GREAT LAKE TAUPŌ
Taupō District Council

I give notice that
a Taupō District Water Services Committee Meeting will be held on:

Date:	**Thursday, 12 November 2026**
Time:	**1.00pm**
Location:	**Te Mataapuna**
	Tūrangitukua Park
	Hirangi Road
	Tūrangi

AGENDA

MEMBERSHIP

Chairperson	Mr Brian Hanna
Deputy Chairperson	Cr Kevin Taylor
Members	Cr Rachel Cameron
	Cr Duncan Campbell
	Cr Ngāhuia Foreman
	Mayor John Funnell
	Cr Sandra Greenslade
	Cr Steve Manunui
Quorum	4

Julie Gardyne
Chief Executive

Auditory Announcement

Please note that one of today's meeting participants has hearing loss. To support clear communication, please use the microphones, speak clearly, and keep your mouth visible to assist with lip-reading.

Reports Not Council Policy

The reports included in this agenda are provided for consideration only and do not represent Council policy unless or until they are formally adopted. If you require further information about any report, please contact the Chief Executive, the Chairperson, or the Deputy Chairperson.

Public Forum

Members of the public are welcome to address the Council or committee during the public forum at the start of the meeting. To participate, please complete the public forum request form available on Council's website by 4.00pm on the day prior to the meeting.

Livestreaming and Recording

Meetings held in the Council Chamber are livestreamed on Council's YouTube channel, and recordings are uploaded shortly after the meeting.

Karakia Tīmatanga – opening prayer gifted by Iraia Bailey of Ngāti Tūwharetoa to Taupō District Council

Tuia ki te mauri o te whenua	Connect to the life essence of the land
Tuia ki te mana o te tangata	Connect and respect to all
Tuia ki te pono, te aroha	Be honest and compassionate
Kia piki, kia eke	(As we seek) to improve, to exceed
Ki te taumata	Expectations
Hui e, Tāiki e	To aim/reach for the summit
	(As we) come together

Karakia Whakamutunga – closing prayer gifted by Iraia Bailey of Ngāti Tūwharetoa to Taupō District Council

Unuhia te rito o tēnei hui	Remove any angst/stress that may have arisen during this gathering
Kia wātea i runga	To be free of anything that impacts your wellbeing
Kia wātea i raro	That we will act with integrity
Aro ki te tika	As we pursue our goals
Aro ki te pae	(As we) come together
Hui e, Tāiki e!	

Order Of Business

1 Karakia

2 Whakapāha | Apologies

3 Ngā Whakapānga Tukituki | Conflicts of Interest

4 Whakamanatanga O Ngā Meneti | Confirmation of Minutes

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6 Ngā Kōrero Tūmataiti | Confidential Business

Nil

4.1 TAUPŌ DISTRICT WATER SERVICES COMMITTEE MEETING - 3 SEPTEMBER 2026

Author: **Dana Periam, Committee Advisor**

Authorised by: **Sarah Lealand, Three Waters Manager**

NGĀ TŪTOHUNGA | RECOMMENDATION(S)

That the minutes of the Taupō District Water Services Committee meeting held on Thursday 3 September 2026 be approved and adopted as a true and correct record.

NGĀ TĀPIRIHANGA | ATTACHMENTS

1. Taupō District Water Services Committee Meeting Minutes - 3 September 2026 ⇩

TAUPŌ DISTRICT COUNCIL
MINUTES OF THE TAUPŌ DISTRICT WATER SERVICES COMMITTEE MEETING
HELD AT THE COUNCIL CHAMBER, LEVEL 1, 67 HOROMĀTANGI STREET, TAUPŌ
ON THURSDAY, 3 SEPTEMBER 2026 AT 10.30AM

PRESENT:	Mr Brian Hanna (in the Chair), Cr Kevin Taylor, Cr Rachel Cameron, Cr Duncan Campbell, Cr Ngāhuia Foreman, Mayor John Funnell, Cr Sandra Greenslade (via MS Teams), Cr Steve Manunui (via MS Teams)
IN ATTENDANCE:	Cr Yvonne Westerman, Cr Hope Woodward (from 10.58am via MS Teams)
	Chief Executive (J Gardyne), Three Waters Manager (S Lealand), Finance Manager (J Paenga), Communications Manager (L McMichael), Asset Manager Water (T Swindells), Asset Manager Wastewater and SCADA (M Cordell), Team Leader Corporate Planning (A Smith), Senior Policy Advisor (K Goode), Committee Advisor (D Periam)
MEDIA AND PUBLIC:	

1 KARAKIA

2 WHAKAPĀHA | APOLOGIES

Nil

3 NGĀ WHAKAPĀNGA TUKITUKI | CONFLICTS OF INTEREST

Nil

4 WHAKAMANATANGA O NGĀ MENETI | CONFIRMATION OF MINUTES

4.1 TAUPŌ DISTRICT WATER SERVICES COMMITTEE MEETING - 13 AUGUST 2026

An amendment was made to item 5.1 presentation from Commerce Commission. It was corrected that roughly half of the lines companies were subject to direct price-quality paths, not the electricity sector.

TDWSC202609/01 RESOLUTION

Moved: Mr Brian Hanna
Seconded: Cr Kevin Taylor

That the minutes of the Taupō District Water Services Committee meeting held on Thursday 13 August 2026 be approved and adopted as a true and correct record, as amended.

CARRIED

Note: All members present at the Taupō District Water Services Committee meeting voted in favour of resolution TDWSC202609/01 above.

5 NGĀ RIPOATA | REPORTS

5.1 PUBLIC FORUM

Item withdrawn.

5.2 PRESENTATION ON THE WATER SERVICES STRATEGY

The Team Leader Corporate Planning and the Senior Policy Advisor shared a PowerPoint Presentation (A3974147) and the following points were explained:

- After Government reform, Council in 2025 decided on an in-house delivery model for waters. Waters were now financially separate from all other Council activities. Legislation requires the development of a Water Services Strategy (WSS).
- The WSS was similar to the Long-term Plan (LTP) and followed the same principles and processes.
- The plan for the first three years would be quite detailed with years four to ten outlined. Financials would be forecasted and details provided for the next ten years to ensure the strategy was financially sustainable. The infrastructure needs over the next 30 years would be reviewed too to see what investment might be coming for assets and ensure it is in the plan.
- The WSS had less discretion than the LTP with a focus on what must be done. Disclosures would go to the Commerce Commission as the regulator and they would also review cost and rates/charges.
- The Water Services Delivery Plan was adopted in 2025 in which Council had to demonstrate they could deliver water services that would meet regulatory requirements, be financially sustainable, and fund necessary investment within debt constraints.
- The Water Services Delivery Plan was a point in time assessment and would be completed every five years. The strategy may identify some affordability or financial sustainability issues so the delivery plan would be reconsidered.
- The WSS process was similar to LTP with asset management plans identifying forward investment needs, and operating budget needs identified. Council would consult on key proposals and options, including overall rates/charging and debt impacts.
- The WSS would be adopted by 30 June 2027.
- Work was continuing to be completed, a workshop would be scheduled in the future with the committee to work through the capital projects. More information would be available in November which would inform the draft WSS and consultation was scheduled for April 2027.
- Council still had a relationship with Waikato Waters and had an obligation to let them know the outcome of Council's review by 2030.

In answer to questions, the following was explained:

- Water services had been separate in principle with different depreciation buckets, line items and funding reserves. This money is reinvested back into water services.
- The Commerce Commission would be reviewing charges and would advise if they felt Council was not charging enough or too much. They want to make sure Council was putting in enough investment ongoing.
- The Commerce Commission would review whether Council was collecting enough revenue and reinvesting it back into Water Services. Taumata Arowai would be reviewing that Council was meeting environmental standards.
- A huge portion of the WSS was mandated with what must be done, therefore there might not be a huge amount of choice during consultation.
- Water and Wastewater charges are already a separate line item on rates. Stormwater is within general rates and would be pulled out as a separate line item. The move to separate financials was mainly an internal change with no noticeable changes currently seen by the community.
- High risks would be reviewed and through the forward investment process, ways to minimise these risks would be identified.
- Communications would be done to bring the community along the journey, ensuring there was an understanding about how water services were being delivered.
- The timeframe between consultation and adoption of the WSS is quite tight however it is unlikely to be brought forward.
- It is unlikely there would be any changes to local water done well if there is a change in Central Government later this year.
- There was no cost to having a continued relationship with Waikato Waters.

TDWSC202609/02 RESOLUTION

Moved: Cr Rachel Cameron
Seconded: Cr Ngāhuia Foreman

That the Taupō District Water Services Committee receives the information presented on the Water Services Strategy.

CARRIED

Note: All members present at the Taupō District Water Services Committee meeting voted in favour of resolution TDWSC202609/02 above.

5.3 WATER SERVICES COMMITTEE PERFORMANCE REPORT

The Three Waters Manager summarised the performance report.

In answer to questions, the following was clarified:

- The smart metering tender is in the evaluation stage. There were a lot of offers and Council should have a preferred tender within a month.
- The issue of lead in a small section of pipe was still being investigated and was likely from galvanised pipes. Throughout the network, the levels of lead were well within the safe limits and the issue had been localised to one point.
- SCADA systems are a significant risk for Council. This is being reviewed working through what is required before bringing a business case forward as part of the Water Services Strategy.
- Main operational and project risks included SCADA, a solution for Taupō wastewater, aged infrastructure and needing to meet the growth of the district.
- Ongoing discussions and options for the Kuratau lakeshore erosion were being explored. This was more than just a wastewater network infrastructure issue so other teams are also managing the risk.
- There had been a delay with the Lines Company to install a transformer at the Motuoapa Treatment Plant however 90% of the plant had been commissioned without it. Since the production of the agenda, the transformer had arrived and connection would happen in the next couple of weeks.
- The detailed design for the Hatepe Treatment Plant was almost finished. There had been some delays in getting the site sorted out and some amendments which required some negotiations with contractors.

TDWSC202609/03 RESOLUTION

Moved: Cr Rachel Cameron
Seconded: Cr Ngāhuia Foreman

That the Taupō District Water Services Committee receives the attached Water Services Performance Report.

CARRIED

Note: All members present at the Taupō District Water Services Committee meeting voted in favour of resolution TDWSC202609/03 above.

