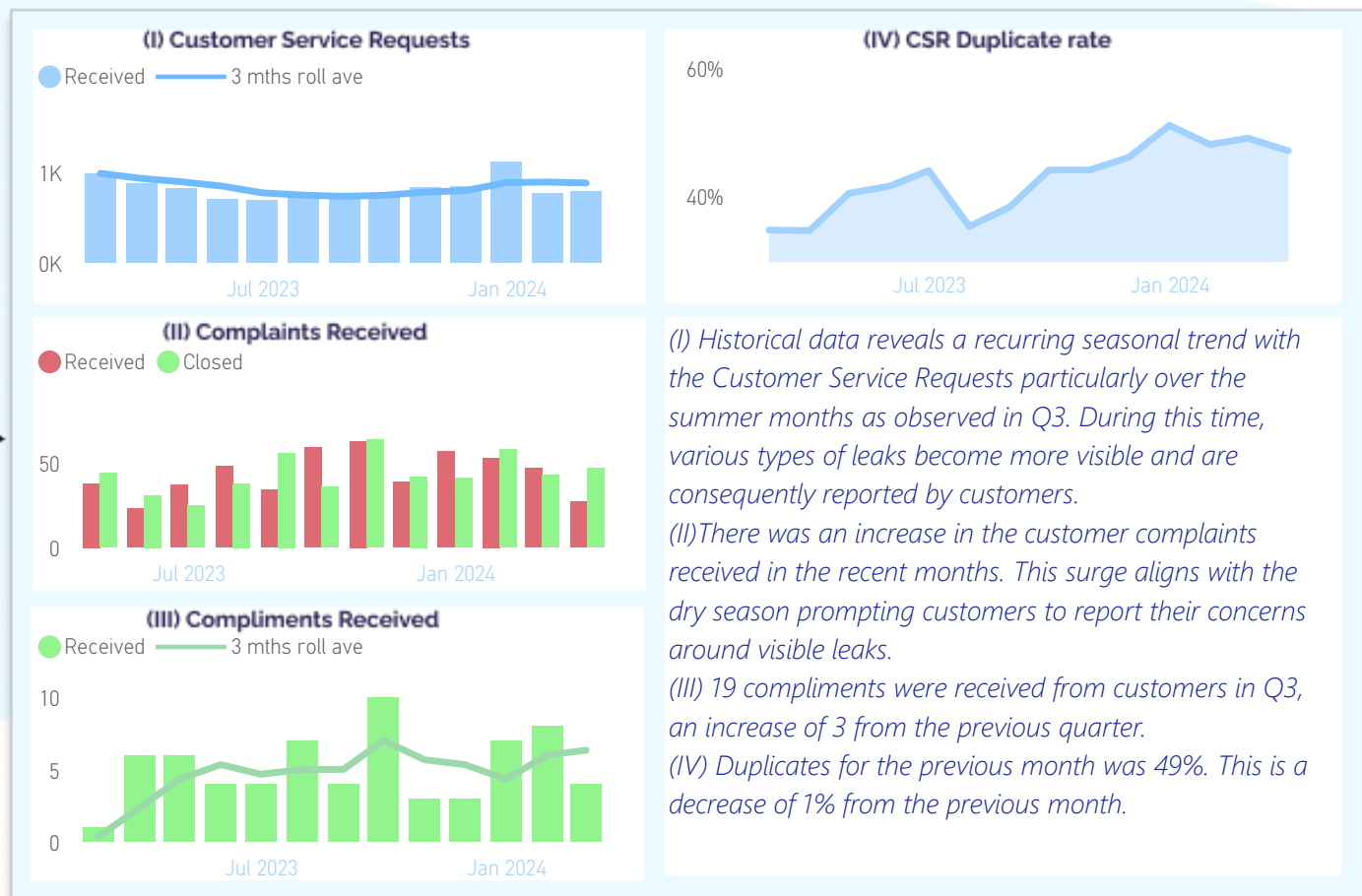


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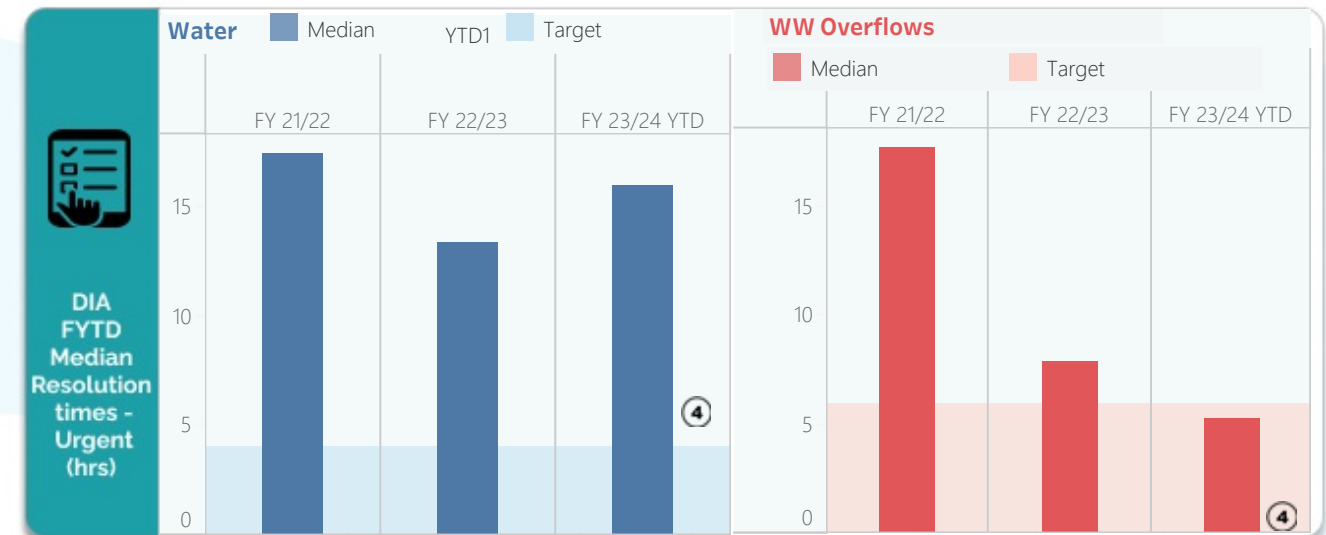
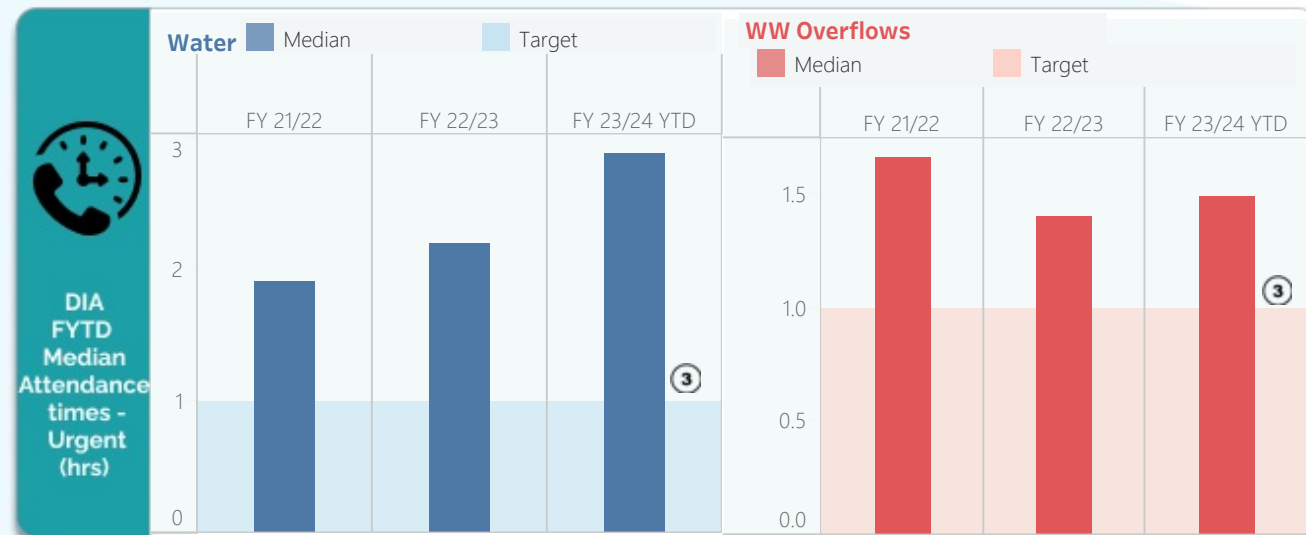
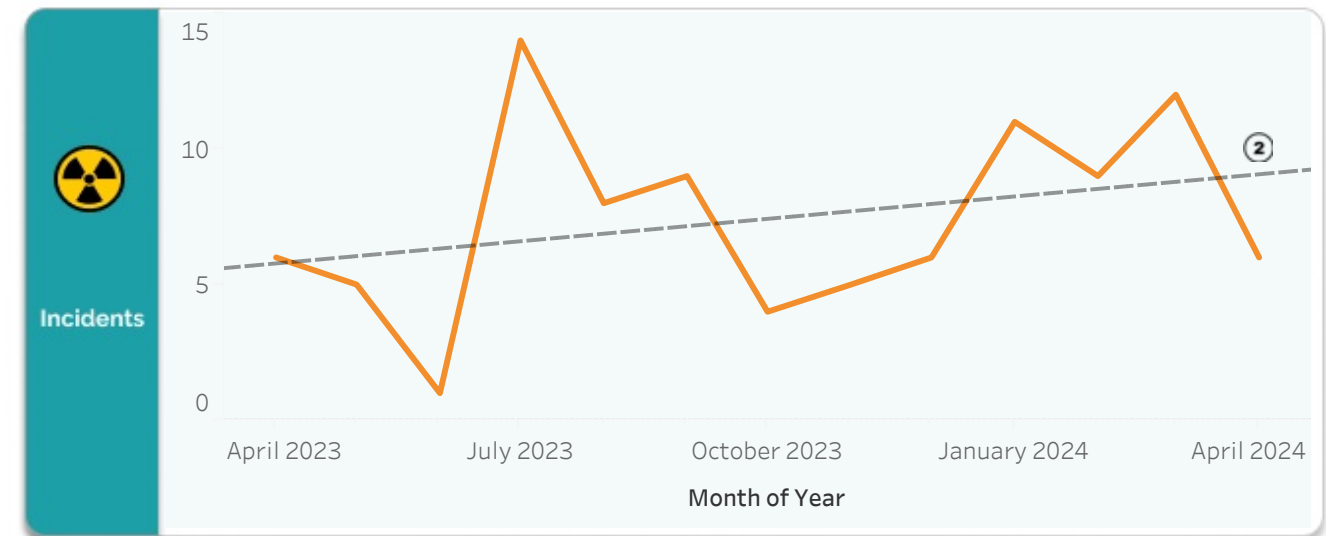
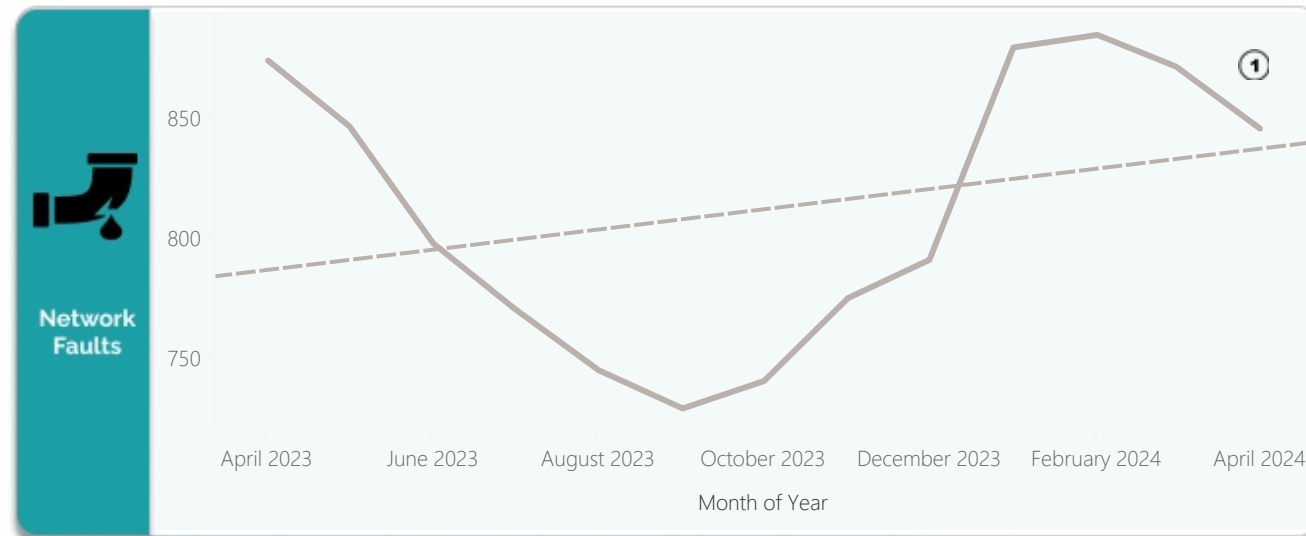
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April Operations Report* - WCC
CUSTOMER OPERATIONS GROUP



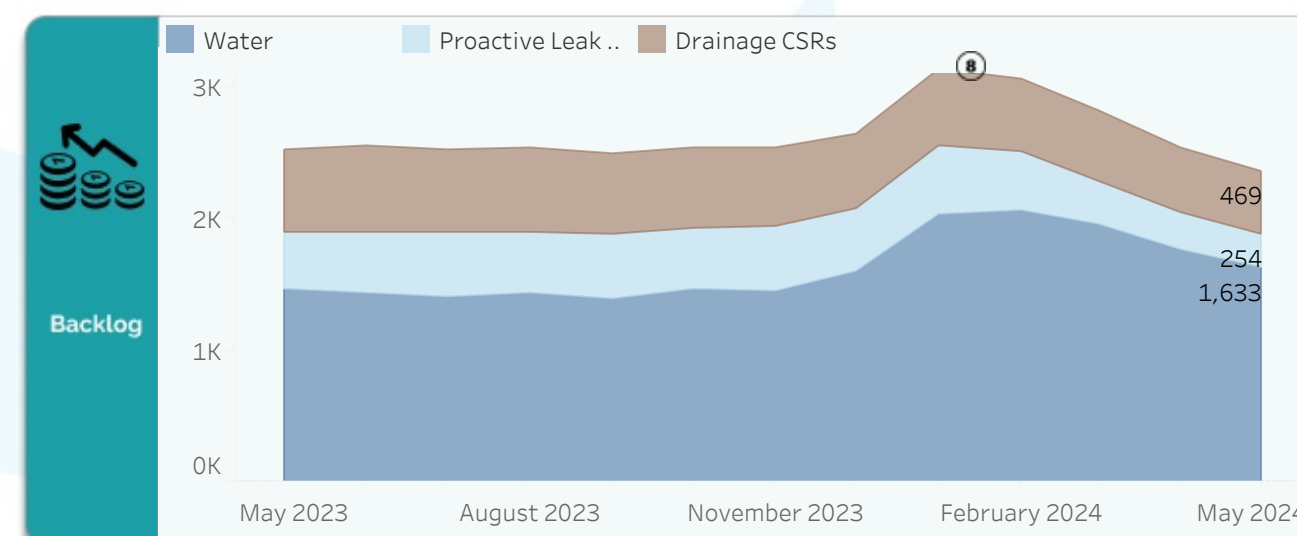
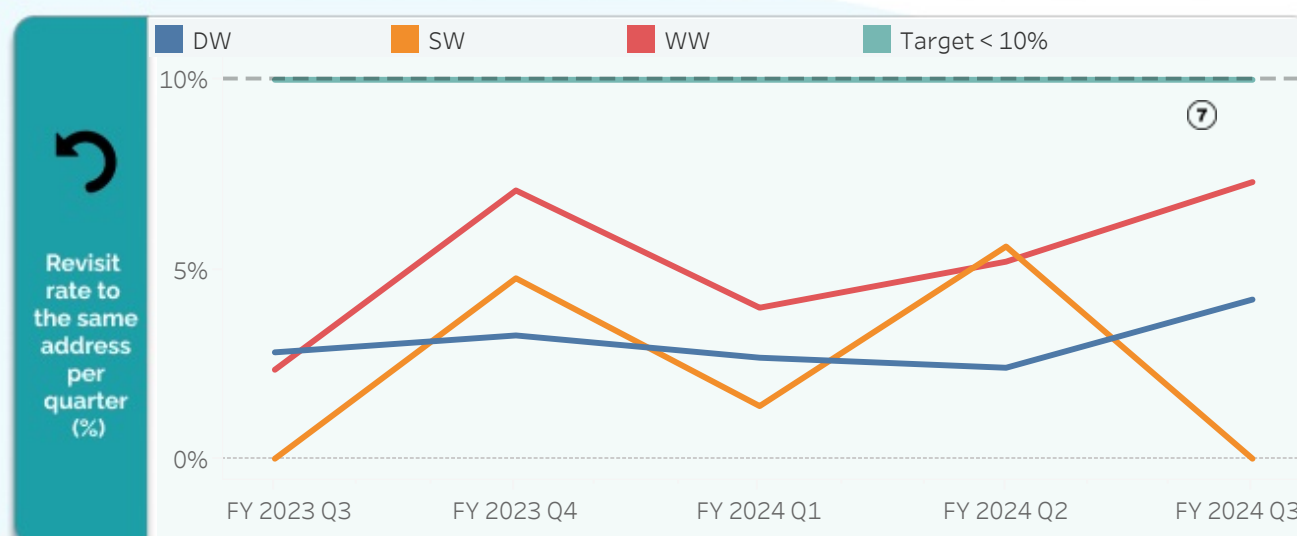
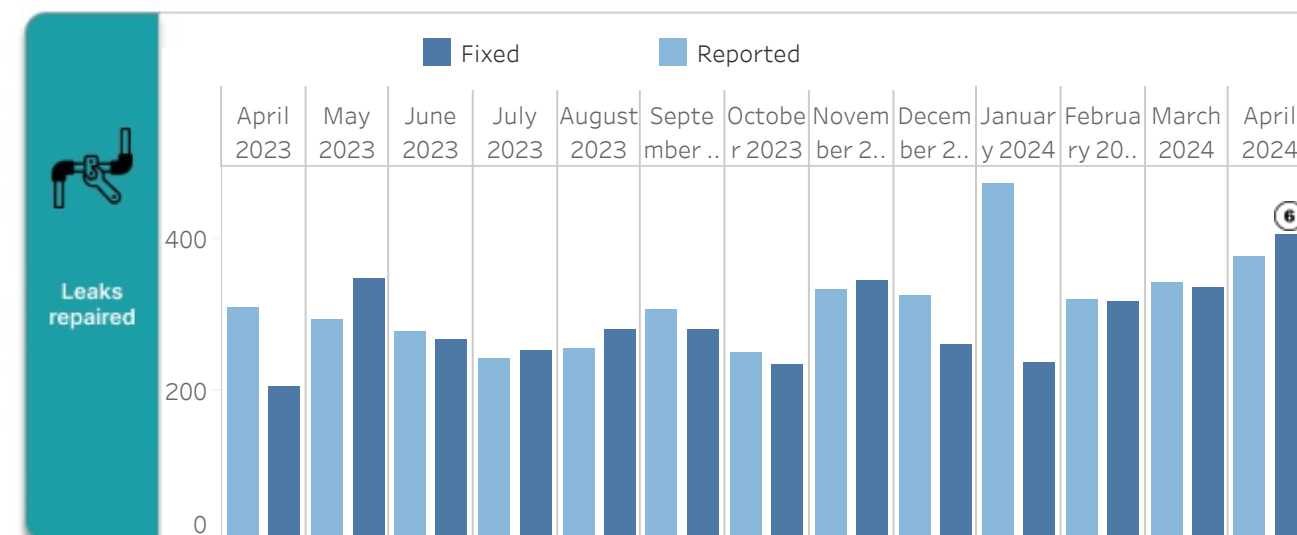
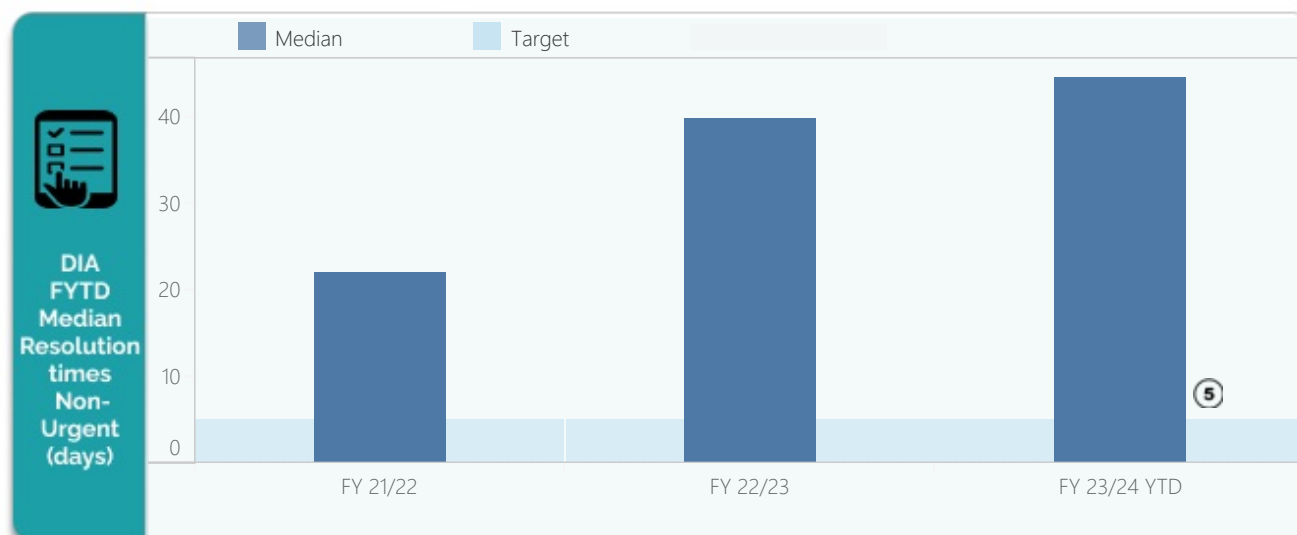
- Insights**
- ① Over the past 12 months, the trend shows a consistent upward momentum in Network Faults peaking in January. Seasonal trends have shown over the years that the peak period of CSRs result during the drier months (comprising mostly of leaks) when the customers are more likely to notice and report the leaks.
 - ② Incident Management continues an upward trend over the last 12 months, further impacting on our resources and our ability to manage BAU while we continue to stretch the rubber band even further.
 - ③ Attendance within SLAs remains a challenge. This is due to the SLAs not being closely tied to the fiscal envelope.
 - ④ Wastewater resolution times has seen notable improvements over the past few years, currently meeting agreed-upon targets. Urgent water resolution remains a challenge. This is largely attributed to work volumes, the SLAs not being closely tied to the fiscal envelope, and process issues - adversely impacting data accuracy. We have recognized that the ongoing process of onboarding new staff and our on field behaviors presents its own set of challenges within reporting.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24



April Operations Report* - WCC

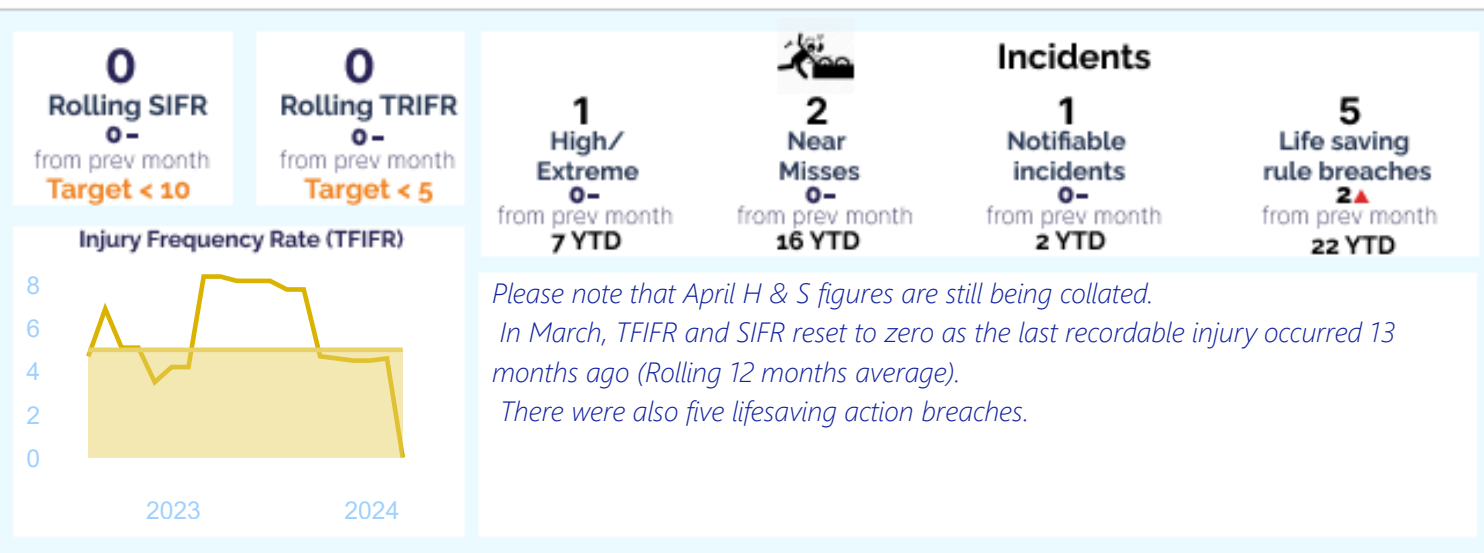
CUSTOMER OPERATIONS GROUP



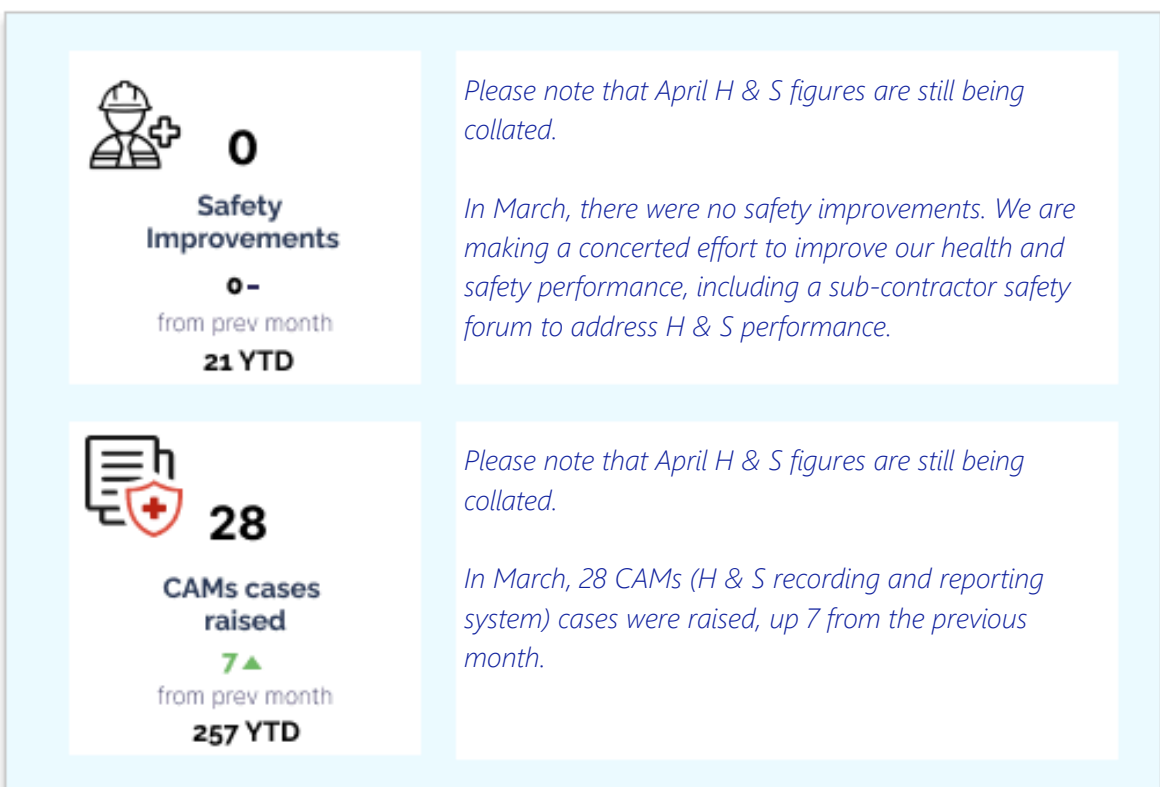
- 5** Progress in resolving non-urgent water jobs in WCC remains an issue. This is largely attributed to SLAs not being closely tied to the fiscal envelope, work volumes and process issues adversely impacting data accuracy. We have recognized that the ongoing process of onboarding new staff presents its own set of challenges within reporting and ensuring that our on-field behaviors dont impact reporting.
- 6** Progress in resolving leaks has maintained its positive momentum attributed to recent funding injections and associated resourcing. In April, we fixed 405 leaks, this marks the highest number resolved so far this calendar year.
- 7** The revisit rates are primarily reported by revisits to the same address due to limitations with the current systems. Note that a revisit to the same site is not a reflection of the quality of works done by the crews or contractors. An analysis conducted on jobs completed across the region for a six month period this year found that 1.8% of all jobs were identified as actual rework.
- 8** The current backlog of open jobs stands at approximately 2300 - with a peak in January of approximately 3100. Since then, we have observed a decline, attributed to recent funding injections and associated resourcing. These changes are beginning to positively impact our backlog, and we expect this trend to continue especially as we transition into the winter season.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24

HEALTH & SAFETY (H & S) LAG INDICATORS (AT A GLANCE) *

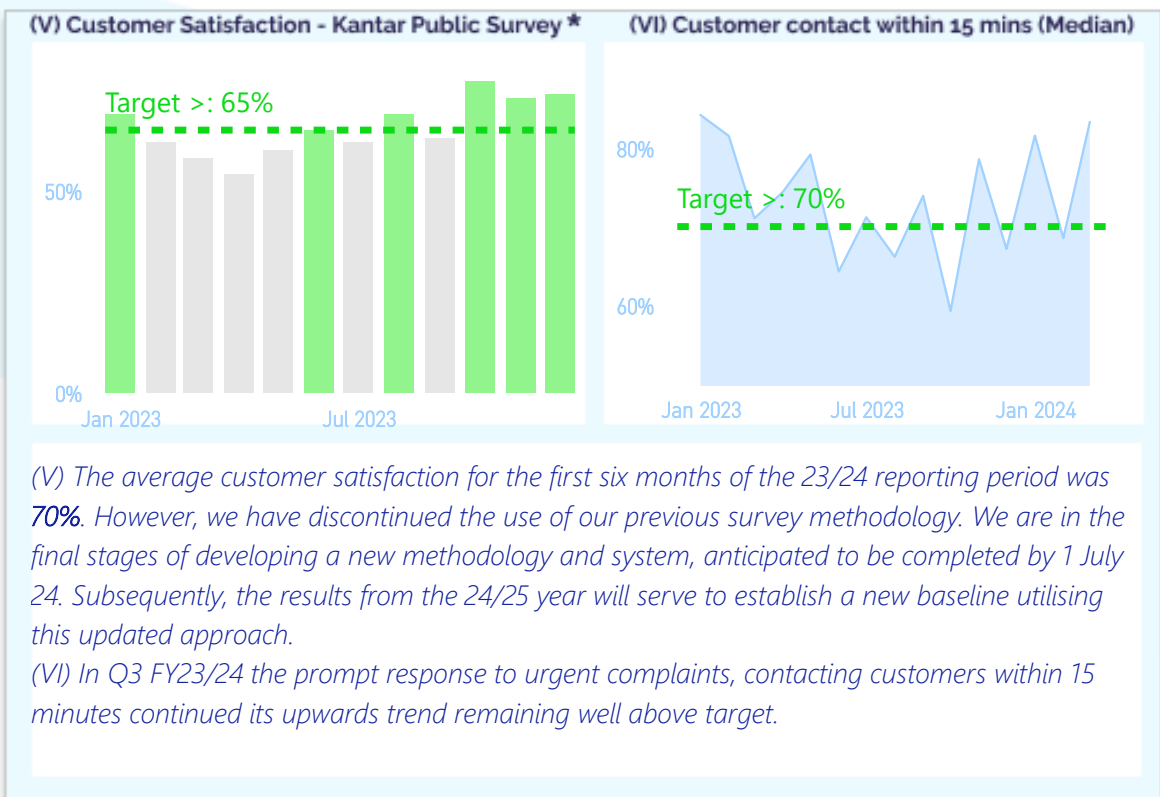
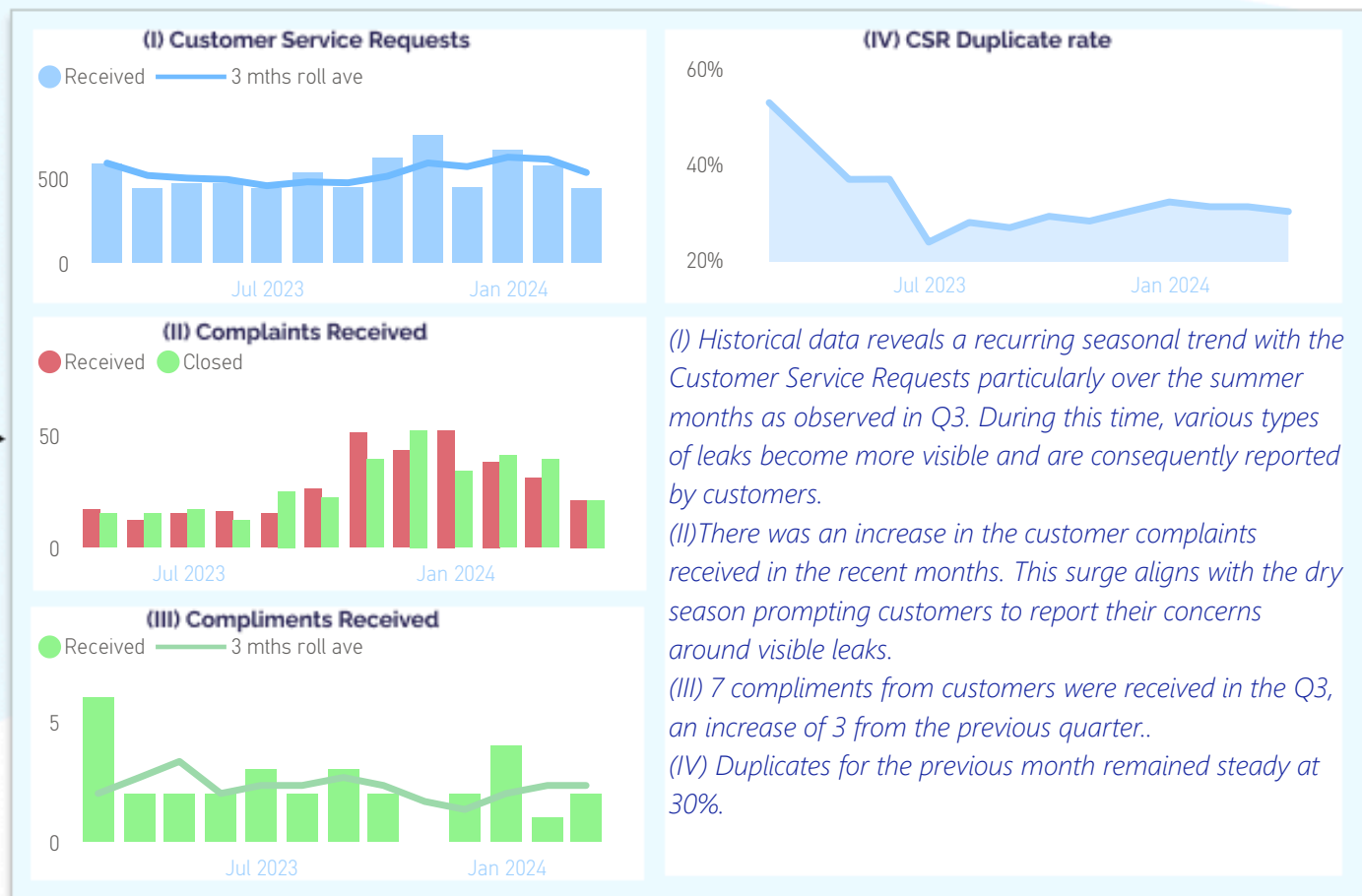


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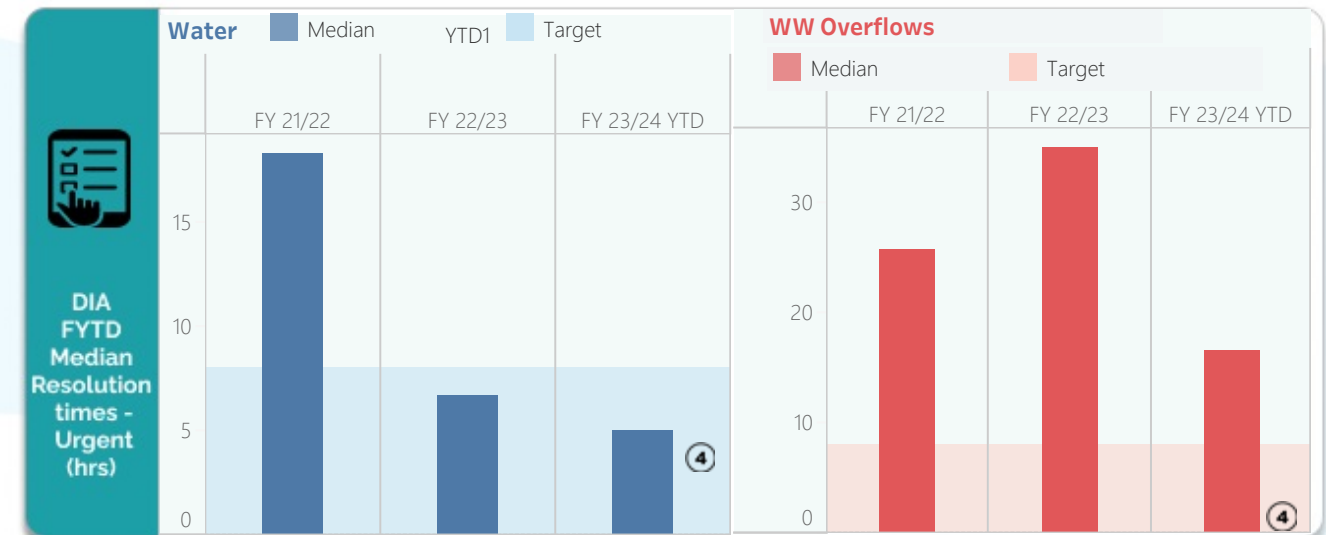
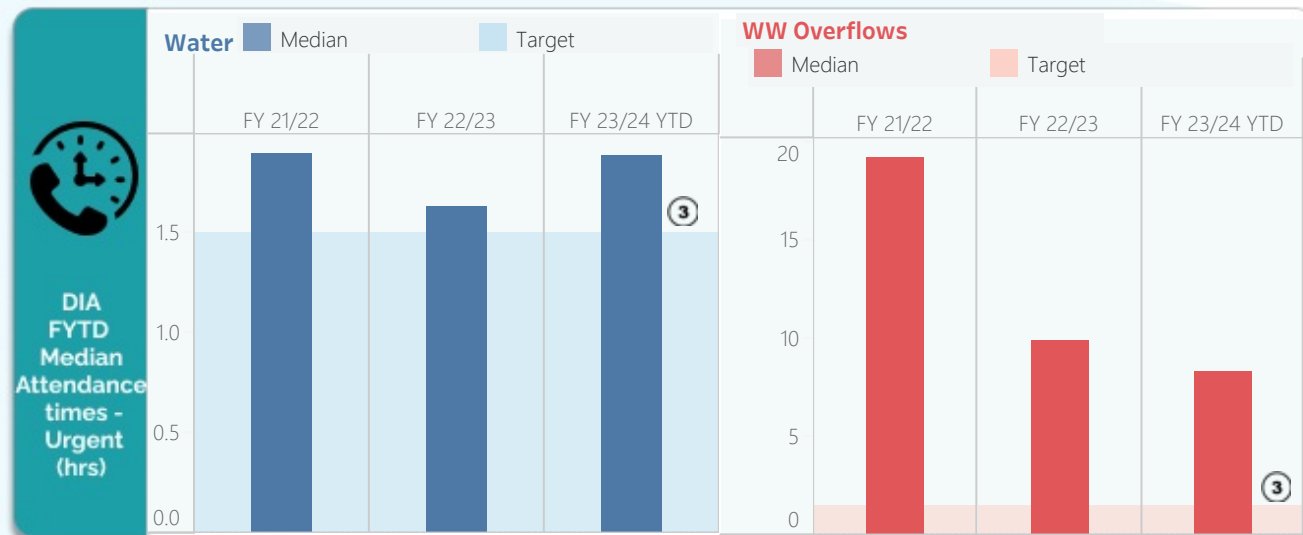
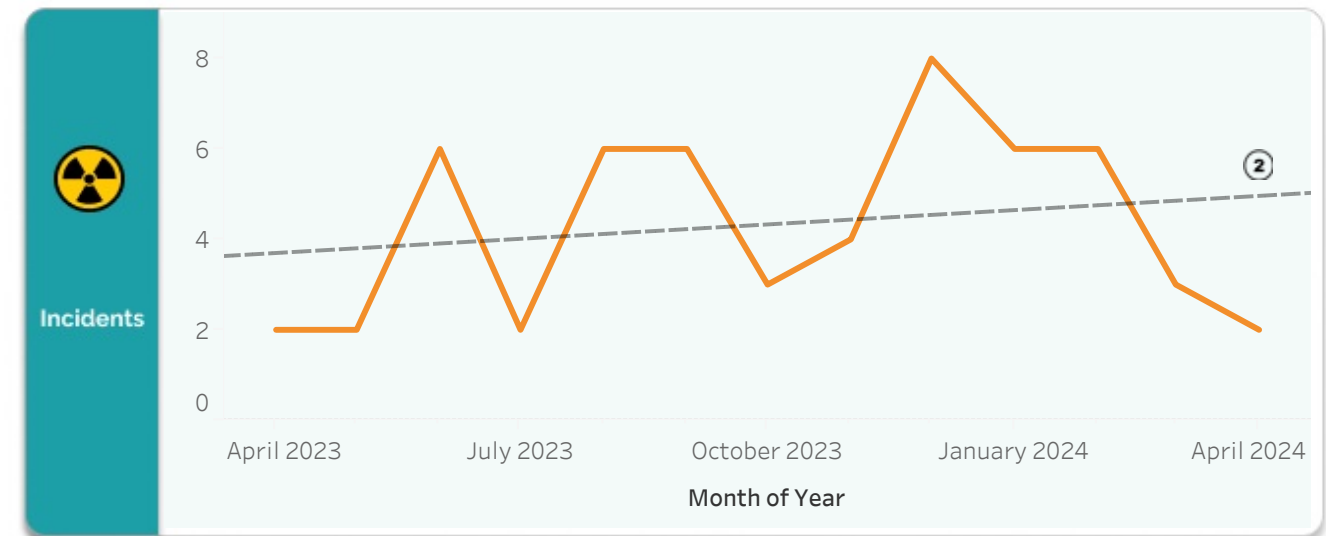
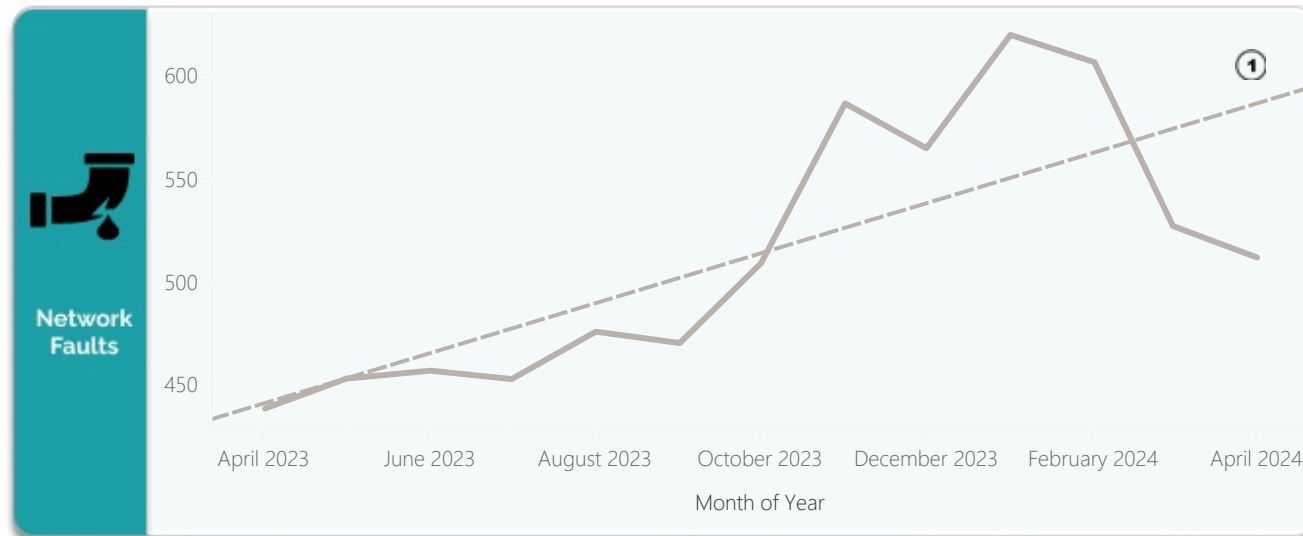
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April Operations Report* - HCC
CUSTOMER OPERATIONS GROUP

