



 NZ Empowered · Feb 21 · 11 min read

Water Questions and Answers - Magazine Style

Updated: 2 days ago

If you are reading this in printed form you can scan the QRCode or view this online at www.nzempowered.com/QNA



As part of the Upper Hutt community, we have watched Social Media and had people contact us directly. These questions are taken from there..

There seems to be a lot of confusion and unanswered questions which people want to know.

We are trying to do the best we can to provide information and answers as we know it.. We have read most of the documents available on the Water transfer.

Hope these Questions and Answers help:

We don't have the depth of documents that councils do, so if you want further information we suggest contacting an elected member.

[Tiaki Wai Website](#)

[Tiaki Wai FAQ](#)

Council Contacts





Hutt City Mayor and Councillor Contacts
04 - 570 6666

Water Reform Page
Hutt City FAQ



Wellington Mayor Contact
Councillors Contacts
04 - 499 4444

WCC Tiaki Wai Page



Porirua Mayor Contact
Councillor Contacts
04 - 237 5089

PCC Water Reform Page



Upper Hutt Mayor and Councillors Contacts
04 - 527 2169

UHCC Local Water Done Well Page



GWRC Councillors
0800 496 734

GWRC Local Water Done Well FAQ

Some recent Upper Hutt Council communication:

Important information: our water services are changing

Published on 02 February 2026

From 1 July 2026, water services in Upper Hutt will be delivered by a new organisation called Tiaki Wai.

Tiaki Wai will deliver drinking water, wastewater and reticulated stormwater services across the metropolitan Wellington area.

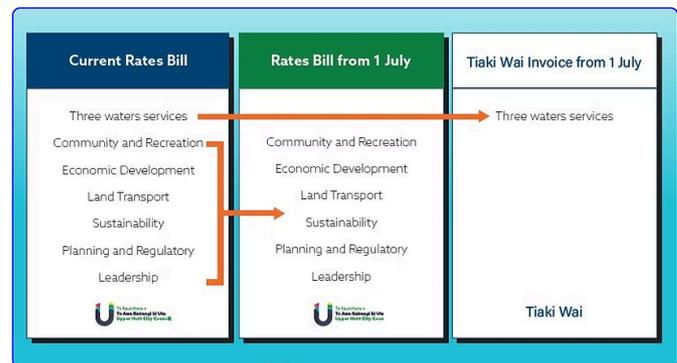
Council will continue to deliver all other council services as usual.

What this means for your bill

Water services rates will be removed from your Council rates bill.

You'll instead receive:

- One rates bill from Upper Hutt City Council for council services
- One separate, additional bill from Tiaki Wai for water services charges



Who to call for water, waste and stormwater issues?

Before 1st July 2026 -

Wellington - 04 499 4444

Hutt City - 04 237 5089

Porirua - 04 570 6666

Upper Hutt - 04 527 2169

After 1st July 2026 -

Tiaki Wai (Contact Details to come when they are available.)

Council 101:

Tiaki Wai

Introducing Tiaki Wai - our new water services organisation.

From 1 July 2026, Tiaki Wai will become the new organisation responsible for delivering drinking water, wastewater and reticulated stormwater services across the Wellington metropolitan area. Tiaki Wai, which means “caring for water”, reflects a shared commitment to safe, reliable, environmentally and financially sustainable water services for our growing communities.

We'll be sharing more detailed information and communications over the coming months to help businesses and residents understand what these changes mean for you.

1. What are the Potential Charges from Tiaki Wai?
 - i. What is the Cost Harmonisation?
 2. Where does the indicative \$7 a day come from? Surely this isn't right
 3. How will Rates Rebates be affected by water/waste and stormwater being handed over to Tiaki Wai?
 4. Will my Rates go down when water is handed over?
 5. Implications for Renters/Landlords
 6. Replacing the Seaview Wastepipe
 7. When will the water meters be added and when will volumetric charging come in?
 8. How will this work if I have a disability that requires extra water?
 9. How will this work on a pension or low income?
 10. Will there be rebates for those on low incomes?
 11. What if I collect my own water
 12. What about all the Water Loss?
 13. Who will pay for Moa Point?
 14. How would those households who already have meters installed on their property be charged?
 15. Is there a water portion in the Greater Wellington Regional Council's (GWRC) Rates?
 16. Upper Hutt Council Open Workshop on Tiaki Wai - 24th Feb 2026
-

What are the Potential Charges from Tiaki Wai?

