

Three Waters Reform

General Survey Results

Prepared for: Hamilton City Council

15 July 2022
Version 1.2



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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 **General Survey** which was carried out between 22 June and 8 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.

Executive summary

Overall

- Views of the reforms are generally negative amongst the public who provided their views of the reforms through the general survey - nearly three in four (73%) negative mentions were gathered when the public was asked for their thoughts on the reforms; 44% of mentions stated their opposition of the reforms when compared 23% of mentions that stated their support.
- In reviewing the opinions of the public with regards to the topics asked, those who identify as Maaori are generally more positive towards the reforms than others. The younger demographic is also displaying a slightly more positive sentiment towards the reforms when compared to the older demographic.

General themes

- The general sentiment beyond the 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.

Executive summary

Public health and environment

- While the sentiment of mentions are polarised, the balance of opinion is that the reforms will lead to better environmental outcomes and better water quality.
- Just over one in four (27%) comments and opinions were positive – believing that public health and the environment will be better managed, and the quality of drinking water will be improved across New Zealand.
- In comparison, 19% of comments were negatively swayed – with opinions that the Government has exaggerated the risk to public health, or that there is actually no assurances that the reforms will improve public health

Operations

- However, the likely impact of the reforms on services and costs is believed to be more negative – with one in two expressing negative sentiment across points such as costs, a worse service or general disbelief in what the Government has communicated.
- Only one in ten expressed that the reforms will make it cheaper for all – with very few positive mentions on this topic.

Executive summary

Governance

- Similarly, negative views on the aspects of governance far outweighs positive sentiment – with 64% of mentions stating a negative view across points such as the co-governance model and expected bureaucracy, compared to 23% of mentions stating a positive view of the reforms across points such the importance to have Mana Whenua representation (9%) or general support for the reforms.

Protection against privatisation

- More than half have a negative view on the Government's protections against privatisation
- Just over one in ten had mentioned that do not trust the Government to stand by their promises to not privatise, with a similar proportion of mentions stating that the protections are not strong enough.
- Though overall positive sentiment is falling behind overall negative sentiment on this topic, 19% have stated their support on the Government's position here

Financial structure

- From their views, the balance of opinion is that ratepayers will lose out, with some uncertainty of financial management also raised as a concern amongst those who had stated negative mentions.



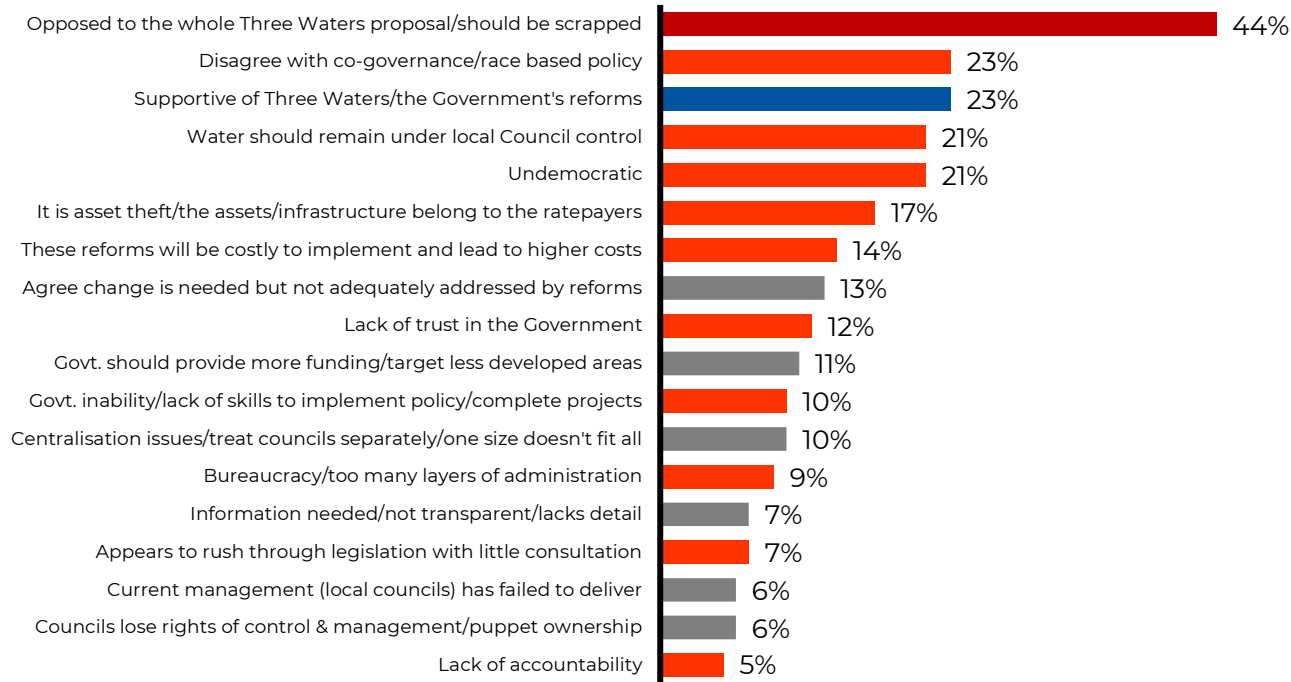
Overview



Thoughts on the Government's reform

Sentiment towards the reform is mainly negative – 44% stating that they are opposed to the proposal and believe it should be scrapped compared to 23% of those who have indicated support. One in four (23%) disagree with the co-governance approach. Furthermore, there is a lack of trust in the Government's credibility and ability to deliver the reforms effectively.

General thoughts on the reform



73% negative mentions

Negative sentiment across the topic of opposition towards the reforms, disagreement with the approach to co-govern, the lack of confidence and trust in Government in implementing and managing the reforms, and opinions that water should remain under Council control and the impact on rate payers account for 73% of negative mentions when respondents were asked of their thoughts on the reforms.



The big picture - public health and the environment

What have people said as positive

"Every person in NZ deserves to have the highest standard of drinking water. Councils should be thinking big picture and not being patch protective."

"This is very important! The current water infrastructure model is not working nationwide. Drinking water degradation, storm water spillages and break down in sewage systems shows that councils are more interested in empire building or protecting than upgrading water infrastructure."

"Public and environmental health are paramount however, historically both have been compromised. Councils around the country have underinvested in infrastructure, and some councils have lacked the quality of staff to keep the environment and people safe. Three waters provides a framework which levels the playing field across larger and smaller districts around the country. Ensuring appropriate investment in infrastructure across the country will have a significant environmental outcome, along with improving safety for people."

"It is clear that public health and the environment will benefit from government reforms. The health of our waterways is extremely bad under the current system."

"I agree that our quality of water is a bare necessity that should be accessible to all of the country. The infrastructure does need to be reworked i.e. wastewater spillage and leaks reducing the amount that actually reaches all households. Aging pipes and water reservoirs need to be maintained better. But this does need to be managed better too for each region to be successful in looking after our environment and public health."

"Three waters reform is a good thing and will free ratepayers from the enormous costs of upgrading this infrastructure. The resistance is misguided and led by mis information and foolish idea the councils are businesses being stripped of their assets. These are public assets that need large investments to upgrade them. The public and the environment deserves better than the kind of non-compliance that happens all too often around the country."

"I think it's vital that everyone has access to safe drinking water, and agree that this isn't achieved consistently across the country under the current model. Continued wastewater spills need to be addressed and with an increase in significant rain events it seems likely that stormwater issues are going to become more prevalent, not just in Hamilton but across the country."

