

Board meeting | 7 May 2024

Public session



Venue	Watercare Services, Level 3 Boardroom, 73 Remuera Rd, Remuera and via Microsoft Teams
Time	9:45am to 11:15am

Meeting administration		Spokesperson	Action sought	Supporting material
1	Opening Karakia	Chair	-	Verbal
2	Apologies	Chair	Record apologies	Verbal
3	Quorum	Chair	Three directors required	Verbal
4	Declaration of any conflicts of interest	Chair	For noting	Verbal
5	Minutes of the previous meeting of 9 April 2024 Board meeting	Chair	For approval	Minutes
6	Public deputations	Chair	For information	Verbal
Items for information, discussion and approval				
7	Chief Executive's report	Dave Chambers	For discussion	Report
8	Health, safety and wellbeing update	Andrew Mercer	For discussion	Report
Governance				
9	Audit and Risk Committee meeting update	Nicki Crauford	For discussion	Verbal update
10	Asset Management Committee meeting update	Graham Darlow	For discussion	Verbal update
11	Board planner	Chair	For information	Report
12	Directors' appointment terms, committee memberships and meeting attendances	Chair	For information	Report
13	Disclosure of Directors' and Executives' interests	Chair	For information	Report
14	General business	Chair	For discussion	Verbal update

Date of next meeting	Wednesday, 12 June 2024
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Karakia Timatanga (To start a meeting)

1. Whakataka te hau ki te uru

Whakataka te hau ki te tonga

Kia mākinakina ki uta

Kia mātaratara ki tai

E hī ake ana te atakura

He tio, he huka, he hau hū

Tīhei mauri ora!

*Cease the winds from the west
Cease the winds from the south
Let the breeze blow over the land
Let the breeze blow over the ocean
Let the red-tipped dawn come with a sharpened air.
A touch of frost, a promise of a glorious day.*



2. **Tukua te wairua kia rere ki ngā taumata**

Hai ārahi i ā tātou mahi

Me tā tātou whai i ngā tikanga a rātou mā

Kia mau kia ita

Kia kore ai e ngaro

Kia pupuri

Kia whakamaua

Kia tina! TINA! Hui e! TĀIKI E!

Allow one's spirit to exercise its potential

To guide us in our work as well as in our pursuit of our ancestral traditions

Take hold and preserve it

Ensure it is never lost

Hold fast.

Secure it.

Draw together! Affirm





Minutes

Board meeting	Public session
Date	9 April 2024
Venue	Watercare Services, Level 3 Boardrooms, 73 Remuera Rd, Remuera and via Microsoft Teams
Time	9:13am

Attendance		
Board of Directors	Watercare staff	Guests
Margaret Devlin	Dave Chambers (CE)	Trudi Fava (CCO Programme Lead)
Julian Smith	Mark Bourne (Chief Operations Officer)	Councillor Ken Turner (Watercare’s Lead Councillor)
Nicola Crauford	Steve Webster (Chief Infrastructure Officer)	
Frances Valintine	Jamie Sinclair (Chief Corporate Services Officer)	Via Microsoft Teams
Via Microsoft Teams	Amanda Singleton (Chief Customer Officer)	Councillor Shane Henderson (Chair, CCO Oversight and Direction Committee) (for item 7)
Graham Darlow	Shayne Cunis (Exec Programme Director CI)	
	Richie Waiwai (Tumuaki Rautaki ā-lwi me ngā Hononga)	
	Sarah Phillips (Chief People Officer)	
	Nigel Toms (General Manager – Risk, Quality and Assurance)	
	Andrew Mercer (Head of Health, Safety and Wellbeing)	
	Emma McBride (Head of Legal and Governance)	
	Pinaz Pithadia (Legal and Governance Advisor)	
	Via Microsoft Teams	
	Matthew Hill (Senior Legal Counsel)	

1.	<p>Meeting administration</p> <p>The Chair noted that Watercare’s deep dive session with the CCO Direction and Oversight Committee has been scheduled for later this afternoon. The Board and Management representatives will need to travel to the Council office for this, directly after the confidential session of the Board meeting.</p> <p>The Chair advised that a briefing with the Mayor scheduled for today, has been postponed until tomorrow.</p> <p>The Chair congratulated:</p> <ul style="list-style-type: none"> • Management for winning a Digital Workplace Award for the most impactful transformation; • Andrew Mercer for being appointed as a Head of Health, Safety and Wellbeing; and • The Elected Members Team for receiving a great feedback and scores from the 2023 Elected Member Relationships survey results. <p>Opening karakia</p> <p>Julian Smith opened the meeting with a karakia.</p>
2.	<p>Apologies</p> <p>There were no apologies.</p>
3.	<p>Quorum</p> <p>All directors were present at the meeting, so a quorum was established.</p>
4.	<p>Declaration of any conflicts of interest</p> <p>No conflicts of interest were noted.</p>
5.	<p>Minutes of the previous meeting of 5 March 2024</p> <p><i>The Board resolved that the minutes of the public session of the Board meeting held on 5 March 2024 be confirmed as true and correct.</i></p>
6.	<p>Public deputations</p> <p>There were no public deputations.</p>
7.	<p>Chief Executive’s report</p> <p>The CE and Executive team introduced the report. The following key points were made.</p>

February 2024

- In response to questioning from the Board, Trudi Fava advised that the consultation feedback on the Long Term Plan was lower than anticipated. A summary is being prepared and all feedback relating to the Watercare, particularly around the proposed price path, will be shared with Watercare once available.
- An automated solution for our pre-start site inspection process would save \$279,249 over three years. The Board and CE are keen to see this saving being realised.
- The CE confirmed that Watercare and the Ghella Abergeldie JV (GAJV) is supporting the family of a GAJV construction worker, who suffered a sudden fatal medical event whilst at work on the Central Interceptor (CI) project.

Key performance measures

- The KPMG review of performance measures across CCOs recommended that we include an SOI performance measures that considered reactive and proactive maintenance spend. In response, Management proposes two measures as set out on page 19 of the pack.
- The Board acknowledged that the proposed measures capture the KPMG’s suggestions and looks forward to seeing reactive spend coming down as planned spend increases and the network is proactively renewed.
- The Chair noted some of the SOI measures were not met in February 2024 particularly item 11 being attendance at sewerage overflows. She also noted that overachieving the resolution of non-urgent faults is costing the company money. In relation to the percentage of real water loss, the Chair expressed concern that the number has swung almost 4% in one month, which raises concerns as to the reliability of the measure. Meter reading and leakage will be discussed in more detail at the confidential session.

Cr Henderson joined the meeting at this point.

Our people

- The overall score from the pulse survey is unchanged since November 2023 and remains at 7.6. Given the uncertainty we have been faced with, this stable engagement is encouraging.
- Participation was higher at 84%, which shows we have an engaged team.
- A full survey is planned for June 2024. In the meantime, turnover remains steady and low.

Partnerships

- Richard Waiwai reported that we are undertaking a comprehensive review of the Mana Whenua Kaitiaki Forum to ensure its alignment with upcoming reform measures, scheduled for completion by June 2024. From the review findings, we will have an understanding of resource gaps and opportunity to streamline the programme of works using a new model. Feedback to date is that iwi prefer a 1:1 model.
- Iwi engagement on individual projects continues as part of our “BAU”. An update on river iwi engagement will be provided at the May Board meeting.
- The official signing event of the Kawenata is being set up by the Management before 23 May 2024. The Chair confirmed that Julian Smith will attend and also lead iwi engagement once she departs New Zealand, and whilst recruitment of new board members is underway.
- Amanda Singleton reported that Council conducts an Elected Member Relationship survey once every 18 months. The survey gauges elected members’ satisfaction with the quality of support and advice provided by council staff and CCOs. The survey results recognised Watercare’s open and transparent messaging during incidents. Watercare’s performance has been benchmarked against the other CCOs. This is due to an outstanding performance of Ben

Halliwell and Elizabeth Stewart, our elected members team members, who are supported by Brent Evans, Head of External and Strategic Relations. This team of only three people works with the business to cater the needs of elected members, 21 local boards, councillors, MPs, Council staff and the Mayor.

- The Board asked Trudi Fava to provide an update on the Board intern recruitment process.

Ōrākei main sewer (OMS)

- The final investigation report by WSP has been received.
- The intent of all recommendations has been accepted. For some, we plan to achieve the recommended outcome using a different method, e.g. cleaning the pipe using more modern and safe methods than the mechanical plough.
- We will continue to provide monthly progress and traffic light reporting against the recommendations until they are completed.
- Work to rehabilitate the damaged section of the OMS is ongoing. We are currently relining the pipe between manholes 16 and 15. The first half of the relining work has been completed. Work will then commence to determine grouting methodology, and then getting that underway. The bypass will need to remain in place whilst the grouting is completed. Fortunately, future relining works will not require a bypass solution.
- The Board noted that given the site is an active construction site, it is safer not to hold a community open day at this stage.

Update on Waikato District Council (WDC) Contract

- WDC is currently reviewing the draft variation to the Contract. The variation to the contract will then be formalised.
- Watercare is working with WDC to review and update the draft disestablishment plan, created in 2019, which will then be in place until 30 June 2026.
- The Chair noted that following her departure, the relationship for with WDC will be overseen by Graham Darlow. A letter is to be sent to WDC to confirm this.

Operations

- Gold clams were discovered at the Waikato Water Treatment Plant (WTP) in late February 2024. We stood up a Level 2 incident team to monitor and manage the issue. We are currently focusing on monitoring the extent of the infestation, putting in measures to ensure the Gold Clams are not transported to other catchments and communicating with other stakeholders. We have set up a community group with other operators on the Waikato River e.g. Fonterra so we can all share intelligence and learnings.
- Compliance reporting for the first annual report for the period from 1 January 2023 to 31 December 2023 has been submitted to Taumata Arowai (TA).
- The two DIA SOI measures on water quality have been superseded by the eight new measures to align with the latest TA reporting requirements. 100% compliance has been achieved for these measures for all WTPs and distribution zones, except for residual disinfection compliance. Out of 40 distribution zones, three distribution zones did not achieve the residual disinfection compliance. Proactive network flushing has been implemented whilst long term solutions are being implemented.
- Fluoride dosing was not available at Huia WTP while the bulk HFA tank was being replaced and associated works completed. The works are now complete, and fluoride has been added to the water in Huia again since 15 March 2024. TA and the Ministry of Health have been updated.
- Number of repeat complaints were slightly lower in February 2024. Regarding the complaints of discoloured water in Lynfield, Mark Bourne noted that the network flushing was undertaken in the area. This was an isolated event due to air in the line which affected two neighbouring properties.

Central Interceptor

- The tunnel has now travelled 10.1km and the TBM is 500m from Lyon Avenue. It is travelling at a consistent rate.
- A GAVJ contractor suffered a medical event whilst working the CI tunnel. He was evacuated immediately and emergency services were on site within 15 minutes. Despite the team's best efforts to resuscitate the worker, he sadly passed away. The GAVJ and Watercare are supporting the family.
- Three sites are undergoing final reinstatement: Dundale, Miranda and Hayscock.
- Electrical works are going at the Māngere Pump Station and it is likely to be turned on in late May/early June 2024.
- The project received amazing coverage from Seven Sharp, which did a story on workers who have been hand-digging 22m of the tunnel that cannot be tunnelled with the Tunnel Boring Machine (TBM).
- The Board reminded the team that it is important that our learnings from this project be captured, to use for other capital infrastructure projects. Shayne Cunis confirmed that the learnings are being documented.
- The project team participated in a mock health and safety trial facilitated by Simpson Grierson. These exercises offered an authentic training experience.
- In response to a questioning from the Board, Shayne noted that commissioning is a biggest risk for the project.
- Mark and Shayne noted that the operations team and CI team are working closely to ensure the project is smoothly handed over to the operations team.

Cr Henderson departed the meeting at this point.

Initial notification – vacuum regulator SCE failure at Ardmore Water Treatment Plant

- Ardmore WTP is a Major Hazard Facility due to the volume of chlorine stored on site. On 17 March 2024 a small chlorine gas leak was detected in the chlorine drum room. The site was shut down and a notification was sent to Worksafe. Any chlorine leak must be notified to Worksafe, no matter how small it may be. In line with the new operating procedure, workers wore full breathing apparatus before investigating the leak.
- The incident that occurred in October 2023, and the March incident are unrelated – i.e. the root cause and contributing factors are different.
- On investigation, the source of the leak was caused by corrosion. We are working closely with the chlorine drum supplier to investigate drum history, quality checks, and maintenance.
- In response to a questioning from the Board, Mark confirmed that as of today the Ardmore site is compliant with other chemical storage compliance requirements.

Non-compliance with resource consents

- The risk team met with incident controllers from Auckland Transport and Auckland Emergency Management to foster better collaboration in major incidents such as the Auckland Anniversary weekend flooding.
- There was a privacy breach related to an administrative error. This caused 17 customers' physical bills to be sent to one customer by mistake. The breach was reported to the Privacy Commissioner. We are investigating in the background to see if there are any such errors that need to be corrected.
- Two sites had full non-compliances with resource consents and the majority (84%) of these were technical. The non-compliance at Hays Creek was related to compensation flows and has been resolved. At Kingseat Wastewater Treatment Plant the resolution is ongoing.

Climate change delivery and sustainability

- Chris Thurston, Head of Sustainability has resigned from Watercare and we are searching for a replacement.

	<ul style="list-style-type: none"> • The decarbonisation roadmap requires a refresh to ensure it aligns with the projects’ revised timeline and emission profiles. We have a steep curve to achieve, which relies on capital investment and reducing process emissions. There is currently great work underway to understand our process emissions. However, more work is required to explain our aspirational targets and work out how we will get there. The Board wants to understand what work is required to be done, i.e. the level of investment required, to achieve resilience in the network. • We are working with Council regarding the climate related disclosure and detailed methodology for risk assessment. • Rob Tinholt, Resource Recovery Manager was awarded with the sustainability champion award for his incredible works with the Emerge® fertiliser and reuse of biosolids in Aotearoa. • The Board asked Management how likely they are to meet the SOI measure relating to emissions reductions. The Board asked for an update in the CE’s report to cover what would need to be amplified in our capital programme to ensure we achieve this measure. <p><i>The Board noted the report.</i></p>
<p>8.</p>	<p>Health, safety and wellbeing update</p> <p>Jamie Sinclair introduced the new Head of Health, Safety and Wellbeing, Andrew Mercer and the report. First, he thanked Paula Luijken for her work as Acting Head of HSW. Jamie covered the following key topics:</p> <ul style="list-style-type: none"> • Open iCare cases has increased. The HSW team is working with the business to ensure the actions are completed and the cases are closed. • Safety and Training induction numbers need to be 100%. • Management has accepted HSE Global’s findings. An action plan to implement the findings is currently being developed with a plan to be in place before 1 July 2024. The Board requested a monthly progress update be provided until we have an action plan in place to implement these findings. It was noted that some “quick wins” will be achievable in the short term. • A sampler from the lab who got sprayed with caustic soda liquid has fully recovered and has returned to work at full capacity. • The HSW team has undertaken a few more trials for the Sensor Zone, using radar monitoring to detect and warn people moving into exclusion zones in the proximity to mobile plant. • Regarding the contractors’ critical risks incidents, the Chair asked the team to ensure the incidents are documented and formal procedures have been followed after the incidents. <p><i>The Board noted the report.</i></p>
<p>9.</p>	<p>Board planner</p> <p><i>The Board noted the Board planner.</i></p>
<p>10.</p>	<p>Directors’ appointment terms, committee memberships and meeting attendances</p> <p>The Chair advised the following:</p>

	<ul style="list-style-type: none"> • Dave Chambers has been formally appointed Watercare’s chief executive on a fixed term contract until 30 June 2025. This gives the company a degree of stability as we navigate several upcoming changes, including: the departure and appointment of board members, including a Board Chair and Audit and Risk Committee Chair; and the ongoing conversations with central and local government around financial independence. Dave’s sabbatical from the Watercare Board has ended and today he will officially resign from the Watercare Board. • The Chair and Nicki Crauford’s terms have been extended through to September 2024, to provide an oversight of Watercare’s annual audit and financial and performance reporting. Both the Chair and Nicki are relocating to the UK in May, and so will be discharging their director duties remotely until September 2024. • Graham Darlow will lead the relationship with the WDC. • Julian Smith will lead iwi relationships. • Auckland Council is currently recruiting for two new board directors to replace Brendon Green and Hinerangi Raumati Tu’ua, who resigned in July 2023. Six candidates have been shortlisted and interviews are taking place this week. We expect the two new directors to be appointed in mid-May. Until then, the current committee structure will remain the same. • Julian Smith will work with the Governance Team on the induction of the new board members. • Frances Valentine will be stepping down on 30 June 2024, when her current term finishes. • Auckland Council has extended the time to apply for a role of new board chair until 21 April 2024. We hope to have an announcement by June 2024, with the new Chair starting on 1 July 2024. <p><i>The Board noted the report.</i></p>
<p>11.</p>	<p>Disclosure of Directors’ and Executives’ interests</p> <p><i>The Board noted the report.</i></p>
<p>12.</p>	<p>General business</p> <p>In closing, the Chair recognised that this will be Steve Webster’s last Board meeting.</p> <p>The Chair acknowledged and thanked Steve for his great work at Watercare and recognised his efforts in helping to shape and grow the capital programme. The Chair also extended her thanks and best wishes to Steve on behalf of the Board and Watercare for his leadership over the years, including during the challenging times such as the drought and other incidents.</p> <p>The public session closed at 10:30am.</p>

CERTIFIED AS A TRUE AND CORRECT RECORD

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Margaret Devlin, Chair

Chief Executive's report – May 2024

Presented by: Dave Chambers



1. March 2024

In February, we received the final independent report and shared the findings of the report conducted by engineering consultancy WSP into the cause of the Ōrākei main sewer collapse. The report identified seven contributing factors to the collapse and that the interplay of all seven led to the collapse. The factors broadly fit into the themes of the condition of the pipe; extreme rainfall events in 2023; and weakened concrete blocks at the failure location. The report has valuable guidance and we are committed to implementing its recommendations and reporting on progress to the Board.

March saw a few key infrastructure milestones:

- Warkworth to Snells Beach wastewater pipeline: Piper, the tunnel boring machine (TBM), began the second leg of her journey to dig and install our Warkworth to Snells Beach wastewater pipeline. Over three or four months, she'll install two kilometres of the 5km pipeline. This transfer pipeline is a critical piece in the puzzle for our \$300m+ investment programme that will support growth and improve environmental outcomes in the southern part of Warkworth.
- We kicked off the replacement of the temporary Glenbrook watermain with a bigger and more robust solution that will ensure security of supply and cater for growth.
- We commissioned a new reservoir at Redoubt Road, adding 45 million litres of treated water storage capacity to Auckland's water supply.

