

Wednesday 22 March 2023

OIA IRO-372

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

Official information request for guidelines which form Wellington Water's reimbursement criteria.

Thank you for your official information request dated Wednesday 22 February 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 and determined that we are able to grant your request in full.

The information you have requested is enclosed in the Appendix of this letter.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi

[REDACTED]
Team Lead, Communications and Engagement

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Our water, our future.

Appendix

Question: Please can you forward to me a copy or the guidelines which form Wellington Water's reimbursement criteria policy.

Answer...

The process for reimbursement, whilst not stipulated in documentation, is that once we have received the required documentation, and after payment has been made by the customer, and if it is established that costs should be covered by Wellington Water, we reimburse the full amount to the customer once we have considered and agreed to the claim for reimbursement.

The process we follow to reimburse a customer is outlined in turn and is the text sent to a requester upon claim for reimbursement.

"In order to be considered for a reimbursement from Wellington Water we require the following documents"

Item	Document	Examples include any of the following
1	A copy of the invoice/bill	<ul style="list-style-type: none">• Electronic: legible scan or photo• Paper copy
2	Proof of payment. Either a receipt or something like a statement of accounts.	<ul style="list-style-type: none">• Electronic 1: legible scan or photo• Electronic 2: A legible screen shot/photo of bank account showing payment• Paper Copy
3	Bank account details for the reimbursement to be made into*	<ul style="list-style-type: none">• Bank deposit slip• Statement header• Something else from the bank showing name and account number, such as an extract from online banking

[1] A bank logo, customer name and account number are required, and they must be on the same page. As long as these conditions above are met, anything else can be redacted, blurred or cropped. These can be photos of physical documents if online means are unavailable.

[2] Wellington Water cannot accept verbal, typed or handwritten account numbers"

In addition, please see attached in our email to you, the South Wairarapa Wastewater Bylaws that guide our decision making in the SWDC region.



CARTERTON
DISTRICT COUNCIL



SOUTH WAIRARAPA
DISTRICT COUNCIL
Kia Reretahi Tātau

Wairarapa Consolidated Bylaw 2019

Part Eight Wastewater

Commencement

The Wairarapa Consolidated Bylaw 2019 came into force throughout the Masterton, Carterton and South Wairarapa districts on 8 July 2019.

Adoption

Council	Bylaw/Amendments	Adoption Date
Masterton District Council	Consolidated Bylaws 2012: Parts One to Eighteen	14 August 2013
South Wairarapa District Council	Consolidated Bylaws 2012: Parts One to Six, Parts 8 and 9, Parts Eleven to Sixteen	31 July 2013
Masterton District Council Carterton District Council South Wairarapa District Council	Wairarapa Consolidated Bylaw 2019: Part Eight – Wastewater	26 June 2019

Wairarapa Consolidated Bylaw 2019

Part 8 – Wastewater

Contents

Foreword	3
1. Scope	3
2. Definitions.....	3
3. Access to Network	4
4. Protecting the Public Wastewater Drainage Network	4
5. Private Drainage Systems	6
6. Proposed Works	7
7. Approval to Connect.....	8
8. Point of Discharge.....	9
9. Conditions of Supply	13
10. Level of Service	15
11. Liability.....	15
12. Payment.....	15
13. Offences and Penalties	16

Referenced Documents

Reference is made in this document to the following:

New Zealand Standards

- NZS 9201: Wastewater Drainage Bylaw
- NZS 4404: 2010 Land Development and Subdivision

New Zealand Legislation

- Building Act 2004
- Building Regulations 2007 (New Zealand Building Code)
- Hazardous Substances and New Organisms Act 1996
- Hazardous Substances Regulations 2001
- Local Government Act 1974
- Local Government Act 2002
- Local Government (Rating) Act 2002
- Resource Management Act 1991

Other Publications

- New Zealand Transport Agency Bridge Manual
- Wairarapa Combined District Plan

Foreword

This Part of the bylaw is made under section 146 of the Local Government Act 2002 (LGA). This bylaw draws on New Zealand Standards 9201 series Wastewater Drainage Bylaw.

Reference should be made to the Wairarapa District Council Consolidated Bylaw 2019: Part 1 Introductory for any definitions not included in this Part.

If any provision of this Part is inconsistent with Part 1 – Introductory, the provisions of this Part prevail.

1. Scope

- 1.1. This Part of the bylaw regulates wastewater drainage from both domestic and trade premises to a wastewater authority.
- 1.2. Application for acceptance of trade wastes into the public wastewater drainage network is the subject of Part Nine: Trade Waste.

2. Definitions

Acceptable Discharge: A wastewater with physical and chemical characteristics which comply with the requirements of Council as scheduled in Part 9 - Trade Waste.

Buried Services: All public sewers, rising mains, trunk sewers and other underground utilities under the responsibility of Council.

