



# Our Service Delivery Model

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Our water, our future.



# Shaping Our Future

Wellington Water was established in September 2014

After a period of consolidation we developed our Shaping Our Future strategy, with three focus areas:

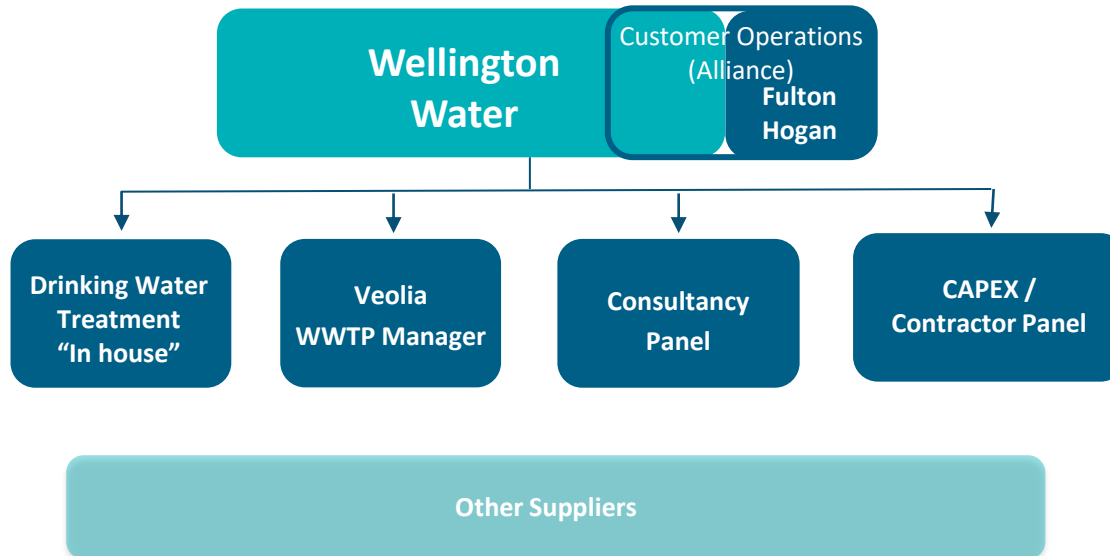
1. Customer
2. Smart Services
3. Regionalization (Service Delivery Strategy)
  - Water Treatment
  - Wastewater Treatment
  - Consulting Panel
  - Contracting Panel
  - Network Maintenance Alliance



