

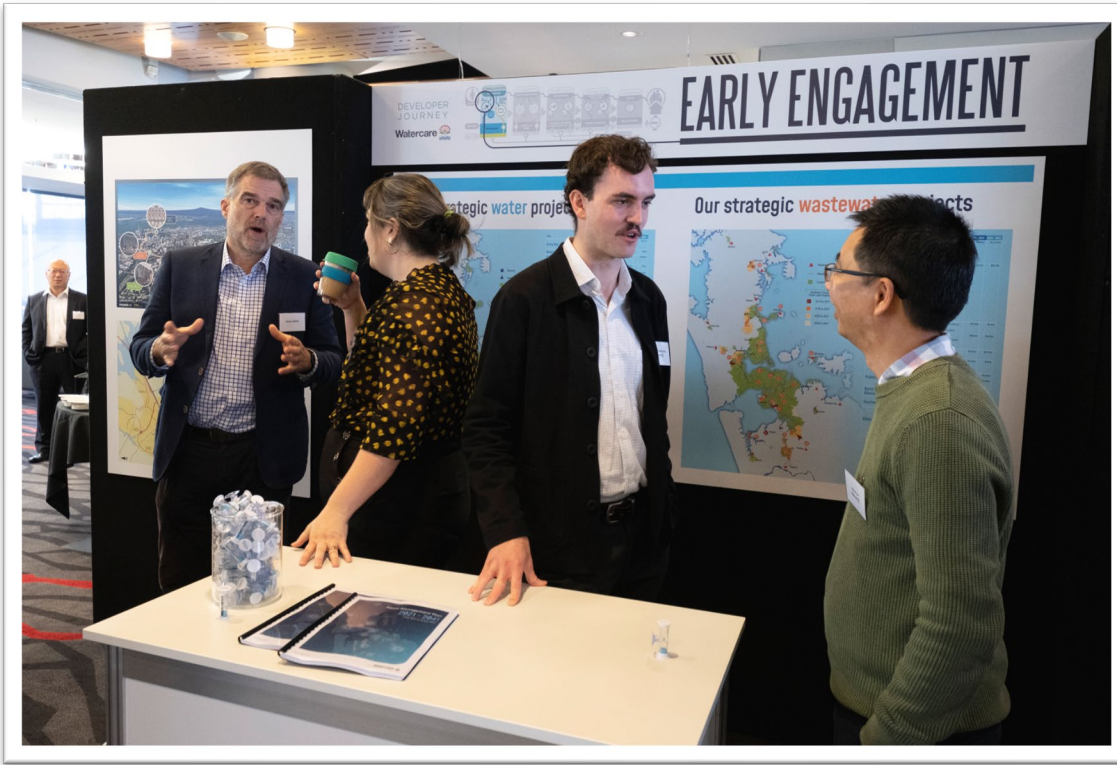
End-of-year update: Improving our service to developers

