



ASSETS AND SERVICES COMMITTEE

Agenda

NOTICE OF MEETING

An ordinary meeting will be held in the Council Chambers, 18 Kitchener Street, Martinborough on Wednesday 12 August 2020 at 9:00am. The meeting will be held in public (except for any items specifically noted in the agenda as being for public exclusion).

MEMBERSHIP OF THE COMMITTEE

Councillors Brian Jephson (Chair), Garrick Emms, Rebecca Fox, Pip Maynard, Alistair Plimmer, Ross Vickery and Mayor Alex Beijen.

Open Section

- A1.** Apologies
- A2.** Conflicts of interest
- A3.** Public participation
As per standing order 14.17 no debate or decisions will be made at the meeting on issues raised during the forum unless related to items already on the agenda.
- A4.** Actions from public participation
- A5.** Extraordinary business
- A6.** Minutes for Confirmation: Pages 1-4
Assets and Services Committee Minutes of 17 June 2020
Proposed Resolution: *That the minutes of the Assets and Services Committee meeting held on 17 June 2020 are a true and correct record.*
- A7.** Minutes from Subcommittee for Receipt: Pages 5-6
Water Race Subcommittee Minutes of 30 June 2020
Proposed Resolution: *That the minutes of the Water Race Subcommittee meeting held on 30 June 2020 are received.*
- B. Reports from Subcommittees**
 - B1.** Recommendation from Water Race Subcommittee Pages 7-8
- C. Information and Verbal Reports from Chief Executive and Staff**
 - C1.** Wellington Water Annual Performance Report Pages 9-29
Colin Crampton in attendance

C2.	Wellington Water - Statement of Intent Report Colin Crampton in attendance	Pages 30-68
C3.	Water Reforms - Verbal Update from Wellington Water Colin Crampton in attendance	
C4.	Lake Ferry Wastewater - Verbal update from Wellington Water Ian McSherry in attendance	
C5.	Solid Waste Management and Minimisation Bylaw Report	Pages 69-101
C6.	Partnerships and Operations Report Enviroschools in attendance (Karyn Burgess and Gill Stewart)	Pages 102-134
C7.	Action Items Report	Pages 135-140

D. Confirmation of Public Excluded minutes

Proposed Resolution: *That the public be excluded from the following parts of the proceedings of this meeting, namely:*

D1.	Assets and Services Committee Minutes 17 June 2020 (public excluded)	Pages PE1-PE2
------------	--	---------------

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

Report/General Subject Matter	Reason for passing this resolution in relation to the matter	Ground(s) under Section 48(1) for the passing of this Resolution
Confirmation of public excluded minutes of 17 June 2020 (subject matter: Hutchings Metal Pit, 100 Fenwicks Line, Greytown)	Good reason to withhold exists under section 7(2)(a)(i)	Section 48(1)(a)

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

Reason for passing this resolution in relation to the matter	Ground(s) under Section 48(1) for the passing of this Resolution
(a)The withholding of the information is necessary to protect information the privacy of natural persons, including that of deceased natural persons. (i) The withholding of the information is necessary to enable the Council to carry out, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	Section 7(2)(a)(i)

Proposed Public Excluded Resolution: *That the public excluded minutes of the Assets and Services Committee meeting held on 17 June 2020 are a true and correct record.*



**ASSETS AND SERVICES COMMITTEE
Minutes from 17 June 2020**

- Present:** Councillors Brian Jephson (Chair), Garrick Emms, Rebecca Fox, Pip Maynard, Alistair Plimmer, Ross Vickery until 9:49am and Mayor Alex Beijen.
- In Attendance:** Euan Stitt (Group Manager Partnerships and Operations), Amy Wharram (Communications Manager), Katrina Neems (Chief Financial Officer), and Suzanne Clark (Committee Advisor).
Wellington Water: Ian McSherry, Laurence Edwards, Steve Hutchison, and Steve Wright.
- Conduct of Business:** The meeting was held in the Supper Room, Waihinga Centre, Texas Street, Martinborough and was conducted in public between 9:02am and 11:20am except where expressly noted.
- Also in Attendance** Cr Pam Colenso, Cr Brenda West, Cr Leigh Hay and Colin Olds (Chair of Water Race Subcommittee) for part only.
-

Open Section

- A1. Apologies**
There were no apologies.
- A2. Conflicts of Interest**
Cr Plimmer declared a conflict of interest with agenda item B1 Recommendations from Water Race Subcommittee.
- A3. Public Participation**
There was no public participation.
- A4. Actions from Public Participation**
There were no actions from public participation.
- A5. Extraordinary Business**
There was no extraordinary business.

A6. Minutes for Confirmation

ASSETS AND SERVICES COMMITTEE RESOLVED (A&S2020/28) that the minutes of the Assets and Services Committee meeting held on 19 February 2020 are a true and correct record.

(Moved Cr Plimmer/Seconded Cr Vickery)

Carried

A7. Minutes for Receipt

ASSETS AND SERVICES COMMITTEE RESOLVED (A&S2020/29) to receive the minutes of the Water Race Subcommittee meeting held on 13 February 2020.

(Moved Cr Plimmer/Seconded Cr Emms)

Carried

B Reports from Subcommittees

B1. Recommendations from Water Race Subcommittee

Mr Olds discussed the recommendations from the Water Race Subcommittee with members. Members discussed hand over arrangements for Wellington Water, understanding the impact of the Freshwater Reform and the GWRC proposed Natural Resources Plan on the future of water races, the impact of Greytown's growth on the Moroa Water Race, future amendments to the water race bylaws and a request from the Subcommittee for diversions or major changes to the network to be formally notified to them.

Development of a survey was informally approved, and members asked that the final survey be submitted to the Committee for approval prior to release.

Recommendation three was not considered.

ASSETS AND SERVICES COMMITTEE RESOLVED (A&S2020/30):

1. To receive the Recommendations from Water Race Subcommittee Report.

(Moved Cr Fox/Seconded Cr Plimmer)

Carried

2. To endorse the recommendation from the Water Race Subcommittee and appoint Dennis Hodder (representing Longwood Water Race) to the Water Race Subcommittee.

(Moved Cr Plimmer/Seconded Cr Fox)

Carried

C Information and Verbal Reports from Chief Executive and Staff

C1. Partnerships and Operations Report

Members discussed the roading maintenance contract and governance reporting, major road works, replanting at Lake Ferry, Martinborough business precinct redesign, wastewater complaint responses, Longwood Water Race consent, and applications made to the Provincial Growth Fund.

Councillors thanked the Amenities team for the work undertaken during the COVID-19 lockdown.

Cr Vickery left the meeting at 9:49am.

ASSETS AND SERVICES COMMITTEE RESOLVED (A&S2020/31):

1. To receive the Partnerships and Operations Report.
(Moved Cr Plimmer/Seconded Mayor Beijen) Carried
2. Action 236: Forward councillors the drone survey results of Cape Palliser Road for information; E Stitt

C2. Proposed Wastewater Programme

Ian McSherry and staff from Wellington Water discussed the report with councillors and answered questions on budget and work completed and forecast for the 20/21 year, urgency of work budgeted and staff training.

ASSETS AND SERVICES COMMITTEE RESOLVED (A&S2020/32):

1. To receive the Proposed Wastewater Programme Report.
(Moved Cr Plimmer/Seconded Cr Fox) Carried
2. Action 237: Advise councillors whether Wellington Water wastewater operations staff are being trained to a NZ recognised qualification; E Stitt

C3. Drinking Water Programme Report

Mr McSherry and staff from Wellington Water discussed the report with councillors and answered questions on the timeframe and costs to implement the proposed permanent solution for the Waiohine Treatment Plant and risks associated with slowing the programme, liaising with the RSA and the Soldiers Memorial Park Users Group regarding permanent placement of containers, community consultation, life and performance of the proposed water storage bladders and review of alternative supply solutions, Pirinoa water supply system, town growth modelling and removal of stock from the bore field.

Mayor Beijen left the meeting at 10:10am.

Mayor Beijen returned to the meeting at 10:13am.

ASSETS AND SERVICES COMMITTEE RESOLVED (A&S2020/33) to receive the Proposed Drinking Water Programme Report

(Moved Cr Plimmer/Seconded Cr Fox) Carried

C4. Manganese Reduction Plant and Water Treatment Plant Upgrade

Mr McSherry and staff from Wellington Water noted that the project was a month behind due to COVID-19. Councillors requested that the Plant was not commissioned just prior or during Toast Martinborough.

ASSETS AND SERVICES COMMITTEE RESOLVED (A&S2020/34) to receive the Manganese Reduction Plant and Water Treatment Plant Upgrade Report.

(Moved Cr Plimmer/Seconded Cr Fox) Carried

C5. Featherston Wastewater Treatment Plan Waste Disposal

Mr McSherry and staff from Wellington Water outlined the proposed process for developing a preferred concept for Featherston Wastewater Treatment Plant.

ASSETS AND SERVICES COMMITTEE RESOLVED (A&S2020/35) to receive the Featherston Wastewater Treatment Plant Waste Disposal Report.
 (Moved Cr Plimmer/Seconded Cr Fox)

Carried

E Consideration of Public Excluded Business

COUNCIL RESOLVED (A&S2020/36) that the public be excluded from the following part of the meeting, namely:

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

Report/General Subject Matter	Reason for passing this resolution in relation to the matter	Ground(s) under Section 48(1) for the passing of this Resolution
Hutchings Metal Pit, 100 Fenwicks Line, Greytown	Good reason to withhold exists under section 7(2)(a)(i)	Section 48(1)(a)

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

Reason for passing this resolution in relation to the matter	Ground(s) under Section 48(1) for the passing of this Resolution
a) The withholding of the information is necessary to protect information the privacy of natural persons, including that of deceased natural persons.	Section 7(2)(a)
i) The withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage negotiations (including commercial and industrial sensitivity)	Section 7(2)(i)

(Moved Cr Maynard/Seconded Cr Fox)

Carried

Confirmed as a true and correct record

.....(Chair)

.....(Date)



**WATER RACE SUBCOMMITTEE
Minutes from 30 June 2020**

Present:	Colin Olds (Chair), Paul Harvey, Jim Hedley, Frank van Steensel, Cr Rebecca Fox, Justine Thorpe, Dennis Hodder and Mayor Alex Beijen.
In Attendance:	Bill Sloan (Waters Project Officer) and Suzanne Clark (Committee Advisor) and for part only Euan Stitt (Group Manager Partnerships and Operations), Ian McSherry (Wellington Water), and Russell Hooper (Russell Hooper Consulting).
Conduct of Business:	The meeting was held in the Supper Room, Waihinga Centre, Texas Street, Martinborough and was conducted in public between 2:00pm and 2:50pm.

Open Section

A1. Apologies

There were no apologies.

A2. Conflicts of Interest

Justine Thorpe declared a conflict of interest as she works for Tu Ora Compass Health which had a subsidiary company that will hold the head lease on the Five Rivers Medical development. Water Race diversion had been granted to the Five Rivers development.

A3. Public Participation

There was no public participation.

A4. Actions from Public Participation

There were no actions from public participation.

A5. Minutes for Confirmation

WATER RACE SUBCOMMITTEE RESOLVED (WRS2020/08) that the minutes of the meeting held 13 February 2020 be confirmed as a true and correct record.

(Moved Mayor Beijen/Seconded Cr Fox)

Carried

A6. Extraordinary Business

There was no extraordinary business.

B Decision Reports from Chief Executive and Staff

B1. Water Race Subcommittee Report

Mr Hooper provided an update on the Longwood Resource Consent application and answered members questions on costs, requirements and approach of a short term consent versus a long term consent application, ecological and hydrology findings to date, use of Ruamahanga Whaitua findings, and timeframes for a Greater Wellington Regional Council decision on whether to accept the application and whether it will be notified.

Members agreed that recommendation (WRS2020/07) be resubmitted to the Assets and Services Committee.

That the management of the Greytown stormwater system, which currently uses the Moroa Water Race network, needs to be considered by the Assets and Services Committee, and that any investigation towards that outcome is not funded by Moroa Water Race ratepayers.

Members discussed the timeframe for handing over the Water Race management to Wellington Water and what measures were being put in place for a smooth transition. Officers undertook to provide regular updates on the transition.

Members discussed rating arrangements for beneficiaries of the historical Farley subdivision diversion.

WATER RACE SUBCOMMITTEE RESOLVED (WRS2020/09) to receive the Water Race Reports.

(Moved Cr Fox/Seconded van Steensel)

Carried

B2. Action Items Update Report

WATER RACE SUBCOMMITTEE RESOLVED (WRS2020/10) to receive the Water Race Subcommittee Appointment Report.

(Moved Thorpe/Seconded Cr Fox)

Carried

Confirmed as a true and correct record

.....(Chair)

.....(Date)

ASSETS AND SERVICES COMMITTEE

12 AUGUST 2020

AGENDA ITEM B1

RECOMMENDATIONS FROM WATER RACE SUBCOMMITTEE

Purpose of Report

To provide an opportunity for members to consider recommendations received from the Water Race Subcommittee.

Recommendations

Officers recommend that the Committee:

1. *Receive the Recommendations from Water Race Subcommittee Report.*
2. *That the following recommendation from the Water Race Subcommittee be considered:*

Recommendations from Water Race Subcommittee	Resolution Number
1. To recommend to the Assets and Services Committee that the management of the Greytown stormwater system, which currently uses the Moroa Water Race network, needs to be considered by the Assets and Services Committee, and that any investigation towards that outcome is not funded by Moroa Water Race ratepayers.	WRS2020/07

Officers recommend that for clarity, the Committee consider the following amended recommendation:

Amended recommendation from officers
1. To recommend to the Assets and Services Committee that the management and further investigation of the Greytown stormwater system (which uses the Moroa Water Race Network as a conduit) and any consequent funding for capital improvement works within the Greytown urban area, needs to be considered by the Assets and Services Committee. The Water Race Committee confirm and recommend that any resourcing to secure that outcome in anyway is not funded by Moroa Water Race ratepayers.

1. Background

1.1 Greytown Storm Water System

The officers report presented to the Subcommittee outlined the work done to address issues associated with shared use of the water race for both rural stock watering purposes and urban storm water disposal.

The Subcommittee did not agree with the suggestion that rural water race ratepayers pay for an updated stormwater management plan to address what they believe is an urban stormwater problem.

The Subcommittee has been delegated the power to make recommendations to the Assets and Services Committee on Greytown urban waters and storm water channels. The Subcommittee requests that the Assets and Services Committee takes ownership for considering storm water management issues and that any costs associated with this work are not funded by Moroa Water Race ratepayers.

The original report to the Committee can be found here: [Water Race Subcommittee Report](#)

Contact Officer: Suzanne Clark, Committee Advisor

Reviewed By: Euan Stitt, Group Manager Partnerships and Operations

ASSETS AND SERVICES COMMITTEE

12 AUGUST 2020

AGENDA ITEM C1

WELLINGTON WATER PERFORMANCE REPORT

Purpose of Report

To inform Councillors of Wellington Water's SWDC Performance Report for 2019/2020.

Recommendations

Officers recommend that the Council:

1. *Receive the Wellington Water Performance Report.*

1. Executive Summary

Wellington Water has compiled its first performance report for SWDC. The report is presented for Committee review and discussion with Wellington Water CEO, Colin Crampton.

2. Appendices

Appendix 1 – Wellington Water – SWDC Performance Report 2019/2020

Appendix 2 – Wellington Water SWDC Job analysis 2019/2020

Contact Officer: Euan Stitt, GM Partnerships and Operations

Appendix 1 – Wellington Water – SWDC Performance Report 19/20

Wellington Water Quarter 4 Performance

Amongst the Covid-19 lockdown



Outcomes

Delivering on our three outcomes



Safe and healthy water

- We delivered 14,192 million litres of 100% safe drinking water to the metropolitan Wellington region
- We delivered 399,000 litres to South Wairarapa
- On track to deliver high quality drinking water in South Wairarapa by December 2020
 - Significant improvements have been made in all SWDC water treatment plants with additional treatment barriers
 - Working through implementing further improvements to bring them to the level required for compliance over the next 12 months
- One Boil Water Notice issued this quarter, following a break in an AC main in Featherston caused by landslip
 - Notice in effect for 5 days, testing showed no contamination issues throughout the notice period

Respectful of the environment

- We treated 13,645 million litres of wastewater before safely discharging to sea (in metropolitan Wellington) and 262,247 litres to land (South Wairarapa)
- No adverse health effects from wastewater entering the environment
- Two pollution events (due a power outage and a blockage)
 - We carried out thorough investigations into pollution sources in Owhiro Bay
 - We responded to pollution at Titahi Bay and have repaired cross connections and collapsed pipes
 - We worked with Karori Residents Association and Wellington City Council to place signage at Karori Stream
- There were two occasions of non-compliance for effluent quality; one at Moa Point and one at Western
- An infringement notice and subsequent abatement notice received relating to work in or near streams
- The regional wastewater contract became fully implemented on 1 June, with transition of the Seaview WWTP to Veolia and trunk sewer to the Customer Operations Group (COG)

Resilient networks that support our economy

Network resilience was tested this year, with rapid response required for some critical failures:

- We fixed two high criticality assets in Wellington City during Q4
 - Dixon Street – collapsed tunnel – new pipeline designed and installed within two months
 - Mt Albert – high pressure sludge pipe failures – both lines now fully reconditioned to provide at least 10 years service
- Another critical asset failure (wastewater pressure pipe burst) in Victoria Street, Wellington City was quickly repaired
- Featherston's water supply was interrupted for 1 day after a landslip caused by prolonged rain. A Boil Water Notice was in place for 5 days to allow for network disinfection. Alternate supply was made available, with normal supply fully restored 1 week later
- The change in season brought on small flood events, all managed by the COG
- All these events were overseen by our network controller – a single position within Wellington Water to ensure all events are managed with the customer in mind

Putting customers at the heart of everything we do



- Customer satisfaction 86% for Q4 (peaked at 96% during Covid-19)
- We continue to manage high community expectations and water quality of rivers, streams and coasts at Owhiro Bay; Karori and Titahi Bay (the new global stormwater consent requires levels of service, for example water quality testing and investigations, that we are not funded to meet)
- Annual customer survey shows lower confidence in Wellington Water for
 - Planning for the future
 - Keeping wastewater out of waterways
 - This indicates the Dixon Street and Mt Albert Tunnel critical failures have affected the community's confidence in our water networks and our councils and ourselves
- There are increasing community expectations during service outages, particularly for temporary water and communications

Covid-19: Lockdown March 25-May 22

- Who would have thought that a global pandemic would have impacted our business during 19/20
- Wellington Water was deemed as an essential services provider, so work carried on mostly as normal. We re-oriented our business to focus on the front line
- All personnel performing critical activities (water treatment, wastewater treatment, networks) were duplicated to provide redundancy against the impacts of the virus
- There was no drop off in customer service over the Covid-19 period
- Due to the duplication, low traffic volumes, and good customer relations we reduced the service backlog by 80% (this did come at extra cost though – see Opex summary)

Overall performance

Network management

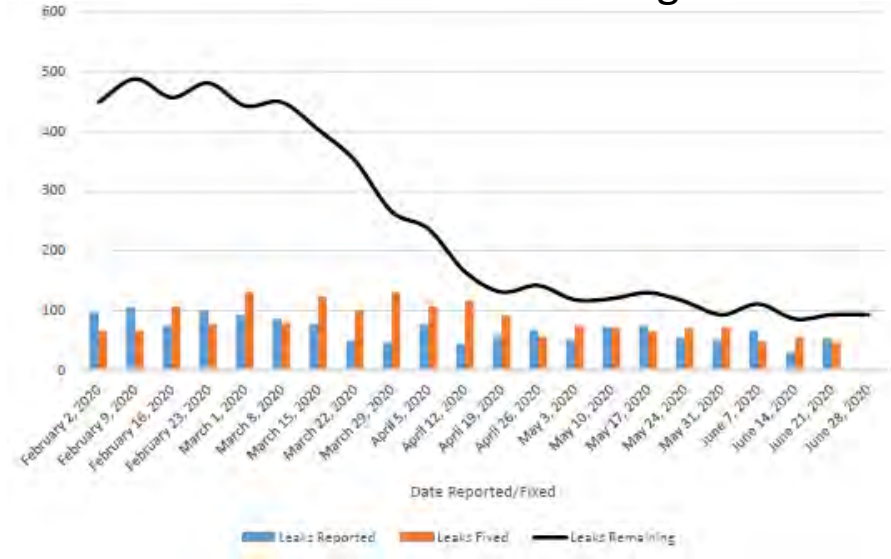


Network performance headlines

We have transitioned from an outsourced to an alliance delivery model for customer-facing service

- Achieved an overall customer satisfaction rating 86% (96% during Covid lockdown)
- Reduced leak job backlog by approx. 80% across four cities.
- Established new service depots in South Wairarapa, Porirua, Hutt Valley, Wellington south, increasing response capability and resilience
- Due to aging assets and under-investment in renewals, we've seen an increase in service request numbers of 12% across the region, and expect a similar increase this year
- Not all response time targets were met; however our responses are in line with current levels of investment and efficient service delivery, and are meeting customer expectations.

