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Papakura District

Performance targets and service standards reporting
1 July 2025 to 30 June 2026

[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]

VEOLIA

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Executive Summary

Veolia is pleased to publish our quarterly Watercare Charter report for the 12 months to 30 June 2026, presenting our achieved performance targets and service standards for the Papakura District. 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 **91% compliance** (21 of 23 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 continue to demonstrate our ongoing commitment to operational excellence and the delivery of safe, reliable and high-quality water and wastewater services to the Papakura community.

Charter Minimum Service Quality Standards

Customer (operational responsiveness)

- ✔ Urgent water issues addressed promptly with 25 min response (target: 60 min) and resolved within 3.8 hrs (target: 5 hrs)
- ✔ Non-urgent issues resolved efficiently, attended within 0.8 days (target: 5 days) and completed in 1 day (target: 6 days)
- ✔ Wastewater overflows attended within 23 mins (target: 75 min) and resolved in 2.6 hrs (target: 5 hrs)

Network Performance

- ✔ Strong network reliability with only 2.7 unplanned water supply interruptions per 1000 connections (target: <10)
- ✔ Real water loss at 125 l/c/d which is fully compliant with the Charter limit of 140 l/c/d
- ✔ Low wastewater overflow rate at 1.3 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

- ✔ 3.5 water quality complaints per 1000 connections, well below the target of 10
- ✔ Very low wastewater complaint rates (blockages, overflows, odour) at only 3.5 per 1000 connections (target: ≤50)

*Previously, Veolia reported 95% compliance against 21 of 22 applicable measures. This has increased to 23 applicable measures as Veolia has commenced reporting on a customer satisfaction measure.

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Performance Highlights - Q4 2025/26

Papakura's Water Outages Webpage Goes Live

Veolia Papakura has introduced an outages webpage, featuring an interactive district map that displays both planned and unplanned water outages. The map enables customers to quickly identify if their area is affected by a water outage and the estimated restoration time. This service also provides Veolia with a platform to efficiently update customers should an outage escalate or extend in time. By providing clear, easily accessible information, the tool reduces unnecessary customer service inquiries, enabling our team to focus on resolution efforts.

ISO55001:2014 Surveillance Audit Completed

Since 2021, Veolia has proactively adopted and implemented a comprehensive asset management system for our Papakura activities. This is third party certified compliant to ISO55001:2014 (Asset Management). In June 2026, we were proud to maintain this status through an external audit. The annual surveillance audit verification provides independent assurance that Veolia is actively identifying and addressing potential risks before they impact service delivery, ultimately helping to ensure that Papakura residents continue to receive safe, clean drinking water and effective wastewater management. This commitment to certified asset management demonstrates accountability and transparency, giving the Papakura community confidence that their essential services are being managed professionally and sustainably for the long term.

New Infrastructure Connections Extend Papakura's Water Network

New infrastructure connections in Papakura have significantly strengthened the water network's capacity and reach across the region. These have been delivered with minimal impact to the community, due to the hard work of our in-house delivery teams - often requiring night and weekend work. The upgrade of the existing 225 mm water main on Hunua Road to a larger 355 mm diameter pipe has increased water delivery capacity and resilience within a key corridor, which is a fundamental supply point for the Papakura network and includes substantial commercial activity. Complementing this upgrade, new water mains have been connected across multiple locations: a 250 mm main on Airfield Road, a substantial 400 mm main between Hingaia Road and Park Estate Road, and six new connections within the Auranga / Bremner Road Development to serve growing residential and commercial areas. In Drury East, two new mains, one 400 mm and one 315 mm, have been connected to support development in a rapidly expanding area. Together, these upgrades and new connections represent network extension that not only accommodates Papakura's growth but also improves system resilience.

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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 report covers the 12 month period ending 30 June 2026 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 measures[1], 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.

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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	3.8 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	2.7	
9	The number of **wastewater** overflows within the Veolia operated Papakura District wastewater system, expressed per 1000 wastewater connections (rolling 12 month)	≤5	1.3	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	2.6 hours	

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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	125	

* 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).

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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 **strong** SOI compliance overall , with 21 of 23 applicable targets 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 4 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.

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WATER - QUALITY MEASURES			
SOI performance measure	**Target SOI 2025-2028**	**Quarter 4 Result**	**Performance commentary**
Compliance with Taumata Arowai Quality Assurance Rules D3 – 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)	100%	100%	
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%	

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WATER - CUSTOMER MEASURES			
SOI performance measure	**Target SOI 2025-2028**	**Quarter 4 Result**	**Performance commentary**
The total number of complaints received by Veolia about any of the following: 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 expressed per 1000 connections to the Veolia operated Papakura District networked reticulation system (rolling 12 month)	≤ 10	3.5	
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)	≤ 60 mins	25 mins	
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)	≤ 5 hours	3.8 hours	
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)	≤ 5 days	0.8 days	
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)	≤ 6 days	1.0 days	

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WATER - NETWORK PERFORMANCE MEASURES			
SOI performance measure	**Target SOI 2025-2028**	**Quarter 4 Result**	**Performance commentary**
The percentage of real water loss from the Veolia operated Papakura District networked reticulation system (rolling 12 month average)	≤13%	13.9%	The real water loss percentage of 13.9% remains above the SOI target of ≤13% (previous quarterly report: 13.1%), however real water loss remains fully compliant with the Charter's primary standard of ≤140 l/c/d, achieving 125 l/c/d (previous quarterly report: 118 l/c/d). The increase is attributable to increased bulk supply volumes within the Papakura water supply zone from February 2026 onwards without the corresponding increase in customer metered consumption. Investigations are in progress by Veolia to determine the cause of this increase, including working collaboratively with Watercare on bulk supply metering verification and the undertaking of a dedicated leak detection campaign across the Papakura water supply zone. Following a comprehensive leak detection campaign of the Takanini water supply zone in March / April 2026, 51 leaks from the public water network were identified and repaired.

