



As a customer on either the Palmerston, Dunback or Goodwood water supply, you will soon be supplied with higher quality water that meets the New Zealand Drinking Water Standards. This newsletter outlines what this means for you, and provides some background information and timeframes for the upgrade.

What the water supply upgrade means for you

Benefits

Palmerston, Dunback and Goodwood water supplies are being combined so they can be upgraded as one supply. The upgrade to these supplies will mean:



- All households/properties will be supplied with high quality water which meets the NZ Drinking Water Standards.
- The frequency of Boil Water Notices (following contamination) and Conserve Water Notices (during dry periods) will be greatly reduced for Dunback and Goodwood customers.
- Additional water will generally be available for Dunback and Goodwood (see below).

Rates impact

Council chose the most cost-effective option for upgrading the Palmerston, Dunback and Goodwood supplies. Combining the three supplies has resulted in a lower impact



on rates over the longer term than would have been the case with other possible options (such as upgrading treatment plants for each of the supplies).

Rates increases to help pay for the upgrade began this year, and were included in the first invoice that went out in late July.

Level of service

The main level of service change as a result of the upgrade will be better quality drinking water.

The supply will continue to be restricted to 1800 litres per day, per unit for Goodwood Dunback and restricted connections in Palmerston.

However, there will be additional water available for customers to purchase in these areas. This may require pipeline upgrades, depending on where the demand is in relation to the current network.



Maintaining water quality

Council will flush out supply pipes and clean out reservoirs shortly before the upgraded water is supplied to properties.

You can also ensure the water supplied to your property remains top-notch by cleaning water storage tanks. This is something which should be done every year, if possible.



You can contact your tank manufacturer or go online for more information. Gisborne District Council have some useful tips for tank cleaning - www.gdc.govt.nz/cleaning-a-water-tank

Please see over the page for background information and timeframes

Background

Why upgrade supplies?

To improve the quality of drinking water supplied throughout New Zealand, the Government introduced the Drinking Water Standards for New Zealand in 2005 (Revised 2008).

This means the Council must upgrade 21 of the District's 23 water supplies to the specified standards within the next six years. If it doesn't, it will be breaking the law.

Council started planning for the upgrades a few years ago and included information in the Council's newsletter - the Waitaki Link.

Proposed time frames and budgets were outlined in the Draft Waitaki Community Plan 2009-19 and through the media. The Plan went out for public consultation throughout Waitaki, before being adopted by the Council in June 2009.

After the Plan was adopted, the Government allowed communities another three years to meet the Drinking Water Standards and a revised timetable was adopted by the Council in October 2009.

The supplies in the Waihemo area were identified as high priorities for upgrading, and detailed planning work started as soon as the Community Plan was adopted.

Deciding how to upgrade

Under the Plan, the Council has three main options for upgrading water supplies to meet the standards:

- To build better treatment plants to treat water that is currently used;
- To find new, more easily treated water and treat this;
- To supply water from a semi-centralised treatment plant to neighbouring supplies.

The method of upgrade is selected by considering how much it will cost to build and run, and whether the Council is confident it will consistently produce the very high quality water required to meet the Standards.

When considering options for upgrading the Palmerston, Dunback and Goodwood supplies, Council consulted with the Waihemo Community Board and the Dunback and Goodwood Water Supply Sub-Committees, who act as representatives of the community.

Combining the supplies was considered by all involved to be the best option for meeting the Drinking Water Standards and the needs of the Waihemo community.

Time frames



OCTOBER/NOVEMBER 2011 - new pipelines constructed

NOVEMBER 2011 to FEBRUARY 2012 - new Water Treatment Plant (WTP) constructed

MARCH 2012 - new WTP commissioned and water that meets the NZ Drinking Water Standards supplied to customers



Want to know more?

If you need more information about your drinking water supply or wastewater services, please contact the Council's Customer Services team on **03 433 0300**.

Or you can go to the Council's website -

www.waitaki.govt.nz

and click on the **Waitaki Water** link.



Waitaki DISTRICT COUNCIL