

Water supply resilience

STAKEHOLDER UPDATE

Learning about our critical customers

After an event such as a major earthquake, some businesses and organisations will have an urgent need for potable water to protect human life or facilitate a faster recovery, eg hospitals, schools and aged care facilities. We call these organisations our critical customers. Other utility providers including Wellington Electricity, councils, the NZ Fire Service, Transpower, and the NZ Transport Agency are also considering their critical customers and as expected, many are the same.

To inform network improvement planning, we want to know more about our critical customers. So over the next couple of months, the Wellington Water team (in partnership with other utility providers in some cases) will be getting out and about meeting some of our

most critical customers. We want to understand their expectations of water supply (and other utilities) after an emergency; find out what they're doing about managing their own emergency water supply; and assist with advice about ways to store emergency water.



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All businesses need a plan

But it's not just about our region's critical organisations. All businesses need a continuity plan about how they'll operate after a major natural event as well as for other issues, like a power cut, that impact their normal operating conditions.

It's impossible to predict which areas would be worst hit and which utilities would be most affected by any major event, so business continuity plans should be broad enough to help get through a range of potential scenarios.

Some operators may plan to close up shop and only begin operating again when conditions return to near normal and utilities, eg power, water, gas, telecoms, and

transport are working. But for others who want or need to keep operating, they must make sure they're aware of the potential impact of a major event, eg no water supplied for seven days, and then make provision so they can keep operating during that time.

A guide for writing a business continuity plan can be found at: www.getprepared.org.nz/businesses

Endorsed - Levels of service for water supply post event

The proposed levels of service for water supply following an event such as a major earthquake have now been endorsed by all our client councils. This means councils accept the need to develop our region's water network, over time, to a state where it can be relied upon to provide:

Days
1 - 7

The emergency state – people and businesses will be self-sufficient using their own water supplies. It's likely that no water will be delivered via the network.

Days
8 - 30

Survival and stability – people can now access regional water stores. 20 litres per person per day is available from distribution points. Customers will walk 500-1000m, depending on the topography of the area, to collect water. Critical customers start to receive water to their property. There is increasing access to water at homes and work sites as time progresses.

From
Day 30

Restoration and recovery – the region is moving towards normal service. 80% of customers, including most critical customers, have water delivered to their property. Some customers could still be accessing water from distribution points.

Investments to improve the water supply network will be considered alongside other priorities for councils' 2018-28 Long Term Plans.

Steve Hutchison – Chief Advisor, Wastewater



Steve's role involves providing expert advice on all things wastewater including treatment, network issues and resource consents.

Most of Steve's 20 years' experience in the wastewater sector was spent in the consulting sector. He describes a highlight as the procurement of the design/build/operate contract for the Seaview Wastewater Treatment Plant. And with the 20 year operational contract end in sight, Steve is now looking to the future running of the plant and how to gain efficiencies with the region's other treatment plants. Another current priority for Steve is the development of a wastewater resilience strategic business case.

Steve keeps busy outside work with his family. He leads his children's scout group and enjoys mountain biking and climbing. He recently spent his holidays in the Dolomite Mountains in Northern Italy.