



Water Services Authority – Taumata Arowai update June 2025

Good afternoon,

Matariki, the Māori New Year, is not far off. It is a time of reflection and remembrance of those who have passed as well as a time for celebration and preparation for the future. Here at the Authority, it's a chance to reflect on the dedicated work across the sector over the last three years to improve the quality of drinking water supplies across the country.

Last call for feedback on our Acceptable Solutions

We are currently consulting on changes to make end-point treatment more accessible for smaller suppliers through the use of Acceptable Solutions. If you have not done so yet, you can visit the [consultation page](#) for information on the proposed changes and how to have your say. Consultation closes at 5pm this **Friday, 13 June**. We aim to have improved Acceptable Solutions in place in the next few months.

Annual performance reports are coming soon

We will publish our annual reports on the performance of water services by the end of June.

The Drinking Water Regulation Report (DWRR) 2024 and Network Environmental Performance Report (NEPR) 2023/24 provide national-level insights and transparency on the current performance of the water sector. This includes identifying those that have performed particularly well or poorly on certain measures.

You can expect to learn more about which suppliers are providing drinking water with all critical safety barriers in place, and which are not. You can also expect to learn about how our water infrastructure stacks up against international standards of water loss and how much we are spending on our networks.

Refreshed CME Strategy to be released next month

We are taking the insights from the DWRR as well as identified risks and issues to inform our latest Compliance, Monitoring and Enforcement (CME) Strategy 2025-28.

The CME communicates key risks to drinking water that we expect suppliers to manage and how we will hold to account drinking water suppliers of different sizes and characteristics for meeting their duties and obligations. The strategy also outlines what suppliers and communities can expect from us, particularly regarding the general use of regulatory tools.

This provides suppliers the certainty they need to get on with the important work of providing safe water to the communities they serve and aims to keep us all moving closer to a future where everyone in New Zealand has safe water when they turn on the tap.

Government confirms levies to fund the Authority

The Government has confirmed that the Authority will be funded by a mix of Crown funding and levies payable by councils or council-controlled organisations (CCOs) from 1 July 2025. The levy, and related decisions, set the Authority's annual funding for the next three years. Thanks to council finance teams for working with us to ensure a smooth transition to this new arrangement. You can read more about the levies [on our website](#).

Webinars for Network Environmental Performance 2024/25 reporting

As we wrap up the production for NEPR 2023/24, we are looking ahead to how we can support suppliers to provide their information for next year's report ahead of the 30 September 2025 reporting deadline.

You can [sign up now for webinars](#) on 24 June, 29 July and 16 September to help with reporting.

We have developed a new reporting tool, which is easier to use, and updated guidance for using the tool, which will be available [on our website](#) from 1 July 2025.

A reminder about the process for planned outages

There have been instances recently where suppliers were unaware of and/or did not meet the legal requirements for reporting unplanned outages.

Suppliers have responsibilities under the Water Services Act to seek prior approval for any planned outage that is expected to exceed eight hours, and to notify us of any unplanned outage within 24 hours.

The requirement to seek prior approval for any planned outage expected to exceed eight hours is outlined in [s 25\(4\) of the Act](#).

For unplanned outages, or planned outages that go longer than eight hours, the requirement is outlined in the Act [s 25\(5\)\(a\) of the Act](#).

A supplier must notify us as soon as practicable or no later than 24 hours after the start of the interruption or restriction to supply. This can be done quickly and easily by notifying us through the [Hinekōrako portal](#).

Staff spotlight – India Eiloart



Thank you to those who recently filled out our Annual Supplier and Stakeholder Survey. Your feedback highlighted the value you place on access to our technical staff.

I want to finish with a spotlight on the achievements of our own India Eiloart, Senior Technical Advisor (pictured), who became a Chartered Water and Environment Manager (C.WEM) with the Chartered Institute of Water and Environment Management (CIWEM) earlier this year.

India was awarded Beca Young Water Professional of the Year 2019 for her humanitarian and water engineering skills, including volunteering with Engineers Without Borders New Zealand, notably project managing a solar distillation technology trial with community water supplies in Kiribati.

She joined the Authority four years ago and has been working towards her C.WEM accreditation since then. The chartership is testament to India's skills, experience and integrity as well as her commitment to professional development.

India is also a Chartered Scientist with the Science Council and a Chartered Environmentalist with the Society for the Environment. Read more about her C.WEM journey in Water NZ's [May/June Water magazine](#) - see pages 16 - 17.

Regards,



Allan Prangnell

**Chief Executive
Water Services Authority – Taumata Arowai**

If you're receiving this email update because you're a drinking water supplier or network operator and have duties under the Water Services Act 2021 and you don't wish to receive these regular email updates, you can select a different person as your portal user in Hinekōrako. If you have subscribed to be updated you can use the unsubscribe link below.