

Help shape our water future.

Have your say on the Water Services Strategy 2027–37

Since July 2026, IAWAI has been responsible for water services in Hamilton city and Waikato district. As we start to develop our next Water Services Strategy, we are seeking some initial views from people across Hamilton and Waikato on how water services should be funded and charged in future.

This is not the formal consultation on the full strategy – that will happen early next year.

The quick survey is open from 10–24 November 2026

↪ Have your say.

Scan the QR code to take part in the survey or find out more. Printed surveys are available at participating council libraries and customer service centres.

IAWAI.CO.NZ/WSS

IAWAI

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0800 WATERS (0800 928 377)
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The big issues we face

- **Covering the cost of services** – we are required by law to cover our costs and have enough revenue to maintain your services into the future. Current charges have not been covering costs.
- **Catching up on work** – more than $200 million of overdue work is needed to maintain our drinking water and wastewater assets.
- **Investing for the future** – two thirds of the planned $3 billion over 10 years supports growth.
- **Increased costs** – higher than forecast due to global and local pressures.
- **Changing how we charge** – we ***must*** move away from property value-based charging within the next four years.

Frequently asked questions

Can IAWAI make a profit?

No. Government rules require all revenue from water services, including any surplus, to be reinvested in delivering and improving them.

Have decisions already been made?

No. Government requirements mean change is necessary, but IAWAI and our communities still have choices about investment, borrowing and charging. The IAWAI Board will consider all feedback first.

Why not just cut costs?

We are already making efficiencies, but the fact is we will not find enough operating savings to fund the existing gap between water charges and our costs.

How will my feedback be used?

The quick survey will shape the draft strategy and consultation options. Formal consultation feedback will inform the IAWAI Board's decisions. We will publish feedback summaries.

What you can help shape

We have to tackle the issues, but no final decisions have been made. Your feedback will help shape the draft strategy and consultation options, including:

- The pace of investment and charge increases
- The balance between fixed and water use charges
- How costs are shared between households, businesses and new development
- How quickly charges become consistent across Hamilton and Waikato
- Support for households facing financial hardship.

The path to our final strategy

Have your say. 10–24 November 2026
Take our quick survey. Tell us what matters to you about charges, how costs are shared and how quickly we invest.

December 2026 – February 2027
We prepare the draft strategy. Your feedback helps shape the options for formal consultation.

Have your say. March 2027
Have your say during formal consultation.

April 2027
We review all feedback and update the draft strategy before presenting it to the IAWAI Board.

May 2027
The IAWAI Board considers feedback from submitters and decides what changes to make.

June 2027
The IAWAI Board adopts the final strategy. This sets the direction for water services over the next decade.

Have your say

Take part throughout the process. Visit the website to share your views, find out more or sign up for updates.

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