

Wellington Water Story



Our water, our future.

Purpose



We create excellence in regional water services for healthy communities

Brief History

WCC and HCC formed a water business (CCO) in 2003

UHCC and PCC joined in 2013

GWRC joined in 2014

Wellington Water began trading on 19 September 2014 and went “live” 2nd March 2015

Core Services

Linking investment to outcomes through long term planning

Providing long term financial plans

Developing and delivering activities

Operating treatment plants and the 3 Waters pipe networks

Working directly with customers

Our People

Open, agile, collaborative, results focused

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Why our business model?



Wellington Water was formed to create and add value for its shareholders in managing the three waters by:

- providing a technical centre of excellence for asset planning for the region
- improving long term strategic planning for water services
- increasing transparency and accountability about investment decisions relating to the three waters
- identifying long term cost and resource efficiencies
- improving customer service in delivering key outcomes of safe drinking water, respectful of the environment and resilience now and in the future.

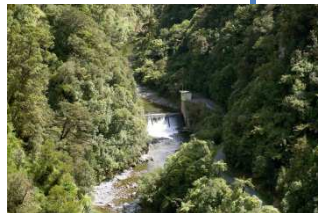
The Three Water Outcomes



Safe and pleasant drinking water



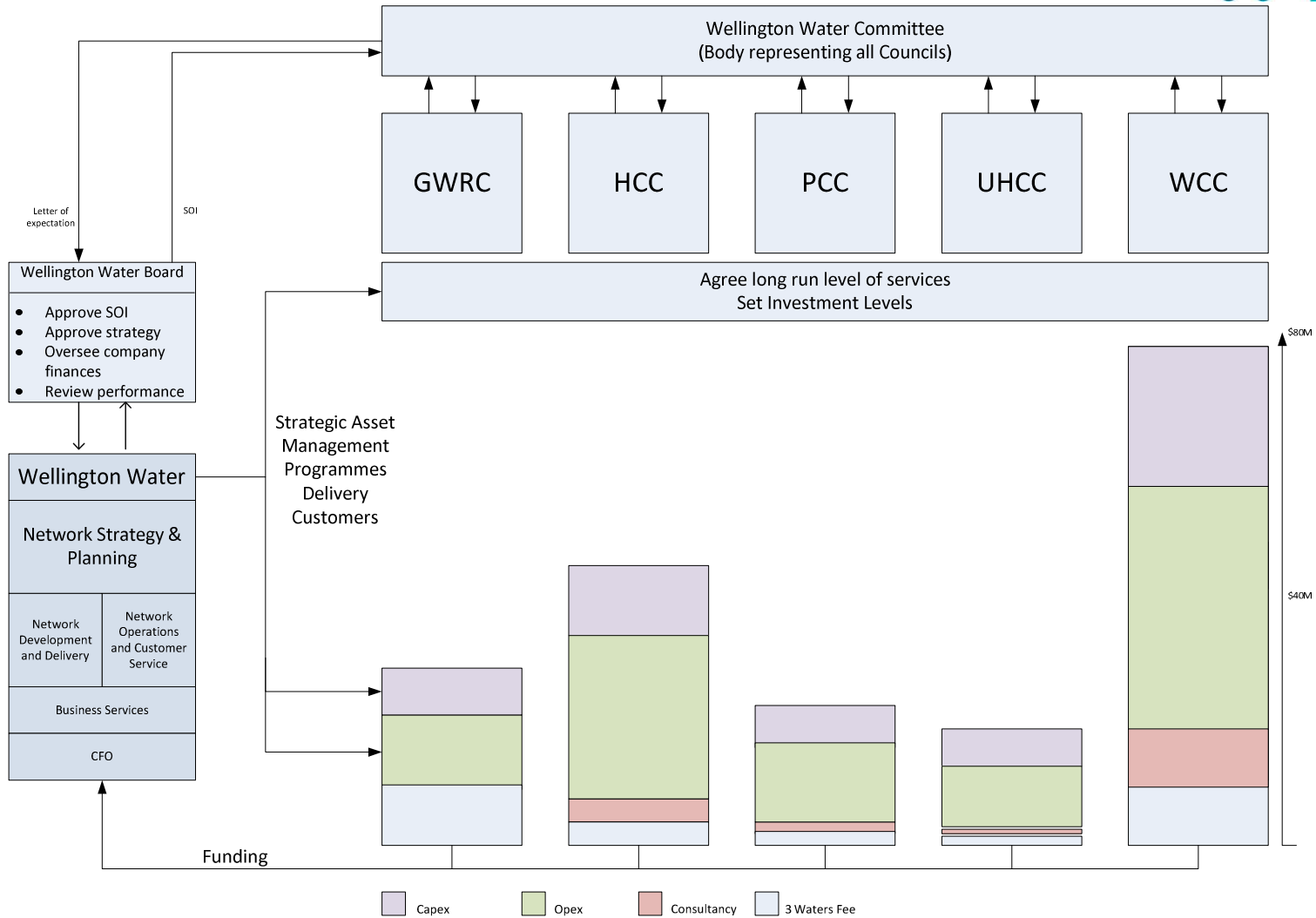
Respectful to the environment



Resilient now and into the future



Our water, our future.

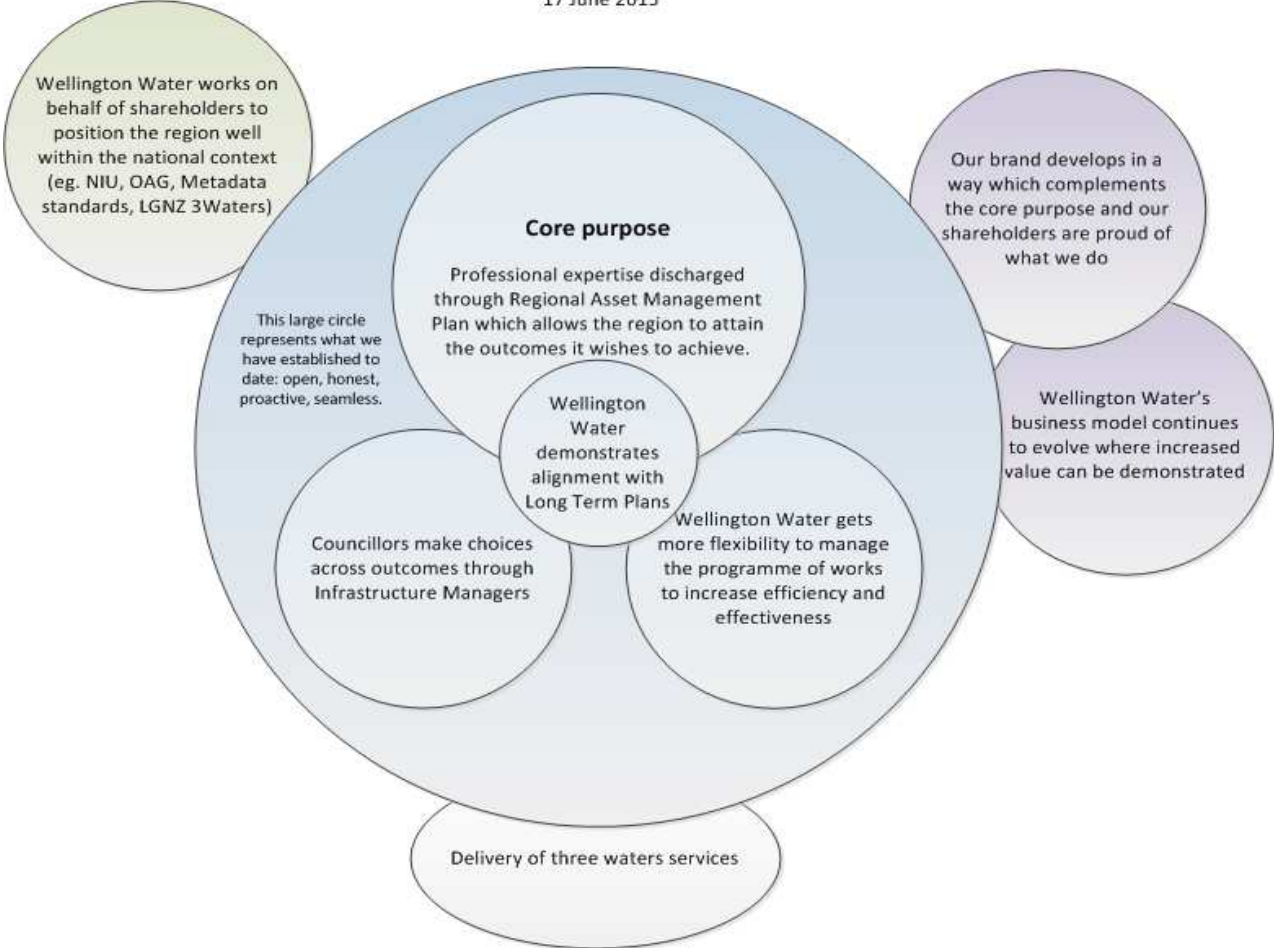


Trusted Advisor



Final Trusted Advisor Model

17 June 2015



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Regional Asset Management



Safe Drinking Water									
Strategic Goals	Our customers are provided with healthy drinking water	Our customers are happy with the taste and quality of the water we supply	Our customers including emergency services are satisfied with the pressure and flow requirements						
The Choice									
Respectful of the environment									
Strategic Goals	Waste production is minimised (including sludge)	Our harbours and waterways are safe for recreational purposes and support aquatic life	Our three water activities have minimal effect on the ocean environment	The natural and built environment is left in a better state from the work we do	Our water resources are protected and sustainable for future generations (aquifer and river sources)	Our customers respect the environmental impacts of three waters through changes in their behaviour			
The Choice									
Resilient now and in the future									
Strategic Goals	Service outages for customers are minimised	Our services are maintained through planned renewals	Water Supply and Wastewater Services to customers after an emergency are restored quiddly	Flooding doesn't impact on peoples' safety and/or property, businesses, essential services and key transport links	Exposure to wastewater doesn't affect public health	The three water networks can continue to perform adequately after a seismic event	Land movement resulting in service failure does not impact on our customers' safety and property	Climate change predictions are accounted for in investment decision making	The three waters service supply matches demand for projected growth
The Choice									

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Wellington Water's people plan focuses on:



Having a regional mind set, working collaboratively and being seamless with Council

Developing a leadership and technical specialist career path and ensuring we have processes in place to develop successors

Our people take personal responsibility for their own safety, of those working for us, and those we interact with

Values: Customer at the heart; collaborate with others; share knowledge

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Two Key Initiatives to Focus on Going Forward



1. Customers at the heart of everything we do



2. Create Value to our customers/shareholders

Our offering is to maintain services and 2015 levels of service by establishing a culture of innovation and waste minimisation across the sector (i.e. all 3 waters).

Our focus is on creating value and savings through efficiencies.

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Things we've been tossing around



- Wellington Water's commitment to the Te Awarua-o-Porirua Whaitua process
- How to manage the transition from individual networks to a regional approach
- The capacity of the current funding model to respond to community aspirations for water quality (eg broadening our monitoring)