

Friday 7 July 2023

OIA IRO-439

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request regarding private leak – Reference HCC597947.

Thank you for your official information request dated Thursday 25 May 2023. You requested schematics of all water works, including water supply line and drainage lines, in the vicinity of the leak, property border lines and any council or entity policy documents regarding the point of supply. You also requested all documentation as part of the above job investigation.

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

The information you have requested is enclosed in our email to you. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some information has been redacted as it is personal about private individuals.

Point of supply information can be found on pages five to seven of the Hutt City Water Supply Bylaw 1997. In addition to the schematic, we have provided two maps from the Geographical Information Systems (GIS) For context, green lines are stormwater, red Lines are wastewater and dark blue lines are drinking water. The light blue lines around your premises in image two are your property boundary and the staggered lines within show the private three waters infrastructure. You can find further information on the [Regional Water Stormwater Wastewater app \(ArcGIS\)](#).

Prior to October 2020, HCC did not designate non-firefighting watermains (rider mains) installed in a private right of way as public assets. They remained private, and were the responsibility of the property owners using them. The point of supply in these instances was the first Gate Valve on the connection to the council watermain. The Gate Valve acts as the point of supply between the public (council) and private assets. It can be used to isolate the watermain to undertake maintenance or repairs. Since 2020, HCC has required new rider mains installed in private property to be within council easements and to be designated as public assets. The point of supply in these instances is the toby (service valve).

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.

Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Entry Date	Summary	Detail
35 Korau Grove, Stokes Valley, Lower Hutt, Wellington, 5019	HCC597947	RWL: Leaky Connection 35 Korau Grove, STOKES VALLEY	Original RFS 556073. Leak from the footpath edge to the shared driveway. Water is bubbling out of SV cover, it is also bringing up the asphalt. There is white spray paint at to the area now 31.01 MF Ordered plans 2155003 1/2 KT - Awaiting for Powerco plans Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). 2/2 LG- Powerco plans attached 31/05/2023 HJR - I have sent the first letter 12/06/2023 HJR - I have sent out the Second Letter RWL: This job is a private leak on a shared Driveway this affects 35 , 37 , 39 we will need to start the letter process 20/06/2023 HJR - I have sent out the SS letter again	Potable	3	INPRG.HD .PAUSE	30/01/23 16:50	31/01/23 12:24	Ordered plans 2155003	
								01/02/23 13:58	Awaiting Powerco plans	1/2 KT - Awaiting for Powerco plans Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).
								02/02/23 9:43	Powerco plans attached	2/2 LG- Powerco plans attached
								09/05/23 8:09	HCC called	HCC called as customer received text confirming job was completed, but the leak is still there. Advised job was closed off in error, and how we need TA to further investigate as this could potentially be a private issue. Will change status to job on pause and pass to TA Andrew, as per crew work verification notes
								09/05/23 8:12	Reassigned to TA [REDACTED]	Reassigned to TA [REDACTED] as per [REDACTED] notes - email sent to advise
								09/05/23 14:34	Emailed [REDACTED]	Emailed [REDACTED] as TA away. Private Leaks and TA [REDACTED] CC'd in - crew photos attached
								31/05/23 12:00	31/05/2023 HJR - I have sent the first letter	
								15/06/23 12:37	12/06/2023 HJR - I have sent out the Second Letter	
								19/06/23 12:11	Customer called in	asked for crews names who went around today as she said shes writing an email to mayor, ceo of WWL and WCC, advised cannot give out name but gave customer email address so she can make a formal request, likely a media/mayor complaint so look to send to reso
								19/06/23 14:36	RWL: This job is a private leak on a shared Driveway this affects 35 , 37 , 39 we will need to start	RWL: This job is a private leak on a shared Driveway this affects 35 , 37 , 39 we will need to start the letter process

									24/06/23 14:46	20/06/2023 HJR - I have sent out the SS Letter again	20/06/2023 HJR - I have sent out the SS letter again
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Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
39 Korau Grove, Stokes Valley, Lower Hutt, Wellington, 5019	HCC498933	HCC_SW007781	Fault 39 Korau Grove, STOKES VALLEY	caller has advised there appears to be a storm water pipe in the backyard that is leaking - caller is unsure if this is a council issue or private - can you please call ross to meet on site to discuss	Stormwater	3	CLOSE	11/11/2020 2:05:52 PM	12/11/2020 12:30:15 PM	11/12/2020 4:43:13 PM	Passed to drainage TL	Passed to [REDACTED] Texted customer details.<!-- RICH TEXT -->
										11/19/2020 11:11:03 AM	Investigate customers SW issue.	Arrived onsite & unable to open downstream MH in driveway to customers property. Also unable to locate two upstream MH's prior to the intake. Called Drain Doctor onsite to flush 225mm SW main & cctv to make sure main is ok & locate buried manholes. Not able to do until later this afternoon so will put the job on "hold."
										11/27/2020 2:16:30 PM	Customer called through council	I folowed up with [REDACTED] - he told me to leave it with him, he will contact customer and try to get Drain Doctor this afternoon.<!-- RICH TEXT -->
										12/9/2020 9:52:22 AM	As per previous summary	Drain Doctor unable to attend. After attending a job in SV with [REDACTED] from Drain Doctor we went onsite to flush & cctv. Said he wouldn't be able to do it. Suggested get the water team to investigate so passed job to them but to.d customer to get them to take a water sample. Customer called me back & said they had been onsite & turned water off for 30mins & water still running on his property. Asked him if he got them to take a water sample.. no reply. Will close job off.
										12/11/2020 12:28:19 PM	As per previous summary	10/12/20.. Customer contacted me to say [REDACTED] from the Water team had been onsite & told him they no longer chlorinate the water so taking a sample is pointless. 11/12/20.. Me & [REDACTED] onsite to dye test from intake at rear of customers property. Dye came through to intake beside number 33 Koran Grove straight away. Waited 15mins afterwards for any signs of dye coming out onto customers property. Nothing, called customer & told him it's a private issue at this stage.
	HCC500317	HCC_PW000587	Leaking Pipes 39 Korau Grove, Stokes Valley, Lower Hutt, Wellington, 5019	<div>water mains issue - water coming from possibly # 30 - please check</div><div>01/12 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Note plans cover n# 30 </div><!-- RICH TEXT -->	Potable	3	CLOSE	11/27/2020 3:29:50 PM	12/3/2020 9:31:04 PM	11/27/2020 4:57:21 PM	left a voicemail.	Service plans ordered. There is a stormwater job in the system also for this address for seepage at the back of his property. I am unable to confirm if this is related or not. <!-- RICH TEXT -->
										12/1/2020 10:45:17 AM	Plans attached	01/12 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Note plans cover n# 30 <!-- RICH TEXT -->

	HCC539996	HCC_SWP015007	Client Info Request 39 Korau Grove, STOKES VALLEY	39 korau grove stokes valley .. water run off from the hills - has field drains running thru the property.. wants us to eliminate any springs or mains broken or burst from the top a constant flow so seems unusual.. has been 6 yrs as a rental property. Vacant at the moment - but wants the water run off right..	Stormwater	3	CLOSE	10/5/2021 2:53:33 PM	10/19/2021 9:22:03 AM	10/5/2021 3:04:00 PM	Assigned to [REDACTED]	
										10/6/2021 10:53:28 PM		Hi [REDACTED] can you please advise the property owner regards to <!-- RICH TEXT -->
										10/19/2021 9:02:22 AM	On site	Arrived on site with [REDACTED] who has done this a few months prior so we took photos and Dye Tested Stormwater Intake and it was all clear there has been a water sample taken on previous job Norm which came back as natural spring not our drinking water this is not our issue unless instructed by Management.intake is working the water coming in is because home owner has installed nova coil himself due to natural spring
	HCC542182	HCC_PWP025551	Client Info Request 39 Korau Grove, STOKES VALLEY	updated notes 29/11 updated notes 29/11 [REDACTED] is still getting lots of water thru his top property - has put field drains in recently but still lots coming thru.. it is hCC reserve behind him. Worried re slips from this waterlogged hill.- Seems to be only coming into his property. Can we check this out if its a spring or s/tormwater off the hill - or can you give some help as too what he needs to do next -.water is coming through property from back of property is thinking it is coming from water main on august street	Potable	4	CLOSE	11/29/2021 2:53:32 PM	12/10/2021 10:29:21 AM	11/29/2021 2:54:36 PM	Note from Council	updated notes 29/11 [REDACTED] is still getting lots of water thru his top property - has put field drains in recently but still lots coming thru.. it is hCC reserve behind him. Worried re slips from this waterlogged hill.- Seems to be only coming into his property.
										12/4/2021 5:33:54 PM	Assigned to [REDACTED]	Assigned as per notes this is sw<!-- RICH TEXT -->
										1/19/2022 10:53:45 AM	RF - Council follow up	RF - Council follow up advised that customer is following up on where this job is at. We have advised council to create a new job as this needs to be passed to out TA for further investigation. <!-- RICH TEXT -->
	HCC553890	No Asset Selected	Leaking Pipes 39 Korau Grove, STOKES VALLEY	relates to 542182 - re opening job. Private - leak is at 43 August	Potable	3	CLOSE	1/19/2022 10:53:31 AM	1/19/2022 2:34:42 PM	1/19/2022 11:59:39 AM	RF - Reassigned to [REDACTED] Naish	RF - Reassigned to [REDACTED] [REDACTED] as per notes from crew<!-- RICH TEXT -->
										1/19/2022 2:34:40 PM	Duplicate job - see 131825	
	HCC1004823	No Asset Selected	Leaking Pipes Driveway to 35,37 and 39 korau grove. Follow the water trail	Water has been flowing from the council verge for a couple months. I presumed neighbours would have reported it since itâ€™s on their driveway but nothing has happened	Potable	2	CLOSE.C AN	3/27/2023 10:40:21 AM	3/28/2023 9:05:54 AM	3/28/2023 9:05:51 AM	Duplicate of WO-289279	Duplicate of WO-289279<!-- RICH TEXT -->
39 Korau Grove, Stokes Valley, Lower Hutt, Wellington, 5019	HCC498933	HCC_SW007781	Fault 39 Korau Grove, STOKES VALLEY	caller has advised there appears to be a storm water pipe in the backyard that is leaking - caller is unsure if this is a council issue or private - can you please call [REDACTED] to meet on site to discuss	Stormwater	3	CLOSE	11/11/2020 2:05:52 PM	12/11/2020 12:30:15 PM	11/12/2020 4:43:13 PM	Passed to drainage TL	Passed to [REDACTED] Texted customer details.<!-- RICH TEXT -->