6 NGĀ KŌRERO TŪMATAITI | CONFIDENTIAL BUSINESS

Nil

The meeting closed at 11.38am.

The minutes of this meeting were confirmed at the Taupō District Water Services Committee Meeting held on 8 October 2026.

.....
CHAIRPERSON

5.1 PUBLIC FORUM

Author: **Dana Periam, Committee Advisor**

Authorised by: **Nigel McAdie, Legal and Governance Manager**

TE PŪTAKE | PURPOSE

To receive comments from members of the public on matters specified on this agenda or, if time permits, on other Committee matters.

NGĀ KŌRERORERO | DISCUSSION

Standing Orders provide for a period of up to 30 minutes to be made available at the start of meetings for members of the public to bring matters to the attention of the Taupō District Water Services Committee. Any issue, idea or matter raised in public forum must fall within the Group's terms of reference.

Speakers can speak for up to 5 minutes. Where the number of speakers presenting in the public forum exceeds 6 in total, the chairperson has discretion to restrict the speaking time permitted for all presenters. Members of the public wishing to address the Group during public forum should register at least one clear day before the meeting by emailing publicforum@taupo.govt.nz.

No debate or decisions will be made at the meeting on issues raised during the forum unless related to items already on the agenda. Items not on the agenda may only be discussed if the matter is minor in nature and the procedures set out in Standing Order 9.13 are followed. A meeting may deal with (i.e. make a resolution in respect of) an item of business not on the agenda only if the procedures set out in Standing Order 9.12 are followed.

The relevant extracts from Standing Orders are **attached**.

WHAKAKAPINGA | CONCLUSION

It is recommended that the Taupō District Water Services Committee receives comments from members of the public.

NGĀ TŪTOHUNGA | RECOMMENDATION(S)

That the Taupō District Water Services Committee receives comments from members of the public.

NGĀ TĀPIRIHANGA | ATTACHMENTS

1. Extracts from Standing Orders ⇩

Extracts from Standing Orders 2022-2025

15. Public Forums | Ngā Matapakinga a te Marea

Public forums are a defined period of time, usually at the start of an ordinary meeting, which, at the discretion of a meeting, is put aside for the purpose of public input. Public forums are designed to enable members of the public to bring matters of their choice, not necessarily on the meeting's agenda, to the attention of the local authority.

In the case of a committee, subcommittee, local or community board, any issue, idea, or matter raised in a public forum, must fall within the terms of reference of that body.

15.1 Time limits | Ngā tepenga wā

A period of up to 30 minutes, or such longer time as the meeting may determine, will be available for the public forum at each scheduled local authority meeting. Requests must be made to the chief executive (or their delegate) at least one clear day before the meeting; however this requirement may be waived by the chairperson. Requests should also outline the matters that will be addressed by the speaker(s).

Speakers can speak for up to 5 minutes. Where the number of speakers presenting in the public forum exceeds 6 in total, the chairperson has discretion to restrict the speaking time permitted for all presenters.

15.2 Restrictions | Ngā Herenga

The chairperson has the discretion to decline to hear a speaker or to terminate a presentation at any time where:

- A speaker is repeating views presented by an earlier speaker at the same public forum;
- The speaker is criticising elected members and/or staff;
- The speaker is being repetitious, disrespectful or offensive;
- The speaker has previously spoken on the same issue;
- The matter is subject to legal proceedings; and
- The matter is subject to a hearing, including the hearing of submissions where the local authority or committee sits in a quasi-judicial capacity.

15.3 Questions at public forums | Ngā pātai i ngā matapakinga a te marea

At the conclusion of the presentation, with the permission of the chairperson, elected members may ask questions of speakers. Questions are to be confined to obtaining information or clarification on matters raised by a speaker.

15.4 No resolutions | Kāore he tatūnga

Following the public forum, no debate or decisions will be made at the meeting on issues raised during the forum unless related to items already on the agenda. (See the LGNZ Guide to Standing Orders for suggestions of good practice in dealing with issues raised during a forum).

Extracts from Standing Orders 2022-2025

9.1 Items of business not on the agenda which cannot be delayed | Ngā take kāore i runga i te rārangi take e kore e taea te whakaroa

A meeting may deal with an item of business that is not on the agenda where the meeting resolves to deal with that item and the chairperson provides the following information during the public part of the meeting:

(a) The reason the item is not on the agenda; and

(b) The reason why the discussion of the item cannot be delayed until a subsequent meeting.

LGOIMA, s 46A(7).

Items not on the agenda may be brought before the meeting through a report from either the chief executive or the chairperson.

Please note, that nothing in this standing order removes the requirement to meet the provisions of Part 6 of the LGA 2002 with regard to consultation and decision-making.

9.2 Discussion of minor matters not on the agenda | Te kōrerorero i ngā take iti kāore i runga i te rārangi take

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision, or recommendation about the item, except to refer it to a subsequent meeting for further discussion.

LGOIMA, s 46A(7A).

5.2 TURANGI WASTEWATER: STEERING GROUP REPORT ON ALTERNATIVE DISPOSAL OPTIONS

Author: **Michael Cordell, Asset Manager Wastewater & SCADA**

Authorised by: **Tony Hale, General Manager Community Infrastructure and Services**

TE PŪTAKE | PURPOSE

To present the Tūrangi *Wastewater Treatment Plant Steering Group Investigations and Recommendations Report to Council* and seek Council's receipt of the report as the formal record of investigations completed to date into alternative options for disposal of treated wastewater in Tūrangi.

WHAKARĀPOPOTOTANGA MATUA | EXECUTIVE SUMMARY

In April 2018, Council agreed to establish a steering group to investigate alternative options for the discharge of treated wastewater for the Tūrangi community. That decision recognised the cultural significance of the current discharge environment, tangata whenua opposition to the discharge of treated wastewater to water, and the value of a collaborative process to assess potential long-term options.

The Tūrangi *Wastewater Treatment Plant Future State of Disposal Steering Group* has now completed and documented a substantial investigation process. The attached Steering Group report records the investigation of potential disposal methods and locations, the screening of options against cultural, environmental, social, infrastructure and consentability matters, engagement with hapū and landowners, and the key reasons options remain constrained.

The Steering Group has not identified an alternative land-based disposal option that is both technically feasible and acceptable to the relevant hapū and landowners at this time. The main barrier is that all technically viable options identified require the use of Māori land, and there is currently no agreed pathway to enable this.

The report is therefore presented as a baseline record to inform current and future decision-making. It will support the current resource consent process for the existing discharge point, future wastewater planning and review work, and continued relationships with affected hapū.

NGĀ TŪTOHUNGA | RECOMMENDATION(S)

That the Taupō District Water Services Committee receives the Tūrangi Wastewater Treatment Plant Steering Group Investigations and Recommendations Report**.**

TE WHAKAMAHUKI | BACKGROUND

Taupō District Council operates the Tūrangi Wastewater Treatment Plant at Te Awamate Road, Tūrangi. The plant has historically discharged treated wastewater to the Hangarito Stream via the Te Mātāpuna Wetland, with the receiving environment ultimately connected to Lake Taupō.

In 2017, Council lodged a replacement resource consent application to enable the continued discharge of treated wastewater from the Tūrangi Wastewater Treatment Plant. During development of that application, tangata whenua raised significant concerns about the cultural impacts of the discharge and the ongoing discharge of treated wastewater to water.

On 24 April 2018, Council agreed to establish a Steering group to investigate alternative options for the discharge of treated wastewater for the Tūrangi community. The purpose of the group was to assess engineering, environmental and cultural aspects associated with potential alternatives and to report back to Council.

The Steering Group was established as a partnership between Council and tangata whenua. Membership evolved during the project as engagement was broadened to include additional hapū.

The recorded Steering Group membership comprised representatives of: Ngāti Tūrangitukua, Ngāti Kurauia, Tūwharetoa Māori Trust Board, Ngāti Turumakina, Ngāti Rongomai, Ngāti Hine and Taupō District Council

representatives. The Steering Group was supported by an independent Technical Advisory Group providing project facilitation, mātauranga Māori, engineering, planning and freshwater ecology expertise.

The mandate of the Steering Group was to investigate alternatives to the current treated wastewater discharge pathway and to identify a preferred long-term option for disposal of treated wastewater. The Council decision in 2018 was focused on the disposal of treated wastewater to land, rather than relocation of the wastewater treatment plant itself.

NGĀ KŌRERORERO | DISCUSSION

The Steering Group has completed its investigations, and its report is attached for the Committee. The report records the work undertaken since 2018 and sets out the Steering Group's findings and ten recommendations (Section [6] of Attachment 1). Receiving the report does not commit Council to any alternative disposal option, capital project.

There has been a significant contribution from participating hapū representatives, landowners and the supporting Technical Advisory Group throughout this process. Over a number of years, the Steering Group invested considerable time and effort investigating potential disposal options, reviewing technical information, participating in engagement activities and working collaboratively to explore pathways that could achieve improved cultural, environmental and community outcomes for Tūrangi.

While a preferred alternative disposal option has not been identified, the investigations undertaken represent a substantial body of work and have significantly improved Council's understanding of the opportunities, constraints and considerations associated with alternative treated wastewater disposal options.

Officers are progressing the resource consent application for the existing discharge arrangements, that being for a discharge to water for a term of 30 years. The Steering Group work provides relevant context to that process by documenting the investigation of alternative disposal options and the reasons a viable alternative has not presently been identified.

If circumstances change in future, particularly if landowner or hapū positions provide an opportunity to reconsider a land-based alternative, the Steering Group report and supporting technical work provide the starting point for that consideration rather than requiring the investigation to begin again.

WHAKAKAPINGA | CONCLUSION

The Steering Group has completed the investigation initiated by Council in 2018 and has documented its work, findings and recommendations in the attached report.

While a viable alternative disposal option has not been identified at this time, the work undertaken represents a substantial body of investigation and engagement that should be formally received and retained to inform the current consenting process and any future consideration of alternative wastewater disposal arrangements.

NGĀ TĀPIRIHANGA | ATTACHMENTS

1. Turangi WWTP Steering Group - Investigations and Recomendations Report ⇩



Tūrangi WWTP Steering Group

Investigations and Recommendations Report

September 2026

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Executive summary

This report records the work and findings of the Tūrangi Wastewater Treatment Plant Future State of Disposal Steering Group.