From one of the early pages in the Delivery plan.

How Metro Water expect to be charging for Water, Waste and Stormwater. What hasn't been included is how this will be applied.

Average residential charges are forecast to rise from approximately \$2,100 per connection today to between \$5,700 (based on the target financial strategy of this WSDP) and \$4,800 (based on the lower-end financial scenario) by 2034.

Source: Water Services Delivery Plan 2025

Potential approaches to charging for each of the three waters

Each of the three water services—drinking water, wastewater, and stormwater—will have its own charging methodology under the regional model. These methodologies will be developed by Metro Water. The direction set out in this plan is designed to ensure full cost recovery, consistency with regulatory requirements, and alignment with service levels and community expectations.

Water service	Potential charging approach
Drinking water	Transitioning over time to volumetric charging, based on metered consumption, with a mix of fixed and variable components. The shift to volumetric pricing will occur as water meters are rolled out across the region. In areas without meters, an interim fixed charge may apply.
Wastewater	Charged via a fixed charge for most residential customers. For non-residential users, a proxy volumetric approach may be adopted over time, where wastewater discharge is assumed to correlate with metered water use. There are no plans to directly meter wastewater.
Stormwater	Likely to be charged based on property characteristics, such as impervious surface area or connection size. The approach to charging for stormwater is acknowledged to be more complex and will require detailed consideration by Metro Water, working with councils and the community.

Source: Water Services Delivery Plan (WSDP) 2025

According to Tiaki Wai documents the 1st year will be based on the 3rd year of the Long-Term Plan's costs for the 3 waters. This from calculations could be around 17% more from what we pay already based on previous numbers. Council have left out the 3rd so have calculated and got this figure. As always this is just from the information we have.

25/26 Annual Plan -

LTP Y1 2024 - 2025	GROUPS OF ACTIVITIES	LTP Y2 2025 - 2026	ANNUAL PLAN 2025 - 2026	VARIATION 2025 - 2026
11,865	Water Supply	13,966	14,209	243
9,918	Wastewater	10,707	11,691	984
3,457	Stormwater	4,086	4,093	7

Source: UHCC 2025/2026 Annual Plan

LTP Financial Statement 2024-2034 -

Rate funding requirement

	Annual Plan Year 3 23/24 (\$000)	Forecast LTP Year 1 24/25 (\$000)	Forecast LTP Year 2 25/26 (\$000)	Forecast LTP Year 3 26/27 (\$000)
Rate funding requirement for each significant activity				
Water supply	7,749	11,962	13,933	14,220
Wastewater	6,866	9,875	10,922	14,288
Stormwater	1,891	3,722	4,396	4,919

Source: UHCC 2024-2034 Long-Term Plan

\$ Millions	LTP YR1		Ann Plan	LTP YR3
	23/24	24/25	25/26	26/27
Water	\$ 7,749	\$ 11,962	\$ 14,209	\$ 16,878
Wastewater	\$ 6,866	\$ 9,875	\$ 11,691	\$ 13,841
Stormwater	\$ 1,891	\$ 3,722	\$ 4,093	\$ 4,501
	\$ 16,506	\$ 25,559	\$ 29,993	\$ 35,220
		55%	17%	17%

Calculated from Upper Hutt Rates Requirements Data

What is the Cost Harmonisation?

Cost harmonisation for the new Tiaki Wai entity is, in its simplest terms, a method to equalise all of the water bills throughout the Wellington Region so everyone is paying the same.

We have created a chart below to try and show how it might work and what you could be paying over the years to come.

At the moment water is a mixture of fixed costs and variable rating values. If we look at the last 3 years (**Actuals in Green in the chart**) it shows these increase each rating year. This coming year, these costs will rise again and should be in line with the Yr3 of the Long-Term Plan. In this chart we have added the same increase as the previous year. From there the harmonisation will start where the increases will occur over the years till all Wellington Residents are paying the same (We have used the \$5700 figure from the Water Services Delivery Plan)

	460k	%	\$ Per Day	600k	%	\$ Per Day	700k	%	\$ Per Day	800k	%	\$ Per Day
2023-2024	\$ 933.74		\$ 2.56	\$ 977.34		\$ 2.68	\$1,008.48		\$ 2.76	\$1,039.62		\$ 2.85
2024-2025	\$1,389.38	49%	\$ 3.81	\$1,458.06	49%	\$ 3.99	\$1,507.12	49%	\$ 4.13	\$1,556.18	50%	\$ 4.26
2025-2026	\$1,591.75	15%	\$ 4.36	\$1,662.95	14%	\$ 4.56	\$1,713.81	14%	\$ 4.70	\$1,764.67	13%	\$ 4.83
2026-2027	\$1,823.59	15%	\$ 5.00	\$1,896.63	14%	\$ 5.20	\$1,948.85	14%	\$ 5.34	\$2,001.09	13%	\$ 5.48
2027-2028	\$2,377.36	30%	\$ 6.51	\$2,439.97	29%	\$ 6.68	\$2,484.72	27%	\$ 6.81	\$2,529.51	26%	\$ 6.93
2028-2029	\$2,931.14	23%	\$ 8.03	\$2,983.31	22%	\$ 8.17	\$3,020.60	22%	\$ 8.28	\$3,057.92	21%	\$ 8.38
2029-2030	\$3,484.91	19%	\$ 9.55	\$3,526.65	18%	\$ 9.66	\$3,556.48	18%	\$ 9.74	\$3,586.34	17%	\$ 9.83
2030-2031	\$4,038.68	16%	\$ 11.06	\$4,069.98	15%	\$ 11.15	\$4,092.36	15%	\$ 11.21	\$4,114.75	15%	\$ 11.27
2031-2032	\$4,592.45	14%	\$ 12.58	\$4,613.32	13%	\$ 12.64	\$4,628.24	13%	\$ 12.68	\$4,643.17	13%	\$ 12.72
2032-2033	\$5,146.23	12%	\$ 14.10	\$5,156.66	12%	\$ 14.13	\$5,164.12	12%	\$ 14.15	\$5,171.58	11%	\$ 14.17
2033-2034	\$5,700.00	11%	\$ 15.62	\$5,700.00	11%	\$ 15.62	\$5,700.00	10%	\$ 15.62	\$5,700.00	10%	\$ 15.62
	900k	%	\$ Per Day	1M	%	\$ Per Day	1.1M	%	\$ Per Day	1.2M	%	\$ Per Day
2023-2024	\$1,070.76		\$ 2.93	\$1,101.90		\$ 3.02	\$1,133.04		\$ 3.10	\$1,164.18		\$ 3.19
2024-2025	\$1,605.24	50%	\$ 4.40	\$1,654.30	50%	\$ 4.53	\$1,703.36	50%	\$ 4.67	\$1,752.42	51%	\$ 4.80
2025-2026	\$1,815.53	13%	\$ 4.97	\$1,866.39	13%	\$ 5.11	\$1,917.25	13%	\$ 5.25	\$1,968.11	12%	\$ 5.39
2026-2027	\$2,053.37	13%	\$ 5.63	\$2,105.67	13%	\$ 5.77	\$2,158.00	13%	\$ 5.91	\$2,210.35	12%	\$ 6.06
2027-2028	\$2,574.32	25%	\$ 7.05	\$2,619.15	24%	\$ 7.18	\$2,664.00	23%	\$ 7.30	\$2,708.87	23%	\$ 7.42
2028-2029	\$3,095.26	20%	\$ 8.48	\$3,132.62	20%	\$ 8.58	\$3,170.00	19%	\$ 8.68	\$3,207.39	18%	\$ 8.79
2029-2030	\$3,616.21	17%	\$ 9.91	\$3,646.10	16%	\$ 9.99	\$3,676.00	16%	\$ 10.07	\$3,705.91	16%	\$ 10.15
2030-2031	\$4,137.16	14%	\$ 11.33	\$4,159.57	14%	\$ 11.40	\$4,182.00	14%	\$ 11.46	\$4,204.43	13%	\$ 11.52
2031-2032	\$4,658.11	13%	\$ 12.76	\$4,673.05	12%	\$ 12.80	\$4,688.00	12%	\$ 12.84	\$4,702.96	12%	\$ 12.88
2032-2033	\$5,179.05	11%	\$ 14.19	\$5,186.52	11%	\$ 14.21	\$5,194.00	11%	\$ 14.23	\$5,201.48	11%	\$ 14.25
2033-2034	\$5,700.00	10%	\$ 15.62	\$5,700.00	10%	\$ 15.62	\$5,700.00	10%	\$ 15.62	\$5,700.00	10%	\$ 15.62

Upper Hutt Rates demand data

What's with this 3.4% of Median Household Wages in 2034?

65. Since consultation, the most material change to Upper Hutt's financial analysis has been to increase and smoothing of operational expenditure above the Long Term Plan level to cover all operating activity costs and reduce significant operating risk. After this addition, the water services charges modelled for the draft plan are currently projected to be 3.4% of projected median household income by 2034, noting the abovementioned ongoing work regarding the deliverability and affordability of the investment programme.

Source UHCC Agenda 20th Aug 2025

Projected Median Household Wage

2026

	Original Data from MBIE				
	Forecast 2034 NZ Median Household Income and cost at that time.				
	The median annual	The annual per	3.3% of Median	Cost per week	cost per day
2016	\$ 90,000.00	-			
2017	\$ 99,100.00	10.1%	\$ 3,270.30	\$ 62.89	\$ 8.98
2018	\$ 102,100.00	3.0%	\$ 3,369.30	\$ 64.79	\$ 9.26
2019	\$ 104,100.00	2.0%	\$ 3,435.30	\$ 66.06	\$ 9.44
2020	\$ 108,000.00	3.7%	\$ 3,564.00	\$ 68.54	\$ 9.79
2021	\$ 118,800.00	10.0%	\$ 3,920.40	\$ 75.39	\$ 10.77
2022	\$ 124,400.00	4.7%	\$ 4,105.20	\$ 78.95	\$ 11.28
2023	\$ 141,300.00	13.6%	\$ 4,662.90	\$ 89.67	\$ 12.81
2024	\$ 149,600.00	5.9%	\$ 4,936.80	\$ 94.94	\$ 13.56
2025	\$ 146,600.00	-2%	\$ 4,837.80	\$ 93.03	\$ 13.29
2026	\$ 156,086.67	6.5%	\$ 5,150.86	\$ 99.06	\$ 14.15
2027	\$ 162,938.79	4.4%	\$ 5,376.98	\$ 103.40	\$ 14.77
2028	\$ 169,790.91	4.2%	\$ 5,603.10	\$ 107.75	\$ 15.39
2029	\$ 176,643.03	4.0%	\$ 5,829.22	\$ 112.10	\$ 16.01
2030	\$ 183,495.15	3.9%	\$ 6,055.34	\$ 116.45	\$ 16.64
2031	\$ 190,347.27	3.7%	\$ 6,281.46	\$ 120.80	\$ 17.26
2032	\$ 197,199.39	3.6%	\$ 6,507.58	\$ 125.15	\$ 17.88
2033	\$ 204,051.52	3.5%	\$ 6,733.70	\$ 129.49	\$ 18.50
2034	\$ 210,903.64	3.4%	\$ 6,959.82	\$ 133.84	\$ 19.12

Wellington Data - Updated version with 2025 figures included.

Original Data from - <https://webrear.mbie.govt.nz/theme/household-income-median/map/timeseries/2025/new-zealand?accessedvia=wellington&right-transform=absolute>

This is very close to the \$7000 figure which The Post reported in June 2025.

Metro Water bills forecast to hit \$7000 a year in Wellington – before rates

 Tom Hunt | The Post

June 12, 2025

Share

Source: The Post article 12th June 2025

Where does the indicative \$7 a day come from? Surely this isn't right

From the Scott report, published in October 2024 it provided information on indicative costs for water.

- Price rises could be up to 9% per annum on average across the region to address the backlog of investment in the network. This rate of price increase will need to be managed through financing arrangements and/or the level of investment undertaken.
- The average price per connection across the region in 2024 is \$1,711⁵⁶. The amount that this rises to could be up to twice current prices or a peak of about \$3,000 to \$4,000. However, it may be possible to reduce this peak price through financing arrangements and a sustainable price is estimated at about \$2,596 when the catch-up phase is completed in about 20 years' time. This sustainable price is about 51% above the level of current charges, meaning that this level of increase could be gradually managed over time.

Source: Oct 2024 Scott Report.

