



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.



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.



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 North 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.

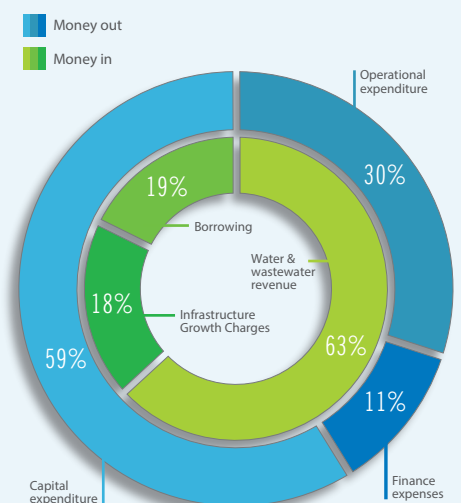
We understand that many of our customers are facing financial challenges, so if this is the case for your household, please get in

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.



1 JULY 2022

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

What's happening in your area



\$123m

Warkworth wastewater scheme



We are carrying out a number of wastewater infrastructure projects to help reduce overflows and discharges into the Mahurangi River.

A new pipeline will carry wastewater from the north-west of Warkworth to a new pump station in Lucy Moore Memorial Park. From here, the pipe will transfer wastewater to a new modern treatment plant at Snells Beach which will be treated to a high standard before being safely discharged to sea.

Work on the Snells Beach Wastewater Treatment Plant and the pump station is well underway.

Timeframe: To be completed in 2025



\$21m

Mairangi Bay Wastewater Pump Station



A new pump station is being built which will reduce overflows at Mairangi Bay Beach.

The pump station will include larger pumps and additional underground storage to hold wet-weather flows until they can be pumped into the network. This will replace the current wastewater pump station which can overflow up to 10 times per year.

Work in Montrose Terrace is expected to start in July. Work is currently underway on Sidmouth Street.

Timeframe: To be completed by July 2023

\$5.4m

Takapuna Beach foreshore branch sewer



We're carrying out work to improve the existing wastewater pipes along Takapuna Beach foreshore to help reduce wastewater overflows and improve water quality.

Around 1.6 kilometres of the current pipeline will be relined and 36 manholes will be rehabilitated to extend their life by 50 years. This means the existing wastewater pipe can continue to transfer wastewater safely as well as significantly reduce the number of overflows.

The project will be delivered section by section. Relining work has started, using trenchless technology.

Timeframe: To be completed by Sept 2022

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 closely with Auckland Council, we're inspecting and testing the public wastewater and stormwater network and private property drainage across Auckland.

We've recently completed CCTV camera inspections as well as smoke or dye testing in Takapuna and Snells Beach. We're currently in Bayview and Wairau, and are about to start in Browns Bay, Little Manly, and Waiake.

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 close to completing a survey of more than 470 kilometres of pipes in the Hibiscus Coast and will soon move on to Riverhead and Kumeu.

Timeframe: Ongoing

Key
benefits



Build
resilience



Protect
environment



Cater for
growth



Improve
treatment
process



Tackle
climate
change