

Selwyn Water

Media enquiries and responses

As of 28 February 2026.



February 2026

Date	Media outlet	Enquiry (as received)	Response	Articles	Published
12/02/2026	Selwyn Times	- How many properties and businesses were not consistently recorded for water and trade waste charges under previous arrangements? - Were they being undercharged or not charged at all, and how did this happen were water meters missing? - And does this mean the projected water bills will be less than forecast in the Selwyn Water services delivery plan? - Can you provide more detail on the capital project costs and asset information now requires updating? And how far was the growth projection out?	Selwyn Water is undertaking a series of system and service improvements to ensure strong foundations are in place ahead of direct customer billing beginning on 1 July 2026. As part of this work, we are verifying customer records and asset information. This process has identified some inconsistencies in the data, including properties and service connections that were not accurately captured, as well as areas where capital works information is incomplete or requires updating. We are continuing to work carefully through these records alongside the Council to ensure information is complete, accurate and reliable before confirming any final figures. This review is in line with Selwyn Water's purpose, we want to strengthen long-term planning and ensure our decisions are based on accurate, up-to-date information. Good asset data is essential for responsible financial management and better sequencing of upgrades, which is all essential for operating an efficient and resilient water utility and delivering value to our community.	Selwyn Times: February 18, 2026 - Yumpu.com	18/02/2026



			We are still finalising what future water bills will look like, with more detail to be confirmed in the coming weeks. Our priority right now is ensuring the accuracy and integrity of our data. This work is essential to making sure customers are billed correctly and that our financial and asset information is reliable. It also helps ensure costs are shared fairly across the network and that charges are transparent and clearly understood by community. We are doing the groundwork now to ensure Selwyn Water is built on accurate information, strong foundations, and fair, transparent decisions that support a resilient water future for our community.		
20/02/2026	Selwyn Times	• How many residential properties have water meters and how many don't? • In the last 12 months how many residents have failed to pay their water bill and what does amount too? • We have also been contacted by residents who had been overcharged and since refunded for being charged for sewage when they were on a Septic tank - what was the cause for the mischarging?	Selwyn District Council and Selwyn Water will continue working closely together over the coming weeks to resolve this matter. We recognise there is public interest in the number of properties that may ultimately be affected. However, we will not be releasing estimates while the verification process is still underway. It is important that any information provided is accurate and based on confirmed data. Our priority is ensuring residents can have confidence in the process. Both organisations are focused on ensuring that by 1 July 2026 every Selwyn Water customer is accurately recorded, correctly		No article published as of 28/02/2026



			billed, and supported by systems built on reliable, integrated data. Most of the identified issues are not related to properties without water meters. Rather, they relate to historical discrepancies where meter information was not consistently recorded across Council systems. Work is underway at Selwyn Water to reconcile and validate that information. In relation to septic tanks, we are unable to comment on the circumstances of individual residents. There can also be a range of reasons why an account may be unpaid. Can you clarify what you are asking here and we will consider whether we are able to provide further comment.		
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