- Currently the average price per connection across the Wellington Region in 2024 is \$1,711. (**\$32.90 per week/4.68 per day**)
- Sustainable price is estimated at about \$2,596 (**\$49.90 per week/\$7.11 per day**)

Up until recently there have been no other estimates/indications to go on, now the costs highlighted in the Water Services Delivery Plan 2025 (WSDP)

Water Services Delivery Plan Costs

Existing average charges \$2100 (**\$40.38 per week/\$5.75 per day**)

Expected charges in 2034 \$4800-\$5700 (**@\$4800 - \$92.30 per week/\$13.15 per day up to @5700 - \$109.61 per week/\$15.61 per day**)

Average residential charges are forecast to rise from approximately \$2,100 per connection today to between \$5,700 (based on the target financial strategy of this WSDP) and \$4,800 (based on the lower-end financial scenario) by 2034.

Water Services Delivery Plan (WSDP) Data

Media have also reported a potential \$7000 per year cost to residents of Wellington

At \$7 per day and with a population of an estimated 432,000 that would equate to

.....

\$3.024m per day.

\$1.103b per year.

Metro Water bills forecast to hit \$7000 a year in Wellington – before rates

 Tom Hunt | The Post

June 12, 2025

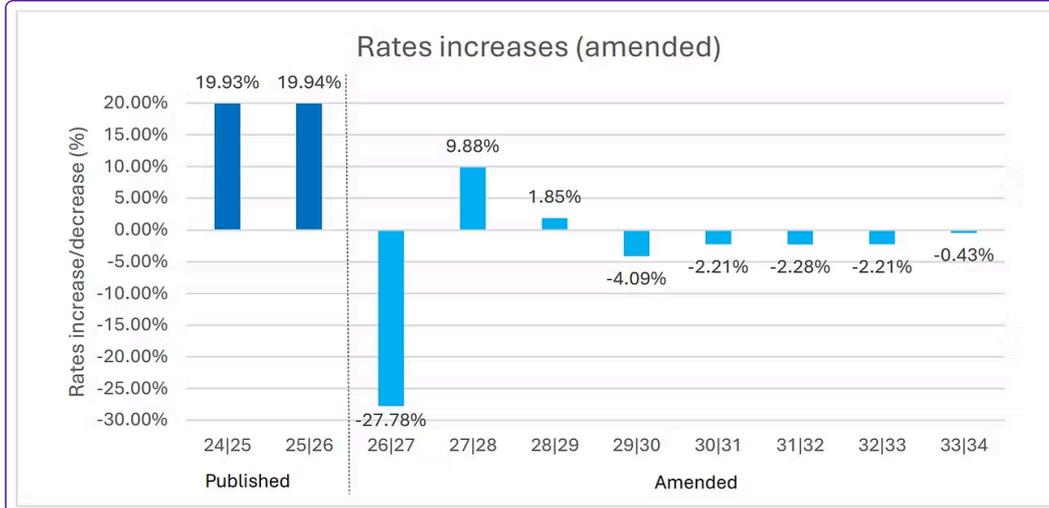
↗ Share

How will Rates Rebates be affected by water/waste and stormwater being handed over to Tiaki Wai?

Answer unknown at this point.

Will my Rates go down when water is handed over?

According to the Agenda for the 18th Feb 2026 UHCC meeting the amended Long-Term Plan says yes there will be a reduction in rates required as water will be removed.



Upper Hutt Rates Data from the Amended Long-Term Plan (Released Feb 2026)

Implications for Renters/Landlords

"In addition, the planned shift to volumetric charging may change who pays for some water services. Property owners will be liable for charges but may be able to on-charge renters for the volumetric part of charges under the terms of the Residential Tenancies Act. If landlords do not adjust rent to recognise any on-charging it may create new affordability challenges for a group of consumers who are more likely to be on lower incomes and already experiencing housing cost pressures."

In addition, the planned shift to volumetric charging may change who pays for some water services. Property owners will be liable for charges but may be able to on-charge renters for the volumetric part of charges under the terms of the Residential Tenancies Act. If landlords do not adjust rent to recognise any on-charging it may create new affordability challenges for a group of consumers who are more likely to be on lower incomes and already experiencing housing cost pressures.

Source: Water Services Delivery Plan (WSDP) 2025

Replacing the Seaview Wastepipe

\$700m to replace the 18km outfall pipe under the road at Eastbourne to a shortfall pipe into the sea near Pencarrow. The pipe needs replacing soon and has fairly regular leakage.