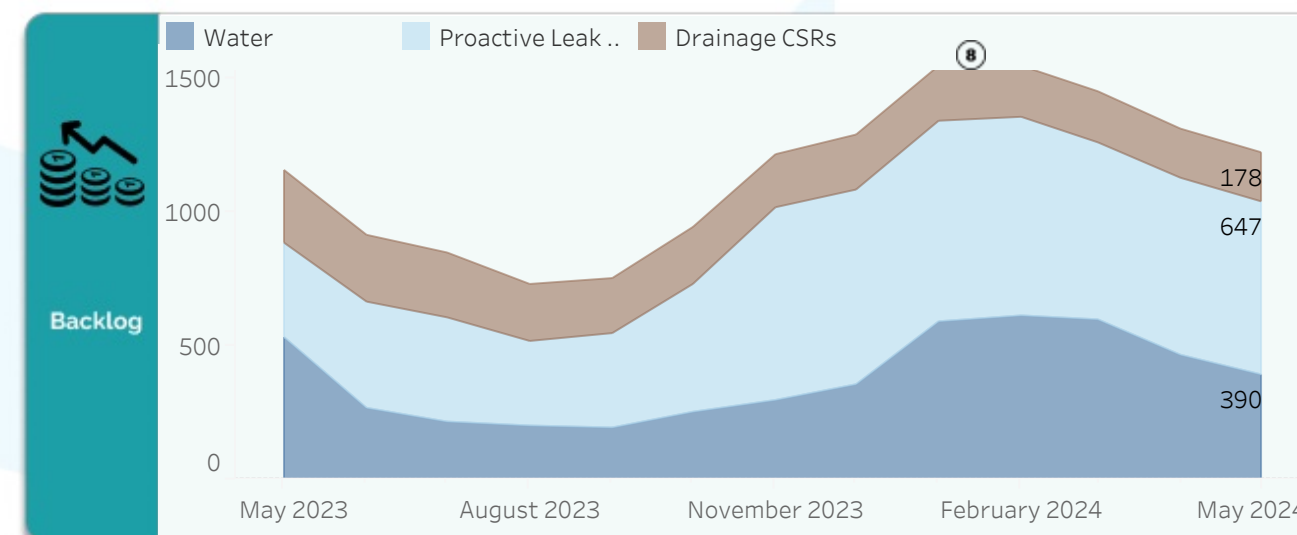
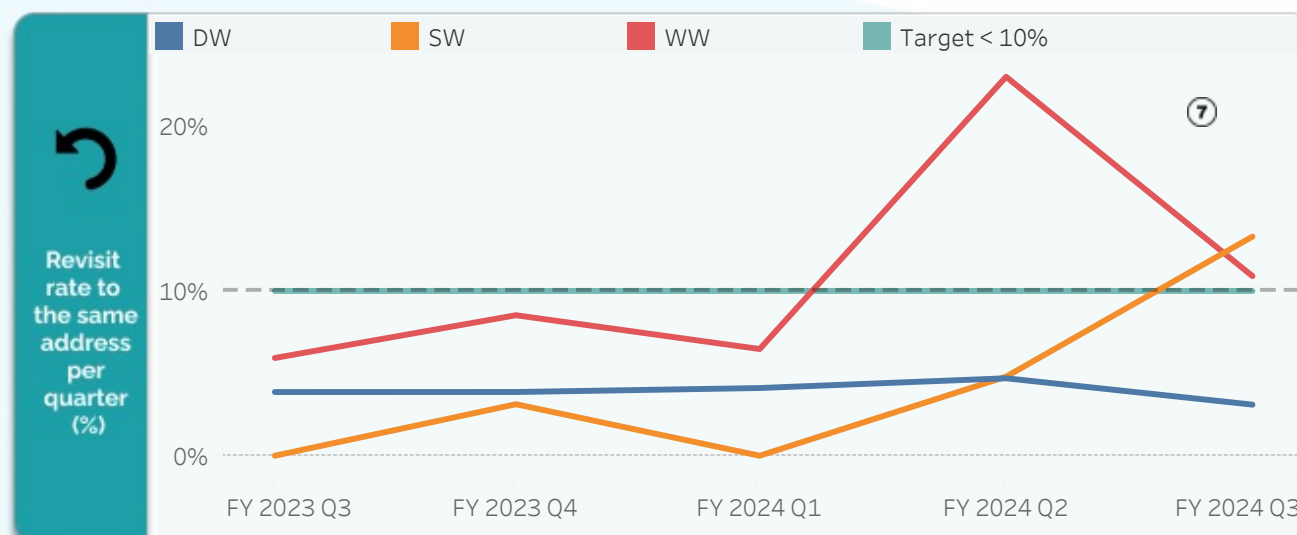
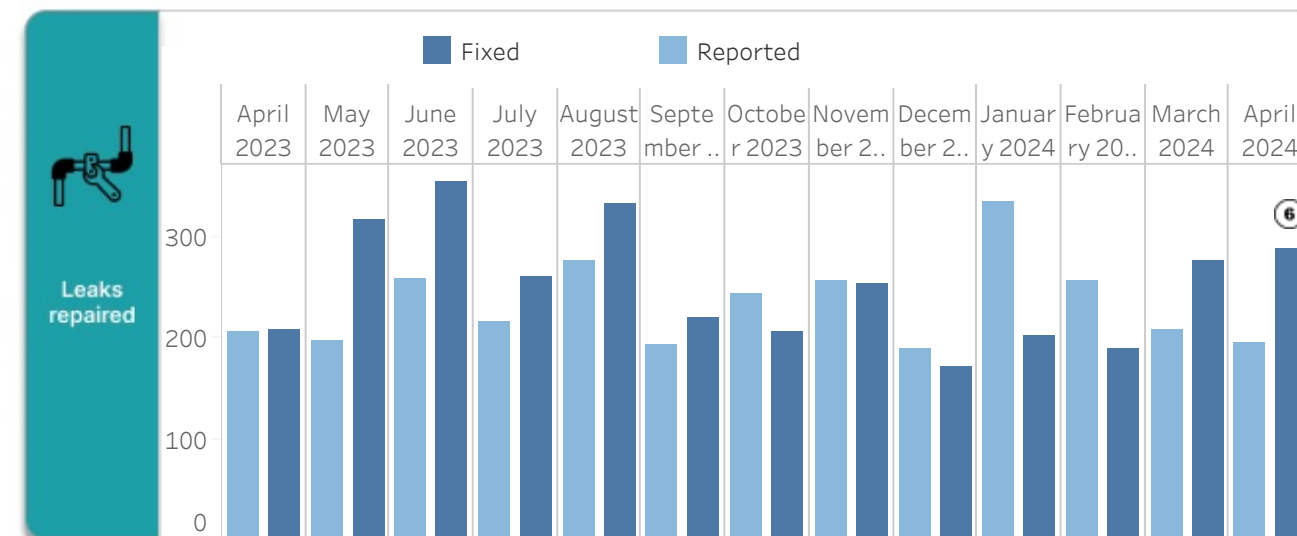
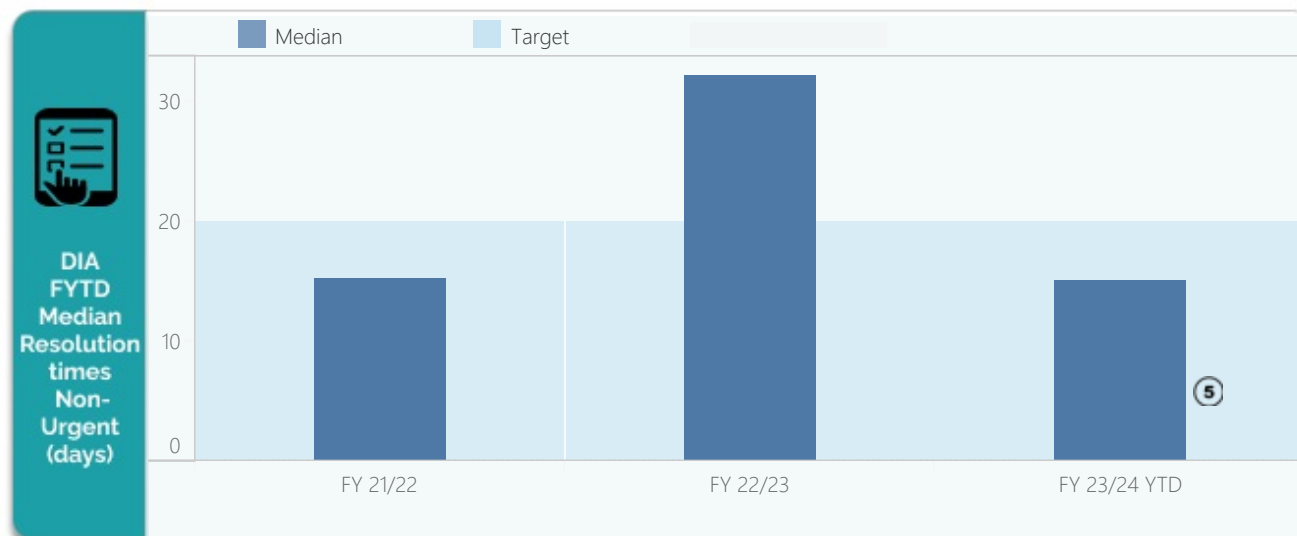


- Insights**
- ① Over the past 12 months, the trend shows a consistent upward momentum in Network Faults peaking in January. Seasonal trends have shown over the years that the peak period of CSRs result during the drier months (comprising mostly of leaks) when the customers are more likely to notice and report the leaks. .
 - ② Incident Management continues an upward trend over the last 12 months, further impacting on our resources and our ability to manage BAU while we continue to stretch the rubber band even further.
 - ③ Attendance within SLAs remains a challenge due to the SLAs not being closely tied to the fiscal envelope but have improved in drainage over the past few years showcasing our unwavering commitment to customer safety and prompt resolution of high-priority concerns.
 - ④ Progress in resolving urgent jobs remains a challenge for wastewater. We have encountered process issues that have negatively affected resolution times. This is primarily due to a significant portion of wastewater jobs being handled by subcontractors, leading to challenges in their onboarding.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24



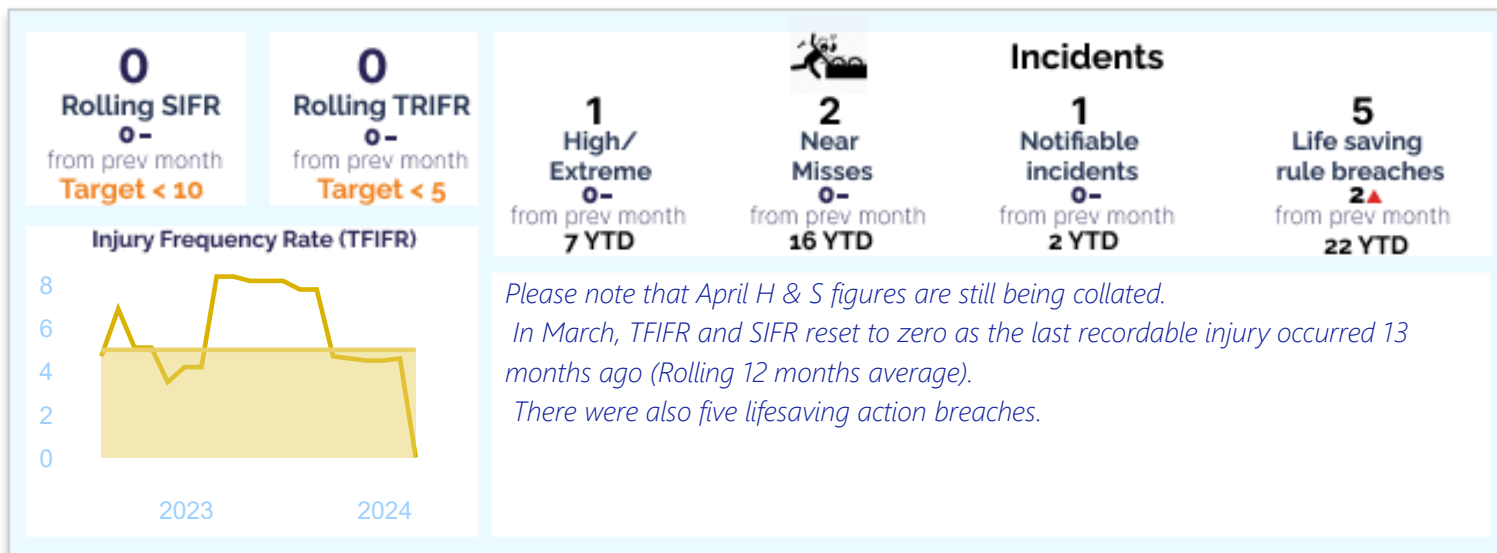
April Operations Report* - HCC
CUSTOMER OPERATIONS GROUP



- ⑤ Progress in resolving non-urgent water jobs is on track.
- ⑥ Progress in resolving leaks has maintained its positive momentum attributed to recent funding injections and associated resourcing. In April we fixed 288 leaks, this marks the highest number resolved so far this calendar year.
- ⑦ The revisit rates are primarily reported by revisits to the same address due to limitations with the current systems. Note that a revisit to the same site is not a reflection of the quality of works done by the crews or contractors. An analysis conducted on jobs completed across the region for a six month period this year found that 1.8% of all jobs were identified as actual rework.
- ⑧ The current backlog of open jobs stands at approximately 1200 - with a peak in February of approximately 1500. Since then, we have observed a decline, attributed to recent funding injections and associated resourcing. These changes are beginning to positively impact our backlog, and we expect this trend to continue especially as we transition into the winter season.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24