December 2025

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What we plan to cover today



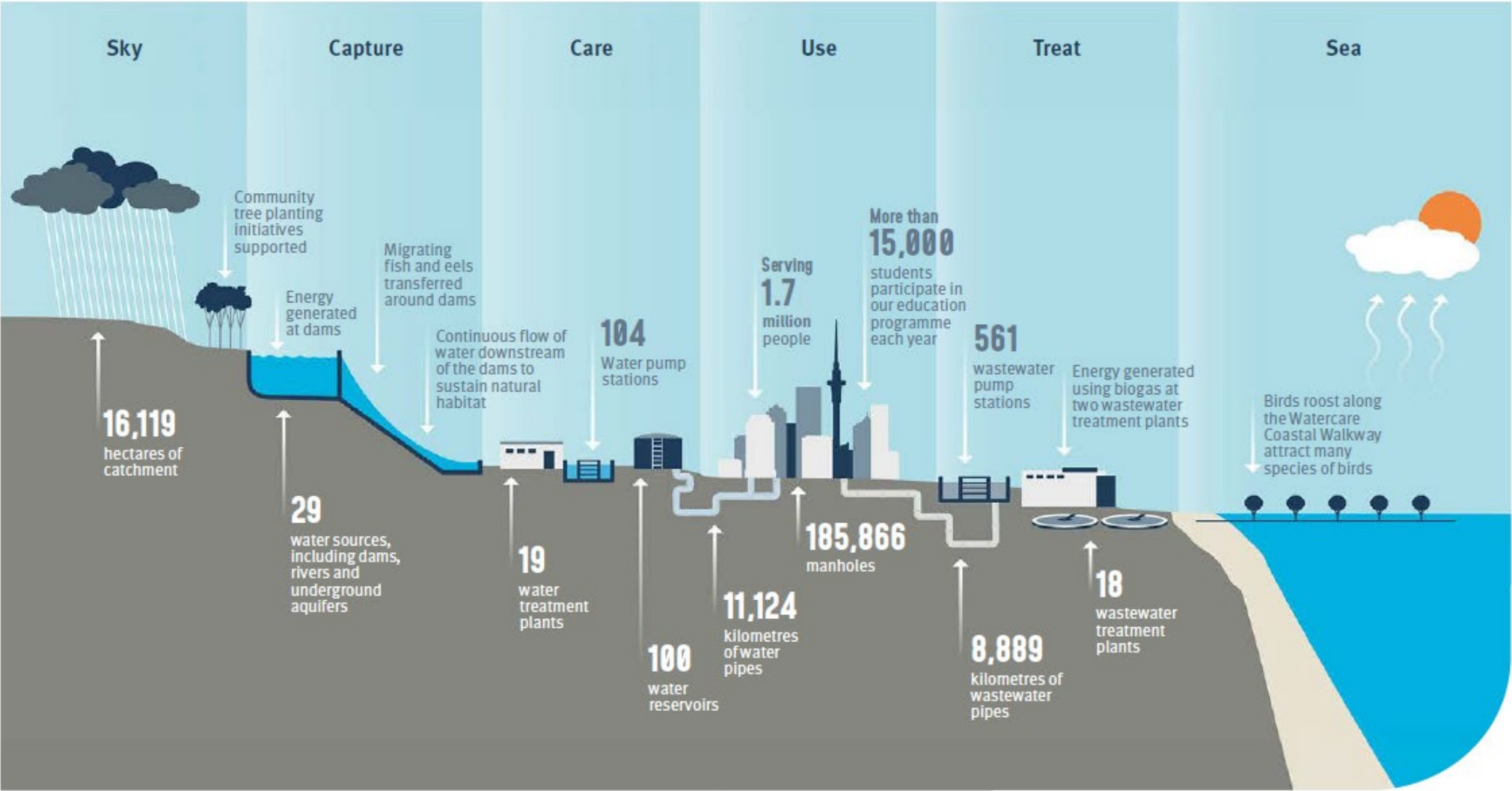
- Our work to support growth
- Recent improvements
- Update on network capacity
- What's coming up next year
- Questions

Thank you



- There has been a lot of change over the last 24 months for Auckland and Watercare.
- We appreciate your support as we move forward and enhance our focus on growth and development in Auckland.
- We have had many challenging yet constructive discussions with representatives from across the growth and development world.
- We are listening and focussed on supporting Auckland as it grows.

Our operations go from sky to sea



Tāmaki Makaurau is growing... quickly

Over the past five years, our population has increased by about

120,000 people



Our population growth is equivalent to adding a city the size of

Dunedin



Delivering \$13.8bn improvements for Auckland

- Delivering over **1000** water and wastewater infrastructure projects in the next 10 years
- **\$13.8 billion** total investment, an average of **\$3.8 million** every day
- Half of this investment will be spent on growth

Recent progress

- \$64.4m wastewater upgrades for Māngere/Favona underway
- Upgrades to Clarks Beach and Wellsford wastewater treatment plants progressing well
- Tunnelling completed on Central Interceptor
- The Snells-Warkworth wastewater scheme is progressing through its entry to service phase



Local Water Done Well – delivering for Auckland



- **Watercare Charter** came into effect 1 April, economically regulated by the Commerce Commission.
 - Transparent reporting of performance,
 - Projects delivered or underway: operational efficiency, **asset management improvement, pricing review**
- Became **financially independent** on 1 July.
 - Moody's **Aa3** rated
 - Completed New Zealand's largest corporate debt **capital raise** – securing \$3.4 billion of committed bank debt facilities.

