

TAPPED IN

Bringing you news, updates and information from Watercare



Manukau Rugby Football Club president Frank Bunce.

A team effort: Manukau RFC's massive water savings

Anyone who has been involved in sport at the grassroots level knows how essential fundraising is for clubs. Large water bills only add to the money pressures.

As part of our Water Efficiency Strategy, we're working to create a blueprint for water efficiency in sports clubs. We recently put this into practice by helping the Manukau Rugby Football Club (RFC) slash its monthly water bill.

"This initiative is hugely important," says Frank Bunce, the current club president (and an ex-All Black). "We're not a wealthy club; we're not in a well-to-do area. Every dollar we get is a struggle and has to be stretched as far as it can go, so the savings we make here can go elsewhere – like on junior members' uniforms or coaching. It's another dollar we don't have to find."

In order to gather information about how much water the club was using, we installed a data logger to its water meter. We then worked with Litefoot – a charity that helps clubs become more sustainable and save money by upgrading their infrastructure – to understand the best ways for the club to reduce its water use.

A number of companies, including manufacturers Methven, MacDonald Industries (Delabie), Caroma and Mico, donated a variety of products, such as water-efficient showers, taps and toilets. Laser Group Services also donated labour for installation through Laser Plumbing.

The results are impressive. Between July, when the upgrades began, and September 2017, water consumption has decreased by 92,290 litres, saving \$552 from the club's water bill. A huge portion of the savings

were due to the upgrades also fixing the majority of the club's leaks.

We have worked out with the Energy Efficiency and Conservation Authority (EECA) that for every dollar saved on water, at least eight dollars is saved in heating energy. Now the Manukau RFC is hoping to see a drop in its energy bill, too.

By understanding where the biggest opportunities to reduce water use are, we hope our blueprint eventually helps other community clubs that want to be sustainable but don't know where to start.

"Imagine if everyone in Auckland managed to reduce their water consumption by 50 per cent like Manukau RFC, then we could defer the need for Auckland's next water source," says sustainability manager, and author of our Water Efficiency Strategy, Roseline Klein.



Flush with pride

Did you know that 4.5 billion people in the world live without a household toilet that safely disposes of their waste?

In 2013, the United Nations officially designated 19 November as World Toilet Day to raise awareness about the important role proper sanitation has in eradicating extreme poverty.

We're lucky here in Auckland. If you are connected to the wastewater network, each time you flush the toilet the waste is transported through 8,000 kilometres of public wastewater pipes to one of 18 wastewater treatment plants.

Every day, our plants use primary (mechanical), secondary (biological) and tertiary (filtration and ultraviolet radiation) methods to treat about 458 million litres of wastewater to a high quality. We've come a long way from the nightsoil carts of the 1800s.

You can watch a video about the wastewater treatment process at www.watercare.co.nz/Water-and-wastewater/Wastewater-collection-and-treatment.

Some highlights in the history of wastewater treatment in Auckland

Most Aucklanders had their wastewater – called nightsoil – collected from their homes by horse-drawn cart at night. It was then buried at designated areas on the outskirts of the city (although it was sometimes simply dumped into the harbour).

Auckland's population reaches 100,000.

The Manukau Sewage Purification Works at Māngere opened. The Works included more than 50 hectares of oxidation ponds – then the largest in the world.



In order to continue to meet the wastewater demands of Auckland's growing population, work began on a biological nutrient removal (BNR) facility at the Māngere Wastewater Treatment Plant. BNR ensures the highest-quality treated wastewater will be discharged into the environment.



1878

1880

1903

1908

1960

1962

1998

2013

The first sewers were built in Newmarket.

Construction begins on a wastewater pipe flowing eastward from Point Chevalier to Okahu Point, where wastewater would be discharged on the high tide.



The Rosedale Wastewater Treatment Plant opened.

Between 1998 and 2005, Watercare carried out an upgrade of the Māngere Wastewater Treatment Plant as well as the biggest environmental restoration programme to be undertaken in New Zealand. The upgraded technology at the plant reduced the wastewater treatment cycle from 21 days to only 13 hours.

Fighting fatbergs

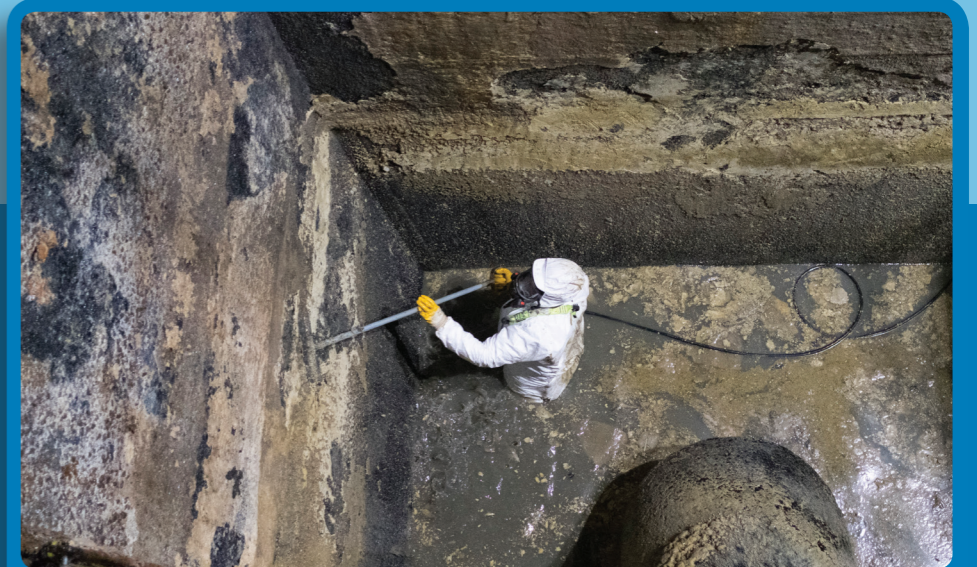
Items like wet wipes, sanitary products, dental floss and nappies, and fat, oil and grease from cooking don't break down in the wastewater network. A fatberg occurs when these items stick together in large, impenetrable clumps, and these can block pipes and cause overflows.