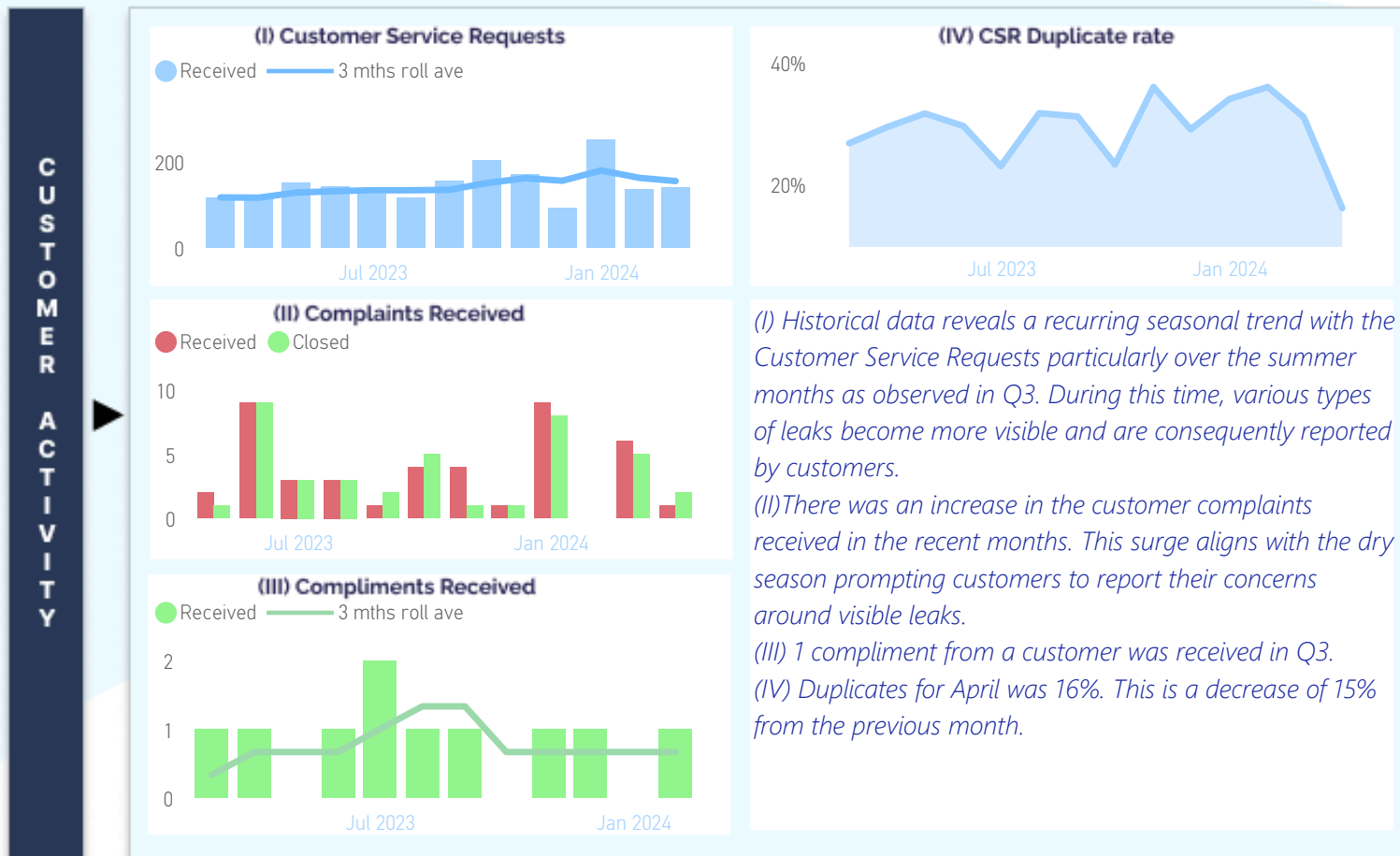
HEALTH & SAFETY (H & S) LAG INDICATORS (AT A GLANCE) *



H & S LEAD INDICATORS *

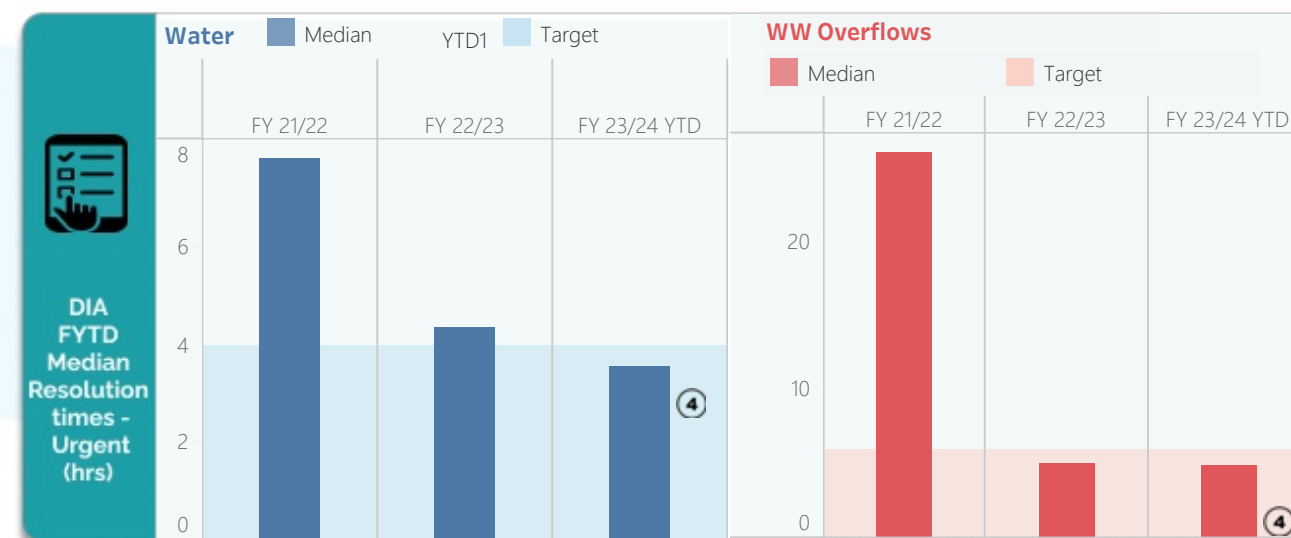
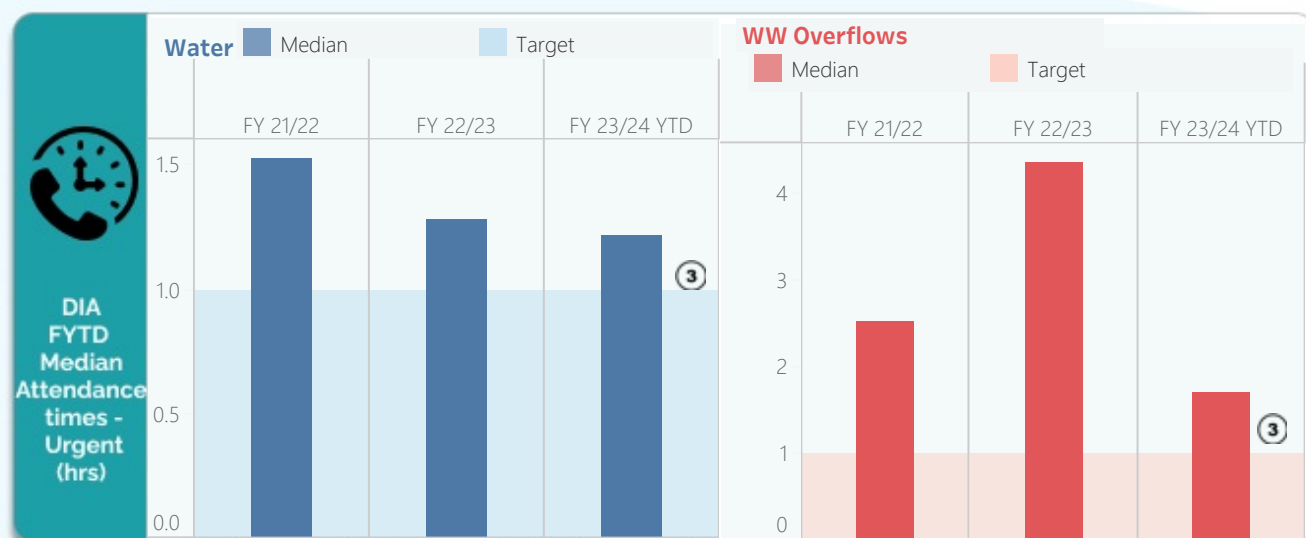
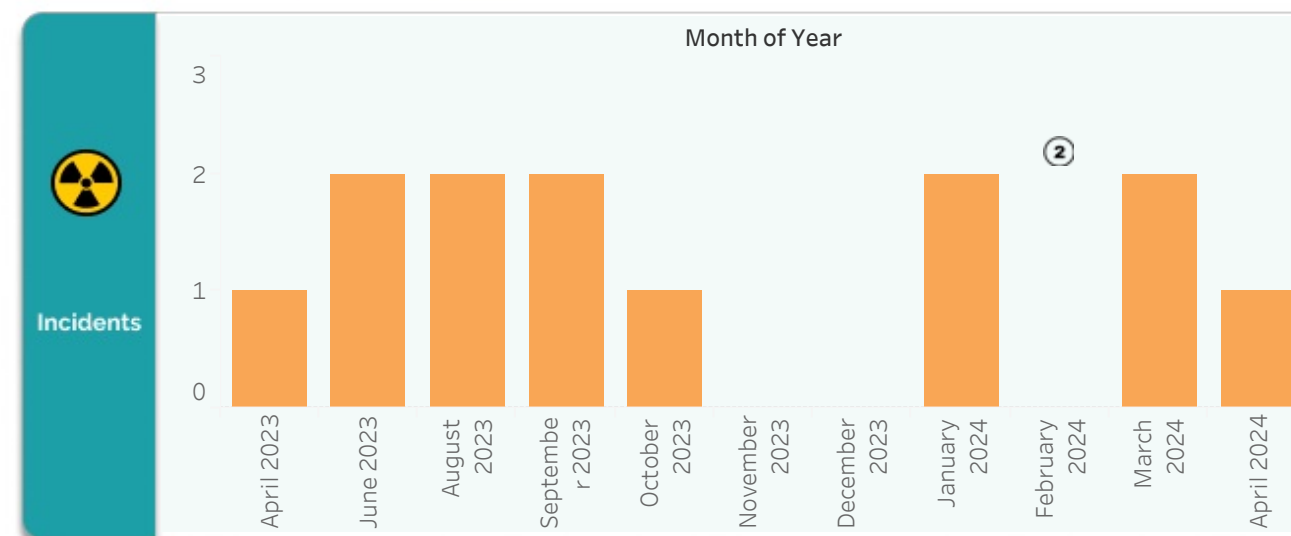
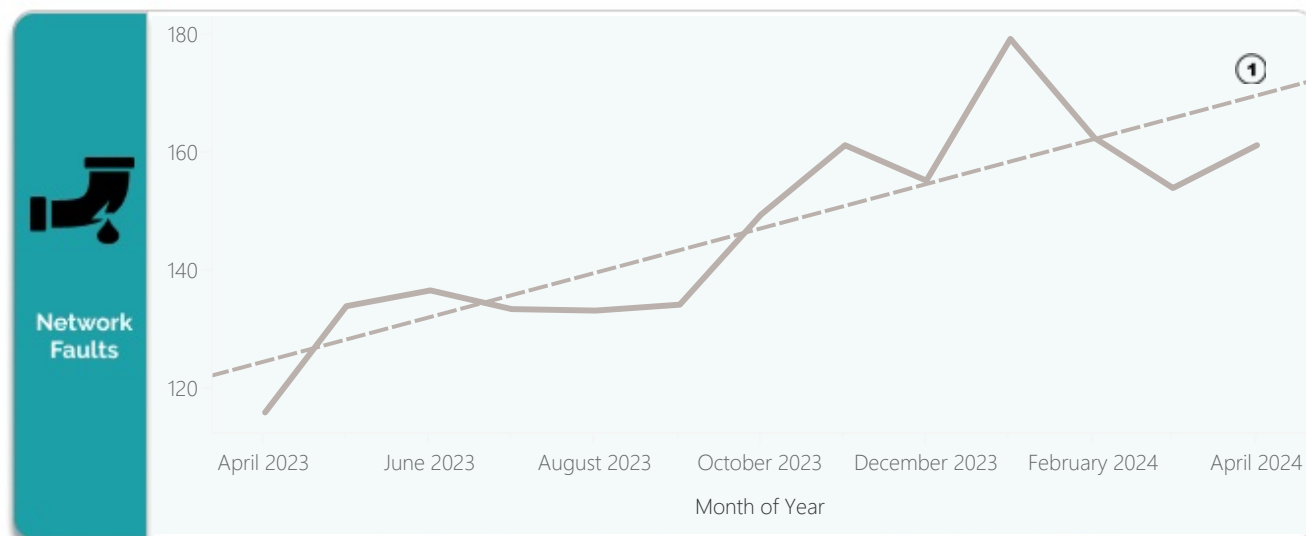


CUSTOMER SATISFACTION





April Operations Report* - UHCC
CUSTOMER OPERATIONS GROUP

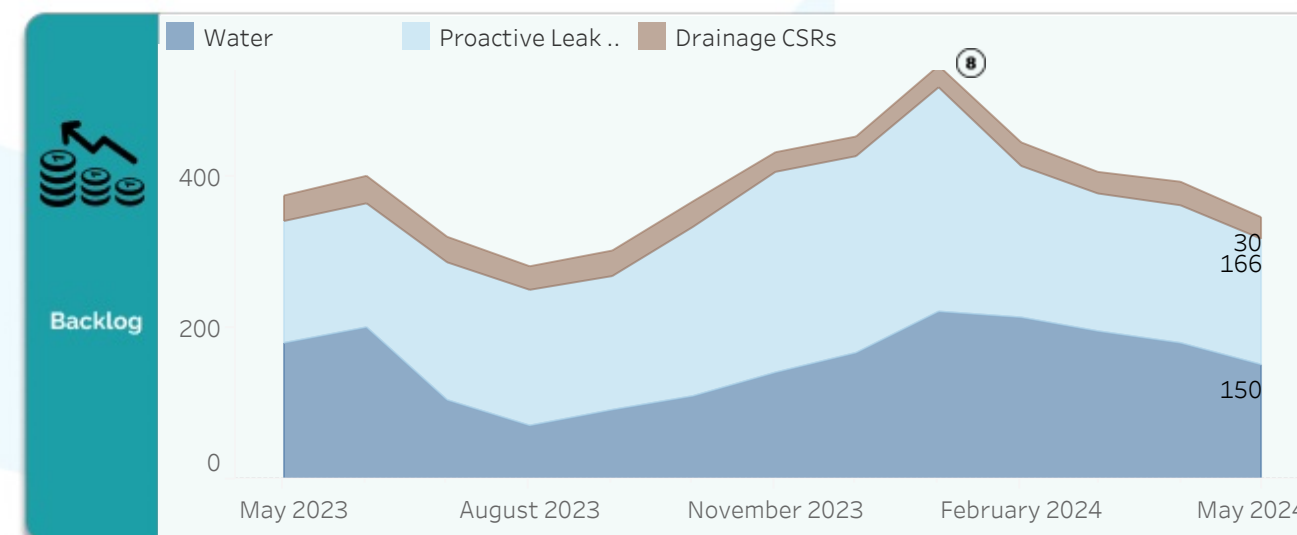
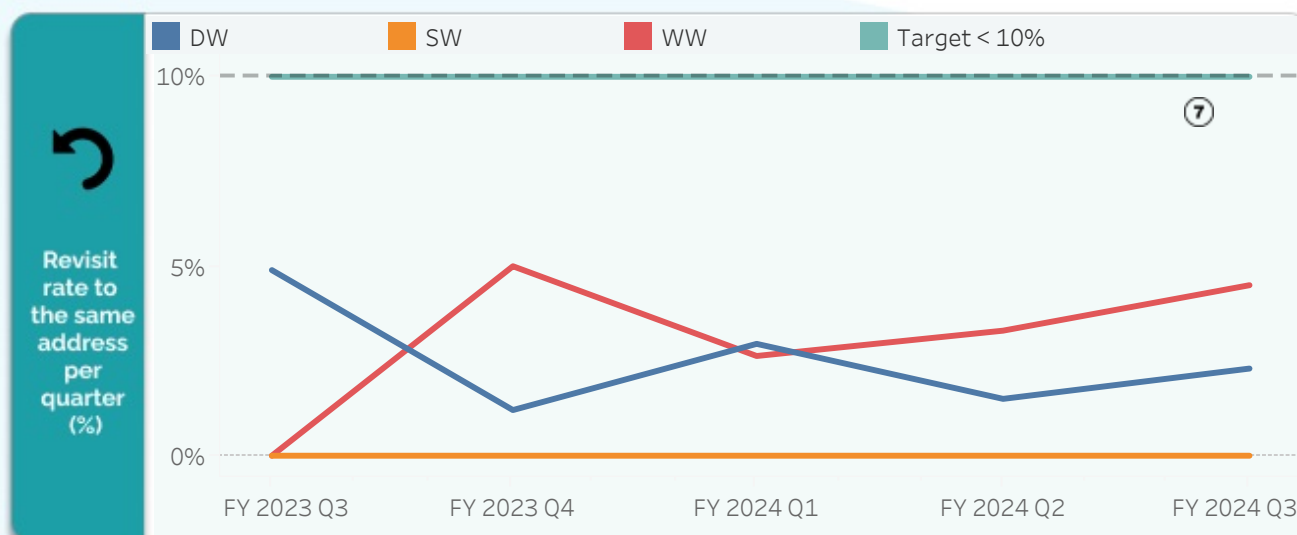
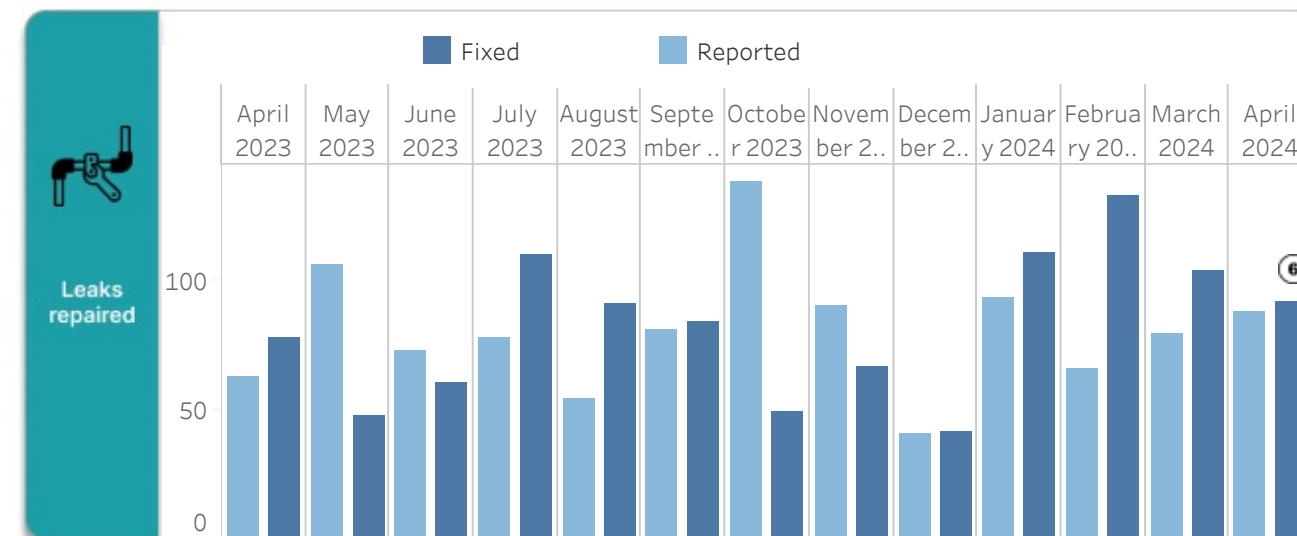
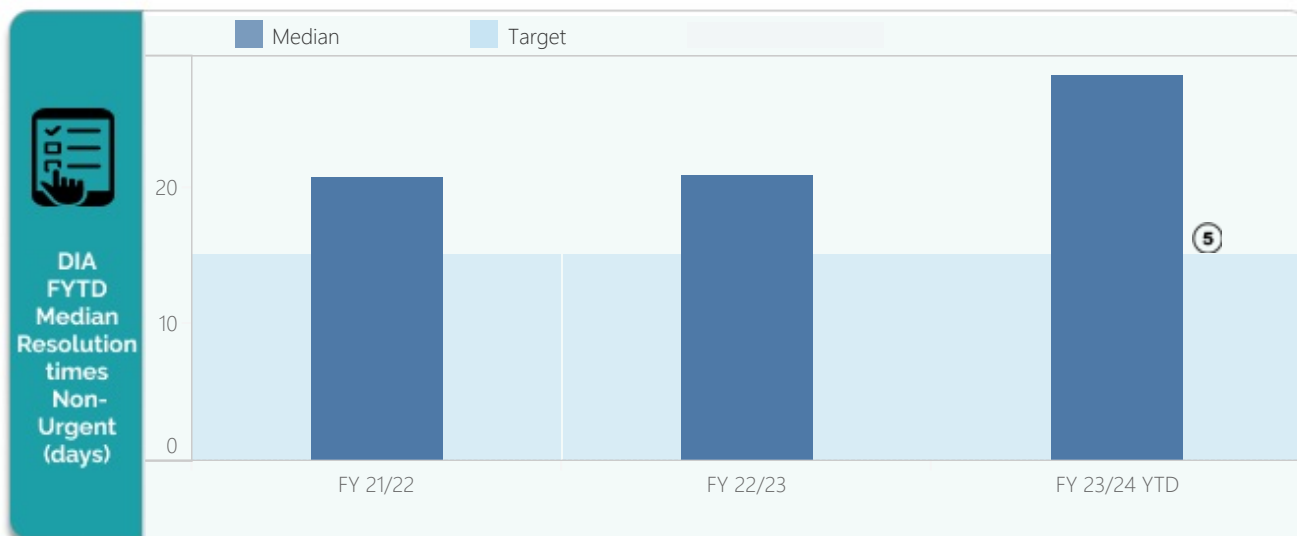


- Insights**
- ① Over the past 12 months, the trend shows a consistent upward momentum in Network Faults peaking in January. Seasonal trends have shown over the years that the peak period of CSRs result during the drier months (comprising mostly of leaks) when the customers are more likely to notice and report the leaks.
 - ② 4 incidents occurred in Q3, up 3 from the previous quarter.
 - ③ Attendance within SLAs remains a challenge due to the SLAs not being closely tied to the fiscal envelope. However, we have improved over the past few years showcasing our unwavering commitment to customer safety and prompt resolution of high-priority concerns.
 - ④ Progress in resolving urgent jobs is on track.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24



April Operations Report* - UHCC
CUSTOMER OPERATIONS GROUP



- Insights**
- ⑤ Progress in resolving non-urgent water jobs remains an issue. This is largely attributed to SLAs not being closely tied to the fiscal envelope, work volumes and process issues adversely impacting data accuracy. We have recognized that the ongoing process of onboarding new staff and our on-field behaviors presents its own set of challenges within reporting.
 - ⑥ Progress in resolving leaks has maintained its positive momentum attributed to recent funding injections and associated resourcing with 92 Leaks fixed in April.
 - ⑦ The revisit rates are primarily reported by revisits to the same address due to limitations with the current systems. Note that a revisit to the same site is not a reflection of the quality of works done by the crews or contractors. An analysis conducted on jobs completed across the region for a six month period this year found that 1.8% of all jobs were identified as actual rework.
 - ⑧ The current backlog of open jobs stands at approximately 350 - with a peak in January of approximately 550. Since then, we have observed a decline, attributed to recent funding injections and associated resourcing. These changes are beginning to positively impact our backlog, and we expect this trend to continue especially as we transition into the winter season.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24

