

Selwyn Water

Media enquiries and responses

As of 30 September 2026.



September 2026

Date	Media outlet	Enquiry (as received)	Response	Articles	Published
28/09/2026	The Press	- What is the purpose of Wednesday's public meeting in Hororātā, and what does Selwyn Water hope to achieve from the meeting? - What information will Selwyn Water present to residents, and will residents have an opportunity to raise questions or concerns directly with Selwyn Water representatives? - In a recent LGOIMA response for Zoran Rakovic, Selwyn Water advised that \$6.514 million had been spent on the Hororātā/Hartleys integration project before 2026/27, with a \$9.5 million budget for 2026/27 and a latest total project forecast of \$15.702 million. What was the original approved budget or estimate for the project, and how has that estimate changed over time? - Is the \$15.702 million forecast the full expected cost of providing the upgraded Hororātā water supply, or are further planned works additional to this figure? In particular, are the second reservoir, Thwaites pump-	From Alex Cabrera: As part of our ongoing engagement with communities across Selwyn, we regularly attend community meetings to listen, answer questions and share information. We were recently invited by the Go Hororātā Residents Group to attend a community meeting. In this meeting we will be discussing how the water scheme operates, the challenges that impact it, what we're doing to improve reliability and resilience for the future - Hartleys to Hororātā Pipeline project. Residents will be able to ask questions too. The Hororātā to Hartleys current project forecast spend is \$15,702,480.46. Thwaites Road and the decommissioning of the Harper Hill works will be confirmed in our next Water Services Strategy in the next 6-months. The project is on track. There is a construction risk around traffic management, more information is detailed in the LGOIMA – see here.	Selwyn community's unreliable water supply set for \$15.7 million upgrade The Press	07/10/2026



		building upgrades and decommissioning of the Harper Hill reservoir planned for 2027/28 included in that figure? - Selwyn Water advised that Hororātā is expected to receive water from the improved Hartleys source and that the overall integration project is expected to be completed and commissioned by the end of June 2027. Is that timetable still on track, and are there currently any risks that could delay completion or increase the forecast cost? - The LGOIMA response recorded 22 rainfall-related notices for Hororātā since January 2023, compared with three for Hartleys. Once the project is commissioned, what measurable improvement should Hororātā residents expect in the frequency and duration of conserve-water and boil-water notices?	Since 1 January 2023, the Hororātā scheme has required 22 rainfall-related notices (20 conserve notices and two boil water notices), whereas the Hartley's scheme has required only three rainfall-related conserve notices and no boil water notices. The project will provide greater security of supply during adverse weather events and is expected to reduce the frequency and duration of consumer advisory notices. While the frequency of future rainfall events cannot be predicted, historical performance provides a useful indication of scheme resilience. We estimate an 86% reduction in rainfall-related notice events, demonstrating the significantly improved performance of the Hartley's scheme during wet weather conditions.		
29/09/2026	Selwyn Times	- We have been made aware people can no longer pay their bills at libraries like they could when it was under council control. - What was the reason for the change from the libraries to NZ Post stores, and why could the libraries no longer handle any billing?	From Heather Geddes: Selwyn Water is a separate entity from Selwyn District Council, with its own payment system and customer services team. As a result, Council facilities such as libraries and service centres are no longer		No article published as of 30/09/2026.



		• And is there any plan to have bills being paid at libraries again? • Have you had any complaints about the change and if so, how many and what has been the response? • A person has also made us aware when they tried to pay their bill at the Rolleston Council offices; they were unable to as the computer was not working at the time. Does Selwyn Water have a backup system or planning to add a second counter at the council building to alleviate these issues?	able to accept payments on behalf of Selwyn Water. Providing Selwyn Water payment services at multiple Council facilities would require separate payment systems, along with additional staffing and associated costs. Customers who prefer to pay their water bill in person can do so at our customer service counter at the Selwyn District Council main office at 2 Norman Kirk Drive, Rolleston, or at any NZ Post store. Cash payments are currently available through NZ Post, and we are looking at options to accept cash at our customer service counter in the future. We are aware of one occasion when our EFTPOS system at the Rolleston counter was unavailable for approximately 20 minutes, affecting one customer who was trying to make a payment. The issue was resolved and payments resumed. Our team is currently able to manage the volume of customers visiting the counter, so there are no plans to introduce a second counter at this stage.		
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