

# Three Waters Reform

## Representative Survey Results

Prepared for: Hamilton City Council

18 July 2022  
Version 1.3



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# Introduction

Hamilton City Council (Council) wished to understand community views on the Government's Three Waters Reform to:

- Enable those views to inform Council's submission to Government
- Inform and support the Council's community to provide views directly to Government through the select committee process.

NielsenIQ, was commissioned to conduct two surveys on behalf of Council:

- **General Survey:** a general citywide survey, communicated via print, radio and digital advertising as well as static signage and via social media, which was open to anyone who wished to take part. Participation to this survey was made available online. In addition, paper copy surveys were made available at the Municipal building and libraries for anyone who wished to share their views through a non-digital method. This survey was completed by 553 respondents. The margin of error for this sample size is +/-4.2%.
- **Representative Survey:** a targeted, demographically representative survey, with potential participants randomly chosen from Hamilton's electoral roll and invited to complete a survey online (with an option to request a paper copy). This survey was completed by 709 respondents. The margin of error for this sample size is +/-3.7%.

Prior to answering the survey questions, respondents were provided with information summarising the Government's case for change, as well as Hamilton Council's view and previous feedback to government (refer to Appendix 2)

This report summarises the results from the **Representative Survey** which was carried out between 22 June and 5 July 2022.

# Notes to reading the findings

- For analysis of **'open-ended' questions**, NielsenIQ employees, called coders, read each of the respondents' comments in order to identify themes emerging from the comments. The verbatim comments respondents typed in when answering the 'open-ended' questions have also been made available to Council. These provide a depth and richness of understanding beyond just the numbers reported in this report.
- The following protocols have been used to code verbatim comments into themes when respondents have been invited to comment on a specific topic (e.g. public health and the environment aspects of the reforms):
  - **Positive comments:** Comments that relate to this specific topic and the sentiment is clearly positive
  - **Negative comments:** Comments that relate to this specific topic and the sentiment is clearly negative
  - **General comments:** Comments that relate to this specific topic but where the sentiment is unclear
  - **Non-topic specific general comments:** Comments given when asked about a specific topic but that do not relate to that topic. These comments are included in Appendix 3
- Some questions within this report have **net values charted**. The net value represents a theme or idea that is a combination of multiple single codes from the question.
- In the survey, respondents were asked to consider the impact of the reform on Hamilton specifically, as well as on New Zealand as a whole. For clarity in this report, the results relating to Hamilton City are displayed in blue and those for New Zealand as a whole, in grey.

# Executive summary

## Overall

- Views of the reforms are very polarised, with similar proportions of respondents supporting and opposing the Government's proposal (47% support and 53% do not support). Those who oppose primarily do so because they want to see Councils retain control of their water assets.
- Fifty-seven percent of those who do not support the proposal indicate a willingness to give up any savings in exchange for Council continuing to deliver water services (this equates to around 30% of respondents overall).
- Support for the reforms is stronger among females, Maaori and ethnicities other than European, and those between ages 18-64 years. Conversely, opposition is higher among males, among those of European ethnicity, and among those aged 65 years and over.
- The primary concerns that emerge about the reform through verbatim comments are (in no particular order):
  - Cost (during implementation and ongoing management)
  - Councils not retaining control
  - Lack of trust and confidence in Government
  - A need for more detail and greater transparency
  - Centralisation issues and or a 'one size fits all' approach
  - Co-governance or perceptions of a 'race-based' policy
  - Increased bureaucracy and layers of administration
  - Assets that belong to ratepayers.

# Executive summary

## Public health and environment

- While views are polarised, the balance of opinion is that the reforms will lead to better environmental outcomes and better water quality, for Hamilton but even more so for New Zealand as a whole.

## Operations

- Again, views are polarised, but the balance of opinion on the likely impact of the reforms on efficiency and standard of water services is more positive than negative.
- Respondents are also more likely than not to feel the reforms will make water services across New Zealand more affordable than they would be without the reforms. However, when cost is considered (rather than affordability of water services), the balance of opinion is that the reforms will reduce the likelihood of costs for communities being lower than would be the case under the status quo.

# Executive summary

## Governance

- There is considerable uncertainty with regards the governance structure, and four in ten are unable or unwilling to express an opinion about the proposed structure.
- Of those with an opinion, similar proportions feel the structure is appropriate as those who feel it should be changed.
- Those who want one of the three levels of governance to be changed are likely to want all three levels changed.
- Concerns relating to governance primarily centre around the co-governance model and a lack of local input and control.
- There is a perception that the reforms will make it more difficult for citizens' views or concerns to be heard about their household's water services; specifically for Hamilton's water services generally.
- Views are very polarised as to whether the proposed safeguards against future privatisation will be effective.

## Financial structure

- The outcome of the reforms most evident to respondents is that it should allow Hamilton City Council, and Councils throughout New Zealand, to focus on services other than water.
- The balance of opinion is also towards the reforms allowing costs of improvements to New Zealand's water services to be managed better.

## General themes

- The general sentiment beyond the four key topics asked highlighted that lack of confidence in Government in delivering the reform effectively – with comments indicating a concern with added bureaucracy and issues from a centralised model that may not work for each Council. There is also concern with the lack of transparency and detailed information of the reforms overall.



# Overview



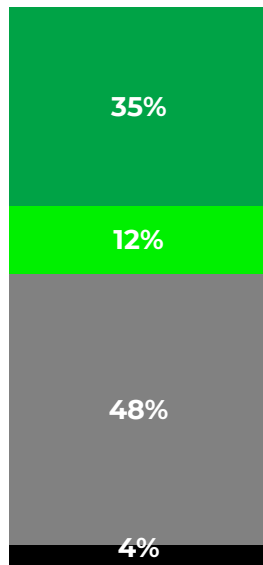


# Level of support for Government proposal

Views of the proposal are very polarised, with similar proportions of respondents supporting and opposing the Government's proposal (47% support and 53% do not support). Those who oppose primarily do so because they want to see Councils retain control of their water assets. Fifty-seven percent of those who do not support the proposal indicate a willingness to give up any savings in exchange for Hamilton Council continuing to deliver water services (this equates to around 30% of respondents overall).

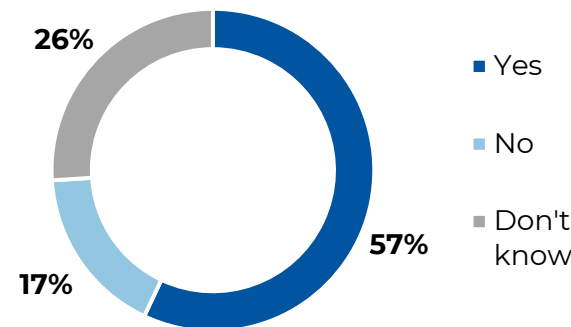
## Taking everything into consideration, do you ...

- Support the Government's proposal for the three waters reform
- Mainly support the proposal, but would want to see some changes (please specify)
- Not support the proposal because you believe Hamilton City Council and other councils should keep control of their water assets
- Not support the proposal for another reason (please specify)



**53%**  
Don't  
support the  
proposal

## Would you be willing to give up any savings the reform might offer in exchange for Hamilton City Council continuing to deliver water services for its residents?



Q13: Taking everything into consideration, do you ...

Base: All respondents (n=709)

Q14: Would you be willing to give up any savings the reform might offer in exchange for Hamilton City Council continuing to deliver water services for its residents?

Base: Representative survey respondents who oppose the reform (n=398)

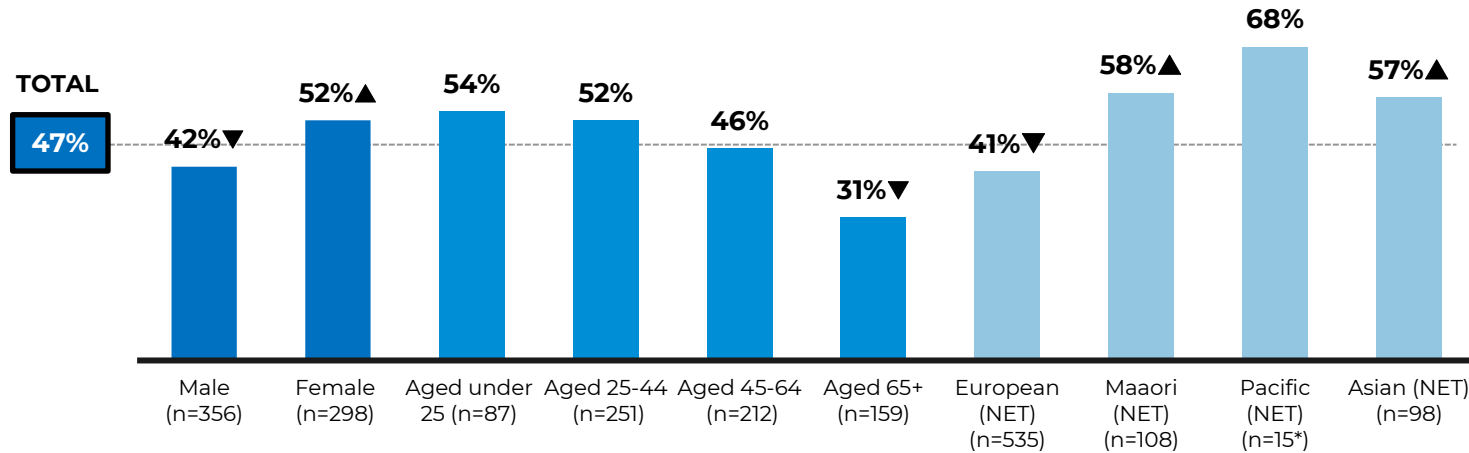


# Demographic groups more likely to support the Government proposal

Females are more likely than males to support the proposal. Younger respondents also show greater support for the proposal than older respondents, with opposition strongest among respondents aged 65 years and over. Those of European ethnicity are less likely to support the proposal.

These demographic patterns are consistently seen in responses to most of the questions asked in the survey.

% who support the proposal by demographics



Q13: Taking everything into consideration, do you ...  
Base: All respondents (n=709)

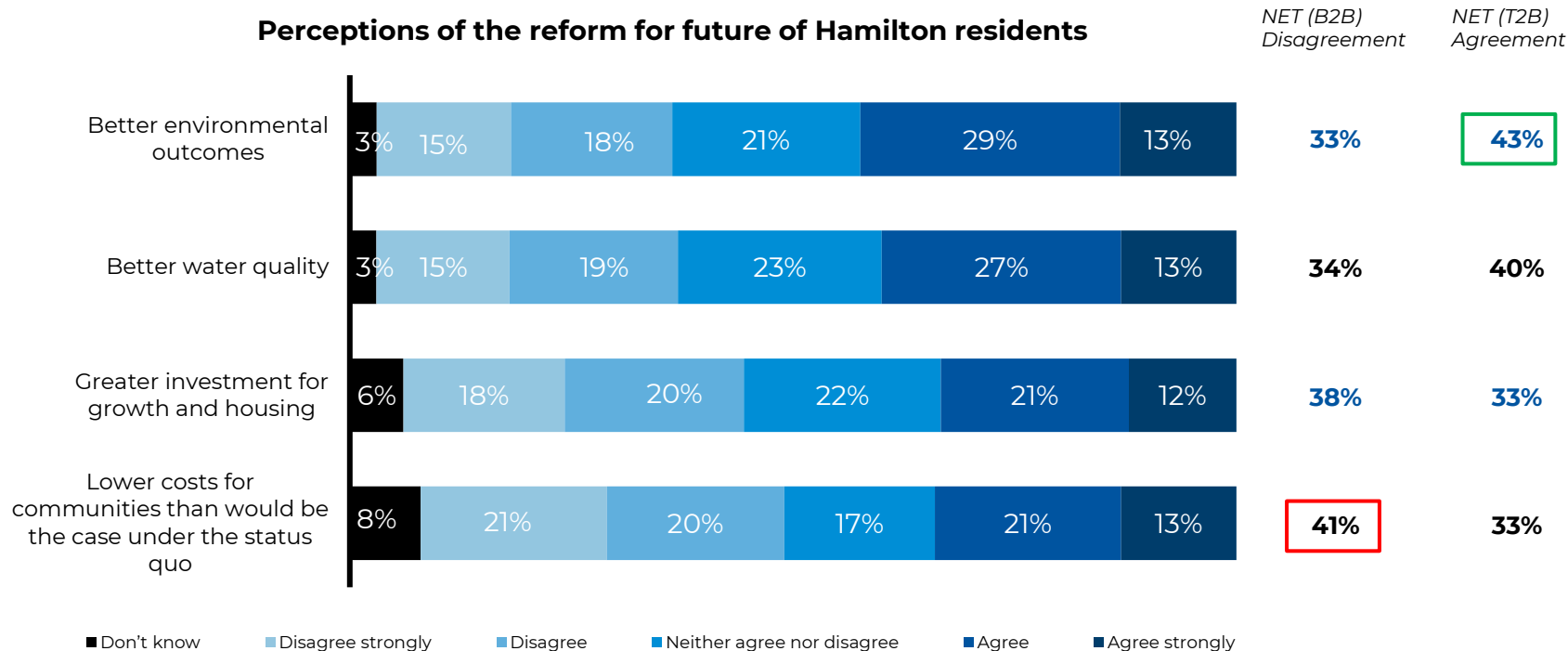
\* Small sample size

▲▼ Significantly higher or lower than the total sample



# Perceptions of outcomes of reform for Hamilton

Opinions are polarised as to whether the reforms are likely to deliver the intended outcomes for Hamilton specifically. A higher proportion of respondents agrees than disagrees that the reforms will result in better environmental outcomes for Hamilton, while a higher proportion disagrees than agrees that the reforms will result in lower costs for Hamilton's communities.