PART 17 - WATER SUPPLY

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Table 1

PART 17 - WATER SUPPLY

1701 Interpretation

1701.1 In this part of the bylaw, unless inconsistent with the context, or where otherwise expressly provided:

AIR GAP SEPARATION means a minimum vertical air gap between the outlet of the water supply fitting which fills a storage tank, and the highest overflow water level of that storage tank.

APPROVED means approved in writing by the Council either by resolution, or by an Approved Officer.

BACKFLOW means a flow of water or other liquid through any service pipe or supply pipe in a reverse direction to the normal supply flow.

CHECK VALVE is a non-return valve which has a positive closing pressure.

LEVEL OF SERVICE means the measurable performance standards on which the Council undertakes to supply water to its customers. It is the level of service set out in the HCC Water Supply Code of Service.

POTABLE means complies with the Health Criteria of the *Drinking Water Standards for New Zealand, 1995*.

PREMISES means:

- (a) A property or allotment which is held under a separate Certificate of Title or for which a separate Certificate of Title may be issued, and in respect to which a building consent has been or may be issued; or
- (b) Where a building exists, whether or not a building consent has been issued, that is accepted by Council as meeting the building and planning requirements as detailed on the Engineer's certificate for that building deposited with Council; or
- (c) A building that has been defined as an individual unit by a cross-lease, unit title or company lease and for which a Certificate of Title is available; or (d) Land held in public ownership, such as a reserve, for a particular purpose.

PUBLICLY NOTIFIED means published on one occasion in one daily or weekly newspaper circulating in the water supply area, or under emergency conditions in the most effective way to suit the particular circumstances.

RESTRICTOR means a control device fitted to the service pipe to regulate the flow of water to a customer's premises.

ROADING AUTHORITY means either a Territorial Authority or Transit New Zealand.

SCHEDULE OF FEES AND CHARGES means the list of items, terms and prices for services associated with the supply of water as approved by the Council.

SERVICE PIPE means that section of water pipe between a watermain and the point of supply. This section of pipe is owned and maintained by the Council.

SERVICE VALVE (TOBY) means the Council's stopcock or isolating valve adjacent to the Point of Supply.

STORAGE TANK means any tank, having a free water surface under atmospheric pressure to which water is supplied across an air gap separation.

SUPPLY PIPE means that section of pipe between the point of supply and the customer's premises through which water is conveyed to the premises. This section of pipe is owned and maintained by the Customer.

TERMINATION means the physical cutting off of the supply to a premises.

WATER SUPPLY AREA means a water supply area constitute under the Local Government Act 1974.

1702 Acceptance and Duration

1702.1 Any person being supplied, or who has made application to be supplied, with water by the Council is deemed to accept the terms and conditions contained in this part of the bylaw, and any subsequent amendments.

1702.2 The terms and conditions contained in this part of the bylaw shall come into effect on the adoption of the Lower Hutt City Bylaw 1997 for customers receiving a supply at that time, and at the date of receipt of supply for customers connected after that time.

1702.3 The terms and conditions of this part of the bylaw shall remain in force, together with any amendments made under clause 1732, until further notice.

1703 Application for Supply

1703.1 Every application for a supply of water shall be made in writing on the standard Council form. The applicant shall provide all the details required by the Council.

1703.2 Within 10 working days of the receipt of an application complying with the terms and conditions in this part of the bylaw, Council shall, after consideration of the matters in clauses 1708 and 1709, either:

- (a) Approve the application and inform the applicant of;
 - (i) the type of supply;
 - (ii) the size of the connection;
 - (iii) any particular conditions they shall meet;
 - (iv) the charge for the installation; and
 - (v) the general terms and conditions (including level of service) under which water will be supplied; or
- (b) Refuse the application and notify the applicant of the decision giving the reasons for refusal.

1703.3 For the agreed Level of Service to the applicant, the Council will approve the sizes and

standards of manufacture of the service connection including all pipes, fittings and any other equipment, up to the point of supply. The Council will supply and install the service pipe at the customers cost and maintain the service pipe up to the point of supply.

- 1703.4 The applicant must have written authority to act on behalf of the owner of the premises for which the supply is sought.
- 1703.5 A new application for supply shall be required if a customer wishes to change the level of service.
- 1703.6 An approved application for supply which has not been actioned within six months of the date of application will lapse unless otherwise approved. Any refund will be at the discretion of the Council.

1704 Deposits

- 1704.1 The Council may require a deposit to be paid for the supply of water. The amount of the deposit shall be in accordance with the Council current schedule of fees and charges for water supply and credited to the customer.

1705 Point of Supply (Single Ownership)

- 1705.1 The point of supply to an individual customer is the point on the service pipe which marks the boundary of responsibility between the customer and the Council, irrespective of property boundaries. For single dwelling units, it shall be located as shown on Figure 1 or as close as possible where fences, walls or other permanent structures make it difficult to locate it at the required position. Other positions shall require specific approval.
- 1705.2 For each individual customer there shall be only one point of supply, unless otherwise approved. The service valve (toby) shall normally be located outside the boundary and at least 500 millimetres clear of and not more than 600 millimetres from the boundary to allow the possible installation of a water meter in the future.
- 1705.3 For individual customers on joint rights of way and common access strips, the point of supply shall be located as shown on Figure 2.

1706 Point of Supply (Multiple Ownership)

- 1706.1 The point of supply 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 strata title and unit title (Body Corporate) - a single service connection as shown on Figure 3.
 - (c) For Leasehold/Tenancy in Common Scheme (Cross Lease) each owner shall have an individual supply with the point of supply located to the street access to the premises as shown in Figure 3. In specific cases other arrangements may be made subject to individual approval.
 - (d) For commercial properties in multiple occupation or ownership the point of supply shall be as shown in Figure 4.

- (e) For commercial and industrial properties with both fire and service connections the point of supply shall be as shown in Figure 5.

1706.2 For a multiple ownership supply which was in existence prior to the coming into effect of the terms of conditions of this part of the bylaw, the point of supply shall be the arrangements existing at that time, or as determined by agreement with the Council for an individual case.

1707 Typical Layout at Point of Supply

1707.1 Examples of the typical layout and the fittings details at the point of supply are shown in Figure 6a.

1707.2 The Council gives no guarantee as to the serviceability of the service valve located on the service pipe.

1708 Types of Supply

1708.1 An On-Demand Supply is a supply which is available on demand directly from the point of supply subject to the agreed level of service. There are two categories, which are defined by bylaw:

- (a) The supply of water to a customer which is used solely for domestic purposes in a dwelling unit shall be deemed to be an Ordinary Supply. Such purposes shall include the use of a hose for:
 - (i) Washing down a car, or boat;
 - (ii) Garden watering by hand; and
 - (iii) Garden watering by a portable sprinkler.
- (b) All other purposes for which water is supplied, other than Ordinary Supply shall be deemed to be an Extraordinary Supply and may be subject to specific conditions and limitations. Such purposes shall include:
 - (i) Domestic spa and swimming pools in excess of 10 cubic metres capacity and fixed garden irrigation systems;
 - (ii) Commercial and business;
 - (iii) Industrial;
 - (iv) Fire protection systems;
 - (v) Temporary supply; and
 - (vi) Any customer outside the water supply area.