HEALTH & SAFETY (H & S) LAG INDICATORS (AT A GLANCE) *

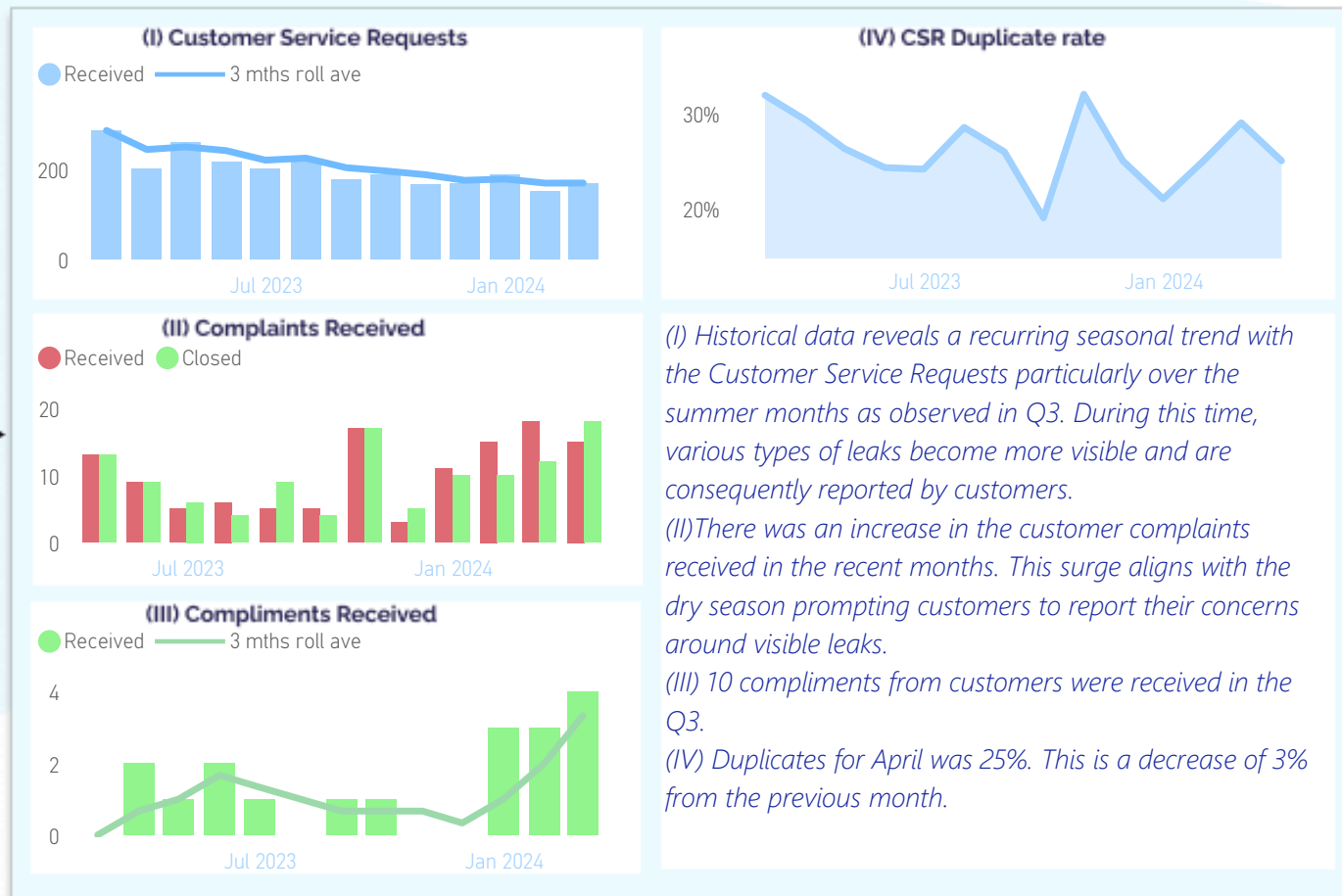


H & S LEAD INDICATORS *



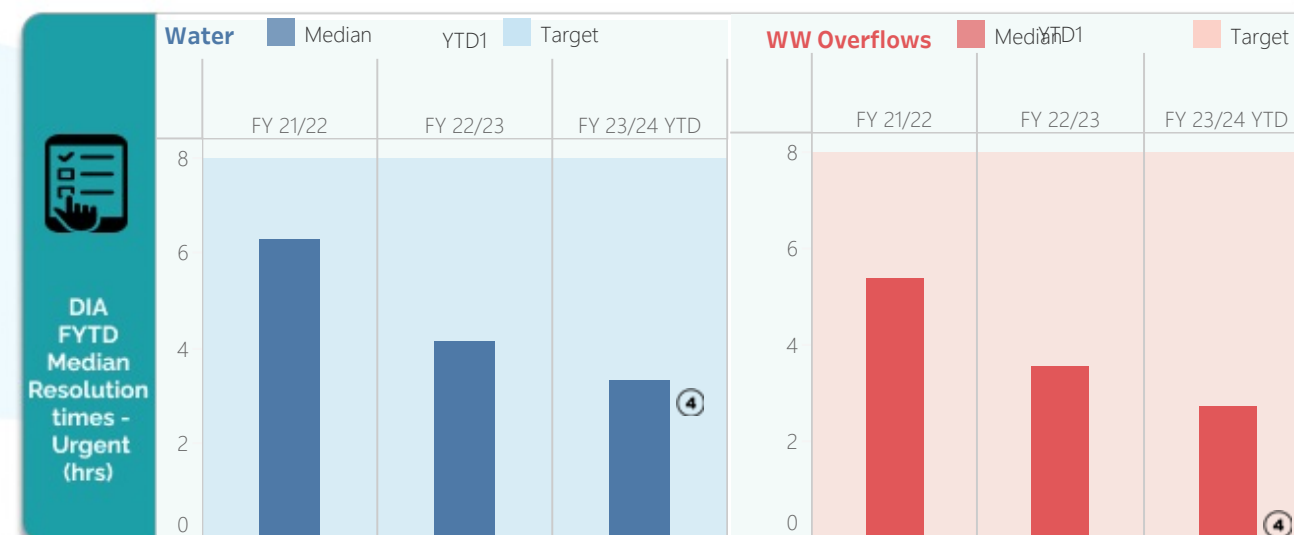
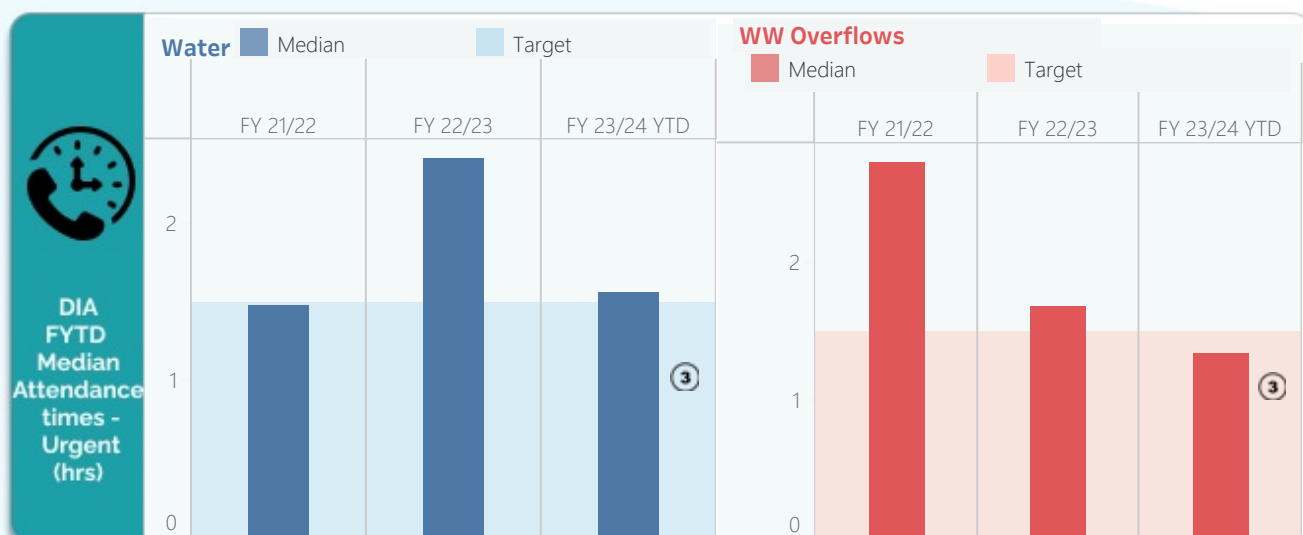
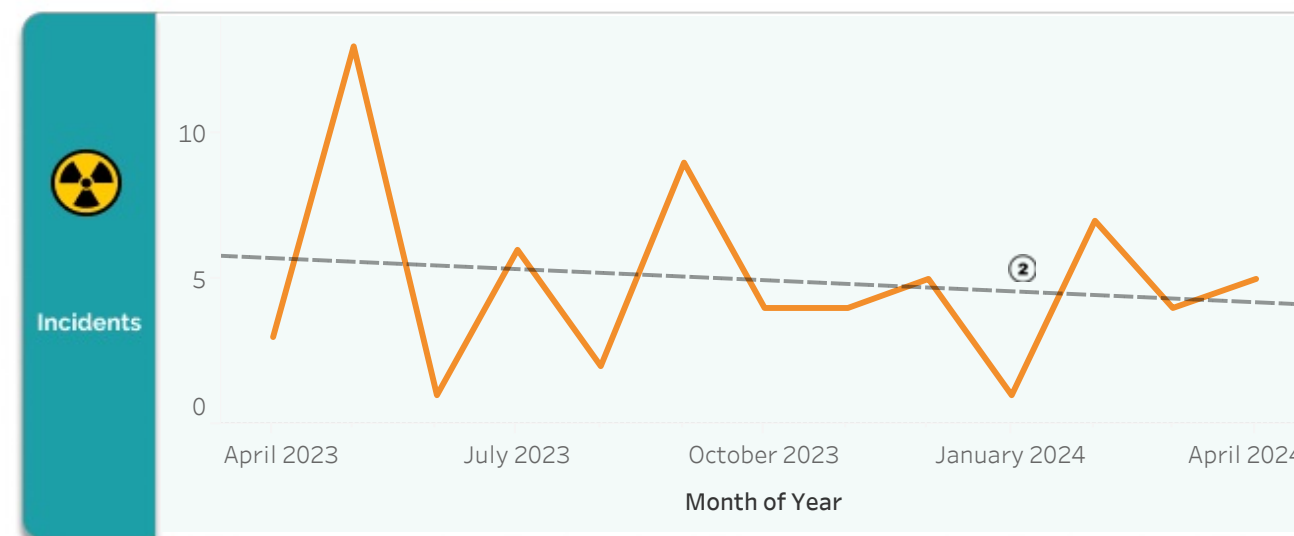
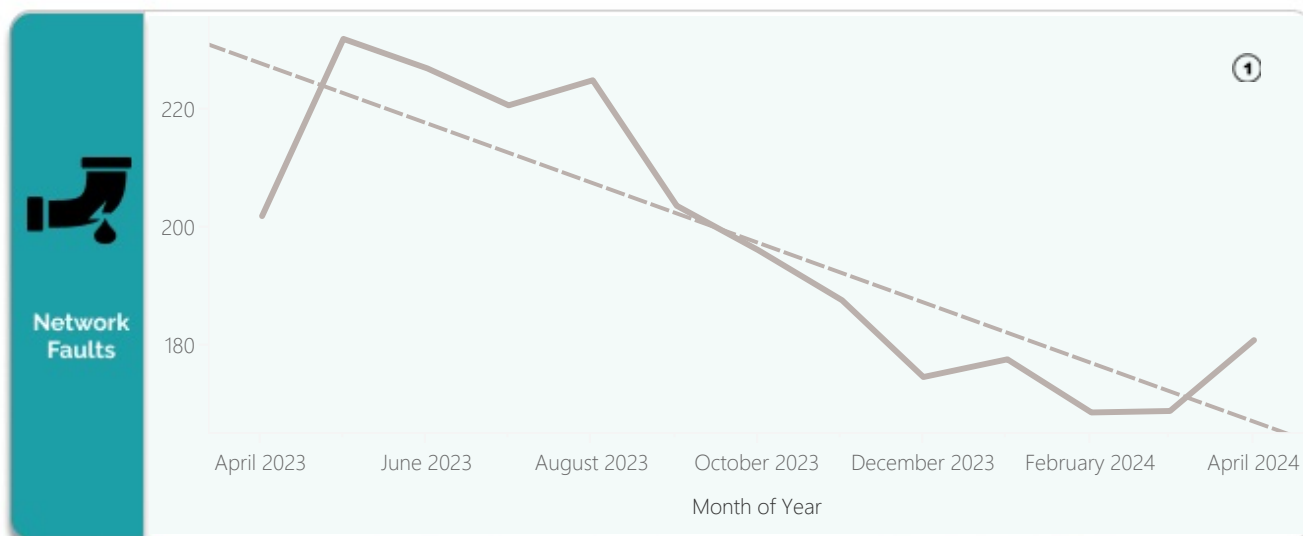
CUSTOMER SATISFACTION

CUSTOMER ACTIVITY





April Operations Report* - PCC
CUSTOMER OPERATIONS GROUP

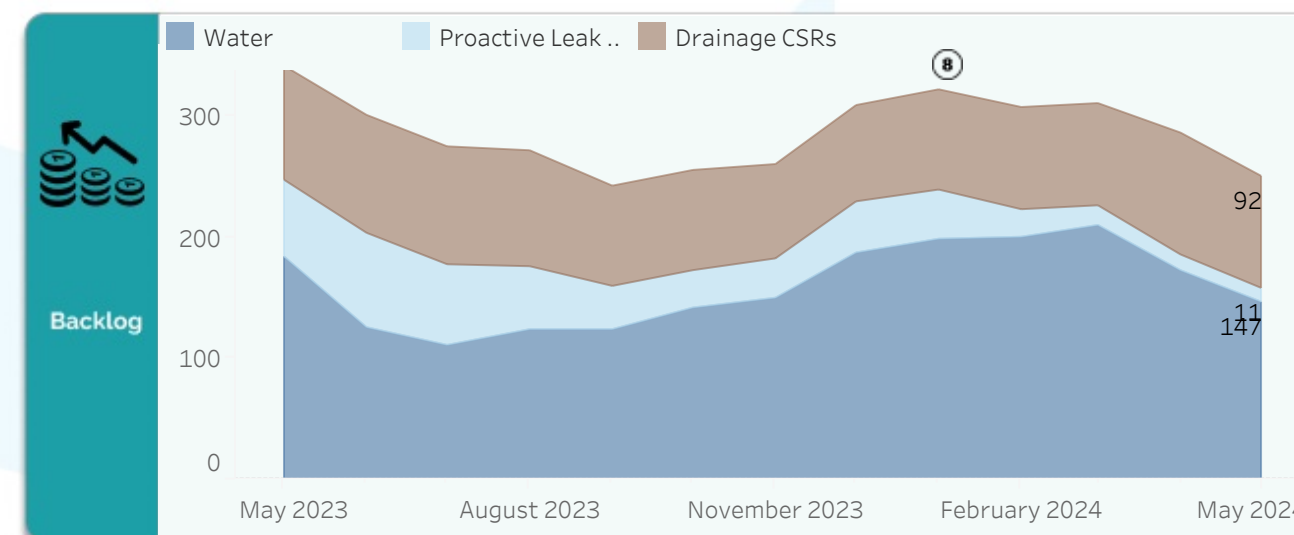
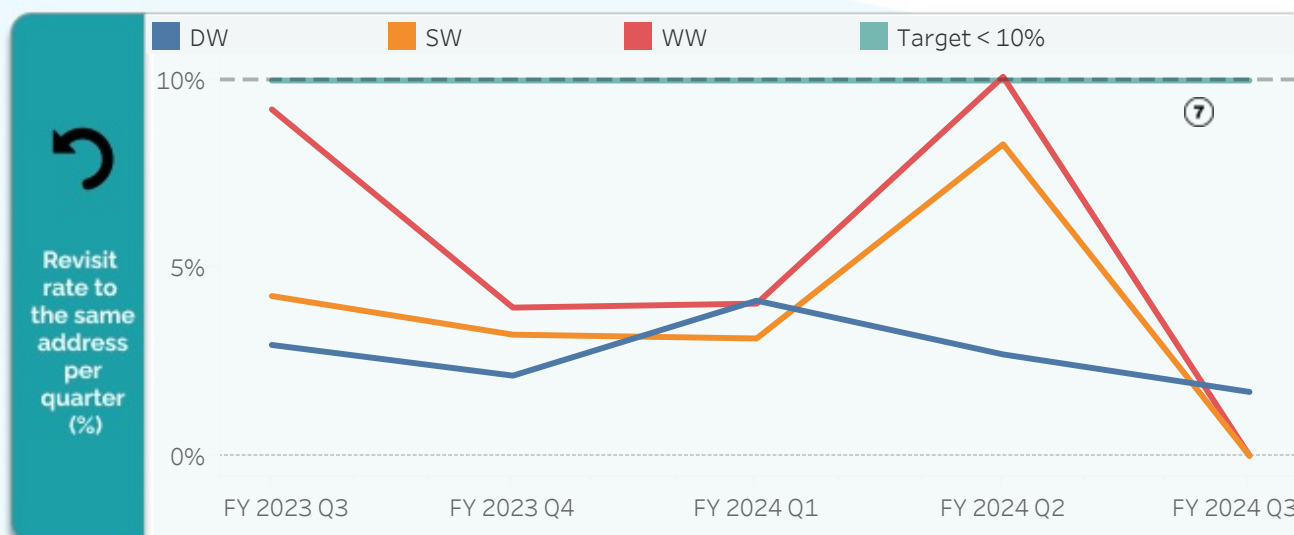
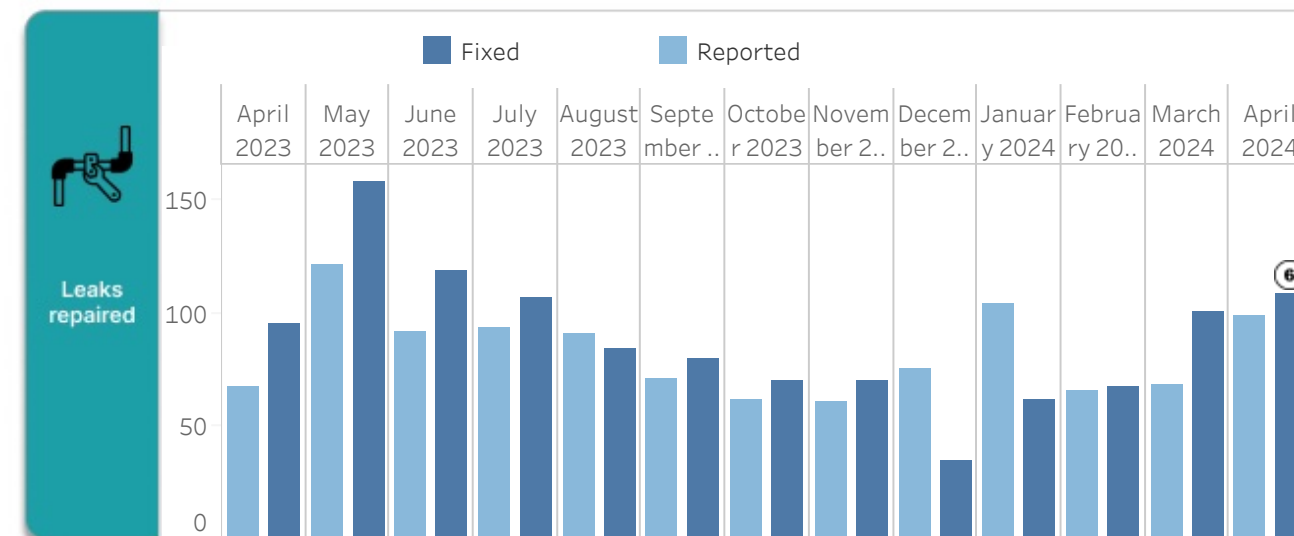
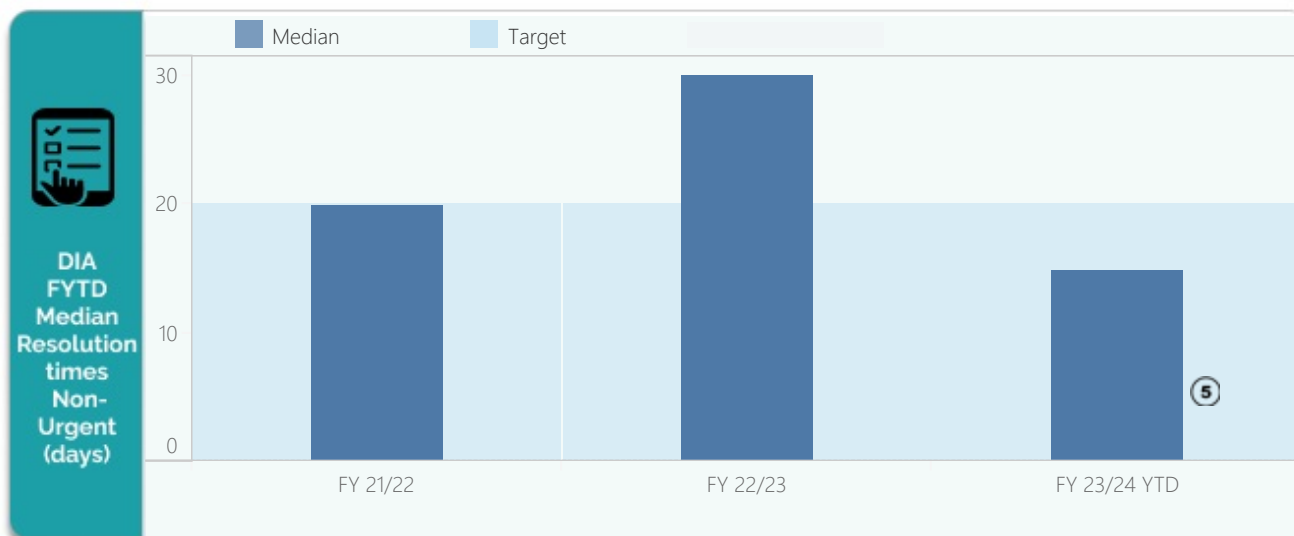


- Insights**
- ① Over the past 12 months, the trend shows a consistent downward momentum in Network Faults
 - ② Over the past 12 months, the trend shows a consistent downward momentum in Incidents reported
 - ③ Progress in responding to urgent jobs is on track.
 - ④ Progress in resolving urgent jobs is on track.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24



April Operations Report* - PCC
CUSTOMER OPERATIONS GROUP



- 5** Progress in resolving non-urgent water jobs is on track.
- 6** Progress in resolving leaks has maintained its positive momentum attributed to recent funding injections and associated resourcing, with 109 Leaks fixed in the April.
- 7** The revisit rates are primarily reported by revisits to the same address due to limitations with the current systems. Note that a revisit to the same site is not a reflection of the quality of works done by the crews or contractors. An analysis conducted on jobs completed across the region for a six month period this year found that 1.8% of all jobs were identified as actual rework.
- 8** The current backlog of open jobs stands at approximately 250 - with a peak in January of approximately 320. Since then, we have observed a decline, attributed to funding injections and associated resourcing. These changes are beginning to positively impact our backlog, and we expect this trend to continue especially as we transition into the winter season.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24



April Operations Report * - WCC

CUSTOMER OPERATIONS GROUP

HEALTH & SAFETY (H & S) LAG INDICATORS (AT A GLANCE) *

0 Rolling SIFR 0- from prev month Target < 10	0 Rolling TRIFR 0- from prev month Target < 5	1 High/Extreme 0- from prev month 7 YTD	2 Near Misses 0- from prev month 16 YTD	1 Notifiable incidents 0- from prev month 2 YTD	5 Life saving rule breaches 2▲ from prev month 22 YTD
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Incidents

Please note that April H & S figures are still being collated.
 In March, TFIFR and SIFR reset to zero as the last recordable injury occurred 13 months ago (Rolling 12 months average).
 There were also five lifesaving action breaches.

