

# Customer contract

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## Foreword

Watercare Services Limited (Watercare) provides water and wastewater services to people and businesses in Auckland.

For more information about the contract, our company and the services we provide, please:

**Visit:** [www.watercare.co.nz](http://www.watercare.co.nz)

**Phone:** (09) 442 2222

**Email:** [online form to contact us](#)

## 1. What is a customer contract and who is covered by it?

### 1.1 What is a customer contract?

This contract is an agreement between you, the customer, and us, Watercare. It sets out the terms under which we provide water and wastewater services to you, your obligation to pay for these services, and other rights and obligations including your rights in any dispute with us.

By using our water and/or wastewater services or by connecting or remaining connected to our networks, you are deemed to have accepted the terms and conditions of this contract. The contract takes effect automatically, without the need to sign it, and is legally binding.

The following information, which is also available on our website, is integral to and forms part of this contract:

- additional requirements and services schedule
- residential customer price schedule
- business customer price schedule
- infrastructure growth charge terms and conditions
- point of supply information.

We may update the terms of this contract from time to time. The current version is available on our website. We will give public notice of any changes to the contract 10 working days before the changes take effect.

### 1.2 Who is covered by this contract?

You are our customer and are covered by the relevant clauses of this contract if you own a property and one or more of the following applies:

- your property is connected to the water supply network
- your property is connected to the wastewater network
- your wastewater network connection has been approved by us
- you use the “town to tank” water supply service.

You are also covered by the relevant clauses of this contract if you are applying to connect to our network.

In relation to each property you own, you will be classified as either a residential or a business customer, depending on the activity occurring at the property.

The following table sets out our criteria used to determine whether you are a residential or business customer in relation to a particular property.

Residential	Business
The activity occurring at the property is ONLY living and sleeping. No activity listed in the business column is occurring at the property.	The activity occurring at the property includes operating a business. This includes the business of providing commercial accommodation at the property. Indicators that a business is operating at the property include but are not limited to: <ul style="list-style-type: none"><li>• having signage advertising the business</li><li>• being GST registered</li><li>• having designated parking</li><li>• having a business website</li><li>• requiring potable water to meet government and local government regulations (e.g. food hygiene regulations).</li></ul>
Note: Independent living units in retirement villages are considered a residential activity.	Commercial components of retirement villages will be metered and classified as business activity.
	An activity other than living and sleeping is occurring at the property.

Where the term ‘commercial’ is used in any Watercare agreement, document, website or other communication, whether past, present or future, it shall be deemed to mean ‘business’ as set out in the table above.

#### Trade waste

Some customers discharge trade waste into our network. This contract applies to discharges of trade waste, which is a type of wastewater. Trade waste is charged under the commercial wastewater tariff set out in the business customer price schedule.

Additional rules relating to trade waste discharges are set out in Auckland Council’s Trade Waste Bylaw 2013.

## 2. What services does Watercare provide?

### 2.1 Water services

If your property is connected to the water supply network, we will take all practicable steps to supply you with water that meets the Water Services Authority – Taumata Arowai’s Drinking Water Standards for New Zealand, except:

- in the case of planned or unplanned interruptions, under clauses 2.3.1 and 2.3.2
- where we are entitled to discontinue supply, under clauses 3.2 and 8.3.

Watercare’s supply of water is also subject to the Water Services Act 2021. That Act applies instead of the relevant part of this contract if there is any inconsistency.

### 2.2 Wastewater services

If your property is connected to our wastewater network, we will collect and treat your wastewater, except:

- in the case of planned or unplanned interruptions, under clauses 2.3.1 and 2.3.2
- where we are entitled to discontinue service, under clauses 3.2 and 8.3.

## 2.3 Factors affecting service

### 2.3.1 Planned interruptions

We may have to interrupt your water services or wastewater services in order to carry out planned maintenance or improvements on our networks.

If we need to interrupt your water services or wastewater services for planned work, we will give you at least five working days notice and plan our work to minimise disruption and inconvenience to you.

### 2.3.2 Unplanned interruptions

We may have to interrupt your water services or wastewater services without first notifying you if it is necessary because of:

- maintenance, improvement, or repairs to a drinking water supply or related infrastructure; or
- risks to public health; or
- environmental factors affecting a source of a drinking water supply; or
- an emergency; or
- cultural factors affecting a source of a drinking water supply (for example, a rāhui).

### 2.3.3 Limiting your water supply

We may limit your water supply or place conditions on water use if:

- we are instructed to do so by Auckland Council or another authorised entity; for example in the event of an emergency or if there is a shortage of water
- we consider it necessary due to an unforeseen circumstance or emergency
- for any reason, we consider that our ability to maintain an adequate supply of water is or may be at risk, unless we limit water supply or place conditions on water use
- you do not pay your bill, under clause 3.2
- you have failed to fix leaks as required under clause 4.1
- where you are in breach of any material term of this contract.

We will take all reasonable steps to advise you of any conditions on your water use. You agree that you, and the people authorised to be on your property, will follow our instructions in relation to limitations on supply or conditions of water use.

### 2.3.4 Large volumes of water or wastewater

If you require large volumes of water (as determined by us) that may affect our supply of water services, or produce large volumes of wastewater (as determined by us) which could affect the wastewater network, we may require you to draw water or discharge wastewater only at specified times of the day.

### 2.3.5 Firefighting water requirements

Watercare is obligated to ensure that the public network maintains compliance with Fire and Emergency New Zealand's Firefighting Water Code of Practice.

You acknowledge that Watercare does not guarantee the provision of water at any particular pressure or flow rate and that you are responsible for ensuring your private firefighting systems are functional and compliant regardless of the pressure or flow rates in the public network.

### 2.3.6 "Town to tank" water supply service

Where your property is not connected to the water supply network, but it is connected to the wastewater network, and you are a residential customer, you may apply for a "town to tank" water supply service under Part 2 of the additional requirements and services schedule.

## 3. What you pay

### 3.1 Our price schedules

Our charges are set out in our price schedules. We have separate price schedules setting out charges for residential customers and business customers. Each price schedule forms part of this contract. Infrastructure growth charges are set out in the infrastructure growth charge terms and conditions.

Water, wastewater and other charges set out in our price schedules apply from the time:

- the water meter is made available for use, or
- your wastewater connection is approved.

The water services charge is based on the volume of water that flows through your water meter, based on either an actual reading of the meter or an estimate. This includes water passing through your meter but which is lost as a result of a leak.

Your bill may be based on an estimate of your water usage, rather than an actual reading of your meter. The estimate is based on your past two actual readings. From time to time the estimate will differ from the actual usage, particularly if you have had extra people staying in the house or you have been away for a prolonged period.

The wastewater charge combines an annual fixed charge and a volumetric charge. The volumetric charge is usually based on a percentage of the volume of water that flows through your meter.

You can find details of the billing and payment process on our website.

In our price schedules there are further charges that may apply, such as administration charges for special meter readings.

We may update the price schedules from time to time and will provide public notice of any changes 10 working days before the changes take effect. The current versions of the price schedules are also available on our website.

#### 3.1.1 If you obtain water from an alternative source

You must tell us if you obtain water from an alternative source in whole or in part for your property. If you have an alternative source, we may adjust your wastewater charges to better reflect how much you actually discharge or how much you are calculated by us to discharge. You must comply with the Trade Waste Bylaw 2013 if you discharge trade waste. We may request you to monitor the discharge of trade waste under clause 9 of the [Trade Waste Bylaw 2013](#) if you do not have a trade waste agreement. We may audit your water use to determine any applicable extra charges. If you are a business customer, we may also require you to install a water meter or wastewater meter to measure or assist in calculating the volume of wastewater you discharge.

