

# Wellington Water Information Disclosure

## 31 October 2025

### 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 1 2025-2026.pdf</li></ul>                                     |
| 2.5                | Disclosure of network length and expenditure on maintenance                                                                                      | <ul style="list-style-type: none"><li>Foundational-ID-for-Wellington-Water-Disclosure-Template 31 October 2025.xlsx</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 October 2025.xlsx</li><li>Wellington Water Fault Management Process October 2025.pdf</li></ul> |
| 2.7                | Other disclosure requirements <ul style="list-style-type: none"><li>- Operations Report</li><li>- Operations and maintenance dashboard</li></ul> | <ul style="list-style-type: none"><li>Wellington Water Operations Report August 2025.pdf</li><li>Wellington Water Maintenance Alliance Performance Report 2024 2025.pdf</li></ul>                |
| 2.8                | Certification                                                                                                                                    | <ul style="list-style-type: none"><li>Wellington Water Commerce Commission Foundational Information Disclosure 31 October 2025 Directors Certification 28 October 2025.pdf</li></ul>             |

# 2.2 Progress against and changes to improvement plan

**Wellington Water**  
Culture and Value for Money  
Improvement Plan  
Final Quarterly Progress Report - Q1 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.

Progress rating  
1. Not started 2. Not achieved 3. Partially achieved 4. Largely achieved 5. Achieved/ exceeded objective

| Objective                                                                                                     | Objective performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Forecast progress rating to 30 June 26<br>Overall objective | Q1 action                      | Quarterly action performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Progress rating<br>Q1 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 - Technology Systems Investment Programme | <p>Objective - Information management negotiations and contract sign-off.</p> <p><b>Action not taken:</b> Information management contract sign-off.</p> <p>Why: Wellington Water Legal Review of the contract still in progress, negotiations have taken longer than anticipated.</p> <p>When will it be completed: October 2025 - Q2 2025/26</p> <p>Objective: Request for Proposal Towers - Procurement Phase. Engaging with Technology Systems Investment Programme's Tower suppliers and completing negotiations.</p> <p><b>Action not taken:</b> Completion of evaluation and negotiations with preferred suppliers.</p> <p>Why: Increased responses received from the market, higher than initially anticipated, have impacted timelines for validation and evaluation work.</p> <p>When will it be completed: December 2025 - Q2 2025/26</p> | 4. Largely achieved                                         | Request for Proposal to market | <p>The Information Management contract negotiations are completed with the preferred supplier. Work stream kick-off workshops are scheduled for the week commencing 13 October 2025.</p> <p>The major 'Towers' Request for Proposal (RFP) is in the evaluation stage and on track with validation and moderation completed for the 8 Towers (asset, finance, health and safety, programme and project management, customer, billing, HR and payroll). Although timelines remain tight, the Programme remains on track to complete the Procurement Phase in December 2025.</p> <p>Vendor presentations are scheduled to complete late November 2025, and contract negotiations will commence on 28 November. Approval of the Technology Systems Investment Programme's contract(s) is scheduled for the combined Wellington Water and Metro Water Board meeting on 15 December and the Tower contracts awarded by 17 December.</p> <p>The critical milestones in this procurement phase are the approval of the RFP Evaluation Report, which will recommend the preferred suppliers to enter negotiation with, and then approval of the contracts. The key risk to the programme's timeline is the timely approval of the contract(s).</p> <p>The Programme is planning the first Independent Quality Assurance assessment in November 2025, completing an independent baseline assessment of the Programme, providing assurance that the Programme is setting itself up to successfully deliver the required outcomes.</p> | 4. Largely achieved          |

# 2.5 Disclosure of network length and expenditure on maintenance



## Wellington Water Foundational Information Disclosure - 31 October 2025

### Note:

When reading and/or using this data for analysis please take into account the following:

- i) To ensure consistency and to enable comparison in the same context across the network length data, fault data and financial data - treatment plant faults and costs have not been included.
- ii) The assigned data confidence levels.
- iii) The well documented constraints with core technology systems and data.