H & S LEAD INDICATORS *

0 Safety Improvements 0- from prev month 21 YTD	Please note that April H & S figures are still being collated. In March, there were no safety improvements. We are making a concerted effort to improve our health and safety performance, including a sub-contractor safety forum to address H & S performance.
28 CAMs cases raised 7▲ from prev month 257 YTD	Please note that April H & S figures are still being collated. In March, 28 CAMs (H & S recording and reporting system) cases were raised, up 7 from the previous month.

CUSTOMER ACTIVITY

(I) Customer Service Requests

(II) Complaints Received

(III) Compliments Received

(IV) CSR Duplicate rate

*(I) Historical data reveals a recurring seasonal trend with the Customer Service Requests particularly over the summer months as observed in Q3. During this time, various types of leaks become more visible and are consequently reported by customers.
 (II) There was an increase in the customer complaints received in the recent months. This surge aligns with the dry season prompting customers to report their concerns around visible leaks.
 (III) 19 compliments were received from customers in Q3, an increase of 3 from the previous quarter.
 (IV) Duplicates for the previous month was 49%. This is a decrease of 1% from the previous month.*

CUSTOMER SATISFACTION

(V) Customer Satisfaction - Kantar Public Survey *

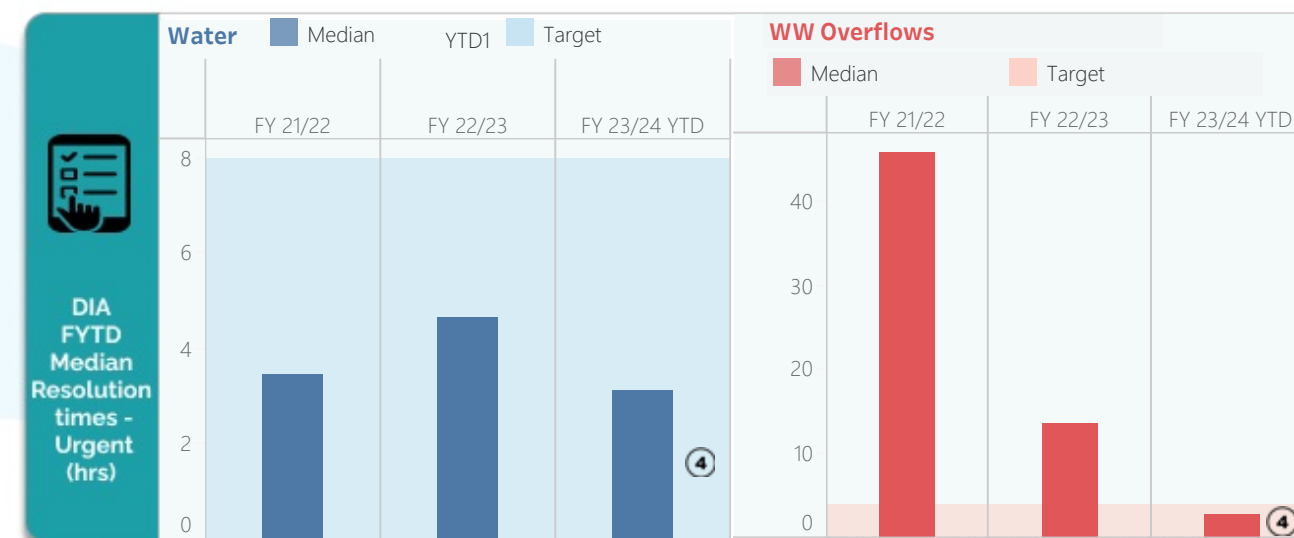
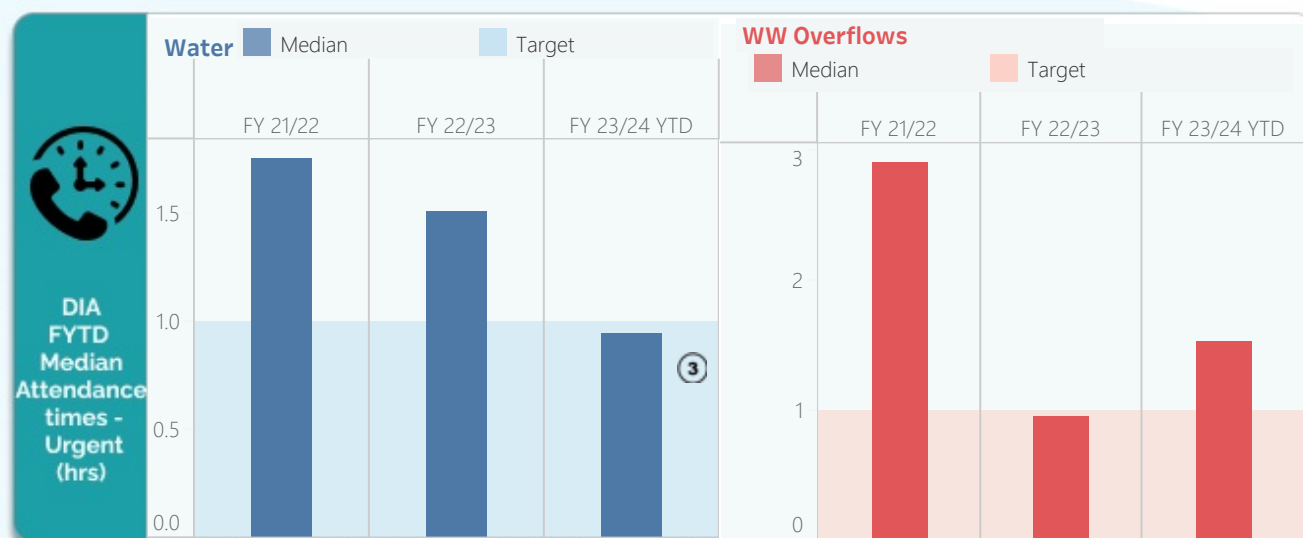
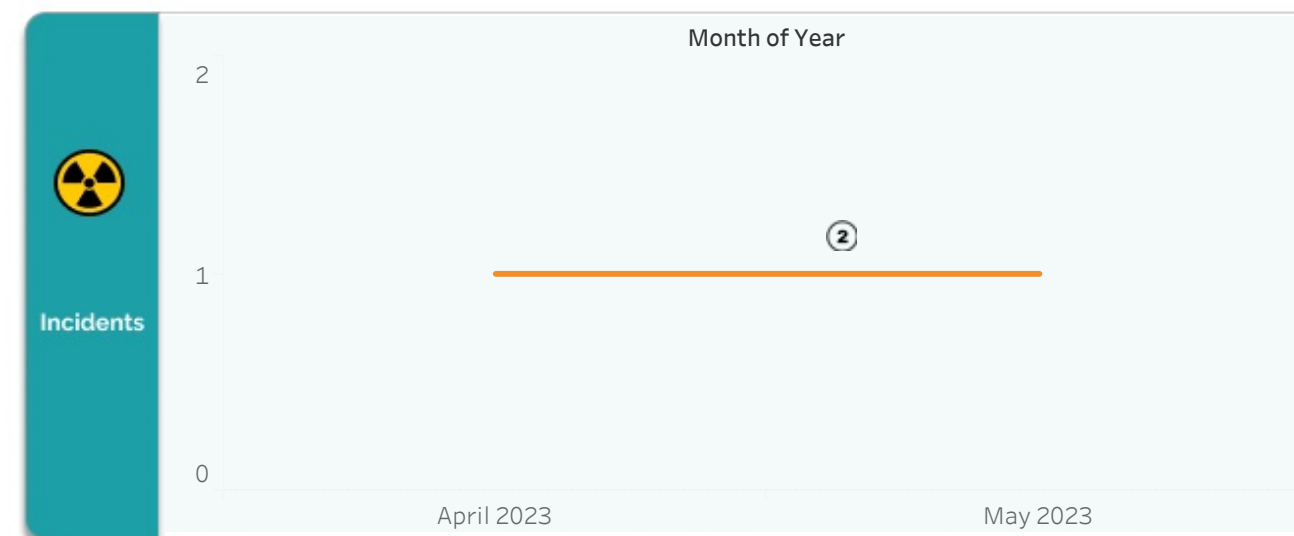
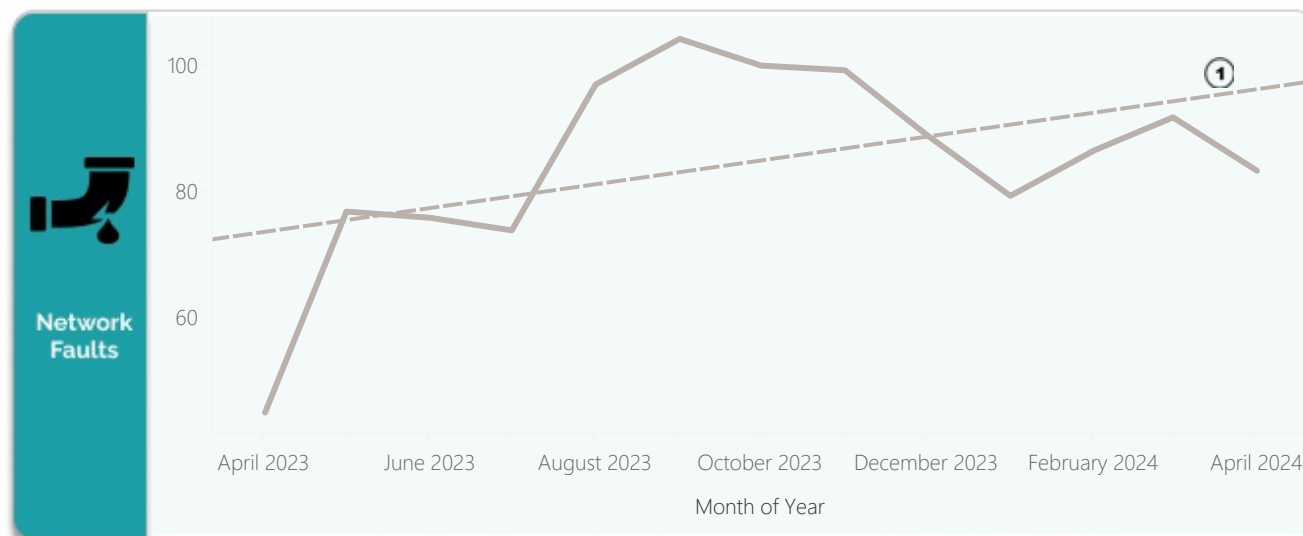
(VI) Customer contact within 15 mins (Median)

*(V) The average customer satisfaction for the first six months of the 23/24 reporting period was 70%. However, we have discontinued the use of our previous survey methodology. We are in the final stages of developing a new methodology and system, anticipated to be completed by 1 July 24. Subsequently, the results from the 24/25 year will serve to establish a new baseline utilising this updated approach.
 (VI) In Q3 FY23/24 the prompt response to urgent complaints, contacting customers within 15 minutes continued its upwards trend remaining well above target.*

*Note that Customer Satisfaction and Health and Safety are reported on a regional level. *Also that Report provides a snapshot in time. Analysis Date: 08/05/24



April Operations Report * - SWDC
CUSTOMER OPERATIONS GROUP

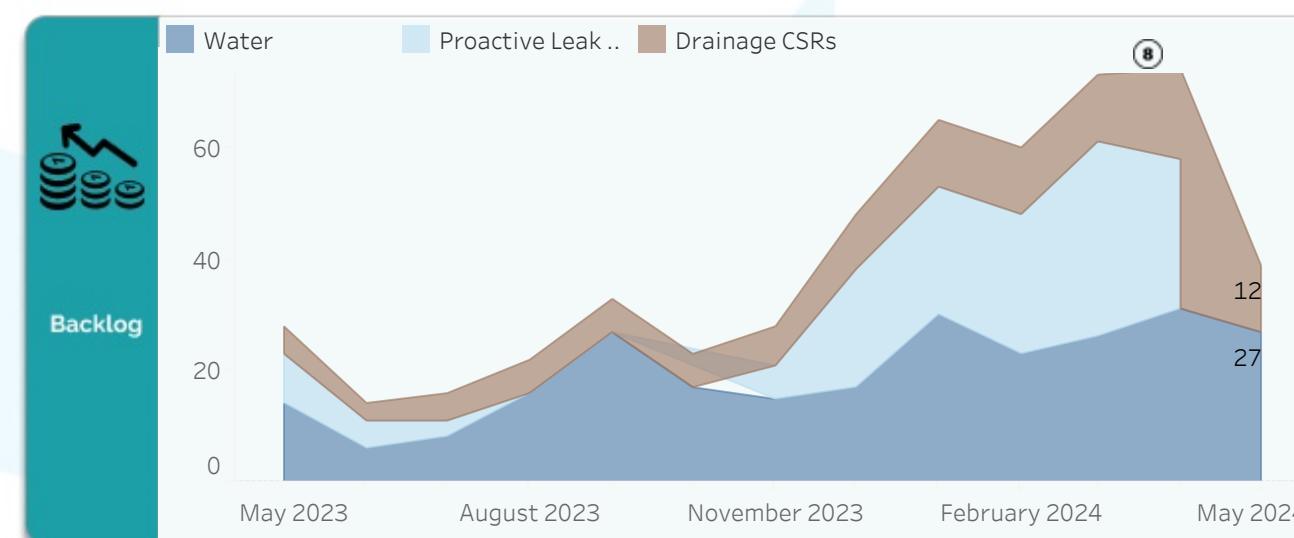
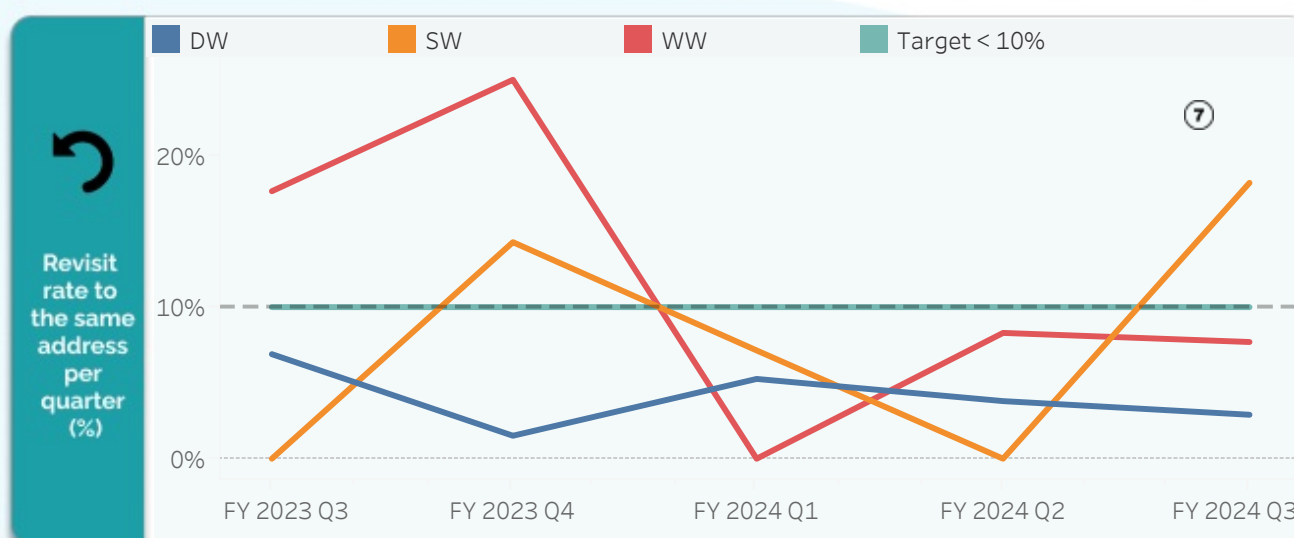
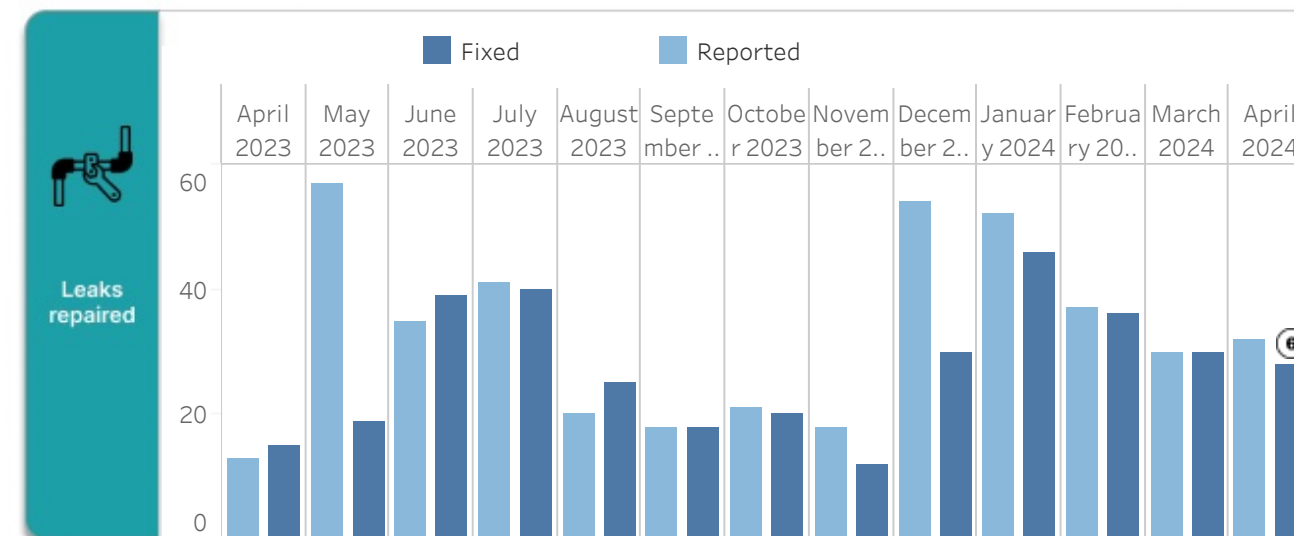
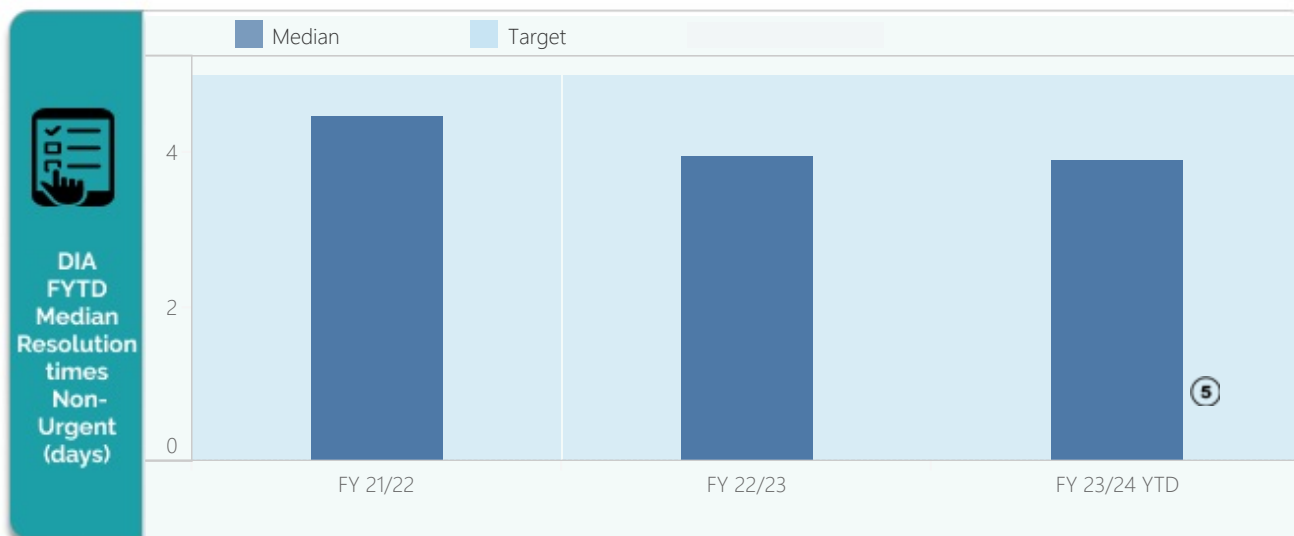


- Insights**
- ① Over the past 12 months, the trend shows a consistent upward momentum in Network Faults peaking in January. Seasonal trends have shown over the years that the peak period of CSRs result during the drier months (comprising mostly of leaks) when the customers are more likely to notice and report the leaks.
 - ② No incidents to report on this year
 - ③ Progress in responding to urgent jobs is on track for water.
 - ④ Progress in resolving urgent jobs is on track with significant improvements over the past few years showcasing our unwavering commitment to customer safety and prompt resolution of high-priority concerns.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24











April Operations Report* - SWDC
CUSTOMER OPERATIONS GROUP



- ⑤ Progress in resolving non-urgent water jobs is on track.
- ⑥ Our proactive leak detection approach has been crucial in identifying leak locations and targeting areas with the highest water loss. This has enabled us to optimize water-saving measures by targeting the areas with the highest potential for conservation with our available resources and striving to reduce our overall water demand.
- ⑦ The revisit rates are primarily reported by revisits to the same address due to limitations with the current systems. Note that a revisit to the same site is not a reflection of the quality of works done by the crews or contractors. An analysis conducted on jobs completed across the region for a six month period this year found that 1.8% of all jobs were identified as actual rework.
- ⑧ The current backlog of open jobs stands at approximately 43 - with a peak in April of approximately 78. Since then, we have observed a decline, attributed to recent funding injections and associated resourcing. These changes are beginning to positively impact our backlog, and we expect this trend to continue especially as we transition into the winter season.

