

## WATERCARE SERVICES LIMITED

<b>AGENDA</b>	<b>BOARD MEETING</b>	<b>Tuesday 30 January 2018</b>
<b>Venue</b>	Watercare Services Limited, Level 3, 73 Remuera Road, Newmarket	
<b>Time</b>	12 noon	

### *Open Public Meeting*

Item	Spokesperson	Action sought at governance meeting	Supporting Material
1 Apologies	Chair	Record apologies	
2 Minutes of Meeting	Chair	Approve Board Meeting Minutes 20 December 2017	<a href="#">Board Minutes 20 December 2017</a>
3 Directors Corporate Governance Items			
3a Board Planner	Chair	For approval	<a href="#">Board Planner</a>
3b Review Directors' Disclosure of Interests	Chair	For approval	<a href="#">Disclosure of Interests</a>
3c Review Executive Management Disclosure of Interests	Chair	For approval	<a href="#">Disclosure of Interests</a>
3d Review Director Appointment Terms	Chair	For approval	<a href="#">Appointment Terms</a>
4 For Information			
4a Health & Safety Report	R Jaduram	Receive Report	<a href="#">Report</a>
4b Chief Executive's Report	R Jaduram	Receive the Chief Executive's report	<a href="#">Report</a>
5 General Business	Chair		

<b>Date of next meeting</b>	Tuesday 27 February 2018
<b>Venue</b>	Watercare Services Limited, Level 3, 73 Remuera Road, Newmarket

# MINUTES

SUBJECT	WATERCARE SERVICES BOARD MEETING
VENUE	Watercare Services Limited, 73 Remuera Road, Newmarket
DATE	20 December 2017
TIME	11.10am
STATUS	Open Session

	<b>Present:</b> M Devlin (Chair) J Hoare (Deputy Chair) N Crauford B Green C Harland Hon A King D Thomas	<b>In Attendance:</b> R Jaduram (Chief Executive) B Monk R Fisher R Chenery E McBride	<b>Public in Attendance:</b> Nil
1.	<b>Apologies</b> There were no apologies.		
2.	<b>Minutes of Previous Meeting</b> The Board <b>resolved</b> that the minutes of the public section of the Board meeting held on 28 November 2017 be confirmed as correct.		
3.	<b>Directors Corporate Governance Items</b>  <b>3a Board Planner</b> The Board noted the Board Planner for 2018. Some meeting dates need to be updated on the planner as meetings have moved since the planner was published.  <b>3b Disclosure of Interests</b> The Board noted the report.  <b>3c Director Appointments and Terms</b> The Board noted the report. The Chair is continuing to work with Auckland Council on Director Appointments and Terms.		
4	<b>For Information</b>  <b>4a Health &amp; Safety Report</b> <ul style="list-style-type: none"> <li>The Chief Executive advised there were no Lost Time Injuries (LTIs), Restricted Duties Injuries (RDIs) or Medical Treatment Injuries (MTIs) involving Watercare employees during November. As a result, the rolling 12 month Lost Time Injury Frequency Rate (LTIFR) for employees is 4.11 million hours which remains below the Statement of Intent target of less than 5 per million hours.</li> <li>There was one LTI for contractors for November.</li> <li>The Board discussed the flashover incident which occurred in October 2017 at Ladies Mile where a contractor sustained some burns to an arm and his face. The worker fully recovered quickly and returned to work.</li> </ul>		

	<p>The Chief Executive advised that in general subcontractors did not have the same culture of health and safety as there is with main contractors and Watercare. As a result, Watercare staff have increased their monitoring of sites where subcontractors are engaged and undertaking random audits, for example, has a “Before U Dig” service plan been prepared before work commenced and has the plan been complied with.</p> <ul style="list-style-type: none"> <li>• An independent audit review was conducted at the Wairau Road pumping station site, including: working at height; lifting and suspended loads; and trenches and excavations. There were no non-conformances and a positive report was given by the Auditor.</li> <li>• A meeting will be held in early 2018 with contractors focussing on health and safety matters.</li> </ul> <p><b>4b Chief Executive’s Report</b></p> <ul style="list-style-type: none"> <li>• Customer Focus</li> </ul> <p>The rolling 12 month average customer satisfaction score is 83.5% compared to the target of 80%. The Net Promoter Score has slipped to 27 against the target of 30 largely due to teething issues with the new website leading to some frustration for some customers. This matter is being addressed before the 2017 Christmas period.</p> <p>Complaint resolution rolling 12 month average is 99.4% compared to the target of 95%.</p> <ul style="list-style-type: none"> <li>• Service Delivery</li> </ul> <p>Rainfall in November 2017 was below average and with the recent warm weather, water demand is 2% ahead of the budget, some 26MLD higher than November 2016.</p> <p>The Communications team is taking proactive steps to advise customers and stakeholders of the need to use water wisely given the recent dry weather. Auckland Council has also been engaged to join the campaign.</p> <p>Waterwise communications have also been provided to Waiheke, even though Watercare does not supply any networked water to the island. Communications has also provided a short video for the Rodney Local Board to share on social media with customers who rely on their own rain water tanks.</p> <p>Road signs have been erected in Warkworth, Snells Beach, Helensville, Muriwai and Bombay reminding people to be Waterwise over the holiday period. Watercare prioritises service for those customers connected to the water network. If required, tanker filling stations may be closed and tanker drivers will be advised they may be redirected to filling stations in the metropolitan network so as to preserve supply in the rural communities for customers.</p>
5.	<p><b>Award Acknowledgements</b></p> <p>Over the year, Watercare has won and been nominated for a number of awards.</p> <p><b>Tohu Reo Māori Awards</b></p> <p>Watercare won the Kāwanatanga / Government section of the Tohu Reo Māori Awards. Run by the Māori Language Commission, this event is the pre-eminent language celebration in te ao Māori.</p> <p>Watercare’s award recognised:</p> <ul style="list-style-type: none"> <li>- company’s efforts to support te reo</li> <li>- Māori and marae protocol workshops,</li> <li>- events held during te wiki o te reo Māori,</li> <li>- Waiata-Off evening where Watercare hosted other organisations that are also striving to incorporate te reo Māori and waiata tautoko into everyday business.</li> </ul>

**Young at Heart Awards**

Hosted by ATEED and recognises businesses' commitment to youth employment in Auckland.

- Watercare won the Māori and Pasifika young people award with acknowledgement of our Waiata-Off, Watercare's Māori Protocol workshops and Māori Language Week events, the Mark Ford Ngā Tapuwae Scholarship and, more generally, cultural days such as Dilwali that celebrate diversity.
- Watercare was a Finalist in the Youth Award for our involvement in Youth Pledge, #BuildAKL campaign, Job Fests, the Connexis Girls with Hi Vis initiatives, Smart Seeds and Engineering Week.

**Water New Zealand Conference Awards**

Rosedale relief process controller, Daemn Hunter won the Opus Trainee of the Year award.

The Central Interceptor team was runner up in the Hynds Paper of the Year award the report on "innovations from planning through detailed design". The judges applauded the "excellent summary" of the work done to date and the motivations for the Central Interceptor.

Hunua 4 won the Project Award for sections 1 to 10 of what will be a 31-kilometre watermain connecting the Redoubt Rd and Khyber Pass reservoirs. The judges noted *"This is a major project that has increased the resilience of Auckland's water supply network and helped provide much-needed capacity for Auckland to grow. It took 20 years from the initial need being identified to the commissioning stage at a total cost of \$302 million. Despite the challenges of constructing a major pipeline through a complex urban landscape, the project was delivered on time, within budget and to a high quality. It's also provided valuable lessons that can be transferred to other projects throughout New Zealand."*

**Auckland Council Project Excellence Awards**

The awards are for projects delivered by either the Council or a CCO. There were 37 entries for awards; Watercare entered four and won the following three awards for Hunua 4:

- Physical Works award
- Project of the year – integration
- Project excellence supreme award

Watercare also came:

- Third in the Business Transformation award for the Professional Engineering Services Panel implementation.
- Third in the Physical Works category for the Mt Hobson Water Supply project.

**Australasian Reporting Awards**

Watercare won the Gold Award, and the Chairman's commendation for sustained excellence in reporting award (one of only three organisations), at the Australasian Reporting Awards for the 2016 Watercare Annual Report.

The Chairman's commendation for sustained excellence in reporting award recognises organisations who have achieved more than ten consecutive Gold Awards through to 2017.

**Civil Contractors NZ Auckland gala event - Hynds Construction Award**

Watercare's contractor, Brian Perry Civil, won for the Franklin Road water and wastewater upgrade project.

**American Water Summit 2017**

Watercare received a Gold Standard for utility performance and was inducted into the Leading Utilities of the World (LUOW) of which there are only 22 members worldwide.

6.	<p><b>General Business</b></p> <p>The Chair commended and thanked Board members and Management for their hard work over a challenging 2017, and wished them a refreshing break before 2018.</p> <p>The meeting closed at 11.45am.</p>
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CERTIFIED AS A TRUE AND CORRECT RECORD

M Devlin  
**Chair**

Board - Public Session - Directors' Corporate Governance Items

Board Planner 2017/ 2018

	December	January	February	March	April	May	June	July	August	September	October	November	December	
Meetings	Board	20-Dec Newmarket	30-Jan Newmarket	27-Feb	27-Mar	24-Apr	29-May Newmarket*	19-Jun	31-Jul	22-Aug	26-Sep	30-Oct Newmarket*	27-Nov	19-Dec
	Audit and risk committee		30-Jan (before Board Meeting)			18-Apr			31 Jul (before Board meeting)	17-Aug		TBA - either Oct or Nov		
	People Remuneration and appointments committee		30-Jan (after Board meeting)			24-Apr (after Board Meeting)	29-May (after Board Meeting)	19-June (after Board Meeting)		22-Aug (after Board Meeting)		30-Oct (after Board meeting)		
Governance	Charter reviews			Corporate Governance Charter		A&R Charter						PRAC charter		
	Policy reviews	Fraud Policy			Infrastructure Growth Charges Policy	Risk Management Policy						Treasury policy review (via A&R)		
	Delegations						Annual review of board delegations to CE							
	Quarterly risk reviews			Risk report		Risk report			Risk report			Risk report		
	Compliance		Statutory compliance			Statutory compliance			Statutory compliance			Statutory compliance		
	Shareholder interaction			Q2 quarterly report due 21 Feb	Q2 briefing to F&P Committee 12 March (J Hoare)		Q3 quarterly report due 18 May	Q3 briefing to F&P Committee 6 June (M Devlin)		Q4 quarterly report due 31 August	Q4 briefing to F&P Committee 19 Sept (M Devlin) Auckland Council's A&R Committee Date TBC	Q1 quarterly report due 26 Oct	Q1 briefing to F&P Committee 14 Nov (M Devlin)	
	Site Visits		Site Visit - 31 January - All Day		Site Visit (after Board Meeting)		Site Visit (after Board Meeting)		Site Visit (after Board Meeting)		Site Visit (after Board Meeting)	Date TBC	Site Visit (after Board Meeting)	
	H&S Quarterly report		Oct-Dec 17 Report			Jan-Mar 18 Report			Apr-Jun 18 Report			Jul-Sept 18 Report		
Board training & development					H&S Due diligence refresher. Date TBC.									
Business strategy	Strategic planning				Strategy Workshop									
	Strategy updates			Financing & Funding Options for large capital projects.	The Value of Water (Non-Revenue Water)	Organisation and Culture	Technology, Innovation and Digital transformation - Beneficial Reuse	New Ventures	Demand Management Plan update (Theme: Value of Water)	Voice of the Customer (Theme: Technology, Innovation and Digital Transformation)	Options for large capital projects (Theme: Financing and Funding)	Faults and New Connections (Theme: Technology, Innovation and Digital Transformation)	Smart Infrastructure (Theme: Technology, Innovation and Digital Transformation)	Organisation and Culture
Business planning	Key finance and business decisions	Auckland Council LTP - approve Watercare input <sup>^</sup>	Approve half year accounts	a) approve financials for Draft SOI including projected 18/19 price increases, b) approve long term financials for Auckland Council modelling				Approval of 2018/19 Budget		a) approve 2017/18 accounts, b) delegate final sign off of 2017/18 Annual Report	Update from WUCAT			
	Statement of intent	2018/19 Letter of Expectation to be received		Approval of Draft 2018-2021 SOI			Present shareholder SOI feedback at public meeting	Final 2018-2021 SOI issued to shareholder						2019/20 Letter of Expectation to be received

\* Statutory public Board meeting - deputations invited

> Timetable/Plan not yet available

^ Extraordinary Audit & Risk and Board Meeting to meet shareholder half year and annual report timeline

## Report to the Board of Watercare Services Limited

**Subject:** Disclosure of Interests

**Date:** 23 January 2018

Section 140 of the Companies Act 1993 requires disclosure of interests of a director to the Board.

Set out below are the disclosures of interests received as at the date of this report.

<b>Director</b>	<b>Interest</b>
Margaret Devlin	<ul style="list-style-type: none"> <li>– Chairman, Harrison Grierson Limited</li> <li>– Director, Meteorological Services of NZ Limited</li> <li>– Director, Waikato Regional Airport</li> <li>– Chair, Titanium Park (wholly owned subsidiary of Waikato Regional Airport)</li> <li>– Director, IT Partners Group</li> <li>– Director, Aurora Energy</li> <li>– Independent Chair of Audit and Risk Committee, Waikato District Council</li> <li>– Chairman, Women in Infrastructure Network</li> <li>– Councillor, Wintec Council</li> <li>– Councillor The University of Waikato Council</li> <li>– Member, Audit and Risk Committee of The University of Waikato</li> <li>– Chairman, Waikato Spatial Plan Joint Committee</li> </ul>
Catherine Harland	<ul style="list-style-type: none"> <li>– Director, McHar Investments Ltd</li> <li>– Director, Interface Partners Ltd</li> <li>– Trustee, One Tree Hill Jubilee Educational Trust</li> <li>– Member, Auckland Regional Amenities Funding Board</li> <li>– Member, Water Allocation Technical Advisory Group</li> </ul>
Julia Hoare	<ul style="list-style-type: none"> <li>– Director, AWF Madison Group Limited</li> <li>– Director, New Zealand Post Limited</li> <li>– Deputy Chairman, The a2 Milk Company Limited</li> <li>– Director, The a2 Milk Company (New Zealand) Limited</li> <li>– Director, Port of Tauranga Limited</li> <li>– Director, Auckland International Airport Limited</li> <li>– Member, Auckland Committee, Institute of Directors</li> <li>– Member, Advisory Panel to External Reporting Board</li> <li>– Member, Institute of Directors National Council</li> </ul>
Nicola Crauford	<ul style="list-style-type: none"> <li>– Director, Environmental Protection Authority</li> <li>– Member of Electoral Authority, Cooperative Bank Limited</li> <li>– Specialist Advisor, WorleyParsons New Zealand Ltd</li> <li>– Director and Shareholder - Riposte Consulting Limited</li> <li>– Director, Wellington Water Limited</li> <li>– Director, Orion New Zealand Limited</li> <li>– Chairman, GNS Science Limited</li> <li>– Deputy Chairman, Fire and Emergency New Zealand</li> </ul>
David Thomas	<ul style="list-style-type: none"> <li>– Chairman, Ngati Whakaue Tribal Lands Inc</li> <li>– Chairman, Gypsum Board Manufacturers of Australasia</li> <li>– Shareholder / Employee, Fletcher Building Limited</li> </ul>

	<ul style="list-style-type: none"> <li>– Director, New Zealand Ceiling &amp; Drywall Supplies Limited</li> <li>– Director, Altus NZ Limited</li> </ul>
Brendon Green	<ul style="list-style-type: none"> <li>– Director, Kaitiaki Advisory Limited</li> <li>– Director, Tainui Kawhia Incorporation</li> <li>– Director, Peak2Peak</li> <li>– Executive Director, Bay Dairy Limited</li> <li>– Executive Director, Advanced Biotech NZ</li> <li>– Executive, Te Runanganui o Ngati Hikairo</li> <li>– Management contract, Tainui Kawhia Minerals</li> <li>– Representative of Waipapa Marae, Kawhia, Te Whakakitenga o Waikato Tainui.</li> </ul>
Hon Annette King	<ul style="list-style-type: none"> <li>– Chair, Life Flight Trust Wellington.</li> </ul>

### RECOMMENDATION

That the report be received.

Approved by:



R Jaduram  
**Chief Executive**



## Report to the Board of Watercare Services Limited

**Subject:** Disclosure of Interests – Executive Management

**Date:** 23 January 2018

<b>Executive</b>	<b>Interest</b>
Raveen Jaduram	Trustee - Te Motu a Hiaroa (Puketutu Island) Governance Trust Steering Committee Member – Business Leaders' Health and Safety Forum Chair - Centre for Infrastructure Research at University of Auckland Director – J N Jaduram Corporation Limited (Fiji)
Rob Fisher	Deputy Chairman - Middlemore Foundation President - Auckland University Rugby Football Club Trustee - Watercare Harbour Clean Up Trust Trustee - Te Motu a Hiaroa (Puketutu Island) Governance Trust Director – Hunua Forests Ltd
Brian Monk	Deputy Chairman - MIT Chairman Audit and Compliance Committee - MIT Trustee - Watercare Harbour Clean Up Trust Trustee - Te Motu a Hiaroa (Puketutu Island) Governance Trust Director – Hunua Forests Ltd
Steve Webster	Director – Howick Swimgym Limited
Marlon Bridge	Trustee - Te Motu a Hiaroa (Puketutu Island) Governance Trust
Martin Smith	Director – Heatley Smith Limited
Shayne Cunis	Board Member – The Water Research Foundation
Adrienne Miller	Advisory Board Member – WIN Advisory Board, Infrastructure NZ Trustee – Diversity Works New Zealand
Rebecca Chenery	Director, Chenery Consulting Services Limited
David Hawkins	Nil
David Sellars	Nil

### RECOMMENDATION

That the report be received.

Approved by:



R Jaduram  
Chief Executive

## Report to the Board of Watercare Services Limited

**Subject:** Watercare Director Appointment Terms

**Date:** 23 January 2018

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Set out below is the end date of the current appointment term for the Watercare Board of Directors. Dates are current as at the date of this report.

<b>Director</b>	<b>Original Appointment Date</b>	<b>End of Term</b>
Margaret Devlin (Chair)	01 November 2016	31 October 2019
Julia Hoare (Deputy Chair)	01 November 2013	31 October 2019
Catherine Harland	21 April 2011	31 October 2019
Nicola Crauford	01 April 2014	31 October 2019
David Thomas	01 November 2014	31 October 2020
Brendon Green	01 November 2016	31 October 2019
The Hon Dame Annette King	01 November 2017	31 October 2020

### RECOMMENDATION

That the report be received.

Approved by:



R Jaduram  
**Chief Executive**

# Report to the Board of Watercare Services Limited

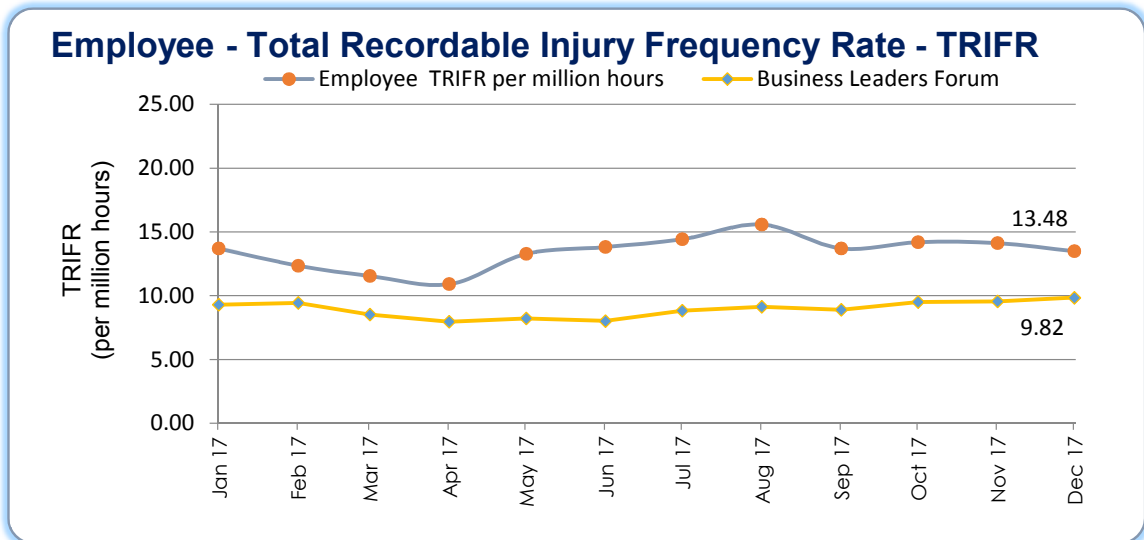
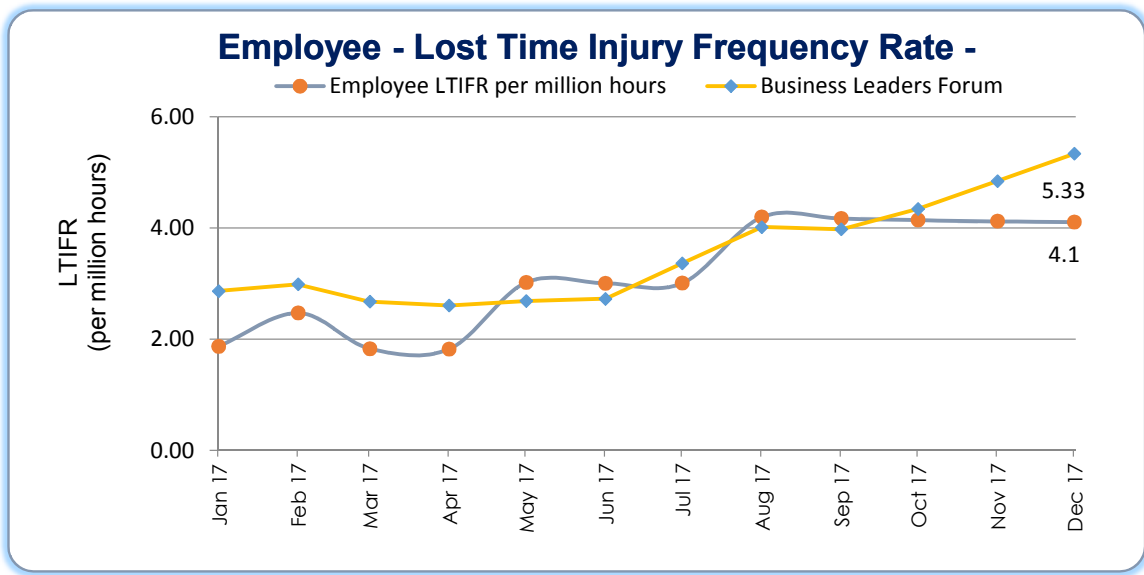
**Subject:** Health and Safety Report – December 2017

**Date:** 23 January 2018

## 1. LAG INDICATORS

There were no Lost Time Injuries (LTI), Restricted Duties Injuries (RDI) or Medical Treatment Injuries (MTI) involving Watercare employees during November. As a result the rolling 12 month Lost Time Injury Frequency Rate (LTIFR) for employees remains below the Statement of Intent target of  $\leq 5$  having moved to 4.1 per million hours.

The rolling 12 month Total Recordable Injury Frequency Rate (TRIFR) is 13.48 per million hours, also below the Statement of Intent target of  $\leq 20$ .



(Note - Discussions in the context of the previous Business Leaders Forum comparator anomalies we had identified suggests that some members are not entering data monthly thereby leading to historical aggregated results changing over time).

## **2. CONTRACTOR WORKER INJURIES**

There were no Lost Time Injuries (LTI), Restricted Duties Injuries (RDI) or Medical Treatment Injuries (MTI) involving contractors during December.

## **3. INJURIES INVOLVING MEMBERS OF THE PUBLIC**

A member of the public tripped on an exposed manhole cover tether which had not been in place correctly. The manhole was inspected and made safe. All other manholes in the area were inspected to ensure there were no other exposed tether hazards. To date tethers have been installed on approximately 10,000 manholes across the network. These tethers are intended to prevent the displacement, or total loss, of the manhole covers. In light of this incident a programme is being developed to look at replacement of the wire tethers with an alternative which would not present such a trip hazard.

## **4. SIGNIFICANT INCIDENTS/HAZARDS/NEAR MISSES**

While a contractor was undertaking directional drilling activities for the installation of a new watermain, the drilling machine struck an 11kv underground power cable. There were no workers injured. The power supply to various households in the vicinity was interrupted. The works were suspended and the site handed over to the power utility to make safe, repair the cable and investigate further. The contractor's preliminary investigation determined that the job planning included identification and marking out of services, and the presence of a stand-over from the power company. The cable that was struck was not identified in the service plans and the power utility are reviewing their plans as part of their investigation. We are awaiting release of the full investigation report and will be meeting with the contractor to discuss the findings.

## **5. INSPECTIONS**

A table setting out Watercare business unit targeted versus completed inspections for the current reporting period is appended as Appendix A. Watercare is implementing any improvements that have been identified by these inspections and have not reported any trends of significance arising from these inspections.

Also included is a table reflecting contractor indicator statistics for the previous three months on a selection of four Watercare construction project sites. Overall this indicates a positive culture of monitoring of activities and equipment.

It is acknowledged that some of the completion rates are lower than forecast as at the end of the second quarter. The relevant managers have undertaken to address this issue forthwith.

## **6. INDEPENDENT AUDIT REVIEWS**

The next audit scheduled is to review the Major Hazard facilities (MHF) Safety Case Hazard Controls at the Ardmore Water Treatment Plant in February 2018. This will be followed by an audit at the Waikato Water Treatment Plant, scheduled for March 2018 and will include a review of:

- Work adjacent to water
- Confined space controls
- Work at height

**7. HEALTH AND SAFETY TRAINING**

In-house training for Incident Management was conducted on 14-15 December with good attendance and feedback. There will be additional sessions in the coming months, before scheduling the training for Contractor Management. As previously explained, these will be followed by more in depth training on other Health and Safety Toolkit elements, to improve people managers' understanding and capability.

**8. CONTRACTOR MANAGEMENT AND ENGAGEMENT**

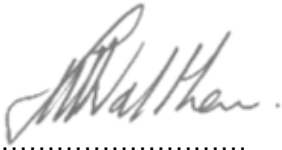
As noted in the previous report, Watercare management and the health and safety function are reviewing the current contractor forum, and a meeting will be scheduled in early 2018. An update and feedback will be provided in due course.

**9. RECOMMENDATION**

That the Board receives this report.

Prepared by:

Approved by:



.....  
S Walthew  
**Corporate Health and Safety Manager**

.....  
R Jaduram  
**Chief Executive**

## Appendix A

**Inspections** – Targets were set with business units for Health and Safety Inspections for the 2017-2018 financial year. In part this was done to identify new hazards and risk, but also as a way of embedding a culture of enquiry and vigilance around safety. The information below reflects a level of activity that indicates a positive ongoing culture of monitoring of activities and equipment.

Business Unit	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total	Target for 2017-18	% Complete
Watercare House	0	0	0	1	1	1							3	6	50
Retail	20	17	18	15	22	12							104	130	80
<b>Infrastructure Delivery</b>															
Construction Delivery	13	13	13	27	23	23							112	230	49
Laboratory Services	9	13	15	10	6	10							63	104	61
MSO	10	14	4	16	16	4							64	138	46
MSN	30	40	47	60	46	30							253	180	141
<b>Total</b>	<b>62</b>	<b>80</b>	<b>79</b>	<b>113</b>	<b>91</b>	<b>67</b>							<b>492</b>	<b>652</b>	<b>75</b>
<b>Service Delivery</b>															
Networks	12	10	13	10	9	2							56	150	37
Asset Protection & Engineering Performance	4	4	7	5	5	2							27	40	68
Water Supply	19	30	27	23	22	4							125	192	65
Wastewater	21	20	21	25	30	13							130	232	57
<b>Total</b>	<b>56</b>	<b>64</b>	<b>68</b>	<b>63</b>	<b>66</b>	<b>21</b>							<b>338</b>	<b>614</b>	<b>55</b>
<b>Watercare Total</b>	<b>138</b>	<b>161</b>	<b>165</b>	<b>192</b>	<b>180</b>	<b>101</b>							<b>939</b>	<b>1414</b>	<b>66</b>

Business units are implementing any improvements they have identified and there have not been any trends of significance coming out of these inspections. The improved system categorisation options for those completing inspections is under ongoing monitoring and review (enabling those inputting data to pre-categorise matters so as to improve the granularity of automated reporting available to us).

### Contractor lead indicator statistics

The table below is a reflection of contractor statistics for the previous three months on a selection of four construction project sites. This indicates a positive culture of monitoring of activities and equipment. Contractors are reviewing hazards to ensure controls remain adequate and implementing actions where required. Safe behavioural observations indicate that contractors are also looking at 'what is going right' at site operational level. No significant trends have been identified.

2017	Audits	Inspections	Safe Behaviour Observation	Hazards Identified	Safety Meetings held	Corrective Actions completed
<b>Mangere WWTP BNR Upgrade</b>						
October	4	13	45	109	5	97
November	0	11	24	93	9	90
December	0	9	25	63	3	71
<b>Pukekohe Trunk Sewer Upgrade</b>						
October	1	11	38	35	46	9
November	0	2	29	7	48	4
December	0	2	17	3	35	2
<b>Glen Eden Wastewater Storage Tank</b>						
October	0	4	9	22	3	0
November	0	4	2	37	5	0
December	0	2	3	9	3	0
<b>Army Bay Outfall Upgrade</b>						
November	0	0	6	101	4	0
December	0	3	3	48	19	0

**Watercare Services Limited**

**Subject: Chief Executive Report – December 2017**

**Date: 23 January 2018**

**1. HEALTH AND SAFETY**

There were no Lost Time Injuries (LTI), Restricted Duties Injuries (RDI) or Medical Treatment Injuries (MTI) involving Watercare employees during December. As a result, the rolling 12 month Lost Time Injury Frequency Rate (LTIFR) for employees remains below the Statement of Intent target of  $\leq 5$  having moved to 4.1 per million hours.

The rolling 12 month Total Recordable Injury Frequency Rate (TRIFR) is 13.48 per million hours, also below the Statement of Intent target of  $\leq 20$ .

**2. CUSTOMER FOCUS**

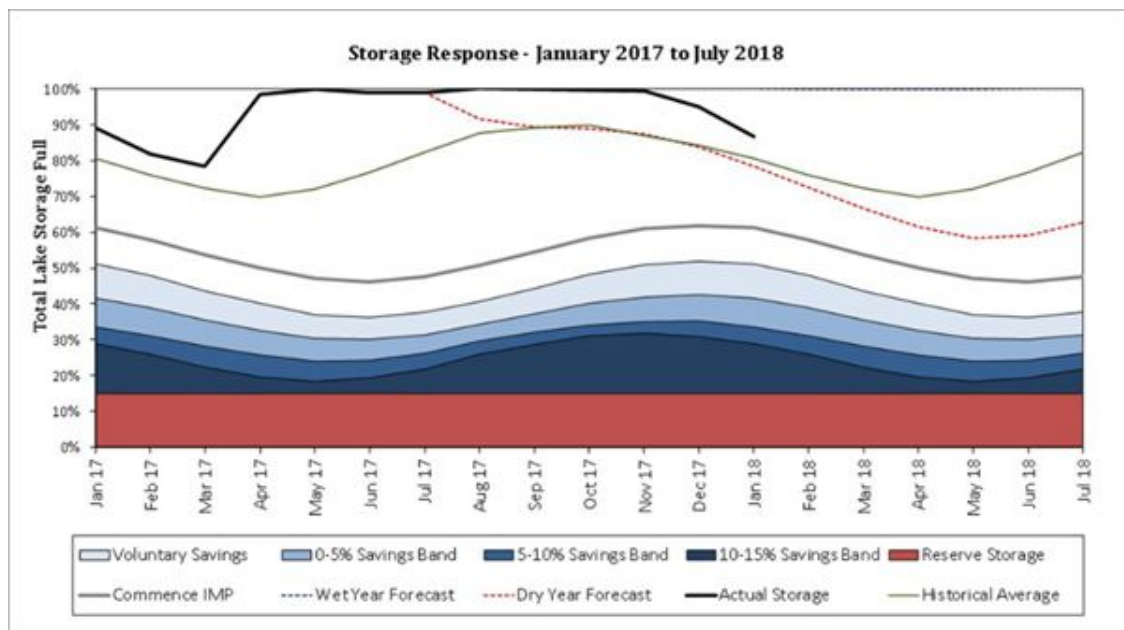
In December, the customer satisfaction score was 79.7%. The rolling 12 month remains above target, with an average score of 83.4%, against a target of 80%. The Net Promoter Score (NPS) YTD score was 26, against a target of  $>30$ .

Complaint resolution was 98.5% for December. The rolling 12 month average is 99.3%, against a target of 95%.

**3. SERVICE DELIVERY**

**Rainfall and Water Resources**

Rainfall in December 2017 was significantly below average across the Auckland region, resulting in average daily production being 10% over budget for the month. Total System Storage at month end was 86.6%, which remains above the historical average storage for this time of year (83.7%).





The six highest ever daily demands were recorded in the first two weeks of the month resulting in the highest ever daily average demand for the month. The maximum daily demand recorded for the metropolitan system was just under 500MLD. This required Ardmore WTP to operate at flows of up to 330MLD.

For the coming three months, rainfall is forecast to be above normal and temperature to be above average. Soil moisture levels are much drier than normal for this time of year.

#### 4. BOARD CORRESPONDENCE

##### *Letter of Expectation*

On 18 January 2018, the Mayor provided Watercare with his Letter of Expectation. A copy is appended as **Appendix A**. This letter will inform the development of Watercare's Statement of Intent for the 2018/2019 year.

#### 5. EXECUTION OF DOCUMENTS

In December, Watercare processed the following 33 documents, which were executed with the delegated authority provided to the Chief Executive by the Board in relation to deeds, instruments and other documents:

- Three agreements to create an easement in favour of Watercare over private land
- Five agreements to acquire land for Watercare
- Four section 40 Public Works Act exemption and approval to dispose of Watercare land
- Two agreements for Forestry Rights in favour of Watercare
- Two surrender of easements in favour of private property owners
- One grant of agreement to occupy KiwiRail corridor in favour of Watercare
- One licence to Occupy in favour of Watercare
- Fifteen IGC agreements by developers for land required for works

There were two Capex approvals totalling \$16.139m signed in accordance with the delegated authority provided to the Chief Executive by the Board in relation to Capex approvals below a threshold of \$15m.

Summary of Capital Projects approved by Chief Executive – December 2017	
Wynyard Quarter Pump Station & Rising Main	\$14,959,000
Aotea Square Suspended Sewer Replacement	\$1,180,000

There were three contracts over \$100,000 approved during December, in accordance with the delegated authority provided to the Chief Executive by the Board in relation to Capex and Opex contract approvals, namely:

Contract	Contractor
Oliver Street Wastewater Diversion	CDS New Zealand Limited
Rosedale WWTP Expansion – Thermal Hydrolysis Integration	Stantec New Zealand Limited
Wellsford Water Bore Drilling	McMillan Drilling (NI) Limited

## 6. COMMUNICATIONS

**Appendix B** sets out:

- Customer Communications update for November 2017-March 2018
- Media summary for December
- YouTube video uploads for December
- Internal communications in December
- Stakeholder Project Communications in December.

## 7. WORKING WITH LOCAL BOARDS

Over December, Watercare worked with Auckland Council to finalise the landowner approvals for the Central Interceptor works in Auckland Council Parks. This represents a significant milestone in the approvals process in preparation for construction in 2019.

The Rodney and Franklin Local Boards were kept informed of the rural water supply situation after the dry spell in December.

A discoloured water issue was escalated via the Takapuna Devonport local board and was resolved in time for Christmas.

Representatives of the Hibiscus and Bays local board joined Watercare and the Mairangi Bay surf club for a site visit to progress the proposed works on the Sidmouth Street pump station upgrade.

Puketapapa Local Board representatives met with Watercare's trade waste staff to discuss the Bylaw review.

Watercare and Healthy Waters gave a joint presentation to the Manukau Harbour Forum on the Western Isthmus Water Quality Improvement Programme.

A full schedule of local board interactions over the month is attached as **Appendix C**.

## 8. THE INFLOW AND INFILTRATION PROGRAMME

The Inflow and Infiltration programme is continuing. Updates on the three areas investigated to date are below:

Area	No. properties inspected	No. defects identified	No. Defects fixed by end of December 2017
Mellons Bay	1,560	44	27
Pukekohe	1,300	13	1
Te Atatu Peninsula:	3,500	65	5
Oneroa	78	0	n/a

The investigations in the above four areas are now complete. Watercare is continuing to monitor progress in these areas, and is working together with Auckland Council, who are following up with property owners to ensure the defects are fixed.

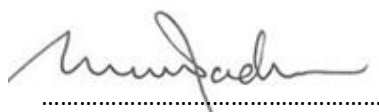
## 9. AMERICAN WATER SUMMIT 2017 AWARDS

The American Water Summit 2017 was held in December.

Watercare received a Gold Standard for utility performance and was inducted into the Leading Utilities of the World (LUOW). This means Watercare is now part of a network of 22 of the world's most forward-thinking water and wastewater utilities. LUOW is an initiative of the not for profit Global Water Leaders Group. The aim is to create a global network of the world's most successful and innovative water and wastewater utilities to help drive performance across the sector by recognising achievement, providing a network for sharing ideas, and inspiring others to improve.

Members of the LUOW nominated Watercare for the award. We then had to go through a rigorous interview and selection process. Each nominated utility presents three innovation success stories, which are evaluated by the LUOW Advisory Board. The Board includes representatives from Philadelphia, Washington DC and Milwaukee water and wastewater utilities, plus others from Singapore, Western Australia, The Netherlands, and Japan.

Watercare's award recognised outstanding achievements in overall utility productivity, stakeholder engagement, and wastewater treatment and environmental impact.



R Jaduram

**CHIEF EXECUTIVE**

## Appendix A



18 January 2018

Margaret Devlin  
Chair  
Watercare Services Limited

***By email:***

Tēnā koe Margaret

**Letter of expectations for 2018-2021**

This letter of expectations sets out the council's priorities and expectations to inform the development of Watercare Services Limited's (Watercare's) draft Statement of Intent (SOI) for 2018-2021.

This letter has been informed by discussions with my fellow councillors. It sets out general expectations across the group, and key strategic expectations for Watercare.

I note also that through the development of the Ten Year Budget for 2018-2028, the council will adopt a revised council-controlled organisation (CCO) accountability policy. The policy will set out more enduring expectations for CCOs, including expectations that CCOs will work to build trust and confidence in the council group, give effect to the outcomes and Development Strategy of the Auckland Plan and other plans and strategies of the council, and work together to achieve the best outcomes for Aucklanders.

**General messages and priorities**

*Financial accountability*

The development of the Ten Year Budget is highlighting the significant challenges that the council and the group face in meeting the demands of a growing Auckland. This means there needs to be close scrutiny of current and proposed activities to ensure they are the best way to achieve our social, cultural, environmental and economic outcomes at lowest cost.

The council's decisions on the Ten Year Budget will be very important, and all CCOs will need to work with the council to align its investment programme with the Ten Year Budget.

*Building on the group approach*

The council is ultimately accountable to the community for the activities of the CCOs. The programme of the Local Government Act 2002 section 17A 'value for money' reviews has been instituted to ensure that the council group is delivering the desired outcomes to the community in a cost-effective way. Once the feasibility of the recommendations and timeframes have been agreed to in February 2018, I expect Watercare to actively implement the existing recommendations, and to participate in the ongoing programme of reviews.

In addition to the value for money reviews, CCOs should be giving effect to existing group policies and participate in the development of further policies. The council is currently developing group policies on business cases and sensitive expenditure (money and assets).

The money and assets group policy is part of a new framework designed to set clear expectations on staff behaviors. CCOs will apply the group foundation principles and rules (where required) for these areas.

Where applicable, we also expect all CCOs to make tangible progress in implementing the Council's brand guidelines.

*Promote Māori outcomes:*

There is a clear obligation across the council group to improve outcomes for Māori. In regard to this, I expect Watercare to:

- Reaffirm its commitment to Te Toa Takitini, the council's programme of Māori transformational activities, and carry out any actions that may result from the council's response to the Independent Māori Statutory Board's (IMSB's) review of expenditure on Māori.
- Work with the council to optimise the governance fora for engaging with mana whenua across the council group. Currently, there are multiple fora for different CCOs to engage with mana whenua, which results in duplication and inconsistent engagement.
- Assist the council to develop a plan for implementing Te Reo Policy in 2018-19, which will need to include tangible actions in a way that minimises the costs to the group.
- Complete its Māori Responsiveness Plan.

**Watercare's strategic priorities**

The four strategic priorities which Watercare should reflect in its Statement of Intent are outlined below.

**1. Implementing the s17A 'value for money' review findings**

The recent s17A value for money review identified that there needs to be further integration of the three waters to deliver the best environmental, social, cultural and economic outcomes for Aucklanders.

The Finance and Performance Committee endorsed the specific recommendations and asked Stephen Town (in collaboration with the chief executives of the council-controlled organisations) to report back to the Committee by 27 February 2018 on the feasibility and time frames for implementing them.

The council, Watercare and Auckland Transport have been participating in the initial work on an 'Auckland's Waters' strategy, which is currently in its early stages. I would like to reiterate that the development of that strategy will continue to be led by the council, who will also be responsible for its final approval. This strategy will address physical and natural assets, including development of a supporting long term infrastructure strategy. This approach would allow us to address the s17A recommendation for development of a three waters strategy and the associated fully costed asset management and funding plan.

Watercare's input, and its considerable expertise with regard to its current operating focus, will be an important input to the strategy and the associated asset management plan. However, Watercare should avoid duplicating work through the development of a separate strategy.

Beyond the development of the Auckland's Waters strategy, there are a number of other recommendations in the review, including work on consolidated capital planning and delivery, joint procurement, the operation and maintenance of stormwater services, and a range of measures to improve transparency and consistency for pricing reviews. Where the implementation of these recommendations are not materially dependent on the outcome of the work of the Auckland Waters strategy we are keen to see rapid progress made by both the council and Watercare.

The board will also need to give careful consideration to the organisational culture changes that may be needed to successfully implement the s17A recommendations.

## **2. Actively participate in the integrated governance of urban regeneration priority areas**

The council has committed to prioritising urban regeneration. Panuku Development Auckland (Panuku) has a mandate from the council to facilitate urban regeneration and place-making activities across the council group.

Urban regeneration involves a mix of town centre redevelopment, transport projects, new housing, economic development, community facilities upgrades and three waters. It needs to create places which Aucklanders feel proud of.

The successful implementation of urban regeneration projects requires close collaboration across all council business units, CCOs and local boards - each CCO has unique attributes to bring to the table through its specific capability, resources and mandate.

In light of this, the council group needs to move to an integrated governance model for all of its urban development priority areas. All CCOs with a role in this need to actively participate in the development of fit-for-purpose decision-making models for each area. One of the practical implications of this new approach is that participating agencies will be expected to reallocate existing budgets to urban regeneration priorities.

## **3. Continue to collaborate on the optimal solution for the Western Isthmus Water Quality Programme**

The joint agreement by the council and Watercare of a programme to address water quality issues in the western isthmus represents a significant milestone on a long-standing issue. In particular, I would like to commend Watercare on establishing a good dialogue with the community on the programme, and encourage it to continue this on other significant projects.

Watercare will need to continue to work closely with the council to progress funding and governance arrangements (including consideration of a new financial entity, which is further discussed below) for the Western Isthmus Water Quality Programme through the development of the Ten Year Budget.

## **4. Support the council in the development of new financial entities to provide infrastructure for growth**

The council is working with the government on funding new infrastructure through Crown Infrastructure Partners and other new financial entities. The current focus is on greenfield developments in the north and south, but the Central Interceptor project may be assessed for inclusion in a new financial entity.

Watercare should support the council to develop fit-for-purpose arrangements to finance infrastructure for growth. In particular, the board should ensure that its planning and procurement for the Central Interceptor can accommodate its inclusion in a new financial entity at some future date.

### **Additional priorities**

Separate from the SOI process, below are some other issues which I will be looking for progress on through the coming year.



a) Work with Veolia to agree on a funding strategy:

Currently, there is no agreed funding strategy for Veolia in regard to the delivery of infrastructure for greenfield areas which are live zoned, for example Papakura and Drury. Watercare should develop options to address this issue in 2018-19, and look to engage the council before committing to a particular course of action.

b) Provide excellent customer service into the resource consenting process:

Watercare should ensure it is providing excellent customer service into the resource consenting process. Auckland Council's performance in meeting its statutory timeframes depends on Watercare's input into consent applications.

c) The water efficiency strategy:

Watercare should ensure that it continues to focus on improving water efficiency. Now that the water efficiency strategy is in place, there is a clear basis to report how well Watercare is delivering on these outcomes throughout 2018-19.

I look forward to receiving a draft of Watercare's Statement of Intent by 1 March 2018.

Yours sincerely



Phil Goff  
MAYOR OF AUCKLAND

**Appendix B – Communications Summary****Customer communications**

The table below outlines the indicative customer communications programme. This programme is dynamic and will be adapted as appropriate to align to the new strategic priorities and respond to current issues/areas of interest.

Month	Activity	Status
November	Tapped In – Summer 2017 (mid-November to mid-December): <ul style="list-style-type: none"> <li>- our water saving work with the Manukau Rugby Football Club and Litefoot (see also the related News story: <a href="https://www.watercare.co.nz/About-us/News-media/Manukau-RFC%E2%80%99s-massive-water-savings">https://www.watercare.co.nz/About-us/News-media/Manukau-RFC%E2%80%99s-massive-water-savings</a>)</li> <li>- facts about wastewater (to tie in with World Toilet Day on 19 November)</li> <li>- features of the new website</li> <li>- Reminder about the Water Utility Consumer Assistance Trust</li> <li>- Summer water-saving tips</li> <li>- Introduction to customer panel</li> </ul>	Complete
	Website uploading (phase 1)	Complete
	e-billing redesign – getting quotes from vendors	Complete
	Updating Customer Contract and IGC objections process	Complete
	Working with Customer Experience Lead to develop collateral for customer panel	On-going
December	Website uploading (phase 2)	On-going
	Social media strategy	Started
	e-billing redesign – layout design	On-going
	Change transformation/STP communications plan for wider staff	On-going
	Update boil water notice	On-going
January	Round the Bays – collateral (Watercare events Facebook page, Neighbourly)	On-going
	Social media strategy	On-going
	Social media guidelines	Started
	e-billing redesign – layout design	On-going
	Change transformation/STP communications plan for wider staff	On-going
	Update boil water notice	On-going
February	Updating Welcome Pack to bring into line with new website	Planned
March	Tapped In – autumn 2017. Updating Aucklanders on our major projects underway and planned.	Planned



**Education**

Bookings are being taken for Terms 1 and 2, 2018.

