

Papakura District

Performance targets and service standards reporting 1 October 2024 to 30 September 2025

[Quarterly report on performance targets and measures and minimum quality service standards as required by
Clauses 28 and 29 of the Local Government (Water Services Preliminary Arrangements) (Watercare Charter) Order 2025]



Executive Summary

Veolia is pleased to publish our second quarterly report under the Watercare Charter, presenting our achieved performance targets and service standards for the Papakura District for the 12 months to 30 September 2025. These results continue to demonstrate the **quality water and wastewater services** and **high levels of customer responsiveness** provided by Veolia to our customers in the Papakura District.

Veolia's performance results for the Papakura District continue to show strong operational performance across the diverse range of performance targets and service standards. **100% compliance** (6 of 6 measures) is achieved against the service standards under the Watercare Charter and **100% compliance** (21 of 21 applicable measures) is achieved against the performance targets under the Watercare Statement of Intent 2025-2028. Performance has been particularly strong on fault response times, water quality compliance, and network reliability. These results demonstrate our ongoing commitment to operational excellence and the delivery of safe, reliable and high-quality water and wastewater services to the Papakura community, maintaining the high service standards reported in our first quarterly report for the 12 months to 30 June 2025.

Charter Minimum Service Quality Standards

Customer (operational responsiveness)

- ✓ Urgent water issues addressed promptly with 21 min response (target: 60 min) and resolved within 3.5 hrs (target: 5 hrs)
- ✓ Non-urgent issues resolved efficiently within 0.8 days (target: 5 days) and completed in 1.0 days (target: 6 days)
- ✓ Wastewater overflows attended quickly within 20 mins (target: 75 min) and resolved in 3.3 hrs (target: 5 hrs)

Network Performance

- ✓ Strong network reliability with only 3.3 unplanned water supply interruptions per 1000 connections (target: <10)
- ✓ Real water loss at 119 l/c/d which is fully compliant with the Charter limit of 140 l/c/d
- ✓ Low wastewater overflow rate at 1.5 per 1000 connections (target: ≤5)

Watercare Statement of Intent 2025-2028 Measures

Quality

- ✓ Water: Full compliance with drinking water standards
- ✓ Wastewater: No regulatory enforcement actions

Customer

- ✓ Only 2.3 water quality complaints per 1000 connections, well below the target of 10
- ✓ Very low wastewater complaint rates (blockages, overflows, odour) at only 4.7 per 1000 connections (target: ≤50)



Context

Background

This quarterly performance report forms part of the reporting requirements under the Local Government (Water Services Preliminary Arrangements) (Watercare Charter) Order 2025 (referred to within this report as “the Charter”). The Charter requires quarterly reporting on performance targets and service quality standards across Auckland's water and wastewater services. Within Auckland's Papakura District, water and wastewater services are provided to customers by Veolia while within the balance of the Auckland region these services are provided by Watercare Services Limited.

The Charter was established as part of the NZ Government's Local Water Done Well reforms, which aims to ensure efficient and affordable water services. For Auckland, the Charter sets requirements for quality service standards. Performance reporting provides transparency for customers on service delivery.

This is Veolia's second quarterly performance report under the Charter. Our first report, published in September 2025, covered the 12 month period ending 30 June 2025 and reported against the Charter service standards and Watercare's Statement of Intent (SOI) 2024-2027. This report covers the 12 month period ending 30 September 2025 and reports against the Charter service standards and Watercare's SOI 2025-2028.

Service Delivery in Papakura

Veolia provides water and wastewater services to over 75,000 people across the Papakura District. Our services in Papakura are provided under a long term Franchise Agreement with Watercare and include:

- ✓ Operating and maintaining water supply and wastewater systems
- ✓ Managing and renewing infrastructure assets
- ✓ Ensuring water quality compliance
- ✓ Environmental management
- ✓ Customer services and support
- ✓ Meter reading and billing

Performance Reporting

This report presents Veolia's Papakura District non-financial performance against the service standards under the Charter and the performance targets under Watercare's SOI 2025-2028 measures¹, demonstrating our delivery of safe, reliable, high-quality water and wastewater services to the Papakura community.

¹ Veolia does not report against financial performance measures. The Franchise Agreement under which Veolia provides water and wastewater services to our Customers in the Papakura District contains controls to limit charges to customers and ensure cost efficiency. This includes ensuring that our Papakura District customers on average pay no more for their water and wastewater services than Watercare customers in other parts of Auckland.



Charter - Minimum Quality Service Standards

This section presents Veolia's performance against the minimum quality service standards specified in the Charter. These standards establish minimum requirements for water supply call-out responsiveness, unplanned interruptions, wastewater overflows, and network water loss. Our Papakura District customers continue to receive the benefit of **Veolia's 100% compliance** with the minimum quality service standards under the Charter (6 of 6 measures).

Charter Clause	Minimum quality service standard*	Charter Target	Result	Performance commentary
7(1)(a)	Monthly median resolution time for resolving urgent water supply call-outs: from the time that Veolia receives notification of the call-out, until the time Veolia receives notification that the person employed/engaged to respond to the call out that they have resolved the call out (rolling 12 month median)	≤5 hours	3.5 hours	
7(1)(b)	Monthly median resolution time for resolving non-urgent water supply: from the time that Veolia receives notification of the call-out, until the time Veolia receives notification that the person employed/engaged to respond to the call out that they have resolved the call out (rolling 12 month median)	≤6 days	1.0 days	
8	Number of unplanned water supply interruptions within the Veolia operated Papakura District networked reticulation system expressed per 1000 water supply connections (rolling 12 month)	<10	3.3	
9	The number of wastewater overflows within the Veolia operated Papakura District wastewater system, expressed per 1000 wastewater connections (rolling 12 month)	≤5	1.5	As per Charter definition includes all overflows from the wastewater network during dry weather conditions (less than 10mm of rainfall in the preceding 24 hours)
10	Median resolution time for resolving wastewater overflows: from the time Veolia receives notification of the overflow until when Veolia receives notification from the person employed /engaged to respond to the overflow that they have resolved the overflow (rolling 12 month average)	≤5 hours	3.3 hours	



Charter Clause	Minimum quality service standard*	Charter Target	Result	Performance commentary
11	Volume of real water loss from the Veolia operated Papakura District networked reticulation system (litres per water supply connection per day) (12 month rolling average)	≤140	119	

* Appendix A sets out the methodology and assumptions used to measure our performance in relation to each of the above six standards as required by Charter Clause 29(2)(b).



Watercare Statement of Intent (SOI) Performance Targets and Measures

This section presents Veolia's performance against the performance targets and measures within Watercare's Statement of Intent (SOI) 2025-2028. Building on the 100% compliance with Charter requirements (as detailed in the previous section), the SOI performance results demonstrate continued operational excellence across quality standards, customer service, network performance and infrastructure management. Performance results show **100% compliance** against applicable targets, with all 21 measures achieved across the diverse SOI Activity areas.

SOI Activity: Delivering safe and reliable water and wastewater services to Papakura District Customers 24/7

WATER - QUALITY MEASURES			
SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
Compliance with Taumata Arowai Quality Assurance Rules T3 – Chemical water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules T3 (rolling 12 month)	100%	100%	Water treatment for the supply of water to the Papakura District is undertaken by Watercare. Result as provided and reported by Watercare.
Compliance with Taumata Arowai Quality Assurance Rules T3 – Cyanotoxins water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules T3 (rolling 12 month)	100%	100%	Water treatment for the supply of water to the Papakura District is undertaken by Watercare. Result as provided and reported by Watercare.
Compliance with Taumata Arowai Quality Assurance Rules D3 –	100%	100%	



WATER - QUALITY MEASURES

SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
Residual disinfection (chlorine) water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules D3 (rolling 12 month)			
Compliance with Taumata Arowai Quality Assurance Rules D3 – Disinfection by-products water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules D3 (rolling 12 month)	100%	100%	
Compliance with Taumata Arowai Quality Assurance Rules D3 – Plumbosolvent metals water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules D3 (rolling 12 month)	100%	100%	
Compliance with Taumata Arowai Quality Assurance Rules T3 – Bacterial water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules T3 (rolling 12 month)	100%	100%	Water treatment for the supply of water to the Papakura District is undertaken by Watercare. Result as provided and reported by Watercare.
Compliance with Taumata Arowai Quality Assurance Rules T3 – Protozoal water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules T3 (rolling 12 month)	100%	100%	Water treatment for the supply of water to the Papakura District is undertaken by Watercare. Result as provided and reported by Watercare.
Compliance with Taumata Arowai Quality Assurance Rules D3 – Microbiological water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules D3 (rolling 12 month)	100%	100%	