V01 24 October 2025

### Maintenance operating expenditure and network length

Estimated

Financial year ending

| Area                             | Network      | Information          | Unit   | Actual | Actual | Actual | Actual | Actual | Forecast |
|----------------------------------|--------------|----------------------|--------|--------|--------|--------|--------|--------|----------|
|                                  |              |                      |        | 2021   | 2022   | 2023   | 2024   | 2025   | 2026     |
| Greater Wellington Regional Coun | Water supply | Reactive maintenance | \$'000 | 448    | 352    | 955    | 895    | 731    | 884      |
| Greater Wellington Regional Coun | Water supply | Routine maintenance  | \$'000 | 1,157  | 1,123  | 1,539  | 2,185  | 1,934  | 3,172    |
| Greater Wellington Regional Coun | Water supply | Network length       | km     | 186    | 187    | 192    | 193    | 193    | N/A      |
| Hutt City                        | Water supply | Reactive maintenance | \$'000 | 4,089  | 4,165  | 5,237  | 6,620  | 7,796  | 7,067    |
| Hutt City                        | Wastewater   | Reactive maintenance | \$'000 | 1,447  | 1,734  | 1,713  | 2,788  | 3,402  | 2,486    |
| Hutt City                        | Stormwater   | Reactive maintenance | \$'000 | 827    | 888    | 1,305  | 754    | 1,059  | 1,190    |
| Hutt City                        | Water supply | Routine maintenance  | \$'000 | 235    | 534    | 780    | 1,123  | 1,163  | 1,702    |
| Hutt City                        | Wastewater   | Routine maintenance  | \$'000 | 774    | 314    | 982    | 760    | 1,258  | 1,344    |
| Hutt City                        | Stormwater   | Routine maintenance  | \$'000 | 458    | 530    | 684    | 1,376  | 1,120  | 1,537    |
| Hutt City                        | Water supply | Network length       | km     | 809    | 812    | 817    | 831    | 834    | N/A      |
| Hutt City                        | Wastewater   | Network length       | km     | 656    | 656    | 658    | 662    | 663    | N/A      |
| Hutt City                        | Stormwater   | Network length       | km     | 542    | 543    | 544    | 549    | 549    | N/A      |
| Porirua City                     | Water supply | Reactive maintenance | \$'000 | 1,900  | 1,945  | 2,683  | 4,230  | 3,683  | 3,539    |
| Porirua City                     | Wastewater   | Reactive maintenance | \$'000 | 385    | 1,427  | 978    | 859    | 1,094  | 752      |
| Porirua City                     | Stormwater   | Reactive maintenance | \$'000 | 587    | 638    | 508    | 436    | 327    | 204      |
| Porirua City                     | Water supply | Routine maintenance  | \$'000 | 173    | 304    | 436    | 417    | 432    | 357      |
| Porirua City                     | Wastewater   | Routine maintenance  | \$'000 | 438    | 504    | 621    | 635    | 588    | 516      |
| Porirua City                     | Stormwater   | Routine maintenance  | \$'000 | 221    | 380    | 638    | 632    | 452    | 482      |
| Porirua City                     | Water supply | Network length       | km     | 407    | 412    | 413    | 423    | 426    | N/A      |
| Porirua City                     | Wastewater   | Network length       | km     | 450    | 453    | 453    | 473    | 473    | N/A      |
| Porirua City                     | Stormwater   | Network length       | km     | 360    | 365    | 367    | 374    | 375    | N/A      |
| South Wairarapa District         | Water supply | Reactive maintenance | \$'000 | 663    | 1,133  | 829    | 325    | 1,253  | 961      |
| South Wairarapa District         | Wastewater   | Reactive maintenance | \$'000 | 317    | 519    | 571    | 547    | 576    | 618      |
| South Wairarapa District         | Stormwater   | Reactive maintenance | \$'000 | 72     | 132    | 167    | 185    | 150    | 157      |
| South Wairarapa District         | Water supply | Routine maintenance  | \$'000 | 215    | 26     | 56     | 19     | 46     | 42       |
| South Wairarapa District         | Wastewater   | Routine maintenance  | \$'000 | 85     | 17     | 21     | 10     | 22     | 13       |
| South Wairarapa District         | Stormwater   | Routine maintenance  | \$'000 | 78     | 38     | 4      | 3      | 41     | 31       |