Work continues on a new illustrated children's book and educational videos to support Watercare's in-school education programme. Watercare is also preparing for 2018 World Water Day in March 2018.

**Media summary**

Date	Media	Headline	Summary
30 Dec	Stuff	Former MPs honoured	<p>Dame Annette King is one of Parliament's most recognisable women, and having both a National and Labour government award her the New Year Honour was what made it really "special".</p> <p>After 33 years in Parliament, King made the decision to retire at the September election, which made room for Jacinda Ardern to step in as deputy leader of the Labour Party and go on to become leader and now prime minister.</p>
22 Dec	Manukau Courier	Watercare's wastewater treatment plant is Auckland's largest	<p>Ever wondered what happens when you flush the toilet? Sanjay Kumarasingham, manager of Watercare's wastewater treatment plant in Māngere, has the answer.</p> <p>Wastewater, which is also known as sewage, is any liquid that's flushed down the toilet, as well as down shower drains, bathtubs, washing machines and kitchen sinks.</p> <p><i>N.B This story was initiated by the Comms team as way of highlighting the work done at Mangere WWTP and included extensive photos and a video featuring Sanjay Kumarasingham.</i></p>
20 Dec	Stuff, Rodney Times	Watercare calls for Aucklanders to start being waterwise	<p>With the early arrival of summer the whole country is experiencing warm, dry weather, and Watercare is encouraging Aucklanders to respect water as "a precious resource".</p> <p>Holidaymakers and residents in Auckland's small rural towns may notice Watercare's new roadside signs reminding everyone to be mindful of their water consumption.</p> <p><i>N.B. this story was initiated by the Comms team as part of a campaign to get Aucklanders to think about cutting water use and included a video made by the Comms team.</i></p>
20 Dec	Radio NZ	Wetter weather not really that wet – MetService	<p>The country is set to be wetter than average for the next few weeks, but forecasters warn it is unlikely to mean significant rainfall in what is usually a dry period.</p> <p>Meanwhile, Aucklanders who rely on their own water tanks are on their own if they run dry this summer.</p>

Date	Media	Headline	Summary
			Auckland council and Watercare have said it's not their responsibility, but water tanker companies said there were delays of up to four weeks for deliveries.
20 Dec	Stuff, North Shore Times	Discoloured tap water stains clothing, raises health concerns on Auckland's North Shore	<p>For months, residents of an Auckland street have had to check whether their tap water is running clear before they fill up a drink bottle or put a load of whites through the washing machine.</p> <p>Old pipes are blamed for the "dirty" water coming out of taps in homes in historic Devonport and nearby North Shore suburbs.</p>
16 Dec	NZ Herald	The 20 best things about Auckland	<p>No 10- Best Publication: Tapped In. The Watercare newsletter. <i>Tapped in!</i> No finer pun has ever graced the title of a utility services newsletter.</p> <p>It's the best quarterly in New Zealand publishing – packed with helpful advice ("Don't plant large, fast-growing trees with vigorous root systems near wastewater pipes" – words to live by) and even an agony aunt, "Ask Nisi", who deals with such thorny issues as leak allowances.</p>
15 Dec	NZ Herald	Financing Auckland's infrastructure	<p>Financing infrastructure projects is one of the biggest challenges facing city planners worldwide.</p> <p>In a fast-urbanising world, cities are under immense pressure to provide facilities that will ensure their future growth and success — but those facilities have to be paid for.</p>
11 Dec	The Post (Franklin & North Waikato)	Public-private partnership unlocks Drury's housing potential	<p>Watercare is pleased to announce an important agreement with Auranga, a new residential and mixed-use development in Drury West – to build water and wastewater infrastructure that will enable the delivery of up to 20,000 homes in the Drury Karaka area.</p> <p>Initiated by Auranga, the agreement will see the two entities work with others to fund and create a series of water and wastewater projects, including a new wastewater network, which will initially provide capacity for 6500 homes then up to 20,000 homes as the area grows.</p>
8 Dec	Newstalk ZB	Raw sewage in North Shore Gully	Raw sewage and asbestos sit in the North Shore gully that has been catching a 50m-wide landslip in recent months
8 Dec	Stuff	How to save water at home	As we head into what looks set to be a very dry summer, it's time to start thinking about how to save water around the home.

Date	Media	Headline	Summary
			Watercare's Sustainability Manager Roseline Klein said the time had come to start using water wisely. <i>N.B. this story was initiated by the Comms team as a way of highlighting the need for water conservation over summer</i>
8 Dec	Newsroom	Who will pay for cleaner water?	The Government is setting higher standards that mean councils will have to spend over \$15 billion on replacing and improving water infrastructure over the next decade. But Bernard Hickey argues they can't afford it without major changes to the way taxes are raised and shared.  There were many problems revealed in this week's second report on the Havelock North gastroenteritis outbreak, but the biggest was not talked about much in the subsequent debate about how to fix the "widespread, systemic failure" of the Ministry of Health and councils to both monitor and supply safe drinking water.
6 Dec	Radio NZ, Checkpoint with John Campbell	Record water consumption in Auckland as December heats up	Auckland used 494 million litres of water on Monday - the equivalent of 197 Olympic sized swimming pools. <i>N.B. this story was provided by the Comms team as a way of highlighting the need for everyone to think about conserving water over the summer period</i>

**Watercare YouTube Video Uploads**

Story	Brief
Energy efficiency and neutrality at Watercare	<a href="https://www.youtube.com/watch?v=Jh_mUxNqmFU">https://www.youtube.com/watch?v=Jh_mUxNqmFU</a>
Watercare's sports tournament comes to an end	<a href="https://www.youtube.com/watch?v=ibAJe68PVTE&amp;t=158s">https://www.youtube.com/watch?v=ibAJe68PVTE&amp;t=158s</a>
Rodney residents asked to be waterwise	Summer has arrived early and Watercare is reminding Rodney residents to conserve water. Rural householders were reminded to check rain tanks and order water well in advance. Bach owners requested to leave water conservation information for tenants in kitchens and bathrooms.  <a href="https://www.youtube.com/watch?v=S8UAWKvtGaU&amp;t=4s">https://www.youtube.com/watch?v=S8UAWKvtGaU&amp;t=4s</a>
Franklin residents asked to be waterwise	Franklin version of above video  <a href="https://www.youtube.com/watch?v=99oaH-2hqTk">https://www.youtube.com/watch?v=99oaH-2hqTk</a>

**Internal and other communications**

Communication	Status
Communications assistance for Energy Week	Completed
Communications for the launch of E-Road vehicle booking tool and electric vehicles	Completed
Assistance for development of Christmas e-card for key accounts team	Completed, distributed
Review connections team letters	Completed
Honesty Communications campaign – MSN focus	Underway
Communications assistance for Watercare’s Rainbow Network	Underway
NewsBuzz, Directions stories on Our Place	Ongoing

**Stakeholder Communications for November 2017**

Project	Communications
Glen Eden wastewater storage tank and network upgrades project	Storage tank fully backfilled and Harold Moody reserve car park resealed and reinstated. Tank due for commissioning Jan '18. All WW pipe construction completed, remedial work will be carried out in Jan '18 for completion end of Jan '18.
Ponsonby pipeline upgrades	Progress on Ponsonby Road recommenced and likely to continue until mid-Feb '18. Letter notifying residents sent out before Christmas. Hereford Street progress minimal while doing Ponsonby Road and will resume for completion mid-Feb for completion by Apr '18.
Wairau Road wastewater upgrade works	First section on pipeline upgrades completed earlier than expected and Wairau road traffic management returned to normal operations from 22 Dec '17. Second phase to commence mid-Jan via TBM on Wairau Road. Survey of property in close proximity to tunnel route taking place early Jan prior to this section of the works completed.
Army Bay Outfall pipeline upgrade	Construction is underway and project boards in place. TBM to arrive on site early Jan '18 with media engagement. Local Board engagement to Army Bay WWTP and outfall location planned for 12 Feb.
Whangaporoa and surrounding growth WW servicing project (Army Bay consent application)	A project introductory flyer went out in Dec '17 and workshop on options. Advertisement out end Jan for public engagement open days for long list options planned for 14-15 Feb '18.  Local Board meeting on this project to coincide with visit to Army Bay WWTP (outfall project) on 12 Feb.
Albany / Pinehill watermain and reservoir project	A dawn blessing was held 16 October for the joint NZTA / Watercare / Auckland Transport Spencer Road bridge work. Construction began on East Coast Road on 27 December. Newsletter has been sent to residents Dec 18 and project sign boards and VMS are on site. Site preparation works at Albany Reservoir and tree felling at Pinehill Reservoir will commence mid-Jan '18.

