

# TAPPED IN

*Bringing you news, updates and information from Watercare*



*Project manager David Moore and site supervisor Craig Matthewson inspect some of the pipes being used for the Hunua 4 Watermain project. This 32-kilometre pipeline will ultimately connect the reservoirs at Redoubt Road in Manukau to those in Khyber Pass, Grafton. The large-diameter pipe – up to 1.9 metres – will service all communities along the route.*

## Forward-focused for growth

**We are investing in our infrastructure to ensure our water and wastewater networks keep flowing as Auckland keeps growing.**

Auckland's population is forecast to grow by up to one million people over the next 30 years – this is equivalent to adding the population of Tauranga to the region every three years.

This growth will nearly double the number of properties connected to our water and wastewater networks, requiring us to invest significantly in upgrades or new infrastructure.

At the moment, our networks have sufficient capacity to allow 45,000 new homes and businesses to connect. Over the next 10 years, we will invest \$4.9 billion in upgrading and expanding our infrastructure to provide capacity for a further 195,000 connections.

Our approach to maintaining and developing our infrastructure is set out in our Asset Management Plan. This document, which covers a 10-year period, is updated annually and made available on our website in July each year.

When planning for growth, size and location matter. We have been working closely with Auckland Council to identify areas where there is sufficient water and wastewater capacity to support growth in the short term, and we have been focusing on aligning the planning of new or upgraded infrastructure to meet council's spatial development priorities. This means our infrastructure will

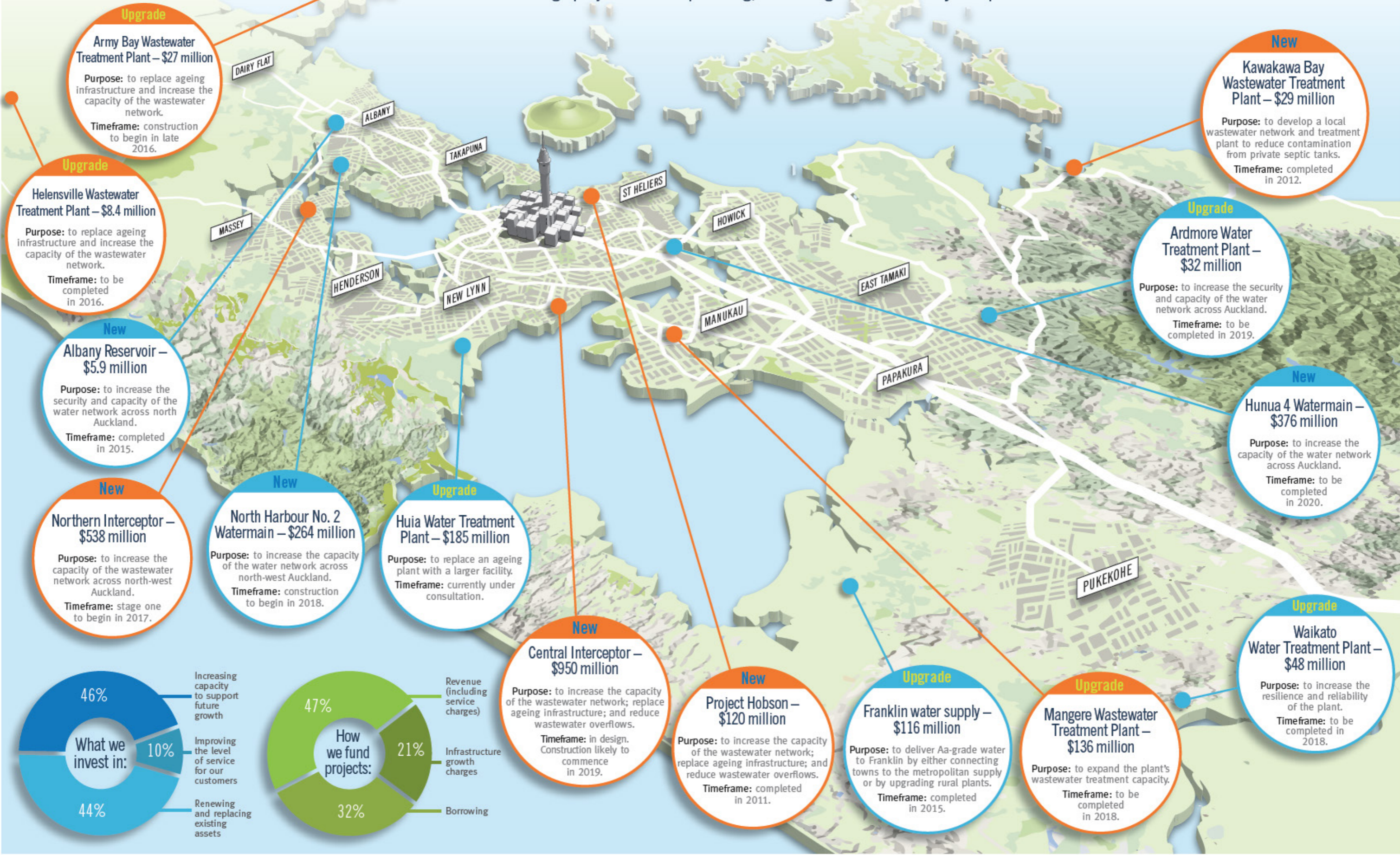
not restrict or inhibit growth in the areas identified for development by council.

