

TAPPED IN

Bringing you news, updates and information from Watercare



Running water for Auckland

Twenty two thousand Aucklanders, young and old, took part in the Round the Bays fun run in March, and so did we.

For the 22nd year in a row, our staff volunteered their time to hand out tens of thousands of cups of water to thirsty participants along the route.

This event is one of the highlights of our year. It's a great opportunity to engage with Aucklanders and to give back to our community.

Well done to everyone who took part and we hope to see you next year!

Protecting our inner-eastern beaches

Round the Bays is just one drawcard attracting crowds to our inner-eastern suburbs. People from across Auckland flock to the area year-round to enjoy its family-friendly beaches and bustling villages.

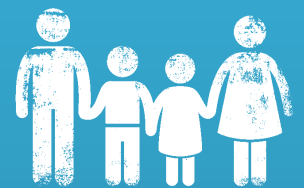
We are doing our part to ensure the area remains a top destination by carrying out essential work to improve and protect the health of local waterways and beaches.

Over the past year, we have been upgrading part of Kohimarama's wastewater network. The project involves installing an underground storage tank, upgrading wastewater pipes, and replacing a controlled overflow structure next to Madills Farm Reserve.

The capacity of the Kohimarama wastewater pump station is often exceeded during heavy rainfall. This results in diluted wastewater overflows into the local stream. By replacing the pipes and installing a storage tank, the frequency and volume of these overflows will be reduced, helping to improve and protect the health of local waterways and beaches. The upgraded network will also provide extra capacity for future population growth.

We will finish work on this essential project later this year. A further project to install a new wastewater pipe between Tamaki Drive and Clarendon Road in St Heliers will kick off in May and take eight months to complete.

DID YOU KNOW?



1.4 MILLION
PEOPLE USE
OUR SERVICES



\$1.375

is the amount you pay for

1,000
LITRES OF
WATER

Supporting regional growth

Our region is expected to grow by more than one million people over the next 30 years. This means that more than 600 people per week will be born, move here or come back for the opportunities and quality of life that Auckland has to offer.

As our population grows, so too does the demand for water. We are responding to this growth by constructing a high-capacity water pipe called Hunua 4 to serve metropolitan Auckland.

The \$350-million Hunua 4 will run for 28 kilometres from Manukau to Khyber Pass, providing water to homes and businesses along the way.

We started work on the main construction programme in 2012 and are making steady progress. The first section of pipe is already providing water to large parts of Manukau, East Tamaki and East Auckland. By the end of the year, the second section of pipe will be providing water to Mangere, the airport and the surrounding industrial area. Wider metropolitan Auckland will begin to see the benefit in 2016.

At the moment, the pipe is being laid under roads in Mangere and Onehunga. Due to its immense size – each length of pipe is 12 meters long and 1.9 meters in

diameter – our contractors have to dig large trenches. This requires us to have traffic management in place to guide cars and pedestrians safely around our construction sites.

We would like to thank the Mangere and Onehunga communities for their patience and support as we carry out this necessary work.

For more information about Hunua 4, visit www.watercare.co.nz > About Watercare tab > Projects > Hunua 4 Watermain Project.



Watercare project manager David Moore, pictured above with utilities engineer Craig Matthewson, says the steel for the pipe is being sourced from Glenbrook and manufactured in Onehunga.



Watercare project engineer Bojan Jovanovic talks to Noah, Isla and Ruby Chenery from Ellerslie about hard basalt rock, one of the samples extracted by the drill rig.

Under your feet at MOTAT

Recently, visitors to the Museum of Transport and Technology (MOTAT) had the opportunity to see a geotechnical drill rig in action and to find out ‘what’s going on under their feet’.

The popular museum sits over the preferred path of a large tunnel we are proposing to construct to carry wastewater from Western Springs to Mangere Wastewater Treatment Plant.

Over a one-week period, visitors were able to watch as the drill rig bored deep into the ground and pulled out samples of earth. We are now using these samples to help us design our tunnel and plan our construction methods. For example, if the samples contain a lot of rock, we will need to use a tunnel boring machine

that can accommodate it, or we will need to alter the path of the tunnel.

The tunnel – known as the Central Interceptor – is expected to improve the health of Auckland’s waterways and beaches by reducing overflows in Central Auckland and the Waitemata Harbour by around 80 per cent. It will also provide for population growth and duplicate an existing tunnel that is old and at risk of failure.

The project is currently in the design stages with construction expected to begin in 2018.

For more information about the Central Interceptor, visit www.watercare.co.nz > About Watercare tab > Projects > Central Interceptor.

DID YOU KNOW?



