Wellington Water: Foundational Information Disclosure
Tā Wellington Water whakapuakanga kōrero taketake: He rāpopotonga, he tātaringa hoki

February 2026

COMMERCE COMMISSION NEW ZEALAND
Te Komihana Tauhokohoko

The Commerce Commission is the economic regulator of water services. Our aim is to improve sector performance through increased transparency. This fact sheet summarises our view of aspects of Wellington Water's performance for the period 1 July to 30 September 2025.

Our assessment
Tā mātou aromatawaitanga

Wellington Water has **complied** with its disclosure obligations for the July to September 2025 period by publicly reporting the information we specified.

We are concerned that this information shows that:

Reactive maintenance **costs are generally increasing** across the networks.

Wellington Water has **little confidence in its data**, rating it as a 5 – the lowest rating possible.

While Wellington Water reports that its Culture and Value for Money Improvement Plan is on track, both its **performance and the clarity of reporting can be improved.**

Who is Wellington Water?

Wellington Water is the region's water services provider, servicing over 400,000 customers across six councils, including Wellington City, Hutt City, Upper Hutt City, Porirua City, South Wairarapa District, and Greater Wellington Regional Council.

Regulation of Wellington Water

Following reports of issues with its performance, governance and management, the **Government introduced temporary economic regulation** called foundational information disclosure. This applies until mid-2026 when the enduring information disclosure regime will begin.

Under foundational information disclosure Wellington Water must share targeted information so the public can see how it is performing, including:

- Progress against its Culture and Value for Money Improvement Plan
- Fault volumes and average repair costs
- Reactive maintenance expenditure and network length

These disclosures provide only part of the performance picture but help us assess whether Wellington Water is improving value for money and delivering reliable services.

Full disclosures are available on the **Wellington Water** website.

Wellington Water's progress against planned improvements **Te kauneke o tā Wellington Water mahi i runga i ngā mahi whakapai i whakaritea**

How Wellington Water rates its progress

The Wellington Water **Culture and Value for Money Improvement Plan** sets out 26 objectives, each with specific actions used to measure progress.

The objectives focus on business improvements and initiatives designed to deliver better value for money to consumers and generate long-term benefits.

Each objective is rated from '**Not started**' to '**Achieved/exceeded**'. One rating is made for actual progress in the quarter and a second for the forecast performance by June 2026.

According to Wellington Water's forecast, 23% (6 objectives) will only be partially achieved by June 2026, and one objective will not be completed.

We understand that Wellington Water sees the improvement plan as ambitious, and this may mean not all objectives are fully achieved. However, where objectives are expected to fall short, Wellington Water should explain why, particularly where objectives are critical to improving performance.

Wellington Water's full self-assessment can be found **here**

Progress reporting needs to be clearer

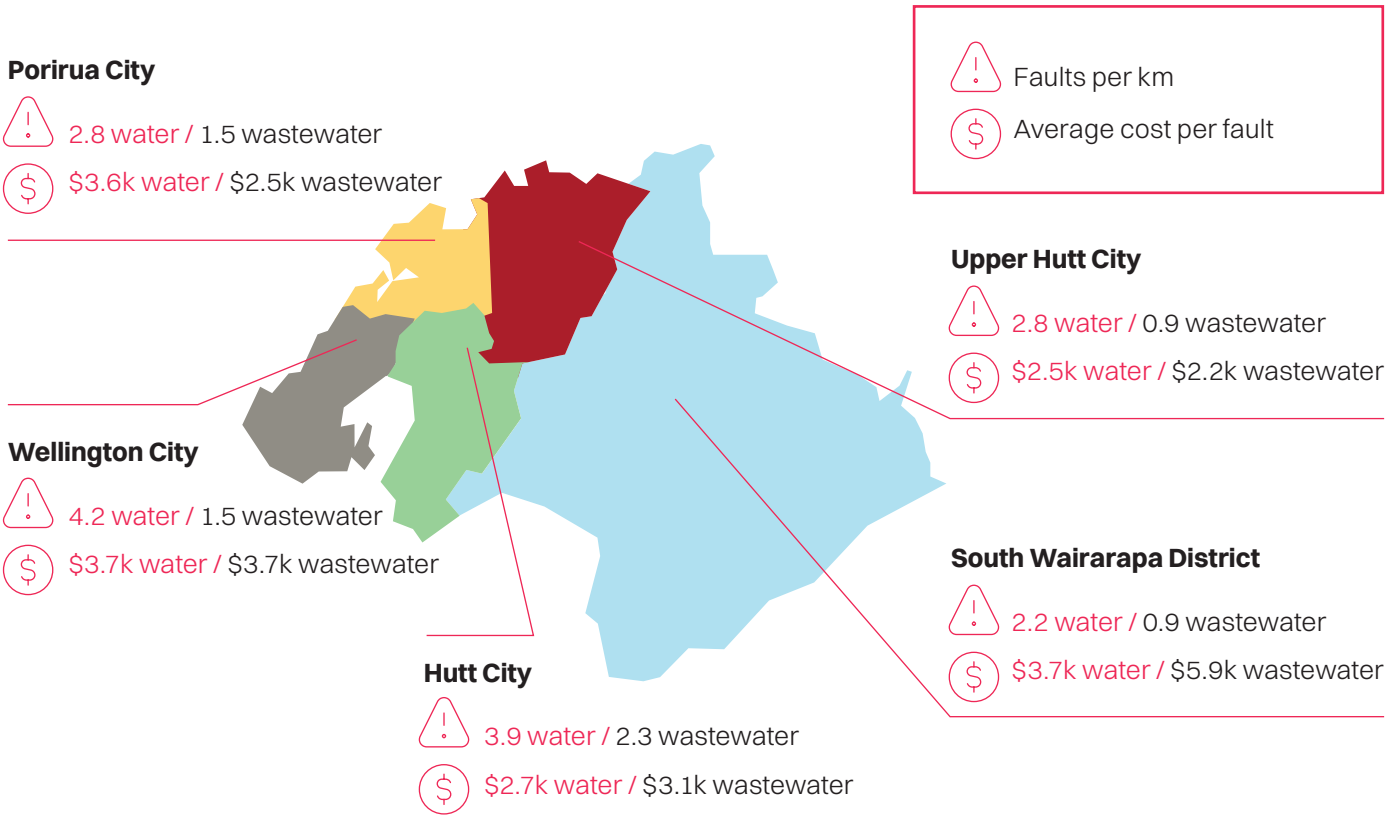
Wellington Water's rating system for its progress reporting lacks consistency and does not always explain the reasons for its ratings. For some objectives there is little detail on how further progress will be made.

This lack of clarity makes it difficult for consumers and stakeholders to understand what is being done to improve performance and whether value for money is being delivered.

Wellington Water should provide clearer progress reporting to show whether improvements are occurring and to enable public scrutiny and ensure accountability.

Wellington Water's rating of objectives	Progress of objectives for Jul – Sep 2025 (actual)	Progress of objectives for June 2026 (forecast)
Achieved/exceeded	11	11
Largely achieved	9	8
Partially achieved	6	6
Not achieved	0	1
Not started	0	0
Total	26	26

Regional snapshot map: Water services across Wellington in 2025
Mahere hei tirohanga wawe: Ngā ratonga wai puta noa i Te Whanganui-a-Tara



What do these measures mean?

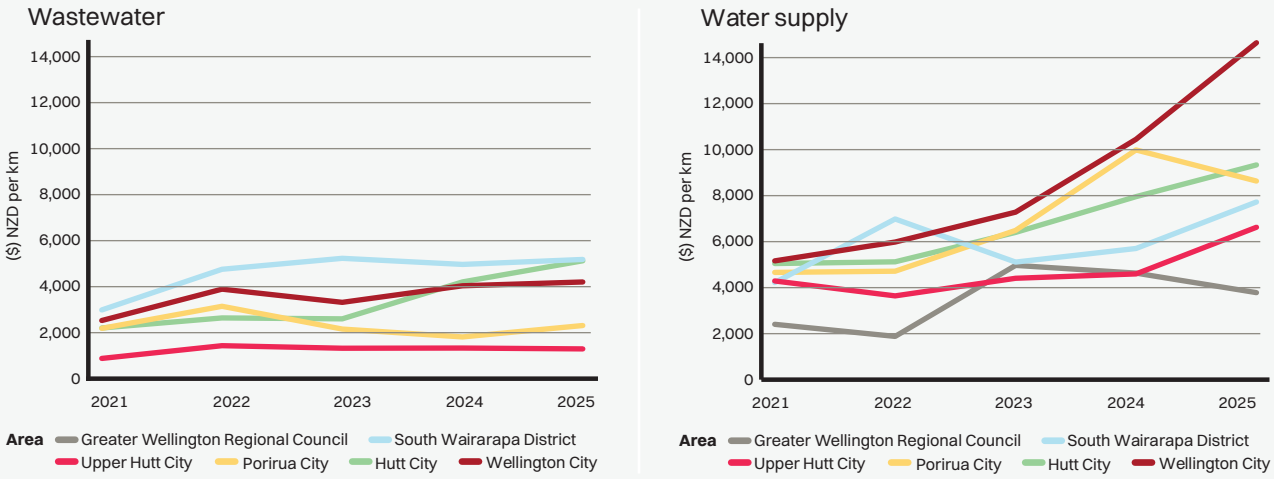
- Measures are shown for **water** and **wastewater** networks.
- A **fault** is an issue with the network (eg pipe burst).
- **Faults per km** is the total number of faults received divided by the total network length (pipes).
- **Average cost per fault** equals total money spent on maintaining the network divided by total number of completed faults.

How does your area compare?

Highest # water faults per km	Wellington City
Lowest # water faults per km	South Wairarapa District
Highest # wastewater faults per km	Hutt City
Lowest # wastewater faults per km	Upper Hutt City
Highest average cost to fix a water fault	South Wairarapa District
Lowest average cost to fix a water fault	Upper Hutt City
Highest average cost to fix a wastewater fault	South Wairarapa District
Lowest average cost to fix a wastewater fault	Upper Hutt City

Comparison of reactive maintenance costs per kilometre
Hei whakataurite i te utu ā-kiromita o ngā mahi whakatikatika

Reactive maintenance spend per network length (km)



What do these graphs show?

These graphs show how much Wellington Water spends on unplanned repairs, like fixing leaks, for every kilometre of water or wastewater network in each council area. This is a good way of comparing costs across networks that are different sizes.

Reactive maintenance costs are generally rising across all council areas, especially for water networks. Higher costs can be due to a combination of factors, including more faults, more complex repairs, rising labour and material costs and/or less efficient maintenance practices.

Next steps
Ngā mahi āmuri

Wellington Water must disclose key information to us and the public which provides part of its performance picture. It must disclose the majority of this information on a quarterly basis, one month after the end of each financial quarter, ending in June 2026.

This factsheet summarises Wellington Water's performance based on the information that we received for the period 1 July to 30 September 2025. As Wellington Water discloses further information, we will consider how best to comment on it in the future.

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More about the graph

This approach is similar to an earlier comparison published by **AECOM**, which looked at how Wellington Water's reactive maintenance costs stacked up against other water suppliers across New Zealand. In this report Wellington Water acknowledged that the age and poor condition of its networks is driving a high number of reactive repairs.

How does your area compare?

For wastewater, reactive maintenance costs significantly increased in 2021/22 but have since remained generally stable. In some cases, costs per km have continued to rise such as for Hutt City, which has almost doubled from $2,600 in 2022/23 to $5,130 in 2024/25. For others like Porirua City, costs per km have since decreased to $2,312 in 2024/25 after reaching a high of $3,150 in 2021/22.

For water supply, Wellington City has seen the biggest increase, with costs per km nearly tripling since 2020/21 to $14,666 in 2024/25. Of the distribution networks (excluding Greater Wellington Regional Council), Upper Hutt City remains the lowest at $6,633, while Hutt City and Porirua City sit in the mid-range.

Wellington Water is forecasting a 16% decrease in reactive maintenance expenditure for the financial year 2026. We expect to comment on this in subsequent analysis, as we receive further information.