

Kōrero mai

Have your say

Consultation Results
20 March to 21 April 2025

1

Water Reform

2

2024-34
Long-term Plan
Amendment

3

2025/26
Annual Plan

About this summary

Three joint consultations

The Council is making an amendment to the **2024-34 Long-term Plan** which required public consultation. The Council is also updating its **Annual Plan** via the usual yearly process which also required consultation.

On top of this, councils across the country must submit a Water Services Delivery Plan by 3 September 2025 under **Local Water Done Well** legislation. Therefore, we consulted on three possible models for water service delivery in Wellington to ensure future sustainability and reliability.

The consultation encouraged all residents to have their say on these three major issues impacting the future of Wellington.

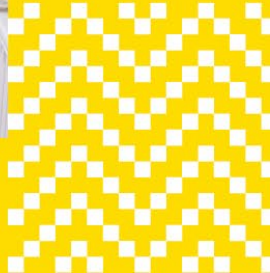
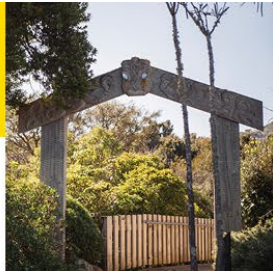
The formal consultation went live on Thursday 20 March and closed at midnight 21 April.

The public could submit in multiple formats – online, email, hardcopy, verbal, video and audio etc.

The intention was to accept feedback in as many forms as possible to remove barriers to participation.

Individuals/Groups/Organisations could only submit once.

This year we received our first video only submission and also had an increase in the submitters requesting to have an oral hearing only. Many also chose to submit on single issues via email.

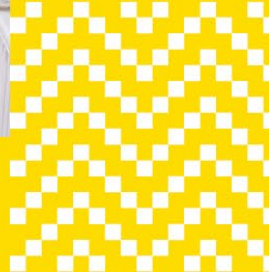


Contents

- [Section A. Overview of engagement activities](#)
- [Section B. Consultation Results Summary](#)
 - [Overview of participation](#)
 - [Local Water Done Well Reform](#)
 - [2024-34 Long-term Plan Amendment](#)
 - [2025/26 Annual Plan](#)



Section A. Overview of engagement activities



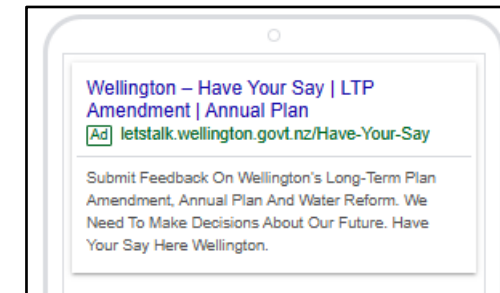
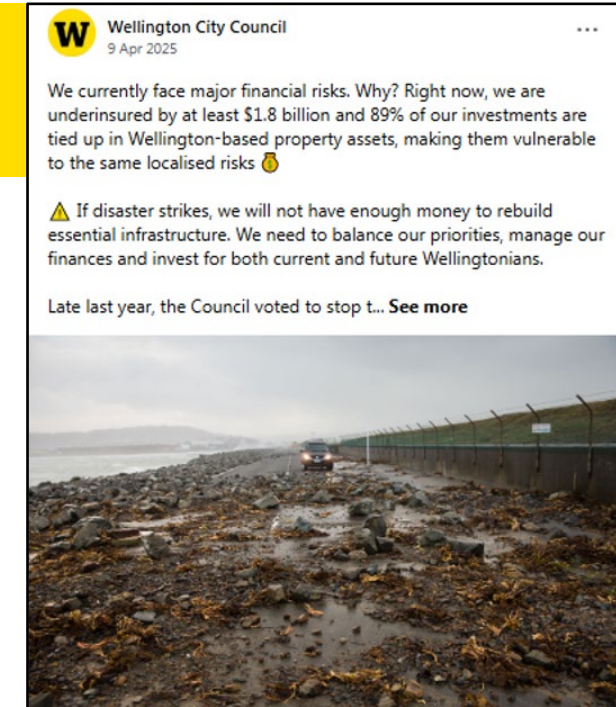
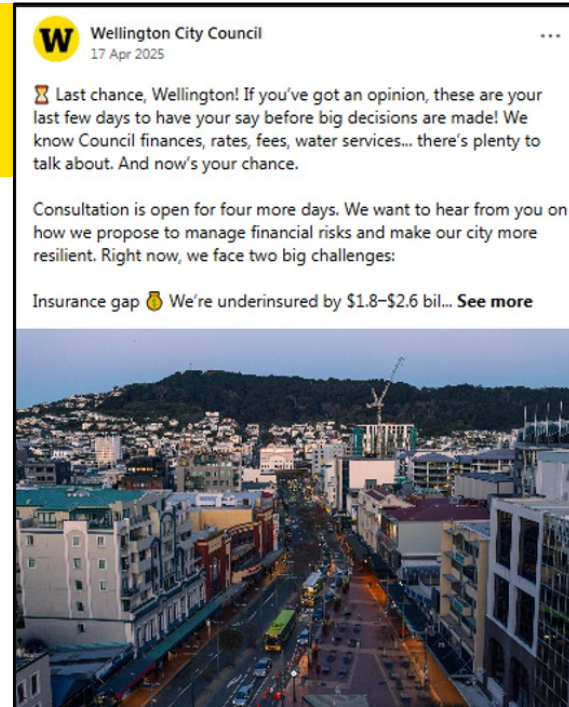
Public hui and consultation promotion

- Engagement activities included the Council hosting 19 hui across the month of consultation:
 - Two drop-in sessions in each ward at libraries at a variety of times, including day and night time sessions.
 - Multicultural Forum
 - Meetings with business leaders and residents' associations.
 - Topic specific engagement on Karori Event Centre due to community interest
- Council promotion of the consultation included:
 - City-wide maildrop of the consultation pamphlet to 85,428 commercial and residential addresses.
 - Radio adverts, played 211 times across five different stations over the consultation period. (Newstalk ZB, 531 PI, Magic, Atiawa Toa FM, Breeze.)
 - Ads in student magazines Salient Magazine (Victoria University of Wellington) for two issues 25 March and 31 March and Massive Magazine (Massey University) for one issue on 23 March.



Promotion: Digital

- Direct emails sent to over **12,000** people, including those subscribed on our Let's Talk website, and **177 community organisations and groups**, including WCC advisory groups, residents' associations, 19 te ao Māori organisations and 22 multicultural community groups.
- Campaign on Council social media channels (Facebook, Instagram, LinkedIn): 19 organic posts and 13 paid ads – **482,475** reach, **7,512** engagements, **8,319** link clicks
 - The overall sentiment of feedback leaned skeptical and fatigued, with signs of consultation weariness and questions on if feedback influenced decisions.
 - Those engaged were highly detail focused, with questions on specifics particularly on costings.
 - Three waters – tone was particularly negative about Wellington Water, not necessarily the consultation topic.
- Google Display and Google Search digital advertising – **850,580** impressions, **12,621** clicks
 - Majority of impressions and clicks were from tablets, made in the evening and the biggest age group reached was under 35.



Website traffic and interactions

- 1,030 people made submissions through the LTP website and 578 through the Water Reform website.
- Overall, there were 2,930 downloads of LTP/AP and Water Reform supporting information.
 - The joint Consultation Document was downloaded 1,641 times, the LTP/AP submission form was downloaded 300 times and the Water submission form downloaded 234 times.
- We enabled the opportunity to submit questions on the consultations to help build understanding of the proposals.
 - 55 questions were submitted with 16 on Water Reform and 39 on the LTP/AP.
 - All of these were answered by the end of Thursday 17 April so submitters had time to finalise information over Easter Weekend.
- There were 594 views of the overview consultation explainer video, 122 views of the explainer video on the LTP Amendment and Annual Plan and 270 views of the Water Reform explainer video.

1,641

**Joint Consultation
Doc downloads**

12,916

**LTP&AP Website
page views**

4,474

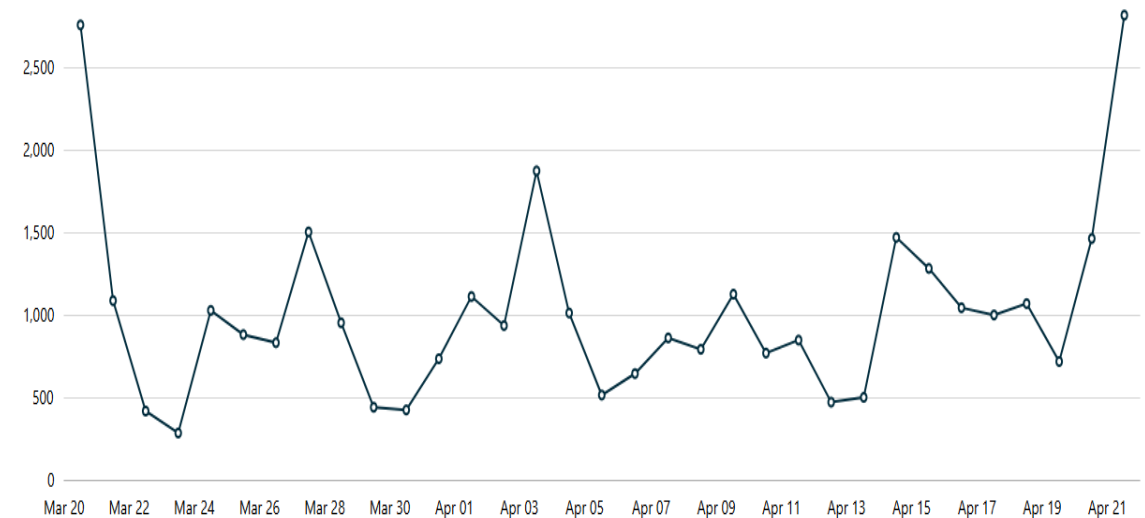
**Water Website
page views**

11,640

**User visiting the Let's
Talk site for the first time**

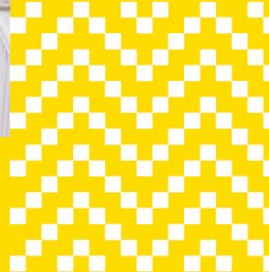
7,372

**User a returning visitor
to the Let's Talk site**



Let's Talk site page views: 20 March to 21 April

Section B. Consultation Results Summary



Data for this report

The following data includes feedback on our three topics from two separate sources.

- **Consultation feedback**
- **Representative Survey feedback**

Participants for both sources did not need to answer every question (including demographics).

Consultation

The Consultation feedback includes submissions from the Let's Talk website, WCC submission forms (either emailed in or hard copies), email submissions, oral hearing only submissions and video submissions.

It also includes a large amount of feedback on single issues from community sources. These are noted in this report where the data has been included with that gathered from WCC channels.

Duplicates (where a submitter made more than one submission) have been combined where possible, with the quantitative data only being counted once. Overall, 246 duplicates were found, the

majority being those making a submission on KEC via the Save our Centre form and a submission through the Let's Talk website.

Representative Survey

The purpose of the **Representative Survey** was to gather feedback from a group of residents broadly representative of Wellington (based on age, gender and ward).

The survey was sent to a randomly selected sample of about 3,000 people from the Council's *Capital Views* panel (which contains approximately 11,000 emails).

Throughout the survey fieldwork quota targets for gender, age group and ward were monitored to achieve a sample as close to representative as possible. Post fieldwork the sample was weighted to be in line with gender, age and ward proportions for Wellington City (according to Census 2023).

The final sample for the representative survey was 563 resulting in a maximum margin of error of 4.1% at 95% confidence level. This indicates that we can conclude with 95% confidence that the sample results reflect that of the population give or take 4.1%.

Consultation feedback: Who has participated – Local Water Done Well reform

713

Total Water Reform
Submissions

693:23

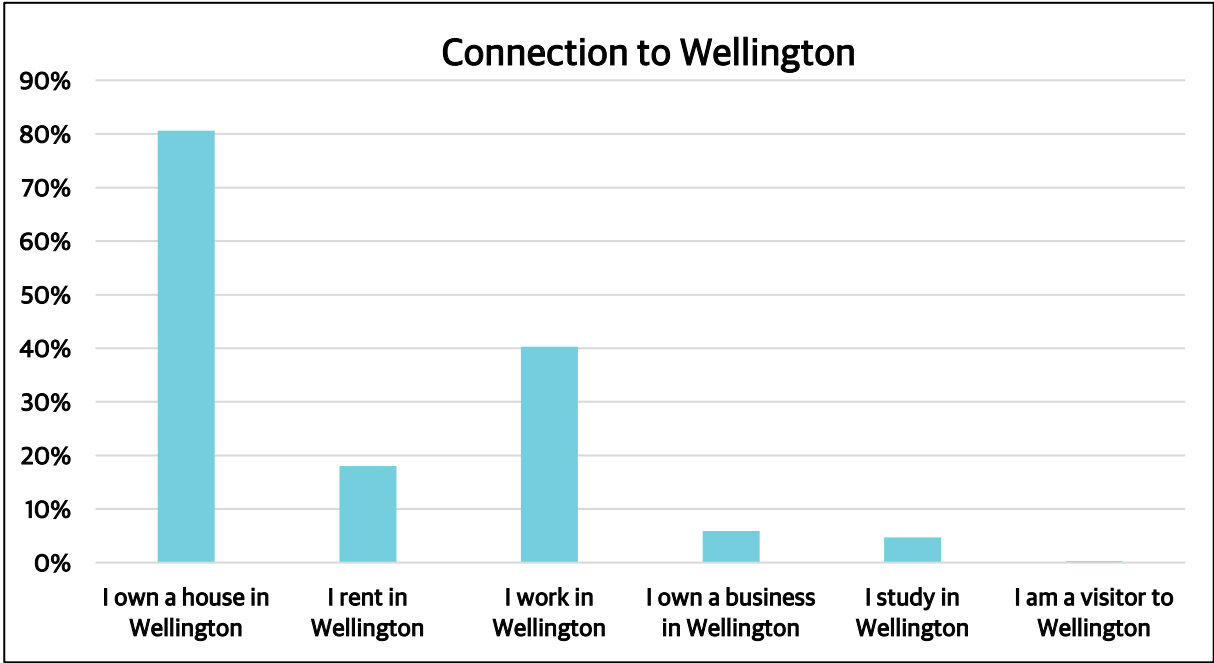
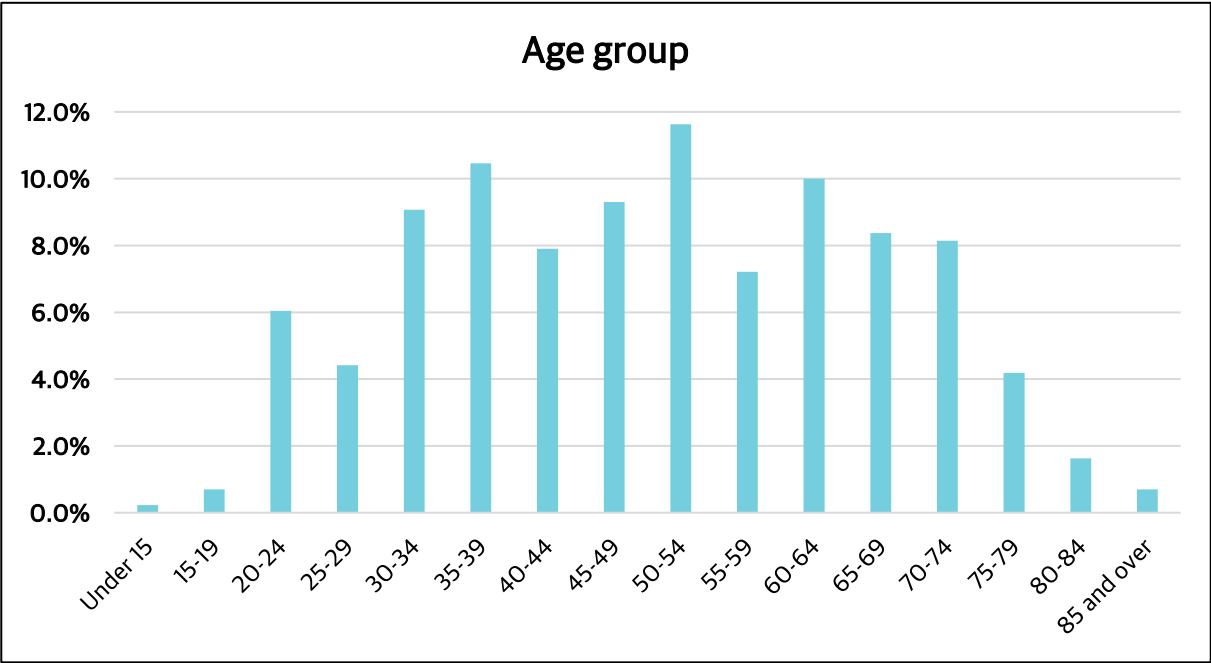
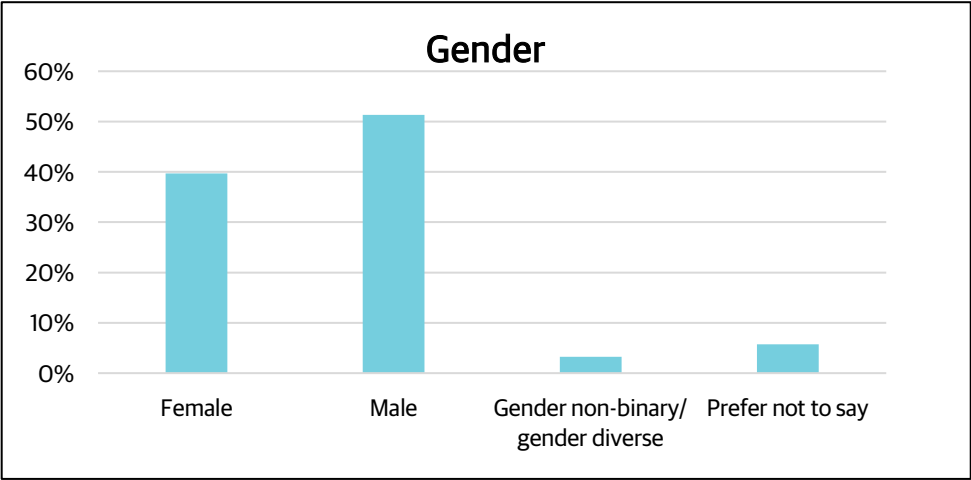
Individuals vs
Organisations/Groups

43

Oral Hearing
requests

16

Questions
received



Consultation feedback: Who has participated – Long-term Plan Amendment and Annual Plan

3,002

Total LTP-A and AP Submissions

2,936:66

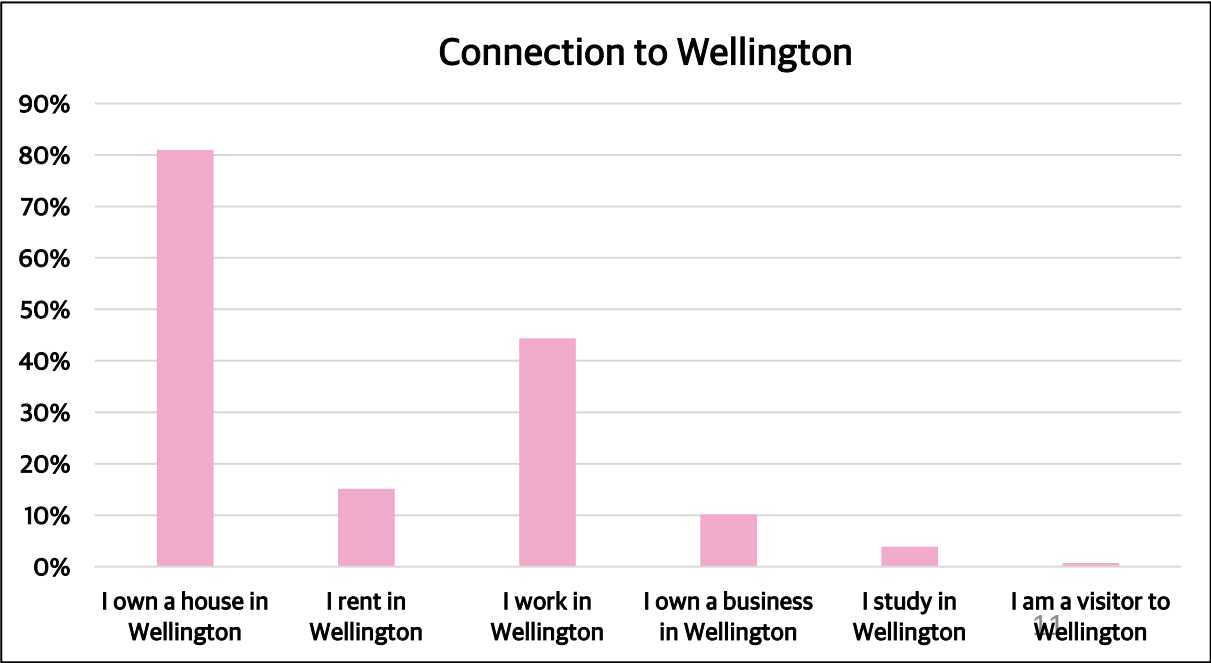
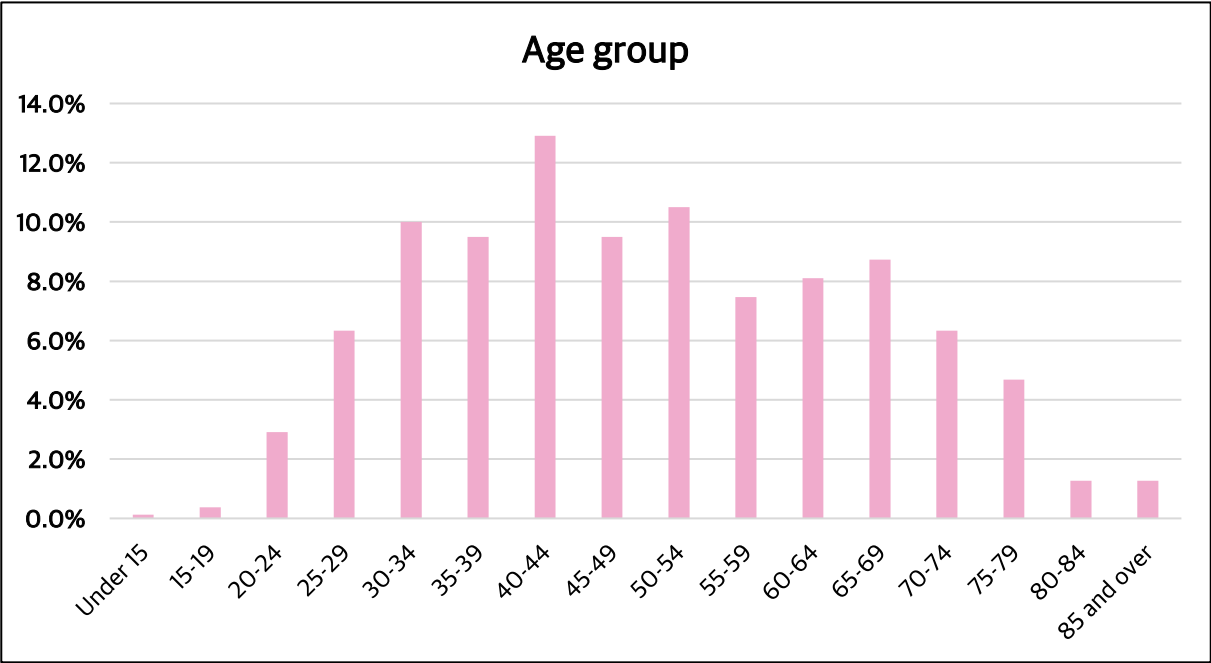
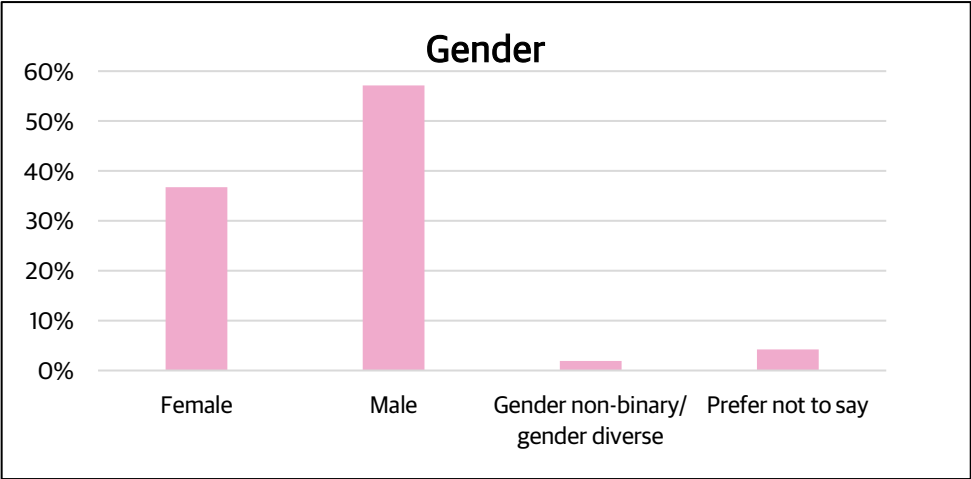
Individuals vs Organisations/Groups