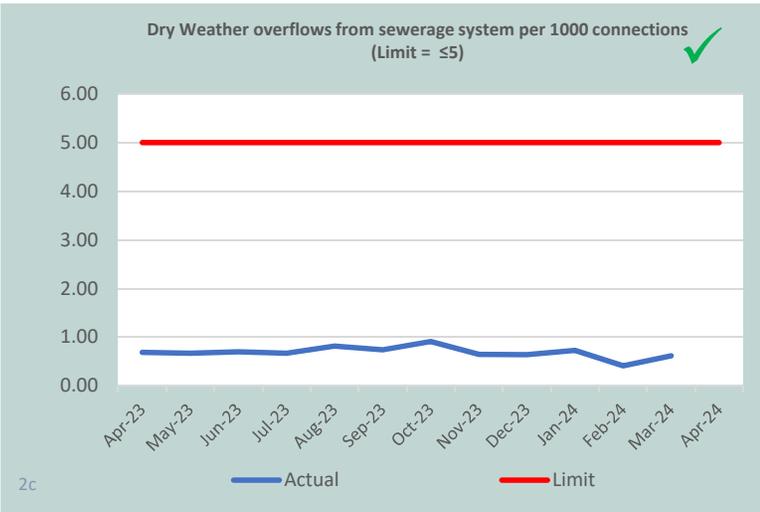
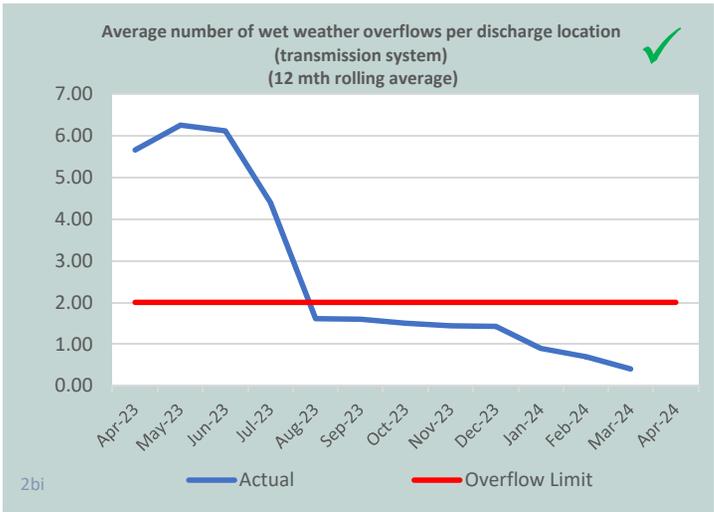
We shared the results from HSE Global's independent review of our HSW culture, activities and leadership. The review found that Watercare's team members have a high intrinsic motivation with a positive culture and good crew engagement around HSW matters. The report also noted some areas for improvement, especially around reporting, removing silos, and enhancing leadership capability.

2. Key performance measures

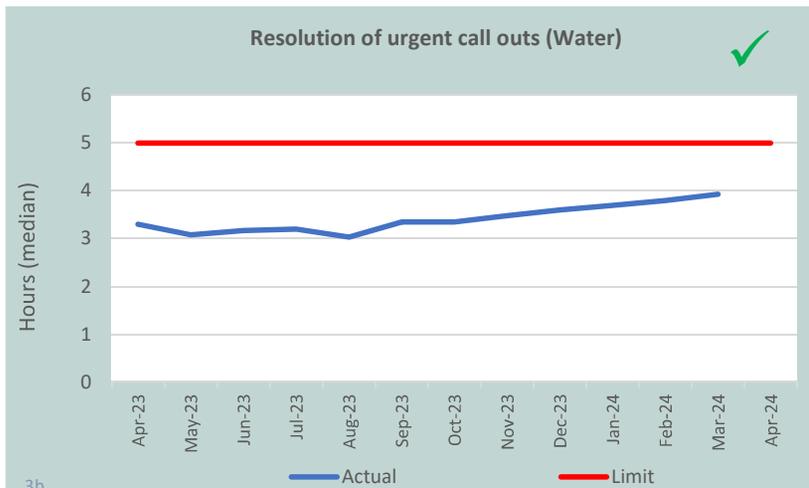
2.1 March 2024 performance

Watercare's performance against the current Statement of Intent (SOI) measures for March 2024 is set out below.

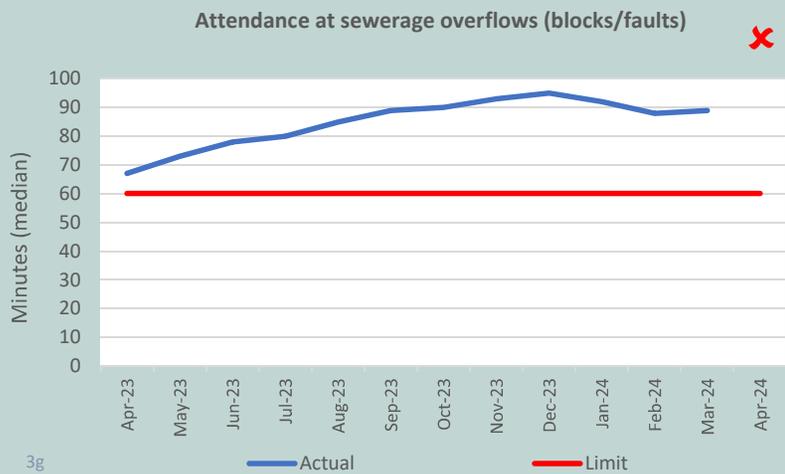
SI Measures — Natural Environment



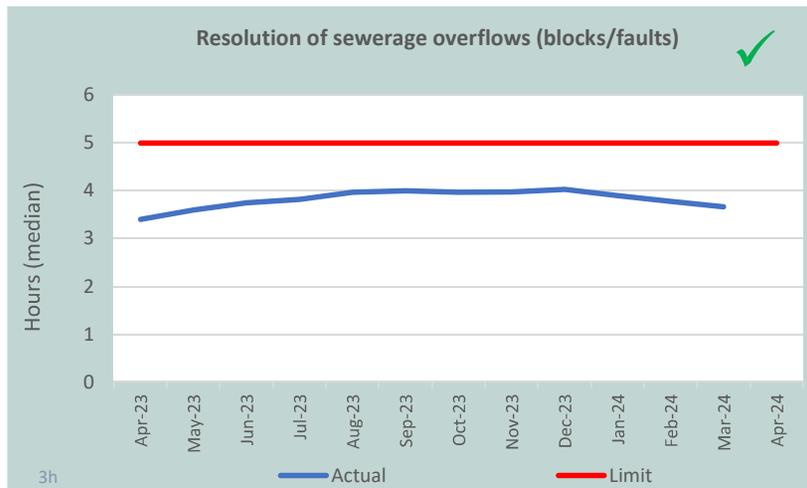
SOI Measures — Community and Stakeholder Relationships



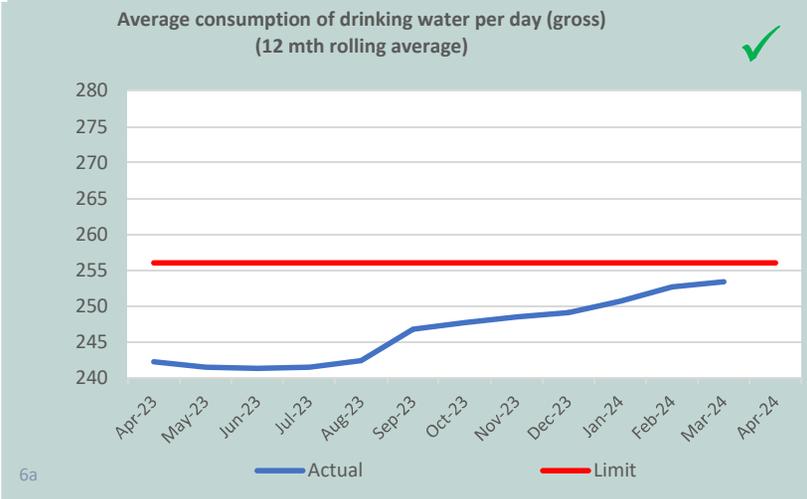
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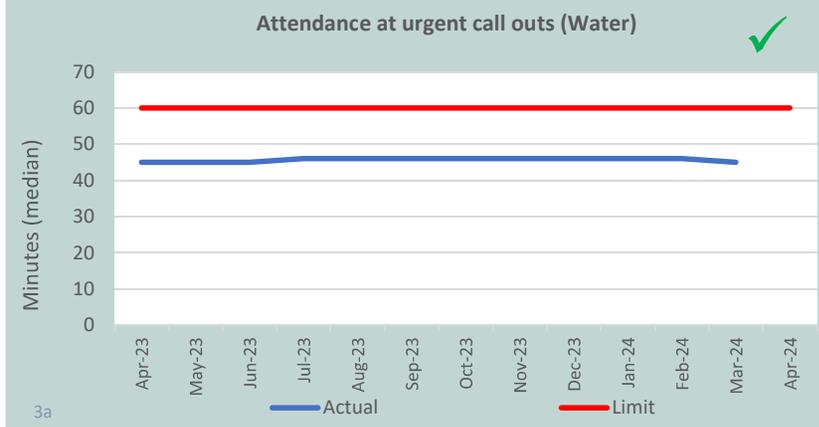
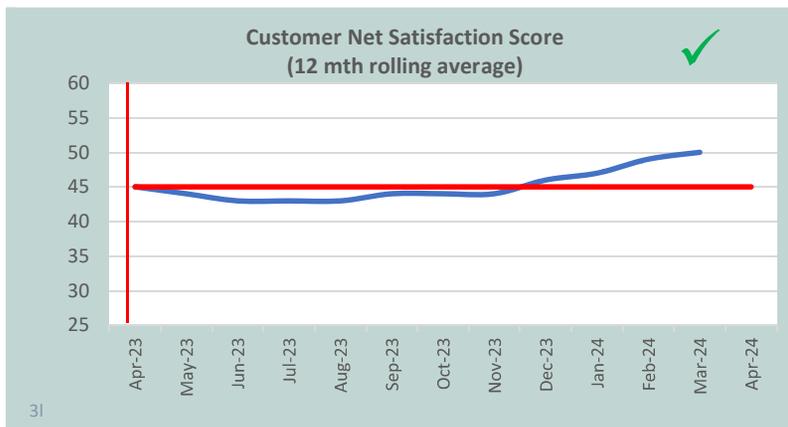
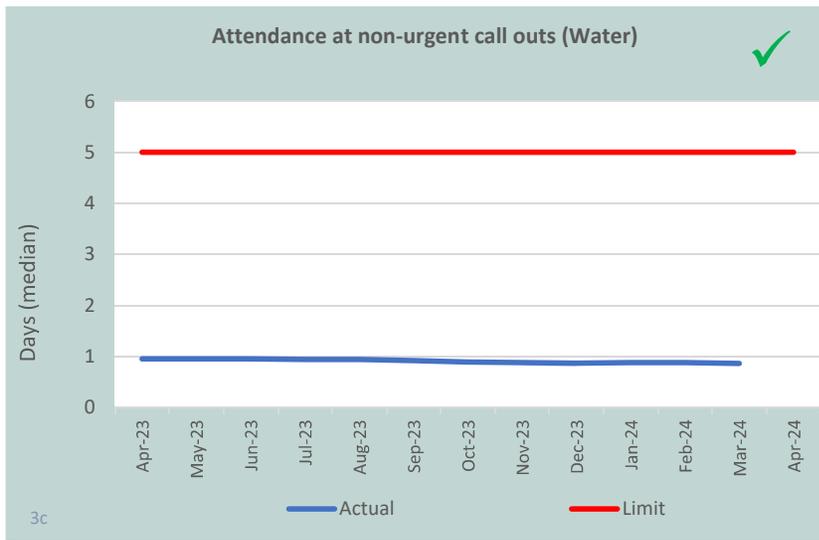
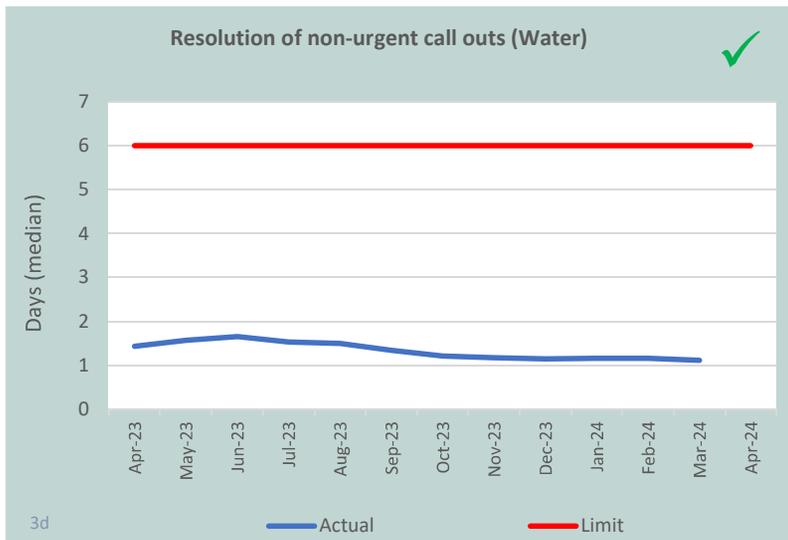


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SOI Measures — Community and Stakeholder Relationships



Watercare performance measures (unaudited)

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
1.	Total recordable injury frequency rate (TRIFR) per million hours worked (12-month rolling average).	<10	24.40	23.95	26.26	An independent review was commissioned in the second half of 2023. Management has accepted the findings of the review and are developing an action plan to implement these findings. Part of this will include the development of a new metrics for HSW which is complement the more traditional TRIFR lag indicator. The review acknowledges that TRIFR alone is no longer considered as useful measure of safety performance
2.	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by the territorial authority in relation to those resource consents.	≤2 ≤2 ≤2 0	0 0 0 0	0 0 0 0	0 0 0 0	<i>Note the assumption is that abatement notices received relates to new notices issued in the financial year.</i>
3.	The average consumption of drinking water per day per resident within the territorial authority district (*litres plus/minus 2.5%) (12-month rolling average).	256 litres	253.40	252.70	250.70	

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
4.	The extent to which the local authority's drinking water supply complies with part 4 of the drinking water standards (bacteria compliance criteria).	100%	Superseded	100%	100%	These two DIA Measures have been superseded by eight new Taumata Arowai Water Quality Assurance Rules (refer to items A to H below). For audit purposes, we will stop reporting against the DIA rules (which have been superseded), and start reporting against the eight new Taumata Arowai rules set out below.
5.	The extent to which the local authority's drinking water supply complies with part 5 of the drinking water standards (protozoal compliance criteria).	100%	Superseded	100%	100%	
A	Compliance with Taumata Arowai Quality Assurance Rules T3 – Bacterial water quality . The extent to which the local authority's drinking water supply complies with Drinking Water Quality Assurance Rules T3.	100%	100%	100%	100%	
B	Compliance with Taumata Arowai Quality Assurance Rules T3 – Protozoal water quality . The extent to which the local authority's drinking water supply complies with Drinking Water Quality Assurance Rules T3.	100%	100%	100%	100%	
C	Compliance with Taumata Arowai Quality Assurance Rules T3 – Chemical water quality . The extent to which the local authority's drinking water supply complies with Drinking Water Quality Assurance Rules T3.	100%	100%	100%	100%	
D	Compliance with Taumata Arowai Quality Assurance Rules T3 – Cyanotoxins water quality . The extent to which the local	100%	100%	100%	100%	

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
	authority's drinking water supply complies with Drinking Water Quality Assurance Rules T3.					
E	Compliance with Taumata Arowai Quality Assurance Rules D3 – Residual disinfection (chlorine) water quality . The extent to which the local authority's drinking water supply complies with Drinking Water Quality Assurance Rules D3.	100%	90%	92.5%	90%	Out of 40 distribution zones, four distribution zones did not achieve the residual disinfection compliance. Proactive network flushing has been implemented whilst long term solutions are being implemented.
F	Compliance with Taumata Arowai Quality Assurance Rules D3 – Microbiological water quality . The extent to which the local authority's drinking water supply complies with Drinking Water Quality Assurance Rules D3.	100%	100%	100%	100%	
G	Compliance with Taumata Arowai Quality Assurance Rules D3 – Disinfection by-products water quality . The extent to which the local authority's drinking water supply complies with Drinking Water Quality Assurance Rules D3.	100%	100%	100%	100%	
H	Compliance with Taumata Arowai Quality Assurance Rules D3 – Plumbosolvent metals water quality . The extent to which the local authority's drinking water supply complies with Drinking Water Quality Assurance Rules D3.	100%	100%	100%	100%	
6.	Median response time for attendance for urgent water callouts: from the time that the local authority receives notification to the time	≤ 60 mins	45	46	46	

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
	that service personnel reach the site (minutes) (12-month rolling average)					
7.	Median response time for resolution of urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (hours)(water, 12-month rolling average).	≤ 5 hours	4.20	4.03	4.15	
8.	Median response time for attendance for non-urgent water call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (days) (12-month rolling average).	≤ 5 days	0.86	0.88	0.88	
9.	Median response time for resolution of non-urgent water call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (days) (12-month rolling average).	≤ 6 days	1.11	1.16	1.16	
10.	The total number of complaints received by the local authority about any of the following: a) drinking water clarity b) drinking water taste c) drinking water odour d) drinking water pressure or flow e) continuity of supply	≤ 10	7.47	7.43	7.31	

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
	f) the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system (12-month rolling average).					
11.	Attendance at sewerage overflows resulting from blockages or other faults: median response time for attendance – from the time that the territorial authority receives notification to the time that service personnel reach the site (minutes) (12-month rolling average).	≤ 60 mins	89	88	92	Overflows are triaged as a P1 or P2 response. P1s have a one hour response target and P2s have a four hours response target. Accordingly, if we meet these responses, we will not meet the 60 minute attendance set by this KPI. It is noted that the resolution of faults has been achieved within the KPI timeframe.
12.	Attendance at sewerage overflows resulting from blockages or other faults: median response time for resolution – from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault (hours) 12-month rolling average.	≤ 5 hours	3.67	3.78	3.9	
13.	The total number of complaints received by the territorial authority about any of the following: a) sewerage odour b) sewerage system faults c) sewerage system blockages	≤ 50	19.83	20.20	21.93	

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
	d) Watercare's response to issues with its sewerage system expressed per 1000 connections to the territorial authority's sewerage system (12-month rolling average).					
14.	The percentage of real water loss from the territorial authority's networked reticulation system (12-month rolling average).	≤13%	9.12% (November 2023)	9.02% (October 2023)	9.08% (September 2023)	The water losses in this measure are calculated by deducting the volume of water sold and unbilled water usage (or non-revenue water) from the total volume of water produced. The drop in leakage is due to meter reads from the winter periods being higher for November and consumption data has been due to meter reading lag. We anticipate this will even out across the 12 month rolling values and likely return to an average of 11% in the next quarter.
15.	The number of dry-weather overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system (12-month rolling average).	≤ 5	0.60	0.41	0.73	
16.	Adherence to all of DIA's non-financial service performance measures.	100%	92.86%	92.86%	92.86%	Out of 12 DIA measures, 11 measures were met, and one measure (item 11) was not met.

