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Operative: 1 July 2019
Replaces: Not applicable
Review date: As needed.

**3W1.1
Background**

The Three Waters Services Bylaw (the Bylaw) came into force on 1 July 2019. The purpose of the Bylaw is to:

- i. Manage and protect the Council’s water supply, stormwater and wastewater networks from misuse or damage;
- ii. Control and monitor trade waste discharges into the wastewater network;
- iii. Protect, promote and maintain public health and safety; and
- iv. Protect the environment.

The Bylaw is a statutory document and sets out how applicants and consumers are able to legally connect to and utilise the on-demand and restricted water supply networks; stormwater and wastewater networks.

This Policy contains non-statutory information that is intended to accompany the Bylaw. Some of this information sets out the Council’s position on various matters.

**3W1.2
Purpose**

The purpose of this Policy is to provide additional information to applicants and consumers who are required to work within the Bylaw.

ADMINISTRATIVE MATTERS

3W1.3 Fees and charges

The fees and charges that are applicable to the Three Waters Services Bylaw are as per the Council's current Fees and Charges Schedule.

3W1.4 Dispute resolution

In any case where a dispute arises under the Bylaw between the Council and any applicant or consumer, the parties are to agree to work together in good faith to promptly resolve the dispute.

Failure to resolve disputes will require mediation using a hearing panel or through conventional legal avenues for resolving such disputes.

If an application under the Three Waters Services Bylaw is declined or any condition imposed is considered by the applicant to be unreasonable the applicant may, within 20 working days of notification of the Council's decision, give written notice to the Council (Three Waters Services Team) objecting to the decision and specifying the grounds for that objection and in that case:

- The Council will convene a hearing panel to hear and rule upon the objection with all due speed.
- The decision of the hearing panel will be final and binding upon the applicant and the Council.

Hearing panel:

The hearing panel will consist of 3 persons, being:

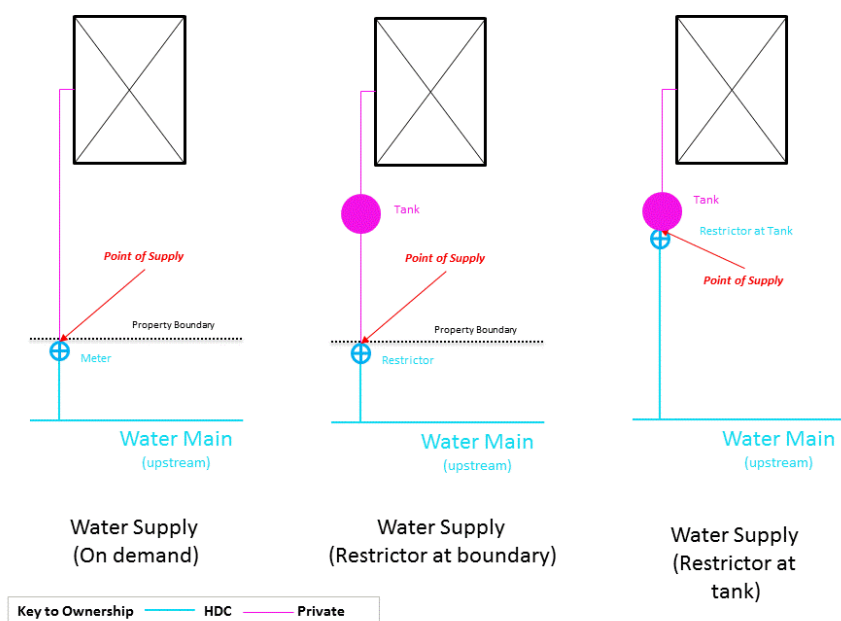
- The Mayor or Deputy Mayor (who will take the Chair).
 - A Councillor for the Ward in which the premises of the applicant are located. In the event of a Ward Councillor not being available the Mayor or Deputy Mayor shall appoint an alternative Councillor or Community Board Member.
 - A member of the Infrastructure Committee.
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TECHNICAL MATTERS

WATER SUPPLY NETWORK

3W2.1 Point of supply

The point of supply from the water supply network will be as per section 2.4 of the Bylaw. The following diagram demonstrates this:



3W2.2 Standard allocations

The following information specifies the Council's approach to supplying water.

