

MEDIA RELEASE

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COMMUNITY AT THE HEART OF THE STATEMENT OF EXPECTATIONS

A focus on customers, operational efficiency, and long-term affordability and resilience of water services are three of the main elements in the newly released Statement of Expectations set by South Wairarapa, Tararua, Carterton and Masterton Councils and Rangitāne and Ngāti Kahungunu for the region's new water organisation, Waiti Waters.

The Statement of Expectations, developed by the joint Council and iwi Stakeholders' Forum, sets out the priorities for Waiti Waters from 2026 to 2036 – and emphasises a seamless transition from Councils to Waiti Waters, a strong customer focus, financial sustainability, transparent performance reporting, regional decision making, partnership with mana whenua, and an intergenerational approach to water infrastructure and environmental stewardship.

From 1 July 2027, Waiti Waters will provide water, wastewater and stormwater services to approximately 25,000 connections across the wider districts taking over from Council service delivery. The new organisation has been designed to provide safe, reliable and resilient services while improving access to finance, strengthening long-term infrastructure planning, and supporting more efficient delivery across the region.

The Statement of Expectations states that during its foundation phase, Waiti Waters is expected to maintain service continuity, build a single regional organisation rather than four separate district-based operations, communicate clearly with customers, and work closely with Councils and iwi partners to manage transition risks. Over the longer term, it is expected to deliver high-quality water services that are affordable, compliant, environmentally responsible and responsive to the needs of current and future communities.

Chair of the Stakeholders' Forum, and Masterton Deputy Mayor, Craig Bowyer, said the Statement of Expectations reinforced the strong focus Councils and iwi partners had on getting the best outcomes for their communities.

"The Statement of Expectations sets out for us our focus for Waiti Waters which is strongly about community, transparency and ensuring that the region's water services and infrastructures are managed in the interests of current and future generations," said Bowyer.

Tipene Chrisp, Rangitāne Tū Mai Rā Trust representative on the Stakeholders' Forum said "Councils and iwi have worked closely and constructively together in the development of these expectations, showing the value of a regional partnership."

"All Forum members now look forward to working with the Board and incoming staff of Waiti Waters to ensure the direction we have set becomes a reality for our communities".

The Statement of Expectations is live on Waiti Waters website - [Waiti Waters | Water service provider](#).

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