

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 meter/toby box.
- 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
- Shared right-of-way, It is common that the water supply within the right of way is a combined water service. All owners that use the service are responsible for its maintenance
- All customers are required to keep meter/toby boxes and fittings free of vegetation and obstructions
- Ensuring the meter reader has unobstructed access to the meter/toby box.

Questions?

FOR MORE INFO

Talk to our 3 Waters Team

tel: 03 314 8816

email: utilities@hurunui.govt.nz

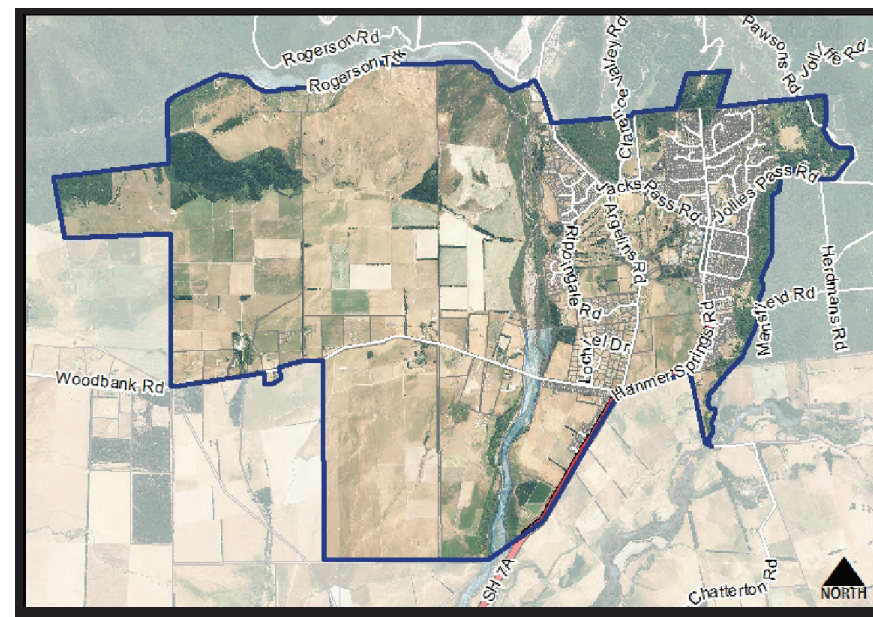
www.hurunui.govt.nz



Typical meter/toby box



WORKING TOGETHER TO MANAGE THE HANMER SPRINGS WATER SUPPLY



WORKING TOGETHER MANAGE THE HANMER SPRINGS WATER SUPPLY

Supply

The Hanmer water supply is a direct system meaning it is an on-demand supply of water. There are a few properties that are supplied with water through tanks and restrictors.

Management of Supply

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

Source

The Hanmer Township water source is drawn from galleries and a weir on the Rogerson River and Dillon Stream, through a large open reservoir to a treatment plant on Jacks Pass Road. It is then pumped to a tank farm on Thomas Hanmer Drive, and distributed through the township.

Outages

Being a direct on-demand system means that when the Council needs to shut down a main for maintenance, customers may have no water, depending on where the shut down occurs.

These water outages are normally of limited duration and are notified by the Council to the customer in advance wherever possible. If for any reason a customer requires a permanent water supply and cannot afford to have temporary water outages varying up

to perhaps half a day then that customer is responsible to provide adequate storage to meet their needs during the shutdown.

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. Culverden Townships water supply 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) twice 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

Township Water Metered 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

All Culverden properties have water meters fitted and annual charges are levied depending on volume of water used.

A minimum charge covers the fixed costs of the water scheme

Metered Supply

Water meters are read once per year in April or May. Once read, the charge is added to the first rates demand of the new financial year.

Please refer to your rates account to see your readings and charges

Water management is encouraged and you are welcome to read your own meter throughout the year



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