"These are backed by data and we should be led by data not by emotion or knee jerk reactions. The Government is right in their assertions about the needs of our water systems and this issue, having been left in the hands of councils for generations has resulted in public health crises and environmental degradation. If we continue to do what we have always done, as these assets fall ever deeper into disrepair and as the climate warms, then these issues will only get worse. As painful as it might be to let go of control, we have to do something different now to secure the safe future of generations to come."

"With greater ability to invest created through the reform, the environmental performance should improve faster than otherwise."

"Agree with the sentiment of the public health and environmental aspects of the reform overall. The vision for improving performance is sound."

"I strongly believe that three waters will have a positive impact on public health and the environment. It will impose a national standard on water. We have so many problems in our country with our quality of water and illnesses because of this. Something has needed to be done for a number of years and I believe that this proposal is a step in the right direction."

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

What have people said as negative

"The need for changing our 100-year-old system of water service provision and delivery has not been made. According to the Ministry of Health water quality audits, and surveillance reports from the ESR, the overall quality of New Zealand's water supplies is excellent. There is no catastrophic health risk from water in New Zealand that justifies the scale of disruption that would result from the Bill. While problems do occur from time to time, they are localised and are usually addressed with urgency by the councils involved. Contrary to the scaremongering claims made by the Government's grossly misleading advertising campaign the system is working extremely well in most parts of the country."

"The government has hugely exaggerated the public health risk. Most areas have perfectly safe drinking water and the number of people affected by water issues is tiny, as backed up by the actual statistics. This is a ruse to help push through their proposals by scaring people."

"The public have no guarantee what will happen and how much it will all cost, and how much of the cost will be passed on to ratepayers, and as usual the ratepayers will be forced to pay up or else, just like with the rates increases. I disagree with the management structure as iwi will have the casting votes when it comes to an impasse at board meetings, and i can see that becoming very one-sided and corrupt."

"I have travelled widely in New Zealand and have always found the water to be excellent. I have not encountered personally, nor have I had feedback from anyone I know, that they have encountered issues with drinking water. So I do not see any pressing need in this area. Yes, there was an issue in Havelock North but that has been resolved. I seriously doubt the 35,000 figure stated. Regarding the environment, I have seen great improvement over the years. As always, there is still work to do, but it is capable of improvement without a major transfer of ratepayer assets."

"Hamilton does not have any health issues with water - no need to change. Everyone is constantly looking at improving the environment. The direction does not need to come from Central government."

"There may some small local issues with water quality but these isolated instances have been used out of all proportion to justify what the Government wants. The figures quoted do not hold up to the common sense approach."

"I believe the government reform will take all the benefits of expertise away from individual councils and rate payers to the detriment of common sense, logic and overall health and wellness, in the meantime making no benefits to the environment what so ever."

"The case for change is being enormously overblown by continued misinformation and propaganda by this government. It is theft of ratepayer-funded infrastructure that will be governed on a race basis. Resounding no from me and should never be implemented as it wasn't campaigned on, therefore there is NO mandate."

"I do not believe the new structure will provide a better result for public health it may help the environment the problem is the huge organisational structure will not improve action to correct problems. All Government existing organisations are not demonstrating action management. It is clear that there is an attempt to create the impression that the 3 waters initiative addresses health and environmental issues. At this stage, the potable water in Hamilton is of a good quality and there is no need to be sucked into a government venture that is set to raise the price of water to our residents. We, the people agree with the government setting standards, but hands off our assets."

"Hamilton City Council is doing a good job at keeping our drinking water of a good quality. They have worked on new property stormwater containment systems, but obviously have a little way to go if they have had overflow issues. These and any other issues are best dealt with by our own Council as they know what is happening in the city and what is needed."

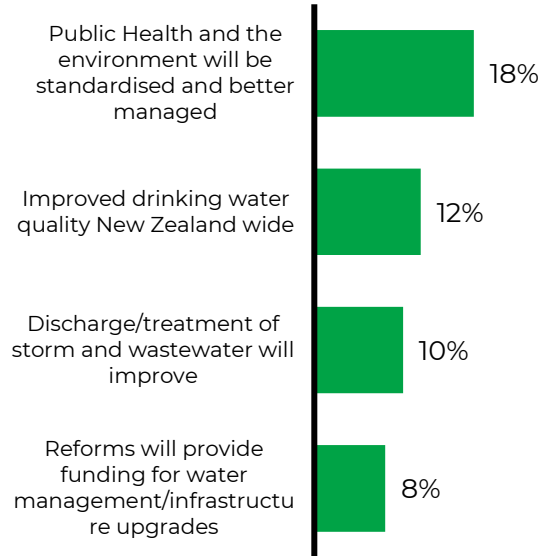


Themes relating to public health and environment

Among the 84% of respondents who opted to comment on the public health and environment aspects of the reforms, positive sentiment is only slightly ahead of negative sentiment. Positive sentiment relates to the reforms leading to standardized and better management, improved quality of drinking water across the whole of New Zealand, improved treatment of storm and wastewater and better funding for water management or infrastructure upgrades. Negative comments point to a lack of trust and confidence that the reforms will lead to improvements as well as in the government.

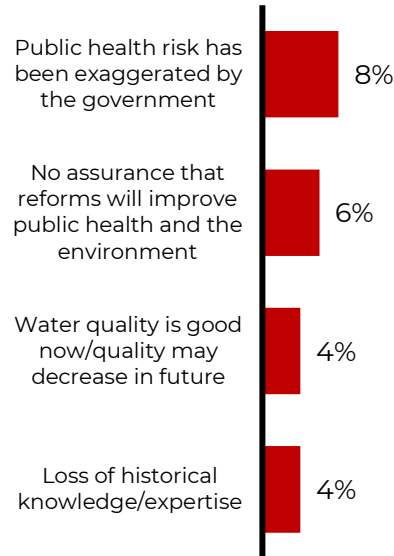
Positive comments on Public Health & Environment

Total positive comments: **27%**



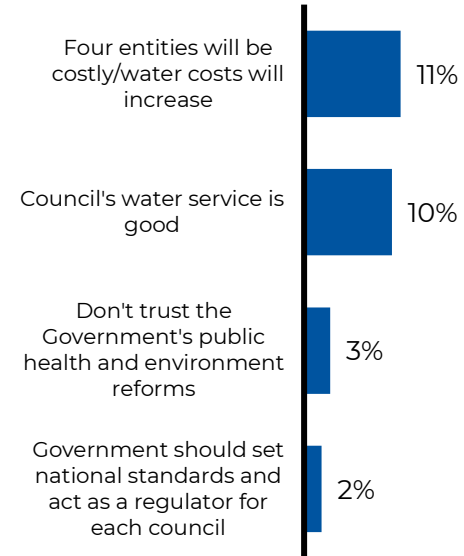
Negative comments on Public Health & Environment

Total negative comments: **19%**



General comments on Public Health & Environment

Total comments: **25%**



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

Base: General survey respondents who provided comments (n=462)



Operations – services to customers and costs

What have people said as positive

"At present local bodies are unable to provide good water services in many areas of our country especially smaller rural areas. this affects households, schools & businesses. Ultimately Government is responsible for ensuring all citizens have good water services not just those that live in easily managed areas of the country. The Government's proposal for the services and related costs of the reform give me hope that an equitable water service could exist nationwide & I certainly think that is a good thing."

"I understand the concerns expressed about the structure and management of the new entities but believe the inequality across the country need to be addressed. Health and well-being should not be determined by the economic health of Council i.e less ratepayers less funding. It should be fair and smaller communities given an opportunity to have the same services and outcomes as larger communities."

"Again this feels like a no brainer. Continue with piece meal services from underfunded Councils and see costs skyrocket, or centralise services for efficiency, more investment and better infrastructure - plus a Government to hold accountable at the end of the day for any issues. I choose the latter."