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
17.	Average number of wet weather overflows per engineered overflow point per discharge location (12-month rolling average).	≤ 2 overflows per year	0.40	0.70	0.90	
18.	Leakage performance – litres/connection/day (l/c/d).	107.9 l/c/d	90.20	90.13	91	<p>Watercare has set an aspirational target for economic level of leakage (ELL) at 107.9 l/c/d.</p> <p>The ELL is the point at which the cost of producing water is equivalent to the cost of the efforts to keep leakage at those levels through a combination of leakage repairs, managing water pressure and renewal of watermains. The aim is to achieve an ELL at or close to the target.</p> <p>The drop in leakage is due to meter reads from the winter periods being higher for September and consumption data has been due to meter reading lag. This will even out across the 12 month rolling values and likely return to within the 5% of target.</p>

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
19.	Deliver capital programme in line with the asset management plan baseline approved by the Board.	80% of projects are in service within approved time and 80% of projects are delivered within approved budget.	42% of projects (5 out of 12) were in service within approved time. 100% (9/9) of completed projects have been delivered within the approved budget. *	36% of projects (5 out of 11) were in service within approved time. 100% (9/9) of completed projects have been delivered within the approved budget. *	36% of projects (5 out of 11) were in service within approved time. 100% (7/7) of completed projects have been delivered within the approved budget*.	*We can only determine achievement to budget once projects are in service.
20.	Reactive maintenance spend v's proactive renewals spend.	Establish a methodology on how this should be measured to demonstrate	On track – annual target	On track – annual target	On track – annual target	A methodology was discussed and agreed at the 9 April 2024 Board meeting. Development of appropriate 6-monthly targets / trajectory is underway. An initial view of the metrics will be provided by June 2024.

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
		resilience within the network.				
21.	Controllable Cost target.	\$396m	YTD actuals \$317.6m against the target of \$299.4m	YTD Actuals \$282.6m against the target of \$265.7m	YTD Actuals \$247.4m against the target of \$232.1	Flood management (\$11.2m), OMS Incident (\$7.5m) and reform costs have all contributed to the higher costs incurred March YTD. Reform costs have been offset by increased revenue and it is anticipated that the flood management costs will be recovered by an insurance claim in FY25. Costs on an ongoing basis excluding the items above are below budget YTD \$4.4m, a very good result.
22.	Debt to revenue ratio.	≤3.35	3.66 (within the approved limit)	3.63	3.68	The Ōrākei Sewer Main break, delay in insurance revenue for the flood events and CI escalation have placed pressure on our cash position. This ratio reflects increased borrowings for FY24 and is within the approved limit.
23.	Percentage of household expenditure on water supply services relative to average household income.	< 1.5%	0.86%	0.84%	0.82%	
24.	Ratio of procurement sourced through Māori owned businesses.	3%	2.19%	1.91%	1.86%	Direct 0.89% and Indirect 1.30%. Total Māori business spend for FY24 is \$20.02m (\$8.20m Direct, \$11.81m Indirect). We have 114 active Māori

No.	Measure	FY24 Target	Actual			Commentary
			March 2024	February 2024	January 2024	
						suppliers out of a total of 2052 active suppliers (5.56% of active suppliers). With a quarter 3/FY24 spend of \$20.02m, we are on track to exceed our Total Māori business spend from FY23 of \$22.84m.
25.	Percentage of customer complaints resolved within ten days of notification.	≥95%	99.28%	99.34%	99.40%	
26.	Customer Net Satisfaction Score (Previously Net promoter score).	≥45	50	49	47	
27.	Community trust score.	≥55	61	61	61	
28.	We will implement Mitigation measures in line with our emissions reduction targets scope 1 and 2) (Quarterly measure). <i>Note: these targets exclude emissions from Puketutu island as our current measurement methodology does not provide enough accuracy for a performance target. Actions to directly monitor emissions from this source as well as reduce them are being delivered and future SOL's will include these numbers.</i>	<89,200 tonnes CO ₂ e	45,100	-	-	Q3 performance is ahead of target. Data is unverified and excludes solids waste from wastewater processes at smaller plants. The largest reduction is in electricity emissions (down 71%) due to ecotricity offset and reduced consumption.
29.	Adherence to the Service Level Agreement with Council (10 working days) for Watercare to provide specialist input into resource consents (3 months rolling average).	90%	92.02%	92.02%	91.76%	

3. Our people and customers

3.1 Our people

Sadly, this month we must acknowledge the recent passing of two of our valued colleagues, Ian Davidson and Brix Bagano. Ian was one of our High Voltage Asset Specialists and a highly respected and longstanding team member who sadly passed away following a long period of illness. Brix Bagano worked alongside us in our joint venture partner Ghella Abergeldie, working on our Central Interceptor project and died suddenly from a medical event. Our thoughts remain with the families of these team members who we were fortunate to call our colleagues and friends and we remain thankful for their significant contributions to Watercare.

Our engagement score from the March's staff engagement survey was unchanged since November, with an average score of 7.6. This stable engagement is encouraging, given the uncertainty we have been faced with. The participation was slightly higher this time at 84% (Nov 2023 was 82%). This shows that we have a high level of engagement. Feedback from the survey tells us that most people feel proud to recommend Watercare as a place to work and feel loyal to the organisation.

In recognition of International Women's Day on the 8 March 2024, our Ata women's network hosted an event for all kaimahi to 'Inspire Inclusion', the theme for this year. Our people were invited to submit a short video about the wāhine in their own life who have inspired them, and we received submissions from all over our business, including members of our board, which were shared on the day. The session provided a platform for us to recognise the many advances we have made in our workplace for women. At the event we launched our new 'returnship' programme designed primarily for women to create pathways back to paid work and experience for people who have been out of the workforce. Alongside this we also celebrated a number of encouraging statistics relating to our recruitment practices focussing on gender balance. These include 44% of our hires over the past year identifying as female and similarly, those who identify as female making up 88% of our 2024 Engineering graduate cohort and 80% of our Digital graduate cohort. We are immensely proud of these efforts which are contributing to more balanced gender representation for Watercare, particularly in the STEM arena.

Also timed with International Women's Day and Children's Day 2024 was the launch of our enhanced parental leave policy. We have combined a number of improved provisions to offer more support to new parents. This includes generous primary carer's salary top up, ongoing KiwiSaver employer contributions, better support for partners and annual leave calculated at the normal rate upon return to work. We strongly believe that giving families the best start at this important time in their life makes a positive difference and these are just some of the ways in which we are showing our commitment to supporting our team and their whānau.

Our People dashboards for the month are included. Metrics show March turnover continued the downward trend from 11.44% to 11.30%, and no significant change to sick leave over the past few months.

PEOPLE DASHBOARD: March

Note: As of 1 July 2022, reporting has been changed to align with Finance mapping - people to cost centre, not group.

Workforce Snapshot

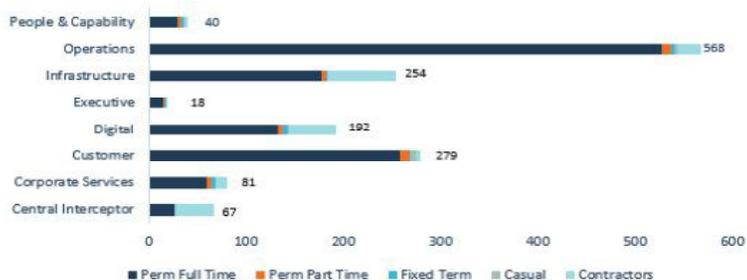


Headcount as at 31 Mar 2024

* 1294	38.25%	61.75%
Full Time	34.39%	60.28%
Part Time	2.09%	0.70%
Fixed Term	1.16%	0.54%
Casual	0.62%	0.23%

* Contractors and Directors only are excluded from the headcount figures above. Long term leave and parental leave employees are included.

Employees by Business Unit & Position Type



Active contractor information is based on data captured across both ServiceNow & PayGlobal.

New Hires by Month

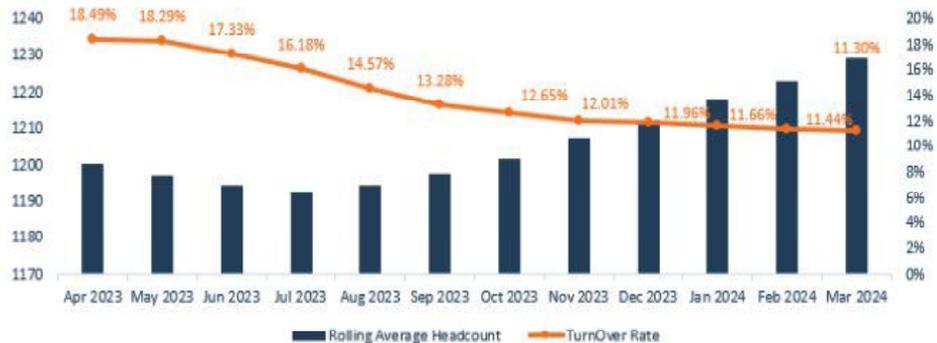


Workdays to hire (from job opening to hire date) averaged 58.85 days for the 27 hires in March (compared to 49.77 days for all hires over the last 12 months).

March hires by gender: M: 19 (70.37%), F: 8 (29.63%).

In comparison to a 12-months view, there were M: 53.89%, F: 43.01% (2.95% difference).

Average 12 mos Rolling: Headcount V Voluntary Turnover(%)



This does not include anyone that has left for reasons other than resignation. Only Permanent employees (full time and part time) are included in the data.



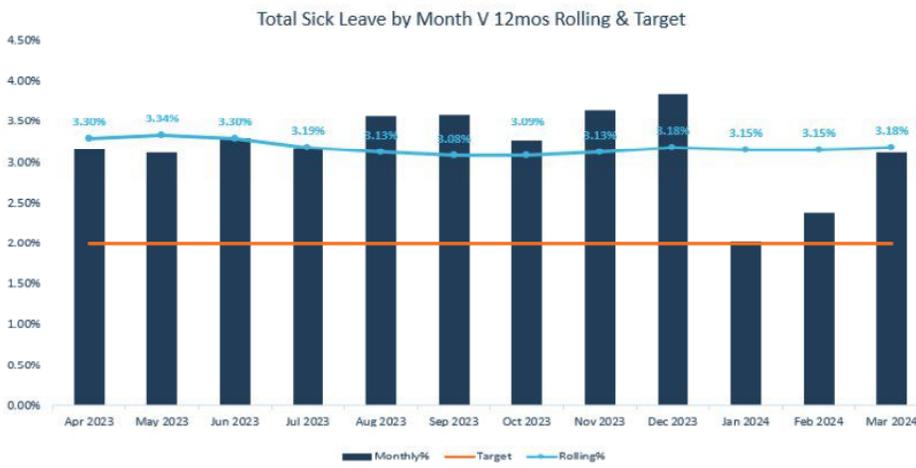
This snapshot includes full-time permanent employees, part-time permanent employees, and fixed-term employees.

The total annual leave liability as of March 31, 2024, was \$9.57 million, up from \$9.2 million the month before. Similarly, the liability of long service leave went from \$2.9 million to \$3.0 million in March.

The average number of leave liability units (hours) per person grew somewhat to 136 in March, above the target of 120 but still meeting the interim goal of 160.

HR Business Partners are collaborating with the business to manage leave and leave planning in order to minimize excessive aging entitlements and meet the planned baseline.

Total Sick Leave by Month V 12mos Rolling & Target



3.2 Our customers

We implemented our summer peak demand plan featuring the "Every Drop Counts" campaign. Despite the challenges of a hot and dry summer, we maintained the maximum demand at 510 MLD (7-day rolling average). Customer satisfaction has been on the rise over the past quarter, driven by our efforts to address leak backlogs, resulting in a 12-month rolling average score of +50.

3.3 Update on the recommendations of the Citizens' Assembly

Watercare's facility for treating non-potable recycled water at the Māngere Wastewater Treatment Plant is currently providing water for construction purposes at our Central Interceptor project. To date, this initiative has produced and delivered around 9 million litres of water. We are meticulously recording data related to water quality and plant operations, including maintenance and associated costs. With the Central Interceptor project's requirements for recycled water coming to an end, we're embarking on a new phase of the journey, which will see us utilising recycled water onsite at the wastewater treatment plant.

We are also constructing a second pilot plant for purified recycled drinking water. We are in the early stages of its operation and beginning to gather preliminary data. We anticipate starting comprehensive data collection and further trial operations later this year or upon securing the necessary funding.

The primary objective of these trials is to collect data on water quality, confirming that the well-proven treatment system can consistently meet drinking water standards. We are in discussions with Taumata Arowai to understand the environmental implications associated with the treatment process.

We are excited to advance these pilot initiatives that aim to demystify and bring the public closer to the concept of recycled water. These are all dependant on securing sufficient funding:

- In partnership with Northern Ice and the Auckland Curling Club, we support their proposal for an ice curling and skating facility near our Rosedale wastewater treatment plant. As soon as they obtain their funding for the project, we pledge to provide recycled water for ice creation.
- Together with Auckland Council's Healthy Waters, we're exploring the use of recycled water to water high-use public sports grounds, beginning with Rosedale Park's softball and soccer fields. We expect to apply for the necessary resource consents in April.

We have also introduced a section in our educational offering for schools aimed at building basic understanding of the quality of recycled water. Our website dedicated to recycled water is being revamped to deliver more comprehensive information. Of course, we will also support each of the pilot projects outlined above with communication programmes to enhance awareness and endorsement of recycled water.

In terms of community acceptance, we have participated in a baseline survey measuring community acceptance of recycled water. This was undertaken in August 2023 and highlighted a strong connection between acceptance of alternative water sources and people’s knowledge about water more generally. Regularly assessing progress towards community acceptance will remain a key focus for us. We remain fully committed to continuing our collaboration with mana whenua to steer the development of this programme.

4. Partnerships

4.1 Waikato River Iwi Engagement

Throughout April and May 2024, there was a concerted effort to reconnect with Waikato River Iwi. This month, we have secured meetings with the Te Arawa (Te Arawa River Iwi Trust), and we're scheduled to meet with Ngāti Māniapoto and Ngāti Tahu Ngāti Whaoa at the end of May. Ongoing conversations with Waikato-Tainui are underway across our organisation. By May's end, we anticipate finalising the kawenata agreement. We're also in the process of confirming suitable meeting dates with Ngāti Raukawa and Ngāti Tūwharetoa. Central to all these discussions are updates on water reforms and their implications for Watercare, as well as changes within our executive leadership team and board of directors.

5. Our operations

5.1 Ōrākei main sewer (OMS) project

- Lining work has commenced with the first drive from the excavation to MH 16 completed in April 2024. Subsequent drive and grout methodology to be finalised in April 2024.
- CCTV and Laser profiling of the OMS is 80% complete. The section from MH22 to MH13, which will be completed by the relining project, is the only section to be completed.
- The asset lifecycle team continues to be on track for developing a renewal model and a prioritised list of Wastewater Transmission renewals by the 1 July.
- The progress with the recommendations from the OMS failure analysis report is shown in the table below:

WSP recommendations in the OMS failure Analysis report		Watercare response to recommendations	Status
1	It is recommended Watercare continue to inspect transmission sewers every 5 years using CCTV and Laser and Sonar profiling with inspections being undertaken on tighter frequencies on pipelines where there are concerns about the condition.	The OMS was surveyed in the first two weeks of April. Survey Work will now commence on the other interceptors. Analysis of the survey is underway.	

WSP recommendations in the OMS failure Analysis report		Watercare response to recommendations	Status
2	In addition, it is recommended to undertake condition inspections after events that could trigger rapid decline in condition e.g. after large storm events.	Agreed. This will be implemented as required.	
3	Improve the quality and resolution of the CCTV inspections to provide a clearer view of the pipe wall and aid the identification of faults	The enhanced CCTV camera needed for this work is not currently in New Zealand. This will be used in the next round of CCTV inspections.	
4	Reinstate cleaning the OMS using the plough or alternative cleaning systems that meets with current health and safety requirements.	A presentation by contractors, TDG Environmental, on alternate cleaning solution for large diameter sewers used by Sydney Water is scheduled for 16 April 2024.	
5	Produce detailed CCTV log sheets to record impactions and assign condition grades using a system suitable for brick pipelines.	This work has been included in the scope of the current inspection round.	
6	Change standard practise so that laser and sonar profiles are analysed for all inspections	This work has been included in the scope of the current inspection round.	
7	Compare laser profiling against previous inspections to determine the extent and severity of corrosion that could trigger a renewal.	The surveys have been completed on the OMS. We are currently awaiting the completion of the survey results before comparing with the prior results. Comparing the rate of change between surveys will determine next steps.	
8	It is recommended that Watercare continue with a risk-based approach to the management of assets however it is recommended that Watercare develop guidance documents to detail these process and procedure and ensure decision making is recorded.	Included in the scope of the Transmission sewer renewals strategy due to be delivered on 1 July 2024.	
9	Watercare should update process for determining the criticality of asset to include all factors that could impact the consequence of failure ie is the pipe under a building	Included in the scope of the Transmission sewer renewals strategy due to be delivered on 1 July 2024.	
10	Develop a condition assessment strategy that specifies the techniques that should be used for condition inspections, the	Included in the scope of the Transmission sewer renewals strategy due to be delivered on 1 July 2024.	

WSP recommendations in the OMS failure Analysis report		Watercare response to recommendations	Status
	timing of inspections and how the data should be recorded, analysed and stored.		
11	Document a renewals intervention strategy that specifies the repairs and renewals to be undertaken and the urgency for undertaking the works based on the condition and the consequence of failure.	Included in the scope of the Transmission sewer renewals strategy due to be delivered on 1 July 2024.	
12	Consider undertaking structural analysis of block and brick-built sewers using finite analysis to improve the assessment of likelihood of failure and to set trigger levels for intervention.	This activity will be planned to follow the receipt of data from the latest condition assessment investigations.	
13	Develop a prioritised list of Transmission Sewer renewals and the triggers set out in the renewal intervention strategy.	Included in the scope of the Transmission sewer renewals strategy due to be delivered on 1 July 2024.	



Completed



Underway/Not due yet



Not on target

5.2 Water quality

Formal published report date from Taumata Arowai for the first Annual Report 1 January 2023 – 31 December 2023 is yet to be confirmed. Taumata Arowai will issue a draft report for comment.

Microbiological and chemical compliance has been achieved for the month of March for all water treatment plants (WTPs) and distribution zones (DZs).