132

Oral Hearing requests

41

Questions received



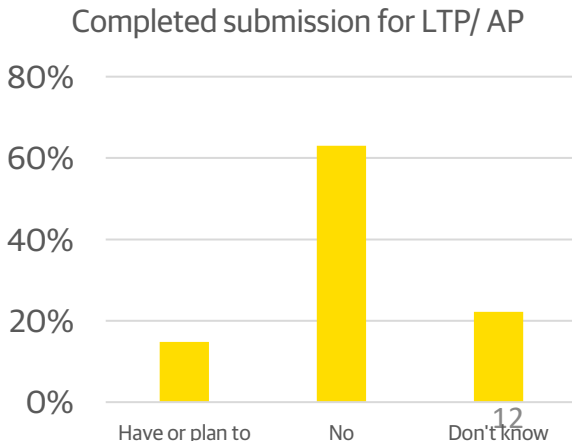
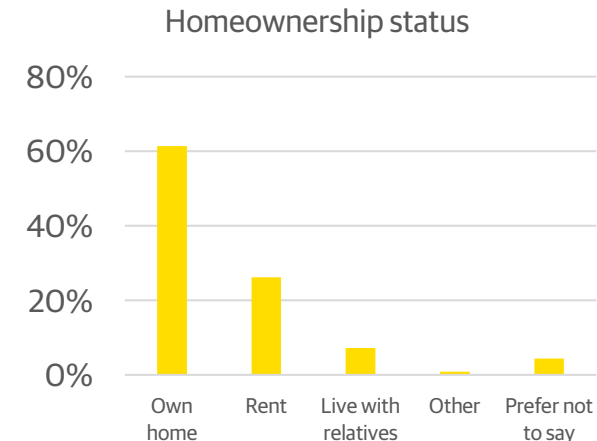
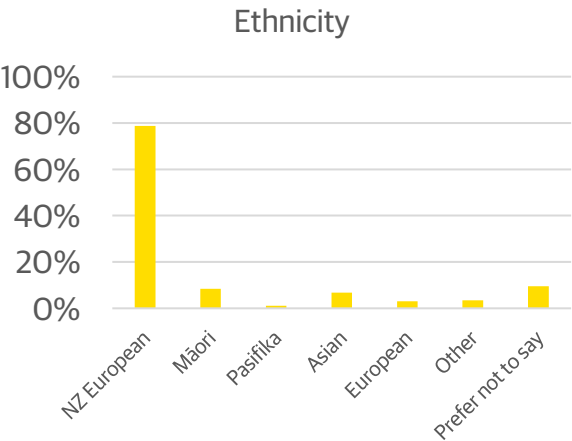
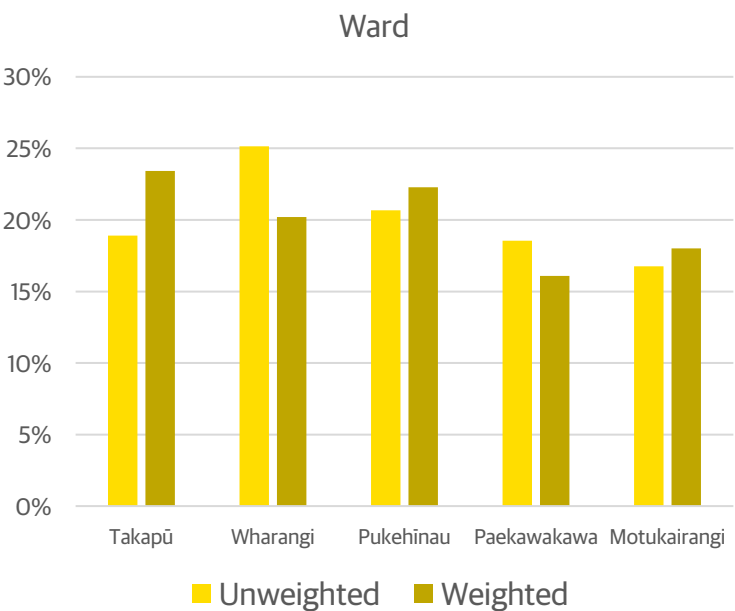
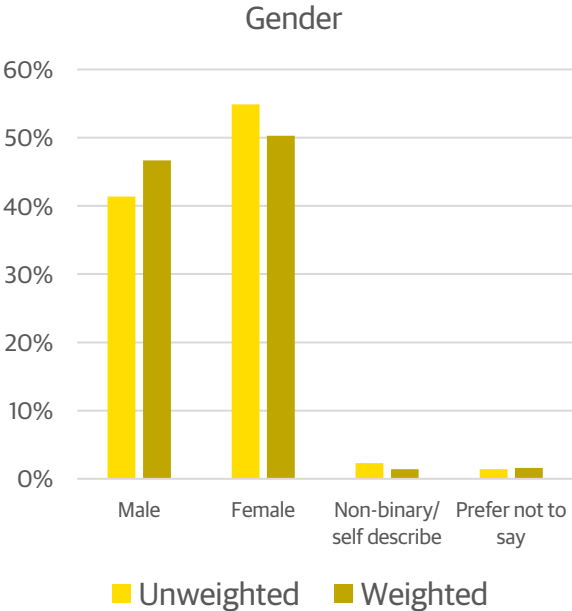
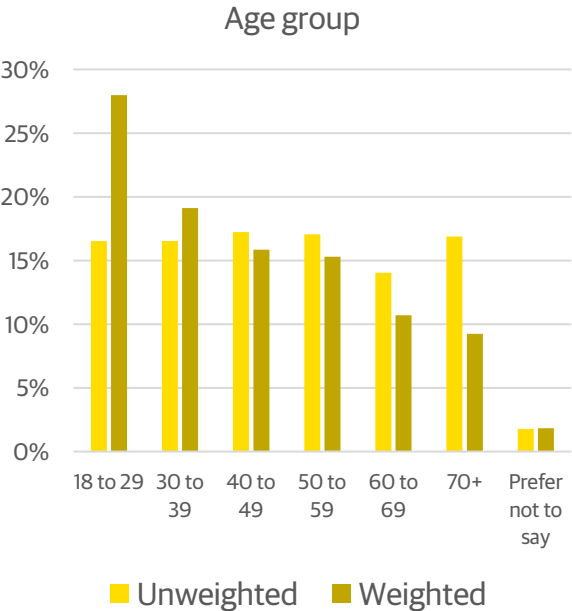
Representative survey feedback: Who has participated – Long-term Plan Amendment, Annual Plan and Water Reform

563

Total responses to representative survey

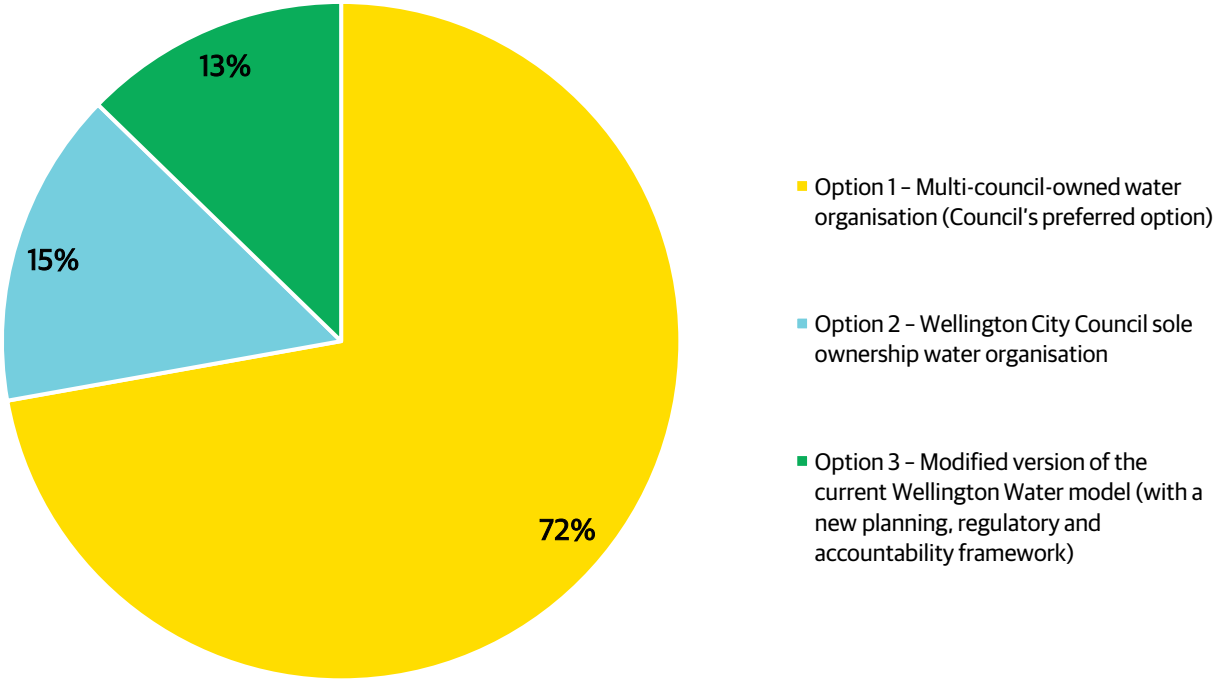
'Unweighted' represents proportions of each group who took part in the survey.

The data is post-weighted using age, gender and ward so the 'weighted' proportions match proportions for adults (18+) within Wellington City (based on Census 2023).



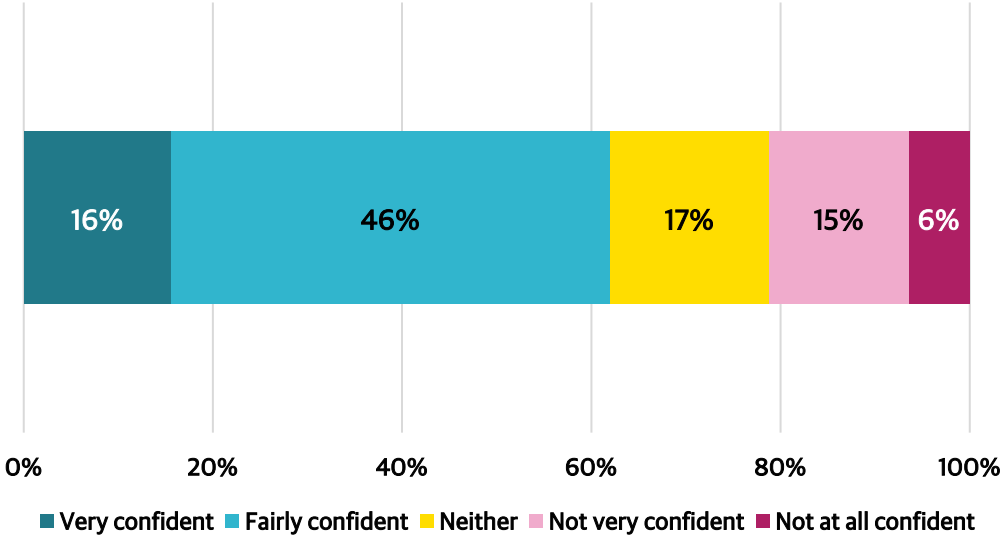
Local Water Done Well Reform options - CONSULTATION

Which option do you believe is the best for delivering safe and reliable drinking water, wastewater and stormwater services?



Total responses n=676

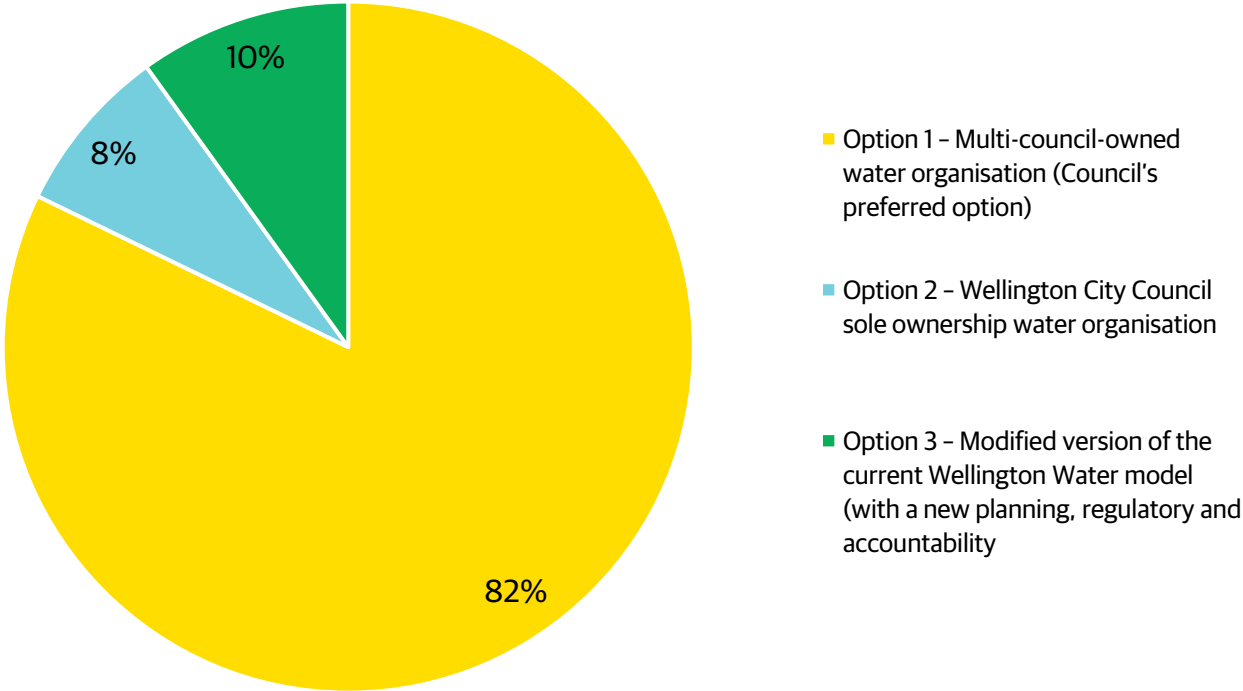
How confident are you that the option you chose will improve the quality and reliability of water services?



Total responses n=650

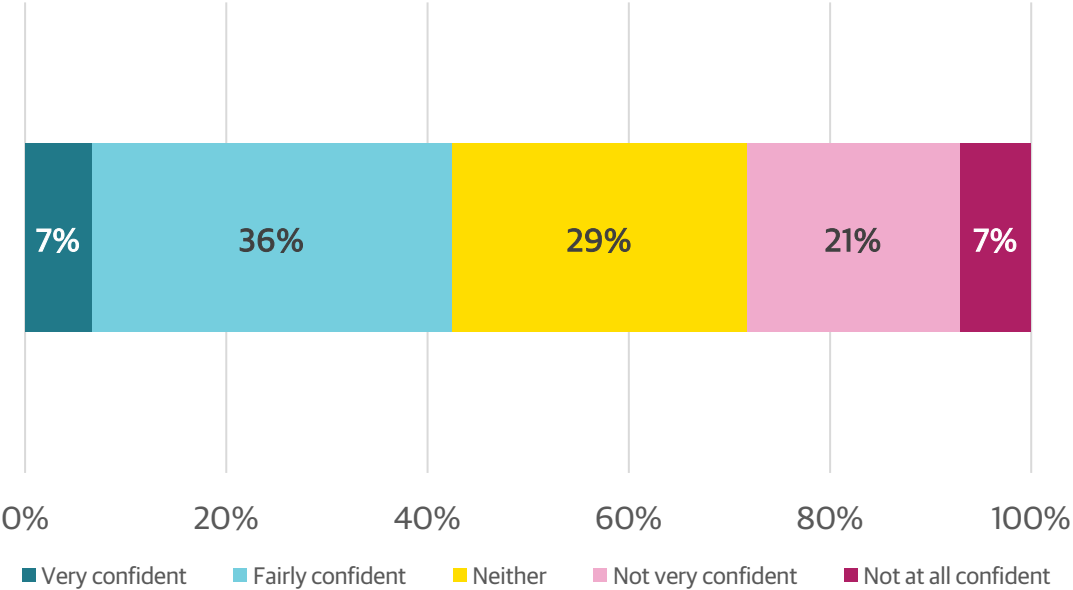
Local Water Done Well Reform options – PANEL SURVEY

Which option do you believe is the best for delivering safe and reliable drinking water, wastewater and stormwater services?



Total responses n=563

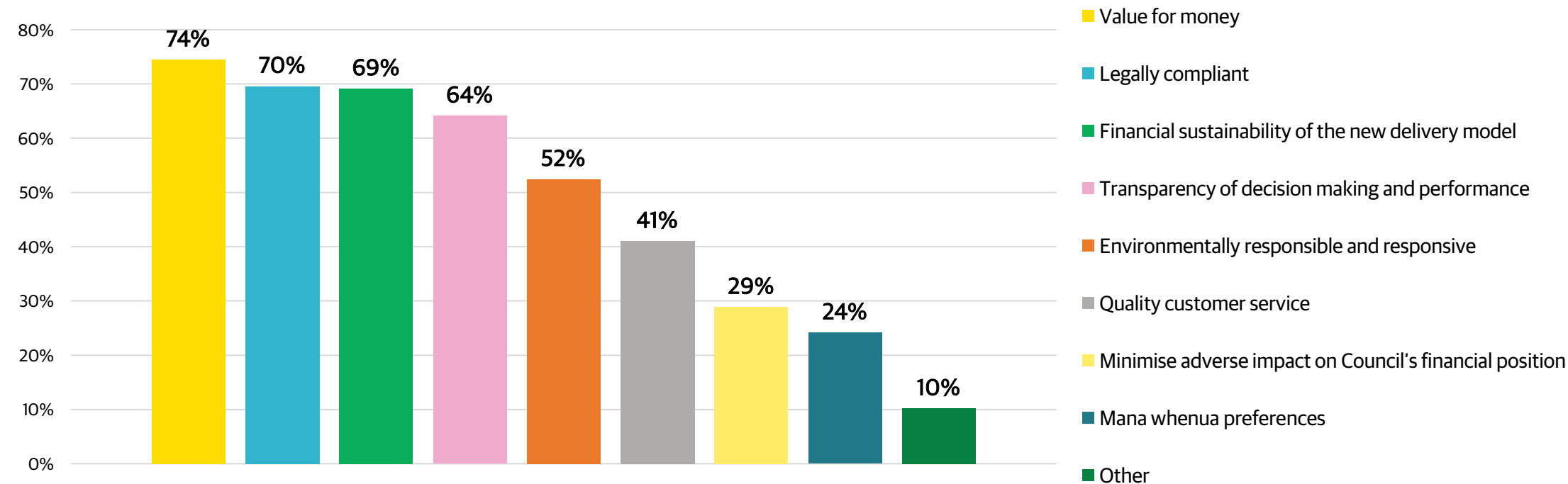
How confident are you that the option you chose will improve the quality and reliability of water services?



Total responses n=563

Important factors for delivery model - CONSULTATION

What are the most important factors Council needs to consider when deciding on the best delivery model for our three waters services?