"In the long term it will provide a lower cost service."

"I am fully supportive of the government's position. Local Councils have had years to address these issues and have failed. I do not have confidence in HCC to be bold enough to raise rates in the future to undertake the work required. I do not agree with the few current Councillors that the government's position is untenable. This consultation is a waste of our time and funds."

"It seems to me that being able to fund infrastructure with lower interest loans, with a centralised organisation that can negotiate upgrades using economy of scale and consistencies of service delivery make a lot more sense than 67 different delivery mechanisms. Some do well, some not so but we all deserve the best."

"Moving towards common decision making, systems, maintenance, and open sharing of data across the country should increase efficiency. Common approaches to engineering solutions, equipment and maintenance should have beneficial economies of scale and performance."

"Continuing without reform will lead to an unnecessary and unconscionable burden on ratepayers already stretched thin by a cost of living crisis. This cannot be allowed to happen. Reform is essential."

"This seems like a sensible decision. There is more economic power to work at this kind of scale. To work outside of the limitations of local government. There is an ability through this approach to proactively have a better sharing of infrastructure costs across the region. It is to be delivered with more strategic oversight, and ideally by an entity that has detailed knowledge, specialist skill, and a broader long term strategic oversight that is regularly maintaining and delivering accessible quality services across Aotearoa. This is an important contribution Hamilton can make, and from that basis this new structure is a sensible choice."

"From a financial perspective change is needed, the cost of maintaining and replacing assets is extraordinary and savings can be realised through economies of scale. However, the structure of the new entities and ownership and accountability models are concerned and don't appear in the best interest of Hamiltonians I would also be interested to know what HCC project the annual cost to ratepayers will be in the future and whether this is comparable to the numbers quoted by the government - as some communities will be facing higher costs than others and that could be dramatically swaying the argument when cities like Hamilton have a comparative strong asset base."

What have people said as negative

"I want to know where the government gets their numbers from. We've seen their ability to forecast numbers with the likes of KiwiHomes or the cost of implementing EV chargers nationwide. They have conveniently gotten numbers to support their ideas without any transparency for the actual rate payers. I extremely disagree with the services and costs aspect. Their model has no solid evidence and is pinning the "average" rate payer against the state of a few rural situations. What percentage of the applicable population do those rural situations make up?"

"We will pay for it one way or another - nothing is no longer free. I would rather it be controlled locally than by way of increased taxes (which will come)"

"Under researched like most government estimates of recent years. No real and valid proof, hearsay from apparent experts with no real unbiased individual studies done."

"Don't believe for a minute this would reduce our costs. Making one system work for all is a bad idea. I believe we would end up paying more not less. Having one call centre for the whole country never works. Different regions are different, understanding needs of that region needs to be local."

"I think that some of the costing is naive and simplistic. It will take millions if not billions for the restructuring alone without a pipe being upgraded. I understand that thousands more people will be employed by the new scheme and unlikely that the majority of them will have the experience in water management required. There is a very real risk that the talent and expertise we already have will become disillusioned and leave our shores."

"Unfortunately this Government has shown a complete lack of competence in accurately forecasting major projects. Auckland Light Rail, 100,000 social Housing building under Kiwibuild and so on. Therefore their ability accurately forecast future costs for water supply by the year 2050 is pure fantasy! I believe that our Regional and City planners would be in a much better position to manage our (Ratepayers) future costs."

"The data modelling from the Govt is incorrect a lot of the time. We will end up with extra cost not less as the system becomes more privatised."

"This will cause higher costs and blow outs and the opposite to what is intended. Centralized funding maybe a good thing for some but others will lose out. New entities will soak up funds and not make it to where it is needed."

"I think the figures will be all wrong have you ever known a government to cost anything properly, they always skyrocket. It also seems that a council like Hamilton who have managed their services well will end up having to subsidise other areas. I can't see the government putting up enough money to enact their goals so it will fall back on the ratepayers."

"I don't believe that the government costing is accurate, i expect the three waters proposal is trying to solve a problem that is better solved by local councils. The three waters proposal will result in a worse service for users that will cost considerably more than current costs. I don't believe that the government has a mandate to push through these reforms which they did not propose to the public before the last election. Three waters is asset theft. I don't believe in the partnership management structure with Iwi."

"The service costs as outlined in the proposal are pure nonsense as rhetorical evidence shows the every service and product gets more expensive over time due to inflationary pressures. There is no fact in these numbers, just scare mongering."

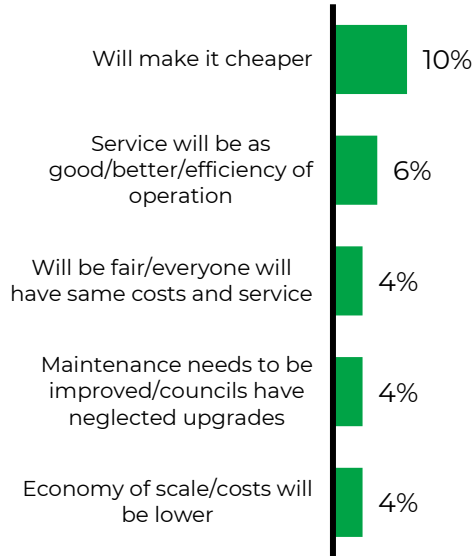
"Smoke and mirrors. Bloated bureaucracy and lower response to local concerns will be the result."

Themes relating to operations

Among the 83% of respondents who opted to comment on the operations aspects of the reforms, negative sentiment far outweighs positive. Among those expressing negative sentiment, one in three do not trust the Government's position. 27% believe the reforms will result in increased costs. While some express the view that the reforms will make it cheaper (10% mentions), positivity on services and costs is generally low.

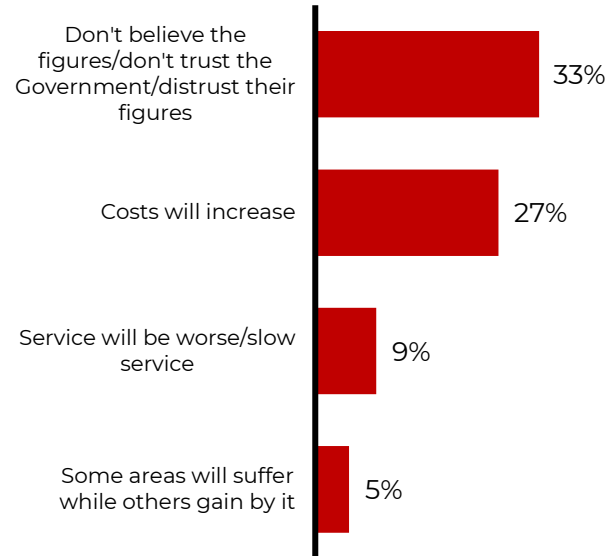
Positive comments on Operations

Total positive comments: **18%**



Negative comments on Operations

Total negative comments: **52%**



Q4: Please feel free to add any further comments on the services and costs aspects of the Government's reform: (top 4/5 mentions)

Base: General survey respondents who provided comments (n=461)



Governance – How the entities are managed and governed

What have people said as positive

"I think the Governance arrangements are fine. I have no problem with the suggested structure and I think the criticism of Māori involvement is blatantly racist! Also show a complete lack of understanding of the Treaty of Waitangi principals. Also, it puts privatisation out of the question which a future National/Act would currently see as low hanging fruit unless the Treaty of Waitangi is involved."

"They are sound. Whilst Hamilton is fortunate in having well-qualified professional staff running the water services, the actual overview of those services and the direction they take is at the discretion of Council. Council is elected every 3 years and there can be significant turnover. Thus there is a risk of lack of specific expertise on the priority areas for 3-waters management and renewal. In my view the replacement of Council oversight with a professional Board based on expertise is a desirable and necessary step to take."

