Additional oversight for Tiaki Wai
He mahi whakahaere āpiti mā Tiaki Wai

August 2026

COMMERCE COMMISSION NEW ZEALAND
Te Komihana Tauhokohoko

Final decision and what happens next
Whakataunga whakamutunga me te mahi e whai atu ana

We have decided to strengthen our oversight of Tiaki Wai. The additional oversight builds on our water-sector wide transparency requirements that it already must meet.

We think this is needed in Wellington because of long-standing and well-known challenges including ageing infrastructure, service performance issues, and planned significant investment.

As investment ramps up consumers want confidence that money is being spent wisely and that Tiaki Wai delivers on its commitments to improve.

What is independent verification?

An independent expert assesses whether specified information reflects good water industry practice, and identifies improvements in areas where it does not.

It provides independent scrutiny that gives consumers, communities and councils greater confidence in the information that is being verified. This could be things like whether investment plans are deliverable and provide value for money.

How we will hold Tiaki Wai accountable
Me pēhea tātou kia ū tonu a Tiaki Wai ki tāna i kī ai, i mahi ai hoki

We will monitor Tiaki Wai, by using the information collected and independent reviews, to assess whether it is delivering on its commitments and improving services over time.

→ **Tracking whether services are improving:** Tiaki Wai must regularly publish information on faults, service performance and investment delivery so Wellingtonians can see whether its performance is getting better over time.

→ **Improving transparency about spending and delivery:** Tiaki Wai must provide more information about its asset management. It must also provide regular updates on the delivery of investments and improvement plans. This will help consumers understand how money is being spent and what is being achieved.

→ **Testing whether investment plans are credible:** Independent experts will assess key plans and forecast expenditure to provide assurance that investment is targeted to the right priorities, represents value for money and can realistically be delivered.

→ **Measuring improvements in capability:** Tiaki Wai must assess its asset management capability, identify areas for improvement, and publicly report on its plans and progress to improve.

Our approach to additional oversight
Te ara ka whāia mō te mahi whakahaere āpiti

Our priority is to establish a clear understanding of current performance, identify where improvement is needed, and hold Tiaki Wai accountable.

We are taking a **proportionate, risk-based approach**. This means we are:

- Focusing on the most important system risks
- Targeting interventions where they will have the greatest impact, and
- Setting challenging but realistic expectations for improvement.

We won't be directly regulating the prices Tiaki Wai charges consumers, but we will be scrutinising the spending that sits behind those prices. Our focus is on ensuring investment plans are credible, expenditure is transparent, and consumers can see whether promised improvements are being delivered.

What happens next
Te mahi e whai atu ana

- Tiaki Wai will start reporting under the new requirements
- We will engage with Tiaki Wai to appoint an independent expert to scrutinise its plans. We will provide feedback on its proposed reporting templates.
- We will monitor performance closely and share our insights with stakeholders regularly. Our insights will inform whether additional regulation is needed.

Want to know more?
Kei te hiahia rānei ki ētahi kōrero anō?

The full package of documents associated with this factsheet can be found on **our website**. If you have questions about water economic regulation, you can also contact us at **wai@comcom.govt.nz**

You can **join our email list for our Commission-wide updates**, including our newsletter or any of our industry-specific updates. You can also **join our media release email list**.

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