Council Workshop, 6 October 2026

Information considered in the workshop.

Greater Wellington
Te Pane Matua Taiao

Tiaki Wai Statement of Expectations 2027-37

Seeking Regional Councillors' Views

6 October 2026

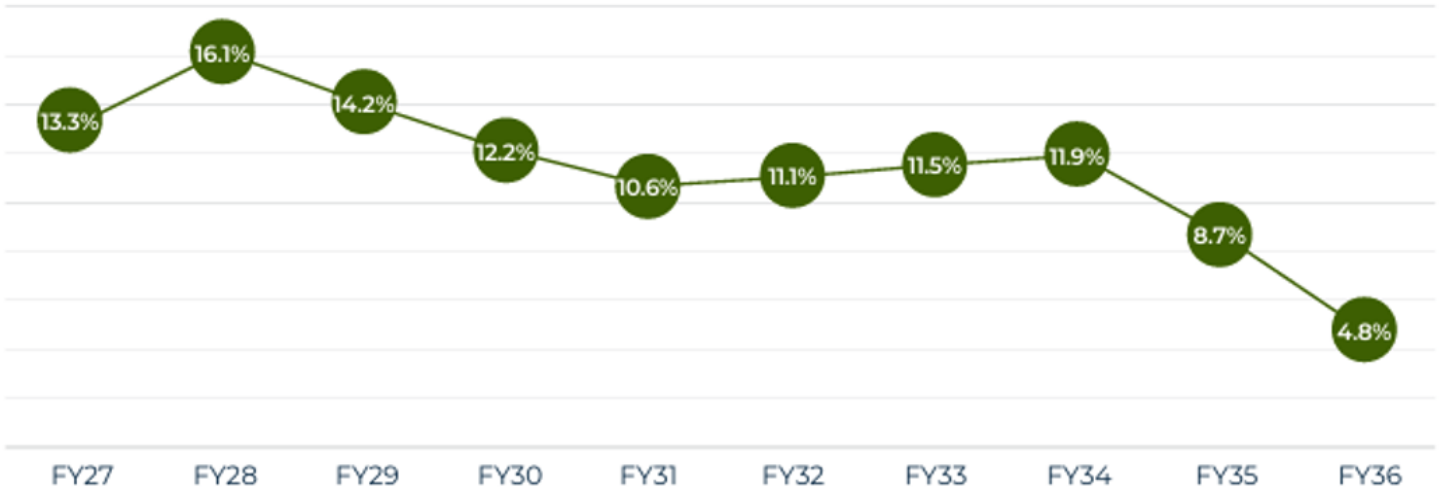
Amanda Cox – Programme Director (GW) – LWDW
Sarah Allen – Head of Company Portfolio and Economic Development