The Steering Group was formed by hapū representatives and Taupō District Council to investigate alternatives to the current treated wastewater discharge arrangements for Tūrangi and to help identify a preferred long-term pathway.

Our work has been supported by technical advisors and informed by engagement with hapū, landowners and relevant agencies.

The investigations considered a wide range of disposal methods and potential locations and applied both critical failure screening and more detailed multi-criteria assessment to determine preferred solutions.

Through this process, the Steering Group confirmed several matters of central importance:

- First, the continued discharge of treated wastewater to wai is culturally unacceptable, and a land-based approach remains the preferred long-term direction.
- Second, land-based options in and around Tūrangi are highly constrained when viewed together through the lenses of cultural values, land availability, infrastructure risk, hazards, environmental effects, and consentability.
- Third, while some areas and concepts were able to be assessed further, no alternative land-based disposal option has yet been identified that is both technically feasible and culturally acceptable to pursue.

The Steering Group therefore does not present a confirmed preferred disposal site or final land-based solution through this report.

Instead, we present a clear record of the investigations undertaken, the reasons options have remained constrained, and the matters we consider should guide Council's next steps.

Our overall finding is that future progress may be possible but relies on addressing concerns and providing confidence to hapū and landowners. It is also likely to depend on continued relationship-building, further direction from hapū and landowners, and the testing of emerging treatment and dispersal approaches over time.

In the meantime, we consider it important that Taupō District Council:

- formally receive this report as the baseline record of the investigations completed to date.
- continue to work with Ngāti Tūrangitukua and other affected hapū on the current wastewater activities and measures to reduce effects on Te Mātāpuna Wetland and the Hangarito Stream.
- maintain a clear programme and funding pathway for future review work, including emerging technology options.
- preserve partnership and reporting arrangements so that future work can build from this process rather than restart it.

This report is intended to support informed decision-making by councillors while also preserving the integrity of the Steering Group process and the perspectives brought to it by all parties.

1 Purpose

This report is a consolidated record of the Tūrangi Wastewater Treatment Plant Future State of Disposal Steering Group's (herein referred to as "The Steering Group") work since 2018.

The Steering Group was established in recognition of the concerns of hapū about the ongoing impacts of the Tūrangi Wastewater Treatment Plant and its discharges, on both the whenua and wai, including on the Hangarito and Te Mataapuna Wetlands.

It outlines the process we followed to investigate alternative wastewater disposal locations and methods for the Tūrangi community, summarises the key findings from that work, and provides our recommendations to Taupō District Council ("TDC").

The report is intended both to support current decision-making and to act as a baseline record for future work.

A Supplementary Technical Report has also been prepared, which sets out the options analysis process and supporting technical information in greater detail.

2 Background

2.1 Resource consents

TDC's historic resource consents for the discharge of treated wastewater from the Tūrangi Wastewater Treatment Plant (TWWTP) to the Hangarito Stream (via Te Mātāpuna Wetland and ultimately Lake Taupō) were due to expire in June 2018. TDC prepared and lodged an application in late 2017 (6 months prior to its expiry) to enable ongoing discharges in line with those consents, while the application was considered by Waikato Regional Council.

While discussion was initiated between Ngāti Tūrangitukua and TDC prior to lodging the application, it was apparent that further engagement and discussions were warranted, and that this would take time. A letter of opposition was submitted to WRC by Ngāti Tūrangitukua, Ngāti Kurauia and the Tūwharetoa Māori Trust Board (Trust Board), and the application was placed on hold by mutual agreement between all stakeholders to allow further discussions.

The Steering Group is the result of those early discussions and provided the pathway to enable cultural impacts to be effectively accounted for in options analysis for a preferred long-term solution for wastewater management in the Tūrangi area. Endorsement of an agreed Terms of Reference by hapū and TDC Councillors (at a full Council meeting) enabled the project to proceed.

2.2 Key cultural context

For Ngāti Tūrangitukua, the presence of the WWTP itself at its current location is culturally offensive and unacceptable, and this must be rectified through relocation of the discharge and ultimately the WWTP.

To provide a clear and thorough starting point for discussions, a Cultural Impact Assessment (CIA) endorsed by Ngāti Tūrangitukua, Ngāti Kurauia and Tūwharetoa Māori Trust Board was prepared early in the investigations process.

The Cultural Impact Assessment explained that the receiving waterbodies of the Hangarito Stream and Te Mātāpuna wetland, are tāonga tuku iho to Ngāti Tūrangitukua who are the Mana Whenua Hapū of this area and who have consistently opposed the discharge to water, and the location of the TWWTP since the Ministry undertook its construction in 1965.

The CIA outlined that the development of the Tūrangi township and Tongariro Power Scheme resulted in the Crown confiscating significant portions of Ngāti Tūrangitukua ancestral land (including the land for the WWTP) without consideration for the interests of Ngāti Tūrangitukua. Very little regard was given to tangata whenua cultural values, tāonga and wāhi tapū of which many were destroyed.

The CIA expressly outlines that Ngāti Tūrangitukua oppose in its entirety the consent application to continue to discharge treated wastewater to Taupō Moana and oppose the WWTP location and discharge of human waste to Wai. The current operations are culturally unacceptable due to impacts on taonga waterways, tikanga and kaitiakitanga.

The CIA confirmed hapū and Tūwharetoa collective (as referenced in the CIA) expectations that:

- the continued disposal of wastewater in any form to wai is to be prevented as it is unacceptable.
- disposal must transition to a land-based system.
- relocation of the WWTP from the current site occurs, particularly given recognition of the waahi tapu in the vicinity.
- remediation of the receiving environment will be necessary to mitigate the effects of the WWTP operations at the site and downstream.

3 Our structure and objectives

Our Structure

The Steering Group is comprised of representatives of mana whenua/hapū representatives from throughout the Tūrangi area and TDC. We were supported by a collectively approved independent Technical Advisory Group (TAG) to assist the project.

The TAG included Mātauranga Māori, engineering, freshwater and planning expertise and they were directed by us to provide technical input to support comprehensive analysis of options. Our structure is shown in **Figure 1** below.

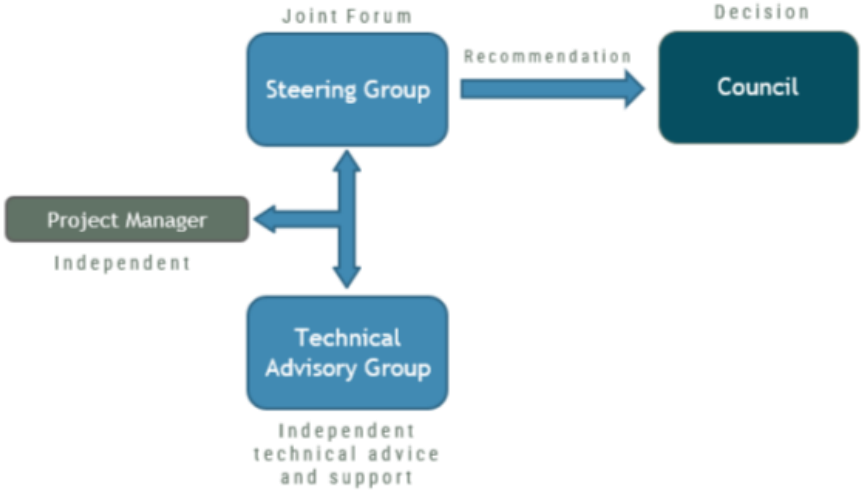


Figure 1: Overview of our project structure

Our Objectives and mandate

Our objectives (as reflected in the agreed Terms of Reference) were to:

- identify and assess feasible alternatives to the current treated wastewater discharge pathway
- work with the TAG to assess options, obtain necessary technical advice and identify 'critical failure' constraints as part of the options analysis
- to identify potential areas for further investigation
- to support engagement with hapū and landowners (where relevant) to test acceptability
- provide a recommendation on a preferred solution back to Council on the future state for disposal of wastewater for the Tūrangi community.

While we worked collaboratively throughout the process, we recognised that our role was investigative and advisory. We do not hold authority to make decisions over the use of whenua, nor responsibility for implementing any future solution. Decisions regarding whenua remain with landowners and relevant governance entities, informed by hapū views and tikanga, while Council retains its statutory and infrastructure responsibilities.

4 Our investigation process:

This section outlines the key phases to our evaluation process and how we have landed at our recommendations. It seeks only to capture key elements of the discussion which informed our progress (rather than minute details). A supplementary technical report has been developed to provide further detail on the options analysis process.

4.1 Broad scoping and long listing

Following establishment of our Steering Group, we worked together to understand and define the issue and the options analysis process to be followed, and debated, challenged and agreed on the scope of works with the input and advice of technical experts to ensure a holistic approach to analysis was undertaken firstly as a desktop analysis.

A catchment-scale analysis mapped opportunity areas for assessment, identifying 10 broad catchment-based areas within the vicinity of Tūrangi township.

Alongside this, a long list of 17 potential discharge approaches was also developed by TAG and evaluated by us against an initial set of criteria.

Figure 2 indicates the broad areas proposed for investigations, and **Table 1** lists the 17 potential discharge approaches for wastewater.

