

# TIAKI WAI

Care in every drop | He wai whakauka

## Hutt City Council Elected Members Briefing

04 March 2026

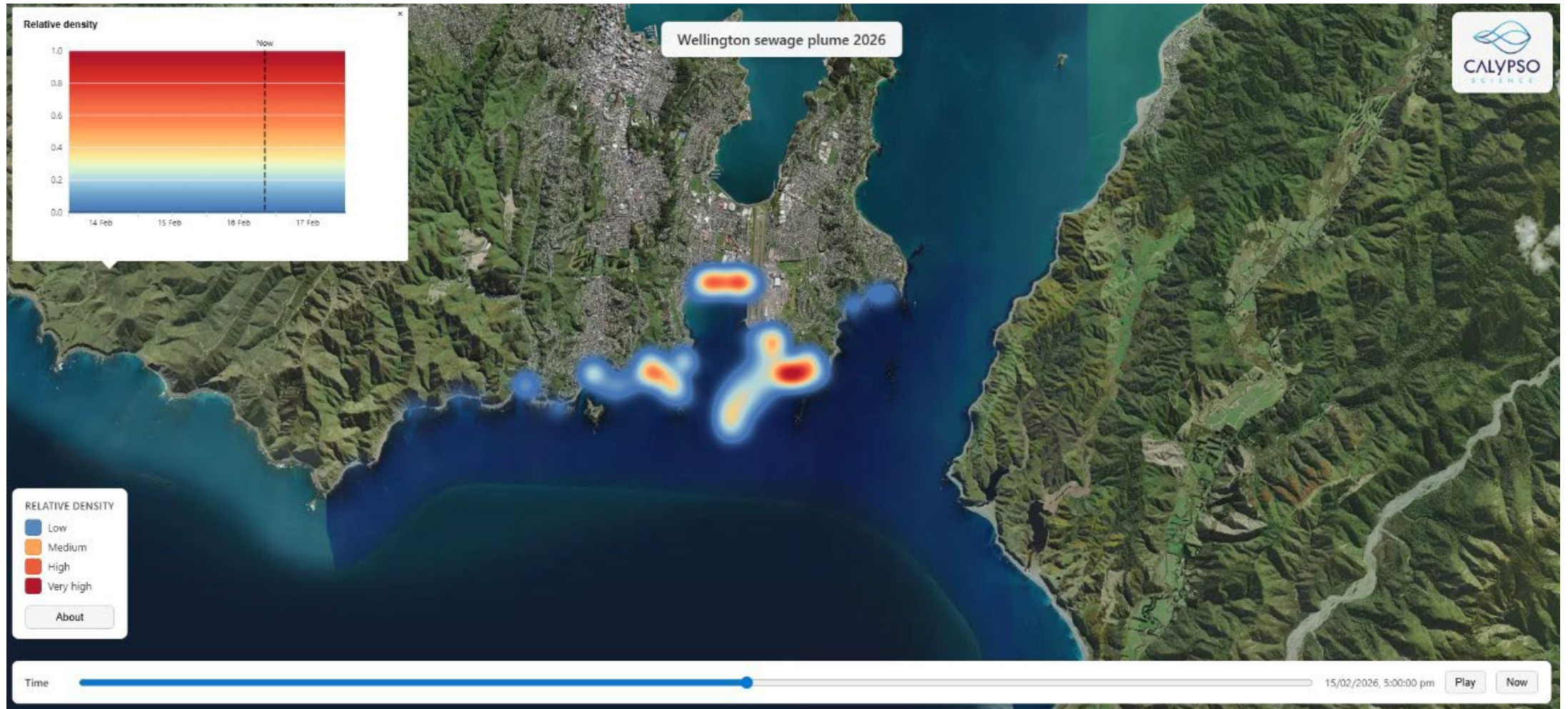


# Purpose of today – introduction to Tiaki Wai

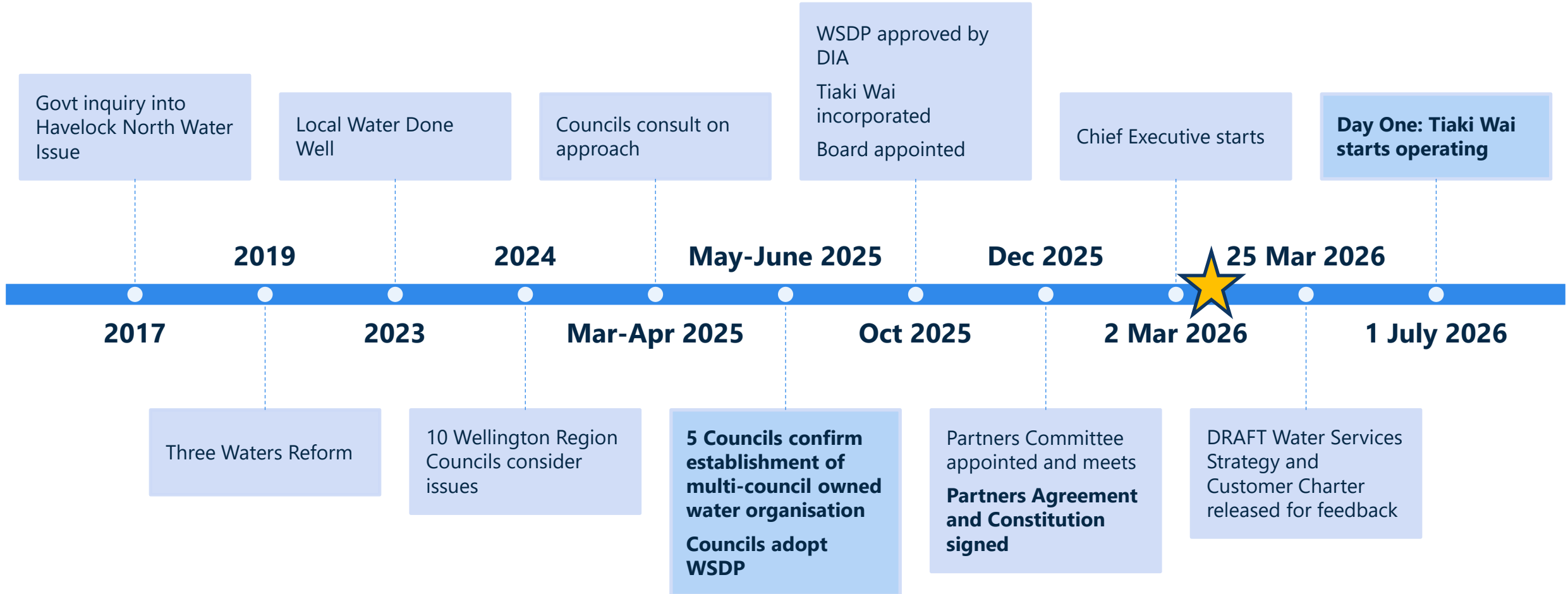
## **What we will cover today:**

- Moa Point
- Tiaki Wai – change is coming
- Day One
- Support needed from councils:
  - interim customer contact and billing arrangements
- Communications to and engagement with customers
- Decision making and transfer agreements

# Moa Point



# Tiaki Wai has been established and will operate from 1 July



# Introducing Tiaki Wai

- Legally Incorporated
- Board Appointed – Chair Will Peet, Jon Lamonte, Elena Trout, Adrian Wimmers
- On track for Day One
- Change in how water services are delivered



*Tiaki Wai Board: Elena Trout, Jon Lamonte, Will Peet, Adrian Wimmers*

# Change is Coming – Day One

## What will be different

### For customers:

- Name and visual identity – Tiaki Wai
- One front door for water issues – 0800 number, email, website online contact
- Two bills – one for water services, one for rates
- Over time, more reliable water supply, reduces leaks outages and unplanned disruptions, and cleaner harbours and waterways

### Behind the scenes:

- Councils' teams provide interim support for billing and inquiries under service agreements

## What will be the same

### For customers:

- Water will continue to come out of the tap
- Wastewater and stormwater services will continue to operate
- A crew will turn up when something's gone wrong

### Behind the scenes:

- Staff who come across from Wellington Water will be on the same pay and conditions
- Operational working relationships with councils and other key entities – clarified and refined

# Customer Outcomes



**"I don't notice any changes to my water on Day One."**



**"I know who Tiaki Wai is and that means for me."**



**"I know how to find information and get things done."**



**"I understand what I will be billed, why and I know how to pay."**

# Customer Experience – confirming the details



## Day One

- **One front door** – 0800 number, email, website, online contact
- Councils will take inquiries regarding billing, because they are invoicing on behalf of Tiaki Wai
- By March, a detailed approach for faults and other calls/contacts will be confirmed
- Wellington Water website will become Tiaki Wai website with new content (e.g. who we are, how to contact us, how to pay)

## Over time

- Tiaki Wai manage all customer contact
- Full customer and billing systems via IT upgrades

# Billing

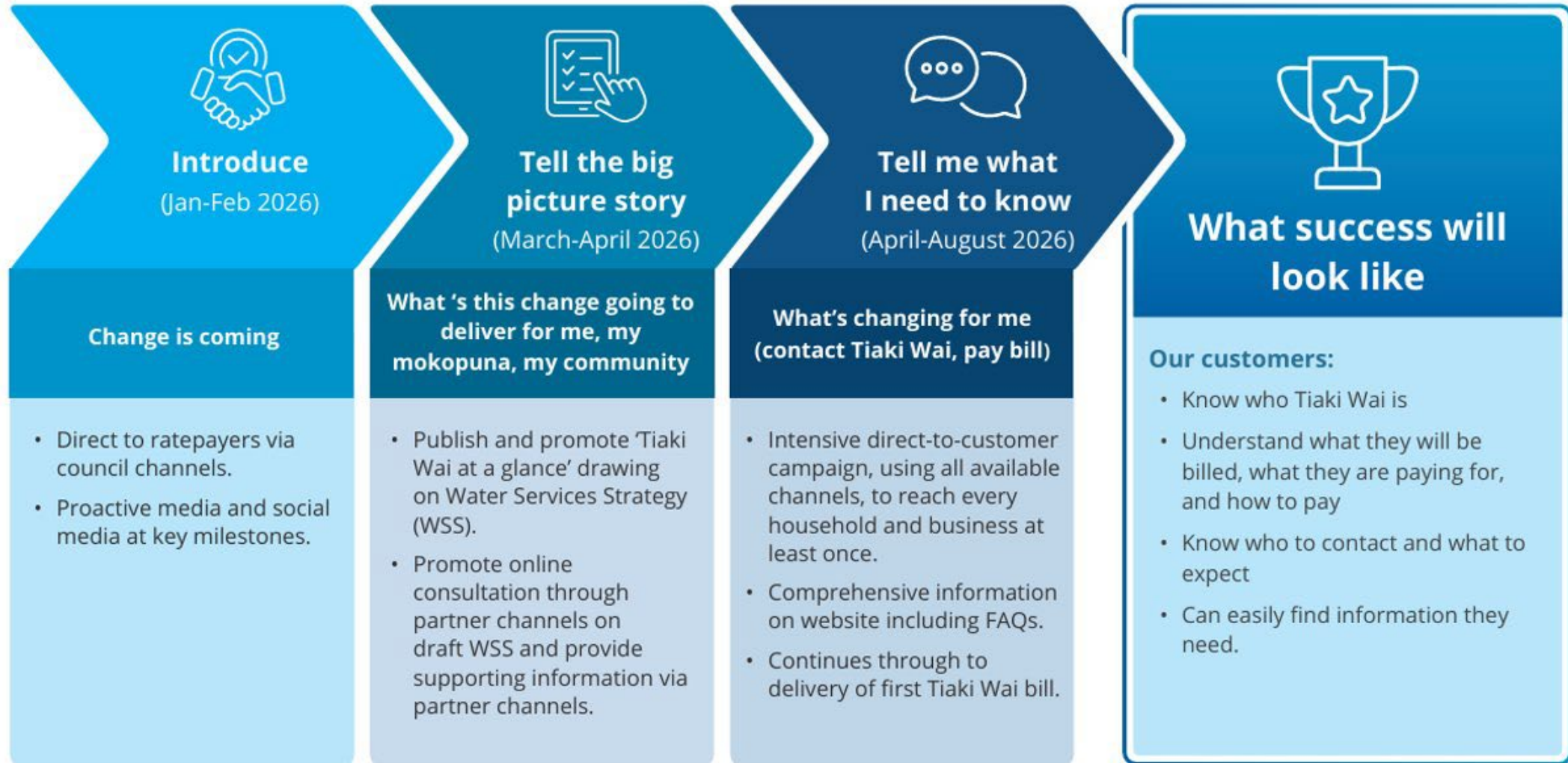
## **How will customers pay Tiaki Wai?**

- Councils sending separate bills on behalf of Tiaki Wai until the IT programme delivers customer and billing systems
- Challenging but coming together

## **How much will customers pay?**

- In the first year, water charges will be broadly in line with what has been projected for rates, including any already-signalled increases
- Will have to increase in future years to cover full costs of water services including maintenance, depreciation and upgrades
- Move towards harmonisation of pricing from Year Two
- Pricing policy and projections will be in the Water Services Strategy, alongside other financial policies

# Customer Transition communications overview



# Council decisions – as set out in the Partners Agreement

## Process

- Partners Agreement sets out process for completion of transfer

## Transfer Agreements

- Record all transferring assets, debt, revenue, contracts, consents etc
- Confirm council guarantees for Tiaki Wai
- Develop and agree service level arrangements for all transitional and ongoing activities between Tiaki Wai and councils- billing, customer, IT support, consenting, stormwater etc
- Transfer process guided by transfer principles and Net Asset Calculation Method (NACM)

## Timing



# Next steps

- **13 March:** Partners Committee meeting
- **25 March:** DRAFT Water Services Strategy and Customer Charter released for feedback
- **Late May/ Early June:** Decisions on transfer agreements
- **1 July:** DAY ONE



*Patai?*