| South Wairarapa District         | Water supply | Network length       | km     | 157    | 162    | 162    | 162    | 162    | N/A      |
| South Wairarapa District         | Wastewater   | Network length       | km     | 106    | 103    | 109    | 110    | 111    | N/A      |
| South Wairarapa District         | Stormwater   | Network length       | km     | 16     | 17     | 17     | 18     | 18     | N/A      |
| Upper Hutt City                  | Water supply | Reactive maintenance | \$'000 | 1,465  | 1,247  | 1,518  | 1,611  | 2,335  | 1,698    |
| Upper Hutt City                  | Wastewater   | Reactive maintenance | \$'000 | 265    | 432    | 400    | 409    | 399    | 428      |
| Upper Hutt City                  | Stormwater   | Reactive maintenance | \$'000 | 219    | 105    | 31     | 53     | 175    | 197      |
| Upper Hutt City                  | Water supply | Routine maintenance  | \$'000 | 84     | 114    | 229    | 218    | 257    | 430      |
| Upper Hutt City                  | Wastewater   | Routine maintenance  | \$'000 | 76     | 117    | 153    | 200    | 198    | 258      |
| Upper Hutt City                  | Stormwater   | Routine maintenance  | \$'000 | 255    | 313    | 344    | 319    | 248    | 237      |
| Upper Hutt City                  | Water supply | Network length       | km     | 341    | 342    | 344    | 350    | 352    | N/A      |
| Upper Hutt City                  | Wastewater   | Network length       | km     | 301    | 301    | 302    | 307    | 308    | N/A      |
| Upper Hutt City                  | Stormwater   | Network length       | km     | 184    | 184    | 187    | 191    | 190    | N/A      |
| Wellington City                  | Water supply | Reactive maintenance | \$'000 | 6,302  | 7,344  | 8,976  | 12,964 | 18,245 | 14,135   |
| Wellington City                  | Wastewater   | Reactive maintenance | \$'000 | 3,315  | 5,120  | 4,375  | 5,353  | 5,585  | 4,693    |
| Wellington City                  | Stormwater   | Reactive maintenance | \$'000 | 694    | 1,371  | 1,404  | 1,287  | 1,419  | 1,616    |
| Wellington City                  | Water supply | Routine maintenance  | \$'000 | 458    | 1,098  | 1,322  | 1,894  | 2,870  | 3,380    |
| Wellington City                  | Wastewater   | Routine maintenance  | \$'000 | 616    | 384    | 1,433  | 313    | 1,323  | 2,348    |
| Wellington City                  | Stormwater   | Routine maintenance  | \$'000 | 1,279  | 612    | 369    | 537    | 624    | 2,470    |
| Wellington City                  | Water supply | Network length       | km     | 1,219  | 1,226  | 1,231  | 1,239  | 1,244  | N/A      |
| Wellington City                  | Wastewater   | Network length       | km     | 1,310  | 1,314  | 1,317  | 1,324  | 1,327  | N/A      |
| Wellington City                  | Stormwater   | Network length       | km     | 823    | 827    | 830    | 832    | 834    | N/A      |
| Wellington Water                 | Water supply | Reactive maintenance | \$'000 | 14867  | 16186  | 20198  | 27245  | 34043  | 28284    |
| Wellington Water                 | Wastewater   | Reactive maintenance | \$'000 | 6329   | 9232   | 8037   | 9956   | 11056  | 8977     |
| Wellington Water                 | Stormwater   | Reactive maintenance | \$'000 | 2399   | 3734   | 3475   | 2715   | 3130   | 3364     |
| Wellington Water                 | Water supply | Routine maintenance  | \$'000 | 2322   | 3205   | 5082   | 5856   | 6702   | 9083     |
| Wellington Water                 | Wastewater   | Routine maintenance  | \$'000 | 1989   | 2536   | 3210   | 2518   | 3389   | 5079     |
| Wellington Water                 | Stormwater   | Routine maintenance  | \$'000 | 2291   | 1873   | 2699   | 2927   | 2485   | 4817     |
| Wellington Water                 | Water supply | Network length       | km     | 3119   | 3141   | 3159   | 3198   | 3211   | 0        |
| Wellington Water                 | Wastewater   | Network length       | km     | 2823   | 2833   | 2839   | 2876   | 2882   | 0        |
| Wellington Water                 | Stormwater   | Network length       | km     | 1925   | 1936   | 1945   | 1964   | 1966   | 0        |



