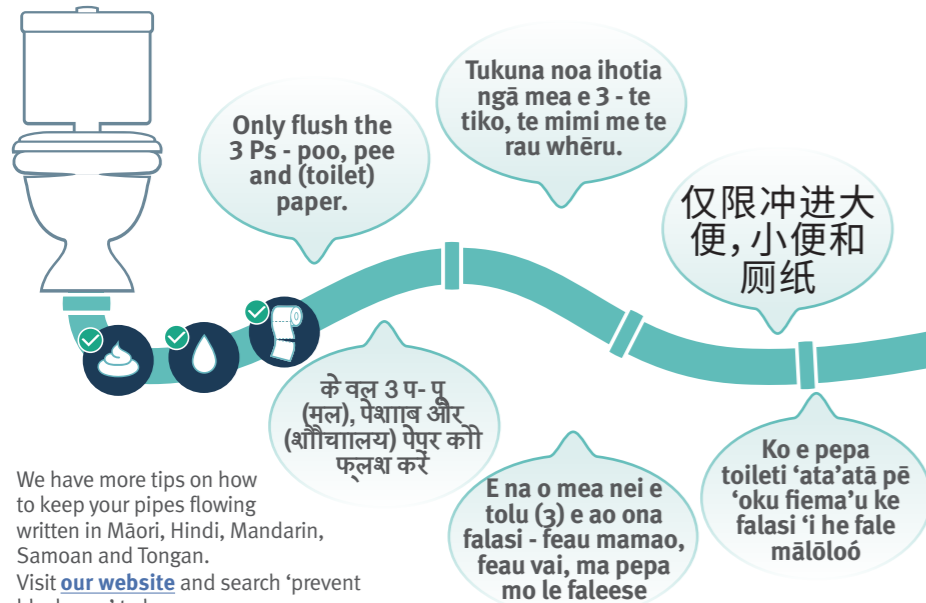


Help keep Auckland clean and healthy

Did you know that wastewater overflows occur when there is a build-up of rubbish like wet wipes, dental floss and tampons in a pipe? These items don't break down. Instead, they form large clumps that block pipes and cause overflows.



We have more tips on how to keep your pipes flowing written in Māori, Hindi, Mandarin, Samoan and Tongan. Visit [our website](#) and search 'prevent blockages' to learn more.

Switch to e-billing

The cost for a paper bill has changed from \$2.00 to \$2.50 to cover the increase in postage charges. To avoid this cost, sign up to e-billing. Visit [our website](#) for more details.

Be prepared for emergencies this winter

Winter in Auckland can bring more than just cooler temperatures — it can also mean heavy rain, strong winds, flooding, and unexpected power or water outages. These events can happen quickly and without much warning, so it's important to be ready. Here are some tips on how to prepare:



Talk about the impacts

Talk with your household about what to do if you're stuck at home, need to evacuate, or lose power, water, or communication.



Work out what supplies you need

In an emergency, you may be stuck at home for three days or more. Figure out what supplies you need. In terms of water, we recommend you store 27 litres per person.



Make a plan

Think about the things you need every day and work out what you would do if you didn't have them. Remember to plan for everyone's needs including disabled people, elderly, babies, children, pets and other animals.

Visit [getready.govt.nz](#) for more information on how to get through emergency situations.

Remember to flush your taps

It's 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](#).



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](#)

TAPPED IN

Bringing you news, updates and information from Watercare

Winter 2025



Pictured above: A combi barge – combination of a barge and excavator – is used to construct a tunnel boring machine retrieval pit in the Waiuku channel. This is an essential part of the Clarks Beach outfall pipe project.

Delivering safe, reliable water – now and for the future

On 1 July, Auckland's water services entered a new chapter. While we remain 100 per cent owned by Auckland Council, we're now financially independent – giving us the ability to fund the infrastructure our city urgently needs, without steep price increases.

This year alone, we're investing more than \$1 billion in new and upgraded infrastructure across Auckland. It's part of our 10-year Business Plan, which will see \$13.8 billion spent on more than 1000 projects citywide. These investments are designed to protect the environment, improve service reliability, and support new housing.

There's plenty to look forward to. In the coming months, we'll bring online a new

pump station, transfer pipeline, treatment plant and outfall pipe as part of our \$450 million Warkworth wastewater servicing scheme. This will reduce overflows and end the discharge of treated wastewater into the Mahurangi River.

Further south, work is progressing well on a new outfall pipeline and upgrade of the Clarks Beach Wastewater Treatment Plant, due to go into service next winter.

We're also beginning a \$64 million wastewater upgrade for east Māngere and Favona, which will help reduce overflows and enable new housing developments.

Our investment in renewing the water and wastewater network – the pipes beneath your streets – will ramp up significantly this year. This means fewer leaks, fewer

overflows, and more reliable services for you.

Financial separation allows us to carry out this essential work without steep price increases. On 1 July, our water and wastewater prices rose by 7.2 per cent, which is significantly lower than the price rises we flagged last year. Our pricing is regulated by the Commerce Commission, which will monitor and report on our performance regularly – so you can take comfort that you're receiving value for money.

