

Maintenance Responsibility

Our 3 Waters Infrastructure Services team are responsible for the operations and maintenance of the water supply

The Hurunui District Council is responsible for:

- Arranging maintenance of the entire system up to the meter/toby box.

The Customer is responsible for:

- The cost and maintenance of the pipework from the restrictor to the tank, including the ballcock.
- Obtaining the location of water mains through the property prior to the installation of new fences or digging trenches, driveways etc by contacting beforeUdig.co.nz
- Holding 3 days supply of water on the property, Council cannot guarantee an uninterrupted supply of water



WORKING TOGETHER TO MANAGE THE BARMORAL RURAL WATER SUPPLY



Typical Restrictor Unit



Questions?

FOR MORE
INFO

Talk to our 3 Waters Team

tel: 03 314 8816

email: utilities@hurunui.govt.nz

www.hurunui.govt.nz

WORKING TOGETHER MANAGE THE BALMORAL RURAL WATER SUPPLY

Supply

The Balmoral Rural Water supply is a Restricted water supply, meaning the daily allocation is supplied into a tank at a constant rate over a 24 hour period. When the tank is full the ballcock shuts off the flow.

Management of Supply

The supply is owned and operated by the Hurunui District Council with customers interests overseen by the Water Liason Committee

Source

The Balmoral scheme has two intakes, the main one is a weir on the Awatui Stream to a storage reservoir. This flows to a treatment shed on Cascade Road. From there it gravity flows to customers.

Allocation

Water is sold by the unit. Each full unit allows for an allocation of 1000 Litres per day, at a rate of 1 Litre every 87 seconds, provided the ballcock does not shut off the supply

Inside the restrictor unit is a "maric" which controls the volume of water able to be supplied to storage tanks. If one customer is getting more than their share of water, their neighbours will be missing out on their rightful allocation.

The Hurunui District Council regularly undertakes spot checks of users restrictor units & carries out volume checks to ensure the correct allocation of water is being supplied

Tampering with the maric or removing it altogether to illegally obtain more water is an offence under our bylaws. It is theft and will be treated as such. Reinstatement charges apply and re-offenders will be prosecuted.

Restrictions

In periods of drought, extremely heavy demand, or other adverse conditions the Hurunui District Council may impose restrictions. These are infrequent and are publicly notified

Treatment

All Hurunui District Council water supplies are treated. Balmoral Rural scheme is treated with Chlorine.

For more information on the chemical makeup of the scheme please refer to chemical tests on our website

Drinking water Standards

Water is tested for bacteria (Ecoli) weekly to ensure compliance with the non-bacterial requirement of the NZ Drinking Water Standards

Our water schemes are programmed to meet NZ Drinking Water Standards Protozoa compliance by 2024/2025

Restricted Water Supply



Faults

If you notice a leak in the road or footpath or you have a fault with the toby at your boundary, please report the fault to the Hurunui District Council

All faults should be reported as soon as possible. We have a 24/7 call service and all calls will be answered

Requests for a call-out after hours, over weekends and on public holidays will be for emergencies only. Call outs during normal office hours will be at the discretion of the Utilities Officer and will be attended based on working priorities

Water Rates

These are added to your rates. If you wish to discuss this further, please contact our rating department.

Quick Fills

Where possible we can increase flow to your tank for a 24 hour period to top up your tank. There is a charge for this service.

Please refer to our fees and charges on the Hurunui District Council website.

Quick fills will only be carried out during normal business hours and if the scheme has capacity to allow it.

New Connections

This scheme is currently fully allocated and no new connections are available.

Water applications for changes to your restrictor location, transferring units to a new tank, or accessing water units on hold are required.



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