

# Watercare at a glance

Information for elected members

As Auckland's water and wastewater services provider and a life-line utility, what we do is intrinsically aligned to the health and wellbeing of our environment, people and communities as well as the success of the region's economy.



## What we do

- We manage \$11 billion of water and wastewater assets on behalf of Aucklanders.
- We provide critical services to 1.7 million people in Auckland, from Waiuku in the south to Wellsford in the north.
- There are around 452,000 water supply connections in total. Each connection represents a 'bill-paying customer'. Around 37,000 of these connections are for commercial customers.
- We supply around 400 million litres of water to Auckland every day. We draw water from a variety of sources (dams, rivers, and bores), treat it to a high standard, and supply it to homes and businesses via a vast network of pipes.
- We collect, treat, and safely dispose of around 410 million litres of wastewater daily, including trade waste from industry.

## Fast facts

We manage more than

**\$11 billion**

in assets which include:

**9490 kilometres**  
of water pipes

**18 water**  
treatment plants

**94 water**  
pump stations



**89 reservoirs**



**18 wastewater**  
treatment plants

**528 wastewater**  
pump stations

**8327 kilometres**  
of wastewater pipes



### What we do (*continued*)

- Our legislation requires us to be a minimum-cost and cost-efficient service provider, allowing for the efficient operation and maintenance of our assets. In 2020/21, the average Auckland household spent 0.84% of monthly income on water bills.<sup>1</sup> While keeping costs low is one part of our fiscal obligations, we must also ensure that we invest in providing safe and reliable services not just today but for decades to come.
- We undertake a large capital programme of works each year to maintain our services and meet customer expectations. Our assets are built to service communities over long periods of time, and we plan and arrange our funding and pricing so that these costs are shared equitably over that time.
- We pay for projects using money collected from our existing customers through monthly bills, from our new customers through infrastructure growth charges, and from borrowings.
- We will invest an average of \$2.5 million every day over the next 20 years to address the challenges of population growth, climate change and ageing assets.<sup>2</sup>



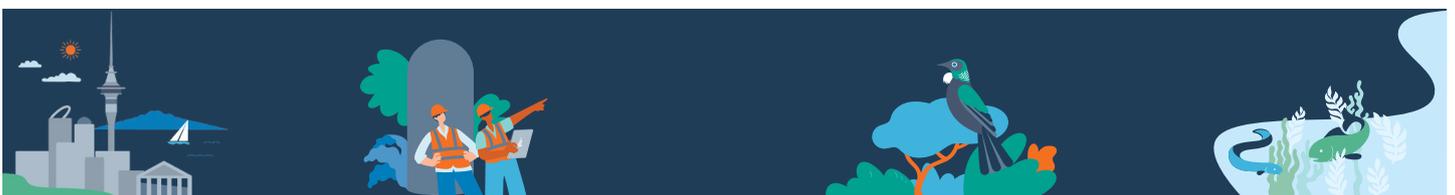
[Click here](#) for more information on about what we do.

### Governance

- We are a limited liability company registered under the Companies Act 1993, and a local government organisation under the Local Government Act 2002. As a council-controlled organisation (CCO) we are a wholly owned subsidiary of Auckland Council.
- The Governing Body of Auckland Council appoints our Board of Directors. The board is ultimately responsible for all decision-making by the company. Our board meets at regular intervals throughout the year and the public is welcome to attend all public sessions of [board meetings](#).

<sup>1</sup> WSL Annual Report 2021, page 12.

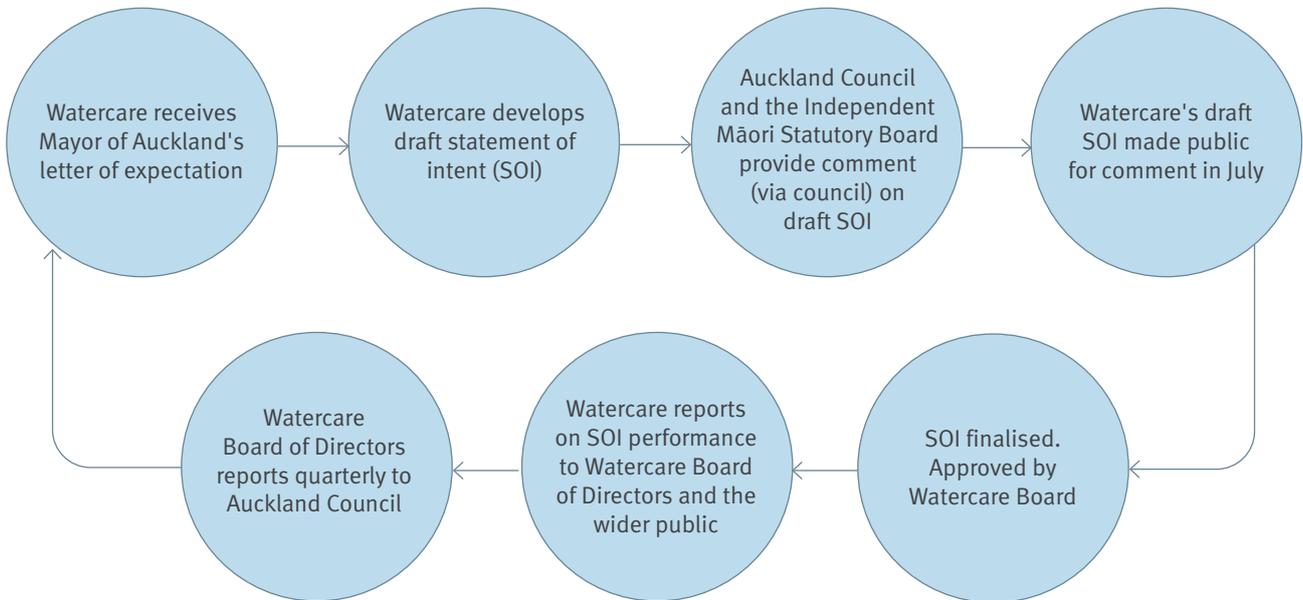
<sup>2</sup> WSL Annual Report 2021, page 10.



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- Every year, we receive a letter of expectation from the Mayor of Auckland. We use this, and the other relevant strategies and plans created by Auckland Council, to develop a statement of intent (SOI) covering the next three years. The SOI explains how our activity is delivering on these plans. Auckland Council and the Independent Māori Statutory Board are invited to comment on the final draft before it is adopted by the board.



- We have an agreed set of performance measures and targets which form the basis of our accountability for delivering on Auckland Council’s strategic direction, priorities and targets. Watercare is committed to transparent performance reporting. We [publish](#) an annual statement of intent (SOI), a long-term asset management plan (AMP), an annual report of performance against SOI and non-mandatory measures, an overview of current water storage levels, and other special reports and project newsletters for interested parties. For more go to [www.infohub.watercare.co.nz](http://www.infohub.watercare.co.nz)
- Our financial statements, the statement of intent (SOI) and our long-term plans are audited by the Auditor-General.



### Some of our major challenges

#### Responding to these challenges



Providing for growth – over the next 20 years, Auckland’s population is expected to grow 29%, adding another 476,000 people to our current population of 1.7 million. We must service new and more intensive growth against a backdrop of increasingly stringent environmental and public health outcomes.



Ageing assets – our existing water and wastewater networks were built over the last century to service a lower level of demand. As the population grows, we must continue to upgrade and replace assets. Building new infrastructure takes time and can be both costly and disruptive to construct.



Climate change – Climate change is one of our biggest challenges. Ensuring our infrastructure is resilient in response to longer dry spells and more intensive rainfall poses significant challenges. Sea level rise will also gradually pose an increasing threat to low lying coastal infrastructure.



Capital programme costs – the global pandemic, supply chains disruption and skilled labour shortages continue to drive inflation and construction costs. Our ability to borrow is also constrained by Council limits increasing pressure on the cost of our services. This means that while our commitment to outcomes remains there will be some slippage and reprioritisation of our capital works programme.



Responding to these challenges – our Asset Management Plan outlines how we will operate, maintain and renew existing water and wastewater assets and meet demand as Auckland grows. Every day we are investing about \$2.5 million to maintain existing assets and build new infrastructure to stay ahead of growth and adapt to the changing climate



The Three Waters Programme has been proposed by the government to help with these challenges. Such structural reform remains the mandate of Government, Department of Internal Affairs and the Council rather than Watercare.

### Key contacts

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### For more information

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Information for candidates running for local government in 2022:

<https://www.watercare.co.nz/About-us/Information-Hub/Local-government-election-hub>

Facebook: <https://www.facebook.com/WatercareNZ/>

Youtube: [https://www.youtube.com/channel/UCsPOnLL5yV78KeLheJhBG\\_w](https://www.youtube.com/channel/UCsPOnLL5yV78KeLheJhBG_w)

CI Project: [www.centralinterceptor.co.nz](http://www.centralinterceptor.co.nz)