Q11: Overall – what are your views? To what extent do you agree or disagree that the reforms will result in each of the following for Hamilton residents in the future:

Base: All respondents (n=709)

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□ Significantly higher proportion of respondents responding with 'agreement' than 'disagreement'

□ Significantly higher proportion of respondents responding with 'disagreement' than 'agreement'



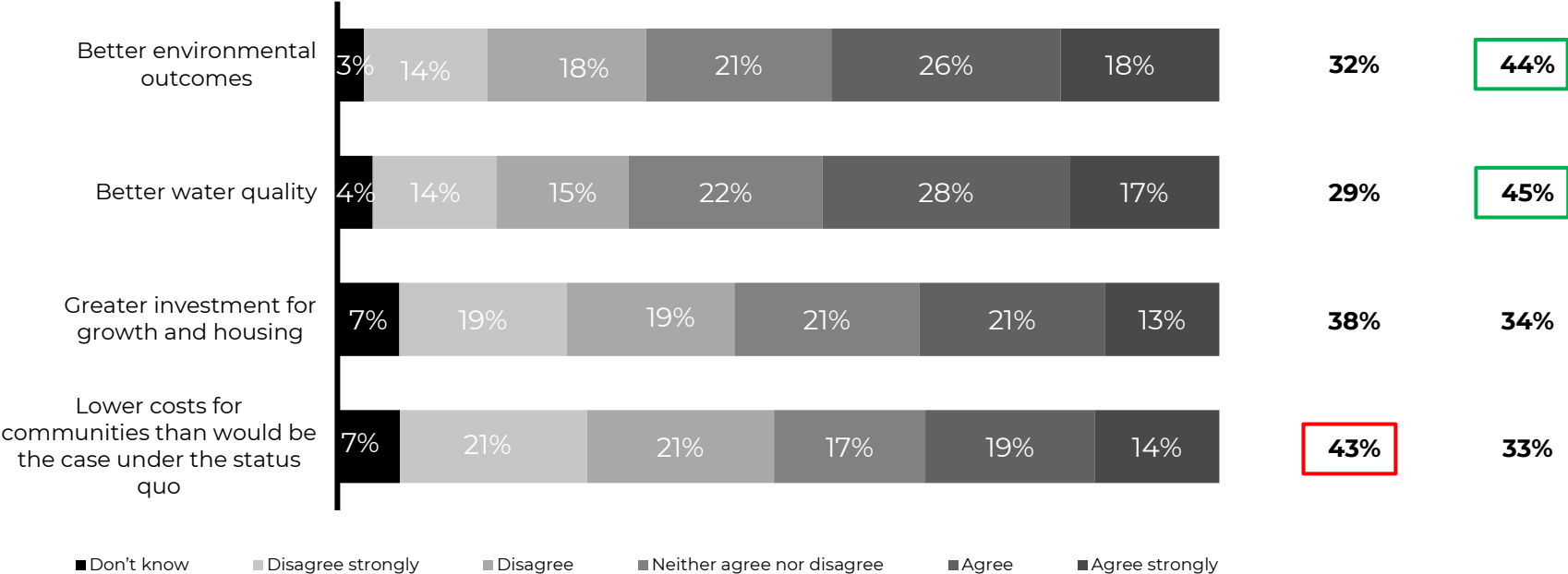
# Perceptions of outcomes of reforms for New Zealand

A similar picture emerges when New Zealand as a whole is considered, with a higher proportion of respondents agreeing the reforms will result in better environmental outcomes, but disagreeing they will lower costs for communities. Respondents are more likely to agree than disagree that the reforms will deliver better water quality for New Zealand residents generally.

Perceptions of the reform for future of New Zealand residents

NET (B2B)  
Disagreement

NET (T2B)  
Agreement



Q12: To what extent do you agree or disagree that the reforms will result in each of the following for New Zealand residents generally in the future  
Base: All respondents (n=709)

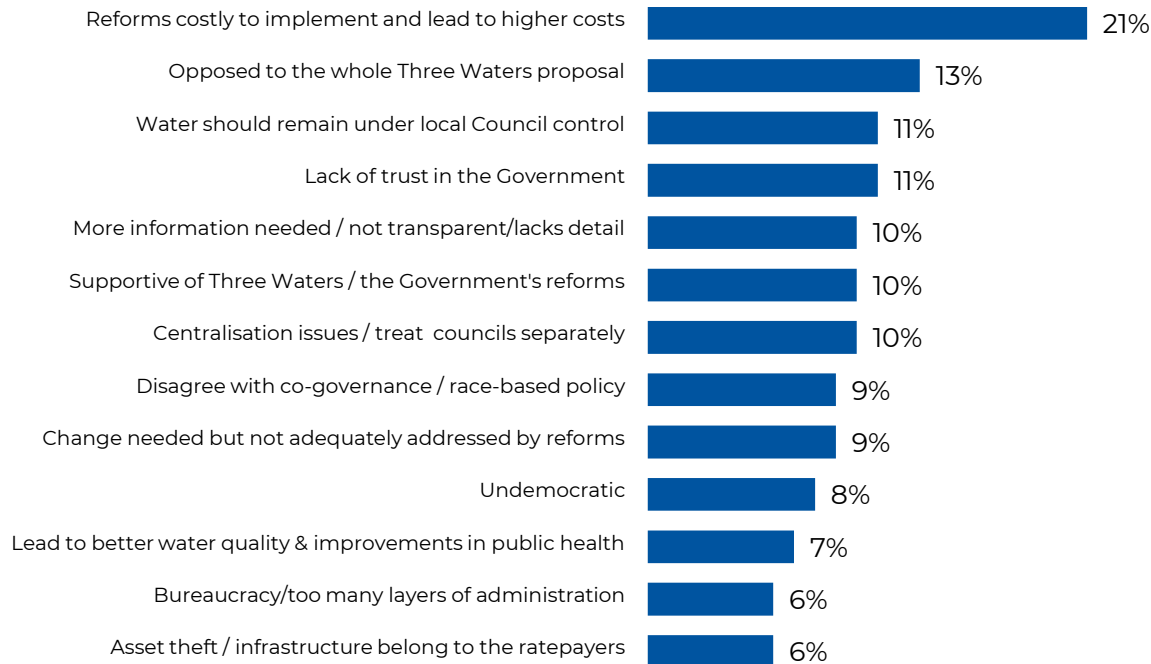
□ Significantly higher proportion of respondents responding with 'agreement' than 'disagreement'  
□ Significantly higher proportion of respondents responding with 'disagreement' than 'agreement'



# General thoughts on the Government's reform

When asked for their general thoughts, sentiment that is negatively swayed outweigh open comments that are positive – one in five (21%) of those who commented stated that the reforms will be costly to implement, and eventually lead to higher costs. Furthermore, 11% of those who commented were not trusting of the Government.

## Comments about the reform



## Other callouts:

- 4% say the reforms provide for economy of scale/costs will reduce
- 4% say the Government has an inability/lack of skills to implement policy/complete projects
- 4% say the Government should provide more funding/target less developed areas

Q15: Please feel free to add any final comments here:

Base: Representative survey respondents who provided comments (n=212)



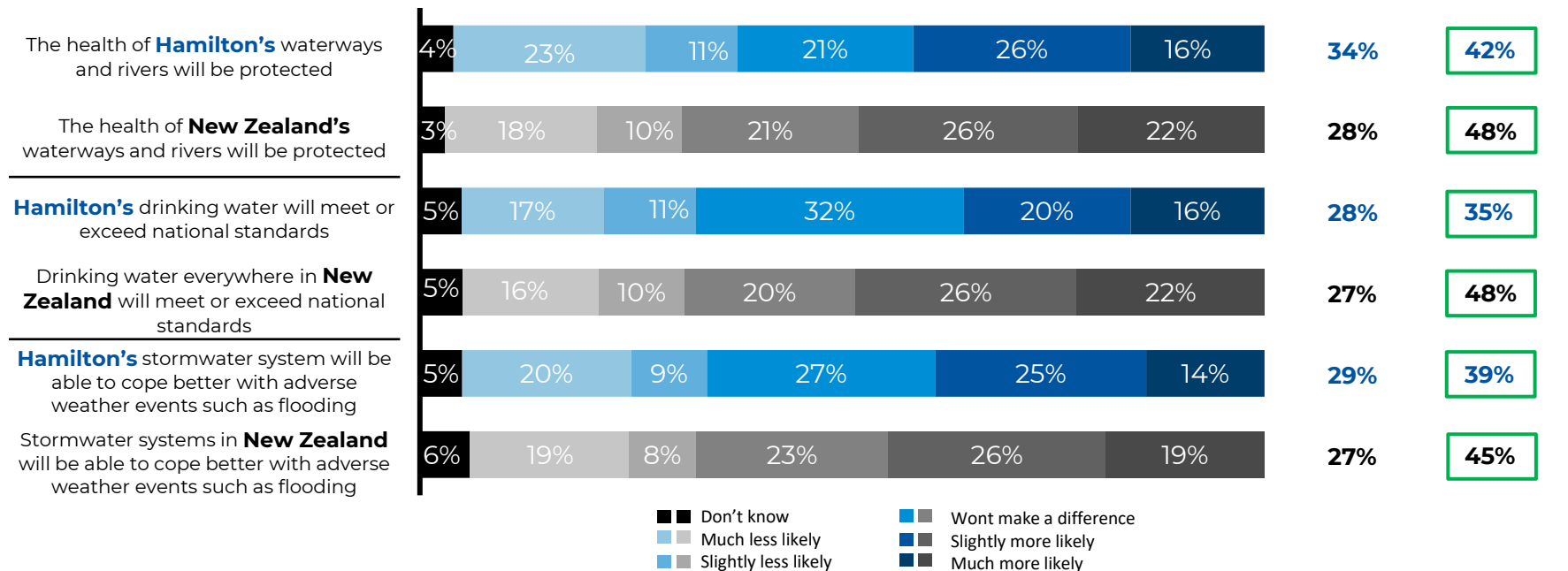
# The big picture - public health and the environment



# Likely impact of reforms on public health and environment

Higher proportions of respondents feel the reforms will increase the likelihood of the health of waterways being protected, drinking water standards being met and stormwater systems able to cope with adverse weather events. This is the case when Hamilton alone is being considered and when New Zealand as a whole is being considered, although positive impacts at a national level are perceived more widely and particularly when quality of drinking water is considered (35% see a likely positive impact for Hamilton and 48% for New Zealand as a whole).

