

EcoWater is a business unit of the Waitakere City Council. It manages the City's water supply, wastewater and stormwater assets and services. The Council established the business unit in July 1998 and we maintain reservoirs and pumping stations in a network involving 3000 kilometres of pipes. We supply water to approximately 55,000 customers and provide wastewater drainage to approximately 53,000 customers.

This is our first customer newsletter and aims to inform you about Waitakere's *Three-Waters* (water supply, wastewater and stormwater).

The staff here at EcoWater respond to a variety of requests for information and advice from our 55,000 customers. Those queries can be anything from water saving ideas through to information on the City's network of infrastructure. We appreciate your support and assure you of our continued efforts to provide improved services.



Bill Larsen
General Manager
EcoWater Business Unit
Waitakere City Council

**WE
CAN'T
AFFORD
TO WASTE
OUR
WATER**

Conserving water can reduce your household water costs. The water supply in our City is metered and everyone is billed for the amount of water that they use.

Outlined below are some water saving ideas that could save you money.



STREAMline

an EcoWater customer newsletter about Waitakere's Three-Waters

Around half of the water you pay for, is used in the bathroom & toilet. You can reduce your water use in these parts of your home by taking the following actions.

- Limit your time in the shower;
- Install a water efficient shower head;
- Turn off the water between rinses when shaving, brushing your teeth and washing;
- Install a gizmo in your toilet (available free from EcoWater), that can save an average household up to 30,000 litres per year;
- Check if your toilet is leaking by putting a little food colouring in the cistern. If the colouring appears in the bowl, get the cistern repaired immediately; and
- Replace your single flush toilet with a dual flush toilet.

did you know?

Although the surface of our world is two thirds water, almost all of it (97%) of it is undrinkable seawater. An additional 2% is locked up in the polar icecaps leaving just 12,600 cu km of water available and accessible for human use. This water is distributed unevenly. We know from World Bank information that Canada for instance, has 26 times more water per capita than Mexico.

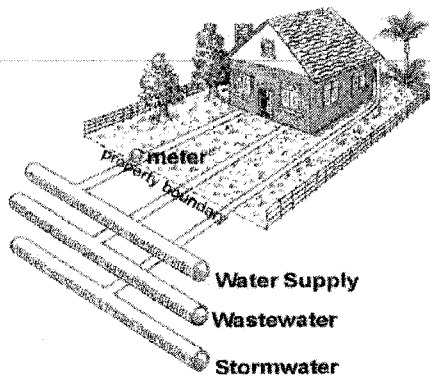
Fresh water may be a renewable resource but it is not endless. Only about one hundredth of a percent of the earth's water is easily available. If all the earth's water could be contained in a one gallon jug, the available fresh water would equal just over a tablespoonful.

Our planet's natural water cycle is a 'closed system', in other words there is no more water now than when the world began. It is possible that the water you showered with today may have once floated Cleopatra down the Nile or been drunk by Dinosaurs! So, our water supply is precious and we should be careful not to waste it.

who owns that pipe?

Just as you maintain your house and garden on your land, property owners are also responsible for maintaining their plumbing system. This includes all wastewater and stormwater pipes and fittings up to the property boundary and all water supply pipes and fittings up to the water meter.

EcoWater as a business unit of the Council is responsible for maintaining our distribution network (pipes) up to and including the water meter on your property.



For any maintenance matters or to report network problems, please telephone Waitakere City Council Call Centre (24 hours) on 839 0400.

education matters

Staff at EcoWater handle hundreds of enquiries each year from students and teachers working on water related projects. We are able to provide advice and information on many aspects of stormwater, wastewater and water supply. For further details please feel free to contact our Educational Adviser, Dave Bisset, by telephoning 836 9805.

sprung a leak?

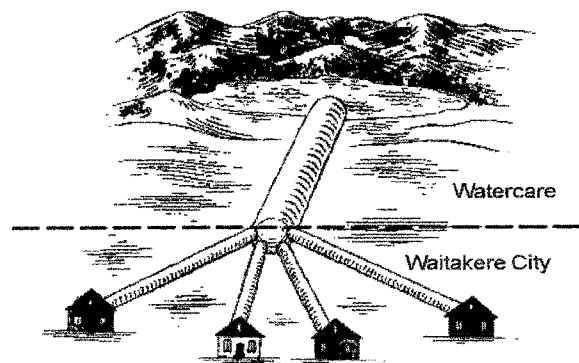
If you suspect that you have a leak on your property, a simple test can be used to find out for sure. The test needs to be done when no water is going to be used for a number of hours. For example, you could read your meter last thing at night before sleeping and first thing in the morning before the rest of the household wakes up. If you do this, remember to take into account any water used such as toilet flushing,

dishwasher and washing machine use overnight. If there is a difference between the two readings, you may have a leak in your system which is costing you money.

For more information about meter reading, telephone the Call Centre on 839 0400 to receive your free brochure, **You and Your Water Meter**.

where does Waitakere's water come from?

Water to the Auckland region is supplied by Watercare Services Ltd and is distributed into the networks of all the cities in the Region, including Waitakere.



Our water comes from the dams in the Waitakere Ranges and is treated at the Huia and Waitakere Filter Stations before it enters the water supply network. Other parts of the region are supplied by both the Waitakere and the Hunua Ranges catchments.

Our City purchases around 13 million cubic metres of treated water from Watercare each year, which we then distribute to homes and commercial users in Waitakere City.

what do you think?

Your comments on our water services are valuable to us and help us improve our services. Please feel free to contact us by writing to the address below:

EcoWater Customer Services
Waitakere City Council
Private Bag 93109
Henderson
WAITAKERE CITY
Facsimile: 835 0293