While we are required to give effect to Auckland Council's plans and strategies, we do not receive money from council or government. Instead, our projects are paid for by a combination of water and wastewater service charges, infrastructure growth charges, and borrowings.

Our focus is on delivering our projects in a prudent and cost-efficient manner. Since becoming responsible for the end-to-end delivery of water and wastewater services in 2010, our minimum-cost approach to business has delivered savings of around \$100 million per year compared with long-term historical forecasts. This is great news for our customers as it means we are able to pass these savings on, keeping prices as low as possible.

# OUR MAJOR PROJECTS

We have dozens of projects going on across Auckland at any one time. Most of our works fall under two categories: renewing or upgrading existing infrastructure; and expanding infrastructure to support growth. Below is a snapshot of some of the large projects we are planning, delivering or have recently completed.



**Upgrade**  
**Army Bay Wastewater Treatment Plant – \$27 million**  
 Purpose: to replace ageing infrastructure and increase the capacity of the wastewater network.  
 Timeframe: construction to begin in late 2016.

**New**  
**Kawakawa Bay Wastewater Treatment Plant – \$29 million**  
 Purpose: to develop a local wastewater network and treatment plant to reduce contamination from private septic tanks.  
 Timeframe: completed in 2012.

**Upgrade**  
**Helensville Wastewater Treatment Plant – \$8.4 million**  
 Purpose: to replace ageing infrastructure and increase the capacity of the wastewater network.  
 Timeframe: to be completed in 2016.

**Upgrade**  
**Ardmore Water Treatment Plant – \$32 million**  
 Purpose: to increase the security and capacity of the water network across Auckland.  
 Timeframe: to be completed in 2019.

**New**  
**Albany Reservoir – \$5.9 million**  
 Purpose: to increase the security and capacity of the water network across north Auckland.  
 Timeframe: completed in 2015.

**New**  
**Hunua 4 Watermain – \$376 million**  
 Purpose: to increase the capacity of the water network across Auckland.  
 Timeframe: to be completed in 2020.

**New**  
**Northern Interceptor – \$538 million**  
 Purpose: to increase the capacity of the wastewater network across north-west Auckland.  
 Timeframe: stage one to begin in 2017.

**New**  
**North Harbour No. 2 Watermain – \$264 million**  
 Purpose: to increase the capacity of the water network across north-west Auckland.  
 Timeframe: construction to begin in 2018.

**Upgrade**  
**Huia Water Treatment Plant – \$185 million**  
 Purpose: to replace an ageing plant with a larger facility.  
 Timeframe: currently under consultation.

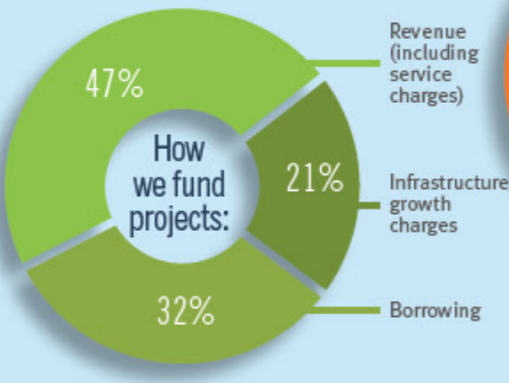
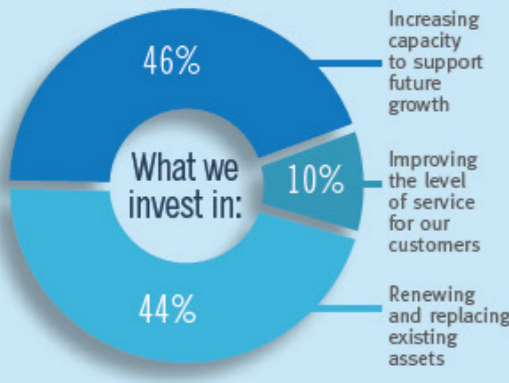
**New**  
**Central Interceptor – \$950 million**  
 Purpose: to increase the capacity of the wastewater network; replace ageing infrastructure; and reduce wastewater overflows.  
 Timeframe: in design. Construction likely to commence in 2019.