## Do you think the proposed reforms will make it more likely or less likely that, in future..



Q1: Do you think the proposed reforms will make it more likely or less likely that, in future:

Base: All respondents (n=709)

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□ Significantly higher proportion of respondents responding with 'more likely' than 'less likely'

□ Significantly higher proportion of respondents responding with 'less likely' than 'more likely'

# What have people said as positive

*"I think that this change will be a lot better than the system we currently have in place. The larger water entities will enable each of the 4 water regions to take a more holistic, catchment based approach and manage water more efficiently than a bunch of separate councils could. It is also more likely that the infrastructure upgrades that we desperately need will happen due to the ability to borrow more to fund the projects. Councils have proven that they cannot provide the funds to keep our water infrastructure up to scratch (as they have so many other competing aspects to consider) and having entities specifically for water would be more likely to deliver them."*

*"Public Health and the environment appear to be the two underlying reasons these reforms are necessary. Failing city storm water services are evident on my street and in other suburbs."*

*"The council has not done a good job of keeping our riverways and water drinkable and clean. It is time for change and to stop doing the same thing over and over. I support the 3 waters reform."*

*"Public health is a vital issue here, as is environmental protection. The new concept has the possibility of improvements (although the devil will be in the detail and the implementation: nothing can be guaranteed, and a great deal of money will have to be spent)."*

*"The proposed scaled (collective) approach means it's much more likely that the current variations in service levels, compliance and affordability will be minimised."*

*"I think this is one of the key issues at heart - NZers should expect, as a first world country, that at a very minimum their water is safe to drink. Regardless of the outcome of 3 Waters, better water regulations and monitoring are critical for this country."*



# What have people said as negative

*"The more things change the more they stay the same or unfortunately get much, much worse, example (Auckland Super City). Smart thinking by politician's who promise the public the garden of Eden and instead deliver ever increasing costs across every aspect of life, for every person living in this beautiful country. There is nothing more PRECIOUS in this country than WATER, nothing! I don't believe the government will do a better job than my local council with regards to managing water resources for the health of my family, friends and the general public nor do I believe they will do a better job than my council with regards to the environment, everything comes down to human error, there's no escaping that whether the local council is in control or the government is in control however the local council has all the experience which most important, that's simply my opinion."*

*"Good water systems will be pulled down to the national standard and poor systems lifted to the standard adds another level of government interference and a whole new ministry to be funded. Will cost more for less."*

*"Three Waters will not improve water quality or lessen costs to consumers but will take away local ownership. A centralised system is not a model that will give local people an affinity and feeling of ownership of the water and the feeling of taking care of something that is precious to our community. Local people will always care and react more rapidly and appropriately to their own assets."*

*"Our water is NOT 'dirty' like they make it out to be. Just because of one hiccup in 2016 does not mean we need the government to OWN our water"*

*"I personally have no confidence that this will improve any health or environmental aspect at all."*

*"Lived in NZ for 30 years and I've never had to boil water once. EVER. Council does well with the water so why change what isn't broken here."*

*"At this stage it is difficult to determine if the changes proposed will have the desired impact. As an example, reforms to the health care system looked great on paper, but there have been few changes seen at the consumer level."*

*"There is no evidence that centralising water services and their ownership as proposed will improve water quality in New Zealand. There is no assurance those who water is transferring to hold expertise in providing water services. There is no evidence local water quality related issues will be attended to as needed by a massive NZ organisations. There is no evidence rate payers will be fairly treated via the investments they have made to water services over time. What is required is a Local Government being held to account for their decisions and actions. What is proposed looks like a Chinese or Russian system, both of which have worse water quality than NZ."*

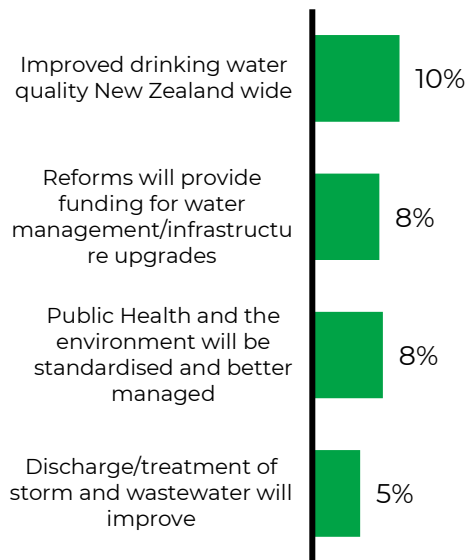


# Themes relating to public health and environment

Among the 32% of respondents who opted to comment on the public health and environment aspects of the reforms, positive sentiment outweighs negative sentiment. The prevalent themes relate to the reforms leading to improved quality of drinking water across the whole of New Zealand, better funding for water management or infrastructure upgrades, and more standardisation and better management. Negative comments point to a lack of trust and confidence that the reforms will lead to improvements as well as in the government.

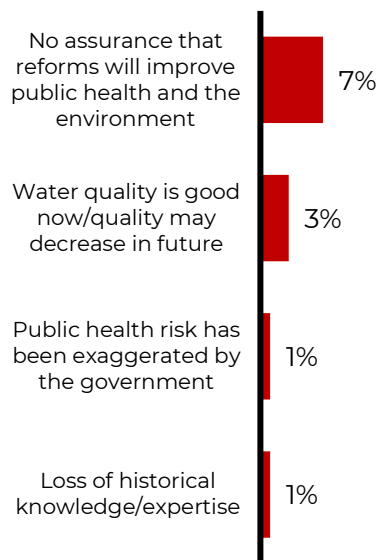
## Positive comments on Public Health & Environment

Total positive comments: **22%**



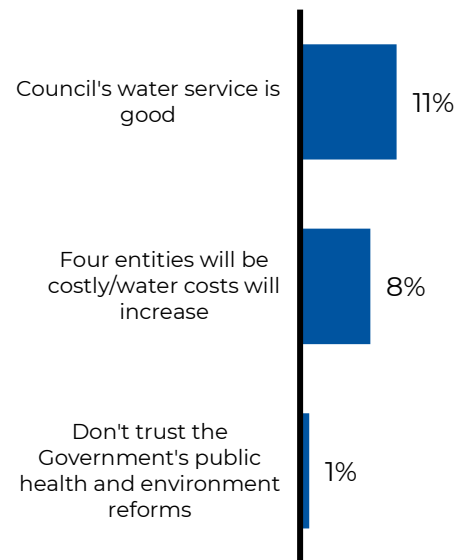
## Negative comments on Public Health & Environment

Total negative comments: **10%**



## General comments on Public Health & Environment

Total comments: **19%**



Q2: Please feel free to add any further comments on the public health and environment aspects of the Government's reform here: (top 4 mentions)

Base: Representative survey respondents who provided comments (n=225)



# Operations – services to customers and costs

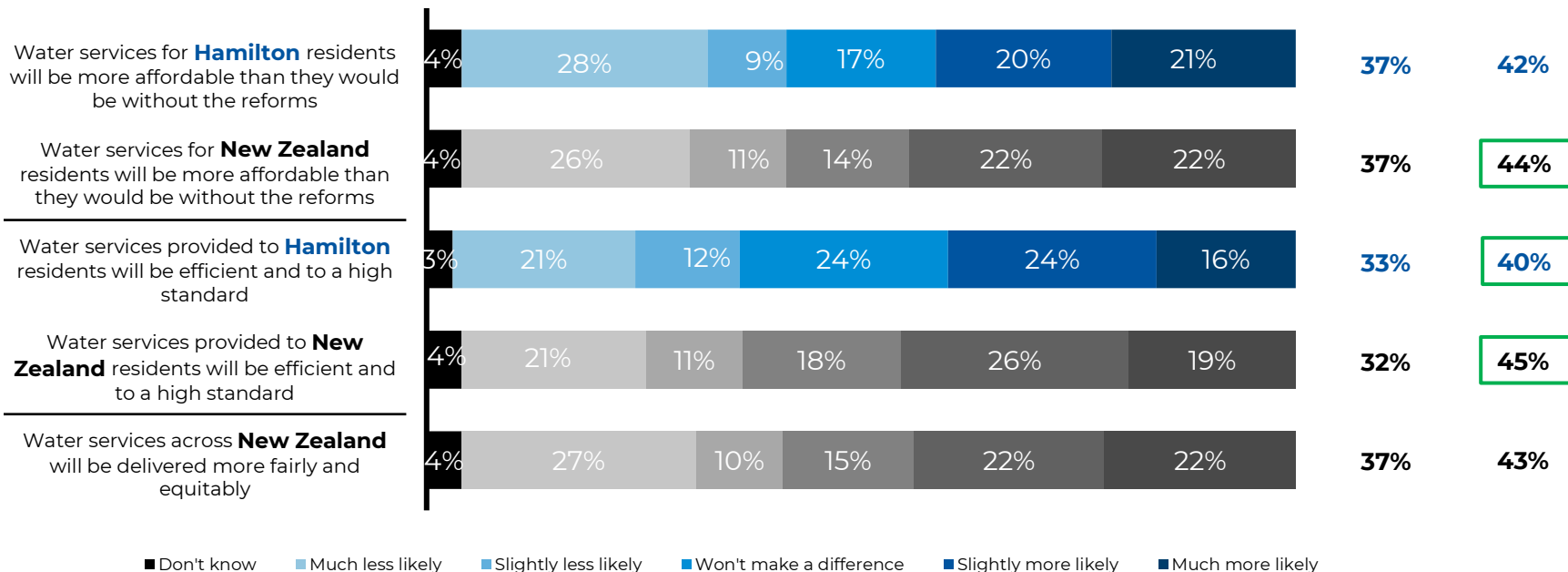
# Likely impact of reforms on operations

On balance, perceptions of the likely impact of the reforms on efficiency and standard of water services are more positive than negative. Respondents are also more likely than not to feel the reforms will make water services across New Zealand more affordable.

**Do you think the proposed reforms will make it more likely or less likely that, in future..**

NET (B2B)  
Less likely

NET (T2B)  
More likely



Q3: Taking the above information into consideration, do you think that the proposed reforms will make it more likely or less likely that, in future. Base: All respondents (n=709)

□ Significantly higher proportion of respondents responding with 'more likely' than 'less likely'

□ Significantly higher proportion of respondents responding with 'less likely' than 'more likely'

# What have people said as positive

*"Services and costs look to be an asset for current situations of high living cost. Future economy is likely to get more difficult but with the right teamwork between both parties, the reform may be the start to help lower the cost of current situations in 2022."*

*"Greater access to funding allows access to upgrades and maintenance that will increase the quality of our waters. The issue would be fair and equitable distribution of funds as the four functional areas are relatively large."*

*"I support the view that all New Zealanders are entitled to good quality water and it should not be limited to cities. I believe the reforms will ensure that all people get same minimum service."*

*"It makes sense that equipment needs updating and this costs money and councils would have to recoup that from rate payers. If we go with 3 waters that bill is apparently not going to fall on councils and rate payers. (But won't it fall on govt and so tax payers?) Somewhere along the line we will have to come up with the money to pay for the upgrades."*

*"The Govt's reform on the services and costs explanation and on the map layout sounds and looks reasonable enough. However its implementation and future fruition will have to pray that the outcome is positive."*

*"Future costs seem very promising seeing the plan. Hopefully they won't turn out like solar energy plans which sound cost effective for future but then turn out to be more expensive many times. Again, not reinventing the wheel 67 times should produce efficiencies but it all depends on implementation."*

*"Unless the council can show it is able to reduce rates while improving services, it simply can't compete with the current proposals. Even a few hundred dollars a year can make a big difference to a household."*

*"It is only fair that every citizen should have the same level of service and face the same costs."*

# What have people said as negative

*"I feel people from our region will end up paying towards fixing other regions problems when that should fall back on the local authority and rates payers of those areas. It is like my son achieving 92 % in an exam and being asked to give 10 % of his marks away to another child who didn't work as hard for the result."*

*"Concerned costs associated with this will hit the lower income people . People now have hard time paying rents and I see this will only cause further rises in rents. Very suspicious of anything to do with Treaty of Waitangi and benefits of these reforms going where they shouldn't."*

*"The government's claims of improved costs have been disputed by many and I feel they have not been very transparent."*

*"The larger, more-concentrated population centres will inevitably subsidise the smaller, more isolated communities."*

*"How can they make any reliable estimate of costs for 30 years ahead when they can't even get the next year's budget correct."*

*"The proposed government reforms will mean that the councils that have future proofed their existing water systems will have to subsidize those that haven't kept up with demand and maintenance. Example Auckland's population has grown faster than the Auckland council has kept up with its water demand. Consequently it has needed to increase its drawing of water from the Waikato river. If it had increased its storage capacity or installed a desalination plant then may not have been required. This type of poor planning and future proofing of their water services means that those councils that have sorted their water services will subsidize those that wasted their rates on other non-essential items."*

*"Currently Waikato do not have water metres. I am gravely concerned this will be implemented under 3 waters. Our rates have almost doubled recently and yet our family's usage of the cities facilities has not increased."*

*"We cannot predict the interest rates of next week how can we predict the cost of water in the year 2050????????? There is a general risk that without optimization across all the water networks the cost will rise more than inflation. Measure have to be put in place to create efficiencies. These efficiencies are more likely to be delivered in bigger entities with more economies of scale. On the other site bigger entities have also the tendencies to become more bureaucratic and therefore less efficient and the needs of local communities might not be served to the accustomed standard. we must accept trade-offs with any proposed change, the question is which."*

*"There is no easy way of confirming the lower cost claim by 3 waters - I simply don't believe their numbers."*

*"In my experience, government have good intentions and initiate well, but then budgets get cut, services get shunted off the radar, and we finish where we started but with less local expertise."*

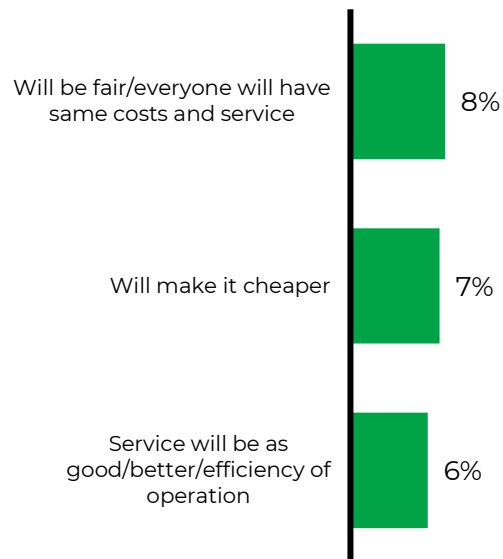


# Themes relating to operations

Among the 29% of respondents who opted to comment on the operations aspects of the reforms, negative sentiment far outweighs positive. Among those expressing negative sentiment, many believe the reforms will result in increased costs, while a lack of trust in government and the figures also emerges. While some express the view that the reforms will make things fairer, a similar number express the view that some areas will benefit from the reforms at the expense of other areas.