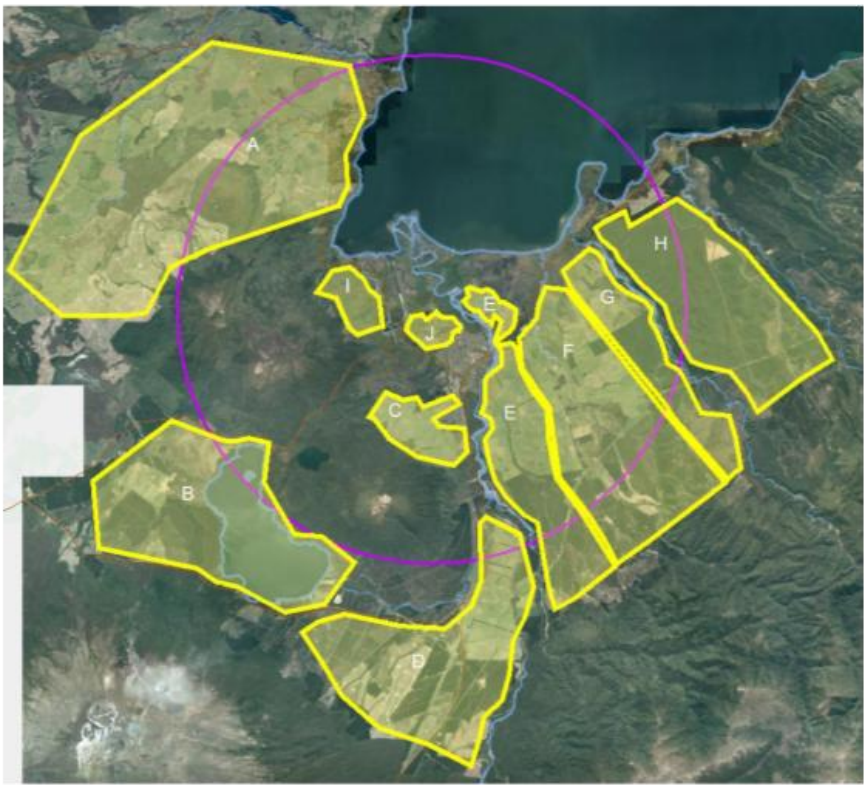


Figure 2: Investigation areas captured within the initial 10km radius (purple boundary) of Tūrangi township

Table 1: Potential disposal methods

No.	Disposal approach	No.	Disposal approach
1	Irrigation to land – pasture	10	Surface water discharge
2	Irrigation to land – forestry	11	Infiltration system
3	Irrigation to established native bush/ non-plantation forestry	12	Deep injection to groundwater
4	Irrigation to other land cover	13	Deep injection to geothermal
5	Dual system: irrigation to land / surface water discharge	14	Status quo
6	Dual system: irrigation to land/wetland	15	Improved status quo
7	Dual system - irrigation to land/wetland and infiltration	16	Direct potable reuse
8	Wetland / discharge to land via infiltration	17	Direct non-potable reuse
9	Wetland / Surface water discharge		

4.2 Screening and prioritisation

4.2.1 Critical failure criteria

To start the process of filtering through these broad catchment areas to identify potential locations, the Steering Group (with TAG support) developed and applied a list of critical failure criteria as listed in **Table 2** below.

Table 2: Critical Failure Criteria

Critical Failure Criteria	Criteria Description
Unacceptable Cultural Effect	Option will cause unacceptable cultural effects
Unacceptable Environmental Effect	Option will cause environmental effects that cannot be adequately addressed (e.g. likely failure of s.107 RMA test, destruction of indigenous flora or faunas, etc)
Unacceptable Social Effect	Option is likely to be socially unacceptable
Unacceptable risk of infrastructure failure	Site or option presents unacceptable levels of risk of failure e.g. Exposed to significant flood or other natural hazards, risk of pipe failure, use of technology that is unpredictable or unproven, etc. Need to consider not only risk of failure occurring but also the consequences of the failure

These critical failure criteria were applied to the discharge methods and catchment areas, resulting in the early removal of 11 of the 17 potential discharge methods; and two catchment areas.

4.2.2 Multi-criteria analysis of options process and site prioritisation.

At the next stage, we worked with TAG to review and confirm a proposed suite of assessment criteria and associated weightings for those that were then refined and utilised in further analysis. To generate a more manageable approach to further evaluation, the remaining options were broken into three priority groups for each of the remaining options.

These criteria included:

- Cultural effects
- Effects on freshwater
- Effects on terrestrial ecology and land,
- Public health risk and social acceptability,
- Implementation risk, and
- Technical feasibility and resilience.

The priorities were described as:

- **Priority 1 Area:** advance for assessment
- **Priority 2 Area:** hold, consider if no Priority 1 sites become available
- **Priority 3 Area:** has practical implementation issues, consider only if Priority 1 and 2 sites not available

This work resulted in:

- Two Priority 1 areas which were Area E and F, with up to 7 potential discharge methods
- Two Priority 2 areas, which were D and G, also with 7 potential discharge methods
- Four Priority 3 areas, which were B, H, with 7 potential discharge methods, and I and J with only one potential method

The Priority 1 locations were then advanced to enable landowner and hapū engagement.

4.3 Landowner engagement and initial hui a hapū process

The Steering Group approached Hautu Rangipo Whenua Limited (HRWL) who administered the lands identified as Priority 1 locations. Initial meetings sought to introduce the project and test initial interest/process discussions.

As part of this work, HRWL identified that hapū support would be key to considering any prospective use of land.

While the Steering Group had sought to initiate hui to broaden engagement and feedback from hapū now that potential option(s) had been identified, the arrival of COVID and associated restrictions put the majority of these on hold as in person meetings were considered key to the Steering Group process.

4.4 Project reset and review

Once we were able to reconvene in person, it was agreed that broader engagement of hapū was necessary. Representatives from Ngāti Hine, Ngāti Rongomai and Ngāti Turumakina joined our Steering Group.

4.4.1 Review of key decisions and alternatives

With respect to the remaining Priority 2 and 3 areas, following further investigation, concerns were raised in relation to:

- Known flood hazard risks in those areas, and risks to infrastructure from this particularly across waterways
- Proximity to sites of cultural significance
- proximity to Te Mātāpuna

Further analysis of reserve land (DOC and TDC) was also undertaken to identify whether there were any potential alternatives that had been discounted in developing the initial areas for investigation that should be reviewed.

Most of the reserve land in the area is immediately adjacent to the Tongariro River or within the Tongariro National Park (and subject to strict controls on activities as per various statutes). Land in the vicinity of these areas were discounted early in the process due to their cultural significance and ecological impacts of establishing treated wastewater disposal activities in native bush covered areas, as significant land clearance would be required.

4.5 Reengagement of HRWL and Te Hāpainga

Following careful consideration of each of these options, there were no viable alternatives to HRWL lands identified through this further analysis.

Following further meetings and discussions between TDC and the HRWL Board,TDC and HRWL entered into a non-binding MoU, which enabled TDC staff/representatives to undertake preliminary onsite analysis and testing to inform whether further discussions between the parties were warranted.

Following review of the findings of that feasibility study, which indicated that ground conditions were likely compatible with preferred disposal methods, the HRWL Board supported us to engage directly with Te Hāpainga[1] to seek their support. The HRWL Board remained consistent in their advice that hapū support was essential to progress further.

Representatives of our Steering Group subsequently attended and presented an overview of the project and sought to understand how Te Hāpainga viewed the prospect of the proposal within their whenua. While there was sympathy for hapū already adversely affected by the activities of the existing Tūrangi WWTP at Te Awamate Road, there was mixed views and limited support for progressing the proposal at that time.

4.5.1 Hapū feedback

In 2025, hapū Steering Group members recognised the need to discuss how to ensure a collective voice from each hapū (with representatives both on Te Hāpainga and in our Steering Group) and sought to gain a clearer hapū position on whether further investigations on HRWL lands were warranted.

Following korero at marae hui, there was a mixed response, reflective of different perspectives on the value of investigations and the acceptability of potential outcomes:

- Two hapū supported progressing further investigations.
- One hapū supported investigations on the basis that it would help answer feasibility questions but indicated it was unlikely to support a solution that relied on disposal of treated wastewater on Māori land.
- Two hapū did not support progressing further investigations.

This range of views underlined the importance of not treating the investigation pathway as a single collective decision and of recognising the diversity of hapū perspectives. Feedback from hapū representatives outlined that a big barrier to finding a solution was any use of whenua Māori to dispose of treated wastewater.

[1] Representatives of hapū with mana whenua over the lands administered by HRWL

5 Outcomes

Having been through a substantive, robust and rigorous process to identify potential solutions for the Tūrangi WWTP, it is our view that options are highly constrained when viewed through the combined lenses of cultural values, land availability and access, infrastructure risk (including river crossings), and consentability.

The key impediment as we see it, is that the only technically viable solutions we have found require the use of whenua Māori. This is difficult for hapū to reconcile, as it simply shifts an existing problem to another location.

While we hold out hope that a solution may be possible, this would likely rely on a hapū-led conversation, and a longer time horizon to achieve.

While we consider our process has been comprehensive, no alternative land-based disposal option has yet been identified that is both technically feasible and acceptable to all hapū.

6 Recommendations

These recommendations are intended to preserve the work completed to date, support current engagement and consenting processes, and provide a practical basis for future review.

The Steering Group wishes to highlight that the status quo for the Tūrangi WWTP is not tenable, and a solution for the discharge from the Tūrangi WWTP still needs to be found. The Steering Group urges TDC to ensure that the importance of this is not lost, particularly noting the findings of the CIA.

An ongoing commitment from TDC to continued partnership and to finding an enduring solution underpins the following recommendations.

The Steering Group recommends that Taupō District Council:

1. **Receive and retain this report as the baseline project record**
   Receive this report as the formal record of the investigations completed to date, to inform future decision-making and avoid unnecessary duplication of work.
2. **Continue to work with affected hapū on current WWTP issues**
   Continue engagement with Ngāti Tūrangitukua and other affected hapū in relation to current WWTP activities, with priority given to measures that reduce effects on the Hangarito Stream and Te Mātāpuna Wetland.
3. **Review of CIA and site visit**
   Senior staff and Councillors undertake a site visit to the Tūrangi WWTP with hapū members, guided by the findings of the CIA, to ensure that the values and impacts articulated by the CIA are understood and guide future decision-making.
4. **Establish a funded pathway for future review work via the Water Services Strategy**
   Confirm a programme and funding pathway for future review work, including investigation of emerging treatment technologies and alternative dispersal approaches, with appropriate mātauranga Māori input.
5. **Maintain partnership mechanisms and regular communication**
   Maintain structured communication and partnership arrangements between Council and hapū so that, if conditions or mandates change, further feasibility work can be progressed without restarting from first principles.
6. **Use the consenting and other Council processes to secure commitments and continuity**
   Where appropriate, work with hapū through the current and future consenting pathway/engagement processes to embed commitments, monitoring, reporting, and decision gateways, with hapū input required before committing to any long-term solution, including via partnership mechanisms that support long-term progress and preserve momentum toward improved outcomes.
7. **Tūrangi WWTP Consent Renewal**
   Ensure that this report and its recommendations are directly referenced in any consent application related to the Tūrangi WWTP.
8. **Continued commitment to exploring alternatives through legislative reform processes**
   The Steering Group recognise significant change is afoot for how wastewater services are delivered into the future (Local Waters Done Well, Simplifying Local Government and RMA). The Steering Group seek assurances that the aspirations for wastewater treatment in Tūrangi (and the desired long-term solution) are not lost or

de-prioritised via these processes and partnerships endure to provide opportunities for continued input at key decision gateways

9. **Continued engagement**
   Utilise the existing commitments and forums that TDC already has in place with hapū and the Trust Board to continue exploring future solutions for the Tūrangi WWTP.

