

Welcome to Watercare

Here's a helpful guide on how to set up and manage your water account

We've taken care of setting up your water and wastewater account based on information we have about the property.

There are still some steps we'd like you to take to make managing your account a breeze. In this user guide, you'll also find handy information about billing and charges, tenants and contracts, and water efficiency.



Three simple steps to get you started

1

Register for MyAccount at watercare.co.nz

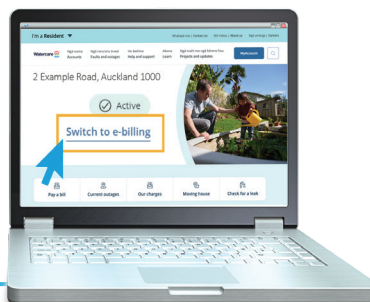
With MyAccount, you can:

- make a one-off payment
- set up automatic payments
- manage and pay several accounts in one go
- view account balances and due dates
- download past bills
- manage online access for lessees.

2

Sign up to receive your bills by email

Save on postage costs and do your bit for the environment by signing up to receive your bills by email.



3

Find the water meter that serves your property

Our water meter is usually found in the ground outside your property boundary, in a meter box.

Our meter readers and staff need to access the water meter regularly. If it isn't accessible, we will have to estimate your water use.

Please complete the 'property access for meter reading' form on **our website** if you think there will be ongoing access issues.



Top tip: If you were our customer previously and have moved to a new property, you'll need to set up the payment method again using your new account number.

Understanding your responsibilities and ours

We have a **customer contract** that sets out the terms under which we provide water and wastewater services to you, your obligation to pay for these services, and other rights and obligations, including your rights in any dispute with us.

We also have a **customer promise** to deliver services you can trust. We'll always provide your business with safe drinking water, and we'll treat your wastewater so it can be safely returned to the environment. Not only that, we will treat you with respect and take your feedback seriously.

Visit watercare.co.nz and search 'customer promise, standards and contract' to find out more.



Top tip: We don't carry over any information about the previous owner or their tenant. So if their tenant has remained in the property, you'll need to complete a change of lease form. There are two to pick from: one that switches the bill into the tenant's name; and one that keeps the bill in your name. As the property owner, you are ultimately responsible for the charges incurred at your property.



Get to know your water bill

Every month, you'll receive a bill for the water and wastewater services you received. Depending on your business, you may also receive separate bills for trade waste, backflow or infrastructure growth charges.

Water charges

We charge you per kilolitre (1kL equals 1000 litres) of water used, which is measured via your water meter.

Wastewater charges

There are four wastewater pricing plans based on the volume of wastewater being discharged into the network. Your bill shows the plan you're on, which was carried over from the previous property owner. As a new customer, you can change your plan within 15 days of receiving your first bill.

Each wastewater plan has two types of charges:

Fixed charge

This charge covers the cost of maintaining the public wastewater network. It applies regardless of whether your property is occupied.

If you do not have a water meter and receive wastewater services only, you will pay a higher fixed charge based on an estimated volume.

Volumetric charge

This charge covers the cost of collecting and treating your wastewater. It is based on the volume of wastewater discharged, as determined by your industry type.

We calculate your wastewater as a percentage of the water that is recorded through your meter. The percentage is recorded based on your industry type.

For more information, please visit watercare.co.nz and search 'commercial charges'.

If the actual amount of wastewater discharge varies from the standard percentage for your industry type, you can apply for a **wastewater audit**.

If you have an alternative water source, such as a rain tank or bore, please let us know as it will impact the accuracy of our charges.

Monitoring your water demand

All business and mixed-use customers have an amount of water and wastewater services they can use in a 12-month period (typically July to June). This amount is called the baseline demand.

If you increase your water and wastewater use beyond the baseline amount, you'll need to pay an infrastructure growth charge (IGC). An IGC is your contribution towards the capital investment we make in bulk infrastructure to provide for an increase in services.

Search 'infrastructure growth charge' on **our website** or email igc@water.co.nz if you intend to grow your business.



Kick-start your water efficiency journey

Using water wisely and making sure you aren't wasting any water will help you stay within your baseline demand.



Remember, monitoring your water use and maintaining your private network is your responsibility.

We recommend you assess the risk of private water leaks to your business. Regularly checking your water meter is a great way to stay on top of any unexpected water use. You can also check for both obvious and hidden leaks and fix them immediately to avoid hefty water bills.



Visit our website or scan the QR code below for more water saving tips:



Get in touch

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 for details.

