



Our priority assistance programme offers customers extra support

If you or your loved one are sight or hearing impaired, require a translator, have a long-term health issue or are facing financial difficulties, we can offer support that will hopefully make life a little bit easier.

For example:

- visually impaired customers can choose to have our team do a free meter check on their behalf
- our team can bridge any communication gaps using our translators.

We understand that sometimes the smallest things can make a big difference, and that's what priority assistance aims to do. It only takes a few minutes to register.

If you're struggling to pay your bill by the due date, you don't need to register. We have several options to help you pay your bill. We can help you set up payment instalments that are within your budget or put you in touch with the Water Utility Consumer Assistance Trust (WUCAT) for financial support. Other organisations such as Work and Income NZ and Citizens Advice Bureau may be able to assist as well.

To find out more about our priority assistance programme, visit our website watercare.co.nz/priorityassistance.



Remember to flush your taps

It is best practice to flush a large glass of water from your drinking water tap each morning before using any water. This removes any metals that may have dissolved from plumbing fittings.

New Zealand's water can be slightly acidic and can dissolve metals. If water stays for several hours in your household pipes, it can dissolve heavy metals such as lead or copper. Small amounts of these metals may then enter your water supply.

This is a simple precaution for all households on both public and private water supply. The health risk is small, but a build-up of heavy metals in your body can cause health problems.

We continue to meet the requirements of the Drinking Water Standards for New Zealand 2005 (revised 2018) and deliver safe water. For more information, visit watercare.co.nz and search for 'drinking water quality'.



KEEP IN TOUCH

Tapped In is your newsletter. If you would like to talk to us about any stories from this edition or your ideas for future issues, we'd love to hear from you. To get in touch, please email our communications team at communications@water.co.nz. You can learn more about what we do at waterforlife.org.nz

TAPPED IN

Central and west edition

Bringing you news, updates and information from Watercare



Final stretch of pipe being laid at our Ranfurly Road site for the 31km Hūnua 4 Watermain project.

Moving forward in challenging times

The COVID-19 pandemic has had a far-reaching impact, touching every sector of society. The infrastructure industry has been particularly hard hit, with inflationary pressure pushing up the cost of construction materials, labour and shipping.

As your water and wastewater service provider, we're not immune to these challenges. But despite the rising costs, we're sticking to our planned price increase.

From 1 July, our water and wastewater service charges will increase by 7%. This means households with average water use will pay about \$1.50 more a week.

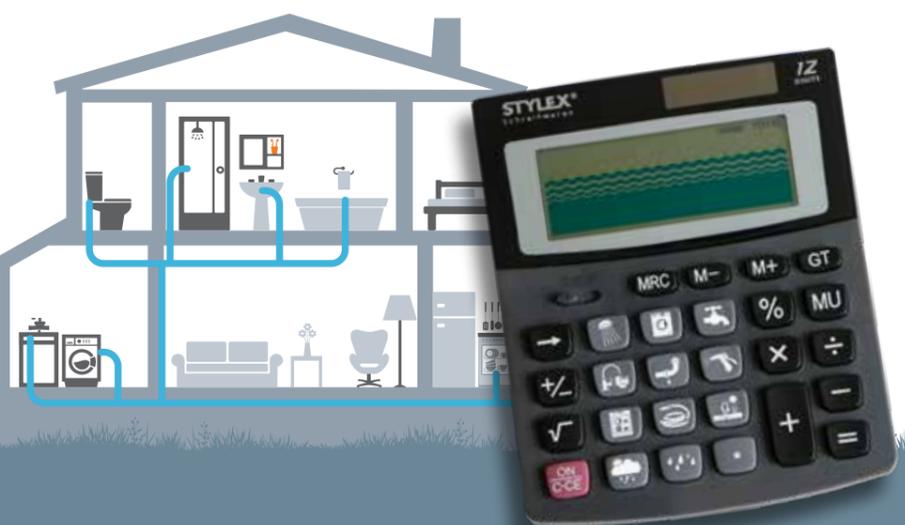
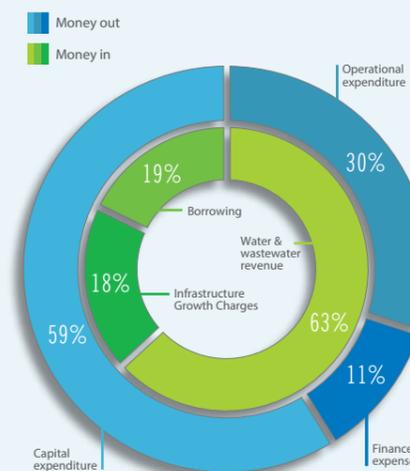
We understand that many of our customers are facing financial challenges, so if this is the case for your household, please get in

touch with us to talk about the different ways we can help. Turn to the back page of this edition of *Tapped In*, to learn more about our new priority assistance programme, which includes support for customers facing financial difficulties.

How we spend your money

Every dollar you pay us in your water and wastewater bills goes towards delivering those services, safely and reliably, and investing in our networks.

