

Watercare's stage 1 residential water restriction FAQs

When were water restrictions introduced?

Saturday 16 May 2020

Who do restrictions apply to?

All properties connected to Auckland's metropolitan water supply network

[Click here to view our metropolitan supply map](#)

Who is exempt from restrictions?

The restrictions do not apply to the rural townships of Waiuku, Helensville, Bombay, Muriwai, Snells Algies, Wellsford and Warkworth because they have local water sources.

Since 14 December 2020, residential water users have been able to:

- Use hand-held hoses and water blasting devices so long as they are fitted with trigger nozzles

Can I water my garden using a hose?

Yes, you can use a hand-held hose so long as it is fitted with a trigger nozzle. You must not leave the hose or water blasting device unattended.

Sprinklers and drip hoses are not permitted.

Can I wash my vehicle using a hose or water blasting device (ie: car, motorbike, van, bus, bicycle)?

Yes, you can use a hand-held hose or water blasting device so long as it is fitted with a trigger nozzle. You must not leave the hose or water blasting device unattended.

What do I do when flushing my boat engine?

You may flush your boat engine but please don't leave it unattended while you're carrying out the flush. Please make sure all fittings are snugly fit and not leaking. Using a bucket to catch the out-flow water would be much appreciated - that way you can reuse the water for other cleaning purposes.

Can I use a hose or water blasting device to wash the outside of my house and windows?

Yes, so long as the hand-held hose or water blasting device is fitted with a trigger nozzle. You must not leave the hose or water blasting device unattended.

Alternatively, you may want to consider supporting one of the exterior cleaning companies that are using non-potable (untreated) water. [See the list here.](#)

Can I wash my driveway and footpath with a hose or water blasting device?

Yes, so long as the hand-held hose or water blasting device is fitted with a trigger nozzle. You must not leave the hose or water blasting device unattended.

Alternatively, you may want to consider supporting one of the exterior cleaning companies that are using non-potable (untreated) water. [See the list here.](#)

Can I top-up or fill my pool or spa using a hose?

- Yes, so long as the hand-held hose is fitted with a trigger nozzle. You must not leave the hose unattended

There are ways to make your pool or spa more water wise. You can:

- Use a pool cover. A properly fitted pool cover can stop up to 97 per cent of evaporation and reduce the amount of chemicals required to treat the water
- Check your pool for leaks. A tiny leak can lead to a substantial amount of water loss
- Maintain the correct chemical balance in your pool and clean it regularly. Top up your pool with rainwater runoff
- When purchasing a new pool filter, look for a water efficient model. An energy efficient pump can also significantly save on energy costs

Can my kids play with water toys or under the sprinkler?

Kids cannot play under the sprinkler as this connects to a hose. There are lots of fun water-based activities they can do. Check out the [smart water play ideas](#) put together by the three councils in the Waikato.

What is grey water?

- Greywater is water from bathtubs, showers, bathroom washbasins, washing machines and laundry tubs. Watering your landscape with greywater will save drinking water resources
- The simplest way to re-use greywater is catching it in a large bendy bucket (the type with two handles) from your shower, washing machine and laundry sink and carrying it outside to use
- Be sure to use eco-friendly soaps/detergents to avoid contamination or reuse the water on non-edible parts of your garden

Can I install a rainwater tank?

Yes, all property owners have the option of installing rainwater tanks. The installation and maintenance of rainwater tanks is overseen by Auckland Council. Its [website](#) has useful information.

Click [here for the latest news story](#) about how the Council has scrapped consent fees for the installation of rainwater tanks on residential properties.

Why isn't it compulsory for all homes to have rainwater tanks?

While we are happy for homeowners to install rainwater tanks, they are not that useful from a region-wide water planning perspective. Our job is to provide a reliable water supply year-round. Unfortunately, rainwater tanks often run dry during the hot summer months when people are using the most water.

What should I do if I see someone wasting water?

It would be great if you could start a friendly conversation with them and explain that we are recovering from a drought, and everyone needs to use water wisely. Or click [here](#) to report water misuse.

If I have a question related to the drought or water restrictions, who do I contact?

Please email your enquiry to save-water@water.co.nz

How can I learn about using water wisely?

Our website <http://www.waterforlife.org.nz> has lots of tips on how to reduce your water use.