Whaitua Te Whanganui-a-Tara

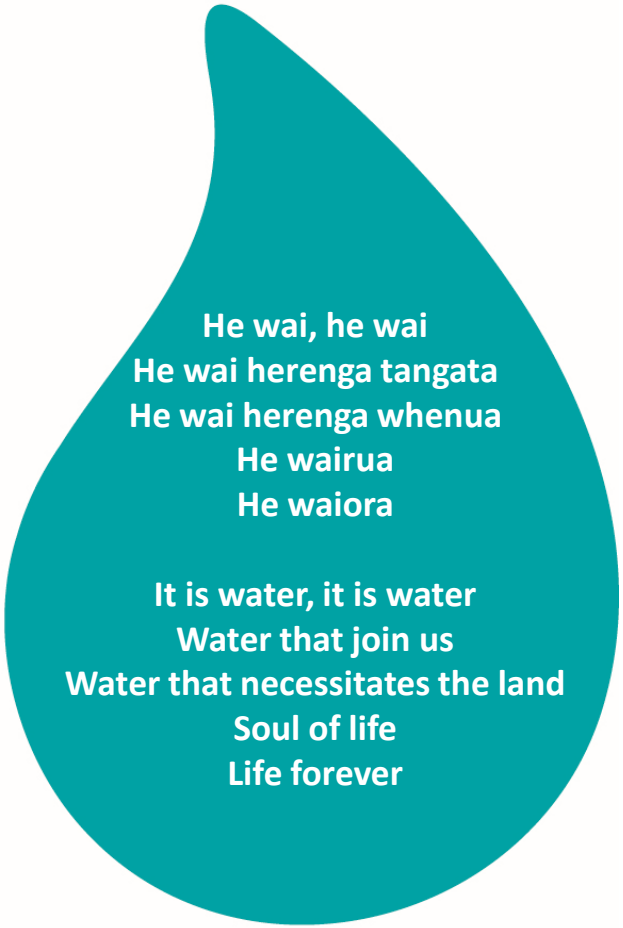
Committee Meeting

11 April 2019

Wellington Water

Our water, our future.

Our Taki


He wai, he wai
He wai herenga tangata
He wai herenga whenua
He wairua
He waiora
It is water, it is water
Water that join us
Water that necessitates the land
Soul of life
Life forever

Purpose

To inform Whaitua Committee members about:

- Wellington Water, structure, funding and governance
- Investment decision making
- Our current actions across shared areas of interest
- Provide background to current wastewater challenges
- Regulatory constraints and opportunities (possible discussion if time allows)

Outcomes

Whaitua Committee understand:

- How the organisation is structured and governed
- How Whaitua recommendations may influence infrastructure management and investment decisions
- Our current thinking on receiving environment water quality
- Some existing challenges with the wastewater network
- Potential regulatory mechanisms to achieve Whaitua recommendations

Presentation Outline

Wellington Water introduction and governance – Paul Gardiner

Strategic issues & Receiving Environment FSS – Fraser Clark

Investment decision making – Eugene Stansfield

Wastewater Network – Steve Hutchison

Wellington Water Introduction and Governance

- Council Controlled Organisation (CCO)
- Owned by 5 client councils:

Absolutely Positively Wellington City Council
Me Heke Ki Pōneke

HUTT CITY
TE AWA KAIRANGI

poriruacity

LIFE. LEISURE. LIVE IT!
UPPER HUTT CITY
UPPER HUTT CITY COUNCIL

greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

- Wellington Water Committee – 'Shareholder Board'
- Board of Directors – 'Governance Board'

About us

Wellington Water

Our water, our future.

About us cont’

Wellington Water:

205	$150M
staff	annually

- Provides management advice (including investment, asset management, regulatory etc)

Client Councils:

- Own assets
- Set 10 year LTP and annual budgets
- Set levels of Service for the three waters networks
- Set performance measures

Our business model

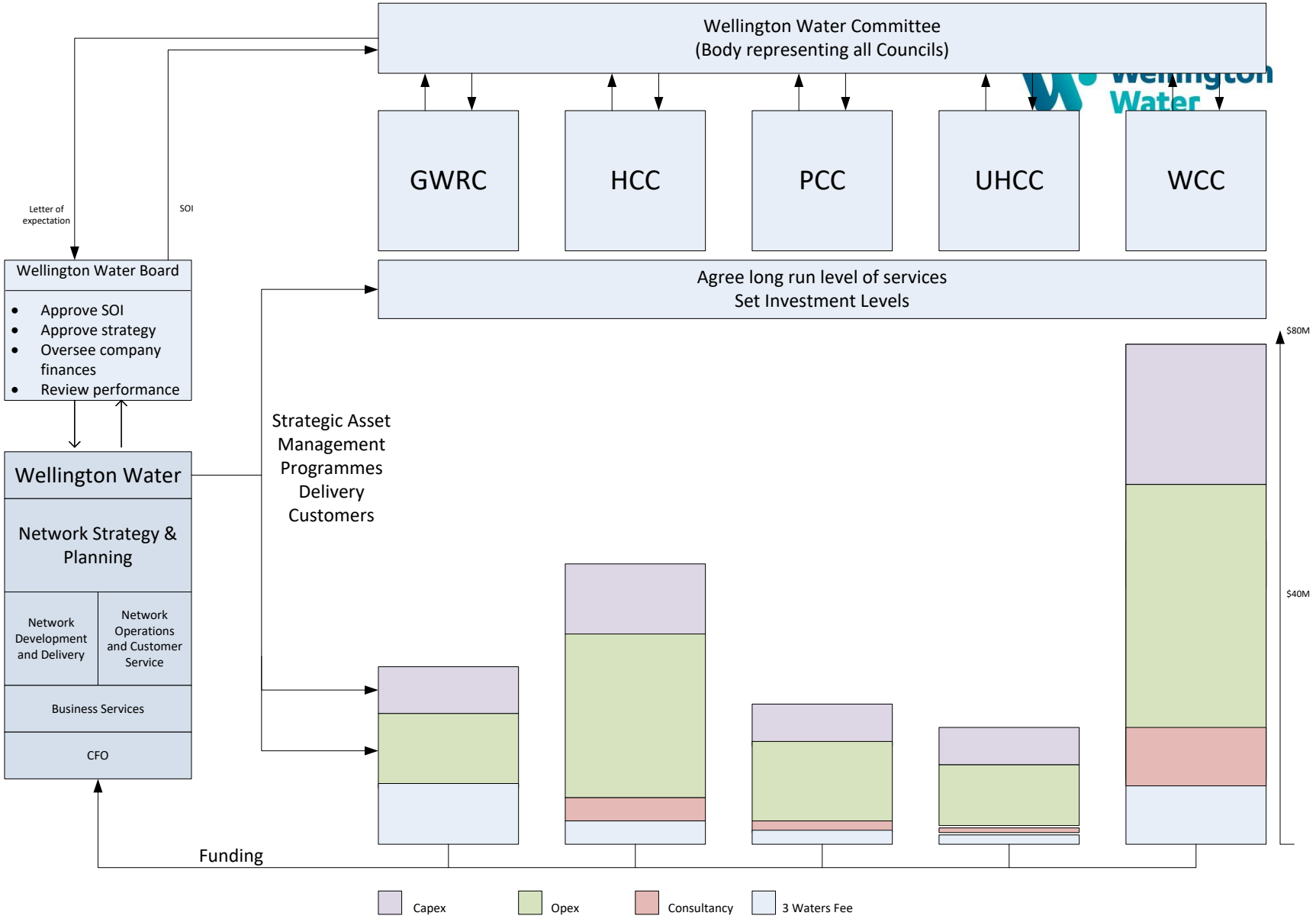
We were formed to create and add value for our client councils by:

Improving **customer outcomes**

A **technical centre of excellence** for asset planning for the region

Improving **long term strategic planning**

Increasing **transparency and accountability** about investment decisions


Wellington Water Committee
(Body representing all Councils)
GWRC
HCC
PCC
UHCC
WCC
Letter of expectation
SOI
Wellington Water Board
Approve SOI
Approve strategy
Oversee company finances
Review performance
Agree long run level of services
Set Investment Levels
Wellington Water
Network Strategy & Planning
Network Development and Delivery
Network Operations and Customer Service
Business Services
CFO
Strategic Asset Management Programmes Delivery Customers
$80M
$40M
Funding
Capex
Opex
Consultancy
3 Waters Fee

Our service goals are our target(s)

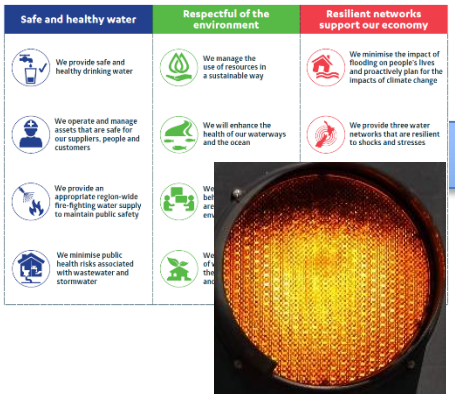
Wellington Water

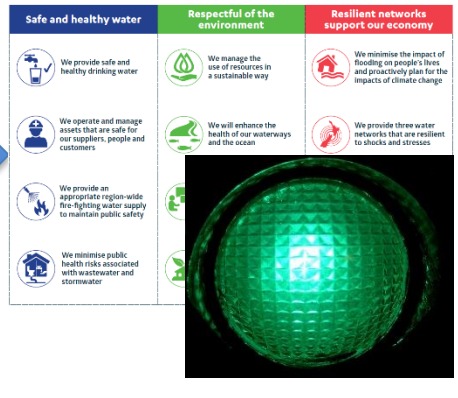
Safe and healthy water	Respectful of the environment	Resilient networks support our economy
We provide safe healthy drinking		We minimise the impact of flooding on people's lives and proactively plan for the impacts of climate change
We operate and assets that are s our suppliers, pe customers		We provide three water networks that are resilient to shocks and stresses
We provide an appropriate regi fire-fighting wat to maintain publ		We plan to meet future growth and manage demand
We minimise pu health risks ass with wastewate stormwater		We provide reliable services to customers

Our water, our future.

Delivering customer outcomes through strategy

30 – 50 years…





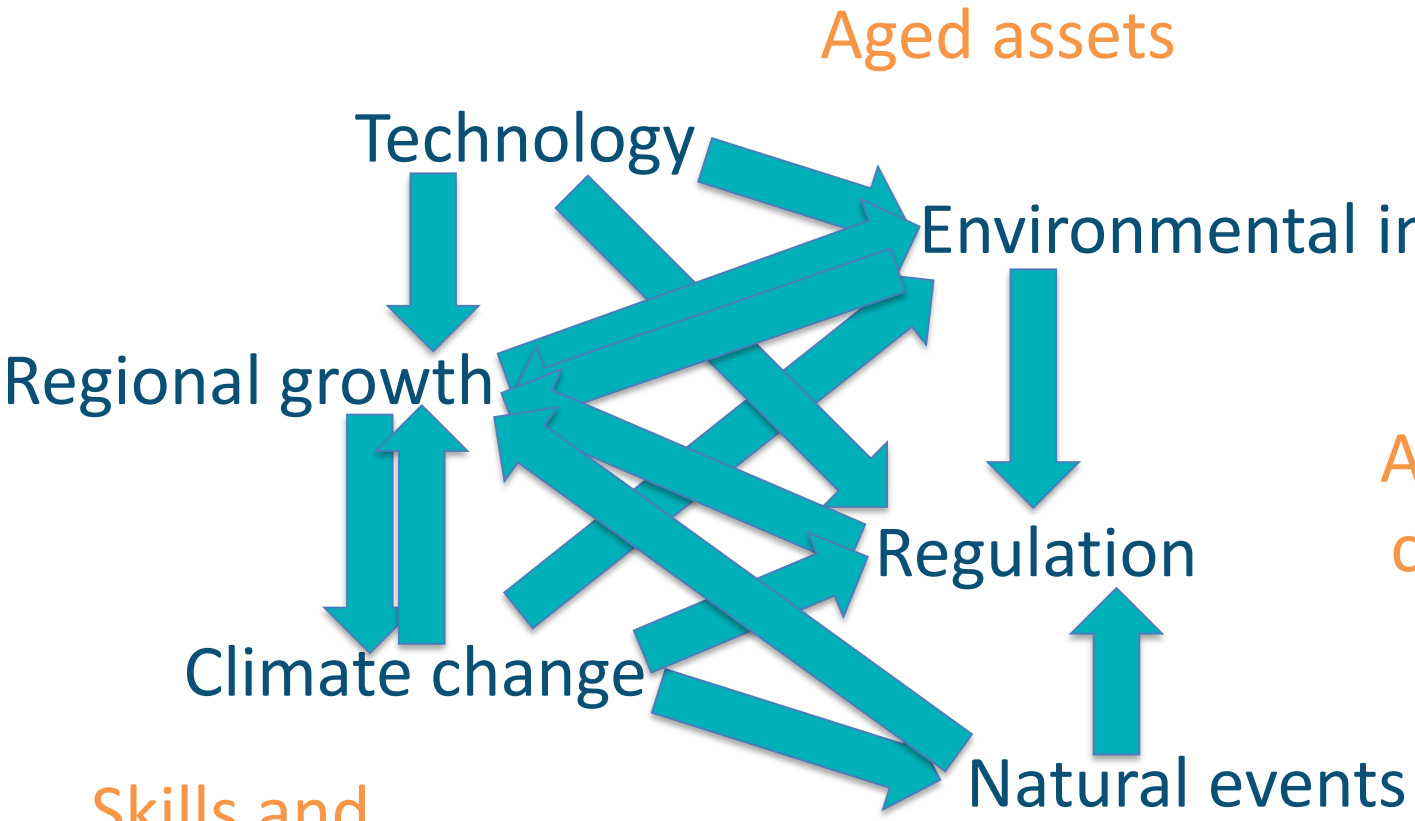
Society

Technology

Economy

Environment

Some big uncertainties



Regional solutions to regional issues - our Future Service Studies

- Water services are shared across our city boundaries
- Our services are part of the water cycle
- Our services interact with each other

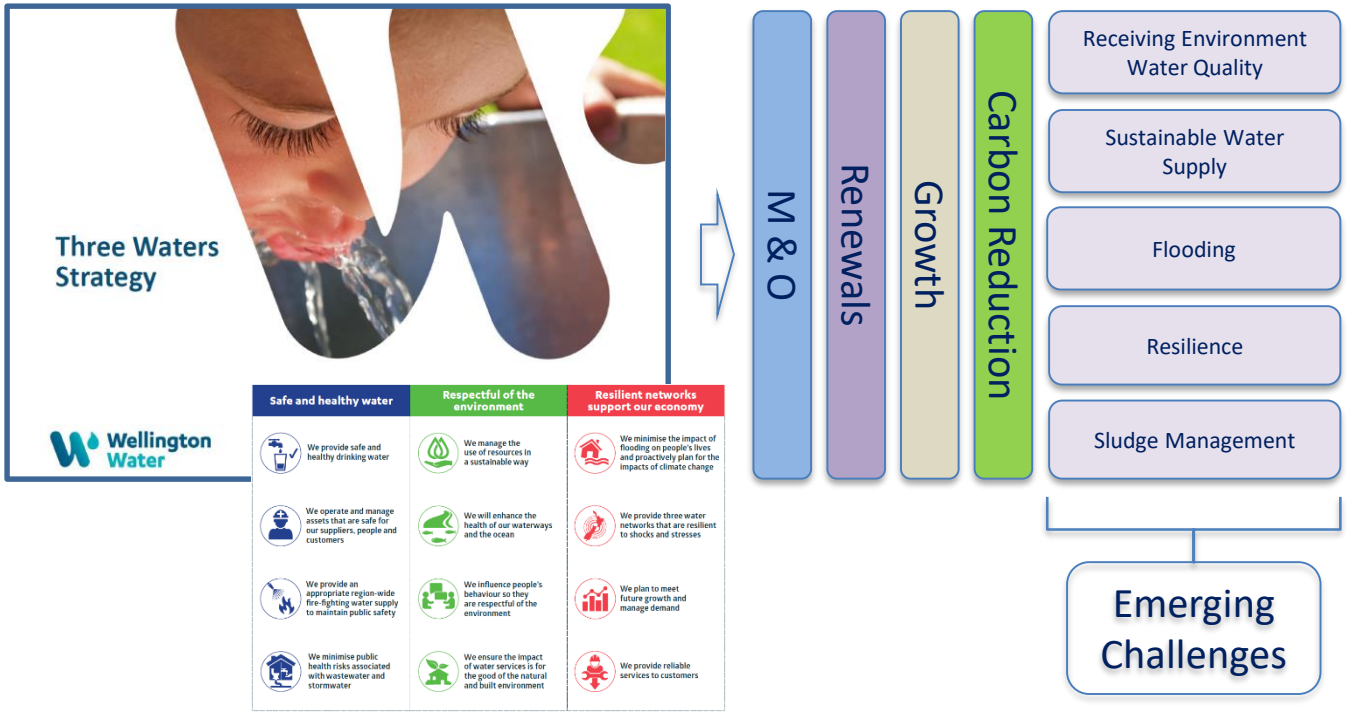
What issues are we facing at a regional level?