### 3.1.2 Infrastructure growth charges

Growth-related capital expenditure on our networks is funded in part by infrastructure growth charges (IGCs). These charges apply to new connections, additional residential units at an existing connection, and to a business customer increasing water usage at their property and/or wastewater discharges from their property.

Details of the circumstances in which IGCs are charged, when and how they are assessed, and provisions relating to payment are set out in the infrastructure growth charges terms and conditions which form part of this contract and are also available on our website.

### 3.2 Your payment responsibilities

You agree to pay all charges for the water and wastewater services that we provide to your property. We will send you a bill for your water services, wastewater services and other associated charges every month via email or post. If you choose to receive a paper bill, you will be charged a printing and postage fee. Please refer to the 'Other charges' section for more details. Your bill will include a breakdown of how these charges are calculated. Charges associated with new connections and IGCs will be billed separately.

You are required to notify us if you are selling your property and we will send you a final bill for your water services and wastewater services. Please refer to clause 8 below for further details. You may be liable to pay for charges up until we are notified and can undertake a final water meter reading. We will send you a bill based on the final water meter reading. Any outstanding charges associated with new connections and/or IGCs will be billed separately.

You agree to pay us the total amount you owe us on or before the due date shown on the bill. As the property owner and our customer, you are responsible for the charges incurred at your property, regardless of:

- any billing arrangement we may have with your tenant or lessee
- provisions in the Residential Tenancies Act 1986 dealing with liability for water and wastewater charges between landlords and tenants
- water supplied to you having been lost as a result of a leak – see 4.1.1 below.

We may respond to unpaid bills by:

- taking legal action against you, including recovery of our debt collection and legal costs
- for proposed new or upgraded connections, not carrying out connection work you have requested of us
- for residential customers, restricting your water supply (while maintaining an adequate supply for ordinary domestic, food preparation and sanitary purposes as required by law)
- for business customers, restricting or disconnecting your water services or wastewater services.

Please contact us if you have trouble paying your bill. We will ensure that any customer unable to pay their bill can discuss options with us before we try to recover any outstanding payment.

For more information, see Watercare's debt management code of practice on our website.

## 4. Your responsibilities

### 4.1 Your private plumbing

You own and are responsible for maintaining all of the pipes, fittings and devices on your side of the point of supply.

You agree to make sure all of the pipes, fittings and devices on your side of the point of supply are correctly installed and operated, and are maintained. This includes ensuring that there is no unauthorised discharge of stormwater from your property into our wastewater network. You also agree to fix any water leaks on your side of the point of supply promptly to minimise wastage and property damage. You must still pay for water lost as a result of these leaks. If we believe maintenance work is needed on your private plumbing, we will provide you with a written notice reminding you of your obligations. If you do not undertake the maintenance work within the time set out in the notice, we may carry out the work ourselves, subject to our statutory obligations – see 4.3 below. We may recover the cost of this work from you – the responsible party.

Please refer to point of supply information on our website for details.

You acknowledge that you may need to apply for a new connection to our network if you materially alter or add to your private plumbing (for example, when building a second dwelling on your property).

#### 4.1.1 Leak allowance

You may apply for a leak allowance (a partial credit to your account) as we want to encourage our customers to fix leaks as soon as possible and minimise water loss. Applying for a leak allowance does not guarantee acceptance and we are not required by law to grant you a leak allowance. Any allowance granted by us is to be viewed as a gesture of good will. Business customer allowance is limited to wastewater only. Please refer to the leak allowance information on our website for details.

Generally if you lease your property to a tenant (or tenants), as the landlord/owner you are responsible to fix the leak and pay for any repairs. Tenants should notify the landlord/owner of the property as soon as there is a problem. Please refer to the Residential Tenancies Act 1986 and the Tenancy Services website for further information.

### 4.2 Protecting public networks and treatment plants

#### 4.2.1 Preventing damage to our networks

You agree that you, and people authorised to be on your property, will not:

- damage, tamper with or block our networks
- change, connect to or disconnect from our networks without our permission
- direct anything other than wastewater into the wastewater network
- allow water or any contaminant to enter our water supply network from your property
- use firefighting systems for reasons other than firefighting
- cover or obstruct access to any manholes or meter boxes
- allow vegetation to damage or interfere with our networks.

#### 4.2.2 Unauthorised repairs to our networks

We will not be liable for any costs of repairs or any resulting damage to our networks carried out by anyone other than us. Such works, unless carried out by Watercare, must not be done unless we have first authorised the repairs in writing.

#### 4.2.3 Working close to our networks

You agree to identify Watercare assets and to adhere to the working area distances outlined below when undertaking building activity of the types specified in the table below in the vicinity of our networks. If you wish to undertake these types of building activity within the working area distances, you will need written permission from us.

Watercare asset type	Working area distance from Watercare asset		
	General excavation	Piling	Blasting
Building activity			
Water and wastewater pipes 300mm in diameter and greater (including connected manholes and structures)	10 metres	10 metres	15 metres
Water and wastewater pipes less than 300mm in diameter (including connected manholes and structures)	2 metres	2 metres	15 metres

#### 4.2.4 Preventing contamination of water supply network

You agree not to allow water or any contaminant to enter our water supply network from your property (this is called backflow). If we consider it necessary, we may survey your property to see if water or contaminants are entering our water supply network.

You may need to have a backflow prevention device installed at your property boundary if there is a risk to our water supply network. The device will form part of our meter set-up, and you are responsible for meeting the costs of surveying, installing, testing and maintaining it to keep it compliant with our standards.

Please refer to the price schedules in this contract for charges in relation to backflow prevention devices.

#### 4.2.5 Customer liability under this clause

You agree that you will be responsible for the cost of any repair work that is required, or for any other costs we incur, as a result of you, or the people authorised to be on your property, in relation to any acts associated with your obligations under clause 4.2.

If you are a residential customer, where you are liable to us for a breach of your obligations under clause 4.2, your maximum liability for any event or series of related events is \$10,000, up to a maximum total liability of \$50,000 in a 12-month period, unless the damage is the result of a third party's actions.

#### 4.3 Damage to your property

If you believe negligence on our part or on the part of any third party contracted by us has resulted in damage to your property, you must:

- tell us as soon as possible about the damage
- provide evidence of the damage and give us a reasonable opportunity to repair it at our cost, subject to clause 10.1
- take all reasonable steps to minimise the damage.

#### 4.4 Wastewater meters

If your property is connected to our wastewater network, but not to our water supply network, we may require a wastewater meter to be installed to measure the amount of wastewater you discharge into our wastewater network.

If we notify you that a wastewater meter is required to be installed at your property, you will engage a certified plumber to install the wastewater meter in accordance with our meter installation guidelines and at your cost. You agree to provide our representatives with easy access to your property to enable us to verify the installation of the wastewater meter.

The wastewater meter is part of your private plumbing system and as such you are responsible at your cost for its maintenance in good working order and replacement.

#### 4.5 Additional requirements

Certain properties connecting to our wastewater network need to meet certain additional requirements to enable our wastewater network to operate efficiently. Details of the additional requirements and the properties affected by these additional requirements are set out in Part 1 of the additional requirements and services schedule, which forms part of this contract and is also available on our website.