*Note that Report provides a snapshot in time. Analysis Date: 08/05/24



Wellington Metropolitan Water Treatment Plants – Apr 2024

Water Treatment plants	Comments	Safe drinking water	Fluoride
Waterloo*	Waterloo WTP is non-compliant with the Taumata Arowai bacterial compliance rules*. This issue does not affect drinking water safety. Waterloo has fluoridated the drinking water within MoH's recommendation levels 97.7% of the time.		
Vainuiomata	Taumata Arowai are currently reviewing the Metropolitan Water Safety Plan. Wainuiomata achieved 98.5% compliance with the MoH's recommended fluoridation levels.		
Te Mārua	Taumata Arowai are currently reviewing the Metropolitan Water Safety Plan. Te Mārua has fluoridated the drinking water within MoH's recommendation levels 96.5% of the time. The DAF project is going well with partial commission expected in Oct 24.		
Gear Island	Taumata Arowai are currently reviewing the Metropolitan Water Safety Plan. Gear Island achieved 96.4% compliance with the MoH's recommended fluoridation levels.		

-  Compliant – we are meeting the necessary regulatory requirements
-  Not compliant but nearing compliance
-  Not compliant with necessary regulatory requirements





*Due to changes in the assurance rules, the capability of the existing Waterloo treatment plant facilities, and the layout of the network, a significant treatment plant upgrade and/or additional network infrastructure is required to achieve compliance with the rule as written.

Supply and long-term drought resilience - April 2024

Supply risk	Comments	Risk level
Short term supply	The storage lakes were used during the month due to low river levels in the Hutt River at the Kaitoke intake. The Wellington Region are currently at Level 2 restrictions.	
Long term supply (drought resilience)	Increased leakage and the impacts of climate change will likely lead to severe water restrictions in the years to come e.g. Level 4, which would mean asking people to reduce indoor use.	



-  Low risk of not being able to meet demand or needing water restrictions
-  Medium risk of not being able to meet demand or likely to need water restrictions
-  High risk of not being able to meet demand and high likelihood of severe restrictions




South Wairarapa Water Treatment Plants – Apr 2024

Water Treatment plants	Comments	Safe drinking water	Fluoride
Waiohine	The Waiohine WTP is currently non-compliant with Taumata Arowai's new rules due to insufficient treatment to meet the source water risk, as well not having key monitoring instruments installed. Planning is underway to bring the plant into compliance.		Currently not yet mandated by the MoH
Memorial Park	The Memorial Park WTP is currently non-compliant with Taumata Arowai's new rules due to insufficient treatment to meet the source water risk, as well not having key monitoring instruments installed. Procurement of the instruments has been completed, however addressing the supply risk from the aging bore is still a high priority.		Currently not yet mandated by the MoH
Martinborough	The Martinborough WTP is currently non-compliant with Taumata Arowai's new rules due to not having key monitoring instruments installed. However, the required instruments have been procured and are awaiting installation		Currently not yet mandated by the MoH
Pirinoa	Pirinoa is compliant against new bacterial and protozoal Rules. However further work is required to meet process assurance rules e.g. development of standard operating procedures, and implementation of an asset maintenance recording system.		Currently not yet mandated by the MoH

-  Compliant – we are meeting the necessary regulatory requirements
-  Compliant but requiring more work
-  Not compliant with necessary regulatory requirements

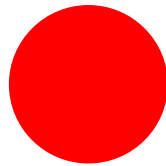
Supply and long-term drought resilience April 2024

Supply risk	Comments	Risk level
Short term supply	A reduction in consumption has led to the South Wairarapa region being lowered to Level 1 water restrictions.	
Long term supply (drought resilience)	Increased leakage and the impacts of climate change will likely lead to severe water restrictions in the years to come e.g. Level 4, which would mean asking people to reduce indoor use.	

	Low risk of not being able to meet demand or needing water restrictions
	Medium risk of not being able to meet demand or likely to need water restrictions
	High risk of not being able to meet demand and high likelihood of severe restrictions

Moa Point Wastewater Treatment Plant performance

Update – April 2024



Current status: Non-compliant

Commentary

The plant remains non-compliant for suspended solids (90-day, 90th percentile limit) since 20 September and for faecal coliforms since 30 October (90-day, 90th percentile limit). The plant became non-compliant for Biochemical Oxygen Demand (BOD) 90-day, 90th percentile limit on 26 February 2024. Process changes to bring effluent back into compliance are being undertaken, however, mechanical failures at the plant are impacting a return to compliance.

Discharges

There was a discharge of untreated wastewater through the short outfall to Tarakena Bay on 12th April 2024 which was due to wet weather and reduction of capacity of the Moa Point WWTP Inlet Pump Station (IPS) associated with the IPS project. A response to the regional council's please explain letter regarding this incident has been provided.

Odour

No odour complaints in April.

Items of significance:

Clarifier #2 Renewal Project

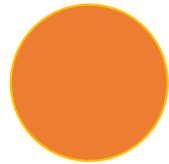
The mechanical remediation works are currently in progress. Specialist condition assessment such as cathodic and paint protection of the structural parts will be undertaken as a follow up on the completed structural assessment. The project is expected to be completed by end of June.

Inlet Pump Station (IPS) Project Phase 1B

The IPS project is still in progress with the two new discharge risers already fitted in place as of 24 April 2024. The project team is now working on the penstock renewal at the IPS as a part of the project. The temporary reduction in the pump station's discharge capacity does increase the risk of untreated wastewater overflows to the short outfall during heavy rainfall, however expectation is that Wet Well #2 can cope with dry weather flow rates. It is expected that IPS Project Phase 1B will be completed by third week of May.

Porirua Wastewater Treatment Plant performance

Update – April 2024



Current status: Compliant (with noted issue)

Commentary

The plant is compliant for effluent quality consent limits. However, the treatment plant is operating at a high mixed liquor (MLSS) that can cause partially treated discharges from the treatment plant especially during wet weather events and can cause temporary discolouration to the Coastal Marine Area (CMA).

Discharges

There were several discharges in April that may have caused a temporary discolouration to the Coastal Marine Area (CMA) at Rukutane Point. These events are currently under investigation.

Complaints

No odour complaints in April.

There were complaints received due to the discoloration on the CMA on 6th, 7th and 12th of April

Items of significance:

UV Performance Issues:

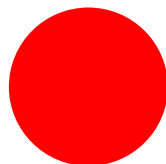
The project team continue to implement process and control system modifications to fine tune the mechanical operation. The UV manufacturer is supporting WWL engineers in this process. Changes made to date have improved UV performance during high flows. The system will continue to be monitored while these ongoing adjustments are being implemented.

Sludge Handling Mitigating Measures:

Short-term and medium-term measures were identified to return the MLSS level of the treatment plant to optimum levels. Short-term measures such as maximising the dewatered sludge disposal during the landfill operating hours is on-going.

Seaview Wastewater Treatment Plant performance

Update – April 2024



Current status: Non-compliant

Commentary:

The plant remains non-compliant for faecal coliforms (90-day, 80th percentile limit) since 30 September. Improvements to the biological process and mechanical issues in the UV systems are being addressed to return the plant back to compliance as soon as possible.

Discharges:

There were two discharges in April. The discharge on 7 April was due to power outage which have released an undisinfectated wastewater to Pencarrow outfall and there was a discharge of fully treated wastewater to the Waiwhetu stream on 12 April due to wet weather events.

Odour complaints:

The plant received 35 odour complaints in April.

Items of significance:

Odour Treatment Project

The project management plan has been finalised and have identified the five priority work packages to be undertaken under this project. One of the high priority package will be undertaking the biofilter “plenum” structure replacement and improvement in cell isolation. The physical works related to this work package will start in winter.

Community Updates

Regular monthly newsletter for the Seaview WWTP is being released to the interested parties which contains the plant’s operational performance and projects updates.

Seaview Wastewater Treatment Plant performance – Odour Treatment

Update – April 2024

What has been completed:

The project webpage has been updated with current information to improve the user experience and better inform the public.

A report assessing the effectiveness of the media replacement has been given and will be uploaded into the Seaview WWTP webpage in May.

The wastewater screening room and dryer building have undergone 3D scan which will be used for ventilation design and screening room ducting replacement.

The external ducting condition assessment has been completed.

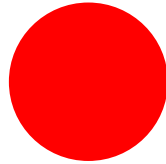
What is currently in progress:

The odour scouting programme continues.

The biofilter upgrade design is underway with the focus on completing the cell isolation design. The design process includes independent peer review.

Western Wastewater Treatment Plant performance

Update – April 2024



Current status: Non-compliant

Commentary

The plant remains non-compliant for Biochemical Oxygen Demand (BOD) Geomean limit. The daily Effluent BOD results is still above the geomean limit. Process adjustments is being undertaken to resolve this issue.

The mechanical refurbishment of the plant’s clarifiers has also been completed which will improve the plant’s reliability.

Discharges

No wet weather or plant failure discharges in March.

Odour complaints

No odour complaints in March.

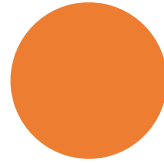
Items of significance:

Outfall Repair:

Repairs to the main outfall pipe remain is now expected to resume in May following the signed access agreement with the landowners. The repair works is anticipated to be completed by end of quarter 1 of next financial year.

Greytown Wastewater Treatment Plant performance

Period – April 2024



Current status: Compliant, but with the risks identified below

Commentary:

In 2023, Greater Wellington Regional Council issued letters requesting explanations of non-compliance. Wellington Water is implementing the required corrective actions where possible within the plant and resource constraints.

Major investment is required, and current approved funding levels do not meet this requirement.

Wellington Water is undertaking a programme of work to better manage the treated effluent discharge rates in relation to the stream flow rate.

A compliance upgrade project is currently underway however the scope of that does not currently allow for growth.

Consent is required for earthworks to site geobags (for desludging); the Greytown location has some currently unresolved sensitivities.

Items of significance:

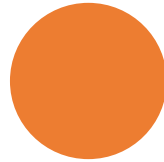
Current plant design and processes are inadequate resulting in a risk of non-compliance (specifically related to Ammonia concentration in the effluent) and possible growth restrictions.

So far this season, 66,000m³ of treated effluent has been discharged to land; this meets the current season's targets. Critically, discharge to Papawai Stream during low flows has been avoided, as informed by ecological assessments. An additional ecological study was undertaken to determine the baseline effect of this current season's discharge operation.

It has been agreed with GWRC that the 'Stage 1B Efficacy Report' will be updated at the end of the irrigation season. GWRC will then be able to decide what action to take at Greytown based on a full set of information including the results of this successful irrigation season.

Featherston Wastewater Treatment Plant performance

Period – April 2024



Current status: Compliant, but with the risks mentioned below

Commentary:

Major investment is required to achieve a new consent.

Renewal of the consent is being managed as a major project, and we are operating on an extension of the old consent.

The consent approval process currently underway will better inform the required capacity of the WWTP to cater for growth in Featherston beyond 2032.

Items of significance:

Plant continues to require ongoing management of resources, focused on effluent quality, to achieve compliance with consent requirements.

A new pump station in the network is operating.

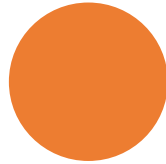
Safety fencing around the ponds has been installed.

A new inlet flow meter is being procured, with a trial underway to prove the solution prior to full installation.

A Dissolved Air Flotation (DAF) treatment process trial has been completed at the site.

Lake Ferry Wastewater Treatment Plant performance

Period – April 2024



Current status: Compliant, but with the risks identified below

Commentary:

Further investment is required to achieve this management plan and consent compliance into the future.

Stantec has been commissioned to prepare and develop a new resource consent application by 30 March 2025.

Early conversations suggest that the current scheme will require capital works because of consenting requirements.

More funding is required than allocated for the consent renewal in 24-25

Items of significance:

Source of current high inflow and infiltration is still **not funded** for investigation. Peak loads are near the plant's hydraulic capacity.

Septic Tanks cleanouts, filter cleaning, completed.

Plant valving automation is required to better comply with consent discharge requirements; however it is **not funded**.

Projects underway:

Outflow flowmeters renewal – installed

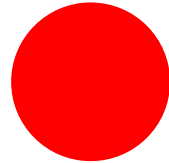
Sodium Bicarbonate dosing improvements – optioneering

Dripline leaks – some repaired

Discharge pump – repaired

Martinborough Wastewater Treatment Plant performance

Period – April 2024



Current status: Non-compliant

Commentary:

In February 2024, a new 'To Do Abatement Notice' was issued for Martinborough. This superseded the August 2023 notice, which in turn replaced the Abatement Notice issued in 2022, although the WWTP still remains non-compliant.

WWL and SWDC are working together to address the items raised in the new Notice, as part of the compliance upgrade project underway.

Major investment is required, and current approved funding levels do not meet this requirement.

It is expected that decisions around additional treatment & disposal capacity will be discussed, once the Martinborough Growth Study (underway) is completed.

Items of significance:

Current plant design is insufficient to avoid non-compliance. Effluent discharge rate and quality to land continues to exceed current consent limits. Effluent volume discharged to river continues to exceed the annual average consent limit.

Irrigation for the season is underway; the field capacity is an operational constraint.

A new sludge survey was undertaken by the project team which corroborates the sludge profile and need to desludge.

The consent application for earthworks required for geobag location (for desludging) is being prepared.

Company and Governance Update

Appendix 6: Summary for councillors of papers to the Wellington Water Committee meeting, Friday 24 May 2024

Purpose

1. This appendix to the Company and Governance Update provides a summary of the content of the meeting's papers.
2. It is intended to support Committee members reporting back to their fellow councillors, and councillors to engage in the work of the Committee.
3. The present meeting is the second in the 2024 calendar year. The next meeting is scheduled for 26 July 2024.

Overview of papers

4. Wellington Water items presented to the Committee this meeting are:
 - a. Company and Governance Update
 - b. Acute Water Shortage
 - c. Reporting of Annual Measures to Taumata Arowai

Wellington Water Company and Governance Update

5. This paper covers: key governance conversations and actions; Committee priorities; and Operational achievements and issues since the last meeting.
6. The Company and Governance Update provides a brief comment on each of the Water Committee's current priorities. These are to ensure a smooth transition through water reform, three waters investment planning for the period 2024-34, sustainable water supply, and regulatory performance.
1. **Draft Statement of Intent:** Feedback from councils on the draft will be incorporated, and a final version presented to the Committee at the 26 July meeting.
2. **Three Waters Investment Planning for 2024-34:** We have been working with all councils on the preparation of their long term plans for audit and consultation, and are working to finalise capital and operational programmes for each councils.
3. **Sustainable water supply:** We are reviewing the summer response and planning for the future. This includes additional work on reducing leaks backlogs and progressing the water metering programme.
4. **Regulatory performance:** The company is working closely with regulators on the response to the acute water shortage risk. As usual, treatment plant dashboards (for drinking and wastewater) are attached to the report.
5. **People:** The paper notes our continuing focus on keeping our people and our supplier whanau safe, engaged and informed.
6. **Budgets:** We forecast being within approved budgets for council opex, council capex and WWL corporate budget.
7. **Operational delivery:** Reports are included on areas of work done through the Customer Operations Group, such as: number of faults and incidents; attendance and resolution times; leaks repaired; backlog; and revisit rate.

Company and Governance Update

8. **Capital delivery:** In Q3 we renewed 5.1 kilometres of pipes. For YTD this is 17.3km. There have been some significant milestones in major projects including completion of the Kaitoke pipe bridge and the Taranaki Street wastewater pumping station.
9. **Treatment plants:** The report notes that four of the region's wastewater treatment plants are currently non-compliant for wastewater quality or odour. Details are provided in an appendix.
10. **Growth:** A workshop on issues surrounding growth in the region follows the Committee meeting.
11. **Environmental Water Quality:** We have lodged a submission to GWRC's Plan Change 1 to the Natural Resources Plan, seeking clarification on timing and accountabilities.
12. **Carbon:** We continue our work on monitoring operational and capital carbon emissions and identifying options to reduce emissions.
13. **Technology systems:** The paper notes the need for significant investment in core systems which had been deferred due to impending reforms.
14. **As Built Plans backlog:** We note a significant milestone of processing all As Built Plans into asset management systems, thanks to additional investment by councils in improving asset data quality and completeness.

Acute Water Shortage

15. The paper provides an update on the acute water shortage in the Wellington metropolitan region over the summer of 2023/24 and the work commencing for 2024/25. It also covers the water loss reduction targets and reporting requirements that Taumata Arowai expects from councils and Wellington Water.
16. The summer risk dashboard and a letter from Taumata Arowai with a required schedule of reporting are included as appendices.

Reporting of Annual Measures to Taumata Arowai

17. The paper provides the Committee with overview of the annual reporting of the Drinking Water Assurance Rules, which was provided to the regulator on time in February 2024.

Komiti Ngā Wai Hangarua | Wellington Water Committee |

21 May 2024

Report no: WWC2024/2/60

Acute Water Shortage Update 24 May 2024

Appendices

No.	Title	Page
1	Acute Water Shortage Update 24 May 2024	82
2	Water Restriction Risk Dashboard - 2 May 2024	85
3	Letter to Wellington Water - Monitoring information	86

Author: External Author (Wellington Water Ltd)



Wellington Water Committee | Komiti Ngā Wai Hangarua

May 24

Report no:

Acute Water Shortage Risk

Purpose of Report

1. This report provides the Wellington Water Committee with an update on the acute water shortage in the Wellington metropolitan region over the summer of 2023/24, the work commencing for 2024/25, and clarity of the operational targets and reporting requirements that Taumata Arowai expects from Wellington Water.

Recommendations

2. That the Committee:
 - notes this report.

Background

3. At the 24 July 2023, 06 October 2023, 11 December 2023, and the March 2024 Water Committee meetings, the Committee was updated on the programme addressing the summer 2023/24 water demand risk.
4. The Wellington Region has now passed through the period of most risk that Level 4 restrictions could be required, and the region will soon have removed restrictions with the exception of UHCC and SWDC who remain in Level 1 all year.
5. Wellington Water is now focused on the risk for the summer of 24/25. As part of preparing for next summer, Wellington Water is conducting a lessons-learned activity to ensure the response for next year is improved and has commenced preparations to model the 24/25 risk.