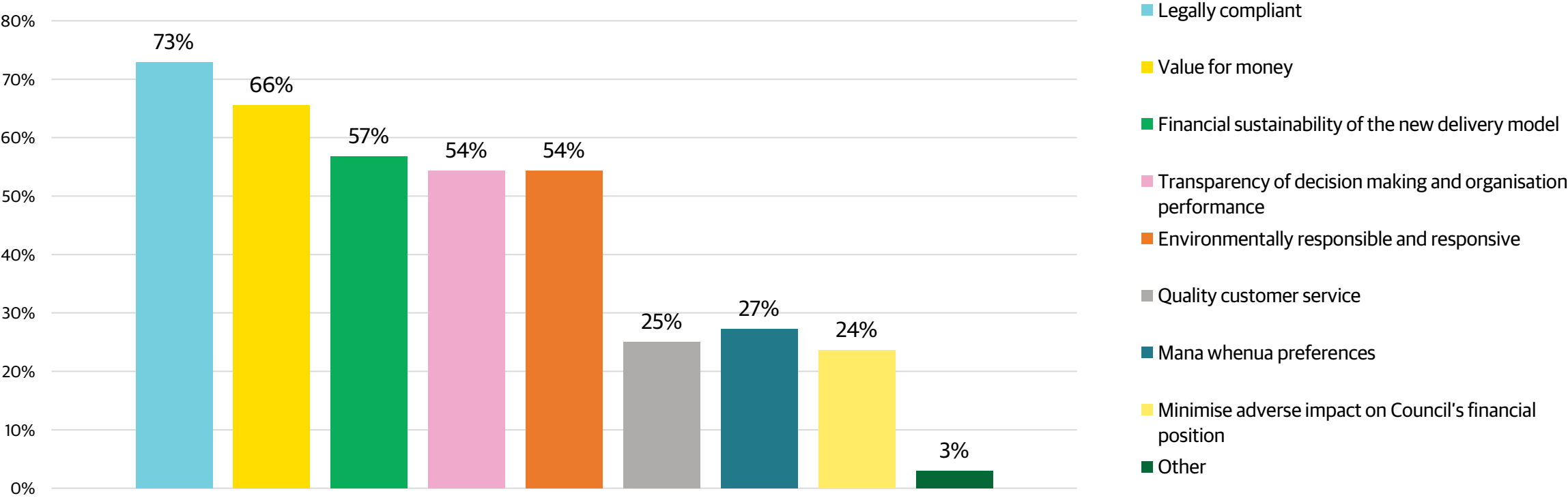


Total responses n=658

Note this was a multi-choice question and submitters could select all the factors that were important to them.

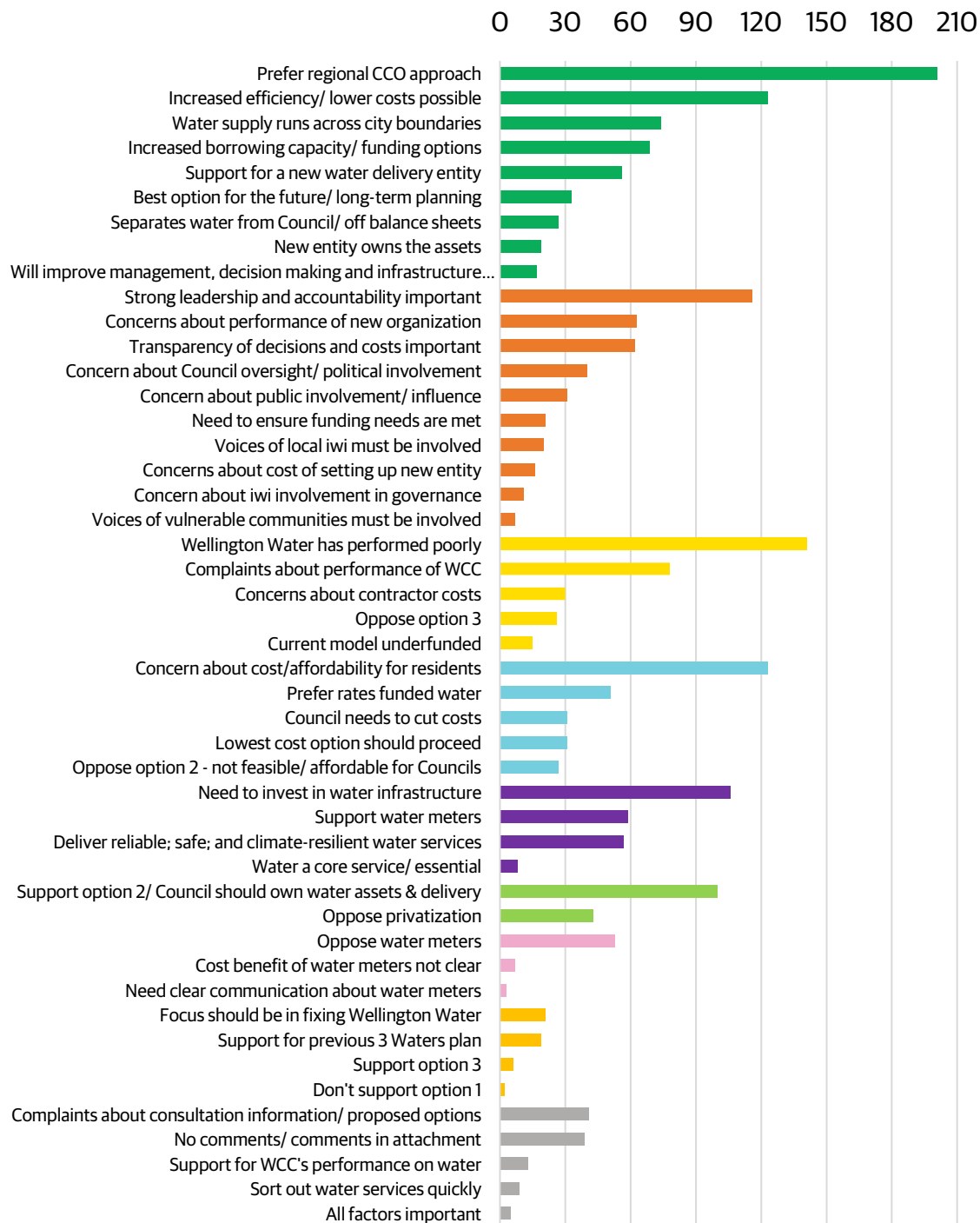
Important factors for delivery model – PANEL SURVEY

What are the most important factors Council needs to consider when deciding on the best delivery model for our three waters services?



Total responses n=563

Note this was a multi-choice question and submitters could select all the factors that were important to them.



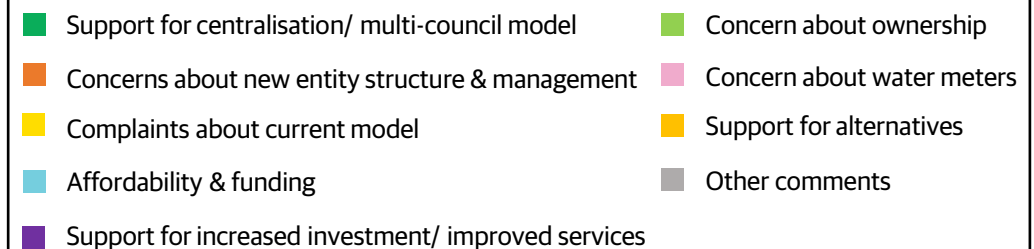
Local Water Done Well - comments

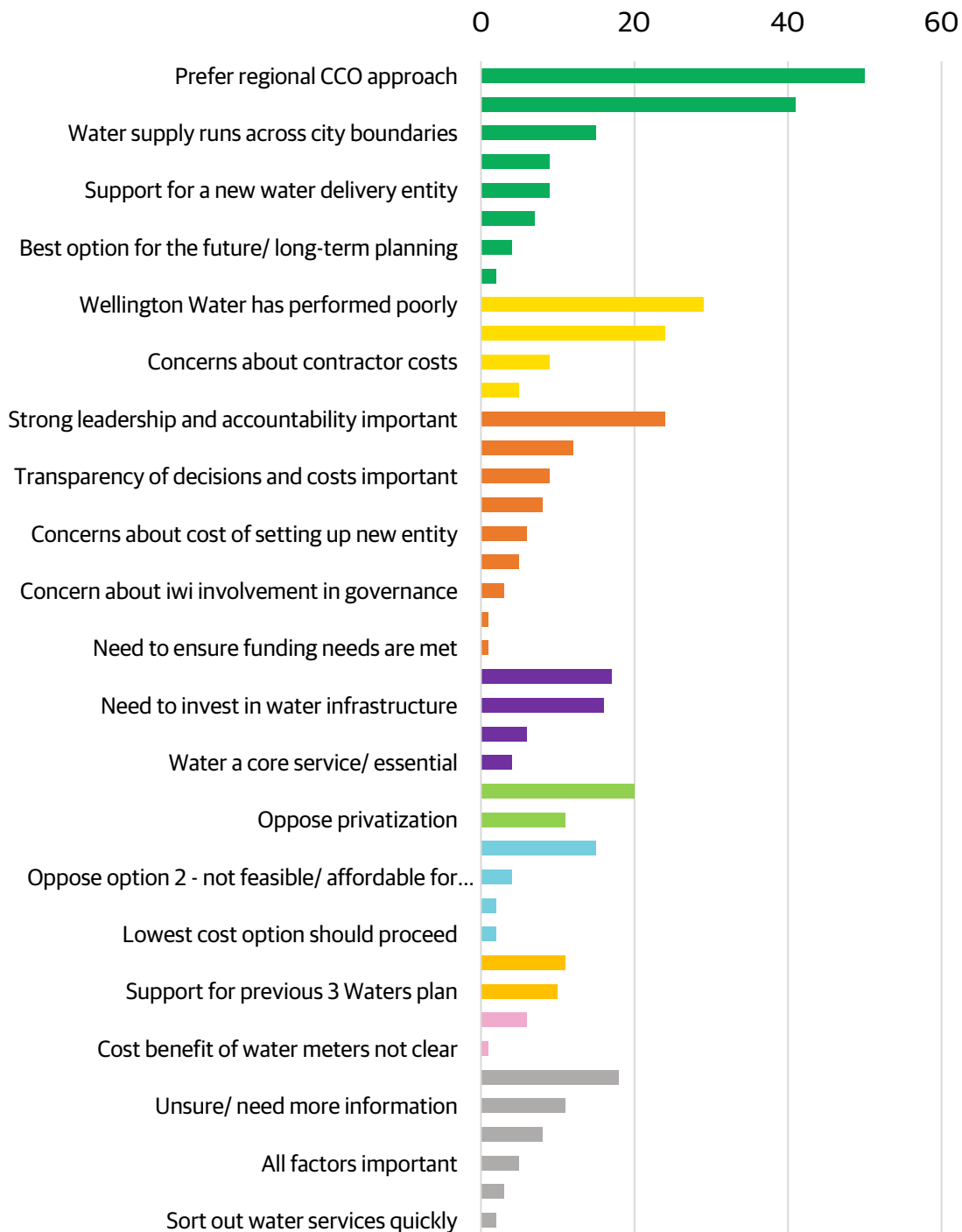
The questions asked was: **Tell us more about why you made this choice. Do you have any additional comments or suggestions regarding the proposed water services delivery model?**

- 534 submitters provided 782 comments (across two separate questions)

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascrbe.it/sOZl7aOy>





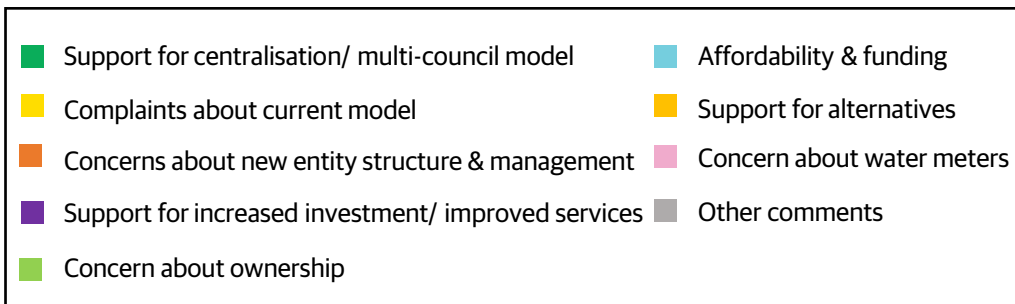
Local Water Done Well – PANEL SURVEY comments

The questions asked was: **Tell us more about why you made this choice.** and **Do you have any additional comments or suggestions regarding the proposed water services delivery model?**

- 184 survey respondents provided 230 comments (across two separate questions)

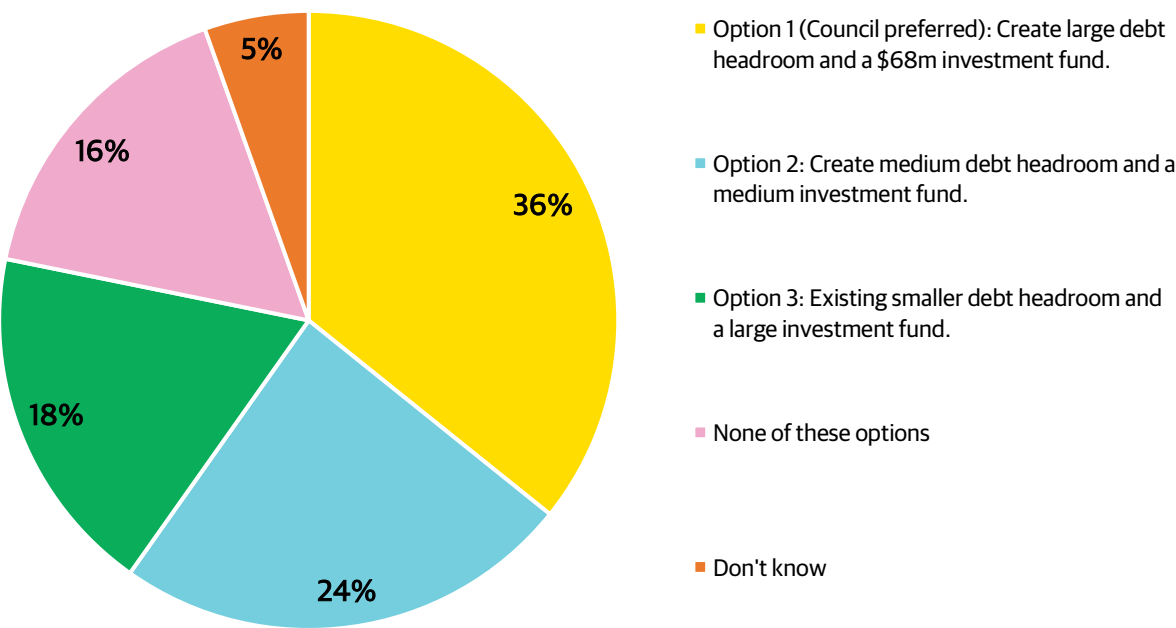
Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/APKHfdpM>



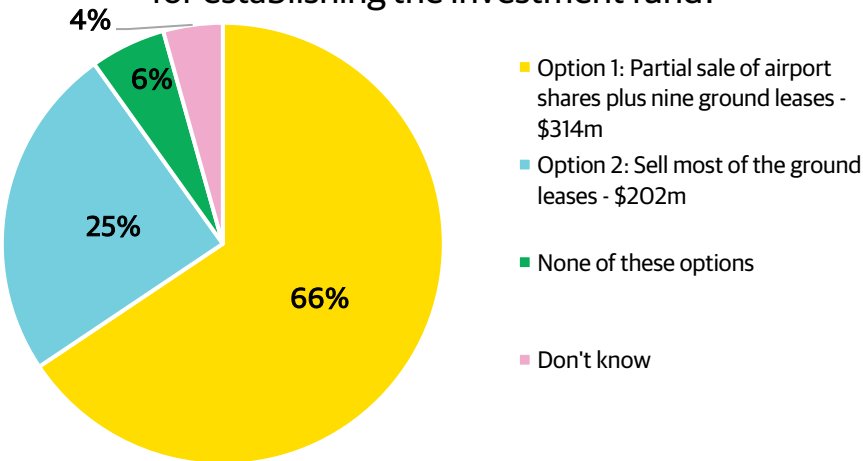
Long-term Amendment options – insurance and investment (CONSULTATION)

Which of these options do you prefer for our Long-term Plan Amendment?



Total responses n=1,082

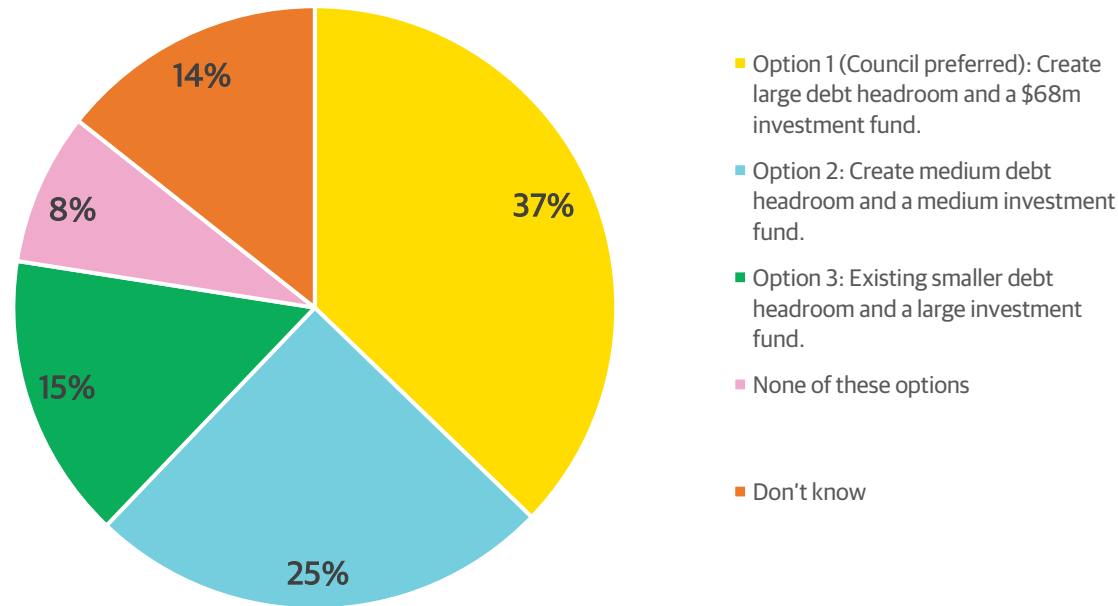
For Option 2: Which of these options do you prefer for establishing the investment fund?



Total responses n=253

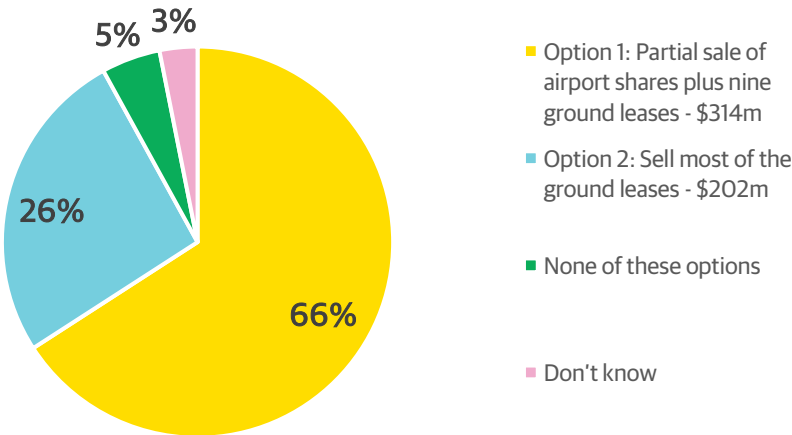
Long-term Amendment options – insurance and investment (PANEL SURVEY)

Which of these options do you prefer for our Long-term Plan Amendment?

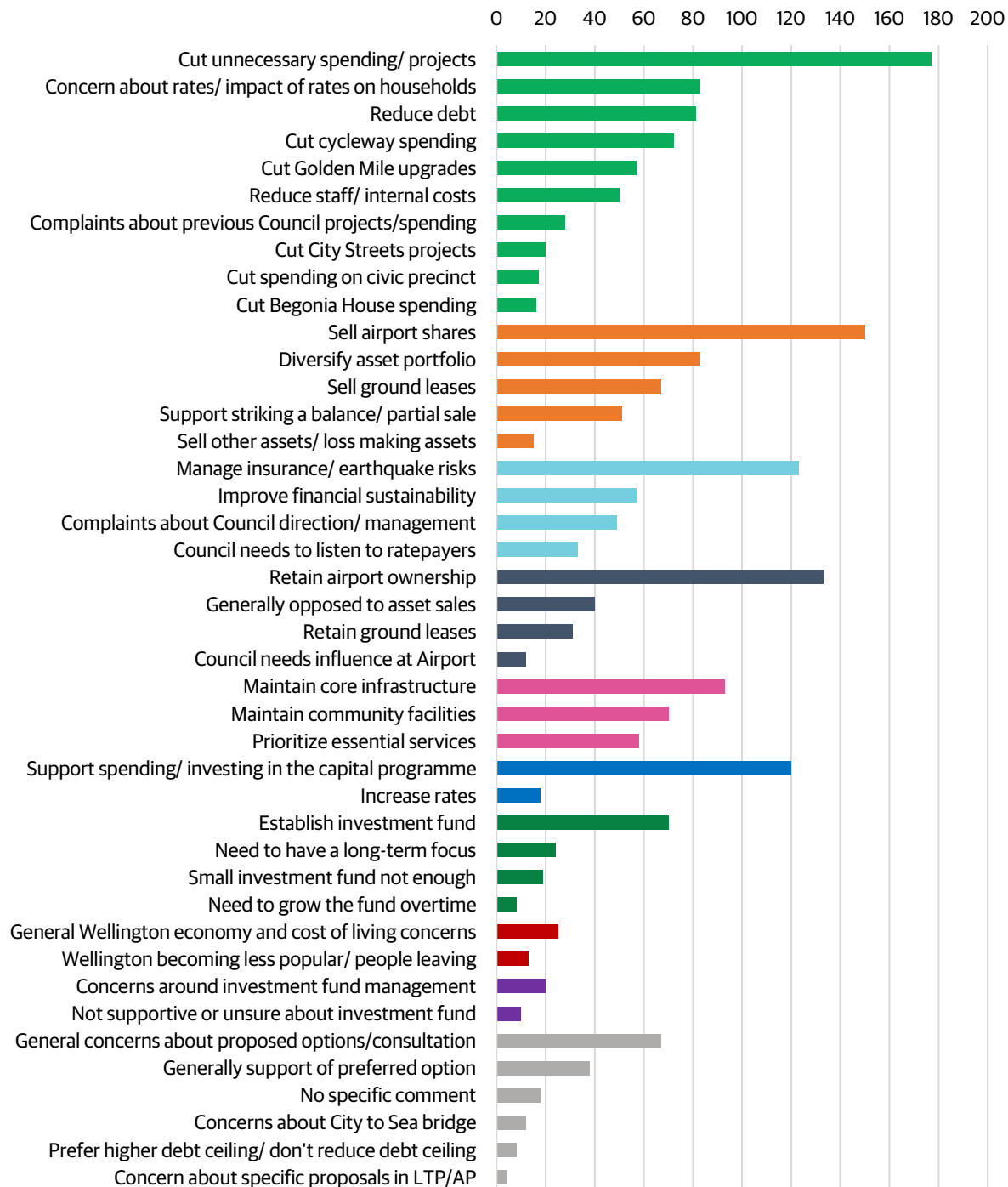


Total responses n=563

For Option 2: Which of these options do you prefer for establishing the investment fund?