#### 4.6 Grease traps and other devices

We may require you to install a grease trap (as defined in the additional requirements and services schedule) or such other device should the circumstances so require in our reasonable opinion. If so required, the grease trap or other device is to be installed and maintained by you in good working order at your cost.

### 5. Entry to your property

#### 5.1 Access to our networks

You agree that we may, at our discretion (but are not obliged to), enter your property to check that the pipes, fittings and devices on your side of the point of supply are correctly installed, operated and maintained as required by clause 4.1, and that our network is being protected and is not being damaged as required by clause 4.2.

Watercare also has powers of entry onto your land under the Local Government (Water Services) Act 2025. If exercising those powers, we will follow the processes in that Act.

If we enter your property we will respect you, your family and people authorised to be on your property, and your property.

We will always show authorised identification. If you are not confident that visitors are Watercare representatives, we encourage you to contact us or the police. We will not enter your property between the hours of 6.30pm and 6.30am, unless there is an emergency that cannot wait to be remedied or we have your consent to do so.

### 6. Meter reading, installation, testing and maintenance

#### 6.1 Reading the meter

You agree that we may, at our discretion (but are not obliged to), enter your property to read the meter.

You agree to provide our representatives with easy access to the meter. If we are required to undertake work to make the meter accessible, we may charge you for this work.

Please refer to the price schedules below for details of water meter relocation charges.

You can authorise Watercare to use a key or an electronic security code to access your property.

## 6.2 Maintaining the meter

We will replace the water meter at no cost to you if it is defective or if we are undertaking a water meter replacement programme in your area.

You agree to pay the costs of replacing or repairing the water meter if it has been wilfully or accidentally damaged by you or people authorised to be on your property. Tampering with the water meter is an offence under the Local Government (Water Services) Act 2025.

Please refer to the price schedules below for details of new water meter charges.

## 6.3 Testing the meter

If you believe the meter is not accurately recording the water or wastewater passing through it, you may request that we test it. If the water meter is not working correctly, we will replace it at no cost to you. However, if it is working correctly, we will charge you for the cost of the test. Any work on your wastewater meter, including any testing, will be performed at your cost – please refer to clause 4.4 above.

Please refer to the price schedules below for details of meter testing charges.

# 7. Customer complaint process

## 7.1 General

We aim to provide a high standard of service at all times. However, if you are not satisfied with us for any reason, you can make a complaint by contacting us via:

- Email: [complaints.officer@water.co.nz](mailto:complaints.officer@water.co.nz)
- Post: Watercare Services Limited, Private Bag 94010, Manukau City, Auckland 2241
- Phone: (09) 442 2222, select appropriate specialist team.

Where a complaint is made by email or phone, we will acknowledge receipt of your complaint within three working days with a reference for your complaint and an expected timeframe for resolution.

Where a complaint is made by post, we will acknowledge receipt of your complaint within 10 working days with a reference for your complaint and an expected timeframe for resolution.

You agree to take all reasonable steps required by us to assist with understanding the nature of the complaint. To understand the issue and make an informed decision, we may need to complete an additional investigation, including site visits.

The timeframe for resolution of a complaint will vary depending on the specific issue. We will keep you updated on the actions we are taking and the expected timeframes.

If we cannot resolve the complaint within the expected timeframe, we will advise you of an updated date for the resolution prior to the end of the initial expected timeframe.

In the unlikely event that we are unable to resolve a complaint, you have the right to complain to the Ombudsman and/or Disputes Tribunal. We may also use a third party to help resolve your complaint. IGCs have a separate complaints

process, which is set out in the IGC Terms and Conditions.

With disputes involving outstanding payments or an outstanding balance on an account, we will not initiate any further recovery action until an investigation is completed. If, however, we have exhausted every reasonable avenue to settle the dispute and it is still not resolved, we reserve the right to continue to pursue the debt. You agree to pay all outstanding amounts that are not disputed by you. For more information, see Watercare's debt management code of practice on our website.

## 7.2 Vexatious customers

If you become unreasonable, vexatious, or abusive during the customer complaint process, this can have a disproportionate and unreasonable impact on our staff, services, time or resources. When this happens, we will take action to manage any conduct that negatively and unreasonably impacts on Watercare, our staff or the ability to allocate resources fairly across all the complaints we receive.

# 8. Changes to your contract

## 8.1 Change of ownership

If ownership of your property changes, you or your legal representative must complete a final meter reading form. You may be required to pay ongoing charges if the change of ownership is not confirmed. The final meter reading form is available on our website.

The change of ownership process requires you or your legal representative to organise a final meter reading at least six working days before the change of ownership.

Please refer to the price schedules below for details.

## 8.2 Disconnecting from our networks

If you want to disconnect from our water and/or wastewater networks, you will need to contact us and close the account.

The disconnection is to occur at the point where your private plumbing connects to the public water mains or wastewater pipe. This is different to the point of supply. Please refer to the point of supply information on our website for details.

Fixed wastewater charges will apply until the wastewater disconnection is completed by us.

Please refer to the price schedules below for details of water meter disconnection charges.

## 8.3 Terminating your contract

If you are a business customer, we can end this contract with you if you become insolvent (which includes going into liquidation, administration, receivership, bankruptcy and/or statutory management). If this occurs, we may restrict or disconnect water and/or wastewater services to your property.

If we end this contract, all existing rights and obligations at the termination date still stand. For example, you will be required to pay any outstanding amount owing.

# 9. Information and privacy

## 9.1 Our privacy statement

In order to provide services to you, we will need to collect, store, use and disclose personal information about you. Details about the information we collect, how it is collected

and how we store, use and disclose that information is set out in our Privacy Statement (as updated from time to time) which is available on our website.

A summary of the personal information we may collect from you as one of our customers, and how we may use and share that information, as well as your rights to access and correct your personal information, is set out below.

## 9.2 Collecting and storing your information

The personal information we collect about you may include:

- your legal name
- your postal and property addresses
- your landline and mobile phone numbers
- your email address
- details of any medical problems that mean you depend on a water supply
- any other information connected with, or relevant to our supply or your use of our goods and services
- any relevant lease documentation (business customers)
- your credit information, including details about your credit history, credit account, credit that may have been extended to you and your repayment history.

We may collect this information directly from you when you make contact with us by phone, letter, email, through our website, in person or by any other means. We may also collect this information from people authorised by you or publicly available sources. If we request such information from you (or ask you to authorise collection from someone else) and you decide not to provide it (or give us that authorisation), we may refuse to provide services to you or our ability to provide services to you could be affected.

## 9.3 Using your information

We may use the information we hold about you to:

- provide you with information about our goods and services and to address any requests for other information you may have made
- provide our services to you and carry out our obligations under this contract and any relevant legal obligations
- administer your account with us, including to bill you
- establish your credit-worthiness and/or report on your credit-worthiness
- help us develop, improve, manage, administer, facilitate and market the provision of our services and operations.

We may record our phone conversations with you for training purposes and to allow us to keep records.

## 9.4 Sharing your information with third parties

We may share your personal information with our service providers in connection with the provision of our services to you.

We may also share your personal information with third parties, including Auckland Council (for the purposes of calculating any rates rebates), credit reporting bodies (for credit checking and reporting purposes) and as authorised by you.

