

Kōrero Wai



New starters and incoming staff at our first induction on Tuesday 2 June.

Significant progress made in May

May was another incredibly busy month, with significant progress made in recruitment, systems testing, and staff onboarding.

With just under a month to go before Day One, we now have more than 90 per cent of our critical Day One rolls filled. The operations business unit is in particularly good shape, with all but one role filled and an incredibly talented team.

Where there remain gaps, we have contingency plans in place with establishment team members staying on to support the business until these roles can be permanently filled.

We successfully completed the first live pay run for three of our early starters in May. We now

have further testing underway that involves parallel pay runs with councils. Running a mock pay run using all the data supplied by councils allows us to check that the results mirror those of each council – and to troubleshoot if any discrepancies are identified.

We've had lots of opportunities for our new team members to get to know each other, including breakfast barbecues at our first-joining councils, as well as 'mobilisation' workshops aimed at connecting people with their new team mates ahead of Day One. We're running five induction sessions over the next week, where staff will also receive their new devices and email addresses.

Incident response put to the test

Workshops to test our incident response with each of the first joining councils were held in May as an important part of our overall readiness programme.

Desktop exercises brought together council customer service and communications teams alongside our incoming operational staff to test end-to-end responses to incidents including E.Coli detections and boil water notices, wastewater overflows, community water supply interruptions and a serious injury or health emergency at an operational site.

These were valuable in testing workflows between us and councils, clarifying roles and responsibilities, aligning expectations and identifying areas that need further attention before Day One.

A second round of workshops is planned for mid-June and will focus on operational fault scenarios and end-to-end tracking of service requests and work orders between us and councils.



Working together to support customers in year one

In our first year, customers will continue to engage with their councils for everyday interactions, like querying a bill, reporting a fault or applying for a new connection. This ensures a smooth transition and keeps things simple for our customers.

These arrangements have been formalised with each council with 'post-completion service agreements' that outline how this will work in practice.

Council customer service agents will handle general queries, billing queries, and faults reported by customers. They will record and triage service requests – for example, a reported leak or a wastewater overflow. Our operational team will then respond, and ensure the information from site is relayed to the council customer service team so customers can be kept updated.

Anyone applying for a new connection will do so via their council, as they do now. Our team will assess network capacity as part of this application, and will ultimately make the connections.

In the event of an incident or water outage, we will respond operationally, and councils will help to get the word out to impacted customers.

Awareness campaign kicks off this week

With only one month to go until Day One on 1 July, our public awareness campaign 'Coming soon: Waikato Waters' begins today.

A video featuring our future staff – with one representative from each district council – will be running across all council social media channels. For the early joining councils, posters will be displayed in libraries and other community facilities, and content has been created for their screens.

The campaign is an important component of our external communications plan, which aims to build awareness of our organisation and the role we'll play, and ensure customers understand what the change means for them.

Phase two of the campaign – Waikato Waters is Here – will then follow in July.

Council rates bills from July onwards will include an insert from us that outlines what customers can expect from us in year one.

Coming soon... Waikato Waters



Slides like this one have been created for council screens and for a short social media video.



These posters will be displayed in libraries and other community facilities throughout June in Waipā, Waitomo and South Waikato.



Santha Agas represents Matamata-Piako District Council in our 'Coming soon: Waikato Waters' video that will run across the social media channels of all six of our shareholder councils.

How we'll prioritise capital projects

When all six councils have transitioned their water and wastewater services to us, we will inherit a large, diverse and geographically-dispersed asset base valued at approximately \$2 billion – and with it, the need to maintain, upgrade and expand this infrastructure over time.

Our initial capital and operational programmes are largely based on councils' current Long-Term Plans and Water Services Delivery Plans.

While this provides our

starting point, we will apply our investment prioritisation framework to review, confirm and progressively refine investment decisions. This ensures that all capital investment is consistently assessed and prioritised based on what matters most.

We will apply this framework to both new investment and the re-prioritisation of inherited programmes, ensuring that resources are directed to the highest-risk and highest-value activities.

Investment is prioritised according to the following hierarchy:



1 Keep people safe
– protect public and worker health and safety



2 Maintain compliance – meet statutory, regulatory and consent obligations



3 Protect critical services – reduce the risk of major service failures and loss of resilience



4 Deliver long-term value – optimise whole-of-life cost, performance and affordability



5 Support strategic outcomes – give effect to the Strategic Asset Management Plan and, over time, the Water Services Strategy.

Did you know...

We will inherit

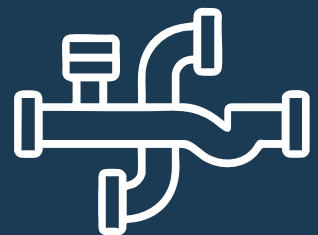
20

active infrastructure projects
on Day One.

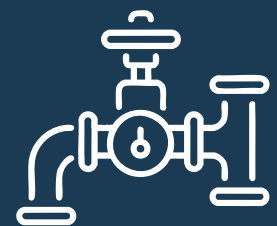
These include



two new reservoirs



pipe renewals



and treatment plant upgrades.