Total responses n=150



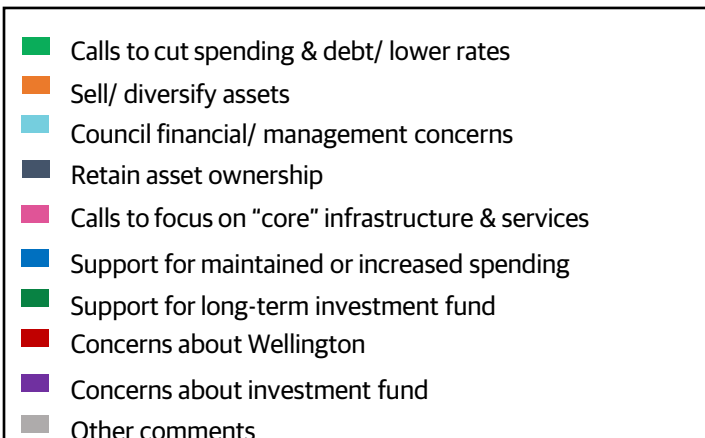
Long-term Plan amendment options overall – CONSULTATION comments

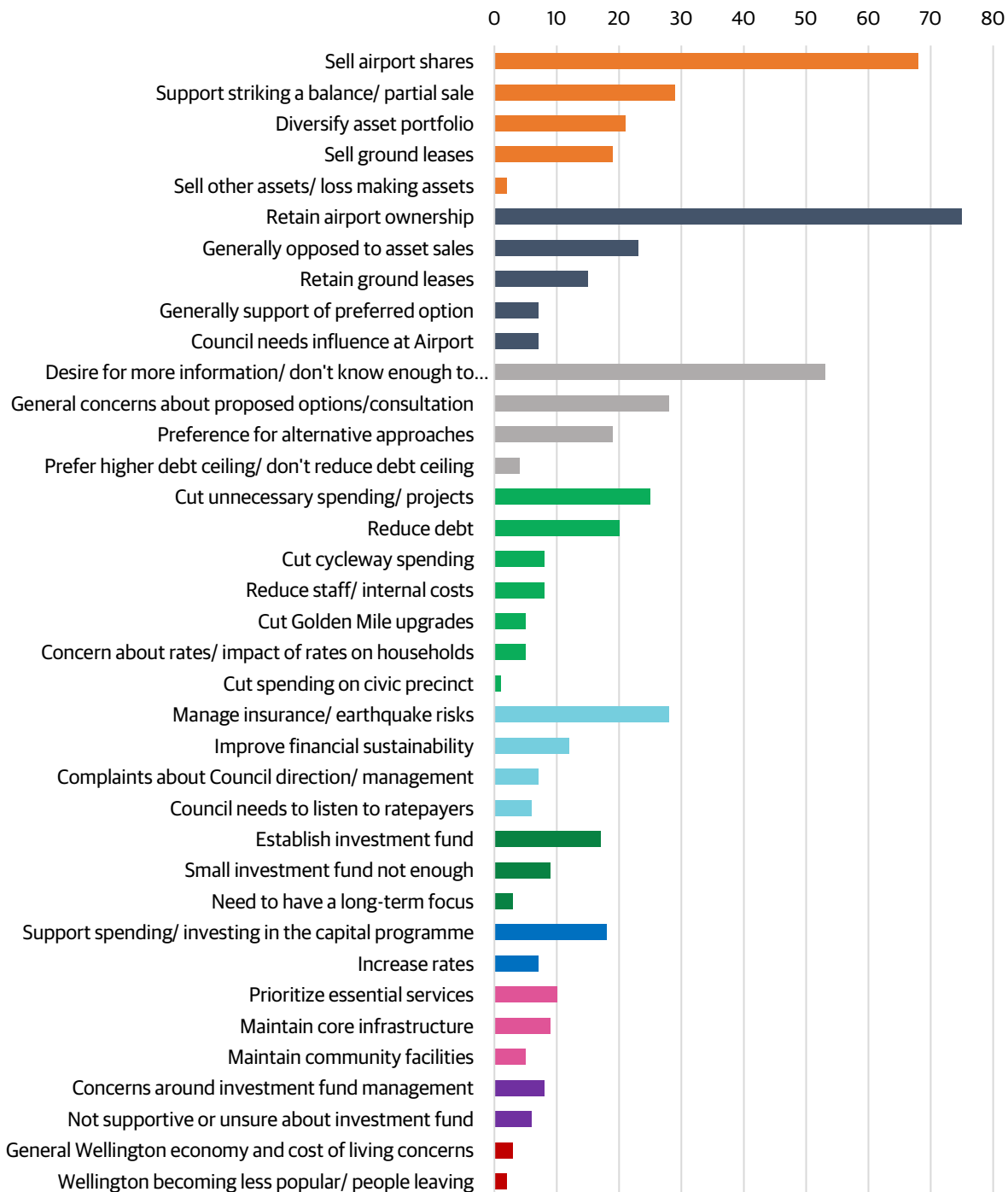
- The question asked was: Do you have any comments to share on why you selected your preferred option for any of these decisions, or why you don't support any of the options we proposed?

- 633 submitters provided comments

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/vLMEMs6a>



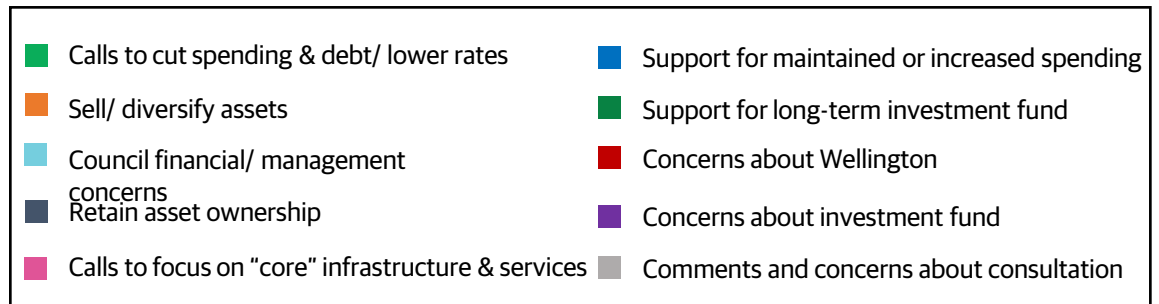


Long-term Plan amendment options overall – SURVEY comments

- The question asked was: Do you have any comments to share on why you selected your preferred option for any of these decisions, or why you don't support any of the options we proposed? Is there another alternative solution you would support for mitigating our under-insurance and investment risks?
- 273 survey respondents provided comments

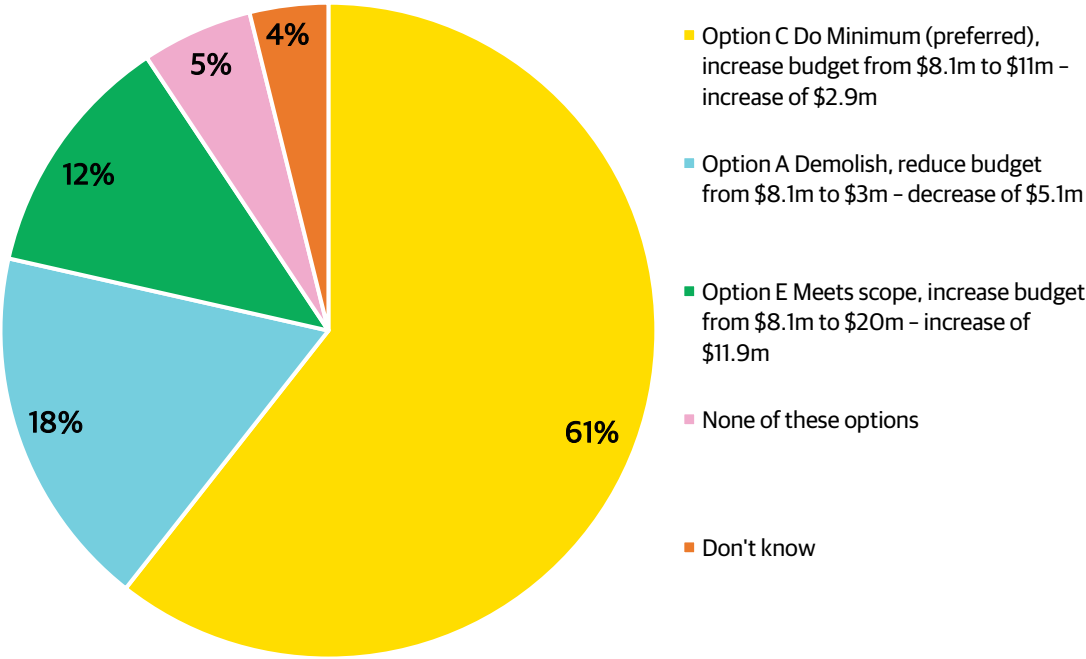
Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/EBZJfheu>



Begonia House options

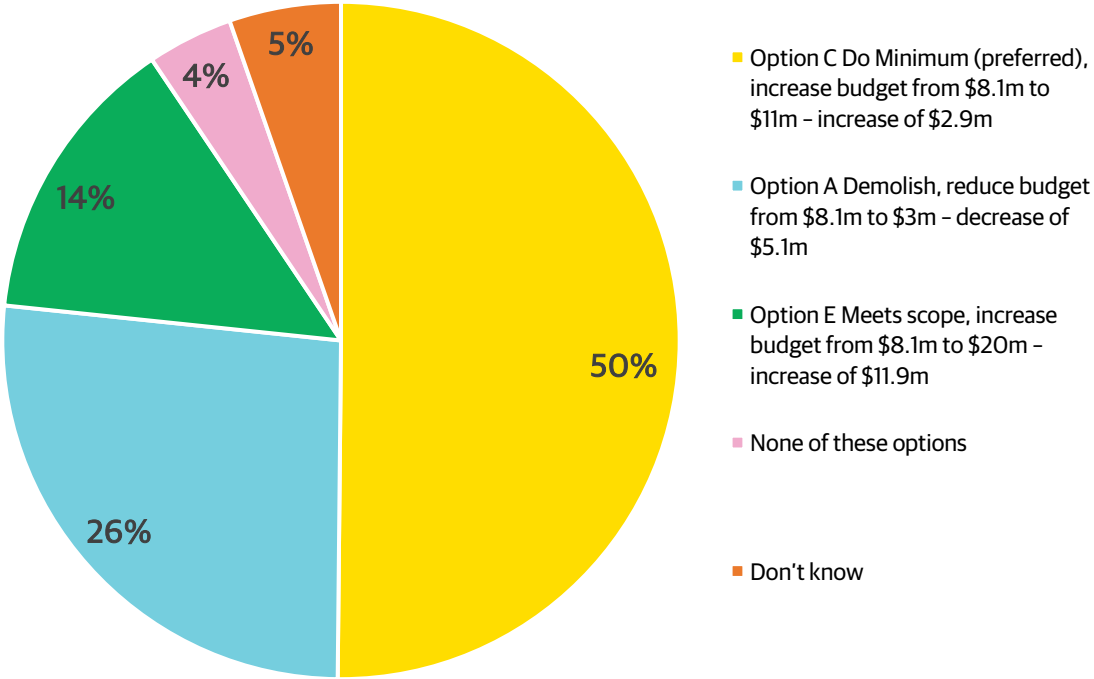
CONSULTATION - Which of these options do you prefer for Begonia House?



Total responses n=1,191*

* Submission total for **consultation** includes 78 submissions received via email on the Begonia House project that stated a preference for one of the set Begonia House options so could therefore be included in the data.
There are a further 31 email submissions on Begonia House that state they support retaining the facility, but do not indicate an exact option.

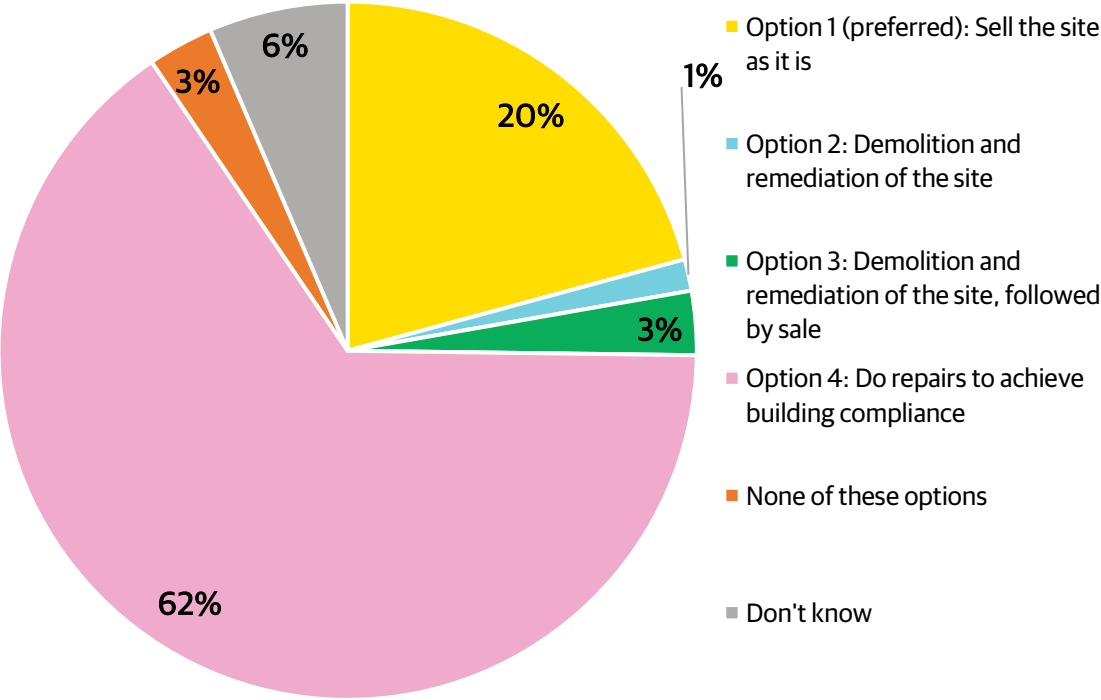
PANEL SURVEY - Which of these options do you prefer for Begonia House?



Total responses n=563

Karori Event Centre options

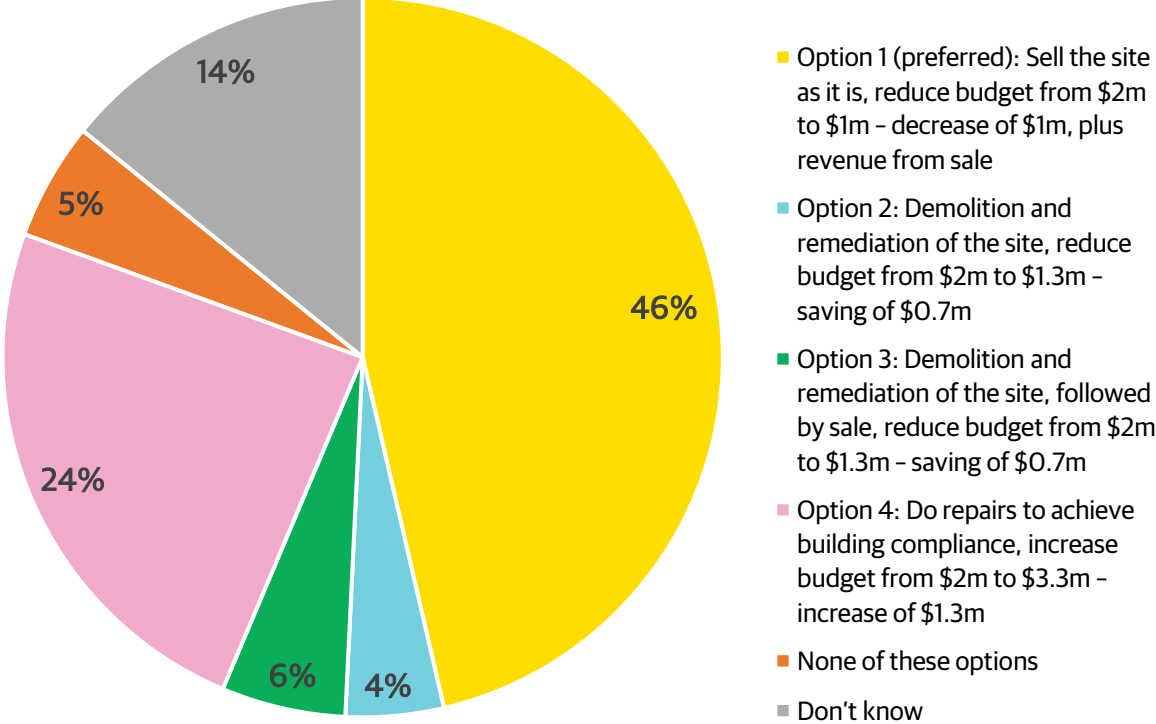
CONSULTATION – Which of these options do you prefer for Karori Event Centre? **Total**



Total responses n=2,469*

* **Consultation** Submission total includes 1,369 submissions received via the Save Our Centre website that indicated an option that matched the WCC options. On the Save our Centre page submitters could select more than one option for this question – 40 submitters indicated more than one preference. **A breakdown of Consultation submission results by source is on the next page.**

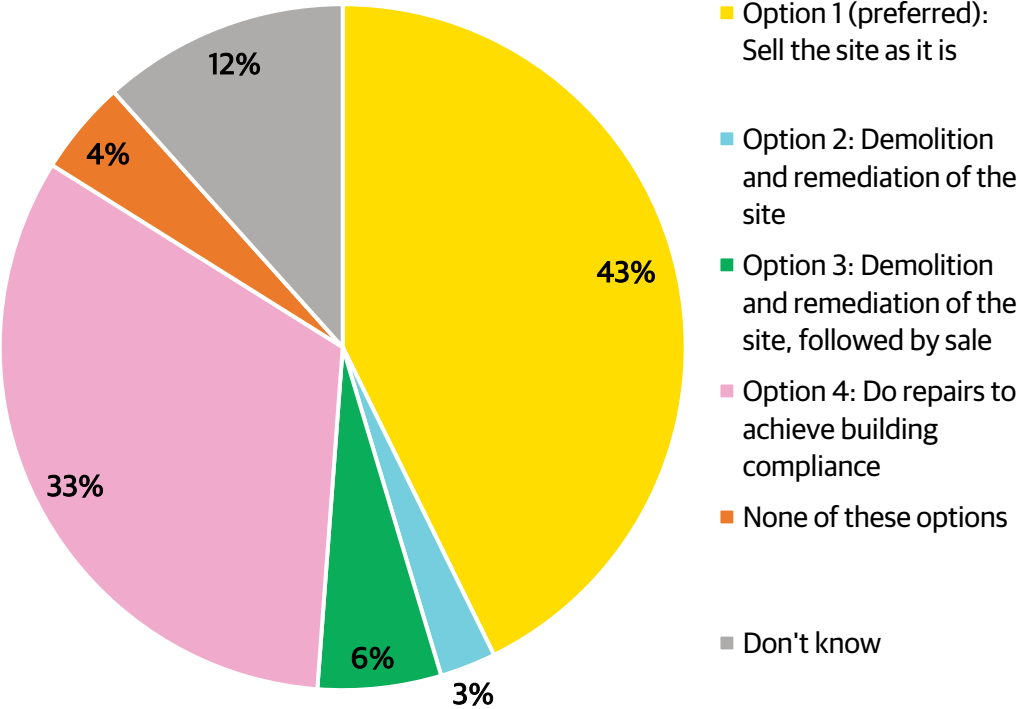
PANEL SURVEY – Which of these options do you prefer for Karori Events Centre? **Total**



Total responses n=563

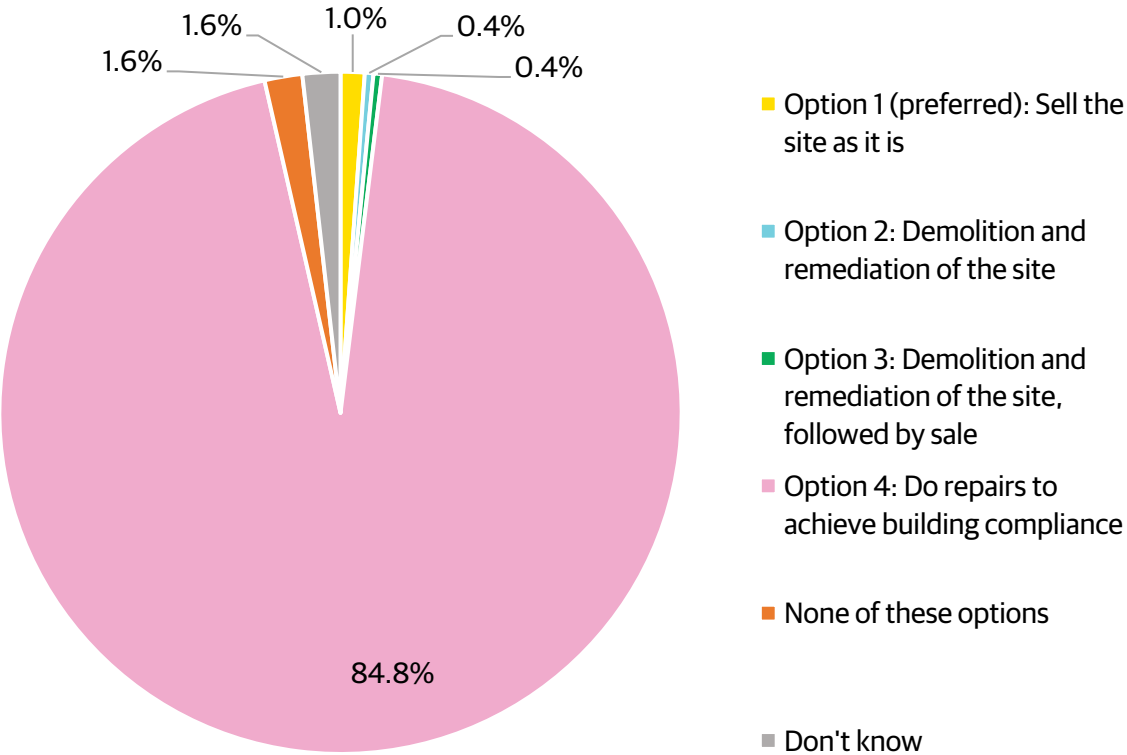
Karori Event Centre options breakdown - CONSULTATION