10. **Review Process**
    No less than every 2 years, TDC shall convene a hui with hapū and Trust Board, to consider any new information or changes in circumstance (such as new technology or land availability) and collectively determine whether the Steering Group (or similar structure) is re-formed to investigate potential solutions for the Tūrangi WWTP.

    TDC shall invite Ngāti Tūrangitukua. Ngāti Kurauia, Ngāti Hine, Ngāti Rongomai, Ngāti Turumakina and the Tūwharetoa Māori Trust Board to this hui (i.e., members of this Steering Group), unless otherwise advised by those parties.

Appendix 1 Summary of key learnings

While no solution has been found to date, we consider it important to record the key findings from our process and include some suggested mitigations to inform any future mahi in this area and have done so in the following issues and mitigations table.

Table 3: Issues and mitigations recommendations

Issue	Mitigation(s)
• Protection of Waahi Tapu - there are several highly significant areas including waahi tapu within the area and the risk and potential impacts on these areas is a key concern	• That protection of waahi tapu remains central to any further investigations, requiring site-specific CIAs
• Protection of waterbodies from wastewater inputs	• Ensure solutions have high protections in place to prevent waste of any form entering wai
• Hazard risks - associated with infrastructure failure risks and effects, including landslide, flooding and river crossing risks including the Tongariro River	• Increase resilience in network to avoid untreated wastewater entering waterways • Account for hazard risk in future planning and network renewals
• Understanding waste – need to demystify treatment performance and what 'treated wastewater' comprises	• Enhance understanding through education to increase confidence in the treatment solutions
• Growth and future-proofing: Questions about future Tūrangi growth, WWTP capacity, and the risk of incremental expansion requiring additional land over time.	• Ensure treatment plant design/performance appropriately accounts for growth as part of any future solution
• Learning from this process to avoid repeating work and to provide a platform for future decision-makers.	• The history and work of the Steering Group be captured and utilised in future analysis/ investigations • Particularly critical that the history of the WWTP is known and understood by Council (and any future party responsible for the provisions of Water Services) as presented in the CIA, so that the historical context is understood and guides decision-making.
• Care for whenua - dispersal of treated wastewater to land is preferred, however there is a need to ensure that the whenua is not contaminated beyond repair	• Investigation into emerging technologies and treatments is recommended, and accounting for emerging contaminants.

5.3 WATER SERVICES COMMITTEE PERFORMANCE REPORT

Author: **Joanne Walton, Programme Manager**

Authorised by: **Sarah Lealand, Three Waters Manager**

TE PŪTAKE | PURPOSE

This report provides the Committee with an overview of the performance of Taupō District water services, including progress and risks on key strategic priorities.

In order to accommodate Council timeframes, some information was gathered or reported to Council in the prior month. Council officers are available to provide verbal updates.

NGĀ TŪTOHUNGA | RECOMMENDATION(S)

That the Taupō District Water Services Committee receives the attached Water Services Performance Report.

NGĀ TĀPIRIHANGA | ATTACHMENTS

1. November Waters Performance Report ⇩

TAUPŌ DISTRICT COUNCIL WATER SERVICES COMMITTEE MONTHLY PERFORMANCE REPORT

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EXECUTIVE SUMMARY

- Financial modelling for the Water Services Strategy progressing, with decision-making by the Committee in December.
- Council's Annual Report 2025-26 was adopted 29 October 2026; the highlights and performance measures for water services are included. 25 of 26 performance measures achieved the target outcome.
- Media release from Taumata Arowai recognising the opening of new Motuoapa Water Treatment Plant and Taupō's overall progress with programme of plant upgrades to achieve full drinking water compliance.

1. Regulatory Updates

- The Planning Act 2026 and Natural Environment Act 2026 received royal assent 30 September 2026.

2. Strategic Priorities

2.1 Water Services Strategy (WSS)

At workshops in October, the Water Services Committee worked through the draft capital programme for water, wastewater and stormwater.

In November financial modelling will take place and at this point we will reassess our key financial metrics and financial sustainability against our approved Water Services Delivery Plan. This will inform next steps in terms of our review of Water Services future delivery model.

At the December meeting, the Committee will consider the full financial and planning picture for water services, including major projects, capital programme, operating budgets, revenue, and continuing operating model. The Committee will make recommendations to Council, who will make the final decisions on key elements of the draft Water Services Strategy, which will inform consultation in March/April 2027.

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3. Performance Reporting

3.1 Operational Performance

The below Operational performance report for Waters has been previously reported to Council on 27 October 2026.

Three Waters



1 notifications to Taumata Arowai of risk to drinking water quality. *Target is Nil. 1. Monthly arsenic test results exceeded compliance limits in Centennial Drive, Hatepe, and Motutere. Arsenic has always been present in these water supplies due to geothermal activity. The test results continue to be stable and arsenic removal is included in the treatment plant upgrades that are underway. There were no new notifications to the Water Services Authority (Taumata Arowai).*

0 moderate or significant resource consent non-compliances (take & discharge) with an actual or potential adverse health or environmental effect. Target is Nil.

- The 2025/26 Annual Stormwater Management Report was completed and submitted to Waikato Regional Council. The report confirmed a generally high level of compliance with the Comprehensive Stormwater Discharge Consents and highlighted ongoing work on consent renewal, stormwater monitoring improvements, and development of the Stormwater Operations, Monitoring and Maintenance Plan (OMMP).
- The Network Environmental Performance Measure (NEPM) reporting was submitted to the Water Services Authority (Taumata Arowai), within the 30 September deadline.
- The ongoing issue with lead contamination at Omori has been resolved, with the contamination confirmed to be from a manifold near the sampling tap, an isolated issue that does not impact any part of the water supply. The manifold has since been replaced.
- A highlight this month was Taumata Arowai recognising Council's response to the recent Blue Ridge reservoir contamination at the Water NZ conference, using it as an example of a significant drinking water event managed well.
- Motuopa Water Treatment Plant open day is scheduled for end of October.

TAUPŌ DISTRICT COUNCIL WATER SERVICES COMMITTEE MONTHLY PERFORMANCE REPORT

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3.2 Major Projects

A copy of the monthly portfolio report for water, wastewater and stormwater major projects is attached. This report has been previously reported to Council on 27 October 2026.

Activity Area	OVERALL	TIME	COST	SCOPE	KEY UPDATES	UPCOMING MILESTONES	% COMPLETE (Life Budget)	LIFE BUDGET
3W All								
Water Services Delivery Plan Implementation								
Programme of work required to comply with central government reform Local Water Done Well.	●	●	●	●	First separate water services financial information reported to Water Services Committee. Workshop with Committee to work through capital programme.	Financial modelling. Completion of financial separation for balance sheet items following Council Annual Report audit.	92%	$1.2M
Stormwater								
Stormwater Discharge Consents Renewal								
District wide Stormwater consent expires June 2027, a significant amount of work will be required to renew this consent.	▲	●	▲	●	Reviewing draft reports.	Share Catchment Management Plan drafts with stakeholders.	88%	$0.8M
Wastewater								
Taupō WW Control gates bridge buffer storage tanks								
To enable continued growth in the Nukuhau area and increase resiliency to the control gates bridge pipe, we will install buffer tanks and pump station at Control Gates bridge to manage peak flows.	▲	↗	●	●	Construction continues, sheet piling and bracing completed (delayed by a week due to weather contraints), bedding material for the tanks have been laid, tanks have been rigged into position.	Complete tank welds and start backfilling.	39%	$2.8M
Taupo WWTP Infrastructure improvements Phase 1								
Phase 1 improvement works Seismic works - demolition of Treatment Plant roof structure Inlet works - installation of new screens and supporting equipment Bypass pump station - installation of a new bypass pump station to Pond 3	▲	↗	●	▲	Inlet screens revised design proposal and costing completed. Variation approved for scope change, drawings completed.	Inlet works - construction team to re-mobilse and carry out civil works.	18%	$6.5M
Turangi WW Consent								
Renewal of Tūrangi Wastewater discharge consent	◆	◆	●	●	Preparing to finalise consent application.	Report from steering group to be presented to November Water Services Committee meeting in Tūrangi.	32%	$0.2M
Wastewater Taupō Treatment Future Options								
Programme of works to increase capacity and improve treatment at Taupō Wastewater Treatment Plant, including installation of a third primary clarifier, pump station upgrades, and new processes to increase nitrogen removal at the plant.	◆	◆	◆	◆	Budget amount to be put forward for Water Services Strategy while we work through options. Presented update to WS Committee at October capital programme planning workshop.	Continued development of options. Establish project structure.	0%	
Water								
Centennial - Treatment Compliance Upgrade								
Pump station and pipeline from Taupō scheme to Centennial and reservoir upgrade and renewal at Centennial to enable safe and compliant water to be provided to customers on the Centennial scheme.	▲	↗	●	●	Tender now completed, will be presented to Council before awarding.	Council sign off to award contract.	15%	$6.4M
District - Universal Smart Water Metering								
Address high water usage throughout the district through the installation of water meters on all water connections to enable planned growth, reduce wastage and operational costs.	▲	▲	●	●	Tender moderation.	Finalise Tender Evalauation and award.	29%	$1.0M
Hatepe Drinking Water Standards NZ Upgrade								
New Membrane Drinking water treatment plant at Hatepe	▲	▲	▲	●	Detailed design is currently underway with the Contractor and is due for completion by late November. Some delays have been experienced due to contractor resourcing; however, progress continues to be made.	Construction is currently anticipated to commence in early 2027. While the Cultural Impact Assessment is taking longer than expected to complete, it is not currently impacting the project.	19%	$4.9M
Kinloch Low Zone Reservoir								
Construction of new reservoir and pipelines to support growth and resilience in Kinloch community.	●	●	●	●	Review of reservoir tender and pipeline tender documents. Designation/consent process. Exterior design options for community feedback.	Go to tender, exterior design options engagement(s) for community feedback.	16%	$1.8M
Motuoapa Drinking Water Standards NZ Upgrade								
New Membrane Drinking water treatment plant at Motuoapa	●	●	●	●	The project has reached Practical Completion. Planning for the opening ceremony is underway, while the Contractor progresses the resolution of minor defects during the defects liability period and completes capacity testing	Close-out of minor defects and remaining works, along with planning and coordination for the official opening.	96%	$9.8M

KEY

● Low Risk		↓ Risk Decreased (Amber/Red to Green)	
▲ Medium Risk		↘ Risk Decreased (Red to Amber)	
◆ High Risk		↗ Risk Increased (Green to Amber)	
⛔ On Hold (waiting LTP)		↑ Risk Increased (Amber/Green to Red)	
88%	Almost Complete	$1.0M	Smaller Value Project
12%	Low Spend to Date	$11.8M	High Value Project
% Complete = $ Spend to Date / Life		$ Life Budget	

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Official Opening of the Motuoapa Water Treatment Plant, 21 October 2026

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3.3 Risks

Changes to the risk register from last month are

- Taupō Wastewater Treatment Plant Programme – updated for current status including draft budget figure.
- Hatepe - updated controls to manage project uncertainties.
- Buffer tanks moved to Very Low
- Four project risks have been closed out because the risk has been mitigated either through completed actions or project closure. The status of these risks has been updated to "Closed" with comments below.

