

Wellington Water Information Disclosure

31 March 2026 Overview

Determination Item	Section	Disclosed Document
2.2	Progress against and changes to improvement plan	<ul style="list-style-type: none"> Wellington Water Culture and Value for Money Improvement Plan – Performance Report – Quarter 3 2025-2026.pdf
2.6	Disclosure of fault information	<ul style="list-style-type: none"> Foundational-ID-for-Wellington-Water-Disclosure-Template 31 March 2026.xlsx
2.7	Operations and Maintenance Dashboard - Q2 2025-26	<ul style="list-style-type: none"> Maintenance Alliance Performance Report – 31-Jan-2026
2.8	Certification	<ul style="list-style-type: none"> Wellington Water Commerce Commission Foundational Information Disclosure Q3 2025-26 Directors Certification 30 April 2026.pdf
Additional information	Progress ratings comparison Q1 2025/26 versus Q2 2025/26 versus Q3 2025/26 (with Progress rating definitions) Update to Objective	<ul style="list-style-type: none"> Wellington Water Commerce Commission Foundational Information Disclosure Progress rating comparisons and changes to objective 30 April 2026.pdf

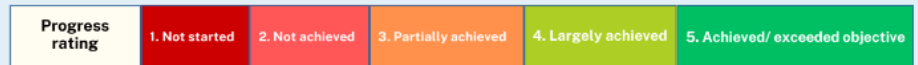
2.2 Progress against and changes to improvement plan

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.

Changes to objectives noted in red.



Objective	Objective performance	Forecast progress rating to 30 June 26 <i>Overall objective</i>	Q3 action	Quarterly action performance	Progress rating Q3 action
Outcome 1.1: We will enhance organisational capability in the lead-up to the new entity					
1.1a: Update and develop technology systems and increase capability - Pūnaha Tautoko Pūkenga (previously known as Technology Systems Investment Programme)	Implementation Business Case completed and presented for Board approval. Information management workstream ready for first go live of capability in June 2026. This is a long-term maturity uplift project that will endure into Tiaki Wai.	3. Partially achieved	Vendor selection	Negotiation and approval of Phase Zero Statements of Work with vendors has been completed, with Phase Zero activities now underway. The key output of Phase Zero is the implementation business case, which is on track to be submitted for Board approval in late May/early June. The information management workstream is tracking to plan, with design activities well underway.	4. Largely achieved
1.1b: Prepare an Interim Capability Roadmap (numbers, process, systems) to de-risk our financial reporting	A draft capability roadmap framework has been completed during Q2 2025/26 and further developed in Q3 2025/26. However, this has not been finalised and a current state assessment has not been completed. There is no capacity to continue this work currently as focus is on ensuring day 1 of Tiaki Wai.	2. Not achieved	Complete interim capability assessment and roadmap during Q3 2025/26 with implementation aligning with Tiaki Wai Day 1 & Day 2 timeframes. Provision to Establishment Team for inclusion in plans.	A draft capability roadmap framework has been completed during Q2 2025/26 and further developed in Q3 2025/26. However, this has not been finalised and a current state assessment has not been completed.	2. Not achieved

2.6 Disclosure of fault information

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	2025/26	2025/26	2025/26			
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Annualised	Annualised
				2024	2024	2024	2024	2025	2025	2025	2025	2026	2026	2026	Q4	2024	2025
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	29		92	123
Greater Wellington Regic	Water supply	Faults resolved (urgent)	#	27	22	28	19	22	34	33	24	29	32	30		96	113
				21	21	24	17	20	32	29	21	26	24	22		83	102
		Total number of urgent faults not resolved within 8 hours															
Greater Wellington Regic	Water supply	not resolved within 8 hours	#														
Hutt City	Water supply	Faults received (urgent)	#	223	190	195	163	121	111	89	115	129	115	196		771	436
Hutt City	Wastewater	Faults received (urgent)	#	169	160	136	151	241	162	116	217	190	127	174		616	736
Hutt City	Stormwater	Faults received (urgent)	#	36	9	16	15	47	11	18	46	23	5	13		76	122
Hutt City	Water supply	Faults resolved (urgent)	#	222	194	189	172	125	113	90	116	127	114	190		777	444
Hutt City	Wastewater	Faults resolved (urgent)	#	171	161	139	144	246	165	118	216	191	123	168		615	745
Hutt City	Stormwater	Faults resolved (urgent)	#	37	10	18	12	50	14	17	47	19	5	9		77	128
				122	113	128	97	56	26	25	26	27	22	96		460	133
Hutt City	Water supply	not resolved within 8 hours	#														
Hutt City	Wastewater	Total number of faults not resolved within 8 hours	#	82	91	39	50	116	44	34	45	27	25	94		262	239
Porirua City	Water supply	Faults received (urgent)	#	111	86	78	73	69	84	93	77	66	50	73		348	323
Porirua City	Wastewater	Faults received (urgent)	#	74	73	41	73	88	71	68	99	104	80	75		261	326
Porirua City	Stormwater	Faults received (urgent)	#	25	5	4	9	39	8	9	20	21	9	13		43	76
Porirua City	Water supply	Faults resolved (urgent)	#	110	84	78	78	70	81	89	80	66	47	71		350	320
Porirua City	Wastewater	Faults resolved (urgent)	#	76	73	41	74	83	76	65	102	104	80	72		264	326
Porirua City	Stormwater	Faults resolved (urgent)	#	27	5	5	9	39	8	9	19	21	8	12		46	75
				39	45	52	51	34	33	48	46	41	26	43		187	161
Porirua City	Water supply	Total number of urgent faults not resolved within 8 hours	#														
Porirua City	Wastewater	Total number of faults not resolved within 6 hours	#	11	19	8	18	16	17	13	30	20	22	22		56	76
South Wairarapa Distric	Water supply	Faults received (urgent)	#	26	16	16	11	15	26	19	10	8	17	20		69	70
South Wairarapa Distric	Wastewater	Faults received (urgent)	#	14	19	17	13	23	21	29	7	10	8	12		63	80
South Wairarapa Distric	Stormwater	Faults received (urgent)	#	25	9	23	6	3	10	15	14	11	6	8		63	42
South Wairarapa Distric	Water supply	Faults resolved (urgent)	#	24	18	15	12	14	27	19	8	10	17	18		69	68
South Wairarapa Distric	Wastewater	Faults resolved (urgent)	#	14	17	19	13	23	21	28	7	11	8	12		63	79