Karori Events Centre options – Website or other WCC submission channels



WCC channel submissions only: n=1,100

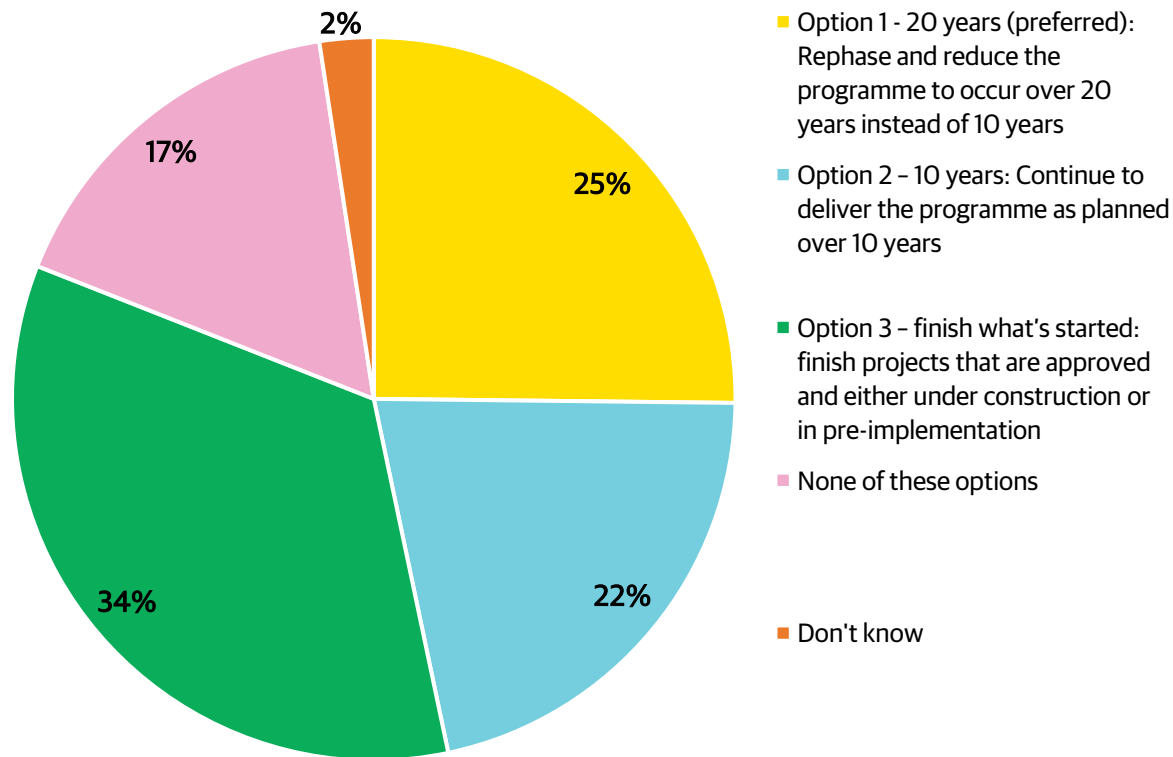
Karori Events Centre options – Save our Centre form



Save our Centre submissions only: n=1,369 (Total 1,420 submissions, some with no option selected.)
We also received a further 189 submissions through the Save Our Centre form where the submitter had either already submitted via WCC channels or already completed the community form. The KEC form will be placed with the WCC submission, but the option selected is only counted once.

Paneke Pōneke bike network options

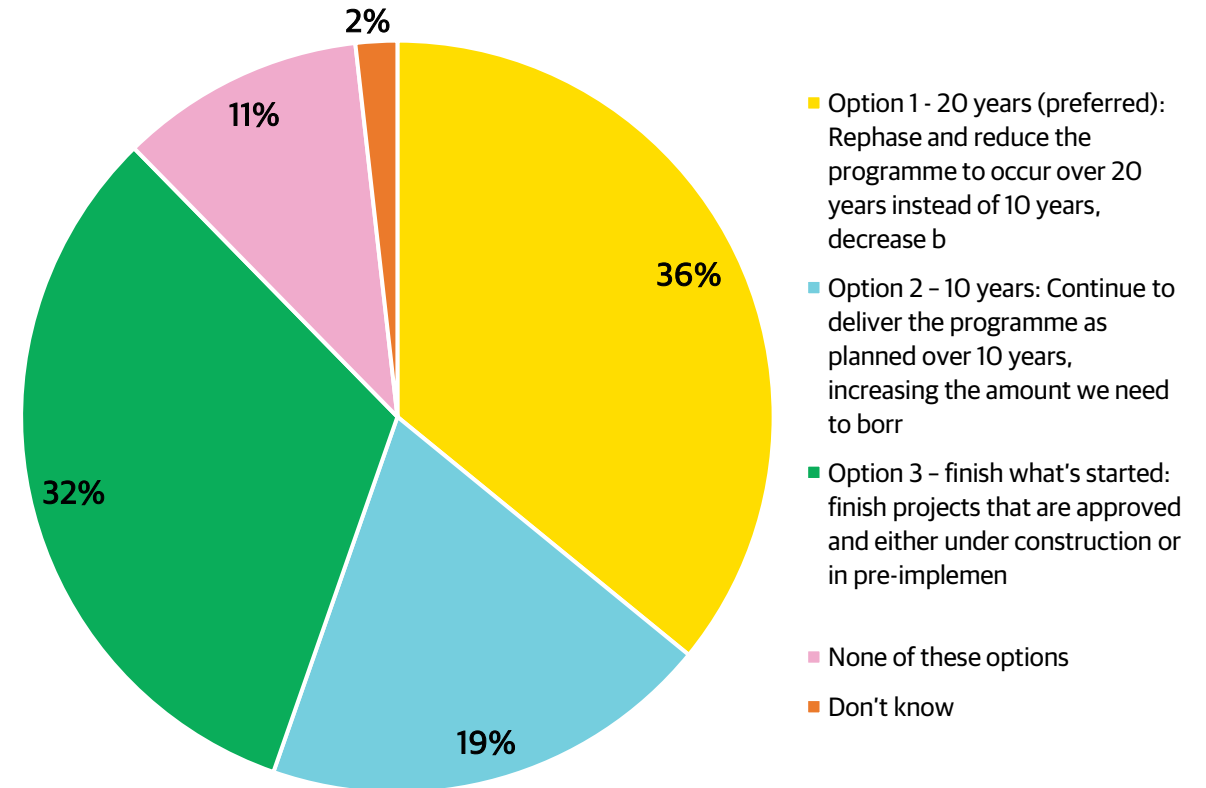
CONSULTATION - Which of these options do you prefer for the Paneke Pōneke bike network?



Total responses n=1,121

* Submission total for **consultation** includes 10 submissions that were received via email in support of retaining the current cycleways programme – Option 2. A further 8 submissions were received about the Paneke Pōneke Bike Network about half in support and half in opposition.

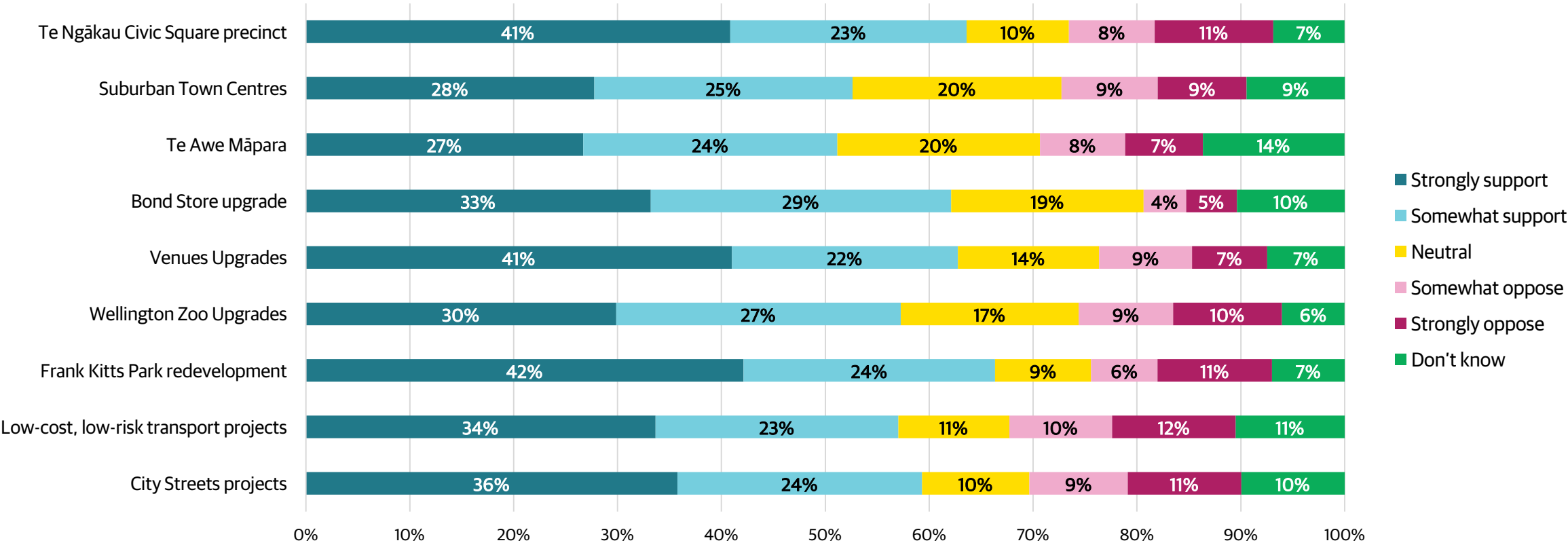
PANEL SURVEY - Which of these options do you prefer for Paneke Pōneke Bike Network?



Total responses n=563

Other capital programme proposals - CONSULTATION

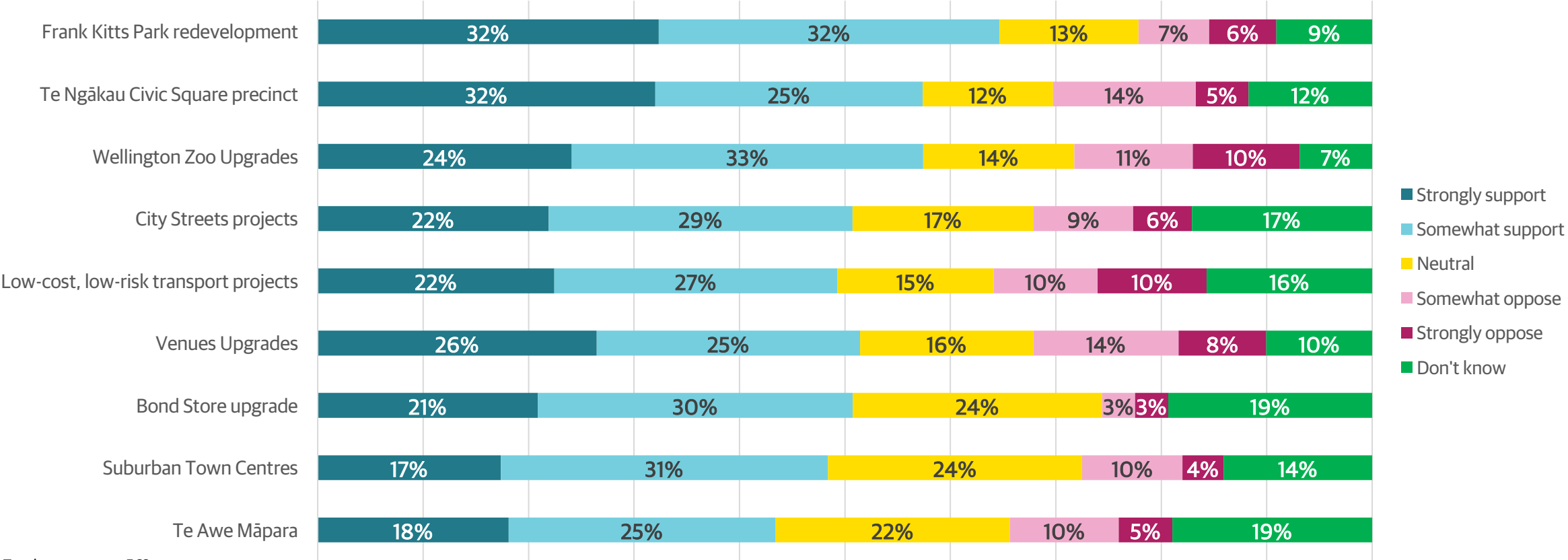
Other capital programme proposals



Total responses n=1,050

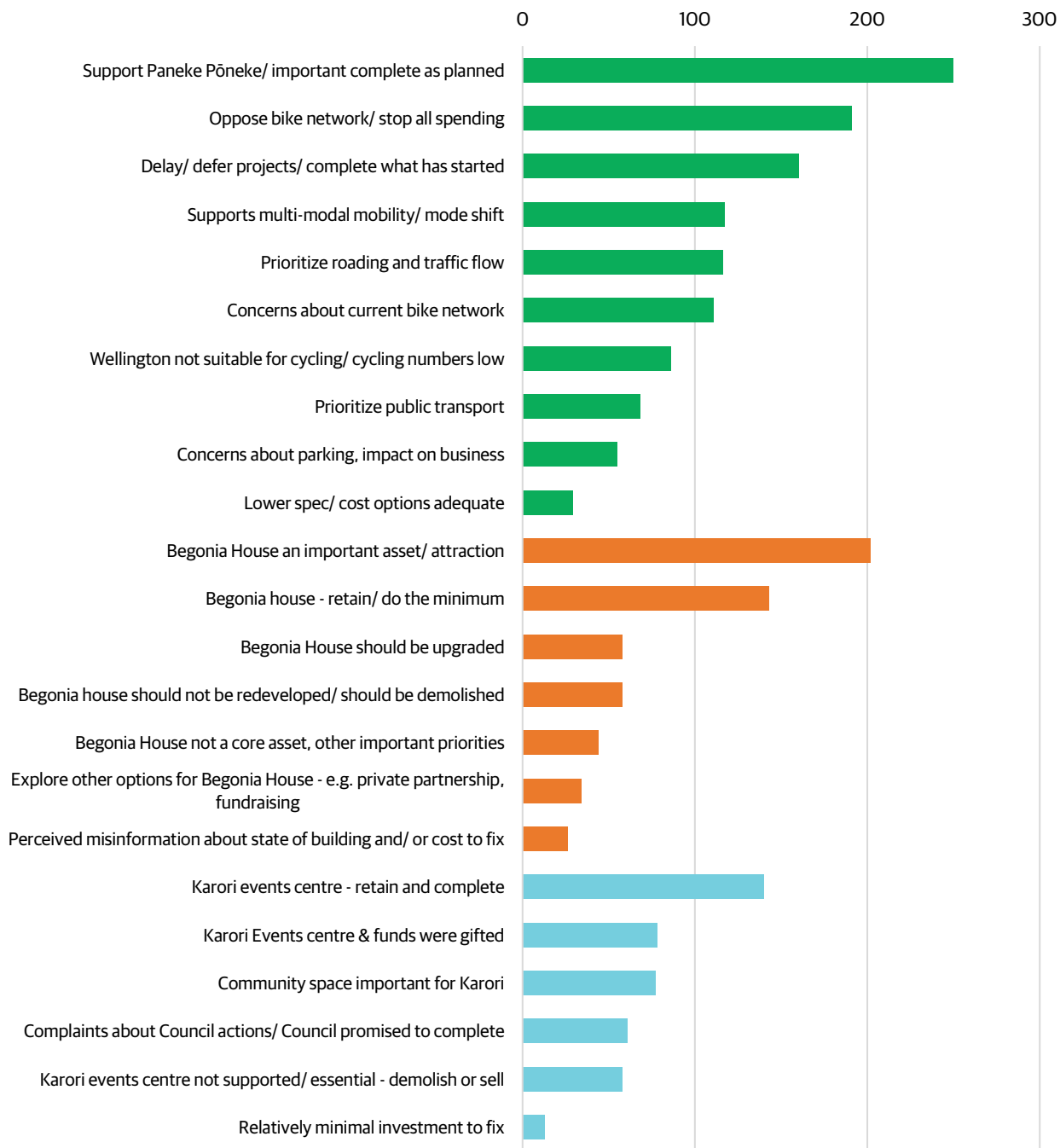
Other capital programme proposals – PANEL SURVEY

Other capital programme proposals



Total responses n=563

Paneke Pōneke, Begonia House & KEC comments

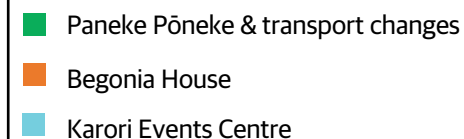


Capital programme – CONSULTATION comments

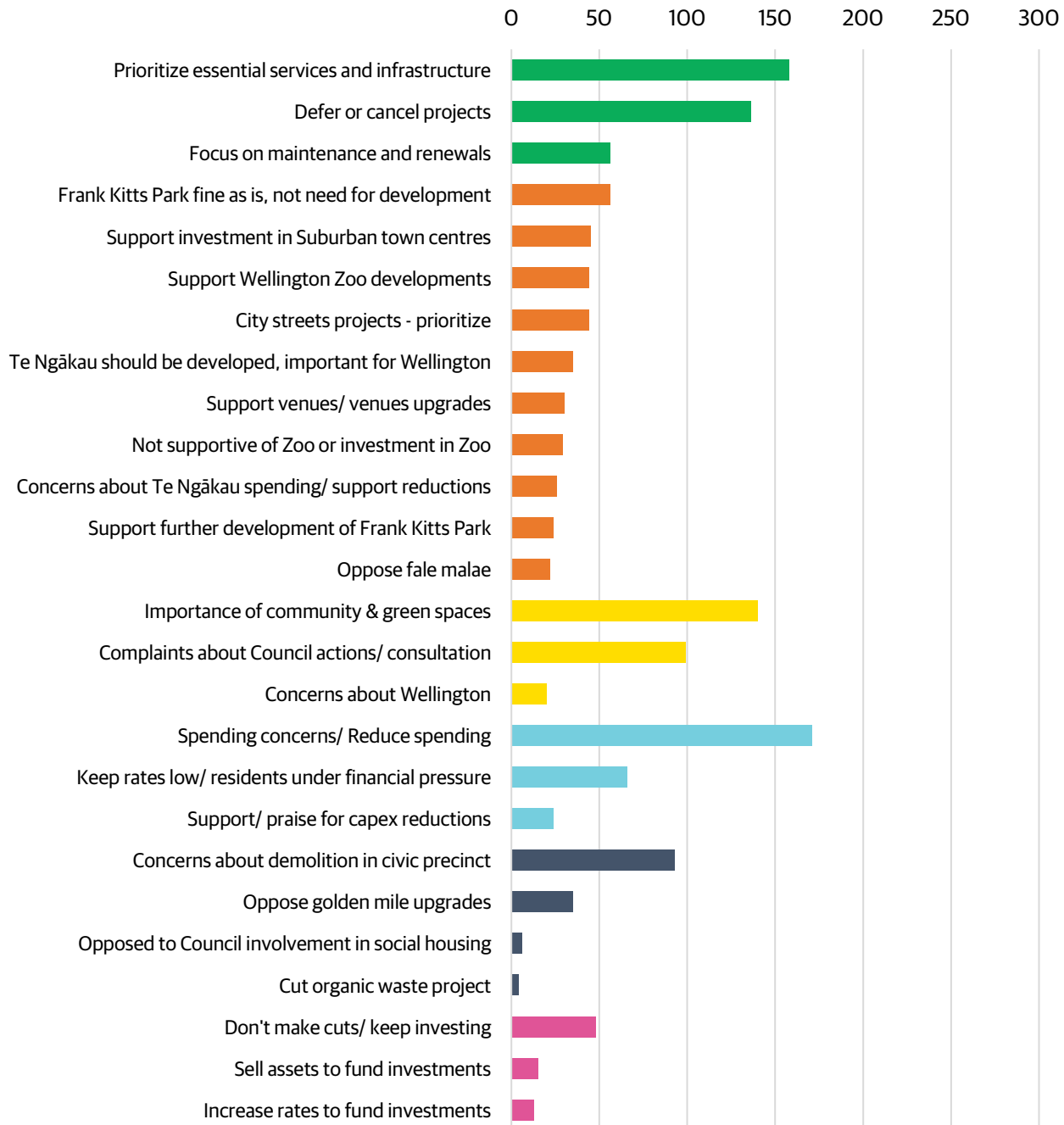
- The question asked was: **Please provide any comments about your level of support or opposition for these proposals?**
- 834 submitters provided 1200 comments (across two separate questions)
- Comments codes relating to the three key capital programme proposals are shown on this slide. Comments relating to other capital programme proposals as well as other general codes are shown on the next slide.