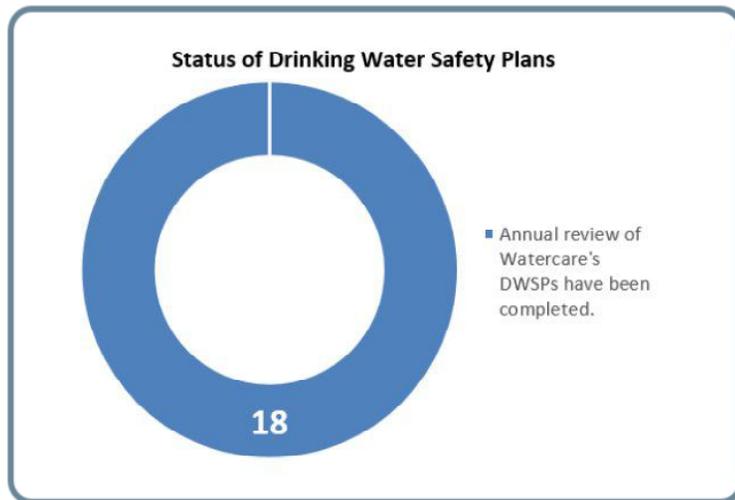
Residual disinfection compliance has been achieved for 36 distribution zones. Four distribution zones — HBC/Waiwera, High Head, Te Henga and North Shore West— did not achieve FAC compliance. Each of the four non-compliant zones had one sample <0.1 mg/L FAC. However, there was chlorine residual detected in all results. Proactive network flushing has been implemented in the short term to improve turnover, whilst medium to long term solutions are being implemented. Among those long-term solutions is the Waiwera Reservoir chlorine booster station, which went live on 13 March 2024 to improve disinfection residual chlorine in this zone.

Fluoride dosing at Huia WTP resumed on 15 March 2024. The Ministry of Health has been notified as per the requirements of the Health (Fluoridation of Drinking Water) Amendment Act 2021.

The Annual Audit of Watercare's Drinking Water Safety Plans is yet to be completed. Annual DWSPs audits are required by the New Zealand Drinking Water Safety Framework.

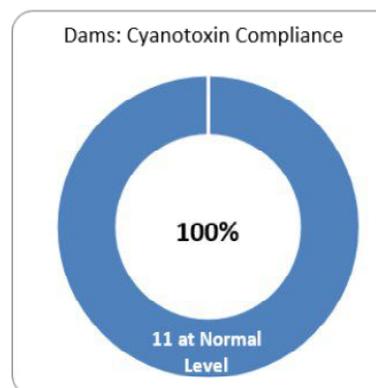
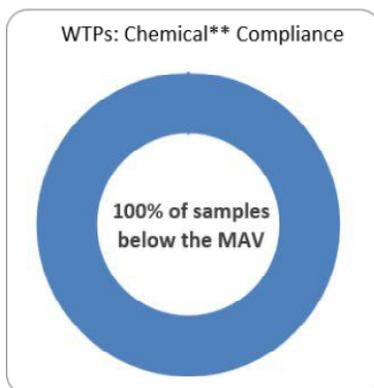
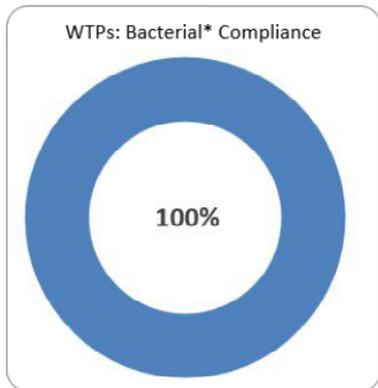
The water quality report for March 2024 is set out below.

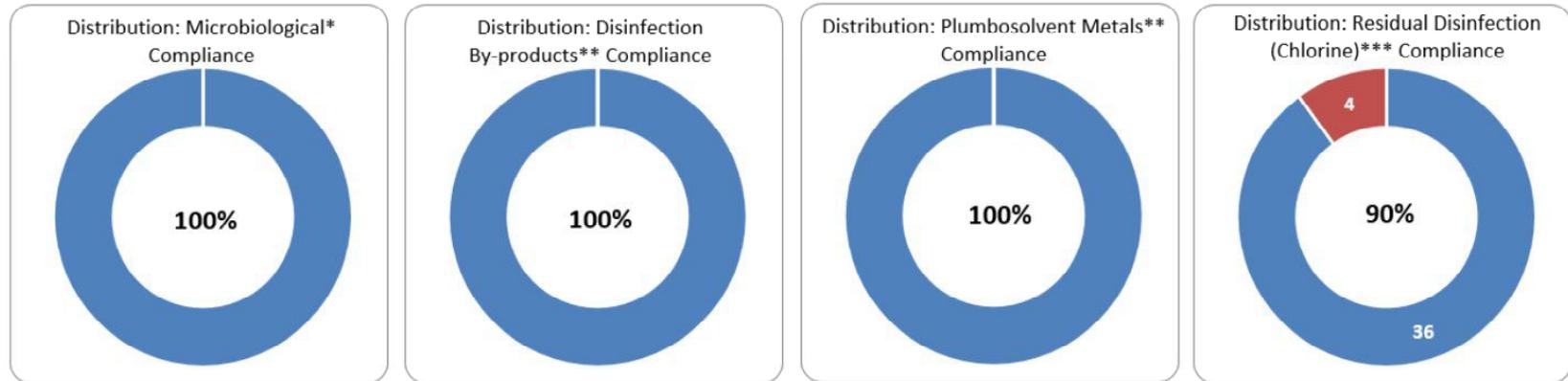
Scorecard



Compliance Summary

WTPs (17 total)	
Bacterial	100%
Protozoal	100%
Chemical	100%
Cyanotoxins	100%
Distribution Zones (40 total)	
Microbiological	100%
Disinfection by-products	100%
Plumbosolvent metals	100%
Residual disinfection (Chlorine)	90%





*At the WTPs bacterial compliance is assessed on continuous monitoring results. In the distribution network microbiological compliance is based on *E. coli* monitoring to indicate the probable presence of bacterial contamination of water supply.

** Chemical compliance: At the WTPs determinands associated with chemicals dosed during the treatment process are monitored. In the distribution network disinfection by-products (DBPs) are monitored in each zone, and chlorates monitored in four zones where chlorine booster stations are utilised as best practice monitoring.

*** Residual disinfection (Chlorine) – 85% of free available chlorine (FAC) samples in a month must be >0.20mg/L in each distribution network zone, with no results <0.1mg/L. This was not achieved in HBC/Waiwera, High Head, Te Henga and North Shore West zones. Each of these four zones had 1 sample <0.1mg/L FAC. However there was chlorine residual detected in all results. Proactive network flushing has been implemented in the short term to improve turnover, whilst medium to long term solutions are being implemented.

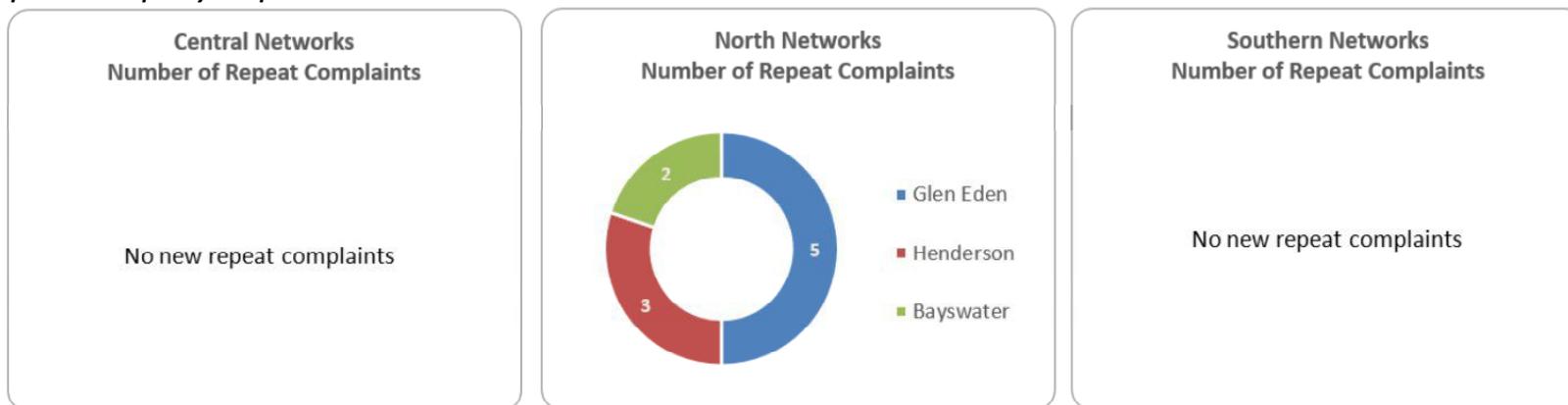
Backflow prevention

Backflow testing has been completed as per targets set for the end March 2024. Backflow Surveys will be further progressing in 2024.

Low Residual Chlorine (FAC) and elevated Disinfection By-products (Trihalomethanes (THMs)) Investigation

Water age modelling to assess water age contributions to THMs formation and low FACs is progressing well. This will determine next steps, with operational improvements and capital investment likely required. The isolation of the Hill Reservoir in Pukekohe has successfully improved FAC this summer and will be returned to service soon. The chlorine booster station in Waiwera will also help in this zone. To improve FAC and turnover in Te Henga, a watermain will be constructed prior to the 2025 summer period.

Repeat water quality complaints – October 2023 to March 2024



Actions taken for repeat complaints*

Glengarry Road, Glen Eden – Repeat complaints of discoloured water from 1 customer. Other customers on the street have been affected in previous months as well, bringing the total to 10 discoloured water complaints in the last 6 months. Corrective action done so far has been to flush for an hour. For further investigation and action.

Henderson Valley, Henderson – Repeat complaints of “high chlorine” in water. Further water testing was done at the customer’s meter and results were provided to demonstrate compliance with Drinking Water Standards for New Zealand 2022 and Aesthetic Values for Drinking 2022.

Beresford St, Bayswater – Repeat complaints of discoloured water from a customer. Flushing was done for the first complaint. Crew attending the second complaint confirmed that water was clear from the customer’s outside tap.

**Repeat complaints – Complaints from one customer for the same WQ issue within the last six months.*

5.3 Water resources

The leak management programme is ongoing. Since the start of the programme approximately 23,500 kms have been surveyed to date with 15,000 leaks found. Since the start of the leak management programme over 27 MLD of water savings have been achieved.

6. Risk and compliance

6.1 Non-compliance with resource consents

Overall consent compliance for Operations decreased from February, only two sites had full non-compliances and the majority (86%) of non-compliances were technical. Non-compliance issues at Kingseat WWTP related to an E coli exceedance, and system adjustments are ongoing. The lime spill incident at Huia WTP occurred during pH adjustment and was contained within the lagoon, but with overflow into the stormwater system. The issue has subsequently been resolved.

The technical non-compliances remain relatively high because of single conditions triggering multiple consents. Procedural issues continue to affect the nine wastewater network discharge consents and an associated pump-station consent with very similar conditions.

One technical non-compliance relates to an administrative error failing to take notice of the notification of discharge at Cossey's Dam >24 hours in advance.

The grading Watercare applies in the detailed breakdown of full non-compliance is consistent with Auckland Council's criteria. The grading is below:

Rating	Detail
Category 1	Watercare has complied with the consent condition.
Category 2	Watercare has not complied with the consent condition. Watercare has assessed the non-compliance as technical or having no more than a minor adverse effect.
Category 3	Watercare has not complied with the consent condition. Watercare has assessed that non-compliance has the potential to result in minor adverse effects on the environment. Alternatively, since the last audit, there is evidence of repeat Category 2 non-compliance.
Category 4	Watercare has not complied with the consent condition. Watercare has assessed the non-compliance as having the potential to cause significant adverse effects on the environment. Alternatively, since the last audit, there is evidence of repeat Category 3 non-compliance.

The details on the significant non-compliance for March 2024 are set out below.

Facility/Asset	Consent	Condition(s)	Issue(s)	Commentary	Resolution	Significance
Kingseat WWTP	DIS60401948	13	E coli and TSS exceedance	E coli and TSS exceedance above the consent limit for this month. TSS technical non-compliance.	Ongoing. Assessment for the downstream	Minor (Grade 2): Potential environmental

Facility/Asset	Consent	Condition(s)	Issue(s)	Commentary	Resolution	Significance
				E coli: no clear cause. Oct'23 reported potential sampling contamination. Issue reoccurred during Nov'23 with no apparent explanation and again in Dec'23, which prompted cleaning of the UV system and a replacement of the UV filter in response to the Feb'24 exceedance.	environment scheduled for next week	effects mitigated by buffering capacity in discharge environment. Previous assessment for the downstream environment did not indicate likely effects
Huia WTP	35534 / DIS60266601	5	Lime spill in lagoon	Incident involving a lime spill contained within the lagoon. The spill during pH adjustment. Immediate actions included shutting the outlet valve to prevent further discharge. However, the sewer line downstream of the neutralization tank was blocked, causing overflow into the stormwater system. A CCTV inspection revealed tree roots blocking the sewer line, which has been cleared. To ensure containment success, pH testing was suggested before reopening the valve, with the outlet valve eventually reopened after the spill was managed	Resolved	Minor (Grade 2): Potential environmental effects mitigated by buffering capacity in discharge environment.

Active resource consents in March 2024

370

Consents with non-compliances in March 2024

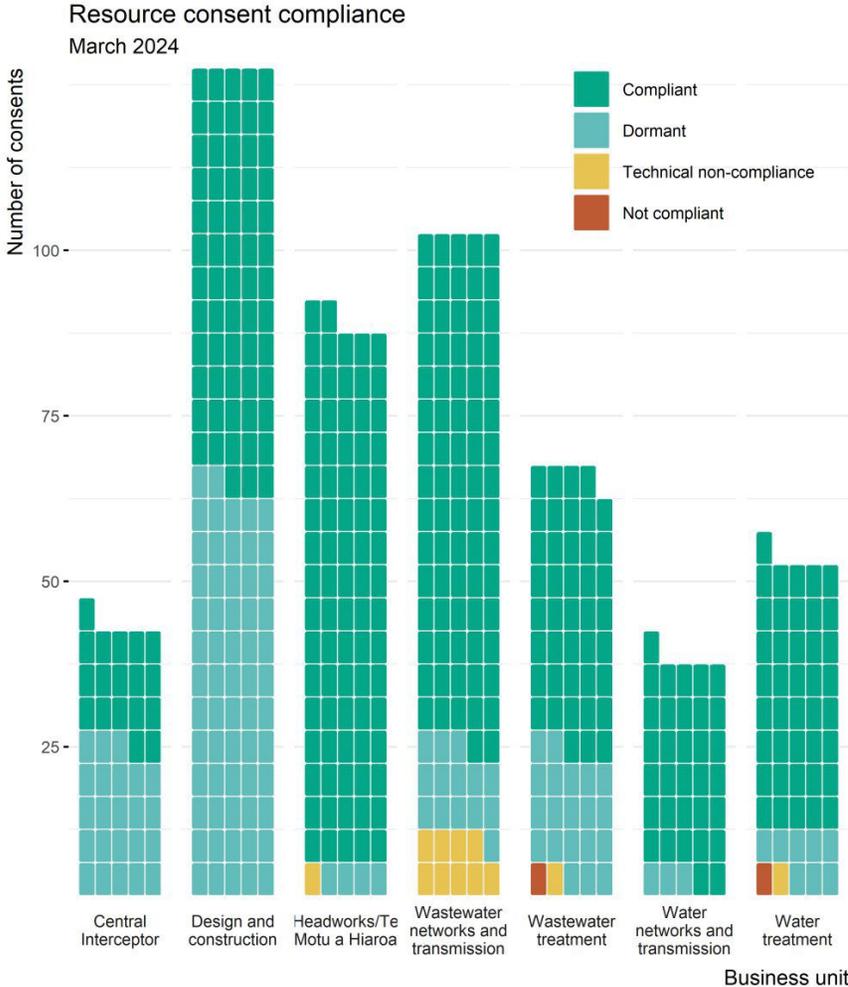
14 ↑

Rolling 6-month average (non-compliant consents)

18 ↓

Consents under enforcement in March 2024

0 -



6.2 Enterprise risk management

- Watercare's contribution to Auckland Council's group climate-related risks has been submitted for the FY24 disclosure. We await a Group Climate Risk Management Framework which will provide consistency in assessing entity level risks, required for the FY25 disclosure.
- CIMS (Coordinated Incident Management System) training for 69 staff has been completed to provide enhanced resilience in major incidents. Two more CIMS training sessions are scheduled for May and June 2024. In future major incidents, Watercare representatives will be placed in the Auckland Emergency Management Centre to act as liaison with our incident management team, improving our response to any emerging issues.
- The project risk policy has been completed. Customisation of the RisOLVE risk system for use by infrastructure projects, providing a centralised repository for all risk information, is complete.
- A desktop scenario has been completed simulating a cyber-attack on Watercare's operational systems. As part of this exercise, Huia WTP's control systems were isolated from corporate / business systems. While staff responded well, a number of areas for improvement were identified. A review of the lessons learnt will be completed by May 2024. This is the start of a series of cyber incident exercises.

6.3 Privacy Act 2020

The February 2024 privacy breach covering 17 of Watercare's customers that was reported to the Privacy Commissioner was closed during March. The Privacy Commissioner was satisfied with our response and no further actions are required. There have been no further privacy breaches reported to the Privacy Commissioner.

6.4 LGOIMA requests

In March 2024, we received 15 requests for information under the Local Government Official Information and Meetings Act 1987 (the Act). Three of these requests were transferred to us: two from Auckland Council, one from Auckland Transport.

Out of the 15 requests received, we responded 14 within 20 working days (in accordance with the Act).

For one of the requests, we extended the time to respond by five working days. This was necessary as the request necessitated us to review the reports before we make our decision to release them. As such, a proper response could not reasonably be made within the original time limit.

6.5 Non-RMA related legal actions

- There is currently one claim for \$1.2m for alleged damage to a residential property from a burst watermain. The matter is being handled by our insurers. A technical meeting was held with the plaintiff's experts and Watercare's experts in late February 2024. The next step is a mediation, which should hopefully occur before the end of July 2024.

- In February 2023, Watercare was served with a copy of proceedings lodged in the Māori Land Court by Te Runanga o Ngāti Whatua, Ngāti Manuhiri Settlement Trust concerning the legal status of the Hōteao Awa bed. Watercare owns property in Wellsford that adjoins the awa and draws water from it. Watercare filed a notice of intention to appear in late March 2023. Further updates that will involve Watercare are not expected for some time (i.e. possibly years).