WHEN YOU PAY YOUR WATER BILLS,

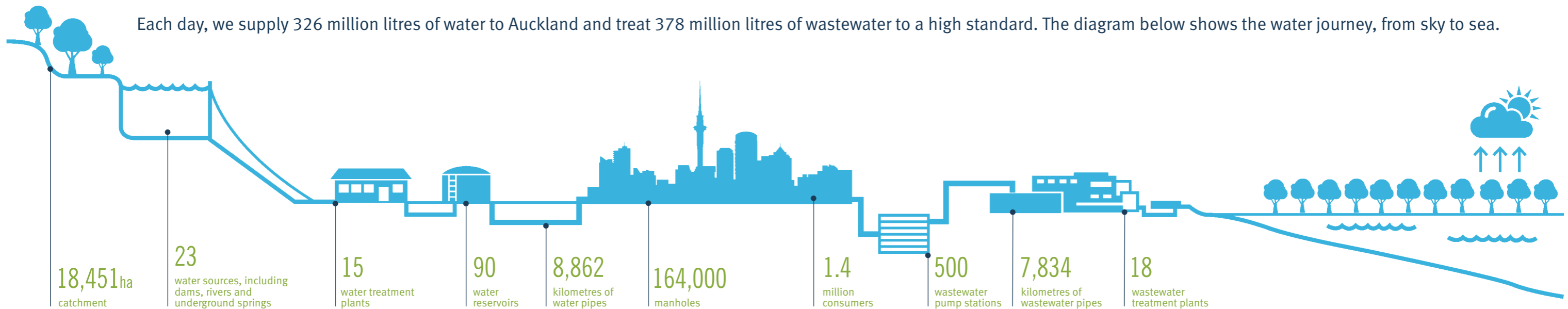
you are helping to fund our construction projects. We do not receive additional funds from local or central government

WE OPERATE
\$8.2
BILLION

worth of assets on behalf of the people of Auckland

From sky to sea

Each day, we supply 326 million litres of water to Auckland and treat 378 million litres of wastewater to a high standard. The diagram below shows the water journey, from sky to sea.



Are you prepared?

Every day, our operations teams work around the clock to ensure an uninterrupted supply of safe, clean drinking water for all Aucklanders.

While we take every precaution to ensure that outages don't happen, occasionally we may need to interrupt services due to accidents, ground movement, weather events, emergencies or other reasons beyond our control.

We recently had an unplanned water outage in Albany on the North Shore which was caused by a pipe breaking in three places.

This was a large unplanned outage, affecting businesses in and around Albany Mall and about 30 residential streets for more than 24 hours. The complex nature of the repairs, coupled with their location in a major roadway, resulted in a longer time to restore water service.

However, we responded immediately to position 11 tankers as a temporary water source for the area and our crews worked to keep people informed and restore service in a safe manner.

We again apologise to those affected for the inconvenience and thank everyone for their understanding and patience over those few days.



One of our Oasis water stations in action during the recent water outage in Albany.

During a water outage...

Our commitment to you

- **Planned water outages:** We will give you three working days' written notice and plan our work to minimise disruption and inconvenience.
- **Unplanned water outages:** We aim to respond within one hour and restore service within five hours.
- If any water supply interruption, planned or unplanned, exceeds five hours, we may supply bottled water or set up a water tanker or hydrant close to your property and let you know it's there.
- Any major fault or outage will be posted on our website and phone system and we'll have teams on the ground to help keep everyone informed.

What you can do to help

- If there are signs of a wider emergency (e.g. an earthquake or tsunami) and if your life or property is threatened, always dial 111 for police, fire or ambulance.
- If it seems the problem is only with your water supply, check a few of your taps and also check that your main water valve hasn't

been turned off. This is usually located at the water meter near the boundary of your property.

- If you believe the fault lies outside your property, please call us on 09 442 2222. Calls to our fault line will be answered 24 hours a day, 365 days of the year.
- Spare a thought for your neighbours. If you have elderly or less mobile neighbours, it's nice to check on them and perhaps bring water to them from the nearest temporary water source if they find it hard to get there.
- The Ministry of Civil Defence and Emergency Management recommends that you prepare for possible water outages by storing at least three days' worth of water at your property. Store at least three litres of water per person per day (nine litres total) plus water for cooking and washing up. Make sure bottles or containers are clean before filling, store them out of direct sunlight and replace the water every 12 months.



Be Waterwise

Looking for ways to save water? Check out the Be Waterwise booklets at www.watercare.co.nz. We have a booklet with ideas to help you save water in the home and outdoors as well as a booklet to help you save water in your business.

Here are a couple of tips to get you started:

- When hand-washing dishes, fill the sink rather than rinsing and washing the dishes under a running tap.
- When doing your laundry, wash full loads whenever possible. This will save water and energy.



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.

To report a service fault, call us on 09 442 2222.

For more information about our service commitments, visit www.watercare.co.nz › residential or business tabs › customer contract.

For more information about how to prepare for an emergency, visit www.civildefence.govt.nz.