1708.2 A Restricted Flow Supply is where a small continuous flow is supplied by a flow control device across an Air Gap Separation, and storage is provided by the customer to cater for their demand fluctuations. Restricted flow shall only be available to premises within a designated area, or under special conditions set by the Council.

1708.3 A Restricted Flow Supply shall be measured on the basis of an agreed number of units supplied at a uniform flow rate.

1709 On Demand Supply

1709.1 Every premises shall be entitled to an ordinary supply of water, subject to:

- (a) The premises lying within the Water Supply Area.
- (b) The exclusion of its use for garden watering under any restrictions made by the Council under subclause 1711.2 of this part of the bylaw.
- (c) Payment of the appropriate charges in respect of that property.
- (d) The terms and conditions of this part of the bylaw.
- (e) Any other charges or costs associated with subdivisional development.

1709.2 The Council shall be under no obligation to provide an extraordinary supply of water.

1709.3 An ordinary supply of water may not normally be metered subject to the Council reserving the right to:

- (a) Require the customer to supply, install and maintain an approved water meter at any time in the future;
- (b) Fit a meter and charge accordingly where it considers water use is excessive; and the cost of that supply shall be as resolved by the Council, in accordance with the Rating Powers Act 1988.

1709.4 An extraordinary supply shall be metered and charged for in accordance with clause 1725.

1709.5 The customer will meet all costs in relation to the installation, maintenance, testing and replacement of a meter.

1710 Level of Service

1710.1 The Council shall make every endeavour to provide water in accordance with the HCC Water Supply Code of Service.

1710.2 If a customer has a particular requirement for an uninterrupted level of service (flow, pressure or quality), it will be the responsibility of that customer to provide any necessary storage, back up facilities, or equipment.

1711 Continuity of Supply

1711.1 The Council does not guarantee an uninterrupted or constant supply of water, or maintenance of an existing pressure which is in excess of an agreed level of service, but shall use its best endeavours to meet the continuity of supply levels of subclause 1710.1, subject to the exemptions contained in subclauses 1710.2, 1711.2, 1711.3 and 1713.2.

- 1711.2 The customer shall comply with any garden watering restrictions and any other restrictions which may be approved by the Council to manage high seasonal or other demands. Such restrictions will be publicly notified.
- 1711.3 Natural hazards (such as floods, droughts or earthquakes) or accidents which result in disruptions to the supply of water, including pipeline failures or failure of any component of the water supply infrastructure shall be deemed an emergency and shall be exempted from the level of service requirements of subclause 1710.1.
- 1711.4 During an emergency the Council may restrict or prohibit the use of water for any specified purpose, for any specified period, and for any or all of its customers. Such restrictions shall be publicly notified and the Council may enact penalties over and above those contained in the terms and conditions of this part of the bylaw to enforce the restrictions.
- 1711.5 The decision to make and lift restrictions and to enact additional penalties pursuant to clause 1711.4 shall be made by the Council, or where immediate action is required by an Authorised Officer, subject to Council ratification.
- 1711.6 Wherever practical the Council will make every reasonable attempt to notify the customer of a scheduled maintenance shutdown of the supply before the work commences. Where immediate action is required and this is not practical, the Council may shut down the supply without notice.

1712 Liability

- 1712.1 The Council shall not be liable for any loss, damage or inconvenience which the customer (or any person using the supply) may sustain as a result of deficiencies in, or interruptions, to the water supply.
- 1712.2 Without prejudice to the conditions of clause 1712.1 the Council may, under certain circumstances and solely at its discretion, make payments for damage caused to equipment, appliances, processes, and materials as a direct result of a variation in the water supply PROVIDED THAT any such equipment or appliances have been designed and operated to cater for reasonable variations in the flow pressure and quality of the water supply.
- 1712.3 Any payment made in accordance with subclause 1712.2 shall be in full and final settlement of any claim the customer may have against the Council.

1713 Fire Protection Connection

- 1713.1 Any proposed connection for fire protection shall be the subject of a separate application (on the standard form) to the Council for approval. Any such connection shall be subject to any terms and conditions specified by the Council.
- 1713.2 The Council shall be under no obligation to provide a fire protection supply at any particular flow or pressure.
- 1713.3 The metering of fire connections shall be as shown in Figures 6c, 6d and 6e.
- 1713.4 Notwithstanding subclause 1713.3, for a fire connection (including those installed prior to the coming into effect of the terms and conditions of this part of the bylaw) which is so constructed or so located that it is likely or possible that the water will be drawn from it (including hydrants) or from any part of it by any person for purposes other than fire fighting, the Council shall require the customer to install a water meter suitable for the purpose, on the connection.

- 1713.5 Any fire sprinkler system shall be constructed, installed and maintained in good order, and shall be designed and fixed so that water cannot be drawn from it for any purpose.
- 1713.6 Fire hose reels shall be connected to a metered supply only, not to a fire protection connection.
- 1713.7 Water used for the purpose of extinguishing fires will be supplied free of charge. Whenever water has been used for fire fighting purposes, the Council shall, upon notification, assess the quantity of water used, and a sum based on the estimate at the appropriate charge rate shall be credited to the customer's account.

1714 Backflow Prevention

- 1714.1 Notwithstanding subclause 1723:
- (a) The Council may require the customer to install an approved backflow prevention device on the customer's side of the point of supply at the customer's expense.
 - (b) All fire connections shall have an approved backflow prevention device installed on the customer's side of the point of supply (as shown in Figure 6f) at the customer's expense.
 - (c) All water connections available to shipping shall have an approved backflow prevention device installed on the customer's side of the point of supply at the customer's expense.
 - (d) The customer is required to maintain the backflow prevention device in proper working order.
 - (e) The Council will charge a fee in accordance with the Council's Schedule of Fees and Charges for the annual inspection of backflow prevention devices.

1715 Meters and Flow Restrictors

- 1715.1 Meters for On Demand metered supplies shall be installed in accordance with subclause 1709.3.
- 1715.2 Restrictors for Restricted Flow Supplies, shall be supplied, installed and maintained by the Council and shall remain the property of the Council.
- 1715.3 For On Demand supplies which are not metered, the Council reserves the right to have a meter fitted in accordance with subclause 1709.3 and charge accordingly.
- 1715.4 Meters will be located to the Council's approval in a position which is readily accessible for reading and maintenance, and if practicable immediately on the customer side of the point of supply.
- 1715.5 A customer who disputes the accuracy of their meter or restrictor may arrange to have the device tested at any time.
- 1715.6 Notwithstanding the provisions of subclause 1715.5, the accuracy of meters and restrictors shall be tested as and when required by the Council to ensure performance within $\pm 4\%$ of its reading for meters or within $\pm 10\%$ of its rated capacity for restrictors.

- 1715.7 The customer shall send the meter or restrictor to a testing facility (approved by the Council) who shall provide a test certificate. The test certificate supplied shall confirm that the meter as tested meets the accuracy requirements contained in subclause 1715.6, particularly with respect to low flow.
- 1715.8 Meters of 50 millimetres or less in diameter shall be replaced every 10 years and meters of greater than 50 millimetres diameter shall be checked for accuracy (at the customers cost) every three years, with maintenance work or meter replacement carried out whenever the meter inaccuracy exceeds 4%.
- 1715.9 Meters which have an inappropriate Q min (minimum accurate flow rate) shall be replaced with a meter which has the ability to accurately measure the range of flows experienced on the premises, with particular attention to leakage flows and the low flows experienced after normal work hours.
- 1715.10 In the case of metered service pipes of 25 millimetres or less, meters shall comply with or exceed the requirements of BS 5728/1 - Class C.
- 1715.11 Meters shall be tested in accordance with BS5728: Part 3.
- 1715.12 Restrictors shall be tested by measuring the quantity that flows through the restrictor in a period of not less than 1 hour at its normal operating pressure. A copy of independent certification of the test result shall be provided to the Council.
- 1715.13 Should any meter, after being tested, be found to register a greater or lesser consumption than the quantity of water actually passed through the meter the Council shall make an adjustment in accordance with the results shown by the tests backdated for a period at the discretion of the Council but not exceeding 12 months, and the customer shall pay a greater or lesser amount according to the adjustment.
- 1715.14 Should any meter be out of repair or cease to register, or be removed, the Council shall estimate the consumption for the period since the previous reading of the meter, (based on the average of the previous three billing periods charged to the customer) and the customer shall pay according to the estimate PROVIDED THAT when by reason of a large variation of consumption due to seasonal or other causes, the average of the previous three billing periods would be an unreasonable estimate of the consumption the Council may take into consideration other evidence for the purpose of arriving at a reasonable estimate, and the customer shall pay according to the estimate.
- 1715.15 Where the seal or dial of a meter is broken, the Council may declare the reading void and estimate consumption as provided in subclause 1715.14.
- 1715.16 Where a situation occurs, other than as provided for in subclause 1715.14, where the recorded consumption does not accurately represent the actual consumption on a property then the account shall be adjusted using the best information available to the Council. Such errors include, but are not limited to, misreading of the meter, errors in data processing, meters assigned to the wrong account, and unauthorised supplies PROVIDED THAT where an adjustment is required, in favour of the Council or the customer, this shall not be backdated more than 12 months from the date the error was detected.