6.6 Whistleblowing

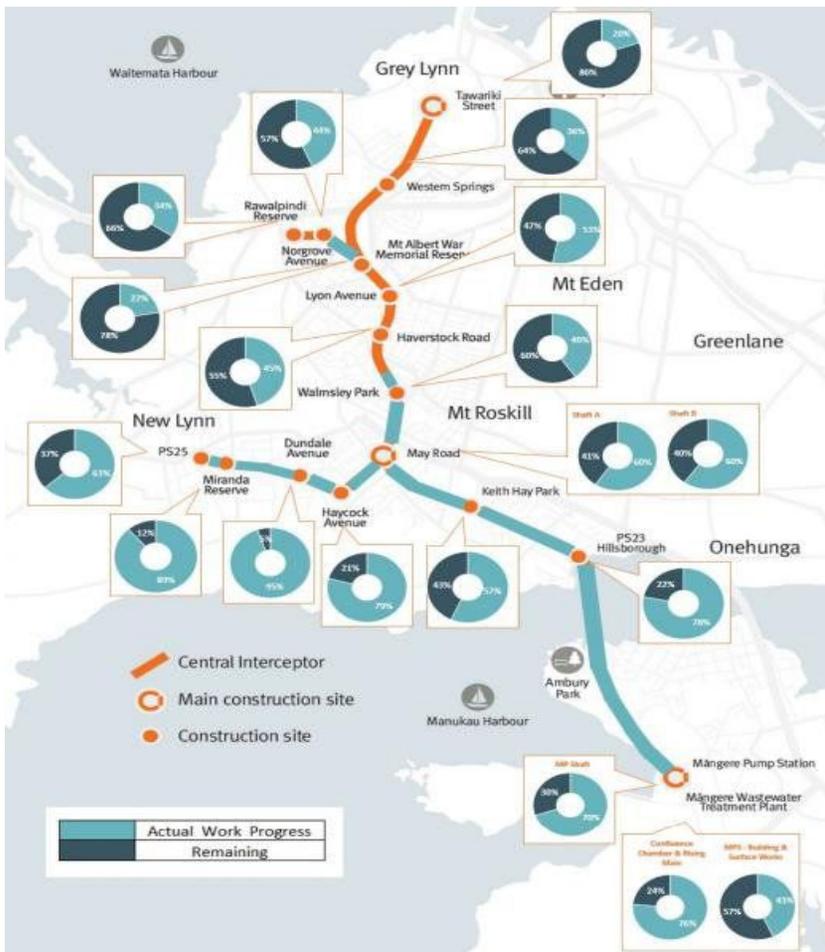
The PwC operated Whistleblower line received no disclosures since the last Board meeting. All disclosures are reported to the Audit and Risk Committee on a quarterly basis.

7. Our infrastructure

7.1 Central Interceptor

Construction continues across all sites, with three sites undergoing final reinstatement (Dundale, Miranda and Haycock). Monthly highlights are as follows:

- The Main Tunnel TBM advanced 405m in March 2024, with a total length of 9,984 installed at month end. The TBM completed the Haverstock shaft breakthrough in March 2024 and the next shaft breakthrough will be at Lyon Ave, due in early May 2024.
- Southern tunnel works – TBM services strip-out complete, cleaning, HDPE welding and Keith Hay Park and PS23 tunnel/shaft connection work in progress.
- MTBM pipe jacking for the final LSB drive from Rawalpindi to Norgrove in progress, due to be complete in late April 2024.
- MTBM at Keith Hay Park pipejacking for CC9 collector sewer in progress.
- Mt Albert adit works complete. HDPE welding works on Link Sewer B (LSB) from Mt Albert to Norgrove in progress.
- Sewer chamber connection work in progress with the live interceptors exposed at MPS, Confluence Chamber, PS23, Haycock, PS25 and Haverstock.
- Plant room works commenced at Keith Hay Park and Walmsley.
- Permanent in-situ concrete lining works in progress at Lyon Ave, Haverstock Rd and Western Springs.
- Steel fixing and concrete for the floor slab for Air Treatment Facility at May Rd in progress.
- Excavation work for the shaft at Tawariki St completed in March 2024, this is the last of the main tunnel shafts to be excavated for the CI scheme (excluding the Pt. Erin extension).
- Māngere Pump Station (MPS) MEICA works continuing to progress. Steel portal frame for the building over the dry well installed. HVAC installation in the plant room completed. Electrical works ongoing in the switchroom building with all switchboards now delivered to site. Staircase into the dry well being installed. Installation of the pump operating platform has commenced. Benching work in the wet well now complete. Commenced excavation



around the Western Interceptor to allow EPR to be constructed underneath. Software development for the control system in progress. Coastal walkway (Te Araroa Trail) opened for public use.

- Construction of the new confluence chamber at the Māngere WWTP in progress. Temporary over-pumping system installed in December 2023.

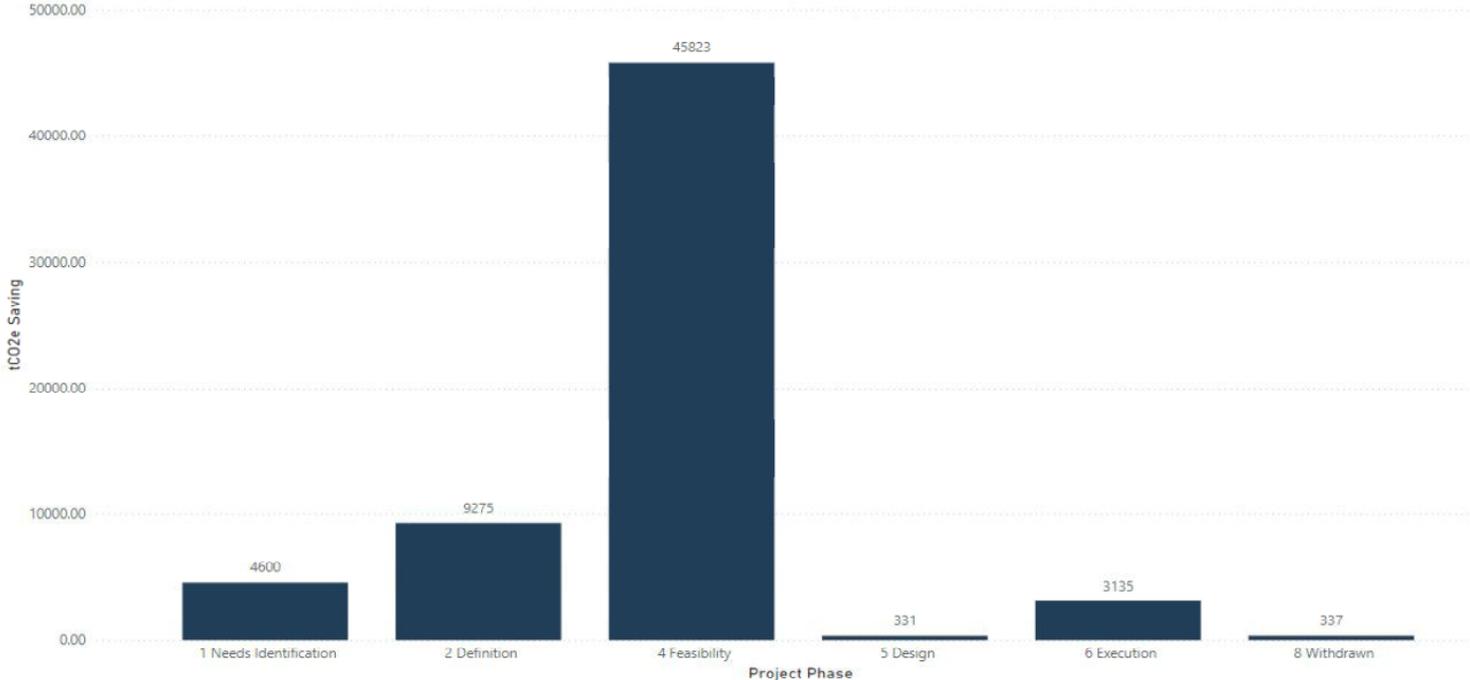
8. Climate change delivery and sustainability update

Working towards the greenhouse gas reduction targets continue to be a priority and a challenge. For the current statement of intent target the data to date shows that we are on track (45,100 tCO₂e vs 66,975 tCO₂e) as we are seeing positive performance in electricity, natural gas, fuel consumption, and process related emissions. However, the target to reduce emissions by 50% off the 2017/18 baseline is getting closer and closer. The Decarbonisation Roadmap will require a refresh in 2024/25 as feasibility studies have shown some projects are not possible and other water/wastewater projects that support emission reductions may also be delayed. The internally developed Decarbonisation Roadmap Database and tracking dashboard show a majority of the decarbonisation projects are in the early phases of project delivery, while some are still in the identification and definition stages. These projects do not have a delivery mechanism, which could pose risk to meeting our target.

We have implemented a GHG reporting software solution – Salesforce Net Zero, to improve our Scope 1 and 2 GHG consolidation. This will facilitate more frequent data analysis to assist in operational mitigation strategies. The implementation of this software has allowed the shift of some GHG reporting responsibilities into the finance team.

We continue to work through the requirements of the Climate Related Disclosure with the Council group and have started the detailed risk assessment step. The first workshops on drought have been completed. The next workshops will be on sea level rise related risks. These will be shared with the board in coming months and used to support next steps of financial quantification and then establishment of mitigation steps. The team also contributed to the Auckland Council group pro forma disclosure for this financial year.

Project Tracking By Phase



7

9. Policy update

The table below sets out the current programmes of work that are underway, and their expected impacts to Watercare.

Upcoming Bills, Government Reforms/Programmes/Policies, Council Plan Changes/Policy Initiatives	Potential implications on Watercare and any associated Watercare actions	Expected date of release/enactment/submissions due	What will Watercare be doing? Filing submissions? Providing Council feedback? Attending hearing?	Who will hold the pen?	Who in Watercare has been / needs to be involved?	High/Medium/Low impact?
<p>Urban Intensification (“Tier 1” Councils) – MfE National Policy Statement for Urban Development (NPS-UD), and Resource Management (Enabling Housing Supply and Other Matters) Amendment Act 2021 and MDRS:</p> <ul style="list-style-type: none"> Auckland Council is developing their Plan Change to give effect to these two initiatives. Watercare has been invited to contribute to the plan change. However, Auckland Council have requested a year extension – still unclear what the Government will decide. 	<p>Increased intensification without requiring a resource consent (as a permitted activity) puts Watercare at risk of breaching our existing level of service and network discharge consent conditions due to being unaware of where, and when, growth is occurring in advance. Watercare, Auckland Transport and Healthy Waters have been working with Auckland Council to develop Council’s plan change.</p>		<p>Hearings have been delayed, and one year extension has been requested. Watercare is currently preparing its evidence. Expert conferencing and mediation also delayed.</p> <p>New government has also indicated that they will make “Medium Density Residential Standards” be optional for councils.</p>	Strategy and Planning	Strategy and Planning, and Operations	Medium
<p>“Local Water Done Well” – related Bills</p>	<p>“Local Water Done Well” reform bills coming. Potential implications on Watercare to be worked through.</p>	<p>“Local Water Done Well” - Two new bills - First bill assumed to be introduced by mid-2024, and second bill to be introduced by December 2024.</p>	<p>Watercare will work closely with Auckland Council.</p>	Policy	All	High
<p>Resource Management (RM) System Reform – MfE</p> <ul style="list-style-type: none"> Fast Track Approvals Bill – submissions closed 19 April – Auckland Council &CCO’s, made a submission; RMA reform - to continue - (three bills coming) throughout 2024-26; 	<p>Many potential implications on Watercare due to major RMA reform 2024-26.</p>	<p>“RMA Bill No. 1” due May 2024; “RMA Bill No. 2” due Dec 2024, “RMA Reform Bill”, due 2025.</p>	<p>Watercare likely to contribute to Auckland Council submission on these RMA reform bills.</p>	Policy	Strategy and Planning, Operations, Finance and Policy	High

Upcoming Bills, Government Reforms/Programmes/Policies, Council Plan Changes/Policy Initiatives	Potential implications on Watercare and any associated Watercare actions	Expected date of release/enactment/submissions due	What will Watercare be doing? Filing submissions? Providing Council feedback? Attending hearing?	Who will hold the pen?	Who in Watercare has been / needs to be involved?	High/Medium/Low impact?
<ul style="list-style-type: none"> Also, the Government is reviewing /updating NPS's & NES's – for Freshwater Management (including Te Mana o te Wai), Indigenous Biodiversity, Plantation forests, Housing, Energy, and Transport, etc. 						
<p>National Policy Statement – for Freshwater Management (“NPS-FM”) Auckland Council’s Plan Change process.</p> <p>Plan notification has been delayed until 2027.</p>	Working through potential implications on Watercare with Auckland Council.	Auckland Councils NPS-FM work programme is now being re-considered.	Watercare is working closely with Auckland Council.	Policy	Policy	High
<p>Auckland Council’s Proposed Natural Hazards Plan Change. Government is also reviewing the NPS: Natural Hazards Decision-making and will abandon the Emergency Management Bill.</p> <p>Public notification of Councils NH PC due, April 2025.</p>	Likely to be many	Proposed Plan Change, sept 2024, notified April 2025, Environment Court Hearings, late 2025-26.	Watercare is working closely with Auckland Council and HWs and AT.	Policy	Policy	High
<p>Auckland Council’s 10-year review of the “AUP” (Auckland Unitary Plan) – will begin 2025, to be notified 2029</p>	Likely to be many	Review work begins 2025, public notification 2029 – hearing through early 2030’s.	Watercare to work with Auckland Council.	TBC	TBC	High
<p>Essential Freshwater Package – (NPS-FM) – MfE - Waikato Regional Council (WRC) – Freshwater Policy Review</p>	Watercare will need to engage with Waikato Regional Council as this plan change to their Regional Policy Statement and Regional Plan is rolled out. This plan change is likely to have	Unclear as to Waikato Regional Council’s reviewed timeframe. Website is slow to update.	Watercare will engage.	Policy	Strategy and Planning, Operations,	Medium to High

Upcoming Bills, Government Reforms/Programmes/Policies, Council Plan Changes/Policy Initiatives	Potential implications on Watercare and any associated Watercare actions	Expected date of release/enactment/submissions due	What will Watercare be doing? Filing submissions? Providing Council feedback? Attending hearing?	Who will hold the pen?	Who in Watercare has been / needs to be involved?	High/Medium/Low impact?
	major implications in relation to water allocation methodology and how freshwater limits/standards will be set.				Finance and Policy	
Marine and Coastal Area (Takutai Moana) Act 2011 (MACA)	Settlements are still working through the High Court. Settlements may have implications on Watercare's coastal assets, and wastewater treatment plant discharges.	Currently active	Watercare contributed to Auckland Council submission.	TBC	TBC	Low - Medium

10. Matters for noting

10.1 Significant meetings attended by the CE

- The State of Local and Auckland Water Services: Community meeting – Hon David Seymour
- Unity Water meeting
- Huia WTP visit with Mayor Brown and Councillors
- Ngāti Whātua Ōrākei meeting
- DIA meeting – 'Local Water Done Well'
- Group CE's fortnightly meetings.

10.2 Warkworth wastewater constraints and approach to management of growth

Further to the discussions held at the 9 April 2024 Board meeting, on 18 April 2024, the Board was provided with the updated report regarding Warkworth wastewater scheme and how Watercare is managing new wastewater connections in the area ([attachment 1](#)).

11. Delegated authority to Chief Executive

In accordance with the authority delegated to the Chief Executive by the Board for the month of March 2024:

- there was one document required to be signed by the Chief Executive in relation to deeds, instruments and other documents.

- there were no documents signed by the two members of the Watercare Board.
- there were no capex approvals signed below a threshold of \$50m.
- there were two contracts approved over \$100,000. They are as follows:

Contract description	Successful supplier
Independent Contractor Agreement	JPMM Limited
Kahawai Pt Stage 5 Gravity Sewer Construction	HEB Construction Limited



Dave Chambers
Chief Executive



Attachment 1

Warkworth wastewater scheme update and how Watercare is managing new wastewater connections in the area

For information report to the Watercare Board dated 18 April 2024

7.1

Te pou whenua tuhinga / Document ownership

Prepared by

Mark Iszard
Head of Major Developments

Recommended and submitted by

Priyan Perera
Head of Strategy and Planning

1. Te tūtohunga / Recommendation

We recommend that the Board **notes** that due to existing wastewater treatment plant capacity constraints in Warkworth, and the continuing growth and development in the Warkworth township, Watercare will adopt the following short to medium term control measures:

- Development with an approved and valid Resource or Building Consent, that was previously supported by Watercare, will continue to be granted approval to connect to the existing Warkworth Wastewater Treatment Plant (**WWTP**).
- New Resource Consent applications will only be supported by Watercare if they include conditions restricting the connection to the network until after the Warkworth Wastewater Scheme has been commissioned and flows into the existing WWTP have been transferred to the new Snells Beach WWTP (due mid to late 2025).
- Planning and operations will continue to identify and implement interim treatment interventions for the existing Warkworth WWTP to mitigate the compliance risk associated with the acceptance of the additional connections that have already been supported by Watercare. The success of these interventions is not certain and will be solely focused on mitigating the impact of the known, additional connections to be granted.
- Anticipated additional connections to the existing Warkworth WWTP, based on Building Consent data, are understood to be in the order of 127 dwellings.
- Notwithstanding the delivery of the Warkworth Wastewater Scheme before the end of 2025, growth in the North of Warkworth will continue to be assessed on a case-by-case basis until the North-west Growth Servicing Pipeline is completed (date not currently known).

Additionally, we recommend that the Board **notes**:

- That there are significant network constraints scheduled to be addressed through the delivery of new wastewater network assets (the Northwest Growth Servicing Pipeline). A key constraint is the Elizabeth Street Engineered Overflow Point (**EOP**), which operates/overflows during minor rainfall events (i.e. 35 wet overflows over the last 12 months). These constraints limit Watercare's ability to meet the growth expectations associated with areas to the north of the Mahurangi River.
- The risk associated with possible deferral of the Northwest Growth Servicing Pipeline through the Long-Term Plan reprioritisation – this may be required to stay within the currently approved investment profile. This pipeline will connect the live-zoned area north of the river shown as orange in Figure 1 below, through the Warkworth Town Centre to Lucy Moore Wastewater Pump Station (WWPS). This pipeline is required to enable growth of the area north of the Mahurangi River.
- Whilst this report focuses on impacts of the wastewater servicing constraints on the short to medium term growth of Warkworth, for completeness commentary on the drinking water servicing has been included.
- A new water source will need to be identified and consented to support Warkworth if the population growth rate exceeds Watercare's current growth planning, which is aligned to the Auckland Council Growth Scenario.

This report will be shared with key stakeholders and partners, including Auckland Council, the Rodney Local Board, Mana Whenua, the local community, developers, and other key stakeholders. A communications plan has been prepared for this purpose.

2. Whāinga / Purpose

- Provide an update on the wastewater treatment and network capacity constraints that we are currently experiencing in Warkworth.
- Describe Watercare's approach to meeting the short, medium, and long-term future wastewater servicing needs for Warkworth (and Snells Beach/Algies Bay).
- Update on the status and challenges of the Warkworth/Snells-Algies Wastewater Servicing Scheme.
- Summarise the proposed water and wastewater servicing strategy for the Warkworth area.

3. Ngā kōrero matua / Key points

- Watercare developed its water and wastewater servicing approach for the Warkworth, Snells Beach and Algies Bay communities based on Auckland Council growth projections established at a point in time. Consents have been sought and granted based on these projections. Since then, the growth projection for Warkworth has increased significantly, exacerbating the complexity of delivering infrastructure to meet consumer demand in these communities.
- Ongoing changes and updated versions of growth scenario projections for satellite townships such as Warkworth will continue to pose significant challenges to Watercare's ability to consent and deliver significant new and upgraded infrastructure to meet evolving servicing expectations.

- Delays in the delivery of the Warkworth/Snells-Algies Wastewater Scheme, including the Northwest Growth Servicing Pipeline, are significantly impacting proposed development within recently live-zoned land in Warkworth. Investigating and securing a pipeline route through the Warkworth town centre has been underway for several years. There is strong community feedback over disruption concerns in the main shopping street during construction. We are now finalising the optioneering which will identify the best practicable route alignment from Hill Street to Lucy Moore WWPS. We will be meeting with One Mahurangi (a local business and developer community advocacy group) once a full analysis of all options has been completed and a recommendation has been prepared for the Watercare executive on the Best Practicable Option.
- Smaller, infill development from the existing urban area has continued to connect to the existing Warkworth WWTP. This has now reached a point where we are at or exceeding the capacity of the existing Warkworth WWTP to process wastewater to the quality required under our discharge consent.
- We use the most up to date population data from Auckland Council (currently Auckland Growth Scenario version 1 (**AGSv1**)) when carrying out our growth demand planning.
- Private Plan Changes and Resource Consents for developments in Warkworth are proposing much higher yields than anticipated under AGSv1. We are working with Auckland Council to proactively understand the likelihood and impact of these developer growth expectations on our water and wastewater servicing approach.
- If these higher developer yields in Warkworth are realised, wastewater infrastructure capacity will become the significant limiting factor for growth in Warkworth.
- Water supply headworks and groundwater bores, which was planned to service a population of up to 16,000, have been in operation since 2018.
 - A Water Treatment Plant (**WTP**) process expansion upgrade (scheduled in the Asset Management Plan for between 2026 and 2031) is required to meet the demand associated with a population equivalent of 16,000 in Warkworth.
 - An additional water source will be required in the future once the population exceeds the capacity of the current abstraction consent.

4. Kōrero pitopito / The details

Current growth situation for Warkworth

Currently, wastewater growth servicing in Warkworth can be considered as three distinct areas based on Unitary Plan zoning and the nature of the existing wastewater constraint. These areas are shown in the map below (Figure 1).

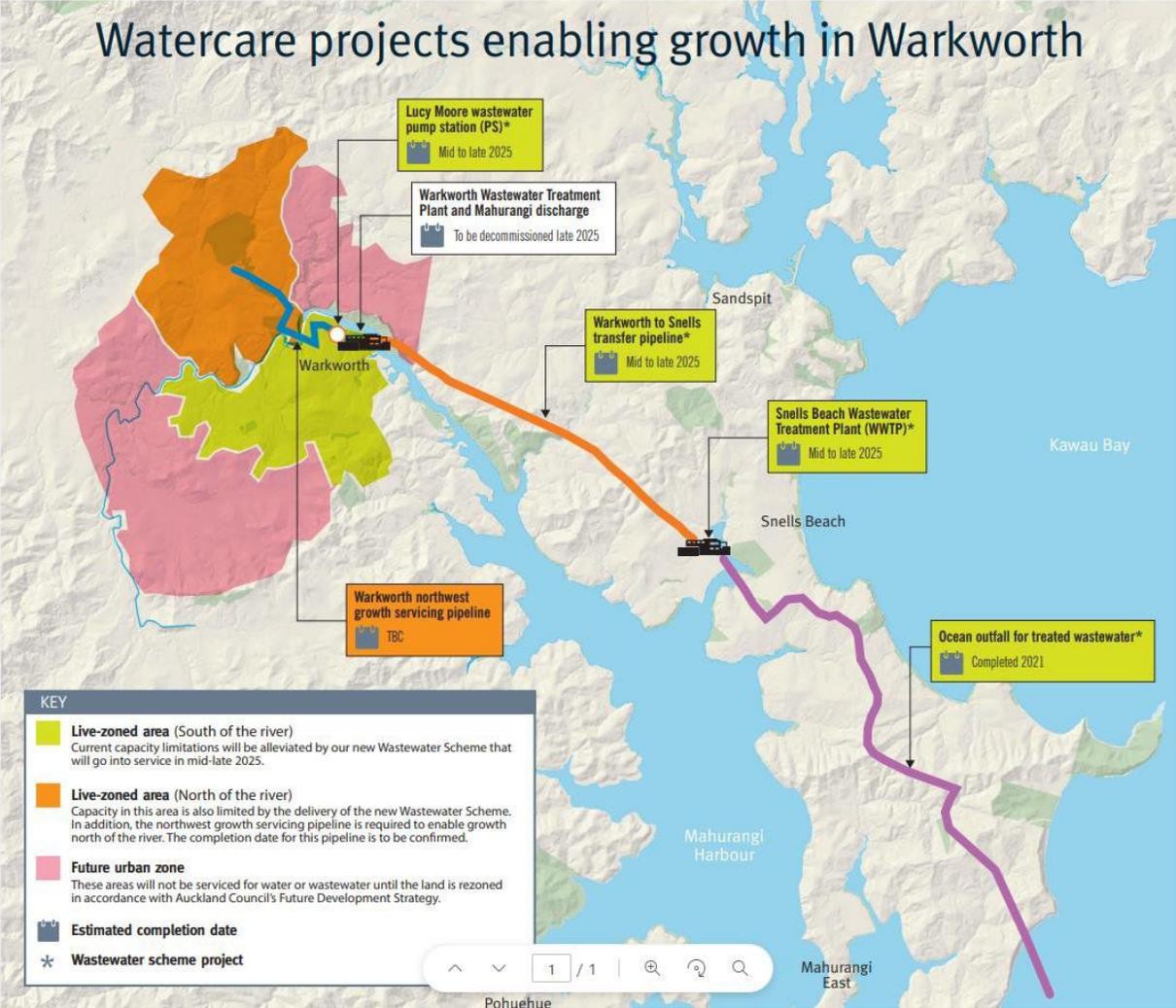


Figure 1: Warkworth wastewater growth projects

Area categories:

Live-zoned area south of the river as shown in lime green

- Current live zoned land that can be developed for urban purposes under the Unitary Plan.
- Development restrictions are linked to the capacity of the existing Warkworth WWTP.
- No new Resource Consents from this area will be supported by Watercare, unless they include conditions that restrict connection to the wastewater network until after the new Snells WWTP is commissioned.

Live-zoned area north of the river as shown in orange

- Current live zoned land that can be developed for urban purposes under the Unitary Plan.
- Development restrictions are linked to the capacity of the existing Warkworth WWTP and the Elizabeth Street EOP.
- No new Resource Consents from this area will be supported by Watercare, without conditions that restrict connection to wastewater network until the new Snells WWTP is commissioned and the Northwest Growth Servicing Pipeline is completed.

Future Urban Zone Land shown in pink (in the east, west and south)

- Un-serviced for water and wastewater until rezoned through a Plan Change Process in accordance with Auckland Council's Future Development Strategy.

Development with an approved Resource or Building Consent that is expected to connect to the existing Warkworth Wastewater Treatment Plant

a) Building Consents

Building consent data from Auckland Council, refer [Table 1](#) below, indicates there are approximately 147 Building Consents either approved or currently being processed by Council's regulatory team. This 147 includes 20 Building Consents for a development north of the river which has an approved alternative wastewater servicing agreement (tankering) and will therefore not be connected to the existing Warkworth WWTP.

Of the remaining 127 Building Consents, 22 are currently with Council for processing, 23 are approved with construction yet to commence, 61 are under construction, and 21 are completed construction and awaiting a Code Compliance Certificate. Given Building Consent and construction timeframes, it would be reasonable to expect that these 127 Building Consents, equivalent to 127 dwellings, will connect to the existing Warkworth WWTP prior to the commissioning of the new Snells WWTP by mid to late 2025. Connection of these 127 dwellings will increase wastewater flows to the Warkworth WWTP.

Table 1 – Auckland Council Building Consent data

Building Consent Status	Potential number of additional connections to the existing WWTP by end of 2025	Comments
Lodged	22	<i>Lodged with Council and currently being processed</i>
Approved but construction not started	23	<i>Consent approved but first inspection not yet called for</i>
Under construction	61	<i>Active building site</i>
Awaiting CCC (Code Compliance Certificate)	21	<i>Final documents being reviewed by Council before issuing Code Compliance Certificate</i>
Total	127	

The number of Building Consents that have been issued CCC but are yet to apply to Watercare for a connection is currently unknown. Watercare are working with Auckland Council to understand the number of Building Consents at this stage in the development process.

b) Resource consents

The number of dwellings with an approved Resource Consent, which has been supported by Watercare (but which are yet to apply for a Building Consent) is currently unknown. Watercare is working with Auckland Council to better understand the number of Resource Consents at this stage in the development process.

Development dependent on the North-West Growth Servicing Pipe

A large portion of the live-zoned land in the North of Warkworth was live-zoned as part of the Unitary Plan process in 2016 and via subsequent private plan change processes (PC 25 Warkworth North operative in Dec 2023, and PC 40 Warkworth – Clayden Road operative June 2021).

The timing of this land being developed was planned to be aligned with the expected completion of the Warkworth wastewater scheme and the northwest growth servicing pipeline. However, delays to the completion of the northwest growth servicing pipeline have impacted developers' anticipated programmes for the delivery of housing and commercial development.

The northwest growth servicing pipeline will enable the development of approximately 8,000+ dwelling unit equivalents. That is comprised of approximately 6,000 dwellings across the residential areas and approximately 60 ha of commercial activities across the industrial areas. This quantum of development is anticipated over a 30+ year horizon.

Future Growth Forecasting and Planning

Through development of Watercare's Servicing Strategy for Warkworth the following growth forecast has been established and overlaid with the available wastewater treatment plant capacity. Historically, consents have been obtained for bulk water and wastewater infrastructure required to meet the Auckland Council population forecast. Evidence for the consents included population forecasts suitable for the life of the consent. Broadly, the Auckland Region growth rate has been 2.5-3% over the last 10-15 years, and historically Warkworth has been consistent with this average growth rate.

Watercare continues to utilise an adaptive planning framework to allow us to plan for and respond to higher or lower growth numbers than anticipated in the Council's growth scenario. This is necessary due to the higher density of growth that we are seeing in recent private plan changes and resource consents in Warkworth. If this density continues then it is expected that the Warkworth population may reach up to two to three times that anticipated by the AGSv1.

Watercare's approach has been to, where practicable and funded appropriately, enable growth to progress based on known development densities which inform future demand. Should the growth expectations exceed what has been forecast, Watercare has the option to implement connection control measures, i.e. opposing plan changes and/or resource consents.

7.1

Growth forecast	Wastewater Servicing	Timing
	The existing Warkworth and Snells-Algies WWTPs combined can service up to 11,000 people. The basic design capacity of these facilities was exceeded in 2018. Minor upgrades and operational interventions are in place to address current risks.	Capacity exceeded in 2018 (Historical Growth)

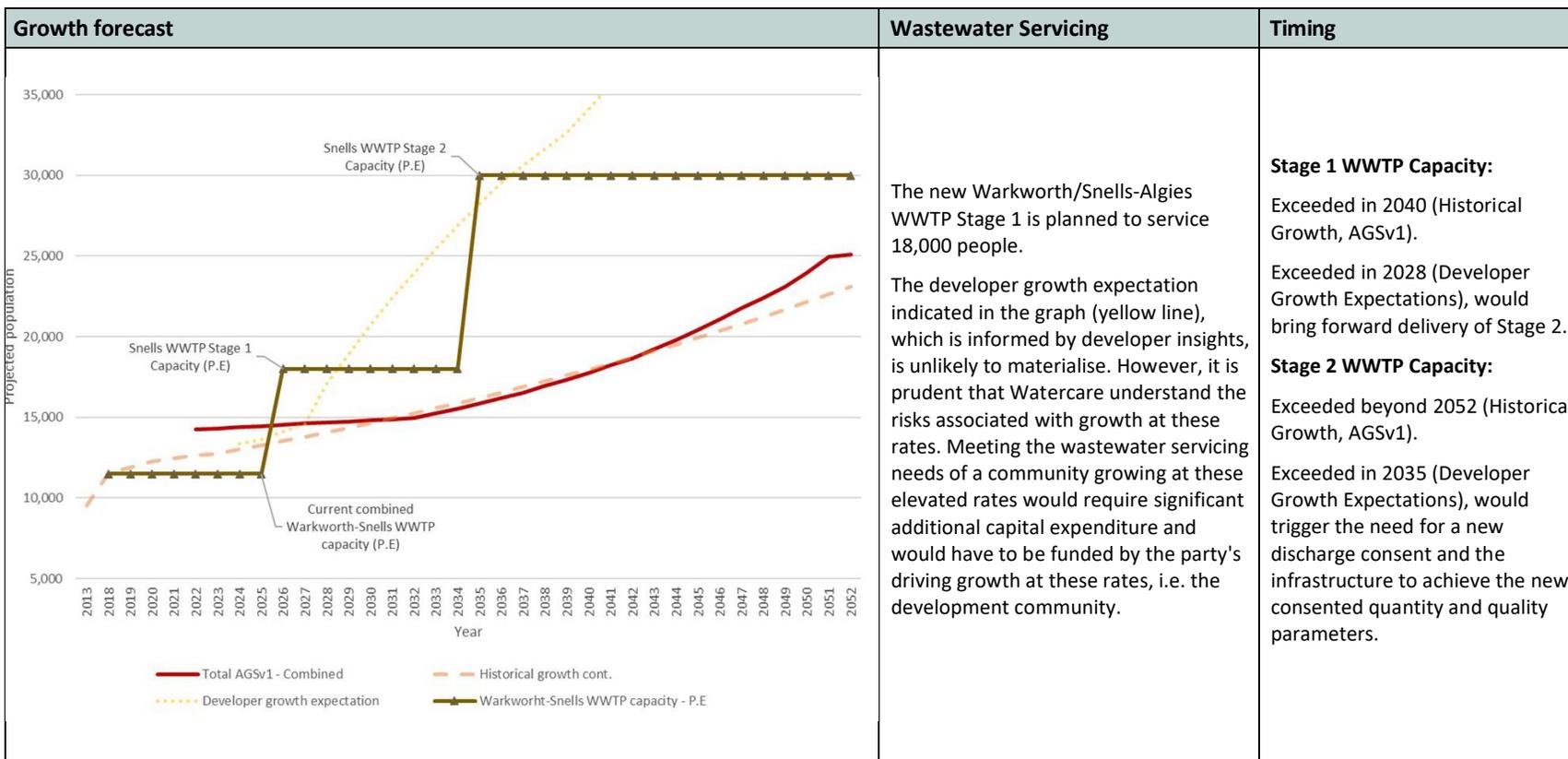


Figure 2:1 Warkworth Growth Forecast and Wastewater Servicing for Warkworth/Snells-Algies

Future development strategy

The Future Development Strategy (FDS) recently released by Auckland Council sets out the anticipated timing for the planned future growth areas in Warkworth as shown in Figure 3 below. The timings for these areas to be developed have considered the necessary infrastructure upgrades needed to support this growth and signals when and where Council wishes to invest in growth across the wider Auckland region. Watercare strongly supports the direction and intent of the FDS and utilises the projected timing for the development of these future areas in our long-term planning to support growth through our Asset Management Plan (AMP) and servicing strategies. Furthermore, through our involvement and submissions to Private Plan Changes

7.1

received by Council it is expected that Watercare (and Auckland Transport) should support Auckland Council in rejecting and/or submitting in opposition to Private Plan Changes that do not conform with the FDS.

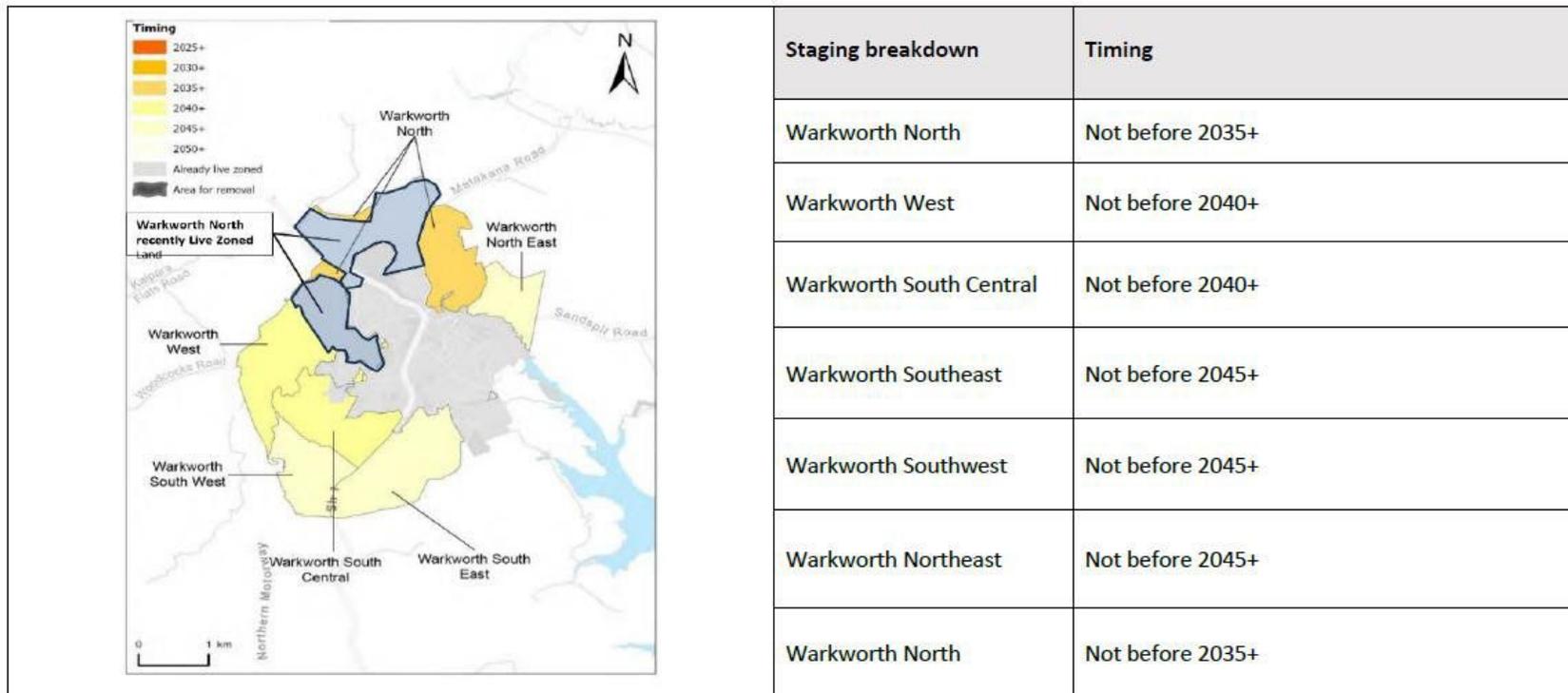


Figure 3: Future Development Strategy - Warkworth Growth

Drinking Water Servicing Approach for Warkworth

Warkworth currently receives drinking water from a new water treatment plant (WTP) and groundwater abstraction bores, which were completed in 2018 to replace the old treatment plant and water take from the Mahurangi River adjacent to SH1 (State Highway 1).