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/57B9Dw1g>



Other CAPEX and general comments



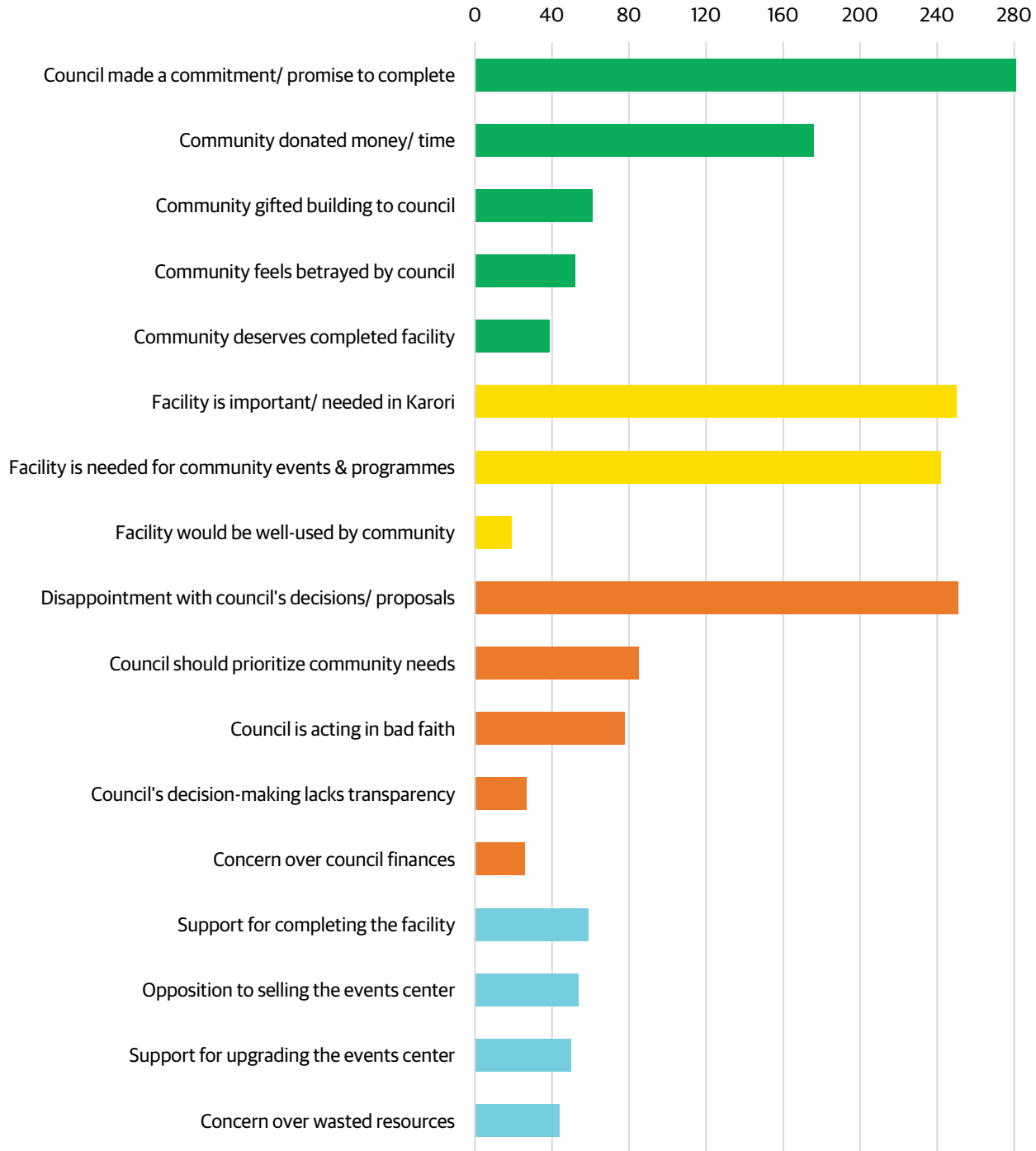
Capital programme – CONSULTATION comments continued

- The question asked was: **Please provide any comments about your level of support or opposition for these proposals?**
- 834 submitters provided 1200 comments (across two separate questions)
- Comments codes relating to the three key capital programme proposals are shown on the previous slide. Comments relating to other capital programme proposals as well as other general codes are shown on this slide.

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascibe.it/57B9Dw1g>

- Prioritize projects, infrastructure, services
- Comments on "other capital programme proposals"
- General Wellington comments & concerns
- Spending and funding comments
- Wider capital programme concerns
- Support for further capital programme investment



KEC Save our Centre form comments

- The question asked was: **Got another reason, or more to say?**
Comment here
- 698 people provided comments via the "Save our Centre" form
- All comments relate to the proposal for the Karori Events Centre and have been categorised across several codes which are organised into large theme groupings.

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/jLt37ylq>

- Concern about previous Council commitments & community raised funds
- Importance of community facilities for Karori
- Dissatisfaction with Council/ Council proposals
- Support for completing/ upgrading

Paneke Pōneke, Begonia House & KEC comments

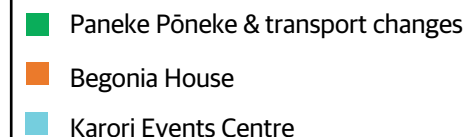


Capital programme – SURVEY comments

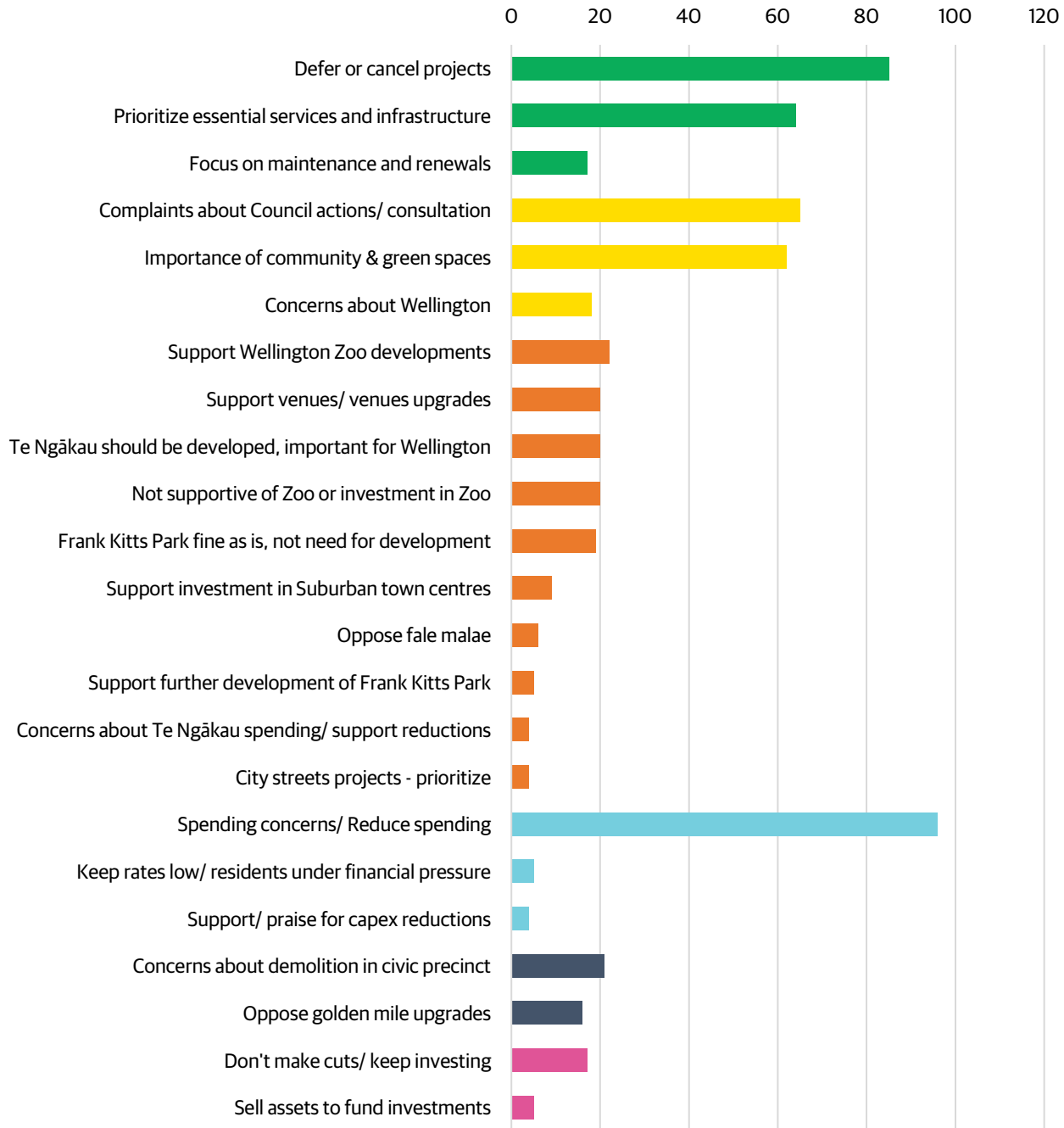
- The question asked was: Do you have any comments you would like to provide about your level of support for these three decisions, or why you don't support any of the options we have proposed?
- 308 survey respondents provided 925 comments (across separate comment boxes for each CAPEX proposal)
- Comments codes relating to the three key capital programme proposals are shown on this slide. Comments relating to other capital programme proposals as well as other general codes are shown on the next slide.

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/79BzgtB8>



Other CAPEX and general comments



Capital programme – SURVEY comments continued

- The question asked was: **Do you have any comments you would like to provide about your level of support for these three decisions, or why you don't support any of the options we have proposed?**
- 308 survey respondents provided 925 comments (across separate comment boxes for each CAPEX proposal)
- Comments codes relating to the three key capital programme proposals are shown on the previous slide. Comments relating to other capital programme proposals as well as other general codes are shown on this slide.

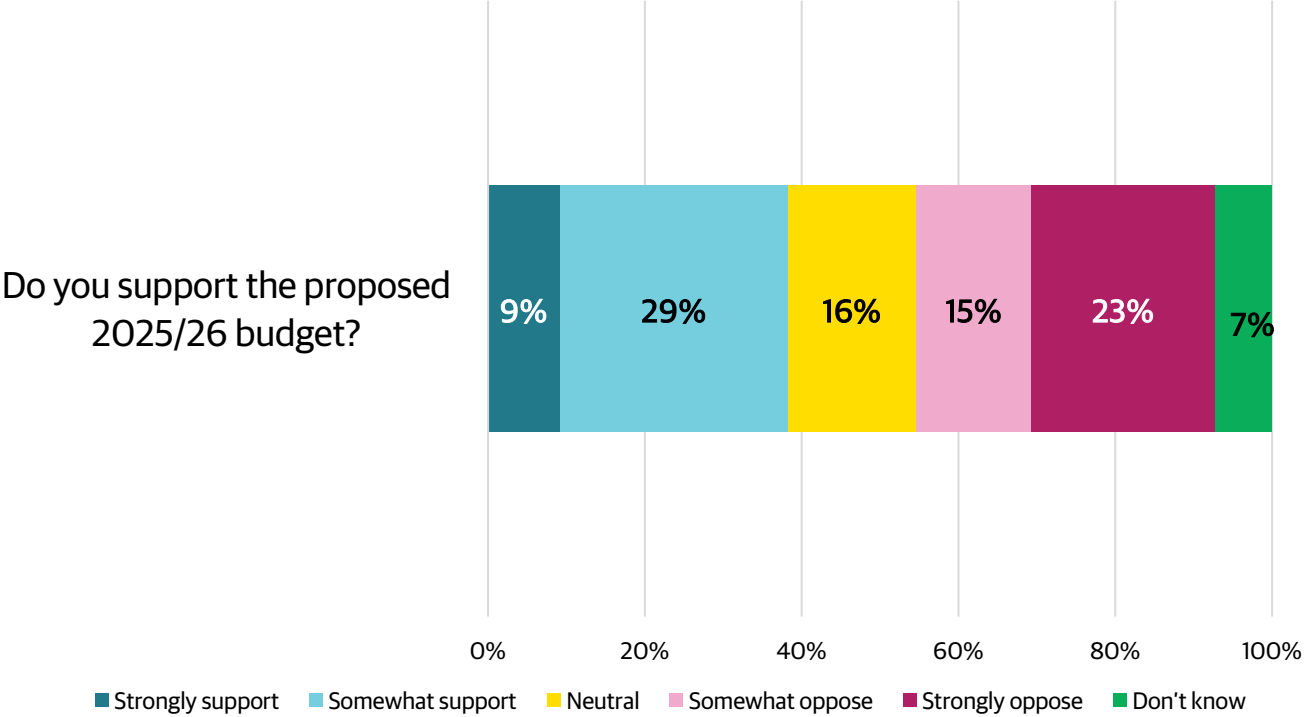
Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/79BzgtB8>

- Prioritize projects, infrastructure, services
- General Wellington comments & concerns
- Comments on "other capital programme proposals"
- Spending and funding comments
- Wider capital programme concerns
- Support for further capital programme investment

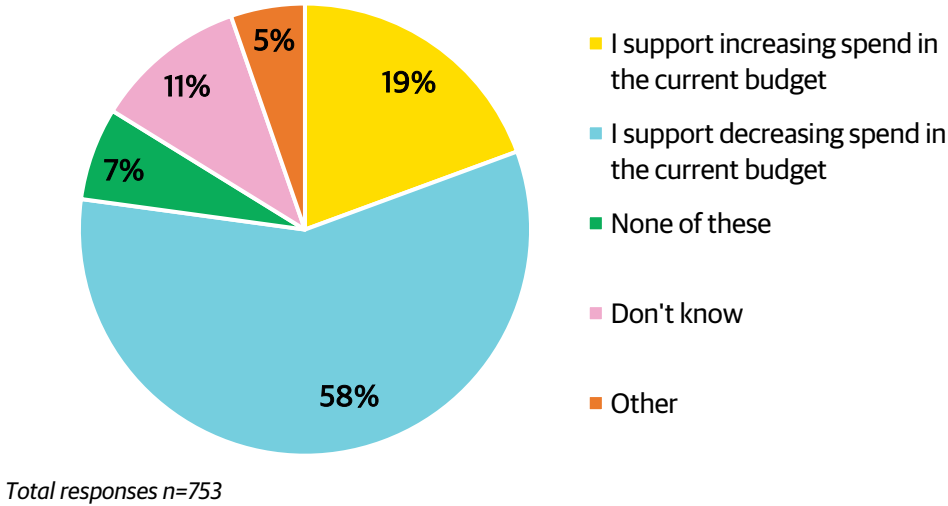
2025/26 Annual Plan overall - CONSULTATION

Overall Annual Plan

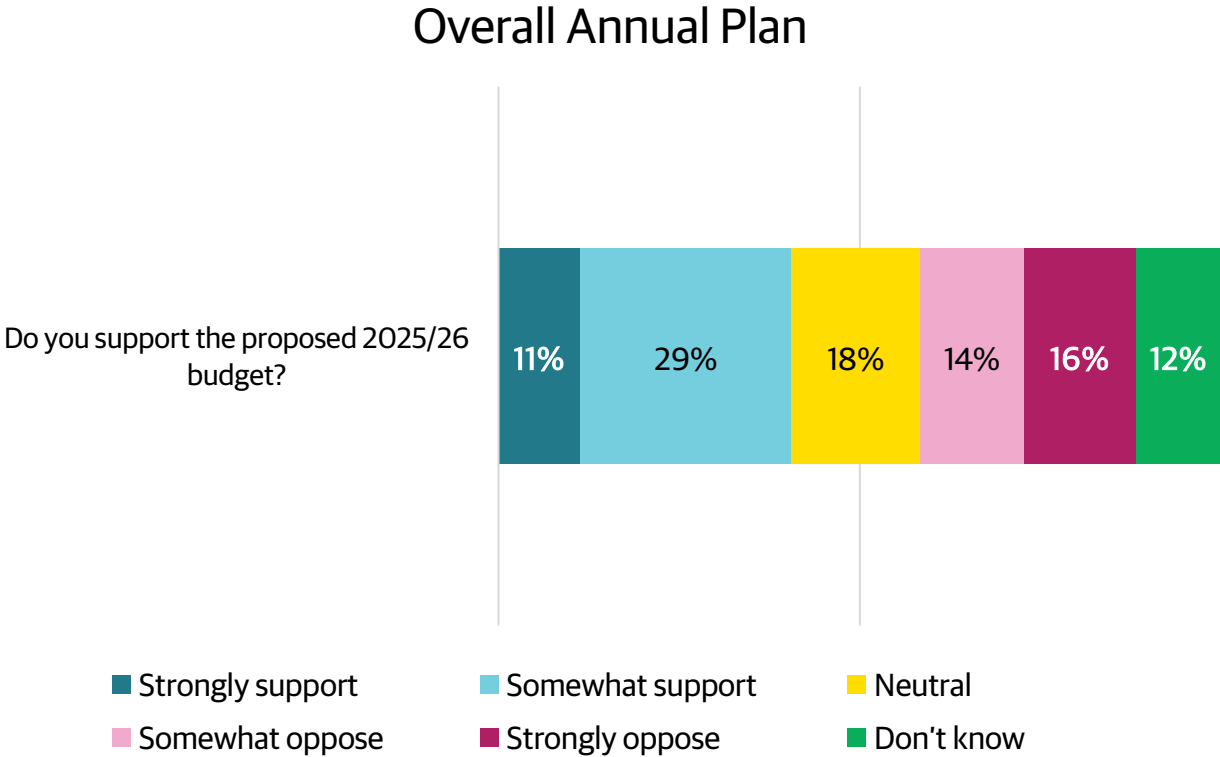


Total responses n=1,002

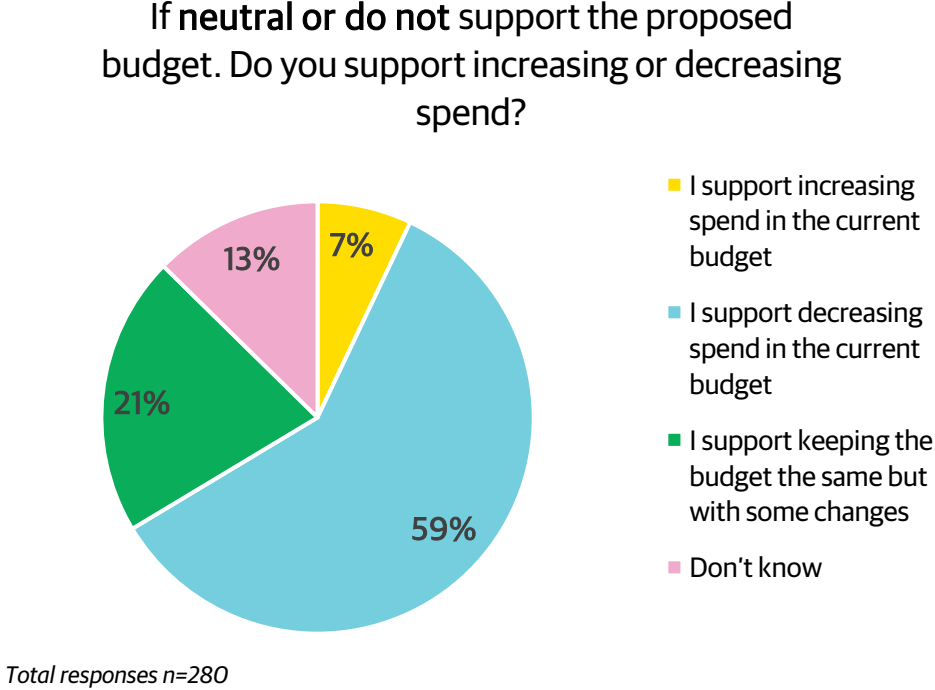
If neutral or do not support the proposed budget.
Do you support increasing or decreasing spend?



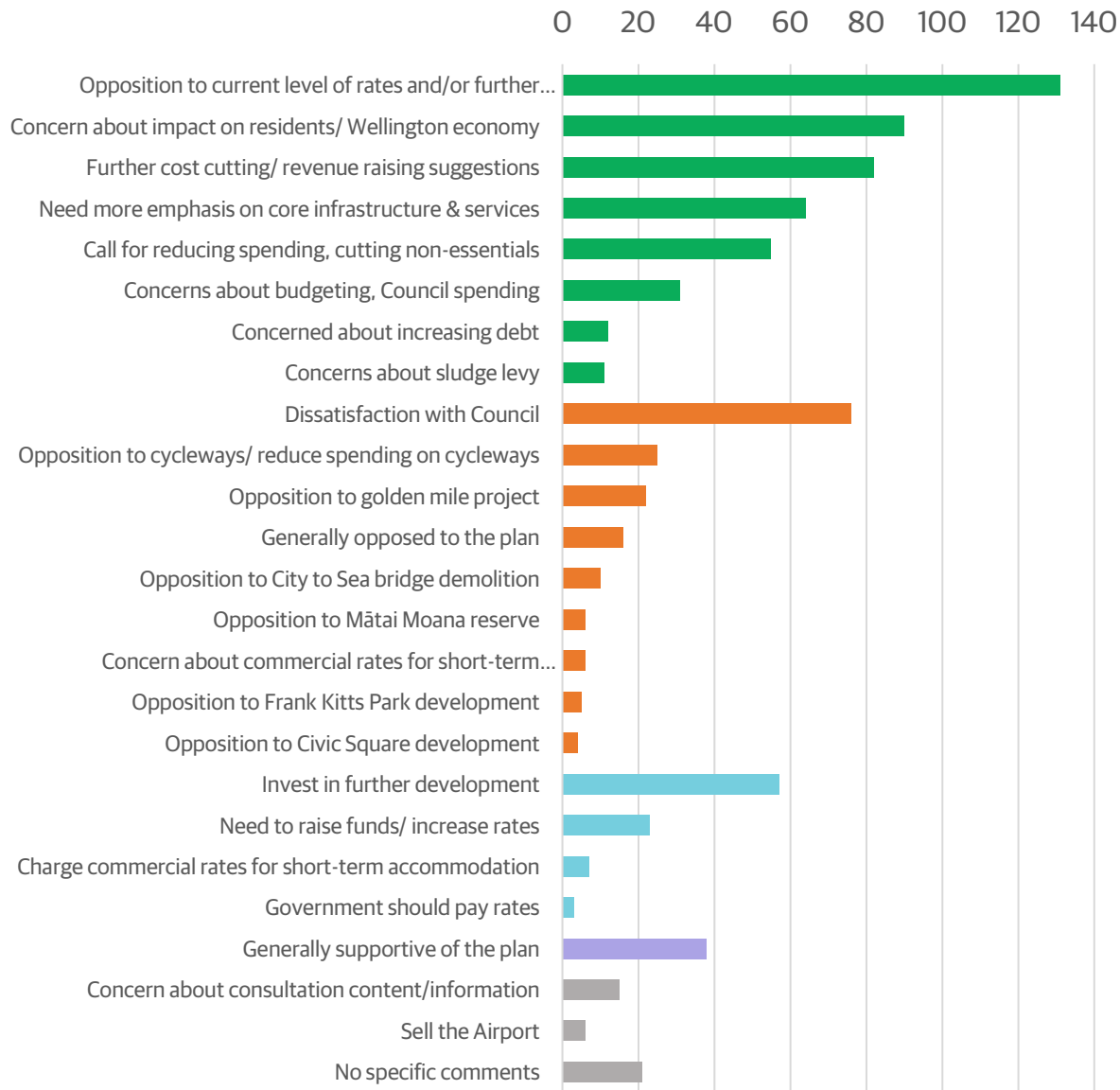
2025/26 Annual Plan overall – PANEL SURVEY