Total leaks outstanding



This graph shows a typical picture of the reduction in leaks we were able to achieve over the past two quarters

Response times and customer satisfaction

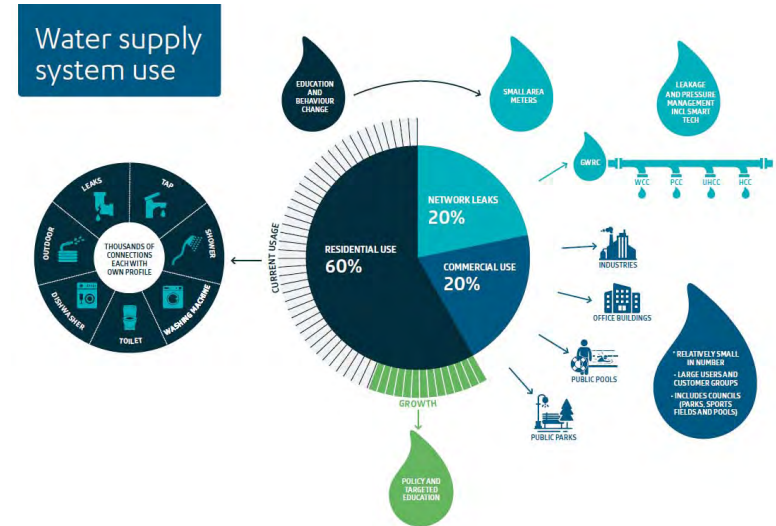
- The response times we are achieving for Urgent work reflects funding levels
- Increasing funding to achieve Urgent work response times would add little value at this point (given customer satisfaction levels and resource constraints)
- Different target settings do not help a consistent and efficient service delivery.
- Non-urgent jobs can take five to seven days to get service plans, mark-outs and traffic plans approved, before work starts – making a five day target highly impractical
- Variations in response time reporting can arise as staff focus on repairs, and complete reporting later
- This inconsistency will reduce through use of Maximo – our single job management platform

Median response times: non-urgent	HCC		PCC		SWDC		UHCC		WCC	
	Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved
Response:	36 hours	160 hrs	36 hours	121 hrs	48 hours	41 hours	36hours	126 hrs	36 hours	146 hrs
Resolution:	15 days	11 days	5 days	7 days	8 days	4 days	15 days	8 days	5 days	10 days

Water supply and demand

- Full drinking water quality compliance, with the exception of South Wairarapa, which will be achieved this year.
- Water loss re-calibrated to 19% across the region, but because of the lack of metering, this number is an estimate (95% confidence interval: 7%-32%).
- Bulk water supply leakage is very low – less than 1%
- We want to address leakage and demand through the sustainable water strategic priority
- Summer demand contained through standard watering restrictions and weather, meaning we were able to remain within extraction consent limits
- Growth forecasts add to the drive to manage demand

Where our water goes



Water and the environment



- No human health incidents arising from wastewater. However, fats, wipes and other material led to network overflows in dry weather
- Bathing water quality was generally good throughout summer
- Urban streams are polluted by a variety of sources, and communities are increasingly unhappy with this as a status, and a risk. We've carried out extensive investigations in Wellington and Porirua catchments, and increased engagement with communities but we are not funded to sustain this level of work.
- Councils have committed new funding for roving crews to improve this performance and we are working with communities to increase their input; however private sources of pollution are generally very difficult to resolve
- Storm events again led to some flooding of inhabitable floors and network overloading. We see this as likely to continue to be an issue, and are building strong response protocols at the frontline and internally (emergency management teams)
- Frontline team received positive support from public and government agencies for work during lockdown

Water quality testing

17/01/2020	18/01/2020	19/01/2020	20/01/2020	21/01/2020	22/01/2020
280	220	620	64	12	4
220	2000	2200	140	38	300
1000	690	3600	100	32	620
490	130	1100	250	240	4

Colony-forming units measured from samples in streams and at stream mouths often differ greatly from those taken in the sea nearby.

A high reading prompts an investigation, and the more measurements we take in streams, the more issues we are likely to demonstrate ongoing pollution.

Looking ahead

2020/21



So what does 2020/21 hold?

- Clear budget allocation by work activity (i.e. water, drainage, utilities etc.) and by depot/Council
- Controls to ensure where unexpected events occur they are balanced out against other activities to maintain budget alignment
- Training and support to Team Leaders and Service Delivery Managers for effective financial forecasting and cost control
- Consolidate recording and reporting functions for DIA measures, levels of service, job costing and planned maintenance under one platform: Maximo
- Continue upskilling frontline staff and contractors to provide more robust reporting and job information
- Adding functionality to Maximo, including management of Corridor Access Requests
- Continue to work with councils on response times based on the level of funding
- Safety of staff and customers
- Strive for higher levels of customer satisfaction
- Work towards more preventative maintenance and build reliability into the network
- Renewing all subcontract agreements so we can better manage costs and ensure a value-for-money approach

Performance information

Please refer to individual council performance dashboards





2019/20 Council Performance Dashboard as at Q4



● On Track / Achieved
 ● Off Track / Not Achieved
 ● Not Due / Not Applicable / Not Available
 ● Baseline

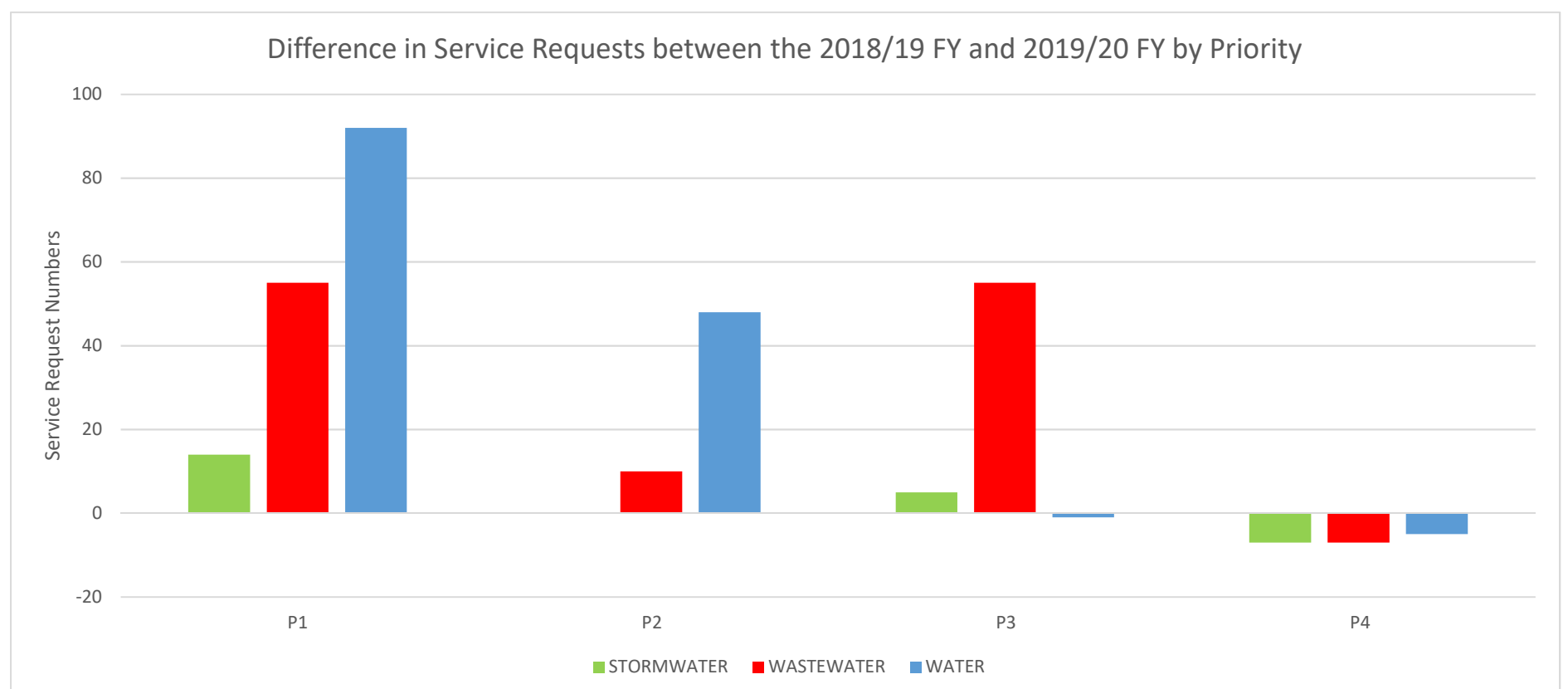
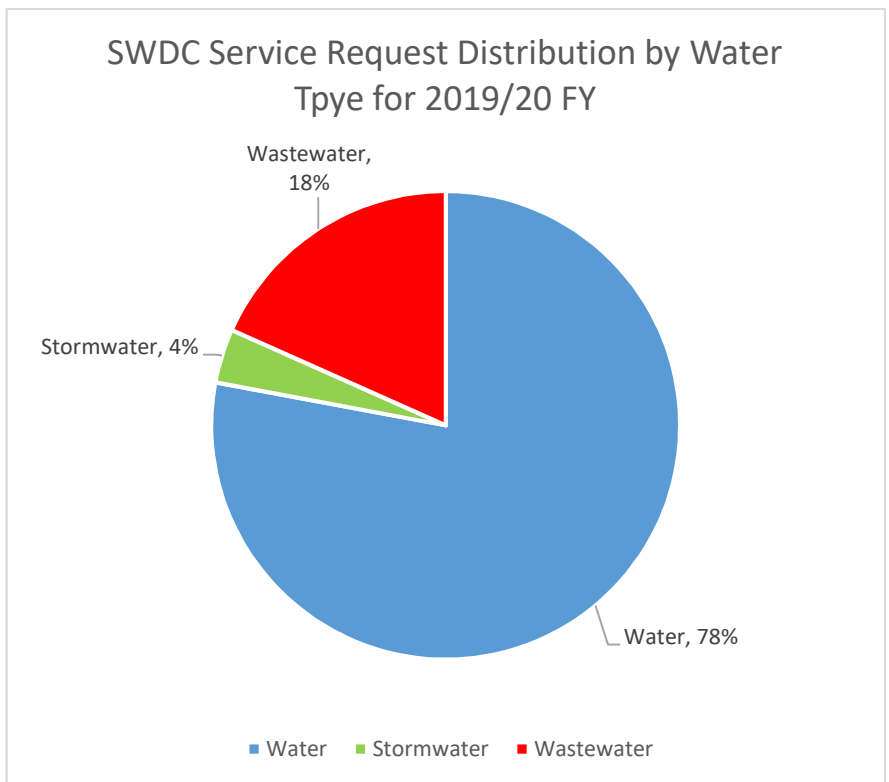
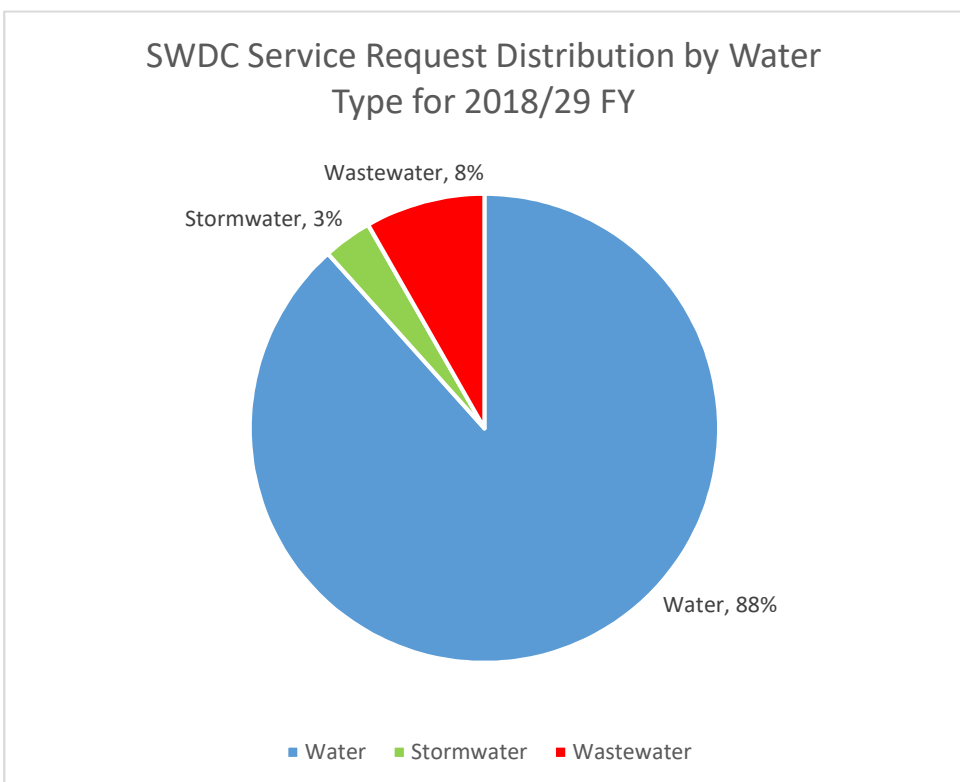
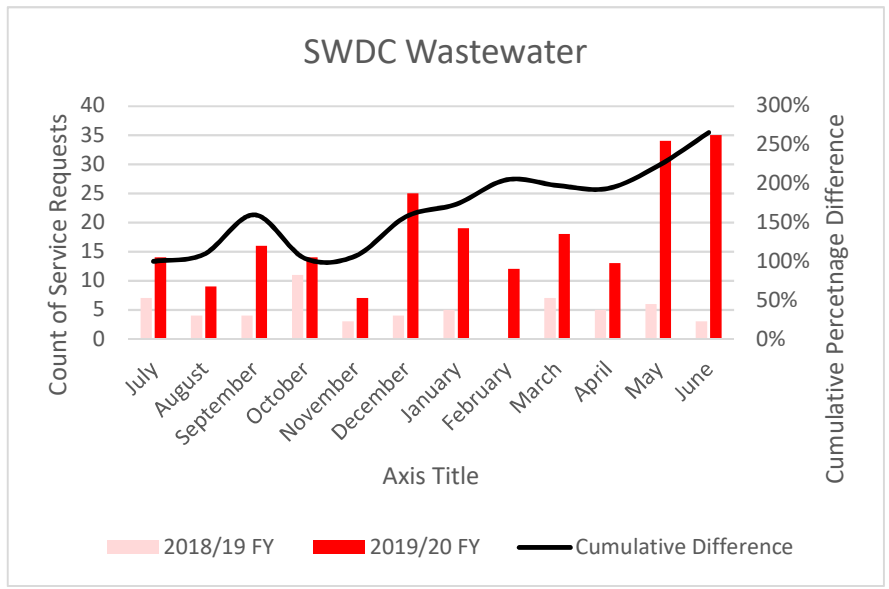
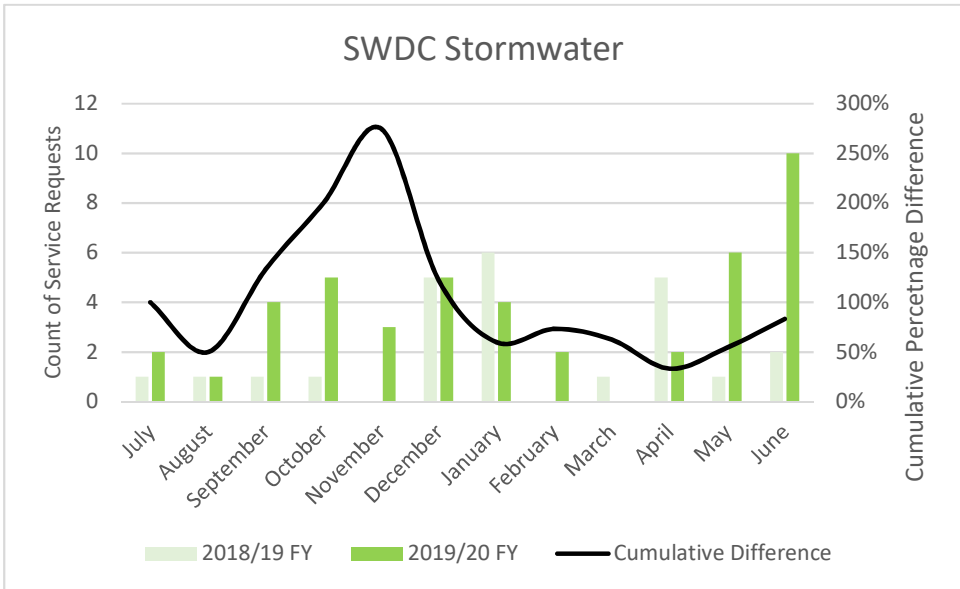
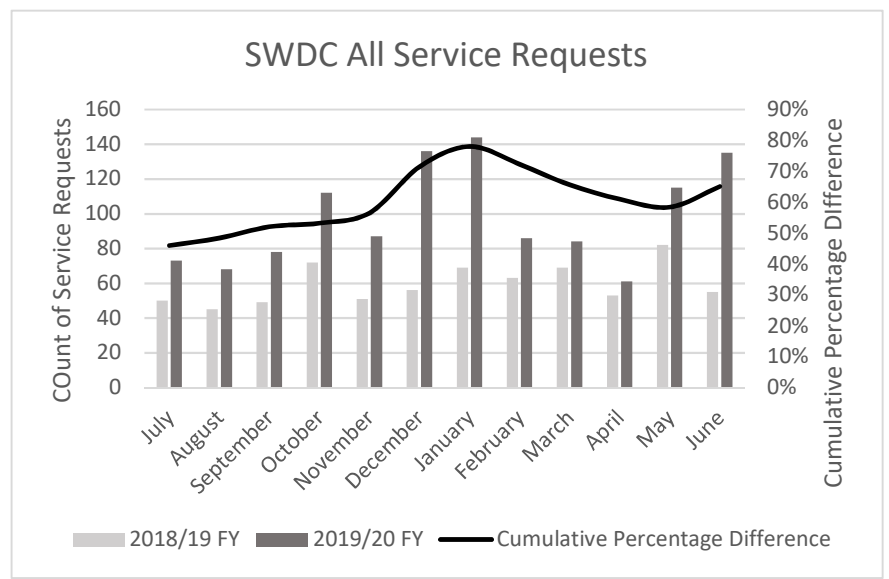
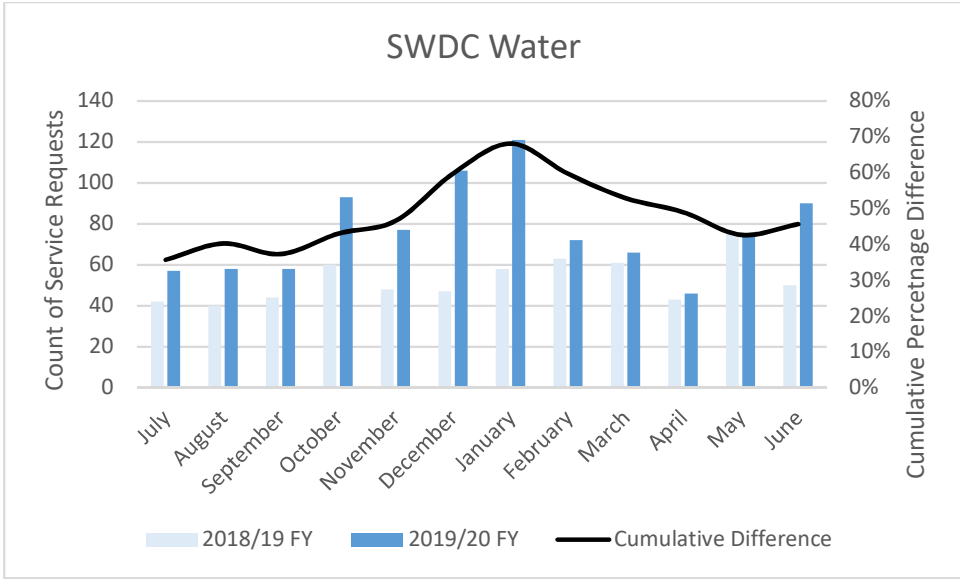
Outcome / Service	Service Objective	Performance Measure	Annual Target	YTD Status	YTD Status	In Quarter Performance				Comment Ref.	
						Q1	Q2	Q3	Q4		
Safe and healthy water	To measure the quality of water supplied to residents	FTN: Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 4 bacterial compliance criteria)	Yes	0 %	●	●	●	●	●	A	
		GTN: Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 4 bacterial compliance criteria)	Yes	0 %	●	●	●	●	●	B	
		MTB: Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 4 bacterial compliance criteria)	Yes	0 %	●	●	●	●	●	C	
		Pirinoa: Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 4 bacterial compliance criteria)	Yes	0 %	●	●	●	●	●	D	
		FTN: Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 5 protozoal compliance criteria)	Yes	0 %	●	●	●	●	●	E	
		GTN: Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 5 protozoal compliance criteria)	Yes	0 %	●	●	●	●	●	F	
		MTB: Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 5 protozoal compliance criteria)	Yes	0 %	●	●	●	●	●	G	
		Pirinoa: Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 5 protozoal compliance criteria)	Yes	0 %	●	●	●	●	●	H	
Water Supply	To measure the quality of water supplied to residents	Compliance with with resource consent conditions/water permit conditions to "mainly complying" or better	100 %	100 %	●	●	●	●			
	To achieve a high overall level of customer approval of the water service	Number of complaints per 1000 connections about: a) drinking water clarity d) drinking water pressure or flow b) drinking water taste e) drinking water continuity of supply c) drinking wat..	<70	12.06	●	●	●	●			
		Community satisfaction with water supply	>80 %	Not Due	●	●	●	●	I		
Respectful of the environment	To provide an appropriate region-wide firefighting water supply to maintain public saf..	Fire hydrants tested annually that meet NZ Fire Service Code of Practice	>20 %	20 %	●	●	●	●			
	To maintain and promote appropriate standards of water quality and waterway health in the cit..	The number of dry weather sewerage overflows from the Council's sewerage system expressed per 1000 sewerage connections to the sewerage system	<10	2.14	●	●	●	●			
	To comply with all relevant legislation	Compliance with resource consents for discharge from its wastewater system	<2	0	●	●	●	●			
	To meet all resource consenting requirements	% of resource (wastewater) consent conditions complied with to "Mainly complying" or better	>90 %	100 %	●	●	●	●			
	To meet all resource consenting requirements	Compliance with resource consents for discharge from its stormwater system	0	0	●	●	●	●			
	To minimise demands on the region's water resources	Average drinking water consumption/resident/day	<400 L/p/d	557.86	●	●	●	●	J		
Outcome / Service	Water ..	To minimise water loss from the network	Percentage of real water loss from networked reticulation system	<30 %	55 %	●	●	●	●	K	
		Median response times	Attendance time: from the time that the Council receives notification to the time that service personnel reach the site	<60 mins	1224 mins	●	●	●	●	S	
	Wastewater		Attendance time: from notification to arrival on site < 1 hour	>75 %	11.77 %	●	●	●	●	T	
			Resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the blockage or other fault	<4 hrs	99.36 hrs	●	●	●	●	U	
			Resolution time: from notification to resolution of fault < 4 hours	>80 %	0 %	●	●	●	●	V	
			Proportion of urgent wastewater service requests responded to within 6 hours of notification	>95 %	62.02 %	●	●	●	●	W	
		Reliability of the network	Number of blockages per 1000 connections	<10	9.03	●	●	●	●		
		To achieve a relatively high overall level of customer approval of the wastewater service	No. of complaints per 1000 connections received about sewage odour	<15	0.48	●	●	●	●		
	Resilient networks supporting our economy	Stormwater		No. of complaints per 1000 connections received about sewage system faults	<15	0.24	●	●	●	●	
				No. of complaints per 1000 connections received about sewage system blockages	<15	9.03	●	●	●	●	
			No. of complaints per 1000 connections received about the response to issues with wastewater	<15	0	●	●	●	●		
			Customer satisfaction with wastewater service	>57 %	Not Due	●	●	●	●	X	
Median response times		Median response time to attend a flooding event; measured from the time that Council received notification to the time that service personnel reach the site	N/A	0	●	●	●	●			
To minimise the effects of flooding		Number of flooding events that occur in a territorial authority district	0	0	●	●	●	●			
		Number of habitable floors affected per 1000 stormwater connections	0	Not Due	●	●	●	●	Y		
		% of urgent (any blockage causing extensive flooding of building or other serious flooding) requests for service responded to with 5 hours	>95 %	100 %	●	●	●	●			
Water Supply	To achieve a high overall level of customer approval of the stormwater service	Customer satisfaction with stormwater management	>59 %	Not Due	●	●	●	●	Z		
		Number of complaints per 1000 properties connected to the Council's stormwater system	0	Not Due	●	●	●	●			
	Water Supply	Median response times	Median response times for: attendance for urgent callouts	<60 mins	147 mins	●	●	●	●	M	
			Attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site in < 1 hour	>80 %	20 %	●	●	●	●	N	
		Median response times for: resolution of urgent callouts	<8 hrs	12.72 hrs	●	●	●	●	O		
		Resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption in < 8 hours	>90 %	45 %	●	●	●	●	P		
		Median response times for: attendance for non-urgent callouts	<48 hrs	40.65 hrs	●	●	●	●			
		Attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site in < 2 working days	>80 %	52.39 %	●	●	●	●	Q		
	Median response times for: resolution of non-urgent callouts	<8 days	4.06 days	●	●	●	●				
	Resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm in < 5 working days	>90 %	73.81 %	●	●	●	●	R			

2019/20 Council Performance Dashboard as at Q4

◆ On Track / Achieved
 ◆ Off Track / Not Achieved
 ◆ Not Due / Not Applicable / Not Available
 ◆ Baseline

A	FTN: Waiohine Water Treatment Plant improvements to power, control and data capture systems are required to ensure no data loss to meet Drinking Water Standards NZ (DWSNZ) compliance requirements – this work is in progress. Q2 was incorrectly reported as compliant, this has been edited for Q4 reporting.
B	GTN: Greytown Water Treatment Plant/Memorial Park Bore; Ultraviolet was installed in December 2019, but awaiting validation documentation in order to obtain Regional Public health (RPH) approval as achieving log 3 removal. Improvements to address bore start up turbidity spikes (inability to run to waste), power, control and data capture systems and addition of filtration (required to achieve log 4 treatment barrier) to meet Drinking Water Standards NZ (DWSNZ) compliance requirements – this work is in progress. Q2 was incorrectly reported as compliant, this has been edited for ..
C	MTB: Ruamahanga Water Treatment Plant: Infrequent data loss due to unreliable equipment and power brown outs. A control system upgrade is in progress (included with Manganese Removal Plant installation). Q2 was incorrectly reported as compliant, this has been edited for Q4 reporting.
D	Pirinoa Water Treatment Plant Water Safety Plan is not complete, pending for 20/21.
E	FTN: Waiohine Water Treatment Plant improvements to power, control and data capture systems are required to ensure no data loss to meet Drinking Water Standards NZ (DWSNZ) compliance requirements – this work is in progress.
F	GTN: Greytown Water Treatment Plant/Memorial Park Bore; Ultraviolet was installed in December 2019, but awaiting validation documentation in order to obtain Regional Public health (RPH) approval as achieving log 3 removal. Improvements to address bore start up turbidity spikes (inability to run to waste), power, control and data capture systems and addition of filtration (required to achieve log 4 treatment barrier) to meet Drinking Water Standards NZ (DWSNZ) compliance requirements – this work is in progress.
G	MTB: Ruamahanga Water Treatment Plant: Infrequent data loss due to unreliable equipment and power brown outs. A control system upgrade is in progress (included with Manganese Removal Plant installation).
H	Pirinoa Water Treatment Plant Water Safety Plan is not complete, pending for 20/21.
I	Pending SWDC independent survey results
J	Year end consumption for SWDC is tracking significantly above target. This may be in part due to leakage and possible COVID related changes in consumption patterns in Q4, as well as the ongoing treatment plant upgrade work in Greytown that has altered overnight flow characteristics pending completion of critical upgrade work.
K	Nightly flows are monitored using flowmeters from the treatment plants and reservoirs. These flows are compared to treated water flows to estimate real water losses. Limited data was available for Featherston due to (lightning) damage to the telemetry system. The Greytown leakage will be overestimated due to operation of a bypass valve to maintain a minimum flow from Memorial Park to ensure adequate treatment capacity was maintained. This estimate includes internal domestic leakage and any irrigation/night-time commercial usage)
M	End of year result exceeds target due to work volume, resource constraints, resource allocation and to the large distances that need to be travelled to attend a call-out.
N	End of year result exceeds target due to work volume, resource constraints, resource allocation and to the large distances that need to be travelled to attend a call-out.
O	End of year result exceeds target due to work volume, resource constraints, complexity of repair processes due to increasing health and safety requirements, traffic management and service mark-outs.
P	End of year result exceeds target due to work volume, resource constraints, complexity of repair processes due to increasing health and safety requirements, traffic management and service mark-outs.
Q	End of year result exceeds target due to work volume, resource constraints, resource allocation and to the large distances that need to be travelled to attend a call-out.
R	End of year result exceeds target due to work volume, resource constraints, complexity of repair processes due to increasing health and safety requirements, traffic management and service mark-outs.
S	End of year result exceeds target due to work volume, resource constraints, resource allocation and to the large distances that need to be travelled to attend a call-out.
T	End of year result exceeds target due to work volume, resource constraints, resource allocation and to the large distances that need to be travelled to attend a call-out.
U	End of year result exceeds target due to work volume, resource constraints, complexity of repair processes due to increasing health and safety requirements, traffic management and service mark-outs.
V	End of year result exceeds target due to work volume, resource constraints, complexity of repair processes due to increasing health and safety requirements, traffic management and service mark-outs.
W	End of year result exceeds target due to work volume, resource constraints, resource allocation and to the large distances that need to be travelled to attend a call-out.
X	Pending SWDC independent survey results
Y	There were no habitable floors flooded in SWDC. The calculations are per 1000 connections. There are no connections to the SWDC Stormwater network so the calculation cannot be performed.
Z	Pending SWDC independent survey results

Appendix 2 – Wellington Water – SWDC Job Volume 19/20



ASSETS AND SERVICES COMMITTEE

12 AUGUST 2020

AGENDA ITEM C2

WELLINGTON WATER REPORT – STATEMENT OF INTENT

Purpose of Report

To inform Councillors of Wellington Water Statement of Intent.

Recommendations

Officers recommend that the Council:

1. *Receive the Wellington Water Report.*

1. Executive Summary

Wellington Water has finalised its Statement of Intent and is presented for Committee review and discussion with Wellington Water CEO, Colin Crampton.

2. Appendices

Appendix 1 – Wellington Water – Statement of Intent 2020-2023

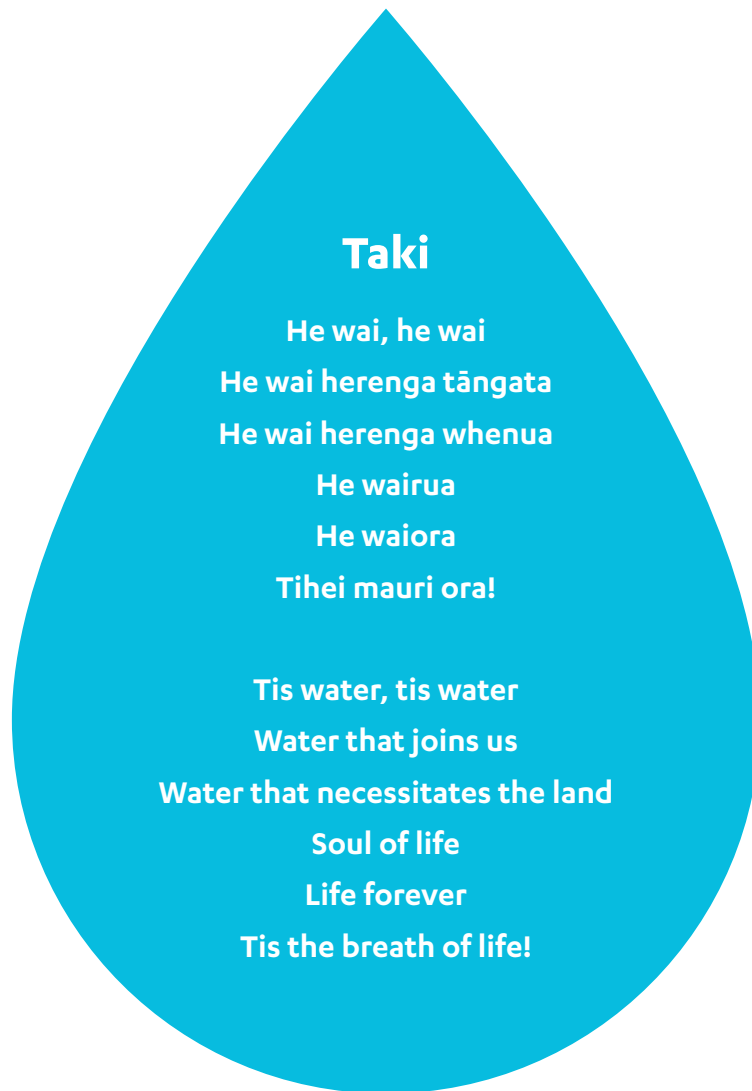
Contact Officer: Euan Stitt, GM Partnerships and Operations

Appendix 1 – Wellington Water – SWDC Performance Report 19/20



Our water, our future

2020-23 Statement of Intent



Taki

He wai, he wai

He wai herenga tāngata

He wai herenga whenua

He wairua

He waiora

Tihei mauri ora!

Tis water, tis water

Water that joins us

Water that necessitates the land

Soul of life

Life forever

Tis the breath of life!

Our water, our future – Statement of Intent 2020-23

Our three waters network provides drinking water, wastewater, and stormwater services to six client councils: the Greater Wellington Regional Council, Hutt City Council, Porirua City Council, South Wairarapa District Council, Upper Hutt City Council, and Wellington City Council. Our services reflect the plans and budgets set by our councils.

Our water, our future is our Statement of Intent 2020-23. It sets out our strategic intentions over a three year period. Following 2019/20, which was a difficult year due to two critical asset failures in the Wellington City Council network and the COVID-19 global pandemic and period of lockdown in New Zealand.

While the performance measures and targets in this Statement of Intent are applicable for three years, our focus has been on stabilising our business in the 2020/21 year in line with our councils' 2020/21 annual plans.

Our Statement of Intent is reviewed annually in accordance with Local Government Act 2002 requirements.

HOW TO READ THIS DOCUMENT

The following sections describe: the relationships that are important to us; the priorities our councils have set for their three waters network; what we are going to do in the 2020/21 financial year to achieve these priorities; and how we are going to work as a company to achieve our goals.

At the end of the document, we look at what is changing around us. The introduction of a water regulator will be a big change for the three waters sector in New Zealand.

Contents

Helping communities prosper	4
Creating value through trusted relationships	6
Keeping the water running	12
How we will work	16
Appendices:	
Appendix 1: Letter of Expectations	22
Appendix 2: Department of Internal Affairs measures ...	25
Appendix 3: Governance and shareholder information...	29
Appendix 4: Financials – three-year forecasts	33
Appendix 5: Māori to English glossary	36



Helping communities prosper

Looking after our water now and for the future

The Wellington region has the perfect balance of urban culture and the great outdoors. It is also a growing region. About 522,000 people live here, and the population is expected to increase by approximately 20 per cent in the next 30 years.

As our communities grow and change, the need to maintain infrastructure such as roads, power, and water services will be vital to our region's economic success.

Three waters (drinking water, wastewater, and stormwater) assets are uniquely challenging to manage. They are underground; many are old, near or past the end of their economic lives; and we live in a region where the ground beneath our cities is on the move. Despite that, our water services have generally been very reliable. But their ongoing reliability cannot be taken for granted, as our assets are vulnerable to damage from natural events and prone to failure when reaching the end of their lives.

We have experienced significant challenges recently with the three waters network, and acknowledge that our communities have been affected. We have also worked through the impacts of the COVID-19 pandemic to deliver essential services. All these events have reminded us of the need to develop and nurture relationships with customers, communities, and our council owners.

Our councils have told us their priorities in meeting emerging challenges. We need to be agile in the way we respond. We aim to be our councils' trusted advisor as we provide advice on their long-term plans, and a trusted operator in terms of getting the day-to-day tasks done right. We seek to develop quality infrastructure for the long term, keep on top of changing regulations and expectations, and focus on providing good value for money.

Society is thinking differently. Changing values and mind-sets about environmental stewardship and urban solutions are rapidly increasing customer and community expectations of how water services should be delivered now and into the future. Our practices will become more sustainable and environmentally friendly. They will include reducing water usage across the region and finding ways to reduce our carbon emissions.

We understand that water has a central function in ecological systems as well as in a modern and successful

economy, and that healthy waterways are important sources to the wellbeing of communities. We want people to be able to enjoy our beaches, rivers, streams, and the natural environment with the confidence that the waterways are healthy.

Our mana whenua partners' te ao Māori (world view) approach embodies this holistic perception, and by partnering with mana whenua we, as a steward, will support them in their role as kaitiaki (guardians) of the water bodies in the region. The concept of te mana o te mauri o te wai (the spiritual values of the water) recognises the life-supporting capacity and capability of water. We aim to uphold these values and align our work to achieve te hauora o te wai (the health and wellbeing of water), te hauora o te tāngata (the health and wellbeing of people), and te hauora o te taiao (the health and wellbeing of the environment). This holistic view provides a values based framework for the provision of our three waters services.

Recognising that water moves through the landscape and has numerous interactions on its journey, we're mindful of the breadth of ki uta ki tai (from mountains to sea). Much of this journey is affected by the services we provide. Ki uta ki tai acknowledges the connections between the atmosphere, surface water, groundwater, land use, water quality, water quantity, and the coast. It also acknowledges the connections between people and communities, people and the land, and people and water. This will be particularly important as we face the challenges of climate change.

We put customers and their communities at the heart of everything we do. We have moved away from an infrastructure focus to a customer focus – putting people before pipes. Listening to customers' concerns and collaborating on solutions lead to greater trust and satisfaction.

What brings this breadth of activity together is a commitment from our people to support the region as it grows and changes to meet the aspirations of our various communities. We want to be a high-performing organisation and lift our capabilities at the people, system, and business levels to help customers get the most out of the services we provide, so they can thrive in this beautiful region of ours with confidence.



David Wright
CHAIR OF THE BOARD



Colin Crampton
CHIEF EXECUTIVE



Creating value through trusted relationships

Building trust through our relationships

To provide the best three waters services possible, we need our councils, mana whenua partners, and customers to understand our respective roles and build trusted relationships. Building trust in the overall system that makes up the Wellington Water model underpins the work we do as a company.

VIEWED AS A TRUSTED ADVISOR AND OPERATOR BY COUNCILS

The Wellington Water model is unique in that our six client councils retain ownership of their three waters assets, decide on levels of service, and set rates (and therefore funding levels) in line with their long-term plans.

It is our role to provide the necessary long-term planning and asset-management plans to enable our councils to consult their communities on future levels of service and the funding to provide these levels. Wherever possible, we encourage councils to take regional as well as local perspectives. The best example of this is the drinking-water network, as the metropolitan Wellington councils receive the benefits of the collective water-treatment assets owned by Greater Wellington Regional Council.

Once all long-term plans have been approved and budgets have been set, it is our job to operate the water networks so that we provide safe drinking water and take wastewater away and treat it safely before it is discharged into the environment. We also have a role in managing the stormwater networks to ensure they convey water to streams, rivers, and the sea.

Operating council-owned assets in today's world is becoming more challenging, as our communities expect more from infrastructure companies that deliver essential services. Water is valued more and the effects of climate change need to be identified, understood, and mitigated.

Trust is underpinned by a demonstration of value for money. Our business model works on the basis of providing trusted advice to our councils and being a trusted operator of council owned assets. The principal way we do this is by providing advice to our councils on their long-term plans. We provide councils with an optimised combination of planning activities to meet their strategic priorities and funding levels. These planning activities ensure that the right projects are delivered at the right time maximising opportunities to create value for our councils.

At the heart of what we do are the capabilities of our people, systems, and processes. Our overall aim is to build our capability and work more effectively and efficiently year on year.

Continuing to provide support to the Wellington Water Committee (our councils' joint governance committee) on regional initiatives will be a focus for us.

PARTNERING WITH MANA WHENUA

In the past three years we have worked closely with mana whenua to build a partnership focused on the common goal of looking after the precious taonga (treasure) that is water.

A memorandum of partnership is in place that guides our relationship with mana whenua, recognises the unique relationship mana whenua have with the environment, and sets out an approach to how we interact collectively with the many forms of water in the environment.

The Wellington Water Committee has introduced mana whenua representation to the Committee. This will enable their role as partners (as envisaged under the Treaty of Waitangi) to be brought alive at the governance level, and support the Wellington Water Committee to optimise mana whenua participation.

Our mana whenua are Taranaki Whānui (the legal entity representing their interests is Taranaki Whānui ki te Upoko o te Ika) and Ngāti Toa Rangatira (the legal entity representing their interests is Te Rūnanga O Toa Rangatira).

Our mana whenua partners provide input to our projects and the advice we give our councils for the development of their long-term plans. This enables the perspective of te ao Māori to inform the planning and operations of the three waters network.

Our relationship has reached a point where Taranaki Whānui has honoured us by gifting us a Māori name – Ngā Wai Hangarua. In a broad sense Ngā Wai refers to the many rivers and streams that work their way through our catchments to the sea. These rivers and streams provide water for drinking and carry away stormwater collected through our network to protect people's homes from flooding.

Hangarua refers to water's altered form, as well as the work we do to treat water so that it is safe for human consumption and then return the used water to the environment.

In its entirety, Ngā Wai Hangarua refers to the work we do in managing this whole system, and also reflects the view that we have a bit of work to do. Work to really treasure our water, make it pure again, and restore the balance between water, land, and people.

There is a prize over the horizon – another name: Te Ika Rō Wai. This is the name we will earn if we do our work well and restore the balance and the mauri (life force) of the water. Broadly speaking, it refers to the purity of the water at the fish's head and the perfect balance between land, water, and people. This name is an aspirational target. It sets the scope for the work that needs to be done.

PUTTING CUSTOMERS AND COMMUNITIES AT THE HEART OF EVERYTHING WE DO

Putting customers and communities at the heart of everything we do means taking a broad view of the services we provide and concentrating on our interactions with the people on the receiving end of the work we do.

We want our work to be informed by an understanding of the broader impacts of infrastructure failure and renewal on customers and their communities, as well as the fundamental importance of water and an understanding of ki uta ki tai in daily life.

Customer values and aspirations for the services we provide must be incorporated into our work, from planning and delivery to emergency responses and day-to-day operations. As the customers' views are incorporated into our service design processes and projects, there will be a resulting increase in customer satisfaction and trust as they feel listened to and valued.

It is important that customers understand the water cycle and the concept of ki uta ki tai, so that they value water and understand how their choices and actions can make a difference.

IMPACT STATEMENT 1

We value our client councils, mana whenua partners, and customers in the way we work.

- How we measure success:**
- Upwards trends in satisfaction, trust, and understanding of te ao Māori in survey results for our councils, mana whenua partners, and customers.
 - Results from Wellington Water and council surveys are applied to improving the customer experience.



Our outcomes and strategic priorities

We promise customers water services they can trust and rely on. We want customers to know that they can count on us to provide safe and healthy water; that the way we work results in a balance between the interests of water, people, and the environment; and that the three waters network is safe, reliable, and resilient.

We use these outcomes to set priorities and guide decision-making.

The following strategic priorities have been set through an ongoing process with our councils. Our councils, through the Wellington Water Committee, issues an annual Letter of Expectations, which you can read in Appendix 1.

Our strategic priorities are:

- Looking after existing three waters assets;
- Supporting growth so there are no adverse environmental impacts;
- Reducing water consumption;
- Improving water quality; and
- Reducing carbon emissions.

It is our job to deliver an optimised set of activities that meets these strategic priorities, which in turn achieve our long-term outcomes.

Every three years, through the long-term planning process, our councils seek our advice. This advice is fine-tuned on an annual basis. In 2020/21 we will deliver our advice for our councils' next long-term plans. Our advice will result in an optimised, ten-year total expenditure plan for each council.

We have already started this process by providing councils with an 'early signals' presentation designed to provide unambiguous advice on the state of the three waters network and future challenges.

The next stage is to develop options within our councils' budgets and deliver a preferred option for consultation. This long-term planning work is important for each council and also for the region as there are benefits in creating regional consistency in what we do.

The councils' long-term plans are the key link between the three waters investment that is made and the impacts we are able to make as a company for each of our strategic priorities. The more we can think ahead and do what is needed at the right time, in the right order, the greater efficiencies will likely to be gained and progress likely to be made against the outcomes.

As a company we prefer to take a planned approach to our three waters programme of work, rather than react to unplanned events. We will be able to do this to the extent that our councils' funding will allow for investment in the agreed priority areas.

The long-term outcomes we are aiming for:

- Safe drinking water is reliably available to customers (across the Wellington region) and our treatment services protect people from wastewater contaminants.
- The way we work results in a balance in the interests of water, people, and the environment.
- The region's networks are resilient; they operate effectively irrespective of natural shocks and environmental factors.
- We have a capable, adaptive, and collaborative workforce using innovative practices and exchanges of knowledge to drive optimal performance.

PRIORITY 1: LOOKING AFTER EXISTING THREE WATERS ASSETS

There's over \$6.1 billion worth of council-owned assets providing three waters services in the Wellington region (this includes South Wairarapa District Council). Some of these assets are now more than 130 years old.

These assets provide safe drinking water, protect communities from the hazardous effects of wastewater, reduce disruptions to our lives from wet weather events, and convey treated wastewater back into the environment.

Keeping these assets performing requires a high standard of knowledge about their condition and performance. Historically, obtaining in-depth knowledge about them has not been a priority, but this is now changing and the task is becoming more manageable with the advent of better technology.

With 50-60 per cent of the three waters network up for renewal in the next 30 years, our focus in the next four years will be on understanding the condition and performance of these assets. The most critical assets will be targeted in the 2020/21 year and then this programme will be extended to other critical assets in the following three years.

Asset condition and performance information will assure our councils, mana whenua partners, customers, and communities that we are renewing our assets on time so they are not vulnerable to critical asset failures, such as that of the Mt Albert Tunnel, in Wellington.

IMPACT STATEMENT 2

Condition assessment programmes are implemented for highly-critical assets to help us understand asset condition and inform the scheduling of renewal programmes as part of our wider asset management system.

How we measure success:

- Condition assessment programmes for very-high-criticality assets are scheduled during the 2020/21 year.
- Councils accept our advice on asset management plans as well based, and invest to lift service levels and reduce failures.

PRIORITY 2: SUPPORTING GROWTH WITHOUT ADVERSE ENVIRONMENTAL IMPACTS

Our role is to provide timely and accurate information to support our councils' land development and growth work. In 2019/20 we provided three waters infrastructure plans for identified growth cells to support councils' decision-making processes and help inform where growth should occur and how that growth would best be accommodated.

Once growth decisions have been made by councils, we want them to invest in the necessary three waters networks ahead of that growth. In some cases growth can be an opportunity to improve the current situation, as quality infrastructure upgrades can improve environmental outcomes.

IMPACT STATEMENT 3

Our investment and decision-making models enable us to us plan for growth and increased demand while ensuring that agreed levels of service are maintained.

How we measure success:

- Investment plans are developed for growth areas identified and funded by our client councils.
- Council's long term plans include our recommended growth-related investments and activities.

PRIORITY 3: REDUCING WATER CONSUMPTION

The high rate of population growth, together with relatively high per-capita water consumption, is putting pressure on our existing water sources. If action is not taken to reduce this demand in the next five or six years, the frequency of garden-watering restrictions will increase and the region will need to make a significant investment in developing new water sources, storage facilities, and treatment options.

Reducing the day-to-day demand for water will also help us to reduce our carbon emissions (through reduced electricity and chemical usage) and enable more water to be retained in the rivers and aquifer. Avoiding the need for new water sources and storage facilities will also prevent the associated carbon emissions and environmental impacts.

Reductions in water consumption will be achieved through improving network management (reducing leaks and optimising water pressure) and through education campaigns helping our residential customers to use water more efficiently. We are also improving our understanding of water demand and supply through increasing our data and analytics capabilities.

Our residential customers in the metropolitan Wellington region do not have any information on how much water they are using. This makes it very difficult for them to change their water consumption behaviours to use water more efficiently. Our councils have requested that we complete a business case to assess the options for providing customers with usage information, including through universal household water metering. Our South Wairarapa customers already have individual household water meters in place.

IMPACT STATEMENT 4

Average water consumption per capita is reducing.

How we measure success:

- Our five-year proposal informs client councils' long-term plans for a 10 per cent gross per-capita reduction in consumption and programmes of work to be developed.

PRIORITY 4: IMPROVING WATER QUALITY

The health of the region’s waterways is increasingly important to customers and their communities. This desire for improved water quality is supported by the tightening of associated environmental standards at both national and regional levels.

There are a number of historical issues affecting our rivers and streams that will need long-term interventions requiring concerted approaches and funding. The water quality and health of our waterways are affected by

leaking wastewater pipes, overflows, cross-connections between wastewater and stormwater pipes, and the contamination of our stormwater system.

It could take 30-50 years to restore the health of our waterways fully. In the short to medium term, our focus is on targeting problems on private properties and across the stormwater and wastewater networks, in combination with some improvements in discharges from wastewater treatment plants.

IMPACT STATEMENT 5

The health (water quality) of our region’s beaches and coastlines is static or improving. A baseline will be set for each of the three catchments our roving field maintenance crews will cover in 2020/21.

How we measure success:

- The number of days customers are able to enjoy our region’s (monitored) beaches.

PRIORITY 5: REDUCING THE IMPACTS OF CLIMATE CHANGE

The three waters services we provide are embedded in the water cycle and will be materially affected by climate change. These effects include the likelihood of extreme weather events, and rising sea levels that compromise our activities in coastal environments.

Our response to these effects needs to include both making our own contribution to reducing carbon emissions and ensuring that our services remain resilient.

Our major emission sources are from electricity consumption, the drying of biosolids at the Seaview wastewater treatment plant, fugitive emissions from the disposal of biosolids to landfill, and the embedded carbon in our water treatment chemicals.

We are looking into operational and investment options that enable us to reduce our net emissions. We are also investigating opportunities to reduce the carbon emissions from our capital projects (concrete, steel, etc.).

IMPACT STATEMENT 6

Work to reduce regional three waters’ carbon footprint contributes to the objectives of the Climate Change Response (Zero Carbon) Amendment Bill.

How we measure success:

- Emission-reduction targets and action plans are developed for each council. Investment pathways are different for each council.



Keeping the water running

What we will do in 2020/21

We describe our core business in terms of planning, operating and maintaining, renewing, upgrading, and responding to emergencies that affect our three waters network.

We aim to achieve the levels of service agreed with our councils and provide operational services within the agreed funding arrangements and timeframes, and to a high quality.

PLANNING

Every three years our councils review their ten-year long-term plans and 30-year infrastructure strategies. In 2019/20 we started preparing our advice for councils' 2021-31 long-term plans.

During the past 12 months we have been engaging with our councils on the challenges facing their communities. These challenges include: looking after existing three waters assets; supporting growth without adverse environmental impacts; reducing water consumption; improving water quality; and reducing carbon emissions.

In 2020/21 we will continue to provide investment advice to our councils on these challenges and indicative investment requirements for their 2021-31 long-term plans. This advice will be in the form of investment options with comparative impacts on household rates.

As we do this, investment across our wastewater treatment joint venture contract and bulk water improvements will be optimised to make sure we deliver on customer and community expectations.

Input from our contractor panel and mana whenua in early 2020/21 will help inform our investment proposals. To provide additional confidence to our councils, we have engaged the Water Industry Commission for Scotland to review our investment proposals as an independent advisor.

We anticipate that in early 2021 our councils will select their preferred investment options for consultation with their communities. Some councils may opt to undertake more comprehensive consultation on levels of service for the three waters network and the impacts on household rates. We aim to provide investment advice that is ultimately accepted by our councils and is reflected in their 2021-31 long-term plans.

Planning for growth

We are responding to significant changes in the way metropolitan Wellington plans for future growth. We are planning to comply with emerging policies on and regulations for urban development, which include improving the quality of water in our streams and harbours and responding to forecast growth demands.

We provide strategic advice to all our councils to help them respond to significant pressures on land zoned for future growth. Our investment and decision-making models will help us to plan for growth and increased demand without detrimental effects on the environment.

Our integrated planning approach will deliver a programme of growth planning studies using hydraulic models to determine the demands on the three waters network in the next 30 years. A business case approach will be developed to consider and refine options, preferred solutions, and costs. This will include a consideration of green infrastructure options that provide additional environmental, amenity, and resilience benefits.

We provide strategic advice to Greater Wellington Regional Council on the implications for the three waters infrastructure of growth projections and the Regional Growth Framework, and work with our councils to review their three waters policies, bylaws, and district plan provisions.

Working alongside land developers will help us to get the best out of future land developments, and enable us to hold them to account for quality infrastructure. There are challenges to developing land at high elevations, on tricky terrain, and with limited network capacity and availability. We want to lift the quality of the three waters infrastructure design and construction practices on new subdivision developments to avoid future problems.

We are committed to improving our environmental performance and are investigating how this can be achieved. The first step for us during 2020/21 is to gather more data to better understand the impact of the three waters network on the environment.

OPERATE AND MAINTAIN

We will continue to deliver safe drinking water that is 100 per cent compliant with the Drinking-water Standards for New Zealand. Our aim is to achieve compliance for South Wairarapa District Council by December 2020.

We will deliver our wastewater services by minimising leaks, reducing overflows, focusing on protecting customers and the environment from the harmful effects of wastewater, and ensuring we comply with our resource consent conditions.

The new 'global stormwater consent' will be challenging, as Greater Wellington Regional Council has increased its regulatory requirements to include freshwater pollution investigations. Our focus has been on monitoring bathing beaches, and we are currently not funded to undertake the investigations envisaged by Greater Wellington Regional Council. However, nearly all our councils have funded a new roving crew initiative that involves investigating water quality issues such as cross-connections. It will be important to find the right balance to meet these new demands.

In the past 18 months the number of service requests has increased above historical levels. Our councils have invested more funding in this area. As a result of the COVID-19 pandemic and our focus on providing essential services during lockdown, we were able to make significant progress in reducing our non-urgent work backlog.

Target response times will still be challenging to meet due to the ageing of the three waters network. Continuing to gain efficiencies from our operations and maintenance service delivery alliance with Fulton Hogan is essential. We hope to improve this situation steadily by advising councils on the optimum service delivery targets for their long-term plans.

We will continue to deliver greater than 80 per cent customer satisfaction with our responsiveness and meet our target timeframes for responding to complaints.

We have work to do to standardise the management of the wastewater treatment plants in South Wairarapa. Our initial focus is on developing full operational procedures at all the plants and appropriate compliance plans. To achieve the South Wairarapa District Council's aspiration of no wastewater in waterways, capital upgrade proposals will be developed.

Community and customer education initiatives will be developed to help people understand and value the three waters network, how it operates, and its limitations. We want to educate people on how to prepare for a major disaster or shock to the three waters network, and help them build resilience by having plans for their wastewater and drinking water.

RENEWING

In the next 30 years 50-60 per cent of three waters assets will come to the end of their working lives. So we must be clear in our advice to our councils on the investment required to deliver on all planned renewals year on year to maintain the overall performance of the network. This is one of our fundamental performance requirements. Achieving this also contributes significantly to achieving our environmental and water-quality outcomes.

We aim to complete all the target length of pipe renewal, which is calculated as kilometres averaged out over a rolling three-year period. Achieving this is complicated by changing market costs and risks emerging around methodologies. We over-programme our renewals to manage some of these risks and to meet targets.

Our ability to optimise the renewals work programme is fundamentally supported by the data we collect on the condition and performance of our three waters assets. Our Customer Operations Group is now focused on improving the data collected on faults, and this, combined with our broader condition and performance assessments, will ensure we have the optimal list of renewals year to year. Robust procurement, construction, and cost-estimation processes will be applied to all capital works.

UPGRADING

Our 2019/20 capital works programme was significantly affected by two critical asset failures in the Wellington City Council network and then the COVID-19 pandemic lockdown. During the Alert Level 4 lockdown we lost five to seven weeks on most major projects, excepting seven critical projects on which we were able to continue working.

The delays in the 2019/20 programme mean more projects than planned will be carried over to the 2020/21 year. This will require some reprogramming of our capital works programme. With similar levels of capital works' funding across all our councils, and the Government's proposal for 'shovel ready' initiatives, we anticipate 2020/21 will be a busy year.

We are also installing small area meters in the drinking-water network and remotely monitoring them. This will improve our ability to locate and respond to leakages. This is step one to reducing water consumption in the metropolitan Wellington region.

RESPONDING TO NETWORK EMERGENCIES

We experienced significant emergencies that affected our three waters network in 2019/20. In the case of such events, our top priorities are to make sure people are safe, avoid polluting the environment, and minimise the disruption of service to customers.

Our Network Controller role ensures our outcomes and strategic priorities are at the forefront of all operational activities and network emergency events.

After an emergency, all affected parties will be contacted for feedback and to make sure we understand their concerns.



Customer experience	
1	The percentage of customers rating their experience of our performance as 'Satisfied' or higher steadily improves.
2	Drinking-water supply is reliable and fully meets drinking-water standards (defined) and wholesome water standards (defined).
Plan, operate and maintain, renew	
3	Through the long-term planning process and with input from the customer panel and our mana whenua partners, we provide a ten-year 'three waters plan' for each of our councils. · Councils rate our input as timely, evidence based, and clear on risk.
4	Condition assessment programmes are scheduled in our forward service plans in the 2020/21 financial year for very-high-criticality pipeline assets, and the remainder are scheduled for completion in 2021/22.
5	We will achieve no less than 85 per cent of planned renewals.
6 DIA*	(1) Performance measure 1 (safety of drinking water) The extent to which the local authority's drinking water supply complies with: a) part 4 of the drinking-water standards (bacteria compliance criteria); and b) part 5 of the drinking-water standards (protozoal compliance criteria).
7 DIA	(2) Performance measure 1 (system and adequacy) The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.
8	Wet-weather overflows in the wastewater system (from wastewater pump stations or network) are fewer than 250 per year.
9 DIA	(4) Performance measure 4 (customer satisfaction) 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; and f) the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system.
10 DIA	(4) Performance measure 4 (customer satisfaction) The total number of complaints received by the territorial authority about any of the following: a) sewage odour; b) sewerage system faults; c) sewerage system blockages; and d) the territorial authority's response to issues with its sewerage system, expressed per 1000 connections to the territorial authority's sewerage system.
11	The public is informed through on-site signage and social media of environmental water quality risks within 24 hours of an incident being notified and agreed with the appropriate agencies.
12	We do not incur any abatement notices, infringement notices, enforcement orders, or convictions when carrying out planned maintenance, operational, and renewal activities.
13 DIA	(2) Performance measure 2 (discharge compliance) 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; and d) convictions received by the territorial authority in relation to those resource consents.
Looking after existing assets	
14	Projects focused on emission reductions are submitted via councils long-term plan process.
15	Future growth studies are developed for the growth cells identified by councils.

* The full set of Department of Internal Affairs' (DIA) measures is reported in Appendix 2.



How we will work

How we will work

To deliver on all this work, we have to perform well as a company. We have set ourselves a goal of being a high-performing organisation.

Our organisation is an open, collaborative environment where innovative practices and free exchange of knowledge drive optimal performance in our continually evolving sector.

With the implementation of our service delivery strategy we have made a step change in the delivery of our services across the Wellington region – our alliance partnership, wastewater treatment plant contract, and contractor and consultant panels, and the inclusion of South Wairarapa District Council have all contributed to expanding our Wellington Water family.

Our focus is on:

- Growing our people and capability;
- Partnering and collaborating well with others;
- Getting better at demonstrating value for money; and
- Telling a better company performance story.

GROWING OUR PEOPLE AND CAPABILITY

Focusing on lifting capability

Lifting the capability of our people will be achieved through the continued education of employees on both 'how' and 'what' we do and through effective recruitment practices.

We will continue to collaborate with our partners in the wider sector to support and promote working in the water sector as an exciting and valued career, and promote opportunities in the water sector internally and externally through universities and schools.

Our health and safety vision, 'people first every time', has been shared with our Wellington Water family. Increasing health and safety engagement, participation, and accountability is a focus for us to ensure critical risks are controlled and managed.

One organisation – a Wellington Water family

As an organisation we are now made up of people employed directly by us and by our operations and maintenance alliance partner Fulton Hogan. This integrated organisational structure delivers the full range of three waters services for our councils and customers.

Our focus will be on purposefully creating one high-performance organisation where there is seamless alignment between ourselves and Fulton Hogan to deliver on our vision.

Valuing how we work

Values underpin how we work. So we are working to develop values for the wider Wellington Water family – our staff, alliance partner, and consultant and contractor panels – to all act with the same spirit of service to the community.

The long-term outcomes we are aiming for:

- Safe drinking water is reliably available to customers (across the Wellington region) and our treatment services protect people from wastewater contaminants.
- The way we work results in a balance in the interests of water, people, and the environment.
- The region's networks are resilient; they operate effectively irrespective of natural shocks and environmental factors.
- We have a capable, adaptive, and collaborative workforce using innovative practices and exchanges of knowledge to drive optimal performance.

Once these common values have been defined and agreed, we will embed them within the organisation. One set of shared values will underpin our one-organisation approach.

PARTNERING AND COLLABORATING WELL WITH OTHERS

Partnering and collaborating are at the heart of our operating psyche.

We will further develop our partnerships with mana whenua and develop a plan for implementing the agreement we have in place. Formal meetings will be held every quarter with mana whenua representatives to make sure our actions follow our promises.

Our focus during 2020/21 is to:

- Complete a set of te ao Māori principles that guides investment priorities, and work these into our advice to councils on their long-term plans;
- Construct and implement a te ao Māori programme focused on the concept of te mana me te mauri o te wai; and
- Ensure our people understand the traditions and tikanga of our mana whenua partners.

We propose to refresh our relationship with the regulatory arm of Greater Wellington Regional Council. We want to make sure our three waters services do not contribute negatively to water quality and the environment, and avoid consent breaches in our day-to-day operation.

GETTING BETTER AT DEMONSTRATING VALUE FOR MONEY

Part of building trust with our councils, customers, and mana whenua partners is our ability to deliver value for money. This is about delivering the right level of service for the right cost.

Our aims in the next year include:

- Having the Water Industry Commission for Scotland review our long-term plan proposals for our councils;
- Continuing to review projects to ensure they are delivering on our key proposals and remain consistent with the scope;
- Measuring the costs of our consulting advice and pipe-laying rates;
- Setting the basis for measuring improvements in the efficiency of our operations and maintaining the alliance with Fulton Hogan;
- Identifying opportunities to bring new innovation into our business; and
- Participating in a benchmarking programme.

During 2020/21 opportunities will be identified to enhance and promote the value we create on a day-to-day basis. We have continued to develop our measures in the past five years while the company has grown, and 2020/21 is a good time to review our overall approach to capturing the value we create for our councils.

Vital to successful, long-term company performance is understanding the innovation process. Establishing how innovation can be enhanced and how it can be measured is a key step to managing and enhancing innovation.

During the 2020/21 year our wider Wellington Water family will be encouraged to seek opportunities to embed processes that support innovation that can be trialled and measured through the work we do.

Increasing the maturity of our asset-management system will also be a focus. This will be achieved by aligning what we do with recognised good asset-management practice set out in the international ISO 55000 standard (a standard covering the management of assets of any kind). This will involve developing key parts of our asset-management system in the next year, and we plan to achieve certification with ISO 55000 by June 2024.

TELLING A BETTER COMPANY PERFORMANCE STORY

We set out to do the best work we can, and whether we succeed in fully delivering on our plans or not, we believe in being transparent and being held to account for our performance.

To make sure an accurate performance story can be told, we have developed a new performance framework that includes high-level outcomes, impact statements (impacts to which our work contributes but that we do not fully control), and performance measures (results that we largely control).

Our new performance framework will help us make sure our priorities and interventions act as stepping stones on the way to achieving what really matters. Improving the linkages between our programmes of work and our long-term outcomes will have the greatest impacts for our communities.

A key element of telling a better company performance story will be the commissioning and embedding of software to collect and interpret data accurately in the 2020/21 year.

All the work we do is laid out in our councils' long-term plans, and we operate within agreed funding levels with councils to deliver these work programmes. If we do need to respond to an 'out of the ordinary' event such as a network emergency or a natural disaster, we must work with our councils to reprioritise their work programmes for the year so that they remain viable within our funding agreements.

As a council-controlled organisation, we are required by the Local Government Act 2002 to have key performance targets and other measures by which our performance can be judged. A comparison between actual performance and the key performance targets and other measures will be set out in our Annual Report.

Measures mandated by the Department of Internal Affairs are reported in Appendix 2¹.

¹ Councils are required to include in their long-term plans the mandatory measures set by the Department of Internal Affairs' 'Non-Financial Performance Measures Rules 2013'. [https://www.dia.govt.nz/diawebsite.nsf/Files/Local-Government-Non-Financial-Performance-Measures-Signed-Rules/\\$file/Local-Government-Non-Financial-Performance-Measures-Signed-Rules-1.pdf](https://www.dia.govt.nz/diawebsite.nsf/Files/Local-Government-Non-Financial-Performance-Measures-Signed-Rules/$file/Local-Government-Non-Financial-Performance-Measures-Signed-Rules-1.pdf). Our councils set their own targets against these mandatory measures and Wellington Water reports against them.

HOW WE WILL MEASURE OUR PERFORMANCE

Growing our people and capability	
16	The number of health and safety serious-harm and significant near-miss incidents to our people, our supply chain, and the public trends down annually.
17	Two health and safety critical risks (defined in February 2019) are reviewed per year and improvements are implemented.
18	Engagement survey results show increasing alignment in the customer operations group between the Wellington Water people and those of our alliance partner.
19	Organisational values are renewed and reflected in recruitment, induction, and performance development processes.
Partnering and collaborating well with others	
20	Working in partnership with mana whenua, our actions match our promises.
21	Annually at least 65 per cent of land developers are satisfied with their relationships with us.
22	A Wellington Water family stakeholder and engagement plan details consultant panel members' contributions: <ul style="list-style-type: none"> · Four or more combined educational Lunchbox sessions; and · 'On Tap' articles each quarter.
Getting better at demonstrating value for money	
23	During the 2020/21 financial year long term planning investment advice to councils is reviewed and validated by an independent industry expert.
24	Working with our consultancy panel, the average cost of fees as a percentage of construction costs reduces by 0.5 per cent per year.
25	Baseline cost per kilometre of pipeline (Consumer Price Index adjusted) will be established and the rolling average unit cost will decrease.
26	A 10 per cent sample of completed capital expenditure (CAPEX) projects demonstrates 95 per cent or greater achievement of outcomes agreed in the activity brief.
27	At least two Smart Services ideas are delivered each year.



Our changing world

WATER SECTOR REGULATION

The Government has decided to set up an independent, dedicated water regulator – Taumata Arowai – that will oversee drinking-water regulation as well as deliver centralised wastewater and stormwater regulatory activities. This regulation is likely to take the form of national standards, greater compliance expectations, improved business processes, and an increase in performance data requirements.

Our overall approach to preparing for the changes will be in line with the Government's timeframes, and includes the completion of strategic and programme business cases to assess the impacts of regulation on our councils' three waters infrastructure and the company's operational systems.

We will continue to support the Wellington Water Committee to provide leadership on these issues on behalf of the region.





Appendices

Appendix 1: Letter of Expectations

David Bassett
Chair, Wellington Water Committee
C/- Hutt City Council
Private Bag 31912
LOWER HUTT

20 December 2019

Mr D Wright
Chairman
Wellington Water Limited
Private Bag 39804
Wellington Mail Centre

Dear David

This letter of expectations sets out the six owner councils' and mana whenua priorities and expectations to inform the development of Wellington Water's draft Statement of Intent (SOI) for 2020-2023 and has been informed by discussions with my fellow councils and mana whenua.

Wellington Water has a crucial role in providing water services to customers within the Wellington metropolitan and South Wairarapa area and therefore its actions have a direct impact on the wellbeing of customers, as well as the health of the broader environment and resilience of the community.

Given Wellington Water's next SOI aligns to the third year of the councils' long term plans, we expect the SOI will largely reflect the company's current direction and anticipate the planning required for each council's next long term plan.

We expect Wellington Water to continue developing as an integrated water services provider, linking communities.

Wellington Water's priorities for 2020-2023

We have a number of priorities for the upcoming year which we would like to see reflected in the SOI.

Te Mana o Te Wai - Promoting Māori values and outcomes in the management of the three waters

Mana whenua representation on the Water Committee was recently agreed by all participating councils. This is an initial step for Wellington Water. We expect Wellington Water to work with mana whenua representatives in this SOI to reflect the outcomes of Te Mana o Te Wai – Te Hauora o Te Wai (the health and wellbeing of water), Te Hauora o te Tangata (the health and wellbeing of people), and Te Hauora o te Taiao (the health and wellbeing of the environment). This holistic world view will provide a coherent framework for community values in the provision of three waters services.

We expect Wellington Water to:

- Support the Water Committee to optimise mana whenua participation.
- Develop a plan for implementing the partnership agreement you have in place with mana whenua.

Achieving agreed levels of service and value for money

A top priority for the forthcoming year is to ensure our customers receive the agreed levels of service. Future community confidence is built on reliable services today. We expect Wellington Water to provide the basic operational services within the agreed timeframes and to a high quality. Health and safety remains an important operational priority. As well, we expect procurement, construction and cost estimation processes are applied to all capital works.

We recognise that Wellington Water is continuing to mature as a company and there are a number of initiatives underway to improve the value that is being delivered to the councils and their communities.

We would like you to develop a framework that enables you to comprehensively capture the value add and demonstrate improvements.

Support for long term plan and infrastructure strategy development

The upcoming year will be an important year for advising councils on the development of planned water activities for their long term plans 2021-2031. We expect advice to support the development of councils' infrastructure strategies and long term plans, and for you to assist in helping our communities understand the big issues around water services in preparation for community consultation. Early socialisation of key issues, especially those with budget implications will be important.

We expect you to prepare to make step change improvements to your strategic framework in time for the 2021-2024 SOI to improve the linkages between programmes of work and long range outcomes.

In order to do this, we expect you to focus on capturing the total cost of providing water services to the community, and working with councils to capture the requisite data. We want to be able to demonstrate to our communities the choices they have and the direct impact of their choices on rates.

Responding to growth needs

The region faces significant challenges in meeting the demands of a growing population and Wellington Water plays a vital role in the planning process.

Wellington Water will need to continue to work with councils to support the process and ensure optimised investment.

We expect the company to ensure we have high level plans for key growth areas identified by the councils. We would also like the company to work with our planning teams to ensure the three waters are considered in an integrated way and district plans and policies reduce the impacts of growth e.g. by providing for green infrastructure.

Sustainability of water

The councils are keen to explore a 'conserve' rather than 'construct' approach to water supply.

We expect Wellington Water to advise us on options to ensure the supply of drinking water is sustainable now and into the future. Specifically, we wish to be advised on activities that will lead to reduced demand. Addressing leaks within the network will be an important component.

We would like Wellington Water to provide us with a proposal to reduce water demand by 10% per person per day for consideration in the 2021-31 long-term plans.

Climate change

Wellington Water should explore ways to mitigate the environmental impacts of climate change. As a first step, we intend setting a target for carbon emissions reduction in the 2021-31 long term plans and would like to explore with the company what this might be. These targets will need to be aligned with councils' climate change plans and with their carbon emissions monitoring programmes.

We expect Wellington Water to continue investigating broader initiatives for responding to climate change issues to be discussed with the Water Committee.

Preparing the company for the impending regulatory change

The regulatory landscape is changing and we expect Wellington Water to prepare for the introduction of higher national standards for drinking water quality and discharges to the environment, including the associated system and reporting improvements that will be required.

We expect to be updated on the implications of any new legislation and for Wellington Water to assist the Water Committee prepare joint submissions on the proposals.

I look forward to receiving a draft of Wellington Water's Statement of Intent by 1 March 2020.

Yours sincerely



David Bassett

Chair, Wellington Water Committee



Appendix 2: Department of Internal Affairs (DIA) measures

Performance measure	DIA target measures 2020/2021 [^]					
	GWRC#	PCC	UHCC	SWDC	WCC	HCC
The extent to which the local authority's drinking water supply complies with part 4 of the drinking-water standards (bacteria compliance criteria).	Yes	100% compliance for both	Bacterial compliance achieved	MBA: Yes GTN: Yes FTN: Yes	Compliant	Full compliance
The extent to which the local authority's drinking water supply complies with part 5 of the drinking-water standards (protozoal compliance criteria).	Yes	100% compliance for both	Protozoal compliance achieved	MBA: Yes GTN: Yes FTN: Yes	Compliant	Full compliance
The percentage of real water loss from the local authority's networked reticulation system including a description of the methodology used to calculate this.	+/- 2%	Less than 17% water loss	Less than 17%	<30%	<17%	≤ 18%
Median response time for attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site.	<60 minutes	a) 60 minute attendance for urgent callouts	60 minutes	85%	60 minutes	≤ 60 minutes
Median response time for resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	<4 hours	b) 4 hour resolution of urgent callouts	4 hours	90%	4 hours	≤ Four hours
Median response time for attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site.	36 hours	c) 36 hour attendance for non-urgent callouts	36 hours	85%	36 hours	≤ 36 hours
Median response time for resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	<15 days	d) 5 day resolution for non-urgent callouts	15 days	90%	5 days	≤ 15 days
The total number of complaints received by the local authority about drinking-water clarity expressed per 1000 connections to the local authority's networked (water) reticulation system.	<5			<13		
The total number of complaints received by the local authority about drinking-water taste expressed per 1000 connections to the local authority's networked (water) reticulation system.	<5			<13		
The total number of complaints received by the local authority about drinking water odour expressed per 1000 connections to the local authority's networked (water) reticulation system.	<5			<13		
The total number of complaints received by the local authority about drinking-water pressure or flow expressed per 1000 connections to the local authority's networked (water) reticulation system.	<5			<13		

Performance measure	DIA target measures 2020/2021 [^]					
	GWRC#	PCC	UHCC	SWDC	WCC	HCC
The total number of complaints received by the local authority about continuity of supply expressed per 1000 connections to the local authority's networked (water) reticulation system.				<13		
The total number of complaints received by the local authority about the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked (water) reticulation system.				<13		
The total number of complaints received by the local authority about any of the following: a) clarity; b) taste; c) odour; d) pressure or flow; e) continuity of supply; f) responsiveness to issues expressed per 1000 connections to the local authority's networked (water) reticulation system.	<0.2	Less than 20 complaints in total for a)-f)	≤ 30 complaints per 1000 connections		<20	≤ 140 per 1000 connections
The average consumption of drinking water per day per resident within the territorial authority district.	374 L/p/d	Less than 335 litres per day	335 litres per person per day	< 400 Lt	365 litres per day	345 litres per day
The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.		Zero dry weather wastewater overflows	Zero dry weather sewerage overflows	<10	0	0 per 1000 connections
(2) Performance measure 2 (discharge compliance) Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: abatement notices.		Nil for all	b) Zero infringement notices	0	0	No enforcement action
(2) Performance measure 2 (discharge compliance) Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: infringement notices.		Nil for all	b) Zero infringement notices	0	0	No enforcement action
(2) Performance measure 2 (discharge compliance) Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: enforcement orders.		Nil for all	b) Zero infringement notices	0	0	No enforcement action
(2) Performance measure 2 (discharge compliance) Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: convictions.		Nil for all	b) Zero infringement notices	0	0	No enforcement action

Performance measure	DIA target measures 2020/2021 [^]					
	GWRC#	PCC	UHCC	SWDC	WCC	HCC
Attendance at sewerage overflows resulting from a blockage or other fault in the sewerage system. The median response time for attendance time – from the time that the territorial authority receives notification to the time that service personnel reach the site.		60 minutes	Median attendance time ≤ 60 minutes	80%	≤1 hour	≤ 60 minutes
Attendance at sewerage overflows resulting from a blockage or other fault in the sewerage system. The 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.		6 hours	Median resolution time ≤ 6 hours	85%	≤6 hours	≤ Six hours
The total number of complaints received by the territorial authority about sewage odour: expressed per 1000 connections to the territorial authority's sewerage system.				< 15		
The total number of complaints received by the territorial authority about sewerage system faults: expressed per 1000 connections to the territorial authority's sewerage system.				< 15		
The total number of complaints received by the territorial authority about sewerage system blockages: expressed per 1000 connections to the territorial authority's sewerage system.				< 15		
The total number of complaints received by the territorial authority about the territorial authority's response to issues with its sewerage system: expressed per 1000 connections to the territorial authority's sewerage system.				< 15		
(4) Performance measure 4 (customer satisfaction) The total number of complaints received by the territorial authority about any of the following: a) sewage odour b) sewerage system faults c) sewerage system blockages d) the territorial authority's response to issues with its sewerage system expressed per 1000 connections to the territorial authority's sewerage system.		Less than 30 complaints in total for all	Total number of complaints ≤ 30 per 1000 connections	< 15	<30/1000	≤ 30 per 1000 connections
The number of flooding events that occur in a territorial authority district.		a) one flooding event	Wellington Water Limited Statement of Intent target: a) Zero flooding events	0	Baseline	0 flooding events
For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)		b) less than 0.5 habitable floors affected	b) Zero habitable floors affected	0	Baseline	0 out of 1000 connections per flooding event

Performance measure	DIA target measures 2020/2021 [^]					
	GWRC#	PCC	UHCC	SWDC	WCC	HCC
Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of abatement notices.		Nil for all	a) Zero abatement notices received by Council in relation to those resource consents	0	0	No enforcement action
Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of infringement notices.		Nil for all	b) Zero infringement notices received by Council in relation to those resource consents	0	0	No enforcement action
Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of enforcement orders.		Nil for all	c) Zero enforcement orders received by Council in relation to those resource consents	0	0	No enforcement action
Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of convictions.		Nil for all	d) Zero convictions received by Council in relation to those resource consents	0	0	No enforcement action
The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site.		60 minute response time	Median response time ≤ 60 minutes	3 hours	≤60 minutes	≤ 60 minutes
The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system.		Less than 20 complaints per 1,000 connections	≤ 25 complaints per 1,000 properties connected to Council's stormwater system	0	<20/1000	≤ 30 per 1000 connections

Greater Wellington Regional Council (GWRC) has a different wording from the DIA for each measure because it is referring to the bulk network. For GWRC's exact wording from long-term plans, please see pages 66-68 of Greater Wellington Regional Council's Long Term Plan 2018-28, at <https://www.gw.govt.nz/assets/Long-term-plan-2018/Greater-Wellington-Regional-Councils-Long-Term-Plan-2018-281.3.pdf>.

[^] Exact wording for targets' measures taken from councils' long-term plans.

MBA = Martinborough, GTN = Greytown, FTN = Featherston.

Appendix 3: Governance and shareholder information

WELLINGTON WATER COMMITTEE

The Wellington Water Committee (the Water Committee) is a joint committee of our councils under the Local Government Act 2002 and provides governance oversight of Wellington Water.

It does this by considering the company's Half-Year and Annual Reports, monitoring performance, recommending directors for appointment, and providing recommendations to shareholders on proposals.

Each shareholder holds an equal percentage of the voting shares ('A' shares) of Wellington Water.

The Water Committee writes an annual Letter of Expectations to Wellington Water's Board of Directors, which outlines key priorities and areas of focus. It is used to guide the development of our Statement of Intent.

Client Council



Councillor David Bassett
(Water Committee Chair)
HUTT CITY COUNCIL



Mayor Wayne Guppy
(Water Committee Deputy Chair)
UPPER HUTT CITY COUNCIL



Mayor Anita Baker
PORIRUA CITY COUNCIL



Councillor Sean Rush
WELLINGTON CITY COUNCIL



Councillor Jenny Brash
GREATER WELLINGTON REGIONAL
COUNCIL



Mayor Alex Beijen
SOUTH WAIRARAPA DISTRICT COUNCIL

Mana whenua



Taku Parai
TE RŪNANGA O TOA RANGATIRA



Kim Skelton
TARANAKI WHĀNUI KI TE UPOKO
O TE IKA

INFORMATION TO BE PROVIDED TO SHAREHOLDERS

In each year, Wellington Water shall comply with the reporting requirements of the Local Government Act 2002 and the Companies Act 1993 and regulations. In particular, Wellington Water will provide:

- A Statement of Intent, detailing all matters required under the Local Government Act 2002, including financial information for the next three years;
- Within two months after the end of the first half of each financial year, a report on the operations of Wellington Water to enable an informed assessment of its performance, including financial statements (in accordance with section 66 of the Local Government Act 2002); and
- Within three months after the end of each financial year, an Annual Report, which provides a comparison of its performance with the Statement of Intent, with an explanation of any material variances, audited consolidated financial statements for that financial year, and an auditor's report (in accordance with sections 67, 68, and 69 of the Local Government Act 2002).

Share acquisition

There is no intention to subscribe for shares in any other company or invest in any other organisation.

Compensation from local authority

It is not anticipated that the company will seek compensation from any local authority other than in the context of management services agreements and the shareholders' agreements with client councils.

Equity value of the shareholders' investment

The total shareholders' equity is estimated to be valued at \$3.4 million as at 31 December 2019. This value will be assessed by the directors on completion of the annual accounts or at any other time determined by the directors. The method of assessment will use the value of shareholders' funds as determined in the annual accounts as a guide.

Ratio of consolidated shareholders' funds to total assets

The ownership of infrastructural assets is retained by the shareholders (or other clients). The business returns all benefits to shareholders; the ratio of shareholders' funds to assets is provided in Appendix 4.

WELLINGTON WATER BOARD OF DIRECTORS

We are governed by a Board of Directors (the Board). The Board consists of four members.

All directors must be independent and are selected by the Water Committee in accordance with the Board's skill matrix. Each director can serve a maximum of two terms, or six years, unless agreed by the Water Committee.

Board performance reviews are undertaken regularly and are provided to the Water Committee and shareholders on completion. The Board is responsible for the direction and control of Wellington Water Limited.

The Chair of the Board reports to the Water Committee. The Board approves strategy, ensures legal compliance, and monitors Wellington Water's performance, risks, and viability.





The Board's approach to the governance of the company is to establish with management (and in consultation with shareholders) clear strategic outcomes that drive performance. The Board is mindful of the significant investment by its shareholder councils in its operations, and of the need to preserve, grow, and demonstrate shareholder value and regional prosperity through the provision of its three waters services.

The Board will ensure that the company focuses on the priorities set out in the shareholders' Letter of Expectations. More broadly, it will ensure the company is mindful of the councils' strategic priorities set out in their long-term plans and focuses on those that are relevant to the company's objective to provide leadership to the region.

The Board is also mindful of its relationship with the Water Committee and how both the Board and the Water Committee influence the company in different ways.

Our Board supports and empowers our management team to deliver and report on performance using a 'no surprises' approach, by creating an environment of trust where information is freely available, decision-making is transparent, and strategic conversations provide insights and guidance for the company.

Consistent with a high-performance organisation, Board members challenge management (and other Board members) to keep a healthy culture of inquiry and openness.

Board of Directors	Appointed to
 <p>David Wright (Chair)</p>	31 July 2020
 <p>Philip Barry</p>	30 June 2021
 <p>Cynthia Brophy</p>	31 January 2021
 <p>Geoff Dangerfield</p>	30 September 2020

WELLINGTON WATER LIMITED

Wellington Water is a council-controlled organisation as defined by section 6 of the Local Government Act 2002. Wellington Water is also covered by the Companies Act 1993, and governed by law and best practice. The Shareholders' and Partnership Agreement relating to Wellington Water outlines the way the shareholders manage their shareholdings in Wellington Water and their respective relationships with each other.

The principal objectives of Wellington Water as set out in our Constitution are to:

- Manage drinking-water, wastewater, and stormwater services in the greater Wellington region for local authority shareholders;
- Achieve the objectives of its shareholders;
- Be a good employer;
- Exhibit a sense of social and environmental responsibility by having regard to the interests of the community in which the company operates and by endeavouring to accommodate or encourage these when able to do so; and
- Conduct its affairs in accordance with sound business practice.

We employ around 200 staff and provide drinking-water, stormwater, and wastewater services to customers on behalf of our shareholders.

To do this, we manage annual expenditure of approximately \$137 million (based on the 2019/20 budget) to maintain and develop water assets with a replacement value of approximately \$6.1 billion. We also provide investment advice on the future development of the three waters assets and services.

Each shareholding client council owns its own three waters assets (pipes, pump stations, reservoirs, and treatment plants), and decides on the level of service it will purchase from us, the policies it will adopt, and the investments it will make (after considering our advice) in consultation with its community.