# We work with our water whānau

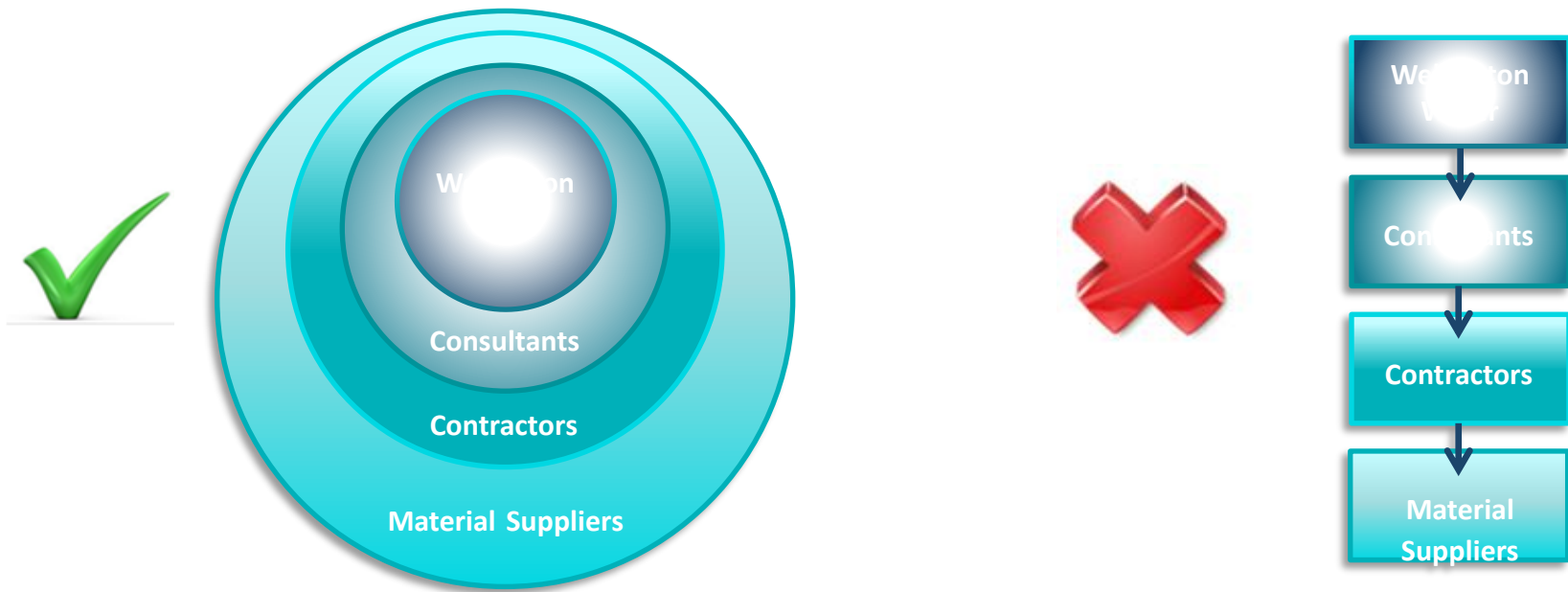


We have just over 200 staff, but we see ourselves as 500 strong. We include everyone who works on our water network as part of our water whānau.



At the heart of our value for money strategy is the desire to take the same approach to common work across the region.

# Our Model



Wellington Water Model compared to traditional supply chain model

# Consultant panel

Three teams, each with a lead consultant



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# Contractor panel

Three teams, each with a lead contractor



**E.N. Ramsbottom**  
CONTRACTORS LIMITED

Juno Civil Ltd.



**G.P. FRIEL LTD**  
DRAINAGE & UNDERGROUND SERVICES



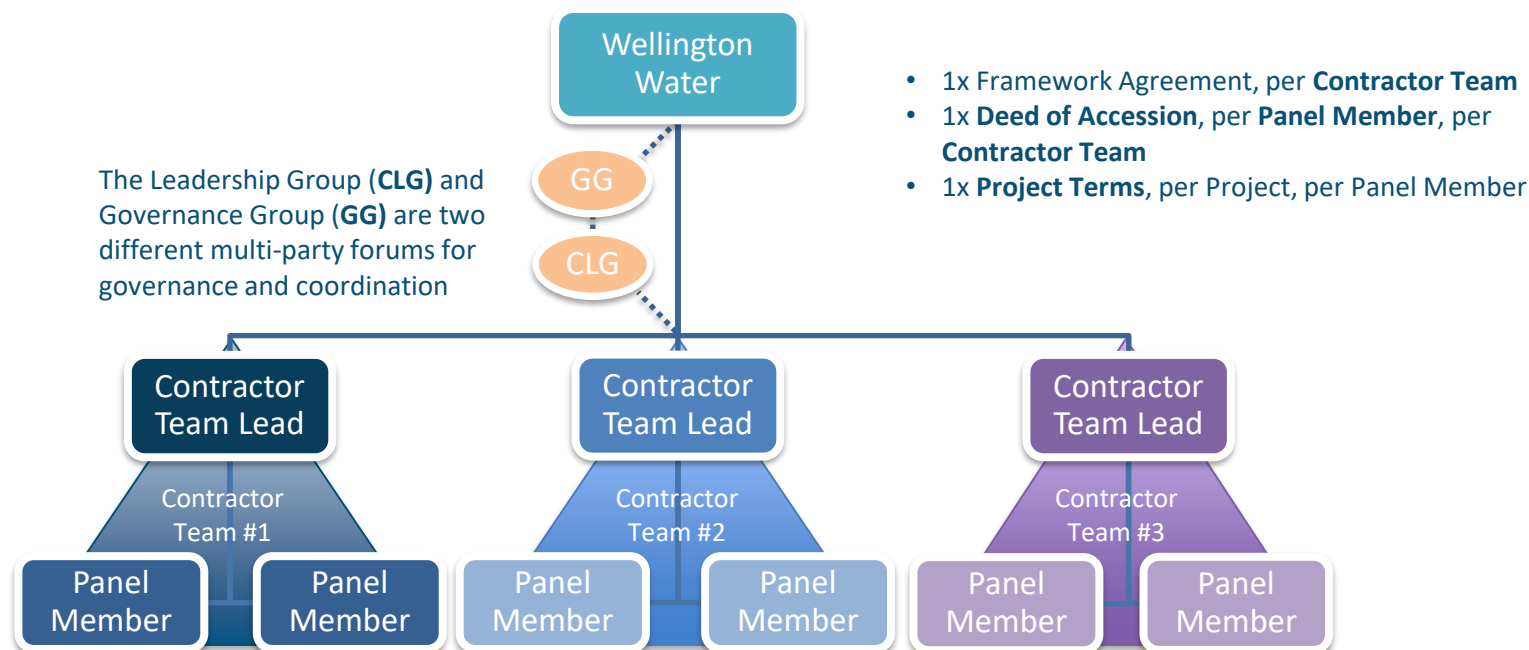
**Fulton Hogan**

Wellington  **PIPELINES LTD**  
DRAINAGE & GENERAL CONTRACTORS

**HydroTech**  
INNOVATORS IN DRAINAGE

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# Structure – Contractor Panel Contracts



*At contract award:*

**WWL** entered into **FWA** with each **Contractor Team Lead**  
Other **Panel Members** entered into **Accession Deed** with **WWL** and **Contractor Team Lead**



*After contract award, and as **Projects** are awarded:*

**WWL** enters into **Project Terms** with each **Panel Member** awarded the **Project**. Project Terms will be **NZS3910** with **WWL's** standard amendments

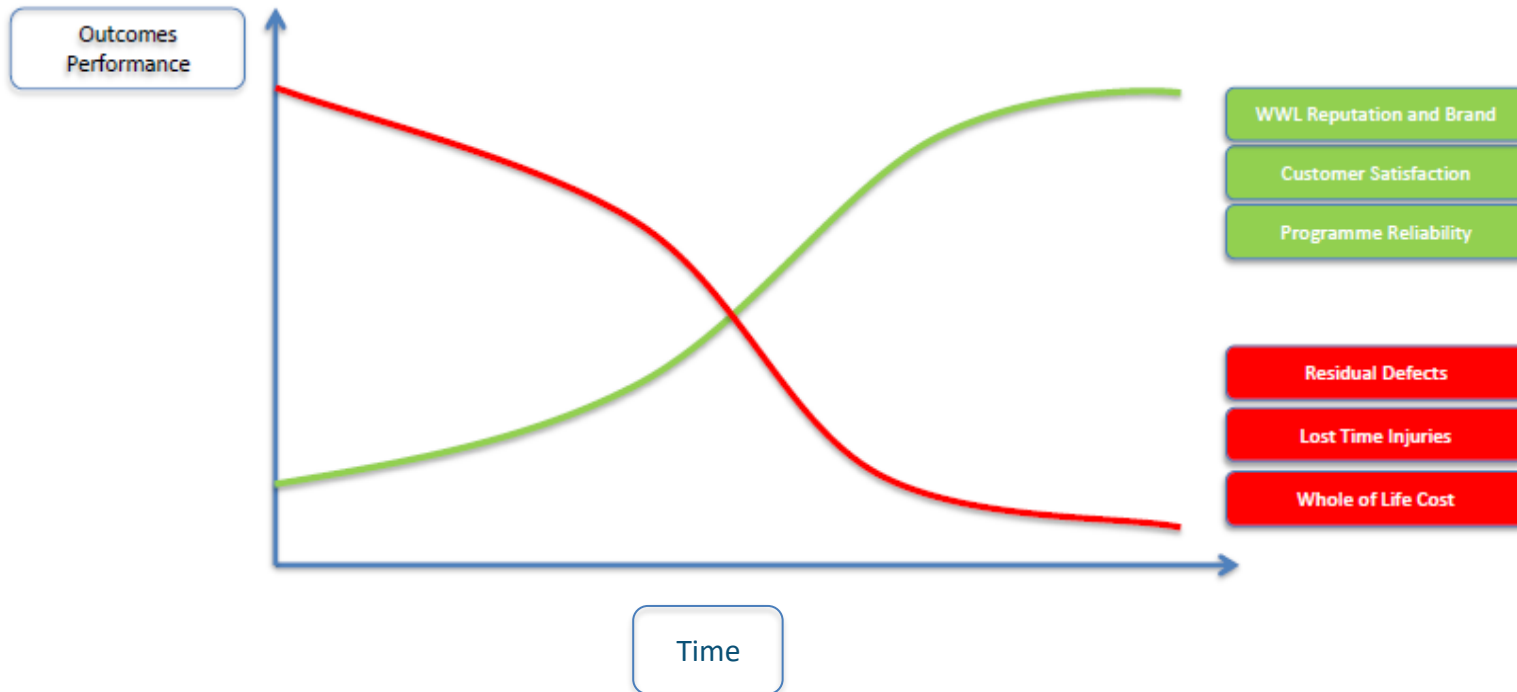
# Key Features of our Panels



- Long term contracts: provide long term certainty for all
- Scalable: as our programme of work increases and/ or Wellington Water grows eg: South Wairarapa District Council joining our panels can scale
- Highly collaborative: our model has been set up to eliminate unproductive behaviors and focus on outcomes
- Agile: our model has the ability to flex and evolve to meet changing needs eg: responding to emergency events
- Regional approach: we do what's best for the region in building capability, allocating projects etc.



# A value based model



# Work Allocation

Wellington Water puts as much work as possible through our panels



## Key features.....

- Transparency, work is allocated collaboratively by the panel leads
- Everyone gets an equal share of the pie
- Work is allocated on a best for project basis, right resources on the right project
- Healthy Market: Leads have a minimum and a maximum they can self deliver.

# Key Result Areas for our panels



Panel performance is measured quarterly with KPI's sitting under these KRA's that drive Wellington Water's required outcomes