"I am fully supportive of the government's position. Local Councils have had years to address these issues and have failed. I do not have confidence in HCC to be bold enough to raise rates in the future to undertake the work required. I do not agree with the few current Councillors that the government's position is untenable. This consultation is a waste of our time and funds."

"I support it. It will provide better decision making and remove politics and the need to get re-elected from the equation. I fully support co-governance. It means that at long last we are ruling in accordance with what was laid out in the Treaty of Waitangi."

"Most local bodies seem broken-hearted over the possibility that management of water should be taken from them; I am not sure why since they haven't succeeded very well in their responsibilities of supplying good water, and they complain that their agendas are overloaded. Now is the time to shed some of their load to a group who can specialise in water management."

"Agree with them. Co-governance is essential across all elements of government in colonised countries, and opposition to it is just a desperate attempt to retain Pakeha privilege."

"I support the wider representation of communities in the protection of our shared resources. I welcome co-governance."

"I fully support them. Focused 3 Waters expertise and economies of scale while retaining Council and community input provides a powerful combination to raise the quality of infrastructure and services."

"This is long overdue. This country has failed to live up to its obligations under the Treaty and this move is a step in the right direction to address these historical wrongs. Mana whenua standards when it comes to protecting the water, given the place water holds in te ao Māori, are much higher than the ever shifting vested interests of small interest groups that have controlled these assets to this point. This will be a net benefit to everybody."

"The governance model seems to address earlier concerns about the ability for elected representatives to have input into the overall management of the water services. The inclusion of qualified personnel will hopefully lead to better oversight of water quality and provision."

"I don't have a problem with national management and governance as many councils have proved incapable of properly managing infrastructure. This does not currently apply to Hamilton, but it does to Wellington, for example."

"This should result in independent, skilled management of resources. The structure has good protection against any political interference, unlike council managed resources. It will be run by people better qualified and with more expertise than the generalists serving on city councils."

What have people said as negative

"Water is a natural gift (unless one has to run a desalination plant to extract it). Water belongs to no-one. Minister Mahuta's SISTER is to chair one of the governing bodies?! Nepotism in the extreme. The proposed reform is a back door opening to an elitist minority control and a progression to a declaration of ownership of water. It is undemocratic, irrational and dare I say it racist."

"Here again, the governance would possibly be in the hands of staff with no hands on experience - so many government departments are top heavy - a glaring example is the health system!!!"

"I cannot believe for one single moment that any governance suggested by the legislation will come to fruition. It's too costly, cumbersome and unnecessary. We need to let councils for each town and city work out their own problems. And not have any interference from minority groups."

"I am opposed to the Government's reform on Three Waters. The regional representation group will not have the same local focus as a smaller local entity. The local knowledge needed for local decisions will be lost. Representatives of the group will retain local biases."

"Just continued bureaucracy gone mad. We're over legislated now. These public servants need to get productive jobs not just dream up more of them."

"Leave things as they are. Councils members are accountable for outcomes to do with the services provided, under the new structure there is no accountability."

"I object to Three Waters mainly due to the Maori having a 50% say. Three waters is not so much about water but water infrastructure (Pipes, Treatment plants etc). Whilst you may consider Maori may have rights over water say Waikato River that doesn't mean they have rights over water infrastructure. Secondly I don't see the Govt doing this cheaper than Councils. The Govt could just make funding/gifting available to Councils for upgrades - end result the same."

"How can a government basically take the assets of the council and people who paid for them and tell them they can do better. Māori make up 16% of the population but are going to get 50 % of the say on the running if these new identities. This has nothing to do with the treaty. This whole discussion is a con to take control of the assets which is owned by the countries rate payers. This country is being divided by socialistic ideas. This is not democracy."

"This reform is a scam. It is the taking control of ratepayer assets with no future accountability and the total abdication of democracy. As a ratepayer I have no say in what happens going forward due to the bureaucracy which will facelessly make the decisions, including the ability to run up huge debt with no controls"

"The initial governance model looks a bit expensive and should be more streamlined in future to make it more economical and accountable as well as agile in making decisions."

"It's all visual, they want to look like they're being culturally safe by including Maori. Why are they even talking about assets with government and councils being shareholders. It is the only asset that everyone is entitled to, do not take it away from us. And please stop selling our water overseas!!"

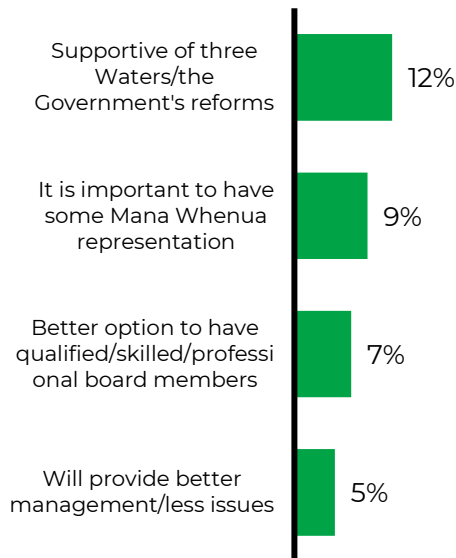


Themes relating to governance aspects of the reform

Negative sentiment is nearly three times higher (64%) compared to positive opinions (23%) when it comes to views on governance of the reforms. Three in ten (29%) do not agree with the approach to co-governance compared to 9% who feel it is important to have some Mana Whenua representation. Though some are supportive of the reforms (12%), one in five believe this too complex and bureaucratic.

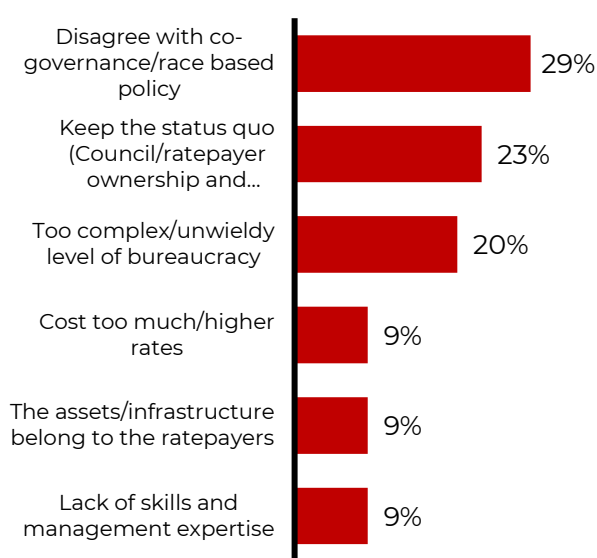
Positive comments on governance

Total positive comments: **23%**



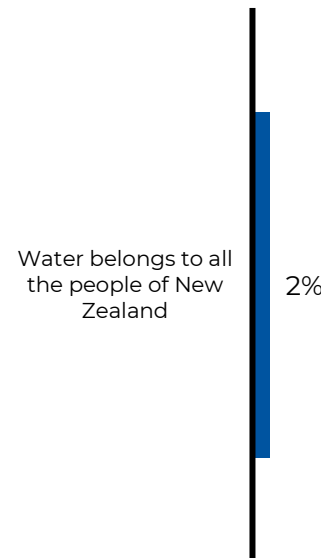
Negative comments on governance

Total negative comments: **64%**



General comments on governance

Total comments: **2%**



Q7b: What are your views on the governance aspects of the Government's reform? (top 4 mentions)

Base: General survey respondents who provided comments (n=464)

What have people said as positive

"I am thrilled we are protecting our water resources from privatisation just not at the detriment of our guardians and also not at the cost of smaller regions being enveloped by faster growing areas of the designated 4 sectors. Different industries feed the growth of different parts of this country. Is there a way to ensure no one will feel aggrieved over any restrictions or costs put on them for the greater region?"