7.1

New and upgraded trunk and local networks providing water for the planned growth in Warkworth will be sized to meet the forecast yield and demand from the most recent Auckland Growth Scenario (currently AGSv1).

The below figure 4 describes the current water supply approach to growth. The uncertainty associated with growth forecasts, as with wastewater servicing, poses a future risk.

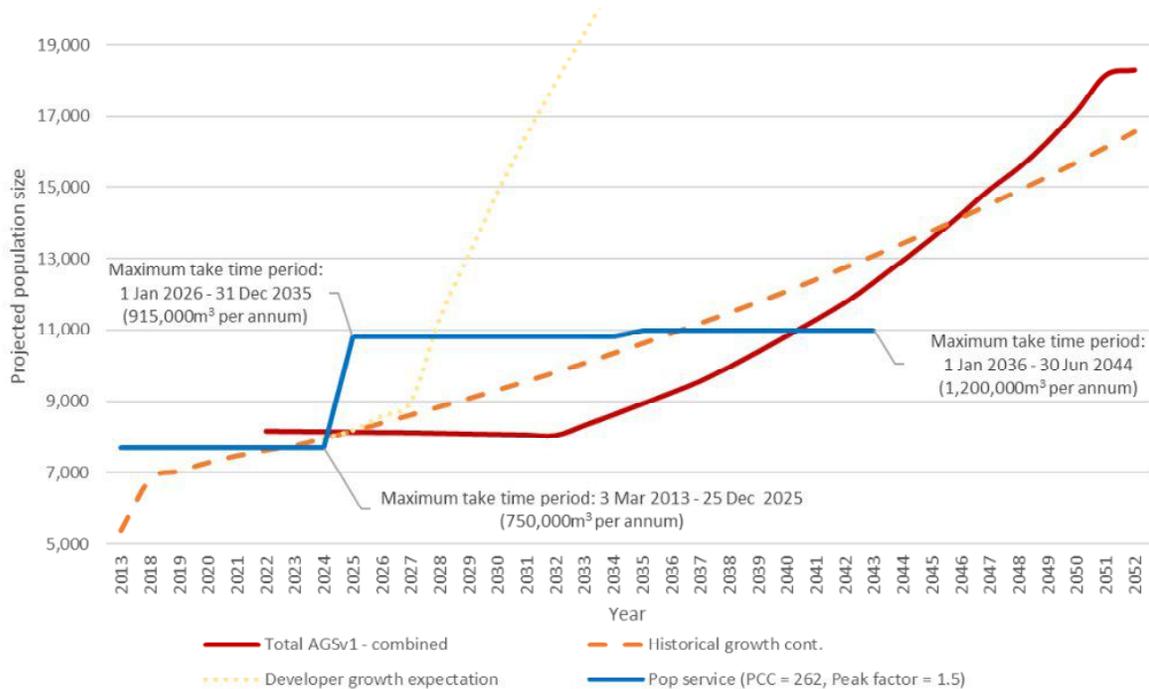


Figure 42 Warkworth Growth Forecast and Water Servicing for Warkworth

Water Headworks

A new WTP at Sanderson Road and an associated groundwater abstraction bore at Hudson Road were consented, completed, and commissioned in late 2018 to support a total population of 16,000 people in Warkworth. The WTP has been planned and designed with provision for future capacity extensions to cater for the anticipated longer-term growth.

Since the time of securing the water take consent, Warkworth's per capita water consumption has increased to 262L/p/d. Allowing for a peaking factor of 1.5, the maximum allowable abstraction of the existing take consent will provide for approximately 11,000 people. At the current AGSv1 forecast, it is anticipated that the consent abstraction limit will not be exceeded until around 2040, if no significant wet industry connected to the public water network develops within the Warkworth area.

An additional groundwater source and abstraction consent will be required before the existing take consent population limit is reached to secure the necessary water take to service the long-term planned growth for Warkworth.

Water Network

Additional reservoir storage will be required to enable the WTP to operate at a consistent throughput and to provide security of supply to customers. Watercare is currently talking to landowners about requirement for the reservoir in the northern zone.

Warkworth/Snells-Algies Wastewater and Water Planning Background

Table 2 below describes the timeline of activities associated with Watercare's approach to delivering water and wastewater services to the Warkworth and Snells-Algies Bay Communities. **Error! Reference source not found.** on page 4 depicts the Warkworth/Snells-Algies Wastewater Servicing Scheme components.

Table 2 Timeline of planning activities

Timing	Population Served	Milestone/Action	Delivery Schedule Issues/Impact
2012	16,000 by 2044	Water Take consent granted to abstract ground water from the Warkworth Kawa Aquifer, replacing the former Mahurangi River drinking water source which was known to have significant quantity and quality issues.	None.
2016		The Auckland Unitary Plan Operative in Part 2016 (AUP(OP)) zoned around 1,000ha of rural land around Warkworth as Future Urban. This land is intended to cater for greenfield growth around Warkworth.	
2017	30,000 by 2052	Warkworth/Snells-Algies Discharge Consent Granted. This consent was based on the following Wastewater Servicing Scheme: <ul style="list-style-type: none"> • A single discharge location to service the Warkworth and Snell/Algies Beach Communities – the Snells Beach Outfall • A single WWTP at Snells Beach to treat wastewater produced by the Warkworth and Snell/Algies Beach Communities. • A Pump Station (the Lucy Moore Memorial Park Wastewater Pumpstation) to pump wastewater from the Warkworth Community to the Snells WWTP. • A transfer pipeline that would convey wastewater from the Lucy 	None.

Timing	Population Served	Milestone/Action	Delivery Schedule Issues/Impact
		<p>Moore Memorial Park Pump Station to the new Snells WWTP.</p> <ul style="list-style-type: none"> The decommissioning of the existing Warkworth WWTP and its local discharge to the Mahurangi River by March 2022 (now extended to 2025). Required the infrastructure to achieve these outcomes by 2022 (now extended to 2025). <p><i>NB: The WWTP construction was to be staged, with upgrades being completed prior to growth related demand.</i></p>	
2018	10,000	Warkworth Wells Drinking Water Treatment Plant Commissioned (Stage 1 – 3 million litres per day (MLD) / 750 million litres maximum annual abstraction).	Delivered 12 months behind schedule. Minor Supply Demand Balance impact that was managed through the tankering of water to Warkworth during peak demand periods.
2018		The Auckland Plan 2050 identified Warkworth as one of six spatial priority nodes for growth. The supporting Future Urban Land Supply Strategy 2017 indicated an increase of around 7,600 dwellings within the 30-year time horizon of the plan, equating to an increase in population of around 23,000 people. This was in addition to significant business growth proposed.	
2019		Auckland Council adopted the Warkworth Structure Plan which identifies that Warkworth will grow from a population of around 5,000 to around 25,000-30,000.	
Mar 2021	30,000 by 2052	Snells Outfall completed.	Completed ahead of the other components of the Warkworth/Snells-Algies Wastewater Servicing Scheme.
Sep 2021	28,000	Transfer Pump Station Construction Commences. Construction on the new Lucy Moore Memorial Park Wastewater Pump Station commences.	On schedule, completion June 2024.
2021	30,000 by 2052	Discharge Consent Extension Granted. The design and construction of this scheme was extremely complex, and this complexity was not effectively recognised or accounted for during the initial discharge consenting process. The timeframe for the new discharge quality parameters was extended to March 2025. The continued operation of the Warkworth WWTP was also extended to March 2025. The existing Warkworth WWTP will need to be decommissioned and its local discharge to the Mahurangi River ceased by March 2025.	Extension Granted until March 2025
Dec 2021	18,000	Construction of Stage 1 of the WWTP commenced.	Mid to late 2025
2022	52,000	New Transfer Pipeline Alignment Consent Granted. Due to cost and community concern associated with traffic disruptions with the consented	18 months added to Transfer Pipeline Delivery Schedule.

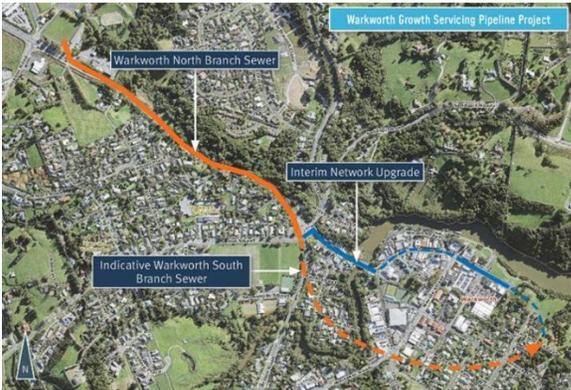
Timing	Population Served	Milestone/Action	Delivery Schedule Issues/Impact
		Transfer Pipeline alignment, Watercare modified the scheme to include a tunnelled pipeline from the Lucy Moore Pump Station to the Snells WWTP.	
Feb 2022		<p>Presentation to local board on the town centre portion of the Growth Servicing pipeline raised questions on local business impact as well as if alternative options had been investigated. The board specifically requested that an option be investigated for feasibility which would run along the riverfront and be covered by a boardwalk. They also suggested engagement with the One Mahurangi business association for local business engagement. Following this feedback a presentation was made to One Mahurangi which raised their serious concerns about impacts on local businesses. This commenced further investigation into alternate options given feedback received of a lack of support if no alternatives were considered.</p> <p>A range of alternatives were then investigated, the boardwalk option quickly ruled out as not feasible due to height requirements of the gravity assets. Feedback was received during this process which continued to emphasise a lack of support for a route through Queen St due to business impact. As feedback from other affected parties was considered, along with other project facets, feasibility was able to be refined, however this took considerable time to ensure all aspects such as environmental impacts, operability and lifetime cost were considered along with community impact.</p>	Further detailed investigations extended the feasibility process resulting in optioneering being completed in May 2024.
Nov 2022	52,000	Transfer Pipeline Construction commenced.	Mid to late 2025
2024		Auckland Council's AGSv1 is released. The new scenario, which aligns with the new land release timing of the FDS, anticipates 18,000 population equivalent for Warkworth by 2052.	

7.1

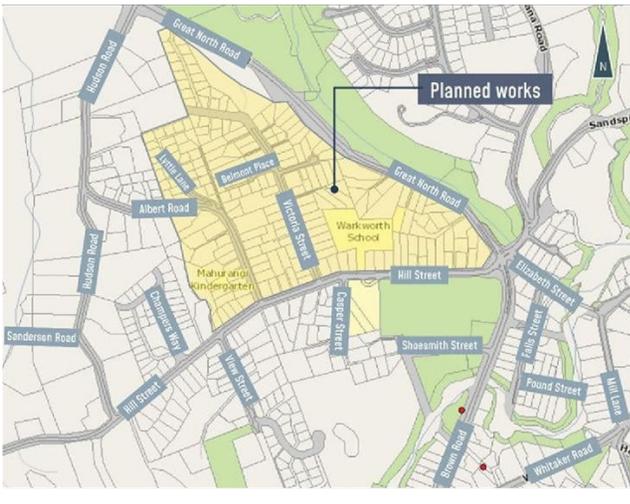
Warkworth/Snells-Algies Wastewater Scheme Current Status

Project	Progress description	
WW0001091 Snells WWTP Upgrade	<p>The New WWTP is expected to be commissioned mid to late 2025 and will service up to 18,000 people.</p> <p>The images to the right show the inlet works of the New Snells WWTP, while the existing Snells WWTP ponds are situated behind it.</p> <p>The Control building, Membrane Bioreactor (MBR), and Activated Sludge Reactor (ASR) process tanks extend to the back-left along the narrow site.</p>	

7.1

Project	Progress description	
<p>WW0001047 Warkworth to Snells Transfer Pipeline</p>	<p>The transfer pipeline works are progressing well. Favourable ground conditions are allowing the tunnel-boring machine to operate at rates faster than anticipated.</p> <p>The photograph depicts one of the tunnel-boring machine shaft locations.</p>	
<p>WW0001113 Warkworth Growth Servicing (Northwest Growth Servicing Pipeline)</p>	<p>This project is under considerable time pressure. To improve delivery efficiency the work has been divided into two packages. The northern section of this pipeline is progressing through design and will move to construction ahead of the southern section.</p> <p>Delivery of the southern section of this pipeline is complicated by crossing the Mahurangi River and the potential construction impacts on the Warkworth Town Centre. Optioneering associated with this portion of the Growth Servicing Project is due to be completed in May 2024.</p>	

7.1

Project	Progress description	
<p>Wastewater System Renewals</p>	<p>In addition to the Warkworth Wastewater Scheme referred to above, Watercare has been implementing the Warkworth Wastewater Rehabilitation Project to help to reduce wastewater overflows and improve water quality in Warkworth.</p> <p>The recently-completed project involved the rehabilitation of 75 manholes and relining of 5.9km of wastewater pipes.</p> <p>This will reduce infiltration into our network and reduce the frequency of wastewater overflows to the environment.</p> <p>Works within the area outlined in the map to the right have been completed.</p>	

7.1

5. Ā muri ake nei / Next steps

Key next steps include:

- Implement communications plan associated with this course of action.
- Implement growth management measures, namely the inclusion of conditions regarding the fact that no service will be provided until the completion of the Warkworth/Snells-Algies Wastewater Servicing Scheme.
- Ensure absolute alignment with the Future Development Strategy is maintained.
- Commence conversations regarding funding of growth which is outside of the Future Development Strategy, with Auckland Council and other relevant parties.



Board meeting | 7 May 2024
Public session



Health, safety, and wellbeing update

For discussion

Te pou whenua tuhinga / Document ownership

Prepared by

Andrew Mercer
Head of Health, Safety, and Wellbeing

Reviewed by

Jamie Sinclair
Chief Corporate Services Officer

Submitted by

Dave Chambers
Chief Executive Officer

1. Te tūhonga / Recommendation

We recommend that the Board notes and discusses this report.

2. Whāinga / Purpose

This report provides a comprehensive overview of health, safety, and wellbeing at Watercare.

3. Take matua / Key points

The report includes:

- Monthly progress update against the seven HSW KPIs.
- March 2024 – details of critical risk incidents.
- The outline plan for attending to the HSE Global’s review recommendations.
- Review of procedures and documentation relating to contractor’s critical risks incidents.

4. Kōrero pitopito / The details

4.1 HSW metrics – March 2024

KPI	Description	Target	January 2024	February 2024	March 2024	Commentary
HSW Climate	The team targets a HSW climate rating of $\geq 8/10$ in each six-monthly Watercare climate survey.	> 8	8.1 (November 2024 results)	8.1 (November 2024 results)	8.1 (November 2024 results)	This survey is done every six months. The next full survey will be in June 2024.
Open iCare cases	95% of iCare cases are closed with appropriate and effective actions within 30 days of having been raised	< 5%	525 12%	627 13%	546 10%	This number is the % of open cases raised in the last 12 months, that are currently open, and have been open over 30 days. Coaches and business partners have been working with their teams to make sure actions are completed and closed.
Leadership Walks	To be determined by business unit	By business unit	85/127 67%	95/127 75%	129/127 102%	We continue to focus on ensuring leadership walks are completed.
Reward & Recognition	All business units to have a way to reward and recognise positive health, safety and wellbeing	By business unit	53	103	144	This is done via the reward and recognition app and business unit/site internal programmes. The numbers reported here are for recognition made via the Teams app.
Training - Induction	All kaimahi complete and maintain a current online Watercare HSW Induction within two months of starting with Watercare.	100% of kaimahi	86.51%	88.42%	94.16%	Automatic Push notifications were sent out in early March.
Training – Safety L-ship in Action	All leaders complete training in leadership engagement interactions	100% of leaders by July 2024	34.17	38.08%	38.65%	This training is held monthly. The aim is for 5% increase each month. We are working with Fletchers to put on some extra sessions to help ensure everyone can complete the training by the end of June 2024.

KPI	Description	Target	January 2024	February 2024	March 2024	Commentary
Permit audits per site	Every month, a minimum of one permit audit is conducted per project/plant	One per site	15/36	34/36	27/36	

4.2 March 2024 recordable Incidents

Watercare incidents

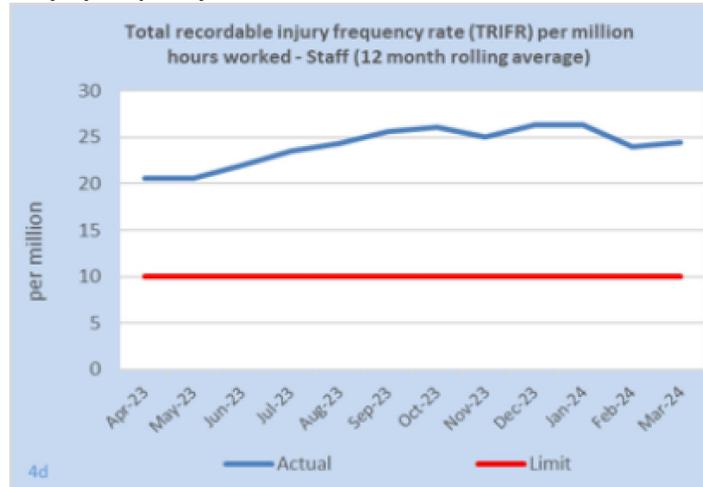
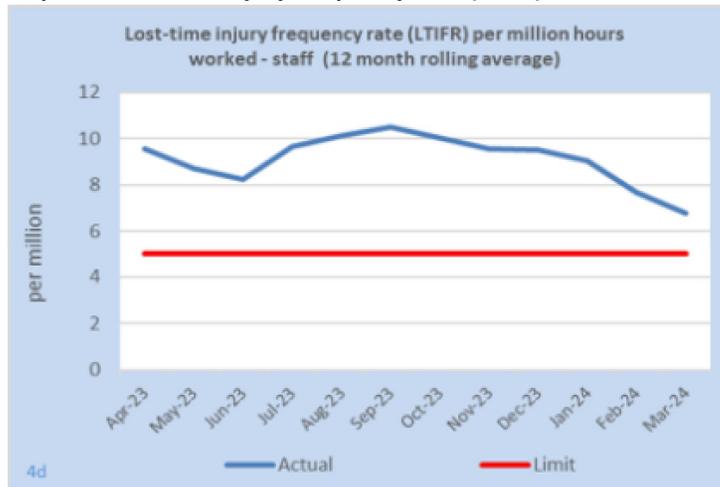
- Lost Time Injury: Injured back at Rosedale WWTP dewatering building, using IBC stacker and pallet jack.
- Medical Treatment Injury: Serviceperson bitten by dog.
- Medical Treatment Injury: Oil and grease sample collection funnel shattered in hand of sampler. 5mm laceration treated at A&E.
- Medical Treatment Injury: Wastewater treatment final effluent splashed in eye when placing weir screen to isolate a chamber. Treated with eye wash and antibiotics.
- Restricted Duties Injury: Maintenance tradesperson jammed finger in ladder.
- Restricted Duties Injury: Maintenance tradesperson cut finger cleaning storeroom at Rosedale WWTP maintenance workshop. 1cm laceration treated at A&E.

