

# TAPPED IN

Bringing you news, updates and information from Watercare Summer 2023/24



*Watercare project manager Martin Hughes inside the newly constructed reservoir at our Redoubt Road complex.*

## New reservoir to cater for growing Auckland

**The third reservoir at our Redoubt Road complex is on track to be brought into service in the coming months. The \$60 million reservoir will cater for Auckland's future growth and will provide improved resilience with an additional 45 million litres of storage – the equivalent of 18 Olympic-sized swimming pools.**

Currently, the Redoubt Road reservoir complex stores up to 120 million litres, and more than 80 per cent of Auckland's treated water passes through it every day. The water stored at these reservoirs can travel as far as Waiwera before it comes out of a customer's tap.

In total, Auckland's water storage reservoirs can hold more than 700 million litres of water. This reduces the risk of major water outages in the event of an emergency like a power outage or a natural disaster. Typically, reservoirs are filled up overnight, which helps us meet peak

demand for water when people get up for the day.

We're working to deliver this critical infrastructure that will improve the resilience of our water network for all Aucklanders. Our crews will also be working tirelessly to improve water resiliency by finding and fixing leaks in the network to reduce water wastage. You can do your bit by making every drop count.

**[Find out some of our top water-saving tips in this edition of \*Tapped In\*.](#)**

# Make every drop count

While you're enjoying the warmer weather, please remember to be mindful of your water use.

We understand summer changes the way we use water – and not just for the gardeners among us. It brings out the urge to do a bit of home DIY – cleaning the house, car or driveway, for example.

We encourage you to be mindful of your water use as you make the most of your time outdoors and tackle those summer cleaning chores. Here are some of our top water-saving tips:



For more information, visit [waterforlife.org.nz](http://waterforlife.org.nz).

**Don't let your hose run wild**



**Use a trigger nozzle** on your garden hose



**Mulch your garden** to reduce water loss



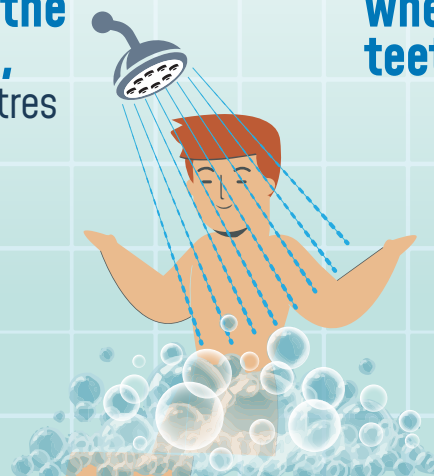
For outdoor water use

For indoor water use

**Use a half flush,** save 6 litres



**Spend one minute less in the shower,** save 12 litres



**Turn the tap off when brushing your teeth,** save 4 litres



## Fast fact

Auckland's water demand can jump by as much as 100 million litres on a hot, dry day, compared to our average use. This can put pressure on our treatment plants and networks.



## Small changes add up to big savings

**Beach Haven resident, Deb Preston, has shaved 14 per cent off her monthly water bill thanks to Ecomatters' free in-home water check**

With the increase in home loan rates, Deb needed to look for ways to cut down costs. When she heard about the home water check, offered by Watercare and EcoMatters, she registered her interest online which led her to meet Britta, one of EcoMatters' friendly sustainability advisors.

The water check involved a thorough investigation of all things water-related in her home. Starting with the bathroom, Britta measured the water flow rate from the taps and showerhead. She demonstrated the difference in volume of water flowing with and without a restrictor on.

Moving on to the kitchen and laundry areas, Britta explained the benefits of using the economical (eco) setting on the dishwasher and washing machine. It helps lower the wash and rinse temperatures which means less water is used overall, and less energy is used to heat the water.

After the final checks were completed, Britta supplied and installed a shower flow restrictor and tap aerators around the house to reduce the water flow rate. A handy shower timer was also put in to encourage Deb's teenage daughter to stick to four-minute showers. She also received personalised water-saving advice for each area of her home.

Overall, Deb was impressed with the professionalism and educational experience from the EcoMatters team. She says Britta's passion rubbed off on her and she now has a strong interest in saving water. She hopes to keep up these changes and continue to reduce her water bill.

Our partnership with EcoMatters aims to help our customers reduce their water use. The team at Ecomatters provide a range of videos to show how you can [measure flow rates](#), [install flow restrictors for showers](#) and [tap aerators at home](#). By changing just a few things about the way you use water – like Deb has done – can save around \$280 per household, per year.

Visit [ecomatters.org.nz/saving-water](https://ecomatters.org.nz/saving-water) for more information.



## Tap into our app!



**Download our free app to keep track of your water use and compare your household use against our water efficiency targets.**

### Did you know?

If you have a mechanical meter, you can view your water use data as far back as 2019 or from the date your account was connected (if that is after 2019). Over time, you'll see up to six years of data to compare how your water use is tracking each season.

Smart meter customers can view water use in half-hourly, daily and monthly bites from the date of installation or date of account connection.

### How to sign up?

Click on a QR code below or search for 'Watercare' on the App Store or Google Play to download our free app.

