

Draft Water Services Strategy

Community submissions

8 June 2026

Submitter Number	Name	Organisation
1	Rhys Evans	
2	Robert Jones	
3	Michael Green	
4	B and M Donnelly	
5	Laurie Squires	
6	Michael Field-Dodgson	
7	Michael Glassford	
8	Ken Wong	
9	Andrew Wilson	
10	Mercy Munatsi	
11	Georgia-Rose Travis	
12	Jon Manhire	
13	David Martin	
14	Debbie Jones	
15	Mike Davies	
16	Stuart Sanderson	
17	Richard Haffner	
18	Perri Randle	
19	Tracy Corrigan	
20	John Russell McNamara	
21	Helene Youngman	
22	Robyn Hallett	
23	Andrew Killick	
24	Ian Evans	
25	Kirsty Black	
26	Kevin Mallon	
27	Greg Tucker	
28	Elizabeth Burt	
29	Scott Dunlop	
30	Lynn Townsend	
31	Martin Fox	
32	Samantha Samuel	
33	Edward Dance	
34	Jeannie May	
35	Ronald Clark	
36	Sam Sloper	

Submitter Number	Name	Organisation
37	Helen Clarke	
38	Allison Rosanowski	
39	Graham Evans	
40	Chris Till	
41	Donna Horton	
42	Rachel Taylor	
43	Eddie Parker	
44	Donna Gillatt	
45	Sandra Robertson	
46	Keith Roberts	
47	Robert Lawrence	
48	Lindsay Robertson	
49	wayne Lawson	
50	Charles Merfield	
51	Julie Comfort	Davie Lovell-Smith Ltd
52	Amy Tennant	
53	Nick Hallett	
54	Geoff Brash	
55	Rebekah Stewart	
56	Janet MacDougall	
57	Nicole Holloway	
58	Simon Boys	
59	Richard Mitchell	
60	Rachel Peach	
61	Gwenda Williams	
62	Susan Hall	
63	Craig Fossey	
64	Rachel Grout	
65	Peter Ising	
66	John Benefield	
67	Margaret Whittaker	
68	Mark Maddren	
69	Cleve Prescott	
70	Marcia Jones	
71	Andy Day	
72	Candace Farrar-de Wagt	

Submitter Number	Name	Organisation
73	Evan Frew	Malvern Community Board
74	John Verry	
75	Alan Peacock	
76	Carrie Goodwin	
77	Tony Lean Seng Gan	
78	Alison Donley	Ellesmere Big Band
79	Jo Glynn	
80	Paul Weggery	
81	Mark Alexander	
82	Buvanis K Naash	
83	Jane Huggins	
84	Bernard Duncan	
85	Jesse Le Lievre	
86	Darryl Bartlett	
87	Susan Rogers	
88	Kevin Dunn	
89	Gaylene Weir	
90	Leslie McAuley	
91	Paul Bryant	
92	Joanne Longbottom	
93	Danni Hodges	
94	Wendy Beaven	
95	Kay Hood	
96	Naash Kanen	
97	Kevin Brown	
98	Maryana Hamilton	
99	Joanne Frazer	
100	Calvin Payne	
101	Pamela Tyler	
102	Clare Ryan	
103	Richard Friedman	
104	Phillipa Fraser	
105	Jeremy Meiklejohn	
106	Kerry Glynn	
107	Zoran Rakovic	
108	Kirrily Fea	

Submitter Number	Name	Organisation
109	Mark Alexander	Rolleston Residents Association Inc
110	Kim Head-Jenkins	
111	Douglas Frazer	
112	Cara-Marie Zdrenca	Selwyn Huts Owners' Association
113	Carey Barnett	Ellesmere Sustainable Agriculture Incorporated
114	Jane Elms	Prebbleton Community Association Inc
115	Elene Anderson	
116	Mark Hunter	
117	Sam Carrick	
118	Colin Eady	
119	Kate Nell	National Public Health Service (NPHS) Te Waipounamu region, Health New Zealand – Te Whatu Ora
120	Helen Davey	
121	John Campbell	
122	Rosalie Snoyink	
123	Jules Snoyink	
124	Nicky Snoyink	
125	Graeme Gemmill	
126	Matthew Williams	
127	Janet Talbot	
128	James Earl	

Note: The following written submissions are unedited and unchanged. They may include errors or offensive information. They are the opinion of the submitter and Selwyn Water takes no responsibility for them. Where a submission or part of a submission constitutes hate speech, or otherwise is in breach of law, the submission has been omitted or redacted in this public version. All contact details have been removed.

Submitter Details

Submission Date: 05/05/2026

First name: Rhys

Last name: Evans

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) only if the additional cost is covered by the developers that are making the profits

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Selwyn Water needs to take into account the overall impact on Rates

If Selwyn Water could improve just one thing in the next decade, what should it be?

Lower cost of service

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Selwyn Council needs to be clear that the current rates that cover water have transferred to Selwyn Water and so we expect to see reduced rates next year

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

If help is given to some then it should be given to all to acknowledge that everyone struggles with the same cost of living issues

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Where water is being obviously wasted on gardens

Submitter Details

Submission Date: 05/05/2026

First name: Robert

Last name: Jones

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Keeping water charges affordable, with support for households who need it

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 26/05/2026

First name: Bob

Last name: Jones

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Keeping water charges affordable, with support for households who need it

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 05/05/2026

First name: Michael

Last name: Green

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Just because the system has changed, I would expect the overall costs to remain within inflation. I'm happy with the existing way of charging so by changing the system I don't expect it to be costing more.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Happy with existing costs and charges, so a reduction or status quo would be acceptable as I'm getting nothing extra for my rates.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Happy with existing water supply and costs so any new systems I would expect new builds to pay the costs of their new supplies and systems. I don't expect to pay for new developments.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

I currently pay for water usage and rates for supply system I don't expect that to change. User pays as current system.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

No, every rate payer should pay for their usage.

Submitter Details

Submission Date: 05/05/2026

First name: B and M

Last name: Donnelly

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

we own and live in our own property we do not receive yearly increases that wage earners may, solo parents and beneficiaries do however costs continue to rise and so we have an ever decreasing amount of money to pay councils ever increasing requirements.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Work to reduce the financial burden on communities. Keep maintenance regular updated, something that SDC has consistently failed to do

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

you are an organisation the majority of the Selwyn ratepayers did not, and still do not, want. We have no say in what you will charge so the question is pointless

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

what is fair and reasonable in your policy statement may not align with a majority opinion. There is a clear risk of one group of people being given unfair advantage over others

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

If the Treaty of Waitangi becomes involved in claims then that question answers its self

Submitter Details

Submission Date: 09/05/2026

First name: Laurie

Last name: Squires

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Long-term sustainability and future proofing (planning for future generations and climate change)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

The only thing that I want to know is - How much am I going to pay per annum for the 2 units of water I receive?

I do not have and do not want a wastewater connection. My property has had a septic tank for the last 100+ years, which works extremely well. This "survey" should have been put out to the ratepayers over six months ago, then we might have had an idea of what we, as ratepayers, have to budget for.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Given that you take over the whole system in 7 weeks, very little information is available about the question everybody is asking: What is it going to cost? I can't even reach you by phone, despite leaving messages with S.D.C. requesting a callback. This does not inspire confidence in your ability to provide a reliable, high-quality water supply at a reasonable price, from 1st July.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

Submitter Details

Submission Date: 05/05/2026

First name: Michael

Last name: Field-Dodgson

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property has its own private bore for water supply

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

I am always dubious of this sort of statement. It implies that the strategic planning has not been rigorous in terms of growth etc. Obviously if such a situation occurred further upgrades would need to be made to protect the integrity of the existing water delivery infrastructure

Would you support additional investment to improve drinking water quality or reliability, even if it

increased water charges?

It depends (please explain)

Again, such questions make me suspicious. Surely Selwyn Water has set out a strategy that includes such parameters. Is this question asked because Selwyn Water can see some issues with the parameters mentioned?

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

The Capital Asset replacement models for the effective long term management of water, both functionally and financially, will need to be robust.

With a capital asset base of 1.1 Billion, and expenditure over the next 10 years at 600M, I hope there is enough "cash in the bank" to pay for what needs to be done. I am guessing debt leverage will play a significant part in replacing the "aged infrastructure".

If Selwyn Water could improve just one thing in the next decade, what should it be?

Don't know enough about the current status to comment.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Expansion comes from development, mainly housing I'd guess. While not really answering the question, I think Selwyn Water needs to take a good hard look at the costs incurred by new development activity as far a water reticulation and waste water are concerned. To what extent are these costs met by the developing companies - some are obvious some are not.

For example, if the increases in housing development over the next ten years require significant investment in new infrastucture for reticulation and waste management, what percentage of this cost is seen as the responsibility of developers .

Submitter Details

Submission Date: 05/05/2026

First name: Michael

Last name: Glassford

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

No, unless contractor provides value for money and tender process is transparent to rate payers

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

1. Create parking lots for selling excess of reticulated supply back to the community.

If Selwyn Water could improve just one thing in the next decade, what should it be?

First stop reducing / restricting channels for feedback and quality of engagement. As such 'one thing' does not cut it.

1. Contractor tender processes

1a. Reduction in direct award contracts

1b. Full transparency to public of 'all' operating costs without the use of LGOIMA requests.

1c. Budget breakdown clearly communicated and detailed not glossy paper work with distracting big numbers on total lengths of pipes without anything about quality, expected remaining life, funding distribution e.t.c.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Do not charge for LGOIMA requests! Selwyn are bad enough as it is at providing information or taking them seriously.

Maybe if my LGOIMA request from June last year was taken seriously and worked through in full the rates error would have been picked up before rates were even changed.

LGOIMA requests would not be needed if Selwyn Council had a good reputation, did not dismiss the voices of its rate payers and took rate payer's seriously when they approach with an issue.

Changing for LGOIMA sends the clear message "we chose not to listen and be accountable to rate payers" even though we know our reputation has taken hits over the last few years.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

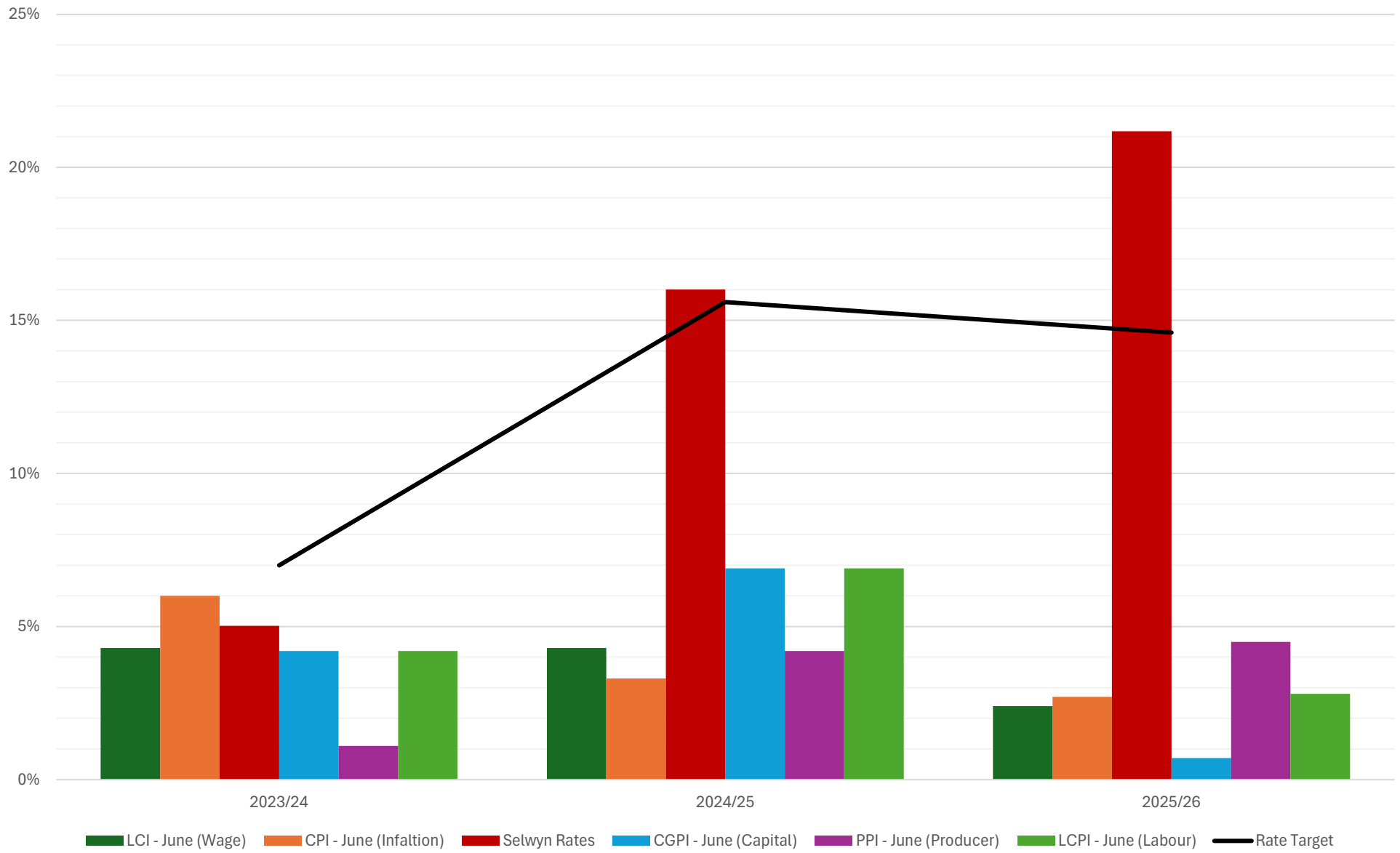
Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

If the owner damaged the pipework and they have been negligent in detecting something obvious or careless in their handling of the situation once they become aware unless they are struggling with their mental health.

Attached Documents

Name	
Rates_Summary_Comparison-577CrykeRd	

Annual Rate Change excl Water vs NZ Index



Submitter Details

Submission Date: 05/05/2026

First name: Ken

Last name: Wong

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

If upgrades lag behind growth plan, that's poor planning. Growth should pay for itself and be factored in today for tomorrow's growth.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) What aspects of quality is requiring improvement? Nitrate reduction?

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Private companies exploiting water resources for bottling and exporting needs to be considered in the revenue - not just bulk water consent. There should be a cubic usage rate as well since there bulk water removal does affect the water quality in the underground reservoir.

If Selwyn Water could improve just one thing in the next decade, what should it be?

review the legislation around commercial entities bottling Sewlyn water at just consent cost. That is a resource, large but finite. If households are required to pay for the amount we use, commercial entities should do the same, including bottling entities.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

the revenue model on charges doesn't justify why the fixed cost increases year on year. That can't be just pure inflation. As more household gets put in Selwyn, that equates more revenue. If development pays for the growth as growth pays growth, the fixed rates have no reason to be going up each year.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

water charges should be stable and flat, with sufficient buffer within for maintenance. This is services, not a

Submitter Details

Submission Date: 05/05/2026

First name: Andrew

Last name: Wilson

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

As long as I am not paying for it , upgrades need to be met from development contributions

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) As above as long as costs are being met from elsewhere

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

To often developers are not contributing to the costs associated with there developments and we are having to meet the costs of adding upgrades

If Selwyn Water could improve just one thing in the next decade, what should it be?

Being honest and showing the books as we are kept like mushrooms in the dark

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

costs associated with managing and having community representation on Board

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

the way information is put out to community needs improving as well as engagement, you cannot expect to be open for one day at a particular time and expect everyone interested is available to attend , also evenings work better as most people have full time employment who pay the rates

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Submitter Details

Submission Date: 05/05/2026

First name: Mercy

Last name: Munatsi

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Help should be provided where needed

Submitter Details

Submission Date: 05/05/2026

First name: Georgia-Rose

Last name: Travis

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are

funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Keeping household charges predictable and stable over time

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

It is ridiculous - I did not even water my garden. We take 5 min showers and my bill is still over \$600. Get it sorted. Its unaffordable.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Reduce the cost! Its ridiculous. Put more of the cost on the developers of the new subdivisions

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Yes, I do. REDUCE THE COST. I cant even afford a glass of water at the moment. Im terrified of the bill. Its mental torture waiting for it. Genuinely stressful

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain) You target households that are not managing already. Target the developers

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

You need to provide safe drinking water for the region without making us all pay through sweat and tears to have it.

Submitter Details

Submission Date: 05/05/2026

First name: Jon

Last name: Manhire

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Seek compensation from those that are polluting water quality. For example those responsible for high nitrate levels in water - which then requires the establishment of new sources of water of better quality.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Decrease water pollution - at the moment there appears to be a total disconnect between providing pure water and trying to stop pollution of ground water,

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Where those requesting assistance are causing the problem - i.e. polluting water

Submitter Details

Submission Date: 05/05/2026

First name: David

Last name: Martin

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

SDC should be aware of future growth and plan accordingly. There will be a suspicion that contractors will increase costs because they will know that it will be the end user who pays.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

That all depends on the strategy for improving drinking water quality. Relianility should be a part of the overall strategy.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

No addition of chlorine and/or fluoride. If chlorine continues to be added pay for the installation of whole house chlorine filter system for residents who object to this addition. In the case of fluoride, offer free-of-charge, fluoride tablets which can be added to drinking water for those who believe that the addition of flurirjde is ehat they want. Do not impose it on everyone.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain) Their area has been flooded or been damaged by earthquakes.

Submitter Details

Submission Date: 05/05/2026

First name: Debbie

Last name: Jones

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink)

Transparency and accountability (clear decision making and reporting)

Other

Our water supply has always been spring fed.

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

we've already had upgrades to our water supply with the addition of chlorine and extra tanks and fencing etc.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain) there was nothing wrong with our water quality to start with

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

At Rakaia Huts, we have no wastewater services and we have always had a spring fed water supply which has never been a problem. I understand the need for chlorine and while I don't like it, I'm not against. It's insurance on our water supply

I don't understand why we have to now pay for water that Selwyn had nothing to do with until they added filters and chlorine.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I don't understand how Selwyn council and its subsidiaries can charge us for water when you're not actually supplying it, you are simply managing it. Which I am happy to pay for.

You don't own the water.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Yes, Rakaia Huts. Selwyn Council should NOT be 'helping' with our drinking water.

Submitter Details

Submission Date: 05/05/2026

First name: Mike

Last name: Davies

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) existing users should not be paying for growth

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

When we went onto the water scheme we had to pay the total cost of the expansion and a capital contribution. I fail to see why as an existing user I should be paying for the crazy growth of this county

If Selwyn Water could improve just one thing in the next decade, what should it be?

I have observed crazy waste and gold plated contracts that have ripped the rate payers off. When a contractor putting in a similar pipe is putting more in the ground in an hour than the council job was doing in a day.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I don't believe existing water users should have to pay for expansion

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain) If the water charges were reasonable this would not be an issue

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Schools, halls community groups and the like should get a discount

Submitter Details

Submission Date: 05/05/2026

First name: Stuart

Last name: Sanderson

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property has its own private bore for water supply

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Resilience and emergency preparedness (earthquakes, floods)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

People should pay for the water taken and the wastewater produced. Average cost distribution should be removed. Developers should install LoRa installed water meter to support calculations.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Elimination of nitrates.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Households should not be charged for the benefit of a water race passing their property if they don't use it. Surveys should be conducted to identify if all water races are being used and if not required they should be decommissioned.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 05/05/2026

First name: Richard

Last name: Haffner

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Upgrades for new housing developments should be financed by the developer, until the rates income from that new development can finance the costs.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

We did have better drinking water quality, but the quality has plummeted, but the costs have risen. I really do not see that we should be charged more, to get back to the quality that we had.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

In future, act on the submissions received, and do not bulldoze a new policy through. When over 80% of returned submissions are against a new bill, then either you have not explained the bill well, and need to work on the bill, or it is simply a wrong decision. It has already cost the last mayor and most of the councillors their jobs, don't stumble in to the same scenario. You are elected, not appointed..remember that!

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain) The new water services bill was strongly protested.

Submitter Details

Submission Date: 05/05/2026

First name: Perri

Last name: Randle

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Growth should pay for the growth requirement and not impact current customers. You need to identify opportunities to most efficiently develop the network and hence bring forward other works that may result in increases in charges for others

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

The key is to identify why the quality needs to be improved. More work should be done to identify the source of why the quality needs to be improved. Stopping the contamination of the water is more prudent than spending on removing the contaminants..

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

I keep seeing that growth contributes to and develops help fund growth. This indicates that they are only partially contributing to the actual costs and that rate payer a cover some of the costs of development and hence subsidising their business to further inflate their profits.

It needs to be clear. Is growth paying for growth or not. If not, how much are they being subsidised and why?

If Selwyn Water could improve just one thing in the next decade, what should it be?

Improve water quality at the source so that not only is drinking water quality improved but all water ecosystems are improved and recreational activities can occur without the need to check to see if it is safe.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

There needs to be some flexibility for the council to be compassionate to individual circumstances as long as there is clarity of decisions being made and appropriate oversight

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Businesses need to cover their costs

Submitter Details

Submission Date: 05/05/2026

First name: Tracy

Last name: Corrigan

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 05/05/2026

First name: John Russell

Last name: McNamara

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Resilience and emergency preparedness (earthquakes, floods)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Yes, as long as developers pay for the full cost of upgrades.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Directors should live locally and fewer of them would save costs, just as Selwyn water will set water charges for water rates users then maybe water rate payers should set Directors remuneration packages!

If Selwyn Water could improve just one thing in the next decade, what should it be?

Return water services to Selwyn District Council

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Submissions should only be received from within Selwyn district.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain) As long as Developers don't receive reductions or are subsidised by ratepayers

Submitter Details

Submission Date: 06/05/2026

First name: Helene

Last name: Youngman

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink)

Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it

increased water charges?

It depends (please explain)

Growth should be restricted to a level that infrastructure can cope with with minimal charge increases

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

water quality. I am extremely concerned about nitrate levels in our water. Although we meet minimal standards those standards do not reflect the fact that small amounts of nitrates are harmful especially over the long term.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

i am concerned at the huge increase in housing development in smaller communities like Darfield over a very short period of time. I do not believe water infrastructure will cope with the increased number of houses being built & proposed. As it is we have heavily chlorinated water in dry periods, & restrictions. We have no sewerage system & rely solely on septic tanks for waste water. There is no compunction on new builds to recycle grey water or store water collected from roofs. We are allowing huge numbers of homes to be built without any thought to how we will cope with climate change & a warming planet. Ensuring new housing is future proofed for water by legislating for water recycling & storage is essential.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Many people will not be able to afford extra household charges on top of the huge increase in fuel and living costs especially the elderly.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Submitter Details

Submission Date: 06/05/2026

First name: Robyn

Last name: Hallett

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Needs to be explained first

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Needs to be explained

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

We should have left it the way it was - costs too much money to have this separate Water services - Selwyn Water . Too much paper work when it was working fine the way it was - it means an increase cost to the individual householder

If Selwyn Water could improve just one thing in the next decade, what should it be?

Keep the water quality and affordable

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

None - I came fro Auckland where it changed to a separate entity and was a monthly charge and it became so much more expensive - this was of course because you have to set up a new Water services and pay for all the new admin and systems etc

Submitter Details

Submission Date: 06/05/2026

First name: Andrew

Last name: Killick

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are

funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping water charges affordable, with support for households who need it

If Selwyn Water could improve just one thing in the next decade, what should it be?

Make it clean, remove the chlorine

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 06/05/2026

First name: Ian

Last name: Evans

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Resilience and emergency preparedness (earthquakes, floods)

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting) Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Developers should be covering this.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

If Selwyn Water could improve just one thing in the next decade, what should it be?

Keeping costs to households under control.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 06/05/2026

First name: Kirsty

Last name: Black

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

There should be a built in charge to developers. They make all the money and we are left with the bill.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Investment to water quality yes. Reliability again the developers should have to allow for increased demand on services.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Selwyn could have it's own water bottling plant and the profit from this could fund everyone's water/charge any existing bottling plants a rate that is the. Invested into the districts water services.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 07/05/2026

First name: Kevin

Last name: Mallon

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Selwyn Water must not consider the users to be their bank, it is inappropriate to continually raise prices without delivering some new benefits to the consumer. Increases in costs must align with inflation only. Additionally using the mantra of Selwyn's "expected growth" must stop, growth must pay for growth, if we are getting 30,000 new residents over the next ten years or so, then the developers of the subdivisions must be the ones funding that growth

If Selwyn Water could improve just one thing in the next decade, what should it be?

Cost - as above the costs must only align with inflation

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Some waivers are fair, including waivers for leaks and faulty meters and those for people who have a health or care related problem that requires additional water use. Remissions for community organisations should be carefully managed with total transparency in the circumstances where the remissions are applied, if this is not possible then they should be withdrawn. Financial hardship waivers should also be totally transparent in how they are applied.

Submitter Details

Submission Date: 07/05/2026

First name: Greg

Last name: Tucker

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

its a privilege to have such good quality drinking water. We should pay for it - managed invreases overtime eorks for me.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Sustainability of good quality drinikng water and increasing use of rain water tanks from roofs of houses.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

No - we can plan for it if its trnsparent comms.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain) this is about equity nit equality.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

No

Submitter Details

Submission Date: 07/05/2026

First name: Elizabeth

Last name: Burt

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Keeping water charges affordable, with support for households who need it

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 07/05/2026

First name: Scott

Last name: Dunlop

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are

funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

make ot affordable

If Selwyn Water could improve just one thing in the next decade, what should it be?

cost is too high

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

make it affordable, we respect our use as it very expensive.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

councilors are out of touch and have no idea what their people want. Look what happened to the last lot who didn't listen.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

no targeting specific people ,fair for all people, jo deals, no free stuff, juat fair.

Submitter Details

Submission Date: 09/05/2026

First name: Lynn

Last name: Townsend

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property has its own private bore for water supply

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Spreading costs fairly between current and future generations

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 09/05/2026

First name: Martin

Last name: Fox

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) The growth needs to pay for it

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Only if it got rid of chlorine

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

get rid of chlorine & dont waste our money

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 12/05/2026

First name: Samantha

Last name: Samuel

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) There should be a balance of affordability vs growth

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) This should be phased and affordable to the rate payer.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Provide more information on options that compares debt repayment terms for long-life assets (minimum scenarios: 20-year vs 30 year).

For each scenario, report the estimated impact on annual customer charges (including the % increase and typical annual \$ change for common household types), and the total interest cost over the life of the borrowing.

Confirm how the proposed repayment terms align with asset lives for the main long-life asset classes (e.g., trunk mains, reservoirs, treatment plant upgrades), and note any components that should not be financed beyond their expected life.

Set out a clear split of the capital programme into:

(a) growth-only (intended DC-funded),

(b) renewals/compliance (customer charges), and

(c) shared assets; and explain the proposed cost-allocation method for shared projects (including how "growth-accelerated" investment is treated).

Identify what additional options are available (and any constraints) to ensure future residents contribute fairly as new connections occur (e.g., Development Contribution settings review and any alternative growth-related charging mechanisms that are legally available).

Provide payment options for the connection cost from house to the road for rate payers to consider.

Provide a recommended pathway (preferred repayment term and cost-allocation approach), with key trade-offs (affordability now vs total cost over time) and any implications for debt limits and financial prudence.

Confirm a timeline for when this information will be delivered to residents and when any recommended changes could be consulted on and implemented.

Consider the strategy for reducing nitrates in town supply and plan in advance.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

The calculation does not include the infrastructure from my house to the public line off the street which is at the owners expense. The cost is approx \$8k and for other houses will depend on the distance to the street. This cost would include excavating the tank, craning it out and filling the land with hardfill and re-routing the drain to the new lateral hook up. If connection to sewerage line is in the next 5 years, then there is an additional \$1,600 I need to save each year. Technically my rates is being increased by 41%.

