

# Wellington Water Information Disclosure

## 31 January 2026

### Overview

Determination Item	Section	Disclosed Document
2.2	Progress against and changes to improvement plan	<ul style="list-style-type: none"> <li>Wellington Water Culture and Value for Money Improvement Plan – Performance Report – Quarter 2 2025-2026.pdf</li> </ul>
2.6	Disclosure of fault information incl. fault management process	<ul style="list-style-type: none"> <li>Foundational-ID-for-Wellington-Water-Disclosure-Template 31 January 2026.xlsx</li> </ul>
2.8	Certification	<ul style="list-style-type: none"> <li>Wellington Water Commerce Commission Foundational Information Disclosure Q2 2025 Directors Certification 30 Jan 2026.pdf</li> </ul>
Additional information	Progress ratings comparison Q1 2025/26 versus Q2 2025/26 (with Progress rating definitions) Updates to Objectives and Actions	<ul style="list-style-type: none"> <li>Wellington Water Commerce Commission Foundational Information Disclosure Progress rating comparisons and changes to actions and objectives 31 January 2026.pdf</li> </ul>
Updated Information	Updated full list of Culture and Value for Money Improvement Plan Objectives and Actions	<ul style="list-style-type: none"> <li>Culture and Value for Money Improvement Plan Actions – Version 2</li> </ul>

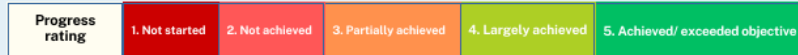
# 2.2 Progress against and changes to improvement plan

**Wellington Water**  
 Culture and Value for Money  
 Improvement Plan  
 Final Quarterly Progress Report - Q2 2025/26

**Wellington Water Strategic Outcome 1: Wellington Water is a strong and capable organisation ready to fold into a new asset-owning entity**

*We will enhance organisational capability in the lead-up to the new entity.*

**No changes to objectives.**



Objective	Objective performance	Forecast progress rating to 30 June 26 <i>Overall objective</i>	Q2 action	Quarterly action performance	Progress rating Q2 Action
<b>Outcome 1.1: We will enhance organisational capability in the lead-up to the new entity</b>					
<b>1.1a:</b> Update and develop technology systems and increase capability - Technology Systems Investment Programme	<p>Once endorsed by the Wellington Water and Tiaki Wai Boards, the programme will enter Phase Zero with preferred vendors. This phase will begin integrated discovery and planning, with the outputs being the detailed business case for approval to enter implementation, and the associated implementation roadmap and plan.</p> <p>Information Management workstream will prepare for migration and execution for 'go live' of the new system on 1 July 2026.</p>	4. Largely achieved	Evaluate proposals	<p>The programme has completed the tender evaluation for the Towers Request for Proposal (RFP) and has identified preferred vendors. Negotiation with the preferred vendors for Phase Zero Statement of Work underway from mid-January 2026.</p> <p>Information Management workstream completed contract signing on 12 November 2025. Subject Matter Experts will be onboarded and involved in the Discovery and Architecture phase of the project, participating in structured workshops with the vendor and Wellington Water to support the design and development of the new Information Management solution over the next three months.</p> <p>Action not taken: RFP Towers - Contract award to preferred vendors for the Towers RFP.</p> <p>Why: The increase in scope in the procurement phase to include HR, billing, payroll and Health and Safety, as directed by the Tiaki Wai Establishment Group, resulted in more responses than expected.</p> <p>When will be completed: March 2026 - Q3 2025/26</p>	4. Largely achieved
<b>1.1b:</b> Prepare an Interim Capability Roadmap (numbers, process, systems) to de-risk our financial reporting	<p>The Finance team has been restructured to address known capability gaps. System needs have been scoped and fed into the Technology System Investment Programme. An initial draft capability roadmap has been developed.</p> <p>Action to be taken: An interim capability assessment and roadmap is anticipated to be completed during Q3 2025/26 with implementation aligning with Tiaki Wai Day 1 &amp; Day 2 timeframes.</p>	5. Achieved/ exceeded objective	Support delivery of water services strategy budgets	Initial Water Services Strategy budgets have been developed in line with agreed timeframes.	5. Achieved/ exceeded objective