WATER - CUSTOMER MEASURES

SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
<p>The total number of complaints received by Veolia about any of the following:</p> <ul style="list-style-type: none"> a) drinking water clarity b) drinking water taste c) drinking water odour d) drinking water pressure or flow e) continuity of supply f) Veolia's response to any of these issues <p>expressed per 1000 connections to the Veolia operated Papakura District networked reticulation system (rolling 12 month)</p>	≤ 10	2.3	
<p>Median response time for attendance for urgent call-outs: from the time that Veolia receives notification to the time that service personnel reach the site (Water, rolling 12 month median)</p>	≤ 60 mins	21 mins	
<p>Median response time for resolution of urgent calls-outs: from the time that Veolia receives notification to the time that service personnel confirm resolution of the fault or interruption (Water, rolling 12 month median)</p>	≤ 5 hours	3.5 hours	
<p>Median response time for attendance for non-urgent call-outs: from the time that Veolia receives notification to the time that service personnel reach the site (Water, rolling 12 month median)</p>	≤ 5 days	0.8 days	
<p>Median response time for resolution of non-urgent call-outs: from the time that Veolia receives notification to the time that service personnel confirm resolution of the fault or interruption (Water, rolling 12 month median)</p>	≤ 6 days	1.0 days	



WATER - NETWORK PERFORMANCE MEASURES

SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
The percentage of real water loss from the Veolia operated Papakura District networked reticulation system (rolling 12 month average)	≤13%	13%	

WASTEWATER - QUALITY MEASURES

SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
<p>Compliance with Veolia's resource consents for discharge from its sewerage system measured by the number of:</p> <p>a) abatement notices b) infringement notices c) enforcement orders d) convictions</p> <p>received by Veolia in relation to those resource consents (rolling 12 month)</p>	<p>a) ≤ 2 b) ≤ 2 c) ≤ 2 d) 0</p>	<p>a) 0 b) 0 c) 0 d) 0</p>	



WASTEWATER - CUSTOMER MEASURES

SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
The total number of complaints received by Veolia about any of the following: a) sewerage odour b) sewerage system faults c) sewerage system blockages d) Veolia's response to issues with its sewerage system expressed per 1000 connections to the Veolia operated Papakura District networked sewerage system (rolling 12 month)	≤ 50	4.7	
Attendance at sewerage overflows resulting from blockages or other faults: median response time for attendance - from the time that Veolia receives notification to the time that service personnel reach the site (Wastewater, rolling 12 month median)	≤ 75 min	20 mins	
Attendance at sewerage overflows resulting from blockages or other faults: median response time for resolution - from the time that Veolia receives notification to the time that service personnel confirm resolution of the blockage or other fault (Wastewater, rolling 12 month median)	≤ 5 hours	3.3 hours	



WASTEWATER - NETWORK PERFORMANCE MEASURES

SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
The number of dry weather overflows from Veolia's sewerage system, expressed per 1000 sewerage connections to that sewerage system (rolling 12 month)	≤ 5	0.2	For Auckland wide comparable reporting, this measure includes only wastewater overflows that enter a waterway during dry weather conditions (less than 10mm of rainfall in the preceding 24 hours)
Average number of wet weather overflows per engineered overflow point per discharge location (rolling 12 month)	≤ 2 overflows per year	0.04	



SOI Activity: Strengthening our relationships with customers, developers, community stakeholders, and our Maori partners

SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
Community trust score (rolling 12 month average)	≥55	Refer performance commentary	Data is collected and reported by Watercare at an Auckland-wide level (including Papakura)
Customer Net Satisfaction Score (rolling 12 months)	≥45	Refer performance commentary	Comparable customer satisfaction measurement has been established for the Papakura District aligned with Watercare's Auckland regional approach. Reporting against this measure will commence later in 2025/26 once sufficient survey responses have been received to provide meaningful results.
The average consumption of drinking water per day per resident within the Papakura District (litres plus/minus 2.5%) (rolling 12 month average)	253 litres	Refer performance commentary	Data is reported by Watercare at an Auckland-wide level (including Papakura)
Percentage of customer complaints resolved within ten days of notification (rolling 12 month)	≥95%	Refer performance commentary	Comparable customer complaint resolution tracking has been established for the Papakura District aligned with Watercare's Auckland regional approach. Reporting against this measure will commence later in 2025/26 once sufficient complaint records are available to provide meaningful results.