Suggested repayment timeframe:

For trunk networks, reservoirs, and treatment plant upgrades that have long service lives, I recommend modelling a 20 or 30 year repayment term as the preferred option.
A 20-year term is long enough to materially reduce the near-term percentage increase while still keeping repayment broadly aligned with the benefit period and asset life;
30 years can be reserved for assets with demonstrably very long lives and where affordability impacts are otherwise unmanageable.

Why this is worth considering:

This approach is consistent with the stated intent that major capital works are funded through borrowing and repaid over the life of the assets so that current and future users contribute fairly.

Extending the repayment profile for the longest-life assets (while maintaining prudent debt limits) should reduce the required annual debt repayment amount, helping lower the percentage increase faced by current residents, without removing investment needed for safety, resilience, and compliance.
To make the decision points clear and enable residents to understand the affordability implications.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

The calculation does not include the infrastructure from my house to the public line off the street which is at the owners expense. The cost is approx \$8k and for other houses will depend on the distance to the street. This cost would include excavating the tank, craning it out and filling the land with hardfill and re-routing the drain to the new lateral hook up. If connection to sewerage line is in the next 5 years, then there is an additional \$1,600 I need to save each year. Technically my rates is being increased by 41%.

I recommend Selwyn Water to consider an alternative pricing and funding option that reduces the immediate impact on existing households by:

1. Allocating a greater share of cost recovery to future residents who will benefit from the new and upgraded assets, and/or
2. Extending the borrowing/repayment profile for long-life assets so costs are spread more evenly over time.

It will be good to provide further details on how the capital costs are structure and the phases of what the existing ratepayers will pay and what the future ratepayers will pay.

Name
Response to SWL on increase of water rates 1st May 2026 V1.2

Response to Selwyn Water Ltd on Water charges

Re: Recommendation of alternative funding approach

To: Alex Cabrera (CEO Selwyn Water Ltd), Neisha Livermore (Senior Communications Advisor)

Subject: Recommendation to reduce near-term water charge impacts by better sharing costs with future growth

Thank you for the information provided on the drivers of the proposed water charge increases, including the intent to apply an intergenerational equity approach through borrowing over a 10 year period, while using development contributions (DCs) to fund growth infrastructure where appropriate.

	Rates per average 3 bedroom house (minus current water costs)	Rates Increase of 4.9% to the rates portion only	Total rates + water at proposed prices 26/27	Total Increase in expense for rates and water (not including volumetric) %	If you added an average volumetric charge of \$381
Starting rates bill with Water Supply and Sewerage	3611.45	3788.41	5238.41	8.22	5619.41
Starting rates bill with Water Supply Only	3611.45	3788.41	4286.41	6.27	4667.41

Note: SWL's method to calculate the increase in water rates (using my property as an example) is:

1. Start with my total intended rates bill of \$4,840.45 and subtract \$1,229.00 (water supply + sewerage). This gives the starting rates bill (excluding water).
2. Apply the 4.9% rates increase to this amount (result is \$3,788.41).
3. Add the proposed water charges of 1,450.00 (result is \$5,238.00).

I live in a three-bedroom home in Kirwee and am on a septic tank (not connected to sewer). Under the proposed changes, my total rates (including water) are expected to increase by around 18%.

The calculation does not include the infrastructure from my house to the public line off the street which is at the owners expense. The cost is approx \$8k and for other houses will depend on the distance to the street. This cost would include excavating the tank, craning it out and filling the land with hardfill and re-routing the drain to the new lateral hook up. If connection to sewerage line is in the next 5 years, then there is an additional \$1,600 I need to save each year. Technically my rates is being increased by 41%

Connection in 5 yrs				
	Rates per average 3 bedroom house (minus current water costs)	Rates Increase of 4.9% to the rates portion only	Total rates + water at proposed prices 26/27	Total Increase in expense for rates and water (not including volumetric) %
Starting rates bill with Water Supply and Sewerage	3611.45	3788.41	6838.41	41.28
Starting rates bill with Water Supply Only	3611.45	3788.41	5886.41	21.61

Recommendation:

I recommend Selwyn Water to consider an alternative pricing and funding option that reduces the immediate impact on existing households by:

1. Allocating a greater share of cost recovery to future residents who will benefit from the new and upgraded assets, and/or
2. Extending the borrowing/repayment profile for long-life assets so costs are spread more evenly over time.

Discussion Details:Suggested repayment timeframe:

- For trunk networks, reservoirs, and treatment plant upgrades that have long service lives, I recommend modelling a 20 or 30 year repayment term as the preferred option.
- A 20-year term is long enough to materially reduce the near-term percentage increase while still keeping repayment broadly aligned with the benefit period and asset life;
- 30 years can be reserved for assets with demonstrably very long lives and where affordability impacts are otherwise unmanageable.

Ways to better reflect future growth in cost recovery (examples for assessment):

- Review Development Contribution settings and the allocation approach for shared assets so that the growth-accelerated portion of projects is more transparently attributed to growth (and therefore recovered from new development).
- Where legally available, consider a growth-related targeted charge mechanism (or equivalent) that commences when new connections occur, so new residents contribute from the point they benefit.
- Phase-in any large step-changes in charges over multiple years, with clear triggers tied to new connections, new revenue, and updated demand forecasts.
- Publish a simple schedule showing how forecast growth in connections will contribute to debt servicing over time, to demonstrate the intergenerational equity pathway.

Why this is worth considering:

This approach is consistent with the stated intent that major capital works are funded through borrowing and repaid over the life of the assets so that current and future users contribute fairly.

- Extending the repayment profile for the longest-life assets (while maintaining prudent debt limits) should reduce the required annual debt repayment amount, helping lower the percentage increase faced by current residents, without removing investment needed for safety, resilience, and compliance.
- To make the decision points clear and enable residents to understand the affordability implications.

Summary request to Selwyn Water Limited (next steps):

- Provide more information on options that compares debt repayment terms for long-life assets (minimum scenarios: 20-year vs 30 year).

- For each scenario, report the estimated impact on annual customer charges (including the % increase and typical annual \$ change for common household types), and the total interest cost over the life of the borrowing.
- Confirm how the proposed repayment terms align with asset lives for the main long-life asset classes (e.g., trunk mains, reservoirs, treatment plant upgrades), and note any components that should not be financed beyond their expected life.
- Set out a clear split of the capital programme into:
 - (a) growth-only (intended DC-funded),
 - (b) renewals/compliance (customer charges), and
 - (c) shared assets; and explain the proposed cost-allocation method for shared projects (including how “growth-accelerated” investment is treated).
- Identify what additional options are available (and any constraints) to ensure future residents contribute fairly as new connections occur (e.g., Development Contribution settings review and any alternative growth-related charging mechanisms that are legally available).
- Provide payment options for the connection cost from house to the road for rate payers to consider.
- Provide a recommended pathway (preferred repayment term and cost-allocation approach), with key trade-offs (affordability now vs total cost over time) and any implications for debt limits and financial prudence.
- Confirm a timeline for when this information will be delivered to residents and when any recommended changes could be consulted on and implemented.

My preference is a 20 year term as the primary setting for long-life assets, supported by clear growth-allocation settings, so we can moderate near-term impacts while retaining a fair, sustainable funding model as Selwyn continues to grow.

I look forward to your response.

Kind regards

Samantha Samuel

(Malvern Community Board Member)

(Independent Rate Payer)

Submitter Details

Submission Date: 12/05/2026

First name: Edward

Last name: Dance

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability Environmental protection

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

It should be taken from the development fee and used to future proof our infrastructure.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

We pay enough already and receive poor service, if we pay more are we guaranteed to get a professional

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

A resident with a septic tank/waste water treatment plant on their property shouldn't have to contribute to wastewater treatment in Selwyn, if there are no plans to put them on mains sewage.

Whitecliffs will NEVER be on a mains system, therefore the residents shouldn't have to contribute.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Consistent quality of water should be top of the list, but actually you would please a lot of people by correctly managing the Selwyn Water company, don't pay elaborate salaries to people that don't actually contribute or give value for money. If not, it will just end up like CORDE, 10 people on a job site watching one person kick stones all day, clocking in at 4.30, but paid until 5!

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

The proposed fees to residents are too high.

Developer contributions and a separate category of connection fee for developers should be adopted.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

Submitter Details

Submission Date: 12/05/2026

First name: Jeannie

Last name: May

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Chlorination makes 'drinking water' less drinkable, yet was seen as an 'improvement'. This kind of

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I am very concerned at the impact of this statement: "Selwyn Water recognises mana whenua as partners in water management and acknowledges the strategic direction provided by iwi planning documents.. "

This suggests co-governance has been implemented by Selwyn Water. When was this agreed with ratepayers and central government?

It also suggests that unelected tribal members have decision-making roles. How is this managed and made transparent

e.g. what are these roles; who is filling them; how and who are they accountable to; what are their KPIs and remuneration packages...

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Submitter Details

Submission Date: 13/05/2026

First name: Ronald

Last name: Clark

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Set up costs for Selwyn Water should not be passed onto rate payers. The majority of us wanted water and waste water to stay with the Council. How much extra are rate [payers going to be paying for staff etc taken on. E.G. Four directors don't work for free, plus there will be extra Management and staff that would not be needed if the Council had not created Selwyn Water.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Remove Chlorine from the water.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Any increases should be in line with rates increases determined by Selwyn Council. If development places extra burdens on existing assets, then their upgrade or replacement should be paid for by developers.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 13/05/2026

First name: Sam

Last name: Sloper

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Keeping water charges affordable, with support for households who need it

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 14/05/2026

First name: Helen

Last name: Clarke

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Remove the chlorine

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) If it was to remove chlorine yes otherwise no

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

depends for example rates rebates i know someone people who gets them due to income but have big savings this is not a fair process

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

should be ok but should be fully means tested not just income check savings and investments

Submitter Details

Submission Date: 15/05/2026

First name: Allison

Last name: Rosanowski

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Cost

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Restricted water is unfairly charged. We pay for six units all year even we we do not use it. Restricted supply should remain at a maximum number of units chosen with a meter so that we pay for only the water used. Town users only pay for the water they use- why are restricted water users charged unfairly?

The annual cost for six units you propose is \$2996.60 .

If Selwyn Water could improve just one thing in the next decade, what should it be?

Pricing to restricted users.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

See above.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

38

Submitter Details

Submission Date: 15/05/2026

First name: Graham

Last name: Evans

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

Other

The Upper Selwyn Huts of which there are 97 homes has a bore which pumps the water to tanks prior to treatment then fed to each home in the settlement

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Long-term sustainability and future proofing (planning for future generations and climate change)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

A large upgrade has taken place since the 2011 earthquakes and this should only need maintenance

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Shouldn't need additional investment at the Upper Selwyn Huts

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share) Keeping household charges predictable and stable over time
Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

It is very important to the Upper Selwyn Hut community has District Wide Rates for water and waste. To comply with the Regional Authority (ecan) ruling not to extend the consent for the continued use of the boarder dyke system (paid for in full by the hut owners in 1987). To comply the SDC installed a pipe line connected to The Pines Treatment Plant in Burnham.

Over the last 100 years plus the 97 homes have paid a licence fee for the supply of water and disposal of waste.

The SDC had been expecting to charge Upper Selwyn Huts for a large portion of the pipe line. I have included my presentation to the Annual Plan with 3 options. I believe that option 1 should be adopted as we transfer to Selwyn Water allowing the residence to afford the smallest increase possible.

This payment went to the SDC in form of a charge via our specific Annual Licence Fee.

Today the charges need to be made via the approval to invoice all 97 homes at the Upper Selwyn Huts along the same lines that all other rate payers are invoiced and implement us on the District Wide Rates for water and waste.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Place the Upper Selwyn Hut settlement of 97 homes on the rates for water and waste, as is the rest of the SDC rate payers

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Keep the increase to a minimum. 18% is too severe

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water’s proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Those with limited income resources ie benefits or superannuation need to be helped with either having an agreed part payment system in place would save the pain of facing hardship

Attached Documents

Name	
SDC Annual Plan Presentation May 2026	

Presentation to Selwyn District Council on Upper Selwyn Huts Annual Plan 2026

I have had a family connection to the Upper Selwyn Huts since 1923 when my grandfather purchased hut 47 Bruce Ave. This hut has had two facelifts over that time being passed on to my parents in 1958 then to myself in 1993.

I spent a large time in my youth enjoying the outdoors in the safety of the Hut surroundings, this included most summer weekends and school holidays, this is a memory that I will carry until I part this earth and I am an advocate that this may continue for the youth for many years to come.

I started advocating for the Upper Selwyn Huts community in 1985, when I joined the Springston South Domain Board which became the Springston South Reserve Committee until June 2011 when the committee was disbanded and the Selwyn District Council took over running the Upper Selwyn Huts.

For many years it continued without too much administration with the Licence Fee of \$ 542 continuing unchanged for 7 years with the Deed of Licence being revised once that being 2015. The SDC also continued to employ a Caretaker for 20 hours per week which kept the reserve in a very tidy condition, on his retirement in 2017 the position was disestablished with the tractor and ride on mower being removed and SICON engaged to maintain a reduced maintenance contract.

The situation changed when Environment Canterbury advised the SDC that the consent for discharge to the boarder dyke system for sewage disposal would not be renewed beyond 2020.

The SDC saw that this was a perfect time to place a close down time frame on the USH enforcing a 15-year closure of the settlement, saving the cost of a pipeline and also the possible water level rising restricting access to the settlement.

There were 3 proposals presented to the USH with the most permanent being a pipeline to the Pines Treatment Station in Burham being the most attractive option.

A big portion of the Licence Fee went to Robinsons towards the removal of effluent from the holding tank.

An option at the moment as I look at the next move, would be to a Ryman or Sommerset Village with a \$1m entrance fee, we are lucky that residing at the USH is not an investment anything like that.

Leading on from this I am requesting that the SDC review the requirement of invoicing a Licence Fee and wait until you can review the establish costings.

Bearing in mind that the new Deed of Licence will operate for 10 years before the next review will be taken.

I am requesting that Option 1 be applied for non-permanent residents as an increase of 14% would be acceptable as a one off for converting to the District Wide Rating for Water & Waste.

It is my opinion that the normal operating costs for administration will be reduced once the new Deed of Licence is finalised in June, therefore normal administration should be accessed from our rate payments as they are for all other Selwyn District rate payers.

Thankfully with the trust from the council and the community we can continue to move on a path towards a village existence that we all look forward to in the future.

Calculating the three options are as follows:

Upper Selwyn Huts annual payments to Selwyn District Council

	Rates	Licence Fee	Water Rates	Pipeline Charge	Total	Increase
2025	\$1,611.00	\$1,389.00			\$3,000.00	
Option1 - 2026	\$1,692.00		\$1,550.00		\$3,242.00	14%
Option 2 - 2026	\$1,692.00	\$575.00			\$2,267.00	27%
Option 3 - 2026	\$1,692.00	\$575.00	\$1,550.00	\$1,350.00	\$5,167.00	72%

Submitter Details

Submission Date: 15/05/2026

First name: Chris

Last name: Till

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

GOVERNANCE AND THE CORRUPTION OF POWER

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) It depends on who pays - preferably the developers.s

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) On what you mean by what you say.....

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

I don't agree with the existence of Selwyn Water and neither does the bulk of Selwyn rate payers. I don't agree with how your governance was set up and selected.

I have worked in Local Government for over 20 years. "Arms length delivery" of local water services never works in NZ> Just look at Wellington Water.

What actually happens, on the evidence, is the following: -

1. Vastly, and perpetually, increased costs for current customers
2. Loss of control by the Council
3. Infrastructure deteriorates
4. Levels of service fall
5. Customer service deteriorates

6. Visibility declines

7. Zealot water service engineers institute Rolls Royce solutions when the Corolla will do

8. Attendance at back slapping water awards and conferences proliferates (see recent Lucas De Jong puff piece on TVNZ 1) as does the beer and wine budget

9. Head count increases in the "At Arms Length" Empire

10. Big salaries, bonuses and hi end "UTES" at the fat cat end

If Selwyn Water could improve just one thing in the next decade, what should it be?

Cease to exist and revert functions back to Council asap

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I don't trust you. I don't believe you. You shouldn't exist.

Unfortunately you now do. If I was at Council I would apply "what's managed is measured" to you in extremis starting with monthly org chart checks, salary and pay roll (with emphasis on fat cats and klingons), number and type of staff vehicles, home/private usage of said, pilferage, customer satisfaction, call out data 24/7, leaks data, infrastructure development data, your books and audit results, on site and in office inspectorate and a weekly "please explain" with the CEO and Council GM and elected members. Plus anything else I haven't yet considered. I'd manage you very, very closely and also ensure that I don't become dependent on you and also that you cannot take legal action against Council. I'd watch you closer than a Giant Shovel Head Pit Viper.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

I doubt you can discern what "fair and reasonable" is and , bearing in mind the role that Ngai Tahu and the two local hapu played in your Board and Executive appointments and expect you to to sue this to benefit Maori in the main

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Free for fixed income pensioners. Extra charges to Maori, supermarkets, fat cat businesses, Central Government and all your "mates".

Submitter Details

Submission Date: 15/05/2026

First name: Donna

Last name: Horton

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Affordability Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Spreading costs fairly between current and future generations

Ensuring water services are financially sustainable (covering the full cost of services over time)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 16/05/2026

First name: Rachel

Last name: Taylor

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Environmental protection Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) has to be within reason, we are all paying the price at the end of the day

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) same as above

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

we pay plenty on bills, mortgages, rates etc. A significant price increase on water could not be financially sustainable for a lot of households. Nor would it be justified. New developments who place an increase on the system should pay for that growth. As should households who use significantly more. Households of 1-2 people should not be paying the same as households of 5-6 people who use significantly more water.

If Selwyn Water could improve just one thing in the next decade, what should it be?

affordability.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

At this stage the estimated growth graph seems pretty significant of an increase. How that increase is justified to jump up 30% from 2027-2028 i cannot fathom.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain) helps alleviate some hardship

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

no

Submitter Details

Submission Date: 19/05/2026

First name: Eddie

Last name: Parker

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Our water should be treated with choline or fluoride

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) As long as sound planning and costing has taken place

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

promote the installation of household water tanks for watering the garden

If Selwyn Water could improve just one thing in the next decade, what should it be?

keep our lovely safe water affordable and free of chemicals

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

some people sometimes need help though no fault of their own, eg loosing a job and need a helping hand to spread the costs or get a rebate.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

43

if a person or business is dating water and then asks fir help the answer should be no.

Submitter Details

Submission Date: 20/05/2026

First name: Donna

Last name: Gillatt

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Reliability (consistent supply, minimal outages) Affordability

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) NO. Growth must pay for growth fully and in advance.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Case by case depending on specific issues

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Selwyn Water should be shutdown and revert back to being managed in-house with council. We do not need additional layers of bureaucracy which brings additional costs.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Remove highly toxic chlorine from water, immediately. Do NOT allow introduction of Fluoride to water. Significant international research shows both these products are highly toxic and damaging to human, animal and plant health. Selwyn Water have done insufficient research regarding this. Just because this is mandated by central government is no excuse to be uneducated and unwilling to stand up for ratepayers rights and not be medicated against our will. This is a serious human rights violation.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Water is our lifeblood and should be free and untreated to every New Zealander. Infrastructure costs need to be kept in check and maintained properly. So-called expert modelling is unreliable and inaccurate. Individual rain water collection should be encouraged. Maintain our water races. Look at alternative wastewater systems that provide true sustainability.

The above covers my grave concerns regarding the precarious position we are currently in with our water issues.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain) Council should be our go-to, not Selwyn Water.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Council should be our go-to, not Selwyn Water

Attached Documents

Name
Shane Murray - AI info - Part 9 of What's in The Water. Follow the money

Submitter Details

Submission Date: 21/05/2026

First name: Sandra

Last name: Robertson

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) This needs to be consulted on. Growth needs to be managed.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Again, we need to know in advance what the costs and options are and be consulted before any decision is made.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share) Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

If Selwyn Water could improve just one thing in the next decade, what should it be?

Remove chemicals from water supply (chlorine, fluoride)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain) More detail needed.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Anyone wanting to take water to bottle for sale should be paying every litre of water they take, at no less than the highest price/ltr paid by people and businesses in our region.

Submitter Details

Submission Date: 21/05/2026

First name: Keith

Last name: Roberts

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Long-term sustainability and future proofing (planning for future generations and climate change)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Upgrades should be funded by those in the immediate area and/or developers.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Upgrades should be funded by those in the immediate area and/or developers.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Upgrades should be funded by those in the immediate area and/or developers.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Keep your management/infrastructure (offices, uniforms, transport, salaries, staff numbers etc) under control

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

See earlier comments.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Provided it is strictly controlled and a close check on customers circumstances is made and checked

periodically.

We don't want the type of benefit fraud that goes on now.

Submitter Details

Submission Date: 22/05/2026

First name: Robert

Last name: Lawrence

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently

Other

Reasonable use of chlorine

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Timing and cost are key here as ordinary rates are expected to be 4-6 % more in addition

Would you support additional investment to improve drinking water quality or reliability, even if it

increased water charges?

It depends (please explain)

Generally growth should pay for growth however investigating CL application rate would be useful as the CI plays hell with H2O Cylinders

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

growth pays for growth. The developers need to cover those costs

Darfield has a unique geology that does enable septic tanks to work with 200m between aquifer and surface

If Selwyn Water could improve just one thing in the next decade, what should it be?

investigations should be considered about future use of Lake Coleridge as drinking supply avoiding salt water intrusion in coastal parts of Selwyn and bore water contamination (nitrates)

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

keep a balance with increased genral rates as there is much pressure due to the growth in the district

continue to investigate savings and efficiencies You found 6% find more if possible

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain) many house holders: older persons/couples low income folks will need to be have options

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Inthink the cases are best reviewed to be sure the situations are valid. I would be more concerned about some attempting to seek aid that may not be warrented

Submitter Details

Submission Date: 24/05/2026

First name: Lindsay

Last name: Robertson

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Transparency and accountability (clear decision making and reporting)

Other

Removal of chlorine from the supply

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) We need to slow housing developments to reduce strain on existing infrastructure

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Dont sell water to Commercial bottlers at a cost less than residents pay, and put a cap on how much they can take. If the cap is exceeded a surcharge is applied.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Remove chlorine from supply

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I don't support this water authority set up by the previous council who went against the majority of submitters to the draft plan. I would like the present council to revisit this decision.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Help should be provided for those among the community who are struggling. ie: something similar to the rates rebate scheme.

Submitter Details

Submission Date: 25/05/2026

First name: wayne

Last name: Lawson

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

In principal, I would support such upgrades. However I would not support an un-restricted authority without clear communication of the logic for the proposal & appropriate public consultation.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Improvements directed at satisfying known future legislative quality requirements should be supported.

Proposed improvements intended to address longer term desirable outcomes need to be considered against affordability metrics.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

The "Water Services Strategy Document", notes in table 9 (page 68) a potential shared / beneficiary based cost allocation, but the document is silent on how that might be applied. There is no current visibility of this potential model.

Within the "engagement document" (page 19) & the "strategy document" (page 70) a table is provided showing projected year by year changes in water charges. That table shows a 30% increase in 2027/28. That suggested increase is likely to create widespread public concern unless adequate explanation of the need is provided.

If Selwyn Water could improve just one thing in the next decade, what should it be?

It should be taken as read that measures to maintain the quality & reliability of the water supply & wastewater treatment is simply business as usual. If I had to pick a single item (beyond the basics noted above) I would suggest you establish clear means of communication with your customers such that unexpected surprises are

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I understand that the published documents have been prepared during a period when asset information may have been provided slowly to SWL (from SDC). It's also unclear what value of deferred repairs & maintenance has been transferred over to SWL, that you may be addressing in the proposed 18% increase in 2025/25.

I have however noted a number of items within the documents, for later years, which I will comment on later (if this survey allows for general comments)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain) There will always be circumstances where such considerations would be appropriate.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Again, that would depend on the circumstances. If it could be established that a customer had an opportunity to advise SWL "earlier" of a fault/leak, which would have reduced costs or environmental impact for whoever pays, such delay should be considered.

Attached Documents

Name
SWL submission notes 25may26 

Commentary on Selwyn Water Ltd Water Services Strategy document

1. Whilst it may be part of the ongoing SWL internal documentation, I have not noted any reference to the use of “whole-of-life” cost modelling. Such planning documents, perhaps normally associated with capital works projects, should be a standard planning tool in establishing ongoing operating costs.
2. On pages 45/46, a table is presented setting out various expected issues, options, implications & expected decisions. I would suggest it appropriate to consider the risks associated with undertaking, or not undertaking, such decisions.
3. On page 39 a table is provided that indicates an assessment of the “condition” of above & below ground assets. It is not clear what financial value is associated with current deferred Repairs & Maintenance (transferred from SDC to SWL), but the table on page 41/42 indicates significant annual renewal costs over the 10 year period for both water & wastewater assets. Are these figures consistent with the stated condition assessment?
4. Review of the suggested cost increases for wastewater & drinking water (pages 41 / 42) indicates the following increases for the period 26/27 – 27/28;

Wastewater 22% increase
Drinking water 41% decrease

The table on page 70 shows an anticipated water charges increase, for the same period, of 30%. In the absence of more detail about proposed capital works, the suggested 30% increase will be very controversial with your customers.

5. Page 96 (Funding Impact Statement) includes some figures titled “payments to staff & suppliers”. The table indicated that this figure will increase by 56% over the 25/26 – 26/27 period, then a further 3% increase over the subsequent 26/27 – 27/28 period.

The same table does show a 200% capital funding increase in the first period & a further 2% increase in the second period.

Large capital projects, allowing for the design & subsequent construction works, often span multiple financial years. Also it is unclear if the term “payments to staff & suppliers” includes contractor payments for such capital projects, but the 56% increase in the first period needs further explanation.

6. Page 97 shows a revenue & expense breakdown. In the operating expenses line I have noted a 98% increase over the first two periods (25/26 – 26/27) followed by a 3% increase in the second period (26/27 – 27/28).

I appreciate some of that 98% increase might be due to the timing of the transfer from SDC to SWL, but a clearer explanation is needed.

Further, as individual capital projects are completed, I would expect to see an increase in the operational costs. In the absence of a detailed capital works programme of work, it's not clear if that is reflected in the operational costs noted.

Submitter Details

Submission Date: 25/05/2026

First name: Charles

Last name: Merfield

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

If Selwyn Water could improve just one thing in the next decade, what should it be?

Building resilience into the water system

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 29/05/2026

First name: Julie

Last name: Comfort

Organisation: Davie Lovell-Smith Ltd

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

Other

Land development consultant that works in Selwyn

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Our feedback is on the Fees and Charges Schedule for 2026/27, and in particular the Development Contributions that will be charged to new developments consented in the 2026/27 financial year.

The SWL Fees Schedule refers to the Council's DC policy and does not fee per HUE. It is therefore difficult to ascertain exactly what the dollar amount charged per HUE for the 2026/27 financial year will be. As such we have not been able to advise our clients on the likely cost of their proposed projects. This lack of clarity is unhelpful.

The Selwyn Council's DC Policy provides for PPI to be applied, and the new DCs charges are advised to ratepayers via the Annual Plan consultation. However, the Council's draft Annual Plan consultation contained no DC charges for sewer and water. As noted above, this lack of clarity is unhelpful.

Given that there has been no public advice of the DC charges for the 2026/27 financial year, it is considered that the DC rates that should be charged for sewer and water will be same as those are showing in the 2025/26 DC Policy, without any PPI adjustment. Confirmation of this is sought from Selwyn Water Ltd.