"We must stay away from privatisation. We start to lose the community control and engagement and cause more issues when things become privatised. This is again, what has happened with outsourcing in local government, and we have lost control of resources and destroyed taonga."

"I am in strong favour of the protections against privatisation. New Zealand's water should not be considered to be a financial asset for profit making investment."

"I think the protections against privatisation are appropriate. They require a high barrier to privatisation but do not prohibit it entirely."

"Given that all councils in a region would have to agree to privatisation, and the decision would then be subject to a referendum requiring 75% in favour, it seems a suitable level of protection. It would certainly be more protective than leaving the decision to individual councils, with no requirement for a public referendum, as would be the case in the absence of the reforms."

"We have seen the abject failure of privatisation with both electricity and the rail network. Protecting water from privatisation is essential."

"I believe protections against privatisation are essential. They should be written into the legislation - which is the assurance from Government."

"My initial fear when I heard the government's proposal was the risk of privatisation. I am comfortable that there has been good consideration of the risk of privatisation of the infrastructure is well protected."

"Most of the protections against privatisation seem sensible for the proposed model. I would suggest that a 75% threshold is too low. Perhaps 80% to 85% of votes in a referendum would be more appropriate."

"I prefer no privatisation at all. Overseas individuals and organisation can setup in business in NZ. The governance of healthy water supplies should remain in NZ. Any privatisation anywhere, even in NZ, brings the possibility of NZ business becoming International organisations and being eventually governed from overseas. We've already seen evidence of failed privatisation in NZ Rail and NZ Electricity."

"These should be strengthened if anything, water is a human right and no one should ever be allowed to make a profit from it."

"Absolutely brilliant. Let's keep essential Kiwi assets Kiwi."

"I support the proposal. It is also important to note that iwi Māori do not believe in ownership of te taiao and the wai (environment and water) so would not support any sale or commercialisation of their taonga."

"Adequate, but consider this will be seen by the public as the greatest risk - NZ simply will not tolerate water assets being sold off to the highest bidder. Water is NZ's most valuable strategic asset. Never say never but the legislation needs to make privatisation an impossible outcome."

What have people said as negative

"This Government (or possibly any) cannot be trusted to plan and commit to long-term promises. Politicians have to get votes so will swing with the current wind of popularity. The sheer cost of setting up this change, all the administration centres, vehicles, painting, logos, etc will be scary. People in power cannot be trusted to look after the person on the street despite what they say. We are heading toward a Nanny state, where everything is controlled by Government. It's not a good look. The Government can also borrow against this proposed asset which can make us vulnerable. When Council control assets, there is more transparency for the rate payers. I don't trust this Government with our future."

"Due to parliamentary supremacy I don't believe that water rights can ever be truly safe from privatisation but I think three reforms is a step in the right direction. It will prevent councils from privatising their services."

"Just leave it where it is. If it isn't broken don't fix it!"

"Protection against privatisation is irrelevant. If future councils and constituents decide it is beneficial to privatise their water assets they should be able to."

"No government can guarantee this - future govts can change the law - selling assets is something they do!"

"Totally inadequate!!!! Water services should never be privatised and water as a resources should never be able to be owned by one population group over another. Where water services have been privatised overseas it has proved to be a disaster- local consumers have faced poorer service when pipes burst and excessive Corporate costs have been passed on- business is done to generate as much profit as possible. No-one should gain excessive profits from water. Water services do not want to go the way of electrical Companies which have been sold off over the last 2 decades, e.g Contact Energy, Mighty River power and so on."

"Based on their track record with other issues, I have no reason to believe that in spite of the safeguards against privatization that appear to be suggested, that the government won't back track on this and privatise anyway. Many, not just I, have lost faith and trust in our government to stand by their promises and water is too big a thing to gamble away."

"There can be no guaranteed protection against privatisation, since the government is effectively nationalising water with this proposal. another government later, with excessive national debt, may decide to sell one or more of the water groups to pay down this debt. Governments make the laws, so they can change them at any time they like."

"It is completely dependent on voter interaction at the end point and it is an unfortunate fact that voter interaction in this country is low. I don't feel that having it privatised is the worst thing as long as council or government retains the ability to stop the public getting reamed monetarily for a basic human right."

"There is no need for protection against privatization. In fact, the proposed current Three Waters initiative does not give any protection for the interests of the rate-payer either. It forcibly takes away rate-payer funded assets and leaves rate-payers without any meaningful input, yet they will be forced to foot the (annually increasing) bill."

"I have read through these, and while they look good on paper, they are not perfect. Subsequent governments could find ways around these provisions, or even repeal them. Governments make laws, and they can repeal them as well. I'm not saying it would be easy to do that, however, it's not impossible either. Maybe for my lifetime it would be okay, but over the generations these protections could be subtly eroded until one day, privatisation becomes a reality. The government has the best of intentions but governments change. Leave ownership with the local councils."

"I do not trust this current government to protect the majority of citizens in this country. Privatisation of public assets has not worked in the past and will not work this time."

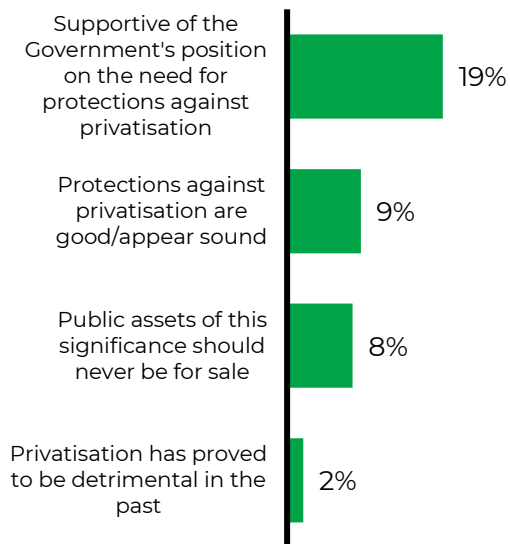


Themes relating to safeguards against future privatisation

Amongst those who opted to comment on future privatisation safeguards, half had a negative view. Though nearly one in five of those who commented here are supportive of the Government's position on the need for protections against privatisation, just over one ten do not trust the Government to stand by their promises or believe the protections are robust enough.

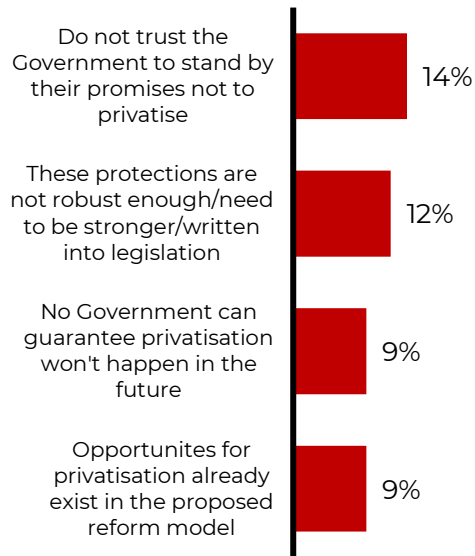
Positive comments on protection against privatisation

Total positive comments: **36%**



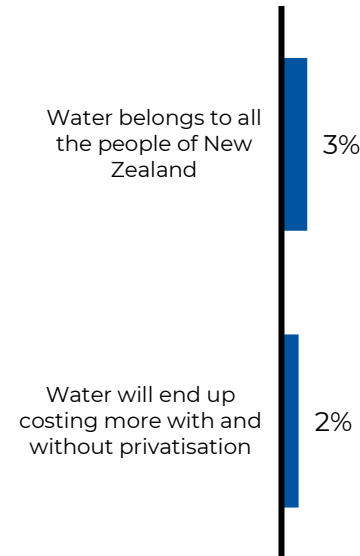
Negative comments on protection against privatisation

Total negative comments: **54%**



General comments in protection against privatisation

Total comments: **4%**



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

Base: General survey respondents who provided comments (n=445)



Financial structure – assets, debt and borrowing

What have people said as positive

"I support it. While there are clearly details still to be worked out, the benefits are clear: 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 immediately and would remove significant future costs from Council's books."

"Hamilton City cannot afford to provide a robust service in the future. The country needs larger entities that have greater ability to borrow."

"Just get in and do it. Too much scaremongering by local councils who cannot individually afford to provide, maintain adequate water infrastructure."

"This is a forward looking reform which will ease the huge financial demands placed on the council in a rapidly expanding city."

"The costs to the council are huge going into the future. The reform will manage these costs. Being a larger organisation they will be able to get better deals financially."

"Anything that removes the burden that providing water infrastructure for a rapidly growing city such as Hamilton has to be of benefit."

"Management and supply of fresh water, storm and wastewater upgrades is costly and a financial liability for any council, community or entity. If there is a way or reducing this it surely has to be good for Hamilton doesn't it? freeing up resources for future essential projects. But if central govt is underwriting the bulk of the upgrade, then clearly there has to be financial accountability to ensure bang for buck and delivery. I think the council is best placed to decide which structure, or perhaps provide a model that meets all the requirements."

"Appropriate and worthwhile. I am both a rate payer and a tax payer, so am I am not losing anything via this reform."

"It would be very positive for the Council to have debt and costs shifted to the new entity. It makes sense that a larger entity would have greater "buying power" than a small Council, so would be in a better position to financially manage massive amounts of infrastructure."

"This seems like a good outcome for the city. It changes where work can be focussed, and provides capacity for the work of council to be more community focussed and connected to placemaking and social cohesion, rather than the practicalities of providing these vital services. The ability of the entity to hold debt and investment with a different capacity to councils seems like a positive move."

What have people said as negative

"Govt is talking a lot of figures, some to which are not confirmed so how can an informed decision be made? If only some assets are to be carried over to the new entity but still owned by the community seems very messy and why would a good business person consider doing this? Hamilton City just needs to learn to prioritise all its spending (not just water) to be able to afford the future requirements of the city."

"All the figures supplied can be manufactured easily. To say infrastructure is worth so many billions of dollars is arbitrary as who is going to buy them if it is not privatised. Who knows how much is owing in water infrastructure as accountants can easily transfer debt for benefit purposes."

"While this restructure may make HCC better off - This is not always the case nationwide. In time who owns the new infrastructure and when it's replaced does the new entity own that? At the end of the day the debt will always be carried by someone that is the public of NZ."

"At the end of the day any improvements will need to be paid for regardless of who owns the assets. I am sure other areas are not going to want to contribute to our infrastructure so I don't see how the costs are going to be reduced. Getting rid of staff is a short term gain and service will be reduced considerably."

"Having to pay for water services will put responsibility of water usage in every Hamiltonian's hands instead of just the rate-payers (you pay what you use). This should benefit rate-payers but make lower-income non-rate payers struggle even more to make ends meet."

"The Councils have failed to implement all their projects simply because there is not enough money, and partially because councils have got into all kinds of other services that are not as important. Someone has to pay for it. A better way of funding councils would be to address the elephant in the room - the multinationals who pay little to no tax in NZ. Tax multinationals and use the money to sort out infrastructure."

"Ultimately the rate-payers will have to foot the bill. Therefore, there will be no financial benefits with the proposed structure - perhaps some short-term ones, but longer-term some bureaucrats in Wellington will continually increase the annual contributions rate-payers have to make. Moreover, post of those rate-payers in smaller rural centres are unlikely to see an improvement, because all resources will be targeted to upgrading the main urban centres - again the earlier mentioned Auckland Super City concept serves as an example here."

"If history says anything this government couldn't deliver any reforms, cost savings etc..."

"It will cause increased costs to the homeowner as separating water rates from council rates will see both entities increasing their rates under the guise that the homeowner will be able to afford it. This is what happened with rates when environment entities were formed i.e Environment Waikato which is now Waikato Regional Council. Now the homeowner bears two hefty rates bills and I see adding a third one becoming just as hefty and causing hardship for homeowners."

"This will allow more debt to accumulate, which is bad. Local and central government need to live within their means, and not continually waste our money. This will just make it worse."

"There are simpler ways of achieving this at a localised level - for example low cost borrowing from central government for approved capital works at the regional level."

"Why would council agree to the reform when there are still no guarantees on what Government are actually going to pay Council and what amount of debt they are going to absorb? What guarantee will Council get that the proposed water developments in the pipeline will actually get funded? What happens when Council wants to develop or extend water services that the new structures will agree?"

"Too much uncertainty surrounds the whole projected financial management of this reform."

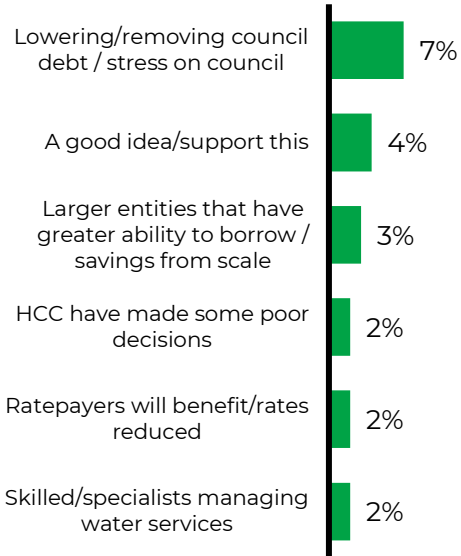


Themes relating to financial structure

Amongst those who opted to comment on the financial structure aspects of the reforms, negative sentiment again outweighs positive opinions. 14% 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.

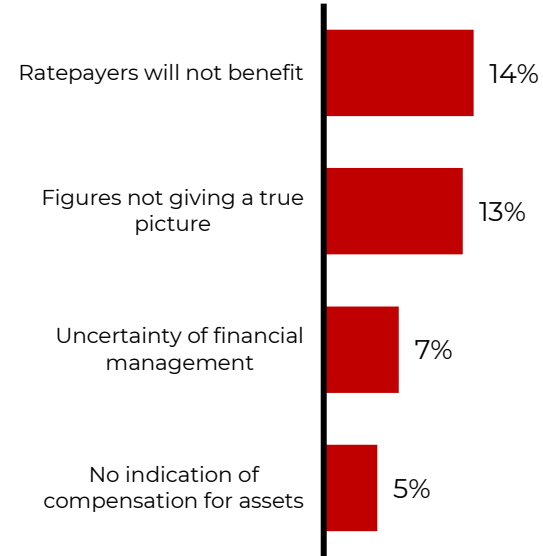
Positive comments on Financial Structure

Total positive comments: **17%**



Negative comments on Financial Structure

Total negative comments: **43%**



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

Base: General survey respondents who provided comments (n=453)



Appendix one - methodology

Methodology



- Hamilton City Council published an open survey link for residents in the Hamilton City area to take part and submit their responses with regards to the Three Waters Reform consultation
- The availability of this forum to collect feedback from residents was communicated via various media channels; e.g. print, radio and digital advertising as well as static signage and via social media.
- Respondents were invited to complete the survey 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
- A total of 553 completed surveys were submitted for analysis. The margin of error for this sample size is +/- 4.2%.
- The average survey completion length was just under 15 minutes.
- Weighting: Responses were not weighted and reported as received.
- Significance testing: Statistically significant differences in this report are significant at the 95% confidence level.
- 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 7 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 reconstituted, 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 Arowā) 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). Council's previous submission documents on Three Waters Reform can be viewed online at hamilton.govt.nz/threewatersreform, or can be viewed at Hamilton Libraries or Council's Municipal Building. Alternatively contact us on 07 838 6699 and we can email or post you a copy.

