

Feedback Form

Watercare 2023 Wastewater Network Strategy

Part of the Wastewater Network Discharge Consent 6-yearly review

Watercare's wastewater network discharge consent defines how the company designs and manages the wastewater network. The resource consent considers a range of factors, including growth, ecological value, public health and safety and cost.

Our strategy will identify which areas need to be prioritised and what works need to be undertaken. The works will not eliminate overflows within the six-year timeframe, but they will deliver improvements. Over time, we must ensure there are no more than two overflows per year on average from places in our networks.

We are inviting feedback from Aucklanders to share their thoughts and views on the wastewater network strategy and provide ideas and suggestions. We want to know what you value most so that we can prioritise our work. We also want you to tell us about issues or opportunities in your areas that we may not be aware of.

What level of influence your feedback can make:

What people can influence	What people cannot influence
<ul style="list-style-type: none">• The programme order due to new or problematic issues identified from the feedback that changes prioritisation of works• Programme scale for future long-term plans (LTP)	<ul style="list-style-type: none">• Funding in current long-term plans• Inter-relationships of projects or developments• Existing plans• Standards or policies• Projects that are already in progress or planning

Before providing feedback we strongly recommend you read the accompanying information which provides more insights into the wastewater network, it's operation and how we are planning to reduce wastewater overflows.



Ways you can provide feedback and have your say:

Click on the QR code to read the information on the website, Or Go to :

<https://www.watercare.co.nz/Water-and-wastewater/Wastewater-network-strategy-2023>

Complete the online form or download the manual form.

or scan and email your completed form to:
WWNS2023@water.co.nz

You can also post your completed form to:
Watercare
Wastewater Network Strategy Team
Private Bag 92 521, Wellesley Street, Auckland
1141

Feedback must be received **before 5pm on the 20 December 2022.**

1. Overall, what is your opinion of the Wastewater Network Strategy and the plan to reduce overflows?
(Tick one)

I support
the strategy

I don't
support the strategy

I don't know

Other
Please specify below

2. Why have you given this answer?

3. How do you feel the wastewater network is working in your area? (tick one)

Very well

Well

Neutral

Poorly

Very poorly

I don't know

4. Why have you given this answer?

5. Thinking about your wastewater network and how it impacts you and your community.

What outcomes are important to you and how would you want to see decisions prioritised in our future wastewater network strategies? (Rank in order of importance e.g. 1= Most important to 7= Least important)

Rank	Option
	Improving local waterways / enhancing Te mana o te wai (Vital importance of water, management of water)
	Building more houses (managing growth well)
	Affordability of water services
	Improving social and community outcomes
	Preparing for climate change impacts (droughts and floods)
	Reducing carbon impact
	Increasing access to recreational activities

6. Is there anything else that you believe we should consider as part of the prioritisation process?

7. **Local knowledge matters** and sometimes we can miss wastewater issues in your area.

Given your knowledge of local waterways and beaches, is there any wastewater issue that we need to know about or that you feel we have missed?

8. Everyone has a role to play in our wastewater networks and we are keen for our communities to understand how they function and **how you can make a difference**.

Which **two** would you be most interested in knowing about?

- How to use **sustainable investments** to mitigate our impact on the climate

- How we can work together to **improve our local environment**

- Wastewater education: How communities can make a difference to their environment by knowing **what not to flush down the toilet or dispose down the sink**

- Transparency:** Data and oversight showing how many overflows are created by customers from blockages (caused by what is flushed down the toilet or dispose down the sink)

- What **volunteering opportunities** exist in my local environment

9. Please select the point where you are happiest with the trade-off (select one point)

I'd rather spend less now and have healthier waterways later



I'd rather spend more and have healthier waterways sooner

10. Anything else? Please let us know if you have any other comments

About you

The personal information you provide in this form will be kept anonymous unless you opt in to be contacted about your responses. The following questions are optional but will help us understand which groups of the community are engaging with us.

10. What suburb does your feedback relate to? (This will help us understand the area that you live in, so we can consider this with your feedback)

11. Are you responding as an individual or on behalf of a community group or business?

- I'm an individual
- I'm responding on behalf of a community group
- I'm responding on behalf of a business
- I'm responding on behalf of an organisation

If you are an **individual** and would like to share your demographic information, please complete below:

What gender are you?

- Male Female Another gender (please specify): _____ I prefer not to say

What age group do you belong to?

- 14 and under 15-17 18-24 25-34 35 - 44 45-54
 55-64 65-74 75+ I prefer not to say

What ethnic group(s) do you feel you belong to? (Please select as many as apply)

- Pākehā/NZ European Other European Māori Cook Islands Maori Samoan
 Tongan Indian Chinese Southeast Asian
 Other (please specify) _____ I prefer not to say

More information

12. Are you happy for us to contact you if required regarding your responses to this survey?

- Yes No

Please leave your name, email and phone number in the box below:

Name:	<input type="text"/>
Email Address:	<input type="text"/>
Phone number:	<input type="text"/>

Thank you for completing the survey for our 2023 Wastewater Network Strategy

If there is any additional feedback that you feel you want to share with us about the strategy, please mail to the private bag at the front of this form or email us WWNS2023@water.co.nz.

The insights and outcomes from public feedback will be available on our website in March 2023

<https://www.watercare.co.nz/Water-and-wastewater/Wastewater-network-strategy-2023>