Aligning with Auckland Council's vision

- We follow the Future Development Strategy to ensure we can deliver infrastructure at the right time to enable growth.
- We use the council's medium growth projections
- We publish our 10-year Asset Management Plan and review it each year

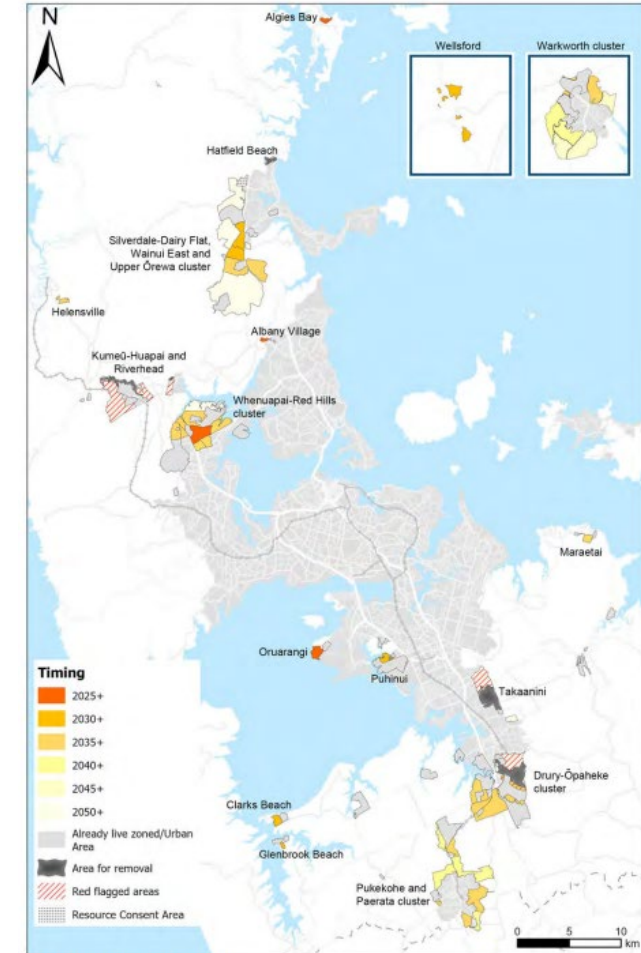
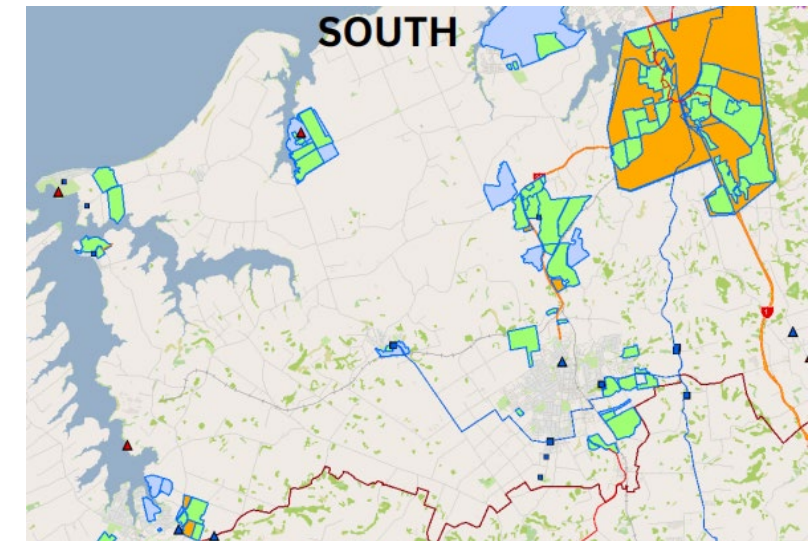
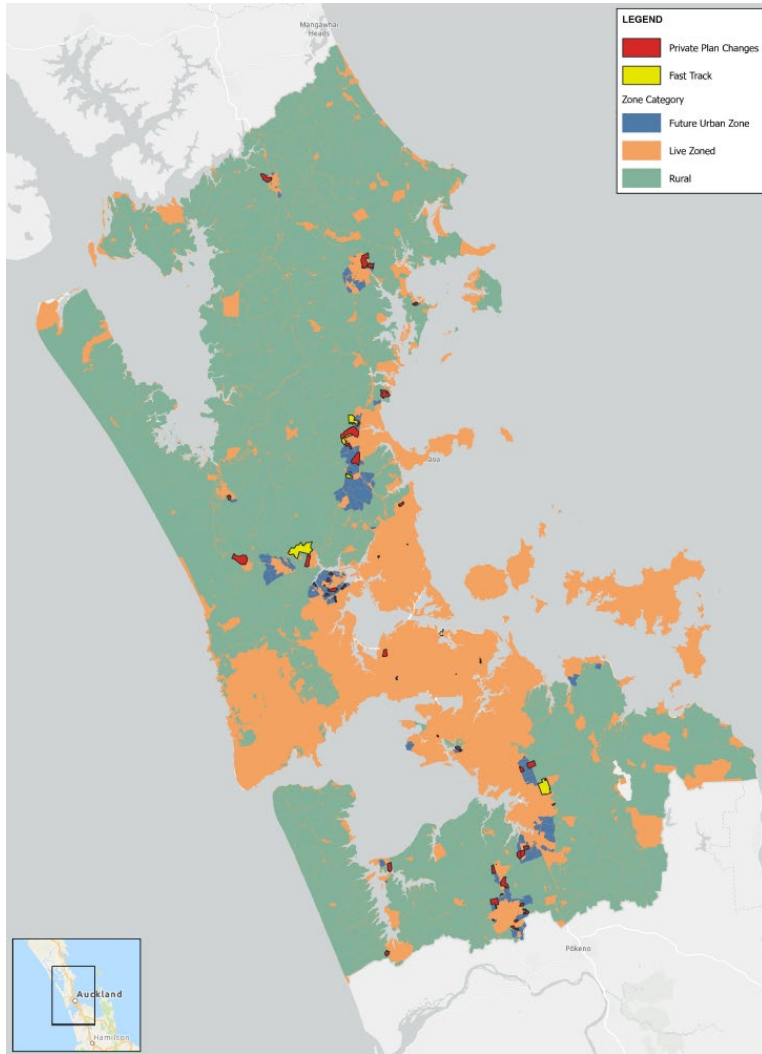


