

Frequently Asked Questions

Why have Kaikōura District Council and Hurunui District Council established a joint water services entity?

Following consultation with Kaikōura and Hurunui communities in 2025, both Councils set about finding a way to maximise resilience and increase support for water services across both districts.

In creating a joint-owned water services entity, cost efficiencies could be found through channels such as the sharing of council services. The appointment of a skills-based Board is expected to improve business performance.

Could this new entity become privatised and our water assets sold off?

Government legislation specifically prohibits the sale of these assets.

How is Kaikōura Hurunui Water Services Limited (KHWS) proposed to work?

The management and governance of the 3 Waters – drinking water, stormwater and wastewater - will be transferred to an independent, joint-council-owned organisation. Kaikōura and Hurunui District residents should not notice any difference in the way their water services are delivered as a result of the establishment of KHWS.

What services will be delivered by KHWS?

KHWS will be responsible for the delivery of drinking water, stormwater and wastewater services within both Kaikōura and Hurunui Districts, and the provision of water to the Ashley rural water scheme.

Will there be any service disruptions during the transition?

The transition to KHWS is planned to ensure as little disruption as possible, and no change in level of service to customers.

What does this mean for my water bill?

Water rates are set for the 2025/26 year under the Annual Plan. In 2026/27 it is expected that each Council will continue to collect water revenue in the way it does at present. This may be part of your rates payment, and/or by invoice.

It is anticipated that in the 2027/28 year a separate Water Services bill will be included with the rates invoice, to clearly identify water related costs.

What will happen to current water infrastructure projects in my area? Will planned upgrades, repairs or maintenance continue as scheduled?

It is expected that in the next year, the future work programme will be broadly in line with the long-term plan. The 2025/26 work programme is continuing as planned.

The new Water Services entity will be responsible for developing a water services strategy, which will be the equivalent a dedicated Long Term Plan for Three Waters. This will be effective from July 1, 2027.

Who will carry out maintenance and repairs once KHWS becomes your water services provider?

Maintenance and repairs will continue to be delivered by Council staff in Hurunui until the July 1 transfer date. Beyond that date maintenance and repairs will be carried out by KHWS.

In Kaikōura, maintenance and repair activities are carried out by Innovative Waste Kaikōura (IWK). It is currently expected this arrangement will continue into 2027. IWK's contract for services would then transfer into KHWS.

Will I still be able to report leaks and issues the same way?

Yes, you can continue to report leaks and issues by phoning or emailing your local Council.

In Hurunui, reporting can also be done through the Antenno app. Libraries or Service Centres can also take enquiries.

It is expected that Kaikōura residents will also be able to use Antenno for reporting in the near future.

What happens if I have outstanding payments or disputes on my water bill?

Responsibility for collecting any outstanding payments or resolving disputes related to water bills, will be done by your local Council

For the next financial year - July 1, 2026 to June 30, 2027 - your local Council will be collecting revenue on behalf of KHWS. Accordingly, you will also be able to contact your local Council to discuss outstanding payments, questions or concerns.

How will I be notified about urgent water notices and shutdowns?

These will be notified in the same way that they are now. Customers can sign up to receive urgent water notices by contacting either Hurunui or Kaikōura District Council.

Notices will also be published on the KHWS website, and broadcast via social media.

What controls will be in place to ensure accountability by KHWS?

KHWS will be accountable to its shareholders – Kaikōura and Hurunui District Council - who in turn are accountable to the Kaikōura and Hurunui communities.

The two councils have approved an interim Statement of Expectations to the Board of KHWS. This will detail key outcomes and activities for the new organisation.

KHWS will be required to publicly publish specified planning and accountability documents, such as its Water Services Strategy and Annual Report

Can I request official information from KHWS?

Yes, KHWS will be subject to the Local Government Official Information and Meetings Act. Enquiries can be sent to either 66 Carters Road, Amberley for Hurunui District Queries, or 96 West End, Kaikōura, for Kaikōura District Council queries. You can also email KHWS via the address provided on the <http://khws.co.nz> website once available.

When will I know what my water charges are going to be?

Costings are currently being developed by both Hurunui and Kaikōura District Council, alongside work for their 2026/27 Annual Plans. These will be signed off by each Council by June 30, 2026. KHWS will be responsible for developing the water services strategy and setting water tariffs from July 1, 2027.

How can I find out more information?

Prior to the transfer date of July 1, 2026 please contact your local Council for more information.

Kaikōura kdc@kaikoura.govt.nz

03 319 5026

96 West End

Kaikōura, 7300

Hurunui info@hurunui.govt.nz

03 314 8816

66 Carters Road

Amberley, 7410