# 2.6 Disclosure of fault information incl. fault management process

## Quarterly faults disclosure: Urgent and non-urgent faults


Table A: Urgent faults

				2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2025/26	2025/26			
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2				
Financial year ending:				2024	2024	2024	2024	2025	2025	2025	2025	2026	2026	2026	2026	2026	2026
Area	Network	Information	Unit	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Annualised	Annualised
Greater Wellington Regic	Water supply	Faults received (urgent)	#	28	21	27	16	29	32	32	30	24	27			92	123
Greater Wellington Regic	Water supply	Faults resolved (urgent)	#	27	22	28	19	22	34	33	24	29	32			96	113
			#	21	21	24	17	20	32	29	21	26	24			83	102
		Total number of urgent faults not resolved within 8 hours	#														
Greater Wellington Regic	Water supply	Faults received (urgent)	#	223	190	195	163	121	111	89	115	129	115			771	436
Hutt City	Wastewater	Faults received (urgent)	#	169	160	136	151	241	162	116	217	190	127			616	736
Hutt City	Stormwater	Faults received (urgent)	#	36	9	16	15	47	11	18	46	23	5			76	122
Hutt City	Water supply	Faults resolved (urgent)	#	222	194	189	172	125	113	90	116	127	114			777	444
Hutt City	Wastewater	Faults resolved (urgent)	#	171	161	139	144	246	165	118	216	191	123			615	745
Hutt City	Stormwater	Faults resolved (urgent)	#	37	10	18	12	50	14	17	47	19	5			77	128
		Total number of urgent faults not resolved within 8 hours	#	122	113	128	97	56	26	25	26	27	22			460	133
Hutt City	Water supply	Total number of faults not resolved within 8 hours	#	82	91	39	50	116	44	34	45	27	25			262	239
Hutt City	Wastewater	Total number of faults not resolved within 8 hours	#														
Porirua City	Water supply	Faults received (urgent)	#	111	86	78	73	69	84	93	77	66	50			348	323
Porirua City	Wastewater	Faults received (urgent)	#	74	73	41	73	88	71	68	99	104	80			261	326
Porirua City	Stormwater	Faults received (urgent)	#	25	5	4	9	39	8	9	20	21	9			43	76
Porirua City	Water supply	Faults resolved (urgent)	#	110	84	78	78	70	81	89	80	66	47			350	320
Porirua City	Wastewater	Faults resolved (urgent)	#	76	73	41	74	83	76	65	102	104	80			264	326
Porirua City	Stormwater	Faults resolved (urgent)	#	27	5	5	9	39	8	9	19	21	8			46	75
		Total number of urgent faults not resolved within 8 hours	#	39	45	52	51	34	33	48	46	41	26			187	161
Porirua City	Water supply	Total number of faults not resolved within 6 hours	#	11	19	8	18	16	17	13	30	20	22			56	76
Porirua City	Wastewater	Total number of faults not resolved within 6 hours	#														
South Wairarapa District	Water supply	Faults received (urgent)	#	26	16	16	11	15	26	19	10	8	17			69	70
South Wairarapa District	Wastewater	Faults received (urgent)	#	14	19	17	13	23	21	29	7	10	8			63	80
South Wairarapa District	Stormwater	Faults received (urgent)	#	25	9	23	6	3	10	15	14	11	6			63	42
South Wairarapa District	Water supply	Faults resolved (urgent)	#														
South Wairarapa District	Wastewater	Faults resolved (urgent)	#														
South Wairarapa District	Stormwater	Faults resolved (urgent)	#														

## Annual faults disclosure

				Financial year ending							Data confidence grading				
				Actual	Actual	Actual	Actual	Actual	Forecast						
Area	Network	Information	Unit	21	21	21	21	21	2026	2021	2022	2023	2024	2025	2026
Greater Wellington Regional Council	Water supply	Faults completed #	#	268	255	364	271	339	347	5	5	5	5	5	5
Hutt City	Water supply	Faults completed #	#	3,592	3,515	3,815	3,497	3,365	3,865	5	5	5	5	5	5
Hutt City	Wastewater	Faults completed #	#	1,548	1,555	1,415	1,313	1,516	1,377	5	5	5	5	5	5
Hutt City	Stormwater	Faults completed #	#	602	606	608	304	501	373	5	5	5	5	5	5
Porirua City	Water supply	Faults completed #	#	998	1,300	1,674	1,302	1,153	1,379	5	5	5	5	5	5
Porirua City	Wastewater	Faults completed #	#	787	885	799	660	681	631	5	5	5	5	5	5
Porirua City	Stormwater	Faults completed #	#	178	295	389	154	223	233	5	5	5	5	5	5
South Wairarapa District	Water supply	Faults completed #	#	570	406	403	359	349	273	5	5	5	5	5	5
South Wairarapa District	Wastewater	Faults completed #	#	130	128	103	90	101	82	5	5	5	5	5	5
South Wairarapa District	Stormwater	Faults completed #	#	75	96	103	84	62	73	5	5	5	5	5	5
Upper Hutt City	Water supply	Faults completed #	#	1,288	1,216	925	1,147	1,019	937	5	5	5	5	5	5
Upper Hutt City	Wastewater	Faults completed #	#	280	287	216	269	270	253	5	5	5	5	5	5
Upper Hutt City	Stormwater	Faults completed #	#	81	95	90	43	94	73	5	5	5	5	5	5
Wellington City	Water supply	Faults completed #	#	4,847	4,907	5,253	5,676	5,770	5,896	5	5	5	5	5	5
Wellington City	Wastewater	Faults completed #	#	1,849	2,080	1,639	1,483	1,867	1,615	5	5	5	5	5	5
Wellington City	Stormwater	Faults completed #	#	597	892	662	452	613	521	5	5	5	5	5	5
Wellington Water	Water supply	Faults completed #	#	11563	11599	12434	12252	11995	12697						
Wellington Water	Wastewater	Faults completed #	#	4594	4935	4172	3815	4435	3958						
Wellington Water	Stormwater	Faults completed #	#	1533	1984	1852	1037	1493	1273						

# 2.8 Certification

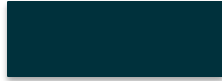
 Wellington  
Water

Wellington Water Foundational Information  
Disclosure Certificate

**Approvals**

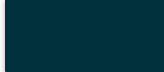
Management approvals

Prepared by:



Erin Ganley – Chief Risk and Compliance Officer

Approved by:



Pat Dougherty – Chief Executive Officer

Director approval

Declaration

I, [Full Name], being a duly appointed Director of Wellington Water Limited, hereby certify that:

1. Authority and Responsibility

I am authorised to make this certification on behalf of the Board of Directors of Wellington Water Limited.

2. Compliance with Disclosure Requirements

The information provided in the attached disclosure documents has been prepared in accordance with the applicable requirements under:

- The Water Services (Preliminary Arrangement) Act 2024 (WSPA Act) and Order in Council
- New Zealand Commerce Commission Wellington Water Foundational Information Disclosure Determination 2025 (2025 NZCC 18)

3. Accuracy and Integrity of Information

Having made all reasonable enquiry and to the best of my knowledge the information provided is:

- Accurate; and
- Has been properly extracted from Wellington Water's records.

# Additional Information:

## Progress rating comparisons and updated Objectives and Actions

### 1. Progress Rating Definitions and Performance Quarter 1 and Quarter 2 2025-26

Progress Rating	WWL's Definition	Action Progress rating - Number and (%)		Forecast Objective progress rating to 30 Jun 26 - Number and (%)	
		Q1 2025/26	Q2 2025/26	Q1 2025/26	Q2 2025/26
1. Not Started	The task or objective has not been initiated in any form.	0 (0%)	0 (0%)	0 (0%)	0 (0%)
2. Not Achieved	The task was attempted but did not meet the minimum required outcomes.	0 (0%)	0 (0%)	1 (4%)	0 (0%)
3. Partially Achieved	Some progress was made, but key elements of the objective remain incomplete.	6 (23%)	7 (23%)	6 (23%)	1 (4%)
4. Largely Achieved	Most of the objective has been met, with only minor gaps or improvements needed.	9 (35%)	6 (23%)	8 (31%)	11 (42%)
5. Achieved/ Exceeded objective	The objective was fully met or surpassed, delivering results beyond expectations.	11 (42%)	13 (50%)	11 (42%)	14 (54%)

### 2. Summary of Updates to Objectives and Quarterly Actions

Note: Where there have been no changes these are not provided below. Refer to Version 2 of Culture and Value for Money Improvement Plan December 2025.

OBJECTIVES P

Updated Quarterly Actions		Version 1 (Obsolete)	Version 2	Version 1 (Obsolete)	Version 2	Version 1 (Obsolete)	Version 2
Ref	Objective <i>(red font - addition Dec 2025)</i>	Action (Q2 2025/26)	Action (Q2 2025/26)	Action (Q3 2025/26)	Action (Q3 2025/26)	Action (Q4 2025/26)	Action (Q4 2025/26)
1.1a	Update and develop technology systems and increase capability - Technology Systems Investment Programme	Vendor Selection	Evaluate proposals	Implementation	Vendor Selection	Implementation	Phase 1 implementation

### 3. Objectives that will endure into Tiaki Wai

Ref	Objective
1.1a	Update and develop technology systems and increase capability - Technology Systems Investment Programme
1.1d	Create and implement a change framework for coordinated and systematic delivery of changes
3.1a	Implement improvements to asset management practice with a no-regrets basis. Establish an Investment Delivery Executive Oversight (IDEO) Group to stabilise the capital programme, strengthen accountability, and create a single, integrated investment system across Strategy & Planning, Delivery, Finance, and Operations.
3.1b	Document a process and control framework that outlines the key elements and workflows that are involved in running a water services organisation and implement changes to critical assurance and control processes identified through internal audit.
4.2a	Improve Wastewater Treatment Plant compliance.

# Updated Information:

## Updated full list of Culture and Value for Money Improvement Plan Objectives and Actions

**Wellington Water**  
*Culture and Value for Money Improvement Plan*  
 Quarterly Action Outline

**Version 2**

**Strategic Outcome 1: Wellington Water is a strong and capable organisation ready to fold into a new asset-owning entity**

*We will enhance organisational capability in the lead-up to the new entity.*

Objective	Action Q4 (2024/25)	Action Q1 (2025/26)	Action Q2 (2025/26)	Action Q3 (2025/26)	Action Q4 (2025/26)
<b>Outcome 1.1: We will enhance organisational capability in the lead-up to the new entity</b>					
<b>1.1a:</b> Update and develop technology systems and increase capability - Technology Systems Investment Programme		Request for Proposal to market	Evaluate proposals	Vendor selection	Phase 1 implementation
<b>1.1b:</b> Prepare an Interim Capability Roadmap (numbers, process, systems) to de-risk our financial reporting	Financial reporting structure including allocations	Financial systems scoping as part of the Technology Systems Investment	Support delivery of Water Services Strategy budgets	Complete interim capability assessment and roadmap during Q3 with implementation aligning with Tiaki Wai Day 1 & Day 2 timeframes. Provision to Establishment Team for inclusion in plans.	Follow up with Establishment Team on further capability requirements
<b>1.1c:</b> As required, support the development of the Water Services Delivery Plan and Water Services Strategy in preparation for the new entity	Provide information and insight to meet timelines	As required to support transition timelines	As required to support transition timelines	As required to support transition timelines	As required to support transition timelines
<b>1.1d:</b> Create and implement a change framework for coordinated and systematic delivery of changes	Recruit Head of Transformation	Define how we positively influence transition through the improvement plan	Recruit Change Lead for Technology Systems Improvement Programme. Commence Programme approach to change.	Resource plan for change Programme approach. Delivery of improvement areas.	Resource plan for change Programme approach. Delivery of improvement areas.
<b>1.1e:</b> Engage with Watercare specifically to identify and convert practical future synergies	Explore opportunities	Explore opportunities	Explore opportunities	Explore opportunities	Explore opportunities