Figure 14 – Future urban areas

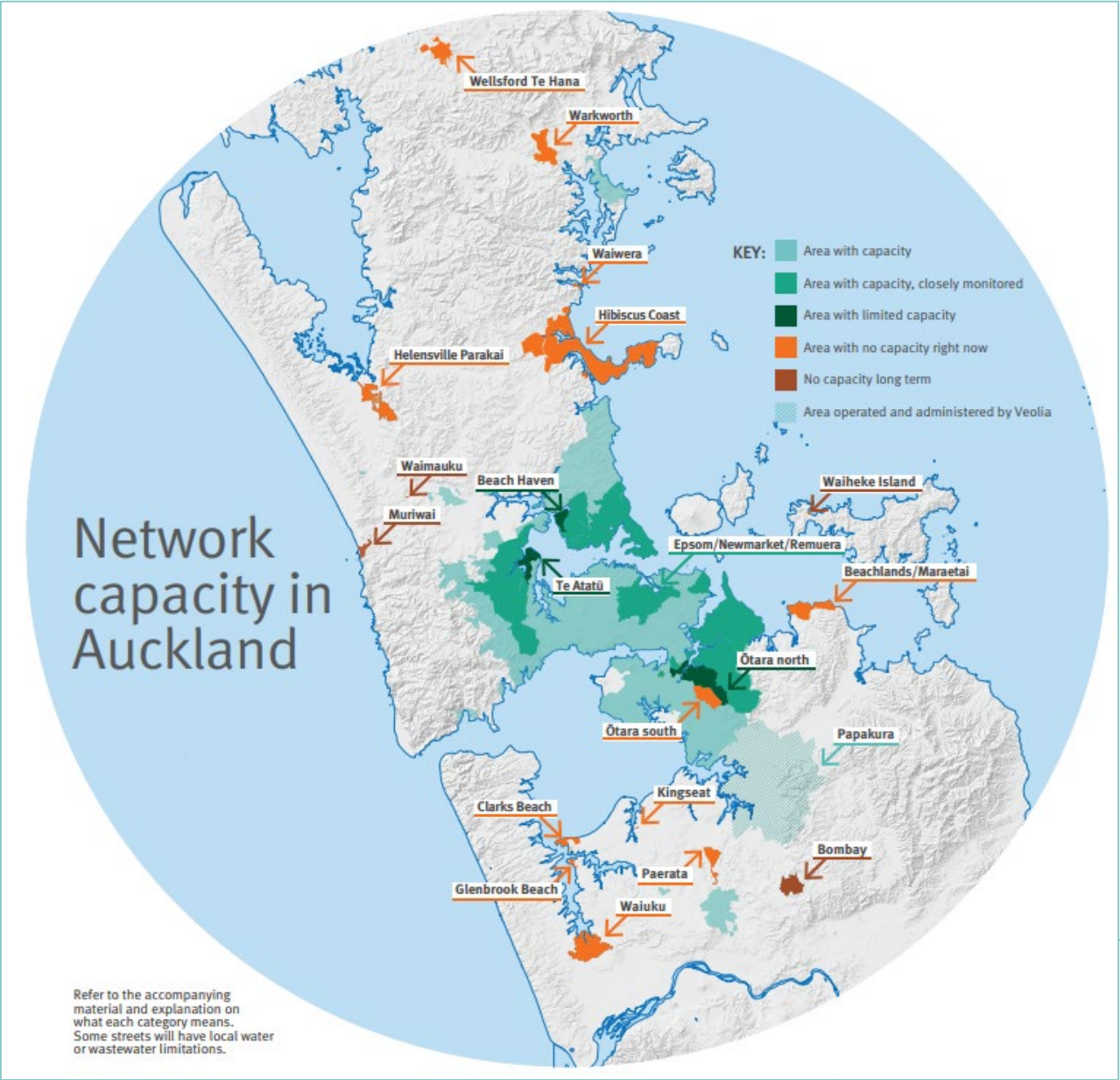
A lot of spatial planning change



The challenge of private plan changes/fast track

- We are seeing more and more private plan change and fast track applications
- Some jump ahead of the Future Development Strategy by decades
- Right now, there are **62 applications in progress to change land zoning and use**(private plan changes, fast track applications, etc)
- Sometimes the actual number of proposed developments can more than double what was originally proposed
- We are working hard to navigate this change and support growth as best we can

Update on Network Capacity



Update on network capacity

- Right now, there are no changes to our capacity map.
- We are working on multiple programmes of work to support growth in Auckland.
- We have updated the timeframes in the solutions table – giving specific years for projects due in the next five years, and estimated timeframes beyond that.
- Clarks Beach Wastewater Treatment Plant upgrade and new outfall are progressing well – this means we will avoid the need for tankering for the Waterfront Estate or Kahawai Point developments.



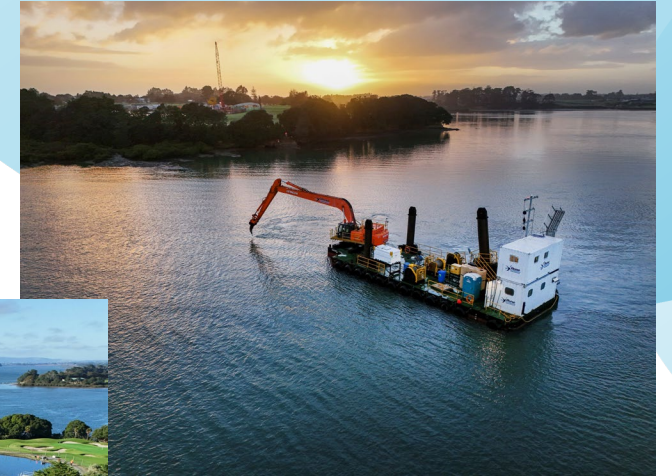
Capacity in the Hibiscus Coast

- In November 2024 we signalled there was capacity for approximately another 4000 homes.
- Since then, we have connected about 850 new dwellings (or equivalent)
- Army Bay WWTP upgrade on track for 2031 completion
- In the meantime, we're deploying new technology that has the potential to add capacity earlier. We will know more in 2027.



Clarks Beach WWTP upgrade and outfall

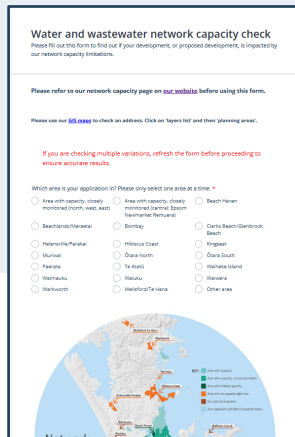
- **\$64m investment** to upgrade Clarks Beach WWTP and build new southwest outfall
- Stage one in a \$500m programme to **support growth** and **protect the environment** in the growing south-west communities.
- **Advanced treatment** technology to protect the Manukau Harbour
- **On track** for completion mid next year.



How to engage with us about network capacity

Try our [online tool](#)

- This often gives instant answers, or will ask for more information



The screenshot shows a web form titled "Water and wastewater network capacity check". It includes instructions to refer to the network capacity page on the website before using the form. Below the instructions, there are radio buttons for selecting the area of interest: "Area with capacity closely monitored (North, West, East)", "Area with capacity closely monitored (Central, South)", and "South Island". There are also checkboxes for "Borough", "District", and "Other area". A map of New Zealand is shown at the bottom of the form.

Email our team

If you still have information that isn't answered by using the online tool, please email us at

networkcapacity@water.co.nz

Call us

(09) 442 2222 Monday to Friday:
8am to 5pm

Option 3: for works over queries

Option 4: for building and
development queries

We're listening and learning

From market research and your feedback, you've told us:

- You have difficulty accessing clear, consistent information
- It feels like Watercare is a “black box” with limited accessibility
- Expectations are unclear
- Our timeframes change too much

We've been working on process improvements, resourcing, and better resources for developers



Improving our service to you

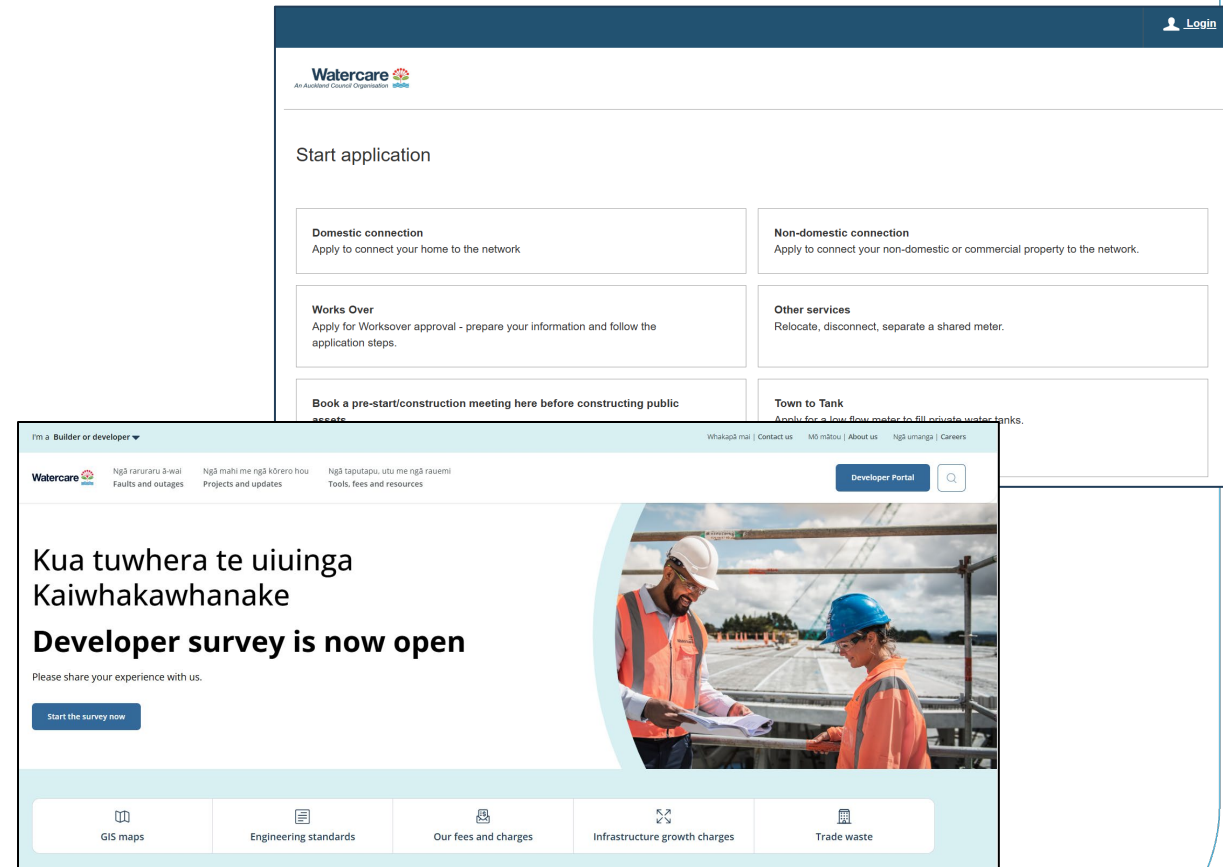
- **Increased transparency with capacity maps, online tool and webinars**
- **Faster response times** for ‘works over’ applications – now down to 2-4 weeks
- More **on-site support** during construction
- **More staff** in our team that supports major developers



