

TAPPED IN

Bringing you news, updates and information from Watercare

Winter 2024



Our Central Interceptor's tunnel boring machine has passed the halfway point in her journey to central Auckland.

Investing in our networks

Investing in our water and wastewater networks is essential to keep Tāmaki Makaurau Auckland's taps flowing and our environment clean and healthy.

The investment also allows our city to grow so more people can call it home, and our businesses can flourish. In the financial year to 30 June, we spent more than \$1 billion on our capital programme. And this financial year, we expect to invest a further \$1.2 billion.

We'll be delivering projects across Auckland, ranging from pipe renewals in suburban streets, to massive conveyance tunnels and upgrades at our water and wastewater treatment plants. We will pay for these projects using the money we receive from you in your water and wastewater bills, infrastructure growth charges, and by borrowing.

Over the next 10 years, we expect to spend \$13.8 billion, which works out at almost \$3.8 million a day, every day, for the next decade.

With our colossal Central Interceptor wastewater nudging closer to the finish line, our next mega project will be the western water supply scheme, which includes a new Huia Water Treatment Plant and two new treated water storage reservoirs, several new major water mains, and upgrades to critical water pump stations and the raw water network. This will benefit most of Auckland by making the metropolitan water network more resilient.

In this newsletter, we shine a spotlight on wastewater. Find out the latest on our Central Interceptor project as well as work underway in your area to improve the wastewater network.

Central Interceptor: tunnel extension approved

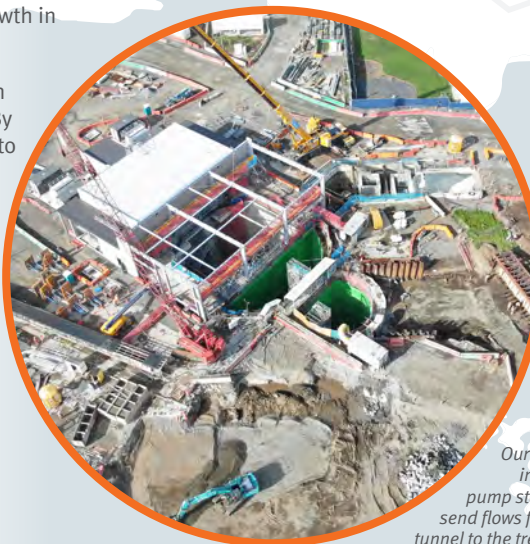
We're extending the Central Interceptor wastewater tunnel by more than one kilometre from Grey Lynn to Point Erin in Herne Bay. This extension will help reduce wet weather overflows and significantly improve water quality in Herne Bay and St Marys Bay waterways and beaches.

The tunnel extension will ensure combined wastewater and stormwater flows are captured and taken away to Māngere Wastewater Treatment Plant for processing instead of overflowing into waterways and beaches during heavy rain. This is great news for residents who will benefit from a cleaner environment.

The Central Interceptor tunnel runs from Māngere Wastewater Treatment Plant across the Manukau Harbour to central Auckland, with two new link sewers collecting flows from west Auckland. It is the largest wastewater infrastructure project in New Zealand's history and will significantly reduce wet weather overflows into other waterways such as Meola Creek, Oakley Creek and Motions Creek as well as the Waitematā Harbour. Overall, the project will improve resiliency within the wastewater network and allow for future population growth in Tāmaki Makaurau.

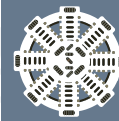
The Central Interceptor project is on track for completion in late 2026. By then, it will be fully operational up to Grey Lynn. The Point Erin extension will be commissioned in 2028 when it connects to an upgraded Herne Bay wastewater pipe.

Visit watercare.co.nz or scan the QR code for more information.



Our Māngere site includes a new pump station that will send flows from the main tunnel to the treatment plant for processing.

DID YOU KNOW?