We operate under the Companies Act 1993 and the Local Government Act 2002 and comply with the Health Act 1956, the Drinking-water Standards for New Zealand (revised 2018), and other legislation such as the Resource Management Act 1991, the Wellington Regional Water Board Act 1972, and the Health and Safety at Work Act 2015.



- Six client councils jointly own Wellington Water Limited.
- Each council owns its three waters assets.
- The Wellington Water Committee represents the councils.

↕ Service level agreements, pricing and policies ↕

Wellington Water Limited

- **Network Strategy and Planning:** asset planning, information management, education.
- **Network Development and Delivery:** project design, work programme management.
- **Customer Operations:** network operations, service delivery, customer service.
- **Network Management:** treatment facilities, quality control, innovation.
- **Business Services:** financial, procurement, business support, communications.
- **Chief Executive Office:** company strategy, leadership.

Senior Leadership Team



Colin Crampton
Chief Executive



Susan Cuthbert
Principal Advisor to the Chief Executive



Tonia Haskell
Group Manager
Network Development and Delivery



Mark Ford
Group Manager
Business Services

Senior Leadership Team



Julie Alexander
Group Manager
Network Strategy and Planning



Jeremy McKibbin
Group Manager
Network Management



Kevin Locke
Group Manager
Customer Operations

Appendix 4: Financials – three-year forecasts

Wellington Water receives annual management fees from its six client councils. These cover operating expenses such as employee costs, vehicle costs, directors' fees, and depreciation.

Funding is also received for the council work programme. This work programme (capex and opex) is managed by Wellington Water employees. The planned spend in the

next three years is \$388 million on three waters capital projects and \$156 million on three waters infrastructure maintenance and operation.

The first year of the financials reflects the councils' draft annual plans for 2020/21 and therefore is in draft form and includes a number of assumptions that have yet to be evaluated. Years two and three of this document reflect our councils' 2018-28 long-term plans.

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES

	Projection 2020/21 \$000	Projection 2021/22 \$000	Projection 2022/23 \$000
Council work programme	214,560	222,233	163,387
Management fee	16,712	16,720	17,138
Other revenue	316	150	150
Total revenue	231,589	239,103	180,675
Council capex expenditure	(153,912)	(160,675)	(100,906)
Council opex expenditure	(60,648)	(61,558)	(62,481)
Salaries and wages	(22,510)	(23,137)	(23,782)
Direct costs charged to capex programme	8,341	8,940	9,189
Direct costs charged to opex programme	8,236	8,461	8,692
Superannuation	(659)	(677)	(696)
Directors' fees	(135)	(135)	(135)
Audit - financial statements	(105)	(107)	(109)
Operating leases	(971)	(990)	(1,010)
Other personnel costs	(855)	(877)	(898)
Other expenditure	(7,238)	(7,355)	(7,460)
Depreciation and amortisation	(1,133)	(994)	(1,079)
	(231,589)	(239,103)	(180,675)
Surplus/(deficit) before tax	-	-	-
Tax (expense)/credit	-	-	-
Total comprehensive revenue and expenses	-	-	-
Shareholder equity ratio	8%	8%	8%

Note: The financials in this Statement of Intent are draft and include a number of assumptions which are subject to change.

Final client council approved budgets were not available at the time of publishing.

OTHER FINANCIAL INFORMATION

Current value of assets	The current value of assets at 31 December 2019 was \$3.4 million based on the net asset value of Wellington Water as disclosed in the unaudited interim financial statements.
Accounting policies	Accounting policies are as per the 2019 Annual Report.
Financial reporting	Wellington Water's financial reporting is prepared in accordance with generally accepted accounting policies.

CLIENT COUNCIL CAPEX PROGRAMME

	2020/21	2021/22	2022/23
	\$000	\$000	\$000
Greater Wellington Regional Council (GWRC)			
Potable Water			
1.1 Safe drinking-water	3,772	4,130	4,130
1.2 Safety of assets	640	-	-
2.1 Resource usage	60	60	60
3.2 Resilience	17,545	44,400	33,000
3.3 Growth	300	-	-
3.4 Reliability	9,490	630	290
	31,807	49,220	37,480
GWRC TOTAL	31,807	49,220	37,480

Hutt City Council (HCC)			
Potable Water			
1.1 Safe drinking water	726	550	250
2.1 Resource usage	256	-	-
3.2 Resilience	730	1,536	2,928
3.3 Growth	50	50	50
3.4 Reliability	2,879	3,465	1,840
	4,641	5,601	5,068

Stormwater			
1.2 Safety of assets	726	1,925	1,652
2.2 Waterway health	-	100	100
2.4 Natural and built Environment	320	25	240
3.1 Flooding	3,526	3,520	3,086
3.2 Resilience	-	-	-
3.4 Reliability	1,165	-	-
	5,737	5,570	5,078

Wastewater			
1.1 Safe drinking water	350	-	-
1.2 Safety of assets	30	-	-
1.4 Public health	16,149	23,991	5,898
2.1 Resource usage	-	-	215
2.4 Natural and built Environment	-	-	100
3.2 Resilience	1,200	100	-
3.3 Growth	450	50	650
3.4 Reliability	1,456	10	10
	19,635	24,151	6,873
HCC TOTAL	30,013	35,322	17,019

	2020/21	2021/22	2022/23
	\$000	\$000	\$000
Porirua City Council (PCC)			
Potable Water			
1.1 Safe drinking-water	593	100	100
2.1 Resource usage	774	-	-
3.2 Resilience	36	1,000	7,000
3.3 Growth	695	820	20
3.4 Reliability	1,566	670	670
	3,664	2,590	7,790

Stormwater			
1.2 Safety of assets	104	-	-
2.4 Natural and Built Environment	150	15	15
3.1 Flooding	6,034	1,413	235
3.2 Resilience	50	-	-
3.3 Growth	225	-	-
3.4 Reliability	198	-	-
	6,761	1,428	250

Wastewater			
1.2 Safety of assets	128	20	20
1.4 Public Health	5,533	4,428	6,155
2.2 Waterway health	-	1,310	625
2.4 Natural and built Environment	670	-	-
3.3 Growth	4,394	31	31
3.4 Reliability	30	65	65
	10,755	5,854	6,896
PCC TOTAL	21,180	9,872	14,936

South Wairarapa District Council (SWDC)			
Potable Water	3,407	1,123	950
Stormwater	73	137	133
Wastewater	1,756	1,076	1,141
SWDC TOTAL	21,180	9,872	14,936

	2020/21	2021/22	2022/23
	\$000	\$000	\$000
Upper Hutt City Council (UHCC)			
Potable Water			
1.1 Safe drinking-water	155	50	50
1.2 Safety of assets	350	-	-
2.1 Resource usage	400	59	75
3.2 Resilience	210	455	429
3.3 Growth	20	20	20
3.4 Reliability	946	1,373	1,066
	2,081	1,957	1,640
Stormwater			
1.2 Safety of assets	18	-	-
2.4 Natural and built environment	-	10	10
3.1 Flooding	5,894	6,028	1,123
3.2 Resilience	100	-	-
3.4 Reliability	225	-	-
	6,237	6,038	1,133
Wastewater			
1.4 Public health	8,249	7,780	2,394
3.3 Growth	20	20	20
3.4 Reliability	1,571	7	-
	9,840	7,807	2,414
UHCC TOTAL	18,158	15,802	5,187
Wellington City Council (WCC)			
Potable Water			
1.1 Safe drinking-water	1,158	1,566	1,566
1.2 Safety of assets	400	50	50
1.3 Firefighting	96	1,672	1,418
2.1 Resource usage	1,601	486	486
3.2 Resilience	13,470	14,760	6,700
3.3 Growth	1,058	1,750	350
3.4 Reliability	8,230	2,382	3,472
	26,013	22,666	14,042
Stormwater			
1.2 Safety of assets	3,699	3,226	3,226
2.4 Natural and built environment	-	50	50
3.1 Flooding	5,801	525	4,525
3.3 Growth	58	370	70
	9,558	4,172	7,871
Wastewater			
1.2 Safety of assets	39	-	-
1.4 Public health	9,661	6,028	3,028
2.1 Resource usage	2,350	14,009	9
2.2 Waterway health	2,228	-	-
2.4 Natural and built environment	-	-	50
3.3 Growth	1,896	3,544	1,244
3.4 Reliability	1,009	40	40
	17,183	23,621	4,371
WCC TOTAL	52,754	50,459	26,284
Grand Total	153,912	160,675	100,906

CLIENT COUNCIL OPEX PROGRAMME

	2020/21	2021/22	2022/23
	\$000	\$000	\$000
Greater Wellington Regional Council (GWRC)			
Potable water	8,032	8,153	8,275
GWRC TOTAL	8,032	8,153	8,275
Hutt City Council (HCC)			
Potable water	3,261	3,148	3,196
Stormwater	1,820	1,773	1,799
Wastewater	8,436	8,799	8,931
HCC TOTAL	13,518	13,721	13,926
Porirua City Council (PCC)			
Potable water	1,597	1,398	1,419
Stormwater	600	572	580
Wastewater	3,733	4,050	4,110
PCC TOTAL	5,931	6,020	6,110
South Wairarapa District Council (SWDC)			
Potable water	1,665	1,718	1,744
Stormwater	83	90	92
Wastewater	611	585	594
SWDC TOTAL	2,358	2,394	2,430
Upper Hutt City Council (UHCC)			
Potable water	1,487	1,411	1,432
Stormwater	731	703	714
Wastewater	3,614	3,805	3,863
UHCC TOTAL	5,832	5,920	6,009
Wellington City Council (WCC)			
Potable water	5,662	5,402	5,483
Stormwater	2,229	2,151	2,183
Wastewater	17,086	17,798	18,065
WCC TOTAL	24,977	25,351	25,732
Grand Total	60,648	61,558	62,481

Note: The client council capex programme budget is over allocated against approved annual plan figures (and includes estimated carryovers).

SWDC budget has not been split by service goals. As part of the 2021 long term planning (LTP) process we will be linking the SWDC budget to service goals. SWDC became shareholders in October 2019 and therefore the 2018 LTP was not developed based on improvement in performance against service goals.

Appendix 5: Māori to English glossary

Māori

Hauora

Kaitiaki

Ki uta ki tai

Mana

Mana whenua

Mauri

Tai

Taiao

Tangata

Taonga

Te ao Māori

Te hauora o te taiao

Te hauora o te tāngata

Te hauora o te wai

Te mana o te mauri o te wai

Tikanga

Uta

Wai

Whenua

English

Health/wellbeing

Guardian

Mountains to the sea

Prestige, authority, control, power, influence, status, spiritual power

People who draw power from the land

Life force

Coast

Natural world

Person

Treasure

The Māori world (view)

The health and wellbeing of the natural world

The health and wellbeing of the people

The health and wellbeing of the water

The spiritual values of the water

Protocol – the customary system of values and practices that have developed over time and are deeply embedded in the social context

Inland

Water

Land



Your public water company



ASSETS AND SERVICES COMMITTEE

12 AUGUST 2020

AGENDA ITEM C5

SOLID WASTE MANAGEMENT AND MINIMISATION BYLAW REPORT

Purpose of Report

To update the Committee on the development of the proposed Solid Waste Management and Minimisation Bylaw.

Recommendations

Officers recommend that the Committee:

1. *Receives the Solid Waste Management and Minimisation Bylaw Report.*
2. *Notes that officers will seek Council's approval to undertake public consultation on the proposed bylaw in accordance with the Local Government Act 2002.*

1. Executive Summary

In 2017, the Council adopted the Wellington Region Waste Management and Minimisation Plan (2017-2023) (WMMP). This regional-level plan was collaboratively developed and subsequently adopted by the eight territorial authorities of the Wellington Region.

Within the WMMP the eight councils agreed to investigate and if feasible develop, implement and oversee monitoring and enforcement of a regional bylaw, or a suite of regionally consistent bylaws.

In March 2019, the Wairarapa Joint Policy Working agreed on the scope of the issues to be addressed in a new updated bylaw, advocating for the development of a revised waste management and minimisation bylaw for the purpose of promoting effective and efficient waste management and minimisation within the region.

A new draft Solid Waste Management and Minimisation Bylaw has subsequently been developed. In an effort to promote regional consistency across solid waste management and minimisation, the draft provisions were collaboratively developed by officers from the eight territorial authorities in the Wellington Region.

Officers propose to submit one suite of regionally consistent bylaw provisions for approval for public consultation to each Council.

The draft bylaw is particularly noteworthy as it proposes new regulatory measures to promote waste minimisation associated with outdoor events and requires the consideration of waste minimisation when planning high value construction projects.

It also provides a framework for managing, planning and servicing waste associated with new and existing multi-unit dwellings; and provides a foundation for the establishment of a new regionally coordinated waste operator licensing regime. Overtime, this could secure the provision of regionally consistent waste data for the councils within the region.

To enhance transparency around the process of creating the proposed Bylaw, officers also seek to publicly notify, for the purpose of information, a proposed set of controls intended to support the implementation of the bylaw. The controls specify the operational standards relevant to waste management and minimisation in the region.

The Council would have the ability to adopt such controls by way of a public notified Council resolution following the adoption of the proposed bylaw. Several new operational standards are proposed, including:

- i) Requirements to identify any waste or recycling receptacle placed in a public place for collection with the name and contact details of the service provider;
- ii) Construction and Demolition Waste Planning requirements; and
- iii) Green waste disposal limits applicable to Council waste receptacles.

Officers will seek approval from Council to release the proposed bylaw for public consultation following the Council meeting on 2 September 2020.

2. Background

The Council adopted the Wellington Region Waste Management and Minimisation Plan (2017-2023) (WMMP) in 2017. This regional-level plan was collaboratively developed and subsequently adopted by the eight territorial authorities of the Wellington Region. This Plan identifies the council methods for achieving effective and efficient waste management and minimisation within the respective city/districts.

Within the WMMP the eight councils agreed to investigate and if feasible develop, implement and oversee monitoring and enforcement of a regional bylaw, or a suite of regionally consistent bylaws.

Consistent with these bylaw-related WMMP actions, the Council also has a legal obligation to review their existing bylaws every 10 years. The existing Masterton and South Wairarapa District Council Solid Waste Bylaw provisions are due for review in September 2023.

After discussions with other territorial authorities around the region, a draft Solid Waste Management and Minimisation Bylaw has been developed (see Appendix 1). This proposed bylaw will form a regionally consistent suite of waste bylaw provisions to put forward to each Wellington Region territorial authority for public consultation.

The Council's bylaw is additionally supported by a set of bylaw controls. These bylaw controls specify a unique set of specific waste-related operational parameters. Draft controls for the proposed SWDC bylaw are included at Appendix 2. Note that further work refining these draft controls will be carried out prior to reporting to the 2 September Council meeting.

3. Discussion

3.1 Regulating both Waste Management and Minimisation

The proposed SWDC Solid Waste Management and Minimisation Bylaw provides a regulatory response to an array of recognised waste management and minimisation issues.

Having decided that a bylaw is the most appropriate way of addressing the waste management and minimisation problems, in accordance with s155(1AA)(2) of the Local Government Act,

before making the bylaw the Council now must determine whether the proposed bylaw is the most appropriate form of bylaw.

The following discussion provides a summary of the bylaw response proposed by officers. This bylaw is particularly noteworthy as it proposes new regulatory measures to promote waste minimisation associated with outdoor events and requires the consideration of waste minimisation when planning high value construction projects.

It also provides a foundation for the establishment of a new regionally coordinated waste operator licensing system. Overtime the new licensing system could secure the provision of regionally consistent waste data for the councils within the region.

The core suite of new waste bylaw provisions are summarised below.

3.1.1. Event Waste Management

The lack of event waste management and minimisation is an issue that is recognised to exist across the Wellington region. While the Council currently has some agreements with event organisers regarding waste and encourages waste managers to consider waste minimisation, event organisers within the Wellington region are not currently required to ensure or encourage waste minimisation at events.

The bylaw includes a new waste management planning requirement for any outdoor event with an expected attendance of 1,000 or more people. Council officers from around the region propose that this be a regionally consistent standard, which will have the dual benefit of normalising and promoting waste minimisation behaviour change within the community and reducing the amount of waste sent to landfill.

It is also proposed that this new event waste planning requirement will come into effect one year after the commencement date of the bylaw, thereby giving Councils the ability to share and publicise relevant event management information, tools, and promote any associated Council support available to event organisers. It will also allow time for event organisers to develop an understanding of, and prepare for, the new regional event waste planning standard.

3.1.2. Construction and Demolition Waste Management

The establishment of bylaw controls that require the consideration of construction and demolition waste minimisation associated with large commercial building projects has the potential to become a valuable tool for identifying potentially divertible and recyclable waste material streams.

In summary, the proposed bylaw enables the Council to require a construction site and demolition waste management plan prior to the commencement of any building work.

Information to be provided in such a plan would include, amongst other things:

- A description of the types of waste to be produced;
- The proposed methods of waste management for each type;
- The proposed methods for minimising litter on site;
- Estimated waste quantity and diversion information; and
- Records of the types and quantities of waste reused, recycled, recovered, cleanfilled and sent to landfill.

The supporting bylaw controls further specify when such a plan is to be provided.

Within the district, a construction site and demolition waste plan is proposed to be required for building work with an estimated value of \$2 million or higher. As such, this approach

targets high-value construction projects that have the potential to generate significant volumes of waste.

While the provision to require a construction and demolition waste plan for new builds is proposed to be consistent throughout the region, it will be up to each Council to individually set the building value determining when a plan is required. It is noted that Wellington and Hutt City Council have similarly proposed a construction value trigger of \$2 million or higher.

3.1.3. Unaddressed advertising mail and litter

Littering, waste and public nuisance caused by the delivery of unaddressed mail is recognised to be an issue across the Wellington region. Reinforcing the voluntary Marketing Association Code of Practice for the distribution on unaddressed mail, the proposed bylaw requires the distributors of unaddressed mail to respect any "no circulars", "no junk mail", "addressed mail only" notices placed near or around a letter box.

Appropriate exemptions have been made for unaddressed mail that may be circulated in the community interest, such as, but not limited to, public notices from any government party or local authority, community newsletters, political party material, and communications or fund raising material from local community groups and charities.

Officers will be empowered to enforce any breach of this new provision through the issuing of infringement notices or fines under the Litter Act 1979.

This new bylaw provision is proposed to be consistent across the Wellington region.

3.1.4. Regional Waste Operator licensing

The current lack of consolidated waste data limits Council's ability to plan effective activities to improve waste management and minimisation within the region. In response to this issue, bylaw provisions are proposed to enable the establishment of a regional waste operator licensing system.

Section 56(3)(b) of the Waste Minimisation Act specifically allows territorial authorities to require such licensing for the collection of waste data. Waste operator licensing may also stipulate conditions that require the following:

- a performance bond and/or security, for the performance of the work licensed, and;
- reports setting out the quantity, composition, and destination of waste collected and transported by the licensee (for example, household waste to a disposal facility).

While the operational scope of the proposed licensing system is not yet developed, it would exist as a way for the Council to give effect to controls enabled by the bylaw. For example, if appropriate, the Council could stipulate controls and standards relevant to waste operator servicing through the waste operator licensing and approvals process.

The new waste operator licensing system is proposed to take effect two years following the adoption of the bylaw. This will allow time for the Councils of the Wellington Region to engage with operators affected by the licensing system, and work collaboratively to develop the licensing system a secure database to store the waste data collected.

3.1.5. Operational Bylaw Controls

In accordance with clause 7.1 of the proposed Solid Waste Management and Minimisation Bylaw 2020, the Council has proposed a new set of supporting controls related to solid waste management, the collection and disposal services.

In summary, the proposed controls provide for the following:

- i) Requirements to place any waste or recycling receptacle placed in a public place for collection;

- ii) Construction and Demolition Waste Planning requirements; and
- iii) Green waste disposal limits applicable to Council waste receptacles.

To provide enhanced transparency around the bylaw making process, it is recommended that the proposed controls be publicly notified in conjunction with the bylaw for information purposes. It is important to note, however, that the proposed controls do not form a part of the proposed bylaw but would be issued as a separate suite of Council controls.

Following the adoption of the draft bylaw, the Council would have the ability to make any such controls, or amendments to any such controls, by way of a publicly notified Council resolution.

3.1.6. Discussion Summary

Together, the proposed bylaw and proposed bylaw controls regulate a range of waste management and minimisation activities.

New waste management-related provisions include, but are not limited to, standards applicable to waste service operators and service users; waste management planning and service standards applicable to multi-unit developments; and the establishment of a regional waste operator licensing system.

The bylaw also contains a new set of waste minimisation standards, which are proposed to align with standards set by the seven other Councils of the Wellington Region. These provisions will enable the Councils to require the consideration of waste minimisation associated with construction and demolition projects and establish a new regional event waste minimisation planning standard.

The bylaw additionally creates a regionally consistent standard intended to limit the unnecessary distribution of unaddressed advertising mail.

In summary, in accordance with s155(2) of the Local Government Act, the proposed bylaw is considered by officers, to be the most appropriate form of bylaw and a necessary in response to the City's waste management and minimisation-related issues.

3.2 Options

The proposed draft Bylaw reflects the collaborative effort of all the territorial authorities in the region to establish a new regionally consistent regulatory framework that provides continuity for waste service operators. It also supports a regionally consistent approach towards the promotion of waste minimisation and regulation.