We're planning to spend about \$18.5 billion over the next 20 years to maintain, replace, upgrade and expand our infrastructure to cater for growth and deliver better environmental outcomes. Over the next year, we'll be spending more than \$700 million on projects like these. Keep reading to learn more about the work we're doing around your area.



Take the water calculator test

Our online water calculator test helps you understand your household's water footprint. You can find out where you can make changes to save water in four areas around your home – the bathroom, laundry, kitchen and garden. Visit watercare.co.nz to take the five-minute test today.



Our prices are changing on 1 July

The price of water and wastewater services will rise by 7%. The new prices will be reflected on your bill from 1 July.

For more information, visit www.watercare.co.nz

Hūnua 4 – a humble giant

When you're out pounding the pavements this winter, spare a thought for what's going on beneath your feet. Water and wastewater pipes are always there, quietly delivering your drinking water and taking it away again once you've used it.

This month our biggest-ever water project – a \$400 million water transmission pipeline from Manukau to Khyber Pass – is getting its finishing touches. Hūnua 4 will stir to life with little fanfare – no ribbon cutting or opening ceremony – instead, quietly going about her critical job of transporting a huge amount of our city's drinking water, boosting our network's resilience and allowing communities to grow.

In fact, she's been quietly doing this for much of central and south Auckland for some time. Running from the Redoubt Road Reservoir in Manukau through to Khyber Pass on the city fringe, the 31-kilometre pipe has been delivered in 11 stages over 10 years, connecting to communities along the way to boost the security of our water supply.

The massive pipe – which is big enough to walk through – carries water treated in Ardmore and Waikato.

From the Khyber Pass reservoir, water is distributed around the city, including to the North Shore via pipes tucked under the Harbour Bridge. Having Hūnua 4 beneath our feet supports population growth and strengthens our water network in areas far from where the pipe lies.

Huge infrastructure projects like this take time. While construction on Hūnua 4 began in 2008, this project had been talked about and worked on since the late 1990s. This is why we look far into the future when planning infrastructure to support our growing city and its changing needs.



14 years in construction	31km long	1.6 - 1.9m diameter	3000 litres a second	120m litres a day	\$400 million
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What's happening in your area



\$49m **Waikowhai Pump Station and Watermain**

We're going to build a new pump station and watermain which will boost water supply in Mt Roskill and Hillsborough.

Once completed, the new water infrastructure will enable 4000 houses proposed by Kāinga Ora and 170 infill dwellings to connect to our local network.

The pump station and watermain are currently in the design stage. Construction is expected to start at the end of the year.

Timeframe: To be completed by Jun 2024

\$140m **Huia No. 1 Watermain**

We're replacing our large watermain along Titirangi Road to provide better security of supply and cater for the growing population.

The ageing watermain is being replaced so that we can continue to provide the essential water supply to Auckland. It currently transports water from the western dams – which provides up to 20% of Auckland's overall water needs – to the suburbs of Titirangi, Blockhouse Bay, New Windsor, Green Bay, Hillsborough, Mt Roskill and Epsom.

By winter 2022, we will have completed Titirangi Road and will be moving to Puketāpapa.

Timeframe: To be completed by winter 2024

\$1.2b **Central Interceptor**

Our 14.7-kilometre-long wastewater tunnel from Grey Lynn to our Māngere Wastewater Treatment Plant will provide additional capacity and reduce overflows.

The project is progressing well with 11 of 16 construction sites underway. Recently, our main tunnel boring machine (TBM), named Hiwa-i-te-Rangi, completed her first kilometre of the tunnel.

Soon she will be tunnelling under the Manukau Harbour.

Timeframe: To be completed by 2026

\$18m **Wesley water upgrades**

We're upgrading the water network to cater for population growth.

With the increase of current and future developments in Wesley, new water connections are needed to accommodate for growth in this area. The first stage of this project is taking place along Richardson Road.

Construction of a new pipeline from the reservoir will start later this year.

Timeframe: To be completed by Jun 2024

Network improvements

We have a region-wide programme to check for cross-connections and reduce the volume of stormwater entering the wastewater network, to help prevent overflows on properties, streams and beaches.

Working with Auckland Council, we're inspecting private drainage networks as part of our water quality programmes. We've been in Point Chevalier, Westmere, Grey Lynn, Mt Albert, Newmarket and Parnell. We will be continuing in Remuera and moving to other suburbs around Hobson Bay.

We've also carried out CCTV inspections and smoke or dye testing in Green Bay, Okahu Bay, Hillsborough, Mt Roskill, Mt Eden and Henderson, with St Heliers, Mission Bay and Kohimarama up next.

Timeframe: Ongoing

Targeted asset renewals

Our proactive asset renewals programme ensures we can continue to provide safe, reliable services that protect your health and the environment.

We've recently relined one of Remuera's main wastewater pipes and started work on the Eastern Interceptor to extend the life of these pipes.

Timeframe: Ongoing



Leak detection programme

Our acoustic leak detection programme is delivering some great results.

In the past 20 months, we've identified more than 5500 hidden leaks by sweeping 9600km of pipes across the city.

We're currently finding leaks in Ōwairaka and will soon be moving to Hillsborough.

Timeframe: Ongoing

Key benefits

