

MURRAY'S BAY MATTERS



Hibiscus and bays local board member Julia Parfitt with Watercare elected member relationship manager Ben Halliwell inspecting a 'model fatberg'.

We all have a role to play in reducing overflows

Recently, one of our maintenance crews urgently attended a call-out in Murrays Bay.

They found wastewater overflowing onto private property which flowed into the creek at Seaton Rd. Acting quickly, our crew was on site within 45 minutes to find out what the problem was. They discovered the public wastewater pipe was blocked with fat and rubbish, causing wastewater to spill into a nearby stormwater pipe and out into the creek.

Blockages occur when local residents and businesses pour fat down the sink and flush rubbish down the toilet, as these things don't break down in water. Instead, they form 'fatbergs' that block pipes and cause overflows.

While the crew flushed the stream and the network extensively to clear the blockage, this is a reminder that we all have a role to play in reducing overflows.

Turn the page to find out how you can help improve the health of our local waterways and surrounding environment.

Restoring local streams and habitats

Our team, along with Auckland Council's Healthy Waters team, met with local residents and local board members to discuss the wastewater overflow and the impacts to the surrounding environment. Together, we're committed to working with the community to achieve healthy natural streams and catchments.

If you're interested in finding out more about restoring native habitats and improving water quality in local streams, visit www.restorehb.org.nz.



Help to reduce local overflows

Every time you wash your dishes or flush your toilet, the dirty water drains into your private plumbing and out into the public network.

Please be careful about what you pour down your sink or flush down your toilet because fat and rubbish can cause blockages. These can lead to overflows that affect our waterways and beaches.

Toilet

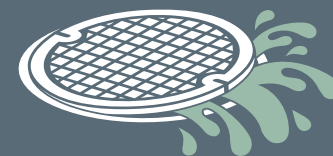


Flush away pee, poo and toilet paper



Don't flush:

- wet-wipes
- sanitary products
- nappies
- rags
- paper towels

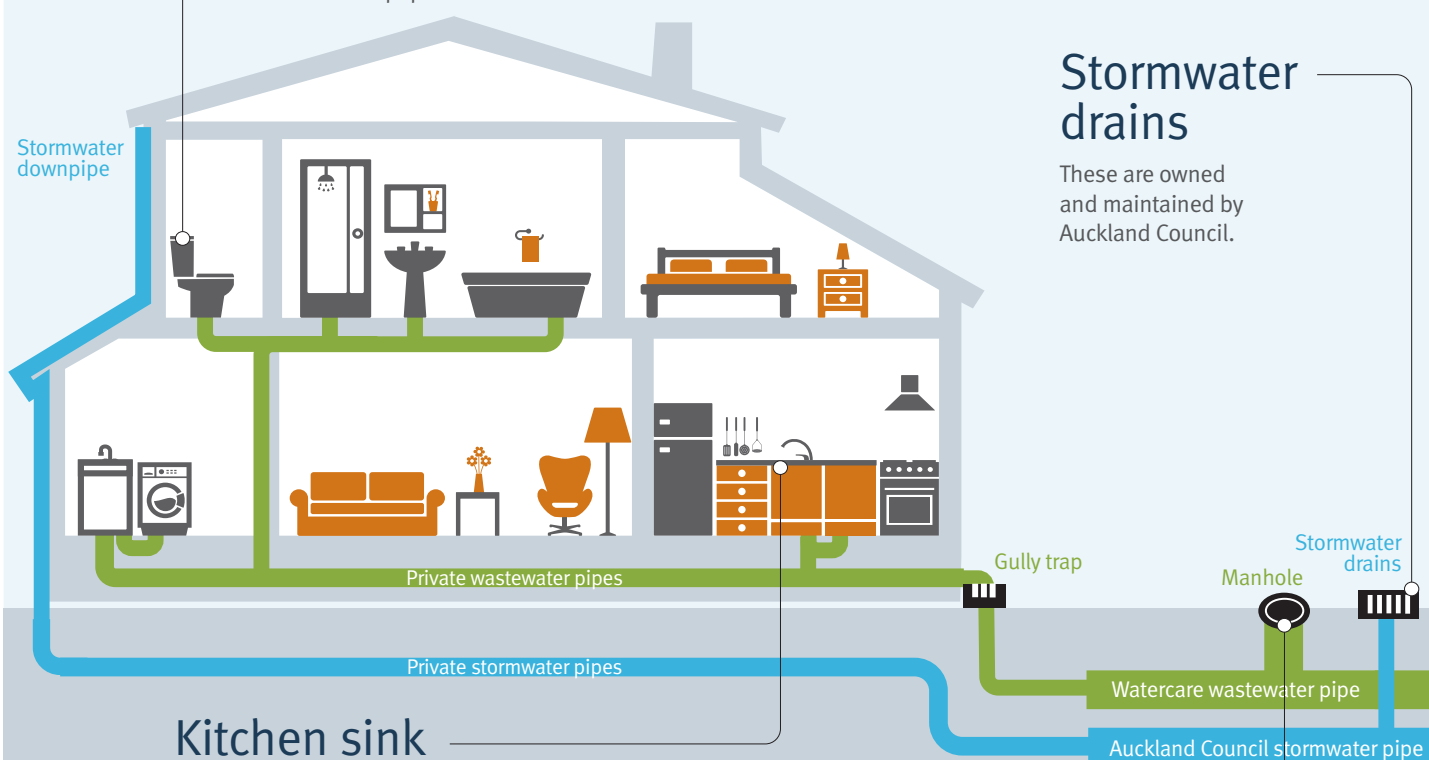


How to report an overflow

The best way to report an overflow is by using the LiveChat function on our website at www.watercare.co.nz. This is the most effective way to report a fault. We also have a direct line to our faults team available 24 hours, 7 days a week. The number is (09) 442 2222: press 1.

Stormwater drains

These are owned and maintained by Auckland Council.



Kitchen sink



Let cooking juices cool, then scrape the fat into the bin



Don't pour hot cooking juices down the plughole. Once cool, the fats in the cooking juices harden and may block your pipes or ours.

Manholes



Give us a call

If you come across an overflow from a manhole, please let us know straight away.

Contact us: If you would like to provide your feedback on *Murrays Bay Matters*, please email communications@water.co.nz.