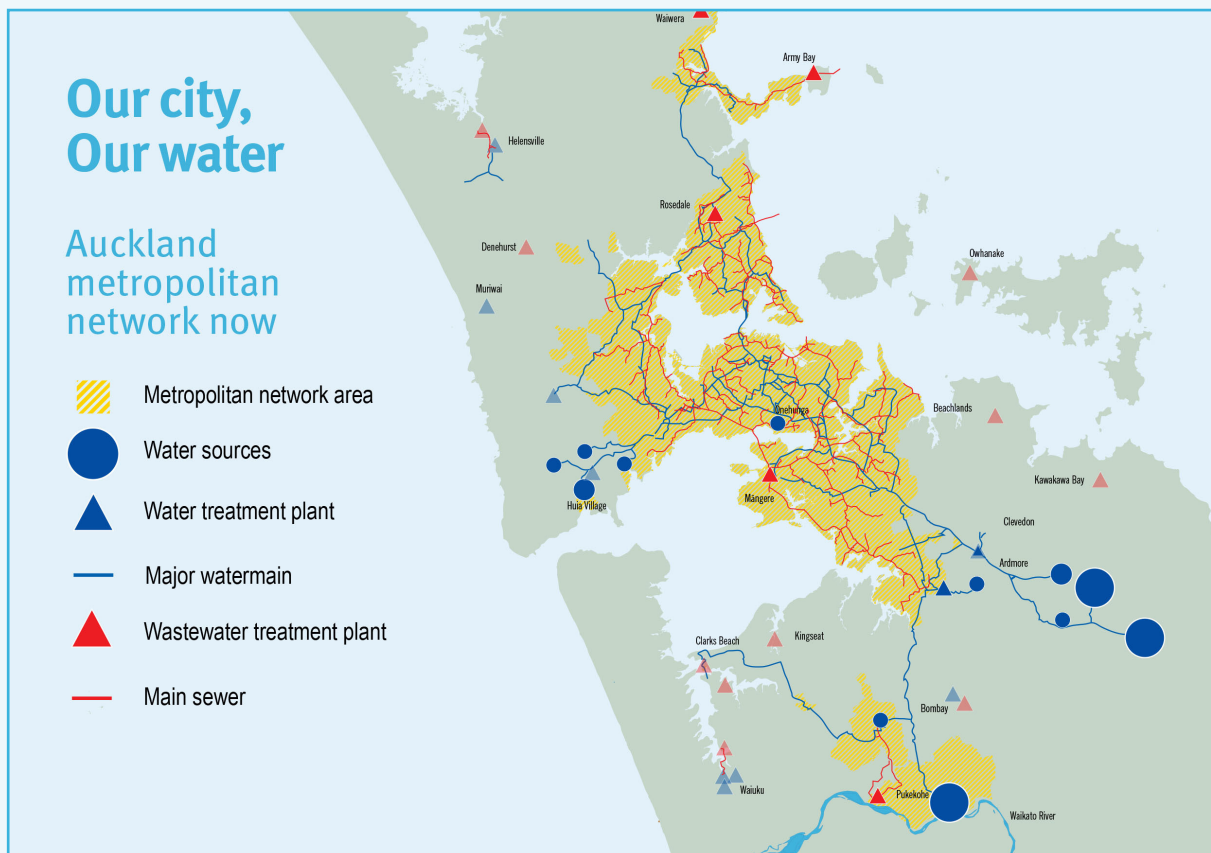


# Metro Servicing Strategy – Frequently asked questions (FAQs)



March 2025

- 1 What is the Metropolitan Servicing Strategy?**
- It's a long-term (70-year) strategy to manage Auckland's water and wastewater needs. It ensures that as the city grows, we continue to provide safe, reliable, and sustainable water services for future generations.



## Quick facts about Auckland's water and wastewater today:

### Water supply:

- 80 per cent of Auckland's water comes from the South, from dams in the Hūnua Ranges and the Waikato River. Only 20 per cent comes from dams in the Waitākere Ranges. All our water sources depend on rain.
- Currently, a third of our water comes from the Waikato River and we have committed to Waikato Tainui to not increase the amount of water we take from the river.
- Auckland doesn't have a northern source of water to supply the metropolitan network. We rely on water from the South to supply the growing population in the North of Auckland.



## Quick facts about Auckland's water and wastewater today:

### Wastewater:

- Approximately 86 per cent of our wastewater is treated and discharged into the Manukau Harbour.
- Wastewater overflows occur in our network, caused by many different reasons (some of these are to do with lack of capacity in the network and some are to do with private plumbing issues or people putting the wrong things in the sink or toilet).
- We are reaching capacity in the way we dispose of our biosolids.\* We need to decide what to do with the 300 Tonnes (24 truck and trailers) per day of biosolids that are produced in our Māngere Wastewater Treatment Plant.

*\*Biosolids are the biological mass left over after wastewater treatment. They are the good bugs that treat our wastewater by eating up all the carbon and nitrogen and phosphorus.*

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## Why does Auckland need a Metropolitan water and wastewater servicing strategy?

Auckland's population is growing, and climate change is creating new challenges. We need to plan ahead to secure water sources, upgrade infrastructure, and manage wastewater effectively. The strategy explores possible future scenarios and uses an adaptive planning approach to assess different water and wastewater options Auckland may need to consider over time.

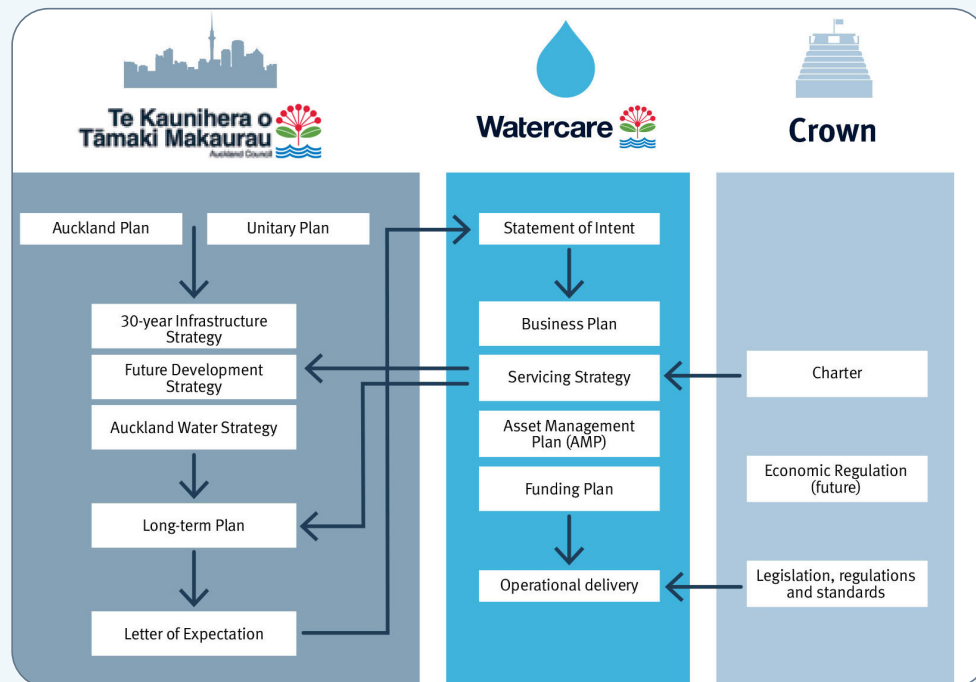
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## How do our strategies and Auckland Council plans work together?

The Metropolitan Servicing Strategy and Auckland Council share a vision for a resilient, sustainable, and well-planned Auckland. The strategy is designed to support urban growth while protecting the environment, ensuring affordability, and making smart investment decisions. By working in partnership with Auckland Council, mana whenua, and communities, it ensures that infrastructure is fit for the future and delivers value over the long term.

### Alignment with Auckland Council's Objectives:

- [Auckland Plan 2050](#): Supports the plan's Development Strategy, ensuring infrastructure keeps pace with urban growth.
- [Te Tāruke-ā-Tāwhiri \(Auckland's Climate Plan\)](#): Aligns with the goal of reducing carbon emissions and adapting to climate risks.
- [Auckland Water Strategy \(adopted by Auckland Council in 2022\)](#): Supports the Te mana o te wai principles, prioritizing the health of water bodies and sustainable water use.
- [Unitary Plan](#) and [Future Development Strategy](#): Integrates with Auckland Council's spatial planning to ensure infrastructure is delivered in the right places at the right time.



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## How does the strategy support smart Investment and the Asset Management Plan (AMP)?

The Metropolitan Servicing Strategy underpins Watercare’s Asset Management Plan (AMP) by ensuring that investment in water and wastewater infrastructure is strategic, cost-effective, and aligned with long-term growth and climate resilience needs. Rather than outlining specific investment costs, the strategy explores future options and potential pathways through an adaptive planning approach—helping to guide decisions on prioritising projects that deliver the greatest benefits for Aucklanders while balancing affordability and sustainability.

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## How can I be involved in shaping strategy?

The engagement process is in two phases:

- **Phase 1 (March–June 2025):** Shaping the strategy. We’ll share future water challenges and seek community feedback on priorities, values, and aspirations. A summary of feedback and how it influenced the strategy will be published by 31 August 2025.
- **Phase 2 (Feb–April 2026):** Sharing the strategy. We’ll present the final Metropolitan Servicing Strategy and seek feedback on how well it reflects community input and the future of water and wastewater services.

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## How can I give input if I can’t see the draft?

Instead of a full draft, the engagement from 25 March to 01 June 2025 provides an opportunity for us to share key ideas, challenges, and options to gather broad input before finalising the strategy. Your feedback on priorities, trade-offs, and key concerns will help shape the strategies direction.

When we release the Metropolitan Servicing Strategy in January 2026 there will be an opportunity to provide feedback. The strategy is a living document and will be reviewed periodically.

The **strategy is a living document** and will be periodically reviewed, so there will be further opportunities for input even after its release. Let us know what matters most to you!



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### How will my feedback be used?

Your input will help influence the strategy. After consultation, we'll review feedback, publish a summary on the website by **31 August 2025**, and integrate key themes into the final plan. The final Metropolitan Servicing Strategy will be released in **January 2026**.

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### How will this strategy affect my water bills?

The strategy could affect your bill. The decision we make now can affect how much you might pay for water and wastewater services in the future. Community feedback will help shape how we prioritise investments – whether keeping bills low or funding new water technologies. We are a low-cost provider and making water affordable for everyone is a priority.

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### How does this strategy affect how I use water services?

The strategy does not change how you use water services today. Your access to safe and clean drinking water and wastewater services will remain the same. The strategy is designed to strengthen resilience and ensure we are prepared for the future. As our population grows and our environment changes, the strategy helps us plan for reliable and sustainable water services.

To help ease pressure on our water systems, we do need the community to use water wisely and ensure that only the 3 P's – pee, poo, and (toilet) paper – go down the pipes. Over time, you may see improvements such as more efficient infrastructure, enhanced water conservation efforts, and smarter ways to manage wastewater – ensuring our communities remain resilient and well-equipped for the future.