Characteristic: Any of the physical or chemical characteristics of a trade waste referred to in the Part 9: Trade Waste.

Customer: A person who either discharges or has obtained consent to discharge or direct the manner of discharge of wastewater from any premises to Council's public sewer. The customer may be an owner or an occupier.

Deed of Covenant: An agreement whereby a party stipulates as to the truth of certain facts, or binds himself to give something to another, or to do or not to do any act.

Disconnection: The physical cutting and sealing of the drain from a premises.

Domestic Wastewater: Either that wastewater which is discharged from premises used solely for residential activities or wastes of the same character discharged from other premises, provided that the characteristics of the wastewater are an acceptable discharge and do not trigger the provisions of Part 9 - Trade Waste. Such activities shall include the draining of domestic swimming and spa pools subject to Section 5 of this Part of the bylaw.

Drain: The section of private drain between the customer's premises and the point of discharge through which wastewater is conveyed from the premises. This section of drain is owned and maintained by the customer (or group of customers).

Infiltration: Water entering a public sewer or private drain from groundwater through defects such as poor joints, cracks in pipes or manholes. It does not include inflow.

Inflow: Water discharged into a private drain from non-complying connections or other drainlaying faults. It includes stormwater entering through illegal downpipe connections or from low gully traps.

Level of Service: The measurable performance standards on which Council undertakes to receive wastewater from its customers.

Point of Discharge: The boundary between the public sewer and a private drain.

Prohibited Characteristics: A wastewater that shall not be discharged into the Council's wastewater system, as scheduled in the Part 9 - Trade Waste.

Rising Main: A sewer through which wastewater is pumped.

Schedule of Rates and Charges: The list of items, terms and prices for services associated with the discharge of wastewater as approved by Council.

Service Opening: A manhole, or similar means for gaining access for inspection, cleaning or maintenance, of a public sewer.

Sewer: The main public sewer and lateral connections that carry away wastewater from the point of discharge. The public sewer is owned and maintained by Council.

Stormwater: All surface water run-off resulting from precipitation.

Trade Premises: Any premises used or intended to be used for carrying on any trade or industry and includes any land or premises wholly or mainly used for agricultural or horticultural purposes.

Trade Waste: Any liquid, with or without matter in suspension or solution that is, or may be, discharged from a trade premises in the course of any trade or industrial process or operation, or in the course of any activity or operation of a like nature, but does not include condensing water, stormwater or domestic wastewater. Condensing or cooling waters, and stormwater which cannot practically be separated from wastewater may be included subject to specific approval.

Trunk Sewer: A sewer, generally greater than 150mm in diameter, which forms a part of the principal drainage network of Council's wastewater drainage system.

Wastewater: Sewage or stormwater.

Wastewater Drainage Network: A set of facilities and devices, either natural or man-made, which are used to collect and convey wastewater to a treatment plant. This includes but is not limited to drains, pipes and other conduits, manholes, chambers, traps, pumping stations and treatment plants.

3. Access to Network

- 3.1. No person other than the Council and its authorised agents shall have access to any part of the wastewater drainage network.

4. Protecting the Public Wastewater Drainage Network

Storage of Hazardous Materials

- 4.1. No person shall store a hazardous substance (which includes any raw material, products or wastes containing corrosive, toxic, biocidal, radioactive, flammable, or explosive materials), or any material which, when mixed with the wastewater stream, is likely to generate toxic, flammable, explosive or corrosive materials in quantities likely to be hazardous, or any other material likely to be harmful to Council's wastewater system or the health and safety of Council staff and the public, without taking all reasonable steps to prevent its entry into the Council sewer from leakage, spillage or other mishap.

- 4.2. The occupier shall comply with the requirements of the Hazardous Substances and New Organisms Act 1996 and Hazardous Substances Regulations 2001.
- 4.3. The occupier of any premises shall immediately notify Council of any hazardous material entering the public wastewater drainage network, other than for discharges which are permitted or provided for under a trade waste permit in accordance with Part Nine: Trade Waste.

Working around Buried Services

- 4.4. Council will keep accurate permanent records ('as-builts') of the location of its buried services. This information shall be available for inspection at no cost to users. Charges may be levied to cover the costs of providing copies of this information.
- 4.5. Any person proposing to carry out excavation work shall view the as-built information to establish whether or not Council services are located in the vicinity. At least five working days' notice in writing shall be given to Council of an intention to excavate in the vicinity of its services. Where appropriate Council shall mark out to within ± 0.5 m on the ground the location of its services and nominate in writing any restrictions on the work it considers necessary to protect its services. Council may charge for this service.
- 4.6. When excavating and working around buried services, due care shall be taken to ensure the services are not damaged, and that bedding and backfill are reinstated in accordance with the appropriate Council specification. Any damage which occurs to a Council service shall be reported to Council immediately. The person causing the damage shall reimburse Council with all costs associated with repairing the damaged service, and any other costs Council incurs as a result of the incident.

