



WE CAN

Water Efficiency & Conservation Network
WATER NEW ZEALAND



WECAN Group Newsletter

The Water New Zealand Water Efficiency & Conservation Network Group quarterly e-Newsletter

WeCan Winter News

Welcome to the winter edition of the WeCAN newsletter. This edition, in addition to updates on upcoming events and guidance happening locally, we will also share with you some of the initiatives occurring across the ditch in Australia.

If you are looking to get more actively involved in leading the national conservation on water efficiency and conservation in Aotearoa New Zealand, now is your time. This newsletter contains details of our upcoming AGM in October, which is where new committee members are elected to our group. Keep an eye out for nomination forms which will be shared with you ahead of the event.

If you are interested in following up on items in this newsletter or otherwise connecting with our committee, you can find our contact details on our web page [Water Efficiency & Conservation Network](#). We would love to hear from you.

GUIDANCE FOR REDUCING WATER LOSS



With water loss comprising of nearly 20% of all water in New Zealand networks, reducing this is a key focus of the WeCAN network.

The Water Loss Guidelines aim to support drinking water network operators measure and understand water losses and improve network management to reduce losses. In

2022 our group's proposal for a revision of the Water Loss Guidelines was supported with funding from the Water Services Managers' Group.

To help build the business case, the new guide has been updated with drivers for water loss reduction, conserving this precious resource, adapting to climate change and improving resilience to drought, mitigating greenhouse gas emissions, cost and compliance drivers.

A range of resources, including an overview document, detailed technical guide, and

WHAT'S NEW

GUIDANCE FOR REDUCING WATER LOSS

WECAN AGM

ADVANCING THE VALUE OF WATER

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WATERLOSS GUIDELINES WORKSHOP

excel based calculators have been developed as part of the update. These outline the steps to measure, monitor, and manage losses, as well as understand how your 'status quo' measures up to best practice, and where to focus improvements. The work by Richard Taylor, Thomas Consultants, was supported by other experts, Jon Reed of Beca, Dan Stevens of WSP and Christine McCormack of Water Cycle consulting. The guide will be released in September.

To learn more about the resources to support you to reduce losses, register for this webinar (registration link below) to join lead authors at the launch of the guidelines. You can also connect with other professionals working to reduce losses in your region at an interactive workshop at the Water New Zealand Conference and Expo in Te Whanganui-a-Tara Wellington on October 17th.

[Water Loss Guidelines Webinar Registration](#)



WECAN AGM

The committee's AGM will be held at the end of the conference workshop, being held on October 17th 11am at the [Water New Zealand Conference & Expo](#). The AGM is a chance to reflect on our successes, as well as providing an opportunity to acknowledge retiring committee members and welcome new ones. Our group's mission is to lead the national conversation on water efficiency and conservation. It is our committee that drives this vision to reality. The committee also provides a forum to collaborate and share knowledge on tools and practices to drive water efficiency. If this sounds like you, committee nominations will be sought from the wider WeCAN network in September.

ADVANCING THE VALUE OF WATER



At the Water New Zealand Conference & Expo 2022, WeCAN hosted a workshop to examine how we can build water literacy and a water conservation ethos amongst kiwis. One of the discussions was about how we could foster collaboration between water service providers and other practitioners

involved with water literacy and conservation campaigns.

We are reaching out to gauge interest amongst practitioners, managers, leaders, consultants, contractors and stakeholders in furthering this initiative. Please complete our online survey to support us carrying this initiative forward by following this [link](#).

INSIGHTS FROM THE SMART WATER METERING JOURNEY



Insights from the Smart Water Metering Journey

20th July 2023



Sponsors



On July 20th the WeCAN group came together in Tāmaki Makaurau Auckland, Kirikiriroa, Hamilton, Te Whanganui-a-tara Wellington and Ōtautahi Christchurch, and online to hear how water suppliers from around New Zealand are exploring the use of smart metering.

Smart meters help measure water demands for better outcomes, to improve network management, to engage with customers and to influence customer water use behaviour.