Total responses n=563



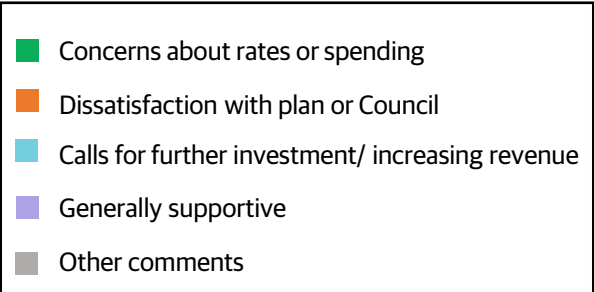
2025/26 Annual Plan overall – CONSULTATION comments



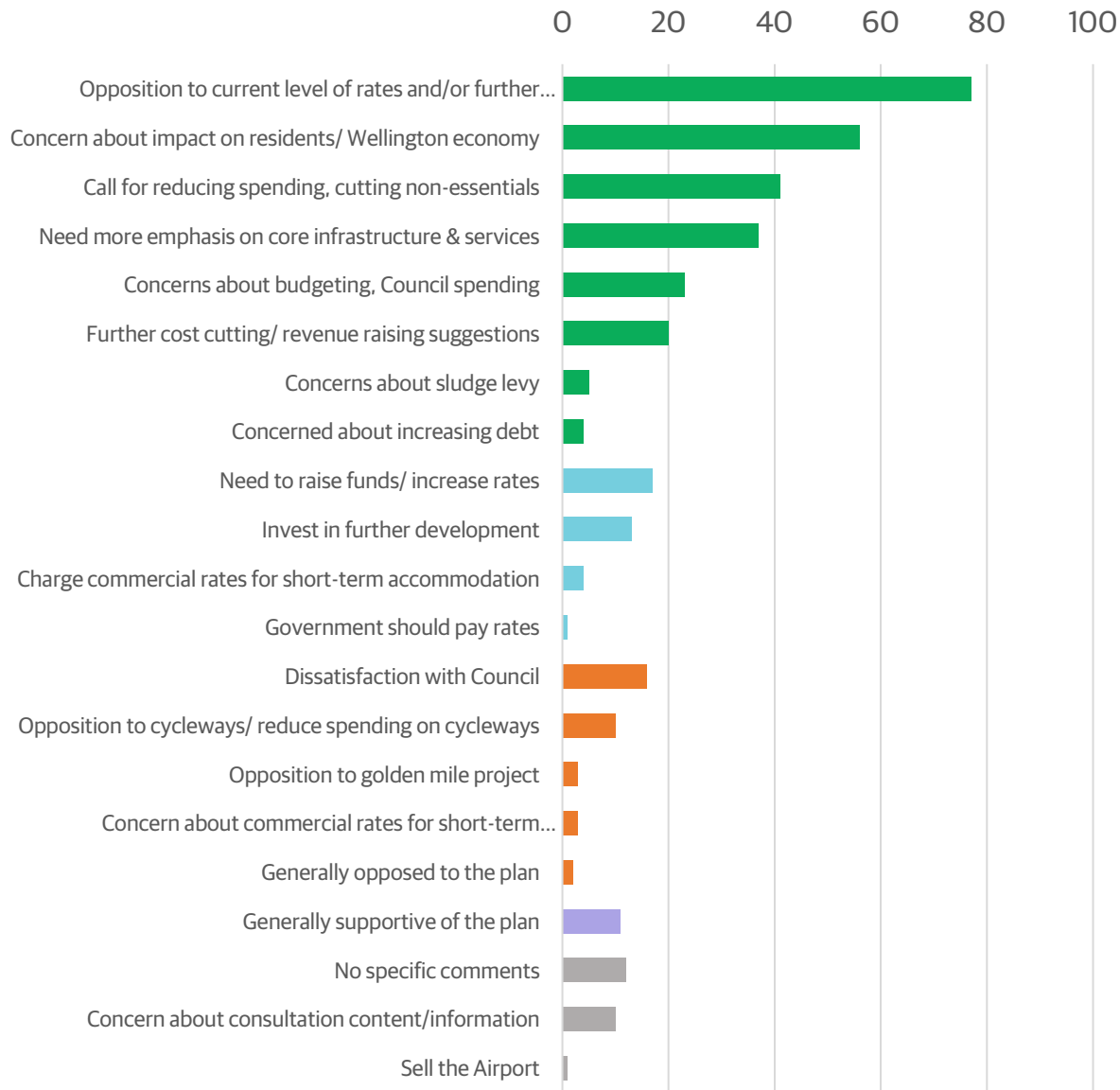
- The question asked was: **Do you have any comments you would like to provide about your level of support or opposition for the Annual Plan?**
- 369 submitters provided comments

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/f8bCC7l1>



2025/26 Annual Plan overall – SURVEY comments



- The question asked was: **Do you have any comments you would like to provide about your level of support or opposition for the proposed Annual Plan budget?**
- 171 survey respondents provided comments

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/AcWR4UVT>

■

Concerns about rates or spending

■

Calls for further investment/ increasing revenue

■

Dissatisfaction with plan or Council

■

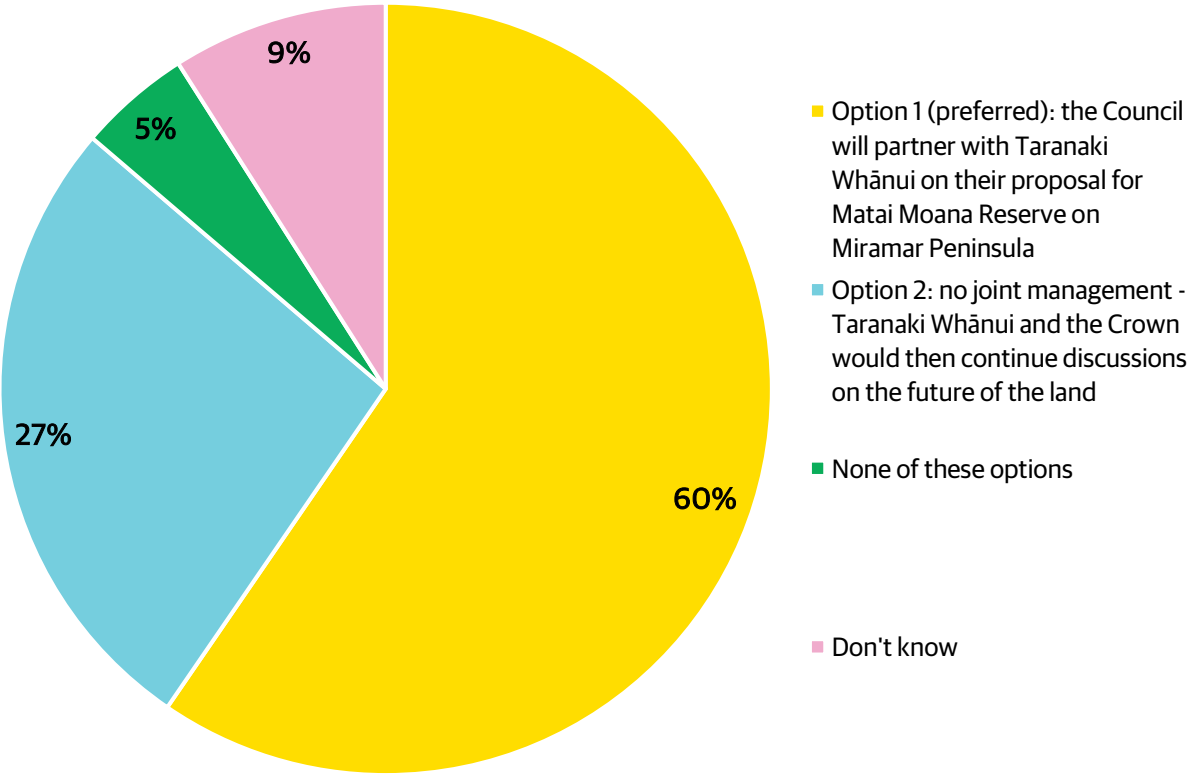
Generally supportive

■

Other comments

Mātai Moana Reserve

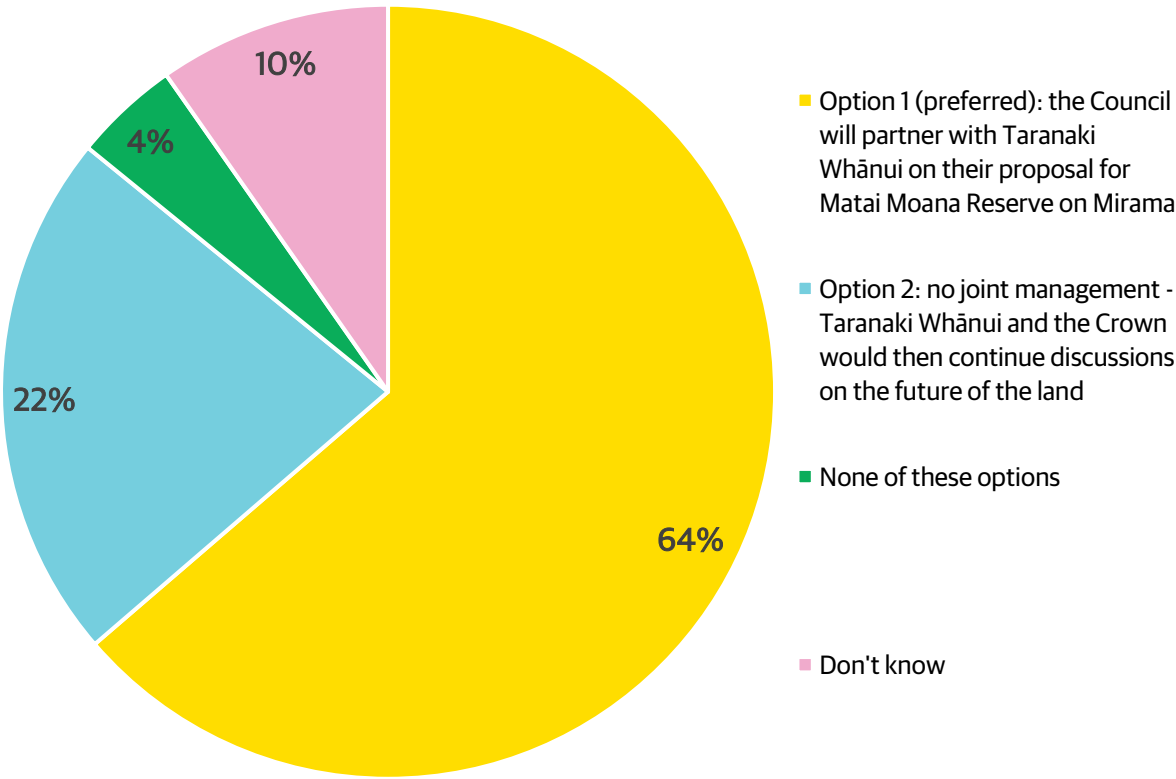
CONSULTATION – Which of these options do you prefer for Mātai Moana Reserve?



Total responses n=1,019*

* There are a further 26 email submissions on the Mātai Moana Reserve topic that state a variety of views. Data is not included in the graph as it does not fit exactly into the question.

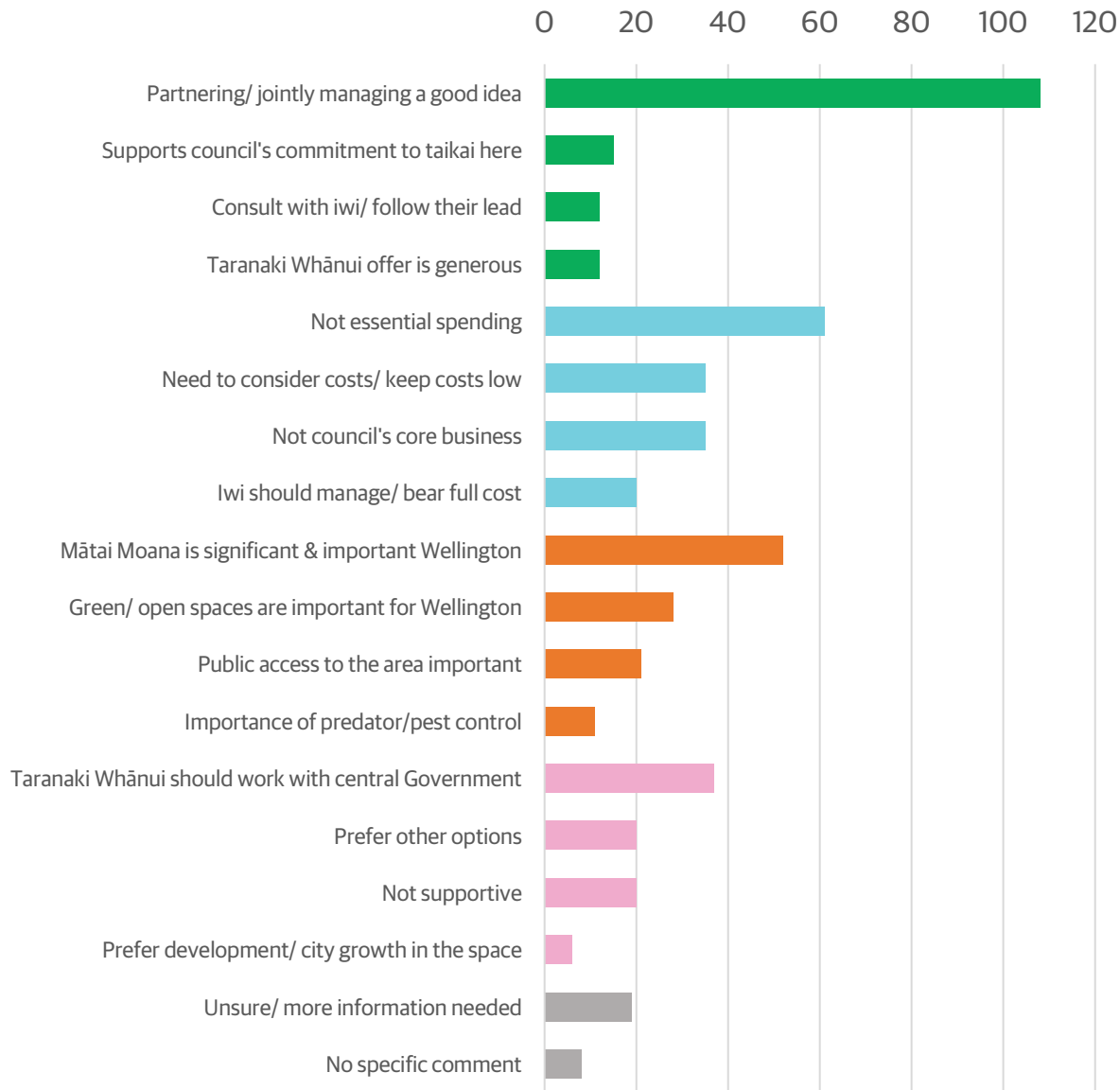
PANEL SURVEY – Which of these options do you prefer for Mātai Moana Reserve?



Total responses n=552#

Smaller sample size due to change in question after the survey was launched. The previous question wording was on a support/oppose scale for the preferred option. 11 respondents answered that question with 7 in support and 4 opposed

2025/26 Annual Plan Mātai Moana – CONSULTATION comments



- The question asked was: **Please provide any comments about your level of support or opposition for these proposals for Mātai Moana Reserve?**
- 285 submitters provided comments

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/tl4OUgo>

Support for partnership with Taranaki Whānui

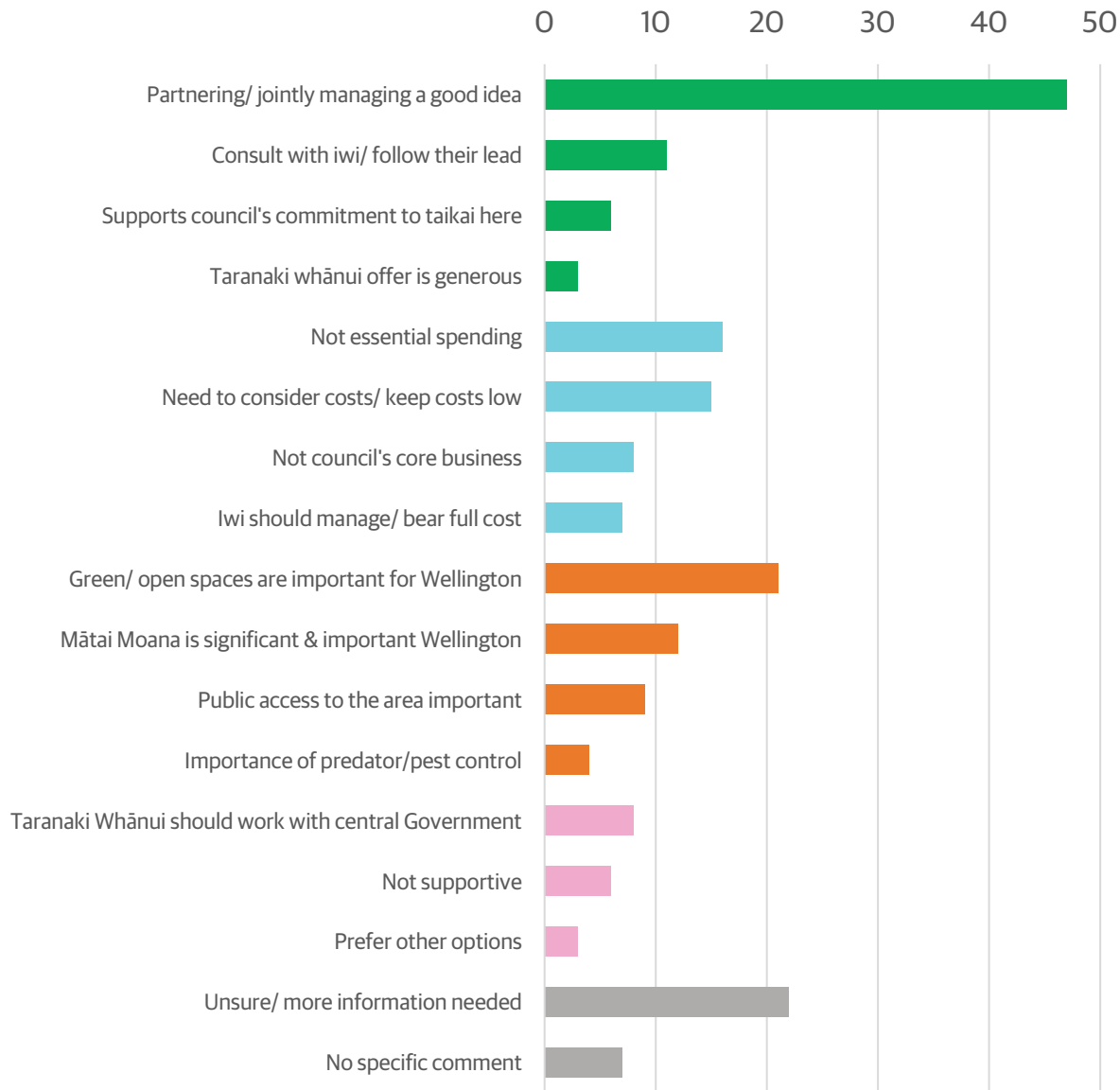
Concerns about Council spending

Value of public green/ open space

Other options preferable

Other comments

2025/26 Annual Plan Mātai Moana – SURVEY comments



• The question asked was: **Do you have any comments to share on why you selected your preferred option for Mātai Moana Reserve, or why you don't support any of the options we proposed?**

• 126 survey respondents provided comments

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/OVyyxEal>

Support for partnership with Taranaki Whānui

Concerns about Council spending

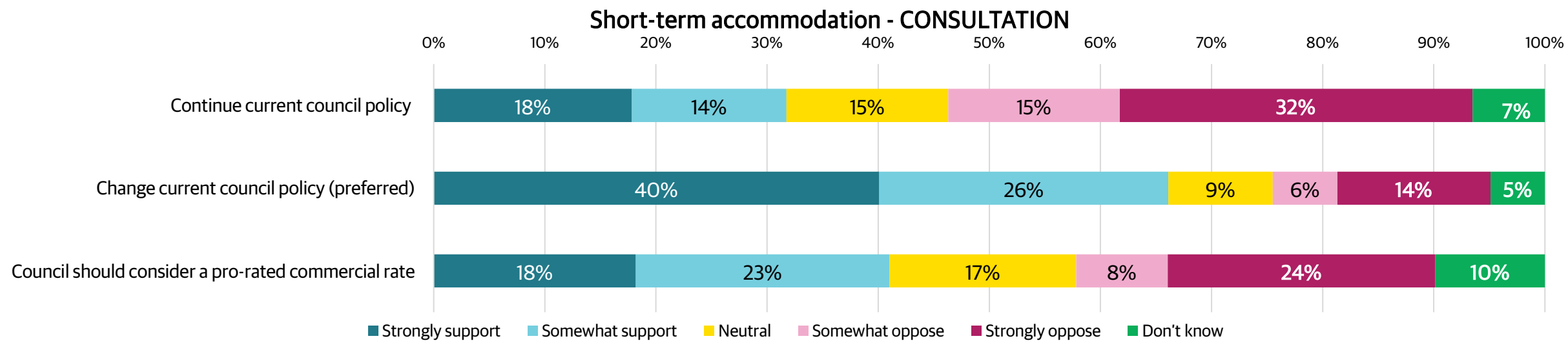
Value of public green/ open space

Other options preferable

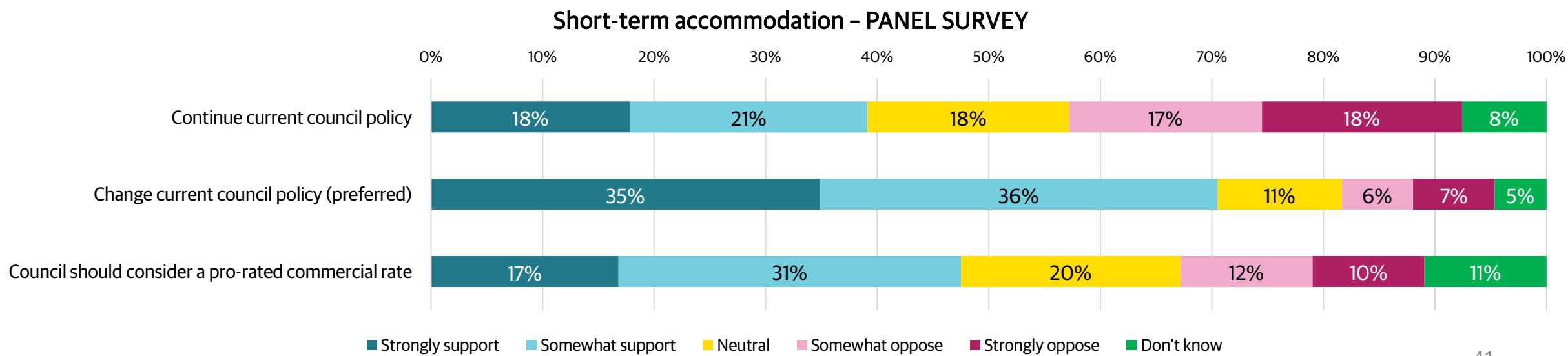
Other comments

Short-term accommodation

** There are a further 74 email submissions on the Short-term accommodation topic that state they do not support increasing the rates for STA operators. Data is not included in the graph as it does not fit exactly into the question.*

