

The Auckland Water Industry Members

Watercare Services

Watercare is responsible for developing and maintaining infrastructure that is crucial to life in the Auckland region, providing a continuous supply of high quality drinking water and the treatment and safe disposal of wastewater.

Continued progress was made on the Three Waters Strategic Plan. Our challenge in steering this process is to lead region-wide thinking in respect of future needs for each of the 'three waters' – drinking water, wastewater and stormwater. Watercare anticipates a future in which drinking water is used more efficiently to delay or defer the need for some major capital investment and there is an integrated approach to the transportation and treatment of wastewater across the region.

Watercare's major achievements during 2006/07 include:

- Appointed contractors who commenced construction on Project Hobson, the project to replace an aging sewer with a wastewater tunnel under Hobson Bay.
- Secured a lease of Puketutu Island, close to the Mangere Wastewater Treatment Plant, which the company plans to rehabilitate with treated biosolids and hand over as a regional park subject to resource consents.

Watercare Services Limited is a council organisation under the Local Government Act 2002 and is registered under the Companies Act 1993. Watercare is owned by six territorial local authorities and has a Board of Directors accountable to its owners, represented by the Watercare Shareholders' Representative Group. Watercare is responsible for managing bulk water catchments, water treatment, and bulk potable water reticulation, trunk wastewater reticulation and treatment, and specialised trade waste services for commercial and industrial organisations.

- Led and facilitated the Three Waters Strategic Plan, a region wide integrated approach to the management of water, stormwater and wastewater service delivery.
- Continued to deliver A-grade drinking water through an a-grade network in accordance with Ministry of Health standards.
- Fully executed its capital investment programme in line with budget expectations, while delivering savings in operating costs of \$3 million.
- Increased its customer satisfaction rating according to customer feedback, placing the company in the global top 10 per cent of utility companies surveyed by TNS Research.



Watercare Project Hobson – removing the 90 year old sewer that bisects Hobson Bay and replacing it with a three kilometre tunnel will once again open up the bay for recreational use.



Contractors undertaking routine cleaning and maintenance on 1 of 9 reactor/clarifiers at the Mangere Wastewater Treatment Plant. This circular unit is 77 metres in diameter and can hold 31.3 million litres of effluent.