

# Welcome to Watercare - tenants and landlords

Water is safe to drink, straight from the tap. This means we will always provide you with safe drinking water and treat your wastewater to protect the environment.



## Your responsibilities

We set up accounts under the legal property owner's name as our contract is with the owner.

The property owner is responsible for paying the bill and for maintaining the private water and wastewater pipes. As a tenant, your responsibility is to agree with your landlord or property manager on how the water or wastewater charges will be paid. Usually fixed charges are paid by the property owner and volumetric charges are paid by the tenant, depending on the agreement you have.

Please refer to the [Residential Tenancies Act](#) for more information.

**For information about managing faults, leaks and plumbing issues, please [click here](#).**

## About your water bill



Every month, you'll receive a bill that lists your water, wastewater and fixed charges.

We charge you per kilolitre (1kL equals 1,000 litres) of water used and wastewater estimated.

If you have a mechanical meter: your monthly bill will show whether your water use is an actual read or estimate. Every second month, we estimate your water use, rather than read your meter. Estimates are based on average water use of your past two actual reads.

You can find out more about our water and wastewater charges at [watercare.co.nz](http://watercare.co.nz).



## Where is my water meter?

Some water meters are located within a property boundary. Please contact us if accessing your property is difficult, for instance because of locked gates or dogs.

If you have a mechanical meter: Our meter readers need to access your water meter every other month, so please make sure it is not overgrown or covered.

If you have a smart meter: Your smart meter will send us data automatically. However, we may need to access it occasionally. Please do not cover it or let it become overgrown.



## Our services



### Report a fault

Log a fault online or check for outages in your area.

For emergencies, please call 09 442 2222 (press 1).



### Tap into our app

Authorised tenants can register and download our [free app](#) to track their water use. Search 'Watercare' on the App Store or Google Play to get started.



### Priority assistance

We offer support for customers who may require additional help using our services. Translation services are available via phone or our website chatbot service. [Click here](#) to get started with the registration process.

## Customer promise, commitments and contract

Our customer promise, service-level commitments and contract are available on our website:

- **Our customer promise** and service-level commitments let you know what services we deliver and how we will engage with you. Importantly, it lets you know what to expect when there are planned or unplanned service disruptions such as water outages.
- **Our customer contract** explains your rights and responsibilities as a customer, and our commitments to you in providing safe and reliable water and wastewater services.

Visit [watercare.co.nz](http://watercare.co.nz) or scan the QR code.

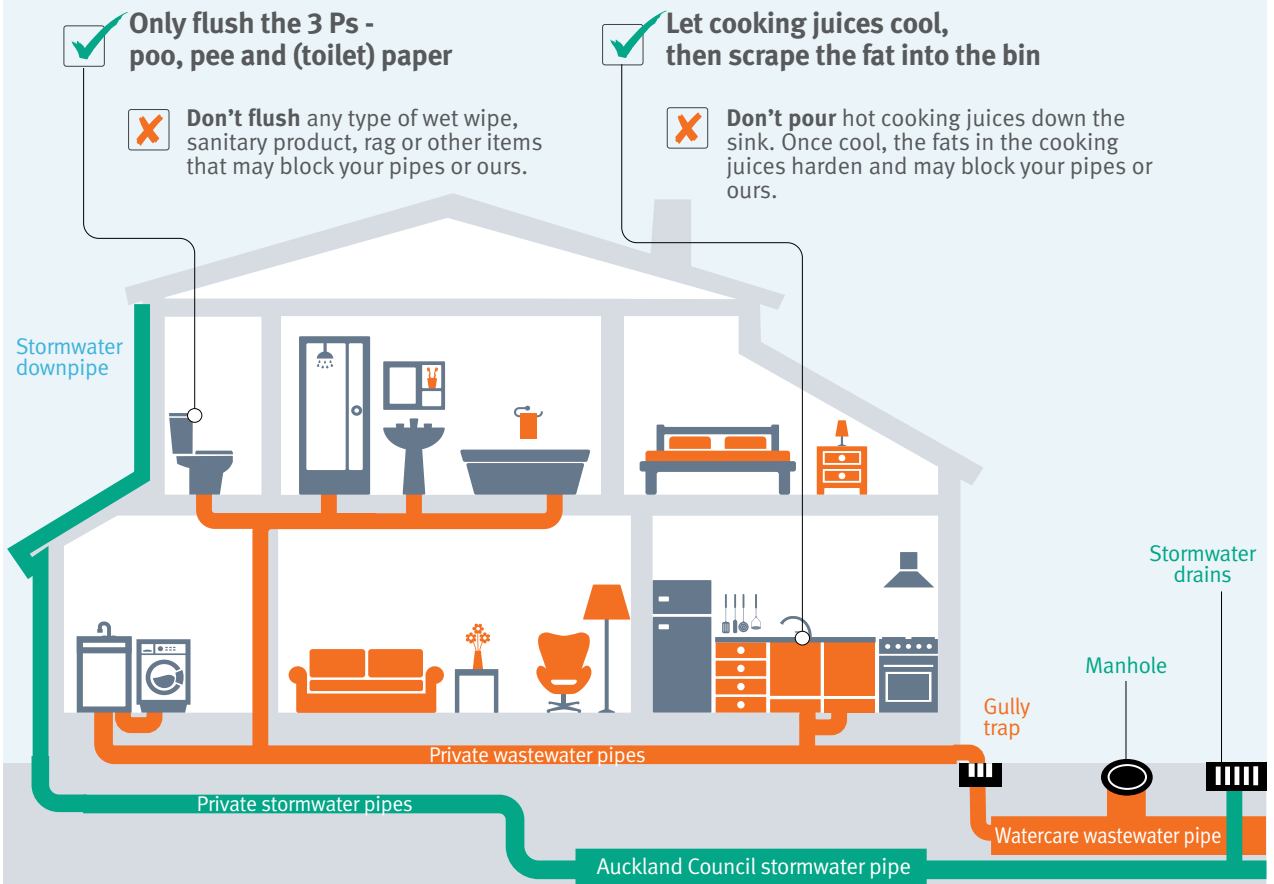


# Using our services

Every time you flush the toilet, pull the plug from a sink or have a shower, the wastewater drains into your private plumbing and out to our network.

When food scraps, fats or rubbish end up in the wastewater network, large clumps can form and block private and public pipes. This can cause overflows which can be harmful to our health, harbours and waterways.

This is why it's important to think about what you pour or flush down our private drains. Here are some key tips to prevent overflows.



✓ **Only flush the 3 Ps -  
poo, pee and (toilet) paper**

✗ **Don't flush** any type of wet wipe, sanitary product, rag or other items that may block your pipes or ours.

✓ **Let cooking juices cool,  
then scrape the fat into the bin**

✗ **Don't pour** hot cooking juices down the sink. Once cool, the fats in the cooking juices harden and may block your pipes or ours.

## Reducing your water use

We can help you reduce your water use and your water bill. Here are five easy ways to save water at home:

We've got plenty more ways for you to reduce your water use at [watercare.co.nz](http://watercare.co.nz).



1

Shorten your shower to four minutes or less.

2

Turn off the tap when brushing your teeth or shaving.

3

Fix dripping taps.

4

Use a bowl to clean vegetables in the kitchen sink. The water can then be poured on your plants.

5

If you are replacing a dishwasher or washing machine, compare the water rating of different models. Look for the WELS water-rating label displayed on or alongside the appliance.

## Contact us

If you have a problem with your water supply or there is wastewater overflowing, contact us **24 hours a day, 7 days a week**.

Visit [watercare.co.nz](http://watercare.co.nz) for details