

# Domestic water and wastewater services

Apply for a new water or wastewater connection, or make changes to an existing one

Please complete and return this form to  
Post: Watercare, Private Bag 94010, Auckland 2241  
Email: [connections@water.co.nz](mailto:connections@water.co.nz)

Phone: (09) 442 2222 Website: [www.watercare.co.nz](http://www.watercare.co.nz)

## Important information

To avoid delays please include all the required information. Our website has the full checklists for each application. Go to: [www.watercare.co.nz](http://www.watercare.co.nz), select Building and developing/Connect your property and choose 'Apply for a domestic connection' or 'Change a connection'.

### 1. Property details

Property address: *Note: the legal address must comply with Auckland Council numbering standards*

Street number	<input type="text"/>	Street name	<input type="text"/>		
Suburb	<input type="text"/>			Postcode	<input type="text"/>
Does the property have an individual title?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Lot number	<input type="text"/>	Deposited plan (DP) number	<input type="text"/>	Certificate of Title (CT) number	<input type="text"/>

### 2. Property owner's details

Please provide the current owner's details. Please do not give the tenant's details.

First name	<input type="text"/>	Last name	<input type="text"/>		
Company (if applicable)	<input type="text"/>				
Postal address:					
Street number	<input type="text"/>	Street name or PO Box	<input type="text"/>		
Suburb	<input type="text"/>			Postcode	<input type="text"/>
Email	<input type="text"/>				
Phone	( <input type="text"/> ) <input type="text"/>	Mobile	<input type="text"/>		

### 3. Applicant's details

Details of the person making this application. If you are not the legal property owner, we may ask you to provide a signed legal authority to act on their behalf.

Same as property owner – go to section 4

First name  Last name

Company (if applicable)

Postal address:

Street number  Street name or PO Box

Suburb  Postcode

Email

Phone (  )  Mobile

Onsite contact, if different from property owner or applicant:

First name  Last name

Company (if applicable)

Email

Phone (  )  Mobile

## 4. Service needed

Please tick one box beside 'water connection' and one box beside 'wastewater connection' to choose the service you need.

Water connection (please tick one)	<input type="checkbox"/>	New or additional water meter		
	<input type="checkbox"/>	Relocate a water meter		
	<input type="checkbox"/>	Disconnect a water meter		
	<input type="checkbox"/>	Separate a shared meter		
	<input type="checkbox"/>	Increase water meter size		New water meter diameter size (millimetres): <input type="text"/>
	<input type="checkbox"/>	Irrigation meter – if the meter will only be used for irrigation, with no discharge to the wastewater network		New water meter diameter size (millimetres): <input type="text"/>
	<input type="checkbox"/>	Residential fire sprinkler connection – if the meter will only be used for fire sprinklers, with no discharge to the wastewater network		New water meter diameter size (millimetres): <input type="text"/>
	<input type="checkbox"/>	No water connection required		

Wastewater connection (please tick one)

New wastewater connection – the standard size is 100 millimetres

Use existing wastewater connection

Relocate a wastewater connection

Disconnect a wastewater connection

No wastewater connection required (irrigation and fire sprinkler connections only)

Increasing the number of residential units

Applies to developments where the number of residential units increases, putting more demand on the network. This includes minor household units and sleepouts. For more information, visit [www.watercare.co.nz](http://www.watercare.co.nz) and search for ‘infrastructure growth charge’

Number of additional residential units, minor household units or sleepouts:

## 5. Existing meter details – for relocating, disconnecting, separating or adding meters, or increasing meter size

Water meter serial number:

Watercare account number  -

*You can find your meter number at the top right of your bill. The serial number is on page 2 of your bill, under Consumption details.*

Please describe the meter’s current location:

Please remember to provide an approved site plan or drainage plan showing all existing and proposed meter locations. New or relocated meters must be located outside the property boundary. You are responsible for connecting your residential unit to a new meter.

If you are relocating an existing meter, please state the distance that the meter will be moved (in metres):

## 6. Billing details

Application costs:

Who will be paying the charges for this application?

Property owner

Applicant

How would you like to receive your bills?

Email

Post

You must pay in full before your installation can be booked.

From receipt of your completed application you can expect an invoice within 10 working days. We aim to deliver the service you have requested within 15 working days after payment has been received, although some services may take longer if they require consents from other parties. Please advise if you would like us to delay the work until you are ready.

Hold until advised

Within standard time-frame

Water and wastewater charges apply from the time a water meter is installed. If you are applying for a wastewater connection only, wastewater charges apply from the date that your application is approved.

## 7. Additional information - not required for relocating, disconnecting or separating a water meter

If you have a building consent from Auckland Council, please provide the consent number:  Date issued:

If you have a resource consent from Auckland Council, please provide the consent number:  Date issued:

Have development contributions for water and/or wastewater for this property been paid to Auckland Council or the previous local authority?  Yes  No

Do you require a boundary kit?  Yes  No  Not sure

If you live in Kumeu-Huapai or Riverhead and wish to connect to the wastewater network, you must install a pump unit. We then install a boundary kit to house the connection point between the unit and our wastewater pipe.

Is the floor area of the proposed dwelling less than 65m<sup>2</sup>?  Yes  No

If the proposed dwelling is less than 65m<sup>2</sup>, the infrastructure growth charge is reduced.

Please provide any other information that may affect the job being done, e.g. power cables, trees, construction debris, roading restrictions:


## 8. Authorisation

I am authorised to make this application in the name of the legal property owner and in doing so, I acknowledge that the terms and conditions of the customer contract with Watercare Services Limited apply whenever a property is connected to Watercare’s network or when connection has been approved.

Name  Signature   
 Date

### Privacy

We may use this information to process your application, update our records or help improve our services. We will not disclose it unless required by law. You have the right to access your information, and you can ask us to correct any errors.

### Checklist

Before you submit this application, please make sure that you have filled in all the relevant sections and attached the required documents listed below.

New irrigation meters:  A site or drainage plan showing the existing water meter and the proposed location of the new irrigation meter and backflow prevention device or devices\*

New residential fire sprinkler connections:  A site or drainage plan show any existing water meters and the proposed location of the new fire sprinkler connection and backflow prevention device or devices\*

The water flow and pressure that will be needed to operate the residential fire sprinkler system

- Disconnect an existing water or wastewater connection:  A site or drainage plan showing the location or the existing meter or connections to be disconnected and the location of other existing meters or connections that are to remain
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- Increase water meter size:  A site or drainage plan showing the existing meter to be increased in size
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- New wastewater-only connections:  A drainage plan stamped 'approved' by Auckland Council showing the wastewater connection point
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- New water and wastewater connections:  A drainage plan or site plan stamped 'approved' by Auckland Council showing the water meter and wastewater connection locations
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- New water-only connections:  A drainage plan or site plan stamped 'approved' by Auckland Council showing the water meter location
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- Separating or relocating an existing water or wastewater connection:  A site or drainage plan showing all existing and proposed public and private drains, existing and proposed meter locations and backflow prevention devices. New or relocated meters must be located outside the property boundary
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- Use an existing wastewater connection:  A site or drainage plan showing the water meter and wastewater connection locations

*\*A boundary backflow prevention device is required to make sure the public water supply does not become contaminated. Some devices require annual testing and fees may apply. Visit [www.watercare.co.nz](http://www.watercare.co.nz) and search for 'backflow' for more information.*