Project	Risk Title	Risk Causes	Risk Consequences	Current Risk Rating	Risk Controls / Treatments	Residual Risk Rating	Status
Taupo Wastewater Treatment Plant Programme	Scope / Price / Time	National wastewater standards are now released and have a significant impact on the treatment stratergy for Taupo. There is also about 40% growht forecast over the next 30-years.	A new upgrade plan for the Taupo WWTP is being developed. Intial very high level costing indiacted an investment in the order of $130 million dollars is needed.	**Very High**	Options evaluation work is underway and a $130 million dollar placeholder budget has been included in the draft programme.	**Very High**	Active
Drinking Water Standards NZ Upgrade - Hatepe	Project delivery uncertainties	Due to challenges with land acquisition, there has been significant delays and additional challenges that the project team need to mange	The project may be subject to additional costs due to delays, site relocation, increased contract complexity arising from significant changes to the original project requirements, and ongoing construction cost escalation. These factors may also result in uncertainty around the overall project delivery timeline.	High	The project team is working closely with the Contractor to understand and manage these risks. The Contractor is currently preparing a fixed-price proposal for project delivery that takes into account the revised site location, increased project complexity, and current market cost increases. This will provide greater cost certainty and enable the project team to better assess and manage the remaining delivery risks.	*Medium*	Active
Stormwater Discharge Consents Renewal	Regulatory - failure to renew consent.	Lack of key stakeholder support for renewing the consent.	A hearing may be required, extending the project timeline and resulting in additional costs.	High	Have been keeping iwi/hapū and other stakeholders regularly updated on the project. Planning to share draft reports for feedback.	*Medium*	Active
Turangi WW Consent	Regulatory - Resource consent application is challeneged incuring time and cost.	There is a risk that the consent sought for the discharge to stay at the current site may receive submissions in opposition.	A hearing may be required, extending the project timeline and resulting in additional costs.	Medium	We will continue to work with hapū to address as many issues as possible.	*Medium*	Active
Centennial - Treatment Compliance Upgrade	Regulatory & Service Delivery - operating non-compliant water treatment plants.	Delays with project.	If there are significant delays, Taumata Arowai may impose legal action and/or the public could be negatively impacted from a health perspective.	Medium	The asset manager is communicating updates to Taumata Arowai and DWSNZ projects are ongoing. UV reactor has now been commissioned onsite which reduces risk further.	*Low*	Active
District - Universal Smart Water Metering	Reputation - public perception of metering and transition to user pays.	Public misinterpreting the longer plan and project outcomes. This project has been included in our LTP/WSDP and is currently in the investigation phase. Rollout of this demand management system will occur incrementally, site by site.	Lack of support for overall project goals and roll out plan.	Medium	Comms and engegament plan in place	*Low*	Active
Kinloch Low Zone Reservoir	Budget overrun.	Design development and/or tender market conditions	Forced to make design alterations to create savings. This would have reputational issues as the location is highly visible and prominent in the community.	Medium	Continuous cost estimation, well developed drawings and tender documents.	*Low*	Active
Taupo WW Control gates bridge buffer storage tanks	Time	May not be completed by end of the financial year.	Later delivery means risks of overflow remains (however this is a low risk).	Low	Manage design and tender deliverables to reduce slippage.	*Very Low*	Active

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Project	Risk Title	Risk Causes	Risk Consequences	Current Risk Rating	Risk Controls / Treatments	Residual Risk Rating	Status
Centennial - Treatment Compliance Upgrade	Project delay and price overun due to Iran war	The Iran war has had an impact on the availability and cost of PE pipe products which are a needed in large quantity for successful delivery of this project.	Delay of the project due to lack of supply and/or increased cost ro deliver (current PE pipe price increases are +30%)	High	Closed: Tender was awarded within budget.	*High*	Closed
SCADA FTview Upgrade	Time - delays with project delivery	Insufficient resource to complete FT View conversion across all 3W assets.	Continued utilisation of multiple SCADA platforms which can be challenging to manage operationally.	High	Closed: Wider SCADA improvement programme is underway.	*Low*	Closed
View Road land disposal Stage 2	Regulatory - not adhering to resource consent for WW disposal.	Challenges with the integration of Stage 2 into SCADA has resulted in the stage 2 pivots only being able to be run manually, this may increase the risk of breaching consent conditions. **Update:** The hardware issue that was causing the communication issue has been resolved and commissioning has resumed.	TDC may incur penalties and/or abatement notices from Waikato Regional Council if we breach our consent conditions.	Medium	Closed: Project has now been fully completed	*Low*	Closed
Waters Reform Activities	Resourcing - insufficient internal resources to complete the Water Services Delivery Plan implementation activities	Competing priorities for resources, implementation activities are on top of BAU, Annual Plan and Long-term Plan processes.	Our ability to comply with LGWSA and Commerce Commission requirements will be impacted.	High	Closed: The majority of the actions from the Water Services Delivery Plan have been completed.	*Very Low*	Closed

TAUPŌ DISTRICT COUNCIL WATER SERVICES COMMITTEE MONTHLY PERFORMANCE REPORT

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3.4 Financial Performance

1.1 REVENUE & EXPENDITURE PERFORMANCE 30 SEPTEMBER 2026

By category disclosure required under the Water Services Information Disclosure Determination 2026

	Water			Wastewater			Stormwater			3Waters				
$000	YTD Actual	YTD Approved Budget	YTD variance Actual – Budget	YTD Actual	YTD Approved Budget	YTD variance Actual – Budget	YTD Actual	YTD Approved Budget	YTD variance Actual – Budget	YTD Actual	YTD Approved Budget	YTD variance Actual – Budget	Full year AP26/27 (to finalise categories)	Notes
Operating revenue														
Usage charges - rates	5,381	5,334	47	5,654	5,612	42	892	869	23	11,927	11,815	112	47,261	
Usage charges - excluding rates	794	496	298	103	101	1	-	-	-	897	597	300	2,389	1
Connection charges	17	-	17	-	-	-	-	-	-	17	-	17	-	
Serviceability charges	28	77	(50)	1	-	1	-	-	-	29	77	(48)	310	
Total operating revenue	**6,219**	**5,907**	312	**5,759**	**5,714**	45	**892**	**869**	23	**12,870**	**12,490**	380	**49,960**	
Asset development & other revenue														
Development contributions	5	330	(324)	26	458	(431)	-	-	-	32	787	(756)	3,149	2
Other income	25	3	22	-	5	(5)	-	-	-	25	8	16	3,021	2
Total asset development & other revenue	**30**	**333**	(303)	**26**	**463**	(437)	**-**	**-**	**-**	**56**	**796**	(739)	**6,171**	
Total revenue	**6,249**	**6,240**	9	**5,785**	**6,177**	(392)	**892**	**869**	23	**12,926**	**13,285**	(359)	**56,130**	
Expenditure														
Network														
Energy	321	342	(21)	368	332	37	1	1	(0)	690	675	15	2,699	
Chemicals & consumables	66	219	(153)	75	93	(18)	-	5	(5)	142	318	(176)	1,272	3
Condition & performance assessments	-	106	(106)	94	106	(11)	37	20	17	132	231	(99)	924	
Planned maintenance	145	355	(211)	341	595	(254)	53	62	(9)	539	1,012	(474)	4,050	4
Unplanned maintenance	257	319	(61)	282	430	(148)	88	129	(41)	627	878	(251)	3,513	5
Disposals (by-products/biosolids)	-	61	(61)	312	353	(40)	-	-	-	312	414	(102)	1,656	
Compliance	127	108	19	108	86	22	4	11	(6)	240	205	35	819	
Other network	78	21	58	52	33	19	-	1	(1)	130	55	75	220	
Total Network	**995**	**1,531**	(536)	**1,633**	**2,027**	(394)	**184**	**230**	(46)	**2,812**	**3,788**	(976)	**15,152**	
Non network														
System operations and network support	674	450	224	654	480	174	52	63	(11)	1,380	993	388	3,970	6,7
Business Support	328	424	(96)	275	258	17	78	94	(15)	682	776	(94)	3,104	8
Rates & Levies	33	77	(43)	92	99	(6)	0	6	(6)	126	182	(56)	727	
Insurance	71	71	1	101	108	(6)	17	18	(1)	190	196	(7)	785	
Consumer and iwi engagement and education	3	3	0	3	3	0	0	1	(0)	6	6	0	24	
IT	226	221	5	183	174	9	36	44	(8)	445	439	6	1,755	
Consents	7	5	2	10	-	10	20	67	(47)	37	72	(35)	288	
Other non network	2,572	2,650	(78)	2,580	2,566	14	425	414	11	5,576	5,629	(53)	22,517	9
Total non network	**3,915**	**3,900**	15	**3,899**	**3,687**	212	**628**	**706**	(78)	**8,442**	**8,293**	149	**33,171**	
Total operating expenditure	**4,909**	**5,431**	(522)	**5,532**	**5,714**	(181)	**812**	**936**	(124)	**11,254**	**12,081**	(827)	**48,323**	
Operating Surplus/(Deficit)	**1,339**	**808**	531	**252**	**463**	(211)	**80**	**(67)**	147	**1,672**	**1,205**	468	**7,807**	

Variance convention: Actual – Budget. Revenue and surplus: positive = favourable. Expenditure and components: negative = favourable.

