

Clevedon water and wastewater network

Questions and answers for existing residents

November 2019



Introduction

Clevedon Village is growing. Decisions made by Auckland Council under Plan Change 32 and the Unitary Plan mean that Clevedon Village is expanding. In response Watercare has worked closely with local developers and is installing new water and wastewater services to accommodate this growth. All new development will be required to connect to the new network. However, existing properties within the service area can also make the most of this opportunity and may also be able to connect.

The network will include a water reservoir and wastewater pump station. Water will be supplied by the Ardmore Water Treatment Plant. The wastewater system will be a vacuum system similar to Kawakawa Bay. Wastewater will be transported via Papakura for treatment at the Māngere Wastewater Treatment Plant.

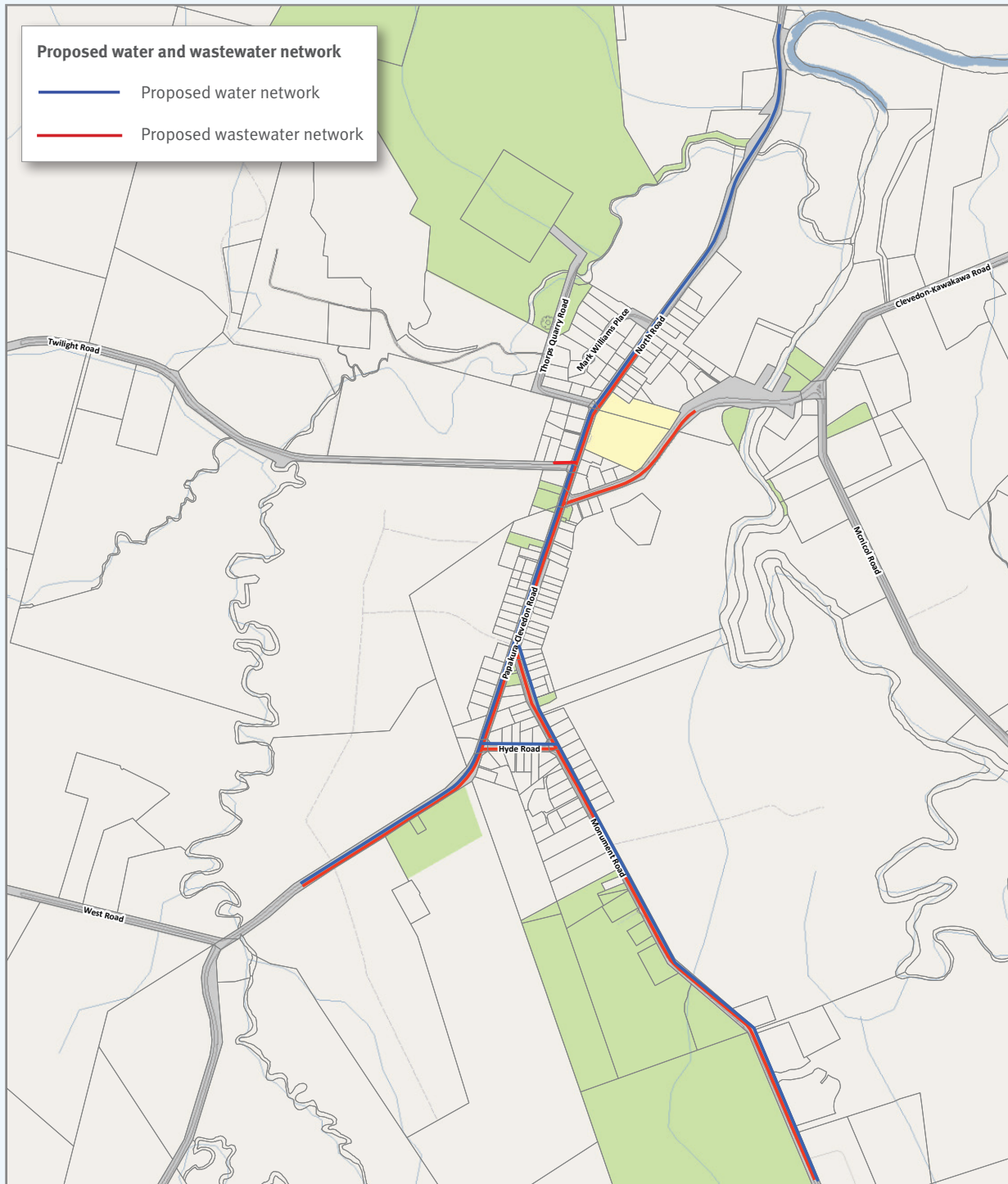
These FAQs are intended as a guide to help existing residents in Clevedon Village understand more about water and wastewater connections, the cost and process you will need to follow if you are interested. We have grouped the questions and answers under the following general headings:

- [Connection area](#)
- [Connection costs – water and wastewater charges](#)
- [Connecting to the network](#)
- [Construction](#)

Connection area

Who can connect to the water and wastewater network?

If you live within the area of service in Clevedon Village you may be able to connect to the network. Extensions beyond the existing Village would have to be agreed with developers or property owners if there is sufficient demand.



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Do I have to connect to both water and wastewater?

Connections are voluntary and you can connect to the water and wastewater network together, or just the wastewater network at your preference. Connections cannot be made to the water network if you retain a septic tank.

Connection costs – water and wastewater charges

We are offering existing residents a discount for a connection to the wastewater network. To take up this offer you must have registered your interest in a connection by 30 September 2019.

How much does a wastewater connection cost?

Service	Existing House (Early connection discount if register interest by 30 September 2019)	Existing House (Normal cost)	Description
Connection pit (Includes supply and installation)	\$8,000	\$14,200	The vacuum wastewater system requires a shared connection pit which transfers wastewater from the private into the public network. This charge represents a partial contribution to the pit.
Wastewater Infrastructure Growth Charge	\$5,840	\$5,840	The infrastructure growth charge (IGC) is your contribution towards the capital investment we have made in bulk wastewater infrastructure to provide new services. An IGC is paid by every new property connection in Auckland.
GST	\$2,076	\$3,006	
Total wastewater	\$15,916	\$23,046	

Water supply

Water services are being installed along the Papakura – Clevedon Road.

How much does a water connection cost?

Service	Existing House (Normal cost)	Description
New meter	\$1,000	Water meter for measuring the volume of water used – the meter is also used to calculate wastewater charges where both services are connected.
Water Infrastructure Growth Charge	\$5,840	The infrastructure growth charge (IGC) is your contribution towards the capital investment we have made in bulk water infrastructure to provide new services. An IGC is paid by every new property connection in Auckland.
GST	\$1,026	
Total water	\$7,866	

A detailed quote will be provided in advance of the connection and may include administration charges. You will be responsible for any internal plumbing on your property necessary to enable connection to the network. Additional costs may apply if your property is located outside the existing service area requiring a watermain extension to make the connection.

Note: A building consent may also be required to undertake works on your property.

What if I want to subdivide my property?

If you are interested in subdividing your property there will be additional Watercare costs. Any new subdivision will also attract a Clevedon Network Charge of \$15,000 + GST for wastewater and \$11,200 + GST for water per new household. This fee is to fund the Clevedon network. If you want to undertake additional development please let us know and we can work through the details with you.

What is an Infrastructure Growth Charge (IGC)?

An Infrastructure Growth Charge (IGC) must be paid by all those connecting to the network and is your contribution towards the capital investment we have made to provide bulk services for Auckland such as upgrades to the treatment plants. You can find out more information about IGCs here:

[https://www.watercare.co.nz/Water-and-wastewater/Building-and-developing/Fees-and-charges/Infrastructure-growth-charge-\(IGC\)](https://www.watercare.co.nz/Water-and-wastewater/Building-and-developing/Fees-and-charges/Infrastructure-growth-charge-(IGC))

When do I have to pay and do you do payment schemes?

Full payment is required before a connection will be made. Connections will become available mid 2020. A quote will be issued prior to connection detailing connection charges once a formal application is made. We are unable to provide payment schemes or financing options. Connection can only be made once the invoice is paid in full.

What happens when I become a Watercare customer?

When you become a Watercare customer you automatically enter into a contract with us. The contract is a legally binding document which outlines our obligations to connected customers, and your responsibilities, in particular:

- The terms under which we provide water and wastewater services to you
- Your obligation to pay for these services
- Price schedules for domestic and non-domestic customers
- Terms and conditions for infrastructure growth charges
- Your rights in any dispute with us.

To read the contract refer to the following link: <https://www.watercare.co.nz/Help-and-advice/Customer-contract>

What ongoing costs do I have to pay once connected?

Water and wastewater is typically charged based on volumes used. There are different rates for domestic and non-domestic customers. Domestic charges as at July 2019 are summarised below:

- Customers which connect to the water network
 - Fixed charge per meter: \$225 per year, including GST
 - Volumetric charge: \$2.704 per 1,000 litres, including GST
 - Domestic wastewater volume is calculated at 78.5% of the incoming water volume, as measured at the water meter. This assumes that on average 78.5% of the water that enters the home goes down the drain via showers, baths, washing machines, dishwashers, toilets, sinks etc.
 - Customers who only connect to the wastewater network and do not have a water meter.
 - Fixed charge of \$690 per year, including GST*
- *A rain tank metering option may also be available.

