

Local Water Done Well consultation

Kōrero mai Have your say

All submissions must be received by **midnight Monday 21 April 2025**.

There are multiple ways to make a submission. However, each individual or organisation can only submit once. You can include supporting information along with your submission.

- Complete the online submission form by visiting **wcc.nz/water-reform**
- Email this form to **feedback@wcc.govt.nz**
- Print and post this form to the Freepost address at the end of the form, or drop it off at any of our libraries
- Register to make an oral submission only at **wcc.nz/water-reform**
- Submit a video or audio submission at **wcc.nz/water-reform**

You can find out more about these options and make a submission by visiting **wcc.nz/water-reform**

Why we're collecting this information

Your feedback matters. This consultation is about the future of our water services and it affects everyone who lives, studies, plays and works here. That's why we want to hear from as many people as possible. Your views will inform the next steps we take.

Before you start, read about the options we are consulting on and the other supporting information in the consultation document at **wcc.nz/water-reform**

Note: For those wishing to also give feedback on the Long-term Plan (Section Sections 1 and 2), please use the separate submission form or complete your submission online at: **wcc.nz/plans**

Privacy statement

Submissions including your name and opinions are published and made available to Wellington City Council elected members, pouiwi and the public from our offices as a hardcopy (on request only) and on our website. Councillors may wish to contact you about your submission. We will contact you first to obtain your permission to pass on your contact details to them. Contact information will be used for the administration of the consultation process. For example, informing you on the outcome of the consultation or contacting you to arrange an oral submission.

Our staff will have access to submissions in their capacity as Council employees.

Except for your name, personal details like contact information and demographic information will be redacted prior to publishing. Please note that you should not include any personal information in the free text fields of this survey if you do not wish it to be made public.

All responses will be de-identified as part of the analysis, before overall themes are shared with the general public and the other Councils in the region consulting on options for a water organisation.

For further details around privacy please see our **Let's Talk privacy statement** and extended **Wellington City Council privacy statement**. All information collected will be held by Wellington City Council in accordance with the Privacy Act 2020. You have a right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. Please contact us at **feedback@wcc.govt.nz**

Your details		
Full name:		
Email:		
Are you making this submission as an individual or on behalf of an organisation?		
Individual	Organisation:	
What is your connection to Wellington? <i>(Tick all that apply)</i>		
I own a house in Wellington	I rent in Wellington	I work in Wellington
I own a business in Wellington	I study in Wellington	I am a visitor to Wellington
Would you like to make an oral submission to Councillors? <i>(An oral submission is a formal hearing with set times to speak to Councillors. Individuals can speak for five minutes and organisation can speak for ten minutes.)</i>		
Yes	No	
If yes, which times of day would you prefer to make an oral submission?		
Morning	Afternoon	Evening
If yes, please provide your phone number for us to contact you to arrange your oral submission time.		

Feedback on the options

Wellington City Council is presenting three options for the future of water services. You can read about these options in more detail in the consultation document, available at wcc.nz/water-reform

Option 1 - Multi-council-owned water organisation (Council's preferred option)

A new multi-council-owned water organisation that will own and operate public water, wastewater and stormwater assets/networks.

Option 2 - Wellington City Council sole ownership water organisation

A new WCC sole ownership water organisation that will own and operate public water, wastewater and stormwater assets/networks.

Option 3 - Modified version of the current Wellington Water model (with a new planning, regulatory and accountability framework)

A modified version of Wellington Water where asset ownership and investment decisions remain with each individual council. As the existing Wellington Water model would not comply with all aspects of the new legislation, this option has been updated to comply with legislation.

Which option do you believe is the best for delivering safe and reliable drinking water, wastewater and stormwater services?		
<i>Due to the legislative changes introduced under the Local Water Done Well reforms, 'doing nothing' is not an option. If you do not support any of the options, you are welcome to leave your feedback in the box below.</i>		
Option 1: Multi-council-owned water organisation (Council's preferred option)	Option 2: Wellington City Council sole ownership water organisation	Option 3: Modified version of the current Wellington Water model (with a new planning, regulatory and accountability framework)
Tell us more about why you made this choice.		

How confident are you that the option you chose will improve the quality and reliability of water services?				
Not at all confident	Not very confident	Neither	Fairly confident	Very confident
What are the most important factors Council needs to consider when deciding on the best delivery model for our three waters services?				
Quality customer service		Value for money (charges are fair and reflective of cost to serve)		
Transparency of decision making and organisation performance		Mana whenua preferences		
Environmentally responsible and responsive		Financial sustainability of the new delivery model		
Minimise adverse impact on Council's financial position		Legally compliant (meets drinking water regulations and wastewater and stormwater environmental standards)		
Other (<i>please specify</i>)				

Do you have any additional comments or suggestions regarding the proposed water services delivery model?

Please tick the box if you would like to receive ongoing updates about this project (you will be notified about the outcome of the consultation as per our commitments under the Local Government Act 2002).

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Freepost Authority Number 2199

Reply 



Freepost 2199
Joint consultation
PO Box 2199
Wellington 6140

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke