Te Rautaki Whakarato a Metropolitan

Metropolitan Servicing Strategy information booklet

Poutüterangi 2025 | March 2025

Watercare

Mihimihi

E whakatere mā te awa tipua,
ki te Toi o te Rangi,
Pae o ngā Atua,
Takenga o te Puna Waiora.

Rukuhia te Puna Waiora,
koinā te kaihoroi
i ngā para o te Ao.
Kauhorahia te Tai Moana–
Tokonga o te Matapae Huarere
Ārai o Para-whenua-mea.
Whītikihia
ko te tātua o Tawhirimātea
hei pārai i ngā haukino o te wā.
Whakamaua ō kamo
ki ngā rārangi maunga,
hei toka herenga whakaaro,
mauri kōpaki wairua,
tāhuhu whakairinga
i te mana atua,
mana whenua,
mana tangata.

Koinei te oha
ka tohia nei e tatou
ki te wai.
Tūturu ōwhiti
Whakamaua e Rongo kia eke!
Eke panuku, eke tangaroa,
Haramai te toki a haumi e, hui e, tāiki e!

A tribute

Travel the path of the sacred river,
to Heaven on High,
the Mantle of the Gods
to the Wellspring of Life itself.

Delve the depths of the Water Font,
curer and cleanser
for all the World's waste matter.
Treat well the Oceans–
Harbinger of Climate
Fortress against Inclement Weather.
Gird yourself
with the waistband of Tāwhirimātea,
to ward off the harsh winds of time.
Fix your gaze
upon the mountain chain,
to anchor your best intentions,
to embrace your inner being,
and focus
on the wisdom of gods,
the wellbeing of land,
and the continuance of mankind.

This is our purpose
and commitment
to water.
Bring these things to fruition
Rongo, God of Goodness and Plenty,
Bind us to be purposeful in this–
indivisible, unrelenting and successful!

our city, our water

shaping our water future together!

Haere Mai! Welcome! This document will help you understand the Metropolitan Servicing Strategy, the water and wastewater challenges we face, and how you can participate in the conversation.

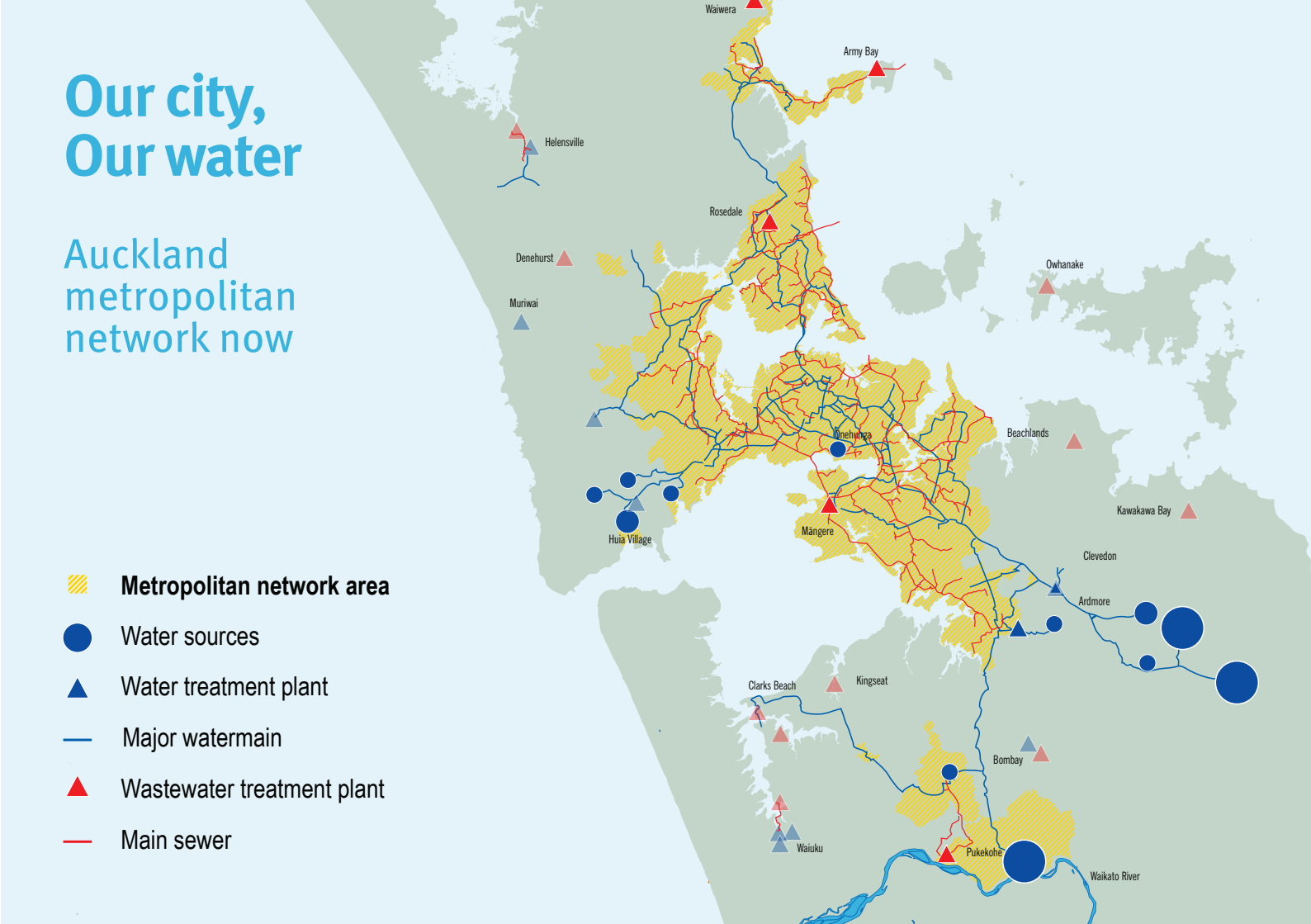
Within this document you will find:

- **Some of the water challenges and opportunities our city faces**
- **An overview of what we are trying to achieve and how your feedback will be used**
- **Three examples of different water management ideas for the future to get you thinking**
- **Some questions to help guide your feedback**

Let's shape the future together!

Our city, Our water

Auckland metropolitan network now

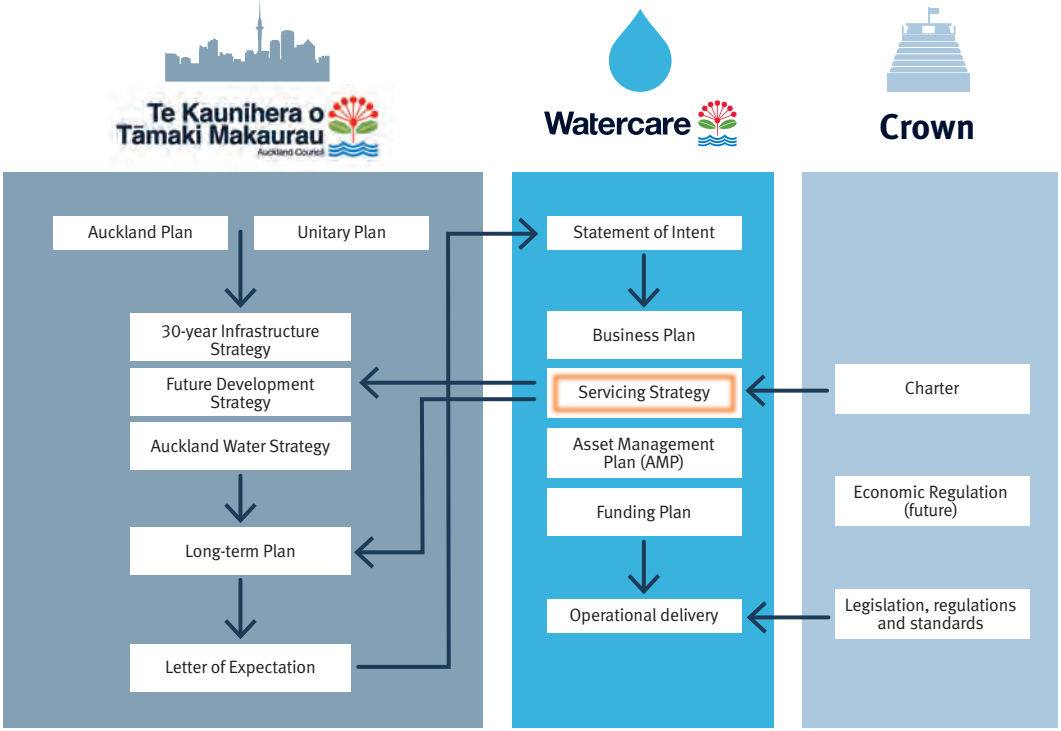


What is the Metropolitan Servicing Strategy?

