

## What's in store for the next few years?

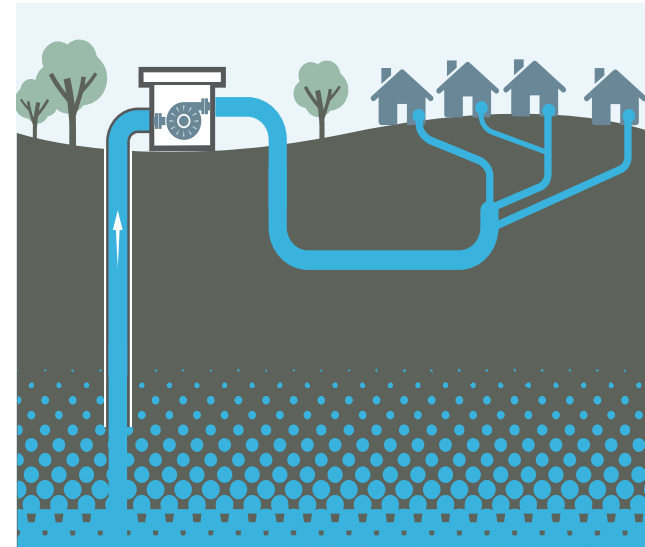
We have a number of significant projects in the pipeline to support Waiuku in the years to come.

### New water reservoir

In early 2024, we plan to start constructing a new reservoir alongside the existing reservoir on Kitchener Road. This will improve the reliability of your water supply because it means if there is an issue at a treatment plant or in the network, we will have more water readily available to meet demand while we resolve the issue.

### Water treatment plant upgrade

Within the next five years, we plan to increase the volume of water we can treat locally by 37 per cent. We have already secured resource consent for this additional water.



## Did you know?

Waiuku gets its water from an aquifer. We have three treatment plants with bores to access the water deep underground. The water is pumped to the surface and treated before being distributed via 84km of pipes. The great thing about the aquifer is that it is drought resistant!

Go  
paperless



## Do you still receive your bills by post?

We encourage you to sign up to receive your bills by email. It'll mean that we have your email address on hand and can let you know if there are any water or wastewater issues in Waiuku. You'll also save money as we recently introduced a \$1.20 charge to cover the cost of printing and postage.

## Sign up for e-billing in two easy steps:

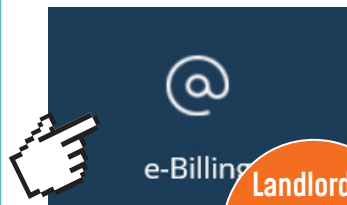
### 1 Register for MyAccount

It's easy to register for MyAccount, all you need is an email address and your most recent water bill. Then visit [watercare.co.nz/createaccount](http://watercare.co.nz/createaccount) or scan the QR code below.



### 2 Sign up for e-billing

Once you've logged in to MyAccount, select e-Billing in the top bar. Find your account and select 'Setup e-billing'.



**Landlords:**  
Your tenants can receive their bills by email too!

**Contact us:** If you would like to provide your feedback on *Waiuku Matters*, please email [communications@water.co.nz](mailto:communications@water.co.nz).

# WAIUKU MATTERS



## Together, we'll keep water flowing this summer

**With beautiful countryside and beaches on your doorstep, it's easy to see why Waiuku has become a popular place to live. However, as your community has grown, so too has its thirst for water.**

Last summer, our team made sure there was enough water to meet your needs by topping up the local reservoirs using water tankers. While this ensured a reliable supply, it meant we had tankers going back and forth through town – annoying for you and costly for us.

This summer, we're working to increase the volume of water we can process at our treatment plants by up to 86,000 litres an

hour. Currently, we're in the final stages of installing temporary treatment processes at our Cornwall Road site. When that's up and running, we will install variable speed drives on the pumps at Victoria Road Water Treatment Plant.

While we're carrying out work at our end, we'd like to ask for a helping hand from you. We know that water use in Waiuku increases in the weekend. This is when people have more time to water the garden, carry out home maintenance and wash laundry. So please keep an eye on your water use.

Read on to find out our top water-saving tips as well as how to detect leaks at home. We also have info on our long-term infrastructure plans for your town.



# Detecting a leak

A leak on your property can waste thousands of litres of water.

If we notice a big jump in your water usage compared to your previous meter reading, we will send you a letter or leave a high water use notice with instructions on what to do next. However, it is also possible that you may have a slow leak that has not been picked up by us as high usage. A leaking toilet cistern could have gone unnoticed for a long time and become part of what you think is your normal usage, which is why you should carry out regular leak tests. There are steps you can follow to identify whether there is a leak – big or small – on your property.

## How to spot hidden leaks

This simple leak test can help you identify hidden leaks on your property. Before you start, here are some important tips to remember:

- Pick a time when no water will be used for at least two hours – overnight is a good time.
- During the test, don't use any water. This includes flushing toilets, running taps or using the dishwasher or washing machine.
- Do not turn off the tap on the meter during the test – you need to be able to see if the meter dial still moves while you are not using water, as this helps indicate a leak.
- Your water meter is usually outside your property boundary in the ground in a timber, plastic, concrete or metal box.

- 1 Find your water meter.**  
You may need to remove leaves and debris, or flip up the protective cover to read the water meter.
- 2 Read the numbers from left to right, and note them down.**  
This is your first reading. Wait for at least two hours (or overnight) and then read your water meter again. Remember to replace the water meter lid securely once you have done this.
- 3 Compare the two readings.**  
If the numbers are different, you have a water leak. You may need to call a registered plumber to check further.

The example below shows that about 25 litres of water were used during the night. This indicates a leak.



## How to spot obvious leaks

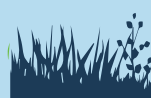
To check for obvious leaks on your property, here are some key tips to get you started:



Look for dripping taps.



Check behind your dishwasher and washing machine for any signs of water.



In dry weather, look for damp patches on your driveway or extra green patches on your lawn.



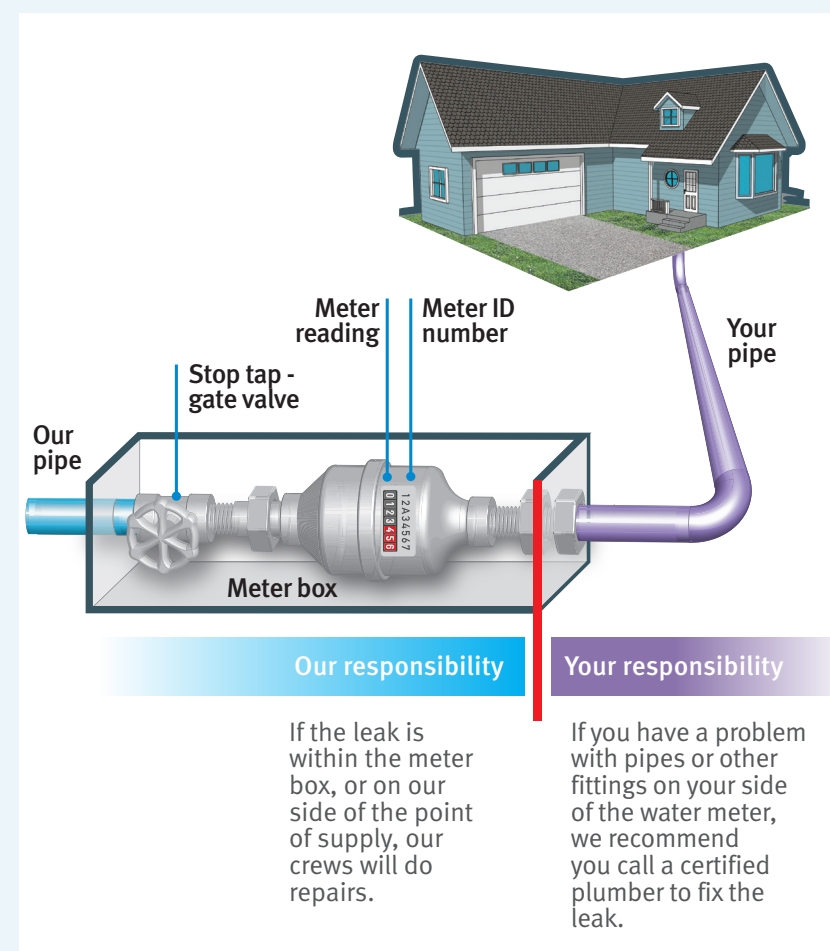
Listen for running water inside your home when no taps, hoses or showers are turned on.



Check your toilet for leaks by putting a few drops of food colouring in the cistern. If colouring ends up in the toilet bowl without flushing, you have a leak.

## Fixing a leak

Responsibility for fixing a leak depends on whether the leak is in our pipes or yours. The exact location where responsibility passes from us to you is known as the point of supply. The point of supply is the outlet of the meter fitting closest to your private pipe. This applies regardless of whether the meter is inside or outside the property boundary. See the diagram below.

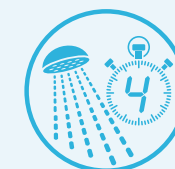


## Be our eyes on the ground

If you spot a leak in our network this summer, please report it by going to [watercare.co.nz](https://watercare.co.nz) and clicking the 'LiveChat' icon that pops up on screen. Once you've had a chat with our bot, that's it – you don't need to do anything. There's no need to contact us to check it's done. The bot will send you a notification when your conversation is done, then you'll get another one when your job is logged. Easy as pie, right?



## Water-saving tips



**Keep your showers short (four minutes or less):** most water used inside the home is used in the shower.



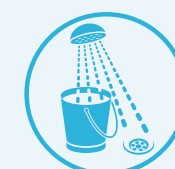
**Only run your washing machine when it's full:** two half loads use more water than one full load.



**Attach a trigger nozzle to your hose** and don't leave it unattended. When you're finished, turn it off at the tap.



**Use a bucket of soapy water to wash your car.** Only use the hose for a quick rinse at the end.



**Pop a bucket in your shower** to catch the water as it heats up. This can be used to water the garden or flush the toilet.

If you operate a business in Waiuku, we can help you find ways to be more water-efficient at work. Please email [commercialcustomers@water.co.nz](mailto:commercialcustomers@water.co.nz).



Did you know?

**A tap that drips once every second will waste up to 33 litres each day!**