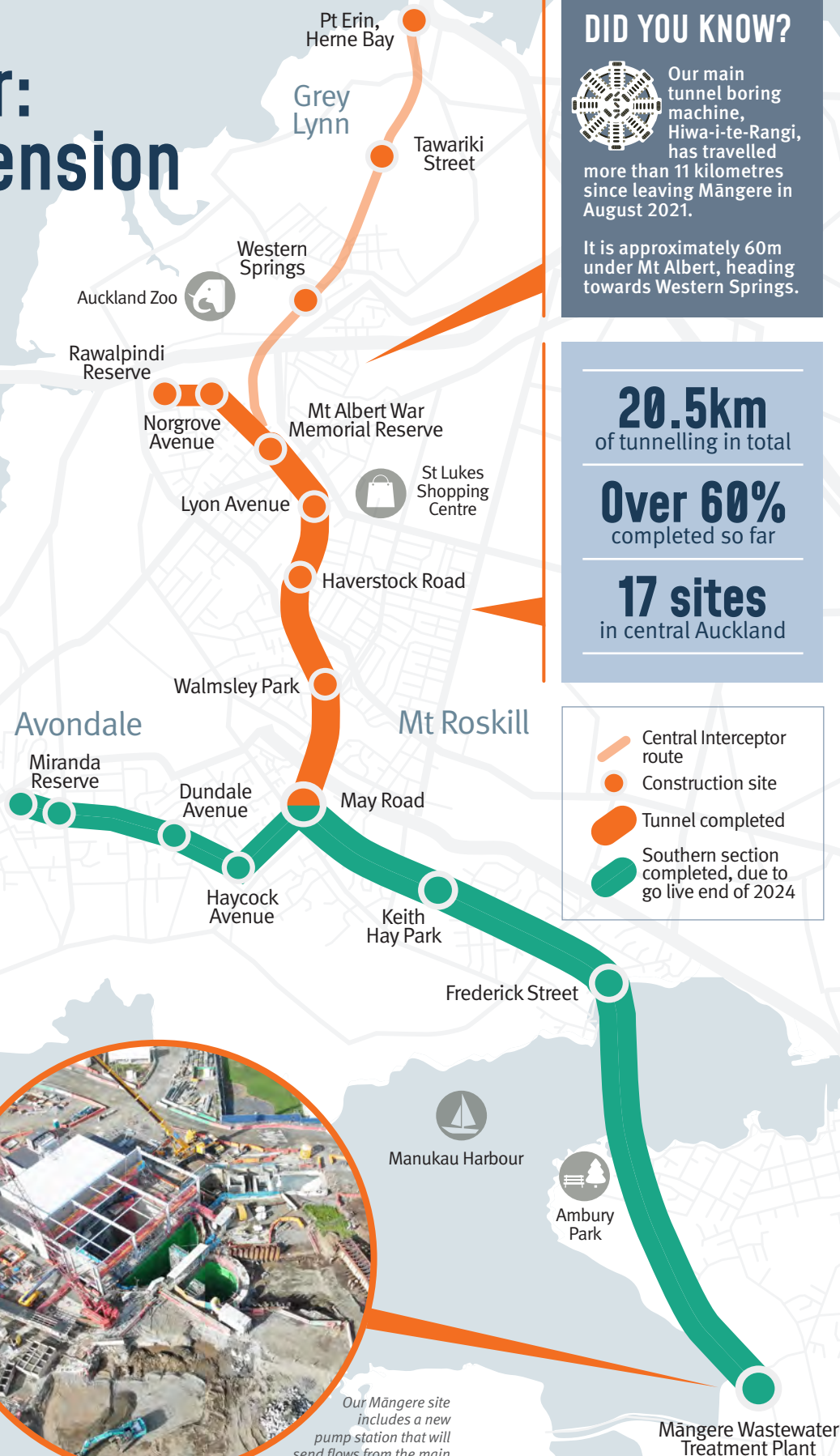
Our main tunnel boring machine, Hiwa-i-te-Rangi, has travelled more than 11 kilometres since leaving Māngere in August 2021.

It is approximately 60m under Mt Albert, heading towards Western Springs.

20.5km
of tunnelling in total






Over 60%
completed so far

17 sites
in central Auckland







Improving the wastewater network in the city centre

Key facts

-  **1.2km long pipe**
-  **Up to 1.35m wide**
-  **Under construction**
-  **Central Auckland**
-  **To be completed in three stages by December 2026**

Key benefits

-  **Separates combined networks.**
-  **Reduces the frequency of overflows into the Waitematā Harbour.**
-  **Increases capacity in the wastewater network to accommodate planned residential and commercial growth.**
-  **Safeguards and increases resilience of the city centre's wastewater network.**

We're installing new wastewater pipelines and reconfiguring combined networks in the city centre. This work will support growth and reduce overflows into the harbour.

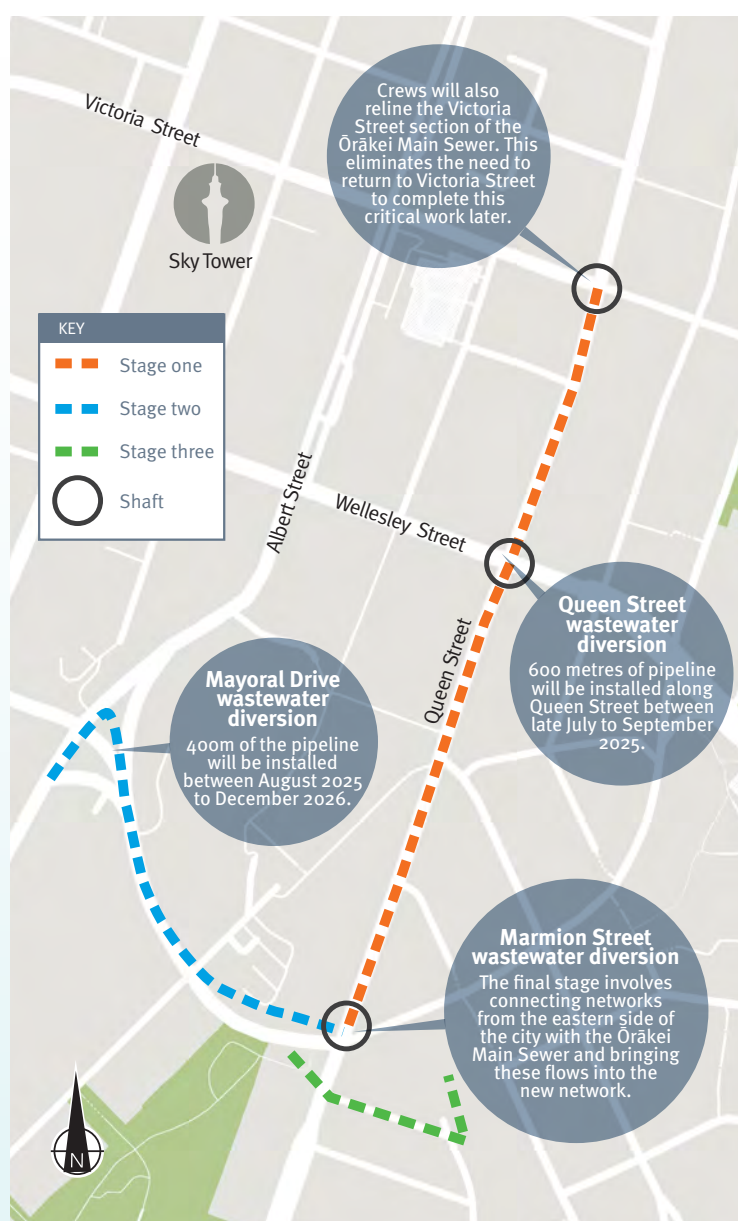
Currently, wastewater and stormwater in the midtown area flow into a single pipe which is known as a combined network. These networks are designed to overflow during rainfall at designated overflow points.

Reconfiguring the existing midtown network will ensure most of the wastewater is directed away from the combined network and channelled through a new pipeline to the Māngere Wastewater Treatment Plant.

Minimising disruption in the city centre







We will use a tunnel boring machine to install the pipeline down Queen Street, starting at the Victoria Street intersection. This will minimise disruption to businesses, pedestrians, and traffic. Our other work is being coordinated with agencies such as Auckland Council, Auckland Transport, Vector and CRL to make sure opportunities to work together are realised.

Once completed, overflows from the combined network will become less frequent.







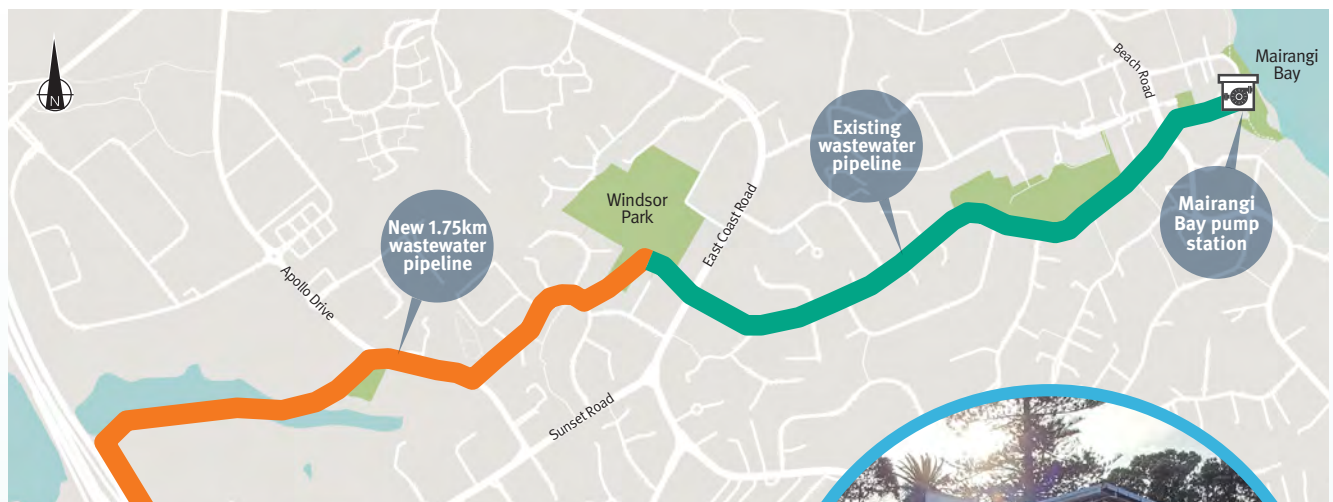
Reducing overflows in Auckland's East Coast Bays

Key facts

-  **\$44 million**
-  **1.75km long pipe**
-  **230,000 litre storage capacity**
-  **625 litres pumped per second**
-  **Mairangi Bay**
-  **Completed**

Key benefits

-  **Reduced number of wet weather overflows into Mairangi Bay which used to occur up to 10 times per year.**
-  **Reduced number of overflows means surrounding inlets, reserves and beaches are cleaner and healthier for the community to enjoy.**
-  **Increased wastewater capacity for the growing East Coast Bays area.**
-  **Highly resilient during severe weather events – the pump station will keep pumping during flooding or power cuts.**



We've completed a new pump station and wastewater pipe to cater for population growth in the East Coast Bays area, and to reduce overflows into Mairangi Bay.

The new pump station replaced the 60-year-old one on Sidmouth Street which has now been demolished. It includes four pumps – two pumps are always in operation and the third pump is there to assist. The fourth pump is on standby mode in case there is any failure.

The new pipeline carries large volumes of wastewater from Mairangi Bay Pump Station to our Rosedale Wastewater Treatment Plant. This has increased the wastewater transmission capacity and further reduces wet-weather overflows in the East Coast Bays area.

The completion of these two projects marks the end of a major two-and-a-half-year journey that will improve the outcomes for the community and the environment.

We are also planning an upgrade to Mairangi Bay's local wastewater network that will further reduce overflows. We expect to complete this project in late 2026.

Mairangi Bay customers, officials and our construction partners March Cato and Pipeline & Civil joined us to officially open the wastewater pump station in May.



