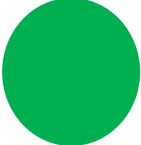
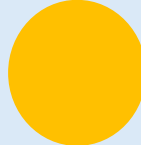


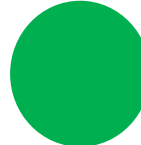

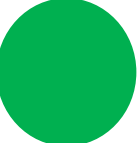
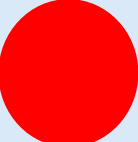


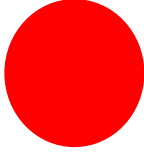

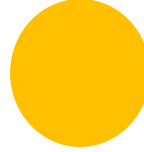

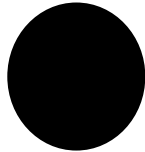

Statement of Intent (SOI) 2025-28 Measures Quarterly Performance Report (Q1)

	Measure	Target 2025/26	Actual Q1	Comment	BRAG Status	Known risk and mitigations going forward	What to expect in Q2
1	The percentage of our customers that report being "Satisfied" or "Very Satisfied" with our services.	≥ 55%	71.33%	Q1 customer satisfaction averaged 71% (July 74%, August 70.30%, September 70%) against a ≥55% target. Two themes continue to shape results: response times and advised-of-works communication. While current system constraints make consistent updates more challenging, ongoing service-delivery improvements are lifting responsiveness. Our focus is on standardising processes and strengthening daily disciplines, so customers receive clearer updates and more timely action. The TSI programme is expected to further enable these improvements in the areas that have historically been the main drivers of dissatisfaction.		<ul style="list-style-type: none"> Limited system capability to track work and communicate with customers Impact: Unable to track and/or respond consistently to customer service requests, reducing customer satisfaction. Mitigation: Focus on process standardisation, manual tracking improvements, and defining minimum communication expectations across teams while system options are reviewed. 	Continue to standardise processes and strengthen day-to-day disciplines.
2	The yearly average level of fluoride leaving each Water Treatment Plant is within the Ministry of Health guidelines (0.7-1.0 parts per million) i.e. 95% of the time.	Achieved at all plants	Te Marua = 97.2%, Wainuiomata = 95.5%, Waterloo = 93.7%, Gear Island = 94.7%	These plants during the respective months went through planned works, maintenance and shutdowns activities (to improve resilience) which saw a drop below the 95% target.			Similar results expected in Q2. Plants are consistently over the 90% national guideline.
3	We will deliver safe drinking water to metro Wellington. Compliance with Drinking Water Quality Assurance Rules (Treatment) - Metro Wellington Water Treatment Plants.	Compliant monthly (12/12 months compliant)	Not Compliant	The Waterloo Water Treatment Plant is non-compliant with the Drinking Water Quality Assurance rules due to insufficient contact time with chlorine for water for approximately 800 households. Funding has been provided by Hutt City Council in their Long-Term Plan to address this issue, and the water remains safe to drink. All other treatment plants were compliant.			Similar results expected in Q2.
4	Compliance with Drinking Water Quality Assurance Rules (Treatment) - South Wairarapa Water Treatment Plants.	Compliant monthly (12/12 months compliant)	Compliant	The water leaving the treatment plants was fully compliant with water regulator requirements for this quarter.			Similar results expected in Q2.
5	We receive zero abatement notices, infringement notices, enforcement orders or	0 notices, orders and convictions	0	An abatement notice was issued for Moa point in September and withdrawn in October, No other infringements issued, so compliant.			

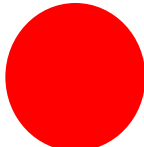

Statement of Intent (SOI) 2025-28 Measures Quarterly Performance Report (Q1)

	Measure	Target 2025/26	Actual Q1	Comment	BRAG Status	Known risk and mitigations going forward	What to expect in Q2
	convictions for breaches of consent.						
6	We receive zero abatement notices, infringement notices, enforcement orders or convictions for breaches of consent.	0 notices, orders and convictions	0	We are compliant to the measure but only Featherston WWTP is compliant for Q1 against the consent conditions.			
7	Percentage of targeted pipe replacement/ renewal completed (7.2 km = 100%).	7.2 kilometres	HCC - 216m PCC - 425m UHCC - 212m WCC - 291m Total - 1144m	The total for the first quarter is 1.144km against a baseline forecast of 7.2km and an updated forecast of 7.392km for the year.			
8	We deliver the capital programme within range.	Between \$235.2M (75%) and \$282.2M (90%) (October 2025 Baseline).	Actuals were \$32M against a forecast of \$40.8M.	Significant effort invested in planning, forecasting, and tracking to improve programme visibility and identify projects at risk, challenges remain in finalising the FY25/26 baseline capex programme. A second set of memos has been issued to Councils requesting that projects from FY26/27 (Yr3 LTP) be brought forward to address the anticipated underspend from the outset. While project information, systems, and governance alignment have improved, ongoing issues with resourcing and capability particularly following changes to the procurement model continue to constrain delivery and limit the pace at which the programme can be fully established. \$15.6m of the Capex under spend relates to five projects that are in construction i.e. PCC Central City Wastewater Storage, Victoria Street Rising Main, Te Marua Capacity Optimisation and the Seaview WWTP Odour Control project.		Programme Delivery has reviewed Year 3 LTP projects to identify those that are delivery ready and can be brought forward to reduce the forecast underspend. Recruitment is underway for the internal project management function, with additional short term procurement plans in place to supplement capacity and maintain delivery momentum. A Project Steering Group has been established to provide oversight and support for portfolio and project-level risks. Temporary dashboard systems have been implemented to improve visibility and tracking, and a structured training programme is being developed for Q3 to uplift capability across the Capital Delivery function.	

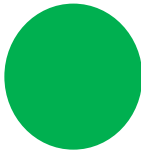
Statement of Intent (SOI) 2025-28 Measures Quarterly Performance Report (Q1)


	Measure	Target 2025/26	Actual Q1	Comment	BRAG Status	Known risk and mitigations going forward	What to expect in Q2
9	Our overall engagement score remains stable or increases.	Overall engagement greater than 60%	55%	Overall employee engagement is 55%, below our annual target of 60%, however is starting to trend upward. The preceding 12-month employee engagement score (rolling average) was 50%. Despite the challenging environment employees have had to navigate during this period, engagement is trending in the right direction. Action plans are being developed to direct effort on high-impact interventions.			
10	Health and Safety critical risks will be reviewed, and improvements implemented.	Two or more critical risks	Not started	Critical risk programme to commence in November following the recruitment of a specialist.			Recruitment complete, critical risks will be assessed, and work programme established and prioritised.
11	Give effect to Te Mana o te Wai by defining what this means for Wellington Water and where and how it will be applied to our planning, regulatory and operational activities.	Develop a strategy to give effect to Te Mana o te Wai.	Not started	This measure has been on hold. An appointment of the Pou Tūhonohono Māori was made, who will now develop a Te Mana o te Wai strategy. By confirming and signing new mana whenua partnership agreements, this shows our commitment to giving effect to Te Mana o te Wai.		The current political and legislative environment surrounding the changes to recognition of Te Mana o te Wai. We continue as BAU in the meantime.	Initial discussion and work will begin on the development of the strategy, with support from our mana whenua partners and internals where required.
12	We regularly check with Te Rūnanga o Toa Rangatira and Taranaki Whānui that we are honouring our partnership agreements.	Annual hui confirm that we are giving effect to the purpose and values set out in the relationship agreements	On track	Partnership agreements for 2025-2028 finalised within this Q. WWL continue to engage on capital and operational matters, monthly hui and ongoing big projects e.g. Porirua Harbour Accord, Seaview Rōpū		N/A	Bi-annual CE hui to take place.
13	We offer partnership agreements to Ngāti Kahungunu ki Wairarapa-Tamaki Nui a Rua and Rangitāne o Wairarapa.	Dependant on SWDC pursuing alternative options for water delivery	N/a	WWL continue to engage with mana whenua iwi in the Wairarapa on operational matters until Metro Water is established 1 July 2026.		Dependant on SWDC pursuing alternative options for water delivery	Continue to engage on operational matters as we wait for clarity from SWDC.
14	Wellington Water and councils do not implement Level 4 Water Restrictions.	Wellington Water and councils do not implement Level 4 Water Restrictions	Achieved	L4 restrictions highly unlikely to be required this year. Acute water shortage risk is low, with the key risk to manage as per BAU operations being a long dry summer that draws down aquifer and Macaskill Lakes storage		Medium-Long term risk requiring KRA strategic response	L1 restrictions as per daylight savings. Water Supply Risk Management Group monitoring of


Statement of Intent (SOI) 2025-28 Measures Quarterly Performance Report (Q1)


	Measure	Target 2025/26	Actual Q1	Comment	BRAG Status	Known risk and mitigations going forward	What to expect in Q2
							supply/demand balance and considering if increase in restrictions is required (long, dry summer risk)
15	Prepare a regionally consistent plan for roll out of residential water meters across our metropolitan council areas.	Procurement commenced, funding agreed, water meter installation has commenced.	70%	The business case is nearing completion. This includes selecting a water meter and refining the costs for water metering to be included in the Metro Water Services Strategy. This will provide a best value for money pathway for the deployment of meters.		Progress slower than anticipated but significant progress made in latter part of Q1 to provide assurance of meeting Q2 milestone	A business case will be presented for consideration by joint boards in December 2025.
16	Review key contracting arrangements for maintenance and capital works Agreed actions from review(s) are implemented.	Review key contracting arrangements for maintenance and capital works.	Review underway.	Enhanced Capital Delivery Model developed with four-tier supplier structure (Consultant Pools, Contractor Pools, Minor Works Pools, Niche Suppliers) designed to improve efficiency and value for money. Comprehensive business requirements analysis completed with all delivery units to map operational environments and supplier needs. Detailed implementation framework prepared including merit-based allocation system, value-based procurement thresholds, and performance monitoring frameworks. ELT paper prepared for October 2025 meeting outlining strategy and July 2026 deployment roadmap aligned with Metro Water transition.		Market disruption during transition mitigated through phased rollout and early supplier engagement. Internal resource gaps addressed through temporary support arrangements and capability uplift programmes. Transition timing alignment with Metro Water managed through close coordination with transition team.	ELT consideration and approval of enhanced Capital Delivery Model in October 2025. Commencement of market engagement activities including industry briefings and supplier information sessions. Development of detailed resourcing plan and governance structures. Preparation of ROI/RFQ documentation and evaluation criteria for supplier pool establishment commencing Q1 2026.


Statement of Intent (SOI) 2025-28 Measures Quarterly Performance Report (Q1)

Measure	Target 2025/26	Actual Q1	Comment	BRAG Status	Known risk and mitigations going forward	What to expect in Q2
17 Implement actions agreed of the Wellington Water Culture and Value for Money Improvement Plan.	>75% of agreed actions achieved or exceeded	77% of agreed actions largely achieved or achieved/exceeded objective	<p>Overall improvement actions are underway with 20 of the 26 actions largely achieved or Achieved which means that most of the action for the quarter has been met with only minor gaps or fully met. The balance of the actions (6) are partially achieved with progress being made.</p> <p>The noted drivers for these not being largely achieved are; restructures, resourcing, change in direction and the action no longer reflects the direction and performance issues. These are:</p> <ul style="list-style-type: none">- Simplifying the internal management framework- Implementing changes to critical assurance and control processes- Implement improvements to asset management practice- Implement value focussed performance metrics and regular reviews of performance for contractors and consultants- Improve wastewater treatment plant compliance and provide assurance compliance projects on track.- Fluoride - develop a multi-year programme of work <p>Key delivery areas that are progressing - Technology Systems Investment programme, changes to core accountability policies and processes (Delegations, Code of Conduct, Protected Disclosures), Commercial and procurement competency, creating healthy competition in the consultant and contractor market and introducing value-based performance into Alliance.</p>		<p>That the actions we said we would take back in May 2025 remain the most appropriate for the organisation to achieve the required objectives. Mitigation is to do a very light review and where warranted make changes to the plan.</p> <p>We have changed our approach to some of the actions from where they were originally conceived and need to ensure that we are comfortable with the new direction they are taking and that we are able to demonstrate the underlying driver for the action. Specifically - Implement value-focused performance metrics and regular reviews of performance against these for consultants and contractors. While we have changed the model for contractors through the change to tendering, we need to confirm that we have the consultant performance measurement clearly understood.</p>	Light review of the actions allocated to the objective to ensure that the remain the most appropriate.

Completed / Delivered

No progress, at risk immediate corrective action required

No improvement or change in status

On track with good progress