How do they impact on our service goals?

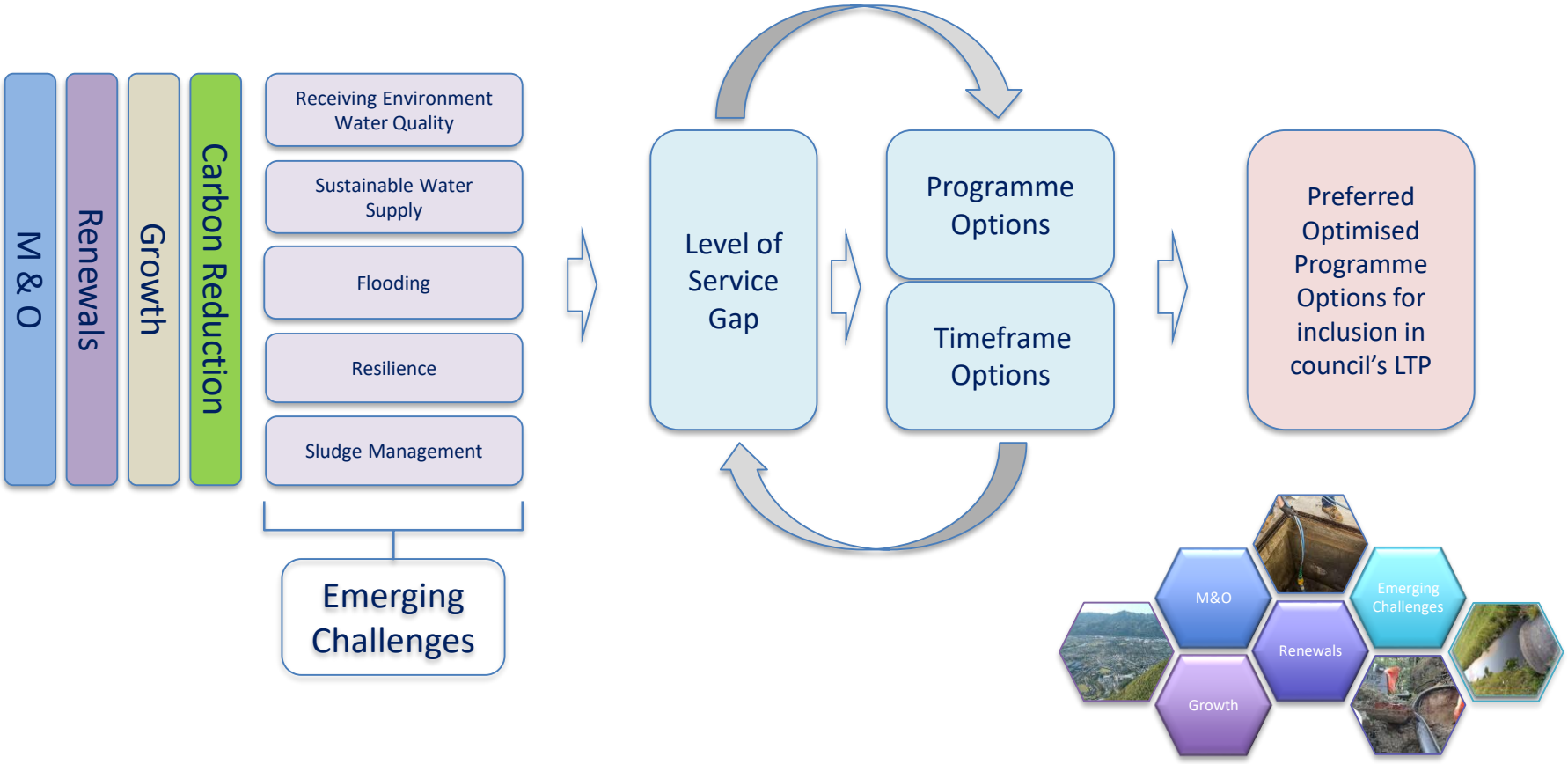
Can we respond in an integrated manner?

Three Waters Strategy

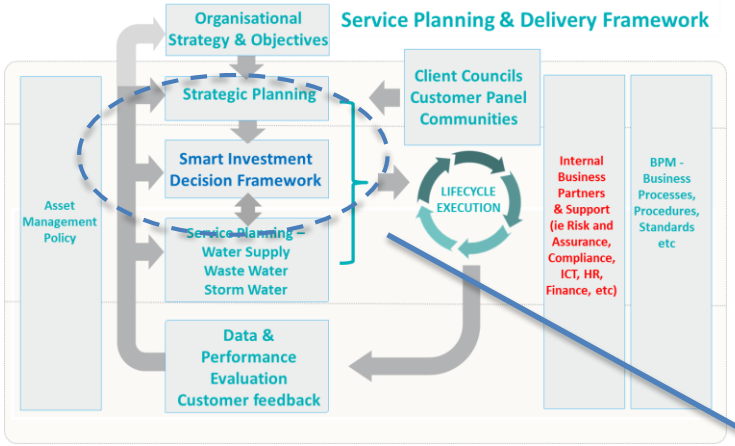
Our Three Waters Strategy has identified a number of emerging challenges including growth which are requiring us to respond now. As we develop our responses, we will take a ‘te mana o te wai’ approach to everything that we do.



Developing three water service plans that input into our client council's LTPs



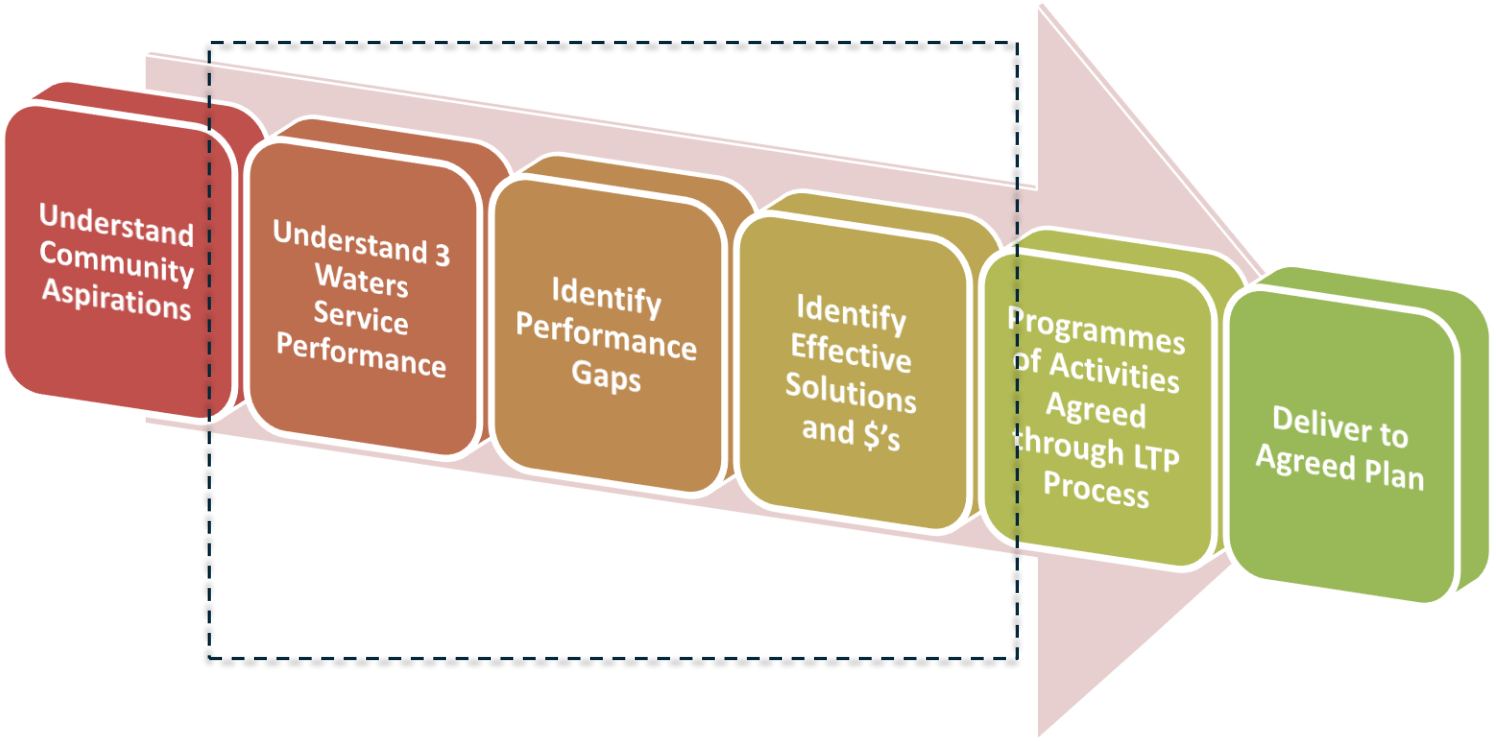
Our water, our future.



Developing service plans - Smart Investment Approach

*Our **Smart Investment** decision making approach will ensure that all our activities respond to the **performance of our service goals** and the aspirations of our client councils and communities in a way that delivers **best value for money***

Alignment of three waters service plan



Understanding how our Work Activities align to our Service Goals
(while delivering VfM - balancing Cost, Risk, Performance & Timing)

The Three Waters Outcomes

Wellington Water

Safe and healthy water	Respectful of the environment	Resilient networks support our economy
We provide safe and healthy drinking water	We manage the use of resources in a sustainable way	We minimise the impact of flooding on people's lives and proactively plan for the impacts of climate change
We operate and manage assets that are safe for our suppliers, people and customers	We will enhance the health of our waterways and the ocean	We provide three water networks that are resilient to shocks and stresses
We provide an appropriate region-wide fire-fighting water supply to maintain public safety	We influence people's behaviour so they are respectful of the environment	We plan to meet future growth and manage demand
We minimise public health risks associated with wastewater and stormwater	We ensure the impact of water services is for the good of the natural and built environment	We provide reliable services to customers

Our water, our future.

Understanding Service Goal Performance

The three waters dashboard outlines your performance against our 12 service goals

Wellington Water

Three Waters Dashboard

Customer Outcome 1
Safe and Healthy Water

Overall we provide services that contribute to safe and healthy water; however, due to apparent contamination of the Waiwhetu aquifer and deterioration in water quality, we anticipate that we will not achieve compliance with the New Zealand Drinking Water Standards for water supplied to WCC and HCC consumers that are supplied from this aquifer. We continue to chlorinate water from the bores.

We provide safe and healthy drinking water

Due to apparent contamination of the Waiwhetu aquifer and deterioration in water quality, we anticipate that we will not achieve compliance with the New Zealand Drinking Water Standards for water supplied to WCC and HCC consumers supplied from this aquifer, which will be confirmed in Quarter 1 of 2017/18. Water from the bores continues to be chlorinated.

We operate and manage assets that are safe for our suppliers, people and customers

Although this indicator is green we need to implement processes and continue to investigate asset improvements to maintain this status. Programmed inspection of the manholes on Carey's Gully wastewater return pipeline has identified potential safety risks which are being addressed. Manhole replacement with alternative materials, more resistant to corrosion, is a likely outcome.

We provide an appropriate region-wide fire-fighting water supply to maintain public safety

Identification and confirmation with the Fire Service of critical hydrants that will be part of ongoing hydrant performance testing across the region is an ongoing work programme. Where non-compliant hydrants are found they are prioritised for upgrade works.

We minimise public health risks associated with wastewater and stormwater

There are network capacity and condition issues that may result in contamination of urban stormwater catchments that can result in public health concerns. Work is ongoing throughout the region to minimise the number of overflows.

Customer Outcome 2
Respectful of the environment

We continue to have work to do in this area around measuring our performance. We continue to undertake investigations to identify and remedy pollution sources and work is ongoing regarding understanding the education needs of the community.

We manage the use of resources in a sustainable way

We measure water consumption (including loss) across the region, with service levels currently within targets. As part of future consolidation of contracts for wastewater treatment plants, we are developing a regional approach for the management of biosolids.

We will enhance the health of our waterways and the ocean

We currently monitor freshwater sites and beaches, some of these sites exceed pollution target levels. This is a long term ongoing initiative to identify and remove sources of pollution.

We influence people's behaviour so they are respectful of the environment

We are finalising a new community awareness strategy. This strategy seeks to deliver a regionally aligned, consistent and coordinated programme of activities to improve customers knowledge of three waters and influence behaviour to minimise their impacts on the system.

We ensure the impact of water services is for the good of the natural and built environment

There is significant work underway with consenting activities under the Proposed Natural Resources Plan. The outcomes of the collaborative work with the Whaitua committee may impact future consent conditions.

Customer Outcome 3
Resilient networks support our economy

Overall the three waters service is reliable. There are parts of the network that do not have sufficient capacity during large wet weather events. This can lead to flooding and wastewater overflows.

We minimise the impact of flooding on people's lives and proactively plan for the impacts of climate change

Further development of hydraulic models will allow us to better understand the likely impact of flooding on communities. There are known flood risk areas. Areas prone to flooding will need to be prioritised based on a consistent economic analysis framework. Our work on climate change impact in 2017/18 will inform our approach to stormwater investment.

We provide three water networks that are resilient to shocks and stresses

The water supply and wastewater strategies for seismic resilience will enable activities to be prioritised for the 2018 / 2028 plan. The planned Omāroro reservoir will increase operational and resilience storage within Wellington city. All Porirua reservoirs require seismic strengthening and it is expected to take 40+ days to restore water supply network to near normal operations.

We plan to meet future growth and manage demand

The National Policy Statement on Urban Development Capacity reinforces the need to understand the impact of Councils' growth aspirations on three waters infrastructure performance. Continued pressure on the land development section to process building consent enquiries, has highlighted the need for planning to identify and resolve potential capacity issues.

We provide reliable services to customers

Current service interruptions for water supply and network blockages for wastewater and stormwater networks continue to be within targeted service levels.