For more detailed information, please refer to the links below:

Domestic charges:

https://wslpwstoreprd.blob.core.windows.net/kentico-media-libraries-prod/watercarepublicweb/media/watercare-media-library/fees-charges/domestic_charges_2019_2020.pdf

Non-domestic charges:

https://wslpwstoreprd.blob.core.windows.net/kentico-media-libraries-prod/watercarepublicweb/media/watercare-media-library/fees-charges/non_domestic_charges_2019_2020.pdf

Why should I connect, what is the benefit?

Wastewater: Clevedon has legacy issues related to poor performance of on-site septic systems causing pollution to the local environment. Auckland Council may inspect local septic systems at any time to check for environmental compliance and can issue notices to upgrade or repair the system or disposal field. In some cases connection to the watercare network could be required.

Water: By connecting to the water network customers will receive safe and reliable water. Water supplied by Watercare is Aa graded and compliant with the Drinking Water Standards for New Zealand.

Financial: Early bird incentives are being provided for those wishing to connect to the network now. These offers will not be available once the network is in operation. Charges are also reviewed and amended on an annual basis.

Connecting to the network

When will connections be available?

We expect connections to be available from September 2020. To secure an early-bird discount, you must advise us of your interest to connect by 30 September 2019 so we can plan for connections.

Why do you need to know whether we want to connect by 30 September 2019?

As we construct the network we will also be installing connection pits. We need an early indication of who wants to connect so we can plan installation of pits while we are still constructing the network. Connection pits will be more expensive if they are installed after the main construction works have been completed.

How do I register an interest in connecting?

If you are interested in a connection to the new water and wastewater services please register your interest by 30 September 2019 via email to clevedonnetwork@water.co.nz stating your name, address, the services you are interested in, any interest in subdividing and any additional questions you might have. We will get back in touch and can arrange a time that suits to discuss connection options and pricing in more detail.

What is the process for connecting?

Our connections team will assist you during this process.

Will Auckland Council be undertaking septic tank compliance audits?

Auckland Council as the environmental regulator may undertake compliance audits at any time. Council can require you to make your system compliant.

What do I do with my septic tank and water tank if I connect to the network?

It will be the responsibility of residents for the removal of onsite effluent disposal systems (septic tanks), water tanks and any private plumbing to connect to the network. Please contact your drainage and plumbing contractor for advice on this matter.

Can I keep my rain tank?

Yes you can keep your rain tank however it may affect the rate at which your wastewater is charged. Wastewater charges are based on a portion of the metered water use. Where a rain tank is also retained for domestic use wastewater charges can be underestimated and the percentage charge may be varied accordingly.

I live close to Clevedon but not in the Village, can I connect?

No – the area of service is for Clevedon Village only.

Can I connect to the transmission lines to and from Clevedon?

No – the transmission pipes (the water transfer pipe from the Ardmore Water Treatment Plant to Clevedon, and the wastewater transfer pipe from Clevedon to the Māngere Wastewater Treatment Plant) are designed to transfer bulk flows and cannot be connected into.

Construction

Who is delivering the project?

Brian Perry Civil is constructing the water and wastewater networks for Watercare.

What is the time frame for the project?

The construction period is April 2019 to mid-2020.

How will it be built?

Pipes will be installed via open-trenching. Letters will be sent to affected properties prior to works commencing to advise of any access restrictions and traffic management. We will work with properties to address any concerns at the time.

Water construction

“Aa” graded water will be supplied by the Ardmore Water Treatment Plant, Creighton’s Road via 6.6 kilometres of local water network. A temporary reservoir may be utilised until demand requires the construction of a final reservoir. Existing properties within Clevedon Village may be able to connect to the water network.

Wastewater construction

The vacuum system will be similar to the network in Kawakawa Bay. Pumps within the pump station create an air vacuum within the wastewater pipe. Collection pits that collect wastewater from properties release flows via a valve when a certain level is reached. The air pressure then forces the wastewater into the pipe and it will flow to the Māngere Wastewater Treatment Plant.

Why are you constructing a vacuum system and not a normal gravity system?

The benefits of a vacuum system include:

- Shallower excavation depths for construction
- Sealed network – assets can be located in the Clevedon floodplain with no risk of water entering the wastewater network resulting in wet weather wastewater overflows.

How much will the project cost?

\$30 million. A further \$5 million will be invested to construct a water reservoir at a later stage when water demand increases.

Need further information?

Go to our web page www.watercare.co.nz and search for “Clevedon” to get to the project web page.

Contact us via email: clevedonnetwork@water.co.nz