Cr Tracey Ultra's post ✕

 **Cr Tracey Ultra**
9 February at 21:11 · 🌐

On Tuesday 3rd Feb, I visited the Seaview wastewater treatment plant with Mayor Peri and a council staff member.

The smell was pretty bad and I asked questions about the impact of household cleaners in the system affecting the good bacteria, we were told that household chemicals are diluted and it is industrial chemicals that cause a problem. I checked the WW website where they do recommend using plants based cleaners.

Mayor Peri asked about the risk of catastrophic failure due to the dryers needing replacing, it was confirmed that this could happen again.

Solids are separated and the sludge is dried into pellets and trucked to Silverstream Landfill. When the dryers fail, wet sludge is trucked to landfill where it buried, this is only a temporary solution and increases the risk of odour.

Projects starting this month are Dryer replacements, Odour control biofilter refurbishment, UV disinfection upgrade, Backup power supply to replace the 50 year old generators, Aeration system renewal, RAS/WAS pumping system renewal, Clarifier renewal.

Upgrades are essential to meet the demand of population growth. This is expensive (700M for the Pencarrow outfall pipe alone) the total costs including the Pencarrow pipe and other upgrades at the treatment plant come to 1billion. The current financing by councils is unaffordable.

Water assets (and water debt) will be transferred to Tiaki Wai on July 1st. Tiaki Wai will have their own financing system - borrowing from LGFA independently of councils and billing residents separately from rates.

The councils will manage the billing system on behalf of Tiaki Wai.

On Wednesday 4th Feb Moa Point wastewater overflowed into the sea at a rate of 70Million litres per day. This is the kind of catastrophic event that we want to prevent. Ensuring that all treatment plants are compliant and that the "fully treated wastewater" that gets pumped out to sea has no adverse impact on the environment and that we don't rely solely on "dilution".

We can all help by only flushing poo, pee and toilet paper.



When will the water meters be added and when will volumetric charging come in?

Water meters are to be progressively added over the next 4 to 6 years. From what we can see, until water meters are installed water will be charged at a portion of the overall cost to service the water, waste and stormwater. Much the same as what we have now, yet through Tiaki Wai not directly from the council.

"To roll out meters to our region we'll have to have a meter installed once every four minutes for five years over a working year so it's a massive undertaking and not only that we also have the technology to support it which is a big thing."

How will this work if I have a disability that requires extra water?

How will this work on a pension or low income?

Will there be rebates for those on low incomes?

From the Water Services Delivery Plan, it seems these areas would be covered under a hardship condition which has yet to be fully determined.

Addressing equity and hardship considerations Shareholding councils have expressed a strong desire for Metro Water to develop a Customer Charter to ensure clear expectations of service and outline principles for consideration of equity and hardship. In New Zealand, Auckland Council and Watercare offer hardship support mechanisms, including tailored payment plans and targeted utility relief. It is expected that Metro Water will consider formalised affordability and hardship frameworks as part of a broader pricing and revenue strategy, including investigation of:

- *tiered or concessionary tariffs for low-income households*
- *flexible payment plans, including smoothing and hardship write-offs*
- *targeted grants or credits, particularly during pricing transitions.*

Further consideration of options will be undertaken by Metro Water once established. This WSDP therefore notes that:

- *while average projected charges are within affordability guidelines, additional affordability support may be required for low-income or high burden households*
- *there is a strong case for Metro Water to develop a targeted hardship policy, informed by best practice and aligned with its obligations under future economic regulation*
- *acknowledging affordability concerns and responding with proportionate mitigation strategies is critical to ensuring public trust and long-term support for the transition to the new model.*

Source: Water Services Delivery Plan (WSDP) 2025

What if I collect my own water

For those who are looking to collect their own water and avoid these charges, there is currently a clause in the councils Long Term Plan which states any dwelling within 100m of a town supply will be subject to a 50% charge whether connected or not.

② Of the total revenue required for the water supply service, 60% has been identified as required for general water supply, by way of a targeted rate on each serviced or serviceable property.

A serviced property is one supplied with water and the rate is assessed per separately used or inhabited part of a rating unit. If a property can be but is not supplied with water (meaning it is situated within 100 metres of any part of the water works) it is considered serviceable and 50% of the serviced charge will apply per rating unit.

The revenue sought from this rate is \$9,130,899 (approximately 60% of the total requirement needed for the costs of water supply).