The Council has the option to release the proposed bylaw controls for public information in conjunction with the bylaw. This approach may help promote regulatory transparency and operational understanding of the bylaw.

Alternatively, the Council has the ability to release the draft Bylaw for public consultation in accordance with the Special Consultative Procedure without the draft operational Controls proposed by officers.

Once the resulting bylaw has been adopted, the Council could then establish any relevant operational Controls by way of a publicly available Council resolution.

3.3 Next Actions

Officers will seek approval from Council to release the proposed bylaw for public consultation.

It is possible that the alignment of territorial authority consultation dates could result in joint Council approach to bylaw communications. This, in turn, could broaden the reach and streamline the effectiveness of Council communications on the bylaw across the region's territorial authority boundaries.

As required by s83 of the Local Government Act 2002, the Council is required to publicly consult on the proposed bylaw with a Statement of Proposal and associated Summary of Information for a minimum of 1 month.

3.4 Engagement and Consultation

Over the past 18 months officers from the Regional Waste Management and Minimisation Steering Group have worked collaboratively with the eight territorial authorities of the Wellington Region, to develop a regionally consistent set of waste-related bylaw provisions.

3.5 Treaty of Waitangi considerations

The proposed Waste Management Bylaw is not inconsistent with the principles of the Treaty of Waitangi. However, the revocation of the existing bylaw without the renewal of a relevant waste-related bylaw provision in some form has the potential to limit Council's ability to influence waste stream content. Such an action could, in turn, limit the Council's ability to honour the Treaty principle of protection as it relates to the protection of human health and environmental wellbeing connected to waste management.

3.6 Financial implications

Financial implications from any additional work, including resources associated with the assessment of waste minimisation plans, litter enforcement, and waste operator licensing are yet to be fully determined. The draft Bylaw enables the eight Wellington Region Councils to require the payment of a fee when applying for a waste operator license. This fee could cover or help offset regional licensing processing and administration costs.

3.7 Legislative implications

In addition to the Local Government Act 2002 and the Waste Management Act 2008 discussed in this report, the New Zealand Bill of Rights Act, the Litter Act and the Health Act are also relevant to the waste management and minimisation measures proposed.

The New Zealand Bill of Rights Act 1990:

Under section 155 of the Local Government Act, before making a bylaw, the Council must determine whether the bylaw gives rise to any implications under the New Zealand Bill of Rights Act 1990. No bylaw may be made which is inconsistent with the Bill of Rights Act. Section 5 of the Bill of Rights Act provides for justified limitations on rights, specifically that the rights and freedoms contained in the Bill of Rights may be subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society.

In summary, the only rights or freedoms under the Bill of Rights Act potentially engaged by the proposed Bylaw are likely to be the rights to freedom of movement in relation to the transportation of waste, and freedom of expression in relation to unaddressed mail and advertising material. Limitations on these rights must be no more than is reasonably necessary to achieve the purpose of the Bylaw.

The proposed Bylaw limits these rights only to the extent that they create a danger to health and safety or a nuisance to others or the public generally or create the potential for environmental harm. Therefore, the proposed Bylaw does not raise any implications under and is not inconsistent with the Bill of Rights because any limitations of rights are justified.

The Litter Act (1979):

Under the Litter Act 1979 it is an offence for any person to deposit litter of any kind in a public place, or onto private land without the approval of the owner. The Litter Act is enforced by territorial authorities, who have the responsibility to monitor litter dumping, act of complaints, and deal with those responsible for litter dumping. Councils reserve the right to prosecute offenders via fines and infringement notices administered by a litter control warden or officer.

The maximum fines for littering are \$7,500 for a person and \$30,000 for a corporation. Council powers under the Litter Act could be used to help address the illegal dumping issues recognised within the Wellington Region WMMP (2017-2023).

Health Act (1956):

Subject to the provisions of this Act, it shall be the duty of every local authority to improve, promote, and protect public health within its district, and for that purpose every local authority is hereby empowered and directed (see s23) —

- (b) to cause inspection of its district to be regularly made for the purpose of ascertaining if any nuisances, or any conditions likely to be injurious to health or offensive, exist in the district:
- (c) if satisfied that any nuisance, or any condition likely to be injurious to health or offensive, exists in the district, to cause all proper steps to be taken to secure the abatement of the nuisance or the removal of the condition:
- (e) to make bylaws under and for the purposes of this Act or any other Act authorising the making of bylaws for the protection of public health:
- (f) to furnish from time to time to the medical officer of health such reports as to diseases, drinking water, and sanitary conditions within its district as the Director-General or the medical officer of health may require.

3.8 Policy implications

The adoption of the draft Bylaw for public consultation aligns with the bylaw-related provisions contained in the Wellington Region Waste Management and Minimisation Plan (2017-2023).

3.9 Risks / Legal

The draft Bylaw has been subject to a legal review to ensure it meets all necessary legal requirements. As such, there are no legal risks associated with the draft Bylaw.

If the Council agrees with this proposal, the next step requires the Council to undertake the Special Consultative Procedure pursuant to the Local Government Act 2002.

3.10 Climate Change impact and considerations

The draft Bylaw proposes to promote waste minimisation through event waste management and minimisation planning, construction and demolition waste management planning, and restricting the deposit of unaddressed advertising mail. Reducing the amount of waste created, and disposed of into landfill will in turn, reduce the amount of landfill gas emitted from the landfill. Associated waste diversion data would be required in order to quantify the scope of any such greenhouse gas reduction.

4. Appendices

Appendix 1 – Proposed Solid Waste Management and Minimisation Bylaw

Appendix 2 – Draft Solid Waste Management and Minimisation Bylaw Controls

Contact Officer: Bryce Neems, Amenities Manager

Reviewed By: Karen Yates, Policy and Governance Manager

Appendix 1 – Proposed Solid Waste Management & Minimisation Bylaw

DRAFT Wellington Region TAs ‘Solid Waste Management & Minimisation Bylaw’ standard clauses

[as at 27-05-2020] [incorporating council and regional joint committee feedback and legal reviews]

[Not part of Bylaw: This draft document sets out a series of standard bylaw clauses developed for the 8 territorial authorities of the Wellington region to use when reviewing their solid waste management bylaws. In accordance with the Wellington Region WMMP (2017), these have the potential to form the basis for the development of a suite of regionally consistent district level solid waste management bylaws (or updated bylaws) across the councils (to the extent this is feasible/workable). It is intended that each Council will adopt its own solid waste management and minimisation bylaw, with tailored provisions/clauses where appropriate or necessary (e.g. to reflect a specific context, operational needs or management facilities), and with specific associated controls to support implementation of the bylaw able to be made under the bylaw as may be needed by each council. The below table outlines each draft bylaw clause provision.]

ID#	Clause	Draft bylaw text
PART A: INTRODUCTION		
1	Title and Application	<p>1.1 The title of this Bylaw is the “Solid Waste Management and Minimisation Bylaw [insert year]”.</p> <p>1.2 This Bylaw applies within the boundaries of the [insert District/City].</p>
2	Commencement	<p>2.1 This Bylaw comes into force on [insert date] except for the following exceptions which come into force on the date specified:</p> <ul style="list-style-type: none"> (a) The licensing provisions in clause 11 come into force two years after the commencement date of this bylaw; and (b) The event waste management plan provisions under clause 13 come into force one year after the commencement date of this bylaw.
3	Revocation	<p>3.1 This Bylaw repeals and replaces the [insert name] Bylaw [date].</p>
4	Purpose	<p>4.1 The purpose of this Bylaw is to support:</p> <ul style="list-style-type: none"> (a) The promotion and delivery of effective and efficient waste management and minimisation in [insert district/city] as required under the Waste Minimisation Act 2008; (b) The implementation of the Wellington Region Waste Management and Minimisation Plan; (c) The purpose of the Waste Minimisation Act 2008 and the goals in the New Zealand Waste Strategy 2010, being to encourage waste minimisation and a decrease in waste disposal in order to protect the environment from harm; and provide environmental, social, economic, and cultural benefits; (d) The regulation of waste collection, transport and disposal, including recycling, waste storage and management; (e) Controls regarding the responsibilities of customers who use approved solid waste services, and the licensing of waste collectors and waste operators;

ID#	Clause	Draft bylaw text																
		<p>(f) The protection of the health and safety of waste collectors, waste operators and the public; and</p> <p>(g) The management of litter and nuisance relating to waste in public places.</p> <p>4.2 This Bylaw is made pursuant to section 56 of the Waste Minimisation Act 2008, sections 145 and 146 of the Local Government Act 2002, section 64 of the Heath Act 1956, and section 12 of the Litter Act 1979.</p>																
5	Compliance with Bylaw	<p>5.1 No person may deposit, collect, transport, sort, process, treat or dispose of waste other than in accordance with this Bylaw.</p> <p>5.2 To avoid doubt, compliance with this Bylaw does not remove the need to comply with all other applicable Acts, regulations, bylaws, and rules of law.</p>																
6	Interpretation	<p>6.1 For this Bylaw, unless the context otherwise requires, the following term definitions apply¹:</p> <table border="1"> <thead> <tr> <th>Term:</th> <th>Means:</th> </tr> </thead> <tbody> <tr> <td>Act (the Act)</td> <td>Waste Minimisation Act 2008</td> </tr> <tr> <td>Advertising material</td> <td>Any message which: <ul style="list-style-type: none"> (a) Has printed content controlled directly or indirectly by the advertiser; and (b) Is expressed in any language and communicated in any medium with the intent to influence the choice, opinion or behaviour of a person. </td> </tr> <tr> <td>Approved</td> <td>Authorised in writing by the Council.</td> </tr> <tr> <td>Approved collection point(s)</td> <td>Council approved places, facilities or receptacle where approved receptacles may be left for collection or waste may be deposited.</td> </tr> <tr> <td>Approved receptacle</td> <td>Any container, bag or other receptacle that has been approved by the Council for the collection of any type of waste or diverted material, with approval based on the following criteria: the prevention of nuisance, the provision for adequate security to prevent scavenging, the protection of the health and safety of waste collectors and the public, and the achievement of effective waste management and minimisation.</td> </tr> <tr> <td>Authorised officer</td> <td>Any officer of the Council or other person authorised by the Council to administer and enforce its bylaws, and any person appointed especially or generally by the Council to enforce the provisions of this Bylaw.</td> </tr> <tr> <td>Building work</td> <td>As defined in the Building Act 2004 and includes any work for, or in connection with, the construction, alteration, demolition, or removal of a building. It can include sitework and design work relating to the building work.</td> </tr> </tbody> </table>	Term:	Means:	Act (the Act)	Waste Minimisation Act 2008	Advertising material	Any message which: <ul style="list-style-type: none"> (a) Has printed content controlled directly or indirectly by the advertiser; and (b) Is expressed in any language and communicated in any medium with the intent to influence the choice, opinion or behaviour of a person. 	Approved	Authorised in writing by the Council.	Approved collection point(s)	Council approved places, facilities or receptacle where approved receptacles may be left for collection or waste may be deposited.	Approved receptacle	Any container, bag or other receptacle that has been approved by the Council for the collection of any type of waste or diverted material, with approval based on the following criteria: the prevention of nuisance, the provision for adequate security to prevent scavenging, the protection of the health and safety of waste collectors and the public, and the achievement of effective waste management and minimisation.	Authorised officer	Any officer of the Council or other person authorised by the Council to administer and enforce its bylaws, and any person appointed especially or generally by the Council to enforce the provisions of this Bylaw.	Building work	As defined in the Building Act 2004 and includes any work for, or in connection with, the construction, alteration, demolition, or removal of a building. It can include sitework and design work relating to the building work.
Term:	Means:																	
Act (the Act)	Waste Minimisation Act 2008																	
Advertising material	Any message which: <ul style="list-style-type: none"> (a) Has printed content controlled directly or indirectly by the advertiser; and (b) Is expressed in any language and communicated in any medium with the intent to influence the choice, opinion or behaviour of a person. 																	
Approved	Authorised in writing by the Council.																	
Approved collection point(s)	Council approved places, facilities or receptacle where approved receptacles may be left for collection or waste may be deposited.																	
Approved receptacle	Any container, bag or other receptacle that has been approved by the Council for the collection of any type of waste or diverted material, with approval based on the following criteria: the prevention of nuisance, the provision for adequate security to prevent scavenging, the protection of the health and safety of waste collectors and the public, and the achievement of effective waste management and minimisation.																	
Authorised officer	Any officer of the Council or other person authorised by the Council to administer and enforce its bylaws, and any person appointed especially or generally by the Council to enforce the provisions of this Bylaw.																	
Building work	As defined in the Building Act 2004 and includes any work for, or in connection with, the construction, alteration, demolition, or removal of a building. It can include sitework and design work relating to the building work.																	

¹ For the avoidance of doubt, where this Bylaw relies on a definition in legislation and that definition changes, the definition in this Bylaw changes accordingly.

ID#	Clause	Draft bylaw text
	Bylaw	This Solid Waste Management and Minimisation Bylaw [insert date].
	Cleanfill material	<p>Waste that meets all of the following requirements:</p> <p>(a) does not undergo any physical, chemical or biological transformation that, when deposited or with the effluxion of time, is likely to have adverse effects on the environment or human health; and</p> <p>(b) includes virgin excavated natural materials such as clay, soil and rock, and other inert materials such as concrete or brick that are free of:</p> <ul style="list-style-type: none"> (i) combustible, putrescible, degradable or leachable components; (ii) hazardous waste, hazardous substances or materials (such as municipal solid waste) likely to create leachate by means of biological breakdown; (iii) products or materials derived from hazardous waste treatment, hazardous waste stabilisation or hazardous waste disposal practices; (iv) materials such as medical and veterinary waste, asbestos, or radioactive substances that may present a risk to human health or the environment; and (v) contaminated soil and other contaminated materials; and (v) liquid waste; and <p>(c) has less than two per cent by volume by load of tree or vegetable matter.</p>
	Cleanfill	Land used for the disposal of cleanfill material.
	Commercial or industrial waste	Waste (excluding trade waste) that results from a commercial or industrial enterprise and includes waste generated by the carrying on of any business, factory, manufacture, process, trade, market, or other activity or operation of a similar nature.
	Construction and demolition waste	Waste generated from any building work (including renovation and repair); and includes but is not limited to concrete, plasterboard, insulation, nails, wood, brick, paper, cardboard, metals, roofing materials, wool/textiles, plastic or glass, as well as any waste originating from site preparation, such as dredging materials, tree stumps, asphalt and rubble.
	Council	The [insert name of Council] or any person delegated or authorised to act on its behalf.
	Deposit	To cast, place, throw or drop any waste or diverted material.
	Dispose or Disposal	As defined in the Act.

ID#	Clause	Draft bylaw text
	Diverted material	As defined in the Act.
	Donation collection point	A place where approved types of waste may be deposited for the purposes of raising funds or the charitable reuse/recovery of the waste items.
	Estimated value	As defined in the Building Act 2004.
	Event	<p>Any organised temporary activity of significant scale that is likely to create litter and includes (but is not limited to) an organised outdoor gathering, open-air market, parade, sporting event, protest, festival, concert or celebration. An event will be considered significant if it has an expected attendance of 1,000 or more people across the duration of the event, whether it be a single or multi-day event. For the purpose of this Bylaw 'event' <u>excludes</u>:</p> <ul style="list-style-type: none"> • open-aired events that are enclosed within a building or structure (e.g. an open-aired stadium) • indoor performances, markets, displays, exhibitions or conferences • indoor private functions • indoor tasting and sampling activities • any regularly occurring recreational activities such as weekly sports events.
	Food waste	Waste that is derived from any item of food and is organic in origin and free of contamination and includes fruit and vegetable scraps, meat, fish, bone and shell discards, and any other similar food scraps.
	Green waste	Organic plant material from gardening or arboriculture activities including lawn clippings, weeds, plants and other soft vegetable matter, which by nature or condition and being free of any contaminants will degenerate into compost.
	Handled or Handles	Includes removing, collecting, transporting, storing, sorting, treating, processing or disposing of waste.
	Hazardous substance	<p>As defined in the Hazardous Substances and New Organisms Act 1996 and means, unless expressly provided otherwise by regulations, any substance—</p> <p>(a) with 1 or more of the following intrinsic properties:</p> <ul style="list-style-type: none"> (i) explosiveness: (ii) flammability: (iii) a capacity to oxidise: (iv) corrosiveness: (v) toxicity (including chronic toxicity): (vi) ecotoxicity, with or without bioaccumulation; or

ID#	Clause	Draft bylaw text
		(b) which on contact with air or water (other than air or water where the temperature or pressure has been artificially increased or decreased) generates a substance with any 1 or more of the properties specified in paragraph (a).
	Hazardous waste	<p>Waste that:</p> <p>(a) contains hazardous substances at sufficient concentrations to exceed the minimum degrees of hazard specified by Hazardous Substances (Minimum Degrees of Hazard) Regulations 2000 under the Hazardous Substances and New Organisms Act 1996; or</p> <p>(b) meets the definition for infectious substances included in the Land Transport Rule: Dangerous Goods 2005 and NZ Standard 5433: 2007 – Transport of Dangerous Goods on Land; or</p> <p>(c) meets the definition for radioactive material included in the Radiation Protection Act 1965 and Regulations 1982.</p> <p>Hazardous waste does not include household waste, inorganic waste, construction and demolition waste, or commercial or industrial waste.</p>
	Home composting	The activity of aerobically decaying household organic waste (green waste and/or food waste) and other compostable items originating from that property to create compost at home. To avoid doubt, includes worm farms and anaerobic digestors.
	Household waste	Waste consisting of recyclable material, organic waste or residual waste originating from any residential household but does not include, commercial or industrial waste, prohibited waste, hazardous waste, trade waste, liquid waste, or construction and demolition waste.
	Inorganic waste	<p>Waste consisting of household equipment, furniture, appliances and material of a similar type that due to its nature or size cannot be collected as household waste in an approved receptacle, and that is specified by the Council as suitable for:</p> <p>(a) collection from a public place by the Council or an approved waste collector; or</p> <p>(b) collection from any premises by the Council or an approved waste collector; or</p> <p>(c) delivery to a resource recovery facility.</p>
	Landfill	As defined in the Technical Guidelines for Disposal to Land (Waste Management Institute of New Zealand) ² or by Government standards or regulation.
	Licence	A licence, consent, permit or approval to do something under this Bylaw and includes any conditions to which the licence is subject.
	Litter	Any rubbish, animal remains, glass, metal, garbage, debris, dirt, filth, rubble, ballast, stones, earth, other residual waste or any other thing of a like nature that has been disposed of in a public place, other than in an approved receptacle or

² The guidelines can be accessed at <http://www.wasteminz.org.nz/pubs/technical-guidelines-for-disposal-to-land-april-2016/>

ID#	Clause	Draft bylaw text
		collection point for such disposal, or on private land without the consent of the occupier. For the avoidance of doubt this includes organic material, dog faeces in a container or bag, or disposable nappies.
	Litter receptacle	A receptacle provided for the collection of litter.
	Manager	A person who controls or manages any premises, activity or event, regardless of whether that person has a proprietary interest in those premises or that activity or event. For clarity, this includes the chairperson of a body corporate for a multi-unit development.
	Multi-unit development	A multiple tenancy property comprising of 10 or more separately occupied residential units, whether in the same building or in separate buildings, and held either in common ownership or in separate ownership. This includes a unit title development, a mixed-use premises with business activities, and any development with controlled or restricted access, such as a gated community.
	Nuisance	As defined in section 29 of the Health Act 1956 and includes anything offensive or injurious to the health of the community or any member of it.
	Occupier	In relation to any property or premises, means the inhabitant occupier of that property or premises and, in any case where any building, house, tenement, or premises is unoccupied includes the owner.
	Organic waste	Food waste and/or green waste that is specified by the Council under clause 7 of this Bylaw as organic waste.
	Owner	In relation to any property or premises, means the person or persons entitled to receive the rack rent of the property or premises, or who would be so entitled if the property or premises were let to a tenant at a rack rent, and where such a person is absent from New Zealand, includes their attorney or agent.
	Person	An individual, a corporation sole, a body corporate, and an unincorporated body.
	Premises	Any separately occupied land, dwelling, building, or part of the same.
	Prohibited waste	<p>Waste containing -</p> <p>(a) any material capable of causing injury to any person or animal unless the material is sufficiently contained to prevent injury;</p> <p>(b) any material capable of causing damage to the approved receptacle or likely to shatter and cause injury in the course of collection unless the material is sufficiently contained to prevent damage to the approved receptacle or to prevent injury;</p> <p>(c) any material that may endanger any person, animal or vehicle which may come in to contact with it prior to, during or following collection, transportation, storage, sorting or disposal;</p> <p>(d) any radioactive wastes, but excluding domestic smoke detectors;</p>

