


1 February 2024

OIA IRO-547



Tēnā koe 

**Official information request for the review into the WCC-Wellington Water and contractor relationship including emails and correspondence between key people involved with the review (Ref: OIA IRO-547)**

Thank you for your official information request dated 7 December 2023 requesting the following information under the Local Government Official Information and Meetings Act 1987 (the Act).

- *the report done this year into the WCC-Wellington Water and contractor relationship, along with all internal and external correspondence about it?*

On 23 January 2023, you clarified the scope of your request as follows:

- *please refine to emails and correspondence between key people involved with the review.*

We have considered your request in accordance with the Act and decided to grant your request in part.

I am refusing your request for a copy of the *report into the WCC-Wellington Water and contractor relationship* under section 17(d) of the Act as the information requested is or will soon be publicly available.

In terms of your request for emails and correspondence between key people involved with the Wellington City Council review, the documents in scope of your request are available in this [Dropbox folder](#) as listed in the attached document schedule. This includes a memo (*refer to Document 6-Wellington Water Memo Contract Optimisation review conducted by FieldForce4*) provided to Wellington City Council on 20 December 2023 in response to the report findings and executive summary of the report.

You will note that some information within the documents is withheld under the following sections of the Act:

- 7 (2)(a) to protect the privacy of natural persons
- 7 (2)(b)(ii) to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information and
- 7 (2)(f)(i) to maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to members or officers or employees of any local authority in the course of their duty.

Some information has also been removed, as it is out of scope of your request.

Documents that contain our legal advice and the fact of getting legal advice are being withheld in full under section 7 (2)(g) of the Act to maintain legal professional privilege.

For the latest news and updates, follow us on our social channels:

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

One document which relates to the FieldForce4 Statement of Work is being withheld in full under section 7 (2)(b)(ii) of the Act to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

Additionally, below we have provided you with a timeline of events, which you may find helpful in relation to your request.

Timeline	
31 May 2023	Wellington City Council (WCC) agreed to provide \$2.3m additional Opex funding to WWL on the condition of a <i>“review of its services with the objective of improving its efficiency, identifying potential cost savings, and improving transparency/reporting.”</i>
1 June 2023	Wellington Water (WWL) responded with thanks for lift in budget and agreed to the review
Date unknown but before 3 June 2023	WCC sent brief to potential reviewers. (To date, WWL has not seen this brief, nor agreed to it)
13 June 2023	FieldForce4 provided a proposed Statement of Work (SOW) to WCC.
13 June 2023	WWL and WCC met to develop the Terms of Reference (TOR)
16 June 2023	WWL and WCC met to develop the TOR and review two proposals (including the FieldForce4 SOW) and agreed to appoint FieldForce4. WWL provided feedback on FieldForce4 proposed SOW that its scope was too broad and doesn't align with the draft TOR
21 June 2023	WWL and WCC met to agree in principle the Terms of Reference (TOR)
29 June 2023	TOR signed by WWL CE
24 July 2023	TOR signed by WCC CE
19-26 July 2023	FieldForce4 conducted interviews based at WWL
14 August 2023	FieldForce4 provided draft initial report to WWL and WCC
18 August and 25 August 2023	WWL and WCC met to discuss draft initial report
25 August 2023	WWL provided feedback on draft initial report that <i>“overall the outcome and key findings of the review have missed its purpose”</i> and <i>“much of this commentary [on the WWL model] is out of scope”</i> .
28 August and 31 August 2023	WCC, WWL and FieldForce4 met to discuss draft initial report
14 September 2023	FieldForce4 provided draft executive summary report
19 September 2023	WWL provided feedback on draft executive summary report that <i>“the review lacked independence, balance and recognition of the hard work the front line teams are delivering in a challenging environment”</i> , <i>“many of the recommendations about the operating model were not backed by evidence, analysis and comparison against alternative operating models”</i> and pointed out errors
20 October 2023	WWL and WCC met to discuss draft executive summary report
1 December 2023	WCC, WWL and FieldForce4 met to discuss draft executive summary report

For the latest news and updates, follow us on our social channels:

 /wellingtonwater
  @wgtwaternz & @wgtwateroutage
  @wellington\_water

5 December 2023	FieldForce4 presented findings to WCC councillors
19 December 2023	WWL received final FieldForce4 executive summary report from WCC
20 December 2023	WWL responded to WCC with concerns
29 January 2024	WWL received redacted final FieldForce4 report from WCC

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to email us at [official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)

Nāku iti noa, na

Electronically approved by [REDACTED]

[REDACTED]  
**Group Manager Business Services (CFO)**  
**Wellington Water Ltd**

Document Schedule	
Document no	Content
1	Terms of Reference
2	WWL Response to FieldForce4 Report - Key points
3	WWL Detailed Response to FieldForce4 Report
4	Summary Report Wellington Water
5	FieldForce Contract Optimisation - provided by WCC
6	Wellington Water Memo - Contract Optimisation review conducted by FieldForce 4
7	Email correspondences between WWL and WCC
8	Email correspondences between WWL and WCC - provided by WCC
9	Email correspondences between WWL staff
10	Email correspondence with Fulton Hogan
11	Email correspondences with FieldForce4
12	Data as per email dated 23 November 2023
13	Email correspondences to Board Chair

For the latest news and updates, follow us on our social channels:

 /wellingtonwater
  @wgtwaternz & @wgtwateroutage
  @wellington\_water