Submitter Details

Submission Date: 26/05/2026

First name: Amy

Last name: Tennant

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Upgrades due to growth can be brought forward but should be paid for by that growth(developers)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

For restricted supplies, should also look at usage for those supplies. Many rural lifestyle blocks are on restricted supplies which they don't get the full value from.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Water rate fairness

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

If a customer has a leak, they won't know about it for months with current billing so if they fix as soon as they are aware they should be rewarded and not punished. People who are in hard times still need drinking water as a basic human right. Definitely should for when meter a fault, that is your job to make sure meters are accurate.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Community, sporting and other not-for-profit organisations + schools should not get help. Schools are govt funded so should use their money to pay for it. Community, sporting and other not-for-profit organisations these have their own money so should factor it into their costs or fees they charge people, especially churches who are not for profit, they have the money to pay.

Submitter Details

Submission Date: 26/05/2026

First name: Nick

Last name: Hallett

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

In combination with developers then yes, but not just ratepayers picking up growth costs

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

nitrate levels in towns like Dunsandel need immediate attention

If Selwyn Water could improve just one thing in the next decade, what should it be?

connecting Dunsandel to waste water

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

work with other utilities such as Orion and sdc in combining works packages to get best value for money. Have a transparent procurement policy and ensure competitive tension exists in you contracting. Direct award to Corde is not value for money at all. Be competitive.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 26/05/2026

First name: Geoff

Last name: Brash

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property has its own private bore for water supply

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Resilience and emergency preparedness (earthquakes, floods)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

Reduction of flooding issues in the region, ie Tai Tapu and Lincoln etc

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 26/05/2026

First name: Rebekah

Last name: Stewart

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Reliability (consistent supply, minimal outages)

Long-term sustainability and future proofing (planning for future generations and climate change)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

If growth is faster than expected I feel like there should be an onus on the property developers such as Carter group and Hughes Developments to contribute towards the necessary upgrades

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

We need to be proactive rather than reactive

If Selwyn Water could improve just one thing in the next decade, what should it be?

nitrites in our water is a pretty big concern of mine and something as a region we need to consider

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

n/a

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

In cases where it could be argued people have placed themselves in hardship or businesses have run a loss

Submitter Details

Submission Date: 26/05/2026

First name: Janet

Last name: MacDougall

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently Supporting growth

Other

How older houses in Darfield will be connected to the wastewater system?

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Whether you can improve quality without using chlorine.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

how charges for wastewater connections in Darfield will be made affordable to those properties that have no access at present. Also use accurate information on growth in Darfield to provide properly for future connections.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

give examples of cost for those only getting water services - combined with waste water is not helpful.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain) not clear on what situation this would be.

Submitter Details

Submission Date: 27/05/2026

First name: Nicole

Last name: Holloway

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 27/05/2026

First name: Simon

Last name: Boys

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Asset management: An engineering assessment of asset condition in line with international standards, and reporting on how that changes annually. ie strong basis on factual info input to long term capital and operational planning (what is best Total Cost of ownership? ... renewal or maintenance... plan accordingly, demonstrate in reporting.

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Absolutely yes to bringing forward upgrades, BUT ringfence these to the specific developments and report on how that capacity is being taken up, development-related debt ratio, impact to wider rates. PRINCIPLE: Cash spent on debt and interest should not exceed the cost of the underlying asset over the 50+ year life of the asset.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Yes if needed to meet expectations; compliance with DWS and reasonable future supply reliability (etc)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

INTERGENERATIONAL ASSETS: Sharing costs across generations who use assets is not as fair as is often promoted. In reality this can mean that over the life of the asset more is paid for finance than for the asset itself. This is an unacceptable situation. We all join communities and enjoy what has come before. We should embrace the notion of leaving the future generations with good assets AND lower debt. On average the community is then paying for the assets, less for finance.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Transparency, in detail.

Include benchmarking against the benefits published when the organisation was mooted and subsequently formed.

Governance is key. The organisation was formed against the community's wishes, so I believe has something to prove. With good governance, transparency with the Community (including honesty about current gaps) and continues community engagement I am sure the community can become supportive.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Real hardship

Submitter Details

Submission Date: 27/05/2026

First name: Richard

Last name: Mitchell

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Developers should shoulder the lion's share of cost for infrastructure extensions such as water & sewage

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Perhaps. We've already had to put in whole-of-house filtration because of chlorine attacking my hot water

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 27/05/2026

First name: Rachel

Last name: Peach

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

In the case of Darfields fast track 800 section development the development contribution by the developer should cover this it's not the existing rate payer's responsibility to pay for a development of that magnitude

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Again above and in addition investment into managing the watershed where our water comes from. If we have considerable contaminants coming into the watershed then this needs to be mitigated and those that are flouting the law need to be held accountable ecoli and other stock contaminants are negatively affecting our water supply they're part of the landscape and the ecosystem one doesn't function within the other

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

The quality of the water its hideous currently

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

60

(Please explain)

as long as major companies aren't unfairly taken into consideration with these waivers especially when they're the majority reason behind managing water quality

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Not what I can think of

Submitter Details

Submission Date: 27/05/2026

First name: Gwenda

Last name: Williams

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

will there b separate costs for drinking and wastewater? There are a lot of septic tanks systems in selwyn

If Selwyn Water could improve just one thing in the next decade, what should it be?

Water taste less chlorine taste and snell

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

No

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 28/05/2026

First name: Susan

Last name: Hall

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) We must limit future growth to be within our environmental limits

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

We must protect source water and provide good quality water for all. Agriculture must be limited to prevent further pollution of our groundwater and rivers, preserving quality and quantity of water for both.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

The agricultural sector must pay the cost of reducing nitrate pollution of our drinking water. They are the big polluters and must pay their fair share to remedy the problems they have created.

Why should residential ratepayers be unfairly penalised for the clean up. Nowhere in your documents do you mention the trends of increasing nitrates in drinking water, and the human health and environmental effects. The maximum allowable value is far too high at 11.3 ppm (mg/L) Both human and environmental health are affected adversely once the nitrate/nitrogen level is above 1ppm.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Clean up the nitrates to a low level in our drinking water.

Kirwee town supply has one of the highest readings in the District and we personally have installed an ion exchange system to supply us with clean water with a nitrate level of 0.3 mg/L. This has cost us over \$10,000 and is simply not feasible for most people.

Attached Documents

Name
Supporting document for Selwyn Water strategy

Supporting document for Selwyn Water strategy

The heart of my concerns for the Selwyn region centre around unfettered growth without policies for planning and provision for Nature.

We cannot allow development to continue to provide housing without the infrastructure requirements of provision of clean drinking water for all.

Te Mana o te Wai strategy for a hierarchy of obligations is the overarching principle. This is entrenched in the NPS for freshwater management. This must be also included in the Selwyn Water strategy.

1. first, the health and well-being of water bodies and freshwater ecosystems
2. second, the health needs of people (such as drinking water)
3. third, the ability of people and communities to provide for their social, economic, and cultural well-being, now and in the future

My concern around continuing growth is based on the following points.

For the ecosystems of freshwater to thrive, we must protect the source water in the high country. This is where all our freshwater derives from and this provides down country drinking water. To allow the rivers to flourish and provide for freshwater habitat, there must be limits places on irrigation so that more water can flow down the rivers.

Room for the rivers to roam is also hugely important to provide space for climate related flooding events. Allowing farming up to the edges of the rivers is simply a nonsense idea.

There must be emphasis on changing farming practices to allow more diverse use of the land, more resilience for our food crops and the supply chain issues that continue to occur with international events (as the current fuel situation shows). We simply cannot allow cow numbers to continue to increase, this is incompatible with human health.

People do not want to have increasing use of chlorine in their drinking water to safeguard them from possible E. coli, campylobacter and other waterborne illnesses.

The Havelock North campylobacter outbreak in 2020 was a widespread event due to heavy rain, these events will become more frequent with climate change.

This from a PubMed article documenting the Havelock North outbreak:

Findings: We estimate between 6260 and 8320 cases of illness including up to 2230 who lived outside the reticulation area, were linked to the contaminated water supply. Of these, 953 cases were physician reported, 42 were hospitalized, three developed Guillain-Barré syndrome, and Campylobacter infection contributed to at least four deaths. Of the 12 genotypes observed in cases, four were also observed in water, three were also observed in sheep and one was also observed in both water and sheep. (J Infect. 2020 Sep;81(3):390-395. doi: 10.1016/j.jinf.2020.06.065. Epub 2020 Jun 29)

The people of Selwyn also want to be able to trust the quality of their drinking water to be low in nitrates, not just below half of the MAV, but close to the level of less than 1 mg/L which is the level to ensure continued ecosystem health.

We note that nitrate levels in drinking water in Darfield and Kirwee are particularly high , approaching 5mg/L or higher. This is unacceptable given the continued growth of housing around Darfield. We are exposing children to a lifetime of nitrate exposure, which has been shown in large scale studies to be very dangerous to health..

<https://www.selwynwater.co.nz/drinking-water/drinking-water-quality-testing>

Submitter Details

Submission Date: 27/05/2026

First name: Craig

Last name: Fossey

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Growth needs to be manage in line with revenue that is tagged to inflation. Not to the wish list of property developers

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Keeping household charges predictable and stable over time

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Any increases in pricing has to be pegged to inflation.

If Selwyn Water could improve just one thing in the next decade, what should it be?

control the consenting to dairy farm conversion. Selwyn only in trouble because council has given farmers too much water.

Consolidate backend administration with current council. Bring internal costs down.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Property developers need to pay larger amount for any new developments.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Increases in fines for farm pollution.

Submitter Details

Submission Date: 27/05/2026

First name: Rachel

Last name: Grout

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) If it is not going to increase user pays

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Existing customers shouldn't be paying for new infrastructure in new developments at all

If Selwyn Water could improve just one thing in the next decade, what should it be?

Fair pricing that is not an extraordinary burden, when rates are already massive.

Perhaps a capped pricing for standard households using standard amounts

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I want clarity on what the exclusions are for Selwyn District Council facilities:

Do pools pay their own water? Or is this free for them and written off? (I personally do not use them and do not want my costs to go to this)

What about the recreation centre and their use?

What about watering grounds, like Foster Park, Brookside Park, etc throughout Selwyn, and places like the rugby/ soccer grounds etc?

What about things like the water hockey turf, do they pay all of their own water?

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing

adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

I think there needs to be flexibility in at least the first year or 2, because these increases, in line with rates increases will put a strain on normal working households

Submitter Details

Submission Date: 28/05/2026

First name: Peter

Last name: Ising

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

Selwyn water has always been of high quality. Minimize and totally remove chlorination

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Our subdivision was established in 2001 and our water infrastructure is fairly new and has been totally adequate in all respects. Maintenance is important and I support funding for that if and when. But I object to having to pay for 'future proving', just because the Selwyn District Council allows for medium density housing on a big scale, thus requiring extended water supply and waste water treatment. Developers (and thus new sub-division households) must pay for that, because they require it. We have already payed for out water supply and waste water treatment. I don't agree that we should pay for an 'uncontrolled' and undesirable housing boom that we didn't ask for. If the SDC actions require additional infrastructure then they should make developers (and new households!) carry the burden.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Who decides if circumstances are fair and reasonable? If that requires (honest) means-testing and helps the (actual) poor and elderly, then Yes.

Submitter Details

Submission Date: 28/05/2026

First name: John

Last name: Benefield

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Growth development infrastructure costs MUST be financed 100% by developers. - Existing residents have funded current infrastructure and it is undemocratic for them to pay twice.

Would you support additional investment to improve drinking water quality or reliability, even if it

increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Regularly updating residents on what **chemicals (INCLUDING QUANTITIES)** are being added to our drinking water.

Some properties have large BERMS which the Council expect residents to maintain including WATER, Fertilizer and Grass seed.

In our case being a corner section we have a berm as big in area as our garden inside the boundary fence which requires watering as much as what we actually own. This requires water usage amounting to 30% - 40% of our total water usage bill. A number of sections don't have any water requirements for **BERMS** or other maintenance costs. The option is to ignore the berm which creates a **FIRE HAZARD** and makes the township unsightly. We saw evidence of this last Summer.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Ensure new connections/developments pay the **TRUE/TOTAL** infrastructure costs associated with each such development.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Charges must be reduced. Select the "ESSENTIALS" required from the "NICE TO HAVES" - We don't need the best but a cost effective reliable service.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Measures such as these often are unfairly apportioned with some people who don't need assistance receiving it and the needy being left out.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

No assistance to new connections/developments.

Submitter Details

Submission Date: 28/05/2026

First name: Margaret

Last name: Whittaker

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Growth should pay for growth

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

No help for big businesses selling water!

Submitter Details

Submission Date: 28/05/2026

First name: Mark

Last name: Maddren

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) If the developers are paying their fair share

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 29/05/2026

First name: Cleve

Last name: Prescott

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Efficient contractors, that work, not sitting around on their Butt.

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Depending on the total expected cost, for how long and how much increase in total company debit.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)
depending on total cost and why? if its not a must have and not an I want then maybe!!!!

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

The cost of Contractors and Consultants, kept to minimum.

The less Consultants the better,

Contractors who know their job.

If Selwyn Water could improve just one thing in the next decade, what should it be?

The cost of laying pipe,

I have watched pipe being laid on Brookside road, Four or five traffic controller's, operating two control positions, pipe lay at 30mtr per day, then stop work because the traffic management plan expired. job had 18 workers including traffic control, and only 30mtr days, just total waste of time and money, very poor supervision.

selwyn water needs to do better than the last lot.

Efficiency with better supervision and cost control of contract staff,
make feedback easy to find, perhaps a link from Selwyn councils page??
easy to find better response

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Where a house hold is struggling, and can prove hardship as may are starting to, yes or then poor hygiene, then poor health.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Should not be supplied to commercial operators for bottling and export with out extra cubic meter rate charges.
when drinking water is in short supply, water should be restricted.
or possibility of E coli present.

Submitter Details

Submission Date: 29/05/2026

First name: Marcia

Last name: Jones

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

refusing reactive maintenance. Corde has a management contract with SDC, listen to them more and focus on Irojevts that they suggest to make the network more efficient

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

SDC has recently reviewed rates. I was happy with my reduction of just over \$800 but now I'm going to have to pay \$807 for wastewater. Basically you have shifted the cost somewhere else providing no savings.

Submitter Details

Submission Date: 29/05/2026

First name: Andy

Last name: Day

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

If we can get the chlorine out of the water like we used to have. Water was beautiful before that

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

it is unfair if you have a granny flat on your property to pay 2 connection charges when you only have 1 connection and pay for all the water used. Im literally paying for imaginary infrastructure

If Selwyn Water could improve just one thing in the next decade, what should it be?

take the chlorine out of the edandale supply. Its a deep bore and infrastructure is quite new. The UV treating of the water worked well and we never had issues. Now there has been chlorine in it for a few years. It genuinely negatively affects peoples quality of life

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

keep prices down. Dont just use corde as a contractor and tender work out to other businesses to keep your prices as low as possible.

always remember no one in selwyn wanted this company apart from the ex mayor Sam and councilors. They went against the wishes of the rate payers and were all voted out because of this.

Never forget every dollar you spend comes out of a rate payers pocket. Please dont abuse us with massive salaries and fill the office with DEI rubbish which just costs us all extra money and makes your service worse.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain) A person on there own land should never not be able afford water

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

if people need help with water charges you are charging too much to begin with

Submitter Details

Submission Date: 29/05/2026

First name: Candace

Last name: Farrar-de Wagt

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Considerations need to be made when land is being developed, who is covering the costs of upgrades. As it seems to hurt the current rate payers and not the developers or new rate payers.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Yes if the standard can be shown to improve at the property, not just the water source or holding stations. As with poor quality over many years, what has that done to the pipework to the boundary.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Ensure the drinking water standard is tested at the boundary not just the water stations. After the boundary it is up to the home owner, however there is still potential water quality issues after the water storage stations.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Look to support initiatives to invest in rain harvesting to be used to irrigate lawns and washing cars etc. Instead of charging to use good drinking water, support expenditure or reduce barriers to install fenceline tanks or holding tanks. This can support businesses and residents. Biggest impact is recycling water, reusing it for a purpose and not wasting good drinking water on activities that don't require it. But most of all, reducing impact on stormwater pipework which also is shown to impact wastewater pipework especially in times of heavy rainfall.

Secondly, set a target of reducing water wastage. Find the leaks and improve the pipework, there is many water monitoring technologies out there.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

It outlines a variety of situations and supports those who need it including groups and individuals. It is written well!

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

it could be looked at as an option as to elderly homes, doctors, dentists, medical centres and preschools. Also long as the businesses can show how the reduced costs are passed on to those that require the service.

Submitter Details

Submission Date:

29/05/2026

First name:

Evan

Last name:

Frew

Organisation:

Malvern Community Board

Attached Documents

Name	
MCB SWL Feedback	

Submission on Selwyn Water Services Strategy Engagement Document 2026–2027
Submitted by: Evan Frew, Chair, Malvern Community Board, Selwyn District Council

1.

1.1 Thank you for the opportunity to provide feedback on the Selwyn Water Services Strategy Engagement Document. Board members have engaged with the community and resolved at the meeting on 28 May 2026 to provide the following feedback.

1.2 The Board acknowledges the significant work involved in establishing Selwyn Water and developing a strategic framework for the future management and delivery of drinking water, wastewater and stormwater services.

1.3 The Board recognise that Selwyn Water faces substantial challenges including:

- a) rapid population growth and associated infrastructure demand;
- b) increasing regulatory requirements;
- c) asset renewal requirements;
- d) climate resilience and environmental obligations; and
- e) ensuring the long-term financial sustainability of water services.

1.4 The Board generally support the strategic direction proposed and recognises the importance of establishing a robust framework that balances infrastructure investment with community affordability and service expectations.

1.5 Our submission focuses on strengthening the Strategy through greater clarity around affordability, transparency, growth funding principles, rural equity and performance accountability.

1.6 As this is feedback from the Tāwera Malvern ward of the Selwyn District, it reflects an aggregated overview as opposed to specific properties use of drinking and waste water which is identified in the individual feedback.

2. Affordability and Financial Sustainability

Comment

2.1 The Strategy appropriately identifies financial sustainability as an important consideration. However, affordability should be explicitly recognised as a primary decision-making principle rather than a secondary consideration.

2.2 Recent community engagement across Tāwera Malvern demonstrates a strong expectation that essential services continue to be delivered efficiently while maintaining affordability for households and businesses.

2.3 Communities generally accept that infrastructure investment is necessary. However, they reasonably expect that expenditure:

- a) demonstrates value for money;
- b) is evidence based;
- c) is delivered efficiently; and
- d) is subject to prudent financial oversight.

Recommended amendment

2.4 Include within the Strategy an explicit statement that:

"Selwyn Water will balance infrastructure investment requirements with affordability considerations and will actively seek efficient service delivery and value for money outcomes."

2.5 Include measurable affordability indicators such as:

- a) annual average household charge movements;
- b) debt per connected property;
- c) operating cost per connection;
- d) infrastructure expenditure per capita; and
- e) benchmarking against comparable local authorities or water entities.

3. Growth Funding Principles

Comment

3.1 The district continues to experience significant growth pressures requiring substantial investment in infrastructure capacity.

3.2 Existing communities should not disproportionately bear the cost of infrastructure required primarily to accommodate new growth.

3.3 Provide assurance to ratepayers in Darfield and Kirwee, and surrounds, in relation to connections (Locality, Timing and Costs) in regard to connections to the wastewater infrastructure.

3.4 Greater transparency is required regarding the distinction between:

- a) growth-related expenditure;
- b) renewal expenditure;
- c) level-of-service improvements; and
- d) regulatory compliance expenditure.

Recommended amendment

3.5 Include a specific strategic principle stating:

"Growth should appropriately contribute toward the cost of infrastructure required to support growth."

3.6 Provide greater transparency regarding:

- a) funding mechanisms for growth infrastructure;
- b) 'growth paying for growth' development contributions and targeted funding;
- c) impacts on existing consumers; and
- d) long-term cost allocation assumptions.

3.7 In regard to Q 2, when growth is faster than expected, the growth needs to cover the additional costs.

4. Rural Equity and Community Outcomes

Comment

4.1 The Strategy would benefit from stronger recognition of the diverse nature of communities in the Selwyn district and the differing needs of urban and rural areas.

4.2 Smaller communities may perceive that investment priorities favour larger growth centres unless transparent criteria are applied.

4.3 Equity should not necessarily be interpreted as equal expenditure across all communities. Rather, equity should involve transparent and evidence-based decision making.

Recommended amendment

4.4 Include a strategic objective stating:

"Investment decisions will recognise the differing needs of urban and rural communities and seek equitable service outcomes across the district."

4.5 Include consideration of:

- a) resilience of rural infrastructure;
- b) service reliability for smaller communities;
- c) community wellbeing impacts; and
- d) transparent prioritisation criteria.

5. Investment Prioritisation Framework

Comment

5.1 The Strategy may benefit from a clearer explanation of how infrastructure projects will be prioritised.

Recommended amendment

5.2 Greater transparency would improve community understanding and confidence in future investment decisions by:

- Scenario modelling and cost-allocation information covering the full debt repayment period (affordability now vs total cost over time)
- Information to support understanding of how costs will be shared with future growth.

- A delivery schedule or implementation plan for the sewerage line rollout in Darfield and Kirwee, including when residents will be advised of installation timing by street and by month/year.

5.3 Include an investment prioritisation framework incorporating:

- a) public health risk;
- b) statutory compliance requirements;
- c) asset condition;
- d) resilience benefits;
- e) growth pressures;
- f) environmental outcomes; and
- g) community impacts.

6. Performance Measurement and Accountability

Comment

6.1 Public confidence in Selwyn Water Limited will depend significantly on transparent performance reporting and accountability.

6.2 Communities should be able to readily understand whether strategic objectives are being achieved.

Recommended amendment

6.3 Include annual reporting against measurable indicators including:

- a) drinking water compliance standards;
- b) wastewater consent compliance;
- c) service reliability measures;
- d) response times;
- e) customer satisfaction measures;
- f) capital delivery performance;
- g) operating efficiency measures; and
- h) progress against strategic objectives.

6.4 Reporting should include year-on-year comparisons and benchmarking where appropriate.

6.5 refers to Q 5 is that pricing should consider the needs of rural communities which should be treated equitably and Q 6 the main focus should be on delivering drinking and waste water services cost-effectively.

7. Conclusion

7.1 I support the overall direction of the proposed Strategy and recognise the challenges associated with delivering sustainable water services in a rapidly growing and diverse district.

7.2 Strengthening the Strategy through clearer affordability principles, transparent funding approaches, stronger rural considerations and measurable performance reporting would improve community confidence and accountability.

7.3 In summary, the Board recommends that the final Strategy place stronger emphasis on:

- 1.affordability;
- 2.growth contributing toward growth-related costs, intergenerationally where appropriate;
- 3.rural equity;
- 4.transparent prioritisation; and
- 5.measurable performance outcomes.

7.4 Thank you for the opportunity to provide feedback.

Submitter Details

Submission Date: 29/05/2026

First name: John

Last name: Verry

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Only if the increase costs are paid by those that will benefit from bringing forward the upgrades

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Drinking water quality is governed by Central Government so why improve on what is required nationally.

Reliability is a separate issue and I presume governed by minimum requirements, so why spend extra money to 'over-deliver'?

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

While revenue certainty is important for prudent financial management, I consider affordability, fairness, and ensuring growth pays for growth to be the highest priorities from a community perspective.

In summary:

My priority order would be: (1) Growth Paying for Growth, (2) Affordability, (3) Fairness and Equity, (4) Charges Reflecting Use, (5) Spreading Costs Fairly Over Time, and (6) Revenue Certainty.

If Selwyn Water could improve just one thing in the next decade, what should it be?

The single most important improvement would be delivering the infrastructure needed for growth while keeping water services affordable for existing customers.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

To reinforce organisational efficiencies, use local contractors and look for other revenue sources and ensure usage is predominantly user pays

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Water and wastewater services are essential public services, and there will inevitably be situations where strict application of charges would produce an unfair outcome. Examples may include administrative errors, extraordinary leaks beyond a customer's control, natural disasters, hardship situations, or circumstances where charges have been applied incorrectly.

However, any waiver or remission policy should be guided by the following principles:

Fairness and consistency — similar situations should receive similar treatment.

Transparency — the grounds for granting a waiver or remission should be clearly documented and publicly available.

Accountability — decisions should be subject to appropriate delegation and reporting.

Affordability for all customers — the cost of remissions should not place an unreasonable burden on other customers.

Encouraging responsible water use — remissions should not unintentionally discourage customers from maintaining private infrastructure or managing water efficiently.

I particularly support provisions that allow relief where customers have acted reasonably and circumstances

are genuinely outside their control.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Selwyn Water should generally not provide assistance where:

Excessive water use results from negligence or failure to repair known leaks.
Customers have ignored previous warnings or advice regarding water use or maintenance.
The remission would effectively transfer avoidable private costs onto other customers.
The circumstances are part of normal operating costs that all customers are expected to meet.

The policy should strike a balance between compassion and personal responsibility. Any remission granted should be based on clear criteria, applied consistently, and reported transparently so that all customers can have confidence in the fairness of the process.

Attached Documents

Name	
20260529 SWL Strategy Consultation feedback	

I generally support the strategic direction of Selwyn Water and recognise the challenges associated with delivering safe, reliable and compliant drinking water and wastewater services in one of New Zealand's fastest-growing districts.

The Strategy appropriately identifies the need to invest in infrastructure resilience, maintain public health standards, protect the environment, and ensure the long-term sustainability of water services in Selwyn.

My experience is that communities consistently place the highest importance on affordability, transparency, accountability, and fairness in how water services are funded and delivered. Accordingly, I believe the final Strategy should place greater emphasis on the following principles:

Affordability: Water services are essential services and must remain affordable for households, retirees, rural landowners, community organisations and businesses. While investment is necessary, customers expect evidence that expenditure is prudent, efficient and represents value for money.

Growth Paying for Growth: One of the strongest and most consistent themes emerging from people in the Selwyn District is that existing residents should not be required to subsidise infrastructure primarily required to support new development. The Strategy should clearly articulate how growth-related costs will be identified and funded. A priority for SWL is developing and implementing a Development Contributions policy.

Growth Funding Principle = I support the principle that growth should contribute fairly to the cost of the infrastructure required to service that growth. The Strategy should explore funding mechanisms that allow the costs of major water and wastewater infrastructure associated with new development to be recovered over time rather than solely through large upfront development contributions. One option would be for a portion of growth-related infrastructure costs to be funded initially by Selwyn Water and recovered from new developments through a targeted infrastructure charge or growth contribution amortised over a defined period, such as ten years. This approach would: a) ensure growth continues to contribute towards the infrastructure it requires; b) reduce upfront barriers to housing development; c) align the timing of payments with the period over which the benefits are received; d) provide greater certainty for infrastructure planning; and e) reduce the risk of existing customers subsidising growth-related investment.

Any such mechanism must be transparent, equitable, and designed to ensure that growth-related costs remain attributable to the developments and customers creating the demand, rather than being transferred to existing households and businesses. The Strategy should therefore include consideration of innovative funding approaches that support the principle of "**growth paying for growth**" while promoting affordability, efficient infrastructure delivery, and intergenerational equity.

I would ask Selwyn Water to investigate a "**growth infrastructure charge**" similar to utility connection models used overseas. For example: New subdivision lot created – a) Selwyn Water funds the trunk water/wastewater upgrades through borrowing; b) Each new connection pays an appropriate and proportionate annual infrastructure charge (say \$400–\$800 per year) for 10 years – based on dwelling capacity – e.g. washrooms and bedrooms; c) The charge is attached to the property rather than the original developer, so existing customers do not contribute to the repayment and future residents who benefit from the infrastructure pay for it. That approach is often easier for home buyers than adding another \$10,000–\$20,000 to the section price upfront (they could have the choice), while still preserving the principle that growth funds growth. It may also align well with your broader advocacy around affordability and ensuring existing Selwyn ratepayers are not carrying the cost of rapid growth.