Note: Excavation within roadways is also subject to the permit process of the appropriate roading authority.

Building over Buried Services

Rising Mains and Trunk Sewers

- 4.7. No building shall be built over a public rising main or trunk sewer, or closer than the greater of:
 - a) 1.5 metres from the centre of any main or sewer; or
 - b) the depth of the centre line of the sewer, plus the diameter of the sewer, plus 0.2 metres from the centre of that sewer, subject to compliance with 3.1 of NZS 3604.

Other Public Sewers (150mm diameter or less)

- 4.8. No building shall be built over a public sewer, whether on public or private land.
- 4.9. No building shall be built closer than the greater of:
 - a) 1.5 metres from the centre of any public sewer; or
 - b) the depth of the centreline of the sewer, plus the diameter of the sewer, plus 0.2 metres from the centre of that sewer, subject to compliance with section 3.1 of NZS 3604.
- 4.10. Subject to approval, a building developer may meet the cost of diverting the public sewer (including any manholes) in accordance with Council's standards.
- 4.11. Where clauses 4.8, 4.9 and 4.10 are found to be impractical and the building cannot be sited elsewhere on the property or modified to conform with the above conditions, and it is essential and agreed by Council for the proposed building to be built on that part of the property, approval may be granted subject to the building developer meeting the cost of any specific requirements. These may include the provision of access manholes, pipe strengthening, ducting, additional support of the building's foundations and re-locatable construction, and may include:

- a) carrying out sufficient investigations to accurately determine the sewer's location and depth, and to prove that the sewer is in a condition where it has a remaining life of at least 50 years; or
- b) carrying out remedial work or relaying the sewer to meet the requirements of:
 - (i) bore piling the building 1.0 metre clear distance either side of the sewer to below the sewer invert to ensure that no building loads are transferred to the sewer and so that it is possible to excavate down to the sewer without threat to the building;
 - (ii) providing two additional manholes into the sewer between 2.0 and 3.0 metres from the edge of the building at the points it enters and leaves the building (unless there is an existing manhole within 10 metres), provided that the sewer lies in a straight line and that there are no other connections between these two manholes;
 - (iii) carrying out all work on and around the sewer in accordance with Council's engineering standards;
 - (iv) registering the public sewer by a Memorandum of Encumbrance and Deed of Covenant against the Certificate of Title (Schedules A and B of the Model Bylaw NZS 9201: 1999).

Loading of Material over Public Wastewater Pipes

- 4.12. No person shall cause the crushing load imposed on a public sewer to exceed that which would arise from the soil overburden plus a HN-HO-72 wheel or axle load (as defined by New Zealand Transport Agency Bridge Manual).
- 4.13. No person shall place any additional material over or near a public sewer without approval.
- 4.14. Manholes, chambers and other ancillary structures shall not be covered in any way unless approved by Council. Removal of any covering material or adjustment of the structures shall be at the property owner's expense.

Excavation near Public Sewers

- 4.15. No person shall, without approval in writing from Council, excavate, or carry out piling or similar work closer than:
 - a) five metres from the centre line of any rising main or trunk sewer; or
 - b) two metres from the centre line of any public sewer;
- 4.16. Approval given under clause 4.15 may impose conditions on the carrying out of any work near the sewer.

5. Private Drainage Systems

Customer's Drainage System

- 5.1. The customer's drainage system shall be designed, installed and maintained, both in its component parts and in its entirety, to ensure that it complies with the Building Act 2004 and the New Zealand Building Code.

Maintenance of Private Drainage System

- 5.2. It is the responsibility of the owner or occupier to properly maintain in good working order at all times, the private wastewater drainage network on the premises.

6. Proposed Works

- 6.1. No person shall carry out wastewater works without:
- a) prior written approval from Council; and
 - b) a building consent or resource consent, if required.
- 6.2. Every application to carry out wastewater works shall include drawings and specifications for the proposed works. The drawings shall show, to the satisfaction of Council, the proposed works and their effects on the subject site and surrounding land.
- 6.3. All proposed wastewater works shall be designed, constructed and operated:
- a) in compliance with any relevant Wastewater Management Plan or discharge consent including its recommendations or conditions for the area concerned; and
 - b) to Council's standards for corresponding public wastewater works where they serve or may serve land or buildings in different ownership; and
 - c) to Council's Wastewater Drainage policies; and
 - d) in compliance with any written conditions imposed by Council when approving the works, and with any relevant building or resource consent; and
 - e) to be consistent with foreseeable catchment-wide works (for example, extending a pipe upstream or downstream) so as to give a benefit to the catchment as a whole.
- 6.4. Such wastewater drainage works shall remain the responsibility of the owner of the land on which the works occur unless and until they are taken over and vested in Council. The cost of all work involved will be the owner's cost unless specific agreement for alternative cost sharing is approved in writing by Council.

Diverting Public Wastewater Pipes

- 6.5. Subject to specific approval in writing by Council, a developer may divert a public wastewater pipe (including any ancillary structures) in accordance with any engineering requirements specified by Council, and the developer shall meet the cost of such diversion work.

Pump Stations

- 6.6. Private wastewater pump stations will be approved only where there are no practical alternatives for a gravity flow discharge to the public sewer.

Single Ownership

- 6.7. A private wastewater pump station for a single dwelling unit represents an alternative solution in terms of the Building Act 2004. As such, the customer (owner) will be required to demonstrate that the pump station complies with the provisions of the New Zealand Building Code when seeking a consent.

Multiple Ownership

- 6.8. A private wastewater pump station serving more than one residential dwelling unit requires a compliance schedule as well as an annual building warrant of fitness in order to meet the requirements of the Building Act 2004.
- 6.9. A "Common Pump Station Agreement" shall be required between the parties, including appropriate maintenance of rising mains. It shall be registered against the Certificate of Title of each party.

6.10. The combined rate of discharge to the public sewer shall not exceed the rate specified by Council.

7. Approval to Connect

7.1. No person may make a connection to, or otherwise interfere with the public wastewater drainage network without prior approval of the Council.

Application for Connection

- 7.2. Every application for a connection to the public wastewater drainage network shall be made in writing on the standard Council form accompanied by the prescribed charges. The applicant shall provide all the details required by Council.
- 7.3. On receipt of an application Council shall, after consideration of the application and other matters relating to the application and the wastewater drainage network, either:
- a) approve the application and inform the applicant of the size of the connection and any particular conditions applicable; or
 - b) refuse the application and notify the applicant of the decision giving the reasons for refusal.
- 7.4. Failure to comply with any of the terms and conditions constitutes interference with the public wastewater drainage network without prior approval and is a breach of this Bylaw.
- 7.5. Any such connection shall be carried out by a registered drainlayer under the supervision of Council.
- 7.6. New lateral connections to the property boundary will be undertaken by Council staff or a Council approved drainage contractor.
- 7.7. Any new connection shall be dimensioned from the immediate downstream manhole to the centre of the newly installed connection, and an as-built plan showing the connection shall be provided to Council within seven days of installation and acceptance by Council.
- 7.8. Land development subdivision within the serviced area shall in all cases provide for a domestic wastewater connection to the boundary of each allotment.
- 7.9. The applicant shall have the authority to act on behalf of the owner of the premises for which the connection is sought, and shall produce written evidence of this if required.
- 7.10. An approved application which has not been actioned within six months of the date of application will lapse unless a time extension has been approved. Any refund of fees and charges shall be at the discretion of Council.

Prescribed Charges

- 7.11. Charges applicable at the time of connection may include:
- a) payment to Council or an approved contractor for the cost of the physical works required to provide the connection;
 - b) a development contribution charge determined in accordance with the LGA; or
 - c) a financial contribution charge determined in accordance with the Resource Management Act 1991 and the Wairarapa Combined District Plan in the case of completed land subdivision within the serviced area, if not previously paid to Council.

8. Point of Discharge

- 8.1. The point of discharge from a customer shall be the point on the public sewer which marks the boundary of responsibility between the customer and Council, irrespective of property boundaries.
- 8.2. Unless otherwise approved there shall be one point of discharge only for each premises, and any private drain shall not extend by pipe or any other means to serve another premises unless it is a common private drain.

Single Ownership

- 8.3. For single dwelling units the point of discharge shall be located at the boundary as shown in Figures 1, 2, 3, and 4 or as close as possible where fences, walls or other permanent structures make it difficult to locate it at the required position. The approval of other positions must be made by Council and recorded on the drainage plan. Where a private drain discharges into a public sewer on that same private property, the point of discharge shall be the upstream end of the pipe fitting which forms the junction with the public sewer.

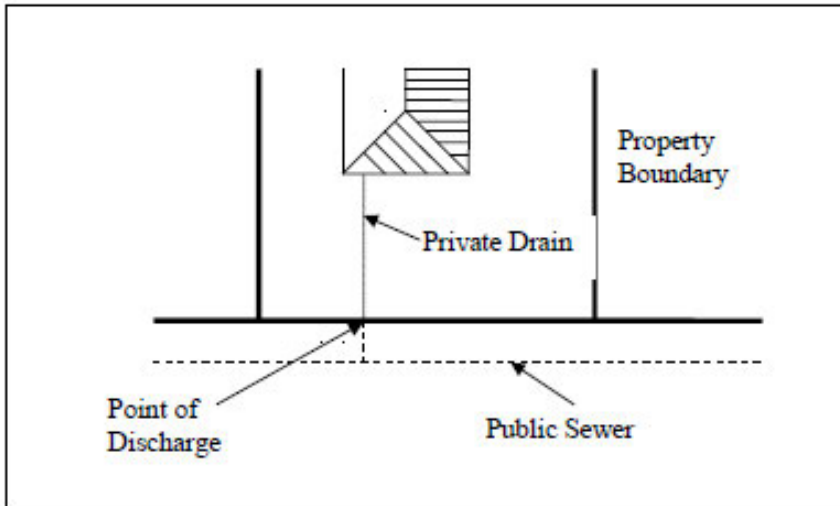


FIGURE 1 - POINT OF DISCHARGE LOCATION - WITH STREET FRONTAGE

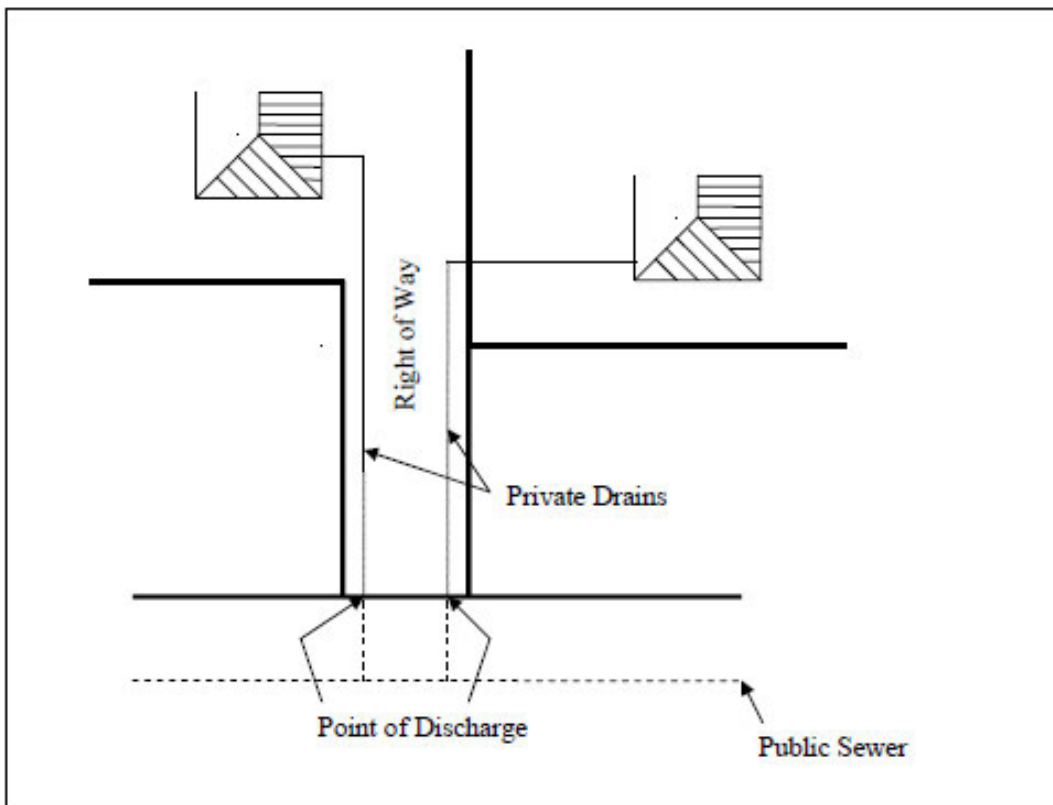


FIGURE 2 - POINT OF DISCHARGE LOCATION - REAR LOTS

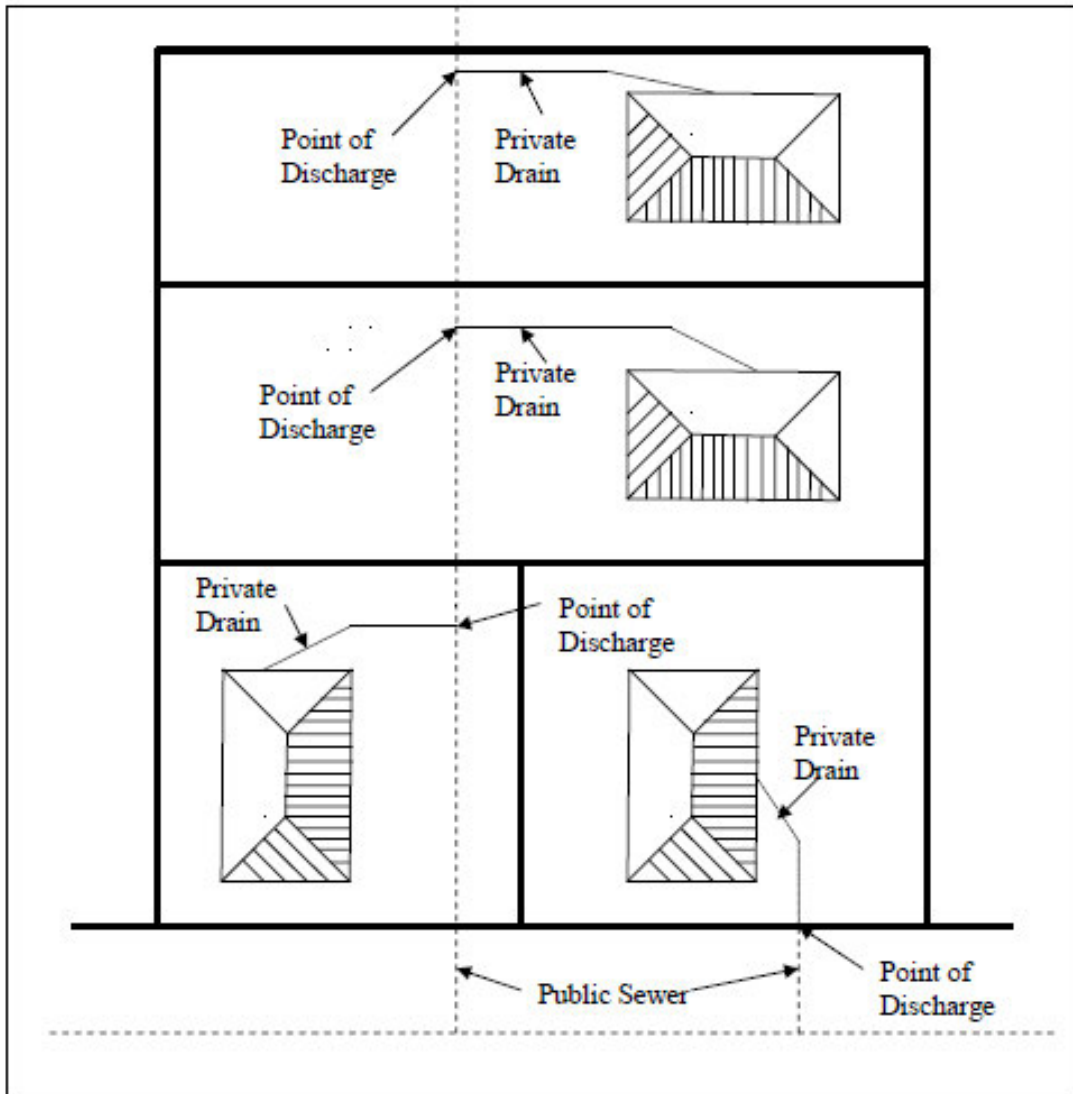


FIGURE 3 - POINT OF DISCHARGE LOCATION - PUBLIC SEWER ON PRIVATE PROPERTY

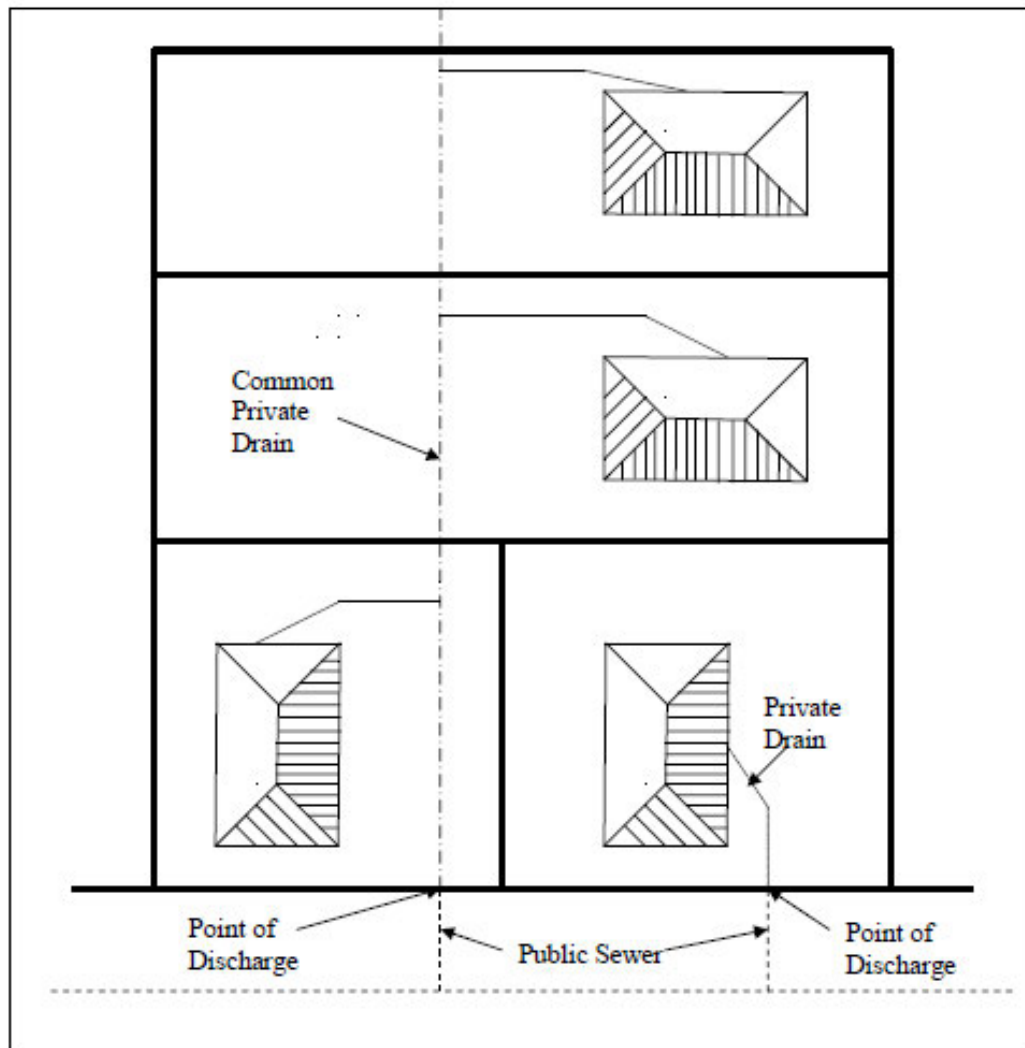


Figure 4 - Point of Discharge Location - Common Private Drain

Multiple Ownership

- 8.4. The point of discharge for the different forms of multiple ownership of premises and/or land shall be as follows:
- a) for company share/block scheme (body corporate) - as for single ownership;
 - b) for leasehold/tenancy in common scheme (cross lease), strata title, and unit title (body corporate); where practicable each owner shall have an individual drain with the point of discharge determined by agreement with Council. If not practicable there shall be a common private drain which shall be incorporated as an additional provision in the lease agreement. In specific cases other arrangements will be acceptable subject to individual approval.

Layout

- 8.5. The physical drainage layout at a point of discharge shall be as per the New Zealand Building Code, the New Zealand Standard NZS4404: Land Development and Subdivision Engineering, and as Council approves.

Common Private Drains

- 8.6. Common private drains shall serve a maximum of five (5) single dwelling units, or as determined by the WWA at subdivision/building consent stage as stated on the title, and shall have one point of discharge only (in common).
- 8.7. Common drains shall be covered by a certificate from Council recording the rights of each party, which is registered against the certificate of title.

9. Conditions of Supply

Domestic Wastewater

- 9.1. No domestic wastewaters shall:
- a) exceed the substance limits scheduled in the Part 9 - Trade Waste;
 - b) contain the substances prohibited in Part 9 - Trade Waste.
- 9.2. Where part of domestic premises is used as an office or other trade related activity from which no trade waste could be produced, and which no other persons apart from those living at those premises use, then it shall be treated as domestic premises. Any trade activity which produces or has the potential to produce a wastewater shall be treated as being from trade premises.
- 9.3. The maximum instantaneous flow rate discharged from a domestic premises shall not exceed 2.0 litres/sec and/or 5m³ per day.

Swimming Pools

- 9.4. Customers with swimming or spa pools shall be required to demonstrate that the pool drain has been fitted with a flow limiting device to ensure the discharge does not exceed the maximum instantaneous flow requirement of 2.0 litres/sec.

Prohibited Characteristics

- 9.5. No wastewater with characteristics (as scheduled in Part 9 - Trade Waste) shall be discharged into the public wastewater drainage network.

Waste Minimisation

- 9.6. In order to meet the principles of sustainable management as promoted by the Resource Management Act 1991, Council recommends that customers fit the devices contained in the table below on all new installations.

Waste Minimisation Device	Control of Usage
Dual flush toilet cistern	Flush 1 - 1.6 litres Flush 2 - 3.0 litres
Low flow shower heads	Maximum 9 litres per minute
Urinal flushing control	Timed, or On-Demand Controller

Prevention of Inflow and Infiltration

- 9.7. The customer shall prevent any stormwater or groundwater entering the wastewater drainage system. This includes roof downpipes, surface water run-off, overland flow, and sub-surface drainage. Stormwater shall be excluded from the wastewater system by ensuring that:
- a) there is no direct connection of any stormwater pipe or drain to the wastewater system;

- b) gully trap surrounds are set above stormwater ponding levels (refer New Zealand Building Code G13), or secondary overland flow path flood levels;
- c) inspection covers are in place and are appropriately sealed;
- d) private drains shall be kept and maintained in a state which is free from cracks and other defects which may allow infiltration.
- e) compliance is achieved by any other means that may be acceptable to Council.