**New**  
**Project Hobson – \$120 million**  
 Purpose: to increase the capacity of the wastewater network; replace ageing infrastructure; and reduce wastewater overflows.  
 Timeframe: completed in 2011.

**Upgrade**  
**Franklin water supply – \$116 million**  
 Purpose: to deliver Aa-grade water to Franklin by either connecting towns to the metropolitan supply or by upgrading rural plants.  
 Timeframe: completed in 2015.

**Upgrade**  
**Mangere Wastewater Treatment Plant – \$136 million**  
 Purpose: to expand the plant's wastewater treatment capacity.  
 Timeframe: to be completed in 2018.

**Upgrade**  
**Waikato Water Treatment Plant – \$48 million**  
 Purpose: to increase the resilience and reliability of the plant.  
 Timeframe: to be completed in 2018.



## Upcoming price increase

Your water and wastewater prices will rise by an average of 2.5 per cent from July 2016. The change will see the typical household's combined water and wastewater charges increase by about \$1.75 a month.

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

Water	Domestic wastewater	Non-domestic wastewater
The volumetric charge for water will increase from \$1.409 to \$1.444 per 1,000 litres.	<p>If you have a water meter:</p> <ul style="list-style-type: none"> <li>The fixed charge per meter will increase from \$200 to \$205 per year.</li> <li>The volumetric charge will increase from \$2.394 to \$2.454 per 1,000 litres of wastewater discharged.</li> </ul> <p>If you do not have a metered water supply but are connected to our wastewater network:</p> <ul style="list-style-type: none"> <li>The fixed charge will increase from \$612 to \$627 per year.</li> </ul>	<p>Fixed and volumetric wastewater rates will increase by an average of 2.5 per cent.</p> <p>If you have been transitioning your wastewater pricing plan, from 1 July 2016 all charges will be calculated according to your new pricing plan and your transition process will be complete.</p> <p>You can find more information about pricing plans on our website.</p>
All prices include GST and are effective from 1 July 2016.		

For more information, visit our website and search for "water, wastewater and other charges".

## Big news for landlords and tenants

### Paying your bills just got easier

We're excited to let you know about a new payment option that makes splitting the bill a thing of the past.

If you own or manage a tenanted property, you can now pay your fixed charge for wastewater as an upfront payment once a year in July. This means each subsequent month of the year your water bills will show usage charges only.

Tenants often call us wanting to understand the usage charges on their bills; however, without your authority we cannot give them any information. Opting in to this payment method automatically gives us the authority to talk to your tenants directly about bills, charges and payments, making things even more straightforward for you.

Of course, as you are the property owner you still have the ultimate responsibility for payment, and we will continue to email you a copy of the bill. It is also important that you continue to communicate with your tenants and let us know about any changes.

You can opt in for July 2016 to June 2017 as long as you let us know by 30 June, 2016.

#### There are two ways to opt-in:

Email us at [info@water.co.nz](mailto:info@water.co.nz), with "upfront fixed charges payment" as the subject line. (Please include your water account number, and your tenant's name and contact details, in your email.)



Phone us on (09) 442 2222 – option 3.

For more information and to see whether your rental property is eligible, visit our website and search for "landlords".

EVERY YEAR WE INVEST HUNDREDS OF MILLIONS IN GROWTH-RELATED PROJECTS TO EXPAND OUR NETWORK CAPACITY TO CATER FOR AUCKLAND'S GROWTH.

## FOSTERING RELATIONSHIPS WITH DEVELOPERS

Development services manager Ize Gotelli is our main point of contact for major developers.

She has been in the role for six months; the position was created as part of our strategy to recognise the importance of the development community.



She has a wealth of experience, having previously worked as our environmental planning manager. One of her current key focuses is developing our policies to enable and support growth in Auckland and looking at development pressure points in the region.

"A major component is looking at where growth will happen in Auckland, both the intensification of the existing urban areas and the development of new greenfields areas.

"Growth puts increasing demands on our existing networks, and pressure to build networks to service new areas. I work with developers to understand their requirements and how, together, we can deliver the infrastructure needed to service their developments."

### 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](mailto:info@water.co.nz). You can learn more about what we do at [www.watercare.co.nz](http://www.watercare.co.nz).