Transparency and Accountability: Communities increasingly expect clear reporting on performance, expenditure, debt levels, service reliability, compliance outcomes and customer charges. Success should be measured through publicly reported performance indicators that allow customers to understand whether Selwyn Water is achieving its objectives.

Rural Equity: The Selwyn District contains a diverse range of communities. Smaller and rural communities, such as in Tāwera Malvern, need confidence that investment decisions are being made fairly and transparently. Equity should be a guiding principle, recognising that while expenditure may vary between communities, decision-making processes should be open and evidence based.

Infrastructure Resilience: The increasing frequency of extreme weather events reinforces the importance of resilient infrastructure. The Strategy should continue to prioritise investment that improves the reliability of water and wastewater services and reduces the risks associated with natural hazards and climate change.

Environmental Stewardship: Protecting rivers, groundwater and the wider environment remains a core responsibility of water service providers. Investment decisions should continue to support improved environmental outcomes and sustainable resource management practices.

Existing On-Site Wastewater Systems: The Strategy must recognise that many properties developed in recent years were granted resource and building consents on the basis that they would be serviced by compliant on-site wastewater treatment and disposal systems. In many cases (Darfield and Kirwee) these systems represent a significant private investment by property owners and have been designed, installed and approved to meet regulatory standards, with anticipated operating lives extending for 20 to 25 years or more.

As a matter of fairness and regulatory certainty, property owners who have invested in compliant on-site systems should not be required to prematurely abandon those systems solely to connect to a reticulated wastewater network, unless there is a demonstrated public health, environmental, or network management reason for doing so.

The Strategy should therefore adopt the following principles:

1. **Recognition of Existing Investment:** Selwyn Water should acknowledge the substantial investment made by property owners in approved on-site wastewater systems.
2. **Grandparenting of Existing Consents:** Properties with lawfully established and compliant on-site wastewater systems should generally be permitted to continue operating those systems for the duration of their consented life, subject to ongoing compliance requirements.
3. **Evidence-Based Connection Requirements:** Mandatory connection to reticulated wastewater services should only occur where there is clear evidence of environmental risk, public health concerns, system failure, or other significant community benefit.
4. **Customer Choice Where Appropriate:** Where an on-site system continues to perform effectively and complies with consent conditions, property owners should have the option of continuing to use that system rather than being compelled to connect immediately to a reticulated network.
5. **Fair Transition Arrangements:** Where connection is ultimately required, consideration should be given to transitional arrangements that recognise the remaining economic life of existing systems and avoid imposing unreasonable costs on affected property owners.

This approach would support the principles of fairness, affordability, regulatory certainty, and efficient use of existing infrastructure while still enabling Selwyn Water to achieve long-term environmental and public health outcomes.

Conclusion

Overall, I support the Strategy and the establishment of Selwyn Water as a dedicated water services provider. The long-term success of the organisation will depend not only on its ability to deliver infrastructure, but also on maintaining community trust and confidence.

John Verry, 29 May 2026

Submitter Details

Submission Date: 29/05/2026

First name: Alan

Last name: Peacock

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Growth should pay for growth hence we expect that Development Contributions should pay the majority of facility and capability upgrade costs

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

A policy should be in place to promote use of Grey Water by way of roof top catchment, which would eliminate much of the need for drinking water, which could be filtered at sink, for what little is used. You should be pushing for every dwelling to have a rainwater catchment tank... this give you an opportunity to purchase and re-sell (with a margin) a range of tank sizes, and offer an installation service. This could include an optional Usability Upgrade offering solar powered 12v, solar powered, pumps fitted to boost water pressure for watering the garden, car etc in a low cost. very green manner

If Selwyn Water could improve just one thing in the next decade, what should it be?

Give yourself time. You've only just started, and judging by the reactions from the Darfield meeting last night, your PR at least is on the right track. Keep the communication open. Look for export opportunities outside the district and within NZ and overseas, and keep the idea of being a not for profit going.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Yes, In regards the new Coalgate Reservoir, and any others that are similar, can you please ensure that Fire Service Filling Hydrant Capacity is included. Such a feature not only helps our Volunteer Fire Brigades but it also speaks volumes of what an awesome asset for the community Selwyn Water Ltd is.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

There will always be times when people struggle. Having a Waivers and Remissions Policy like you have puts a human face on your company while materially helping in cases where this is needed.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

In cases of emergency, for whatever reason, as a public faced company people will expect you to help. Charging for such a service would put you in a poor light.

Submitter Details

Submission Date: 29/05/2026

First name: Carrie

Last name: Goodwin

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

If SDC is somewhat not charged:

What about the big giant water pond out side the buidling?

Non profits: beststart is a non profit do they pay?

Non profits: there is a difference between a small church that is used for 2hrs, and other non profits that use a lot of water/waste on a daily basis. A broad brush of all are free seems unrealistic

What happens with local parks, cricket grounds, soccer grounds, swimming pools, hockey turf that is watered - does this fall into recreational and free?

Will Corde pay for their water?

If Selwyn Water could improve just one thing in the next decade, what should it be?

Stable and fair pricing

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I think there should be some sort of capped system.

For example people who are conscientious and using less, under a certain amount you determine, are rewarded for this with like a bonus discount. And using excessive amounts works out more expensive

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

need more clarification around which SDC Arms are notncharged (I.e. pools? Or the big as pond out the front of the SDC building), which non profits, and which sporting organisation's, as a lot of thesebuse a lot of water (I.e hockey, pools, SUFC etc)

Submitter Details

Submission Date: 30/05/2026

First name: Tony Lean Seng

Last name: Gan

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support) Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Water quality as of now is sufficient, and I'm not concerned about spending money to take out chlorine or nitrate

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Pricing strategy should also take into consideration what other regions in NZ are doing, so Selwyn doesn't become the news headline for being one of the most expensive for water use

If Selwyn Water could improve just one thing in the next decade, what should it be?

Ensure infrastructure is maintained to avert crisis of water shortage or undrinkable water supply or sewage overflow

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

The projected 10-year increase in average residential waste charge appears alarmingly high. Hope the 10-year strategic plan will address the affordability issues.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

It's user-pay and equitable for all. There are other avenues for those who need help with their bills such as WINZ or Iwi organisations. Selwyn Water isn't a charity organisation.

Are there any situations where you think Selwyn Water should, or should not, provide help with

Yes, if it's post-earthquake or natural disaster!

Submitter Details

Submission Date: 30/05/2026

First name: Alison

Last name: Donley

Organisation: Ellesmere Big Band

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

I have a business connected to town water supply

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

I have a business connected to town reticulated wastewater

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water

charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Ensure it is metered and that a heritage building used for only a few hours a week, such as the band hall, is not clobbered with a large bill for very limited usage of water

If Selwyn Water could improve just one thing in the next decade, what should it be?

maintain equitability

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

We need more than 50% off our charges. If the bill is too high we will have to seriously consider a chemical toilet and bringing our own water for practice nights

Submitter Details

Submission Date: 01/06/2026

First name: Jo

Last name: Glynn

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

I have a property at Upper Selwyn Huts I do not live in Selwyn

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting) Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Growth should pay for growth and long-term planning should avoid this situation

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Only if something significant was wrong with the water

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Water and wastewater are basic essentials and need to be as affordable as possible as every single person in Selwyn makes use of these service.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Growth paying for growth and long-term planning to ensure all have access to affordable water and wastewater.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

It is alarming to see a 30% increase forecast for next year as per the Engagement document - why is this so high?

I thank Selwyn Water for their efforts to consult with the Upper Selwyn Huts community, this has been very much appreciated.

I am pleased our community will be treated the same as others across the district.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

As per your Waivers and remission policy.

Submitter Details

Submission Date: 01/06/2026

First name: Paul

Last name: Weggery

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) If the burden of cost is placed on property developers.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) If the burden of cost is placed on property developers.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

The affordability to ratepayers.

Please refer to the attached policy.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Keep costs to existing consumers down.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

This is a huge increase for water after an increase last year. I would suggest that you focus the cost on property developers and newbuilds as they are the ones driving increased demand for water services (Please refer to attached policy).

I would also like to point out my disappointment in Selwyn that submissions opened after SDC submissions closed.

Also, water does not have a life force of its own. Please focus on Science and not mythology.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and

wastewater charges in certain circumstances is fair and reasonable?

80

No

(Please explain)

Existing residents, whose infrastructure needs are already established, should not subsidize the capital strain caused by rapid greenfield or brownfield developments. Please refer to the policy attached, which puts the burden for new growth on the property developers.

Attached Documents

Name
Growth-Funded Infrastructure and Developer-Centric Pricing

Growth-Funded Infrastructure and Developer-Centric Pricing

1. Purpose & Strategic Intent

The purpose of this policy is to shift the primary financial burden of water and wastewater network expansions, upgrades, and capacity stress **directly onto property developers and new builds**. Existing residents, whose infrastructure needs are already established, should not subsidize the capital strain caused by rapid greenfield or brownfield developments.

This policy ensures that "growth pays for growth," protecting existing consumers from escalating charges driven by third-party development demand.

2. Core Charging Mechanisms for New Developments

To ensure immediate revenue capture and isolate existing residents from development costs, the following tiered charging framework will apply:

A. Multi-Layered Development Contributions (DC)

Rather than charging standard connection fees, all new subdivisions and multi-unit developments will be assessed a comprehensive **Development Contribution per Household Unit Equivalent (HUE)**.

- **Capital Growth Recovery:** DCs will explicitly recover the projected capital expenditure required to build new treatment plants, reservoirs, and trunk mains needed to service growth demand.
- **Network Impact Scaling:** The DC per HUE will scale dynamically based on the geographic zone and the localized stress the development places on the existing network.

B. Accelerated "Year Zero" Charging

To eliminate any "holding window" where a developer owns serviced land but does not contribute to network maintenance, **Year Zero Charging** will apply immediately.

- Fixed daily charges per SUIP (Separately Used or Inhabited Part) will be triggered from the exact date of subdivision title issue or physical connection—whichever occurs first.
- This prevents developers from land-banking serviced sections without paying their share of ongoing network availability costs.

C. Full "Time and Cost" Recovery for Connection Infrastructure

Existing residents rely on standard operational teams. New developments require dedicated engineering oversight. Therefore, all new connection processes will be strictly isolated from standard operational budgets:

- **Application Fees:** Higher upfront fees for commercial or large-scale residential connection applications (\$990 vs. standard residential rates) to cover intensive engineering reviews.

- **Connection Stand-Over and Inspections:** Charged at a minimum base rate (\$910) plus full **Time and Cost** for any hours spent by Selwyn Water personnel or external consultants supervising the physical connection or auditing network modifications.

3. Pricing Matrix: Growth vs. Existing Residents

The following structural pricing matrix separates standard user fees from growth-driven development fees to ensure transparency:

Billing Category	Target Audience	Pricing Structure	Policy Justification
Development Contribution	Developers / Subdividers	Calculated per HUE based on capital infrastructure requirements.	Recovers the long-term capital cost of expanding network capacity so existing residents don't pay for new infrastructure.
New Connection Application (Commercial/Large Residential)	Developers / Builders	\$990 per application (payable upfront).	Covers specialist engineering assessment and site plan reviews required for non-standard capacity increases.
Connection Stand-Over & Network Modifications	Developers / Contractors	Minimum \$910, then actual Time and Cost (\$255/hr for Senior Engineers).	Ensures the physical integration of the new build into the main network is fully funded by the instigator.

Year Zero Unrated Fixed Charge	Property Owners / Developers	Applicable daily fixed charges per SUIP from the date of title issue.	Guarantees immediate revenue capture before standard council rates cycles catch up.
Standard Operational Charges	Existing Connected Residents	Flat daily fixed charge (\$1.37 water / \$2.61 wastewater) + Volumetric usage (\$1.48/m ³).	Restricted purely to operating costs, routine compliance, and asset renewals for the <i>existing</i> footprint.

4. Implementation Protections for Existing Residents

1. **Strict Value Demarcation:** In accordance with statutory frameworks, no water asset renewal or operational billing increase for existing residents may take into account capital works built exclusively to service new subdivisions.
2. **Defensive Auditing:** Any capacity stress caused by commercial developments or high-density new builds will trigger mandatory, developer-funded **Specialist Technical Advice** reviews (\$210 to \$255 per hour) to adjust their ongoing volumetric or trade waste allocations.

Comparison to what is being currently proposed

The draft policy addendum radically shifts the financial burden compared to the current **Draft Fees and Charges Policy 2026-2027**. While the current proposal establishes a foundational structure for charging new builds, it treats development largely as a standard operational event.

Here is exactly how the proposed developer-centric model differs from the current framework:

1. The Core Philosophy: "Growth Pays for Growth" vs. Shared Upkeep

- **Currently Proposed:** The current framework focuses heavily on standard **Cost Recovery** (recovering operating costs, asset renewals, and overheads) across the board, operating under the principle that all connected properties bear the primary cost of services.
- **The Developer-Centric Model:** Explicitly ring-fences existing residents' money. It mandates that any network modifications or capacity upgrades required to support a new subdivision must be funded entirely by the developer, ensuring existing users are never left behind to subsidize network expansion.

2. Radical Expansion of Development Contributions (DCs)

- **Currently Proposed:** The current schedule notes that a Development Contribution is charged per Household Unit Equivalent (HUE) for capital expenditure , but it relies heavily on the *Selwyn District Council's* policy , and explicitly notes that **"Selwyn Water is currently developing its own Development Contribution Policy"**.
- **The Developer-Centric Model:** Instead of waiting, this model aggressively operationalizes DCs immediately. It scales the DC dynamically based on localized network stress, meaning a developer building in a high-capacity-risk area pays a massive premium to mitigate that stress before a shovel touches the ground.

3. Weaponizing "Year Zero" Charging

- **Currently Proposed:** The current policy uses **Year Zero Charging** as an administrative tool to ensure "immediate revenue capture" by pro-rating fixed charges from the date of connection or title issue.
- **The Developer-Centric Model:** Uses this mechanism to deter land-banking. It applies full, unrated daily fixed charges to the developer the exact second a title is issued, whether a house is built yet or not. This forces developers to move quickly or absorb heavy holding costs, rather than letting serviced land sit idle while existing infrastructure strains under adjacent growth.

4. Application Fees and Specialist Cost Insulation

- **Currently Proposed:** The current schedule sets fixed connection application fees (\$330 for residential, \$990 for commercial) and applies a minimum \$910 stand-over fee before moving to standard time and cost.
- **The Developer-Centric Model:** Imposes a much harsher division. Large-scale residential developments are automatically pushed out of standard residential pricing (\$330) and into a higher-tier Developer Bracket. Furthermore, it mandates that *all* internal engineering review hours—including Senior Specialist advice billed at \$255/hour —are retroactively invoiced to the developer to ensure zero operational drain on Selwyn Water's core staff.

Comparison Summary

Feature	Current Draft Proposal (2026-2027)	The Developer-Centric Policy
Primary Target	All connected users equally (User Pays).	Property Developers & New Builds (Growth Pays for Growth).

DCs	Outsourced to Council policy while developing an internal framework.	Internal, aggressive, and dynamically scaled based on network stress.
Year Zero Charging	Administrative pro-rating for immediate billing capture.	Economic deterrent against land-banking and infrastructure hoarding.
Engineering Costs	Standard application fees with broad time-and-cost triggers.	Absolute ring-fencing; all specialist advice is automatically billed to the developer.

Submitted by Paul Weggery 1/6/26

Submitter Details

Submission Date: 01/06/2026

First name: Mark

Last name: Alexander

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property has its own private bore for water supply

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Growth should pay for growth, existing users should not pay for capacity needed for growth. Existing users should only pay for quality or reliability increases.

Would you support additional investment to improve drinking water quality or reliability, even if it

increased water charges?

It depends (please explain)

If not association with capacity needed for growth. Growth should pay for growth related costs.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Growth should pay for growth, existing users should not pay for capacity needed for growth. Existing users should only pay for quality or reliability increases.

“Growth-related operating costs” should be funded from “growth revenue” not existing users.

Existing users should [contribute](#) towards service improvements triggered by growth requirements however as growth triggers these improvements growth should [contribute more](#) towards the upgrade costs.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Visibility of how fees and charges are calculated and applied, with better promotion of that information.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

[I support the Waivers & Remissions Policy.](#)

There should be a component of Demand Management in the pricing policy as reducing demand delays the need for more capacity lessening the need for more expensive capital works.

2025/26 SDC Annual Plan (P86) Sewerage Targeted Rates

Targeted rates assessed on each SUIP (other than a SUIP in the Upper Selwyn Huts settlement) which is connected to a Council provided sewerage scheme and a **half charge** on each rating unit (other than a rating unit in the Upper Selwyn Huts settlement) which has availability of service but is not connected

Why is Selwyn Water proposing to increase this from 50% in SDC's Annual Plan charges to 100%.

What is the justification for the change? A non-connected property imposes no cost to the service.

This change is particularly onerous where waste water networks have just been installed.

Households with consented operating septic tank systems have no need of reticulated waste water and weren't given any choice when the network was installed.

The charge should remain as it was in the SDC's Annual Plan.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Where a user can afford to pay but chooses not to then they should pay the full charges.

Cases of genuine hardship should result in reduction or waiver of fees and charges.

Submitter Details

Submission Date: 31/05/2026

First name: Buvanish

Last name: K Naash

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

I would like to raise a concern regarding the current charges for changing restricted water units in Selwyn, particularly where residents are applying to reduce their allocation rather than increase it.

Currently, Selwyn charges:

- a \$145 application fee, and
- a \$560 plus GST onsite alteration fee per restrictor,

which brings the total cost to approximately \$789 including GST.

These charges apply whether someone is increasing water demand or reducing it.

I believe there is a strong case for Council to review this approach.

Where a resident is reducing water units:

- there is no increase in pressure on infrastructure,
- no additional demand is created,
- and in many cases the process is operationally simpler than an increase application.

In fact, reducing allocations supports water conservation and helps lower long-term demand on the network.

When comparing Selwyn with other councils around New Zealand, Selwyn appears to be among the highest charging councils for this type of work.

For example:

- Waimakariri District Council publicly lists a restrictor change-out fee of around \$437 and there is no application fee to decrease water units,
- Mackenzie District Council charges around \$200 for rural water re-allocation,
- Horowhenua charges around \$226,
- Tauranga around \$293,
- Manawatū around \$470,
- Dunedin City Council does not charge any fee to change water units, with only the rates adjusted to reflect the updated allocation.

The comparison with Waimakariri is especially relevant because both councils operate within Canterbury and manage similar rural and semi-rural water supply systems.

This raises an important question:

Why are residents in Selwyn paying substantially more, particularly when they are voluntarily reducing demand on the network?

I am concerned that the current fee structure may unintentionally discourage people from reducing unnecessary allocations because the cost of doing so is too high relative to the actual work involved.

I would like Council to consider:

introducing a lower fee category for reduction-only applications,
removing or reducing fees where no modelling assessment is required (contrary to increase of water where may require water modelling assessment),
or charging only actual contractor costs for straightforward restrictor reductions.

I believe this would be a fairer and more proportionate approach, while also encouraging more efficient and sustainable water use across the district.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Water quality and price predictability

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 31/05/2026

First name: Jane

Last name: Huggins

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 30/05/2026

First name: Bernard

Last name: Duncan

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private bore for water supply

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it

increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Any increase in Fees charged for the 2026-27 year should be similar to and no more than the rate increase proposed by the Selwyn DC. To achieve this, Selwyn Water like businesses in the private sector, should look ruthlessly at its operating costs to see where it can achieve efficiencies.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 30/05/2026

First name: Jesse

Last name: Le Lievre

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are

funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 30/05/2026

First name: Darryl

Last name: Bartlett

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private bore for water supply

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

user pays -less waste of money due to unnecessary changes to existing connections

If Selwyn Water could improve just one thing in the next decade, what should it be?

Reduction of chemical treatment to water supply

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

make sure that a fair charge is imposed for any new connections . No prioritising or special treatment for large developers at the expense of existing users

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Submitter Details

Submission Date: 31/05/2026

First name: Susan

Last name: Rogers

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

I have a property at Upper Selwyn Huts

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) As long as the charges are spread through the district so everyone pays the same

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

remove chlorine from the water supplies

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Section 3 mentions growth paying for growth. Decelopers should contribute enough to cover the cost if new water/wastewater infrastructure in new subdivisions so that none if that cost is charged to existing ratepayers

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

There needs to be more clarity around this. Also suggest there could be categories of people who are helped more by not having their water restricted if behind with payment. Examples of this are families with

young children, the elderly and those with significant health issues.

In the policy it says that if a water meter is faulty resulting in a high reading, Selwyn Water MAY consider reducing or waiving the charges. If a meter is faulty then it should be automatic that the charges are reduced.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

No

Submitter Details

Submission Date:

31/05/2026

First name:

Kevin

Last name:

Dunn

Attached Documents

Name
Water Strategy May26

Submission on the Selwyn District Council Draft Water Strategy

I have chosen not to complete the structured questionnaire, preferring instead to address key areas where I believe the Council's draft Water Strategy falls significantly short.

****Growth Limits Must Precede Water Planning****

I wish to begin by challenging the strategy's failure to address limits to community growth. A credible water strategy must start with clearly defined limits on community size; only then can the availability and quality of resources — including water — be meaningfully assessed.

Unconstrained population growth and town expansion will inevitably degrade local infrastructure and deplete resources such as drinking water and clean air. The Selwyn District Council needs to recognise that there are limits to growth. Regrettably, the current draft does not.

I urge the Council to ask local communities what size they wish their towns to be, and to commit to those limits. People who choose to move to Selwyn communities do so for what those places are — their character, peace, and space. Excessive development over a short period destroys precisely what makes them worth living in.

The Council must not simply react to the relentless expansion driven by developers. The strategy's target of 15,000 residents by 2036 is, in my view, expansionist and poorly considered. It would consume an estimated 1,000 hectares of farmland and result in yet another characterless Canterbury town. It is time to pause and think this through carefully.

Affordability is another critical issue that is not considered in the Council strategy. The current growth targets are simply unaffordable. The developers pay only a tiny fraction of the total cost, the balance being borne by ratepayers....or resulting in inadequate that is infrastructure continue to decline.

****Protecting Source Water and Constraining Agricultural Use****

High-country water is community drinking water, and its sources must be protected. Our rivers are being depleted to a degree that is harmful to both ecological health and human wellbeing. More water must remain in our waterways, which necessarily requires placing firm constraints on agricultural extraction. The Council should address the farming sector directly, requiring the following:

- Farming practices must change. Over-extraction and the pollution of water sources, particularly through excessive irrigation, must be significantly reduced.
- Dairy cow numbers need to be reduced.
- Agriculture must pay for water, as urban communities do. Water is not a free resource.

****Te Mana o Te Wai Must Be Central to This Strategy****

The Council should embed the principle of Te Mana o Te Wai as a foundation of this strategy. Its order of priority is clear and directly applicable:

- The health and well-being of water bodies and freshwater ecosystems
- The health needs of people, including access to safe drinking water
- The ability of people and communities to provide for their social, economic, and cultural well-being, now and in the future

Applying Te Mana o Te Wai consistently, particularly to the farming sector, would address a significant proportion of the region's water quality and pollution problems.

****Water Quality and Nitrate Contamination****

Water quality across the Selwyn district is poor. High nitrate levels affect large areas of the Canterbury Plains and downstream communities, and this is a direct consequence of farming intensification, particularly dairying. It is of serious concern that nitrate contamination receives only passing mention in the draft strategy. This is a gross omission.

Ratepayers and taxpayers should not bear the cost of cleaning up pollution caused by the farming sector. The polluter-pays principle must apply.

I speak from direct personal experience. When my family moved to Kirwee approximately 12 years ago, we were unaware of the emerging nitrate problem in the local water supply. In the time since, nitrate levels in Kirwee's community drinking water have risen from around 4.5 ppm to approximately 5.9 ppm. Around six years ago, we were compelled to install a household ion exchange system at a cost of over \$10,000 — **paid entirely by us** — in order to make our drinking water safe.

This is both unfair and inequitable. Residents are bearing the financial cost of contamination caused by the farming sector. This situation runs contrary to the stated objectives of the draft strategy and must be directly addressed.

Submitter Details

Submission Date: 31/05/2026

First name: Gaylene

Last name: Weir

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Costs always go up but never go back down

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Depends on measures to improve the quality the biggest issue at present too high nitrate levels which are unsafe

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

safe and affordable to use

If Selwyn Water could improve just one thing in the next decade, what should it be?

safety in our drinking water

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

residential yes, businesses no, as they do benefit from using water if this is a factor in type of business, why should everyone else pay for their product

Submitter Details

Submission Date: 31/05/2026

First name: Leslie

Last name: McAuley

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Remove Chlorine and no fluoride in our water. Selwyn residents should have a choice what goes in our water and should not be mandated. We should be responsible for our own health

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) What are the upgrades? New developments should be user pays.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Selwyn has the best water quality in NZ. What additional investment is required?

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Smart meters - whose paying for these? What is the cost to ratepayers.

I'm disappointed in the consultation process, very few ratepayers know about this submission process.

Ongoing water rate increases. What are the likely increases in years to come?

If Selwyn Water could improve just one thing in the next decade, what should it be?

Reducing expenditure and water rates

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Look after and communicate effectively with your community. Ratepayers cannot continue paying these increased rates. Some of our community are on fixed incomes.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Removing chlorine from the water

Submitter Details

Submission Date: 31/05/2026

First name: Paul

Last name: Bryant

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Affordability Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

No chlorine or flouride

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) What is the upgrade? Decide on a case by case basis with community input

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) What is the investment? Decide on a case by case basis with community input

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Is Industry bottling our water and selling it making big profits? If so, this is not acceptable without fair returns to Selwyn

If Selwyn Water could improve just one thing in the next decade, what should it be?

Keep chemicals out of the water. It was excellent before. Allow households to choose. If they want something added to their water, do it at their premises.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

stop the spend, start the mend

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain) don't know how this works in practice

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Submitter Details

Submission Date: 31/05/2026

First name: Joanne

Last name: Longbottom

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Resilience and emergency preparedness (earthquakes, floods)

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 31/05/2026

First name: Danni

Last name: Hodges

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

I have a property at Upper Selwyn Huts

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink)

Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

the quality of our drinking water

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

with the cost of living so high at the moment making sure its affordable for everyone

Submitter Details

Submission Date: 31/05/2026

First name: Wendy

Last name: Beaven

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property has its own private bore for water supply

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Reliability (consistent supply, minimal outages) Affordability

Long-term sustainability and future proofing (planning for future generations and climate change)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

Submitter Details

Submission Date: 31/05/2026

First name: Kay

Last name: Hood

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property has its own private bore for water supply

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink)

Other

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 31/05/2026

First name: Naash

Last name: Kanen

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

I do not live in Selwyn

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Reliability (consistent supply, minimal outages) Affordability

Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

I would like to express my concern about the fees currently charged for changing restricted water allocations within Selwyn District, particularly where property owners are seeking to reduce the number of water units assigned to their property.

Under the current system, residents are required to pay both an application fee and the cost of physically changing the restrictor, resulting in a total charge of approximately \$789 including GST. The same charges apply regardless of whether a person is increasing or decreasing their allocation.

In my view, there is a significant difference between these two types of applications. A request to increase water allocation may require additional assessment because it can place greater demand on the network. By comparison, a request to reduce an allocation has the opposite effect. It decreases potential demand and does not create any additional burden on Council infrastructure.

Encouraging residents to reduce unused water allocations should be seen as a positive outcome. It supports responsible water management and may assist in reducing overall demand on the district's water supply systems over time.