We will not otherwise disclose your information except in accordance with the Privacy Act or as authorised or required by any other legislation, including the Local Government

Official Information and Meetings Act 1987.

## 9.5 Credit checking and reporting

In relation to credit checking and reporting, you authorise us to:

- collect your personal information, including credit information, from credit reporting bodies
- disclose your personal information, including credit information, to credit reporting bodies.

You agree that where we provide your personal information, including credit information, to a credit reporting body, that credit reporting body may hold your information on its database and use it to provide credit reporting services, including making this information available to that credit reporting body's customers in accordance with the Credit Reporting Privacy Code.

## 9.6 Accessing and correcting your information

You have the right to request access to your information under the Privacy Act if you are an individual, or under the Local Government Official Information and Meetings Act 1987 if you are a company or other corporate entity. You can also ask us to amend any information held about you that is incorrect.

# 10. General legal information

## 10.1 General limitation on liability

Except as provided for in this clause, we will have no liability to you for any breach of our obligations under this contract or otherwise.

If we cause damage or loss to your property as a result of our negligence, we will pay the costs of the physical damage or loss to your property that is a direct result of our negligence.

We will not be liable to you or anyone else for:

- any other direct loss or damage whether caused by our breach of this contract or otherwise
- any loss or damage to the extent this results from any act or omission by you
- any loss or damage that results from an event or circumstance beyond our control
- any indirect or consequential loss or damage, including loss of revenue, goodwill, actual or anticipated business, or data.

Where we are liable to you under this clause, to the extent permitted by law, our maximum liability for any event or series of related events is \$10,000, up to a maximum total liability of \$50,000 in a 12-month period.

We may choose to repair or replace the damage or loss at our discretion instead of paying the costs to you in cash.

## 10.2 Our rights and responsibilities under legislation

Our rights and responsibilities set out in this contract are in addition to any rights and responsibilities we have under legislation.

## 10.3 Your rights under the Consumer Guarantees Act and Contract and Commercial Law Act

Nothing in clauses 10.1 to 10.3 is intended to negate or amend your rights (if any) under the Consumer Guarantees Act 1993, except where you are acquiring water or other

goods or services from us in trade for the purposes of a business, in which case you:

- agree that, for the purposes of section 43(2) of the Consumer Guarantees Act 1993, the provisions of that Act will not apply
- agree that we will not be liable to you under the provisions of that Act and you will not assert or attempt to assert any rights or claims against us under the provisions of that Act, and
- acknowledge that it is fair and reasonable for you to be bound by this clause.

To the maximum extent permitted by law, all other warranties, express or implied, and all rights and terms under the Contract and Commercial Law Act 2017 are expressly excluded from this contract.

#### 10.4 Council bylaws

A number of Auckland Council bylaws have provisions that relate to the supply of water, wastewater services and other goods and services. These include the Auckland Trade Waste Bylaw 2013 and the Water Supply and Wastewater Network Bylaw 2015. Where there is any inconsistency between a bylaw and the terms of this contract, the bylaw shall prevail.

#### 10.5 Waiver

We may waive, in writing, any of our rights or non-compliance with any of your obligations in this contract. If such a waiver is given, we still have the right to enforce the rest of the terms in this contract.

#### 10.6 Force majeure

We are not required to perform our obligations under this contract if an event has occurred that is beyond our reasonable control, where such an event prevents us from operating normally. These events include but are not limited to:

- war, riots, insurrection, epidemic or pandemic
- acts or omissions of a third party
- earthquakes, fires, adverse weather conditions including storms, floods or any other natural events or acts of God
- other similar circumstances beyond our control.

We will recommence performing our obligations as soon as it is reasonably practicable for us to do so.

#### 10.7 Transferring or assigning liabilities

You may not transfer or assign any of your liabilities or rights under this contract to anyone else, unless we have given you our written consent. We may transfer or assign any of our liabilities or rights under this contract to anyone else.

#### 10.8 Notices and communications

Notice of any changes to this contract will be provided on our website and also published in the *New Zealand Herald*. You may request a current version of the terms of this contract by calling Watercare on (09) 442 2222 during business hours.

If you send us, or we send you, a written communication by post, it will be deemed to have been received on the seventh working day after it was sent. If you send us, or we send you, an email or facsimile, it will be deemed to have been received on the working day on which it was sent, or if it was sent after 4.30pm or not on a working day, it will be deemed to have been sent at 8.30am on the next working day.

## Glossary

**Additional requirements:** *The additional requirements set out in Part 1 of the additional requirements and services schedule to this contract that apply to certain properties on Waiheke Island and in other areas described in the additional requirements and services schedule.*

**Annual demand:** *A figure, expressed in kilolitres per annum, that represents the annual volume of water supplied to your property, and/or the annual wastewater discharged from your property to our wastewater network. Annual demand is used to calculate IGCs in conjunction with baseline demand.*

**Backflow prevention device:** *A device that prevents liquid or contaminants from flowing from the customer's property into the water supply network.*

**Baseline Demand:** *A figure, expressed either in DUEs or kilolitres per annum, used to calculate IGCs in conjunction with annual demand. For properties connected to our networks on or after 1 November 2010, Baseline Demand is the IGCs paid in relation to that property (expressed in DUEs). For properties connected to our networks before 1 November 2010, Baseline Demand is the property's average annual demand for water and/or wastewater over the five-year period ending the day before the start of the period used to calculate the Annual Demand, or development contributions for water supply/wastewater infrastructure paid (expressed in DUEs), whichever is the greater. (Note: regardless of when a property was connected, Baseline Demand is based on IGCs or development contributions actually paid – if they were assessed or invoiced but not paid, they do not count.) Watercare may, at its discretion, account for anomaly data or select an alternative five-year period for situations such as known leaks or extended property vacancies.*

**Business hours:** *Between 8:00am and 5:00pm on a working day.*

**Commercial accommodation:** *The business of providing accommodation at a property. It includes a hotel, motel, hostel, boarding house or serviced apartment but does not include leasing the entire property under a standard residential tenancy.*

**Credit Reporting Privacy Code:** *The Credit Reporting Privacy Code issued by the Privacy Commissioner from time to time pursuant to the Privacy Act.*

**Development unit equivalent (DUE):** *A unit of demand for water and wastewater infrastructure used to calculate IGCs. For water supply, one DUE is 220 kilolitres of water use per year. For wastewater, one DUE is 209 kilolitres of wastewater discharge per year. For example, if for a new connection the demand for water is estimated to be 2200 kilolitres per year, this equates to 10 DUEs.*

**Gully trap:** *A raised drain with a grill that receives wastewater from pipes inside a building – also called an 'overflow relief point'.*

**Infrastructure growth charge (IGC):** *A charge we may require you to pay to contribute to our costs in meeting the increased demand on our water and/or wastewater network generated by your development, or changes to water/wastewater usage on your property.*

**Leak:** *A crack, opening, hole or puncture through which water is unintentionally or wrongly escaping from any pipes or fittings on your side of the point of supply and excludes equipment failure.*

**Meter:** *The device used for measuring the volume of water supplied to, or wastewater discharged from, your property, including:*

- any backflow prevention device that forms part of, or is attached to, the meter
- any logger
- any other device attached to the meter.

**Our networks:** *The water supply network and wastewater network.*

**Point of supply:** *A point of supply is the point where Watercare's network connects with a private network. At this point, the responsibility for ownership and maintenance of assets and equipment transfers from Watercare to the customer. Please refer to the point of supply information on our website for details.*

**Private network:** *All pipes, grinders, tanks, pumps, backflow prevention devices, or other assets on the customer side of the point of supply.*

**Privacy Act:** *Until the end of 30 November 2020, the Privacy Act 1993, and, from 1 December 2020, the Privacy Act 2020.*

**Residential activity:** *Use of premises solely as a dwelling. Independent-living units in retirement villages shall be considered a residential activity.*

**Stormwater:** *Rain, including any rain that has run off the land or hard, impervious surfaces like roads, roofs and car parks, or higher ground.*

**"Town to tank" water supply service:** *The low flow water supply service set out in Part 2 of the additional requirements and services schedule.*

**Trade waste:** *Any liquid discharged from a trade or industrial process into our wastewater network. For more information about trade waste, please see our website.*

**Wastewater:** *Liquid waste (and liquids containing waste solids) including toilet waste, grey water, trade waste and gross solids. It excludes stormwater.*

**Wastewater network:** *All pipes, pump stations and other assets (excluding the private network) used to provide wastewater services.*

**Wastewater services:** *The reception, conveyance and treatment of wastewater within the wastewater network.*

**Water:** *Water suitable for drinking and ordinary domestic use.*

**Water supply/water service:** *The supply of water to residential and business customers through the water supply network.*

**Water supply network:** *All pipes, reservoirs and other assets (excluding the private network) used to supply water.*

**Working day:** *Any day other than Saturday, Sunday or a public holiday in Auckland.*

**Year:** *Watercare's financial year, being from 1 July to 30 June.*

# Additional requirements and services schedule

If there is any inconsistency between the customer contract and this additional requirements and services schedule, this additional requirements and services schedule will prevail.

## Part 1 Additional requirements

### 1. Where do additional requirements apply?

The additional requirements described in Part 1 of this schedule may apply to residential and business properties on Waiheke Island, in Waimauku and in any other area notified by us from time to time.

### 2. What are the additional requirements?

If your property is within one of the areas described in paragraph 1 above, to connect to our wastewater network, you agree to the following additional requirements. These additional requirements need to be installed before we connect your property to our wastewater network.

#### 2.1 Primary treatment system

- You agree to provide for all residential waste to be treated by a primary treatment system on your property before it enters our wastewater network
- You agree to install and maintain your primary treatment system in good working order at your cost.

#### 2.2 Biosolids filter

- You agree to provide for all residential and business wastewater to be filtered through a biosolids filter before it enters our wastewater network
- You agree to install and maintain the biosolids filter in good working order at your cost.

#### 2.3 Grease trap

- Depending on the likely nature of the effluent generated on your property, we may require a grease trap to be installed. If we notify you that a grease trap is required, you agree to install a grease trap and maintain the grease trap in good working order at your cost.

### 3. Limits on wastewater discharge

In addition to our rights to interrupt wastewater services as set out in clauses 2.3.1 and 2.3.2 of the customer contract, we may limit the volume of residential waste discharged from a property if we consider it necessary for any reason, including due to an unforeseen circumstance or emergency.

If wastewater services are interrupted, we will arrange wastewater removal by an independent contractor and pay any reasonable associated costs of this removal. If we are unable to remove wastewater and are unable to arrange removal by an independent contractor, this will be reflected in a reduction of our charges in our next invoice.

### 4. Liability and termination

If you are in breach of your responsibilities under Part 1 of this schedule, we may disconnect your property from our wastewater network and cease to supply you with wastewater services.

If you are a residential customer, where you are liable to us for a breach of your obligations under Part 1 of this schedule, your maximum liability for any event or series of related events is \$10,000, up to a maximum total liability of \$50,000 in a 12-month period, unless the damage is the result of a third party's actions.

### 5. Glossary for Part 1 of this schedule

**Biosolids filter:** *A suitable high-quality biosolids filter that complies with any applicable minimum requirements, which is attached to the outlet of your primary treatment system.*

**Residential waste:** *Liquid wastes, including matters in suspension and in solution, discharged from residential premises, or wastes of the same character discharged from other premises, but excluding any solids, liquids or gases that cannot be lawfully discharged into public sewers.*

**Grease trap:** *A suitable grease trap that complies with any applicable minimum requirements.*

**Primary treatment system:** *A primary treatment system for the initial treatment of domestic waste, including a septic tank, that complies with our standards (as applicable from time to time).*

## Part 2 "Town to Tank" water supply service

### 1. What type of properties are eligible for a "town to tank" water supply service?

Residential properties with rainwater tanks that hold at least 20,000 litres of water, that are connected to the wastewater network, and are close to the water supply network are eligible to apply.

## 2. What is the “town to tank” water supply service?

This service is a low flow water supply connection for the purpose of topping up your sustainable rainwater tank. This service is flow restricted so as to avoid adverse strain on our water supply network in your locality. The flow is restricted to a minimum of 2 litres per minute and is therefore not a substitute for our normal water supply service.

The application form to obtain a “town to tank” water supply service is on our website.

*Please note that your use of the “town to tank” water supply service must be fair, reasonable and not excessive, as reasonably determined by us by reference to an average or expected typical customer use of the “town to tank” water supply service. Your “town to tank” water supply service is for single household use only and not to be shared with neighbours. If you are in breach of this fair use obligation, we may restrict your water supply (while maintaining an adequate supply for ordinary domestic, food preparation and sanitary purposes as required by law).*

## 3. Payments

You must pay a “town to tank” IGC and connection charges before we will provide you with the “town to tank” water supply service. The amount of this IGC is set out in the IGC price schedule.

The ongoing charges which you pay for the “town to tank” water supply service are set out in the price schedule and are made up of fixed monthly supply fees and a volumetric charge.

Accepting the “town to tank” water supply service will not change the way we charge you for wastewater services.

## 4. Termination

If you upgrade from the “town to tank” water supply service to our normal water supply service, you must pay the balance of the appropriate IGC for the area in which the property is situated at the time of the upgrade.

After the upgrade, standard volumetric charges will become payable on the flow restriction being removed. You must pay the costs of an upgrade in full before the flow restriction is removed.

# Residential

## water services and wastewater charges and IGC

Prices are effective from 1 July 2025. For more information, see clause 3.1 of the customer contract.

### Water services and wastewater charges

#### Water services

Volumetric charges, per 1000 litres: \$2.296, including GST

For town to tank water supply additional charges, see below (page 12).

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#### Wastewater

##### Customers who have water meters:

Fixed charge per meter: \$332.00 per year, including GST

Volumetric charge: \$3.994 per 1000 litres, including GST

Residential wastewater volume is calculated at 78.5 per cent\* of the incoming water volume, as measured by the water meter. This assumes that, on average, 78.5 per cent of the water that enters the home goes down the drain via showers, baths, washing machines, dishwashers, toilets, sinks, etc.

\* *Apartments, charged at 95 per cent, are among the exceptions.*

##### Customers who do not have a metered water supply but are connected to the wastewater network:

Fixed charge: \$1,021.00 per dwelling each year, including GST

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*For other charges, including new connections, development and administration, please see pages 14 and 15.*

*For infrastructure growth charges, please see pages 16 to 19.*

## Town to tank water supply service charges

Area			
	<i>Setup cost</i>	<i>Annual fixed charge</i>	<i>Volumetric charge per kL</i>
Metropolitan <sup>1</sup>	\$3,913.33	\$203.79	\$4.97
Helensville and Parakai	\$5,012.68	\$203.79	\$4.97
Northeast sub-regional <sup>2</sup>	\$3,913.33	\$203.79	\$4.97
Southwest sub-regional <sup>4</sup>	\$3,913.33	\$203.79	\$4.97
Wellsford	\$4,366.94	\$203.79	\$4.97

### Note

*Town to tank is subject to availability of supply at each location and adequate supply in a particular geographical location. Helensville and Parakai are areas of low supply and although a price is listed above may not be available at a certain location.*

*These are standard fees and additional charges may apply depending on the nature of the site. An example of a non-standard installation involves (but is not limited to) one or more of the following: a road crossing, traffic management, arborist services, other utility service providers or hindrance by above-ground structures.*

# Business

## water services and wastewater charges and IGC

Prices are effective from 1 July 2025. For more information, see clause 3.1 of the customer contract.

### Water services and wastewater charges

#### Water services

	<b>Excluding GST</b>	<i>Including GST</i>
Volumetric charge, per 1000 litres:	<b>\$1.997</b>	\$2.296

#### Wastewater

Pricing plan	Annual fixed charge (per meter)		Volumetric wastewater charge (per kL)		Suited to approximate annual wastewater volume
	<i>Excluding GST</i>	<i>Including GST</i>	<i>Excluding GST</i>	<i>Including GST</i>	
Low user plan	\$288.70	\$332.00	\$6.50	\$7.473	less than 1,309kL
Moderate user plan	\$724.67	\$833.37	\$6.17	\$7.090	1,309kL up to 10,195kL
High user plan	\$10,254.85	\$11,793.08	\$5.23	\$6.015	10,195kL up to 85,701kL
Industry plan	\$110,040.08	\$126,546.09	\$4.07	\$4.676	85,701kL or more
Notional*	\$1,190.69	\$1,369.29	N/A	N/A	unmetered water source

\* Business customers who do not have a metered water supply but are connected to the wastewater network will typically pay the notional fixed charge. This charge may be adjusted to better reflect actual discharge volumes.

#### Trade waste

Trade waste is now charged as wastewater under the business wastewater tariff (outlined above); this means there are no separate charges for trade-waste carriage and treatment. Charges for trade-waste administration and monitoring apply.

*For other charges, including new connections, development and administration, please see pages 14 and 15.*

*For infrastructure growth charges, please see pages 16 to 19.*

# Other charges

## new connections, development, administration and other charges

Prices are effective from 1 July 2025. For more information, see clause 3.1 of the customer contract.

All charges apply to residential and business customers unless otherwise stated.

### New connections and development charges

All property owners or developers applying for new connections to Watercare's networks are liable for our infrastructure growth charge (IGC). The IGC is applicable to all new developments connecting to our networks, or to existing business customers that increase demand for water services and wastewater services.

#### Application processing fees and site inspections

(per hour, one hour minimum)

	Excluding GST	Including GST
Engineer	\$210.00	<b>\$241.50</b>
Technician	\$187.00	<b>\$215.05</b>

This fee applies in addition to the charges listed below.

#### New water meters (without backflow prevention, residential only) including installation\*

	Excluding GST	Including GST
20mm water meter onto existing service lead	\$802.00	<b>\$922.30</b>
20mm water meter and install new service lead	\$1,659.00	<b>\$1,907.85</b>

#### New water meters with a backflow prevention device (includes irrigation meters) including installation\*

	Excluding GST	Including GST
20mm water meter and backflow device and install new service lead	\$2,144.00	<b>\$2,465.60</b>

#### Water meter relocation\*

	Excluding GST	Including GST
15 to 25mm meter relocated within two metres of an existing service lead	\$524.00	<b>\$602.60</b>
15 to 25mm meter relocated more than two metres of an existing service lead	Price on application	

#### Water meter disconnection\*

	Excluding GST	Including GST
15 to 25mm water meter disconnection	\$554.00	<b>\$637.10</b>

#### Subdivision and network extension connections

Connection of a water or wastewater network extension to the public network	Price on application	
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#### All other water connections (including non-standard connections)

All other water meter sizes, service lead installations, relocations and disconnections Price on application

\* These are standard fees and additional charges may apply depending on the nature of the site. An example of a non-standard installation involves (but is not limited to) one or more of the following: a road crossing, traffic management, arborist services, other utility service providers or hindrance by above-ground structures.

#### Wastewater

	Excluding GST	Including GST
Pressure wastewater collection boundary kit		Price on application
CCTV inspection of wastewater line (per inspection)	\$515.00	<b>\$592.25</b>
Pit connection fee **	\$19,119.00	<b>\$21,986.85</b>

\*\* Per Development Unit Equivalent (DUE) for 1 or 2 connections. Applications for 3 or more DUEs are priced on application.

#### Administration

	Excluding GST	Including GST
Additional copy of account	\$10.00	<b>\$11.50</b>
Account processing fee	\$26.09	<b>\$30.00</b>
Processing of refunds (first refund no charge)	\$30.44	<b>\$35.00</b>
Special meter reading fee	\$30.44	<b>\$35.00</b>
Rain tank meter application processing, per application	\$56.52	<b>\$65.00</b>
Debt collection fee		Third-party cost
Legal collection fee		Third-party cost
New product approval fee (business only)		Price on application
Paper copy bill	\$2.17	<b>\$2.50</b>
Property transfer fee	\$73.91	<b>\$85.00</b>

#### Baseline demand and IGC objection fees

Commissioner (per hour)	\$235.00	<b>\$270.25</b>
Administration (per hour)	\$50.00	<b>\$57.50</b>

## Other charges

### Meter testing

	<i>Excluding GST</i>	<i>Including GST</i>
15 to 25mm (site test)	\$197.00	<b>\$226.55</b>
15 to 25mm (lab test)	\$455.00	<b>\$523.25</b>
Larger than 25mm	Price on application	
Aborted test	\$111.00	<b>\$127.65</b>

### Wastewater audit

	<i>Excluding GST</i>	<i>Including GST</i>
Two-hour minimum initial charge	\$419.00	<b>\$481.85</b>
Hourly charge thereafter	\$210.00	<b>\$241.50</b>

### Backflow prevention

	<i>Excluding GST</i>	<i>Including GST</i>
Annual backflow prevention device testing (per device, per visit):		
Business hours	\$177.00	<b>\$203.55</b>
After hours	\$322.00	<b>\$370.30</b>
Site inspections and surveying:		
Engineer – per hour	\$210.00	<b>\$241.50</b>
Technician – per hour	\$187.00	<b>\$215.05</b>
Repair of backflow prevention device due to normal wear and deterioration	Price on application	
New backflow prevention device for existing water meters, all sizes and hazard levels	Price on application	

### Tanker filling stations

	<i>Excluding GST</i>	<i>Including GST</i>
Annual permit – fixed charge (per year)	\$2,328.00	<b>\$2,677.20</b>
Tanker filling station bond (reimbursable on the termination of the agreement)	\$1,176.00	<b>N/A</b>
Tanker filling station volumetric charge (per kL)	\$5.35	<b>\$6.15</b>

### Invoicing and payment

We will send you a bill for your water, wastewater and other associated charges every month via email or post. Your bill will include a breakdown of how these charges are calculated. Charges associated with connections will be billed separately.

If you have trouble paying your bill please contact us. We will ensure that any customer unable to pay their bill can discuss options with us before we try to recover any outstanding payment.

### Payment due date

Payment of your monthly bill is due within 21 days of the bill date. Payment of charges associated with connections is due within 14 days

### Trade-waste agreements

	<i>Excluding GST</i>	<i>Including GST</i>
Processing, monitoring and attendance (per hour)	\$210.00	<b>\$241.50</b>
Sampling (per sampling visit)	Price on application	
Analysis	Price on application	

### Septage

	<i>Excluding GST</i>	<i>Including GST</i>
Septage charges (Rosedale and Pukekohe wastewater treatment plants) (per m <sup>3</sup> )	\$45.00	<b>\$51.75</b>

### General site inspections, surveying and other activities (per hour, one hour minimum)

	<i>Excluding GST</i>	<i>Including GST</i>
Engineer	\$210.00	<b>\$241.50</b>
Technician	\$187.00	<b>\$215.05</b>

### Land development fees (Clevedon only)

	<i>Excluding GST</i>	<i>Including GST</i>
Water	\$15,080.00	<b>\$17,342.00</b>
Wastewater	\$20,196.00	<b>\$23,225.40</b>

\*New water and wastewater assets have been developed in Clevedon to enable subdivision. Additional fees are payable by land developers who wish to connect to this network. These charges are payable prior to issuance of certificate of compliance and paid in addition to an IGC. Note, a metropolitan IGC will be payable at the time of connection to the required services.

### Non-potable water

	<i>Excluding GST</i>	<i>Including GST</i>
Non-potable water (per kL)	\$4.30	<b>\$4.95</b>

of the bill date. Please allow a minimum of two working days for the payment to appear on your account.

### Terms

This leaflet is subject to any changes that we are entitled to make in accordance with our customer contract which is available upon request or can be viewed online at [www.watercare.co.nz](http://www.watercare.co.nz).

**Watercare Services Limited, Private Bag 94010, Manukau City, Auckland 2241**

**Customer service line: (09) 442 2222**

# Infrastructure growth charge

## terms and conditions

### 1. What is an infrastructure growth charge?

An infrastructure growth charge (IGC) is a charge to contribute to our costs in meeting the increased demand on our water and/or wastewater network generated by your development, or changes to water/wastewater services to your property.

To ensure that we can continue to invest in our infrastructure and accommodate Auckland's growth, we charge IGCs on all new water and wastewater network connections, additional residential units at an existing connection, and where a property with an existing connection changes from a residential to a business use and vice versa. We also charge IGCs if you are a business customer and water usage at your property increases by 220 kilolitres or more per year, or wastewater discharges from your property increases by 209 kilolitres or more per year.

New water and wastewater network connections, additional residential units and business customers increasing their water use/wastewater discharges have the effect of requiring us to provide new assets within our water/wastewater networks, or otherwise increase the capacity of those networks. Charging an IGC ensures a share of the cost of this capital expenditure is paid by customers who create the need for this expenditure, rather than all customers through water service and wastewater service charges. The IGCs may fund capital expenditure incurred both before and after IGCs are charged.

We use IGCs to fund growth-related capital expenditure only. We fund operating costs associated with new and existing infrastructure from water and wastewater consumption charges.

In Auckland, IGCs fund the type of growth-related capital expenditure on water/wastewater infrastructure that outside Auckland is typically funded by development contributions under the Local Government Act 2002. However, unlike development contributions, an IGC is a contractual charge rather than a charge required under legislation.

These terms and conditions outline the circumstances in which IGCs are charged, when and how they are assessed, and provisions relating to payment.

### 2. When are IGCs charged?

#### 2.1 We will apply IGCs:

- when you apply for a new residential or business connection to our network. A new connection

includes the installation of a larger water meter, unless this is associated only with a fire sprinkler system;

- where there are new or additional residential units at a property served by an existing connection;
- when you apply to obtain the "town to tank" water supply service;
- where a property with an existing connection changes from a residential use to a business use and vice versa; or
- if you are a business customer with an existing connection, where annual demand at your property increases, or is anticipated to increase:
  - in the case of water, by more than 220 kilolitres per year above your property's Baseline Demand; or
  - in the case of wastewater, by more than 209 kilolitres per year above your property's Baseline Demand.

For the definitions of residential and business use, see clause 1.2 of the customer contract.

Subject to clause 5 below, IGCs are assessed based on the prices current at the time the relevant complete application is submitted to us accompanied by all required information or, as relevant, the time that the demand for water and/or wastewater services at your property increases or is anticipated to increase.

If an invoice for IGCs is not paid in full by its due date, we may reassess the IGCs based on the prices current at the time of the reassessment.

We may issue you with a provisional notice of assessment which sets out an estimate of the IGC that will apply, and how this amount has been calculated.

#### 2.2 Past payment of development contributions

Legislation states that we cannot charge an IGC in respect of a development where a development contribution for water or wastewater infrastructure has been paid to Auckland Council or one of its predecessor councils in respect of the same development. However, in those circumstances we can charge an IGC to reflect an increase in the scale or intensity of the development since the development contribution was required. We will only charge an IGC where that increase in scale and intensity translates into increased demand for water and/or wastewater services.

## 2.3 Unpaid IGCs or development contributions

In calculating IGCs, we will take into account only IGCs or development contributions relating to your property that have actually been paid. If IGCs or development contributions have been assessed or invoiced (whether to you or a previous owner of your property) but not paid, they are not included in our calculation of your property's Baseline Demand for the purposes of any new IGCs.

## 3. How many IGCs are payable?

### 3.1 Residential customers

We will charge:

- new residential connections
- new residential units at a property served by an existing connection

one IGC per residential unit. However, we charge any residential unit with a gross floor area of 65 square metres or less, two thirds of the full IGC. (Note: the definition of gross floor area is available on our website). A 'residential unit' is any part of the premises that is separately habitable, or has its own separate connection to either water or wastewater services.

### 3.2 Business customers

A Development Unit Equivalent (DUE) is the unit of demand we use to calculate IGCs.

We will charge:

- new business connections
- properties with an existing connection whose annual demand for water and/or wastewater services has increased or is expected to increase

one IGC per additional development unit equivalent (DUE). For water supply, one DUE is 220 kilolitres of water use per year. For wastewater, one DUE is 209 kilolitres of wastewater discharge per year.

We calculate the number of additional DUEs by subtracting your property's Baseline Demand from its estimated or actual annual demand. For example:

- A new business connection on a greenfield site has a Baseline Demand of 0 DUEs (no IGCs having ever been paid), and an estimated annual demand of 10 DUEs. The IGC assessed is based on 10 DUEs
- A property with an existing connection dating from 2013 has a Baseline Demand of 2 DUEs (based on IGCs paid on connection), and an estimated annual demand of 10 DUEs. The IGC is based on 8 DUEs
- A property with an existing connection dating from 2013 was invoiced for IGCs at that time but these were not paid. Its estimated annual demand is 10 DUEs. Because no IGCs have been paid, it has a Baseline Demand of 0 DUEs. The IGC assessed is based on 10 DUEs
- A property with an existing connection dating from 2009 has a Baseline Demand of 4 DUEs (based on the property's annual average demand for water over the five-year period ending the day before the start of the period used to calculate the Annual Demand), and an estimated annual demand of 10 DUEs. The IGC is based on 6 DUEs.

DUEs will be rounded up (if greater than or equal to 0.5) or down (if less than 0.5) to the nearest whole number.

Where we expect an increase in annual demand, we will consider information you provide us about the expected increase in water usage and/or wastewater discharges on your property to estimate annual demand.

If you do not know how much your water usage or wastewater discharges is likely to increase, and there is no water demand or wastewater discharge information available, when we charge IGCs we will estimate annual demand by comparing the expected use and development of your property with similar uses and development. We will review the estimate of annual demand and may charge additional IGCs if the original assessment of annual demand was too low.

### 3.3 Water services-only and wastewater-only IGCs

Where:

- your property requires a new water services connection but not a new wastewater connection;
- you apply for a new residential or business connection but a wastewater connection is unavailable; or
- at a property with an existing business connection, the annual demand for water services (but not wastewater services) has increased or is expected to increase

we may charge a water services-only IGC.

Where:

- your property requires a new wastewater connection but not a new water services connection;
- you apply for a new residential or business connection but a water connection is unavailable; or
- at a property with an existing business connection, the annual demand for wastewater services (but not water services) has increased or is expected to increase

we may charge a wastewater-only IGC.

### 3.4 "Town to tank" water supply services-only IGC

Where you apply to obtain a "town to tank" water supply service, we may charge a "town to tank" water supply service-only IGC.

## 4. How much is the IGC?

### 4.1 The IGC rate for your area is set out in the IGC price schedule. The rates are reviewed annually.

#### 4.1.1 Auckland metropolitan area

A uniform IGC rate applies throughout the Auckland metropolitan area. The IGC rate for the metropolitan area is based on growth-related capital expenditure on our bulk networks in the metropolitan area.

#### 4.1.2 Non-metropolitan areas

The IGC rate for non-metropolitan areas is based on the growth-related capital expenditure on the water and/or wastewater scheme servicing the area.

Please refer to the FAQ on the IGC page on our website for information on how the IGC is calculated.

## 5. When do I have to pay IGCs, and what if I don't pay?

### 5.1 You must pay:

- IGCs charged for a new residential or business connection by the due date set out in our invoice to you, or the day before the connection date, whichever is earlier
- IGCs charged in any other circumstances by the due date set out in our invoice to you.

### 5.2 If you do not pay IGCs by the due date under clause 5.1, in addition to our rights under clause 3.2 of the Customer Contract, we may (at our discretion):

- cancel the invoice, reassess the IGCs in accordance with clause 2.1 and issue an invoice for the reassessed amount
- for IGCs charged for a new residential or business connection, withhold installation of a water meter or approval of plans for a wastewater connection
- for IGCs charged for new or additional residential units served by an existing connection, suspend any work required to change the connection
- for IGCs charged where annual demand for water/wastewater services at a property with an existing business connection increases or is anticipated to increase, disconnect the property or restrict water supply to the property to reflect the IGCs or development contributions for water services or wastewater services that have been paid.

## 6. Can an IGC be contested?

### 6.1 IGC objection process

Yes, an IGC can be contested.

6.2 As the customer, you can choose whether you want to have your assessment reconsidered, or whether you want to object to your assessment (including if you do not agree with the result of your Reconsideration).

- (a) You can request a Reconsideration of your assessment within 10 working days of receiving notice of your assessment.
- (b) If you do not agree with the outcome of that Reconsideration, or you want to proceed straight to an Objection, you can object. Objections are due within 15 working days of receiving notice of your assessment, or, if you have requested a Reconsideration, within 15 days of receiving notice of Watercare's decision on that Reconsideration.
- (c) Once you have objected to your assessment, you cannot request a Reconsideration in respect of the same assessment.

6.3 You can request a Reconsideration of your assessment if you think that Watercare has:

- (a) incorrectly calculated, assessed, or applied these terms and conditions to your development; and/or
- (b) relied on, recorded, or used information that was incomplete or contained errors when assessing the contribution required against these terms and conditions.

6.4 Your request will be considered by Watercare's Reconsideration Panel. The Panel may confirm, vary, or cancel your assessment.

6.5 The grounds for an Objection are set out at paragraph 5 of the Charter for Commissioners.

6.6 For more information on the Reconsideration and Objection process, refer to the 'Reconsiderations and Objections' factsheet and the Charter for Commissioners on our website.

## IGC price schedule – residential and business customers

Area	Water and wastewater		Water only		Wastewater only	
	Excluding GST	Including GST	Excluding GST	Including GST	Excluding GST	Including GST
Metropolitan <sup>1</sup>	\$21,267.00	\$24,457.05	\$10,633.00	\$12,227.95	\$10,633.00	\$12,227.95
Beachlands and Maraetai (wastewater only)	\$14,367.00	\$16,522.05	N/A	N/A	\$14,367.00	\$16,522.05
Helensville and Parakai	\$40,234.00	\$46,269.10	\$20,117.00	\$23,134.55	\$20,117.00	\$23,134.55
Kawakawa Bay (wastewater only)	\$50,319.00	\$57,866.85	N/A	N/A	\$50,319.00	\$57,866.85
Northeast sub-regional <sup>2</sup>	\$31,565.00	\$36,299.75	\$10,100.00	\$11,615.00	\$21,463.00	\$24,682.45
Omaha/Matakana/Point Wells (wastewater only)	\$13,942.00	\$16,033.30	N/A	N/A	\$13,942.00	\$16,033.30
Owhanake <sup>3</sup> (wastewater only)	\$46,179.00	\$53,105.85	N/A	N/A	\$46,179.00	\$53,105.85
Southwest sub-regional <sup>4</sup>	\$34,146.00	\$39,267.90	\$10,586.00	\$12,173.90	\$23,562.00	\$27,096.30
Wellsford	\$33,829.00	\$38,903.35	\$14,545.00	\$16,726.75	\$19,282.00	\$22,174.30

Where a customer already has a wastewater connection and will not increase demand on the wastewater network, or where a wastewater connection is unavailable, an application for a water connection will be charged a water-only infrastructure growth charge.

No further connections are available in **Bombay, Kingseat, Muriwai and Waiwera**.

There are capacity limitations on some parts of our water and wastewater networks and connections are not always available. Please visit Watercare's website [www.watercare.co.nz](http://www.watercare.co.nz) and search for "network capacity in Auckland" for more information.

<sup>1</sup> The Metropolitan network area covers customers supplied by Watercare's contiguous water supply system and/or serviced by any of Watercare's wastewater treatment plants at Māngere, Rosedale, Army Bay or Pukekohe. It includes the Hibiscus Coast, Kumeu, Huapai, Riverhead, Paerata, Clevedon, Pukekohe and Bucklands.

<sup>2</sup> The Northeast sub-regional IGC applies to Warkworth, Snells Beach and Algies Bay (currently serviced by the Warkworth and Snells Beach wastewater treatment plants).

<sup>3</sup> The Owhanake (Waiheke) IGC is payable in the case of existing business connections, where that connection first becomes liable for the IGC (for example, where demand increases) under Watercare's infrastructure growth charge terms and conditions included in our customer contract.

<sup>4</sup> The Southwest sub-regional IGC applies to areas of Franklin where the wastewater treatment plant the property connects to is not the Pukekohe or Māngere wastewater treatment plant.

\*\* For more information please visit [www.watercare.co.nz](http://www.watercare.co.nz) and search for 'Infrastructure Growth Charges'. The IGC terms and conditions are on page 16 of our customer contract, which can be found by visiting [www.watercare.co.nz](http://www.watercare.co.nz) and searching for 'Customer Contract'.