

From July next year, our new water services company – Alpine Waters – will manage and deliver drinking water, wastewater and stormwater services throughout Queenstown Lakes District.

Alpine Waters is QLDC owned and governed by an independent Board of Directors. Every dollar you pay in water charges must be reinvested in water services.

This may come as a surprise, but it is no different from what happens now. Water services have always been part of your QLDC rates. They are charged separately, and the money collected is spent only on water.

This year, water service charges make up 32% of your total rates.

SO, WHAT ARE YOU CURRENTLY PAYING FOR AND HOW IS IT CALCULATED?

WATER SUPPLY

The drinking water that comes out of your tap comes from lakes, rivers, and bores. We treat it to make it safe to drink, store it in reservoirs, and pump it through the network to your property. You are paying to get water from its source to your home or business, to test it to ensure it meets national drinking water standards and is safe to use, and for the infrastructure that enables us to look after this service.

How you pay: a fixed charge per connection, set by scheme, plus an amount based on your property's capital value.

WASTEWATER

Everything that goes down your drains — toilets, showers, sinks, washing machines. It flows into the network and is pumped to a treatment plant. This is the biggest part

of your bill because it is the most expensive thing we do. Treatment plants are costly to build, run and consent. The district has four treatment plants, plus 563km of pipe.

How you pay: per toilet pan or urinal connected, set by scheme. No property-value component. Additional pans are charged at half the first-pan rate. However, a home is deemed to have one pan no matter how many toilets it has.

STORMWATER

Rain that lands on roads, roofs, driveways and car parks and has nowhere to soak away. We collect it through kerbs, drains and pipes and move it to the lakes and rivers so it doesn't flood streets and homes. It isn't treated the way wastewater is.

How you pay: the charge is calculated based on the property's Capital Value (CV) and ward. There is no fixed charge or connection test, and all urban properties are required to pay.

IN SHORT, WE HAVE THREE SERVICES, CHARGED THREE DIFFERENT WAYS.

QLDC funds all three water services through targeted rates — rates that can only be spent on the thing they were collected for.

WATER SUPPLY	
Fixed charge?	Yes, per connection, by scheme
Property-value charge?	Yes, by scheme and land use
Set by	Scheme
Revenue 2026/27	\$23.5m

WASTEWATER	
Fixed charge?	Yes, per pan/urinal, by scheme
Property-value charge?	No
Set by	Scheme
Revenue 2026/27	\$34.9m

STORMWATER	
Fixed charge?	No
Property-value charge?	Yes, by ward
Set by	Ward
Revenue 2026/27	\$13.5m

Total water services revenue for 2026/27 is approximately \$71.8 million, plus a small amount of scheme loan rates in Cardrona. All figures are GST inclusive.