Greater Wellington
Te Pane Matua Taiao

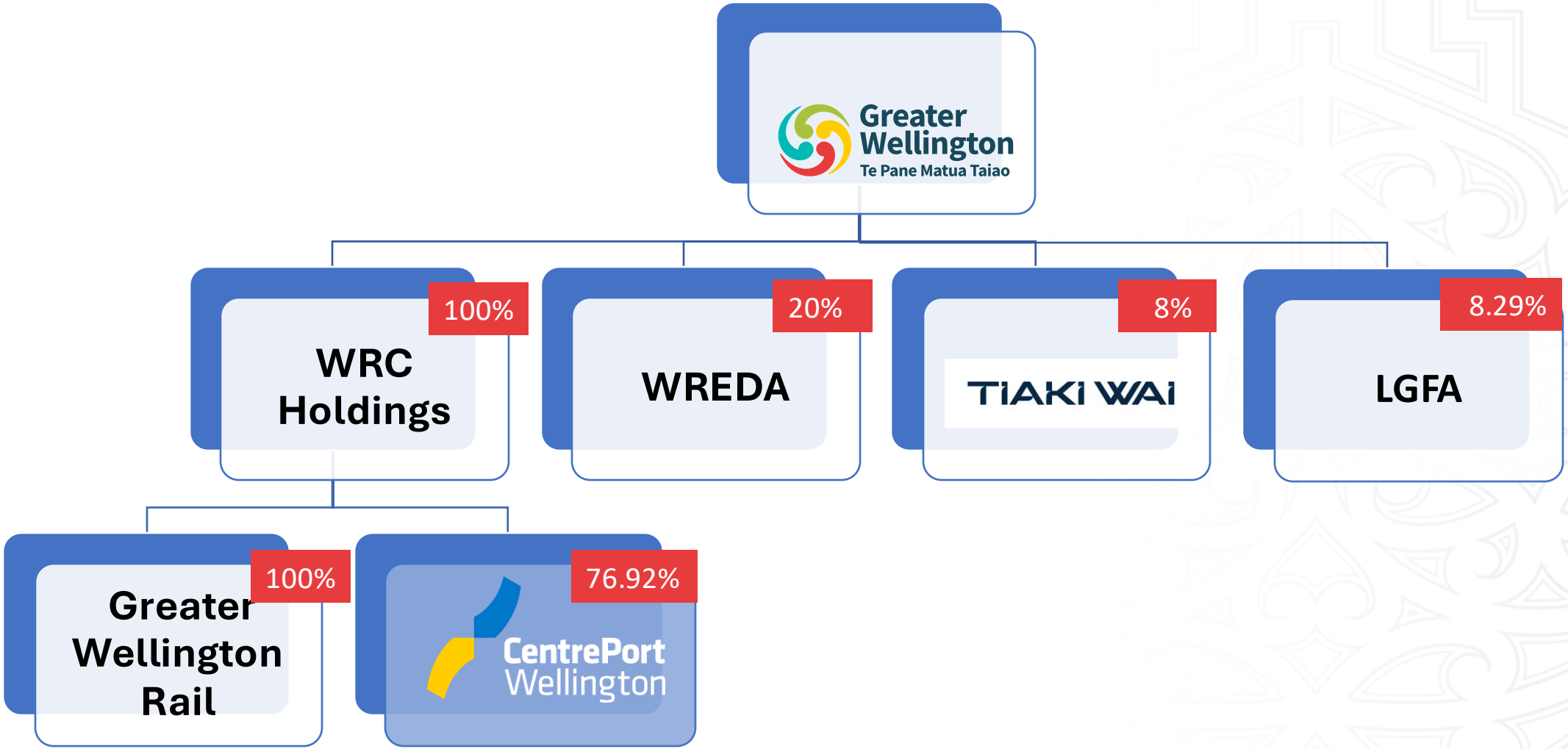
A brief recap...

- 1 July 2026 – Tiaki Wai now operational
- August 2026 - First water bills received by Wellington metro area customers
  - Average 12.8% increase in residential water charges from 25/26
  - The reality of separate, increasing water charges becomes apparent

Figure 7.3: Tiaki Wai indicative price increase (adjusted for growth)



Tiaki Wai one of GW's Council Controlled Orgs



Tiaki Wai governance post 1 July

Councils (5 shareholders)

Mana whenua (2)

Partners Committee

Tiaki Wai Board

Joint council-owned water services organisation

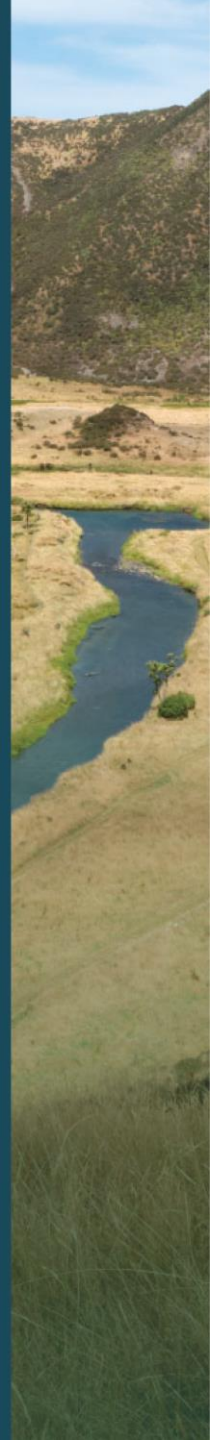
TIAKI WAI
Care in every drop | He wai whakauka

Owns assets, responsibilities, customer relationship & service delivery

Residential & commercial customers

Regulatory oversight

1. **Regional council** (environmental)
2. **Commerce Commission** (efficient, transparent, sustainable service delivery)
3. **Water Services Authority / Taumata Arowai** (Drinking water, wastewater standards)