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, lakes, and eventually 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.

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⁴ These Waters Reform - Consultation Document

[illegible]

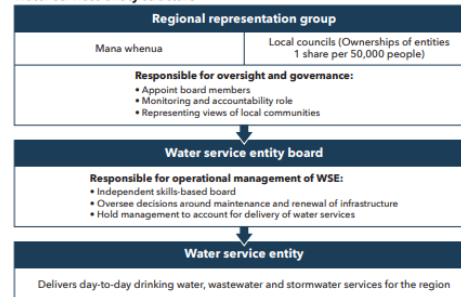
Three Waters Reform - Consultation Document 2

Section 2: Operations - services to customers and costs

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 manawhenua 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.

These Waters Reform - Consultation Document

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

Paper copy survey questionnaire sample

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 shareholding 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 governance aspects of the Government's reform?

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

[illegible]

Section 4: Financial structure - assets, debt and borrowing

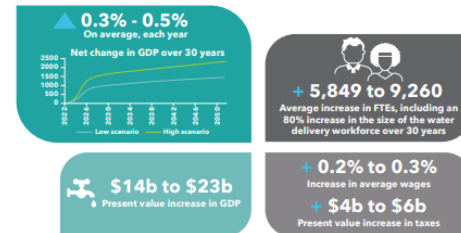
Hamilton City Council would be financially better off after the reform. Transfer of operations, assets and debt would mean Council would become a smaller organisation. Around 180 staff would have the opportunity to transfer to the new organisation and all waters-related debt and income would transfer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

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



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.

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

[illegible][illegible]

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.

Where do you live?

I live in Hamilton, my suburb is: _____

I live outside Hamilton:

☐ Waipa ☐ Waikato ☐ Elsewhere in New Zealand ☐ Overseas

Contact details (please print clearly)

Name: _____

Organisation (if responding on behalf of) _____

Phone: _____ Email: _____

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

☐ 18-19 ☐ 20-24 ☐ 25-29 ☐ 30-34 ☐ 35-39
☐ 40-44 ☐ 45-49 ☐ 50-54 ☐ 55-59 ☐ 60-64
☐ 65-69 ☐ 70-74 ☐ 75-79 ☐ 80+

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

☐ NZ European ☐ Māori ☐ Indian ☐ Chinese
☐ Samoan ☐ British ☐ Filipino ☐ Tongan
☐ South African ☐ Cook Island Māori ☐ Other _____

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

Please get your submission to us by Thursday 7 July 2022.

Submission forms can be:

- Completed online at hamilton.govt.nz/shareyourvoice
- Delivered to the Municipal Building Reception or any branch of the Hamilton City Libraries.
- Posted to: Freepost 172189, Hamilton City Council, Communication and Engagement team, Three Waters Reform 2022, Private Bag 3010, Hamilton, 3240.

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

To make a direct submission to Government, please go to: parliament.nz/en

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

Contact us

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 Hamilton

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Phone: +64 7 838 6699

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

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hamilton.govt.nz



Appendix three – other survey results

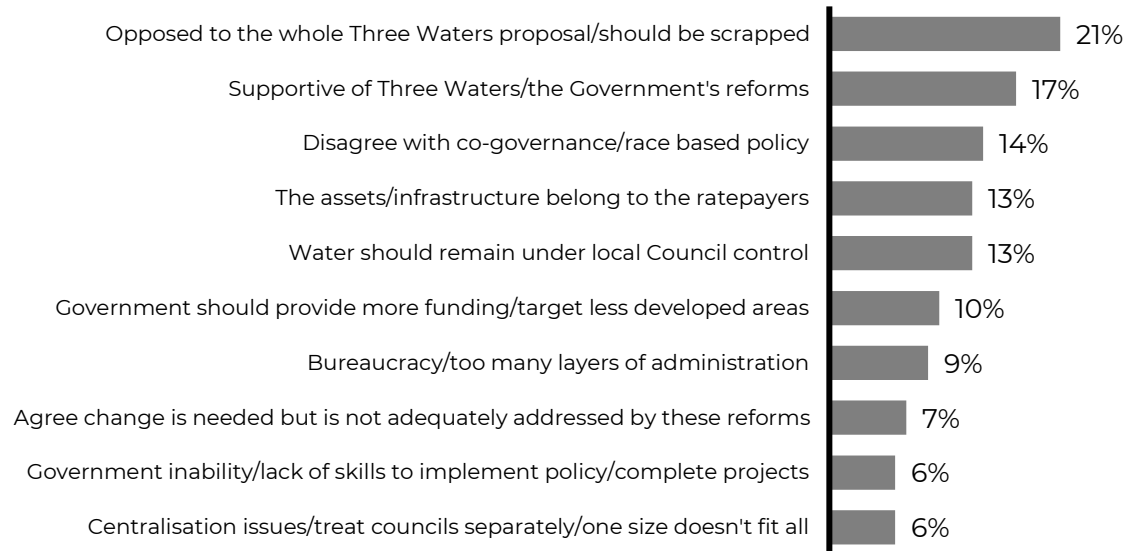


General themes relating to public health and environment

Four in five respondents who commented on public health and the environment also provided comments that were not directly related to the topic. Amongst these respondents – besides reiterating their opposition or support for the reforms, 13% mentioned that water assets belong to ratepayers, and that local Councils should retain control of water assets, respectively. Nearly one in ten mentions were in relation to concerns with the potential of added bureaucracy.

Non-topic specific comments

Total comments: **79%**



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

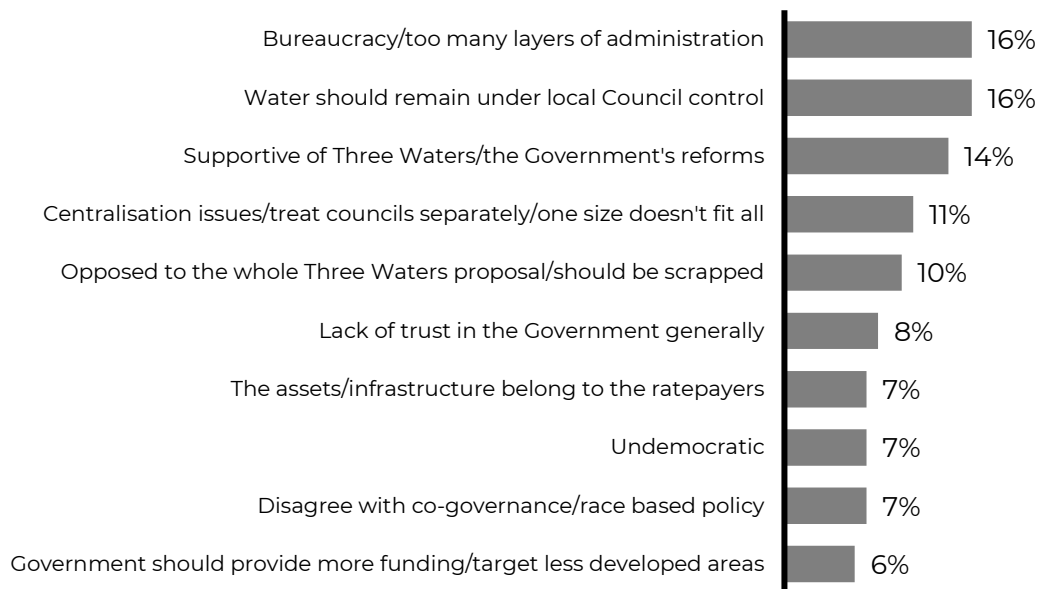
Base: General survey respondents who provided comments (n=462)

General themes relating to operations

Seven in ten who commented on operations also provided comments that were not directly related to the topic. Amongst these respondents, 16% stated that bureaucracy may be an issue, with a further 11% concerned with issues arising from centralisation – indicating possible concerns around general management. There was however 14% who also stated that they were supportive of the reforms.