Our growth and development improvement programme

Our five workstreams

- End-to-end overview of the developer journey
- Refine accountability and principles
- Invest in relationships
- Enhance our education and support resources for developers
- Improve our tools – external and internal, including the developer portal



What we're working on now

- Engaging with other utilities in New Zealand and abroad to learn best practice
- Internal discovery and co-design workshops to put our processes under the microscope
- One-on-one interviews
- Improving our invoices for developers with more relevant information
- Investigating automation and digital tools



Take our survey, join a workshop

- Help us to keep improving
- [Five-minute survey](#)
- Tell us if you want to be involved in co-design workshops
- Survey closes Friday December 5

Watercare

What is your organisation's role in the Development sector?

(Select all that apply) *

- ☐ Land developer
- ☐ Property developer
- ☐ Consultant
- ☐ Construction contractor
- ☐ Builder
- ☐ Crown organisation (e.g., Kāinga Ora)
- ☐ Utilities provider (e.g., Auckland Transport, Vector)
- ☐ Other, please specify

What type of development are you most commonly involved in?

(Select all that apply) *

- ☐ Residential - Single dwellings
- ☐ Residential - 2 to 10 dwellings
- ☐ Residential - 10 to 200 dwellings
- ☐ Residential - 200+ dwellings
- ☐ Residential - Apartments
- ☐ Commercial - Retirement village
- ☐ Commercial - SME
- ☐ Commercial - Industrial
- ☐ Commercial - Recreational (e.g. parks & community facilities)
- ☐ Mixed use- Residential & commercial

Watercare

What teams within Watercare do you typically interact with?

(Select all that apply) *

- ☐ Developer Services Consenting/Compliance
- ☐ Developer Services Connections
- ☐ Developer Services Administration
- ☐ Developer Services Inspections
- ☐ Asset Protection Retail
- ☐ Asset Protection Transmission
- ☐ Major Developments
- ☐ Planning
- ☐ Operations
- ☐ Commercial Customer
- ☐ Other - please specify

When was your last interaction with Watercare? *

- ☐ Within the past 3 months
- ☐ Within the past 6 months
- ☐ Within the past 12 months
- ☐ More than 12 months ago

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22%



Coming up next year

- Co-design workshops to help us improve
- Consultation on our pricing review plan.
- Lifting capacity limitations in Warkworth south, Clarks Beach and Glenbrook
- Central Interceptor will go into service
- Waiwera WWTP upgrade will be completed, adding capacity
- \$95m Mt Roskill area water upgrades completed, supporting growth



Thank you!

Pātai/questions?