The session built on our 2022 webinar [Smart Water Metering Solutions: it's not just about the meter](#), showcasing how water supplies at a range of scales were harnessing their metering data:

- 🗣️ **Jullian Fyfe and Elliott Kennedy** from Wellington Water outlined the approach that Wellington Water has taken in adopting new metering technology and shared some of the learnings that have emerged from implementation and analysis of the data collected. Wellington Water is in the early stages of a shift towards customer smart metering.
- 🗣️ **Lawrence Stephenson** from Catering District Council shared his experience using WaterOutlook and customer metering data to better understand water usage and leak management as well as reporting for levels of service measures.
- 🗣️ **Jason Pascoe** from Watercare discussed the importance of smarter meter data and the power of proactive communication.

A recording of the session is available [here](#).

Thank you to our sponsors for this event.





AUSTRALIA'S WATER NIGHT

Water literacy in Australia is weak and worsening by the day; where the younger the generation, the worse the water knowledge.

The Water Conservancy is a 'not for profit' advisory hub for education, facilitation and adoption of a more conscious and efficient approach to water use in Australia. They want to help the education sector improve water literacy in an era where water is taken for granted. Curriculums include water literacy, yet younger generations are reporting the worst knowledge levels on record.

Water Night is an annual campaign run by the [Water Conservancy](#) to support the improvement of water knowledge. People sign up to Water Night and promise to turn their taps off on 19 October 2023 from 5pm-10pm to join Australia in improving water knowledge and awareness. This year, Water Night's theme is 'What-A Legend!,' a play on the iconic Aussie compliment. Water Night also provides homes, schools and businesses with additional resources to improve Australia's water awareness.

The event has become such a hit that the UK has adopted it this year! The water conservancy is keen to raise awareness of the initiative in New Zealand. With kiwis facing many of the same challenges, why not give it a go!? You can sign up now at www.waternight.com.au.

AUSTRALIAN WATER EFFICIENCY



Earlier this year Priya Thuraj, WeCAN member and Head of Insights at Watercare represented Aotearoa New Zealand at OzWaters Australian Water Efficiency Group, "State of Origin" competition. Priya outlined the role of Te Mana o te Wai in advancing water efficiency, and the work Watercare has been doing to progress the water literacy of its customers.

Not only did her presentation take out the inaugural award, but the conference also provided an opportunity to connect with practitioners across the ditch, with strong conference theme on the Australian water sector efforts to build resilience in the face of climate change.

Priya reflected that a prevailing theme across the conference was the need to fundamentally change how we think, use and connect with water and a strong desire to empower the First National voices. Some of the standout presentations examined:

- 📍 **Tech innovations to solve climate change.** [Climate Salad](#) work with start-ups to solve everyday world problems, including [Floodmapp](#) – a tool that can forecast flood risk by integrating with GIS – before, during and after the event.
- 📍 **Water efficiency** initiatives are very well funded by the government and the councils. In Sydney, funding was provided to replace inefficient top-loading washers with a new [front loader](#), targeting people in social housing or lower socio-economic areas. \$3.8m funding was allocated with 7% take up of the

offer. The programme paid off within 18 months. Key to success was removing the old machine, connecting the new one, and incorporating recycling.

- ③ **Community engagement.** Urban Utilities have partnered with Dion AR App to provide Brisbane residents with a [3D Augmented reality view](#) of underground water networks. The objectives were to raise public awareness about a new pipeline project in busy Queens Street mall. Gamification was introduced to drive engagement with the community, which moved from idea generation to launch in seven months.
- ③ **Vulnerable customers.** Yarra Valley Water has launched an initiative called [WaterCare](#) to provide aid to vulnerable customers. This was driven by an 80% growth in 90+ days debt over the last year but only 1 to 2% of customers taking up financial assistance. To overcome stigma of accessing support campaigned to customers who defaulted payments regularly. The programme has collected \$1.9m more in payments with the company's frontline staff empowered to support those customers through a range of relief grants, concessions, and flexible payment options.