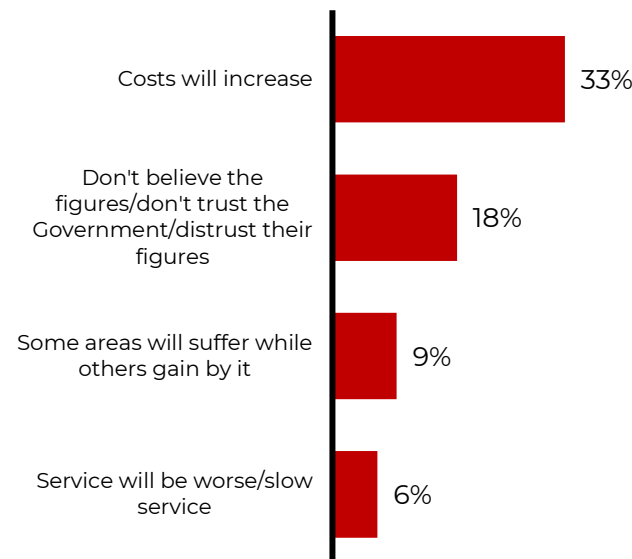
## Positive comments on Operations

Total positive comments: **17%**



## Negative comments on Operations

Total negative comments: **54%**



Q4: Please feel free to add any further comments on the services and costs aspects of the Government's reform here: (top 4 mentions)

Base: Representative survey respondents who provided comments (n=207)



# Governance – How the entities are managed and governed



# What have people said as positive

*"Very much for anti-privatisation and the proposed shareholding structure, although the government should also look into companies receiving water for free who then export it out of the country as that is unacceptable. What the governance section doesn't afford is how it will liaise with and involve authorities who might have an interest over water management - for example the Waikato River Authority and how governance would give effect to Te Ture Whaimana."*

*"Sounds like they've put a lot of protections against it. which is a good thing, as water is an essential service, and should not be controlled by private companies with the sole goal of profit making. From the sounds of it everything is in place to make it very hard for any future govt to change their mind. I am in favour of this idea"*

*"I am concerned about privatisation of public services but hope involvement of iwi will safeguard this."*

*"They seem to be reasonable, especially the requirement for a referendum to endorse any change."*

*"The privatisation procedures appear sound to me. Legislation shouldn't prevent privatisation, if that's what the people want. It should just make it difficult, so we can be certain that the great majority of NZ's population want privatisation, should it occur. The proposed measures appear to take this into account."*

*"The possibility of privatization of our water is a great concern. I support the governments approach and will further support any other measures that can inhibit the future privatization of water."*

*"I think that a combined safeguard of a unanimous vote amongst shareholders, plus a public referendum requiring a clear majority of 75% in favour is a good thing, I'm not sure how one might make it have tighter protection without outright banning the privatisation on these entities. My query would be why run the risk if we do not want it to be privatised. It seems to me that leaving a chance however small it may be means someone wants it open to the possibility of it happening. Personally i wouldn't want my water system to be privatised i feel like that is something that the government or smaller governmental bodies should be looking after, as it stands now, so why run the risk instead of just outright banning privatisation."*

*"Future privatisation is a significant concern. I would like to understand the evidence behind the safeguards put in place, to be assured that they demonstrate true safeguarding of these public assets. If the evidence is solid, then I guess this is reasonable. E.g., I query if 75% in a referendum is high enough?"*

# What have people said as negative

*"Not convinced as any law could be changed by a future government. I think privatisation is an inevitable result that would come from the proposed reforms. Mana whenua groups may decide to form a joint venture company with an international utilities investor to manage their share of the governance."*

*"Provides safeguards is not guaranteeing that privatization does not takeover assets. This is a very bad idea as these decisions should remain local and assets remain local. This opens the door to overseas corporations taking over more of this countries valuable assets."*

*"I don't see the bill provide such protection against privatisation, everything just so unclear. Its water!!! Why the privatisation is a concern? I am also confused about the voting rights. The whole Bill just doesn't make sense to me. Highly against it."*

*"I think that the Governments protections are shallow. There is no substance to this and there is a high chance that when push comes to shove, these protections will fall through."*

*"I am dubious about protection further down the track. Governments have varying ideologies and cannot be fully trusted once in power."*

*"This isn't enough. Councils deserve better representation based on metro size. The entity sizes are too broad diluting major metros shares. 75% consensus required for privatisation is too low. Privatisation of public assets unless in critical financial crisis is never good. What happens when there is gross misappropriation? Is a commissioner put in? And who decides when that is needed?"*

*"I wonder if 75% is sufficiently high to prevent privatisation? If privatisation is important then shouldn't the legislation just prevent it fullstop? I would also wonder if partnership with iwi is sufficiently important - if it was, then any privatisation conversation would only be possible after a jointly agreed decision."*

*"I don't believe there are any measures that could 100% protect against privatisation even the current setup with councils. But the government's approach is ok but could be strengthened by making all parties agree but this may not be possible considering the current political climate."*

*"Despite assurances it won't happen, the Government can't control market forces which will ultimately dictate the outcome."*

*"As the government is pushing this 3 waters reform program without the publics approval, there will be an opportunity / loophole for the government to privatise this in the future. When this happens and a private company takes over, the cost will exceed what has been forecast by the government in the 3 waters reform program."*

*"Typical communist/socialist meddling. On one hand the government wants things to be efficient, honest open and the best deal for the people, while on the other hand they want to have all the control as they know best, while making sure nobody else (privatisation) can possibly prove them wrong. Nothing democratic with this ideology."*

*"I disagree with the government's protections against privatisation and would prefer to leave ownership as it currently is. I do not think that shareholders should be able to unanimously vote to privatise the water asset. That does not sound like a public-owned entity."*

*"The Government's statement on protections against privatisation looks, on the face of it, a good policy but there is no reason that the Government won't change this stance in the future."*



# Themes relating to safeguards against future privatisation

Among the 54% of respondents who opted to comment on future privatisation safeguards, very similar levels of negative and positive sentiment are expressed. Positive sentiment primarily centres on endorsing the government's position and the protections proposed. With some espousing the principle that significant public assets should never be for sale. One in ten of the comments made express the view that the protections are not robust enough, while some believe no government can guarantee that privatisation will not happen in the future.

## Positive comments on protection against privatisation

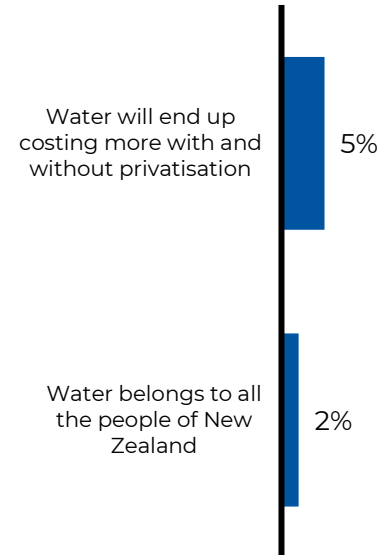
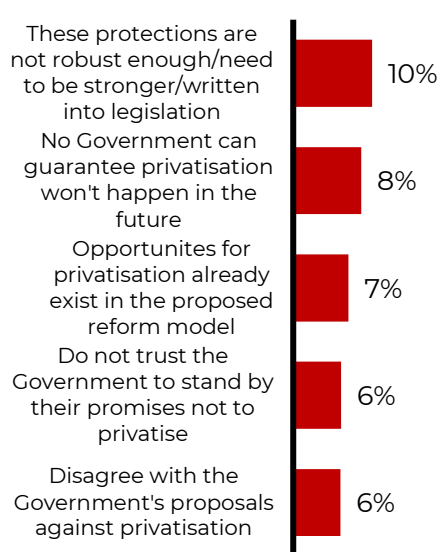
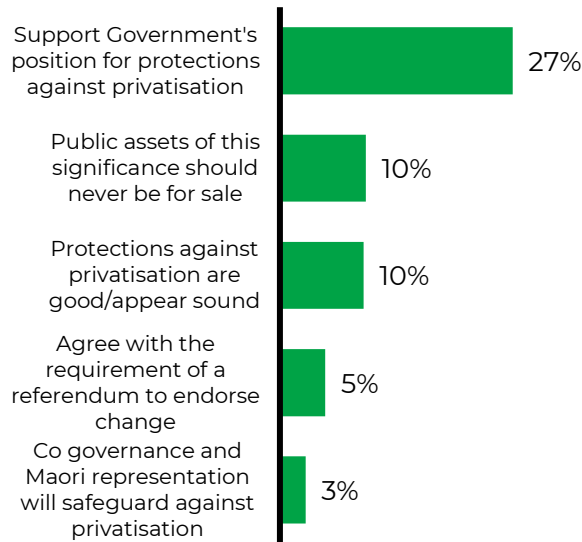
Total positive comments: **45%**

## Negative comments on protection against privatisation

Total negative comments: **40%**

## General comments in protection against privatisation

Total negative comments: **6%**



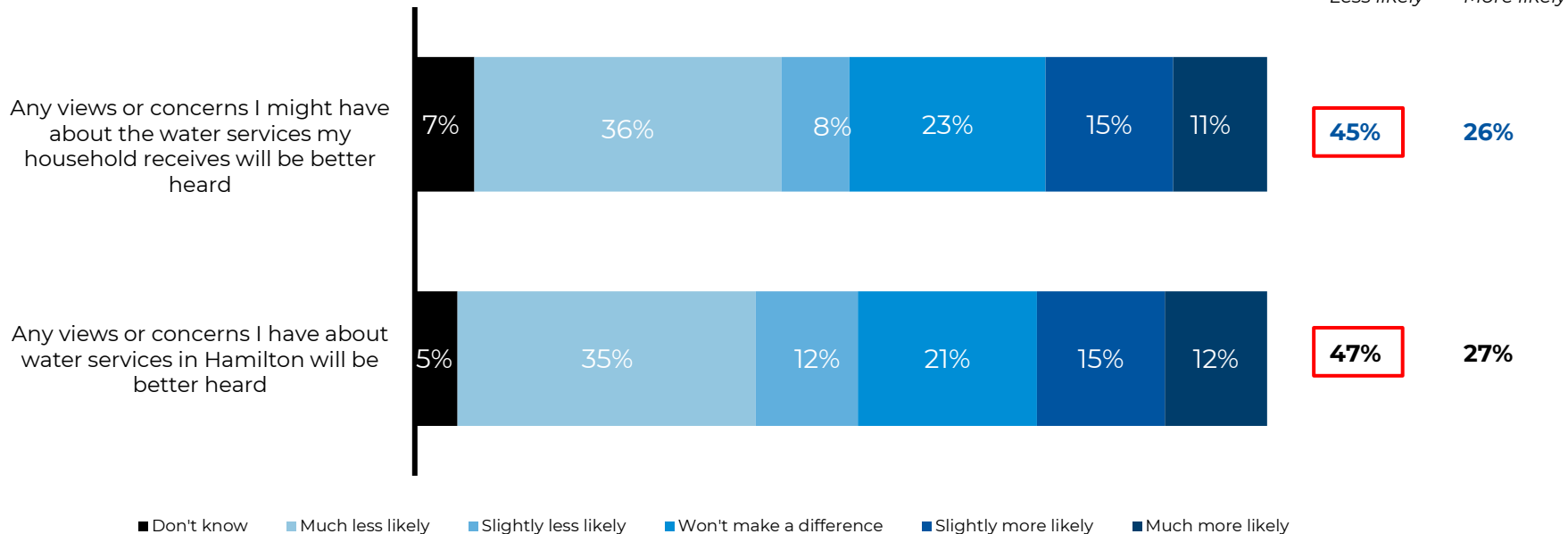
Q8: What are your views on the Government's protections against privatisation? (top 4 mentions)

Base: Representative survey respondents who provided comments (n=386)

# Impact of reforms on residents' voices being heard

Close to half (45%) the respondents consider that any views of concerns they have about their personal water services are less likely to be heard under the reforms. A similar proportion (47%) consider any views or concerns they have about Hamilton's water services are less likely to be heard.