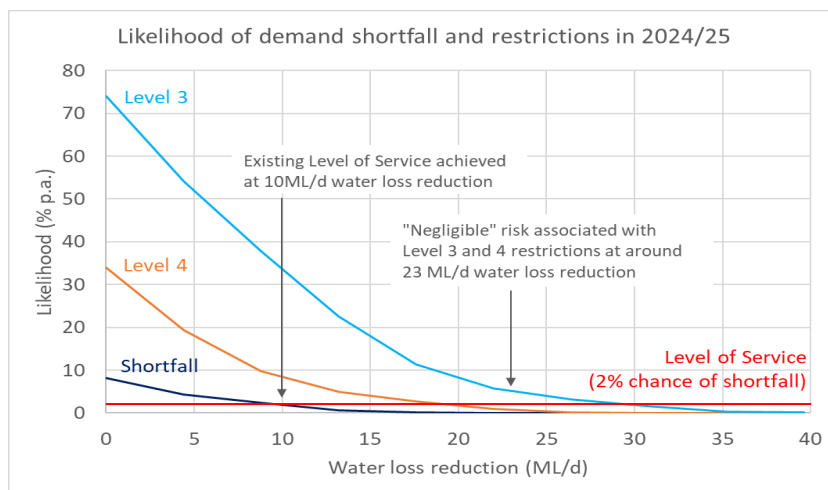
Summary

6. The management of the Acute Water Supply and Demand (AWS D) over the summer of 2023/24 has matured Wellington Water's and our stakeholders' understanding of the controls that are effective. Amongst the stakeholders the most significant clarification has been that Taumata Arowai is the appropriate regulator for such a risk, and Taumata Arowai's subsequent expansion of its role and responsibility in assisting Water Suppliers to fulfil their duties.

- 7. As we exit the current risk period it is reasonable that Taumata Arowai would expect to have visibility of the activities that will reduce the risk of a drinking water emergency to negligible and how agreed targets are funded and reported on.

Reducing the Risk

- 8. Taumata Arowai requested, and has been provided, the quantum water loss (in mega litres per day (MLD)) that would be required to reduce the chance of Level 3, 4 and an emergency (Shortfall) to negligible in the 24/25 summer, and what each council’s proportion of those targets would be. This is shown in the graph and table below.



Council	Proportion of bulk water supplied in 2022/23	Targets to reduce the risk associated with Level 3 or 4 restrictions to a “negligible” level before 31 Dec 2024 (ML/d)	Targets to reduce the risk associated with Shortfall to a “negligible” level before 31 Dec 2024 (ML/d)
WCC	49%	11.3	6.0
PCC	12%	2.8	1.4
HCC	27%	6.2	3.2
UHCC	12%	2.8	1.4
Total	100%	23	12

3

May 2024

9. Taumata Arowai also asked for the water loss reduction that the funding currently available from councils will achieve by 28 February 2025 which is shown in the below table:

Potential Water Loss Saving with current funding on 28 February 2025	
HCC	3.7 MLD
PCC	0.9 MLD
UHCC	-1.4 MLD
WCC	4.2 MLD
Total	7.4 MLD

10. Achieving a 7.4 MLD reduction in Water Loss would reduce the chance of a drinking water emergency to less than 3%, and the chance of level 4 to approximately 12%.
11. The water loss activity to achieve 7.4 MLD saving is within the capacity of Wellington Water to achieve and while it is calculated on water loss activities, other work (consumer use, pressure management etc.) will also assist in meeting the target.
12. The other control that could mitigate the risk is the Te Mārua DAF project which has the potential to provide an additional 20 MLD (of a future 60 MLD) by October 2024. This date has no contingency, and it is therefore probable that the date will move right with the project indicating that they are certain 20 MLD would be available by May 2025.
13. Given the uncertainty, Taumata Arowai will not accept the DAF Project as a control that can be relied on to mitigate next summer's shortage; regardless every effort will be made to bring the 20 MLD into the supply by or during next summer as it will effectively eliminate the risk in conjunction with demand controls.
14. Taumata Arowai has confirmed a required schedule of reporting Wellington Water is to provide to enable the monitoring of Wellington Water's reduction of water shortage risk and level of compliance with the legislative requirement to ensure the provision of a sufficient quantity of drinking water. The schedule is at Appendix 2 and Taumata Arowai indicates that the required reports will be public.

Appendices

No.	Title	Page
1	Governance Summer Risk dashboard dated 02 May 2024	
2	Taumata Arowai Letter (with attached reporting schedule) to Wellington Water dated 02 May 2024	

Author: External Author (Wellington Water Ltd)
WW

Water Restriction Risk Update - 2/5/24



Thanks, Wellington.

It's been a dry summer with a long tail, and your work to conserve water has been key to the region remaining at Level 2 and not triggering tighter water restrictions.

While river levels are low, they have stabilised and further recession is not expected. With demand remaining steady and cooler weather reducing the risk of demand spiking, we can steadily but swiftly reduce water restrictions within the next fortnight.

Wellington, Lower Hutt, Upper Hutt and Porirua will move to Level 1 on Wednesday May 8th, and if the situation remains stable Wellington, Porirua, and Lower Hutt will move out of water restrictions entirely on Wednesday May 15th.

As per standard procedure, Upper Hutt remains at Level 1 year-round.

This staggered reduction of restriction levels ensures we don't move too quickly, while we continue to monitor the situation closely.



2 May 2024

Charles Barker
Director of Regulatory Services
Wellington Water
By email

Copies to:

Wendy Walker Chief Executive Porirua City Council	Barbara McKerrow Chief Executive Wellington City Council	Nigel Corry Chief Executive Greater Wellington Regional Council
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Jo Miller Chief Executive Hutt City Council	Geoff Swainson Chief Executive Upper Hutt City Council
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Tēnā koe Charles

**Assurance of ongoing supply of a sufficient quantity of drinking water in the Wellington Region:
Ongoing monitoring information**

Thank you for the information you provided to Taumata Arowai in response to my letter of 22 March 2024.

After considering that material, Taumata Arowai has a better understanding of the funding planned by each of Wellington Water Limited's (WWL) owner councils and how WWL expects to apply that investment to address network water losses and carry out renewal work, to reduce the risk of acute water shortage over the 2024/25 summer period.

The information and targets in the material you provided are based on a number of significant assumptions. The accuracy of those assumptions and the effectiveness of WWL's plans will be tested over the next 6-8 months as network water loss reduction and renewal work is carried out.

Taumata Arowai wants to ensure that the work progresses as planned and that the anticipated improvements in the water loss situation in the Wellington metropolitan area are being achieved. Regular, ongoing monitoring is required to ensure network performance improvements are on track and that any deviations are promptly identified and corrected.

The schedule to this letter consequently lists a number of records that Taumata Arowai requires and the particular times at which they need to be provided. This will enable our monitoring of WWL's reduction of water shortage risk and WWL's compliance with the legislative requirement to ensure the provision of a sufficient quantity of drinking water. The records are required, and WWL must make them available to Taumata Arowai, in accordance with s 37(2) of the Water Services Act 2021.

It is likely that Taumata Arowai will make the records publicly available once they have been received and assessed, subject to the need to protect any sensitive details that might be included. I

invite you to signal whether there is any information of this nature included in the records as each batch is provided.

This monitoring activity is intended to help avoid the risk of an acute water shortage in the Wellington metropolitan area over the 2024/25 summer. However, like WWL, Taumata Arowai has not lost sight of the need to resolve network performance issues in the longer term. I look forward to continuing to work with you and representatives of WWL's owner councils on those issues in parallel to the matters addressed in this letter.

Please don't hesitate to call if you have any questions about the records Taumata Arowai requires. Otherwise, I look forward to receiving them in due course.



Steve Taylor
Head of Regulatory

Schedule

Records	Category	Breakdown	Timing			Information required	Notes
			Frequency	Starting	Ending		
Supply and demand modelling review	Risk of acute water shortage	N/A	One-off	-	By 31.05.24	Summary of findings of the independent review of the Karaka model, including any recommended adjustments to the model for the 24/25 summer. Description of impact of any modelling changes on the calculated 'Likelihood of demand shortfall and restrictions in 2024/25' curves in Item 2.	Joint letter from WWL and owner councils of 15.03.24 states '... we will carry out an independent review of the model to ensure its accuracy and share the findings with Taumata Arowai'.
Supply and demand summer risk updates		Regional	Weekly	01.10.24	30.04.25	Acute water supply and demand programme report. Water watch dashboard. Governance summer risk dashboard. Production capacity dashboard. Reservoir level weekly view.	The same reporting is requested during the 24/25 risk period as the 23/24 summer, with inclusion of the updated Karaka model.
Water loss reduction dashboard	Network water loss reduction	Regional AND individual TA	Monthly	31.05.24	30.04.25	Dashboards at regional and TA level of actual MLD savings, with the addition of staged monthly MLD savings milestones / targets.	As per Item 6. Include exception commentary where relevant.
Pressure monitoring progress			Monthly	31.05.24	30.04.25	Tracking (MLD savings) and commentary from pressure monitoring and management interventions.	
Capital renewals progress			Monthly	31.05.24	30.04.25	Tracking (MLD savings) and commentary from capital renewals programme.	
Industry capacity assessment		Regional AND individual TA (if possible)	One-off	-	By 31.05.24	A copy of the report on industry capacity.	As per Item 7.
Te Mārua Dissolved Air Flotation (DAF) project progress	Increased supply	N/A	Monthly	10.05.24	Project completion	Target dates and commentary for key project milestones, including equipment arrival, plant construction completion targets and progress relative to commissioning targets.	As per Item 10. More detailed target dates for project milestones should be included as part of the first report. Include exception commentary where relevant.
Resource consent variation progress		N/A	Every second month	10.05.24	Decision on variation application	Provide any target dates for submission of resource consent variation application(s) and progress updates.	As per Item 11.

Items – Relate to numbered items in WWL information pack 'Information requested by Taumata Arowai' (2 April 2024).

TA – Territorial authority

MLD – Megalitres per day

Komiti Ngā Wai Hangarua Wellington Water Committee

21 May 2024

Report no: WWC2024/2/61

Reporting of Annual Measures to Taumata Arowai

Appendices

No.	Title	Page
1	Reporting of Annual Measures to Taumata Arowai	90

Author: External Author (Wellington Water Ltd)



Wellington Water Committee | Komiti Ngā Wai Hangarua

May 24

Report no:

Reporting of Annual Measures to Taumata Arowai

Purpose of Report

1. This report provides the Water Committee with an overview of the annual reporting provided to Taumata Arowai.

Recommendations

2. That the Committee:
 - notes this report.

Summary

3. The first annual reporting of the Drinking Water Assurance Rules was due to the regulator in February 2024 (for the reporting period 01 January – 31 December 2023).
4. WWL met that reporting requirement, and the regulator has provided initial feedback on the information they will include in their yearly Drinking Water Regulation Report. Due for release in early 2024, that report focuses on network performance and practices and provides insights on how different networks across Aotearoa New Zealand are performing.

Assurance

5. The Drinking Quality Assurance Rules required 3748 applications of the rules to the WWL drinking water networks. Many of the rules were new in the assurance space and required processes to be created to ensure that there was an auditable basis for the measures result.

6. A Verification Approach and Plan was created which included an internal Audit and Assurance Philosophy to assist rule owners to move to a best practice risk-based approach to reporting compliance.
7. Each rule owner was also provided the internal audit assessment questions that their rule would be audited against and empowered to be conservative in their assessment of compliance. The results will be utilised internally to inform the effectiveness of the controls in the councils' Drinking Water Safety Plans and through that risk-based mechanism inform investment.

Compliance

8. All DWQAR rules for all six councils were reported to Taumata Arowai on time (which has been indicated as an exceptional result compared with the national result). The table below provides the high-level summary of DWQAR compliance.

DWQAR 2023 Submission Summary														
Water Supply Group	Water Supply	Assurance Rules*					Monitoring Rules*					SUB TOTAL	TOTAL	Water Supply Group
		Compliant	Non-Compliant	Total #	% Compliant	% Non-Compliant	Compliant	Non-Compliant	Total #	% Compliant	% Non-Compliant			
CWS [^]	Buick St, Petone	13	2	15	87%	13%	10	0	10	100%	0%	25	50	CWS [^]
	Civic Square, Dowse	13	2	15	87%	13%	10	0	10	100%	0%	25		
SWDC	Featherston (S3,T3,D3)	34	26	60	57%	43%	140	15	155	90%	10%	215	707	SWDC
	Greytown-Memorial Park (S3,T3,D3)	31	30	61	51%	49%	146	38	184	79%	21%	245		
	Martinborough-Ruamahanga (S3,T3,D3)	31	28	59	53%	47%	133	26	159	84%	16%	218		
	Pirinoa (S1,T1,D1)	15	2	17	88%	12%	12	0	12	100%	0%	29		
Metro	Wellington Region Bulk Water + 4 WTP's (Gear Island, Te Marua, Wainuiomata, Waterloo)	488	437	925	53%	47%	1977	89	2066	96%	4%	2991	2991	Metro
Totals		625	527	1152	54%	46%	2428	168	2596	94%	6%	3748	3748	All

[^] Community Water Stations

* Rules reported individually by Supply Component ID

Taumata Arowai Feedback

9. Taumata Arowai has provided a summary, based on the submitted data, that they will use in generating a yearly Drinking Water Regulation Report. This summary provides a general indication that a requirement applies and is satisfied and is not an indication of compliance.

3

May 2024

Supply ID	Supply Name	Acceptable Solution	Has DWSP	Protozoa Barrier	Bacterial Barrier	Residual Disinfection	Rules reports received	Processed On
BUJ002	Buick Street	No	Lodged	✓	✓	NA	Rule reports submitted	9 Apr
CIV001	Civic Square	No	Lodged	✓	✓	NA	Rule reports submitted	9 Apr
FEA001	Featherston	No	Lodged	✓	✓	✓	Rule reports submitted	9 Apr
GRE002	Greytown	No	Lodged	✓	✓	✓	Rule reports submitted	9 Apr
MAR003	Martinborough	No	Lodged	✓	✓	✓	Rule reports submitted	9 Apr
PIR004	Pirinoa	No	Lodged	✓	✓	✓	Rule reports submitted	9 Apr
WEL003	Wellington Region Bulk Water	No	Lodged	✓	✓	X	Rule reports submitted	9 Apr

Note: Acceptable Solutions are a ready-made option to help drinking water suppliers meet their compliance obligations under the Water Services Act 2021. They apply to specific supply types and situations and must be implemented in their entirety. Suppliers of our scale wouldn't use this option.

10. The one area that is assessed as required and not satisfied is in the Wellington Region Bulk Water. This is due to the non-compliance of chlorine contact time at the Waterloo Water Treatment Plant. This result is known to Wellington Water and has been well socialised with our client councils.

There are no appendices.

Author: External Author (Wellington Water Ltd)
WW



TO: Chair and Members
Komiti Ngā Wai Hangarua | Wellington Water Committee

FROM: Jack Kilty, Democracy Advisor, Hutt City Council

DATE: 17 May 2024

SUBJECT: MEETING SCHEDULE FOR 2024/25

Purpose of Memorandum

1. For the Komiti Ngā Wai Hangarua | Wellington Water Committee (the Committee) to adopt its meeting schedule for the rest of 2024/25.

Recommendations

That the Committee:

- (1) agrees to the meeting schedule from November 2024 until December 2025 as follows:
 - (a) Friday, 13 December 2024 commencing at 10 am;
 - (b) Friday, 14 March 2025 commencing at 10 am;
 - (c) Friday, 23 May 2025 commencing at 10 am;
 - (d) Friday 25 July 2025 commencing at 10 am; and
 - (e) Friday, 26 September 2025 commencing at 10 am;
- (2) confirms the venue for its meeting will be the Council Chambers, Hutt City Council, 30 Laings Road, Lower Hutt;
- (3) delegates authority to the Chair in consultation with the Chief Executive of Porirua City Council to alter the date, time, or venue of a meeting, or cancel a meeting, should circumstances require this; and
- (7) notes that the meeting times will be publicly notified by Hutt City Council's Democratic Services business unit.

Background

2. During its December 2023 meeting, the Committee scheduled meetings until September 2024. This was due to the Three Waters reform.

Discussion

3. The adoption of the schedule by the Committee will ensure a transparent and democratic process and enable effective planning of the upcoming decisions. It also helps the members to plan their commitments for the rest of the triennium.
4. The schedule of meetings is based on the 2023 meeting schedule agreed by the Committee in December 2023.
5. Various factors, such as availability, the importance of the decisions to be taken, and other logistical considerations, were considered while preparing the meeting schedule.

Proposed meeting arrangements for 2024/25

6. Officers have contacted members to arrange appropriate dates for the Committee to meet in late 2024 and 2025.
7. It is envisaged that the Committee will usually meet on five occasions each year, with additional meetings arranged as required.
8. The last meeting cycle (November 2025) will be scheduled following the 2025 local body elections.
9. Workshops have also been scheduled to follow the Committee meetings.

Wellington Water Committee Terms of Reference

10. Under the Committee's Terms of Reference, the council for which the Chair is an elected member will provide secretariat services to the Committee. The Chair is responsible for managing the agendas at Committee meetings.
11. The Standing Orders of the Council providing secretariat services to the Committee will apply to Committee meetings subject to the provisions for meeting quorum and decision making as set out in the Terms of Reference taking precedence.
12. It is proposed that the venue for Committee meetings be held in the Council Chambers at Hutt City Council, 30 Laings Road, Lower Hutt. This will improve administrative efficiency given that the Democratic Services business unit at Hutt City Council provides the secretariat support.

Legal considerations

13. In accordance with clause 30(7) of Schedule 7 to the Local Government Act 2002, the Committee is not deemed to be discharged following each triennial election.
14. As a result of the Local Government Electoral Legislation Bill Act, members can attend meetings remotely through audio or audio-visual connections, and this will count towards the quorum. This change is now permanent, and Councils can manage remote participation according to their Standing Orders.
15. Starting from 1 October 2024, this new rule will take effect, after the temporary rules for severe weather allowances expire on 30 September 2024. Hutt City Council will consider amending its Standing Orders before 1 October 2024.
16. The meetings will be publicly notified in accordance with the Local Government Official Information and Meetings Act 1987. A copy of the agenda for each meeting will be made available for public inspection at the main office of each shareholding local authority. The meeting schedule will also be published on Hutt City Council's website.

Appendices

There are no appendices for this Memorandum.

Author: Jack Kilty
Democracy Advisor
Hutt City Council

Approved By: Kathryn Stannard
Head of Democratic Services
Hutt City Council



TO: Chair and Members
Komiti Ngā Wai Hangarua | Wellington Water Committee

FROM: Jack Kilty, Democracy Advisor, Hutt City Council

DATE: 07 May 2024

SUBJECT: WELLINGTON WATER COMMITTEE FORWARD PROGRAMME 2024

Purpose of Memorandum

1. To provide the Wellington Water Committee (the Committee) with a Forward Programme of work and workshops planned for the committee for 2024.

Recommendation

That the Committee receives and notes the draft Forward Programme and future workshop topics for the Wellington Water Committee for 2024 attached as Appendix 1 to the memorandum.

Background

2. The Terms of Reference for the committee require the committee to provide governance and leadership across issues relating to the planning, delivery and management of water services to communities serviced by Wellington Water Limited (WWL).
3. The Forward Programme provides a planning tool for members, officers and WWL staff to coordinate programmes of work.
4. The draft Forward Programme for 2024 is attached as Appendix 1 to the memorandum.

Forward Programme

5. The Forward Programme is a working document and is subject to change regularly. Any changes to the Forward Programme made by officers and WWL staff will be made in consultation with the Chair.

Appendices

No.	Title	Page
1	Forward Programme 2024	97

Author: Jack Kilty
Democracy Advisor

Approved By: Kathryn Stannard
Head of Democratic Services

Draft Wellington Water Committee Forward Programme 2024

24 May	26 July	27 September
<i>Hutt City Council</i>	<i>Hutt City Council</i>	<i>Hutt City Council</i>
Wellington Water Committee	Wellington Water Committee	Wellington Water Committee
<ul style="list-style-type: none"> • Chairperson’s Statement • Local water done well – legislation and water service delivery plan update • WWC Forward Programme 	<ul style="list-style-type: none"> • Chairperson’s Statement • Local water done well – legislation and water service delivery plan update • WWC Forward Programme 	<ul style="list-style-type: none"> • Chairperson’s Statement • Local water done well – legislation and water service delivery plan update
Wellington Water	Wellington Water	Wellington Water
<ul style="list-style-type: none"> • Company and Governance Update (and Quarter 3 Performance) • Transition Programme Update • Water Supply Risk • Winding up the Company (impact of election outcome) 	<ul style="list-style-type: none"> • Company and Governance Update • Transition Programme Update • Receive Final Statement of Intent • Water Supply Risk • Winding up the Company (impact of election outcome) 	<ul style="list-style-type: none"> • Company and Governance Update • Transition Programme Update • Water Supply Risk • Receive Annual Report to 30 June 2024 • Winding up the Company (impact of election outcome)
Workshop	Workshop	Workshop
<ul style="list-style-type: none"> • Growth 	<ul style="list-style-type: none"> • Placeholder 	<ul style="list-style-type: none"> • Placeholder

Pending: Review of WWL Director's Fees