WASTEWATER - QUALITY MEASURES			
SOI performance measure	**Target SOI 2025-2028**	**Quarter 4 Result**	**Performance commentary**
Compliance with Veolia's resource consents for discharge from its sewerage system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by Veolia in relation to those resource consents (rolling 12 month)	a) ≤ 2 b) ≤ 2 c) ≤ 2 d) 0	a) 0 b) 0 c) 0 d) 0	

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WASTEWATER - CUSTOMER MEASURES			
SOI performance measure	**Target SOI 2025-2028**	**Quarter 4 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	3.5	
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	23 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	2.6 hours	

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WASTEWATER - NETWORK PERFORMANCE MEASURES			
SOI performance measure	**Target SOI 2025-2028**	**Quarter 4 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	0.04	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	

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

SOI performance measure	Target SOI 2025-2028	Quarter 4 Result	Performance commentary
Community trust score (rolling 12 month average)	≥55	Auckland wide reported metric	Data is collected and reported by Watercare at an Auckland-wide level (including Papakura) - refer Watercare reporting.
Customer Net Satisfaction Score (rolling 12 months)	≥45	16	Comparable customer satisfaction measurement has been established for the Papakura District aligned with Watercare's Auckland regional approach, which uses the Net Promoter Score methodology. This score reflects real customer sentiment, providing valuable feedback which Veolia is using to drive enhancement of the customer experience. To-date this has included review of the network fault triaging process, adoption of a text messaging service to provide timely updates on service requests, and the development of an online water outages webpage. A road map for improvement of the customer service and billing experience has been developed, with improvements to Veolia's customer invoices, communications, and telephony systems - allowing better real-time monitoring and quality assurance over customer interactions - planned for implementation. This result is reflective of a **three-month period** from 1 April 2026 to 30 June 2026.
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	Auckland wide reported metric	Data is reported by Watercare at an Auckland-wide level (including Papakura) - refer Watercare reporting.

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SOI performance measure	Target SOI 2025-2028	Quarter 4 Result	Performance commentary
Percentage of customer complaints resolved within ten days of notification	≥95%	100%	Comparable customer complaint monitoring processes have been implemented for the Papakura District aligned with Watercare's Auckland regional approach. Veolia is undertaking continual staff training to ensure these processes are embedded in our business. This result is reflective of a **six-month period** from 1 January 2026 to 30 June 2026.

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

SOI performance measure	Target SOI 2025-2028	Quarter 4 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.

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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	**Identify eligible service requests:** Include all Priority 1 water supply call-outs during the reporting 12 month period **Calculate resolution time** For each eligible call-out, calculate the time taken to resolve: Start time = Notification received Resolution Time = Service restored time **Determine the median** Use the set of resolution times to calculate the median in minutes **Convert to hours** Divide the median resolution time (in minutes) by 60 to express the result in hours	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	**Identify eligible service requests** Include all water call-outs that are not Priority 1 during the reporting 12 month period **Calculate resolution time**	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.

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Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
	out (rolling 12 month median)		For each eligible call-out, calculate the time taken to resolve: Start time = Notification received Resolution Time = Service restored time **Determine the median** Use the set of resolution times to calculate the median in minutes **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.	
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	**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. **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. **Calculate the result using the formula** Number of unplanned water supply interruptions / number of connections at the end of the period * 1000	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	**Identify all wastewater overflows** over the 12 month period as defined under the Charter **Determine the number of wastewater** connections through Veolia's account management system which links customer	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

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Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
			accounts to property addresses. The end of period number of connections is applied to calculate this measure. **Calculate the result using the formula** Number of wastewater overflows / number of wastewater connections at the end of the period * 1000	resulting from stormwater infiltration associated with the occurrence of more 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 median)	≤5 hours	**Identify all wastewater overflow service requests** over the 12 month period **Calculate resolution time** For each service request, calculate the time taken to resolve: Start time = Notification received Resolution Time = Service restored time **Determine the median** Use the set of resolution times to calculate the median in minutes **Convert to hours** Divide the median resolution time (in minutes) by 60 to express the result in hours	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.
11	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)	≤140	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). **Total system input volume** is measured by Bulk Supply Point (BSP) metering **Determine billed consumption** using customer water meter readings within the 12	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. **Accountable water loss** includes the following categories: • Customer meter under registration: 5% of total billed consumption • Unbilled authorised consumption: 0.5% of system input volume

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Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
			month period, with pro-rated consumption calculated between meter readings at the start and end of the period **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. **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. **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.	• Unauthorised consumption: 0.45% of system input volume

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Approvals

Management Approvals

Prepared by:

Brad Laughton - Regional Lead

Approved by:

Dave Neru - NZ Country Manager

Leadership Team Approvals

Approved by Veolia's New Zealand leadership team on 14 August 2026.

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Statutory Declaration

I, Daniel Spiller, Chief Operating Officer - Water and Director of Veolia Water Services (ANZ) Pty Ltd, of Yeerongpilly, Brisbane, 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 Brisbane, 17 August 2026 | 2:29 PM AEST 2026

DocuSigned by:
E676BF2E7DAE46C...

Daniel Spiller

Before me:

Carla Anderson

Name of official witness:

DocuSigned by:
842EA5683A4F452...

Signature of official witness: