

TAPPED IN

Bringing you news, updates and information from Watercare



Watercare's Lisa Rademakers at the Clarks Beach celebration.

Last month, members of the Franklin community joined us in celebrating the end of a four-year, \$116-million project to transform the area's water supply.

When we took over the water supply infrastructure from the Franklin District Council in 2010, most of the local treatment plants were producing water that did not comply with the Ministry of Health's standards. The council had been unable to carry out the necessary upgrades because of the relatively small population base that was expected to fund the work.

We began instigating a range of short- and long-term initiatives to address the problems we inherited. In 2011, we upgraded the Pukekohe Water Treatment Plant by adding membrane filters to the treatment process. These filters were able to remove traces of manganese from the water, which – while occurring naturally and safe from a health perspective – would sometimes discolour the water. The town went from having the highest number of water-quality complaints in Auckland to almost none within one year.

We then embarked on a major project to supply homes and businesses in Pukekohe, Buckland, Patumahoe, Clarks Beach, Waiau Pa and Glenbrook with water from the Waikato Water Treatment Plant, overcoming both quality and capacity issues. We also upgraded the treatment plants in Waiuku and Bombay. This means Franklin communities now receive water that complies with Ministry of Health standards.

The celebration last month marked the completion of the final stage: the construction of a water storage reservoir at Clarks Beach. We replaced an undersized, above-ground reservoir in a local reserve with a large, below-ground reservoir. In doing so, we not only improved the water supply network but also increased the recreational space in the reserve – to the benefit of the local community.

DID YOU KNOW?

IF AUCKLAND'S WATER PIPES



WERE PLACED END TO END,



THEY COULD REACH AS FAR AS TOKYO

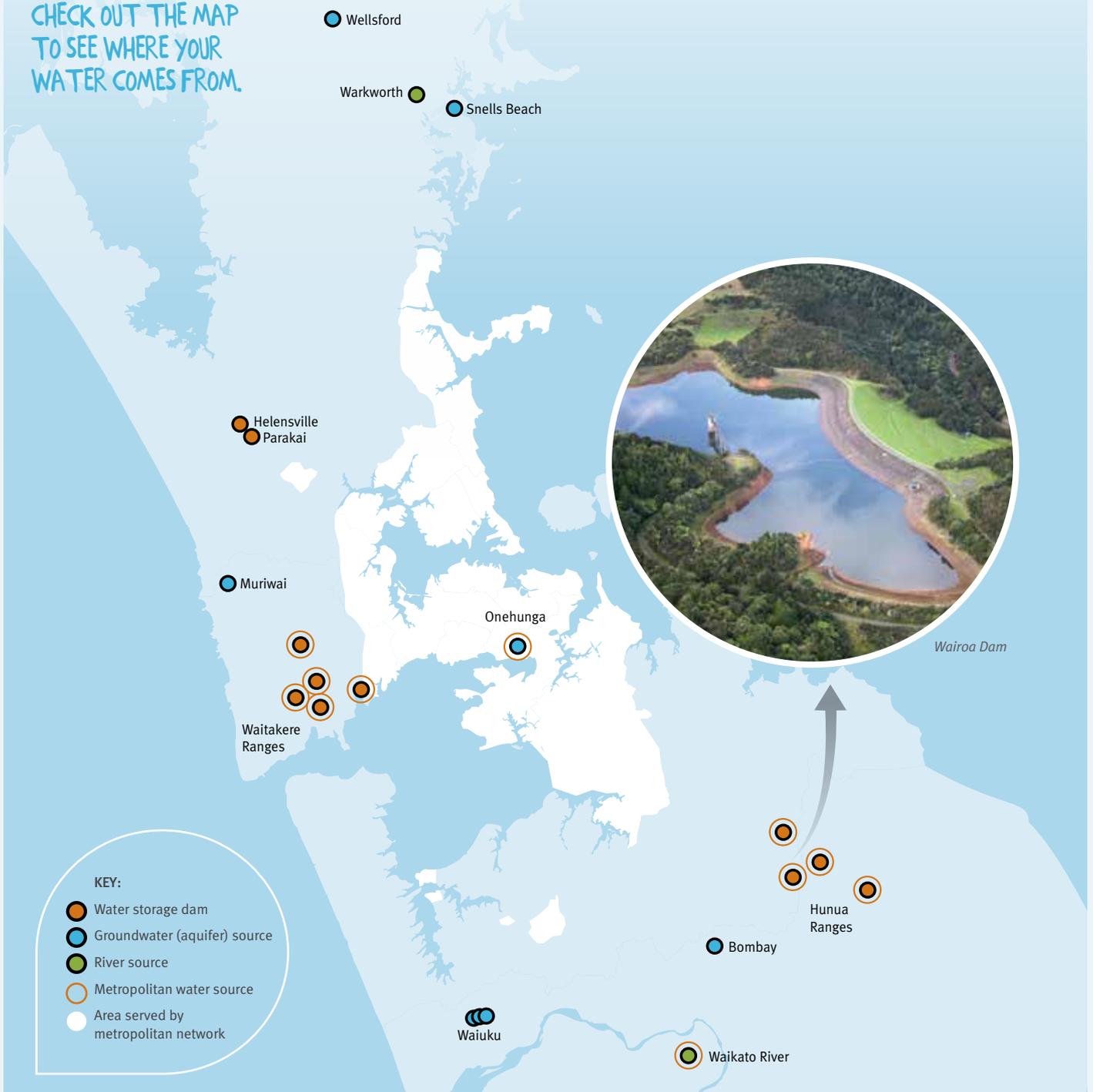


Your water supply... TODAY

Most homes and businesses are connected to the metropolitan network which extends as far south as Pukekohe and as far north as Waiwera. This network is served by water storage dams in the Waitakere and Hunua ranges, an aquifer in Onehunga and by the Waikato River. Overall, around 98% of the water we treat feeds into this network.

Some of our rural communities have a local water source. For example, people living in Waiuku receive water that is sourced from an aquifer. It is treated and distributed via the town's local network.

CHECK OUT THE MAP
TO SEE WHERE YOUR
WATER COMES FROM.



Your water supply... TOMORROW

Auckland's population is increasing by the day and so too is the demand for water. Our response is two-fold: we are working with our customers to reduce per-person demand and we are pursuing new water sources so that Auckland can continue to enjoy a safe and reliable water supply in the future.

Working with you

It's true: Aucklanders are the most efficient water users in the country. The volume of water consumed on a per-person-per-day basis has been falling steadily over the past 25 years, with the introduction of water meters and the drought in the first half of the 1990s both having major impacts.

This fall in demand is an impressive feat. However, we're counting on you and the rest of Auckland to reduce your consumption even further. By 2025, our aim is for you to use 20 litres less water a day than you do right now. This is as easy as spending a few minutes less in the shower. But there's more than one way to reduce your consumption. Check out the 'Be Waterwise' section on our website or phone our free water audit service on (09) 442 2222. Through the water audit service, you can receive a water-savings guide that is tailored to your household.

By reducing your water consumption, you'll see the immediate benefit of smaller bills. Over the longer term, it will help us to keep water prices down by ensuring we do not have to provide infrastructure to accommodate unnecessary water use.

Pursuing future water sources

Over the next 35 years, the demand for water in Auckland is expected to increase by 200 million litres per day as our population grows. That's enough to fill 80 Olympic-size swimming pools.

To meet our city's anticipated growth, we have lodged an application with the Waikato Regional Council to access another 200 million litres of water a day from the Waikato River. Specialist assessments concluded that this will not have any adverse environmental, economic or social effects.

Before lodging this application, we considered 77 alternative water sources. The only alternative that would meet the volume and reliability required for Auckland's growth is a desalination plant. However, its cost is estimated to be many times that of the Waikato River option.

We are also pursuing new water sources for the Helensville, Parakai and Warkworth communities.

QUICK TIP

Winter is a good time to think about how you could reduce your water consumption inside the home. It's not about going without – it's about using water wisely and minimising wastage.



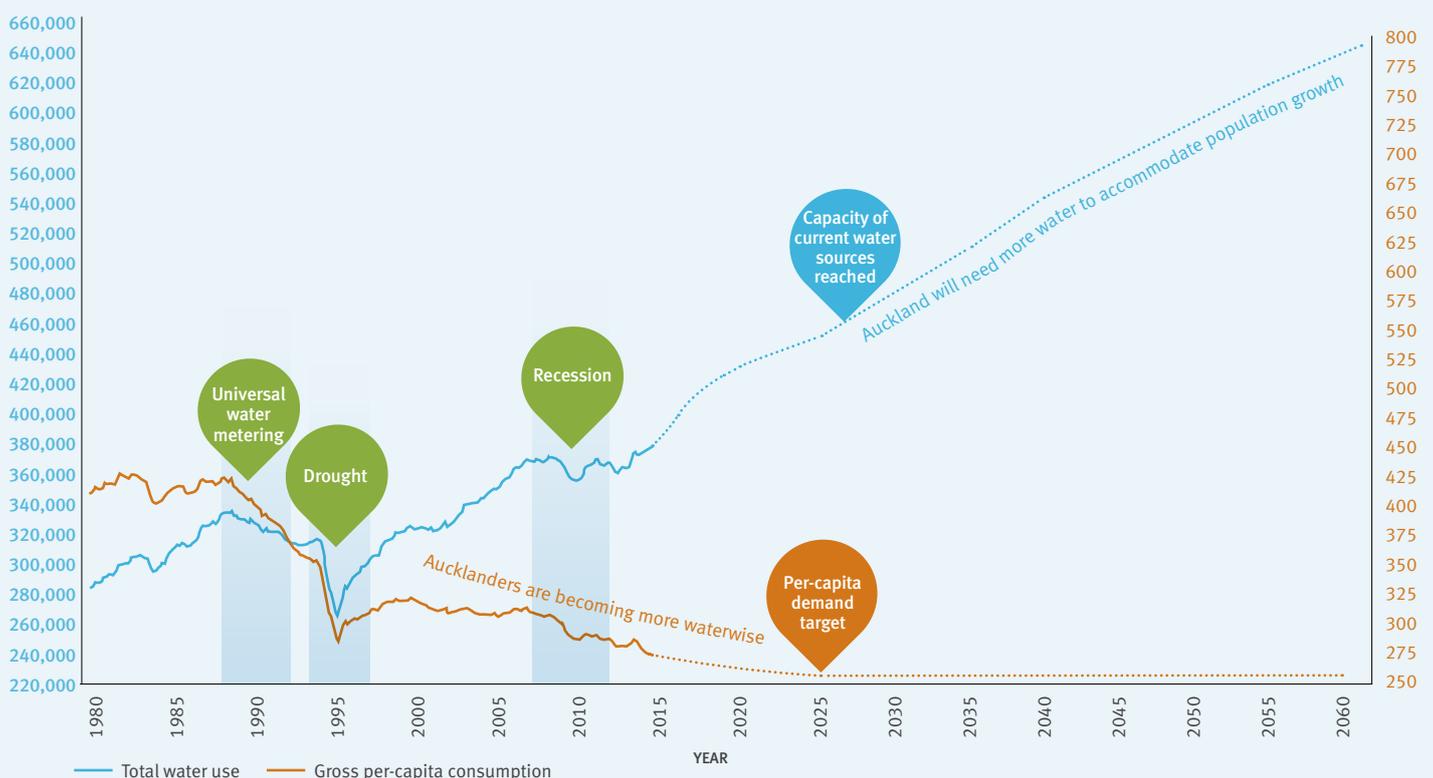
**WASH
FULL LOADS OF
LAUNDRY
WHENEVER POSSIBLE**

This will save water and energy

TOTAL WATER USE
(1000 LITRES/DAY)

Water use in Auckland

GROSS PER-CAPITA CONSUMPTION
(LITRES/PERSON/DAY)





Our education co-ordinator Sally Smith teaches Maraetai Beach School students Daan Tissink (left) and Christian Timu about water filtration.

Learning the ins and outs of water

Kids at Maraetai Beach School are among the latest Auckland students to become experts on all things water, thanks to our free education programme.

Watercare education co-ordinator Sally Smith has been working with the east Auckland school's year 7 and 8 students recently to shed light on the journey water makes from source to tap, and then through the wastewater network to sea. Lessons involved studying the different creatures that could be found in a local stream and testing the water for nitrate and pH levels. Students were happy to find both were in the safe zone for freshwater bugs.

The class also learned about water filtration with an experiment using any combination of paper towels, cotton balls, bark and sand, and testing them using a concoction of water, cooking oil and dirt.

More than 30 Auckland primary and intermediate schools have taken part in Sally's fun and interactive lessons over the past year, learning all about water, wastewater and the local environment.

Sally has limited places available in terms 3 and 4. To learn more, visit www.watercare.co.nz and search for Watercare Education Programme.



Protecting your water supply

In late winter, Auckland Council will carry out an animal pest control programme in the Hunua Ranges regional parkland. Sodium fluoroacetate, commonly known as 1080, will be aerially applied to about 17,000 hectares of forest.

The Hunua Ranges provides up to 60 per cent of Auckland's drinking water through four water storage dams.

While the council will follow strict protocols for the distribution of 1080, Watercare will undertake additional security measures to ensure the safety of Auckland's water supply. To find out about our security measures, visit www.watercare.co.nz and enter 'Hunua Ranges 1080 drop' in the search bar.

To find out why the council is carrying out its pest control programme, visit www.aucklandcouncil.govt.nz and enter 'Hunua Project: 1080 pest management' in the search bar.

Price increases take effect

Our water and wastewater prices rose by an average of 2.5 per cent on 1 July. For the average household, this will see their bills increase by around \$1.75 per month.

The adjustment is necessary to cover our increased service delivery costs and the need to invest in infrastructure to cater for Auckland's growing population.

All of the money we receive from you goes into operating, maintaining and expanding our infrastructure. We do not receive any additional funding from Auckland Council or the government, nor do we pay a dividend to Auckland Council.

WE ARE CURRENTLY WORKING ON MORE THAN 180 PROJECTS WITH A TOTAL COST OF OVER \$2.7 BILLION TO UPDATE AND EXPAND INFRASTRUCTURE ACROSS AUCKLAND.

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 phone our communications team on (09) 442 2222 or email info@water.co.nz.