Source: UHCC 2024-2034 Long-term Plan

What about all the Water Loss?

In 27th Jan 2025 - [Original Link](#)

In Jan 2025 there were stats provided and confirmed, that the current regional water losses are around 41% down from 44%. [Wellington Water have confirmed](#) to us that the estimated water loss on the Public side of the Toby is 32% and that the Private side losses are 9%. Wellington Water provided this document which reflects the water losses.

The estimated annual average water loss on the metropolitan public and private network for FY23/24 is **41%*** down 3% from FY22/23 (44%). The estimated annual average water loss on the public network only for FY23/24 is **32%**** down 2% from FY22/23 (34%). In real terms, this equals a saving of about **4 million litres per day on the public network.**

So one has to ask, if the water loss from almost equivalent number of leaks on the private to public sides of the toby is so much different, why is there all of a sudden a focus on private leaks. Seems the number of leaks is not the best metric to be assessing urgency of remediation.

Who will pay for Moa Point?

We believe this has come about with the knowledge and pressure that the community is putting on the officials.

Looking at the Tiaki Wai documents we believe the "Cost to Serve" statement which Ken Laban is talking about is in Section 18 of the Foundation Documents.

Our opinion is that at best, these documents are wishy washy with assumptions, expectations or intentions instead of actuals and things which are definite. We question how can this could be voted on and passed in its current state. But it was.

We brought this up in our submissions to UHCC, but believe thanks to the social media and potentially emails which have been sent, this is coming to the surface. In our opinion, it needs to be dealt with!

Hopefully this will help and push councils to be more engaged and open with their communities.

Have a read and see how you interpret the "Cost to Serve" statement.

3	Water services charges will initially reflect the cost to serve the local communities within Metro Water's service area in order to minimise cross-subsidisation. As such, regional differences in prices within Metro Water's service area can be maintained to reflect regional differences in investment, borrowings and costs of service. However, Metro Water will work towards regional harmonisation of water charges over the medium to long-term.	Set out in expectation 18.1.3.
<p>18. It is expected that:</p> <p>18.1. the initial Water Services Strategy will:</p> <p>18.1.1. act as an interim strategy focusing on the delivery of services, financing and charging in Year 1 (2026/27), and will be a in line with Year 3 of the shareholding councils Long Term Plans.</p> <p>18.1.2. reflect the strategic priorities of keep up, catch up, build up, clean up, address faults and improve resilience, noting the link between these priorities and the existing strategic priorities guiding Wellington Water's investment, and</p> <p>18.1.3. reflect the cost to serve the local communities within Tiaki Wai's service area to minimise cross-subsidisation in the short term.</p> <p>18.1.4. set the pathway for giving effect to te mana o te wai and mana whenua and community expectations for water outcomes, building capacity and capability - including at governance and leadership level - to uphold Te Tiriti and Treaty settlements and commitments to mana whenua for future health and wellbeing of the water,</p> <p>18.1.5. include detail on the implementation plan for water meters, or in lieu of one being in place, the plan to deliver one,</p> <p>18.1.6. include the prioritised programme for the Technology Systems Investment (TSI) Programme being rolled out within Wellington Water, for Tiaki Wai,</p> <p>18.1.7. include detail on how corporate capability within Tiaki Wai will be built to ensure efficient delivery of services, and</p>		

Source: Water Services Delivery Plan (WSDP) 2025

How would those households who already have meters installed on their property be charged?

We assume this will come under Tiaki Wai's (Metro Water) new billing system. But have not seen any reference to it. Something to ask the council.

Is there a water portion in the Greater Wellington Regional Council's (GWRC) Rates?

There is no direct Ratepayer Charge from GWRC for bulk water services on your rates bill. The water and other water related charges currently come through the Upper Hutt City Council's Rates demand.

e.g. Water, Wastewater Pan and Stormwater charges below.

Rate type description	Matters for differentiation	Factor
General Rates	Use	Capital Value
Water	Serviced	Connections
Wastewater Pan	Serviced	Pans
Water (Fire Prot'n)	Serviced	Capital Value
Stormwater	Location	Capital Value
Land Transport	Use	Capital Value
Compliance	Use	Capital Value

What parts of the Upper Hutt Rates is part of the water portion which is to be removed?