1716 Disconnection

- 1716.1 The supply of water to any customer may be disconnected (or have the flow restricted in some way) by the Council in the event of:
- (a) Failure to pay the appropriate charges by the due date;

- (b) Failure to repair a leak, or in any way wilfully allow water to run to waste or be misused;
- (c) Interference with the Council supply system;
- (d) The fitting of quick closing valves (subject to subclause 1717.1).
- (e) Failure to prevent backflow in accordance with clause 1723.
- (f) Non-compliance with, or breach of, any other requirements of the terms and conditions of this part of the bylaw.

1717 Customer Responsibilities

- 1717.1 The customer's plumbing system shall be designed, installed and maintained, both in its component parts and its entirety, to ensure that it complies with the Plumbers, Gasfitters and Drainlayers Act 1976, the Building Act 1991 and the New Zealand Building Code.
- 1717.2 Quick-closing valves of any kind, or any other equipment which causes pressure surges to be transmitted, shall not be used on any piping directly connected to the Service Pipe, that is, in any position where they are required to close against mains pressure.
- 1717.3 For customers provided with an ordinary supply, quick closing taps and solenoid valves on domestic appliances may be used, PROVIDED THAT inconvenience is not caused to other customers. If water hammer nuisance or damage results from the use of such devices, suitable surge dampening shall be provided or the quick closing valve replaced with a non-concussive valve as approved by the Council.
- 1717.4 In accordance with the New Zealand Building Code, the plumbing system shall be compatible with the water supply. Specific features of the Council supply which need to be taken into account are contained in Table 1.

1718 Change of Use

- 1718.1 Where a change in the end use of water supplied to a premises occurs, and/or the supply changes from an ordinary to an extraordinary type or vice versa, an application for supply shall be required.

1719 Access

- 1719.1 The customer shall allow access to and about the point of supply between 7.30 am and 6.00 pm on any day for:
- (a) Meter reading without notice;
 - (b) Checking, testing and maintenance work with notice being given whenever possible.
- 1719.2 The customer shall allow access to and about the point of supply outside the hours referred to in subclause 1719.1 for leak detection with prior notice from the Council.
- 1719.3 Under emergency conditions the customer shall allow the Council free access to and about the point of supply at any time.

1719.4 Where access is not made available for any of the reasons stated in subclause 1719.1 to 1719.3, and a return visit is required by the Council, a rate in accordance with the Meter reading by appointment item may be charged.

1720 Inspection

1720.1 The customer shall allow the Council or its Authorised Officers, with or without equipment, access to any area of the premises for the purposes of determining compliance with the terms and conditions of this part of the bylaw.

1721 Council Equipment

1721.1 The customer shall take due care to protect from damage the Council equipment up to the point of supply, including pipework, valving and restrictors.

1721.2 The customer shall maintain the area in and around the point of supply free of soil, growth, or other matter or obstruction which prevents or is likely to prevent convenient access.

1722 Prevention of Waste

1722.1 The customer shall prevent and not intentionally allow water to run waste from any pipe, tap or other fitting. Where waste is occurring from a private main or pipe in multiple ownership, all customers served by the private main or pipe shall be jointly responsible under this clause.

1722.2 The customer shall not use water or pressure directly from the supply for driving lifts, machinery, eductors, generators, condensers or any other similar device unless specifically approved.

1723 Backflow Prevention

1723.1 It is the customer's responsibility to take all necessary measures on the customer's side of the point of supply to prevent water which has been drawn from the Council's water supply from returning to that supply.

1723.2 For premises covered by the Building Act 1991 the measures which will need to be taken to comply with subclause 1723.1 include:

- (a) Backflow prevention either by providing an adequate air gap, or by the use of a backflow prevention device which complies with the New Zealand Building Code;
- (b) The prohibition of any direct cross connection between the Council water supply (potable) and:
 - (i) Any other water supply (potable or non-potable)
 - (ii) Any other water source
 - (iii) Any storage tank
 - (iv) Any other pipe, fixture or equipment containing chemicals, liquids, gases, or other non-potable substances.

- 1723.3 Customers with supplies serving premises not covered by the Building Act 1991 and the New Zealand Building Code, such as stock or horticultural water supplies shall comply with the relevant sections of the Water Supplies Protection Regulations 1961 regarding protection of potable water to ensure compliance with subclause 1723.1.

1724 Fire Protection Supply

- 1724.1 Where an unmetered connection has been provided to supply water to a fire protection system this shall be used for no other purpose than fire fighting and testing the fire protection system.
- 1724.2 The Council reserves the right to require the customer to supply, install and maintain an approved water meter on a fire fighting supply at any time.
- 1724.3 It shall be the customer's responsibility to ascertain and monitor whether the fire protection supply available is adequate for the intended purpose.

1725 Payment

- 1725.1 The customer shall be liable to pay for the supply of water and related services in accordance with the Council's schedule of fees and charges.
- 1725.2 The items included in the schedule, and the terms on which they will be charged may be altered by the Council:
- (a) By resolution or special order (as applicable) pursuant to the Rating Powers Act 1988.
 - (b) By resolution publicly notified pursuant to section 690A of the Local Government Act 1974.

1726 Transfer of Rights and Responsibilities

- 1726.1 The customers rights and responsibilities provided for under this part of the bylaw are not transferable.
- 1726.2 The customer shall not extend by hose or any other pipe the water supply beyond that customer's property.
- 1726.3 In particular and not in limitation to subclauses 1726.1 and 1726.2, water which the customer draws from the Council supply shall not be provided to any other party without approval.

1727 Change of Ownership

- 1727.1 In the event of a premises changing ownership or tenant the Council requires the outgoing customer to advise details of the new owner or tenant as being the customer at that premises. Where a premises is metered the outgoing customer shall give the Council 48 hours notice to arrange a final reading.

1728 Termination

1728.1 The customer shall give 48 hours notice in writing to the Council of their requirement for termination of the supply.

1729 Breach of Terms and Conditions

1729.1 The following may be taken by the Council as a breach of the terms and conditions of this part of the bylaw:

- (a) An incorrect application for supply which fundamentally affects the terms and conditions;
- (b) Failure by the customer to meet and comply with the terms and conditions of this part of the bylaw;
- (c) Failure to meet any obligation placed on the customer under all relevant Acts and Regulations;
- (d) Frustration of the Council's ability to adequately and effectively carry out its obligations;
- (e) An act or omission as provided in clause 1716.1.

1729.2 In the event of a breach, the Council will serve notice on the customer advising the nature of the breach and the steps to be taken to remedy it. If after one week, the customer persists in the breach, the Council reserves the right to disconnect the supply without further notice. In such an event the supply will be reconnected only after payment of the reconnection fee and remedy of the breach to the satisfaction of the Council.

1729.3 In addition, if the breach is such that the Council is required to disconnect the supply for health or safety considerations, disconnection will be carried out immediately.

1730 Interference with Equipment

1730.1 Any tampering or interfering with Council equipment or water meters, either directly or indirectly, shall constitute an offence. Without prejudice to its other rights and remedies, the Council shall be entitled to estimate (in accordance with subclause 1715.13) and charge for the additional water consumption not recorded or allowed to pass where a meter or restrictor has been tampered with, and recover any costs incurred.

1731 Penalties

1731.1 Any person who commits a breach of any of the terms and conditions of this part of the bylaw, may be prosecuted and, if convicted, will be liable to the penalties for breach of Bylaw, prescribed by the Local Government Act 1974. Without prejudice to any of the foregoing the Council may pursue any other legal steps it is authorised to take.

1732 No Person to Connect to a System

- 1732.1 No person other than Authorised Officers of the Council shall without express approval, make any connection to or otherwise interfere with any part of the water supply system.

1733 Fire Hydrant Use

- 1733.1 It is an offence to gain access to and draw water from a fire hydrant without authorisation.

- 1733.2 The right to gain access to, and draw water from, fire hydrants shall be restricted to:

- (a) The Council or its Authorised Officers.
- (b) Fire Service personnel.
- (c) Fire hydrant permit holders during the period for which the permit has been issued.

- 1733.3 Without prejudice to other remedies available, the Council may remove and hold any equipment used by an offender to gain access to, or draw water from, a fire hydrant.

1734 Obstruction

- 1734.1 No person shall obstruct or hinder any Authorised Officer of Council in the exercise of any powers vested in that Authorised Officer under the provisions of this part of the bylaw.

1735 Working Around Buried Services

- 1735.1 The Council shall endeavour to keep accurate permanent records ("as-built plans") 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 making copies available.

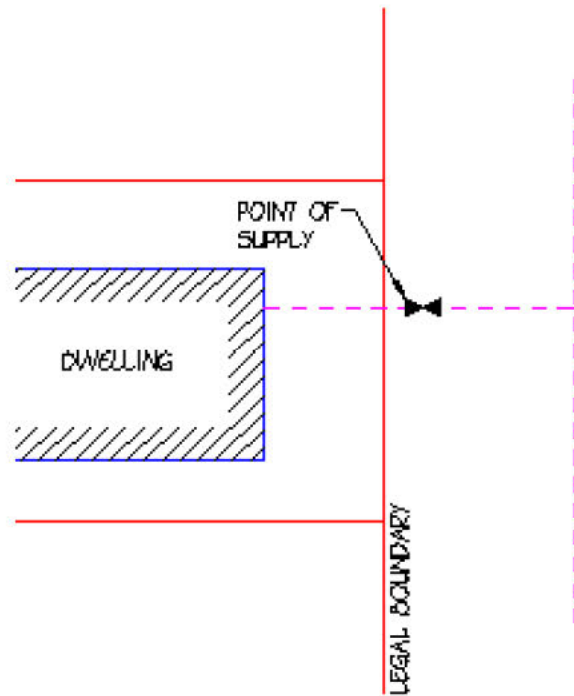
- 1735.2 Any person proposing to carry out excavation work shall be responsible for locating all buried services prior to commencing excavation work.

- 1735.3 Any person proposing to carry out excavation work shall follow the procedures required for obtaining a Street Opening Consent (as laid down in the HCC Street Opening and Reinstatement Code of Practice).

- 1735.4 Where appropriate Council will mark out to within 0.5 metres on the ground the location of its services, and may nominate in writing any restrictions on the work it considers necessary to protect its services. The Council may charge for this service.

- 1735.5 When excavating and working around buried services due care shall be taken to ensure the services are not damaged and that bedding and backfill is reinstated in accordance with the appropriate Council specification. Excavation within roadways is also subject to the permit process of the appropriate roading authority.

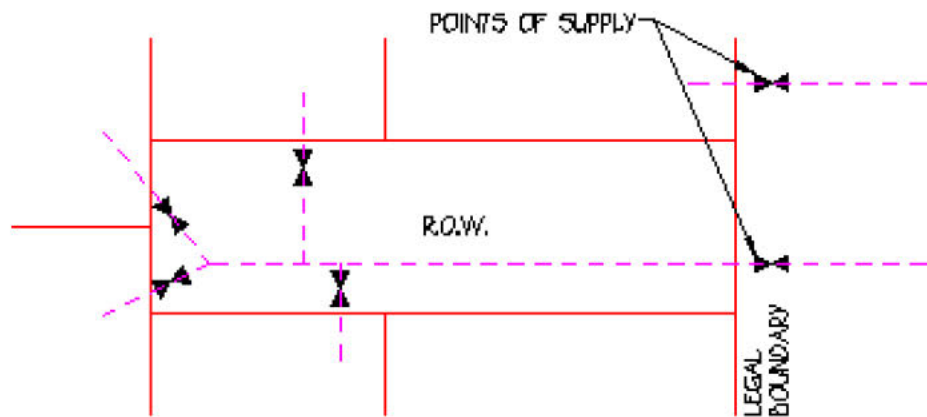
- 1735.6 Any damage which occurs to a Council service shall be reported to the Council immediately. The person causing the damage shall be liable for the cost of repair.



THE POINT OF SUPPLY IS THE TAIL PIECE OF THE SERVICE VALVE (TOBY). SEE FIGURE 6 FOR DETAILS. EXISTING PROPERTIES WHICH HAVE THE POINT OF SUPPLY POSITIONED INSIDE THE PROPERTY BOUNDARY WILL BE ALTERED TO OUTSIDE THE PROPERTY BOUNDARY UPON MAINTENANCE OR RENEWAL.

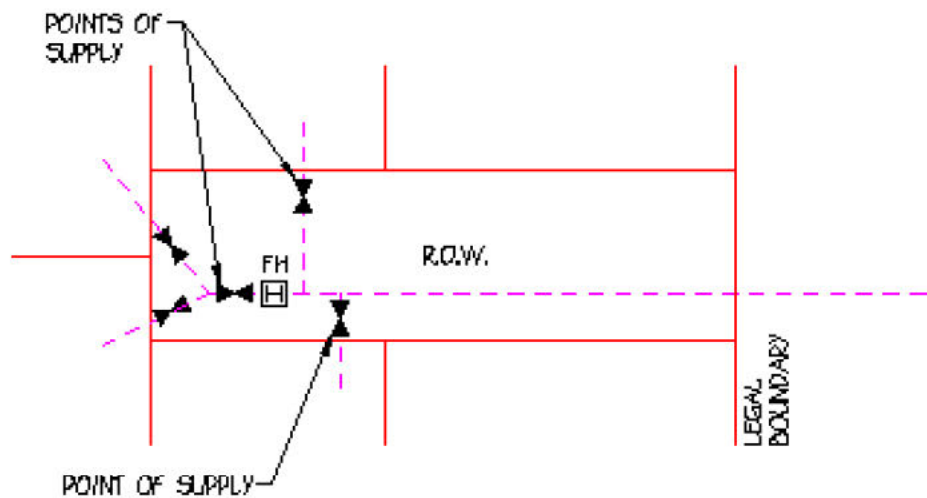
POINT OF SUPPLY LOCATION
SINGLE RESIDENTIAL DWELLINGS

FIG. 1



WATERMAIN IN RIGHT OF WAY IN JOINT PRIVATE OWNERSHIP.
 THE POINT OF SUPPLY IS THE TAIL PIECE OF THE SERVICE VALVE (TOBY)
 OR COMBINED SERVICE VALVE, REGARDLESS OF PROPERTY BOUNDARY.
 SEE FIGURE 6 FOR FITTINGS DETAIL.

PRIVATE MAINS

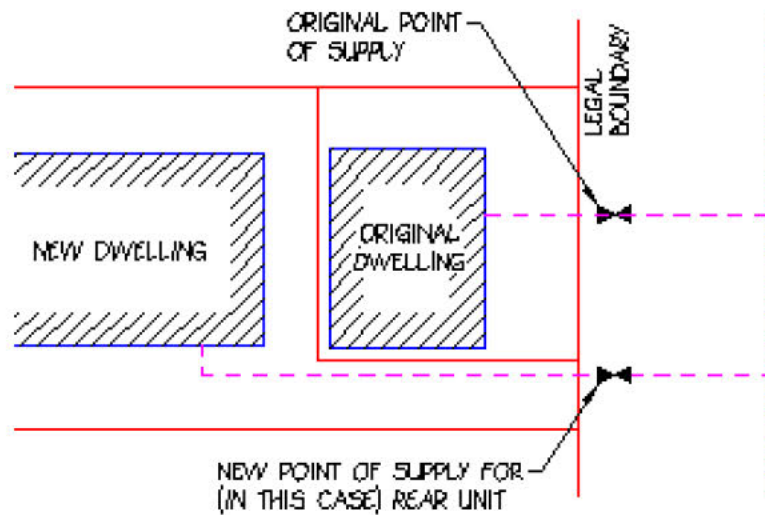


THE POINT OF SUPPLY IS THE TAIL PIECE OF THE SERVICE VALVE (TOBY)
 OR COMBINED SERVICE VALVE OFF THE FIRE MAIN, REGARDLESS OF
 PROPERTY BOUNDARY. SEE FIGURE 6 FOR FITTINGS DETAIL.

