

The Auckland water industry has worked closely together over the past year to deliver improvements for customers and the community now and into the future. Six key areas of activity have been progressed:

PLANNING AND PROVIDING FOR FUTURE GROWTH

- The Three Waters Strategic programme led by Watercare moved to its next phase with discussion documents and a draft strategic plan issued to participating organisations for feedback. The plan is designed to guide the delivery of services on an integrated basis through to 2050 and contribute to the future vision of 'a safe and healthy environment where people enjoy living, working and playing'.
- Appeals over the stormwater and wastewater discharge objectives and policies of the Proposed Auckland Regional Plan: Air, Land and Water, led by Auckland City, Metrowater and North Shore City, were successfully settled between all parties. These provisions require operators to adopt the "best practicable option" at a catchment or city-wide scale for the integrated management of drainage networks.
- Construction of a reservoir at Scott Road, Whangaparaoa and 19 kilometres of water main has more than doubled the water supply to cater for growth in Rodney District's Hibiscus Coast over a 50 year timeframe.
- New sewer pipes were laid and a pump station built in Papakura District to provide for future growth in Hingaia, Drury and Takanini.

MAINTAINING AND IMPROVING EXISTING ASSETS

- Manukau Water Limited completed the technically challenging \$3.5 million Pakuranga wastewater system enhancement in Fisher Parade and Manor Park on time and within budget. A pumpstation was upgraded, storage installed and a sewer in the foreshore renewed. The project caters for population growth up to 2051, prevents overflows to the Tamaki River and visually enhances the environment by removing manholes in the foreshore and construction of a wetland.
- North Shore City awarded a \$100 million contract to construct a new effluent outfall. It will replace the existing 45-year old outfall 600 metres

off Kennedy Park and will discharge treated effluent 2.8 kms off the Mairangi Bay coastline. Construction commenced in December 2007 for completion by December 2010.

IMPROVING CUSTOMER SERVICE

New maintenance contracts were developed and awarded with a much stronger emphasis on incentives, with closely monitored indicators, to ensure improved performance and customer service.

- Waitakere and North Shore Cities sold their jointly owned contracting company Techscape and awarded the maintenance contracts for their three waters operations to Bilfinger Berger Services (New Zealand) Limited.
- Manukau City Council and Manukau Water Limited awarded a two-year maintenance contract to City Care Limited.
- Utility Services, a successful overseas operator, became Metrowater's new network maintenance service provider in June 2007 bringing new technology and innovation to the New Zealand water industry.

CONSERVING WATER

Water conservation is an industry priority because of its environmental impact and the need to ensure future regional investments in water sources are optimised. This year:

- Metrowater put additional resources into reducing leakage focusing first on Maungakiekie and then the Maungawhau area. Well over 600 underground leaks were detected and rapidly repaired with an estimated saving in water losses of more than 1.5 billion litres per year, about 3% of the annual purchase volume from Watercare.
- Manukau Water Limited is working with Housing New Zealand to compare water consumption for Housing New Zealand properties (where tenants do not directly pay for their water) against privately owned properties in the same area. Initial results show that on average Housing New Zealand households use more water than non-Housing New Zealand households but further analysis needs to be carried out to check this against the actual number of occupants in each house as Housing New Zealand occupancy rates are generally higher than average.