

Kate Gudsell Journalist Radio New Zealand News
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Dear Kate,

I refer to your Official Information Request dated 14 February 2017 for information relating to various water issues including water safety plans etc. as detailed below.

Your request has been considered under the Official Information and Meetings Act (1987) and your questions have been responded to as follows:

1. As a local authority, do you have approved water safety plans for all of your drinking water supplies?

Yes, the Dunedin City Council does have approved water safety plans for all their drinking water supplies.

2. Please provide the latest implementation inspection for the water safety plans.

The latest implementation inspection for the water safety plans are attached as requested.

3. Have any of your supplies been non-compliant with the water safety plan? If so, please provide details.

We have not had any supplies non-compliant with the water safety plan.

4. Do you have any boil water notices in place? If so, where and for how long have they been in place?

There are no boil water notices in place.

5. How many boil water notices have you had in place for the last five years? If so, please detail where and for how long they were in place.

Over the past five years we had one boil water notice in place. It was implemented on 26 May 2009 and was in place until 5 July 2013. This boil water notice was for the Rocklands Rural Water Scheme which was supplied from one of the raw water supplies to Dunedin. This scheme was transferred to and is now administered by the local community from 5 July 2013 when the boil water notice was removed.

6. Have you received any complaints about the water supply? If so, how many in the last five years?

The Dunedin City Council has received an average of 9.85 complaints for every 1000 connections since 1 October 2013. To obtain additional information prior to this date would require substantial resourcing and may incur a fee. Please advise if you would like us to provide a fee estimate for this information.

7. How many complaints have been investigated, and what was the outcome?

The Excel spreadsheet has been formatted to show three tables that give all the information required.

Table 1 Service problem: shows types of complaints and the number associated with type.

Table 2 Water connections: shows the number of connections in that supply area and the number of complaints.

Table 3 Date reported: is a list of all the complaints reported.

All complaints are investigated. Outcomes from specific complaint types are similar so with each complaint type an explanation of the action taken is described below.

Low pressure: An operator is sent onsite to check the pressure at the source of the complaint and surrounding properties to gauge whether this is an isolated or area problem. If the pressure is low in the area further investigations are carried out to ascertain the cause (potentially a burst main or a valve has been left closed). If it is contained to an individual house, pressure and flow checks are performed to identify the cause (within the property or within the network). Depending on the results, advice to the occupier maybe that their internal plumbing could be blocked or that replacement of Council infrastructure i.e. the service lateral is needed.

No water: Firstly a check is made to ensure there have been no burst mains in the area that would account for the no water. If this is not the case an operator is sent to address of the fault to determine the cause of the no water complaint. The operator performs a check at the outside tap is done. If there is no water a check of a neighbouring property is done. If there is no water a wider search is performed. If the neighbour has water a check of the individual service is done and remedial action takes place.

Bad taste:

Discoloured:

Odour: All these issues are dealt with in a similar manner. The customer is asked to run the tap for a half an hour. If the water becomes satisfactory in that time there is no need for further correspondence. If the water is still unsatisfactory the customer is to call back and an operator will be sent out to perform a scour of the water main until the issues is resolved.

Water tank not filling: An operator is sent to the tank and like a no water complaint a series of procedures are followed to ascertain the fault and action is taken to remedy.

Regards,

Kristy Rusher

Manager Civic and Legal, Corporate Services

Dunedin City