Critical events

There were 42 events raised for Watercare, one of these involved a critical risk:

- Working with suspended loads: maintenance team lifting a submersible pump from a chamber for inspection. The fixed lifting chain was rusted through, so a choke sling was used to lift the pump. When the pump was out of the chamber near the workers, the pump shifted in the choke and one of the team attempted to catch the pump. The worker strained his back due to the load.

Graphs for lost time injury Frequency Rate (LTIFR) and total recordable injury frequency rate



The LTIFR is currently 6.78 and TRIFR is 23.95

Contractor incidents

Metric	March 2024
Total recordable frequency rate	12.08
Total recordable injuries	2
Lost time injuries	1
Restricted work injury	1
Medical treatment	0
Notifiable incidents	0
Critical risk/All incidents for month	3/26
High potential critical events	0

Two recordable injuries, none of these involved a critical risk.

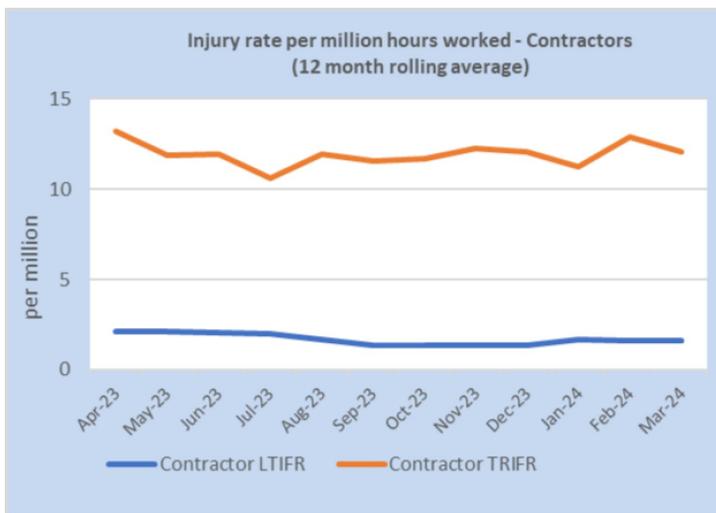
- Lost Time Injury: Meter reader climbed a bank to read a meter, then hurt their arm holding on to a fence and experienced head pain and dizziness.

- Restricted Duties Injury: Worker performing general duties on site developed back pain. Worker was assessed at a medical centre and placed on light duties. Two weeks restricted duties.

Incidents involving critical risks.

In March 2024, there were three contractor events involving critical risk. None of these resulted in a recordable injury.

- Working with mobile plant: An excavator was relocating four rolls of 2.5M long BioCoil coconut matting. The BioCoil rolls dropped out of the excavator grapple hook and rolled down the lower half of the slope on site. A spotter vocally warned people on site in the path of the BioCoil rolling towards them, who moved out of the way.
- Working with mobile plant: An operator was driving a tele-handler and accidentally knocked into a fuel bowser. Some damage to the tank was noticeable but the tank did not rupture.
- Working with or near live energy: A concrete skip contacted an electric cable while lifting in the shaft. Work was stopped and an electrician called in to repair.



4.3 HSE Global review

The HSE Global report sets out a range of observations and recommendations for improvement. The suggested improvements are presented as four priority and three supplementary recommendations (seven in total) The report has been accepted, and an outline action plan for attending to the recommendations is as follows:

- Redefine strategic direction for HSW culture and performance
- Establish new metrics for measuring performance and success
- Build capability and environment to deliver change
- Review effectiveness of implementation and embed or adjust where appropriate.

The action plan will be iterative and will be checked and adjusted with time to ensure that the necessary culture change is successful.

Progress against recommendations will be reported via monthly Board reports in the format shown below. Indicative actions and timeframe for delivery are shown for reference.

Recommendation	Short description	Action	Due	Status	Comments
Priority 1	Agree on a strategic approach to managing health, safety and wellbeing	<ul style="list-style-type: none"> • Collaborative development of new vision and principles for HSW at Watercare • Develop engagement plan for senior leadership and wider organisation and partners 	Jul 2024		
Priority 2	Define a suite of health, safety and wellbeing metrics which can be used in combination to understand Watercare's performance	<ul style="list-style-type: none"> • Develop new metrics and measurement, reflecting and complementing redefined HSW strategy • Develop dashboards and trend analysis to support learning and improvement opportunity 	Aug 2024		
Priority 3	Demonstrate accountability and psychological safety at all levels of the organisation	<ul style="list-style-type: none"> • Develop and implement enhanced safety leadership programme • Embed HOP and learning teams in business • Develop enhanced induction for new starters • Develop psychosocial safety knowledge and capability within Watercare 	Oct 2024		

Recommendation	Short description	Action	Due	Status	Comments
Priority 4	Implement an organisational health and safety committee to increase cross-functional relationship building and organisational learning.	<ul style="list-style-type: none"> Design HSW committee for Watercare (top tier committee) with clear purpose and support Engage with HSRs and senior leaders to ensure appropriate representation Ensure that representatives are trained and prepared for success in role 	Jul 2024		
Supplemental 1	Form a contractor management working group to draw on the internal and external expertise to review current processes with an aim to remove duplication of processes, define areas of influence and share best practice	<ul style="list-style-type: none"> Establish contractor working group Review processes and opportunity for better practice (overlapping duties) 	Aug 2024		
Supplemental 2	Add to the technical capability of the health safety and wellbeing team in high-risk areas to support senior leaders in ensuring compliance in complex areas	<ul style="list-style-type: none"> Redefine role and alignment of HSW team within Watercare Communicate role and function to staff and contractors Develop HSW leadership, and technical HSW team capability 	Jul 2024 Dec 2024		
Supplemental 3	Fully implement Safety in Design (SiD) principles in all project work	<ul style="list-style-type: none"> Ensure that project delivery quality management processes include SiD Capture and share learnings from SiD review. 	Aug 2024		

4.4 Contractor critical risk incident procedures and documentation

Watercare has a responsibility as a PCBU (Person Conducting a Business or Undertaking) under the Health and Safety at Work Act 2015 to ensure a duty of care for contractors carrying out work on behalf of Watercare. That duty of care is reflected in process applied to scope the work, pre-qualify contractors, engage and monitor, then review and close out. Requisite HSW capability and performance of contractors is set out in the document Contractor Health, Safety and Wellbeing Expectations included with any contract documents alongside and contract-specific requirements. Those requirements include the provision of a health, safety and wellbeing management plan that details the process for managing the reporting and investigation of a critical risk incident on a site under control of a contractor.

Watercare has developed the *Watercare and Contractor Joint Post Incident Protocols* document, that has been issued to our Contractors to provide clarity and structure to the process of managing an incident involving our Contractors' activity. When an incident occurs, the Contractor is expected to notify Watercare within the timeframes specified in the Post-Incident Protocols, with appropriate information. Those protocols also guide the appropriate level of incident response (i.e. Level 1, Level 2 or Level 3, depending on severity of incident) and the distribution of responsibilities for Watercare and the Contractor respectively, including notification to WorkSafe, if required. The incident will be recorded in iCare by Watercare's contract representative, and any subsequent investigation report and lessons learned/safety alert will be shared with Watercare to help ensure that duty of care is exercised appropriately.



Board - Public Session - Board planner

		Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Meetings	Board	9-Apr 23-Apr	7-May	12-Jun (Statutory Public Meeting) 25-Jun	10-Jul	6-Aug	3-Sep	8-Oct	5-Nov (Statutory Public Meeting)	12-Dec
	Audit and Risk Committee	23-Apr	21-May	21-Jun		16-Aug 30-Aug			19-Nov	
	Asset Management Committee	23-Apr		26-Jun		5-Aug			20-Nov	
Running the Business	Financial			Watercare's Insurance Renewal Programme 2024-25 Board approval of 2024/2025 Budget	Auckland Council and Watercare to review 30 June Treasury Interest rates	Approve Auckland Council Reporting Pack (via an out-of cycle resolution)	Approve 2023/234 accounts Delegate final sign off of Annual Report 2024		Auckland Council Draft Annual Plan - approve Watercare input	
	Statement of Intent	Q3 Performance Report due to Council by 26 April 2024		Present shareholder SOI feedback at public meeting. Public deputations to be received Financial Information for the Statement of Intent 2024-27	Final submission of 2024-2027 SOI to Council on or before 31 July 2024	Final 2024-2027 SOI adopted by Auckland Council Q4 Performance Report due to Council by 30 August 2024		Q1 (FY25) Performance Report due to Council by 25 October 2024	2023/2024 SOI Results to be presented to Board at Public Meeting. Public deputations to be received	2025/26 Letter of Expectations to be received
	Community and Stakeholder Relationships	Stakeholder and iwi Watercare deep dive performance discussion at the CCO Direction and Oversight Committee meeting of 9 April 2024	Progress update from Infrastructure, Operations and Customer teams on the recommendations of the Citizens' Assembly and Oversight Committee meeting of 9 April 2024	Stakeholder	iwi Watercare deep dive performance discussion at the CCO Direction and Oversight Committee meeting of 23 July 2024	Stakeholder	iwi	Stakeholder	iwi Progress update from Infrastructure, Operations and Customer teams on the recommendations of the Citizens' Assembly	Stakeholder
	Governance		Q3 Statutory compliance Policy update Enterprise Risk Report	Corporate Governance charter Update on Auckland flood recovery	Policy update	Enterprise Risk Report Q4 Statutory compliance	Update on Auckland flood recovery Policy update	Board Strategy Session Climate Change Governance Workshop	Enterprise Risk Report Q1 Statutory compliance Policy update	Update on Auckland flood recovery Delegations to the CE Policy
	Karakia	Julian Smith	Margaret Devlin	Frances Valintine	Nicki Crauford	Graham Darlow	Julian Smith	Graham Darlow	Julian Smith	Graham Darlow
Confidential	Waiuku WTP Huaia WTP replacement procurement approach Central Interceptor - Point Erin Extension update	CE's KPIs Smart meters business case Review of borrowing cost accounting treatment policy	Approve projected 24/25 price increases Approve CE's KPIs for FY25 Sensitive expenditure policy - update		A year end progress update for CE's KPIs			Business case for smart meters CE's KPIs	Waiuku water supply system upgrade	
Audit & Risk Committee	Finance process improvement Audit matters update Update on borrowing cost accounting treatment policy Insurance update	Present plan for Year end to A&R Watercare's Insurance Renewal Programme 2024-25 Review tax ahead of year end Internal Audit Report Directors' expenses for the quarter ended 31 March 2024 Sensitive expenditure policy - update Biosolids Servicing Risks and Options			Auckland Council FY24 Reporting Pack Approval of Financial Statements FY24			Delegations to the CE Policy		
Asset Management Committee	Deep dive on Digital programme Waikato District Council contract - dashboard and update		Deep dive on Enterprise Model		Waikato District Council contract - update Deep dive on Central Interceptor			Waiuku water supply system upgrade Deep dive on Huaia Water Treatment Plant		

Board meeting | 7 May 2024
Public session



Directors' appointment terms, committee memberships and meeting attendances

For information

Te pou whenua tuhinga / Document ownership

Prepared by

Emma McBride
Head of Legal and Governance

Recommended and submitted by

Dave Chambers
Chief Executive Officer

1. Te tūtohunga / Recommendation

We recommend that the Board notes this report outlining directors' appointment terms, committee membership and meeting attendances.

2. Take matua / Key points

The key points are:

- the tenure of the current directors of Watercare Services Limited
- details of the committees each director is a member of
- details of directors' attendance at Board and committee meetings over the calendar year.

3. Kōrero pitopito / The details

We currently have five directors appointed by Auckland Council.

3.1 The tenure of the current directors

Director	Original appointment date	End of term
Margaret Devlin (Board Chair)	1 November 2016	4 th term ends at such time as the annual audit of Watercare has been completed for 2024 (estimated to be August/September 2024)
Nicola Crauford	1 April 2014	5 th term ends at such time as the annual audit of Watercare has been completed for 2024 (estimated to be August/September 2024)
Graham Darlow	3 February 2021	2 nd term ends on 31 October 2027
Frances Valintine	1 November 2019	2 nd term ends on 30 June 2024
Julian Smith	1 January 2022	2 nd term ends on 31 October 2027

3.2 Details of the committees

We have two committees to assist the Board in its corporate governance. Committee Chairs and members are appointed by the Chair. Attendance at Committee meetings by non-members is optional.

Director	Audit and Risk Committee	Asset Management Committee ⁺
Margaret Devlin (Board Chair)	✓	✓
Nicola Crauford	Committee Chair	✓
Graham Darlow	✓	Committee Chair
Frances Valintine		
Julian Smith		
Dave Chambers [#]		
Brendon Green [*]	✓	
Hinerangi Raumati-Tu'ua [*]	Committee Chair	

^{*} Resigned on 31 July 2023.

⁺ This committee was established at the 8 August 2023 Board meeting.

[#] Dave Chambers was on sabbatical from the Board for the period from 7 February 2023 to 9 April 2024 whilst acting chief executive of Watercare. Dave resigned from the Board on 9 April 2024 and accepted an offer of employment to be the chief executive of Watercare on a fixed-term contract until June 2025.

3.3 Directors' attendance at Board and committee meetings

Attended ✓ Did not attend ✕ Not on the committee ■	Attendance at Board meetings												Attendance at Audit and Risk Committee meetings ^x					Attendance at Asset Management Committee meetings								
	25 January 2024	8 February 2024	5 March 2024	9 April 2024	23 April 2024	7 May 2024	12 June 2024	25 June 2024	10 July 2024	6 August 2024	3 September 2024	8 October 2024	5 November 2024	12 December 2024	7 February 2024	23 April 2024	21 May 2024	21 June 2024	16 August 2024	30 August 2024	19 November 2024	19 February 2024	23 April 2024	26 June 2024	5 August 2024	20 November 2024
Margaret Devlin	✓	✓	✓	✓	✓									✓	✓						✓	✓				
Nicki Crauford	✓	✓	✓	✓	✓									✓	✓						✓	✓				
Frances Valintine	✓	✓	✓	✓	✓																					
Graham Darlow	✓	✓	✓	✓	✕									✕	✓						✓	✓				
Julian Smith	✓	✓	✓	✓	✓									✓	✓							✓				



Board meeting | 7 May 2024
Public session

Disclosure of Directors' and Executives' interests

For information

Te pou whenua tuhinga / Document ownership

Prepared by

Emma McBride
Head of Legal and Governance

Recommended and submitted by

Dave Chambers
Chief Executive Officer

1. Te tūhanga / Recommendation

We recommend that the Board notes the directors' and executives' interests.

2. Take matua / Key points

Section 140 of the Companies Act 1993 requires all directors to keep an Interests Register, which must be disclosed to the Board of the company.

One of key principles of good governance is transparency and having an open and honest approach to working with the wider community. Watercare not only maintains an Interests Register for its directors, but also voluntarily maintains an Interests Register for our executives.

3. Kōrero pitopito / The details

3.1 Watercare Services Limited's Directors' Interests Register

DIRECTOR	INTEREST
Margaret Devlin	<ul style="list-style-type: none"> • Director, Waikato Regional Airport • Director, Titanium Park (wholly owned subsidiary of Waikato Regional Airport) • Director, Waimea Water Limited • Director, IT Partners Group • Chair, Advisory Board Women in Infrastructure Network • Chair, Hospice Waikato

DIRECTOR	INTEREST
	<ul style="list-style-type: none"> • Chartered Fellow, Institute of Directors • Member, Institute of Directors, Waikato Branch Committee • Director, Dairy NZ Limited
Nicola Crauford	<ul style="list-style-type: none"> • Director and Shareholder, Riposte Consulting Limited • Trustee, Wellington Regional Stadium Trust • Director and Chair, Burgundy Holdco Limited (owner of StraitNZ Limited) • Director, Lyttleton Port Company Limited
Frances Valintine	<ul style="list-style-type: none"> • Director, The Mind Lab Limited • Director, Tech Futures Lab • Director and Shareholder, Harcourt Jasper Limited • Director and Shareholder, Pointed Tangram Limited • Director and Shareholder, Harper Lilley Limited • Director and Shareholder, On Being Bold Limited • Director and Shareholder, Sandell Trustees Limited • Selection Advisor, Edmund Hillary Fellowship • Board of Trustee, University of Silicon Valley • Shareholder, Thought-Wired Limited • Director, Academy EX Limited • Director, Earth Futures Lab • Director, Edlab Limited
Graham Darlow	<ul style="list-style-type: none"> • Director, Holmes GP ANZ Ltd • Director, Hick Group Ltd • Business Executive, Acciona Infrastructure NZ Limited • Director and Shareholder, Brockway Consulting Limited • Chair, Frequency NZ Limited • Director, Hick Bros. Civil Construction Limited • Director, Tainui Auckland Airport Hotel GP (No.2) Limited • Director, Hick Bros. Heavy Haulage Limited • Director, Hick Bros. Holdings Limited

DIRECTOR	INTEREST
	<ul style="list-style-type: none"> • Director, Holmes Group Limited • Chair, The LEAD Alliance Board
Julian Smith	<ul style="list-style-type: none"> • Advisory Board Member Vadacom Limited • Board Trustee, Look Good Feel Better Trust • Director and Shareholder of JTB Enterprises Limited • Committee member of Institute of Directors, Auckland Committee • Chair, Institute of Directors Te Tai Tokerau, Northland Sub-Committee • Committee member of Body Corporate Chairs Group NZ, Auckland Committee • Body Corporate Committee member, The Connaught Residential Apartments, Auckland • MyCareerBrand

3.2 Watercare's Executives' Interests Register

EXECUTIVES	INTEREST
Dave Chambers	• Director, GB & DD's Outfit Limited
Jamie Sinclair	• Director and Shareholder, Sinclair Consulting Group Ltd
Shayne Cunis	Nil
Priyan Perera	• Board member, Water New Zealand • Director and shareholder, Popellow Limited
Amanda Singleton	• Director, Die Weskusplek Pty Limited (South Africa) • Trustee, Te Motu a Hiaroa (Puketutu Island) Governance Trust • Board member, Burns Support Charitable Trust
Nigel Toms	• Director, TRN Risk & Resilience Consulting
Mark Bourne	• Trustee, Te Motu a Hiaroa (Puketutu Island) Governance Trust
Andrew Chin	Nil
Sarah Phillips	Nil
Richard Waiwai	• Director and owner, Te Hautapu Consultants Limited • Trustee of Te Rana Te Araroa Waiwai Whanau Trust • Relatives work for Waikato Tainui
Angela Neeson	• Director, Tranquillo Properties Limited