I note that a number of other councils appear to charge considerably lower fees for similar work. In some cases, councils either charge only the actual cost of the restrictor change (Waimakariri) or have no separate fee for applications involving a reduction in water units (Dunedin).

Given that reducing an allocation generally involves less risk and complexity than increasing one, I question whether it is reasonable for both application types to attract the same level of charges.

I am concerned that the current fee structure may discourage residents from giving up water units they no longer need, simply because the cost of doing so is disproportionately high.

I encourage Council to review this matter and consider alternatives such as:

- A reduced fee for applications that decrease water allocations;
- Removal of assessment costs where no detailed engineering or modelling work is required;
- Charging only the direct costs associated with completing the physical restrictor adjustment.

A more balanced approach would better reflect the nature of reduction applications while encouraging efficient and sustainable use of the district's water resources.

Thank you for considering this feedback.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Submitter Details

Submission Date: 31/05/2026

First name: Kevin

Last name: Brown

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share) Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Growth paying for growth, meaning developers pay for all extra costs involved in developments. Their share of extra supply, pumps and reticulation. The Selwyn District rate payer has been paying for far too much towards development costs just to suit a previous mayor and councillors' desire to have population growth in the district.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

The support for households who need it who need it would need to mean those in a very serious need. E.g. risk losing their home or going without food etc if help was not received.

Submitter Details

Submission Date: 31/05/2026

First name: Maryana

Last name: Hamilton

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share) Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

If Selwyn Water could improve just one thing in the next decade, what should it be?

Find a way to remove chlorine from the water supply, at least at the point of use by households by maybe subsidising in-house water filters. We can't continue to chlorinate like this. It's disgusting.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 31/05/2026

First name: Joanne

Last name: Frazer

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Environmental protection Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support) Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

I do support this, as long as costs are applied to developers & new residents, even if that needs to be retrospectively.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Yes, if it means you can avoid using toxins

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

For me water quality involves not having toxins like chlorine & fluoride added, which will also impact on protecting the environment.

The managing of demand for water at our address is something I take careful responsibility for. I don't want your operation to think you can begin limiting our supply by turning it off with the smart metre.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Please make sure to maintain open & transparent communication with us - the rate payers.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 31/05/2026

First name: Calvin

Last name: Payne

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property has its own private bore for water supply

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Contributions should be expected from the faster growth developments

Would you support additional investment to improve drinking water quality or reliability, even if it

It depends (please explain)

Increased costs should be spread over the long term as this would be a generational benefit

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

no

If Selwyn Water could improve just one thing in the next decade, what should it be?

growth pays for growth

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

no

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and

wastewater charges in certain circumstances is fair and reasonable?

100

Unsure

(Please explain)

Submitter Details

Submission Date: 01/06/2026

First name: Pamela

Last name: Tyler

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

I have a property at Upper Selwyn Huts

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability Environmental protection

Managing demand and water use efficiently

Other

Nitrates in water

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

I believe the developers should be paying more towards water sewage etc.. not the rate payers

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) How spent nitrates is my main concern .

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

I really feel the developers need to be paying more towards water and sewage service's to help with our rates going up.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Our drinking water is safe and healthy to drink .

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

The costs I worry about and availability.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Yes ofcause should be responsible for our water and wastewater being our new water services.

Here at Selwyn Huts I have been through alot of fighting and stress to keep my home. I just want to be looked after fairly and go forward from here on in.

Submitter Details

Submission Date: 01/06/2026

First name: Clare

Last name: Ryan

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

I have a property at Upper Selwyn Huts I do not live in Selwyn

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability Environmental protection

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

One for all and all for one (ie infrastructure costs are shared equally around the district seems more equitable, my only reserve is that there is an innate inequity built in if poor communities are helping fund affluent new subdivisions, so that type of upgrade I would find intrinsically unfair

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

I have mixed feelings about this as the half of the District that is east of SH1 has ridiculous amounts of ground water to tap, and if you go deep enough to avoid the Nitrogen contamination the water is old and excellent, the other side of SH1 has water that is new, easily contaminated and needs considerably more treatment to ensure it is potable. And there is SO MUCH more development going on there - so my expectation is increased charges. I have two assets: a hut at Selwyn Huts and another at Lower Selwyn Huts, funding water infrastructure for people who can buy a section and build a house in West Melton or Darfield does not sound equitable to me

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

If my hut at Selwyn Huts is unoccupied for 50 weeks of the year there should be a mechanism for me to pay a substantially reduced service fee. My preference is to sell my hut asap, but apparently buyers want more certainty over rates and costs first.

If Selwyn Water could improve just one thing in the next decade, what should it be?

More resilience and failsafe options for communities. It seems lovely to have these huge catchments for wastewater delivering to a mega treatment plants and having highly automated potable water treatments that use pressure pumps instead of gravity fed tanks but my concern is the resilience of these solutions when the power goes off. At Selwyn Huts there is no water when the power fails. It can be inconvenient for an hour or so, but if there were a windstorm that took out power for days, or a solar flare that blew transmitters all over the place we could not easily replace our water supply - even though the hermetically sealed bore is artesian.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I think it has taken a huge amount of work for you to get this far. I know there is no easy solution to water

I am unhappy that the daily charges are quite so high (I didn't notice but I expect I should add GST to the quoted numbers?) I didn't see a charge for installing a water meter - that would be my preference since I don't live at my hut, but if no one else in my community is on a meter perhaps I would have to pay for special meter reading visits? I also find it ironic that if I do add GST to the daily fixed charges, over 10 years my community would have paid \$1.65M in water infrastructure fees which is not dissimilar to what we thought we were going to get hit with paying for the whole upgrade ourselves. So I would be interested in learning what our fixed daily charges would have been if we were only paying for delivery services.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

I couldn't see whether I would be eligible for a remission as a non-resident owner of an unoccupied house, or whether there was another avenue via a water meter that would address the inequality of paying for something I can not use.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

If a house is uninhabitable then its not fair to be charged for a service that cannot be accessed. In addition I believe all human beings have a right to shelter, food and water. We live in unequal times and too many people are on the margins of their ability to pay all their bills all the time, I wouldn't want Selwyn Water to always be the last bill paid, but I would hate to see Selwyn Water to become the entity that everyone hates with a passion - there should be a really good communications team that people can interact with and sort out problems with compassion and fairness.

Submitter Details

Submission Date: 01/06/2026

First name: Richard

Last name: Friedman

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to a restricted water supply (this means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

Enforcement of bylaws i.e. requirement for customers/connections to have a minimum of 3 days' storage of water.

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Growth should be self-funding.

Would you support additional investment to improve drinking water quality or reliability, even if it

It depends (please explain) on a case-by-case basis.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Capital expenditure required to meet new growth should be 100% funded by new connections. Selwyn Water is not a social agency; those in arrears have to pay their own costs.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Selwyn Water should have its designs peer-reviewed. With the current work being undertaken from the Hartley's intake to Hororata, I would like to know the operating costs for this work compared with the existing system.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Can Selwyn Water identify the individual costs of each restricted supply scheme?

In the "Which pricing matters the most section" above the working of "growth helps pay for growth" should be changed to "growth pays for all growth. There should be no impact on existing customers.

Customer charges should cover the interest costs of borrowing and repay the debt over the life of the assets.

The documentation does not show any charges for restricted supplies.

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain)

Selwyn Water's responsibility is to provide water, not social services, otherwise we have water users subsidising other water users.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Currently the Council supplies water by tanker after three days without water. Our situation - in winter use little water but in summer we have high demand. We accept the costs are annualised. No waiver on charges for hardship or leaks that occur in ratepayers' reticulation. Enforcement of penalties for restrictor removal and illegal taking of water. Encourage landowners' good maintenance of their water reticulation plant. Make them aware of the energy costs involved with water reticulation by Selwyn Water.

Submitter Details

Submission Date: 01/06/2026

First name: Phillipa

Last name: Fraser

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) Not to sure...

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Pricing should recognise that affordability and fairness are linked. Smaller or older communities should not end up carrying a different burden simply because there are fewer people.

Communities like Upper Selwyn Huts are part of Selwyn too. Long term pricing should avoid creating situations where smaller communities face higher pressure simply because of size, especially when they are already connected to the district's wider future.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Consistency.

Communities should not spend years trying to understand where they fit, whether they are included, or whether they will be treated differently. Build a system where communities, big or small, know they are part of the district and can trust they will be treated fairly and clearly. So far, we're doing a great job at that.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Please make sure future decisions are tested against real life impacts across different communities. What works on paper across the district may not always work the same way in practice. Transparency around costs, upgrades, and how decisions are applied will help communities understand where they fit and what to expect long term.

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

things have been explained clearly and there appears to be transparency in all that you talk about

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

no

Submitter Details

Submission Date: 01/06/2026

First name: Jeremy

Last name: Meiklejohn

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Affordability

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

keeping it fair and reasonable for every one within the district.

If Selwyn Water could improve just one thing in the next decade, what should it be?

including every community in the district.

And having a greater transparency.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 01/06/2026

First name: Kerry

Last name: Glynn

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

I have a property at Upper Selwyn Huts

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Environmental protection Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

As you note growth should fund growth - NOT existing SUIP's as that would be a development subsidy!

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Would depend on issues of current. Should not get saddled with debt for vanity projects. Affordability is very important.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Could have ticked ALL of these as I'm sure you know. These costs need to reflect current costs. We're in this mess because the assets / functions have been grossly undercharged for 50 years!!

If Selwyn Water could improve just one thing in the next decade, what should it be?

Certainly growth paying for growth - unsure how appropriate this is at the moment. Or a time machine to go back and set charges appropriately to avoid this mess!

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

It's a good starting point. Need to keep 2027/28 increase as low as possible and/or very clearly explain why it is necessary.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Unsure.

Submitter Details

Submission Date: 01/06/2026

First name: Zoran

Last name: Rakovic

Attached Documents

Name
2026-06-01 Water Services Strategy - Z Rakovic

Submission on Selwyn Water's Water Services Strategy, Fees and Charges Policy, and Waivers and Remissions Policy

Submitter: Zoran Rakovic

Subject: Monopoly accountability, economic discipline, and protection of captive water consumers

Consultation: Selwyn Water Services Strategy 2026–2027, Draft Fees and Charges Policy, Draft Waivers and Remissions Policy

Closing date: 5pm, Monday 1 June 2026

1. Executive summary

I support safe, reliable, resilient and environmentally responsible drinking water and wastewater services for Selwyn. Water is essential infrastructure. It must be funded. It must be maintained. It must meet regulatory standards. I do not submit that Selwyn Water should underfund critical services or avoid necessary investment.

My concern is different. Selwyn Water is a **natural monopoly**. Residents and businesses cannot realistically choose another network provider. That changes the economic analysis. A monopoly service provider, even when publicly owned and non-profit-distributing, faces weaker market discipline than an ordinary business. It can recover costs from captive consumers, shift uncertainty onto customers, build institutional comfort into charges, and describe price increases as unavoidable because consumers have no practical exit.

Selwyn Water's own documents show several monopoly-risk features: proposed water charges will increase; the Strategy is only a one-year establishment strategy although water strategies usually look around ten years; several key assumptions remain uncertain; charges are framed around full cost recovery; serviceability charges may apply to properties not connected; late-payment and debt-recovery powers are included; and waivers/remissions are discretionary and subject to cost-recovery principles. These features are not necessarily unlawful. But they require a stronger monopoly-accountability framework than the draft documents currently provide.

My submission is that Selwyn Water should not merely be a technically competent utility. It must become a **disciplined public monopoly under active community constraint**. Its first obligation after safety and compliance should be to prove, year after year, that it is not using its monopoly position to pass avoidable cost, inefficiency, uncertainty, overcapitalisation, organisational comfort, or growth-risk onto Selwyn households.

2. The economic problem: Selwyn Water is a natural monopoly, not an ordinary service provider

Water networks have high fixed costs, long-lived underground assets, large sunk investments, and strong economies of scale. That is the classic environment of a natural monopoly. It would usually be wasteful to duplicate pipes, treatment plants, pump stations and reservoirs simply to create retail competition. But the very reason duplication is inefficient is also the reason consumers are vulnerable. They are locked into the network.

Baumol, Panzar and Willig's work on contestable markets is useful here. Their theory recognises that even a monopolist may behave competitively if entry and exit are easy. But water services are the opposite of a contestable market: entry is not easy, assets are sunk, consumers cannot quickly change provider, and there is no practical "threat of entry" disciplining price or service quality. Baumol and Willig's work on fixed and sunk costs is especially relevant: fixed costs alone need not be harmful, but sunk costs create barriers to entry and make monopoly power durable.

That means Selwyn Water cannot rely on the language of public ownership alone. The engagement document says Selwyn Water is owned by Selwyn District Council on behalf of the community, is not set up to make profits for the shareholder, and any surpluses are reinvested back into water services. That is welcome, but it is not enough. A non-profit monopoly can still be inefficient. It can still overbuild. It can still overstaff. It can still gold-plate systems. It can still impose fixed and serviceability charges on captive users. It can still become administratively comfortable because the bill is paid by households who cannot leave.

Adam Smith's old warning remains relevant: "People of the same trade seldom meet together... but the conversation ends in a conspiracy against the public, or in some contrivance to raise prices." The point is not that Selwyn Water is conspiring. The point is that concentrated supplier power naturally tends to organise around the supplier's own logic unless checked by competition, transparency, or institutional counter-power.

3. Monopoly-risk behaviour identified in the draft documents

3.1 Cost recovery is treated as a central principle, but consumer challenge rights are weak

The Fees and Charges Policy states that charges will recover operating costs, asset renewal funding through depreciation recovery, debt servicing, regulatory compliance costs, and appropriate overhead allocation. It also states that connected properties are the primary beneficiaries and will bear the primary cost of services.

That is economically understandable, but incomplete. A monopoly that can recover all costs has weaker incentives to avoid costs. In competitive markets, a supplier that

becomes bloated loses customers. In a monopoly network, avoidable costs can be reclassified as “necessary”, “regulatory”, “resilience”, “intergenerational”, “growth-related”, or “overhead”. The consumer has no competing provider to discipline that classification.

This is the classic problem of regulated monopoly. Averch and Johnson’s 1962 paper, *Behavior of the Firm under Regulatory Constraint*, is famous because it showed how regulated utilities may over-invest in capital when the regulatory framework rewards capital intensity. Later summaries describe this as the Averch-Johnson effect: rate-of-return regulation can encourage excessive capital accumulation and gives limited incentive for cost reduction.

Selwyn Water’s documents contain this risk. The Strategy identifies more than \$600 million in capital investment over ten years and states that project scope, timing and cost will continue to be refined. It also states that the Strategy is an establishment-phase document and that future investment requirements and pricing will be revisited using a more mature evidence base.

My concern is that the community is being asked to accept a pricing and funding direction before the monopoly has fully proved the efficiency, timing and necessity of its cost base.

3.2 The consultation is meaningful in tone, but bounded in substance

The engagement document says feedback can shape outcomes, prioritisation, explanations of charges, support for households, and what “good water services” look like. But it also states that several elements are already set, including drinking water safety standards, environmental requirements, the need to maintain and renew ageing infrastructure, and compliance with national water regulation.

Some of this is inevitable. No submitter can vote against safe drinking water. But monopoly economics requires caution where a provider defines the non-negotiable zone too broadly. If “compliance”, “renewal”, “sustainability”, “resilience” and “growth” become umbrella terms, almost every major cost can be placed beyond meaningful challenge.

Hayek’s “knowledge problem” is relevant. Hayek argued that important knowledge is dispersed, including knowledge of the “particular circumstances of time and place”, and that price systems help coordinate information where central planners cannot hold all the facts. In a water monopoly, that price-system discipline is weakened. That makes community knowledge, local scrutiny, independent benchmarking, and transparent option analysis more important, not less.

3.3 Serviceability charges risk charging people for proximity to monopoly infrastructure rather than actual service

The Fees and Charges Policy allows a serviceability charge for properties within an approved serviceable boundary even if they are not connected, provided the network is available and can connect to the property. The draft schedule defines the serviceable area by reference to being within 100 metres of the relevant drinking water or wastewater network.

This is one of the strongest monopoly-risk features in the documents. In ordinary markets, a customer normally pays for a good or service they choose to consume. Here, Selwyn Water proposes the power to charge because the network is near enough and available enough. That may be permitted by statute, but economic permission is not the same as economic wisdom.

The risk is that the monopoly converts network proximity into revenue entitlement. That requires stronger safeguards: clear maps, clear capacity evidence, proof that connection is practically and economically reasonable, and a right to challenge classification.

3.4 Back-charging for underbilling shifts monopoly administrative error onto the consumer

The Fees and Charges Policy says Selwyn Water will endeavour to maintain a complete and accurate charging database, but responsibility for ensuring that a user is billed for all services rests with the user. It then states that if Selwyn Water has undercharged, it may recover undercharged fees for up to five years.

This is an excessive monopoly posture. The provider controls the network, the meter data, the billing system, the serviceability maps, the SUIP classification, the policies, and the administrative machinery. The household receives the bill. To then say the user is responsible for ensuring that the monopoly has billed correctly reverses the proper burden.

A competitive firm that repeatedly underbilled would face customer resistance, reputational consequences, and the possibility of switching. Selwyn Water's customers cannot switch. The policy should therefore place primary responsibility for billing accuracy on Selwyn Water, and back-charging should be restricted where the undercharge was caused by Selwyn Water's own error.

3.5 Waivers and remissions are framed as discretionary relief, not enforceable customer protection

The Waivers and Remissions Policy says relief may be available for leaks, faulty meters, temporary hardship, medical or special care situations, and exceptional circumstances. But it also says waivers and remissions must not undermine cost

recovery, that fixed charges still apply for private leaks, that hardship relief may be one-off, and that the policy may be updated, paused or withdrawn with Board approval.

This is a monopoly “mercy” framework, not a rights framework. It leaves customers dependent on the provider’s discretion, documentation demands, and internal authority levels. For essential services, especially water, financial hardship protection should be stronger and more predictable.

Jean-Jacques Laffont and Jean Tirole’s work on regulation and procurement is relevant because it treats regulation as an incentive and information problem, particularly for natural monopolies such as utilities. The regulator or public cannot simply assume the provider’s costs and decisions are efficient; the system must be designed to reveal information and create incentives. Selwyn Water’s waiver policy does not yet create enough incentive for the organisation to minimise hardship-producing charges in the first place.

3.6 There is insufficient commitment to productivity, innovation and avoidable-cost reduction

The Strategy refers to digital systems, data, asset management, a digital twin and efficiency opportunities. That is positive. But the economic test is not whether technology is mentioned. The test is whether customers receive a measurable productivity dividend from technology, procurement discipline, process improvement, automation, and organisational design.

Harvey Leibenstein’s concept of X-efficiency is directly relevant. He challenged the assumption that firms always minimise costs and argued that competitive pressure affects the degree to which organisations operate efficiently. Modern summaries of Leibenstein’s argument note that in monopoly conditions there may be less pressure on management and workers to maximise production or minimise cost.

Selwyn Water should therefore publish annual X-efficiency measures: staff cost per connection, overhead per connection, leakage reduction, procurement savings, digital-process savings, capital-delivery variance, consultant spend, and avoided-cost initiatives. Without this, “efficiency” remains an aspiration rather than a discipline.

4. Economic argument: why public ownership does not remove monopoly risk

Selwyn Water may respond that it is publicly owned, locally accountable, non-profit-distributing, and subject to regulators. Those are important safeguards, but they do not remove monopoly risk.

First, public ownership removes shareholder profit extraction, but not organisational self-interest. Bureaucratic and utility organisations may still seek larger budgets, larger capital programmes, more staff, more consultants, more systems, and greater institutional importance.

Second, regulator oversight may arrive late or operate through information disclosure rather than direct price discipline. The Strategy itself says economic regulation by the Commerce Commission will be phased in from mid-2026, with initial requirements focused on asset management, financial information and investment planning, followed later by broader information disclosure and performance regulation. That means local accountability is especially important now, during establishment, before habits and cost structures harden.

Third, the Board is accountable through the Council as shareholder, but water consumers require direct accountability too. In monopoly economics, the affected consumer should not be reduced to a passive payer after Board and shareholder decisions have already framed the options.

Fourth, benchmarking against other water entities is helpful but insufficient. Shleifer's theory of yardstick competition is useful here. His 1985 article begins from the proposition that "a franchised monopoly has little incentive to reduce costs" and proposes setting regulated prices by reference to the costs of comparable firms. Selwyn Water says it will compare charges with other providers, but price comparison is not the same as efficiency comparison. A provider may be "within the range" and still inefficient if the whole sector is experiencing cost escalation, regulatory pass-through, weak productivity, and limited consumer discipline.

5. Recommendations

Recommendation 1: Adopt a Monopoly Accountability Charter

Selwyn Water should adopt and publish a Monopoly Accountability Charter recognising that it is a natural monopoly and that captive consumers require higher protections than ordinary customers.

The Charter should state that Selwyn Water will:

1. treat affordability as a binding discipline, not merely a consideration;
2. prove efficiency before passing cost increases to customers;
3. publish clear options before major capital commitments;
4. disclose uncertainty honestly and not convert uncertain assumptions into fixed charges prematurely;
5. provide enforceable customer rights for billing errors, hardship, medical need and disputes;
6. report annually on productivity, procurement savings, avoided costs and capital-delivery performance.

Recommendation 2: Require independent efficiency review before material price increases

Before any material increase above inflation, Selwyn Water should obtain and publish an independent efficiency review. This should test whether proposed increases arise from unavoidable compliance and asset needs, or from avoidable cost escalation, over-scoping, poor procurement, excessive overhead, conservative modelling, premature capital delivery, or weak demand management.

The review should include:

1. capital programme challenge;
2. operating expenditure challenge;
3. staffing and overhead benchmarking;
4. consultant and contractor spend analysis;
5. procurement efficiency;
6. whole-of-life option analysis;
7. demand-management alternatives;
8. sensitivity testing of growth assumptions.

This recommendation is grounded in Averch-Johnson and Leibenstein. A monopoly with cost-recovery powers must be challenged because it does not face ordinary competitive pressure to minimise cost.

Recommendation 3: Strengthen option analysis for capital works

For all major capital projects, Selwyn Water should publish a plain-English business case showing:

1. the problem being solved;
2. the regulatory or service driver;
3. the “do minimum” option;
4. demand-management alternatives;
5. staged investment options;
6. non-network alternatives where available;
7. cost-benefit analysis;
8. sensitivity to growth, interest rates, inflation and regulatory change;

9. effect on household bills;
10. consequences of deferral.

The Strategy says capital projects remain subject to further analysis and Board direction, and that scope, timing and sequencing remain to be refined. That is precisely why transparent option analysis must occur before the cost is embedded into charges.

Recommendation 4: Reform serviceability charges

Serviceability charges should not be imposed merely because a property falls within a mapped distance from a network.

Before charging a non-connected property, Selwyn Water should prove:

1. the network has actual spare capacity;
2. connection is physically practical;
3. connection is economically reasonable;
4. the property receives a real option-value from the network;
5. the charge is proportionate to that option-value;
6. the owner has a clear objection and review right.

Where a property has a functioning private water or wastewater system and does not impose current cost on Selwyn Water, a 100% serviceability charge is economically harsh unless justified by detailed evidence.

Recommendation 5: Reverse the burden on billing accuracy

The Fees and Charges Policy should be amended so that Selwyn Water is primarily responsible for accurate billing.

Back-charging should be limited as follows:

1. no back-charging beyond 12 months where the undercharge was caused by Selwyn Water error;
2. no late penalties on back-charged amounts;
3. mandatory payment plans for back-charged amounts;
4. no back-charging where the customer reasonably relied on Selwyn Water's bills;
5. independent review rights for disputed back-charges.

A monopoly should not control the billing machinery and then place the burden of detecting its errors onto households.

Recommendation 6: Convert waivers and remissions from discretion into customer rights

The Waivers and Remissions Policy should be strengthened. It should not merely say Selwyn Water “may consider” assistance. It should define circumstances where customers are entitled to relief.

The policy should include:

1. automatic leak remission where prompt repair evidence is supplied;
2. medical water-use protection for households with verified medical need;
3. a hardship tariff or hardship pathway, not merely one-off discretionary relief;
4. protection from enforcement while a hardship or dispute application is being considered;
5. independent review of declined applications;
6. public reporting of approval rates, decline rates, average relief, and reasons for refusal.

The current wording places too much emphasis on cost recovery and too little on the essential-service character of water.

Recommendation 7: Publish an annual X-efficiency and productivity report

Selwyn Water should annually publish a productivity report showing whether it is becoming more efficient over time.

The report should include:

1. operating cost per connection;
2. staff cost per connection;
3. contractors and consultants per connection;
4. billing cost per customer;
5. capital delivery variance against budget;
6. leakage performance;
7. energy cost per cubic metre treated or pumped;
8. procurement savings;
9. digital automation savings;
10. customer complaints per 1,000 connections;

11. average response and resolution times;
12. comparison against comparable New Zealand providers.

This would translate Leibenstein's X-efficiency warning into practical Selwyn accountability.

Recommendation 8: Use real yardstick competition, not soft benchmarking

Benchmarking should compare not just household charges but underlying efficiency.

Selwyn Water should benchmark:

1. opex per connection;
2. capex per new connection;
3. renewal cost per kilometre;
4. leakage rates;
5. staff numbers per 1,000 connections;
6. debt servicing per connection;
7. customer-service performance;
8. capital-delivery delays;
9. procurement outcomes;
10. affordability impacts by household type.

Shleifer's yardstick competition exists because monopolies lack cost-reduction incentives. Selwyn Water should adopt that logic explicitly.

Recommendation 9: Create a Consumer Challenge Panel

Selwyn Water should establish an independent Consumer Challenge Panel before finalising major pricing, charging or capital-programme decisions.

The panel should include people with expertise in economics, engineering, household budgeting, rural communities, development economics, public law, and consumer advocacy. Its role should be to test whether Selwyn Water has properly considered lower-cost options, affordability impacts, customer rights, and monopoly-risk controls.

This would help correct the information asymmetry identified by Laffont and Tirole: the utility knows more about its costs and operations than the public does, so institutional design must force better information disclosure and challenge.

Recommendation 10: Treat affordability as an economic constraint, not a public-relations phrase

The Strategy says affordability is a key constraint and that investment may be deferred, re-phased or delivered more efficiently where this does not compromise public health or service reliability. That principle should be strengthened into a binding affordability test.

For each material pricing decision, Selwyn Water should publish:

1. the effect on low-income households;
2. the effect on pensioners;
3. the effect on households with medical water needs;
4. the effect on multi-generational households affected by SUIP rules;
5. the effect on small businesses and community organisations;
6. alternative price paths considered;
7. what cost reductions were attempted before increasing charges.

6. Suggested amendments to the draft documents

I recommend that Selwyn Water add the following wording to the Water Services Strategy:

“Selwyn Water recognises that it operates as a natural monopoly for drinking water and wastewater network services in Selwyn. Because customers cannot practically choose an alternative network provider, Selwyn Water will apply a higher standard of transparency, efficiency testing, customer protection and public accountability than would apply in an ordinary competitive market. Before material price increases or major capital commitments are adopted, Selwyn Water will publish clear evidence of need, options considered, efficiency testing, affordability impacts, and reasons for rejecting lower-cost alternatives.”

I recommend that the Fees and Charges Policy be amended to include:

“Cost recovery will not be treated as automatic cost pass-through. Selwyn Water must first demonstrate that costs are prudent, efficient, necessary, and allocated fairly. Where costs arise from avoidable inefficiency, administrative error, premature investment, poor procurement, or over-scoping, those costs should not be passed to customers without transparent explanation and Board accountability.”

I recommend that the Waivers and Remissions Policy be amended to include:

“Because drinking water and wastewater are essential services and Selwyn Water is a monopoly provider, this policy creates customer protections as well as administrative discretion. Customers experiencing verified hardship, medical need, billing error, faulty metering, or unavoidable leakage will have access to clear, fair and reviewable relief.”

