

TAPPED IN

Bringing you news, updates and information from Watercare



As temperatures rise, so does the demand for water. Aucklanders head outdoors to clean cars, water gardens, wash windows and play under sprinklers. And before bed, they may jump in the shower for the second time that day.

Water flows so freely from our taps that many people don't give it a second thought. They don't think about its extraordinary journey from the sky to our homes.

Water is an infinite resource that goes around in a continuous cycle. With Auckland being a coastal city that enjoys regular rainfall, water feels abundant and we love using it.

But tap water is not an infinite resource. For Watercare to deliver a reliable service to the city, we have to access fresh water from 28 sources, treat it at 15 water treatment plants, store it in 85 reservoirs, and distribute it through 9,432 kilometres of pipes. Hundreds of people are involved in ensuring tap water is safe to drink and readily available 24/7.

In summer, people use significantly more water than in winter. And on hot days, water use can skyrocket and put a strain on the city's infrastructure. We call this peak demand. For example, on 30 January 2020, Aucklanders used a record-breaking 538 million litres of water. This was a lot more than the average daily usage of 440 million litres in 2019.

In this edition of *Tapped In*, we are asking Aucklanders to be conscious about their tap water use and reduce the volume being wasted. Water is precious and should be used wisely, especially when the weather's warm.

Overall demand for water is on the increase

The overall demand for tap water in Auckland is rising. A growing population, expanding businesses and high tourist numbers are all having an impact. This means that over the past 20 years, the city's consumption has increased by 100 million litres a day (over 36 percent).

We have to deliver infrastructure that enables us to meet our growing population's peak demand on hot days. New infrastructure costs money and its construction has an impact on community

wellbeing as well as the environment. We want to ensure that our existing assets are being well used before building new infrastructure.

That's why we're asking people to be mindful of their water use – particularly on hot days when some people let their hose pipes run wild. It's not about saving water or going without; it's about using water wisely so we make the most of our existing infrastructure.

Three simple tips to be water wise on hot days



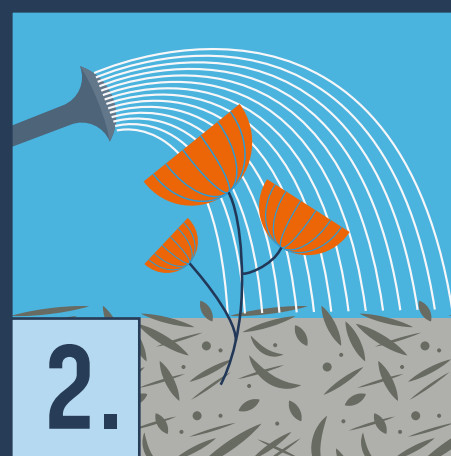
1.

Swap your hose for a bucket

Planning to clean your car or wash your windows this weekend?

Use a bucket of water instead of your hose. If you need to, give your car or windows a quick spray with the hose at the end.

Most buckets hold around 10 litres of water whereas a hose uses around 12 litres of water every minute.

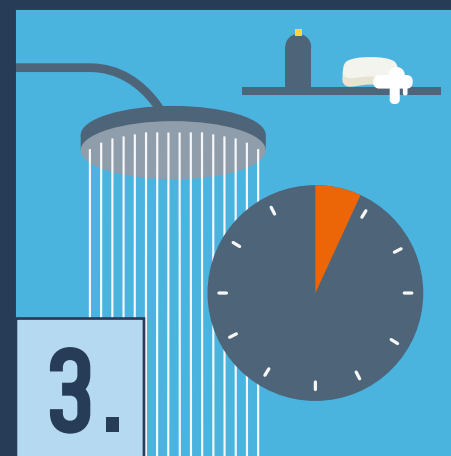


2.

Place mulch around your plants

Placing a few centimetres of mulch on the garden helps to minimise the volume of water lost through evaporation. It also improves soil fertility and reduces weeds.

Make sure you don't place mulch too close to your plants' stems because it can cause them to rot.



3.

Take the 4-minute shower challenge

We challenge you to limit your showers to four minutes or less. You'll not only reduce your water use, you'll also save on your water and energy bills.

If everyone in Auckland did this, we estimate the city's water consumption would drop by 80 million litres a day!



Did you know?

All the water flowing from your indoor and outdoor taps is drinking water quality (Aa-grade).

Every drop of it has been on an incredible journey from its water source through a treatment plant, several reservoirs and pipes. This means tap water is precious, so please use it wisely.



Q What have woolly mammoths and humans shared?

A Drinking water!

The amount of fresh water on Earth hasn't changed in millions of years.

The same water that was guzzled by the woolly mammoth falls from our skies today. Water is continually recycled through our atmosphere. However, what

has changed is the number of people needing access to fresh drinking water.

Did you know? Less than 1 per cent of the world's water can be easily accessed for drinking purposes. The rest is found in oceans, glaciers and snow.

More stars mean less water

Did you know you can save thousands of litres of water per year just by upgrading your old appliances? Since the 1980s, our appliances have become much more water and energy efficient.

What savings can you expect?

For an 8 kg washing machine, switching from a 3-star machine to a 4.5-star model will save you around 49 litres of water per wash. That means if you do five loads per week, you could save around 14,000 litres per year.

Switching from a 3-star to a 4-star shower head could save up to 4.5 litres per minute. If you have an 8-minute shower every day, that's a saving of more than 13,000 litres per person over a year.

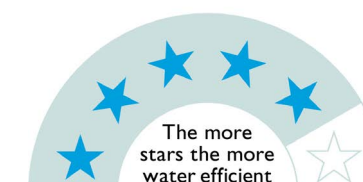
Even better yet, switch from a 3-star to a 4-star shower head AND take our 4-minute shower challenge!

If you're looking for more advice about being water wise check out our new *Water is precious* online resource: www.waterforlife.org.nz

What should you look for when upgrading?

When shopping for new appliances, pay attention to the New Zealand Water Efficiency Label which has information on the product's water consumption and efficiency.

Called the WELS rating, each product label displays a star rating out of six. The more stars, the more water efficient the product.



WATER RATING
www.waterefficiency.govt.nz

X litres per wash

In accordance with AS/NZS 6400
[brand] [model]

Get more water wise tips at www.waterforlife.org.nz

TAPPED IN



Scorching heat drove people to our water stations at the Brazilian Day Festival 2020 on 25 January. Attendees (left to right): Rhubarb Rouge, Maysa Colibri, Gabriela Guimaraes, Leticia Paes & Sislania Vasconcelos.

Tapped into Auckland's events

Since their launch in September 2019, our mobile water stations have been keeping people hydrated at a huge range of events – from a Christmas festival in Henderson, to a funfest in Manukau, to a Brazilian day in Mt Albert.

People organising community events for 1,000+ people can book the water stations for free by completing the application form on our new website: www.waterforlife.org.nz.

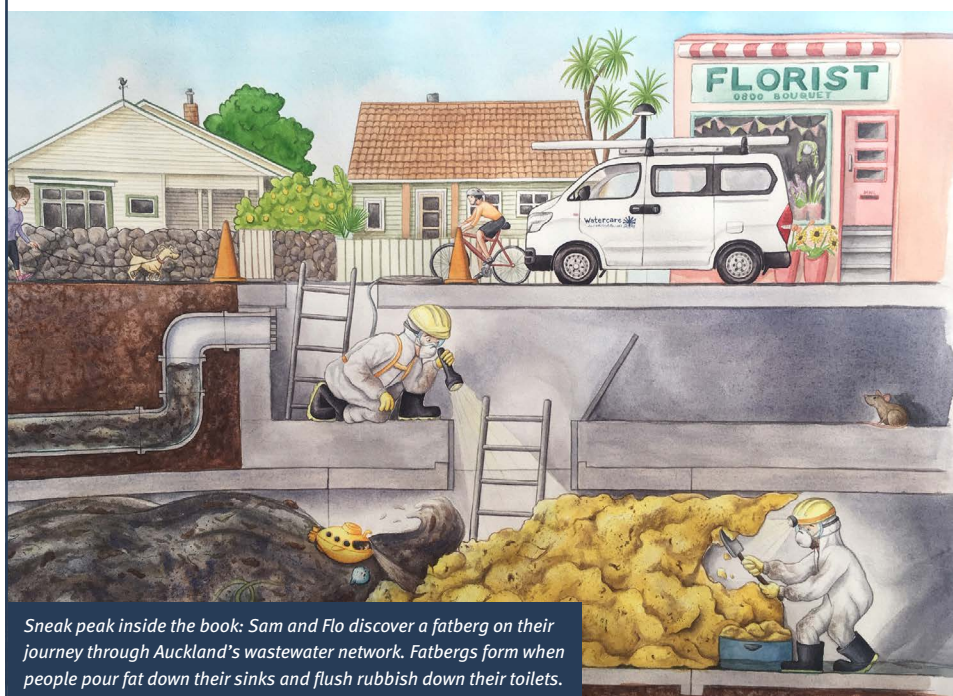
Sam and Flo go round the bend

This school term, public kindergartens and schools in Auckland will receive free copies of our latest book – *Sam and Flo Go Round the Bend* – which tells the story of wastewater treatment in Auckland.

Sam joins a water droplet named Flo on an adventure to find out where the water goes when it disappears down the plughole. They travel through the network of pipes to the wastewater treatment plant and beyond.

Written by our education co-ordinator Sally Smith, this 28-page, A3-sized book is beautifully illustrated by Auckland artist Emma Scheltema.

Customers can purchase a copy of the book for \$29.95 plus postage and packaging. Just email your order and details to communications@water.co.nz. Also available is our earlier book on water treatment in Auckland called *Sam and Flo's Watery Adventure*.



Sneak peak inside the book: Sam and Flo discover a fatberg on their journey through Auckland's wastewater network. Fatbergs form when people pour fat down their sinks and flush rubbish down their toilets.

Register for MyAccount

With MyAccount, you can:

- Pay bills or set up direct debit
- Check your account balance
- Update your contact details
- View or print previous bills

It's easy to sign up – just visit www.watercare.co.nz and click on 'Register'.

While you're at it, you can also sign up to **e-billing** and say goodbye to paper clutter. All you need is your latest bill and a valid email address.

Visit www.watercare.co.nz and search 'e-billing' for more information.

Keep in touch

Tapped In is your newsletter.

If you would like to talk to us about any stories from this edition or your ideas for future issues, we'd love to hear from you. To get in touch, please email our communications team at communications@water.co.nz.