On-demand Water Supplies (metered networks):

Within an urban area (as defined by the District Plan):

- *Domestic/residential applications* – one 25mm connection to the point of supply. This is the minimum allocation subject to the calculated minimum daily requirement.
- *Commercial, industrial or institutional applications* – one or more connection(s) of a size required for the calculated, anticipated water demand arising from the applicant's activities and as agreed with the Council plus one non-metered connection of a size agreed with the Council for a dedicated fire-fighting supply (sprinklers only). Hoses are to be connected to the metered consumer plumbing.

Outside an urban area (as defined by the District Plan):

- *Domestic/residential applications (all property sizes)* – one restricted connection into a tank with a suitable air gap (located on the title or otherwise to obtain suitable operating elevation).
- *Commercial, industrial or institutional applications* – one or more restricted connection(s) into tank(s) with a suitable air gap (located on the title or otherwise to obtain suitable operating elevation).

Note: Where a zone has been changed as a consequence of a District Plan review or plan change, existing consumers within the previous zoning and on the same network may re-apply to obtain a connection type for any new zone created. Where the original application is less than five years old, the Council may reduce the connection fees applied to the new connection. This will be done on a pro-rata basis by rebating 10% of the new fee for each year of age of the old connection, up to and including five years. The maximum rebate will be 50% of the new connection fee.

Restricted Water Supplies:

Restricted supply networks having a unit supply rate of 1800 litres/day:

- All non-commercial urban/residential properties and holiday homes within urban areas – one half unit. This is the minimum allocation subject to the calculated minimum daily requirement.
- All separate title rural properties, up to and including 0.41 hectares – one half unit.
- Properties outside urban areas, over 0.41 hectares and up to and including ten hectares – one full unit.

Restricted supply networks having a unit supply rate of 1000 litres/day

- All non-commercial urban / residential properties, holiday homes and separate title rural properties up to and including 0.41 hectare – one full unit. This is the minimum allocation subject to the calculated minimum daily requirement.

Additional units

- The standard allocation is available to properties where excess capacity is available in the network and the allocation of additional units (in half or full units) does not disadvantage supply to other users or potential users.
- Application for these additional units must be made to the Council on the appropriate application form and will incur the same fees and charges as standard units.

Community facilities

- May require specific connections to ensure that stored water does not stagnate.
 - Any such connection variation will be agreed in writing with the Council for administrative and modelling purposes. This shall not apply to private dwellings, stock water or private commercial consumers.
-

**3W2.3
Part units no
longer available**

The Bylaw has a clause which specifies that consumers can no longer apply for part units of water (apart from half units). Full units and half units, and multiples thereof, will still be available. This has been introduced because the Council is not able to deliver part units due to the size of the flow-limiting device available.

The Council will work with existing consumers who utilise part units to transition them to using full or half units during the first 24 months of the Policy being in place.

**3W2.4
New water supply
connections**

For new connections to take water from an existing Council water supply, the Council will meet the costs of the new connection for up to the first 20 metres inside the road reserve from the point of water supply. The consumer will be required to pay any additional costs to connect to the water supply network.

**3W2.5
Water storage for
restricted schemes**

The Bylaw requires restricted supply consumers to provide for three days' water storage (according to their current allocation). This is required for all new water connections from the date the Bylaw comes into force.

For existing restricted supply consumers, the Bylaw specifies a 24-month transitional period for consumers to become compliant with this requirement.

The rationale for this clause is two-fold: the Council wishes for consumers to be more self-reliant if there are periods of non-supply, and the Council wishes for consumers to be prepared for emergency events when supplies may be disrupted for a period of time.

During such periods the main concern is that consumers have clean drinking water available to meet their consumption needs. Consumers who have stock will also need to be mindful of their three day storage requirements during periods of non-supply.