**Do you think the proposed reforms will make it more likely or less likely that..**



Q5: Taking the Governance information above into consideration, do you think the proposed reforms will make it more likely or less likely that. Base: All respondents (n=709)

□ Significantly higher proportion of respondents responding with 'more likely' than 'less likely'

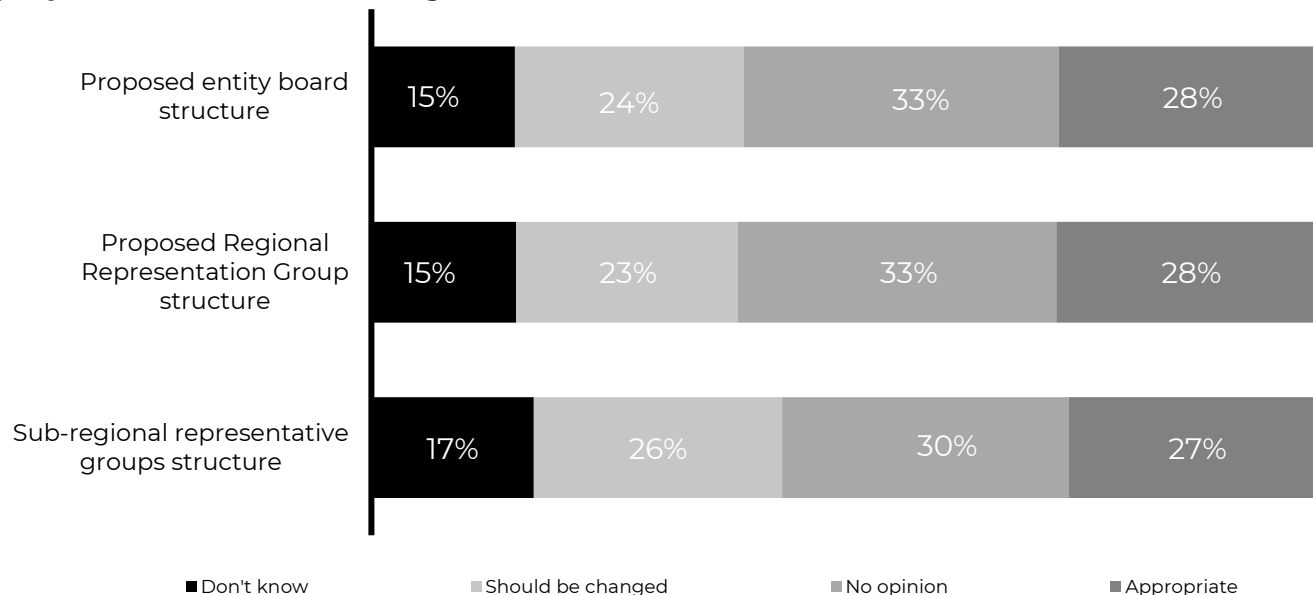
□ Significantly higher proportion of respondents responding with 'less likely' than 'more likely'



# Opinions on proposed governance structure

There is considerable uncertainty with regards the governance structure and four in ten respondents are unable or unwilling to express an opinion. Of those with an opinion, similar proportions feel the structure is appropriate as feel it should be changed. Overall, those who want one of the three levels of governance to be changed are likely to want all three levels changed (e.g. 86% of those who want the regional representation group structure changed also want the entity board structure changed, and 90% of those who want the sub-regional representation group structure changed also want the entity board structure changed).

**Do you think that the proposed make-up and roles of each of the following levels is appropriate or should be changed**



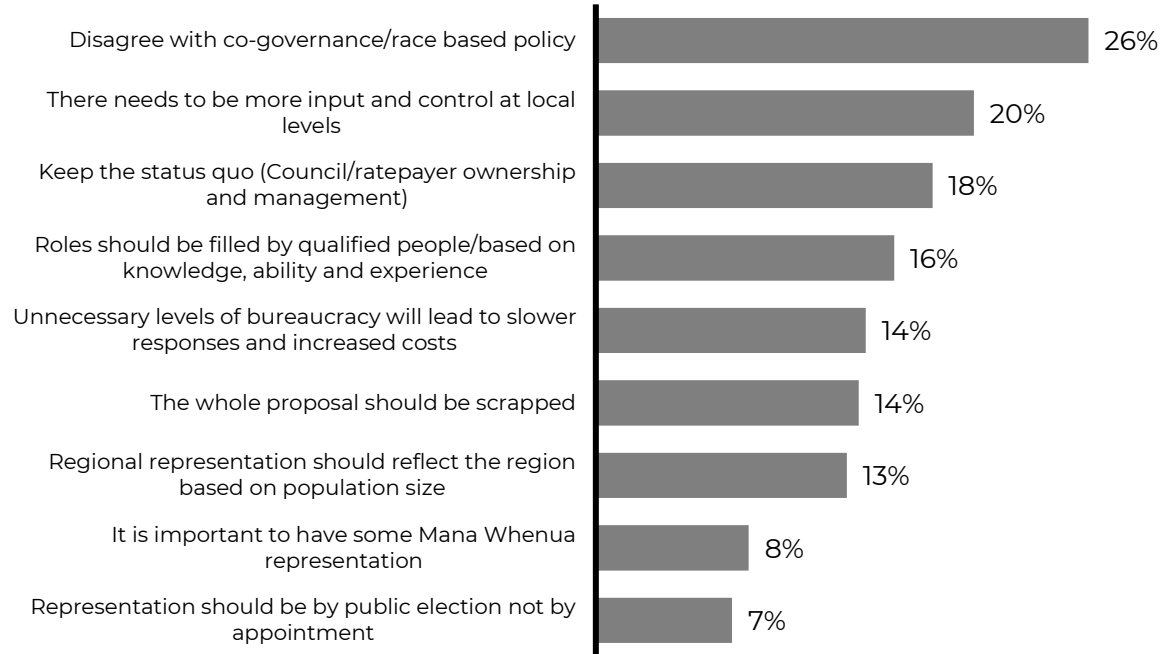
Q6: Do you think that the proposed make-up and roles of each of the following levels is appropriate or should be changed?

Base: All respondents (n=709)



# How should the make-up and roles change?

Among the 26% of respondents who provided an explanation as to why they feel the make-up and roles should change, one in four (26%) do not agree with the co-governance approach, while one in five (20%) stating that there needs to be more local input and control. There is also concern among some with how the roles and appointments will be made – with 16% expressing that roles should be filled by people who are properly qualified.



## **Other callouts:**

- 5% say this needs to be more transparency about appointments
- 4% say there needs to be a greater level of accountability

Q7: If you said that the make-up/roles of any of the levels should be changed, please write in how or why you think they should be changed below. (mentions above 5%)

Base: Respondents who said the proposed make-up and roles or any of the levels should be changed (n=183)



# Financial structure – assets, debt and borrowing



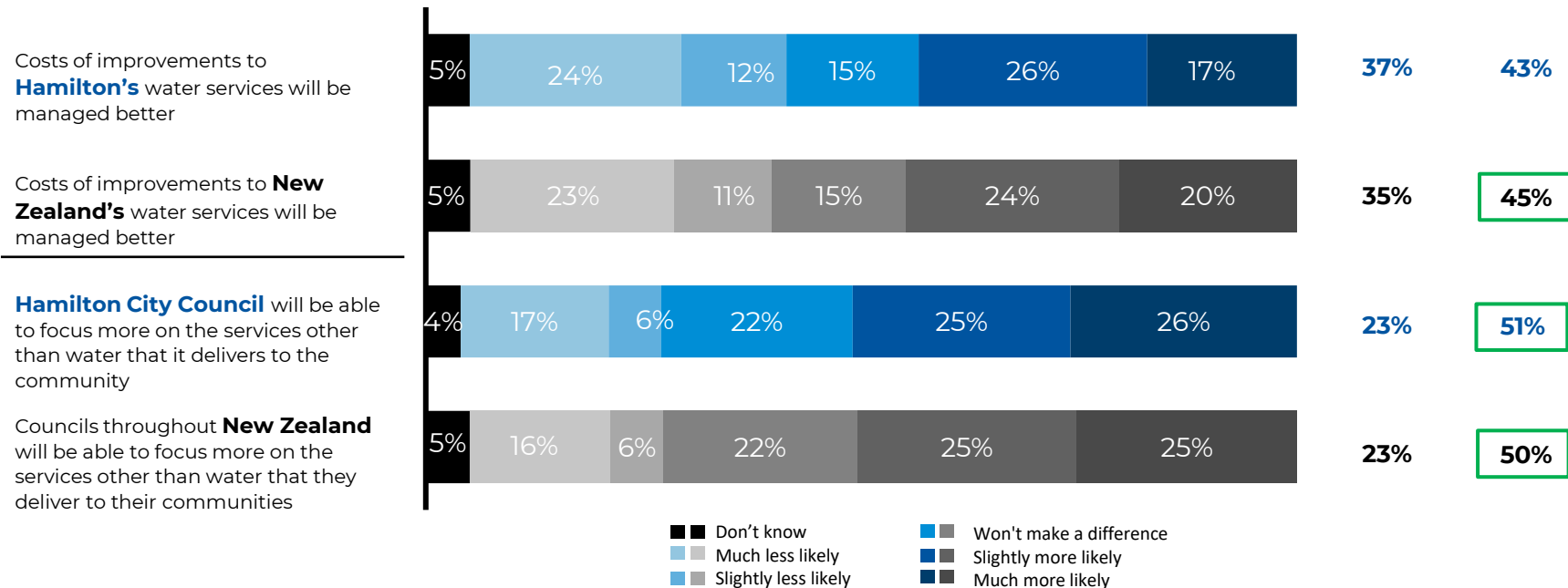
# Likely impact of reforms on financial structures

The outcome of the reform most evident to respondents is that it should allow Hamilton City Council, and Councils throughout New Zealand, to focus on services other than water. The balance of opinion is also towards the reforms allowing costs of improvements to New Zealand's water services to be managed better.

