

South Wairarapa's Water Supply: Frequently Asked Questions

Wellington Water's customer update

Issue 1: September 2020

Information covering common questions raised by our customers, and providing some facts and figures about the three waters network (drinking water, stormwater and wastewater).

Three waters management:

133 million litres

Drinking water supplied to South Wairarapa during August

97 million litres

Wastewater treated in South Wairarapa during August

Network maintenance:

86

Service requests




resolved in August in South Wairarapa (bursts, leaks, blockages)

83%

Customer satisfaction rating

based on call-back surveys across all client councils

Upgrades to date:

-  UV treatment installed at Memorial Park
-  Manganese reduction plant construction completed
-  UV treatment installed & chlorine improvements made in Pirinoa

Water supply:



Waiohine Treatment Plant

Produces 38% of South Wairarapa's annual total water supply



Memorial Park Treatment Plant

Produces 34% of South Wairarapa's annual total water supply. Supplies Greytown when demand isn't met by Waiohine



Martinborough Treatment Plant

Produces 28% of South Wairarapa's annual total water supply



Pirinoa Treatment Plant

Produces less than 0.2% of South Wairarapa's annual water supply



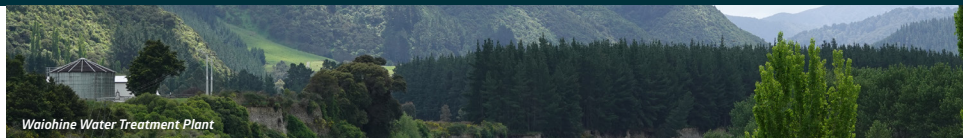
4 water sources

Bores charged by Waiohine and Ruamahanga rivers



11 reservoirs in South Wairarapa

Includes reservoirs located at treatment plants



Waiohine Water Treatment Plant

When South Wairarapa District Council became a shareholder of Wellington Water in October 2019, we took over the management of the Council's drinking, waste and storm water networks. One of our first priorities was to ensure the district's drinking water was compliant with national standards. All drinking water supplied in South Wairarapa is now treated using UV and chlorine, and work continues to ensure all supplies are fully compliant using a multi-barrier approach. Our aim is to have all supplies fully compliant by December 2020.

Where does South Wairarapa's water come from now?

Our water comes from bores which are charged by the Waiohine and Ruamahanga rivers. In summer, when river flows decrease and water demand increases, we have to be careful how much we use. We have to accept that the climate could become drier, and demand continue to increase, so we have to plan for how we meet future water demand either by building more storage or managing demand.

What work is being done to improve South Wairarapa's water supply?

We're building a manganese reduction plant which will remove excess manganese and iron from Martinborough's bore water. This is a necessary step to allow permanent chlorination of the town's water supply. We've installed a UV unit at the treatment plant in Memorial Park in Greytown, and are also installing filtration to go with this UV unit.

Will there be enough water throughout the summer?

Yes - if watering restrictions are followed and everyone does their part to use water responsibly. Year-round alternate-day outdoor watering restrictions are in place in South Wairarapa. When we have an especially dry summer we step up restrictions to a sprinkler ban, and in extreme cases can impose a total outdoor water use ban. Along with unsustainable demand levels and system limitations last summer, we introduced further restrictions.

But what about all the leaks?

All drinking water networks leak to some degree, but due to the age and condition of South Wairarapa's pipe assets, the loss rate is comparatively high in places. It's worth noting that leak loss figures for smaller networks and over short time periods can be misleading as indicators of overall performance, because a single burst main in a small town, even when rapidly repaired, has a much greater impact on the loss percentage than in a big city. However, we do have a leak detection and reduction programme in operation in South Wairarapa, and we are aiming to accelerate and expand that work over the next year and beyond.

Ultimately, decisions on how to invest in water supply and demand management will be made by Council, on behalf of communities. Wellington Water's role is providing detailed technical information and advice to support their planning and decision-making processes.

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Wellington Water is owned by Hutt, Porirua, Upper Hutt, and Wellington City councils, South Wairarapa District Council, and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.