

Rautaki Whakarato ā-Tāone Nui: Pūrongo mō te Tūhonohononga Metropolitan Servicing Strategy: Engagement Summary Report

About this engagement

Water is essential to life, wellbeing, and the future of Tāmaki Makaurau Auckland. Watercare provides safe and reliable water and wastewater services that support the city's growth, protect the health of people and the environment, and sustain the region's prosperity.

To ensure that we continue to provide reliable services in the future, and invest in the things that our communities value, we engaged with Aucklanders on our Metropolitan Servicing Strategy. This long-term strategy guides how Auckland's water and wastewater infrastructure will be managed in order to achieve a sustainable and affordable water future for everyone.

It will guide the actions needed so that Auckland:

- Has a safe and reliable water supply
- Builds resilience to climate change, including floods, droughts, and sea-level rise
- Invests wisely today for better outcomes for future generations

How we engaged with the community

Community engagement for the shaping of the Metropolitan Servicing Strategy ran from 31 March to 1 June 2025.

We engaged with communities to:

- Share the future water challenges facing Auckland
- Understand community priorities, values, and aspirations
- Gather feedback to help shape the actions and decisions that will guide the strategy

We created different opportunities for people across Tāmaki Makaurau to share their views:



17,000 email
invitations to
local events



Tapped In
newsletter
(440,000
households)



Social media
more than
140,000 views



2582
people dropped
tokens



890 survey
responses



2
workshops



17
in-person
events

Key engagement statistics and results



Youth engagement (13–24)

140 youth interactions

2 youth summits

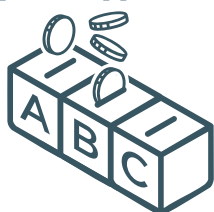
1 hackathon

88 Buzzy youth survey submissions

Auckland's top three priorities

From all engagements, including the token drop activities, these are the three top priorities selected:

2582
people dropped tokens



Recycling
and reusing
water and
resources

2nd

Building
infrastructure
that lasts for
a long time

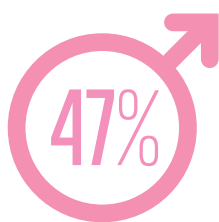
1st

Preparing
Auckland for
severe weather
(e.g. droughts
storms and
floods)

3rd



890 survey responses



1%
Gender
diverse

I own the
home I'm
living in

64%

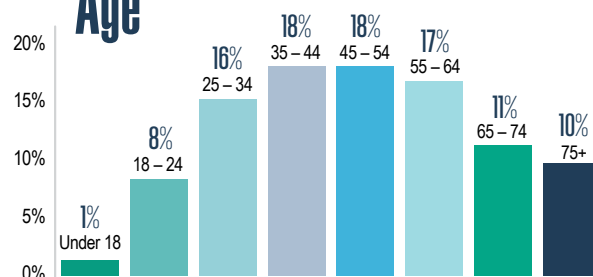
**home
ownership**

24%
I rent the
home I'm
living in

12%

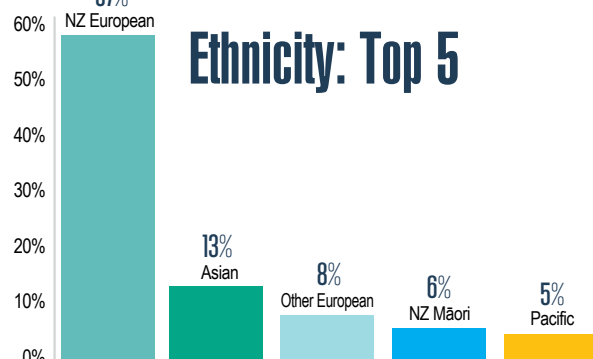
I'm in a different
situation (e.g. home
owned by another
member of my family, I live
in a retirement village)

Age



57%
NZ European

Ethnicity: Top 5



We listened to what was important to you and how you want us to spend money to safeguard our future. We will use these insights to inform our Metropolitan Servicing strategy. You gave us five areas that you want us to invest in.

Build infrastructure that lasts a long time



“ Start now and implement and invest for ALL to benefit for a better future for ALL ”

We need to get ahead of severe weather



“ Having to recover from natural disasters will cripple the economy. ”

We've got to do better for the local environment



“ We want to support Watercare to lead efforts to cut pollution in Auckland. This is because ultimately we want to protect the environment for future generations, cost-effectively. ”

Recycle to maximise long-term value



“ It makes sense to get full use of all resources rather than throwing them away after one use. ”

Get the basics right, then innovate



“ Do the basics right, then it will be easier to get buy-in for innovation. Work smarter, learn from what other countries are doing to use technology ”

How we will use your feedback

Your feedback will help us take a clear and strategic approach to creating long-term value for Auckland. This means:

- showing how we are protecting against drought, preparing for extreme weather, and improving environmental outcomes where possible
- focusing on essential large-scale infrastructure, while also creating space for local solutions and innovation
- being open about risks, progress, and the reasons behind our decisions
- supporting smarter, future-focused choices when delaying investment can deliver better results
- promoting circular economy principles
- highlighting the role customers can play – from installing a rain tank, to using water wisely, to getting involved in their communities



This is a short summary of our full engagement report. To explore the details, visit our website using this link or the QR code.

Tell us what you think. If you have found this useful, or have a suggestion for us to improve or you just want to give us feedback, please email metrostrategy@water.co.nz.



Next steps

Building on our engagement, we will develop an adaptive pathway plan that will support us in making wise decisions with public feedback in mind. This approach allows us to respond flexibly to changing conditions while staying true to the public's priorities.

In 2026 we will provide a draft of the metropolitan servicing strategy for the public to provide feedback on. We extend our heartfelt thanks to everyone who generously shared their thoughts, experiences, and aspirations with us throughout this engagement. Your voices have guided our understanding, and we hope this report faithfully reflects the *kōrero* you entrusted to us.