SOI Activity: Improving our organisational performance in relation to our core strategic outcomes

SOI performance measure	Target SOI 2025-2028	Quarter 1 Result	Performance commentary
We will implement Mitigation measures in line with our emissions reduction targets scope 1 and 2) (rolling 12 month)	Not applicable (refer Performance commentary)	<1,000 tonnes CO2e	Emissions results for network asset activities only. The Watercare SOI target of <139,170 tonnes CO2e is not directly translatable to an equivalent Papakura District target. This is due to Watercare being responsible for both treatment and network assets (with treatment facilities being where the greatest proportion of emissions occur), while Veolia is responsible for only network assets.



Appendix A: Charter Minimum Quality Service Standards - Methodology and Assumptions

Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
7(1)(a)	Monthly median resolution time for resolving urgent water supply call-outs: from the time that Veolia receives notification of the call-out, until the time Veolia receives notification that the person employed/engaged to respond to the call out that they have resolved the call out (rolling 12 month median)	≤5 hours	<p>Identify eligible service requests: Include all Priority 1 water supply call-outs during the reporting 12 month period</p> <p>Calculate resolution time For each eligible call-out, calculate the time taken to resolve: Start time = Notification received Resolution Time = Service restored time</p> <p>Determine the median Use the set of resolution times to calculate the median in minutes</p> <p>Convert to hours Divide the median resolution time (in minutes) by 60 to express the result in hours</p>	An urgent water supply call-out is defined as a Priority 1 service request relating to an incident affecting multiple properties where customers are without water, there is risk to people or property, and/or the leak appears large. A call-out is considered resolved when Veolia receives notification from the responding personnel that the water supply has been permanently restored.
7(1)(b)	Monthly median resolution time for resolving non-urgent water supply: from the time that Veolia receives notification of the call-out, until the time Veolia receives notification that the person employed/engaged to respond to the call out that they have resolved the call	≤6 days	<p>Identify eligible service requests Include all water call-outs that are not Priority 1 during the reporting 12 month period</p> <p>Calculate resolution time</p>	A non-urgent water supply call-out is defined as any service request relating to a leak, disruption, or other fault that is not a Priority 1 service request.



Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
	out (rolling 12 month median)		<p>For each eligible call-out, calculate the time taken to resolve: Start time = Notification received Resolution Time = Service restored time</p> <p>Determine the median Use the set of resolution times to calculate the median in minutes</p> <p>Convert to days Divide the median resolution time (in minutes) by 60 to express the result in hours and by 24 to express the result in days.</p>	
8	Number of unplanned water supply interruptions within the Veolia operated Papakura District networked reticulation system expressed per 1000 water supply connections (rolling 12 month)	<10	<p>Identify all unplanned water supply interruptions over the 12 month period. This includes all service requests classified as Priority 1, and all other service requests related to loss of supply.</p> <p>Determine the number of water supply connections, through Veolia's account management system which links customer accounts to property addresses. The end of period number of connections is applied to calculate this measure.</p> <p>Calculate the result using the formula Number of unplanned water supply interruptions / number of connections at the end of the period * 1000</p>	Unplanned water interruptions is a service request classified as Priority 1 and all other service requests related to loss of supply.
9	The number of wastewater overflows within the Veolia operated Papakura District wastewater system, expressed per 1000 wastewater connections (rolling 12 month)	≤5	<p>Identify all wastewater overflows over the 12 month period as defined under the Charter</p> <p>Determine the number of wastewater connections through Veolia's account management system which links customer</p>	A wastewater overflow is defined in the Charter as an overflow from any part of the wastewater network, up to the point of any consumer's connection, that is caused by a blockage, leak, plant failure, equipment damage, or other fault. A wastewater overflow does not include an overflow



Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
			<p>accounts to property addresses. The end of period number of connections is applied to calculate this measure.</p> <p>Calculate the result using the formula Number of wastewater overflows / number of wastewater connections at the end of the period * 1000</p>	<p>resulting from stormwater infiltration associated with the occurrence of more than 10mm of rainfall in the preceding 24 hours.</p>
10	<p>Median resolution time for resolving wastewater overflows: from the time Veolia receives notification of the overflow until when Veolia receives notification from the person employed /engaged to respond to the overflow that they have resolved the overflow (rolling 12 month median)</p>	≤5 hours	<p>Identify all wastewater overflow service requests over the 12 month period</p> <p>Calculate resolution time For each service request, calculate the time taken to resolve: Start time = Notification received Resolution Time = Service restored time</p> <p>Determine the median Use the set of resolution times to calculate the median in minutes</p> <p>Convert to hours Divide the median resolution time (in minutes) by 60 to express the result in hours</p>	<p>A wastewater overflow is defined in the Charter as an overflow from any part of the wastewater network, up to the point of any consumer's connection, that is caused by a blockage, leak, plant failure, equipment damage, or other fault. A wastewater overflow does not include an overflow resulting from stormwater infiltration associated with the occurrence of more than 10mm of rainfall in the preceding 24 hours.</p>
11	<p>Volume of real water loss from the Veolia operated Papakura District network reticulation system (litres per water supply connection per day) (rolling 12 month average)</p>	≤140	<p>The calculation of Real Water Loss in the network is total system input volume (bulk supply volume), less water sales, less accountable water losses (made up of customer meter under-registration, unbilled authorised consumption and unauthorised consumption).</p> <p>Total system input volume is measured by Bulk Supply Point (BSP) metering</p> <p>Determine billed consumption using customer water meter readings within the 12</p>	<p>Water loss calculations operate on a two-month lag aligned with our bi-monthly meter reading cycle, allowing for the most accurate analysis based on available consumption data.</p> <p>Accountable water loss includes the following categories:</p> <ul style="list-style-type: none"> • Customer meter under registration: 5% of total billed consumption • Unbilled authorised consumption: 0.5% of system input volume



Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
			<p>month period, with pro-rated consumption calculated between meter readings at the start and end of the period</p> <p>Determine accountable water losses by reference to generally accepted categories of water use in the water balance that cannot be measured. These are: customer meter under registration, unbilled authorised consumption, unauthorised consumption.</p> <p>Determine the number of water connections through Veolia's account management system which links customer accounts to property addresses. The end of the period number of connections is applied to calculate this measure.</p> <p>Calculate result Real water loss per connection, per day = (Total system input volume – billed consumption – accountable water losses) / number of water connections / number of days over the period.</p>	<ul style="list-style-type: none"> • Unauthorised consumption: 0.45% of system input volume



Approvals

Management Approvals

Prepared by:

Brad Laughton - Regional Lead

Approved by:

Dave Neru - Head of Operations

Leadership Team Approvals

Approved by Veolia's New Zealand leadership team on 14 November 2025.



Statutory Declaration

I, Emma Brand, Country Director and Director of Veolia Water Services (ANZ) Pty Ltd, of St Heliers, Auckland, solemnly and sincerely declare:

1. That the following information in this report is true and accurate to the best of my knowledge and belief :

all historical information disclosed in this report under clauses 28 and 29 of the Local Government (Water Services Preliminary Arrangements)(Watercare Charter) Order 2025; and

all historical information from which that disclosed information is derived; and

2. That all forecasts and estimates in this report are demonstrably reasonable.

I make this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Act 1957.

Declared at Auckland, 16, November 2025

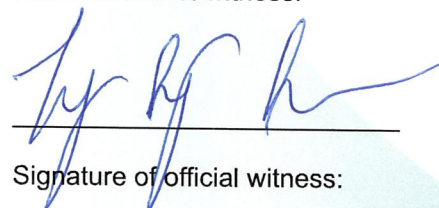


Emma Brand

Before me: TARANJIT SINGH SAHNI

Taranjit Sahni JP - 23003
Auckland
Justice of the Peace
for New Zealand

Name of official witness:



Signature of official witness:

