

Groundwater or seepage

What is groundwater or seepage?



Groundwater is a natural occurrence in which water flows or collects beneath the ground; it originates from rainwater and soaks into the ground filling small empty spaces in soil, sediment and porous rock.

Groundwater can make its way back to the surface and tends to be most noticeable in low lying areas and in the winter when the ground is most saturated. The flow of groundwater to the surface can be intensified by solid structures such as a denser type of soil, a driveway, water meter box, retaining wall or rocks.

Rest assured this is completely natural, and will often disappear as the ground dries out.

Examples of groundwater or seepage:



Groundwater on berm and footpath.



Groundwater or seepage that has found its way to low ground.



Groundwater containing oxidised iron.

Is seepage on berm or footpath causing a hazard?

Contact Auckland Transport on 09 355 3553 to report this.

What if the water is coloured?

Groundwater can sometimes be coloured, and often appears orange or has an oily sheen. The orange colour occurs because of the presence of dissolved iron in the water and associated iron bacteria, this appears as an orange brown gelatinous slime. This is often confused with wastewater leaks, but is a natural occurrence.

Do you have groundwater or seepage on your property?

If you have water pooling in close proximity to your water meter and there has not been any recent rain, you may need to check your water meter by doing a *water leak* test.

To perform a water leak test, read your water meter last thing at night, then again first thing in the morning, making sure you don't use any water during the night. If the meter shows that water is being used, it is likely you have a leak. We suggest you contact a registered plumber to fix the leak, or contact Watercare for more information about water leaks.

If water is coming out of the ground and there has been no issues with your water supply, it is likely to be *groundwater* and you may need to engage the services of a registered plumber or drain layer who can give you advice on how to manage the groundwater on your property.




Your responsibility

Groundwater is a natural occurrence, if you do want to address this it is the responsibility of the land owner to manage (including groundwater from higher properties), however if the groundwater is not causing any significant issues, then there may be no need to do anything.

Who can help

If you have problems with your private drainage then your first call should be to a plumber or a drainage contractor. The Plumbers, Gasfitters and Drain layers Board is a useful place to find a contractor in your area: www.pgdb.co.nz

Council's responsibility

 <p>Watercare An Auckland Council Organisation</p> <p>Phone: 09 442 2222</p>	<ul style="list-style-type: none">• Your water supply: Watercare supplies water to your home, ready for you to use when you turn on the tap. The company also maintains and upgrades Auckland's network of public water pipes.• Your wastewater service: Wastewater, also known as sewage, is the used water that goes down your sink, washing machine, shower, bath and toilet. It then drains into Watercare's wastewater pipes. These carry the wastewater away for treatment, so that it is safe to release back into the environment.
 <p>Auckland Transport An Auckland Council Organisation</p> <p>Phone: 09 355 3553</p>	<ul style="list-style-type: none">• Auckland Transport infrastructure maintenance and upgrades, including streets, grates, berms, footpaths, street lights, road signs and bus shelters, etc.
 <p>Auckland Council Te Kaunihera o Tamaki Makaurau</p> <p>Phone: 09 301 0101</p>	<ul style="list-style-type: none">• Stormwater is rain that has reached the ground and flows into the stormwater network. Auckland Council maintains the public stormwater network.• You can view the public stormwater pipe network on the geographical information system ('GIS') map viewer www.aucklandcouncil.govt.nz