Blockages

- 9.8. In the Masterton and South Wairarapa districts, where a customer suspects a blockage, they shall first call the Council to investigate. If the blockage is caused by the public network, Council will clear the blockage. If the blockage is caused by the private drain, Council will advise the customer to engage a plumber to clear the blockage at the customer's cost. Council will not reimburse the customer if Council was not contacted first, even if the blockage was caused by the public network.
- 9.9. In the Carterton district, where a customer suspects a blockage, they shall first call a drainlayer to clear and remove any blockage in their private drain. If the drainlayer finds that the blockage is within the public sewer, then the drainlayer shall contact Council who shall clear and remove the blockage and clean up all affected areas. Provided that the blockage has not been forced downstream into the public sewer in the act of clearing it from the private drain, or that the customer has not been negligent in discharging a non-acceptable wastewater, then Council shall reimburse the customer for actual and reasonable drainage costs. If otherwise, Council shall recover the costs of the unblocking work from the customer.
- 9.10. In the event of the roots of any tree on a customer's premises causing or being likely to cause damage, interference to the flow, or blockage to a public sewer, Council procedure shall follow that set out in section 468 of the Local Government Act 1974. No compensation shall be payable to the owner of any tree altered or removed under this procedure.

Disconnection

- 9.11. A customer shall give seven working days' notice in writing of their intention to demolish or remove a building connected to the sewer. The demolition or removal shall not commence until the property has been disconnected from the sewer by Council.
- 9.12. A customer shall give two working days' notice in writing to Council of their requirement for disconnection of the discharge connections if relaying of the private drain is required.

Change of Ownership

- 9.13. In the event of domestic premises changing ownership, the new owner shall automatically become the new customer of that premise.

No Guarantee

- 9.14. Council does not guarantee to receive wastewater without interruption; however Council will use all reasonable endeavours to ensure that any disruption is kept to a minimum.

Access for Maintenance, Repair and Inspection

- 9.15. Subject to the provisions of the LGA, the owner or occupier shall allow Council with or without equipment, access to any area of the premises for the purposes of carrying out any work on the public wastewater drainage network including inspection and survey, and for determining compliance with the requirements of this Part of the bylaw.

- 9.16. Wherever practical Council shall make every reasonable attempt to notify the owner or occupier of any scheduled work on the public wastewater drainage network before the work commences. Where immediate action is required and notification is not practical, work will be carried out without notice.

Emergency

- 9.17. Natural hazards or accidents beyond the control of the WWA which result in disruptions to the ability of the WWA to receive wastewater will be deemed an emergency and exempted from the level of service requirements of Section 10.
- 9.18. During an emergency Council may restrict or prohibit the discharge of wastewater for any specified purpose, for any specified period, and for any or all of its customers.
- 9.19. Such restrictions shall be publicly notified.

Defect Notices

- 9.20. In the event of statutory or other legal requirements, Council may serve a defect notice on the customer advising its nature and the steps to be taken within a specified period, to remedy it. If, after the specified period, the customer has not remedied the breach, Council may charge a re-inspection fee. However, if the defect is such that public health, or safety considerations, or risk of consequential damage to Council assets would create unacceptable results, Council may take immediate action to rectify the defect, and recover all reasonable costs.

Remedial Work

- 9.21. At any time after the specified period in Section 7 has elapsed, Council may carry out any remedial work required in order to make good the breach, and to recover from the person committing the breach all reasonable costs incurred in connection with the remedial work.

10. Level of Service

- 10.1. Council shall provide wastewater services in accordance with the level of service contained in the Long-Term Plan (LTP) of the Council. For those periods where the level of service allows non-compliance with the specified values, Council will make every reasonable attempt to achieve the specified values.

11. Liability

- 11.1. Council shall endeavour to meet the level of service requirements, but it shall not be liable for any loss, damage or inconvenience which the customer (or any person within the premises) may sustain as a result of deficiencies in the wastewater collection system.

12. Payment

- 12.1. The owner shall be liable to pay for the discharge of wastewater and related services in accordance with Councils fees and charges and/or rating requirements prevailing at the time.
- 12.2. Council may recover all unpaid fees and charges and rates as prescribed in sections 57 to 82 of the Local Government (Rating) Act 2002.

13. Offences and Penalties

- 13.1. Any person who breaches this Part of the bylaw commits an offence and may be liable to a penalty under section 242 of the LGA. Refer to Wairarapa Consolidated Bylaw 2019: Part 1 – Introductory (Section 15) for details of what broadly constitutes a breach of this Part.