PUBLIC MAINS

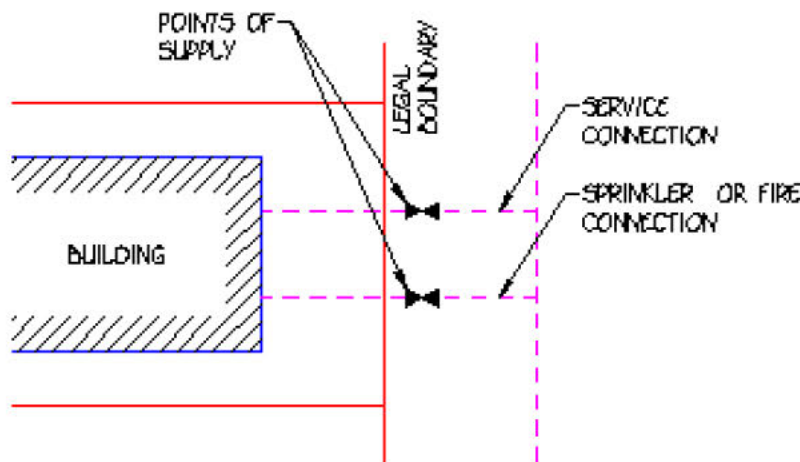
POINT OF SUPPLY LOCATION
 MULTIPLE RESIDENTIAL DWELLINGS

FIG. 2



THE POINT OF SUPPLY IS THE TAIL PIECE OF THE SERVICE VALVE (TOBY), REGARDLESS OF PROPERTY BOUNDARY. SEE FIGURE 6 FOR FITTINGS DETAIL. WHERE ADDITIONAL UNITS ARE BEING BUILT THE POINT OF SUPPLY WILL BE AS SHOWN ON FIGURE 2 (PRIVATE MAINS)

CROSS LEASES



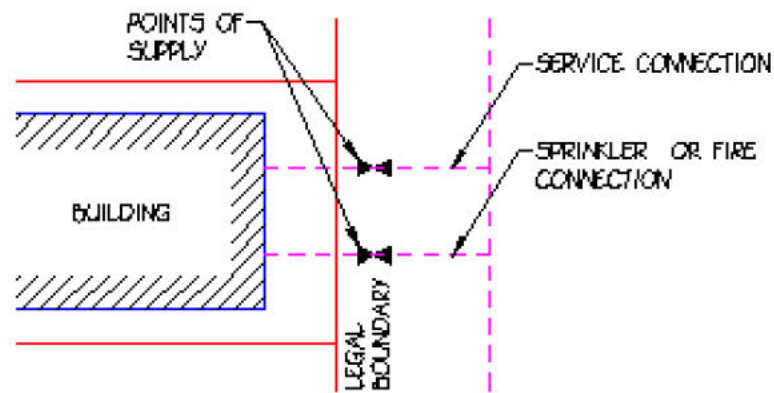
THE POINT OF SUPPLY IS THE TAIL PIECE OF THE SERVICE VALVE (TOBY), REGARDLESS OF PROPERTY BOUNDARY. SEE FIGURE 6 FOR FITTINGS DETAIL.

MULTIPLE OCCUPATION / OWNERSHIP
(eg STRATA / UNIT TITLE HIGHRISE OF APARTMENT BLOCK)

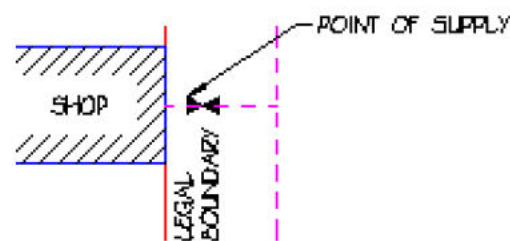
POINT OF SUPPLY LOCATION
MULTIPLE RESIDENTIAL CONNECTIONS

- CROSS LEASES
- STRATA / UNIT TITLE

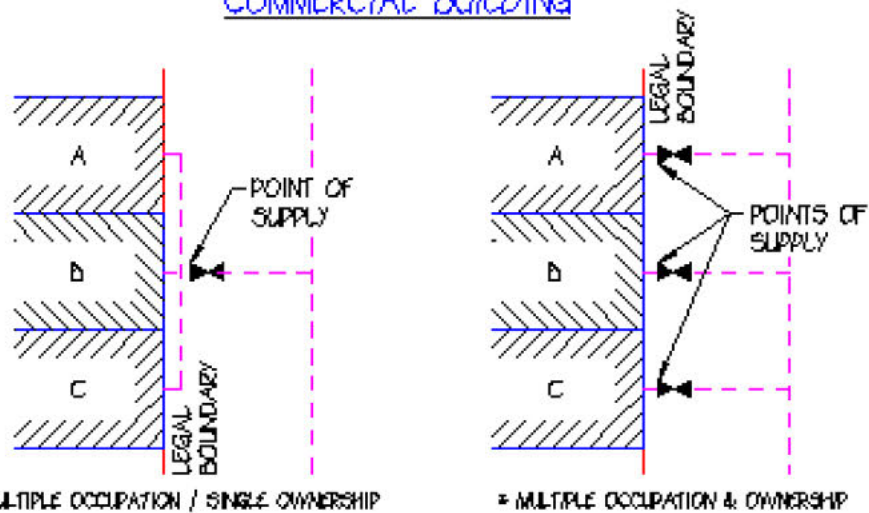
FIG. 3



HIGHRISE BLOCK



COMMERCIAL BUILDING

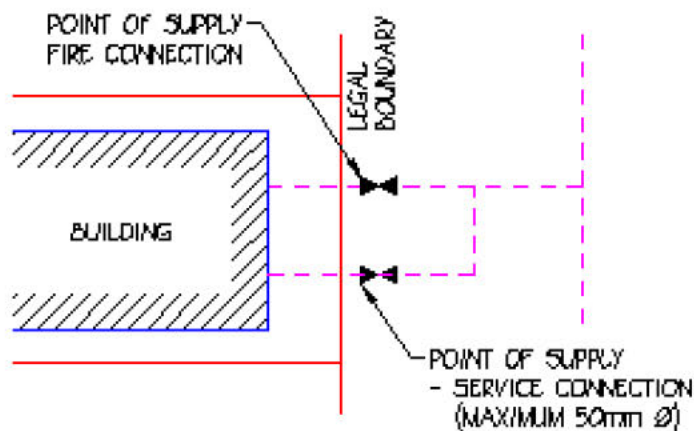


THE POINT OF SUPPLY IS THE TAIL PIECE OF THE SERVICE VALVE (7000V).
SEE FIGURE 6 FOR FITTINGS DETAIL.

GROUP OF COMMERCIAL BUILDINGS

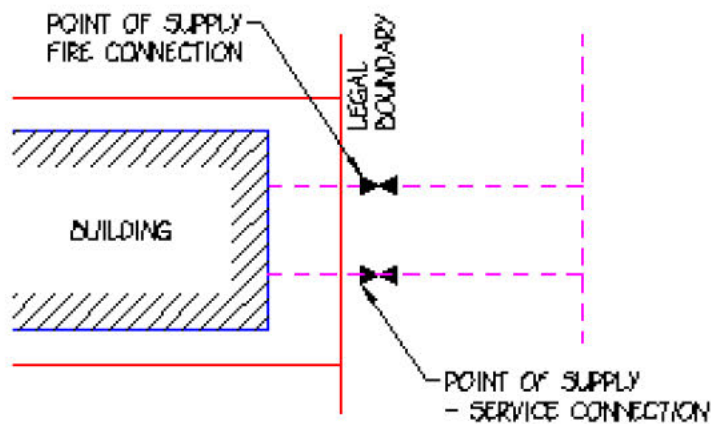
POINT OF SUPPLY LOCATION
COMMERCIAL CONNECTIONS

FIG. 4



THE POINT OF SUPPLY IS AS SHOWN IN FIGURE 6 REGARDLESS OF PROPERTY BOUNDARY

COMBINED FIRE & SERVICE CONNECTIONS



THE POINT OF SUPPLY IS AS SHOWN IN FIGURE 6 REGARDLESS OF PROPERTY BOUNDARY

SEPARATE FIRE & SERVICE CONNECTIONS

POINT OF SUPPLY LOCATION
COMMERCIAL CONNECTION

FIG. 5

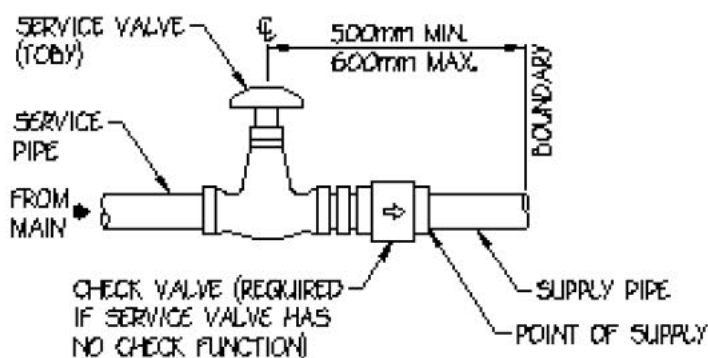
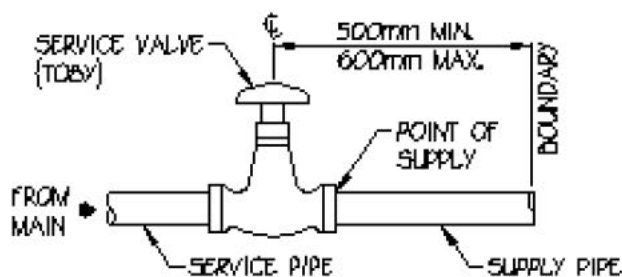


