

Kōrero Wai

March: a month of milestones

March was a big month for us at Waikato Waters, and one we're pleased to share. We reached several important milestones as we prepare to begin operations under the Government's Local Water Done Well policy on 1 July 2026.

Securing our funding

We became the first water organisation in New Zealand to be granted access to the Local Government Funding Agency Limited (LGFA).

Access to LGFA funding gives us the ability to borrow over the long term at lower cost. Based on our Water Services Delivery Plan, we expect to borrow around \$300 million by 2034. This will support an investment programme of about \$800 million to renew, upgrade and expand water and wastewater infrastructure across our region.

This is about doing things the right way. It allows us to invest responsibly in critical infrastructure, support growth, and help keep costs down for our communities over time.

Building the Waikato Waters team

We've now moved into a critical phase of our journey: building our workforce. Recruitment is underway for roles that support our vision of Te Mana o Te Wai, Te Mana o Te Tangata | Healthy Waters, Healthy People.

Alongside staff transitioning from councils, we're bringing new people into the organisation to help shape how we work and how we serve our communities.

We've been really encouraged by the response so far. More than 90 per cent of frontline operations staff who were offered roles chose to sign their contracts within the first week. That level of support tells us people feel informed, valued and confident about what's ahead.

It reflects the care taken by us and our councils to listen, address concerns and clearly explain the opportunities available. It also gives us a strong foundation to build a workplace where people feel proud of the work they do and the service they provide.

Head office location confirmed

Our head office will initially be based in central Hamilton. This gives us a practical, fit-for-purpose base where our teams can work together and be ready to serve our communities from day one.

At the same time, we're thinking ahead. As a major regional water provider, we know a long-term head office in our area of operation will be important, and we'll continue to work through our future options.



Transfer agreements support a smooth transition

Recently, we signed transfer agreements with Waipā, Waitomo and South Waikato district councils. These are the first councils to formally transfer their water and wastewater services to us. Transfer agreements with Hauraki, Ōtorohanga and Matamata Piako district councils will follow.

From 1 July 2026, we'll begin delivering water and wastewater services across these first three council areas. To make the transition as smooth as possible, councils will continue to collect water and wastewater charges on our behalf for at least the first 12 months.

For customers, it will be business as usual. People will keep paying their council and contacting council customer service teams for billing or service queries, while our crews deliver services in the field.

This approach is all about continuity and confidence. It means customers can expect a smooth changeover, with clear arrangements in place between councils and Waikato Waters to resolve any issues quickly and effectively.

Did you know...

When fully operational, we'll be serving around



50,000
customers

and managing assets
valued at about

\$1.4 billion,



making Waikato Waters
one of the largest water
organisations in New Zealand.

World Water Day 22 March

Students from Tokoroa Intermediate and Te Hirina School join the waters team for a field trip to visit the water treatment and wastewater treatment plants during Waters Week.