General Rate	The general rate is set to fund activities that reflect "public good" across the City. The general rate is distinct from targeted rates that are intended to recover costs of particular activities from particular groups. The general rate is spread across the whole community and funds activities such as parks and reserves, regulatory services, community services and amenities, libraries, leadership, economic development, and support services of Council activities.
Targeted rates Water	This rate funds 60% of the costs of total water supply.
Water-fire protection	This rate funds a further 20% of the costs of water supply.
Stormwater	This rate is set to recover the costs of stormwater drainage and flood protection of the City.
Wastewater (pan)	This rate is set to recover the costs of sewerage reticulation and disposal of bulk sewage schemes.
Land Transport	This rate funds the development, improvement and maintenance of the roading network in the City.
Compliance	This rate covers the additional cost of work undertaken by Upper Hutt City Council in implementing central government legislative policy changes which impose additional costs on local government.

Who owns it? Is it true local iwi own 51%?

From what we understand ownership of Tiaki Wai/Metro Water is a Council-Controlled Organisation (CCO) owned by five shareholding councils in the Wellington region (Wellington City, Hutt City, Porirua City, Upper Hutt City, and Greater Wellington Regional Council).

We have read and am under the understanding that Iwi can be consulted but are not shareholders.

Representatives from mana whenua (Taranaki Whānui ki te Upoko o Te Ika and Ngāti Toa Rangatira) sit on our Partners Committee along with representatives from our shareholding councils.

As we understand it at this point in time, Iwi do not have a controlling vote around that table.

It seems there is a Shareholders committee and a Partners Committee. The Partners Committee would include Mana Whenua but its the shareholders committee which makes any actual decisions. Have a look and see what you think. As we have understood it, ultimately final voting lies with the CCO.

5. Shareholders' and Partners' obligations

5.1 Annual Meeting of Partners

- (a) Subject to paragraph (b) below, the Board must call an annual meeting of Partners (**Annual Meeting of Partners**) to be held:
- (i) not later than six months after the end of each Financial Year; and
 - (ii) not later than 15 months after the previous annual meeting.
- (b) It is not necessary for the Board to call, or for the Company to hold, an Annual Meeting of Partners under paragraph (a) if:
- (i) there is nothing required to be done at that meeting; or
 - (ii) any matter otherwise required to be done at an Annual Meeting of Partners has been done by way of a written Special Partner Resolution.

Upper Hutt Council Open Workshop on Tiaki Wai - 24th Feb 2026



Some highlights from the open workshop on Tiaki Wai

9:40 Cr Ultra is cut off with no answer to her valid question about if it is possible to extend the delivery time of the IT systems for Tiaki Wai?

Mayor Zee stated that she would talk to Cr Ultra After.

- Not very transparent as public cannot hear the answer to the question.

10:49 - "there are increases to water charges on the horizon"

There is also a need to cover hardship, list of debtors and harmonisation.

11:11 - "we all need to be communicating with people at the right time on the thing that matters."

- The community is screaming out for costs for the 26/27 year to start but also beyond.

Upper Hutt

Wellington

 - Email

 - Facebook Group



Name

Email

Phone

Type your message here...

Submit

© 2024 - 2026 NZ Empowered

16:57 - So go ahead and chat with your councillor/mayor
Water will be removed from the rates bill
Mayor Zee - The charges will broadly be inline with the LTP changes

- Is this the amended changes or changes as a result of higher water costs in 25/26 Annual Plan?

Year 2 costs are not known yet and Tiaki Wai need to assess what is the best way forward to tackle affordability.

19:34 It will hit ratepayers in the pocket.

20:33 Tiaki Wai have the ability to look a lot further forward and take out long-term debt instruments and that will enable us to smooth things across generations in a way that we can't do today.

21:07 We have the rate payer assistance scheme going through parliament at the moment.

- This seems very much like a healthy homes loan scheme which could put residents in more debt.

- <https://www.lgnz.co.nz/policy-advocacy/ratepayer-assistance-scheme/>

- What is the Ratepayer Assistance Scheme?

The RAS is a new local government-led, low-cost loan scheme that helps ratepayers manage upfront council charges like rates, development contributions/levies and property upgrades by converting them into affordable payments over a longer period of time.

Is RAS a loan?

Yes, but it's cheaper and/or longer-term than other sources of borrowing. RAS loans are secured against the property and repaid through a levy or on sale of the property. The RAS is expected to offer lower interest rates than comparable mortgages.