YOUR WASTEWATER RATES ARE RISING IN JULY

Please read inside...

Annual Plan 2017/2018 Consultation Document

Te Riipoata-a tau 2017-2018 He Pukapuka Uiuinga

Waikato District Council
Te Kaunihera aa Takiwaa o Waikato

SUMMARY

Before the Waikato District Council prepares our Annual Plan for the 2017/18 year starting in July, we are seeking your feedback about significant changes we are proposing to the Long Term Plan 2015-2025 works programme that will affect your targeted wastewater rate.

We are currently meeting the level of wastewater service agreed with you in our current Long Term Plan, but you have told us the number of wastewater overflows we have reported in the past year is not acceptable.

In order to meet your expectations – as we understand them to be – we would need to undertake more work on our wastewater systems than we committed to when we prepared our Long Term Plan nearly three years ago. This means the rates that you pay for wastewater services would need to increase as discussed in this document.

We have set out options for you to consider and look forward to your **feedback by 15 May 2017**.

WHO ARE WE CONSULTING WITH?

We are consulting with nearly 11,000 of our 33,000 district ratepayers who benefit from reticulated wastewater services and who pay a targeted rate for these services.

We are not consulting with ratepayers on any other parts of our Annual Plan since there are **no other significant changes** to the work programmes we agreed with you in our 2015-25 LTP.

However we will still be out talking to you about the other work we're doing – and we look forward to engaging with you on relevant projects in your area as we start them.

Have your say on the Annual Plan by 9am, Monday 15 May 2017

We have set out options for addressing the risks of wastewater overflows on the following pages and we look forward to receiving your **feedback by 9am, Monday 15 May 2017**.

You can use the submission form provided in this document, or you can send us your feedback via email (**consult@waidc.govt.nz**), or by going to our website at **waikatodistrict.govt.nz/sayit** For more information you can come to a drop-in session (see back page).

You can also freephone us on 0800 492 452 to find out where to get more information or contact any of your District Councillors to ask any questions.

FROM THE MAYOR AND COUNCILLORS

Three wastewater spills into Raglan Harbour in four months last year was a major wake-up call for your Council. We acknowledged then that we had considerable work to do to restore public confidence in the management of our wastewater schemes.

We have spent considerable time and money to commission an independent investigation of the wastewater services we provide, and we now present you with some options to consider for the year ahead in this Annual Plan 2017/18 consultation document.

These options represent a significant change to the 2017/18 work programmes we agreed with you in our last Long Term Plan 2015-25 and it means your targeted wastewater rate will rise from 1 July. However, these options also present a significant change to the vision we want to be able to offer you for protecting our environment in the future. It all depends on the choice we make together this year.

We are keen to meet this issue head-on and we want to work together with you to do so.

Allan Sanson
Mayor

You have told us you want a better level of service for wastewater. We need to undertake the preparation work needed in the coming 2017/18 year (starting in July 2017) before we can make the changes you want. This means the single district-wide wastewater rate of $752.68 planned for introduction in 2017/18 will rise. The choices you make now for the coming year will affect the level of improvement that we can offer for the following 10 years when we start engaging with you on our next Long Term Plan 2018-28.

THIS IS ALL ABOUT YOUR WASTEWATER AND HOW MUCH WE SPEND TO PROTECT OUR ENVIRONMENT

The wastewater rate you pay now could increase by between $47 and $254 from 1 July.

Your wastewater rate increase depends on where you live and the choice we make together this year.

See how this will affect your total rates on page 10.

THIS IS ONLY A FIRST STEP TO CONSIDERING MORE IMPROVEMENTS FOR THE FOLLOWING 10 YEARS

The choice you make now will either help prepare the way for future choices or not.

Future cost implications are outlined on page 11. Go to our rates calculator at **waikatodistrict.govt.nz/rid**

Have your say…get involved!

WASTEWATER –
WHAT ARE THE ISSUES TO BE ADDRESSED IN 2017/18?

There is a growing level of dissatisfaction in our community with the number of spills we report from our district wastewater network.

In July last year, the Council received a formal warning from the Waikato Regional Council following three wastewater spills in four months into Raglan harbour, which temporarily forced the closure of the harbour for swimming and the collection of seafood.

Across the whole district we reported 33 wastewater overflows during dry weather (2.97 per 1,000 connections) in 2015/16. The total number of overflows (including overflows during wet weather) for 2015/16 was 59 – but most were small spills onto land. As we met our agreed target of no more than five wastewater overflows per 1,000 connections during dry weather, we need your input to determine how much more work we undertake this coming year and what this might mean for the future.

In December last year the Council received an independent review from technical services firm Jacobs New Zealand Ltd recommending your Council undertake a $3.7 million programme of immediate works to address key risks in our wastewater system, and to carry out a $3.9 million water jetting (cleaning) and CCTV (closed-circuit television) investigation of the network district-wide to assess the need for further improvements over the longer term. (The Jacobs report can be found online with this document and other supporting material at **waikatodistrict.govt.nz/annualplan**)

At that time the Council decided to undertake a more modest immediate programme of works worth $1.76 million to mitigate key risks, and to consult with the community about how much more you think we should spend in the 2017/18 year.

Among the issues we need to address in the coming year are a shortfall in routine maintenance budgets, and compliance with Ministry of Health codes of practice to prevent contamination of water supplies (Ministry of Health, *Water Safety Plan Guide*, 2014). It's also important that we start collecting and analysing information about the state of our network so that we can better plan for the future.

This Annual Plan consultation document sets out three choices of work programmes for you to consider. The most significant difference between the options is the amount of CCTV (closed circuit TV) investigation, network assessment and planning you want us to do in the coming year.

The level of investigation and assessment we do in the coming year will help to determine the options we can offer you for the following 10 years, as we start preparing strategies and work programmes for our next Long Term Plan 2018-28.

WHAT IS AN ANNUAL PLAN?

Every three years we consult with you to produce a Long Term Plan that sets out the projects, activities, and services that will be invested in and developed by Council over the following 10 years.

The **Annual Plan** is Council's budget for one financial year. It explains how the Council will fund projects, activities and services identified in the Long Term Plan (LTP). It allows us to amend the figures in the LTP.

The Annual Plan 2017/18 represents year three of the 2015-25 LTP that was adopted on 30 June 2015 and can be viewed at the Council's offices and on our website at **waikatodistrict.govt.nz/LTP**

As we are proposing a change to the 2017/18 work programmes that we agreed with you nearly three years ago, we are consulting with you about that change.

WHAT ARE WE DOING NOW TO BETTER PROTECT OUR ENVIRONMENT FROM WASTEWATER SPILLS?

Wastewater overflows can occur due to blockages and pipe capacity relative to flow volumes. Overflows can also occur when blockages and power outages cause temporary equipment failure in pumping stations and treatment plants.

Starting now, and for the coming year, your Council has already committed an extra **$1.76 million to mitigate key high risks** of overflows through:

- Jetting to clean 50% of the Raglan network and 10% of other town networks, with CCTV inspection (to obtain information about our network assets) as budgets allow
- Improvement work on the SCADA/telemetry (computer monitoring system) link to Raglan
- Two additional standby generators (in case of power failures)
- A public education programme to reduce blockages, starting in Raglan (see page 14).

How much more do we need to spend in 2017/18?

The work to mitigate key high risks has already started, and this will add $67.82 to your targeted wastewater rate for 2017/18. However we need to spend more than this to do the following:

- **Maintenance:** We need to budget $290,000 more on routine operational maintenance. This will add another $29.20 to your rates.

  We originally planned on reducing our costs in this area in the 2015-25 LTP but the actual costs are exceeding budget, especially as staffing costs and overtime have gone up since these budgets were first set, and we are strengthening our wastewater monitoring.

- **Separation of wastewater operations:** In line with Ministry of Health best practice guidelines we need to invest in separate water supply and wastewater service equipment and field staff. We cannot simply rely on good processes, such as disinfection of equipment, to avoid cross-contamination of your drinking water. This means gradually investing in six more fully-equipped vehicles and staff over six years at a cost of $193,000 in the first year. This will add another $15.56 to your rates.

BLOCKAGES CAUSE MORE THAN 80% OF OVERFLOWS.
HELP REDUCE THE RISK.
See page 14

OPTION 1: The work we have already started to mitigate key high risks of overflows, together with the work to separate our wastewater operations and to adjust our maintenance budget, form the basis of the Option 1 work programme that we have set out in the following pages. Option 1 would add a total of $112.58 to the 2017/18 targeted wastewater rate that we agreed in the current Long Term Plan 2015-25.

Option 1 would not allow us to offer you any improvements to performance levels in the wastewater services we provide in the future. This means our target – to have no more than five wastewater overflows during dry weather per 1,000 connections per year (ie. up to but no more than 55) – would stay the same as it is now.

WHY SHOULD WE CONSIDER MORE EXPENSIVE OPTIONS FOR 2017/18?

It's all about how much we want to spend to protect our environment. We need your input to decide whether we stop at the level of work included in Option 1, or whether we choose to do more work as laid out in Options 2 and 3 in the following pages. Options 2 and 3 would allow us to:

- Expand our public education programme district-wide
- Accelerate work to prevent stormwater infiltration of the wastewater network (Option 3 only)
- Expand emergency storage facilities at our pump stations
- Enter into contracts to ensure standby generators are available 24/7 district-wide
- Undertake a full upgrade of our SCADA/telemetry (computer monitoring and alarm system)
- Investigate resource consent options for emergency overflows to mitigate legal risk and costs
- Undertake jetting/CCTV work (cleaning and data collection) needed for planning work programmes to reduce future risks of overflows to waterways and in sensitive environments (Option 2)
- Or undertake jetting/CCTV work (cleaning and data collection) needed for planning work programmes to reduce future risks of overflows district-wide (Option 3).

The level of investigation and assessment we do in the coming year will help to determine the options we can offer you for the following 10 years, as we start preparing strategies and work programmes for our next Long Term Plan 2018-28.

Options 2 and 3 include investment in the CCTV (data collection) work needed to be able to offer you improvements to performance levels in the wastewater services we provide in the future.

OPTION 2: This includes jetting and CCTV (cleaning and data collection) of all wastewater assets within 100 metres of a sensitive environment or waterway. This would allow us to develop wastewater overflow improvements plans with a vision to introduce a new performance target of no more than three wastewater overflows during dry weather per 1,000 connections per year (ie. up to but no more than 33) and focussed on protecting waterways and environmentally sensitive areas. This would become a choice for further consultation next year before we prepare our Long Term Plan 2018-28.

OPTION 3: This includes jetting and CCTV (cleaning and data collection) district-wide over two years.

This would allow us to develop wastewater overflow improvements plans with a vision to introduce a new performance target of no more than one wastewater overflow during dry weather per 1,000 connections per year (ie. up to but no more than 11).

This would become a choice for further consultation next year before we prepare our Long Term Plan 2018-28.

The difference in cost between Option 2 and Option 3 is $24 per ratepayer for 2017/18, but the difference could be much greater in the future if we choose to increase our performance targets in the way these options would allow (see 'Implications for the Future' on page 11).

WHAT ARE THE OPTIONS?

In our 2015-25 Long Term Plan we agreed to move to a single targeted rate of $752.68 in 2017-18 for all ratepayers who benefit from being connected to our wastewater network. All the options below show that this rate will have to rise in order to undertake the work that's needed on our wastewater network.

OPTION 1: ***Mitigate key overflow risks and separate wastewater operations***	**Rate impact**
Mitigate key risks: Complete work already committed to in December in order to mitigate key risks to our system district-wide but focussed on Raglan (see page 4)	$67.82
Separate operations: Invest in separate teams and equipment for drinking water supply and wastewater services in line with Ministry of Health best practice guidelines (see page 4)	$15.56
Maintenance: Adjustment to cover actual costs of routine maintenance (see page 4)	$29.20
Total increase over the 2017-18 (Year 3 LTP) targeted rate of $752.68	**$112.58**
Under Option 1 your 2017-18 targeted wastewater rate would total:	**$865.26**

PROS: Option 1 is the cheapest option. It mitigates immediate key risks (as outlined on page 4), and meets Ministry of Health guidelines to prevent water supply contamination, and routine maintenance budget shortfalls.

CONS: It does not allow for enough CCTV investigation to assess the overall state of our network and to prepare plans to upgrade our network in the future. It does not provide for an ongoing district-wide public education programme, nor allow for a full upgrade of our district-wide SCADA/telemetry computer monitoring system. Performance targets would remain unchanged at five dry-weather overflows per 1,000 connections.

Option 1 is NOT the recommended option because it would not allow for future service level improvements.

OPTION 2: ***Prepare long term plans to protect waterways and environmentally sensitive areas***	**Rate impact**
Undertake all work programmes listed under Option 1 ● Mitigate key risks ● Separate operations ● Adjust routine maintenance budgets to cover costs	$112.58
Extra risk mitigation, including the following possible solutions (see page 5): ● Contract extra standby generators for 24/7 availability district-wide ● Commence full upgrade of the SCADA/telemetry (computer monitoring) system ● Additional pump storage to accommodate high flow periods ● Investigate and apply for a resource consent to allow a level of overflows consistent with the RMA and regional plan. (Unlike some Councils we have no consents in place.) Prepare for further consultation on a long term programme to protect waterways: ● Jetting & CCTV (cleaning and data collection) of all networks within 100m of a waterway ● Wastewater overflow improvement plans written for Long Term Plan consultation, with a vision of no more than three dry-weather overflows per 1,000 connections and focussed on spill reduction to waterways High-impact district-wide public education programme to change behaviours causing blockages	$31.36
Total increase over the 2017-18 (Year 3 LTP) targeted rate of $752.68	$143.94
Under Option 2 your 2017-18 targeted wastewater rate would total:	**$896.62**

PROS: Option 2 is the medium-priced option. It mitigates key risks, and meets Ministry of Health guidelines and routine maintenance budget shortfalls as in Option 1. It provides extra risk mitigation of power outage, computer monitoring failure, and legal risk. It allows for investigation and planning with a longer-term vision to reduce wastewater overflows, but focussed on protecting waterways and environmentally sensitive areas. It provides for the highest-impact district-wide public education programme of all three options. It balances public expectation with affordability.

CONS: It does not allow for investigation and wastewater improvement plans to future-proof the network district-wide, nor does it aim at producing plans to reduce wastewater overflows to the 'medium-level' of performance as recommended by the Jacobs report.

Option 2 is the recommended option because it balances future environmental protection with affordability.

OPTION 3: ***Prepare long term plans for a district-wide 'continuous improvement programme'***	**Rate impact**
Undertake all work programmes listed under Option 1 ● Mitigate key risks ● Separate operations ● Adjust routine maintenance budgets to cover costs	$112.58
Extra risk mitigation as in Option 2 (see page 5) with the addition of: ● Accelerated programme to prevent stormwater infiltration ● Accelerated pump storage programme to accommodate high flow periods Prepare for further consultation on a long term programme to reduce overflows district-wide ● Jetting & CCTV (cleaning and data collection) district-wide within two years ● Wastewater overflow improvement plans written for Long Term Plan consultation, with a vision of no more than one dry-weather overflows per 1,000 connections (a 'medium level of performance' compared with other councils). Medium-impact district wide public education programme to change behaviours causing blockages	$55.40
Total increase over the 2017-18 (Year 3 LTP) targeted rate of $752.68	$167.98
Under Option 3 your 2017-18 targeted wastewater rate would total:	**$920.66**

PROS: **Option 3 mitigates key risks, and meets Ministry of Health guidelines and routine maintenance budget shortfalls as in Option 1. It provides extra risk mitigation in more ways than Option 2. This option most closely follows the Jacobs report recommendation to allow for investigation and planning with a longer-term vision to reduce wastewater overflows district-wide to the 'medium level' of performance compared with other councils.**

CONS: **Option 3 is the highest-priced option with potential implications for greater spend than the other two options in the future. It places less emphasis than Option 2 (but more than Option 1) on public education to change behaviours.**

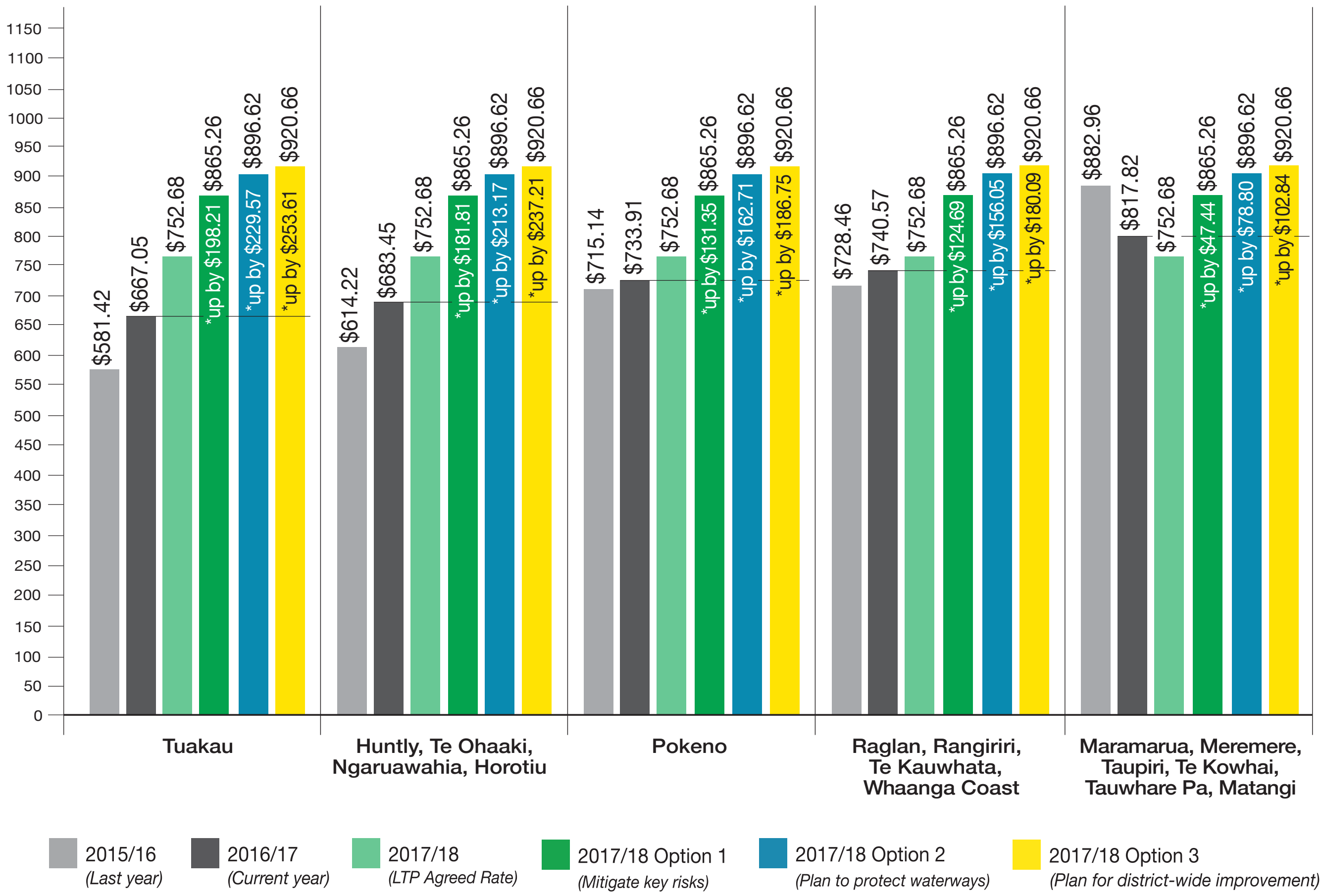
Option 3 is NOT the recommended option because it may prove unaffordable for ratepayers in the future.

WHAT IMPACT WILL THESE OPTIONS HAVE ON YOUR WASTEWATER TARGETED RATE?

The options presented in this consultation document will have a significant impact on your wastewater rate as shown below. The graph shows how your wastewater rates have been changing to introduce a single district-wide wastewater rate in 2017/18, and how that rate will now change depending on the choice made from this consultation.

If we choose Option 2, some ratepayers will pay $79 more than the rate they are paying this year (2016/17), but other ratepayers will pay up to $230 more. This is because we are still in the process of changing five different sets of rates to a single district-wide wastewater rate.

Wastewater rates charges in $ by area 2016-2018



*The $ increase on your current (2016/17) wastewater rate is shown inside the bar

WHAT DOES THIS MEAN FOR YOUR RATES OVERALL?

If we choose Option 2, the impact on total property rates for 2017/18 for a selection of district properties is shown below.

Individual rate increases will vary depending on property type, value and location, and services available. You can see what the impact is for your own property if go to our Rating Information Database at **waikatodistrict.govt.nz/rid**

RESIDENTIAL	Huntly	Ngaruawahia	Pokeno	Raglan	Taupiri	Tuakau	Horotiu	Te Kauwhata
Average Capital Value	180,000	230,000	507,000	400,000	250,000	365,000	340,000	358,000
General Rates (Including UAGC)	895.13	1,017.53	1,695.63	1,433.69	1,066.49	1,348.01	1,286.81	1,330.87
Wastewater – Option 2	896.62	896.62	896.62	896.62	896.62	896.62	896.62	896.62
Other Targeted Rates	1,033.63	1,016.63	996.43	996.24	1,015.63	1,037.76	1,016.63	973.43
Total Rates $	2,825.38	2,930.78	3,588.68	3,326.55	2,978.74	3,282.39	3,200.06	3,200.92
Weekly Rates $	54.33	56.36	69.01	63.97	57.28	63.12	61.54	61.56
Total $ Increase over 2016/17	**369.30**	**372.58**	**233.28**	**325.73**	**132.54**	**290.84**	**379.78**	**216.86**

RESIDENTIAL	Matangi	Maramarua	Meremere	Tauwhare Pa	Rangiriri	Te Kowhai	Te Ohaaki	Whaanga Coast
Average Capital Value	370,000	170,000	175,000	140,000	215,000	370,000	62,500	300,000
General Rates (Including UAGC)	1,360.25	870.65	882.89	797.21	980.81	1,360.25	607.49	1,188.89
Wastewater – Option 2	896.62	896.62	896.62	896.62	896.62	896.62	896.62	896.62
Other Targeted Rates	997.43	155.50	997.43	833.43	809.43	181.50	173.50	154.31
Total Rates $	3,254.30	1,922.77	2,776.94	2,527.26	2,686.86	2,438.37	1,677.61	2,239.82
Weekly Rates $	62.58	36.98	53.40	48.60	51.67	46.89	32.26	43.07
Total $ Increase over 2016/17	**140.40**	**105.77**	**127.62**	**125.33**	**207.49**	**118.87**	**233.09**	**190.67**

	LIFESTYLE	RURAL	INDUSTRIAL	COMMERCIAL
Average Capital Value	625,000	850,000	1,350,000	1,230,000
General Rates (Including UAGC)	1,984.49	2,535.29	3,759.29	3,465.53
Wastewater – Option 2	–	–	1,306.96	896.62
Other Targeted Rates	161.50	809.43	885.13	885.13
Total Rates $	2,145.99	3,344.72	5,951.38	5,247.28
Weekly Rates $	41.27	64.32	114.45	100.91
Total $ Increase over 2016/17	**56.77**	**93.04**	**403.90**	**270.30**

Note 1: Average Capital Value is per the 2014 rating valuation.

Note 2: Residential properties not connected, but within 30 metres of a public wastewater drain, are charged a wastewater 'availability' rate which is 50% of the wastewater rate for 'connected' properties.

Note 3: The wastewater rate shown for non-residential properties is for the first two pans. Additional rates are charged for the third and any subsequent pans.

WASTEWATER – THE BIG PICTURE

We have nearly 11,000 properties connected to our wastewater system, but with fewer than 33 connections per kilometre (on average) we have one of the lowest-density networks in the country.

We currently report the second highest number of wastewater overflows compared with other 'medium-sized' councils (Water New Zealand, *National Performance Review*, 2015-16). Many of the overflows we report are small, land-based spills that are relatively easy to remedy. Unlike some councils, we report every overflow regardless of where it occurs (on public or private land), size or effect. Despite this inconsistency, reporting of wastewater overflows is increasing across New Zealand for all councils. The Jacobs report presented to Council in December 2016 recommended that, over the longer term, Waikato District Council aim for a 'medium level of performance' in comparison with other New Zealand councils. This would mean ensuring there is no more than one wastewater overflow per 1,000 connections per year during dry weather, compared with, for example, the 2.9 dry-weather overflows per 1,000 connections that we reported for the 2015-16 year against our current target of 'equal to or less than five'. The cost of achieving this improvement has been estimated at $7.4 million per year for 10 years. However, there are other options we can consider.

IMPLICATIONS FOR THE FUTURE

Before choosing your preferred wastewater option for 2017/18, you will want to consider the future implications of each option.

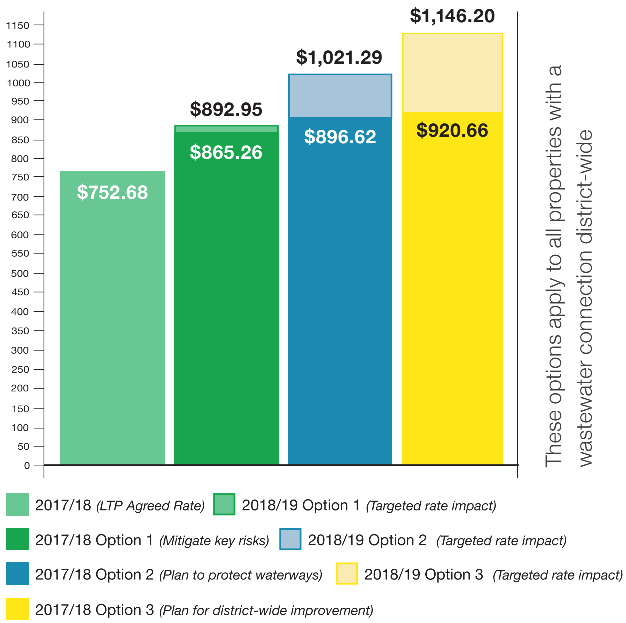
Option 1 does not allow for the CCTV data collection needed to plan for improved performance targets in the future. The only upward pressure on the targeted wastewater rate under Option 1 in the future will be inflation.

Option 2 and 3 allow for the CCTV data collection and planning needed to consider improving our future performance targets as outlined on pages 5, 7 and 8. If we choose to improve our performance levels then costs will rise depending on the work required to achieve these new targets and the graph below presents our best guesstimates for the impact on your wastewater rates in 2018/19.

While fit-for-purpose infrastructure is not cheap, we are the third-fastest growing district in the country and we need to ensure our infrastructure can cope with a rise in population of more than 26% over the next 15 years from about 69,900 in 2016 to 88,200 in 2031. We want to protect our environment and our long term aspiration is to minimise wastewater overflows. As our population rises, and our businesses grow, there will be more people to share the cost to meet that long term goal.

Any proposed change to agreed performance levels will require further consultation with the community prior to developing our next Long Term Plan 2018-28. It is NOT a subject for consultation in this document.

Potential impact on wastewater rates from 2018/19



Waikato DISTRICT COUNCIL
Te Kaunihera aa Takiwaa o Waikato

For internal use only

ECM Project # PR-819-01
ECM #..................................
Submission #.......................
Customer #..........................

ANNUAL PLAN 2017/2018

Please provide your feedback by ***9am, Monday 15 May 2017***

Name/organisation: ....

Address: .... **Postcode:** ....

Postal Address (if different): .... **Postcode:** ....

Email: .... **Phone:** ....

Hearings will be held between 31 May and 1 June 2017. *(Venue to be confirmed)*

Do you want to speak about your submission at this hearing? ☐ Yes ☐ No

Preferred method of contact: ☐ Email ☐ Post

Age: *(optional)* ☐ 16-24 ☐ 25-35 ☐ 36-50 ☐ 51-65 ☐ 66+

The Council would like to receive your feedback on the options outlined for addressing key risks of wastewater overflows and/or for planning to improve our future level of performance throughout our network.

Please indicate which option you support so that we can better protect our environment from wastewater overflows.

I support:

☐ **Option 1**
Mitigate key risks
No change to service levels
See page 4 & 6

☐ **Option 2**
Plan to protect waterways
Plan for moderate service level change
See page 5 & 7

☐ **Option 3**
Plan for district-wide continuous improvement
Plan for service level change as per Jacobs report
See page 5 & 8

If there is any more information you want to supply in addition to this submission form, please write it here or attach it to this submission form and enclose it in the Freepost return envelope provided.

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Please tell us what you think of what we are proposing by attending a drop-in session (see back page) and/or by making a submission:

Online: **waikatodistrict.govt.nz/sayit**
Post to: Waikato District Council, Freepost 803, Private Bag 544, Ngaruawahia 3742
Email to: **consult@waidc.govt.nz**
Fax to: (07) 824 8091
Deliver to: Any Council office or library

EXTRA SPACE

If you need extra space please continue writing here or attach extra pages to this form and enclose them all in the Freepost return envelope provided.

For more information you can come to a drop-in session (see back page), call us on Freephone 0800 492 452 and you can go to the Waikato District Council website as follows:

- Make an online submission at **waikatodistrict.govt.nz/sayit**
- See supporting material on this issue at **waikatodistrict.govt.nz/annualplan**
- Check the impact on your rates – go to our online rates calculator at **waikatodistrict.govt.nz/rid**
- The Annual Plan represents Year 3 of our Long Term Plan 2015-25, see **waikatodistrict.govt.nz/LTP**

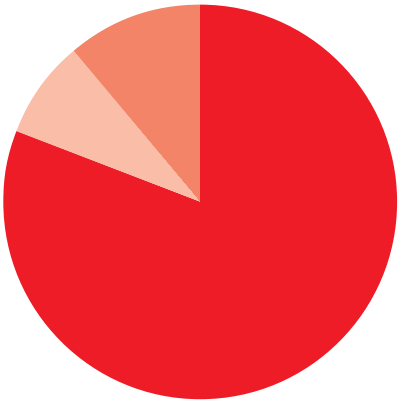
More questions? Contact your Councillor. For contact details see **waikatodistrict.govt.nz/councillors**

HOW YOU CAN HELP

Knowing how you can help us keep our wastewater network operating well is central to avoiding overflows.

Wastewater pipes are generally only 15-20cm in diameter and are not designed to carry products like wet wipes, rags and nappies. Nor are they designed for hot fats, oil and grease from your kitchen which solidify and block the pipes. Blockages cause more than 80% of our overflows *[see pie graph]*. The photo shows a typical avoidable blockage that our field staff have to remove from our pump stations and pipes to keep our system working properly.

CAUSES OF WASTEWATER OVERFLOWS IN WAIKATO DISTRICT 2014-2016



- Blockage – **81%**
- Mains break – **8%**
- Pump station fault – **11%**

DROP-IN SESSIONS

You can find out more about the options offered for consultation on your wastewater services for 2017/18 by attending a Waikato District Council drop-in session

Drop-in sessions are offered in the Wards affected by the changes outlined in this document. For confirmation of final details, please go to **waikatodistrict.govt.nz/annualplan** or Freephone 0800 492 452:

EUREKA

Matangi drop-in, Matangi Hall, 478 Tauwhare Rd,
Wednesday 3 May, 3pm-6pm

HUKANUI

Gordonton market, Gordonton Reserve, SH 1B,
Saturday 8 April, 8.30am-1pm

HUNTLY

Huntly Drop-in, Huntly Library,
Saturday 22 April, 9am-12 noon

Huntly Drop-in, Huntly Library,
Thursday 4 May, 4pm-7pm

NGARUAWAHIA

Ngaruawahia and Horotiu Drop-in, Ngaruawahia Bowling Club, Ellery St, Saturday 29 April, 9am-11am

Ngaruawahia and Horotiu Drop-in, Ngaruawahia Community House, Galileo St, Wednesday 10 May, 4pm-7pm

WHANGAMARINO

Te Kauwhata Drop-in, Te Kauwhata Library,
Thursday 20 April, 5pm-8pm

Meremere Drop-in, Meremere Hall, Heather Green Ave,
Thursday 11 May, 6.30pm

RAGLAN

Raglan Creative Market Day, Raglan Old School Arts Centre, Stewart Street, Sunday 9 April, 10am-2pm

Raglan Drop-in, Outside SuperValue, Bow St,
Saturday 22 April, 10am-12 noon

Raglan Community Board workshop, Supper room, Raglan Hall, Bow St, Thursday 27 April, 7pm-8.30pm

TUAKAU

Tuakau Drop-in, Supper Room, Tuakau Memorial Hall, George St, Thursday 20 April, 4pm-8pm

Tuakau Drop-in, Supper Room, Tuakau Memorial Hall, George St, Monday 1 May, 4pm-8pm

POKENO

Pokeno Drop-in, Pokeno Hall, Market St,
Tuesday 2 May, 4pm-8pm

Use the submission form inside this document to have your say and deliver it to any Council office or library, fax or email us, or post it using the Freepost envelope provided, or go online to have your say at **waikatodistrict.govt.nz/sayit**

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Waikato
DISTRICT COUNCIL
Te Kaunihera aa Takiwaa o Waikato