Project	Communications
Huia Water Treatment Plant replacement project	Community liaison group meetings continue on a fortnightly basis; minutes and information is being placed on the Watercare website
Wynyard Quarter wastewater network upgrade project	Halsey Street works have been completed. Works continue at the pump station and are due for completion in March.
Fred Thomas Drive wastewater storage tank and local network upgrade project	Works have completed and the pump station commissioned. A formal opening will be undertaken early 2018 once the site has been restored.
Northcote Wastewater Upgrades – TS8	Works are progressing well.

**Appendix C - Local Board Interaction (As at 22 December 2017)**

Local Board	Chair	Deputy Chair	November 17	Dec 17	Jan 17
<b>Albert - Eden</b>	Peter Haynes	Glenda Fryer	Notice of upgraded driveway to Rawalpindi Reserve – future location of a CI shaft site (7 Nov). Tapped in and notice of new website (22 Nov).	Local Board business meeting for CI landowner approval for works in parks (13 Dec)	
<b>Devonport - Takapuna</b>	Grant Gillon (26 October 2016 to 22 April 2018) George Wood (23 April 2018 to the end of the 2016-2019 political term)	George Wood (26 October 2016 to 22 April 2018) Grant Gillon (23 April 2018 to the end of the 2016-2019 political term)	Response to customer discoloured water issue (20 Nov). Tapped in and notice of new website (22 Nov).	Management of discoloured water escalation sent to the local Board – issue resolved (14 Dec 17).	
<b>Franklin</b>	Angela Fulljames	Andy Baker	Assisted the Chair with response to Franklin farmer in relation to the Pukekohe pump station engineered outfall point (6 Nov). Tapped in and notice of new website (22 Nov).	Notification of rural water situation (19 Dec). Discussions regarding Cape Hill Booster Pump Station (20 Dec). Waterwise information for Facebook page (21 Dec).	
<b>Great Barrier</b>	Izzy Fordham	Luke Coles			
<b>Henderson - Massey</b>	Shane Henderson	Peter Chan	Summary of local projects (16 Nov). Update on Royal Road Siphon biofilter (20 Nov). Tapped in and notice of new website (22 Nov).		
<b>Hibiscus and Bays</b>	Julia Parfitt	Janet Fitzgerald	Tapped in and notice of new website (22 Nov). Invitation to 14 Dec dawn blessing for Albany to Pine Hill watermain on project (27 Nov). Site visit to Sidmouth Street Pump Station Mairangi Bay (29 Nov). Workshop on Sidmouth Street Pump Station upgrade, Mairangi Bay (30 Nov).	Site visit to Sidmouth Street pump station with Parks, local board services and the surf club (20 Dec).	Response to enquiry regarding east coast bathing beach monitoring and media reports of beach closure at Takapuna (3 Jan).
<b>Howick</b>	David Collings	Katrina Bungard	Tapped in and notice of new website (22 Nov).		
<b>Kaipatiki</b>	Danielle Grant (2 Nov 2016 to 28 Feb 2018) John Gillon (1 March 2018 to the end of the 2016-2019 political term)	John Gillon (2 Nov 2016 to 28 Feb 2018) Danielle Grant (1 March 2018 to the end of the 2016-2019 political term)	Tapped in and notice of new website (22 Nov).		
<b>Mangere - Otahuhu</b>	Lydia Sosene	Walter Togiama	Tapped in and notice of new website (22 Nov). Update on wastewater spill onto private property (29 Nov.)	Update on wastewater spill onto private property (1 Dec.)	
<b>Manurewa</b>	Angela Dalton	Rangi McLean	Local Board workshop (9 Nov). Tapped in		

Local Board	Chair	Deputy Chair	November 17	Dec 17	Jan 17
			and notice of new website (22 Nov).		
<b>Maungakiekie - Tamaki</b>	Josephine Bartley - until 22 April 2018, to be replaced by Chris Makoare on 23 April 2018.	Don Allan - until 29 October 2017. Debbie Burrows - 30 October 2017 to 28 October 2018. Bernie Driver – 29 October 2018 until end of the term.	Workshop on Omaru Creek waterway (14 Nov). Tapped in and notice of new website (22 Nov). Response to investigation into overflow at Onehunga Lagoon following customer escalation (27 Nov).		
<b>Orakei</b>	Colin Davis - After 18 months Kit Parkinson will Chair.	Kit Parkinson - After 18 months Carmel Claridge will be Deputy Chair	Launch of the Safeswim programme at Mission Bay (4 Nov). Tapped in and notice of new website (22 Nov).		
<b>Otara - Papatoetoe</b>	Lotu Fuli	Ross Robertson	Tapped in and notice of new website (22 Nov).		
<b>Papakura</b>	Brent Catchpole	Felicity Auva'a	Trade Waste Bylaw discussion (8 Nov). Tapped in and notice of new website (22 Nov). Response to escalation regarding grazing issue on Watercare land (30 June)		
<b>Puketapapa</b>	Harry Doig	Julie Fairey	Tapped in and notice of new website (22 Nov).	Local Board discussion on the Trade Waste Bylaw review (13 Dec). Local Board business meeting for CI landowner approval for works in parks (14 Dec).	
<b>Rodney</b>	Beth Houlbrooke	Phelan Pirrie	Tapped in and notice of new website (22 Nov).	Waterwise messages and update for northern areas (12 Dec). Media release on Wellsford Wastewater Plant (12 Dec). Resolution of customer escalation regarding dust at Warkworth Treatment Plant (12 Dec). Update on tanker filling stations and waterwise message (16 Dec). Notification of rural water situation (19 Dec). Waterwise material for facebook page (21 Dec).	
<b>Upper Harbour</b>	Lisa Whyte (31 October 2016 to 1 June 2018) Margaret Miles (2 June 2018 to the end of the 2016-2019 political term)	Margaret Miles 31 October 2016 to 1 June 2018) Lisa Whyte (2 June to the end of the 2016-2019 political term)	Tapped in and notice of new website (22 Nov). Invitation to 14 Dec dawn blessing for Albany to Pine Hill watermain on project (27 Nov)		
<b>Waiheke</b>	Paul Walden (26 October 2016 to Sunday, 22 April 2018) Cath Handley (23 April 2018 to the end of the 2016-2019 political term)	Cath Handley (26 October 2016 to Sunday, 22 April 2018) Paul Walden (23 April 2018 to the end of the 2016-2019 political term)	Shared video of Waiheke Island wastewater network health check (20 Nov). Tapped in and notice of new website (22 Nov).	Notification of rural water situation (19 Dec).	
<b>Waitakere Ranges</b>	Greg Presland	Saffron Toms	Summary of local projects (16 Nov). Notice of Nihotupu Filter Station site clean-up (21		

Local Board	Chair	Deputy Chair	November 17	Dec 17	Jan 17
			Nov). Tapped in and notice of new website (22 Nov).		
<b>Waitemata</b>	Pippa Coom	Shale Chambers	Tapped in and notice of new website (22 Nov).		
<b>Whau</b>	Tracey Mulholland	Susan Zhu	Summary of local projects (16 Nov). Tapped in and notice of new website (22 Nov). Response to Derek Battersby in response to customer escalation on water usage (27 Nov).	Local Board business meeting for CI landowner approval for works in parks (13 Dec).	
<b>Manukau Harbour Forum</b>				Presentation on the Western Isthmus Wastewater Servicing Project by Healthy Waters and Watercare (16 Dec).	