7. Conclusion

Selwyn Water’s ambition to become a best-in-class public water utility is welcome. But the test of a public utility is not how confidently it describes its purpose. The test is whether captive consumers are protected from monopoly drift.

Economists have warned for generations that monopolies, including regulated utilities, require discipline. Adam Smith warned about supplier power organising against the public. Baumol, Panzar and Willig showed why contestability matters, and why sunk costs make monopoly power durable. Averch and Johnson warned that regulated utilities can over-invest in capital. Leibenstein warned that weak competitive pressure can reduce X-efficiency. Shleifer proposed yardstick competition because franchised monopolies have weak incentives to reduce costs. Laffont and Tirole showed that regulation is fundamentally an incentives and information problem.

Selwyn Water should therefore finalise its Strategy and policies only after adding a robust monopoly-accountability framework. Selwyn households should not be asked simply to trust the monopoly. The monopoly should be required to prove, in public, that every material charge is necessary, efficient, fair, and subject to real consumer protection.

Submitter Details

Submission Date: 01/06/2026

First name: Kirrily

Last name: Fea

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

I have a property at Upper Selwyn Huts

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Other

Fairness and equity

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

I do not agree with paying a large interest expense due to a lack of investment and contingency planning by SDC. If any large scale upgrades or maintenance can be delayed or staggered to minimise the initial interest expense that would be my preference. It is not fair the current and future residents pay for upgrades of failing systems that SDC should have planned for and previous residents paid for.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Please consider reducing the interest expense on new lending as possible.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

I would prefer to have a similar water charging process more like Christchurch City Council where a certain amount of water is covered by everyone's base rates. If you exceed this amount you get charged the excess rate as water user charges.

I'm concerned about low or fixed income residents constantly trying to reduce their water usage while others not even being aware of theirs. Take the anxiety from these residents by raising everyone's base rates so a certain amount of usage for everyone is covered. Water should be a basic right.

This way of charging is also easier and more fair for landlords to pay for a minimum amount of water but pass the excess water usage onto the tenants.

If Selwyn Water could improve just one thing in the next decade, what should it be?

See the previous question about how to better charge for water usage.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

I thank you for treating the Upper Selwyn Huts fairly and like everyone else in the district. This has been a long time coming and improves the lives of this community immensely.

I also support the Selwyn Huts Owners' Association's submission.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water’s proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

108

Unsure

(Please explain)

Submitter Details

Submission Date: 01/06/2026

First name: Mark

Last name: Alexander

Organisation:

Rolleston Residents Association Inc

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

Other

Many Association - but not all - members are connected to Selwyn's reticulated water & wastewater systems

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

The Association believes that "growth should pay for growth." Charges to existing connections should not be increased to fund capacity to support growth. Growth should pay for growth. Where quality is increased then

existing connections should contribute towards that improvement but growth which drove the improvement should contribute more.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

Where quality is increased then existing connections should contribute towards that improvement but growth which drove the improvement should contribute more.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

The Association believes that "Growth should pay for growth", existing users should not pay for capacity needed for growth.

Existing users should only pay a fair share for quality or reliability increases.

"Growth-related operating costs" should be funded from "growth revenue" not existing users.

Existing users should contribute towards service improvements triggered by growth requirements however as growth triggers these improvements growth should contribute more towards the upgrade costs.

From the draft Waste Water Strategy
5.2 Current state of the asset base (P38)

wells and other water sources should be included in the asset base list

5.7 Operating expenditure implications (P50)

Growth-related operating costs are expected to increase progressively as new assets are commissioned and brought into service.

"Growth-related operating costs" should be funded from "growth revenue" not existing users

8.4 Key drivers of funding requirements (P63)

While growth related costs are, as far as practicable, recovered from new development, growth also places indirect pressure on existing systems by reducing available headroom and accelerating risk exposure.

Growth-accelerated level of service investment sits between purely growth driven infrastructure and purely baseline renewal or compliance investment. **How such costs are classified and funded involves policy judgement rather than a purely technical determination. Different approaches can materially affect charges, affordability, development feasibility, and intergenerational equity.** growth should pay for growth, not existing users

8.5 Funding and pricing principles (summary) (P64)

Growth pays for growth

New development funds the infrastructure required to service it, **minimising** cross-subsidies from existing customers

growth should pay for growth, not existing users replace “*minimising*” with avoiding

Table 8. Funding and pricing principles in practice (P66)

Growth-related infrastructure is **primarily** funded through charges on new development rather than higher general water charges.

growth should pay for growth, not existing users

strengthen wording – change “*primarily*” to completely !!!

8.8 Implications for cost allocation and growth funding (P67)

In many cases, infrastructure delivers shared benefits to both existing and future users and can be delivered more efficiently as a coordinated investment than through separate works. A beneficiary-based perspective considers not only who triggers investment, but how the efficiency gains from coordination are shared between users.

growth should pay for growth, not existing users

existing users should contribute towards service improvements triggered by growth requirements however as growth triggers these improvements growth should contribute more towards the upgrade costs

8.12 Indicative residential price path (P70)

Draft projected average residential water charges (2026–2036)

The table shows a forecast 30% increase in prices/charges in 2027/28.

This is unacceptable for connected households. If a large increase is required it should be spread over a number of years not a single year.

9 Financing

Support this section noting that growth should pay for growth, not existing users

Waivers and Remissions Policy

The Association supports the Waivers and Remissions Policy.

If Selwyn Water could improve just one thing in the next decade, what should it be?

The number of times a street/road is dug up to install or maintain pipe networks.
Closer cooperation between Council, Selwyn Water and Developers to minimise the disruption to the community.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

The Association generally supports the Fees and Charges Policy, but question the wastewater serviceability charge.

Serviceability (wastewater)

100%

A charge applied only in respect of properties not connected to a wastewater network but which meet the criteria for a serviceability charge (as set out in the definition).

2025/26 SDC Annual Plan (P86) Sewerage Targeted Rates

Targeted rates assessed on each SUIP (other than a SUIP in the Upper Selwyn Huts settlement) which is connected to a Council provided sewerage scheme and **a half charge** on each rating unit (other than a rating unit in the Upper Selwyn Huts settlement) which has availability of service but is not connected

The Association questions the why this has increased from 50% in SDC's charging to 100%.

What is the justification for the change? A non-connected property imposes no cost to the service provider.

This will have a significant impact on existing properties which use a consented septic tank system (often very new) in areas where a wastewater pipe network has just been installed running past their property.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water’s proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain) The Association supports the proposed Waivers and Remission Policy.

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Where someone chooses not to pay, but can afford to pay, there should be no waiver or remission.

Submitter Details

Submission Date: 01/06/2026

First name: Kim

Last name: Head-Jenkins

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink)

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Managing demand and water use efficiently Supporting growth

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

Chicken or egg. Really tuff question when you are happy with everything you have right now. As always the supply needs to be there but the developer should pay for it to onto subdivisions.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy and](#)

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

maybe help getting fair price water filters to help people who can't use water that have to put chemicals in to reach us safely. User pays I think is the best way to make people accountable for their water usage

If Selwyn Water could improve just one thing in the next decade, what should it be?

sustainably. No florid

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 01/06/2026

First name: Douglas

Last name: Frazer

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

I believe this should be the case for Developers and new residents in retrospect, as required.

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) Only if this means we can avoid the use of toxins in the water supply.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Keeping water charges affordable, with support for households who need it

If Selwyn Water could improve just one thing in the next decade, what should it be?

Please ensure that the Selwyn Water Services remains in a transparent AND an open communication with ALL Selwyn Ratepayers.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Not personally; but there may be a few family's within Selwyn that are finding 'tough financial times' at the moment, but may need some financial help, on a "case by case" basis.

Submitter Details

Submission Date: 01/06/2026

First name: Cara-Marie

Last name: Zdrenca

Organisation:

Selwyn Huts Owners' Association

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

I have a property at Upper Selwyn Huts

Other

If Selwyn Water could improve just one thing in the next decade, what should it be?

As these questions relate to personal preferences and service choices, the Association does not take a position on this matter. We encourage residents to express their own views through individual submissions

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

The Selwyn Huts Owners' Association would like to acknowledge and thank Selwyn Water Ltd for its efforts to engage directly with our community. We appreciate the opportunity for residents to have their questions answered and views considered.

We also acknowledge the approach taken to ensure our community is treated consistently with others across the district. Aligning service levels, consultation processes and decision making across the Selwyn District supports transparency, consistency and equality

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

As these questions relate to personal preferences and service choices, the Association does not take a position on this matter. We encourage residents to express

Submitter Details

Submission Date: 01/06/2026

First name: Carey

Last name: Barnett

Organisation:

Ellesmere Sustainable Agriculture Incorporated

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

Other

See attached submission

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Affordability Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Other

See attached submission

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain) See attached submission

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain) See attached submission

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

See attached submission

If Selwyn Water could improve just one thing in the next decade, what should it be?

See attached submission

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

See attached submission

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Unsure

(Please explain)

Attached Documents

Name
Submission on the Selwyn Water Services Strategy 27052026 

Contact: Environmental Planning Advisor

Carey Barnett

Submission on the Draft Selwyn Water Services Strategy 2026–2027

From Ellesmere Sustainable Agriculture Incorporated

May 2026

1. Introduction

- 1.1 Ellesmere Sustainable Agriculture Incorporated (ESAI) appreciates the opportunity to provide feedback on the draft *Selwyn Water Services Strategy 2026–2027*. As a long-standing catchment group representing farmers, rural residents and land-based businesses across the Ellesmere area, ESAI is committed to sustainable land and water management, and ensuring that regulatory and infrastructure decisions are fair, transparent and workable for rural communities.
- 1.2 ESAI's submission focuses on four key areas:
- A. Clarifying the scope of Selwyn Water's responsibilities;
 - B. Ensuring rural ratepayers are not charged for services they do not receive;
 - C. Avoiding unintended constraints on rural land use; and
 - D. Strengthening consultation with rural communities and catchment groups.

A. Scope of the Strategy – Reticulated Drinking Water and Wastewater Only

- A.1 ESAI acknowledges and supports the Strategy's clear statement that Selwyn Water is responsible **only** for reticulated drinking water and wastewater services. The Strategy states:

"Stormwater, land drainage, and water race services remain the responsibility of the Council..." (p. 12)

This distinction is essential. Rural communities rely heavily on private water supplies, on-farm wastewater systems and Council-managed water race and drainage networks. These systems are separate from the reticulated networks that Selwyn Water will own and operate.

- A.2 ESAI requests that the final Strategy more explicitly and prominently confirms:

- Selwyn Water's mandate applies **only** to households and businesses connected to reticulated drinking water and wastewater systems; and

- Rural households and farms **not connected** to these systems are **not within the service boundary** and therefore should not be subject to charges for their operation, renewal or expansion.

A.3 This clarity is vital to avoid future confusion, particularly as the Strategy notes that:

“Water charges will increase over the coming years...” (p. 7)

Rural communities must have confidence that these increases apply only to those receiving the service.

B. Funding Fairness – Rural Properties Must Not Subsidise Reticulated Services

B.1 ESAI strongly supports the principle that users should pay for the services they receive. The Strategy notes that Selwyn Water is transitioning toward:

“a clearer alignment between the cost of water services and the charges paid by users.” (p. 8)

ESAI agrees with this direction. However, the Strategy does not explicitly state that rural ratepayers, who are not connected to reticulated drinking water or wastewater, will be fully excluded from funding these systems. Historically, rural communities have been concerned about cross-subsidisation through general rates or blended charges.

B.2 We therefore request that the final Strategy include:

- A clear statement that no funding for reticulated water or wastewater systems will be collected from rural households or farms not connected to those systems;
- Confirmation that capital upgrades, renewals and compliance costs for reticulated systems will be recovered only from connected users; and
- Assurance that rural ratepayers will not be required to contribute to Selwyn Water’s debt servicing, asset renewals or operational costs.

C. Avoiding Encroachment on Rural Land Use Through New Zones of Influence

C.1 ESAI is concerned about the potential for new drinking water protection zones, wastewater buffer areas or other regulatory overlays that could restrict rural land use.

Changes to consent conditions or infrastructure footprints can have significant impacts on rural landowners, including:

- Loss of productive land;
- New land-use restrictions;
- Increased compliance obligations; and
- Reduced flexibility for farm operations.

C.2 ESAI requests that the Strategy include:

- A commitment that no new protection zones, setback requirements or land-use restrictions will be imposed on rural land without full consultation and robust evidence;
- Assurance that Selwyn Water will work with rural stakeholders to avoid unnecessary encroachment on productive farmland; and

- A requirement that any proposed zones of influence be subject to independent assessment, including economic and land-use impact analysis.

Rural communities support safe drinking water and effective wastewater management, but not at the expense of productive land without clear justification and/or compensation.

D. Strengthening Consultation With Rural Communities

D.1 The Strategy acknowledges the importance of engagement.

However, rural communities are not explicitly identified as a stakeholder group requiring targeted engagement – the focus appearing to be mainly on engagement with the Council and iwi. The concern is that other interest groups will be excluded.

D.2 Given that Selwyn Water's decisions can affect rural land use, rating structures and catchment management, ESAI requests:

- Formal recognition of rural catchment groups, including ESAI, as key stakeholders;
- A commitment to early, ongoing and meaningful consultation with rural organisations on any proposals affecting rural land or rural ratepayers;
- Inclusion of rural representatives in advisory or reference groups where relevant; and
- Clear communication channels tailored to rural communities, who may not be connected to reticulated services and therefore may not see themselves reflected in urban-focused messaging, but subsequently impacted without due consideration.

D.3 Effective consultation will help avoid misunderstandings and ensure that rural perspectives are incorporated into planning from the outset.

2. Conclusion

2.1 Ellesmere Sustainable Agriculture Inc. supports the development of a clear, evidence-based Water Services Strategy for Selwyn. However, the Strategy must provide stronger assurances that:

- Rural ratepayers will not subsidise reticulated water and wastewater services;
- Rural land use will not be constrained by new zones or infrastructure without full consultation and/or compensation;
- Engagement with rural communities will be strengthened and formalised; and
- The Strategy's scope remains strictly limited to reticulated drinking water and wastewater services.

2.2 We welcome continued dialogue with Selwyn Water and the Selwyn District Council to ensure that the Strategy supports both sustainable water services and a thriving rural economy.

31 May 2026

Ellesmere Sustainable Agriculture Incorporated

Submitter Details

Submission Date: 01/06/2026

First name: Jane

Last name: Elms

Organisation:

Prebbleton Community Association Inc

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

Other

Filling this in on behalf of a Community Association

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

It depends (please explain)

For the next 12 - 24 months we would agree to this only if there is a risk to water quality. Growth must pay for growth. The increases in water costs are an unplanned expense for residents, especially those on fixed incomes and we hold concerns about affordability in these tough economic times. Additionally, with the uncertainty of election year, government reforms that will potentially have a huge impact on local body governance including the disestablishment of ECan we implore Selwyn Water to take a pragmatic but conservative approach towards spending in the next 24 months.

Would you support additional investment to improve drinking water quality or reliability, even if it

increased water charges?

It depends (please explain)

As per our feedback to the SDC Annual Plan, we would like to see minimal spending ie meeting minimum standards across the Selwyn District, until the SDC has had an opportunity to review their LTP and find further savings for residents. These savings could then offset increased costs from Selwyn Water but not in the first 24 months. For the next 12 - 24 months we would agree to this only if there is a risk to water quality. Growth must pay for growth. The increases in water costs are an unplanned expense for residents, especially those on fixed incomes and we hold concerns about affordability in these tough economic times. Additionally, with the uncertainty of election year, government reforms that will potentially have a huge impact on local body governance including the disestablishment of ECan we implore Selwyn Water to take a pragmatic but conservative approach towards spending in the next 24 months.

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

People are not prepared for these financial increases; we have heard people talk about not being able to afford having owning their own home with rates and associated costs that are all increasing - this is of significant concern. People need time to plan/save/budget for these increases; we implore Selwyn Water to be conservative in price increases in the first 24 months.

An 18% increase for 26/27 is too high for our community and we are extremely concerned about the percentage increase for the 27/28 year. For example, Senior members of our community, who are on a fixed income of Super payments only would be spending 1 and 1/4 months' worth of their (current) annual income for water alone with an increase to \$2,378.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Work collaboratively with other services providers, agencies etc to ensure there is responsible fiscal spending and don't 'reinvent the wheel'.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

- * Introduce a rebates scheme for low-income households - equity verses equality.
- * There is a history of increased charges from Contractors because it's 'the Council' - please ensure tenders and any hired contractors are charging market-based prices and that Selwyn Water and thus the Community receive value for money.
- * Please focus on the need to have rather than the nice to have improvements, especially over the next 24 months.
- * Advocate for compulsory rainwater and/or grey water recycling in new builds.
- * Work with SDC to provide incentives for current homeowners (and potentially businesses) to undertake sustainable water saving strategies for example, rainwater and/or grey water recycling.
- * In collaboration with SDC, provide simple educational messages to the Community about water saving ideas, sustainability strategies especially for homeowners. Utilise already established community communication channels wherever possible to reduce advertising costs. We (Community/Resident Associations have a responsibility to support such initiatives and share them with our communities.
- * Align with Lincoln University to gain research, internships and knowledge sharing - working smarter not harder. Where appropriate, Masters and/or PhD students could undertake valuable research for Selwyn Water (with less cost than a consultant, who could instead provide expert support).
- ** apologies if any of these are already in current strategies as we have not had the opportunity to read all the documents.

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Yes, however as previously mentioned, a more visible rates/fees rebate scheme for those facing financial challenges (perhaps in collaboration with SDC, they already collect this information, don't make people provide it twice).

Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

-

Submitter Details

Submission Date: 01/06/2026

First name: Elene

Last name: Anderson

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods)

Long-term sustainability and future proofing (planning for future generations and climate change)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy, and Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Keeping water charges affordable, with support for households who need it

Ensuring water services are financially sustainable (covering the full cost of services over time)

If Selwyn Water could improve just one thing in the next decade, what should it be?

Ensure long term planning: too much of local Council and government activities seem to be reactive or short term thinking

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Submitter Details

Submission Date: 01/06/2026

First name: Mark

Last name: Hunter

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property has its own private wastewater system (this means the property is not connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Transparency and accountability (clear decision making and reporting)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

No

It depends (please explain)

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

Is there a roll out plan to convert existing properties with septic tanks in Darfield to hook onto the wastewater reticulation system? This needs prior consultation with all residents, so that timelines are clearly indicated, costs to connect are not prohibitively expensive and private systems continue to get used as an option where they have a high life expectancy.

If Selwyn Water could improve just one thing in the next decade, what should it be?

The taste of water and the nitrate levels need to be controlled well within the health guidelines and not be allowed to increase before remedial action is taken.

Do you have any other feedback on our draft Water Services Strategy or draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

So, we are expecting an increase in charges of 18% for 2026/27 and 30% for 2027/28. These increases are clearly exorbitant and unaffordable for users. The charges need further and full transparency in their make-up. Surely the cost structure for water rates, wastewater and water use should all have their own specific percentage increases applied in the model?

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

No

(Please explain) We all need to pay our fair share, otherwise some rates payers are subsidizing others.

Are there any situations where you think Selwyn Water should, or should not, provide help with

Assistance needs to be NIL.

Submitter Details

Submission Date: 01/06/2026

First name: Sam

Last name: Carrick

Feedback

How is the property you live in connected to drinking water and wastewater in Selwyn?

(Tick all that apply)

The property is connected to town water supply (this means the property is connected to Selwyn Water's reticulated drinking water network)

The property is connected to town reticulated wastewater (sewer) (this means the property is connected to Selwyn Water's wastewater network)

Other

Draft Water Services Strategy

Our [draft Water Services Strategy](#) outlines the direction of how Selwyn Water plans to deliver safe, reliable, and sustainable drinking water and wastewater services for the district.

What aspects of drinking water and wastewater services matter most to you?

(Choose the options that are most important to you)

Water quality (taste, clarity, confidence it is safe to drink) Reliability (consistent supply, minimal outages)

Affordability Resilience and emergency preparedness (earthquakes, floods) Environmental protection

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Other

Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

No

It depends (please explain)

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

It depends (please explain)

It will depend on the cost relative to the real tangible benefit. Reliability in Lincoln already seems very good

Approach to pricing

Our draft Water Services Strategy outlines our approach to how drinking water and wastewater services are funded and how charges are set over time. You can read more about this in [Chapter 8 of the Strategy](#) and review our [draft Fees and Charges Policy](#), and [Fees and Charges Schedule for 2026/27](#).

Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

(Choose the options that are most important to you)

Fairness and equity (everyone pays a fair share)

Charges based on services received (i.e. those who use more water or place greater demand on the system, pay more)

Keeping household charges predictable and stable over time

Growth paying for growth (new development contributes more to new infrastructure, reducing impacts on existing customers)

Spreading costs fairly between current and future generations

Ensuring water services are financially sustainable (covering the full cost of services over time)

Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

look not just at development contributions, but also targeted rates and other mechanisms to ensure new subdivisions meet the full cost of supplying drinking and wastewater. They need to also meet the full cost of additional infrastructure that is required beyond the boundary's of the subdivision, including additional maintenance loading, or lifetime shortening, that occurs because of the cumulative additional load.

If Selwyn Water could improve just one thing in the next decade, what should it be?

Be fully transparent about what drives the cost of running the services and ensure that Growth needs to pay for Growth

Draft Waivers and Remissions Policy

Our [draft Waivers and Remissions Policy](#) outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes

(Please explain)

Feedback on Selwyn water policy

From Colin Eady [REDACTED]
Date Thu 7/05/2026 12:41 PM
To hello <hello@selwynwater.co.nz>

[REDACTED] [Learn why this is important](#)

Feed back on the Selwyn water policy

To: Selwyn Water Limited

From: Colin Eady

Subject: Equity, affordability, and recognition of water as a fundamental human right

Introduction

I support the establishment of Selwyn Water and acknowledge the importance of investing in safe, resilient, and sustainable water infrastructure as Selwyn grows. However, I am concerned that the current Draft Fees and Charges Policy and Draft Waivers and Remissions Policy do not adequately address equity, affordability, or the principle that access to water is a fundamental human right.

Equity and low income households

The proposed charging structure places a significant reliance on fixed charges. While administratively efficient, fixed charges disproportionately impact low-wage earners, single-person households, and low-use users, for whom water costs represent a much higher proportion of household income. I ask Selwyn Water to consider:

- A **lifeline allocation** of essential water for every household, provided at low or zero cost to cover basic human needs such as drinking, cooking, and hygiene.
- Reduced fixed charges or targeted rebates for households experiencing ongoing low income, rather than limiting support to exceptional or temporary hardship.

Water, gardens, and climate resilience

The current policy treats all outdoor water use as discretionary. This fails to recognise that gardens, trees, and productive landscapes provide public benefits by capturing carbon, reducing heat, and improving environmental resilience. I request that Selwyn Water:

- Explore **tiered or seasonal pricing** that distinguishes between efficient, climate-positive water use and genuinely wasteful use.
- Consider incentives or allowances for water used to maintain trees, gardens, and food production that contribute to community wellbeing and climate outcomes.

Waivers, remissions, and human rights

While the Waivers and Remissions Policy is compassionate in intent, it is reactive rather than preventative. I encourage Selwyn Water to:

- Explicitly recognise **access to essential water as a human right**, consistent with international norms and Te Mana o te Wai principles.
- Shift from hardship-based relief to a **structural equity framework** that ensures no household is unable to meet basic water needs due to cost.
- Ensure affordability objectives are weighted equally with cost recovery and financial sustainability.

Conclusion

I ask Selwyn Water to refine its strategy and supporting policies to better balance financial sustainability with social equity, climate responsibility, and the fundamental importance of water to human dignity and wellbeing. A fairer, more nuanced system will strengthen public trust and ensure Selwyn's water services serve all members of the community, now and into the future.

Nāku noa, nā / Yours sincerely

Colin Eady

29 May 2026

Selwyn District Council
2 Norman Kirk Drive
ROLLESTON 7614

Tēnā koutou

Re: Selwyn Water's Draft Water Services Strategy 2026–2027

1. Thank you for the opportunity to provide advice on Selwyn Water's Draft Water Services Strategy for 2026-2027. This advice has been compiled by the National Public Health Service (NPHS) Te Waipounamu region, Health New Zealand – Te Whatu Ora. NPHS Te Waipounamu services the South Island including the Selwyn District.
2. NPHS Te Waipounamu recognises its responsibilities to improve, promote and protect the health of people and communities of Aotearoa New Zealand under the Pae Ora (Healthy Futures) Act 2022 and the Health Act 1956.
3. Pae Ora requires the health sector to protect and promote healthy communities and health equity across different population groups by working together with multiple sectors to address the determinants of health.

General Comments

4. We welcome the opportunity to comment on Selwyn Water's Draft Water Services Strategy
5. Recognising that the Council's Your Water Done Well (YWDW) plan may have significant implications for public health, NPHS Te Waipounamu provided feedback in March 2025 on the options for the delivery of water services in the Selwyn District outlined in that document. We advised that Council should take into consideration the following points to ensure public health was protected/enhanced:
 - The delivery of three waters services is maintained or strengthened, and allowance is made for population growth. Council should continue to operate its existing three waters infrastructure and not reduce or withdraw services.

- There is sufficient investment in drinking water and wastewater treatment plants to meet regulatory requirements.
 - There is sufficient investment in the renewal and maintenance of infrastructure to maintain levels of service in the medium and long term.
 - The chosen delivery model is cost effective and keeps costs manageable for users.
 - Adequate resources are being allocated to higher risk communities, including those that are currently under-serviced or not serviced.
 - Intergenerational equity has been considered. This should include consideration of the impacts of climate change.
 - If water metering and charging is considered, this should be equitable, and there should be provisions water is being provided for life supporting purposes and not getting cut off
 - If stormwater is mentioned, there should be evidence of discussions between local and regional councils on the interaction between the stormwater and flood protection systems so that flood risk is not increased
 - If there are to be separate arrangements for different water services (drinking water, wastewater or stormwater) and these are in different documents, these need to be coordinated and aligned
 - Iwi Māori have been or will be consulted. There is no specific requirement for this to happen in the Local Government (Water Services Preliminary Arrangements) Act 2024 but the NPHS supports consultation with iwi Māori on water issues.
6. NPHS Te Waipounamu advised at the time that the YWDW proposal generally implied that the above aspects would be considered, but some aspects would have benefited from clearer articulation.

Specific Comments

7. NPHS Te Waipounamu has reviewed Selwyn Water's Draft Water Services Strategy to assess how it responds to the matters we previously raised in our advice on the YWDW, with a focus on supporting positive health outcomes related to water. The following sections present our original comments (in italics) alongside our feedback on areas that could further be strengthened in the Draft Water Services Strategy.
8. *There is no reference in YWDW to servicing of higher risk communities and how those with higher needs will be approached. The current proposal also doesn't address plans to connect existing or future properties to the network. Council should ensure that these groups are considered in future planning whether it be through the council's own internal business unit or the proposed Water Services Council Controlled Organisation (WSCCO). Council also needs to ensure that there are mechanisms in place to ensure the WSCCO applies an equity lens to its operation.*

Partially addressed – Affordability and social equity are mentioned in the context of funding and pricing principles (further discussed in point 11). Recognition that water services are essential and there is a need to avoid unintended hardship are included. Potential areas for reform in Horizon 2 include measures to improve equity. Plans for servicing high risk communities and those with higher needs are not addressed in this strategy. Growth is covered extensively but not connection of existing properties to reticulated water services.

9. *Although intergenerational equity is mentioned in YWDW, climate change is not. Council should ensure that climate change is at the forefront of any plan development as its impacts affect all aspects of community life. Consultation with other local and regional councils to reduce impact of flood risk on drinking water quality and wastewater should also be imbedded in Council's approach to water services, as climate change risks are not restricted to council boundaries. There is no indication in the YWDW proposal that there has been such a discussion between Selwyn District Council and Environment Canterbury.*

Partially addressed – Climate change is explicitly mentioned with recognition that this will be an important consideration in planning. Dynamic Adaptive Pathway Planning includes climate change in rationale for the need to plan in response to changing parameters. Natural hazards are also included; these will in many cases be the inevitable consequence of climate change. There is no mention of a co-ordinated approach with regional council or neighbouring council districts with shared natural hazards. NPHS Te Waipounamu acknowledges that the measures to address this will not necessarily all sit with Selwyn Water.

Intergenerational equity is extensively addressed in this Strategy. This is an important lens to have in an area with such high levels of expected growth.

10. *The YWDW proposal does not discuss continued drinking water access for life-preserving services, such as home dialysis. It is acknowledged that the supply of water for these purposes (such as exemptions for medical purposes) may be covered*

in other council plans. Passing control of water services to a WSCCO means that any matters of this nature covered by existing specific Council plans must also migrate to the new organisation. Further to this, there also needs to be a formalised process for residents who are unable to meet the costs of drinking water. The supply of drinking water is a human right and it should not be cut off if people are unable to pay.

Partially addressed – Affordability and customer support are noted and a targeted approach proposed. NPHS Te Waipounamu supports this approach to ensure that the most vulnerable consumers will benefit most from any stratification, tariffs and hardship measures. Detailed arrangements will be set out in separate policies to be developed and reviewed. It is not stated explicitly whether water would be cut off to those who are unable to pay. NPHS Te Waipounamu would reiterate our previous advice that access to drinking water is a human right and water should not be cut off if people are unable to pay. There is still no mention of access to water for life preserving services, such as home dialysis and NPHS Te Waipounamu recommends that it be specifically mentioned in the Strategy.

11. *We understand that if the new WSCCO is agreed as the delivery model, it will encompass drinking water and wastewater with stormwater services continuing to be delivered by an internal business unit of Council. It will be important that there is coordination and alignment between the two models since all these components of water services are interlinked and cannot be managed in isolation.*

Partially addressed – This is noted in the Strategy with unspecified arrangements in place. The Strategy states that they will work collaboratively to ensure alignment. It is unclear what will be in place to ensure this is managed appropriately.

12. *NPHS also encourages more proactive consultation with Māori on the development of an agreed approach that will help ensure Council's Te Tiriti obligations are met and that the interests of local rūnaka are taken into account. Council's Waioira One Water Strategy indicates an intention to uphold the mana and mauri of all water in its decision making and to work in partnership to sustainably manage water now and into the future. This partnership approach will need to be reflected in the water services delivery option Council chooses.*

Addressed – NPHS Te Waipounamu commends Selwyn Water for their approach to iwi and Māori partnerships. The Waioira One Water Strategy clearly articulates the importance of a holistic view of water for present and future generations. There is good discussion on continued engagement and partnership.

13. NPHS Te Waipounamu commends Selwyn Water for developing a comprehensive water strategy which largely addresses the public health considerations we commented on in our feedback on the YWDW proposal.

Conclusion

14. NPHS Te Waipounamu does not wish to be heard with respect to this advice.

15. Thank you for the opportunity to submit on Selwyn Water's Draft Water Services Strategy.

Ngā mihi,



Vince Barry

Regional Director
National Public Health Service
Te Waipounamu Region



Dr Cheryl Brunton

Medical Officer of Health/Public Health
Medicine Specialist
National Public Health Service
Te Waipounamu Region

Contact details

Kate Nell
NPHS Te Waipounamu

[REDACTED]

[REDACTED]

From: Helen Davey <[REDACTED]>
Sent: Friday, 29 May 2026 7:14 pm
To: Communications <communications@selwyn.govt.nz>
Subject: Water submission From Brian Thompson and Helen Davey

Subject: Water submission From Brian Thompson and Helen Davey

Selwyn District Council'.

My wife and I have been members of the Malvern Hills Water Scheme for over 33 years now and have seen many changes over the years.

The biggest change was the Govt requirement for SDC to take over our scheme in 2016. This meant that SDC had full control of the finances and our scheme was no longer a stand alone scheme where surplus finances stayed within the scheme. The Committee of users of the scheme that used to run the scheme was disbanded.

My request to the new scheme operators is that the rural ratepayers (farmers) on our scheme are treated fairly and equitably with all other Selwyn residents. In the MHRWS there are rural farmer users and Urban users..It is the farmers I am concerned about in this submission.

I believe that most ,if not all of the urban users in Selwyn now have their water metered so that those who use more pay more.

see Council Statement

A new standard district wide rating system for water was introduced from 1 July 2015 . From 1 July 2015 to June 2018 ,Council installed water meters onto ALL PROPERTIES connected to Council water supplies throughout the district."

What happened to all the farmers on the MHWS as I dont know of any who had water meters connected to their supplies.

We certainly were not.

,and when I asked SDC to please connect us up with meters on our supplies they refused.

I knew that we were not using all of the 12 units we were paying for and eventually purchased 4 meters and connected them to each of our four tanks. After a full year of operation I analysed the data and found that we had actually used less than 6 units that year.

In today's values 6 units at \$350 per unit equals \$2100. for water that was never received '

It was never pumped to our property, never chlorinated and yet SDC charged full rates for every unit.

This \$2100 SDC had received for doing nothing would have formerly remained in our scheme for the benefit of our scheme but now that SDC "OWN" the scheme they appear to have taken the money and used it elsewhere. Perhaps to help fund the purchase of water meters for every urban water user.

It has now been over 10 years since the Council statement that they (SDC) had "installed water meters on to all properties connected to Council water supplies throughout the district."

If every year was similar to the one I had tested then we have been charged over \$20000 for water not delivered.

How about giving us some meters please so that we know how much water we are using.

The obvious response expected from Council would be "then why don't you just reduce the number of units you request to 6 units.

The answer is simply that we are farming and cannot predict accurately how much water we may need at any time.

We cannot control the climate.

We have been leasing our property for many years now and do not know or control the amount or type of farming a lessee may do .Esp how many cattle they run.

The cost of altering the number of units required each year is not practical as I remember.

As I recall the last time I discussed this with Council staff

The refund for relinquishing a unit of water would be nothing.

I have just had a phonecall from Council telling me that the MHWS is currently closed meaning that if I surrendered 6 units now I may never be able to purchase them back..

The system is not designed to be able to continually alter the units ordered to meet demand.

This problem affects the farming community only as urban users do not usually have differing demands for water, (And they all have water meters.)

Perhaps we need a meeting of farmers to discuss this problem.

Firstly would you please install water meters on all selwyn properties that do not already have meters.

Secondly would you please consider finding a way around the problem farmers have in having to order and pay for more water that they may need..

I understand that Urban users who have meters can use above their allocated volume and then simply pay the extra required for any additional water they use.

We would like equal opportunity to our Urban neighbours.

"The MHRWS was installed in 1974 (by a group of farmers) for stock and domestic use for the area from Russel's Flat to the Selwyn River ,but Extended to serve the townships of Whitecliffs , Glentunnel and Coalgate." Executive report 25 Jan 2012.

The scheme was initiated and built by Farmers.

Farmers on the scheme are now being penalised by not being given equal opportunities as their urban neighbours.

PROBLEM

How to offer farmers the ability to have security of an unknown demand without costing full payment for units not needed.

-- Install meters on all properties.

-- Farmer pays full cost on all water used.

-- Any unused water Could be free

Could be charged for partly.

Other???

Something needs to be done about the current situation.

Regards

Brian and Helen

Share your feedback

How to share your feedback

Selwyn Water is seeking community feedback on our draft Water Services Strategy, Waivers and Remission Policy and Fees and Charges Policy, that includes our Fees and Charges Schedule for 2026/2027.

You can read the documents online at selwynwater.co.nz or view hard copies at a Selwyn District Library and Service Centre.

Please share your feedback using this form or fill out an online survey by scanning the QR code below.

You do not have to answer every question and if you need extra space, you can use additional paper and attach it to this form.

If using this form, please complete and return it by:

— Dropping it off to the Selwyn District Council at 2 Norman Kirk Drive, Rolleston

— Dropping it off at any Selwyn District Council Library and Service Centre — Scan and email your form to communications@selwynwater.co.nz



Please submit your feedback by 5pm, Monday 1 June 2026.

Privacy Statement

Feedback is part of our public engagement process and becomes part of the public record. Anonymous feedback will not be accepted. Feedback, including names, may be published on our website and in official documents, so do not include any personal information you would prefer to keep private within your submission.

If you think information within your submission should be kept confidential, please contact us at communications@selwynwater.co.nz

View our full Privacy Policy at selwynwater.co.nz/privacy

Section 1: Your details

Are you submitting as an individual or as an organisation?

Individual

Organisation _____

First name John

Last name Campbell

Email address

How is the property you live in connected to drinking water and wastewater in Selwyn? *Tick all that apply*

Drinking water

The property is connected to town water supply
(This means the property is connected to Selwyn Water’s reticulated drinking water network)

The property is connected to a restricted water supply
(This means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)

The property has its own private bore for water supply

The property is a business connected to town water supply

Wastewater (sewer)

The property is connected to town reticulated wastewater (sewer)
(This means the property is connected to Selwyn Water’s wastewater network)

The property has its own private wastewater system
(This means the property is not connected to Selwyn Water’s wastewater network)

The property is a business connected to town reticulated wastewater

I have a property at Upper Selwyn Huts

I do not live in Selwyn

O
t
her _____

Section 2: _____

Draft Water Services Strategy questions

1. What aspects of drinking water and wastewater services matter most to you?

Choose the options that are most important to you

Water quality (taste, clarity, confidence it is safe to drink)

Reliability (consistent supply, minimal outages)

Affordability

Resilience and emergency preparedness (earthquakes, floods)

Environmental protection

Long-term sustainability and future proofing (planning for future generations and climate change)

Transparency and accountability (clear decision making and reporting)

Customer service and communication (clear information, responsive support)

Managing demand and water use efficiently

Supporting growth

Other (please specify) Cost allocation and underwriting especially with Central Government mandate for local for growth

2. Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

Yes

No

It depends (please explain)

Who pays and who underwrites the inevitable unforeseen outcomes due to the central government's fast track

edicts that do not necessarily take into account local considerations of voters?

Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

Yes Reliability would be considered based on risk assessment and outcomes

No

It depends (please explain)

This broad open question can mean a lot of different perspectives for different ratepayers.

What water quality objectives- Chlorination, specific contamination mitigation such as N-Nitroso-Dimethyl Amine reduction, Anthropogenic nanocontaminants reduction, contaminants of emerging concern, Nitrate reduction *inter alia*. How, what quality improvement level why?. What time line, could there be a staged implementation approach, improvements based on what data and medium to long term goals and what is the science technology and engineering proposed??? I would not be in favor of any non science based improvement. For example, there may(likely) be a significant water quality objective that may have resulted in a potentially significant water quality deterioration that may have occurred due to the mandatory Central Government chlorination of water supplies.

Apologies for seeming abstract, but hard data on these matters is not readily available

Section 3: Approach to pricing

3. Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

Choose the options that are most important to you

Fairness and equity (everyone pays a fair share)but who decides what is fair???

Charges based on services received

(i.e. those who use more water or place greater demand on the system, pay more) I am not averse to a baseline and tiered water payment similar to power price modeling of base load and peak KVA

Keeping household charges predictable and stable over time

I don't think any Selwyn resident would disagree with this

Growth paying for growth This is a very complicated matter especially considering Central Government's impost on the Selwyn residents without those residents having any input whatsoever

(new development contributes more to new infrastructure, reducing impacts on existing customers)

Is Central Government underwriting this impost on residents or do they actually consider that they can mandate the transfer of risks and associated costs of a national problem to Selwyn residents??

Spreading costs fairly between current and future generations. Absolutely but again who decides what is fair?

Keeping water charges affordable, with support for households who need it. This is a social need. I would not like to see the practices in some US States whereby services are terminated for non payment with significant reconnection fees. I consider water supply and safe sewage disposal a fundamental human right

Ensuring water services are financially sustainable (covering the full cost of services over time) I think User Pays applies across the board otherwise we overpay now or load future generations with our costs. Please reflect on decades of deferred infrastructure and are now being incurred in what costs Wellington as an example

5. Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider? Water Reuse such as what is being achieved at the excellent Bardenpho process treatment, irrigation reuse, and

aerobically digested Biosolids nutrient reuse at The Pines publically owned treatment plant.

Grey water reuse for new developments, golf course irrigation reuse etc

Forage crop irrigation of disinfected sewage. No direct crop reuse for any food that can be used as vegetables

6. If Selwyn Water could improve just one thing in the next decade, what should it be?

Next week. Please inform Wellington that we still believe in democracy down here.

After that it is critically important to have open communication with Selwyn residents on many matters as change has, and is continuing to occur beyond a pace that takes council , council officers and residents can work together.

7. Do you have any other feedback on our draft Water Services Strategy or our draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Yes but I need considerably more detailed information before commenting

Section 4: Draft Waiver and Remissions Policy

Our draft Waiver and Remissions Policy outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

8. Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

Yes but what are the "fair" criteria and who assesses?

Thank you for taking the time to provide your feedback.

No

But Unsure (please explain) Depends again. This is a social issue and under the circumstances whereby Central Governemnt has eddicted major fast track outcomes, there are potentially issues that need addressing. I am not averse to helping but there would need to be guidelines. For example, at the moment we know that a large number of people are hurting. Would they all qualify? Difficult

9. Are there any "financial?? "situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?Possibly. For example, should Selwyn assist developers with water supply, treatment and disposal on Fast Track projects without Central Government funds on the table and underwriting??? Would such circumstances further defer attaching existing Darfield houses to the scheme they have already been paying for but not receiving any benefit. Is it the role of Selwyn officers to assess individuals circumstances or is that the role of Central Government agencies?

Share your feedback

How to share your feedback

Selwyn Water is seeking community feedback on our draft Water Services Strategy, Waivers and Remission Policy and Fees and Charges Policy, that includes our Fees and Charges Schedule for 2026/2027.

You can read the documents online at selwynwater.co.nz or view hard copies at a Selwyn District Library and Service Centre.

Please share your feedback using this form or fill out an online survey by scanning the QR code below.

You do not have to answer every question and if you need extra space, you can use additional paper and attach it to this form.

If using this form, please complete and return it by:

- Dropping it off to the Selwyn District Council at
2 Norman Kirk Drive, Rolleston
- Dropping it off at any Selwyn District Council Library and Service Centre
- Scan and email your form to communications@selwynwater.co.nz



Please submit your feedback by
5pm, Monday 1 June 2026.

Privacy Statement

Feedback is part of our public engagement process and becomes part of the public record. Anonymous feedback will not be accepted. Feedback, including names, may be published on our website and in official documents, so do not include any personal information you would prefer to keep private within your submission.

If you think information within your submission should be kept confidential, please contact us at communications@selwynwater.co.nz

View our full Privacy Policy at selwynwater.co.nz/privacy

Section 1: Your details

Are you submitting as an individual or as an organisation?

☒

Individual

☐

Organisation

First name

Rosalie

Last name

Snayink

Address

Email address

How is the property you live in connected to drinking water and wastewater in Selwyn?

Tick all that apply

Drinking water

- ☒ The property is connected to town water supply
(This means the property is connected to Selwyn Water's reticulated drinking water network)
- ☒ The property is connected to a restricted water supply
(This means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)
- ☐ The property has its own private bore for water supply
- ☐ The property is a business connected to town water supply

Wastewater (sewer)

- ☐ The property is connected to town reticulated wastewater (sewer)
(This means the property is connected to Selwyn Water's wastewater network)
- ☒ The property has its own private wastewater system
(This means the property is not connected to Selwyn Water's wastewater network)
- ☐ The property is a business connected to town reticulated wastewater
- ☐ I have a property at Upper Selwyn Huts
- ☐ I do not live in Selwyn
- ☐ Other _____

Section 2: Draft Water Services Strategy questions

1. What aspects of drinking water and wastewater services matter most to you?

Choose the options that are most important to you

- ☒ Water quality (taste, clarity, confidence it is safe to drink)
- ☒ Reliability (consistent supply, minimal outages)
- ☒ Affordability
- ☒ Resilience and emergency preparedness (earthquakes, floods)
- ☒ Environmental protection
- ☒ Long-term sustainability and future proofing (planning for future generations and climate change)
- ☐ Transparency and accountability (clear decision making and reporting)
- ☐ Customer service and communication (clear information, responsive support)
- ☐ Managing demand and water use efficiently
- ☐ Supporting growth
- ☐ Other (please specify) _____

2. Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

- ☐ Yes
- ☐ No
- ☐ It depends (please explain)

3. Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

- ☐ Yes
- ☐ No
- ☐ It depends (please explain)

Please see attached statement

Section 3: Approach to pricing

4. Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

Choose the options that are most important to you

- ☒ Fairness and equity (everyone pays a fair share)
- ☒ Charges based on services received
(i.e. those who use more water or place greater demand on the system, pay more)
- ☐ Keeping household charges predictable and stable over time
- ☐ Growth paying for growth
(new development contributes more to new infrastructure, reducing impacts on existing customers)
- ☐ Spreading costs fairly between current and future generations
- ☒ Keeping water charges affordable, with support for households who need it
- ☐ Ensuring water services are financially sustainable (covering the full cost of services over time)

5. Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

6. If Selwyn Water could improve just one thing in the next decade, what should it be?

See attached statement

7. Do you have any other feedback on our draft Water Services Strategy or our draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Section 4: Draft Waiver and Remissions Policy

Our draft Waiver and Remissions Policy outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

8. Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

☒ Yes

☐ No

☐ Unsure (please explain)

9. Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Thank you for taking the time to provide your feedback.

Further feedback on Selwyn Water Strategy in response to Section 2, Question 3 *Funding to improve drinking water quality.*

Nitrates in drinking water

My key concern with the District's drinking water quality is nitrate pollution. This is a public health issue which does not appear to be acknowledged in the Strategy. I searched six supporting documents (a total of 172 pages) and found no mention of "nitrates".

The nitrate issue is flagged in the latest Ministry for the Environment Report "Our Freshwater – April 2026".

The Report states *Nearly half the New Zealand population relies on groundwater for drinking. This creates health risks when groundwater becomes contaminated by nitrate, chemicals or pathogens.*

<https://environment.govt.nz/publications/our-freshwater-2026/#section4>

While authorities rely on the maximum acceptable value (MAV) limit of 11.3 mg/L (milligrams per litre) nitrate-nitrogen, research shows this level is set too high. Danish research results indicates a risk of colorectal cancer at levels above 0.87mg/L.
<https://science.ku.dk/english/press/news/2023/we-can-save-lives-and-millions-with-less-nitrate-in-drinking-water/>

I avoid drinking water from the nearby Darfield community supply where the nitrate levels have reached half of the MAV (5-6mg/L). I understand the water from this well is from deep groundwater (250 m).

On 17 September, 2025 the Canterbury Regional Council declared a "nitrate emergency" in response to the increasing nitrate contamination of groundwater. The District Council should be taking a precautionary approach and remove nitrates from the district's drinking water. Meantime the Council should provide alternative sources where people who do not wish to drink their tap water can go collect clean drinking water. Not everyone can afford ion exchange or reverse osmosis systems to remove nitrates.

I fully support improving drinking water quality by using a polluter pays system. It is clear nitrate contamination of drinking water is caused by intensive agriculture, particularly dairying, with the environmental costs being externalised by the agricultural sector. Why should people who had clean water and took no part in its degradation, now have to pay to treat or find alternative sources? If the Selwyn Strategy really is about equity and fairness the polluters should pay. This would drive incentive to cease polluting practices, drive eco-efficiency, innovation and landuse change. Funding raised from polluters could be used to compensate those not polluting, or be used to buy out farms to stop farming in sensitive lake areas such as Te Waihora. This policy worked in the Lake Taupo area. Funding should also be used to promote **local** research into the potential adverse health effects of excessive nitrates.

Feedback in response to Section 3. Question 6. *If Selwyn Water could improve just one thing in the next decade, what should it be?*

The strategy for the next decade should be **protecting the source water**. Over the last 30 years it is clear central and local governments have failed to **protect the source water** in Selwyn. The inclusion of the photo of a clear, sparkling mountain stream in the Selwyn Water Strategy document is hopeful of a change in direction, that of “kicking the can” down the road.

I have often used a quote from an article by Emeritus Professor Walter Clarke written in the Christchurch Press in 2002, *Up-country ground water is down-country drinking water. If irrigation-stimulated fertiliser makes water from wells and pipes non-potable, will the polluter pay? Who will pay for new schemes, and finding potable supplies for the many communities that lie downstream of the Central Plains area?* Professor Clarke adds *Advocates of the Central Plains and other irrigation schemes have loudly proclaimed the benefits, but they have been silent on the down side, the environmental costs and the costs to urban dwellers. (See Appendix A.)*

I fully support the concept of Te Mana o Te Wai to **protect Selwyn’s source water**. If Selwyn Water was established with a clear purpose *to act as a trusted guardian of drinking water and wastewater, grounded in the belief that water is life and that caring for water is caring for future generations*, it should embrace the hierarchy of obligations embedded in Te Mana o Te Wai.....

- first, the health and well-being of waterbodies and freshwater ecosystems
- second, the health needs of people (such as drinking water)
- third, the ability of people and communities to provide for their social, economic, and cultural well-being, now and in the future.

Conclusion

Risks to groundwater have been known and understood since the ‘gold rush’ for water for irrigated dairying started in the early 1990’s, and the unrestrained consent issuance for water takes began. In 2026 there should be less reliance on irrigation water. More water needs to be left in the rivers so that it can be used to replenish groundwater. Because the soils of the Canterbury Plains are mainly porous gravels it may not take long for nitrates to be flushed from the aquifers. Land use change including a reduction in cow numbers, fertilisers and chemical contaminants is needed if we are serious about restoring water quality in the region for current and future generations of Selwyn residents.

Press February 2002

Irrigation: too many unknowns

Irrigation has been promoted as the key to a dairying boom in Canterbury, but the costs of nitrate pollution and cryptosporidium infection may be high, warns WALTER C. CLARK.

Advocates of Central Plains and other irrigation schemes have loudly proclaimed the benefits, but they have been silent on the down side, the environmental costs and the costs to urban dwellers.

Outdoor recreationalists have drawn attention to the frantic grab for water that is an important cross-community amenity. No payment is made for the water taken.

Others have highlighted some of the aspects of environmental degradation that attend the changes in farming practices. The reduced, muddied, near lifeless, over-enriched trickles that wend their way between broken-down banks are well recognised.

Water to alleviate Canterbury's, summer drought, is cheap, but applying it may be costly.

To service bank loans farmers strive to maximise production and income. Water-soluble nitrogenous fertilizers make grass grow and are applied liberally. When rain follows irrigation and fertilizer application, much nitrate moves below the root zone, and into the ground water

Up-country groundwater is down-country drinking water. Groundwater nitrate has been near World Health maxima in parts of Canterbury for some time.

Excessive nitrate in forage causes ill-thrift in stock. High nitrate levels in drinking water are incompatible with normal brain development in mammals.

Our most immediate concern should be for bottle-fed babies. They are small, they drink much, and are developing.

Nitrate is readily converted to nitrite in the normally acid stomach.

The nitrite combines with the haemoglobin in red blood cells to form methaemoglobin. Haemoglobin carries oxygen around the body and releases it where needed.

Methaemoglobin does not give up oxygen. If the condition persists the baby will turn blue and may die.

Last year the Waimakariri District Council received a report that in four of its rural water supply systems the nitrate concentration had risen fourfold over 18 months (the period of operation of the Waimakairiri irrigation scheme) and was well on the way to the maximum allowed by the New Zealand Drinking Water and World Health standards.

Since then, the report has apparently been withdrawn with murmurings about the quality of the science. The true state of these supplies is not known.

If irrigation-stimulated fertiliser makes water from wells and pipes non-potable, will the polluter pay? Who will pay for new schemes, and finding potable supplies?

Should it be those who had good water and now have none, or those who degraded the water? If the schemes go ahead, and water is polluted by dung, urine and fertiliser, how long will it be before towns and cities must dig deep into the ground and their pockets for useable water?

Another problem is contamination of the environment by cattle with cryptosporidium, a protozoan, a small, single-celled animal. It thrives in the guts of many mammals and causes watery diarrhoea.

It is not a bacterium. It is like giardia and just as tough.

Calves are especially vulnerable. Just over half the calves studied in American research had active infections and released about one billion oocysts (the infective stage) each day in their dung. Oocysts have tough coats which make them resistant to chlorination and ultraviolet light.

Flies transport oocysts. Some human infections have arisen from a single oocyst.

Water-borne infections are common. An outbreak in Milwaukee in 1993 infected 403,000 people, hospitalised 4400, killed at least 54. On average, infections lasted nine days and caused a 4.5kg weight loss in sufferers. Infections can be debilitating, and they can be lethal in the young and immunologically compromised.

In New Zealand, little research has been done on cryptosporidium. At the hearing about discharging sewage effluent into the Heathcote Estuary Dr Mel Briesman produced the graph included. It plots cryptosporidium cases notified to Crown Public Health in Christchurch and North Canterbury from 1997 to 2000.

The low values in most Februaries probably indicate that by then the calves were immune and pasture run-off was reduced.

The later rise probably reflects calf births associated with winter milk supply. The continued increase to early summer probably mirrors oocyst accumulation and production by spring-born calves.

How much will cryptosporidium cost if irrigation goes ahead? It will cost to visit the doctor and for tests and medication. Employers may pay much more for sick leave. Schools and hospitals will need relievers. Will the polluters pay?

Since 1997 northern hemisphere research has established that cryptosporidium occurs in sufficient numbers within shellfish to constitute a health hazard.

It enters the tissues of oysters, mussels and cockles. The blood cells are invaded, and infections persist. One month after infection, oyster flesh fed to mice gave them all diarrhoea.

Will aspiring Pegasus Bay mussel farmers be able to demand that all effluent that might reach the sea by direct discharge or via rivers, be sterilised to remove cryptosporidium and giardia?

It would cost millions, but the farmed mussels will still have to avoid the greatest source of infective material- that coming down the rivers from dairy farms.

We have been given a superficial assessment of the profits and losses associated with irrigation schemes, but these may make us sick physically, environmentally and economically.

Too many facts are missing, but those we have, scare those who pause to think.

Walter C. Clark is an emeritus professor from the University of Canterbury, where he was head of the zoology department with a specialty in parasitology.

Feedback on the Selwyn Water Services Strategy 2026 -2027

Section 1: Details

I am submitting as an individual.

First name: Jules

Last name: Snoyink

Address:

Email:

Drinking water

My property is connected to the Hartley Hills supply.

My property is connected to a restricted water supply.

Wastewater

My property has its own private wastewater system.

Feedback comments:

Unfortunately, chlorinating drinking water is now necessary, but I am concerned about increasing nitrates in drinking water due to more intensive dairy farming, which is a risk to human health. I support methods that can be used to reduce the nitrates in drinking water if it is fair, reasonable, and affordable. I support a Polluter Pays system, not a charge on those who had clean water and now do not through no fault of their own.

Another issue of concern is the growth of subdivisions across the district. I believe developers should pay a greater share of drinking water and waste-water services and it should not be left to the Council or ratepayers to cover these costs.

I agree it is fair and reasonable to help customers with drinking water and wastewater services in certain situations. It is a fundamental human right to have free access to clean drinking water.

I think the Water Strategy should encourage collecting rainwater as an alternative supply to build resilience in times of climate change weather events, and loss of power supply. To use clean drinking water to hose gardens, lawns and wash cars seems a chronic waste of a valuable and diminishing resource. There needs to be more incentives built into the strategy to encourage people to use water efficiently.