Non-topic specific comments

Total comments: **70%**



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: General survey respondents who provided comments (n=461)

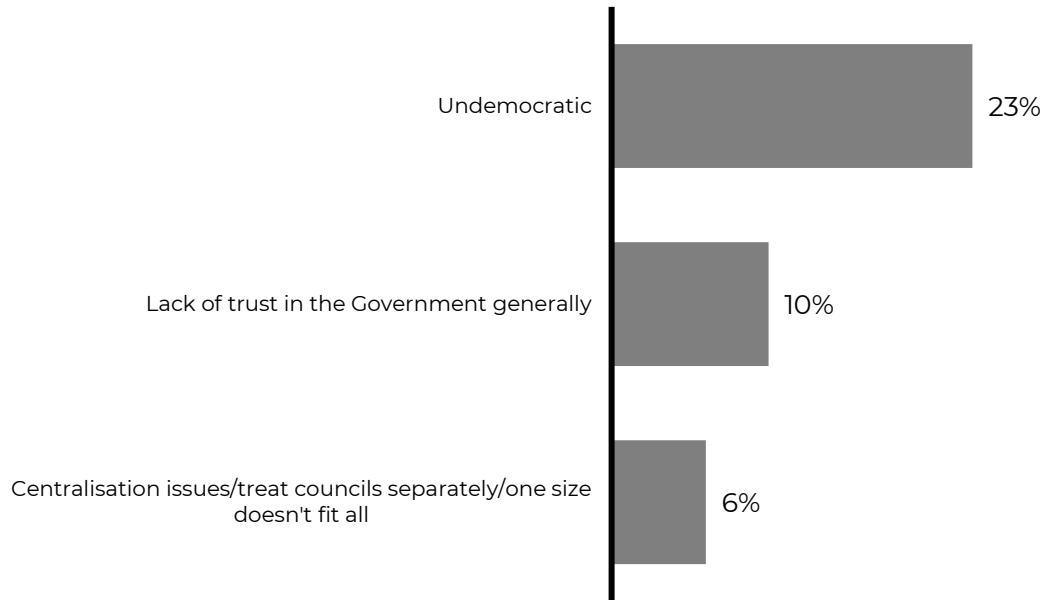


General themes relating to governance

Of those who commented, nearly one in four (23%) felt that the reforms as a whole was undemocratic when asked for their opinions with regards to governance of the reforms. This essentially equates to 23% of everyone who provided comments to this topic. In addition, one in ten (10%) stated their lack of trust in the Government in general as they considered the topic of governance on the reforms.

Non-topic specific comments

Total comments: **42%**



Q7b: What are your views on the governance aspects of the Government's reform? (mentions above 5%)

Base: General survey respondents who provided comments (n=464)

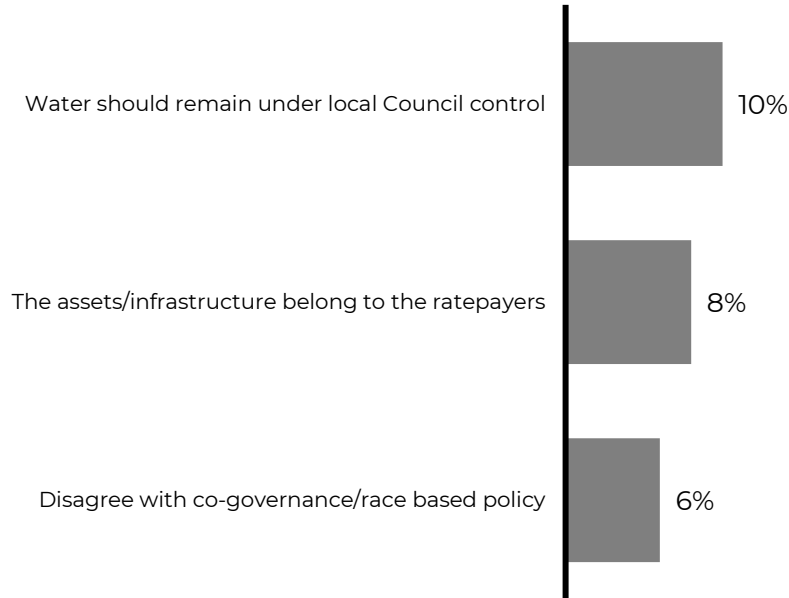


General themes relating to safeguards against future privatisation

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.

Non-topic specific comments

Total comments: **29%**



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

Base: General survey respondents who provided comments (n=445)

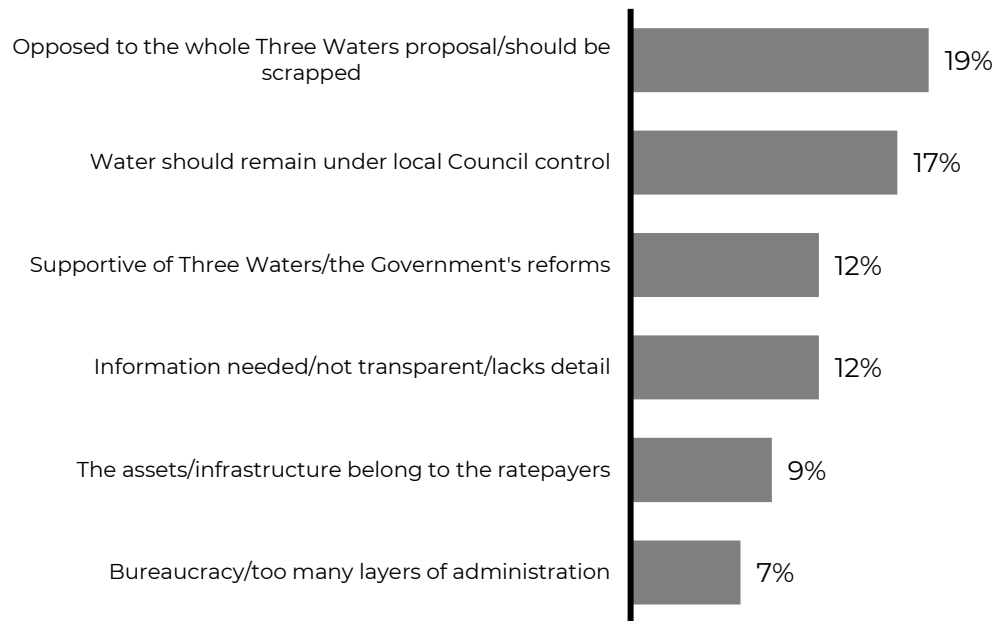


General themes relating to financial structure

Of those who gave general opinions when commenting on the financial structure of the reforms – the main callout is that water should remain under the control of local Councils (17%), followed by the need for more information as it is perceived to be lacking and not transparent (12% mentions). 12% however, had stated their support of the reforms, when considering the topic of financial structure.

Non-topic specific comments

Total comments: **71%**



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

Base: General survey respondents who provided comments (n=453)

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**