KEY

Results to end June 2017 (Q4 2016/17)

Identifying performance gaps and prioritising investment ("Trade-offs")

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What is the outcome? We minimise the impact of flooding on our communities

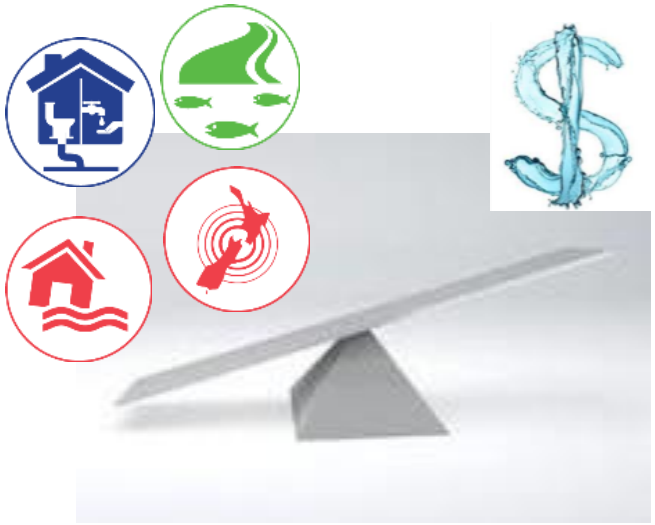
There is a performance issue with this service goal

We recommend a greater investment in this area

Our focus is on activities that will deliver the best outcomes for communities

As we can't do everything, we prioritise activities into an optimised programme across service goals in part 3 of the RSP

Using Smart Investment to develop 10 & 30 year service plans



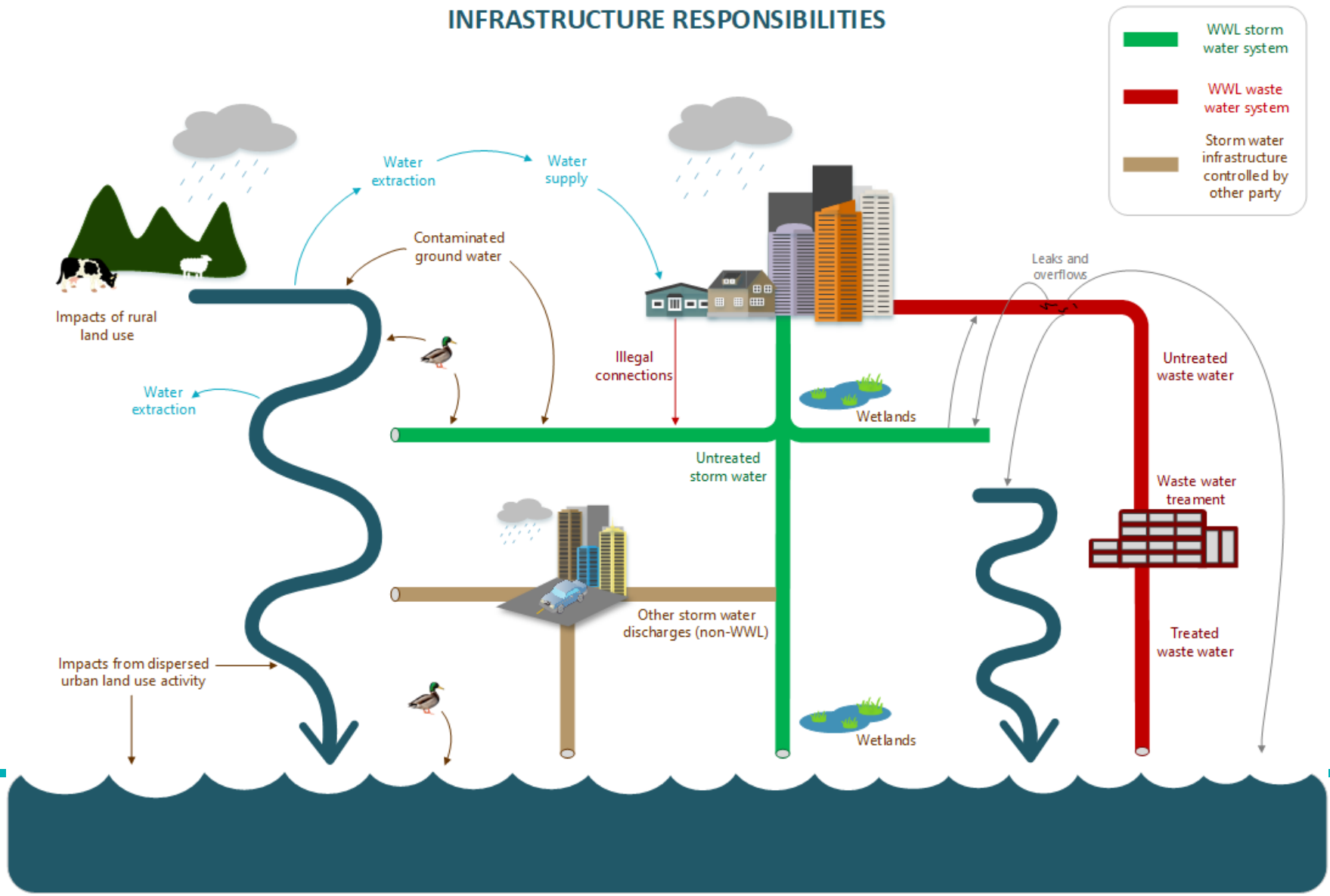
- Council's have significant areas of service performance requiring improvement
- At current investment $$, improving service performance is a long term objective that extends > 20 years

- With pace of performance improvement governed by the funding in the last LTP we presented several investment options for their consideration;

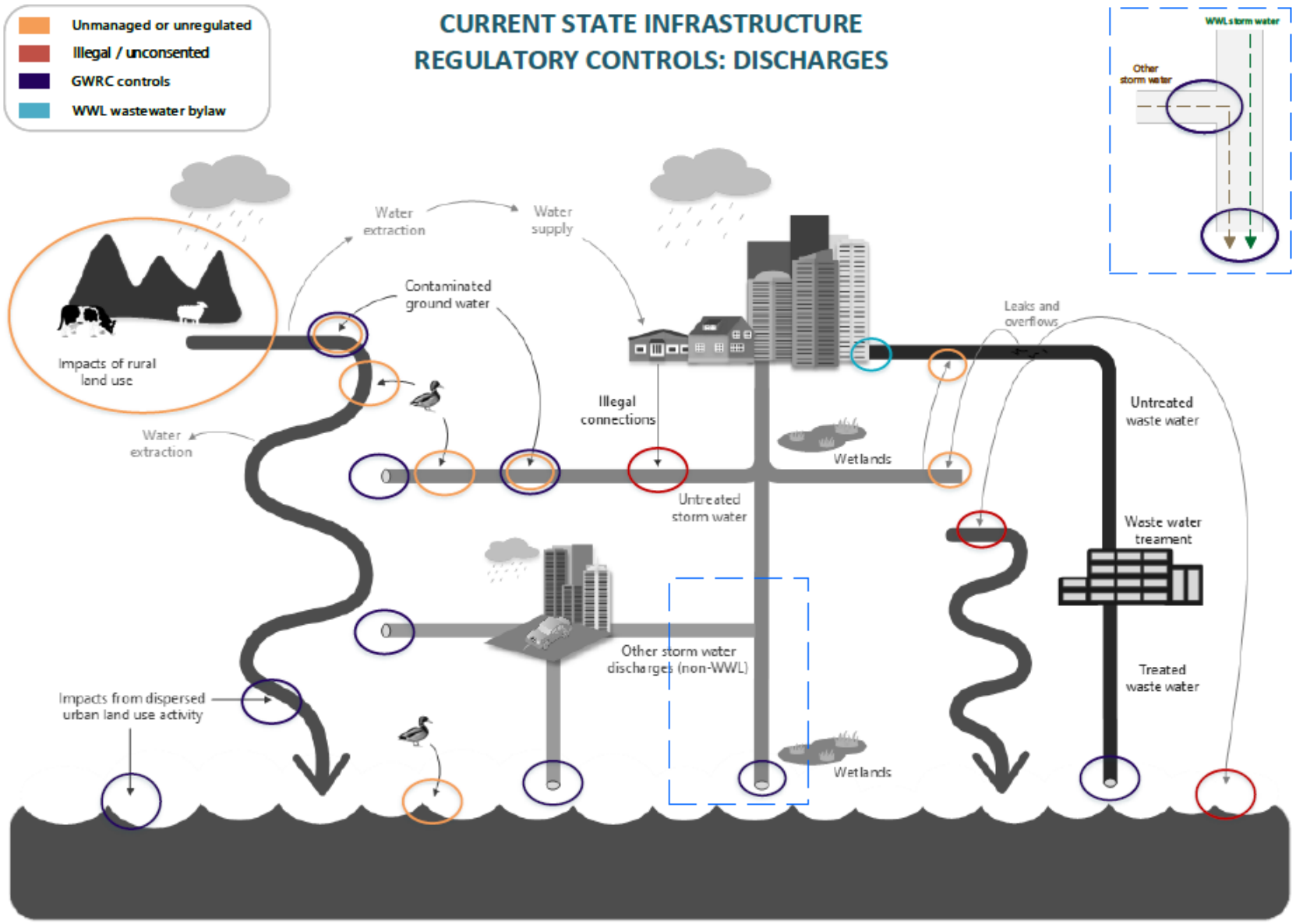
Receiving environment water quality FSS

Key service goals	
About the issue	Stormwater typically discharged without treatment but may contain harmful contaminants Untreated wastewater is occasionally discharged into the environment, including through leaks Waterway quality is of increasing customer interest and subject to increasing levels of regulation.
Expected benefits	Waterways that meet the public's expectations
Current status	Strategic case commenced
Possible outcomes	Alternative design approaches Regional and district plan changes Improved monitoring and analysis

Navigating the “horrendogram”



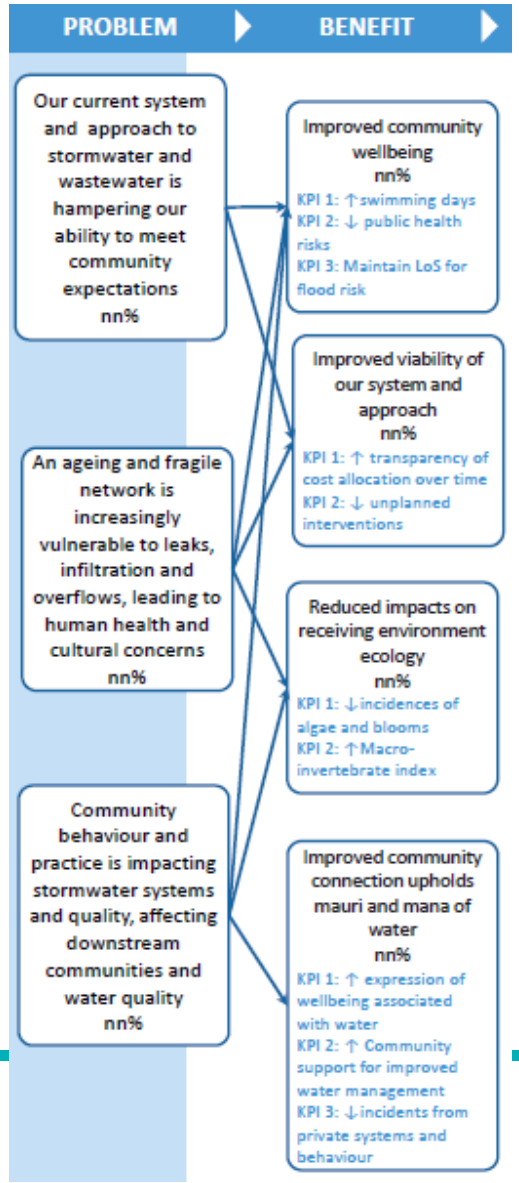
Navigating the “horrendogram”



Supports, rather than duplicates, the Whaitua process

- Clarifies WWL's roles and responsibilities (and influences and accountabilities…)
- Highlights interconnections (physical and policy)
- Facilitates regional approaches and solutions
- Creates council "buy-in"

Emerging thinking



"Design"

"Management"

"Use"

Wellbeing

Viability

Ecology

Connection, mana and mauri

Our water, our future.

Wastewater overview

Wellington Water

4 catchments

2,367 km pipes

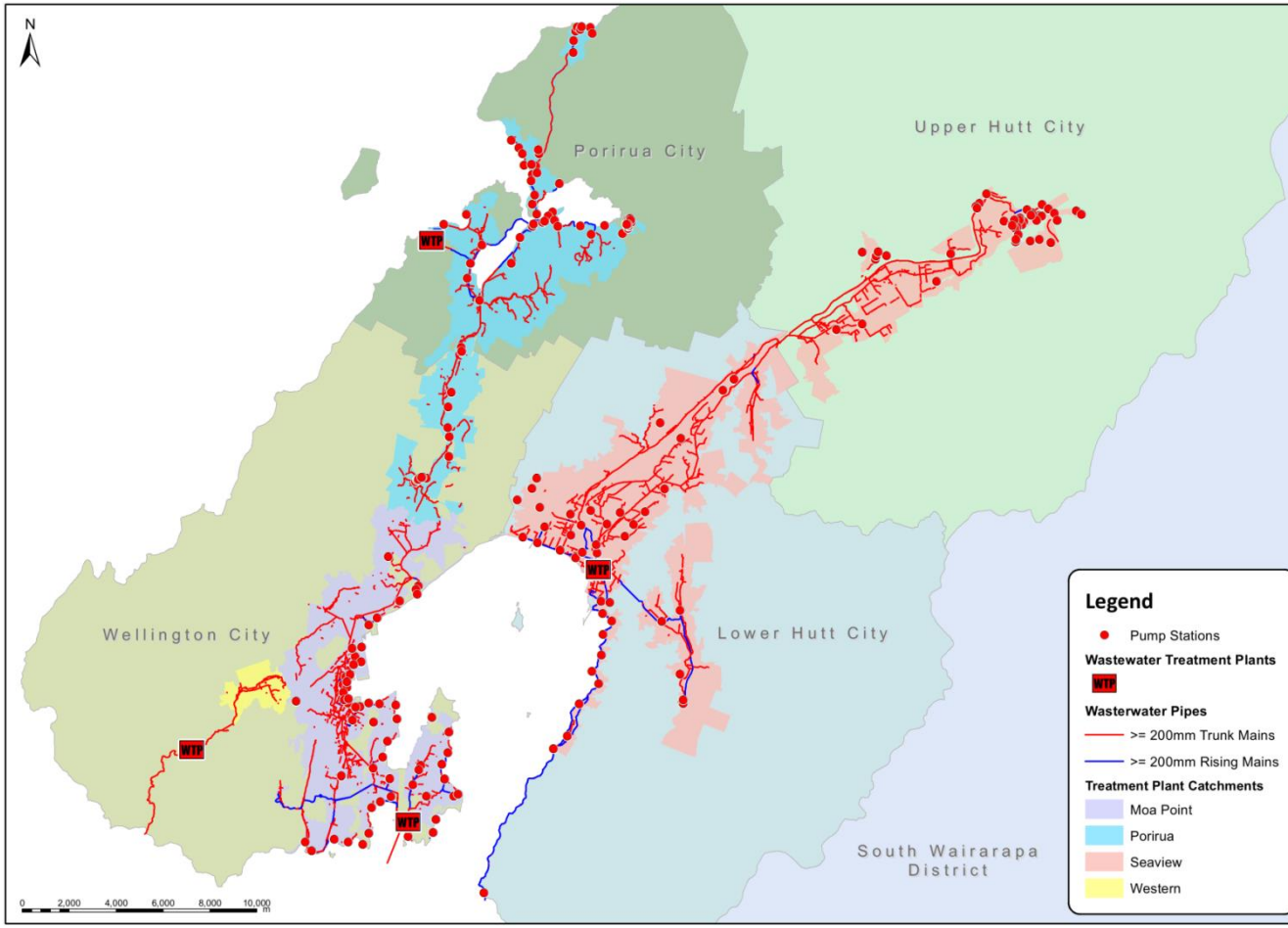
168 pump station

420,000 popn.

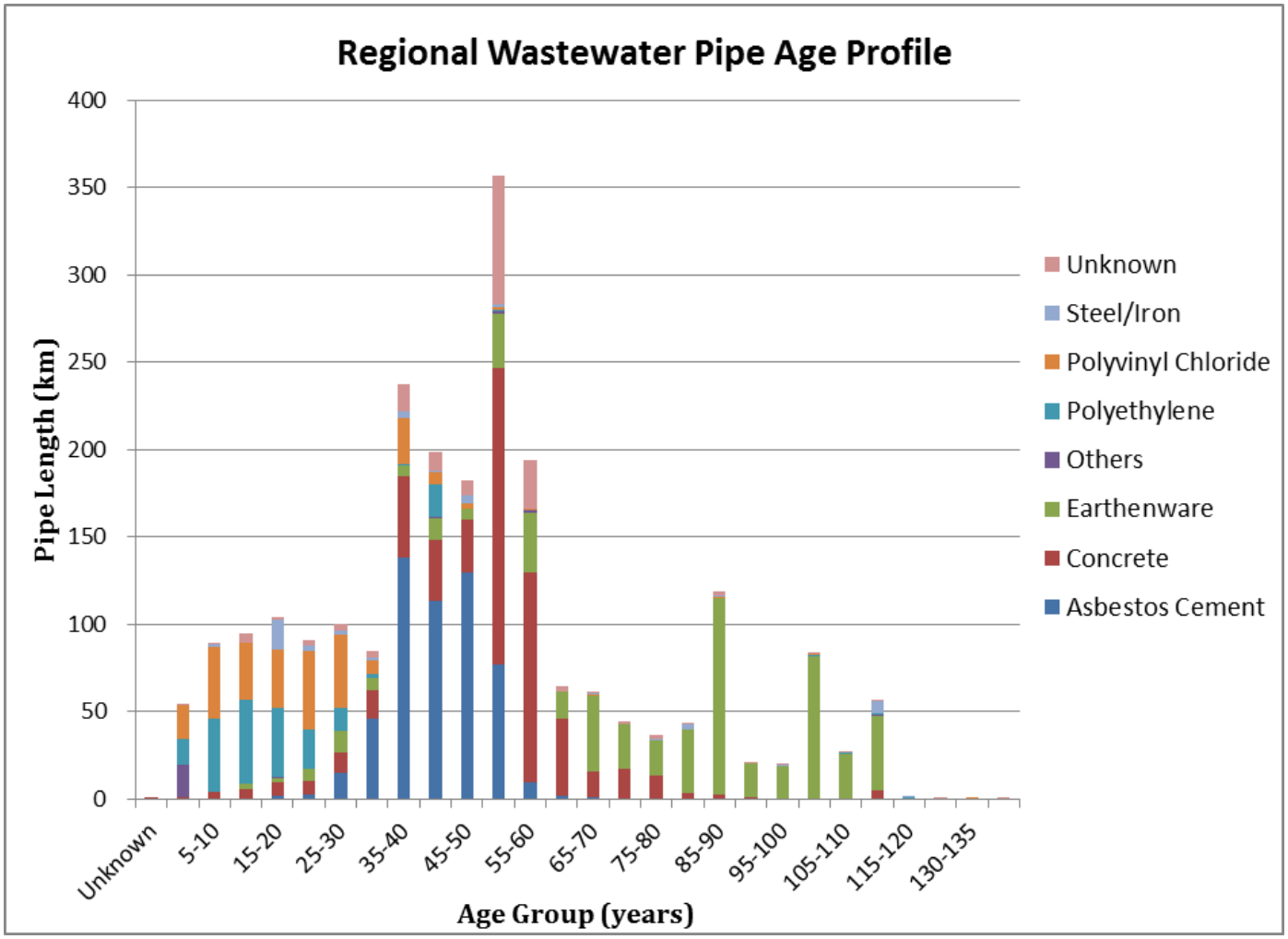
153 MLD

Treated effluent to CMA

26,000 tonnes sludge / year



Pipe age profile



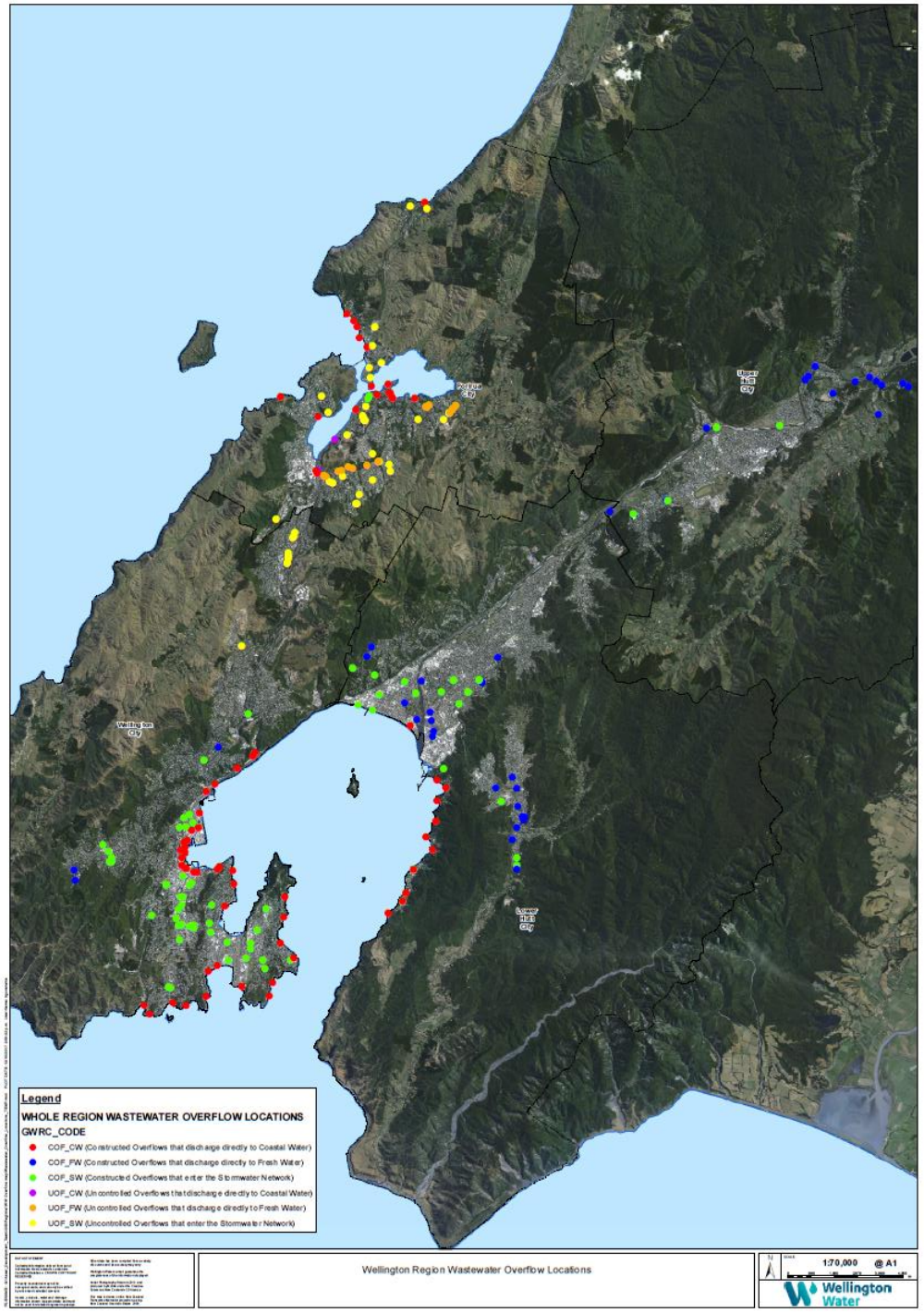
Overflow locations

Over 250 overflow locations

About 70 per year operate during wet weather, 1 to 12 times in typical year

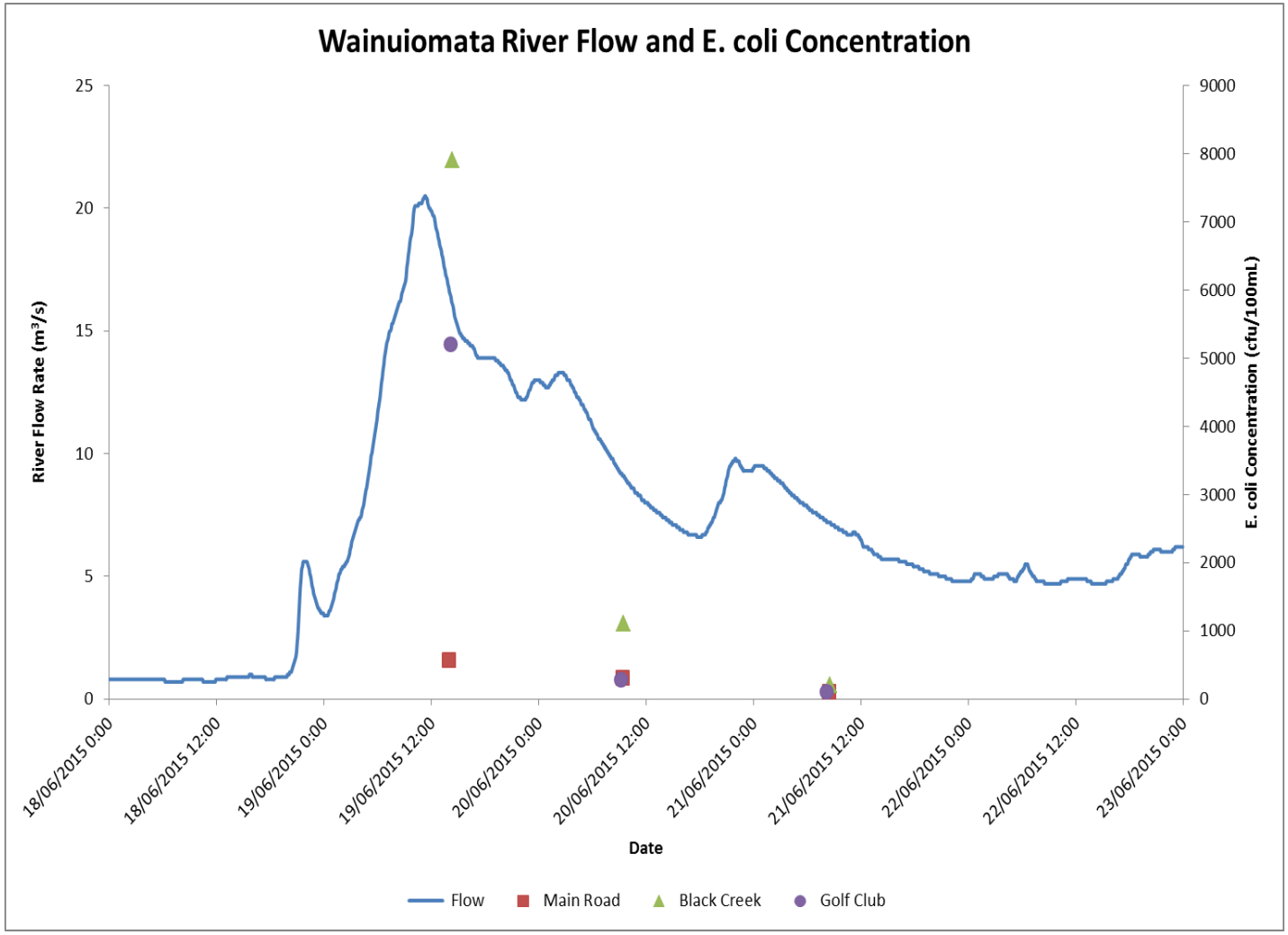