1.2 Components Disclosure (further breakdown of categories above)

Component disclosure required under the Water Services Information Disclosure Determination 2026

	Water			Wastewater			Stormwater						3Waters	
$000	Water YTD Actual	YTD Approved Budget	YTD variance Actual – Budget	Wastewater YTD Actual	YTD Approved Budget	YTD variance Actual – Budget	Stormwater YTD Actual	YTD Approved Budget	YTD variance Actual – Budget	YTD Actual	YTD Approved Budget	YTD variance Actual – Budget	Full year AP26/27 (to finalise categories)	Notes
Direct Billing	-	-	-	-	-	-	-	-	-	-	-	-	-	
Salaries, wages, consultants & professional services	638	519	119	720	564	156	122	110	13	1,480	1,193	288	4,771	6,7
Management support from council	500	476	24	428	418	10	76	110	(34)	1,004	1,004	(0)	4,015	
Cybersecurity	91	32	59	40	15	24	5	1	4	136	48	88	193	
Depreciation and amortisation expense	1,379	1,474	(95)	1,996	1,989	8	371	355	16	3,746	3,818	(72)	15,273	
Finance costs	1,191	1,175	16	581	576	5	54	59	(5)	1,826	1,810	16	7,241	

1.3 Explanation of variances to group +/- 10%

1. Water usage charges (metered) are $300k above budget, primarily due to estimated six-monthly meter readings
2. Development contributions are $756k below budget due to timing. Vested asset revenue (other income) will be recognised later in the financial year.
3. Chemical expenditure is $176k below budget, reflecting lower than budgeted requirements to date; this trend is expected to continue.
4. Planned maintenance is $474k below budget due to timing. This is work scheduled in advance to sustain asset reliability and design life, including periodic, preventive and predictive maintenance.
5. Unplanned maintenance is $251k below budget due to lower than budgeted requirements to date. This is reactive or corrective work which occurs after an asset failure or an unexpected issue arises.
6. Labour cost charged to capital projects is $286k below budget. This variance is expected to remain for the full year.

1.4 Extract from Information Disclosure Definitions

7. System operations and network support: which is expenditure on the management of the network (including, for example, asset management planning, network and engineering concept design and optioneering that is not capitalised, network asset data and information management, connection and consumer records, consumer queries and call centres, operational training for network management and field staff, and operational vehicles and transport)
8. Business Support which is expenditure associated with the following corporate activities: human resources and training, finance (including compliance activities, valuations, and auditing), CEO and director costs, legal services, consulting services, property management (excluding rates), corporate communications.
9. Other which is all other non-network operating expenditure, mainly depreciation and finance costs.

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3.5 Other reporting

3.6.1 2025-26 Annual Report

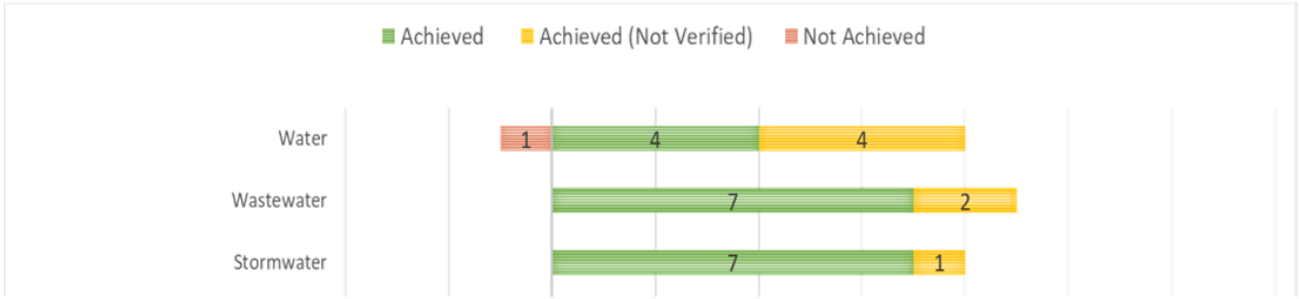
The 2025-26 Annual Report was adopted by Council on 29 October 2026. The highlights and non-financial performance for the year for Water Services are shown.



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Non-financial Performance Report



WATER PERFORMANCE MEASURES 25-26

We provide safe drinking water to communities connected to a Council drinking water scheme				
REF	Performance Measure	Target	Results – 2024/25	Results – 2025/26
WS.01	The extent to which the local authority's drinking water supply complies with the following parts of the drinking water quality assurance rules: (a) 4.4 T1 Treatment Rules; (b) 4.5 D1.1 Distribution System Rule; (c) 4.7.1 T2 Treatment Monitoring Rules; (d) 4.7.2 T2 Filtration Rules; (e) 4.7.3 T2 UV Rules; (f) 4.7.4 T2 Chlorine Rules; (g) 4.8 D2.1 Distribution System Rule; (h) 4.10.1 T3 Bacterial Rules; (i) 4.10.2 T3 Protozoal Rules; and (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All schemes are compliant with the relevant parts of the drinking water quality assurance rules	Not Achieved 2 out of 17 schemes achieved full compliance	Not Achieved 7 out of 15 schemes all met quality assurance rules 8 of 15 schemes have partially met quality assurance rules See Appendix 1 for further detail
Explanation of 2025/26 result				

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We have reduced our water schemes from 17 to 15 schemes after connecting the Whakamoenga and Bonshaw Park schemes with that of Taupō.

We have not fully met national water quality standards for all of our water supplies across all monitoring rules:

- Full compliance was achieved for 7 schemes: Atiamuri, Mangakino, Motutere, River Road, Tirohanga, Waihaha and Whakamaru.
- Due to plant upgrades being completed part way through the year, the following schemes were only partially compliant (<90%): Taupō, Tūrangi, Centennial Drive, Hatepe, Kinloch, Omori, Motuoapa and Whareroa.
- The Hatepe scheme did not meet the UV rule while the Motuoapa scheme did not meet the Protozoal rules.

Several non-compliances were also recorded due to D3 distribution zone monitoring schedule issues. In a small number of instances, insufficient samples were collected to meet the required monitoring frequency. These were scheduling-related non-compliances only and did not reflect any adverse water quality results. Additionally, the T2 rules on filtration for the Centennial Drive and Hatepe schemes was not in place during the assessment period.

Our water reticulation network is efficient

REF	Performance Measure	Target	Results – 2024/25	Results – 2025/26
WS.02	Percentage of real water loss from Council's networks reticulation system. Methodology in-line with the Water Loss guidelines provided by Water NZ[1].	Urban Schemes – Current Annual Real Loss = 250 l/connection/day Rural Schemes – Current Annual Real Loss = 5.5 m^3/km watermain/day	Achieved Urban Schemes – Average of Urban Networks = 204 l/connection/day Taupō = 150 l/connection/day Tūrangi = 556 l/connection/day Other Urban Networks = 185 l/connection/day Achieved Rural Schemes – Average of Rural Networks = 5.3 m^3/km watermain/day	Achieved Urban Schemes – Average of Urban Networks = 201 l/connection/day Taupō = 169 l/connection/day Tūrangi = 449 l/connection/day Other Urban Networks = 171 l/connection/day Achieved Rural Schemes – Average of Rural Networks = 5.2 m^3/km watermain/day

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Our water reticulation network is efficient				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
• Explanation of 2025/26 result • Average water loss performance across Urban Schemes is within target. Individual schemes within target include: Taupō, Hatepe, Kinloch, Mangakino, Motuoapa, Omori and Whareroa. Schemes outside target include: Atiamuri, Centennial, Tūrangi and Whakamaru. • Water loss performance across both rural and urban schemes remained within target, supported by pipeline renewal work on the Tirohanga scheme and meter installations and pipeline renewals across our urban schemes. • Note the result for 2024/25 was mistakenly recorded as not being achieved. This has now been corrected.				
We respond to faults with our water reticulation network promptly				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
WS.03	Median time for attendance for urgent call-outs: from the time that Council receives notification to the time that the service personnel reach the site	Less than 1 hour	Not Achieved Data not available	Achieved (unverified) Median response time was within 41 minutes
WS.04	Median time for attendance for non-urgent call-outs: from the time that Council receives notification to the time that the service personnel reach the site	Less than 6 days	Not Achieved Data not available	Achieved (unverified) Median response time was within 23 hours
Explanation of 2025/26 result • We continue to encounter issues with the quality and reliability of data used to measure attendance and resolution of water, wastewater, and stormwater callouts. Previously, we encountered issues with quality and completeness of the data recorded for Council's attendance and resolution of callouts relating to water, wastewater and stormwater. Due to system integration errors in the 2025 reporting year, accurate response-time data was unavailable, and we were unable to report a reliable result for this performance measure. The data supplied by our contractor contained systematic errors and gaps and did not align with the actual response times achieved onsite. To address these issues, we introduced a new contract for 2025/26 that includes stronger data quality, monitoring, and reporting requirements. During the year, we've improved system integration and strengthened processes for recording and monitoring attendance and resolution times. These changes have substantially improved data quality and reliability when compared to prior year, but inaccuracies remain in the overall dataset meaning Council could not verify the accuracy of the reported result for this measure.				

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We resolve faults in our water reticulation network promptly				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
WS.05	Median time for resolution of urgent call-outs: from the time that the local authority receives notification to the time that the service personnel confirms resolution of the fault or interruption	Less than 4 hours	Not Achieved Data not available	Achieved (unverified) Median resolution time was within 3.3 hours
WS.06	Median time for resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that the service personnel confirms resolution of the fault or interruption	Less than 7 days	Not Achieved Data not available	Achieved (unverified) Median resolution time was within 42 hours

Explanation of 2025/26 result

- We continue to encounter issues with the quality and reliability of data used to measure attendance and resolution of water, wastewater, and stormwater callouts. Previously, we encountered issues with quality and completeness of the data recorded for Council's attendance and resolution of callouts relating to water, wastewater and stormwater. Due to system integration errors in the 2025 reporting year, accurate response-time data was unavailable, and we were unable to report a reliable result for this performance measure. The data supplied by our contractor contained systematic errors and gaps and did not align with the actual response times achieved onsite. To address these issues, we introduced a new contract for 2025/26 that includes stronger data quality, monitoring, and reporting requirements. During the year, we've improved system integration and strengthened processes for recording and monitoring attendance and resolution times. These changes have substantially improved data quality and reliability when compared to prior year, but inaccuracies remain in the overall dataset meaning Council could not verify the accuracy of the reported result for this measure.