It's easy to avoid fatbergs – just be aware of what you're putting down your toilets and sinks. Only human waste and toilet paper should be flushed down the toilet. Everything else should be put in the bin.



Did you know?

Most wastewater pipes are only 100 millimetres (four inches) in diameter.



Watercare staff cleaning fat off walls at a wastewater pump station.

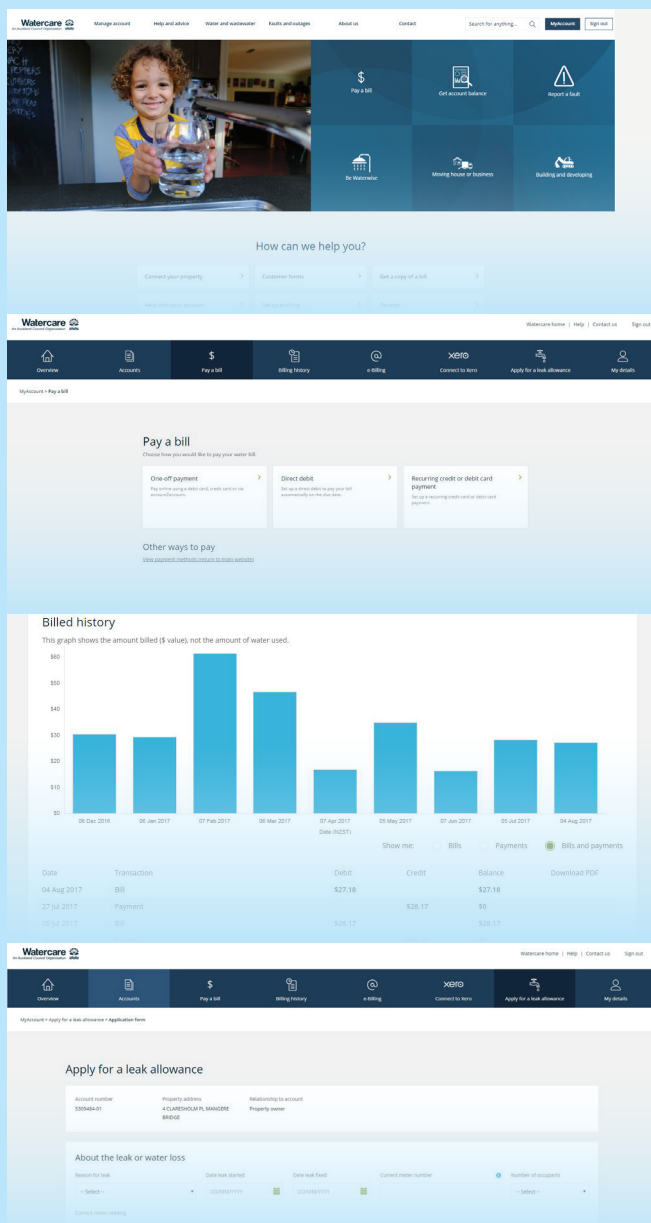
Explore our new website



As a result of your feedback, we recently upgraded our website. The new layout is easier to navigate, with a mobile-friendly design and interactive online forms.

Our new customer self-service zone includes a number of new features. You can now:

- Make part and full payments online, easily sign up for e-billing and view your transaction history.
- Use the Account2Account function to connect you with your online banking system so you can pay your bill with a few clicks of the mouse.
- Apply for a partial credit online if you have fixed a water leak and think you may qualify for a leak allowance.



Join our customer panel

Watercare has lots of new ideas about how to make things better for our customers now and in the future.

We're setting up a customer panel so we can share these ideas and ask for feedback before launching new initiatives. As a member of this panel, you will be invited to take part in surveys and online discussions, with opportunities to win prizes.

If you're interested in joining our panel, email your name to customerpanel@watercare.co.nz and we'll be in touch.



Did you know?

The Water Utility Consumer Assistance Trust provides financial support to domestic customers of Watercare who are struggling to manage their water and wastewater costs. Visit www.waterassistance.org.nz for information about how the Trust can help.

Don't let your hose run wild this summer



Kiwis love green lawns and clean cars. We do, too. But we also know it's easy for your hose to run wild and for thousands of litres of water to be wasted. Here are a few tips to tame it...

- Exercise your hose in the evening to reduce the volume of water lost through evaporation
- Train your hose to heel while you wash your car with a bucket and sponge. Reward it at the end by giving your car a quick splash.

Visit www.watercare.co.nz for more waterwise tips.



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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. You can learn more about what we do at www.watercare.co.nz.