### App Store



### Google Play



### To login:

Use your current MyAccount details. If you're not registered, sign up to [MyAccount](#) on our website. And while you're at it, switch to e-billing to avoid the \$1.50 (inc. GST) paper bill charge!

Visit [watercare.co.nz/tapintourapp](https://watercare.co.nz/tapintourapp) for more details.

# Making the most of your backyard this summer?

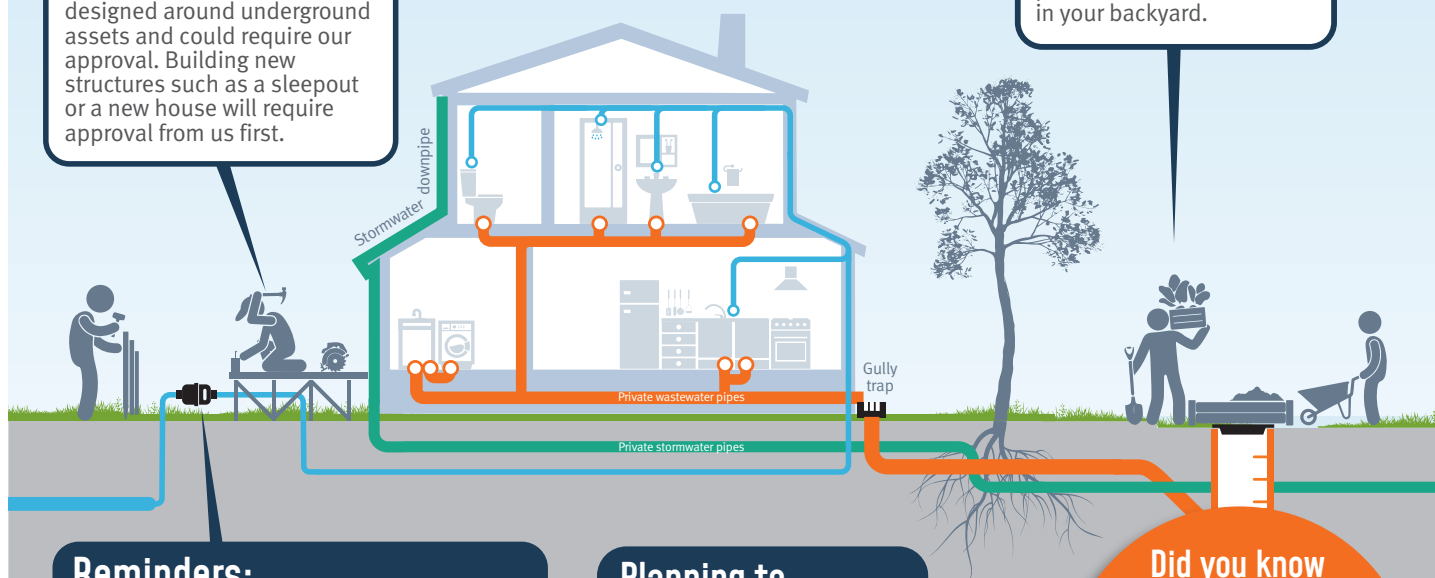
If you have a DIY project, big or small, it's important to know where Watercare assets are.

## Building a deck or patio?

These may need to be designed around underground assets and could require our approval. Building new structures such as a sleepout or a new house will require approval from us first.

## Landscaping?

Be careful not to plant trees over pipes or cover manholes. This will help prevent leaks and overflows in your backyard.



## Reminders:

- Water meters, even if they are on your property, need to be accessible for our crews. Please make sure they are not blocked or covered.
- If you're planning to connect more buildings to existing pipes, please get in touch with us. Unauthorised connections can pose a risk to the public water supply system.
- Avoid pouring construction waste, such as paint or plaster, down the drain. This can cause damage to the wastewater system and harm the environment.

## Planning to connect to the public network?

You will need to apply to connect private plumbing or drainage to the public water or wastewater network. Visit [our website](#) to complete the application form online.

## Did you know there are over 177,371 manholes in Auckland?

Manholes are access points to our wastewater pipes. Our crew use them to check the condition of pipes and clear blockages to prevent overflows. If you have a manhole in your backyard, please make sure it is accessible.

[Click here](#) to find out where our water and wastewater pipes are located.

## Award-winning struvite fertiliser, available in store

Our struvite fertiliser, **Emerge**, will be available in 2.5kg bags throughout all 84 Mitre10 stores across the country this month. It is perfect to help establish or revitalise lawns and leafy plants.

Emerge is a sand-like, slow release fertiliser that we started extracting from our wastewater treatment process. It's a natural, phosphorus-rich local, renewable and sustainable resource that's extracted, sun-dried, sieved and sorted at our resource recovery facility at our Māngere Wastewater Treatment Plant. It has been extensively tested by laboratories and the New Zealand Sports Turf Institute to ensure it is safe. It has proven to be highly effective, especially for turf and grass.

Emerge won the Circularity Award at the New Zealand Sustainable Business Network Awards in November. So far about 200 tonnes have been sold in bulk to fertiliser distributors.



Our resource recovery manager Rob Tinholt pictured above.

## 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 email our communications team at [communications@water.co.nz](mailto:communications@water.co.nz). You can learn more about what we do at [waterforlife.org.nz](http://waterforlife.org.nz)