Most pump stations rarely overflow but have facility to

Constructed overflows are best engineering practise for public health protection



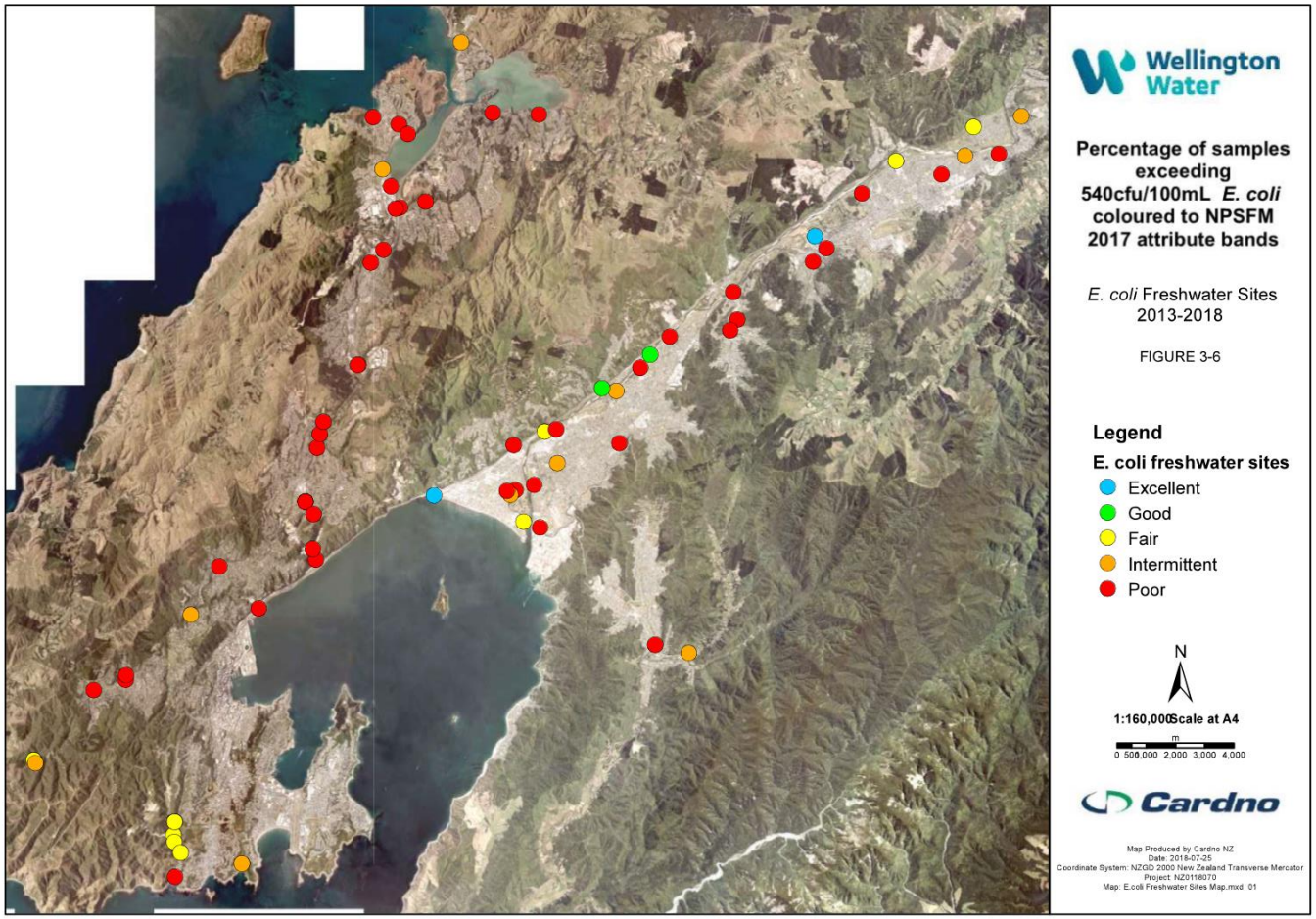
Overflow examples

Environmental monitoring overflows



Our water, our future.

Dry weather surveillance monitoring



Questions?

Wellington Water

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