Open Briefing: Tiaki Wai: Statement of Expectations (via audio-visual link)

13 October 2026 – 10.55am

Attendees

Elected Members: Mayor Fauono Laban, Cr Barratt, Cr Dyer, Cr Edwards, Cr Lewis, Cr Mitchell, Cr Parkin, Cr Ravi, Cr Shaw, Cr Puketapu, Cr Stallinger and Cr Yung.

Staff: J Miller, Chief Executive; A Blackshaw, Director Neighbourhoods and Communities; J Kingsbury, Director Economy and Development; J Downing, Director Strategy and Engagement; D Nunnian, Acting Group Chief Financial Officer; B Cato; Chief Legal Officer; S Gardner, Acting Chief Digital Officer; C Ellis, Head of Chief Executives Office; A Ryall, Head of Mayor's Office; E Anand, Head of Capital Delivery; A Koia-Ward, Strategic Advisor; H Ellison, Project Delivery Manager; R Hardie, Head of Strategy and Policy; H Bell, Water Services Advisor; J Young, Democracy Advisor and V Gilmour, Democracy Advisor.

Apologies

Cr Tonga-Grant, Deputy Mayor Brown

Presenter

S Gardner, Acting Chief Digital Officer

Introduction and Key Objectives of the Briefing

The purpose of the briefing is to update members on the preparation of the Tiaki Wai Statement of Expectations (SoE) for 2027–2037. The briefing outlines the legislative requirements, governance responsibilities and proposed development process, and sought members' feedback on priorities and expectations to inform the draft SOE ahead of consideration by the Partners' Committee.

Presentation by S Gardner, Acting Chief Digital Officer

Slide 1 – Draft Tiaki Wai Statement of Expectations 2027-37 (Header)

Slide 2 – Statement of Expectations (SoE)

Slide 3 – Statement of Expectations 2027-37

Slide 4 – SoE Required Content

Slide 5 – SoE Optional Content

Slide 6 – A brief recap

Slide 7 – Current SoE – Enduring Expectations

Slide 8 – Current SoE – Transition Outcomes

Slide 9 – Timeline – Concept only

Slide 10 – Tiaki Wai ownership, governance post 1 July 2026

Slide 11 – Role of Partners vs Tiaki Wai Board/ ELT

Slide 12 – Crown Review of Moa Point failure – observations for the Partners' Committee

Slide 13 – HCC Staff Feedback on the 20262 SoE

Slide 14 – Previous Feedback on Financial Sustainability for Tiaki Wai

Slide 15 – Have we missed anything?

Questions and discussion points

- The Local Government (Water Services) Act 2025 requires shareholders to prepare a 10-year Statement of Expectations (SoE) to guide Tiaki Wai's strategic direction and development of its Water Services Strategy (WSS).

- The SoE provides the Partners' Committee with a formal mechanism to communicate expectations and hold the Tiaki Wai Board accountable.

- The current interim SOE was adopted in December 2025 for one year, with the new SOE covering 2027–2037.

- Tiaki Wai advised that its 2027 WSS would represent an improvement on the initial strategy, although asset planning and organisational capability were still developing.

- Opportunities were identified to strengthen expectations relating to emergency management, value for money, financial sustainability, risk management, stakeholder engagement and reporting.

- The Crown review of the Moa Point wastewater treatment plant failure highlighted the importance of effective governance, strategic risk oversight, asset resilience and independent assurance of capital and procurement programmes.

- Officers agreed to strengthen feedback on value-for-money expectations, including reporting on expenditure against delivery, benchmarking infrastructure costs and aligning reporting with regulatory requirements where possible.

- National regulatory monitoring would provide greater opportunities to benchmark performance across water organisations. Concerns about procurement panels and maintaining commercial tension would be included in feedback on the SoE.

- Council retained responsibility for certain stormwater assets within road corridors and other Council-owned assets. Officers agreed that the SoE could include expectations for coordination with Tiaki Wai, particularly during emergencies and high-flow events.

- Planning for water metering was already underway, with further detail expected through the WSS. Operational accountability rested with Tiaki Wai, its customers and regulators, rather than individual shareholder councils.

- While reporting would generally be provided at an organisation-wide level, some project-level reporting was expected to remain available. The Partners' Committee could request further information where necessary, with further discussions on price harmonisation anticipated in December 2026.

- Opportunities to secure central government funding through a regional or city deal would depend on future government policy. This was considered primarily a matter for councils rather than Tiaki Wai, with developments to be monitored.

- The Partners' Committee is scheduled to workshop the SoE on 30 October 2026, with a draft to be shared with the Tiaki Wai Board in November and decisions expected in December.

- Tiaki Wai will subsequently develop and consult on its WSS, with adoption anticipated in June 2027.

Next steps

Timeline – Concept only

- Early October 2026 – Partner Agencies identify outcomes
- 30 October 2026 – Partners' Committee workshop
- November 2026 – Draft SoE Shared with Tiaki Wai Board
- 4 December 2026 - Final SoE issued to Tiaki Wai Board
- December 2026 – Council Long Term Plan (LTP) Consultation Options confirmed
- March/ April 2027 – Tiaki Wai: Water Services Strategy (WSS) Consultation
- March/ April 2027 – Council LTP Consultation
- May 2027 - Tiaki Wai Board: WSS Decisions
- May 2027 – LTP Deliberations
- June 2027 – Tiaki Wai Board adopt WSS
- June 2027 - Council adopts LTP

Briefing materials

Attachment 1 – Presentation: Tiaki Wai – Statement of Expectations (SoE)

The briefing closed at 11.23am.