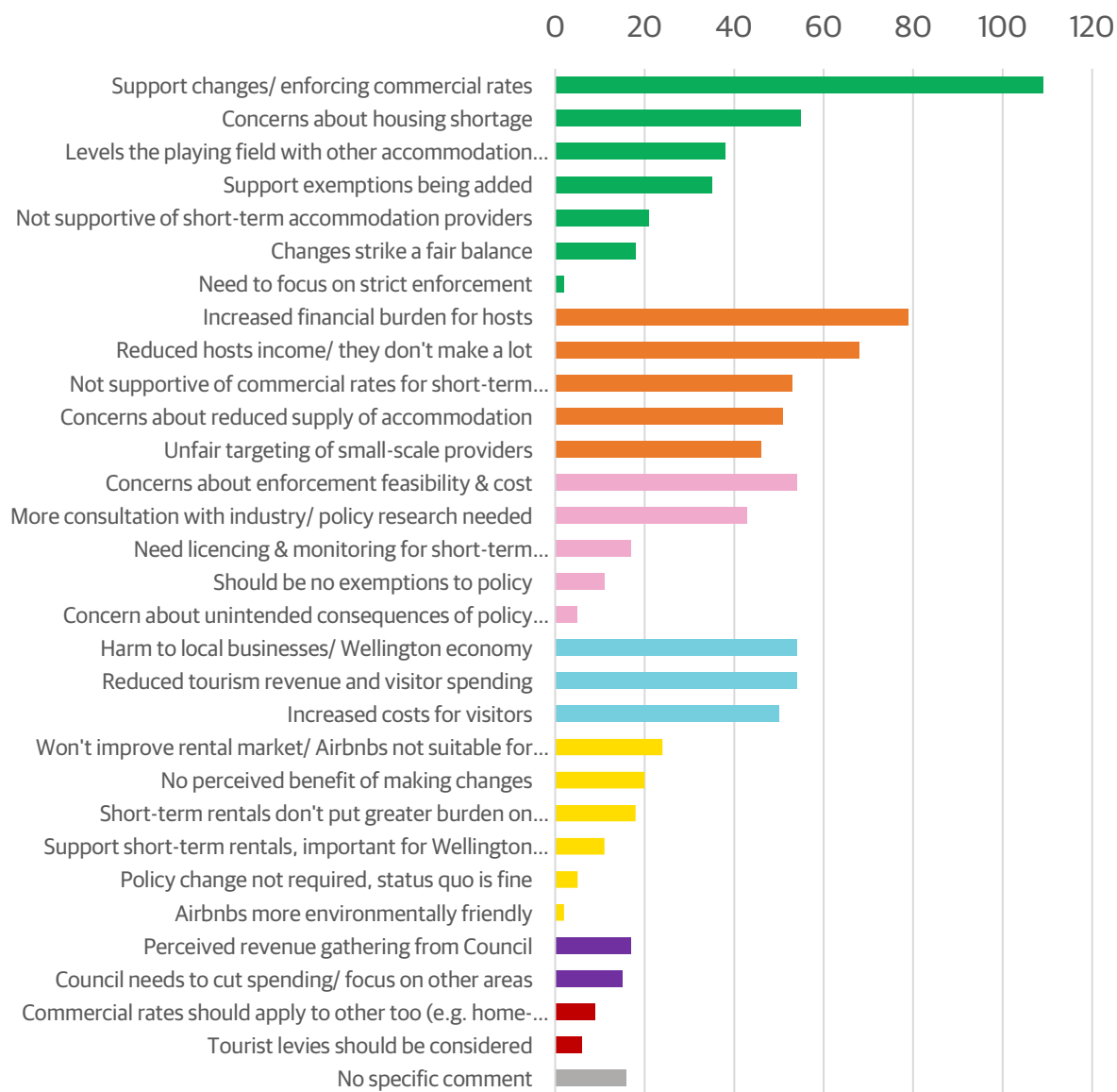


Total responses n=1,077*



Total responses n=563

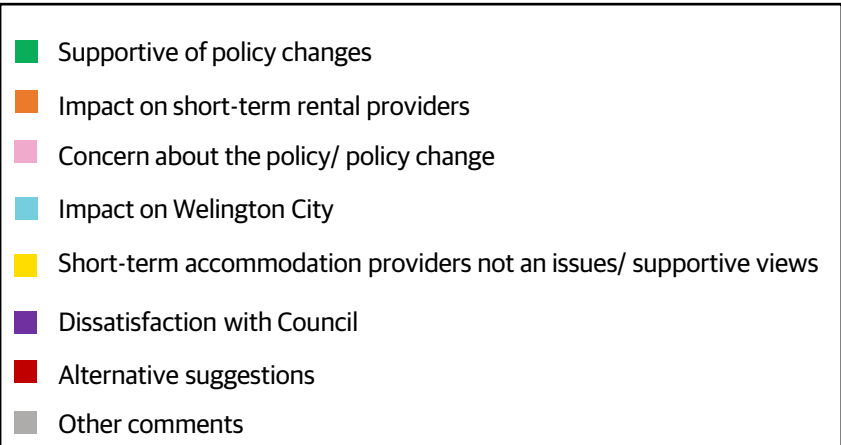
2025/26 Annual Plan Short-term Accommodation – CONSULTATION comments



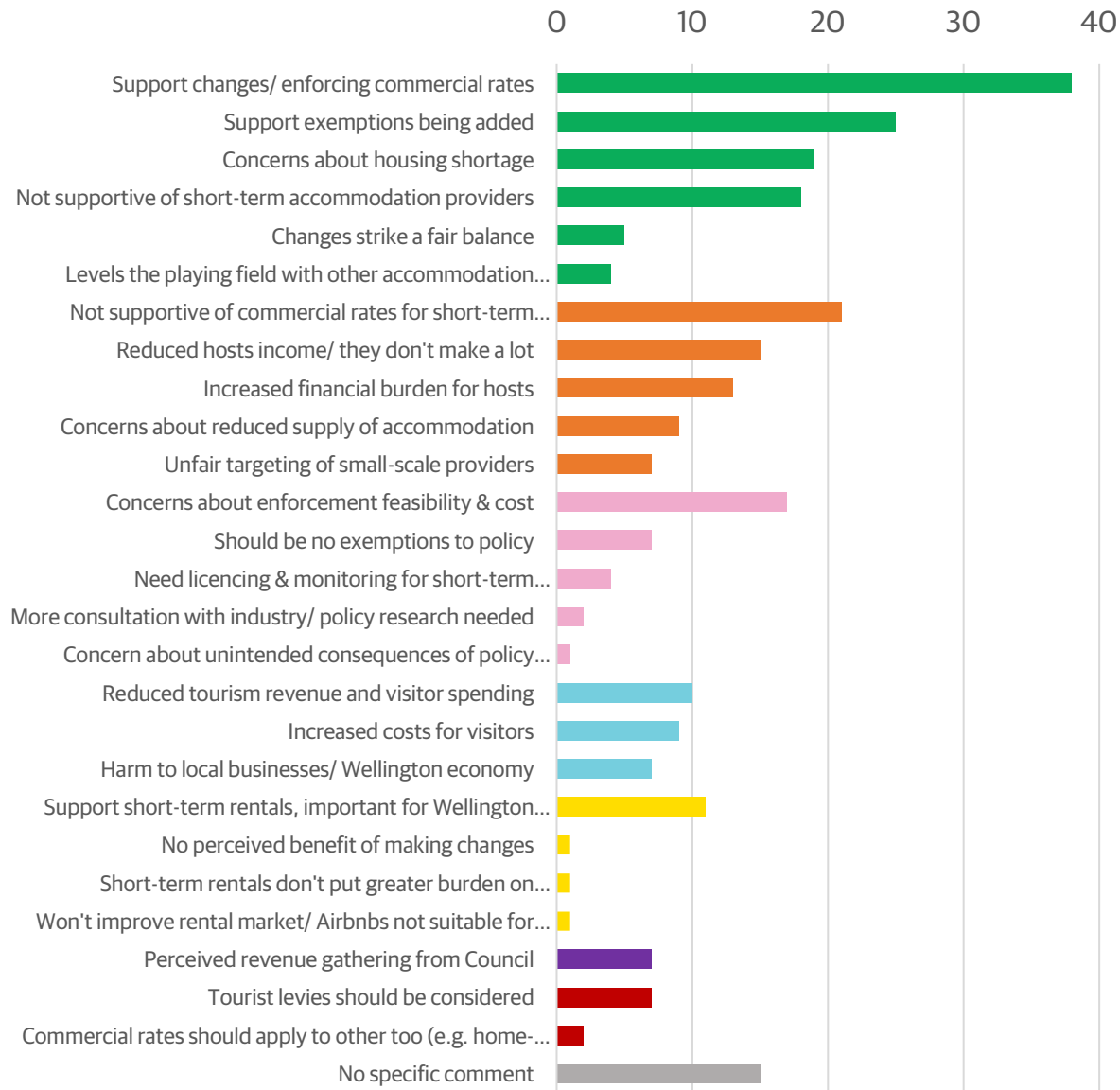
- The question asked was: **Do you have any comments you would like to provide about your level of support or opposition for this proposal?**
- 359 submitters provided comments

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/g5TskxhN>



2025/26 Annual Plan Short-term Accommodation – PANEL SURVEY comments



- The question asked was: **Do you have any comments you would like to provide about your level of support or opposition for this proposal?**
- 141 survey respondents provided comments

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/Nfk5Pp6E>

Supportive of policy changes

Impact on short-term rental providers

Concern about the policy/ policy change

Impact on Welington City

Short-term accommodation providers not an issues/ supportive views

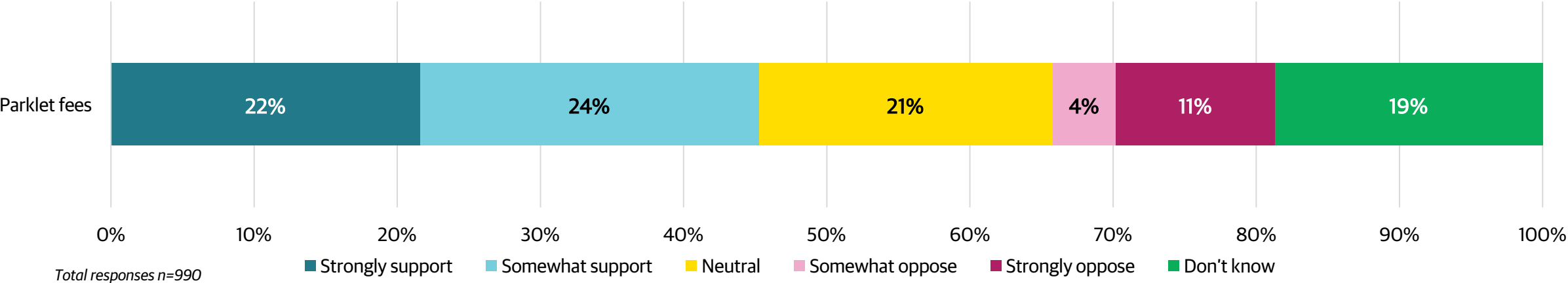
Dissatisfaction with Council

Alternative suggestions

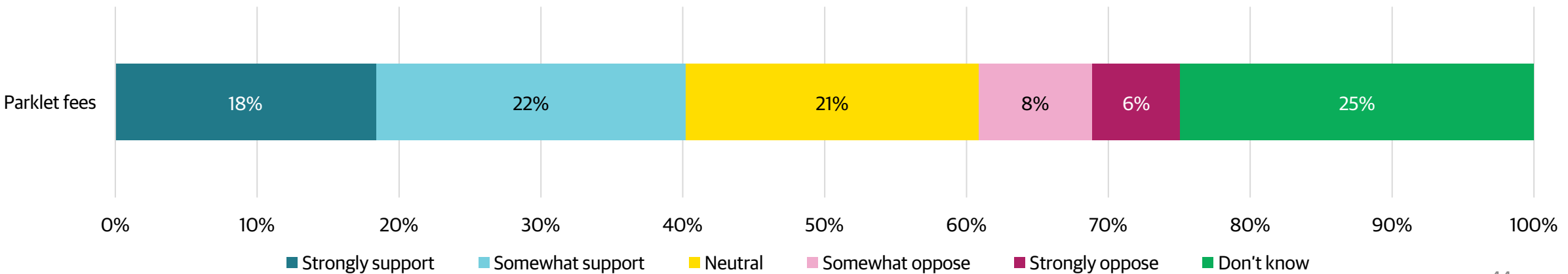
Other comments

Parklet fees

CONSULTATION - Do you support changing parklet fees from a flat fee to a flat fee plus a square metre charge?

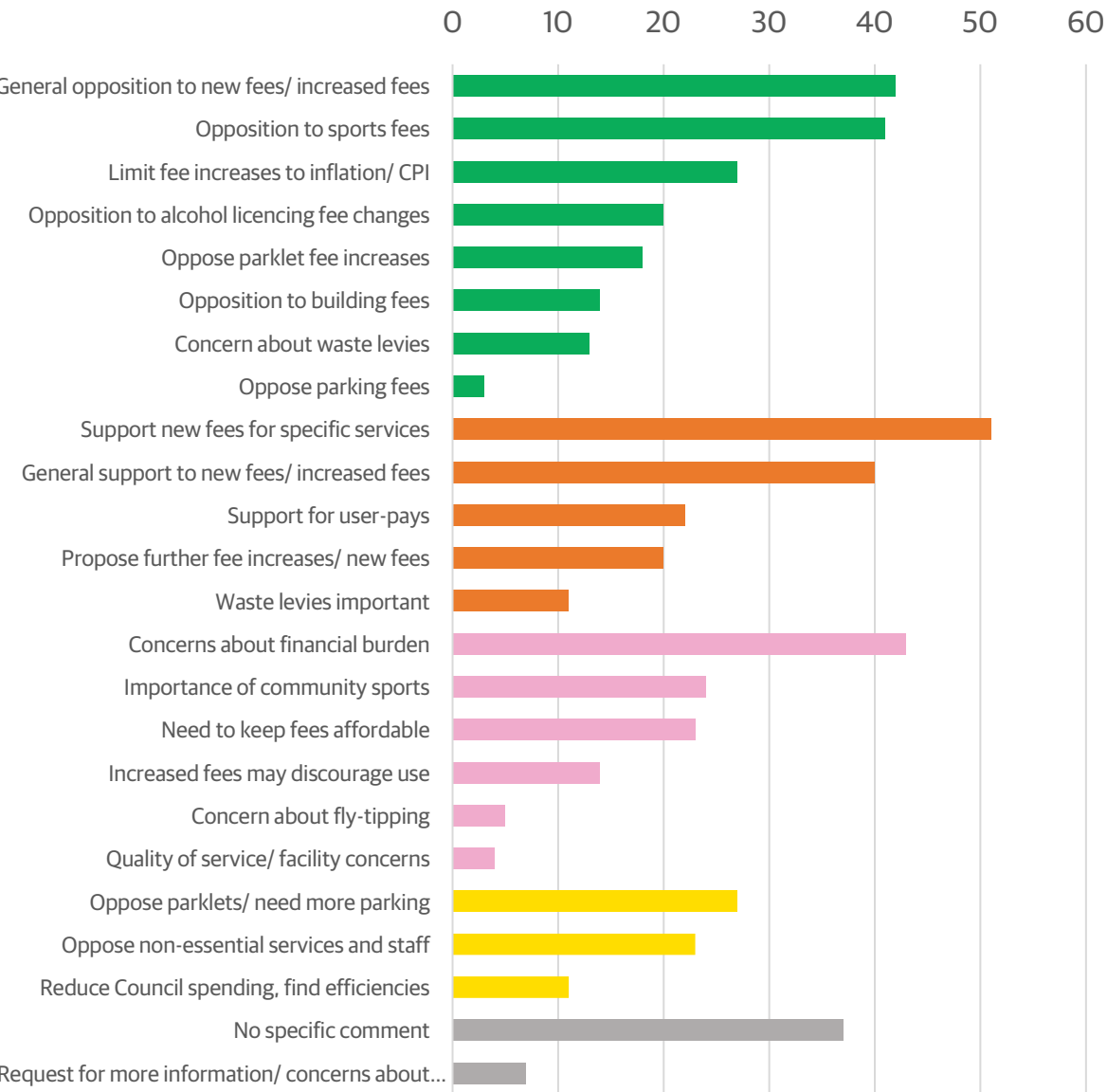


PANEL SURVEY - Do you support changing parklet fees from a flat fee to a flat fee plus a square metre charge?



2025/26 Annual Plan parklet fees and other fee changes

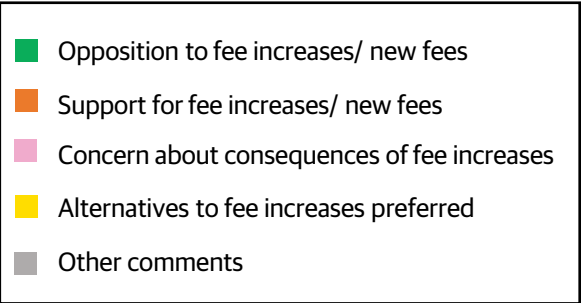
– CONSULTATION comments



- The question asked was: **Do you have any comments you would like to provide about our proposed fee changes?**
- 285 submitters provided comments

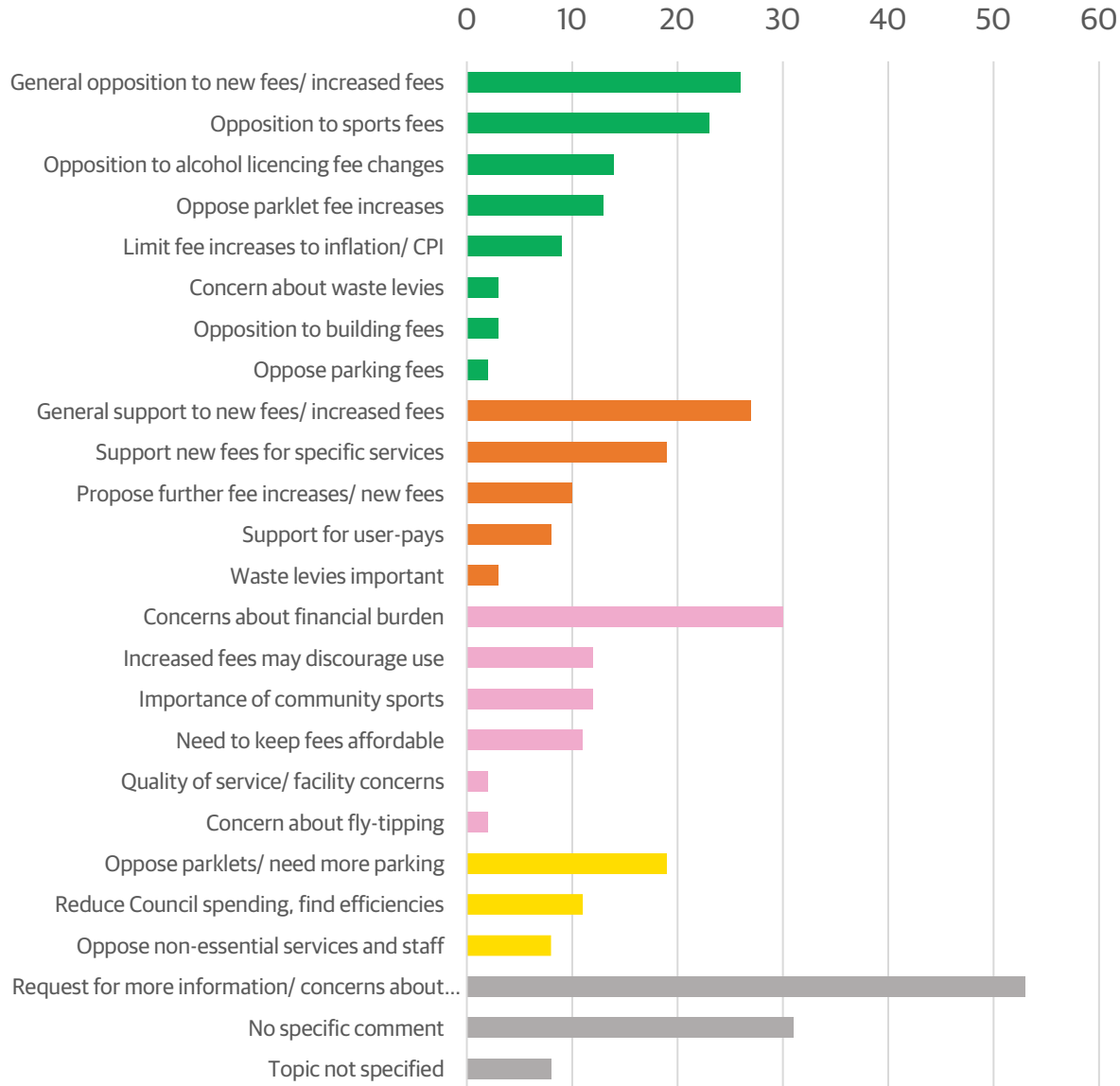
Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/IHqOzaJw>



2025/26 Annual Plan parklet fees and other fee changes

– PANEL SURVEY comments



- The question asked was: Do you have any comments you would like to provide about your level of support or opposition for the proposed parklet fee changes? And Please indicate if you would like to provide any specific feedback on any of these documents. Or if you would like to provide any general additional feedback
- 183 survey respondents provided 235 comments (across two separate questions)

Notes

- The graph shows all the comment codes identified through the process. Codes are arranged together into groups or related themes or topics and colour for ease of differentiation.
- Each comment can have more the one theme.
- For more information and to view verbatim comments for each code, go to: <https://ascribe.it/CwOGmJV7>

