

# Rautaki Whakarato ā-Tāone Nui: Pūrongo mō te Tūhonohononga Metropolitan Servicing Strategy: Engagement Summary Report

## About this engagement

Water is essential to life, wellbeing, and the future of Tāmaki Makaurau Auckland. Watercare provides safe and reliable water and wastewater services that support the city's growth, protect the health of people and the environment, and sustain the region's prosperity.

To ensure that we continue to provide reliable services in the future, and invest in the things that our communities value, we engaged with Aucklanders on our Metropolitan Servicing Strategy. This long-term strategy guides how Auckland's water and wastewater infrastructure will be managed in order to achieve a sustainable and affordable water future for everyone.

It will guide the actions needed so that Auckland:

- Has a safe and reliable water supply
- Builds resilience to climate change, including floods, droughts, and sea-level rise
- Invests wisely today for better outcomes for future generations

## How we engaged with the community

Community engagement for the shaping of the Metropolitan Servicing Strategy ran from 31 March to 1 June 2025.

We engaged with communities to:

- Share the future water challenges facing Auckland
- Understand community priorities, values, and aspirations
- Gather feedback to help shape the actions and decisions that will guide the strategy

We created different opportunities for people across Tāmaki Makaurau to share their views:



17,000 email  
invitations to  
local events



Tapped In  
newsletter  
(440,000  
households)



Social media  
more than  
140,000 views



2582  
people dropped  
tokens



890 survey  
responses



2  
workshops



17  
in-person  
events

## Key engagement statistics and results



Youth engagement (13–24)

**140** youth interactions

**2** youth summits

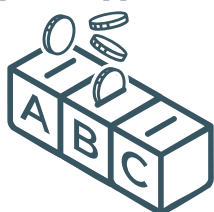
**1** hackathon

**88** Buzzy youth survey submissions

## Auckland's top three priorities

From all engagements, including the token drop activities, these are the three top priorities selected:

**2582**  
people dropped tokens



Recycling  
and reusing  
water and  
resources

2nd

Building  
infrastructure  
that lasts for  
a long time

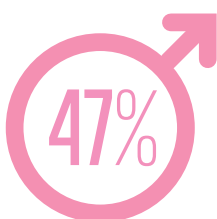
1st

Preparing  
Auckland for  
severe weather  
(e.g. droughts  
storms and  
floods)

3rd



**890** survey responses



**1%**  
Gender  
diverse

I own the  
home I'm  
living in

**64%**

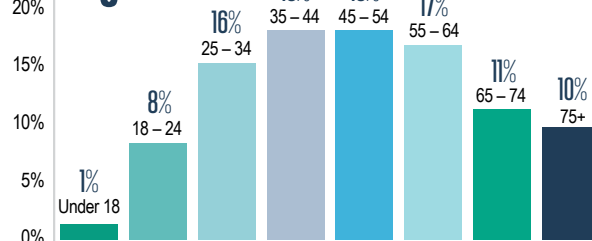
**home  
ownership**

**24%**  
I rent the  
home I'm  
living in

**12%**

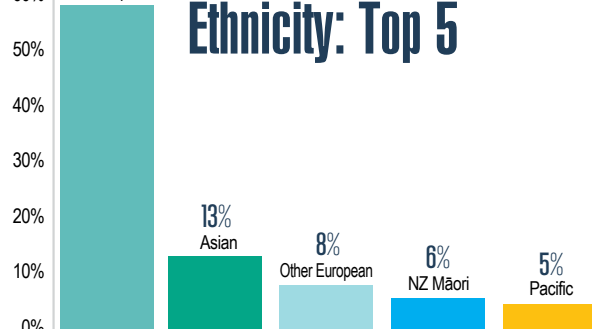
I'm in a different  
situation (e.g. home  
owned by another  
member of my family, I live  
in a retirement village)

### Age



**57%**  
NZ European

### Ethnicity: Top 5



We listened to what was important to you and how you want us to spend money to safeguard our future. We will use these insights to inform our Metropolitan Servicing strategy. You gave us five areas that you want us to invest in.

Build infrastructure that lasts a long time



“ Start now and implement and invest for ALL to benefit for a better future for ALL ”

We need to get ahead of severe weather



“ Having to recover from natural disasters will cripple the economy. ”

We've got to do better for the local environment



“ We want to support Watercare to lead efforts to cut pollution in Auckland. This is because ultimately we want to protect the environment for future generations, cost-effectively. ”

Recycle to maximise long-term value



“ It makes sense to get full use of all resources rather than throwing them away after one use. ”

Get the basics right, then innovate



“ Do the basics right, then it will be easier to get buy-in for innovation. Work smarter, learn from what other countries are doing to use technology ”

## How we will use your feedback

Your feedback will help us take a clear and strategic approach to creating long-term value for Auckland. This means:

- showing how we are protecting against drought, preparing for extreme weather, and improving environmental outcomes where possible
- focusing on essential large-scale infrastructure, while also creating space for local solutions and innovation
- being open about risks, progress, and the reasons behind our decisions
- supporting smarter, future-focused choices when delaying investment can deliver better results
- promoting circular economy principles
- highlighting the role customers can play – from installing a rain tank, to using water wisely, to getting involved in their communities



**This is a short summary of our full engagement report. To explore the details, visit our website using the QR code.**

Tell us what you think. If you have found this useful, or have a suggestion for us to improve or you just want to give us feedback, please email [metrostrategy@water.co.nz](mailto:metrostrategy@water.co.nz).



## Next steps

Building on our engagement, we will develop an adaptive pathway plan that will support us in making wise decisions with public feedback in mind. This approach allows us to respond flexibly to changing conditions while staying true to the public's priorities.

In 2026 we will provide a draft of the metropolitan servicing strategy for the public to provide feedback on. We extend our heartfelt thanks to everyone who generously shared their thoughts, experiences, and aspirations with us throughout this engagement. Your voices have guided our understanding, and we hope this report faithfully reflects the kōrero you entrusted to us.