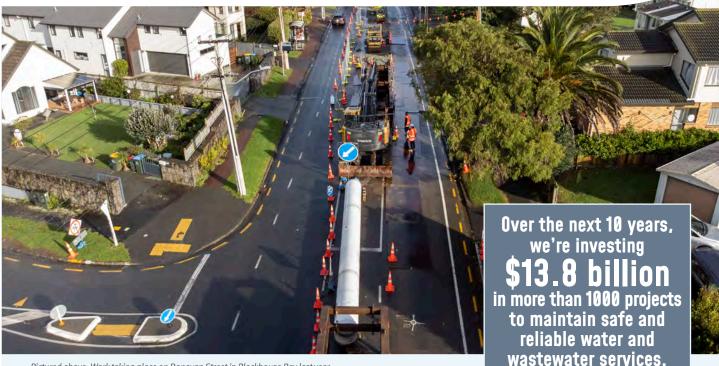
# TAPPEDIN

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.

### 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.



\$660m \$785m What we're \$176m \$245m North Harbour 2 Rosedale Warkworth/Snells investing in over the next Watermain Wastewater Treatment \$434m wastewater scheme Eastern Isthmus \$49m Plant upgrades water quality **Hibiscus Coast** Devonport 2 improvement wastewater upgrades We'll build a new 32-kilometre We'll complete the new Snells watermain watermain between Titirangi and programme Beach Wastewater Treatment We'll carry out several major Albany to support population Plant, which will serve upgrades to the Rosedale growth and improve service 10 years Warkworth and the Snells-Algies Wastewater Treatment Plant to reliability. We'll upgrade the Army Bay communities, build the new improve treatment processes, We'll replace the 4.5-kilometre Wastewater Treatment Plant, We'll upgrade local wastewater growth servicing pipeline and rehabilitate local wastewater reduce emissions and boost Devonport 2 watermain, as it's upgrade pump stations and large networks and build a new treatment capacity. nearing the end of its life. transmission pipes to enable wastewater storage tunnel in pipes. population growth. Newmarket gully to reduce Here's a snapshot of overflows and support growth some of the major projects that will \$1.12b benefit Auckland in \$86m the next decade. Western water Khyber/Konini supply scheme watermain We'll replace the aged Huia We'll build a 7.5-kilometre Water Treatment Plant with a watermain that connects the \$136m larger plant, building two new Hūnua 3 watermain to our two storage reservoirs and replacing watermains supplying the North two watermains that carry water Ōtara wastewater from our dams to the treatment network AAA @ \$876m We'll upgrade an ageing pump Waitematā Water station and rising main to increase capacity in the Ōtara Quality Improvement Programme \$443m Central Project benefits \$342m Working with Auckland Council's Interceptor Healthy Waters department, \$1.11b we'll be working on a series of Pukekohe projects that reduce overflows from the combined wastewater/ wastewater upgrades Mängere Enables \$760m stormwater networks. This We'll complete this mammoth \$550m Wastewater Treatment growth programme is enabled by the 16.2-kilometre wastewater Waikato River Central Interceptor wastewater tunnel and put it in service in Plant upgrades 2026. It will significantly reduce overflows to central Auckland South Auckland We'll upgrade the Pukekohe water supply wastewater servicing Wastewater Treatment Plant to beaches and waterways. In total, increase its capacity, build a new **Improves** we will spend around \$1.67b scheme We'll carry out a comprehensive pump station and expand our delivering this project. environmental programme of work to improve networks to support population We'll build a new water intake outcomes treatment capacity and and pump station which will performance at New Zealand's supply our treatment plants in This includes new and upgraded largest wastewater treatment the future, and start building infrastructure to support growth **Improves** the new Waikato 2 watermain in Hingaia Peninsula, Drury and Existing treatment processes will service also be upgraded. reliability \$578m South-west wastewater scheme Reduces Revenue Increasing 31% (including emissions capacity service to support charges) future growth We'll be transforming wastewater How services in the south-west region What we Improving the level to improve water quality in the we fund Infrastructure 73.5% Manukau Harbour and support of service invest in Growth projects Charges Go to watercare.co.nz to learn more new housing. about our 10-year Business Plan Renewing 45.5%` and replacing 39% borrowing

assets

Autumn 2025 TAPPED IN

## 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.

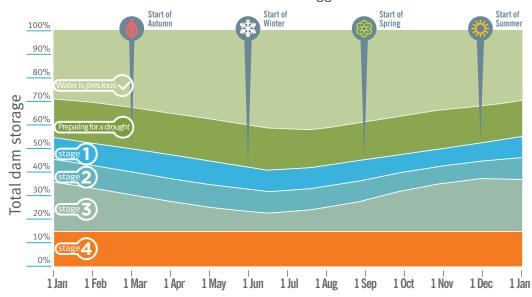
Visit watercare.co.nz or scan the QR codes for more water-saving tips and to check the latest dam levels.

Water saving tips





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

#### 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 whanau.

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