- 70+ year timeframe
- Puts all our challenges and possibilities for the future of water and wastewater management in one document
- Will open up better dialogue for conversations with the community
- Will enable us to better prepare for the impacts of climate change
- Will guide our decision-making

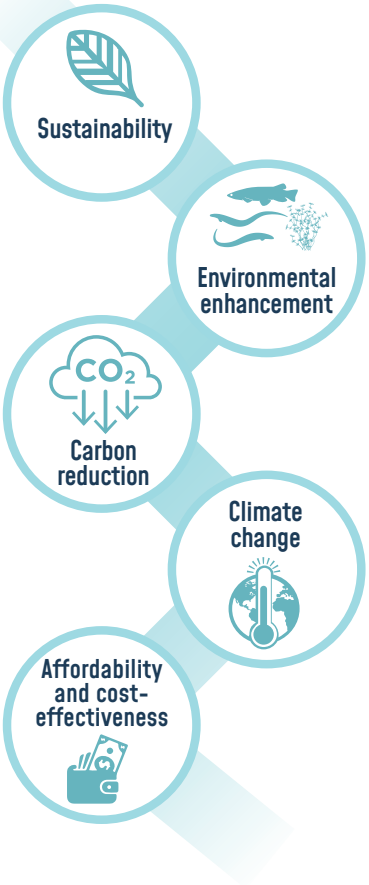
Our key priorities

Where will this strategy fit in the planning framework?



We work closely with the Crown and Council to provide water services in line with long-term strategies and government direction.

What will happen to your feedback?



What can I influence with my feedback?

There are areas within the strategy where you can have an impact:

- Investment in innovation and research
- Investment into local environment enhancement
- Doing more or less to reduce the effects of climate change
- Adapting more quickly to the impacts of climate change

The level of influence

There are things that are outside of the community's influence:

- The delivery of safe drinking water
- Adherence to our statutory commitments
- The support of growth in line with Council plans
- The affordability of our services

Our commitment:

If we hear strong themes consistently held across the community, it will have an impact on our decision-making by being incorporated into our metropolitan servicing strategy document.

We'll let you know what we heard and what we are doing to act on feedback in our engagement report. In this way, your feedback and its impact on decision-making will be more transparent.

Quick facts about Auckland's water and wastewater today:

our city, our water

Water:

- 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, around 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, beyond consented limits.
- Auckland doesn't have a northern source of water to supply the metropolitan network. We rely on water from the south and west to supply the growing population in the north of Auckland.

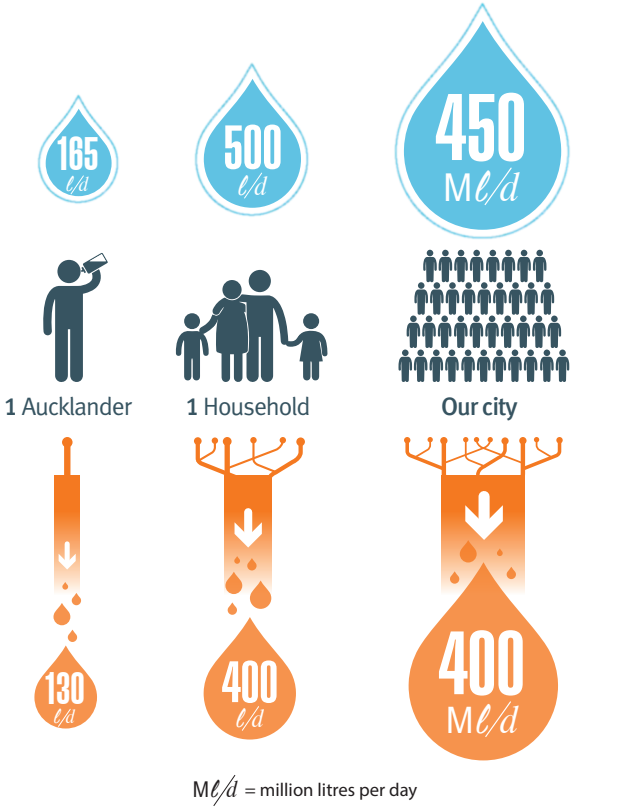
Wastewater:

- 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 down the sink or toilet).

Biosolids:

- 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, nitrogen and phosphorous.
- 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.

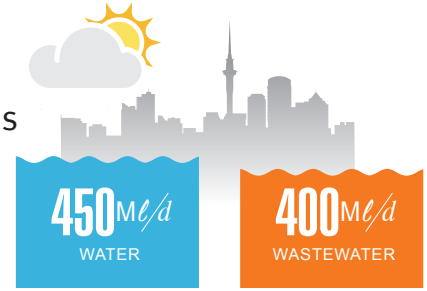
Water in... wastewater out



Mℓ/d = million litres per day

Our water use

Normal conditions



When it is rainy and cold we use **less** water

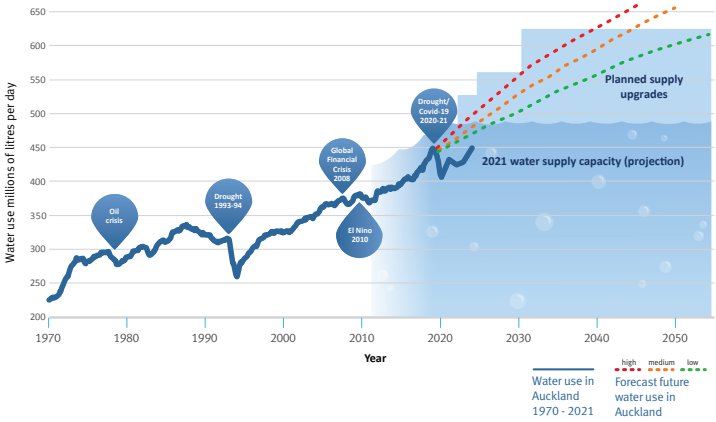
But we produce more wastewater due to stormwater entering the pipes

When it is hot and dry we use **more** water

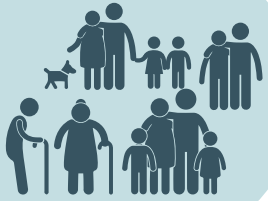
A lot of this extra water is used outdoors and does not increase wastewater flows

Mℓ/d = million litres per day

Auckland region annual supply and demand



Our population is growing. We need to plan for new water sources and what we do with more wastewater and biosolids in the years to come.



Why we need to work together

Why **you**? Why **now**?

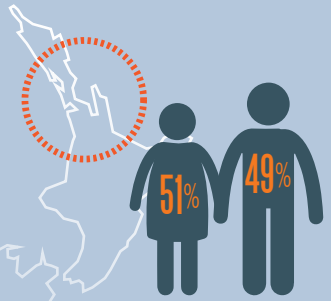
Planning alone is risky business!

Our decisions need to reflect community values and align with what matters to people.

so tell us...

The future looks brighter when we work together

Our city, our water – who we are **now**



7%	20%	24%	21%	18%	5%
babies & preschoolers	school years	yound adulthood	family & middle age	freedom!	
0–4 yrs	**5–19 yrs**	**20–34 yrs**	**35–54 yrs**	**55–74 yrs**	**75+ yrs**

57% born in New Zealand | 43% born overseas

Auckland needs to be able to accommodate 700,000 more residents (with a total population of 2.3m) by 2050. Research suggests that Auckland's population could double by 2073.

Our climate is changing as well - so even if the population doesn't increase, it will still be increasingly difficult to serve Auckland without disruption as we look ahead (droughts, floods, storms, fires, sea-level rise).

> *"Ensuring secure and sustainable drinking water supply requires careful planning as total water demand is projected to increase as Auckland's population grows."*

> *"Auckland needs long-term (generational) change to water infrastructure systems through new approaches that align with the council's aspirations for climate positive and resilient infrastructure."*

Quotes from Auckland Water Strategy 2022

Climate change impacts we are already seeing in Auckland

DROUGHTS

FLOODS

STORMS

SEA LEVEL RISE

- These are the predicted impacts of climate change
- We are already seeing these in Auckland
- That's why we are thinking about how to prepare for the future and why we are trying to address these challenges now
- We prefer to plan than to react and want to increase our level of preparedness

Our city, **our** water, **your** money
Let's shape Auckland's **water future**

our city. our water

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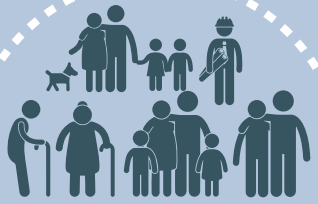
We face...



A growing and changing population

Increased focus on the environment

Increasing competition for money

Where should we direct our investment?

That's why you're here!

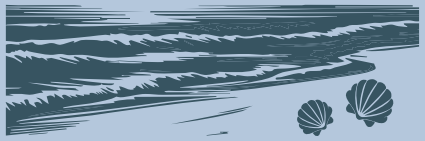
We are reaching capacity
in the way **we deliver** our current services

Water:

Demand is outstripping supply: we need new sources of water

Wastewater:

We care about the environment - where should our wastewater go?



Biosolids*:

Our current landfill solution for biosolids is reaching capacity

What should we do with our biosolids?

Decisions we make now will have an impact beyond 2100!

What kind of city should we plan for?

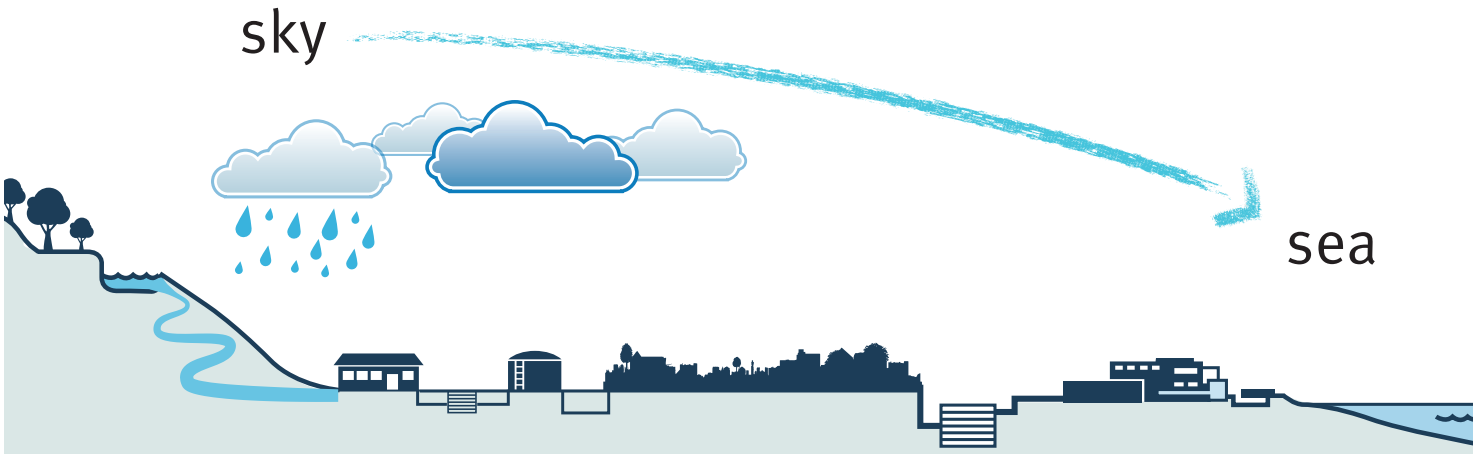
The future holds plenty of challenges and opportunities!

In the next section, we've set out three possible futures for the way water and wastewater are managed in Auckland. They are different approaches to how we might meet the future challenges described earlier.

There may be parts of each framework that you like, and that you don't like.

As you read through the next pages, think about what you value and what you want to avoid, and what else you want to know. You can provide your feedback in the survey at the end.

POSSIBLE FUTURE 1: BUSINESS AS USUAL



Water comes from outside of the city → Treat water → Water network → Use → Wastewater network → Treat water → Discharge

In this future scenario, we keep doing what we currently do: take water from dams and rivers and use it, then treat it and discharge it into our harbours and waterways. We comply with all legal standards. When we need more water we take it from the environment and/or tell people to use less.

BUSINESS AS USUAL

Pros & cons

- **Supply:** limited by rain
- **Cost:** lower in short-term, likely higher in long-term
- **Innovation:** minor, we stick with technology that is familiar and trusted
- **Environment:** little circularity, take a lot from the environment, discharge a lot (treated) back into the environment
- Centralised

Climate change considerations

DROUGHTS

– restrictions
– campaigns

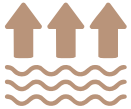
FLOODS

– reactive fixes

STORMS

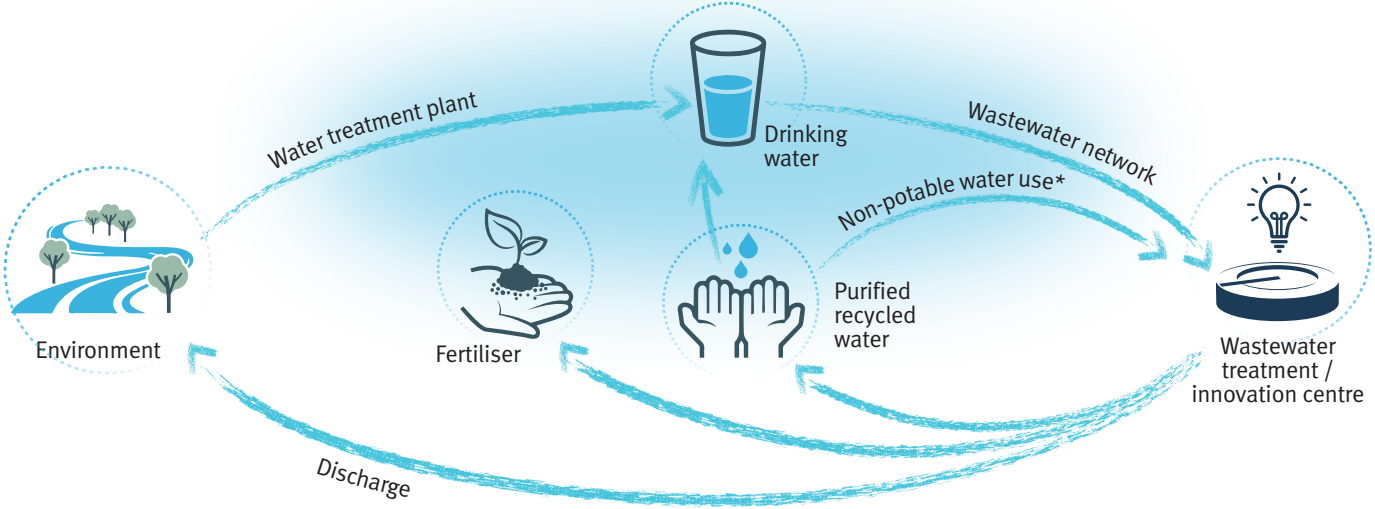
– reactive fixes

SEA LEVEL RISE



– fortify or move

POSSIBLE FUTURE 2: RECYCLING & INNOVATION



*Non-potable water: Water that is not safe to drink, often used for irrigation, cleaning, or industrial purposes.

Water comes from outside of the city → Water network → Use → Treat → Recycle water / Recover waste and sell it / Discharge what's left

In this future scenario, wastewater treatment plants use technology to turn wastewater into high quality drinking water, fertiliser and other potentially useful products.

Note: Purified recycled water was recommended as the next source of water by a citizens' assembly in Auckland in 2022

RECYCLING AND INNOVATION

Pros & cons

- **Supply:** continuous
- **Cost:** high in the short-term but get benefits from resources created in the medium and long-term
- **Innovation:** maximise exposure to technological advances, but some risk that not all innovations will work
- **Environment:** highly circular, better outcomes locally from not taking or discharging as much water, but it uses energy to make resources
- Centralised system

Climate change considerations

DROUGHTS

– purified recycled water

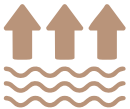
FLOODS

– innovate and react

STORMS

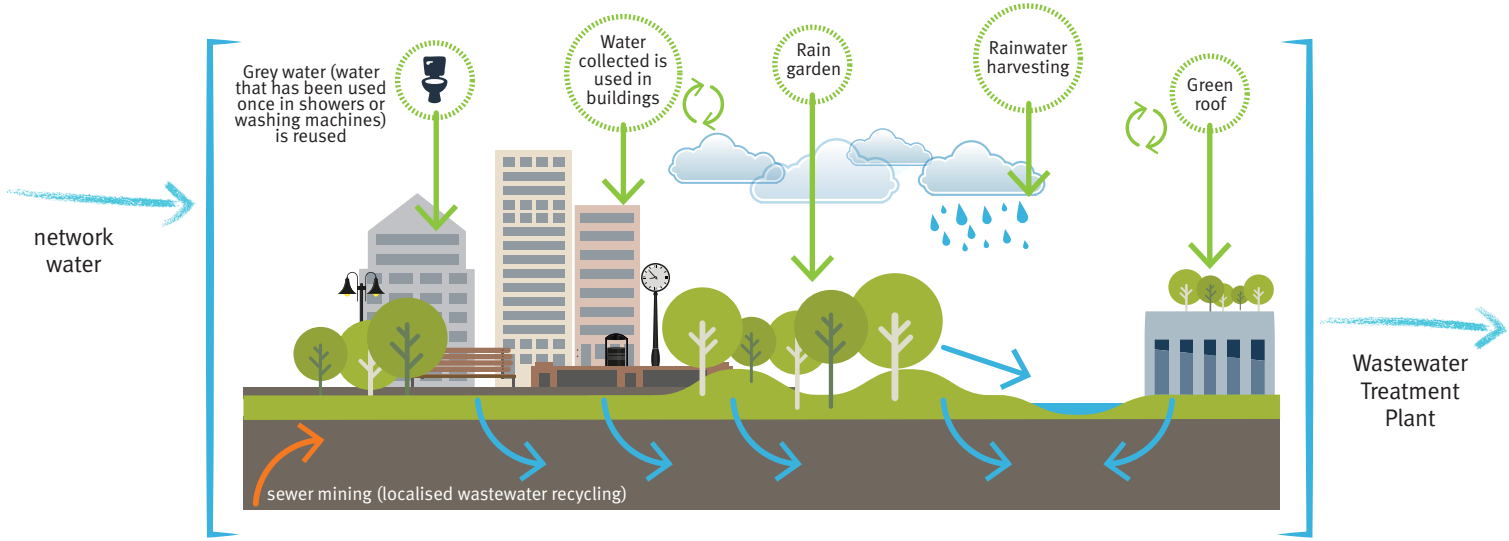
– innovate and react

SEA LEVEL RISE



– fortify or move

POSSIBLE FUTURE 3: WATER SENSITIVE CITY



Water comes from dams, rivers and roofs inside the city → Use → Reuse → Flow through catchment → Treat, recover and recycle → Excess to environment

Water sensitive design seeks to protect and enhance natural freshwater systems, sustainably manage water resources, and mimic natural processes to achieve enhanced outcomes for ecosystems and our communities.

Note: The Auckland Water Strategy applies the Water Sensitive Cities framework to ensure that water management protects and enhances te mauri o te wai, the life-supporting capacity of water.

WATER SENSITIVE CITY

Pros & cons

- **Supply:** more water efficiency, rainwater harvesting and greywater recycling reduce the need for water from dams and rivers, catchment level wastewater recycling required to reduce exposure to drought
- **Cost:** high, with benefits in long-term due to reduced impact of floods and storms
- **Environment:** beneficial to local and regional environment, greener, cooler city
- Decentralised/ catchment based

Climate change considerations

DROUGHTS

– More local storage and reuse, still some reliance on rain

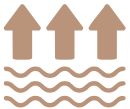
FLOODS

– reduced impact
– daylighting of streams

STORMS

– reduced impact

SEA LEVEL RISE



– local design issue

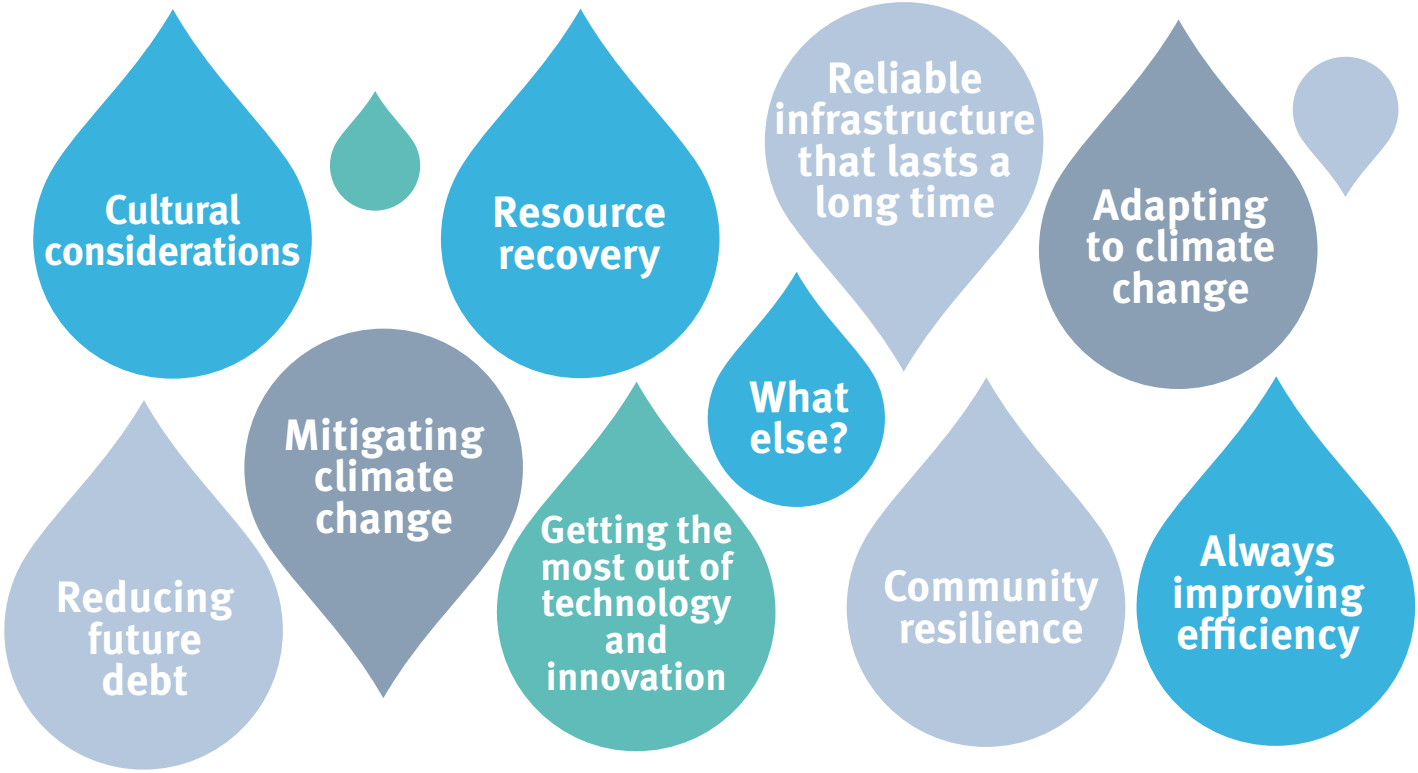
"what do you like?"

"what don't you like?"

"what else?"

Now you have considered the possible futures in the previous pages...

what really matters to you?



What **next**
Your voice is **important!**

One more step!
Take the 5-minute survey now!

https://survey.alchemer.com/s3/8227675/Metropolitan-Servicing-Strategy-Consultation