Meet some of the people who work on your wastewater network

Treating wastewater is a satisfying challenge for Glenys Rule, the operations controller at the Rosedale Wastewater Treatment Plant. In fact, she reckons treating wastewater is “a bit like making beer.”

“We use a combination of mechanical, chemical and biological processes. In the biological process, you get to make the bacteria do what you want them to do, and it’s quite a challenge – bugs are a bit unpredictable – so there’s a lot of satisfaction in getting it right. When I explain this process to my friends, I tell them it’s kind of like making beer.”

Each day, the Rosedale Wastewater Treatment Plant receives raw wastewater from around 225,000 people and treats it in a series of different processes to ensure it is safe to be returned to the environment. As operations controller, Glenys is responsible for the plant’s day-to-day processes and manages a team of 11 plant operators. Together, they keep the plant running smoothly.

“It’s a rewarding job,” she says. “You see (and smell) the raw sewage coming in and then you see the really clean, treated wastewater that goes out – and that’s so satisfying.”

As operations controller for the northern transmission team, Sifa Pole is responsible for 430 kilometres of trunk sewers, which are the large pipes that transport wastewater from the local wastewater network to the Rosedale Wastewater Treatment Plant, as well as for 66 wastewater pump stations around the North Shore.

In addition to managing the maintenance projects for the big pipes, Sifa also responds to operational issues affecting the wastewater network.

“I enjoy finding the best possible solutions to problems and making sure we have the resources to resolve them. It’s really satisfying to see the end result and know that we’re providing a reliable service.”

Sifa gained his Bachelor of Engineering (Honours) degree in Civil Engineering from the University of Auckland. He worked as a graduate structural engineer for six months, then spent two years working on the Waterview Transmission Project before coming to Watercare.

“I’ve now been here for three years and I’ve done some really interesting things. I recently walked through one of Auckland’s oldest sewers, the Otahatane Main Sewer. It’s around 100 years old and the sections I walked through were more than two metres high!”

You can help to reduce these overflows.

Remember – only human waste and toilet paper should be flushed down the toilet. Everything else – including things such as wipes, sanitary products, dental floss and nappies, and fat, oil and grease from cooking – should be put in the bin.

重大投资为北岸

随着北岸人口的增长，它继续提供可靠、安全和高效的水和废水服务变得重要。

在接下来的10年里，北岸的人口预计将增加150,000人，相当于北岸和奥克兰北部的人口。为了适应这种增长，我们将与奥克兰市议会合作，投资基础设施，以满足增长。

我们正在投资超过3100万美元，用于超过10年的水供应基础设施的升级和扩展。我们的项目已经确定并实施，以确保北岸的水网络能够满足需求，并在系统可用时提供可靠供应。这项工作包括了3100万美元的北港项目。

此外，我们还计划投资超过3000万英镑，用于北岸的西部和北部。我们正在考虑建造大坝和湖，以储存额外的水。

我们联系您

如果您想了解更多关于我们的项目的更多信息，请访问www.watercare.co.nz并点击“工作在你的地区”。
More than $1 billion invested in the North Shore

We have a number of major projects in progress across the North Shore. Most fall into two categories: renewing or upgrading existing infrastructure; and expanding infrastructure to support growth. Below is a snapshot of some of the larger projects we are planning and delivering within the North Shore area over the next few years.

**New**

*Northern Interceptor*
- $540 million
- Purpose: to increase the capacity of the wastewater network across north-west Auckland.
- Timeframe: construction to begin in 2018.

*East Coast Bays Wastewater Pipeline*
- $32 million
- Purpose: to increase capacity, resilience and reliability of the wastewater network.
- Timeframe: construction to begin in 2018.

*Mairangi Bay Wastewater Pump Station*
- $15 million
- Purpose: to increase the capacity of the wastewater network.
- Timeframe: construction to begin in 2018.

*Fred Thomas Wastewater Pipeline and Pump Station*
- $30 million
- Purpose: to increase the capacity of the wastewater network.
- Timeframe: to be completed in 2018.

**Upgrade**

*Rosendale Wastewater Treatment Plant*
- $62 million
- Purpose: to expand the plant’s wastewater treatment capacity.
- Timeframe: to be completed in 2018.

*Wairau Road Wastewater Pipeline*
- $14 million
- Purpose: to replace ageing infrastructure and increase the capacity and resilience of the wastewater network.
- Timeframe: to be completed in 2018.

**Our capital expenditure**

This is the money we spend to build, maintain and upgrade infrastructure.

- 48% Increasing capacity to support future growth
- 42% Improving the level of service for our customers
- 10% Renewing and replacing existing assets
- 49% Revenue (including service charges)
- 21% Infrastructure growth charges
- 30% Net borrowing

**What we invest in:**

- 10% Renewing and replacing existing assets
- 48% Increasing capacity to support future growth
- 42% Improving the level of service for our customers
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Did you know?

Around 85% of overflows during dry weather are caused by people pouring fat down the sink, flushing rubbish down the toilet, and planting trees next to pipes in your area.

As the North Shore’s population grows, it is important we continue to provide reliable, safe and efficient water and wastewater services.

Over the next 10 years, the population of the North Shore is expected to increase by 55,000, which is equivalent to the population of Whangarei. To accommodate this growth, we work with Auckland Council to align investment in infrastructure with planned growth according to the Auckland Council Unitary Plan.

We’re investing more than $310 million over the next 10 years to upgrade and expand the water supply infrastructure on the North Shore. Our projects have been planned and sequenced to ensure the water network continues to have sufficient capacity to meet demand and provide resilience during system outages. The work includes the $310 million North Harbour No. 2 Watermain project. This 33-kilometre-long water pipe will connect existing water networks in Auckland’s western suburbs with those on the North Shore and the Albany Reserve, and will supply enough water to meet long-term demands in the western and northern parts of Auckland, ensuring security of supply.

Water storage reservoirs are also an important feature of our water network. They allow us to store treated drinking water to reduce disruption within water supply zones. We’re investing $21 million to connect the Pinehill and Albany reservoirs, which will further improve security of the water supply in the North Shore and service increasing demand for water.

We’re also investing almost $700 million in the wastewater network, including a $30 million underground wastewater storage tank at Fred Thomas Drive. This will be able to hold 3.5 million litres of wastewater – which is approximately equivalent to the amount of water in two Olympic-sized swimming pools. This extra storage will increase the capacity of the wastewater network and help to reduce wet-weather overflows of diluted wastewater into the harbour.

For more information about our projects, visit www.watercare.co.nz and click on ‘work in your area’.