# 2.7 Other disclosure requirements

- Operations Report
- Operations and maintenance dashboard

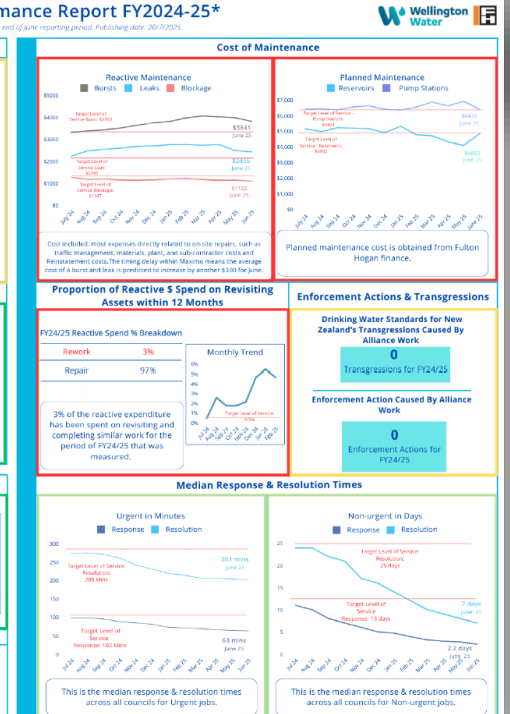
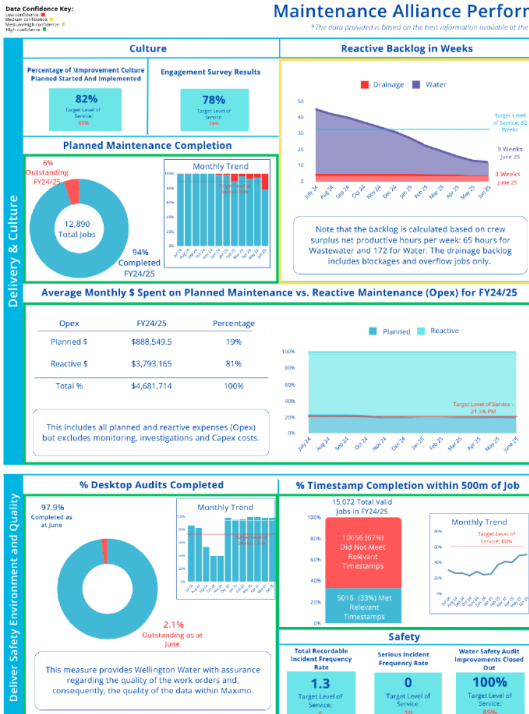
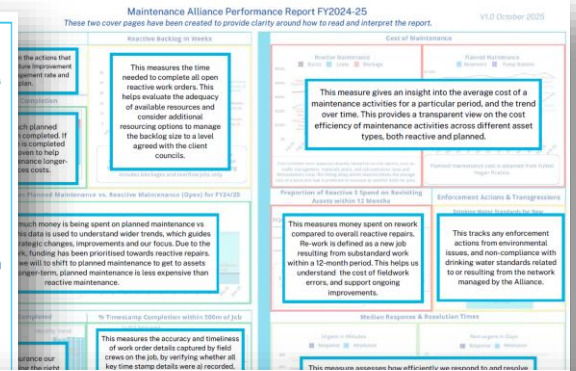


**How confident are we in our data?**  
This dashboard reflects data captured between July 2024 and June 2025. Our confidence in this data varies, with some measures highly reliable and others very uncertain. Improving our data and IT systems and processes has been identified as a key area of improvement for the Technology Systems Investment (TSI) programme, and as of October 2025 we have already made significant improvements to increase our confidence.

Below details the areas of low, medium and medium/high data confidence in the report to provide insight into why we do not have the highest level of confidence, and what we have done to increase our confidence.

**Low confidence data**  
As of the end of June, our confidence in the **cost of maintenance** and **revisiting assets** was significantly weaker than it is today. As of October, we have a high level of confidence in our data for both these measures as we have improved our systems and processes and can now view data at a more granular level.

**Medium confidence data**  
Our data confidence level for **reactive backlog** reflects the fact that the backlog includes all jobs logged, which may include duplicates and private leaks. As of June, **enforcement actions** and **transgressions** did not have a formalised process for accurate reporting. This has now been amended.



# 2.8 Certification

## Director sign-off

 **Wellington Water**

**Wellington Water Foundational Information Disclosure Certificate**

**Approvals**

Management approvals

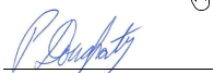
Prepared by:

Erin Ganley – Chief Risk and Compliance Officer



Approved by:

Pat Dougherty – Chief Executive Officer



28<sup>th</sup> October 2025

Director approval

Declaration

I, **Nick Leggett**, 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)

Wellington Water Foundational Information Disclosure – 31 October 2025

1

 **Wellington Water**

**Wellington Water Foundational Information Disclosure Certificate**

3. Accuracy and Integrity of Information

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

- Accurate<sup>1</sup>; and
- Has been properly extracted from Wellington Water's records.

Signed:



Nick Leggett

Director

Wellington Water Limited

Date: 30<sup>th</sup> October 2025

In the presence of:



Witness signature

Kerin Dallas

Witness name

Enclosed:

- Wellington Water Culture and Value for Money Improvement Plan – Performance Report – Quarter 1 2025-2026.pdf
- Foundational-ID-for-Wellington-Water-Disclosure-Template 31 October 2025.xlsx
- Wellington Water Operations Report August 2025.pdf
- Wellington Water Maintenance Alliance Performance Report 2024 2025.pdf

<sup>1</sup> Note: these confirmations are made in the context of the assigned data confidence levels and well documented constraints with core technology systems and data.

Wellington Water Foundational Information Disclosure – 31 October 2025

2