This edition of Tapped In offers a closer look at the work underway across Auckland and in your area to keep your water and wastewater services dependable.



Our prices changed on 1 July, which will be reflected on your August bill.

Households with average water use will pay around \$7 more per month. Visit our website to view our new charges.



Investing in our city

In the past few months, we’ve passed significant milestones on two major water and wastewater projects that will deliver lasting benefits to communities across Auckland.

Huia 1 watermain

We’ve installed the final section of the Huia 1 watermain after six years of construction across seven suburbs. This major project is now complete and ready to deliver long-term benefits to communities across west and central Auckland.

The 15.5-kilometre pipe runs from the Titirangi reservoirs to Gillies Avenue in Epsom, carrying around 30 million litres of treated water each day from the Huia Water Treatment Plant. It replaced an ageing pipe and adds extra capacity to support new housing and future population growth.

Most of the pipe was installed in stages under existing roads, and parts of it have already been supplying water to homes and businesses along the route. While the work was not always visible, it has been making a difference behind the scenes.

The project was delivered for \$115 million – almost \$30 million under the approved budget – thanks to smart planning, close collaboration with contractors, and efficient traffic management.

This new watermain will help ensure a safe, reliable water supply for generations to come.

Did you know?

The original watermain was built in the 1940s after World War II. To extend its life we rehabilitated the watermain in the 1980s.



One of the final sections of the Huia 1 replacement pipeline being lowered in on Heaphy Street in Blockhouse Bay in April 2025.

Scan the QR code to watch the final piece of pipe go in the ground.



Central Interceptor

Two major milestones have been achieved this year on the Central Interceptor project.

In February, the southern half of the tunnel – from Blockhouse Bay to the Māngere Wastewater Treatment Plant – went live. This means improved resilience for our wastewater network. For example, ageing infrastructure such as our Hillsborough pump station was often overwhelmed during big storms. Now, the new tunnel captures these flows. This is a big step toward cleaner waterways.

In March, our tunnel boring machine (TBM), Hiwa-i-te-Rangi, completed its 16.2km journey from Māngere to Point Erin in Herne Bay. The TBM travelled under Manukau Harbour and across the city to build New Zealand’s longest wastewater tunnel.

While the full environmental benefits – such as reduced overflows into streams and beaches – won’t be realised until the northern section and supporting infrastructure (like the Herne Bay collector sewer) are finished in 2028, the Central Interceptor will be a key enabler.

Once completed, the project will reduce 80 per cent of wet weather overflows and support future growth across central Auckland.

Fast fact:

Within the first four months of the southern section going live, around 93,000 cubic metres of combined wastewater/stormwater were saved from spilling into the environment. That’s the equivalent of 37 Olympic-size swimming pools!



Celebrating Hiwa-i-te-Rangi’s final breakthrough in March 2025.

Scan the QR code to learn more about the Central Interceptor project and watch a short video on the final TBM breakthrough.



Central projects

Find out what’s happening in your area.

Judges Bay wastewater pipe repair

Duration: September 2024 – July 2025

Area: Parnell

During the 2023 Auckland Anniversary floods, a wastewater pipe broke 25 metres below the Parnell Rose Gardens. In response, a temporary bypass was installed to keep the network running while we delivered a long-term fix.

Due to the break being deep underground, we would not have been able to replace the pipe without damaging the gardens. Therefore, we designed a permanent wastewater solution that could be installed without impacting the gardens. It includes:

- A wastewater pump station installed at the corner of Judges Bay Road and Bridgewater Road.
- A pressurised pipe that carries wastewater uphill along Judges Bay Road.
- A pipe that uses gravity to move wastewater along Cleveland Road.

What have we done so far?

The permanent wastewater solution has been completed and is now in service. This means increased capacity in the local wastewater network and reduced wet-weather overflows at Judges Bay.

What’s next?

Once we’ve completed three successful water quality tests at Judges Bay, the long-term black pin - advising against swimming at Judges Bay - will be lifted.



The completed project will greatly reduce wet-weather overflows at Judges Bay.

Midtown wastewater diversion

Duration: October 2024 – March 2026

Area: Central Auckland

We’re upgrading the wastewater pipes in the city centre to support growth and reduce overflows into the Waitematā Harbour.

In the midtown area, wastewater and stormwater currently flow into a combined network. This network is designed to overflow during heavy rain.

By upgrading the network, we will divert most of the wastewater into a new wastewater-only pipe that flows to the Māngere Wastewater Treatment Plant. This is good news for the local environment.

What have we done so far?

Last year, we began preparing three shaft sites along Queen Street. These shafts will allow us to launch a tunnel boring machine (TBM) that will travel from Mayoral Drive to Victoria Street East, connecting into the Ōrākei sewer.

What’s next?

Work on the Queen Street wastewater diversion is currently underway. Once the three shafts are constructed, a TBM will dig a 600-metre-long tunnel under Queen Street, connecting at each shaft location.



Bird’s-eye view of the construction site on Queen Street.