

TAPPED IN

Bringing you news, updates and information from Watercare

Autumn 2025



Pictured above: Work taking place on Donovan Street in Blockhouse Bay last year. This is part of the Huia 1 Watermain replacement project which will soon be completed.

Over the next 10 years,
we're investing
\$13.8 billion
in more than 1000 projects
to maintain safe and
reliable water and
wastewater services.

Service reliability at heart of new 10-year plan

Every day, people and businesses in Auckland count on us to supply around 440 million litres of safe drinking water and to carefully treat their wastewater. We take this responsibility seriously and that's why we've placed service reliability at the heart of our new 10-year Business Plan.

The plan outlines how we'll invest \$13.8 billion in more than 1000 projects all over Auckland, from Waiuku to Wellsford. To put that in perspective, we'll be spending an average of \$3.8 million every day until 2034.

About half of the money will go towards replacing or upgrading existing infrastructure, so you continue to receive

services you can count on, and the other half will be spent on expanding our networks to support population growth.

Together, the investment will help to keep our treasured environment healthy by reducing the number of wastewater overflows onto land and into waterways.

We're able to deliver this massive investment for Auckland largely thanks to Local Water Done Well legislation, which will see us become financially independent from Auckland Council on 1 July.

This enables us to borrow more to fund our infrastructure programme, ensuring we can carry out necessary construction work while maintaining a smoother price path for our customers.

Much of our infrastructure, including treatment plants and large pipes, is built

to last about 100 years. So being able to borrow more over a longer period allows us to spread the costs of this new infrastructure more fairly between current and future customers.

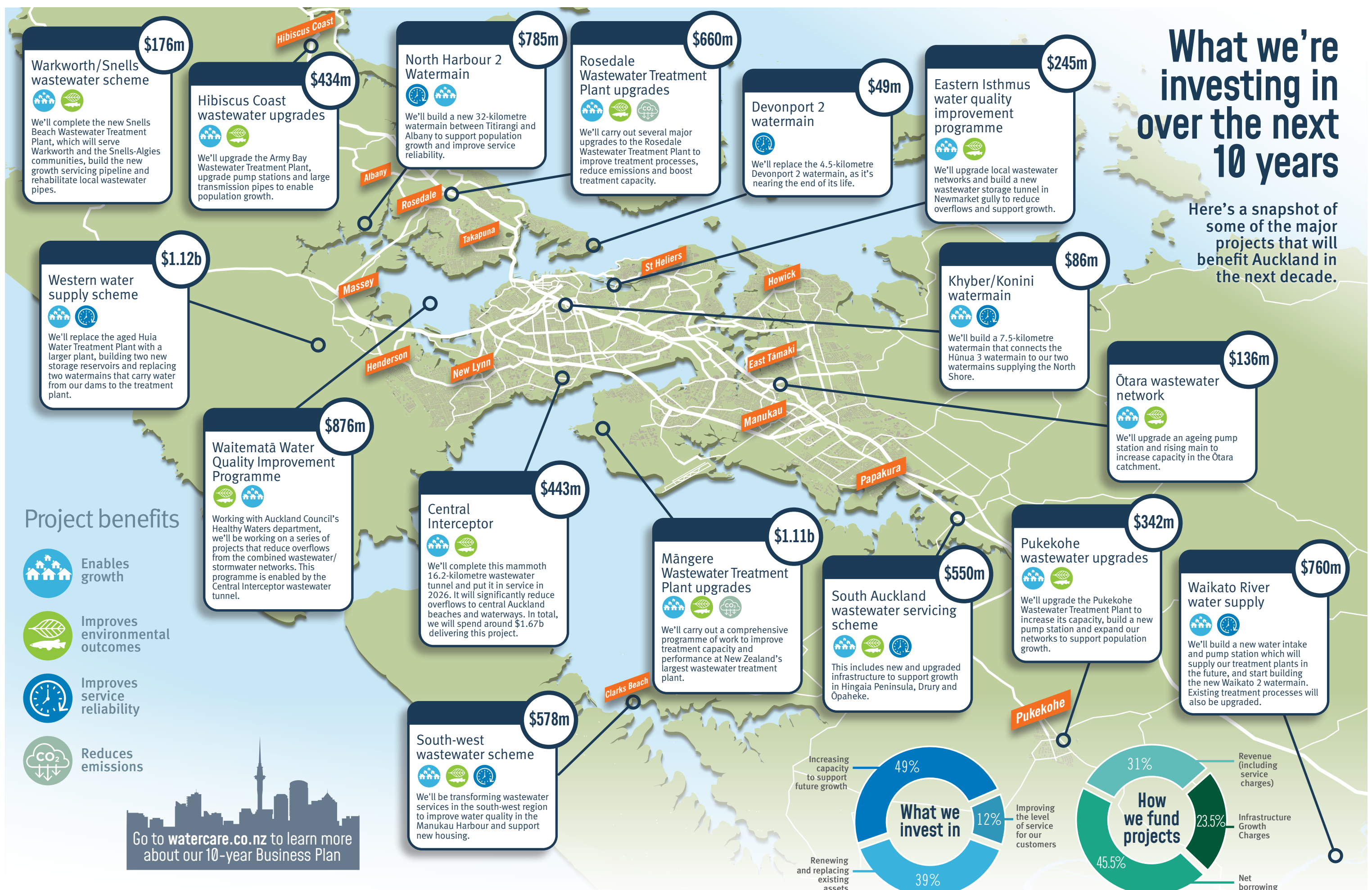
This year, our water and wastewater service charges will increase by 7.2 per cent. For a household with average water use, that's about \$7 more each month.

We look after dozens of treatment plants, hundreds of pump stations and thousands of kilometres of pipes, so it's likely we will be working in every community in the next 10 years.

In this edition of *Tapped In*, learn more about the benefits of the major water and wastewater projects that we'll deliver for Auckland in the next decade, and how we'll fund this investment.

What we're investing in over the next 10 years

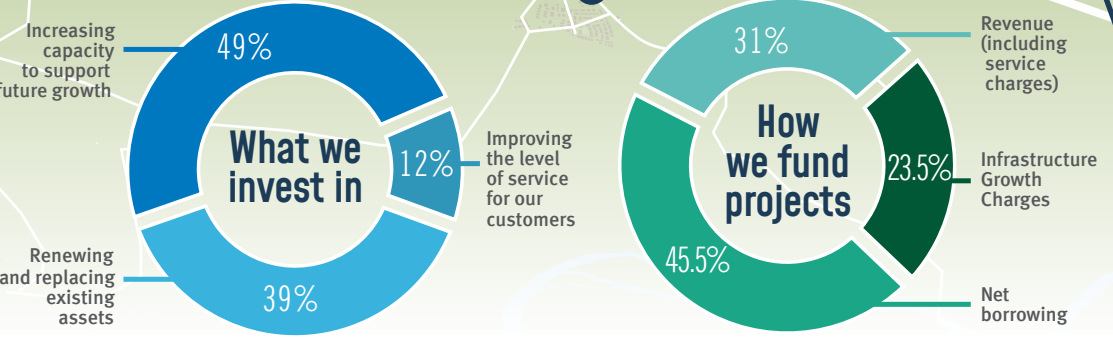
Here's a snapshot of some of the major projects that will benefit Auckland in the next decade.



Project benefits

- Enables growth
- Improves environmental outcomes
- Improves service reliability
- Reduces emissions

Go to [watercare.co.nz](https://www.watercare.co.nz) to learn more about our 10-year Business Plan



Please be mindful of your water use this autumn

Off the back of a very dry summer, we're encouraging our customers to use water wisely this autumn and to stay tuned for water supply updates from us.

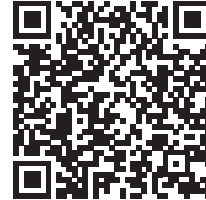
In March, we activated our drought management plan when the total volume of water stored in our dams dipped below 66.5 per cent. You can find out the status of our water supply – including if water restrictions are in place – by visiting watercare.co.nz. We also share important updates via the media.

Please help preserve the water in our dams by:

- Limiting your outdoor water use: a hose uses around 12 litres a minute!
- Keeping your shower short – four minutes or less is ideal.
- Checking your home for leaks.

Visit watercare.co.nz or scan the QR codes for more water-saving tips and to check the latest dam levels.

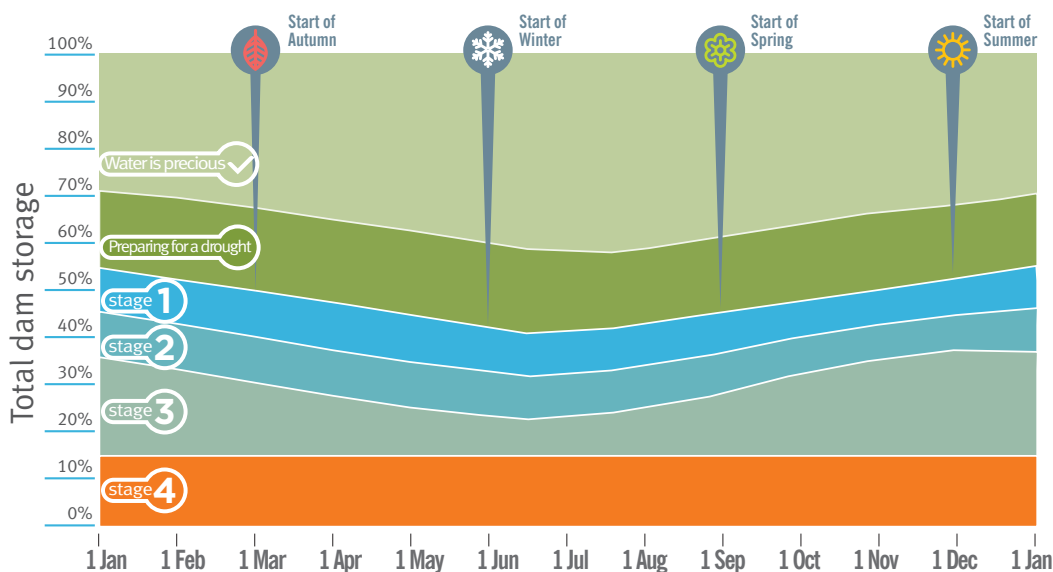
Water saving tips



Dam levels



Water restriction trigger levels



Our two Waikato plants are currently producing around **185 million litres** of water a day. That's enough to meet around **37 per cent** of the city's demand.

Help us shape our water future

We're excited to be able to share our 10-year plan, but as Auckland's water service provider, we also need to look further into the future – 70 years and beyond – to make sure our services are safe, reliable and affordable for generations to come.

As Auckland grows, so do our water challenges. We'll need to find new, sustainable water sources, work out the best long-term approach for managing wastewater to protect the environment, and find a solution for dealing with biosolids – a byproduct of the wastewater treatment process.

You can influence our long-term servicing strategy by considering some of these challenges and letting us know what's important to you and your whānau.

Engagement is open **from April to May 2025**. Join us at one of our community events across Auckland to learn more and share your thoughts.

Can't make it in person? Not a problem, you can help shape the water future by completing our online survey – you'll go into the draw to win one of three Prezzy Cards. See our website for terms and conditions.

To find out more, including when and where we'll be coming to your part of Auckland, scan the QR code or search 'Metropolitan Servicing Strategy' on watercare.co.nz.



Scan the QR code to learn more.

KEEP IN TOUCH

To get in touch, please email our communications team at communications@water.co.nz.

You can learn more about what we do at watercare.co.nz

our city. our water
shaping our water future together!

