MASTERTON
WHAKAORIORI
DISTRICT COUNCIL

# ATTACHMENTS

## Extraordinary Council Meeting
## Under Separate Cover
## Report 4.4 Attachment 1
## Wednesday, 19 March 2025

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Te āpōpō o ā tātou ratonga wai: Tukua ō kōrero

# The future of our water services: Have your say

One of the most important decisions we'll make for our district in decades

Ihirangi

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## He Mihi Nā Te Koromatua

# Message from the Mayor

Tēnā koutou katoa

Thank you for taking the time to look at this consultation document about the future of our water services.

The Government's Local Water Done Well reforms are the biggest change in local government for decades.

Water-related services are a key part of the work councils all around the country do – providing safe drinking water, treating wastewater, and dealing with stormwater.

The increased cost of installing, maintaining and replacing water infrastructure – the pipes, pumps, and treatment plants – makes providing these services increasingly expensive.

And those costs must largely be paid by ratepayers.

Added to that are increased regulatory standards, monitored and enforced through the Water Services Regulator Taumata Arowai, increased economic regulation and consumer protection for water services (to be implemented and regulated by the Commerce Commission) and the demands created by altered weather patterns as the climate changes.

Local Water Done Well aims to find a better way of managing these challenges and funding the responses.

In this document we present our options for the way forward: our proposed option of working with our neighbours in Carterton, South Wairarapa, and Tararua in a new council-controlled organisation, and an alternative option of maintaining our existing Masterton District Council-only approach to water services, enhanced to meet the new regulatory standards.

In both cases, water services will remain in public ownership - with assets being wholly owned by the council if it is to continue operating a Masterton-only approach to the delivery of water services, or owned through shareholding of a council-controlled organisation for the option of Wairarapa-Tararua.

This consultation document aims to set out as simply as possible the advantages and disadvantages of both options, but we appreciate there are some complicated issues involved. More information is available on our website, including information on the current state of water services in the other councils making up Wairarapa-Tararua.

If you have questions, talk to us as we go about seeking your views. We need to know what you think.

This is a huge decision for your council - one that affects everybody. Please have your say.

**Gary Caffell**
**Mayor**

He huringa kei te haere

# Changes are on the way

## We want your help in deciding how we deliver water services in the Masterton District

This consultation is about getting your input on what you think is the best option for delivering water services for our community, with your views helping us decide which model to adopt for Masterton's future.

This document outlines our proposal to join with Carterton, South Wairarapa, and Tararua District councils to form a jointly-owned council-controlled water organisation.

We also present our alternative option – a Masterton District Council-only approach to service delivery.

For both approaches, we set out the projected impact each would have on rates, debt, and levels of service.

Once we have received your submission, our elected members will make the decision on whether to proceed with our proposal or the alternative option. That decision will be used to prepare a Water Services Delivery Plan (WSDP), which we must submit to Government by 3 September 2025.

## Water reforms have been in the political spotlight for nearly a decade

The 2016 Havelock North water crisis exposed major concerns about water management in New Zealand and the high costs communities face to provide safe drinking water. The crisis caused a widespread gastroenteritis outbreak, affecting thousands of people in the Hawke's Bay region. It revealed significant weaknesses in the country's water infrastructure and safety standards, highlighting the risks posed by poorly maintained water systems.

In response, the Government began reviewing the regulation and management of drinking water, wastewater, and stormwater - known as the three waters - to improve public health, safety, and environmental outcomes across New Zealand.

Historically, local councils have managed these water services. However, the Government's Local Water Done Well reforms will reshape how they are delivered. While water assets will remain council-owned – either outright or through shareholding in a CCO - each council has the flexibility to choose the most suitable service delivery model for its community.

## The economic and quality regulatory environment has also changed under the water reforms

The regulators and their roles are outlined in the table below.

| Water Services Authority (Taumata Arowai) | Commerce Commission | Regional Council |
|---|---|---|
| Water Service Regulator | Economic Regulator and Consumer Protection | Environmental Regulator |
| Ensures drinking water is safe for everyone by setting rules, checking compliance, and supporting water suppliers. Acts if standards aren't met.<br>Also keeps an eye on wastewater and stormwater systems, checking their impact on the environment and public health, and ensuring operators follow the rules. | Ensures water service providers run efficiently, keep service quality high, and are open with consumers.<br>This includes checking and controlling prices, enforcing rules, and protecting consumers when it comes to drinking water, wastewater, and stormwater services. | Continues to oversee land use to keep drinking water safe from contamination and ensure wastewater and stormwater meet environmental standards.<br>Also responsible for enforcing environmental rules under the Resource Management Act (RMA), including approving resource consents and making sure water-related activities follow regulations. |

## We've engaged with partners, including mana whenua and experts in the field, to identify two options

Over the past six months, we've engaged with representatives from iwi entities, the Department of Internal Affairs, Crown Infrastructure Partners, and other experts in the field to consider delivery options and the likely impact on our community, particularly in relation to rates, debt, and levels of service.

From this engagement, we identified two options for you to consider:

### Our proposal:

To join with Carterton, South Wairarapa, and Tararua District councils to form a Wairarapa-Tararua council-controlled water organisation, owned by the four councils.

### Our alternative option:

To continue to deliver services as we currently do but with enhancements to meet new regulatory standards set by Taumata Arowai, and economic regulation by the Commerce Commission.

### We need to create our Water Services Delivery Plan by September

As part of these reforms, councils must prepare and submit a Water Services Delivery Plan (WSDP) to the Government by 3 September 2025. The WSDP will outline the current state of the Council's water assets and services, and the service delivery model adopted following this consultation. It will explain what we intend to do, and the work involved in achieving this change.

**This is the most important decision councils all around the country will make in decades. We want to hear from you. Please have your say and help us decide how we'll deliver water services in the future.**

Tē āhua ki tō tātou wai

# Our water situation today

## Water services are a key part of what we do

We have approximately 10,000 water and wastewater connections.

## Drinking water

Masterton takes its drinking water from the Waingawa River under a resource consent from Greater Wellington Regional Council. It is treated in a modern treatment plant at Kaituna

**Daily consumption varies from about**

**9 million** litres per day during winter ⟷ **25 million** litres per day during summer

**Our drinking water supply network includes:**

| | |
|---|---|
| **1** | water intake from Waingawa River |
| **2** | bores |
| **2** | water treatment plants |
| **1** | pump station |
| **218km** | of water supply pipelines (about the distance to Napier from Masterton) |
| **22.7km** | of laterals (connecting mains to users) |

**Average age of our pipelines**
**33 years**

**Total spend during year ending 30 June 2024**
**$6.5m**

# Wastewater

Wastewater services are provided to connected residential, commercial and industrial properties in the urban area, Waingawa industrial area, Riversdale, Castlepoint, and Tinui.

The Homebush wastewater treatment plant was built over 2010-2012 and includes some disposal to land via border strip irrigation and has a resource consent until 2034

**4.3km** of sewer mains replaced or relined last year (to 30 June 2024)

**Our wastewater network includes:**

| | |
|---|---|
| **4** | wastewater treatment plants |
| **13** | sewer pump stations |
| **214km** | of wastewater pipelines |
| **2,594** | maintenance chambers (including manholes, any valves, and chambers) |

**Average age of our pipelines**
**42 years**

**Total spend during year ending 30 June 2024**
**$8.8m**

# Stormwater

**Our stormwater network includes:**

| | |
|---|---|
| **55km** | of stormwater pipelines (nearly the distance to Pahiatua from Masterton) |
| **29.9km** | of open channel drains |
| **63.5km** | of streams |
| **761** | maintenance chambers (manholes) |
| **2160** | sumps |

**Average age of our pipelines**

**45 years**

**Total spend during year ending 30 June 2024**

**$1.4m**

Te ora o ngā mea katoa ko te Wai; ki te kore te Wai, kāore he painga o ngā mea katoa.

The life of all things is Water, without Water nothing can thrive.

## Water is a priority

Water is a critical resource for our community and is a priority for the Council. We currently manage water services through a combination of in-house teams and external contractors. We are responsible for delivering safe, reliable, and accessible infrastructure and services for our community.

Over the past 15 years, the cost of water services in our district has been dominated by the capital expenditure and associated loan funding needed for the $46 million upgrade of our wastewater treatment plant at Homebush. The completion of that project in 2012 and its subsequent successful operation have greatly improved environmental outcomes. The Council has taken a proactive approach to the renewal of water and wastewater pipes over the past ten years. Since 2014, 11.5 per cent of the water pipe network (25.2km) and 16 per cent of the sewer pipe network (30.6km) has been renewed or relined at the cost of $18.1 million, funded mainly by current revenue (from our depreciation reserves). Current revenue is also funding the repayment of the debt incurred for the Homebush waste water treatment plan, by 2034.

The Council rates for approximately $16.7 million for all water services annually, with that being nearly 30 per cent of Council's total rates, or 40 per cent of urban rates revenue. In addition, the Council has allocated significant capital expenditure in the 2024-34 Long-Term Plan (LTP) for water infrastructure improvements from loan funding. Over the next few years, $8.4 million will be invested in constructing larger raw (untreated) water storage ponds at the Kaituna water treatment plant, ensuring greater capacity during times of need. An additional $7.9 million will go towards a new treated water reservoir, further bolstering our ability to meet future water demand.

Other major projects include renewing the trunk mains that carry bulk water into urban areas, upgrading the water main in the CBD, and increasing storage capacity, all of which are vital for maintaining a safe, reliable, drinking water supply. The wastewater pipe network renewal programme is ongoing, with an annual provision of over $2 million.

In tandem with these infrastructure projects, water meters have been installed for most urban properties. These meters not only help users identify leaks on private property but also encourage responsible water usage and aid consumer behaviour changes. While there is still more work to be done, including resolving leaks and shared connections, completing this work will enable Council to transition to charge by metered usage.

The Proposed Wairarapa Combined District Plan (formally notified in October 2023) includes new requirements for domestic water storage, supporting conservation efforts and further strengthening our community's resilience. For more information, see *Key Projects included in 2024-34 Long-Term Plan* on page 31.

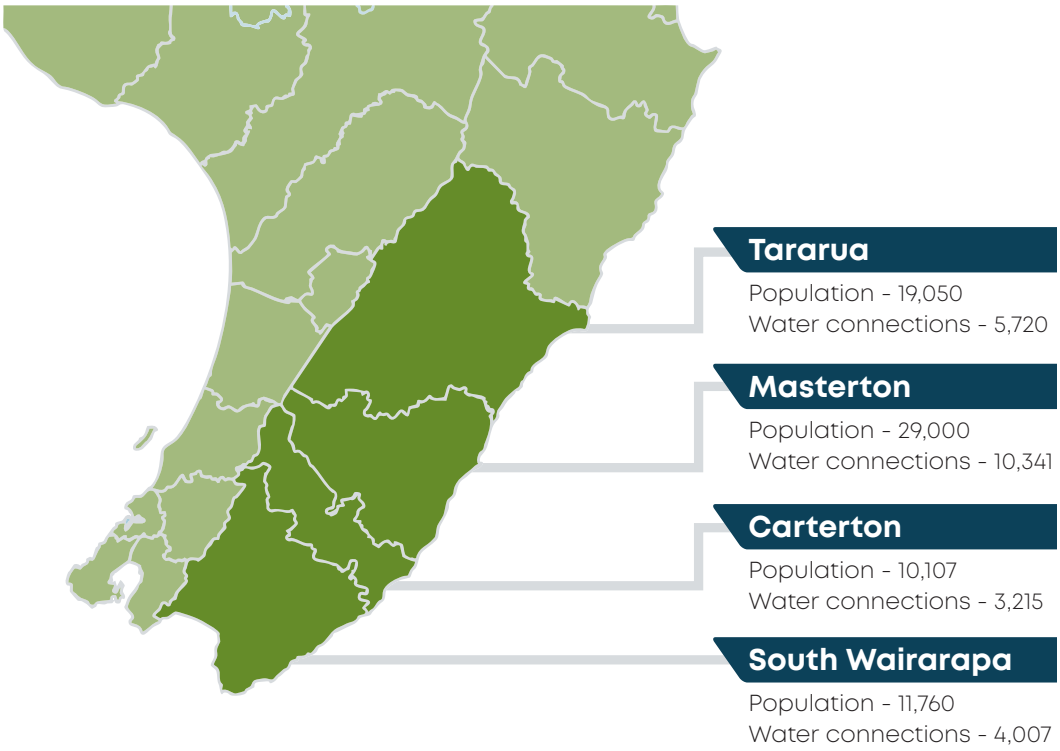
Tā Mātou Tūtohu

# Our proposal

## A Wairarapa – Tararua Council Council-Controlled Organisation (CCO)

A water services council-controlled organisation jointly owned by the three Wairarapa district councils (Masterton, Carterton, South Wairarapa), and Tararua District Council. These four councils are geographically connected, face similar challenges, and share iwi cultural ties.

All assets and debts associated with three waters would be transferred to a new company, which would be overseen by a professional board. The board would set the company's strategic direction and make key decisions, including whether services are insourced, outsourced, or delivered through a hybrid model.



| Key features | |
|---|---|
| **Ownership** | CCO jointly owned through shareholding by the Masterton, Carterton, South Wairarapa, and Tararua District Councils. |
| **Governance** | CCO independent Board of Directors, and a joint council Shareholder and Iwi Committee. |
| **Strategy** | The Shareholder and Iwi Committee provides oversight by setting priorities and performance expectations, to represent the community and give direction to the CCO Board. |
| **Accountability** | CCO Board reports to the Committee, which reports to councils.<br>CCO accountable to the community through consumer protection requirements.<br>CCO adheres to new requirements for financial reporting.<br>Committee monitors performance. |
| **Borrowing** | Borrowing direct from Local Government Funding Agency (guaranteed by all shareholding councils) up to 500 per cent (of operating revenue). Council shareholders will stand behind their CCO's borrowing. |

He ara anō

# Our alternative option

## A Masterton-only approach

Masterton District Council would continue to manage water services directly, using a mix of in-house staff and external contractors, as it does now.

Planning and budgeting for water services would continue to be fully integrated into the Council's overall decision-making processes as part of annual and long-term planning cycles.

New rules would apply to ensure more transparent financial separation (three waters revenue can only be spent on three waters), sustainability, and economic oversight.

All water service providers will need to follow new planning and reporting requirements which would require additional resourcing within the Council to ensure compliance.

| Key features | |
|---|---|
| **Ownership** | 100 per cent council owned as a business unit within Masterton District Council.<br>No new organisation is established. |
| **Governance** | Internal business unit responsible, via the Chief Executive, to the elected council members with other usual council governance oversight. |
| **Strategy** | Water business unit prepares Water Services Strategy. |
| **Accountability** | Water business unit reports to council per established internal processes.<br>Water service delivery will be accountable to the public through usual local democracy practices and through consumer protection requirements.<br>Council adheres to new requirements for financial reporting, including producing stand-alone financial statements and a water focused annual report (in addition to our usual annual report).<br>Council self-monitors performance. |
| **Borrowing** | Borrowing would be undertaken by the Council with a limit as per current Local Government Funding Agency borrowing limit (up to 175 per cent of operating revenue). |

Te Whakataurite i ngā ara

# Comparing the two options

## Impact on rates

Both options are financially sustainable as required by legislation and based on our Long-Term Plan's projected levels of expenditure, revenue, debt and capital investment.

For Wairarapa-Tararua, each council would have different investment requirements and costs of service. The analysis uses the additional debt capacity to fund the investment required, but retains regional differences to ensure that charges reflect the direct cost to each district.

These projected costs are based on water charges not being standardised. For more information about standardisation please refer to *Pricing over time* on page 28.

Financial modelling of costs, capital investment, debt and revenue is more reliable for the first 10 years as it has been based on councils' Long-Term Plans. Projections beyond 10 years become less certain due to evolving regulations, population growth, and other factors. The projected estimates are high-level and based on various assumptions.

## Wairarapa-Tararua (our proposal)

Water services would no longer be funded by Council rates. Instead, you would receive an invoice from the new entity managing water services across the four districts (which would include proposed metered water charges). Your rates invoice from the Council would no longer include three waters costs.

## Masterton-only (our alternative)

Water services would continue to be funded by rates and proposed metered water charges. The rates component would be included as part of rates invoicing, with separate invoicing for any metered water charges.

## The forecast average cost per connection based on modelling

In year 1, the estimated average cost per connection: $2,246

In 10 years, it may be: $2,305

In 20 years it may be: $2,122

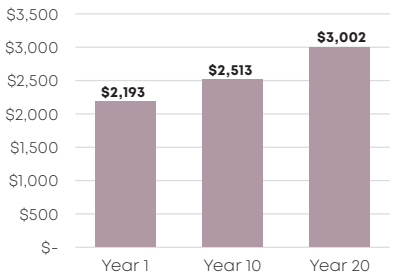
### Masterton as part of Waiarapa-Tararua

In year 1, the estimated average cost per connection: $2,193

In 10 years, it may be: $2,513

In 20 years it may be: $3,002

### Masterton only



## Impact on debt

Council uses borrowings (debt) to pay for new infrastructure for growth and increases to levels of service. This ensures future generations pay their share of the cost of the new assets which they will use.

### Wairarapa-Tararua (our proposal)

Legislative changes allow for CCO debt levels to go up to 500 per cent of operating revenue. The greater debt capacity enables smoothing of revenue increases.

### Masterton-only (our alternative)

Council-wide debt levels must remain within the current lending cap up to 175 per cent of operating revenue.

## Impact on levels of service

Levels of service are agreed standards for the services that are delivered. This can include elements such as the quality of the service, reliability, safety and level of compliance that users of the service can expect.

### Wairarapa-Tararua (our proposal)

The board will decide on the operating model (i.e. contracting out service, in-house, or hybrid).

Each council will have the opportunity to express their views on levels of service through the development of the shareholders agreement, Statement of Expectations, Water Service Delivery Plan, and Water Strategy (following this consultation).

### Masterton-only (our alternative)

The Council will decide on the operating model (i.e. contracting out services, in-house or hybrid).

Levels of service and programme decided by the Council.

Cost impacts (up or down) of any changes to levels of service would impact on Masterton ratepayers

## Water standards

### Wairarapa-Tararua (our proposal)

Would meet minimum standards set by regulator.

### Masterton-only (our alternative)

Would meet minimum standards set by regulator.

## Impact on other council services

### Wairarapa-Tararua (our proposal)

Revenue from, and delivery of, water services will be separated from the territorial authority's other functions and activities (ring-fenced).

### Masterton-only (our alternative)

Minimal impact as water services is already separate from other council activities.

## Other impacts

### Wairarapa-Tararua (our proposal)

A portion of the water services operating costs are corporate overheads. The revenue that pays for those overheads will move to the new CCO. The Council will be left with the task of reducing its overheads, effectively down-sizing its corporate costs.

### Masterton-only (our alternative)

The other councils that make up the Wairarapa-Tararua model would need to consider an alternative arrangement.

## Advantages

### Wairarapa-Tararua (our proposal)

Bigger scale will enable the following:

- Access to increased levels of funding.
- Process efficiencies.
- Streamlined work programming and project management.
- Flexibility to apply loan funding where needed across the region.
- Could contribute to building local economic capacity and jobs for local businesses.
- The preferred option expressed by iwi as it aligns with iwi rohe.

### Masterton-only (our alternative)

- Day-to-day operations will continue with minimal disruption.
- The Council retains full governance and control over water assets and services.
- The Council will have direct control over work programmes, service levels and pricing (subject to regulatory requirements).

## Disadvantages

### Wairarapa-Tararua (our proposal)

- Establishing a water services entity to serve multiple locations will be a complex task.
- All borrowing is subject to board approval, but there is some risk associated with a joint council Council Controlled Organisation's debt levels, the guaranteeing and agreement of those levels once the entity is established.
- Loss of internal council expertise and understanding of water services over time.
- No direct council control over the management of water assets and how services are delivered.
- Council overheads for the balance of the Council will need to be reduced as an allocation of overheads goes with the CCO.

Further discussions will be required on key matters such as:

- the structure of the Board
- pricing, including the potential for standardised rates across the region
- service levels and performance measurement
- staffing and the CCO's location
- the programme of work.

This creates some uncertainty, as the full impact on our community is not yet known.

## Masterton-only (our alternative)

- Not managed by a professional board to oversee operations.
- Any additional resourcing required to meet new compliance monitoring and reporting requirements from MBIE, Commerce Commission and the Water Authority would be the sole responsibility of the Council.
- Competing with other water entities for skilled staff and resources.
- Limited expertise constraints may lead to a greater reliance on external consultants.
- Smaller scale reduces buying power which may lead to less competitive pricing.
- Focus would be shared across all infrastructure, not just water services.
- Not the preferred option expressed by iwi.
- Does not align with the purpose and intent of the new legislation.
- to achieve regional water service delivery so may be subject to further legislative controls.
- Any costs resulting from changes to legislation or policy settings in future would sit solely with Masterton ratepayers.
- Opportunity for efficiencies because of economies of scale would be lost.
- There is a risk that the investment needed to maintain our existing water infrastructure could be higher than expected with costs falling entirely on Masterton ratepayers.
- Lower borrowing capacity (175 per cent for future infrastructure and facilities upgrades. This could result in needing revenue increases to fund debt repayment over a shorter period.
- Being close to the debt 'cap' may restrict the Council's ability to make investment decisions for the district.

Ētahi anō taipitopito hei whakaaro māu

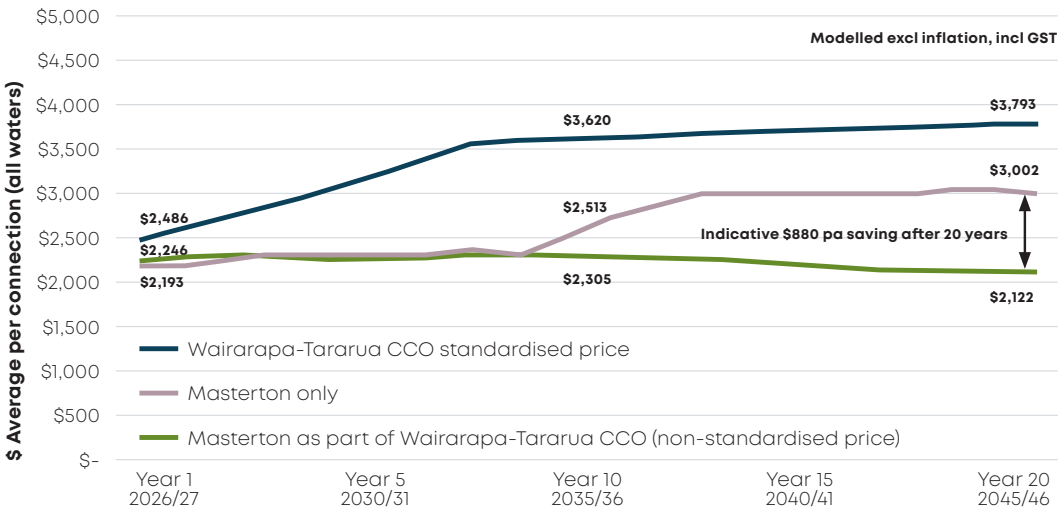
# Some other points for you to consider

## Pricing over time

Each district council charges for water services differently and has different levels of income, debt, and infrastructure needs. The chart below shows what a standardised price (charging all consumers the same) would look like across the districts participating in the Wairarapa-Tararua option. This is calculated by averaging across each district's costs per connection (identified in the bar graphs on page 19 for Masterton). We have included this chart to show what a standardised cost could look like compared to the cost under the Proposal without standardised costs, and the Alternative Option.

However, there is no requirement for water charges to be standardised across the districts. The Wairarapa-Tararua councils would prefer a joint CCO to first focus on operational improvements and financial sustainability before considering standardising charges and this would be part of the discussion between councils when forming the CCO, and by the CCO in the future.

### Comparison of indicative water services costs




The Government has not given the joint CCOs the ability to charge property value-based rates/charges for water services, which is likely to see water services charges under the joint CCO change more quickly than if it remains under the Council.

Financial modelling of costs, capital investment, debt and revenue (charges) is more reliable for the next 10 years, based on councils' Long-Term Plans. Projections beyond 20-30 years become less certain due to evolving regulations, population growth, and other factors.

## Modelling assumptions

The proposal and alternative option represent two different funding models because the legislation governing the modelling is different. Under the Local Government Act LGA 2002, councils need a financial strategy that includes funding depreciation from income and using the resulting funds to pay for water asset renewals (this applies to the Masterton-only approach). The Wairarapa-Tararua model (our proposal) funds renewals from loans and ensures debt servicing is funded from income. This allows debt to be used over more years and balances it with revenue - it is a utilities infrastructure funding model.

To allow us to compare the two models 'apples-to-apples', the input data and the output formats are the same. Both models are based on the finances used in Council's 2024–34 LTP and the results reflect an annual charge for an average consumer receiving access to all water services (drinking water, wastewater, and stormwater management).

Average connection costs have been calculated by dividing all costs for each service of water, wastewater, and stormwater by the current and then projected number of connected users for each service. This includes existing and future levels of service and growth. In both models, consumers will see a difference in how they pay for water services in that their water bill will be separate from other services.

To allow us to take a longer-term view, we have modelled the two options over a 20-year period - an extra 10 years beyond the 2024-34 LTP. This allows us to factor in planned capital projects and the new debt needed to fund them. For example, from 2035 to 2038, a provision of $60 million (plus inflation) has been included to renew the Resource Consent to continue to operate the Homebush Wastewater Treatment Plant, including the investment which may be needed in any work required to meet new environmental criteria for the treatment and discharge of wastewater.

The modelling assumes that new regulations around quality and assurance will require additional resourcing and operational costs. Operating costs have been assumed to be the same under both options.

## Other assumptions

- We have assumed in our financial modelling that the new water entity will be collecting revenue on behalf of the four councils and managing the stormwater assets, so the financial projections include these cost and revenue streams for stormwater.
- We have assumed a start date for the new water services organisation of 1 July 2026.
- We have assumed that efficiency improvements for a new CCO entity will take effect gradually from year 3 with a cumulative 12.2 per cent reduction to operational maintenance and capital investment in increased levels of service. We have assumed a $5 million cost to establish the new entity that will be debt funded by the new entity. We have assumed a $5 million cost to establish the new entity that will be debt funded by the new entity, and a further $2.8 million operational cost.
- The models assume new regulatory charges will take effect from 1 July 2025 for the two new regulators: Water Services Agency - Taumata Arowai and the Commerce Commission.
- The models assume that for the Proposed Option, establishment costs will be incurred to create a joint water organisation, and for the Alternative Option, the existing approach will incur additional compliance costs not previously included in councils' long-term plans.

Ngā hinonga matua i āpiti atu ki te 2024-34 Long-Term Plan

# Key projects included in the 2024-34 Long-Term Plan

| Key water risks, issues and challenges for the next 10 years | Top priority projects/key planned investments in water for the next 10 years | Planned pipe replacement |
|---|---|---|
| **Drinking water** | | |
| • Need for more raw water storage.<br>• Need to increase treated water storage.<br>• Need for trunk main renewals.<br>• Compliance with new regulatory requirements.<br>• Improving supply pressure in some suburbs.<br>• Transitioning to charging by metered usage | • Water storage (raw water) and additional reservoir.<br>• Water trunk main replacement.<br>• Reticulation renewal programme. | 24km in 10 years (2.4km/year) |
| **Wastewater** | | |
| • Renewing resource consents for Homebush Wastewater Treatment Plant (expiry in 2034).<br>• Upgrades will need to meet new consent requirements as per NPS Freshwater Management which are under review.<br>• Improving network capacity and reducing ingress and infiltration. | • Homebush Wastewater Treatment Plant consent renewal.<br>• Sewer reticulation renewals (ingress and infiltration reduction).<br>• Homebush land-based irrigation system upgrade from 2035. | 20km to 30km in 10 years (2km to 3km/year) |

| Key water risks, issues and challenges for the next ten years | Top priority projects/key planned investments in water for the next 10 years | Planned pipe replacement |
|---|---|---|
| **Stormwater** | | |
| • Areas of flooding across the district. History of extreme weather events.<br>• Consideration of increasing design standards to meet climate change challenges. | • Enhanced operations and maintenance for stormwater to prevent localised flooding. | 6km in 10 years (0.6km/year) (new and renewals) |

Kia mōhio ake mō ngā pānga ki ētahi atu hapori

# Learn more about impacts on other communities

## Every community is different

Communities will be affected by changes to water services in different ways. The other councils mentioned as part of our proposal Wairarapa-Tararua are also consulting with their own communities about the future of water services.

We have financial modelling available on our website that provides more detail about each council. However, during their consultations, they will also explore other factors, such as potential impacts on council services and their communities. We encourage you to read their consultation documents when considering which option to support in your submission.

## Other councils

| Council | Website | Consultation dates |
|---|---|---|
| **Carterton District Council** | www.cdc.govt.nz | Friday 14 March – Tuesday 22 April |
| **South Wairarapa District Council** | haveyoursay.swdc.govt.nz | Friday 7 March – Sunday 6 April |
| **Tararua District Council** | www.tararuadc.govt.nz | Friday 14 March – Tuesday 22 April |

Tā tātou rārangi wā

# Our timeline

## Key dates and activities

| Key dates and activities | |
|---|---|
| **Friday 21 March – Tuesday 22 April 2025** | Community consultation |
| **Wednesday 14 and Thursday 15 May 2025** | Submission hearings |
| **Wednesday 21 May 2025** | Council decision on model |
| **By Wednesday 3 September 2025** | Council adopts Water Services Delivery Plan and submits to Government |
| **By Saturday 1 November 2025** | Advice from Government |
| **From 2026/27** | Establishment of joint CCO or Masterton-only approach |
| **Friday 30 June 2028** | Joint CCO or councils must prove financial sustainability |

Anei mātou hei āwhina

# We're here to help

**We know you may have questions before you make your submission, and we're here to help answer them**

## Community workshops

Join us at one of our Local Water Done Well Community workshops during the consultation period where you can talk to elected members and council staff about delivering water services for Masterton.

All workshops will be held at the Council's office at Waiata House, 27 Lincoln Road, Masterton, on:

- 5:30pm Wednesday 2 April
- 10am Friday 4 April
- 3pm Monday 14 April

If you have a question you would like discussed at a workshop, email: submissions@mstn.govt.nz

## FAQs

Read more on our Local Water Done Well consultation page, and have some common questions answered, on our website: www.mstn.govt.nz

Te āhua o tō tuku kōrero

# How you can have your say

We welcome your feedback on the future of our water services. Submissions close at 4pm on Tuesday 22 April 2025.

You can make a submission in several ways:

Complete our online submission form at: www.mstn.govt.nz

Download a fillable pdf submission form from our website and email to: submissions@mstn.govt.nz.

Phone the Policy Team on 06 370 6300 between 9am and 4pm Monday to Friday (excluding public holidays) and tell us what you think.

Pick up a submission form from the Masterton District Library or Customer Service Centre at 161 Queen Street. You can also print out our printer-friendly form from the website. Post it to Masterton District Council, PO Box 444, Masterton 5840, or drop it off to our Customer Service Centre.

## Hearing

For those wanting to present their views to the Council, a hearing will be held on Wednesday 14 and Thursday 15 May 2025. You will need to indicate on your submission form that you would like to attend the hearing.

**Submissions close 4pm Tuesday 22 May**

## Phone

06 370 6300 - 8am to 4pm except Tuesdays 9am to 4pm

06 378 7752 after hours

## Email

submissions@mstn.govt.nz

## Call into

Masterton District Council

161 Queen Street, Masterton

9am - 4pm

## Write to

Masterton District Council

PO Box 444, Masterton 5840

www.mstn.govt.nz