FIG. 6a UNMETERED SUPPLY

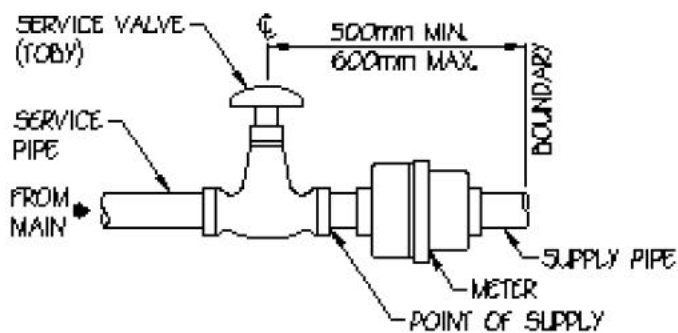


FIG. 6b METERED SUPPLY

EXAMPLES OF FITTING DETAILS
SHOWING POINT OF SUPPLY

FIG. 6a/b

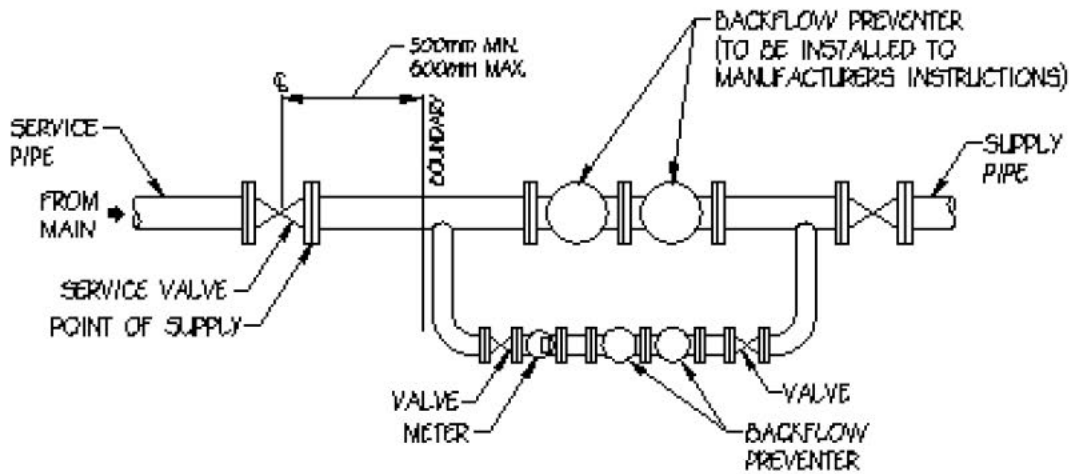


FIG. 6c FIRE CONNECTION - HYDRANTS OR SPRINKLERS

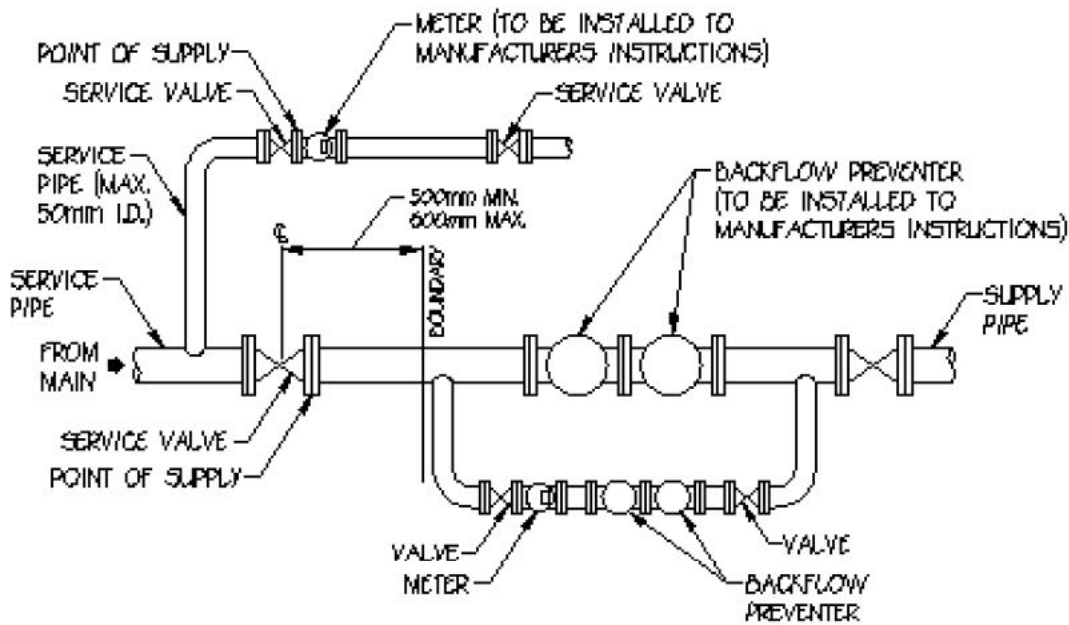


FIG. 6d FIRE SPRINKLER AND METERED SERVICE CONNECTION WITH COMMON PIPE FROM MAIN

EXAMPLES OF FITTING DETAILS
SHOWING POINT OF SUPPLY

FIG. 6c/d

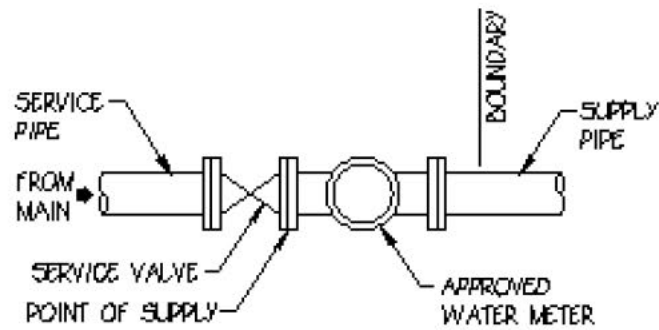


FIG. 6e FIRE HYDRANT AND METERED SERVICE CONNECTION WITH COMMON PIPE FROM MAIN

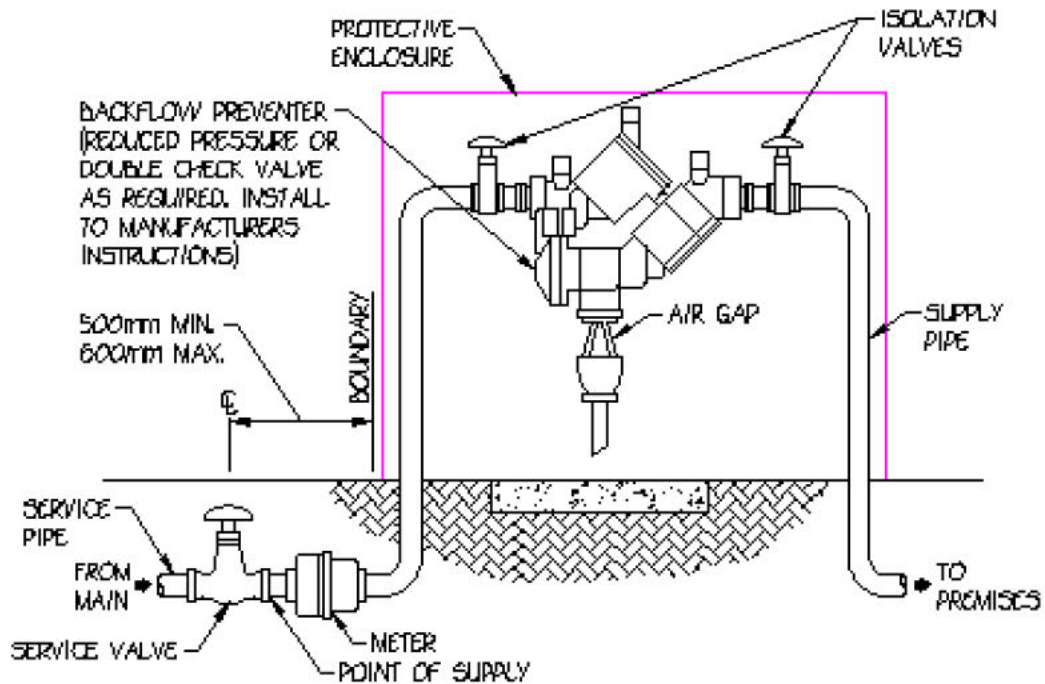


FIG. 6f METERED SUPPLY WITH BACKFLOW PREVENTER REDUCED PRESSURE OR DOUBLE CHECK VALVE