The pump station is fully automated and equipped with four submersible pumps mounted in a drywell. This means in an extreme weather event the pumps will keep pumping wastewater even if the pump chamber gets flooded.

Reducing wastewater overflows into the Tāmaki River

Key facts



\$51 million



1.4km long pipe



700,000 litres storage capacity



Up to 225 litres pumped per second



Under construction



Panmure and surrounding suburbs



To be in service by spring 2024

Key benefits



Reduces the likelihood of pipe blockages which can cause overflows.



Significantly fewer wet weather overflows into the Tāmaki River during wet weather events.



Supports the delivery of around 14,500 new homes over the next 15 years, as part of the Tāmaki Regeneration Programme.

Working in partnership with Kāinga Ora, we've built a new pump station and wastewater pipe to cater for current and future growth in Panmure and surrounding suburbs.

The new pump station has increased pumping and storage capacity across its four underground tanks. This will play a major role in significantly reducing the number of wet weather overflows into the Tāmaki River.

Alongside the pump station, the pipeline along Dunkirk Road from Tangaroa Street to Johnson Reserve will help to support growth in the area.

What's happening right now?

We're transforming the grounds surrounding the Dunkirk Road wastewater pump station to complement the natural beauty of its surroundings.

We'll be planting hundreds of native plants – ranging from nīkau palms and purei bushes. These have been chosen to provide effective screening to reduce the visibility of the mechanical equipment.



Top tips to help you reduce overflows

Only flush the three Ps: pee, poo and toilet paper

Anything else will not break down. This includes wet wipes, baby wipes, and make-up wipes. Although many wet wipe manufacturers claim their wipes are flushable, wet wipes do not break down like toilet paper and lead to blockages in the wastewater network.



Bin it, don't flush it!



Dispose of cooking oil, grease, and fat correctly

Wait until your used cooking oil has completely cooled before you dispose of it. Hot cooking grease in your rubbish bin is a fire risk.

Reuse cooking oil. If you do a lot of cooking, you can consider reusing your cooking oil. It's a great way to save on your grocery bills and reduce food waste.



Remember to flush your taps

It is best practice to flush a large glass of water from your drinking water tap each morning before using any water. This removes any metals that may have dissolved from plumbing fittings.

New Zealand's water can be slightly acidic and can dissolve metals. If water stays for several hours in your household pipes, it can dissolve heavy metals such as lead or copper. Small amounts of these metals may then enter your water supply. This is a simple precaution for all households on both public and private water supply.

The health risk is small, but a build-up of heavy metals in your body can cause health problems. We continue to meet the requirements of the Drinking Water Standards for New Zealand 2022 and deliver safe water. For more information, visit [watercare.co.nz](https://www.watercare.co.nz).



Price change reminder

Our prices changed on 1 July, so the new prices may be reflected on your bill (depending on your billing cycle).

The price of water and wastewater services has risen by 7.2 per cent. This means households with average water use will pay around \$8.08 more per month.

Scan the QR code or visit [our website](https://www.watercare.co.nz) to view our new charges.



Switch to e-billing

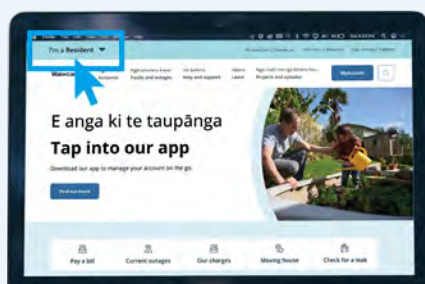
The cost for a paper bill has changed from \$1.50 to \$2.00 to cover the increase in postage charges. To avoid this cost, sign up to e-billing on our website.



Managing your account online just got easier!

We've refreshed our website, making it easier for you to manage your account online. Select your customer type from the drop down box at the top; and you'll soon have targeted information and services at your fingertips.

You can have peace of mind when transacting with us online - the new site passed stringent cyber security checks. Go to [watercare.co.nz](https://www.watercare.co.nz).



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