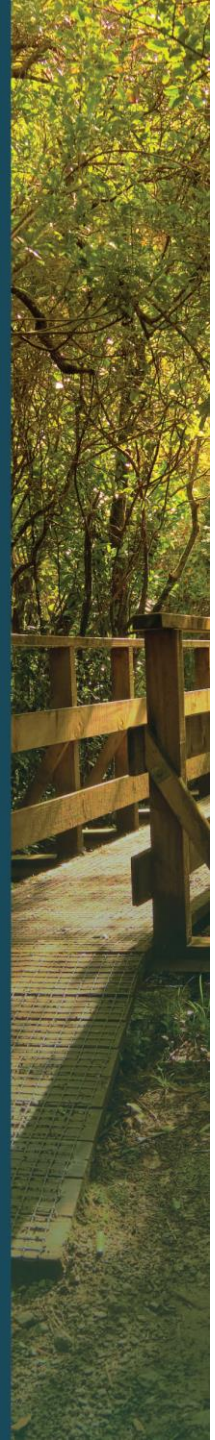
Roles of Partners vs Tiaki Wai Board/ ELT

Partners:

- Set the **outcomes** we want for our communities
- Communicate **long-term** strategic priorities
- Express expectations around **affordability, resilience, growth, environmental performance and customer outcomes**
- Set expectations for **engagement** with communities, mana whenua and stakeholders
- **Hold Board to account** for performance against agreed expectations and outcomes
- Focus on **what success looks like** over the next 10 years

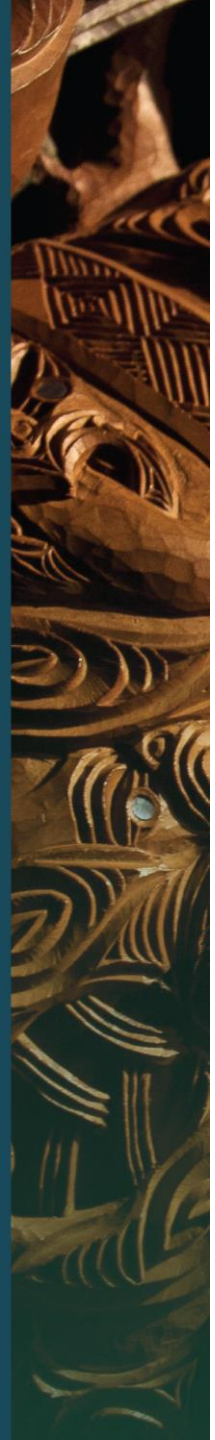
Tiaki Wai Board/ ELT:

- Direct operational decisions
- Specify projects, programmes or asset renewals
- Oversee procurement and commissioning
- Determine investment timing and engineering solutions
- Identify and manage strategic and operational risks



Statement of Expectations 2027-2037

- The Tiaki Wai Partners' Committee formal instruction to the Tiaki Wai Board
- A shared document issued by all the partners (Councils and Mana Whenua)
- Each partner council may contribute to the joint SOE; matters are for discussion and agreement at the Partners' Committee
- Partners' Committee must give Tiaki Wai adequate time to review the draft SOE prior to issuance
- SOE must be issued to Tiaki Wai at least 6 months before the beginning of the financial year it relates to
- The Tiaki Wai Water Services Strategy 27-37 must respond to the expectations in the SOE
- If a matter is in the SOE, the Partners' Committee can hold the Board accountable for it
- Will be reviewed every 3 years, for a 10-year period (same planning period as LTPs)



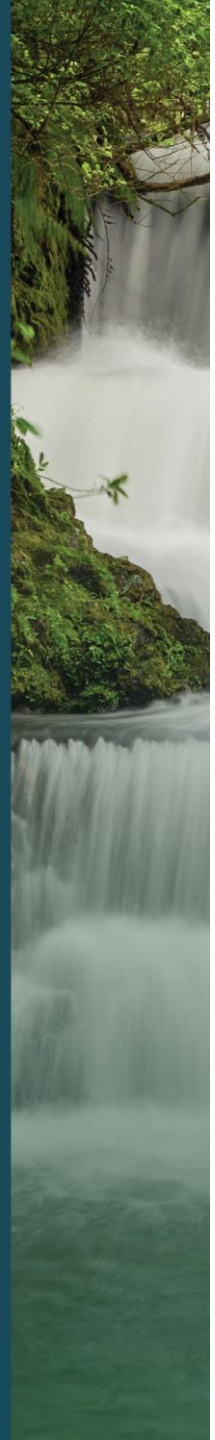
Current SOE - Enduring expectations

- Uphold Te Tiriti o Waitangi
- Customer facing organisation with a *customer first* culture
- Responsible guardian of the environment; protect and enhance
- Safe, reliable and resilient three waters services
- Lifeline utility provider – lead community water resilience and ensure preparedness
- Deliver value for money through cost effectiveness and fairness
- Infrastructure delivery to support defined growth plans