## Do you think the proposed reforms will make it more likely or less likely that, in future..

NET (B2B)  
Less likely

NET (T2B)  
More likely



Q9: Taking the information above into consideration, do you think that the proposed reforms will make it more likely or less likely that, in future... Base: All respondents (n=709)

Significantly higher proportion of respondents responding with 'more likely' than 'less likely'

Significantly higher proportion of respondents responding with 'less likely' than 'more likely'



# What have people said as positive

*"It's obvious that this new model will allow councils to focus on managing other issues instead of water (which has clearly been done poorly in some jurisdictions for many years). Under this new scheme, water also will be managed by people with appropriate skills and knowledge, which is far more appropriate than elected members with variable skill sets."*

*"I don't think HCC is a good financial steward. They have made poor decisions in the past so I will be happy for water to be aligned with a different entity."*

*"If the reform lets councils spend more money on other services they provide then that should result in better outcomes - however, money is not the only thing that affects councils ability to successfully deliver the other services it provides."*

*"I think this is a great opportunity for councils, to remove debt and failing assets. It will also enable councils to focus more on providing for growth, in active consultation with the new water entities."*

*"Anybody who doesn't have a right-wing political agenda should recognise that the financial structures, as described, make good sense."*

*"The pressures of water costs being removed from Council sounds like it will greatly benefit other pressing community needs, upgrades and management - like road and bike safety, community spaces, waste management and recycling, environmental wellbeing etc."*

*"Hopefully our Council will be able to focus better on growing our city holistically without money and time and stress being diverted to ensuring our drinking water, drainage and waste water systems are safe and fit for purpose."*

*"If I can get a reduced cost for the future, I am satisfied."*

*"They seem fairly useful all things considered, an entity that works solely for one goal and is able to borrow more to meet that goal seems to be a fine concept. Issues once again arise over form, but I believe I've made my displeasure for the form of this proposal abundantly clear."*

# What have people said as negative

*"As stated before we have already received a significant increase in our rates with no benefit, to read there will be another increase for water makes me wonder what kind of living standards some Hamilton residents will have with the added pressure of a decreasing housing market. Middle and low income families are struggling to meet basic living costs, this feels like another cost being pushed onto people already struggling."*

*"There is the fear the setting up of new entities costs more than expected and so less is available for actual water treatment."*

*"The proposed financial structure will take money I pay for Hamilton and use it to pay for services elsewhere - that must not be allowed to happen."*

*"There is an element of guesswork involved in all this; as some councils struggle to fund necessary improvements, on a national level the new plans are good - Hamilton is in the happy situation that it has a good system already in place, although there will be need for improvements over time with, for instance, aging infrastructure."*

*"Too many financial unknowns for the end user."*

*"Ratepayers and users of water will be paying extra costs regardless of whether it is directly through rates to council or rates plus additional water charges to a separate body. In the end, users pay. The loss of Council staff is hypothetical, I have yet to see this happen. If staff go, consultants come in their stead. It will make no difference to ratepayers or the bottom line of the Council's financial balance sheet."*

*"Costs will skyrocket. No doubt. Solutions need to be considerate of practicality and costs. I don't see anything in these proposals that promotes that approach."*

*"Again, don't trust these numbers. The last two years have proven how completely reckless politicians are with money."*

*"\$\$\$\$\$\$'s by the government but later on in the future it will be the local councils that will have to make up the short fall or take over the running of it!!"*

*"Councils are going to have to fight hard to get their peg in the ground for funding - we see it in the health sector and other areas of spending."*

*"The likelihood of water charges rising for Hamilton ratepayers after the reform is much greater. Given that the 3 waters entity is not accountable to voters in local elections, like councils are, there is not the pressure there to avoid passing on costs or cranking up charges. Consumers will have no leverage with the new entity. I cannot see the costs coming down. The HCC might remove the water section from their rates, but with the ever increasing pattern other costs will just be added. Then we still have to still pay for the water, including its new management, boards and offices."*

*"Water should be a standardised cost system and not based on the value of my home. A home in a more expensive area will still use the same water infrastructure as the house of lesser value."*

*"This is all smoke and mirrors. If the council had been diligent and invested in the water infrastructure like they should have done we wouldn't even be having this discussion. As for there being a rates reduction, that will not happen."*

*"Financial structure of the reform needs a lot more work in order for income to be stable for daily lives. I would rather trust my council controlling the reform rather than a large unknown organisation do it."*

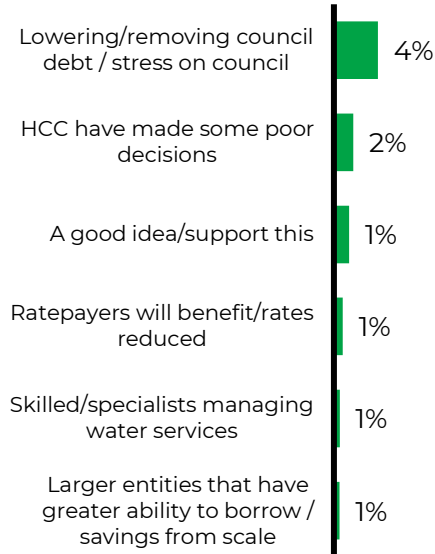


# Themes relating to financial structure

Among the 27% of respondents who opted to comment on the financial structure aspects of the reforms, negative sentiment greatly outweighs positive. One in five (19%) feel the reforms will not benefit ratepayers while some are concerned about financial management and/or that the financial projections do not give a true picture.

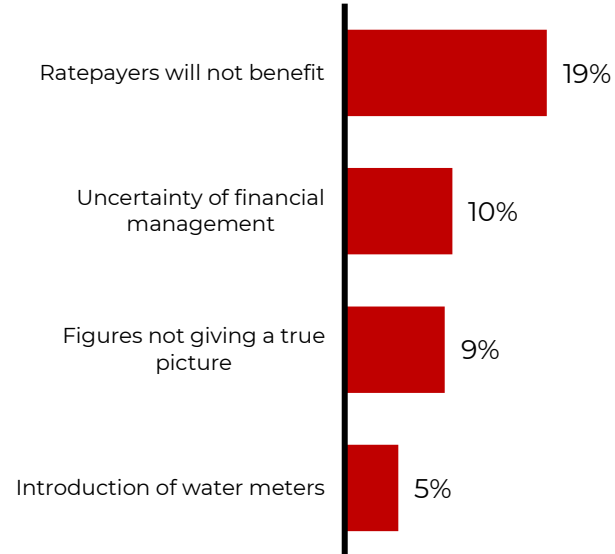
## Positive comments on Financial Structure

Total positive comments: **8%**



## Negative comments on Financial Structure

Total negative comments: **50%**



Q10: Please feel free to add any further comments on the financial structures here/of the reform: (top 4 mentions)

Base: All respondents who provided comments (n=188)



# Appendix one - methodology

# Methodology



- Hamilton's electoral roll was used as the sampling framework for this survey
- 10,000 invitation letters were sent out to a representative sample of those aged 18 years and over who live in the Hamilton City area.
- Respondents were invited to complete the survey online (the survey link was provided in the invitation). Respondents also had the opportunity to request for paper copy questionnaires in order to provide their feedback
- A total of 709 completed surveys were submitted for analysis. The margin of error for this sample size is +/- 3.7%.
- The average survey completion length was just under 15 minutes.
- Weighting: Results were weighted by age, gender and ethnicity to be representative of those aged 18 years and over who live in the Hamilton City area.
- Significance testing: Statistically significant differences in this report are significant at the 95% confidence level. In addition, significance testing was done on net value results (for e.g. the % of those who agree and strongly agree were tested for significant difference against the % of those who disagree and strongly disagree)
- Survey responses submitted through this representative survey was exported verbatim, with relevant identifiable information and certain key words redacted.



# Appendix two – survey content

# Paper copy survey questionnaire sample

## What's happening?

A nationwide reform of how we manage drinking water, wastewater and stormwater is being led by Government. The Three Waters Reform will create four new regional organisations to operate these services from July 2024, taking over from 67 individual council operations.

Government will make the final decision to create legislation that applies to all Councils. Council cannot choose to 'opt out' of any national changes to water services or applicable legislation. However, we will continue to promote the best outcomes for our fast-growing city, and to ensure our ratepayers have a say. Your views are important. We will also be considering the many views and ideas from other Councils and organisations.

## What is the purpose of the consultation?

We want to help you understand the legislation that enables the reform, give you the chance to tell us your views before we make our submission, and let you know how you can give your views directly to Government through the public select committee process. To include the results from this consultation in Council's submission, please give us your views by 4 July 2022. Government's public consultation is open to 22 July 2022 - details on how to give a submission to Government is included in this document.

This is the Government's reform. Council is not the decision-maker on the reform, but this consultation will help inform decisions on Hamilton's view or position, or any submission we make. Council has the option of providing public consultation feedback to the select committee as part of our submission.

## Consultation format

This is a large and complex reform. To provide context, we outline the background to Government's case for change. We then give an overview of Hamilton City Council's views and previous feedback to Government, and ask you about key aspects of the legislation which will enable Government's reform. These are:

- Government's case for change
- Our Council's view
- The big picture - public health and the environment
- Operations - services to customers and costs
- Governance - how the entities are managed and governed
- Financial structure - assets, debt and borrowing
- Overall - what's your view?

## Background and the Government's case for change

Government is leading a nationwide reform of the way New Zealand manages drinking water, wastewater, and stormwater (together known as the Three Waters).

Government has stated it is creating four regional entities to manage the Three Waters services currently provided by 67 councils.

The reform follows several investigations after a water contamination issue in Havelock North in 2016 made thousands of people ill, with around 40 people hospitalised, and led to four deaths. The investigations found widespread failures in New Zealand's drinking water supply system, the regulatory framework, and the capability and sustainability of New Zealand's water services.

Government says the reform addresses national challenges, including ageing infrastructure and historical under-investment by councils. Nationally, there are many wastewater plants to be consented, water contamination issues and the impacts of climate change.

Government says addressing these issues, and meeting the future costs, cannot be met under current structures.

Two aspects of the reform have been completed - a change to regulations through the Water Services Bill, and the creation of a new regulator (Taumata Arowai) which has taken over drinking water compliance from Ministry of Health. The third phase is a change to how services are delivered and managed.

Government says the changes will mean future costs for ratepayers are less than they would be without reform, will protect the environment and public health, support housing and infrastructure development and deliver services in an efficient and sustainable way.

Government says the new entities will:

- Be publicly-owned by councils on behalf of communities, with strong protections against any future privatisation.
- Have joint oversight through Sub-regional and Regional Representative Groups made up of equal local government and mana whenua membership to ensure the entities are driven by community expectations and priorities.
- Have independent competency-based Boards to manage the entities and oversee the maintenance and renewal of infrastructure.
- Be financially separate from councils with a greater ability to borrow to fund long-term infrastructure.

The Government has also proposed an economic regulator and new consumer protections.

# Paper copy survey questionnaire sample

## What's Council's role and its view on the Government's reform?

If the Government meets its planned timelines, Council will not be delivering water services after July 2024. Hamilton's water services would be delivered by a new entity covering Waikato, Bay of Plenty, Taranaki, and parts of Manawatu-Whanganui.

Council's most recent submissions on the reform have been to a Working Party on governance aspects of the reform (February 2022), and to the Minister of Local Government and Government (October 2021). The full submissions are attached.

Hamilton City Council is opposed to the Government's model for reform. We do, however, recognise that at a national level some change is required. Council has been advocating on behalf of its community, providing feedback to Government at every opportunity, and ensuring the organisation is prepared for any change.

Broadly, Council's recent submissions state:

- Council is opposed to the Government's four-entity model.
- A smaller regional entity would be more reflective of the needs and community of Waikato/Bay of Plenty.
- Asset ownership is not clear in the Government's model. Council would prefer a CCO (Council-controlled organisation) with clearer ownership rights.
- Governance arrangements as proposed are complex and could reduce our ability to address key strategic needs for Hamilton.
- A Metro Advisory group should be established to advocate for the special needs of high growth metropolitan councils such as Hamilton.
- Voting arrangements in the Regional Representative Groups do not reflect Hamilton's population size, or the value of its assets. As a consequence, Hamilton's opportunity to adequately voice the views and needs of its community is reduced.
- We strongly believe Councils must retain planning and financial control over the new entities, to support the comprehensive strategic and planning frameworks in place for growth, development and placemaking (local and cross boundary).

Council will use the views from this consultation to help shape its submission on the Water Services Entities Bill to the Government's select committee.

## Section 1: The big picture - public health and the environment

'Three Waters' covers drinking water, wastewater and stormwater. Government says reform is needed because the current systems are not working for everyone.

Hamilton's water service is one of the best in the country. But we have recently faced prosecution for wastewater spills into the Waikato River, we want to do better in looking after our environment and we face financial challenges in how we cater for growth and fund improvements in coming years. There are big new costs coming for Council and its ratepayers to respond to new regulations and the impacts of climate change on waters services. In coming years we need hundreds of millions of dollars to replace and maintain stormwater systems which are coming to the end of their life.

Other cities, towns and regions have greater challenges, and not all parts of New Zealand have the same quality of drinking water and wastewater management. Our residents and their families regularly travel and use water services supplied by other councils, whether it be through daily work or schooling, holidays, sports trips, or entertainment.

Successive Governments have had concerns over drinking water quality across the country, and contaminants entering rivers, lakes and harbours due to stormwater or wastewater incidents.

Government says reform is vital to uphold Te Mana o Te Wai, the health of the environment, and the economy, build resilience to climate change and natural hazards, and unlock housing and growth.

Government says every year, some 35,000 New Zealanders get sick from tap water that does not meet appropriate standards.

It is estimated that nationally an average of 20% of drinking water is lost on the way to households through leaks in the networks. This is more than the volume of water supplied by Hamilton, Rotorua, Dunedin, and Christchurch City combined.