We resolve faults in our water reticulation network promptly				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
WS.07	The number of complaints received by Council on: (a) Drinking water clarity (b) Drinking water taste (c) Drinking water odour (d) Drinking water pressure or flow (e) Continuity of supply (f) Council response to these issues This measure is expressed per 1000 connections to Council networked reticulation	Less than 12 complaints per 1000 connections	Achieved 7.7 complaints per 1000 connections	Achieved 9.5 complaints per 1000 connections

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We resolve faults in our water reticulation network promptly				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
Explanation of 2025/26 result • We received 192 calls for the year. There are 20,170 connections to the network as extracted from Council's Rating Database.				
Potable water is used sustainably				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
WS.08	The average consumption of drinking water per day per resident within the district expressed as m^3/day/HUE	Less than or equal to 1.5m^3/day/HUE	Achieved 0.8 m^3/day/ HUE	Achieved 0.96 m^3/day/ HUE
Explanation of 2025/26 result On average we used 19,255 m^3/day of water on our domestic schemes, and we have 19,972 HUE (household units).				

There is adequate water for firefighting in urban areas				
REF	**Performance Measure**	**Target**	**Results - 2024/25**	**Results – 2025/26**
WS.09	Percentage of hydrants tested annually to ensure water pressure in urban areas meets FW2 firefighting code of practice standards	At least 5 percent	Achieved 7.7 percent	Achieved 5.7 percent
Explanation of 2025/26 result • 130 tests were completed from a total of 2,267 fire hydrants with 87% of tests meeting the standard.				

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WASTEWATER PERFORMANCE MEASURES 25-26

Our sewerage system is maintained to prevent sewerage overflows				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
WW.01	Number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 connections	Less than 3 per 1000 connections	Achieved 1.9 per 1000 connections	Achieved 2.4 per 1000 connections
Explanation of 2025/26 result • We experienced 45 days of dry weather overflows, and there are 18,704 connections which equate to 2.4 dry weather events per 1000 connections.				
We comply with the resource consents conditions relating to our sewerage systems				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
WW.02	Number of abatement notices received by Council in relation to sewerage system resource consents	≤ 1 abatement notices	Achieved (restated)	Achieved 1 abatement notice
WW.03	Number of infringement notices received by Council in relation to sewerage system resource consents	0 infringements	Achieved	Achieved
WW.04	Number of enforcement orders received by Council in relation to sewerage system resource consents	0 enforcement orders	Achieved	Achieved
WW.05	Number of successful convictions received by Council in relation to sewerage system resource consents	0 successful convictions	Achieved	Achieved
Explanation of 2025/26 result • The 2024/25 result was incorrectly recorded as not achieved but the target specifies that it is not met when more than one abatement notice is received. This has now been corrected and is recorded as being achieved. In 2025/26, we received one abatement notice, and therefore this measure has also been achieved for this financial year. • At the beginning of the 2026 financial year, there were two existing open abatement notices from the previous year. To keep stormwater out of the wastewater network and avoid future breaches of our resource consents, we've initiated an inflow and infiltration programme. This programme involves Council inspectors carrying out smoke-testing and private-connection inspections in a part of the catchment with known high inflow levels. These inspections have found multiple issues on private properties, such as roofs and sumps illegally connected to the wastewater network, and we are following up with the property owners to address these issues. We also have a broader, district-wide inflow and infiltration reduction programme, which we will continue to develop. It was funded in the 2024 Long Term Plan, with a budget of approximately $2.9 million over 10 years. • We've also received 30 notifications from the Waikato Regional Council on instances when wastewater entered our stormwater network.				

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We respond to faults with our sewerage system promptly				
REF	Performance Measure	Target	Results – 2024/25	Results – 2025/26
WW.06	Median attendance time: from the time that Council receives notification of a sewerage overflow resulting from a blockage or other fault in Council's sewerage system to the time that service personnel reach the site of the overflow or other fault	Less than 1 hour	Not Achieved Data not available	Achieved (unverified) Median response time was within 34 minutes
WW.07	Median resolution time: from the time that Council receives notification of a sewerage overflow resulting from a blockage or other fault in Council's sewerage system, to the time that service personnel confirm resolution of the fault or blockage	Less than 4 hours	Not Achieved Data not available	Achieved (unverified) Median resolution time was within 2 hours and 36 minutes

Explanation of 2025/26 result

- We continue to encounter issues with the quality and reliability of data used to measure attendance and resolution of water, wastewater, and stormwater callouts. Previously, we encountered issues with quality and completeness of the data recorded for Council's attendance and resolution of callouts relating to water, wastewater and stormwater. Due to system integration errors in the 2025 reporting year, accurate response-time data was unavailable, and we were unable to report a reliable result for this performance measure. The data supplied by our contractor contained systematic errors and gaps and did not align with the actual response times achieved onsite. To address these issues, we introduced a new contract for 2025/26 that includes stronger data quality, monitoring, and reporting requirements. During the year, we've improved system integration and strengthened processes for recording and monitoring attendance and resolution times. These changes have substantially improved data quality and reliability when compared to prior year, but inaccuracies remain in the overall dataset meaning Council could not verify the accuracy of the reported result for this measure.

Our customers are satisfied with the sewerage network				
REF	**Performance Measure**	**Target**	**Results – 2024/25**	**Results – 2025/26**
WW.08	The number of complaints received by Council on: a) Sewage odour, b) Sewerage system faults, c) Sewerage system blockages; and d) Council's response to issues with its sewerage system. This is expressed per 1000 connections to the sewerage system.	Less than 10 complaints per 1000 connections	Achieved 6.8 complaints per 1000 connections	Achieved 6.9 complaints per 1000 connections

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Explanation of 2025/26 result

- We received 129 complaints out of 18,704 connections, which equates to 6.9 complaints per 1000 connections.

We will maintain the reduction in nitrogen discharged from wastewater treatment plants in the Lake Taupō catchment

REF	Performance Measure	Target	Results – 2024/25	Results – 2025/26
WW.09	Maintain the reduction of total nitrogen discharged from wastewater treatment plants within the Lake Taupō catchment. Reduction of 20 percent of the benchmark average has been achieved.	Maintain the 20% reduction from baseline	Achieved 56% reduction from baseline	Achieved 41% reduction from baseline

Explanation of 2025/26 result

- The benchmark target is set in the infrastructure strategy 2024-34.

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STORMWATER PERFORMANCE MEASURES 25-26

We manage the stormwater network to protect public health and property without compromising the environment				
REF	Performance Measure	Target	Results – 2024/25	Results – 2025/26
ST.01	The number of flooding events that occur in a territorial authority district	0 flooding events	Not Achieved 1 flooding event	Achieved No flooding events
ST.02	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system)	0 properties affected by flooding inside the habitable dwelling	Not Achieved 0.5 per 1000 connections	Achieved No flooded properties
ST.03	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site	≤1hr	Not Achieved Data not available	Achieved (unverified) Median response time was within 43 minutes
ST.04	The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system *Note that Council's stormwater network drains the roading network so there are no properties that connect to the stormwater network. For the purposes of this performance measure, we have considered that each property within the district benefits from the stormwater network and is therefore "connected" to our stormwater network*	Less than or equal to 8 complaints per 1000 connections	Achieved 1.8 complaints per 1000 connections	Achieved 1.9 complaints per 1000 connections

Explanation of 2025/26 result

- We continue to encounter issues with the quality and reliability of data used to measure attendance and resolution of water, wastewater, and stormwater callouts. Previously, we encountered issues with quality and completeness of the data recorded for Council's attendance and resolution of callouts relating to water, wastewater and stormwater. Due to system integration errors in the 2025 reporting year, accurate response-time data was unavailable, and we were unable to report a reliable result for this performance measure. The data supplied by our contractor contained systematic errors and gaps and did not align with the actual response times achieved onsite. To address these issues, we introduced a new contract for 2025/26 that includes stronger data quality, monitoring, and reporting requirements. During the year, we've improved system integration and strengthened processes for recording and monitoring

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attendance and resolution times. These changes have substantially improved data quality and reliability when compared to prior year, but inaccuracies remain in the overall dataset meaning Council could not verify the accuracy of the reported result for this measure.

We will comply with our resource consent for discharge from our stormwater system

REF	Performance Measure	Target	Results – 2024/25	Results – 2025/26
ST.05	Number of abatement notices received by Council in relation to resource consents for discharge from our stormwater system	0 abatement notices	Achieved	Achieved
ST.06	Number of infringement notices received by Council in relation to resource consents for discharge from our stormwater system	0 infringement notices	Achieved	Achieved
ST.07	Number of enforcement orders received by Council in relation to resource consents for discharge from our stormwater system	0 enforcement orders	Achieved	Achieved
ST.08	Number of convictions received by Council in relation to resource consents for discharge from our stormwater system	0 convictions	Achieved	Achieved

Explanation of 2025/26 result

- No abatement notices, infringement notices, enforcement orders or convictions were received from Waikato Regional Council in 2025/26.
- We received 8 notifications from the Waikato Regional Council on instances when wastewater entered our stormwater network.

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3.6.2 Taumata Arowai Media Release – Motuoapa Drinking Water Treatment Plant

Taumata Arowai released a positive media statement celebrating the opening of the Motuoapa Drinking Water Treatment Plant, and recognising Taupō District Council's commitment to providing safe drinking water through its ambitious upgrade programme over the last several years.

> "Taupō District Council has been extremely proactive in responding to the need for these upgrades. It moved quickly, committed significant investment and has made a huge amount of progress in a relatively short time.
>
> "Over the past three years, the council has delivered essential treatment upgrades and six new drinking water treatment plants, meaning 8,000 more people have safer water when they turn on the tap.
>
> "This will benefit the growing population of Taupō as well as domestic and international tourists, providing safer drinking water and relieving pressure on the network over the summer."

You can read the full media statement here Taupō steps up drinking water protection | The Water Services Authority - Taumata Arowai