Another concern is the minimum flows in our rivers becoming more common in the irrigation season. I would like to see less reliance on irrigation and more water returned to our rivers, both to supplement surface flows, replenish and restore groundwater systems. The Selwyn River currently degraded by over abstraction and run off is a classic case of needing restoration. The water strategy should place the highest priority on protecting the source water, public health should be a second priority, and economic benefit a lesser priority.

Dated: 28 May 2026

1 June 2026

To: Selwyn Water

By Email: communications@selwynwater.co.nz

From: Nicky Snoyink (Individual)

[REDACTED]

[REDACTED]

[REDACTED]

RE: Feedback on Water Services Strategy 2026-2027 (the Strategy)

Thank you for the opportunity to provide feedback on the Selwyn Water Services Strategy Engagement Document.

Introduction

1. I am 58 years old. I have lived in the Selwyn District all my life. I grew up swimming in the Selwyn Waikirikiri River and roaming carefree around the braided riverbeds of the Waimakariri and the Rakaia Rivers. The photo on page 22 of the Water Services Strategy is a scene you might have seen when I was growing up. Today, it could be considered careless to let your toddlers anywhere near Selwyn's water, particularly its lowland surface water bodies like the Selwyn Waikirikiri river itself. There are regular and, in some locations areas permanent, toxic algal warnings at many of the publicly accessible sites along the Selwyn Waikirikiri river. That photo is misleading and should not be used in the strategy.
2. This recent photo exhibition [Unutai e! Unutai e! | Te Rūnanga o Ngāi Tahu](#) showed the deteriorating state of freshwater across the Ngāi Tahu takiwā.



Photo from Unutai e! Unutai e! Exhibition. Christchurch Art Gallery. April 2026.

3. Signage like this is not uncommon at publicly accessible places to Selwyn's water ways.
4. Canterbury's freshwater is in poor condition.¹ In Selwyn, like other parts of the Canterbury Plains, over the last 15 years, land use change and increased industrial scale dairy farming has occurred. Dairy farm conversions continue to occur in the Selwyn District.² Irrigation enabled by the Central Plains Water Scheme may have enabled some people to grow their economic wealth, however land use change to industrial scale dairy farming has accelerated the degradation of Selwyn's surface and ground water. This has come at a much larger cost to everyone else.
5. In 2024, the Selwyn District Council announced that it would allocate \$5.3million dollars of rate payer funds to investigate the feasibility of new clean drinking water sources and committed a further \$400 million to implement them beyond 2034.³ It is not appropriate for rate payers to bear the cost of looking for new sources of clean drinking water while others are enabled to gain economic wealth through its degradation.
6. Ground water quality in particular has continued to degrade.⁴ Regular boil water notices are issued in rural areas following extreme weather events and flooding is more common as river flood plains have been encroached upon by farming activities.
7. These are some of the issues that have impacted on our community's freshwater that I have witnessed through the course of my life living in the Selwyn District.

Alignment with Selwyn Waioira One Water Strategy

8. I support the long term vision of the Selwyn Waioira One Water Strategy⁵. This strategy is grounded in the Principles of Te Mana o Te Wai⁶, where *"the health and wellbeing of the water is prioritised, and all water systems are protected and enhanced."* The number one aim of the Waioira Strategy is **protecting and restoring** the natural processes of all water and waterways. From this action, flows the health and well-being of people, and the health and wellbeing of people is maintained by the support of appropriate infrastructure.

¹ Ministry for the Environment Our Freshwater 2026 [our-freshwater-2026.pdf](#)

² 20 Dairy farm conversions in Selwyn in the past two years [Advocates warn crop farming sector under threat](#)

³ The Christchurch Press [Nitrate levels rise as Selwyn searches for drinking water alternative | The Press](#)

⁴ [Nitrate in waterways | Environment Canterbury](#)

⁵ Selwyn Waioira One Water Strategy [102341_SDC_One-Water-Strategy_SDC-Edits_Jan25.pdf](#)

⁶ National Policy Statement for Freshwater Management 2020 [npsfm-2020-amended-december-2025](#)

9. The Strategy claims to align with the Selwyn One Water Strategy, however it is not clear how the ‘restoring natural processes of all water and waterways’ principle will be implemented. The Strategy mentions restoring only once and that is in relation to strengthening resilience and essential services in the face of “extreme weather and other shocks” (page 14).
10. The strategy does not discuss how Selwyn Water will protect and restore natural processes of all water and waterways in the district. Without an explanation about how Selwyn Water will work to **restore** and protect the districts waterways, the Strategy cannot claim to align with the Selwyn Waioira One Water Strategy.

Accountability and Transparency

11. The Strategy explains who Selwyn Water is and who they are accountable to (pages 10-11). I recently attended one of the community consultation meetings, where Selwyn Water staff reinforced the importance of accountability.
12. To support accountability, a useful addition to the Strategy would be an explanation of the whole structure of the company, including a tree diagram of layers from the Board, the CE, management and operational staff. In the interest of accountability and transparency, Selwyn Water should provide details of its Board members and any other Boards they sit on, the number of staff in the Company, and the ratio of managers to operational staff.

Simplifying Local Government

13. The Strategy sets out that Selwyn Water was established under the Government’s Local Water Done Well programme. The Central Government is also proposing significant changes to Local Government itself. The Government has instructed Territorial Authorities to provide a ‘reorganisation plan’ for the region under its Simplifying Local Government proposal.
14. The Strategy (page 11) explains that Selwyn Water is owned by Selwyn District Council, and this means that the water services will remain publicly owned and locally accountable.
15. With regard to the Government’s Simplifying Local Government proposal, on Friday 26 May 2026 the Ashburton Guardian reported that the Canterbury Mayoral Forum “*agreed to support a Canterbury Head Start pathway for the region, noting that this will provide for more than one proposed unitary*”

*authority.”*⁷ This suggests that the Selwyn District Council may not be retained in its current form. It may be amalgamated with other territorial authorities to form a unitary authority.

16. Who will own Selwyn Water once the reorganisation plan for Canterbury has been finalised? Recognising that this version of the Strategy is for 12 months or until the Selwyn Long Term Plan review is completed and it (the Strategy) will be reviewed again once the LTP process has been completed (page 7), the Strategy should signal to the community how/if the ‘reorganisation plan’ will affect Selwyn Water, in particular whether the ownership of Selwyn Water is likely to change or not.

Selwyn Long Term Plan 2024-2034

17. In the Selwyn Long Term Plan 2024-2034, with regard to providing safe drinking water, the Selwyn District Council, in addition to agreed actions around chlorination and fluoridation, agreed to the following with regard to nitrate pollution:

*Centralised low nitrate water source*⁸

Investigate the feasibility of centralising some of our water sources on the plains to one low nitrate water location to improve source water quality and operational efficiency, with \$5.3 million budgeted for this work over 10 years of this plan.

18. With regard to this funding and investigating ‘*the feasibility of centralising water sources on the plains to one low nitrate water location to improve source water quality*’ - considering the Council’s assets, liabilities and obligations for providing healthy drinking water to communities have been transferred to the Selwyn Water, the Strategy should explain what Selwyn Water’s intentions are regarding the available options with regard to this LTP statement, and what projects are under investigation, to meet additional demand including new water sources, storage, and trunk water infrastructure, to support growth in the District’s communities (page 16).

Conclusion

Land use change to industrial dairy and increased irrigation has been a key driver in the decline of ground and surface water in Selwyn. The Strategy is not clear on how it aligns with Selwyn Waiora One Water Strategy, particularly on how Selwyn Water will work with other agencies and the community to restore Selwyn’s degraded water. Delivering safe, reliable and sustainable water services relies on protecting fresh water sources

⁷ Ashburton Guardian 26 May 2026 [Canterbury agrees to regional approach on local government reform](#)

⁸ Selwyn LTP 2024-2034 Page 34 [Selwyn District Council - Long-Term Plan 2024-2034](#)

(including groundwater), and ensuring these water bodies are healthy, by preventing pollution from entering them, that flood plains are restored to carry flood waters safely to the sea, and that there is sufficient flow in our rivers to naturally recharge ground water. This is fundamental to Te Mana o te Wai.

In the interest of accountability and transparency the Strategy should clearly set out the company structure and its relationships if any, to other organisations with interests in Selwyn's water. The Strategy should also set out what the anticipated ownership will be once the Simplifying Local Government process has been executed in Canterbury, and what Selwyn Water's intention is with regard to the Selwyn District Council's Long Term Plan 2024-2034 commitment to addressing nitrate contamination in Selwyn's water.

These fundamental things need to be addressed in the Strategy before I am willing to provide feedback on the Fees and Charges and the Remissions Policy.

Thanks for the opportunity to provide feedback.

Nicky Snoyink



Share your feedback

How to share your feedback

Selwyn Water is seeking community feedback on our draft Water Services Strategy, Waivers and Remission Policy and Fees and Charges Policy, that includes our Fees and Charges Schedule for 2026/2027.

You can read the documents online at selwynwater.co.nz or view hard copies at a Selwyn District Library and Service Centre.

Please share your feedback using this form or fill out an online survey by scanning the QR code below.

You do not have to answer every question and if you need extra space, you can use additional paper and attach it to this form.

If using this form, please complete and return it by:

- Dropping it off to the Selwyn District Council at
2 Norman Kirk Drive, Rolleston
- Dropping it off at any Selwyn District Council Library and Service Centre
- Scan and email your form to communications@selwynwater.co.nz



Please submit your feedback by
5pm, Monday 1 June 2026.

Privacy Statement

Feedback is part of our public engagement process and becomes part of the public record. Anonymous feedback will not be accepted. Feedback, including names, may be published on our website and in official documents, so do not include any personal information you would prefer to keep private within your submission.

If you think information within your submission should be kept confidential, please contact us at communications@selwynwater.co.nz

View our full Privacy Policy at selwynwater.co.nz/privacy

Section 1: Your details

Are you submitting as an individual or as an organisation?



Individual



Organisation

First name

Graeme

Last name

Gemmill

Address

Email address

How is the property you live in connected to drinking water and wastewater in Selwyn?

Tick all that apply

Drinking water

- ☒ The property is connected to town water supply
(This means the property is connected to Selwyn Water's reticulated drinking water network)
- ☐ The property is connected to a restricted water supply
(This means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)
- ☐ The property has its own private bore for water supply
- ☐ The property is a business connected to town water supply

Wastewater (sewer)

- ☒ The property is connected to town reticulated wastewater (sewer)
(This means the property is connected to Selwyn Water's wastewater network)
- ☐ The property has its own private wastewater system
(This means the property is not connected to Selwyn Water's wastewater network)
- ☐ The property is a business connected to town reticulated wastewater
- ☐ I have a property at Upper Selwyn Huts
- ☐ I do not live in Selwyn
- ☐ Other _____

Section 2: Draft Water Services Strategy questions

1. What aspects of drinking water and wastewater services matter most to you?

Choose the options that are most important to you

- ☐ ? Water quality (taste, clarity, confidence it is safe to drink) ☒ Drinking water - quality
- ☒ Reliability (consistent supply, minimal outages)
- ☒ Affordability
- ☐ Resilience and emergency preparedness (earthquakes, floods)
- ☐ Environmental protection
- ☐ Long-term sustainability and future proofing (planning for future generations and climate change)
- ☒ Transparency and accountability (clear decision making and reporting)
- ☒ Customer service and communication (clear information, responsive support)
- ☒ Managing demand and water use efficiently
- ☒ Supporting growth
- ☐ Other (please specify) Water quality for drinking water and waste water are totally different so should be 2 questions

2. Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

- ☐ Yes
☐ No
☒ It depends (please explain)

Instead of being in the business of selling water to us and charging for getting rid of it; Selwyn Water should be encouraging all households (especially new homes) to collect all the water that falls on their property and use it for watering gardens and flushing toilets etc.

3. Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

- ☐ Yes
☒ No
☐ It depends (please explain)

Section 3: Approach to pricing

4. Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

Choose the options that are most important to you

- ☒ Fairness and equity (everyone pays a fair share)
☒ Charges based on services received
(i.e. those who use more water or place greater demand on the system, pay more)
☒ Keeping household charges predictable and stable over time
☒ Growth paying for growth
(new development contributes more to new infrastructure, reducing impacts on existing customers)
☐ Spreading costs fairly between current and future generations
☒ Keeping water charges affordable, with support for households who need it
☒ Ensuring water services are financially sustainable (covering the full cost of services over time)

5. Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

6. If Selwyn Water could improve just one thing in the next decade, what should it be?

New buildings (houses and factories (offices)) should have compulsory water collection and reuse systems to minimise the supply required and consequently the services required for stormwater and wastewater - In house reuse and recycling.

7. Do you have any other feedback on our draft Water Services Strategy or our draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

Section 4: Draft Waiver and Remissions Policy

Our draft Waiver and Remissions Policy outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

8. Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

☐ Yes

☐ No

☒ Unsure (please explain)

Instead of just borrowing think of ways to decrease the need for the services provided and consequently the cost of providing them

9. Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Subsidy for set up of collection / reuse systems.

Thank you for taking the time to provide your feedback.

Share your feedback

How to share your feedback

Selwyn Water is seeking community feedback on our draft Water Services Strategy, Waivers and Remission Policy and Fees and Charges Policy, that includes our Fees and Charges Schedule for 2026/2027.

You can read the documents online at selwynwater.co.nz or view hard copies at a Selwyn District Library and Service Centre.

Please share your feedback using this form or fill out an online survey by scanning the QR code below.

You do not have to answer every question and if you need extra space, you can use additional paper and attach it to this form.

If using this form, please complete and return it by:

- Dropping it off to the Selwyn District Council at
2 Norman Kirk Drive, Rolleston
- Dropping it off at any Selwyn District Council Library and Service Centre
- Scan and email your form to communications@selwynwater.co.nz



Please submit your feedback by
5pm, Monday 1 June 2026.

Privacy Statement

Feedback is part of our public engagement process and becomes part of the public record. Anonymous feedback will not be accepted. Feedback, including names, may be published on our website and in official documents, so do not include any personal information you would prefer to keep private within your submission.

If you think information within your submission should be kept confidential, please contact us at communications@selwynwater.co.nz

View our full Privacy Policy at selwynwater.co.nz/privacy

Section 1: Your details

Are you submitting as an individual or as an organisation?

☒ Individual

☐ Organisation

First name

Matthew

Last name

Williams

Address

Email address

How is the property you live in connected to drinking water and wastewater in Selwyn?

Tick all that apply

Drinking water

- ☒ The property is connected to town water supply
(This means the property is connected to Selwyn Water's reticulated drinking water network)
- ☐ The property is connected to a restricted water supply
(This means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)
- ☐ The property has its own private bore for water supply
- ☐ The property is a business connected to town water supply

Wastewater (sewer)

- ☐ The property is connected to town reticulated wastewater (sewer)
(This means the property is connected to Selwyn Water's wastewater network)
- ☒ The property has its own private wastewater system
(This means the property is not connected to Selwyn Water's wastewater network)
- ☐ The property is a business connected to town reticulated wastewater
- ☐ I have a property at Upper Selwyn Huts
- ☐ I do not live in Selwyn
- ☐ Other _____

Section 2: Draft Water Services Strategy questions

1. What aspects of drinking water and wastewater services matter most to you?

Choose the options that are most important to you

- ☒ Water quality (taste, clarity, confidence it is safe to drink)
- ☐ Reliability (consistent supply, minimal outages)
- ☒ Affordability
- ☐ Resilience and emergency preparedness (earthquakes, floods)
- ☐ Environmental protection
- ☒ Long-term sustainability and future proofing (planning for future generations and climate change)
- ☐ Transparency and accountability (clear decision making and reporting)
- ☐ Customer service and communication (clear information, responsive support)
- ☐ Managing demand and water use efficiently
- ☐ Supporting growth
- ☒ Other (please specify) connectivity to sewer

are your fees bringing forward upgrades when growth is faster than expected,
water charges in the short-term?

☐ No

☒ It depends (please explain)

developer contribution must be adequate

3. Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

☐ Yes

☐ No

☒ It depends (please explain)

yes based on usage

Section 3: Approach to pricing

4. Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

Choose the options that are most important to you

☐ Fairness and equity (everyone pays a fair share)

☒ Charges based on services received
(i.e. those who use more water or place greater demand on the system, pay more)

☐ Keeping household charges predictable and stable over time

☒ Growth paying for growth
(new development contributes more to new infrastructure, reducing impacts on existing customers)

☐ Spreading costs fairly between current and future generations

☐ Keeping water charges affordable, with support for households who need it

☒ Ensuring water services are financially sustainable (covering the full cost of services over time)

5. Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

*the capacity of the River wastewater treatment plant needs
urgent addressing*

6. If Selwyn Water could improve just one thing in the next decade, what should it be?

adequate funding and planning of residential growth

7. Do you have any other feedback on our draft Water Services Strategy or our draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

as a pensioner additional costs are not tolerable

Section 4: Draft Waiver and Remissions Policy

Our draft Waiver and Remissions Policy outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

8. Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

☐ Yes

☐ No

☒ Unsure (please explain)

I have not read this draft policy

9. Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

*yes in regard to a leak of drinking water only identified
by meter reading*

*Connection to sewer when existing septic tank has
previously been consented*

Thank you for taking the time to provide your feedback.

Share your feedback

How to share your feedback

Selwyn Water is seeking community feedback on our draft Water Services Strategy, Waivers and Remission Policy and Fees and Charges Policy, that includes our Fees and Charges Schedule for 2026/2027.

You can read the documents online at selwynwater.co.nz or view hard copies at a Selwyn District Library and Service Centre.

Please share your feedback using this form or fill out an online survey by scanning the QR code below.

You do not have to answer every question and if you need extra space, you can use additional paper and attach it to this form.

If using this form, please complete and return it by:

- Dropping it off to the Selwyn District Council at
2 Norman Kirk Drive, Rolleston
- Dropping it off at any Selwyn District Council Library and Service Centre
- Scan and email your form to communications@selwynwater.co.nz



Please submit your feedback by
5pm, Monday 1 June 2026.

Privacy Statement

Feedback is part of our public engagement process and becomes part of the public record. Anonymous feedback will not be accepted. Feedback, including names, may be published on our website and in official documents, so do not include any personal information you would prefer to keep private within your submission.

If you think information within your submission should be kept confidential, please contact us at communications@selwynwater.co.nz

View our full Privacy Policy at
selwynwater.co.nz/privacy

Section 1: Your details

Are you submitting as an individual or as an organisation?

☒

Individual

☐

Organisation

First name

Janet

Last name

Talbot

Address

Email address

How is the property you live in connected to drinking water and wastewater in Selwyn?

Tick all that apply

Drinking water

- ☒ The property is connected to town water supply
(This means the property is connected to Selwyn Water's reticulated drinking water network)
- ☐ The property is connected to a restricted water supply
(This means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)
- ☐ The property has its own private bore for water supply
- ☐ The property is a business connected to town water supply

Wastewater (sewer)

- ☐ The property is connected to town reticulated wastewater (sewer)
(This means the property is connected to Selwyn Water's wastewater network)
- ☒ The property has its own private wastewater system
(This means the property is not connected to Selwyn Water's wastewater network)
- ☐ The property is a business connected to town reticulated wastewater
- ☐ I have a property at Upper Selwyn Huts
- ☐ I do not live in Selwyn
- ☐ Other _____

Section 2: Draft Water Services Strategy questions

1. What aspects of drinking water and wastewater services matter most to you?

Choose the options that are most important to you

- ☒ Water quality (taste, clarity, confidence it is safe to drink)
- ☒ Reliability (consistent supply, minimal outages)
- ☒ Affordability
- ☒ Resilience and emergency preparedness (earthquakes, floods) *within reason*
- ☒ Environmental protection *- using sensible ideas, requirements NOT WANTS. - needs*
- ☒ Long-term sustainability and future proofing (planning for future generations and climate change) *- within Reason*
- ☒ Transparency and accountability (clear decision making and reporting)
- ☒ Customer service and communication (clear information, responsive support)
- ☒ Managing demand and water use efficiently
- ☒ Supporting growth
- ☐ Other (please specify) *We need a efficient Water/Waste System*

a planning for future growth. We dont need 5 star stuff as long as water is clean & efficiently delivered

2. Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

- ☐ Yes
- ☐ No
- ☒ It depends (please explain)

Make developers pay for that growth. (or at least part of)

3. Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

- ☐ Yes
- ☐ No
- ☒ It depends (please explain)

Water purifies itself, We don't need a 5 star system too expensive for us to pay for & maintain.

There are plenty of companies out there who will try to convince you we need the 5 Star System. when water can be supplied & treated efficiently for much less. You have a high proportion of Elderly on a pension trying to pay these increases.

Section 3: Approach to pricing

4. Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

Choose the options that are most important to you

- ☐ Fairness and equity (everyone pays a fair share)
- ☒ Charges based on services received
(i.e. those who use more water or place greater demand on the system, pay more)
- ☒ Keeping household charges predictable and stable over time
- ☒ Growth paying for growth
(new development contributes more to new infrastructure, reducing impacts on existing customers)
- ☐ Spreading costs fairly between current and future generations — just make it a good average well maintained system
- ☒ Keeping water charges affordable, with support for households who need it
- ☐ Ensuring water services are financially sustainable (covering the full cost of services over time)

5. Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

It's important to consider the hard working & retired demographic we have in Darfield.
~~High~~ Increases will see hardship.

6. If Selwyn Water could improve just one thing in the next decade, what should it be?

reduce chlorine use.
Install every new house with a good sized tank.
allowing collection off roof & a switch to reticulated system, when required. Encourage All households to collect their own.

7. Do you have any other feedback on our draft Water Services Strategy or our draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

~~Any~~ comments above would ^{also} reduce the wastewater use.

Section 4: Draft Waiver and Remissions Policy

Our draft Waiver and Remissions Policy outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

8. Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

☐ Yes

☐ No

☒ Unsure (please explain)

Sorry I am unsure of the help available.

9. Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Hardship, large families, & elderly.

Thank you for taking the time to provide your feedback.

Share your feedback

How to share your feedback

Selwyn Water is seeking community feedback on our draft Water Services Strategy, Waivers and Remission Policy and Fees and Charges Policy, that includes our Fees and Charges Schedule for 2026/2027.

You can read the documents online at selwynwater.co.nz or view hard copies at a Selwyn District Library and Service Centre.

Please share your feedback using this form or fill out an online survey by scanning the QR code below.

You do not have to answer every question and if you need extra space, you can use additional paper and attach it to this form.

If using this form, please complete and return it by:

- Dropping it off to the Selwyn District Council at
2 Norman Kirk Drive, Rolleston
- Dropping it off at any Selwyn District Council Library and Service Centre
- Scan and email your form to communications@selwynwater.co.nz



Please submit your feedback by
5pm, Monday 1 June 2026.

Privacy Statement

Feedback is part of our public engagement process and becomes part of the public record. Anonymous feedback will not be accepted. Feedback, including names, may be published on our website and in official documents, so do not include any personal information you would prefer to keep private within your submission.

If you think information within your submission should be kept confidential, please contact us at communications@selwynwater.co.nz

View our full Privacy Policy at
selwynwater.co.nz/privacy

Section 1: Your details

Are you submitting as an individual or as an organisation?

☒ Individual

☐ Organisation

First name

Janet

Last name

Talbot

Address

[Redacted Address]

Email address

How is the property you live in connected to drinking water and wastewater in Selwyn?

Tick all that apply

Drinking water

- ☒ The property is connected to town water supply
(This means the property is connected to Selwyn Water's reticulated drinking water network)
- ☐ The property is connected to a restricted water supply
(This means the property receives a fixed daily allowance delivered to a private holding tank over a 24 hour period via a restrictor installed and maintained by Selwyn Water)
- ☐ The property has its own private bore for water supply
- ☐ The property is a business connected to town water supply

Wastewater (sewer)

- ☐ The property is connected to town reticulated wastewater (sewer)
(This means the property is connected to Selwyn Water's wastewater network)
- ☒ The property has its own private wastewater system
(This means the property is not connected to Selwyn Water's wastewater network)
- ☐ The property is a business connected to town reticulated wastewater
- ☐ I have a property at Upper Selwyn Huts
- ☐ I do not live in Selwyn
- ☐ Other _____

Section 2: Draft Water Services Strategy questions

1. What aspects of drinking water and wastewater services matter most to you?

Choose the options that are most important to you

- ☒ Water quality (taste, clarity, confidence it is safe to drink)
- ☒ Reliability (consistent supply, minimal outages)
- ☒ Affordability
- ☒ Resilience and emergency preparedness (earthquakes, floods) *within reason*
- ☒ Environmental protection *- using sensible ideas, requirements NOT WANTS. - needs*
- ☒ Long-term sustainability and future proofing (planning for future generations and climate change) *- within Reason*
- ☒ Transparency and accountability (clear decision making and reporting)
- ☒ Customer service and communication (clear information, responsive support)
- ☒ Managing demand and water use efficiently
- ☒ Supporting growth
- ☐ Other (please specify) *We need a efficient Water/Waste System*

a planning for future growth. We dont need 5 star stuff as long as water is clean & efficiently delivered

2. Do you support bringing forward upgrades when growth is faster than expected, if it increases water charges in the short-term?

- ☐ Yes
- ☐ No
- ☒ It depends (please explain)

Make developers pay for that growth. (or at least part of)

3. Would you support additional investment to improve drinking water quality or reliability, even if it increased water charges?

- ☐ Yes
- ☐ No
- ☒ It depends (please explain)

Water purifies itself, We don't need a 5 star system too expensive for us to pay for & maintain.

There are plenty of companies out there who will try to convince you we need the 5 Star System. when water can be supplied & treated efficiently for much less. You have a high proportion of Elderly on a pension trying to pay these increases.

Section 3: Approach to pricing

4. Selwyn Water proposes to use a set of pricing principles to guide how drinking water and wastewater charges are set. These include fairness and equity, charges that reflect use, growth paying for growth, spreading costs fairly over time, revenue certainty, and affordability.

Which pricing principles matter most to you?

Choose the options that are most important to you

- ☐ Fairness and equity (everyone pays a fair share)
- ☒ Charges based on services received
(i.e. those who use more water or place greater demand on the system, pay more)
- ☒ Keeping household charges predictable and stable over time
- ☒ Growth paying for growth
(new development contributes more to new infrastructure, reducing impacts on existing customers)
- ☐ Spreading costs fairly between current and future generations — just make it a good average well maintained system
- ☒ Keeping water charges affordable, with support for households who need it
- ☐ Ensuring water services are financially sustainable (covering the full cost of services over time)

5. Is there anything else about drinking water and wastewater pricing that you think Selwyn Water should consider?

It's important to consider the hard working & retired demographic we have in Darfield.
~~High~~ Increases will see hardship.

6. If Selwyn Water could improve just one thing in the next decade, what should it be?

reduce chlorine use.
Install every new house with a good sized tank.
allowing collection off roof & a switch to reticulated system, when required. Encourage All households to collect their own.

7. Do you have any other feedback on our draft Water Services Strategy or our draft Fees and Charges Policy and Fees and Charges Schedule for 2026/27?

~~Any~~ comments above would ^{also} reduce the wastewater use.

Section 4: Draft Waiver and Remissions Policy

Our draft Waiver and Remissions Policy outlines when and how Selwyn Water may be able to help by reducing, adjusting, or waiving certain charges in fair and reasonable situations.

8. Do you think Selwyn Water's proposed approach to helping customers with drinking water and wastewater charges in certain circumstances is fair and reasonable?

☐ Yes

☐ No

☒ Unsure (please explain)

Sorry I am unsure of the help available.

9. Are there any situations where you think Selwyn Water should, or should not, provide help with drinking water and wastewater charges?

Hardship, large families, & elderly.

Thank you for taking the time to provide your feedback.