2.7 Operations and Maintenance Dashboard - Q2 at Jan 26

Maintenance Alliance Performance Report - 18/02/2026*

*The data provided is based on the best information available at the end of January reporting period.

Planned Maintenance Completion

8% Outstanding Q3TD

983 Total Jobs

92% Completed Q3TD

This includes most critical assets including pump stations, hydrants, reservoirs, SW inlets, WW manholes etc.

Reactive Backlog in Weeks

Rolling 12 Month Average

The backlog is calculated based on crew surplus net productive hours per week: 65 hours for Wastewater and 172 hours for Water. The drainage backlog includes only blockages and overflow jobs. As of 31 January 2026, the current backlog is 21 weeks.

Cost of Maintenance

Rolling 12 Month Average

Costs included: most expenses directly related to on-site repairs such as: traffic management, materials, plant, sub-contractor and reinstatement costs.

Planned Maintenance

Rolling 12 Month Average

Planned maintenance cost is obtained from Fulton Hogan finance.

\$ Spent on Planned Maintenance vs. Reactive Maintenance (Opex)

Rolling 12 Month Average

Opex	Jan 26 Rolling	Percentage
Planned \$	\$888,022	22%
Reactive \$	\$3,140,088	78%
Total %	\$4,028,110	100%

This includes all planned and reactive expenses (Opex) but excludes monitoring, investigations, and Capex costs.

Proportion of Reactive \$ Spend on Rework

Q2 Reactive \$ Spent	\$7,741,843
Rework	\$232,255
Repair	\$7,509,588

3% Rework

The reactive spend comprises all reactive spend expensed on network unplanned maintenance. 3% of the reactive expenditure has been spent on rework so far in Q2 (Ending December 2025).

% Desktop Audits Completed

4% YTD Outstanding as at January

96% YTD Completed as at January

This measure provides Wellington Water with assurance regarding the quality of the work order information and, therefore, the quality of the data within Maximo.

% Timestamp Completion within 500m of Job

1208 Total Valid Jobs in January

329 (27%) Relevant timestamps not met

879 (73%) Relevant timestamps met

Breakdown of timestamp completion within 500m

Category	Pass	Fail
On-site timestamp		
Resolved timestamp (if app)		
Job Complete timestamp		

DIA Median Response & Resolution Times

Rolling 12 Month Median

Urgent in Minutes: TLOS Resolution 190 Mins, TLOS Attendance 71 Mins, 58 mins Nov 25

Non-Urgent in Days: TLOS Resolution 10 days, 7 days Jan 26, TLOS Attendance 2 days, 2 days Jan 26

This is the median response & resolution times across all councils for Non-Urgent jobs.

2.8 Certification

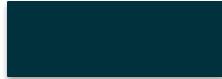


Wellington Water Foundational Information Disclosure Certificate

Approvals

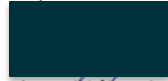
Management approvals

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 objective

Wellington Water		Wellington Water Commerce Commission Foundational Information Disclosure					
		Culture and Value for Money Improvement Plan Quarter 2 2025 – 26					
		1. Progress Rating Definitions and Performance Quarter 1 and Quarter 2 2025-26					
		Action Progress rating - Number and (%)			Forecast Objective progress rating to 30 Jun 26 - Number and (%)		
Progress Rating	WWL's Definition	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q1 2025/26	Q2 2025/26	Q3 2025/26
1. Not Started	The task or objective has not been initiated in any form.	0 (0%)	0 (0%)	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%)	2 (8%)	1 (4%)	0 (0%)	1 (4%)
3. Partially Achieved	Some progress was made, but key	6 (23%)	7 (23%)	4 (15%)	6 (23%)	1 (4%)	6 (23%)
4. Largely Achieved							
5. Achieved Exceeded objective							
TOTAL							

Wellington Water		Wellington Water Commerce Commission Foundational Information Disclosure					
		2. Summary of Updates to Objectives					
		Note: Technology Systems Investment Programme has been renamed to Pūnaha Tautoko Pūkenga.					
		Where there have been no changes to the objectives, the progress rating will remain the same.					
Updated Quarterly Action							
Ref	Objective						
1.1a	Update and develop technology systems and increase capability - Pūnaha Tautoko Pūkenga						

Wellington Water		Wellington Water Commerce Commission Foundational Information Disclosure					
		3. Objectives that will endure into Tiaki Wai					
Ref	Objective						
1.1a	Update and develop technology systems and increase capability - Pūnaha Tautoko Pūkenga (previously known as Technology Systems Investment Programme)						
1.1b	Prepare an Interim Capability Roadmap (numbers, process, systems) to de-risk our financial reporting.						
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.						