Current SOE - Transition Outcomes

Transition period July 2026 – June 2030

- Continuity of customer service – avoid price shocks, provide accessible service for faults, complaints and timely resolution
- Stormwater management – take a catchment wide approach; Statement of Work (SOW) in place by July 2027
- Prudent financial and investment management - clear visibility of organisational costs, funding requirements, and investment need
- Skilled, safe and diverse workforce and capability
- Utilise procurement to enable broader community outcomes – local employment, training and local community focus



Proposed GW themes for the SOE

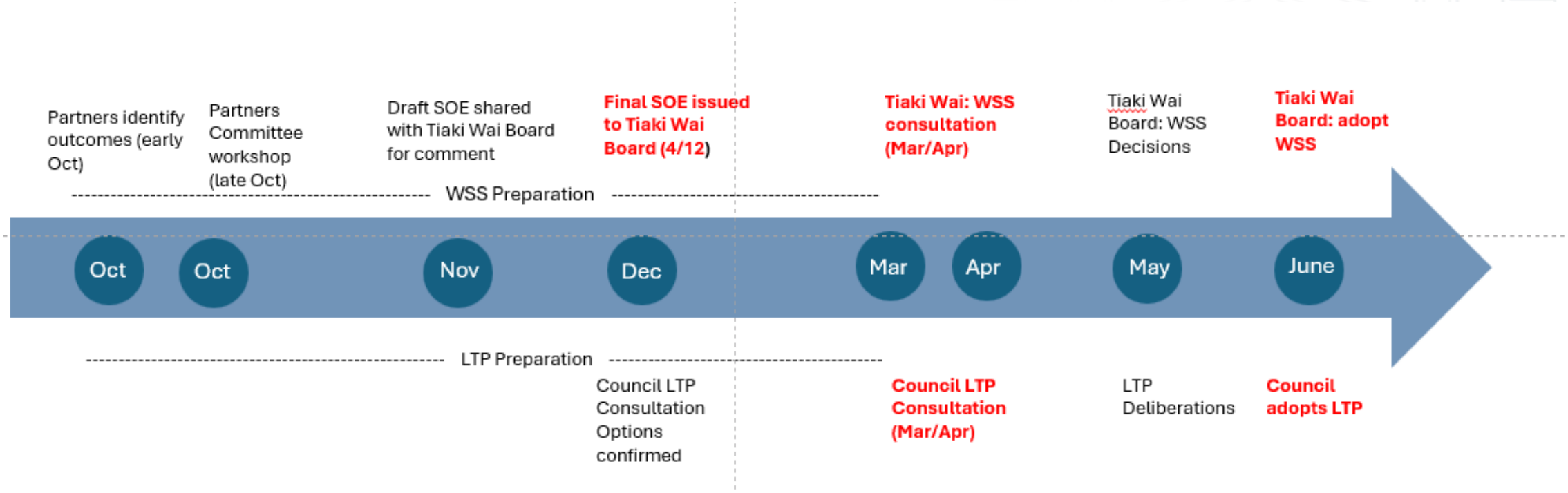
- **Sustainable water supply that protects our environment**
  - A water meter solution that is robust and value for money
  - Tiaki Wai actively contribute to integrated planning (i.e., through RSP), including to determine where new infrastructure, including water storage, is required.

- **Effective, resilient, coordinated stormwater management**
  - Take an integrated catchment approach including green and grey infrastructure
  - Work with Councils to pursue optimal rainwater solutions that mitigate flood risk

- **Effective management of strategic risks**
  - Evidence of adopting best practice guidance for risk management
  - Pathway to compliance for all wastewater treatment plants and associated outfalls

Draft Timeline

Red = hard deadlines



He pātai? | Questions?
Kōrero | Discussion