Of 321 wastewater treatment plants in the country, more than 100 are not meeting required standards and 60 require upgrades to meet minimum standards under the National Policy Statement for Freshwater Management.

Stormwater (rainwater that runs off our roads, roofs, and land) ends up in our rivers, streams, our lakes and eventually to the sea. It needs to be managed in a way which doesn't carry harmful chemicals or waste into our waterways. Our stormwater system needs to be able to cope with periods of heavy rain without causing flooding for our properties.

In 2021 there were thousands of wastewater overflows nationally (blockages or system failures). Out of 37 councils reviewed, there were 648 reported consent non-conformances in wastewater treatment plants. Some of the areas that are most in need of improvement are those least able to afford it.



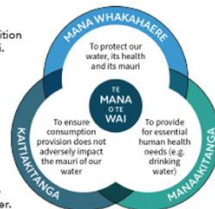
## Paper copy survey questionnaire sample

### What is Te Mana o Te Wai?

Three Waters Reform includes statutory recognition for the Treaty of Waitangi and Te Mana o Te Wai.

Te Mana o te Wai has been part of the National Policy Statement for Freshwater Management since 2014, though there have since been changes to how the concept is described and how it must be applied.

Te Mana o te Wai refers to the vital importance of water. When managing freshwater, it ensures the health and well-being of the water is protected and human health needs are provided for before enabling other uses of water.



**Do you think the proposed reforms will make it more likely or less likely that, in future:**

[illegible]

Please feel free to add any further comments on the public health and environment aspects of the Government's reform here:

[illegible]

## Paper copy survey questionnaire sample

## Section 2: Operations - services to customers and costs

Government data indicates the reforms will improve future affordability for households.

The data shows Hamilton household water service costs would more than double by 2051 without reform. On average, Hamilton households pay around \$1000 annually towards water services through rates. Government data says, without reform, by 2051 increased costs would mean consumers face paying the equivalent of \$2740 today. The Government says that with reform these costs would reduce to paying the equivalent of \$1220 today.

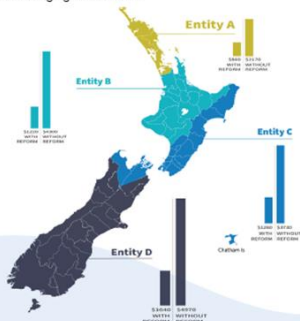
If reform doesn't happen, Government says average household costs for councils to deliver services by 2051 would mean costs increases of between three to 13 times for rural councils, between two and eight times for provincial councils and between 1.5 and seven times for metropolitan councils.

Government's view is with reform, these services can be provided to communities across New Zealand affordably and equitably.

Following reform, day-to-day services are expected to look the same for most households and businesses, at least initially. All staff currently employed in water services are guaranteed a role in the new entity.

Your water services would be managed by a new organisation, and this organisation would have greater access to money for investment and improvements.

New consumer protection is planned to deal with complaints or concerns. An economic regulator would monitor price and quality of services. There would be requirements on the new entities to consult with the public on major strategic decisions or changes to levels of service or charging mechanisms.



## Section 2: Operations – services to customers and costs

**Taking the above information into consideration, do you think that the proposed reforms will make it more likely or less likely that, in future:**

[illegible]

Please feel free to add any further comments on the services and costs aspects of the Government's reform here:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. At the bottom of the page, there is a decorative light blue wavy border that spans the entire width. The overall appearance is that of a clean, unused piece of stationery or a template for writing.

## Section 2: Operations - services to customers and costs

# Paper copy survey questionnaire sample

## Section 3: Governance - How the entities are managed and governed

Government's reform would mean Hamilton's water, wastewater and stormwater services would be managed by a much larger organisation. Hamilton would receive services from an organisation responsible for delivery of those services across Waikato, Bay of Plenty, Taranaki, and parts of Manawatu-Wanganui. At least initially, existing waters staff would remain based in Hamilton and it is expected local service delivery centres would remain.

The biggest change is at a governance and strategic management level. Instead of Council managing its water services and being governed by the Mayor and Councillors, the new waters organisation would deliver the services via a chief executive and management team under a professional Board.

### Water services entity structure



This board would be independent and skills-based and would be appointed by the Regional Representative Group (RRG). Unlike the community representative groups, there is no requirement for the Board to have a specific level of mana whenua representation.

The RRG would be comprised of 12-14 members. Membership of the RRG is shared equally between representatives chosen by councils and representatives chosen by mana whenua in the area. The RRG's role is to represent the views of the community, appoint the Board, approve the entity's strategic planning and monitor the performance of the Board.

The Board is also required to consider the views of individual councils on strategic decisions or investment priority.

Sub-regional representative groups will be established to provide more local input into the RRG and a greater local voice in decision-making and investment. These sub-regional groups will have the same 50/50 representation between councils and mana whenua.

Three Waters Reform - Consultation Document 9

Section 3: Governance - How the entities are managed and governed

Government says communities, through their councils, are the owners of the assets via a shareholding based on population. Mana whenua have no ownership or shareholding in the structure.

### Protections against privatisation

Government says the legislation provides safeguards against future privatisation.

Shares in the entities are held by councils on behalf of their communities. This share-holding model will help protect against privatisation, as all shareholders would have to unanimously agree to any privatisation proposal. Should this happen, there is provision for a public referendum with any future proposal for privatisation requiring 75 per cent of votes in favour to carry it.

### What are your views on the Government's protections against privatisation?

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Taking the Governance information above into consideration, do you think the proposed reforms will make it more likely or less likely that:

	much more likely	slightly more likely	won't make a difference	slightly less likely	much less likely	don't know
Any views or concerns I might have about the water services my household receives will be better heard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any views or concerns I have about water services in Hamilton will be better heard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Section 3: Governance - How the entities are managed and governed

Section 4: Financial reform – assets, debt and borrowing

## Section 4: Financial reform – assets, debt and borrowing

Hamilton City Council would be financially better off after the reform. Transfer of operations, assets and debt would mean Council would become a smaller organisation. Around 180 staff would have the opportunity to transfer to the new organisation and all waters-related debt and income would transfer to the new entity.

Hamilton has around \$1.6 billion in waters-related assets. Not all of these assets would transfer to the new entity, but Government states any assets that are transferred would remain owned by the community via councils and their shareholding in the entities.

Information supplied to Government by Council as the reform developed forecast Hamilton has around \$370 million of debt related to water services. Government has not yet confirmed how it will calculate the amount of waters debt which would transfer from Hamilton City Council to the new entity. Council receives around \$71 million in waters revenue annually. Council can borrow money based on how much income it receives. In relation to Council's overall financial position, debt for Three Waters is much higher than its percentage of income.

Passing this debt and income to a new entity would mean Council is financially better off and would not remove significant future costs from Council's books. Council's Long-term Plan has around \$400 million in waters projects which are not yet funded. This figure is likely to increase significantly as Council responds to climate change and new information.

In our 2021-51 infrastructure strategy we have forecast future costs of \$336 million for another water treatment plant, \$244 million for another wastewater treatment plant and more than \$1.6 billion of investment over 20 years in stormwater improvements. Under the reform, managing future waters costs would be the responsibility of the new entity.

**Government says investment as a result of the reform has potential to create national economic benefits.**

**▲ 0.3% - 0.5%**  
On average, each year

**Net change in GDP over 30 years**

Year	Low investment	High investment
2022	0	0
2027	~500	~1000
2032	~1000	~1500
2037	~1500	~2000
2042	~2000	~2500
2047	~2500	~3000
2052	~3000	~3500
2057	~3500	~4000
2062	~4000	~4500
2067	~4500	~5000
2072	~5000	~5500
2077	~5500	~6000
2082	~6000	~6500
2087	~6500	~7000
2092	~7000	~7500
2097	~7500	~8000

**+5,849 to 9,260**  
Average increase in FTEs, including an 80% increase in the size of the water delivery workforce over 30 years

**\$14b to \$23b**  
Present value increase in GDP

**+0.2% to 0.3%**  
Increase in average wages

**+\$4b to \$6b**  
Present value increase in taxes

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Three Waters Reform - Consultation Document 11

There is uncertainty on the detailed financial impact on Council. Government data indicates transfer of debt following reform may give Council \$256 million more borrowing capacity at the time of transfer. Government has also said it will provide \$67 million in extra funding to Council to offset transition costs and for projects which improve Hamilton's community wellbeing.

**The current forecast figures will change depending on Council's actual financial position at 1 July 2024 and are subject to agreement with Government. Council is still working out what the full transition costs might be and is asking Government to commit to further funding if needed.**

The new entity could borrow more than individual councils. This means it could invest more and sooner. It could spread these costs over a longer period to reduce the impact on customers.

Around 30 per cent of our rates income is allocated to water services. It is too early to predict council rates for Hamiltonians after reform, but the reform would remove water services costs, reducing rates.

Under the reform, water users would pay water services costs to the new entities, instead of through their council rates. Each entity will decide the best way to recover these costs for their region. Charging could be on a capital value rating system (like Hamilton's rates now), through a standardised charge, through metering as for business customers now, through a combination of these and other mechanisms. Those decisions are yet to be made.

In coming years Council will need to consider the needs of the community and other planned Government reforms to make sure it is best set up to deliver services to its community.

**Taking the information above into consideration, do you think that the proposed reforms will make it more likely or less likely that, in future:**

	much more likely	slightly more likely	won't make a difference	slightly less likely	much less likely	don't know
Costs of improvements to Hamilton's water services will be managed better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costs of improvements to New Zealand's water services will be managed better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hamilton City Council will be able to focus more on the services other than water that it delivers to the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Councils throughout New Zealand will be able to focus more on the services other than water that they deliver to their communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please feel free to add any further comments on the financial structures here:

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# Paper copy survey questionnaire sample

## Overall - what are your views?

To what extent do you agree or disagree that the reforms will result in each of the following for Hamilton residents in the future

	agree strongly	agree	neither agree nor disagree	disagree	disagree strongly	don't know
Better environmental outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better water quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater investment for growth and housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lower costs for communities than would be the case under the status quo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To what extent do you agree or disagree that the reforms will result in each of the following for New Zealand residents generally in the future

	agree strongly	agree	neither agree nor disagree	disagree	disagree strongly	don't know
Better environmental outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better water quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater investment for growth and housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced costs for communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Overall - what are your views?

Taking everything into consideration, do you (please select one)

☐ A. Support the Government's proposal for the three waters reform

☐ B. Mainly support the proposal, but would want to see some changes (please specify)

☐ C. Not support the proposal because you believe Hamilton City Council and other councils should keep control of their water assets

☐ D. Not support the proposal for another reason (please specify)

Please specify

If you don't support the proposal (you selected C or D above)

Government says one of the benefits of the reforms is saving on water costs. Government data shows Hamilton residents pay around \$1,000 annually for water services through their rates. Government data says these costs would more than double over the next 30 years without the reforms.

Would you be willing to give up any savings the reform might offer in exchange for Hamilton City Council continuing to deliver water services for its residents?

☐ Yes ☐ No ☐ Don't know

Please feel free to add any final comments here:

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# Paper copy survey questionnaire sample

## About you

This section tells us a bit more about you. By capturing this information, we will be able to better understand who is, and isn't, providing feedback.

**Username:** \_\_\_\_\_ **Survey Code:** \_\_\_\_\_  
(please refer to the letter sent to you)

**Where do you live?**  
I live in Hamilton, my suburb is: \_\_\_\_\_

**What is your age group? (at your last birthday)**

<input type="checkbox"/> 18-19	<input type="checkbox"/> 20-24	<input type="checkbox"/> 25-29	<input type="checkbox"/> 30-34	<input type="checkbox"/> 35-39
<input type="checkbox"/> 40-44	<input type="checkbox"/> 45-49	<input type="checkbox"/> 50-54	<input type="checkbox"/> 55-59	<input type="checkbox"/> 60-64
<input type="checkbox"/> 65-69	<input type="checkbox"/> 70-74	<input type="checkbox"/> 75-79	<input type="checkbox"/> 80+	

**Which ethnic group do you identify as? (select all that apply)**

<input type="checkbox"/> NZ European	<input type="checkbox"/> Māori	<input type="checkbox"/> Indian	<input type="checkbox"/> Chinese
<input type="checkbox"/> Samoan	<input type="checkbox"/> British	<input type="checkbox"/> Filipino	<input type="checkbox"/> Tongan
<input type="checkbox"/> South African	<input type="checkbox"/> Cook Island Māori	<input type="checkbox"/> Other _____	

If Māori - what iwi/hapu do you belong to? \_\_\_\_\_

By submitting my responses on a paper questionnaire, I understand that my answers will need to be entered electronically so they can be analysed and reported by NielsenIQ. I consent that Hamilton City Council staff can type in my responses on my behalf. I understand my responses will remain confidential and any information that could identify me will be removed after my responses have been electronically entered and analysed. All data is kept confidential and paper questionnaires will be destroyed once responses have been typed in. Please confirm here by entering your name, signature and date here.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please get your submission to us by Monday 4 July 2022.**

**Submission forms can be:**

- Couriers using the attached courier bag to: Hamilton City Council 260 Anglesea Street, Hamilton, 3240.
- Delivered to the Municipal Building Reception or any branch of the Hamilton City Libraries.

**If you would like you can make a direct submission to Government.**

Public submissions opened on the Water Services Entities Bill on 10 June 2022.

The bill sets out how the water services entities would operate, and how they would be accountable to the public. Submissions close at 11.59pm on **Friday, 22 July 2022.**

For more information on the reform, please go to: [dia.govt.nz/Three-Waters-Reform-Programme](https://dia.govt.nz/Three-Waters-Reform-Programme)

To make a direct submission to Government, please go to: [parliament.nz/en](https://parliament.nz/en)

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About you

Hamilton City Council uses double vowels in te reo Māori to represent a long vowel sound as it is the preference of Whakato-Tāne.

**Contact us**

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Monday to Friday 7.45am to 5pm  
Call centre open 24/7

[/hamiltoncitycouncil](https://www.hamiltoncitycouncil.govt.nz)  
[/hamiltoncitycouncil](https://www.hamiltoncitycouncil.govt.nz)  
[/company/hamilton-city-council](https://www.hamiltoncitycouncil.govt.nz)

 **Hamilton City Council**  
Te Kaunihera o Kirikiriroa

[hamilton.govt.nz](https://hamilton.govt.nz)



# Appendix three – other survey results



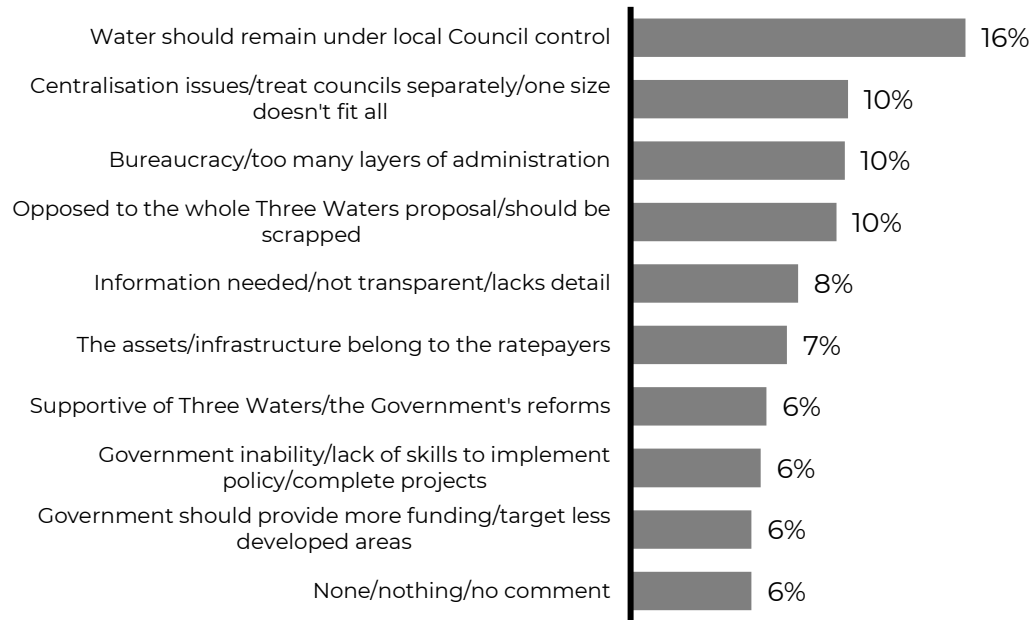


# General themes relating to public health and environment

Two in three respondents who commented on public health and the environment also provided comments that were not directly related to the topic. Amongst these respondents, 16% stated that water should remain under the control of local Councils – with one in ten mentions related to concerns with issues that may arise from centralisation coming from the reforms and concerns on the potential for added bureaucracy respectively – indicating possible concerns around general management

## Non-topic specific comments

Total comments: **67%**



## Other key callouts:

- 5% disagree with co-governance or race-based policy
- 4% agree change is needed but is not adequately addressed by these reforms

Q2: Please feel free to add any further comments on the public health and environment aspects of the Government's reform here: (mentions above 5%)

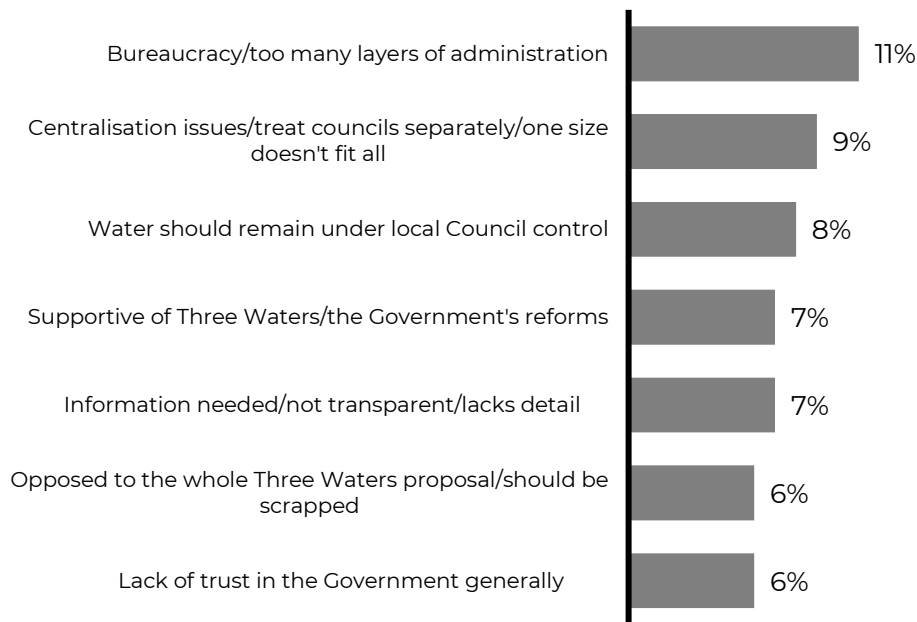
Base: Representative survey respondents who provided comments (n=225)

# General themes relating to operations

One in two respondents who commented on operations also provided comments that were not directly related to the topic. Amongst these respondents, 11% stated that bureaucracy may be an issue, with a further 9% concerned with issues arising from centralisation – indicating possible concerns around general management

## Non-topic specific comments

Total comments: **50%**



## Other key callouts:

- 5% agree change is needed but is not adequately addressed by these reforms
- 5% say Government should provide more funding/target less developed areas
- 4% say this is undemocratic

Q4: Please feel free to add any further comments on the services and costs aspects of the Government's reform here: (mentions above 5%)

Base: Representative survey respondents who provided comments (n=207)

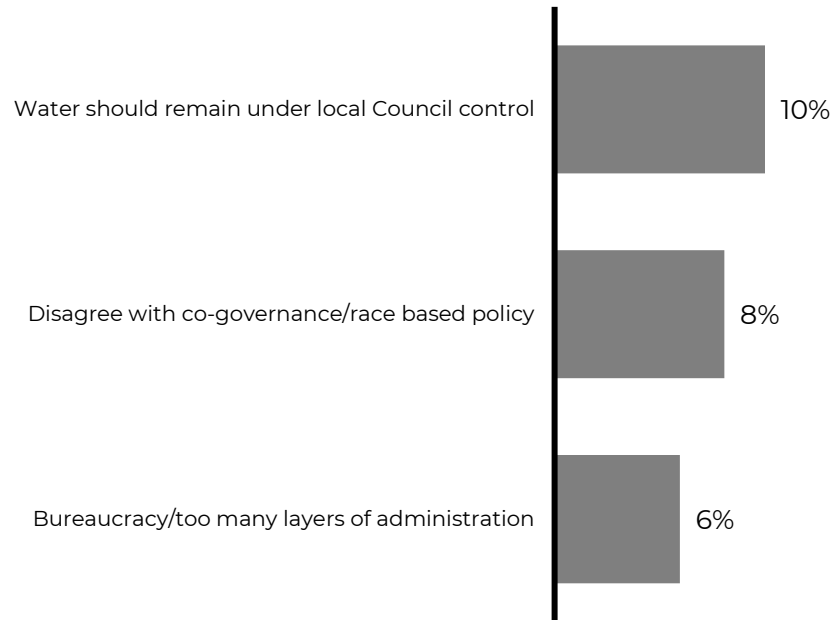


# General themes relating to safeguards against future privatisation

Of the 29% who gave general opinions when commenting on safeguards against future privatization – one in ten stated that water should remain under the control of local Councils. Some have also raised disagreement with the co-governance. Similar to general themes surfaced on other sections, some believe that there will be too many layers of administration.

## Non-topic specific comments

Total comments: **29%**



## Other key callouts:

- 3% say the assets and infrastructure belong to the ratepayers
- 3% are opposed to the whole Three Waters proposal and say it should be scrapped

Q8: What are your views on the Government's protections against privatisation? (mentions above 5%)

Base: Representative survey respondents who provided comments (n=386)

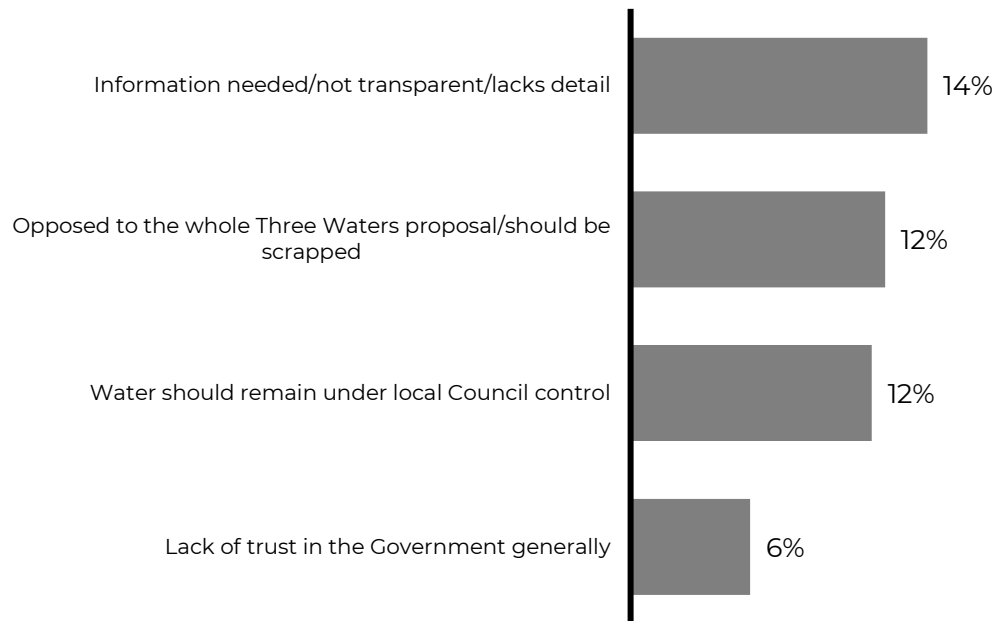


# General themes relating to financial structure

Of half (48%) who gave general opinions when commenting on the financial structure of the reforms – the main callout is on the need for more information as it is perceived to be lacking and not transparent (14% mentions).

## Non-topic specific comments

Total comments: **48%**



### Other key callouts:

- 5% disagree with co-governance or race-based policy

Q10: Please feel free to add any further comments on the financial structures here/of the reform: (mentions above 5%)

Base: All respondents who provided comments (n=188)

## About NielsenIQ

Arthur C. Nielsen, who founded Nielsen in 1923, is the original name in consumer intelligence. After decades of helping companies look to the future, we are setting the foundation for our future by becoming NielsenIQ. We continue to be the undisputed industry leaders as evidenced by our experience and unmatched integrity. As we move forward, we are focused on providing the best retail and consumer data platform, enabling better innovation, faster delivery, and bolder decision-making. We are unwavering in our commitment to these ideals and passionate about helping clients achieve success. For more information, visit: **niq.com**