ID#	Clause	Draft bylaw text
		<p>(e) any used oil and lead-acid batteries;</p> <p>(f) any hazardous waste;</p> <p>(g) medical waste including wastes generated at health care facilities, such as hospitals, physicians' offices, dental practices, blood banks, pharmacies/chemists, and veterinary hospitals/clinics, as well as medical research facilities and laboratories;</p> <p>(h) any asbestos containing material; and</p> <p>(i) any material prohibited by the Council under clause 7 of this Bylaw.</p>
	Public place	<p>(a) A place that is under the control of Council or a Council-controlled organisation that, at any material time, is open to or is being used by the public, whether free or on payment of a charge; and</p> <p>(b) To avoid doubt this includes any park, reserve, recreational ground, pool, community facility, sports field or facility, public open space, public garden, public square, cemetery, beach, foreshore, dune, wharf, breakwater, boat ramp, pontoon, road, street, lane, thoroughfare, footpath, access way, cycleway, bridleway, car park, grass verge, berm, and any part of the public place.</p>
	Recovery	As defined in the Act.
	Recyclable material or Recyclables	The types of waste that are able to be recycled and that may be specified by the Council from time to time under this Bylaw.
	Recycling	As defined in the Act.
	Reuse	As defined in the Act.
	Rural areas	Any areas zoned and/or defined in the [insert name] District Plan as rural.
	Site	For the purposes of this Bylaw means an area of land that is the subject of an application for a building consent or an area of land where a specific development or activity is located or is proposed to be located.
	Specified intended life	As defined in the Building Act 2004.
	Treatment	As defined in the Act.
	Unaddressed mail	Any mail or material that does not display a full address and name of a person at that address.
	Waste	As defined in the Act.
	Waste collector	Any person or entity that collects or transports waste and includes commercial and non-commercial collectors and transporters of waste (for example, community groups and not-for-profit organisations); but does not include

ID#	Clause	Draft bylaw text
		individuals who collect and transport waste for personal reasons (for example, the owner taking their own household garden waste to a waste management facility).
	Waste management facility	A facility authorised by the Council which primarily provides waste treatment and disposal services or waste remediation and materials recovery services, in relation to solid waste. Includes but is not limited to waste transfer stations, resource recovery stations, recycling centres, composting facilities, landfills or clean fill sites, or hazardous waste facilities.
	Waste Management and Minimisation Plan or WMMP	A waste management and minimisation plan adopted by the Council under section 43 of the Act.
	Waste operator	Any person or entity that operates a waste management facility.
	Waste remediation and materials recovery services	The remediation and clean-up of contaminated buildings and mine sites, mine reclamation activities, removal of hazardous material and abatement of asbestos, lead paint and other toxic material. This also includes recovery, sorting, and/or storage services in relation to waste.
	Waste treatment and disposal services	The treatment or disposal of waste (including hazardous waste), including the operation of landfills, combustors, incinerators, composting, biodigesters and other treatment facilities (except sewage treatment facilities), and waste transfer stations.
7	Controls	<p data-bbox="524 879 1599 906">7.1 The Council may make, amend or revoke controls to support the implementation of this Bylaw.</p> <p data-bbox="524 946 1711 973">7.2 The controls made by Council under clause 7.1 may relate to but are not limited to the following matters:</p> <ul style="list-style-type: none"> <li data-bbox="539 986 2136 1045">(a) The type, size, capacity/volume, weight, number, colour and construction of approved receptacles that may be used for the disposal, storage and collection of waste and recyclable material; <li data-bbox="539 1050 2136 1109">(b) The types of household waste that may be treated for all purposes (including deposit, collection, transportation and disposal) as recyclable, organic waste, or other residual waste; <li data-bbox="539 1114 1480 1141">(c) The types and categories of waste that may be deposited in approved receptacles; <li data-bbox="539 1145 2136 1204">(d) The conditions applicable to any collection service from a public place, including the placement and retrieval of approved receptacles for collection, collection days and times, and restrictions on the number and weight of approved receptacles; <li data-bbox="539 1209 2136 1268">(e) Requirements to ensure the correct separation of wastes into approved receptacles, including content control messaging and symbology on an approved receptacle that specifies the permitted and prohibited content; <li data-bbox="539 1273 2136 1332">(f) Maximum allowable limits of a specified waste type that may be deposited, collected or transported from a public place in an approved receptacle; <li data-bbox="539 1337 1890 1364">(g) Maximum allowable limits of a waste type that may be placed in a receptacle that is approved for another type of waste;

ID#	Clause	Draft bylaw text
		<ul style="list-style-type: none"> (h) Types of waste that are prohibited; (i) The locations, access times and conditions of use of approved collection points; (j) Requirements relating to the safe and secure transportation of waste; (k) Requirements applicable to waste service users and/or to waste handling and collection if traffic or pedestrian safety have the potential to be adversely impacted by the deposit of material in a public place or by waste servicing operations; and (l) Any other operational matter required for the safe and efficient operation of a waste collection service from a public place. <p>7.3 The Council must, before making, amending or revoking any control under clause 7.1, comply with the requirements under Subpart 1 of Part 6 of the Local Government Act 2002 .</p> <p>7.4 Any control made, amended or revoked under clause 7.1:</p> <ul style="list-style-type: none"> (a) Must be made by a resolution of Council that is made publicly available; and (b) May: <ul style="list-style-type: none"> i. Regulate, control or prohibit any matter or thing either generally, for any specified classes of case, or in a particular case; ii. Apply to all waste or to any specified category or type of waste; iii. Apply to [insert district/city name] or to a specified part of [insert district/city name]; and/or iv. Apply at all times or at any specified time or period of time.
PART B: DEPOSIT, COLLECTION, TRANSPORTATION, STORAGE, PROCESSING AND DISPOSAL OF WASTE		
8	General responsibilities	<p>8.1 The occupier and/or the manager of a premises must ensure that the household waste from the premises is separated into waste types as determined by the Council and is deposited for collection in the correct approved receptacle. No person may deposit in a receptacle any material that is not approved for that type of receptacle.</p> <p>8.2 The occupier and/or the manager of any premises must ensure that:</p> <ul style="list-style-type: none"> (a) All waste receptacles are appropriately secured to deter scavenging and to prevent waste escaping; (b) Any waste receptacle is regularly emptied when it is full; and (c) The contents of any waste receptacle are protected from rain, dispersal by wind, or ingress or egress of flies, vermin and animals. <p>8.3 The occupier and/or the manager of any premises must ensure that:</p> <ul style="list-style-type: none"> (a) All approved receptacles are kept in a safe location, are hygienic, in good repair, and are without any modifications or alterations to their appearance; (b) The contents of any approved receptacle do not seep or escape so as to be injurious or dangerous to health, cause an offensive smell or be a source of litter;

ID#	Clause	Draft bylaw text
		<ul style="list-style-type: none"> (c) Waste is deposited in the receptacle in a manner that allows the whole of the contents to fall out easily and cleanly when the receptacle is emptied; (d) The receptacle is placed upright either at an approved collection point or for collection in a position off the carriageway, in front of the premises from which the waste originated and as close to the kerbside as possible; (e) The receptacle is placed so that it does not disrupt or obstruct pedestrian, wheelchair or vehicular traffic, and so that access to the premises is preserved; and (f) The receptacle is placed for the collection of waste and is retrieved in accordance with any applicable control specified by the Council under this Bylaw.
		<p>8.4 No person shall deposit waste in a manner where:</p> <ul style="list-style-type: none"> (a) The receptacle is damaged or otherwise likely to cause injury to the collector; (b) In the opinion of the Council, or the waste collector or waste operator where applicable, the waste is in an unsanitary or in an offensive condition; (c) The waste includes waste prohibited under this Bylaw; (d) The container/receptacle is not an approved receptacle; (e) The receptacle is in a condition that allows spillage of waste or is not of a sufficient size to contain the waste; (f) The receptacle or the waste does not comply with the rules under this Bylaw in terms of type, size, volume, weight, numbers, colour, placement or any other detail; (g) The number of approved receptacles placed out for collection is greater than the authorised number of receptacles for the property, unless approved by an authorised officer; or (h) Any other reason which the Council, or the waste collector or operator, deems would cause a health and safety concern to the waste collection operation.
		<p>8.5 No person shall:</p> <ul style="list-style-type: none"> (a) Put waste into an approved receptacle allocated to any other person, without that other person's consent; (b) Remove waste from, or interfere with any waste deposited in, an approved receptacle, except the Council, a waste collector, or the person who deposited the waste; or (c) Remove a receptacle provided to the premises to which it has been allocated, except with the prior written approval of the Council or the waste collector.
		<p>8.6 The occupier and/or the manager of any premises is responsible for any waste generated on that premises until it has been collected.</p>
		<p>8.7 The occupier and/or the manager of any premises is responsible for any waste not collected because of non-compliance with this Bylaw. Any waste or recyclables not collected shall be removed from the roadside by the occupier and returned to the occupier's premises by noon on the day following collection or within such other time period as specified by a control made under this Bylaw.</p>

ID#	Clause	Draft bylaw text
		<p>8.8 To enable the occupier and/or the manager of a premises to be able to comply with clauses 8.1-8.5, an authorised officer may approve placement of approved receptacles in a location other than directly outside that premises.</p> <p>8.9 Where any breaches of the conditions in clauses 8.1-8.5 occur, the waste collector shall not be obligated to collect the waste.</p> <p>8.10 No waste shall be transported by vehicle through, over or upon any road or public place unless such waste is sufficiently and adequately covered to prevent any of the waste from falling or otherwise escaping on to any road or other public place.</p> <p>8.11 Any waste or diverted material deposited in or on a public place or disposed of in a manner that is in breach of this Bylaw, and/or any controls made under clause 7 of the Bylaw, shall be deemed to be litter under the Litter Act 1979 and will be subject to enforcement action under that Act.</p>
9	Waste collections from a public place	<p>9.1 Waste must not be placed on or in a public place for collection unless it is:</p> <ul style="list-style-type: none"> (a) A type of waste specified and approved by the Council as able to be placed on or in a public place for collection; and (b) Placed in an approved receptacle for collection by a waste collector. <p>9.2 Prohibited waste, diverted material, construction and demolition waste, or commercial or industrial waste must not be placed on or in a public place for collection unless authorised by the Council under this Bylaw or another Council Bylaw.</p> <p>9.3 Any waste collector who collects or transports waste from a public place must:</p> <ul style="list-style-type: none"> (a) Make available to the occupier and/or manager of a premises the appropriate approved receptacles to enable separate collection of each of the waste types required to be separately collected from the premises; (b) Clearly identify their name and contact details on all approved receptacles; (c) Not collect any household waste which has not been separated into the waste types as required under this Bylaw and/or any controls made under clause 7 this Bylaw; and (d) Following collection, ensure that any receptacle is placed so that it does not disrupt or obstruct pedestrian, wheelchair or vehicular traffic, and so that access to the premises is preserved. <p>9.4 Any person providing or using a waste collection service in or from a public place must comply with all controls made under this Bylaw by the Council relating to that collection.</p>
10	Approved Collection Points	<p>10.1 No person may deposit waste at an approved collection point other than in accordance with any applicable Council control.</p> <p>10.2 The Council may specify:</p>

ID#	Clause	Draft bylaw text
		<ul style="list-style-type: none"> (a) Any place, or receptacle in a public place or on a barge in a marine area, as an approved collection point for the collection of household waste; and (b) Controls relating to the deposit of waste at the collection point including the use of specified receptacles.
11	Licensing of Waste Collectors and Waste Operators	<p>11.1 Any:</p> <ul style="list-style-type: none"> (a) Waste collector who handles more than 20 tonnes of waste in any one twelve month period in, around or out of the [insert District/City name]; or (b) Waste operator with a waste management facility in the [Insert District/City name] that handles more than 20 tonnes of waste in any one twelve month period; <p>must have a current licence that has been issued by the Council and may not collect waste or operate a waste management facility (as the case may be) without such a licence.</p> <p>11.2 An application for a licence must be made on the approved form available from the Council, and must be accompanied by the application fee and the supporting information required by the Council to process the application.</p> <p>11.3 The holder of an existing licence may apply to the Council for a renewal of that licence.</p> <p>11.4 A licence is personal to the holder and is not transferable.</p> <p>11.5 A licence may be granted or refused at the discretion of the Council, and if granted, may be on such terms and conditions as the Council considers fit.</p> <p>11.6 When considering a licence application, the Council may take into account a range of factors including but not limited to the following:</p> <ul style="list-style-type: none"> (a) The nature of the activity for which a licence is sought; (b) The extent to which the licensed activities will promote public health and safety, and support achievement of the Council's WMMP, including the waste minimisation goals and initiatives within that plan; (c) The extent to which the licensed activities will adopt best practice waste management and minimisation; (d) The quantity and type of waste to be handled; (e) The methods employed for the handling, disposing and recycling of the waste and the minimisation of litter, including (but not limited to): <ul style="list-style-type: none"> i. the identity of the waste management facility at which it is proposed that recycling, recovery, sorting, storage, treatment, or disposal will occur; and ii. adherence to health and safety standards and any other relevant industry standards; (f) The frequency and location of the waste collection, removal, storage and transportation services; (g) The applicant's experience, reputation, and track record in the waste and diverted material industry, including any known past operational issues which may affect the applicant's performance, and any breaches of previous licence conditions; and

ID#	Clause	Draft bylaw text
		(h) The terms and conditions under which any disposal of waste is permitted and the existence of, or need for, any statutory approvals, authorisations, or consents required to be held or complied with in respect of such disposal.
		11.7 When considering an application for a licence, the Council may inspect the premises or locations related to the application in relation to the purposes for which the licence is sought.
		11.8 A licensed waste collector or waste operator must comply with all terms and conditions of the licence. The terms and conditions may include, but are not limited to, the following matters:
		(a) Term – a licence may be granted for a term of up to five years from the date of Council approval, or for a shorter duration if specified in the terms and conditions of the licence, and will be reviewed every year by the Council to ensure compliance with the terms and conditions of the licence;
		(b) Licence fee – the licensee must pay an annual licence fee in the amount determined by the Council;
		(c) Performance bond – the Council may require a licence holder to post a bank-guaranteed bond or a security;
		(d) Compliance – the licence holder must comply with any relevant controls, standards or policies the Council has set for waste handling such as (but not limited to):
		i. Provision of waste collection services within reasonable collection times and to meet any minimum collection frequencies specified by Council;
		ii. Provision of appropriate approved receptacles for waste collection which clearly identify the waste collector’s name and contact details; and
		iii. The collection of any litter within a specified distance of an approved receptacle awaiting collection and any litter spillage from the licence holder’s vehicle during the collection, transportation, storage or disposal process.
		(e) Provision of information – the licence holder must provide data relating to all waste they have handled to the Council during the term of their licence, in the form and at the times determined by the Council (but not limited to):
		i. The quantities of various waste types that have been handled by the waste collector or waste operator during a specified period of time, including the source and destination of each waste type and the method of processing (recycling, recovery, treatment, disposal etc); and
		ii. Weighbridge receipts, gate records of waste tonnages per waste type as specified in the licence.
		The minimum requirement will be an annual performance report due within one month of the completion of each year of the licence.
		11.9 The Council may suspend or revoke a licence if the licence holder fails to comply with this Bylaw, any of the terms or conditions of the licence, any relevant controls made under this Bylaw, or acts in a manner which the Council considers, on reasonable grounds and in light of the purpose of this Bylaw, is not suitable for the holder of a licence.

ID#	Clause	Draft bylaw text
		11.10 Fees and charges for the issue of licences under this Bylaw are set out in Council's Schedule of Fees and Charges and may be amended from time to time in accordance with section 150 of the Local Government Act 2002.
12	Multi-Unit Developments -	<p>12.1 The owner and/or the manager of a multi-unit development must make adequate provision for the management of all waste and recycling generated within the premises. This includes arrangements for the regular collection of waste to the satisfaction of Council and the provision of adequate areas for:</p> <ul style="list-style-type: none"> (a) The storage of disposed of or discarded material on the premises from any activity on that premises; and (b) The collection of disposed of or discarded material if collection occurs on the premises.
	Waste management plans	<p>12.2 Subject to any exemption granted in accordance with clause 12.5, the owner and/or the manager of a multi-unit development must submit to the Council for approval a multi-unit development waste management plan for:</p> <ul style="list-style-type: none"> (a) The management of an existing multi-unit development if any of the occupiers cannot dispose of or discard material as expressly allowed in clause 8, within three months of the date that the owner and/or manager is notified by the Council of the requirement to obtain approval of a multi-unit development waste management plan; or (b) A planned multi-unit development, prior to the commencement of construction of the multi-unit development.
		<p>12.3 A multi-unit development waste management plan must include, but is not limited to, the following information:</p> <ul style="list-style-type: none"> (a) The person or persons responsible for the management, collection and disposal of waste and the methods to be used; (b) Identification of an adequate area on the premises for the storage of receptacles that is readily accessible to the occupiers of units and the waste collector to enable separate collection and transportation of waste and recycling as specified by the Council; (c) An estimate of the types and volumes of waste that will be generated; (d) How waste generated within the premises is to be minimised and the steps to maximise the collection and use of recyclables and reusable material; (e) The methods to be used to minimise noise and odour and to keep the area hygienic, free from vermin or other infestations, and protected from theft and vandalism; (f) Identification of the means and route of access and egress to the waste storage area; and (g) Any other matter relating to waste management and minimisation that may be specified by the Council.
		12.4 Any person who owns, manages or occupies a multi-unit development must comply with the approved multi-unit development waste management plan for that development and any conditions applied to the approval by the Council (except if an exemption is granted in accordance with clause 12.5).
		12.5 The Council may, on application, grant a written exemption from compliance with all or any the requirements of this clause 12 if:

ID#	Clause	Draft bylaw text
	Waste collection, transportation, storage and deposit controls	<p>(a) In the opinion of the Council, the costs of full compliance would be disproportionate to any resulting waste management and minimisation benefits; and/or</p> <p>(b) The owner and/or the manager demonstrates to the satisfaction of the Council that recyclable material, organic waste and other wastes are separately and regularly collected.</p> <p>12.6 The Council may specify controls for the following matters in relation to the collection, transportation, storage or deposit of waste from multi-unit developments:</p> <p>(a) The categories of recyclable material, organic waste and other residual waste that may be deposited at or collected from a multi-unit development;</p> <p>(b) The times, locations and conditions applicable to any collection service from a multi-unit development, including the placement and retrieval of receptacles for collection, collection times and restrictions on the number and weight of approved receptacles;</p> <p>(c) Requirements to ensure the correct separation of organic waste, recyclable materials and other residual waste into approved receptacles; and</p> <p>(d) Any other operational matter required for the safe and efficient operation of a collection service from a multi-unit development.</p> <p>12.7 Any person who owns or manages a multi-unit development or owns or occupies a unit in a multi-unit development must comply with any controls for the deposit, collection, transportation, storage and management of waste in the multi-unit development made by the Council under clause 7 of this Bylaw.</p> <p><i>[Related information box: include a link to any useful information and material/aids to assist people preparing waste management plans e.g. solid waste calculator etc]</i></p>
13	Events	<p>13.1 At least 10 working days prior to the commencement of an event, the event manager must submit to the Council for approval an event waste management plan for the event.</p> <p>13.2 The event waste management plan must set out:</p> <p>(a) An estimate of the types and amounts of waste to be generated by the event;</p> <p>(b) How waste generated by the event is to be minimised;</p> <p>(c) The steps that will be taken to maximise the collection and use of recyclables and other recoverable, reusable or compostable materials, and an estimate of the diversion of waste;</p> <p>(d) The equipment to be provided for the storage, collection and transportation of waste and diverted material;</p> <p>(e) The proposed method for minimising and capturing litter associated with the event;</p> <p>(f) The person responsible for the collection and disposal of waste and the methods to be used;</p> <p>(g) The timing and frequency of the collection of waste, during or after the event; and</p> <p>(h) Any other matters relating to event waste management and minimisation that may be specified by the Council.</p> <p>13.3 The manager of an event must comply with the event waste management plan approved by the Council for the event.</p>

ID#	Clause	Draft bylaw text
		<p>13.4 On completion of the event, if requested by the Council, the event manager must provide the Council with a waste analysis report, which at a minimum, will include a breakdown of:</p> <ul style="list-style-type: none"> • The types of waste generated by the event; • The amounts of waste (by type) generated by the event; • The amount of waste diverted; and • The waste management facilities used to recover, recycle, treat or dispose of this waste. <p><i>[Related information box: include a link to the regional event guidelines and any other useful materials/aids for people preparing waste management plans to assist event organisers/managers]</i></p>
14	Construction Site and Demolition Waste	<p>14.1 The Council may make a control under this Bylaw to require any person that is applying for a building consent for building work of a certain estimated value or higher to submit a construction site and demolition waste management plan to the Council for approval prior to the commencement of any building work.</p> <p>14.2 At a minimum, a construction site and demolition waste management plan must set out:</p> <ol style="list-style-type: none"> (a) The name of the client, principal contractor, and person who prepared the waste management plan; (b) The location of the site; (c) The estimated total cost of the building work; (d) A description of all types of waste expected to be produced; (e) The proposed method of waste management for each type of waste (e.g. reuse, recovery, recycling, disposal); and (f) The proposed method for minimising and capturing litter associated with the project and the building work. <p>14.3 A construction site and demolition waste management plan may also be required by Council to set out:</p> <ol style="list-style-type: none"> (a) An estimate of the quantity of each type of waste; and (b) An estimate of the diversion of waste. <p>14.4 While the building work is being carried out, the principal contractor may be required by Council to:</p> <ol style="list-style-type: none"> (a) Review the construction site and demolition waste management plan as necessary; (b) Record quantities and types of waste produced; and (c) Record the types and quantities of waste that have been: <ol style="list-style-type: none"> i. Reused (on or off site); ii. Recycled (on or off site); iii. Sent to other forms of recovery (on or off site); iv. Sent to landfill;