EXAMPLES OF FITTING DETAILS
SHOWING POINT OF SUPPLY

FIG. 6e/f

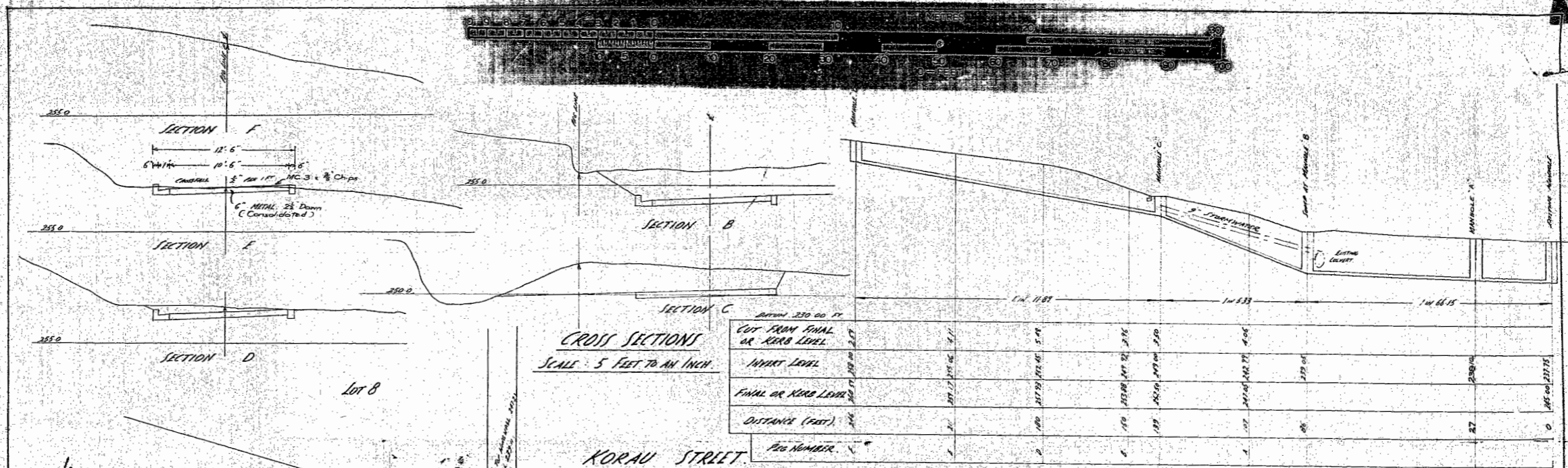
TABLE 1

Compatibility Features

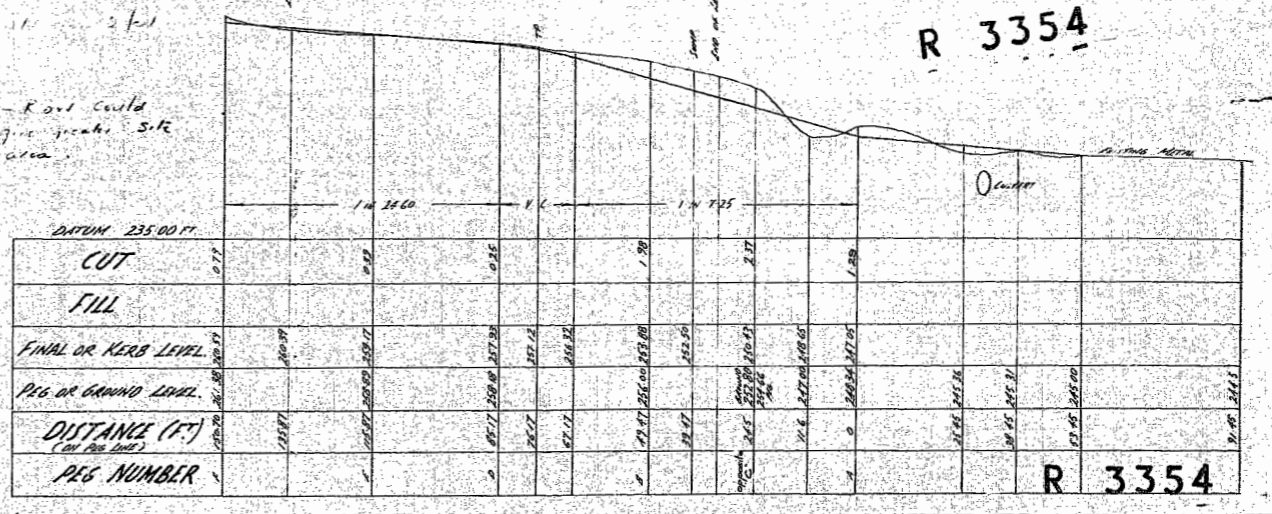
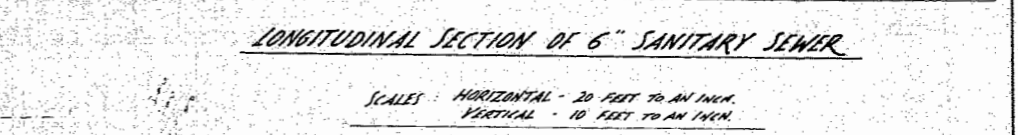
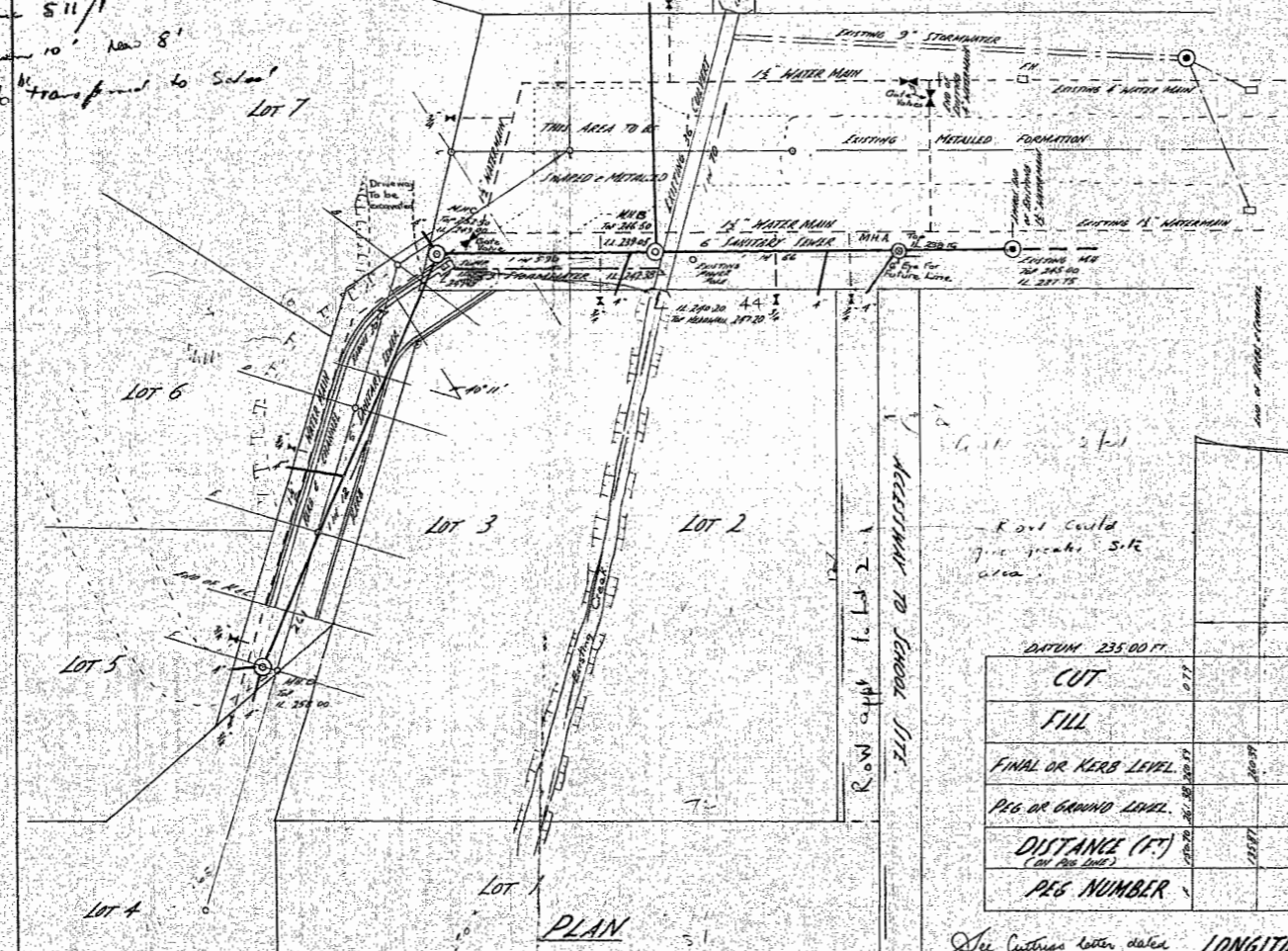
FEATURE	VALUE
Maximum Pressure	120 metres lead
Minimum Pressure	10 metres lead







Sheet 511/1
 Shows 10' x 8'
 lot to be transferred to Section 7



PLAN
 SCALE: 20 FEET TO AN INCH

See Certificate letter dated 6th Feb 1962 and 9th Feb 1962
 16/1/61

STONES VALLEY DEVELOPMENT SCHEME
 FOR LOWER HOTT CITY COUNCIL
 RIGHT OF WAY FORMATION - KORAU STREET.
 511-1 SHEET 1 R 395