**3W2.6
Backflow
prevention**

The Bylaw has a clause which gives the Council discretion to require a backflow prevention device to be installed at the point of water supply (for both on-demand and restricted schemes). These provisions have a 24-month transitional grace period for existing connections. New connections will be required upon application.

These provisions have been included due to the risks posed by contaminants entering the water supplies due to backflow. This can contaminate the water supply and cause public health issues.

**3W2.7
Firefighting water**

Where a consumer has filled a firefighting tank from a Council reticulated water supply network in order to obtain compliance with District Plan Rule 3.4.3.23 (a), they may apply for a refund for the cost of filling that tank. A refund will be based on the cost per litre up to the requirement of 45,000 litres.

**3W2.8
Conservation of
water**

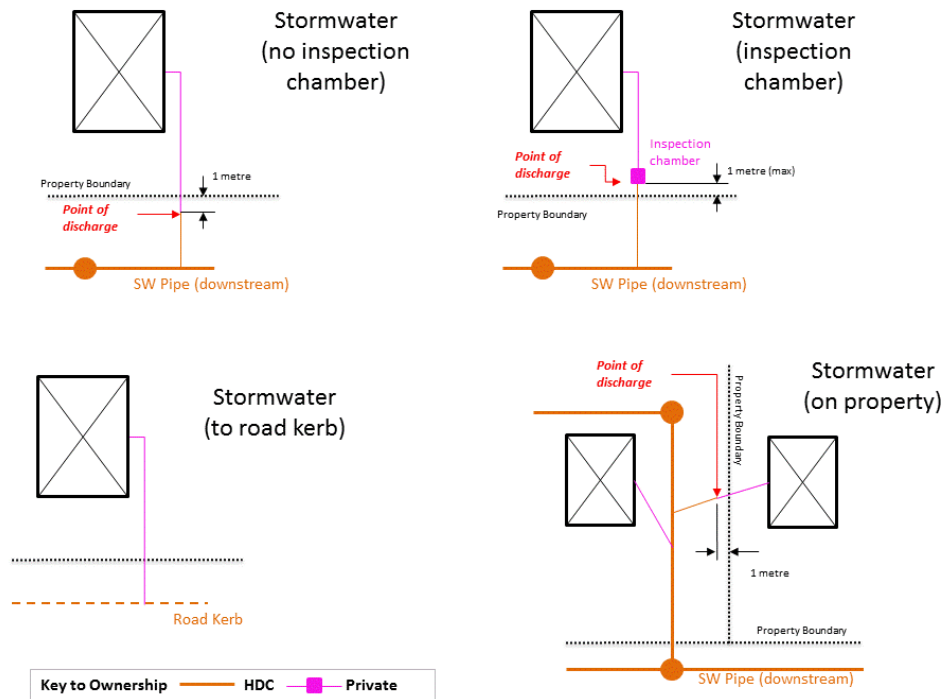
The Council encourages consumers to conserve water and not allow water to be unnecessarily wasted beyond the point of supply.

If the Council considers that any pipe or fitting beyond the point of supply is damaged or is of inferior quality the Council may bring this to the attention of the consumer and encourage them to fix it.

STORMWATER NETWORK & LAND DRAINAGE

3W2.9 Point of discharge

The point of discharge to the stormwater network will be as per section 3.3 of the Bylaw. The following diagram demonstrates this:



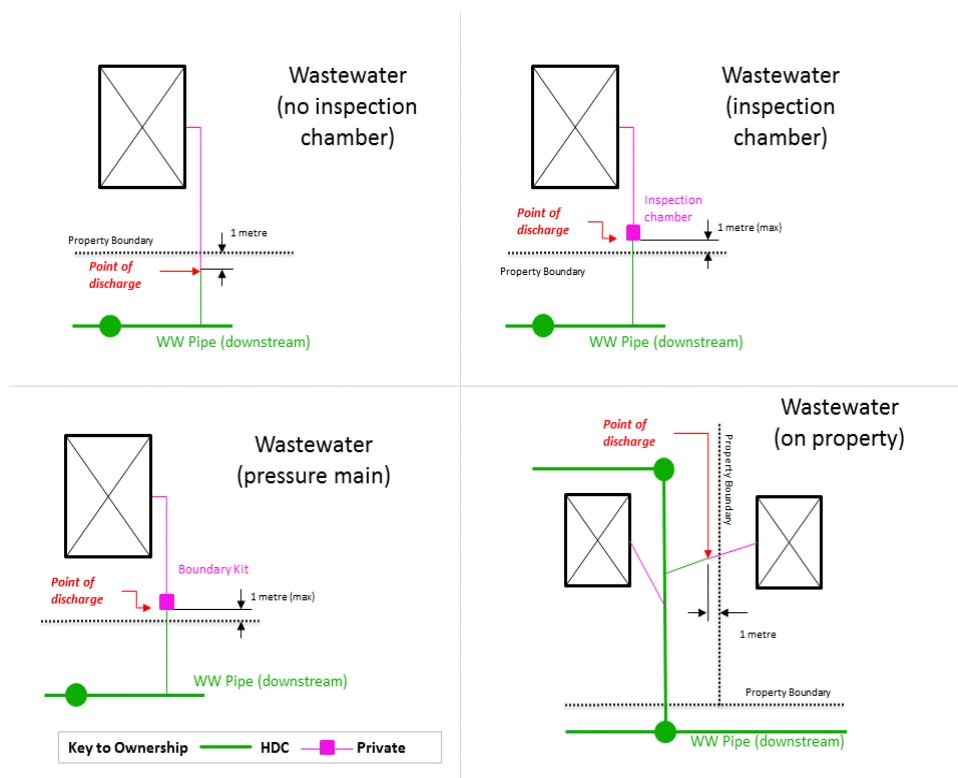
3W2.10 General approach

The control and management of stormwater and land drainage under a Bylaw is new for the Council. As such, Council Officers have had to consider what the Council's overall approach is. This has included consideration of what constitutes a private drain and what constitutes a public drain. This work is ongoing and the Council intends to produce a drainage map of the stormwater rated areas, showing ownership of the public and private drains, specifically for the purposes of determining public maintenance levels of service and private ownership expectations.

WASTEWATER NETWORK

3W2.11 Point of discharge

The point of discharge to the wastewater network will be as per section 4.6 of the Bylaw. The following diagram demonstrates this:



3W2.12 Inspection chambers

The Bylaw has a clause which requires that an inspection chamber at the boundary is required for all new wastewater connections. This will allow a more obvious point of discharge and allow for flushing of private wastewater pipes without pushing any blockages into the wastewater network.

The rationale behind this is the Council currently has issues with determining where a blockage is located and therefore who is responsible for clearing the blockage.

3W2.13 Domestic swimming pools and spa pools

Swimming pools and spa pools for domestic use will generally fall under the wastewater section of the Bylaw.

3W2.14 New wastewater connections

For new connections to discharge wastewater into an existing Council wastewater network, the Council will meet the costs of the new connection for up to the first 20 metres from the Council main inside the road reserve. The consumer will be required to pay any additional costs to connect to the wastewater network.

Advice Note: This clause is intended to cover a single new connection to the wastewater network which has not been previously serviced but has been subject to

paying a half charge for sewerage availability within its rates. Where a development of multiple lots occurs, the Council will work with the developer if there is no existing connection to the site and will make a contribution to the cost of installing a single connection to the wastewater network but will not pay for connections of multiple lots to the existing sewer main. Under the Three Waters Services Bylaw, the Council retains the right to determine the route and nature of any connection.

TRADE WASTE

3W2.15 General approach

The control and management of trade waste under a Bylaw is new for the Council. This will apply to all new connection applications where trade waste is to be discharged.

A 24-month transitional period is applicable for existing connections. The Council intends to work with business owners during this timeframe to guide and assist them towards full compliance.

3W2.16 Trade waste categories

The approach that has been utilised is to have three categories of trade waste.

Controlled category:

The Controlled trade waste category is designed for those activities that meet the Controlled Discharge Characteristics. This includes cafes, restaurants and hot food premises. This category is also likely to capture small-scale businesses where the nature and scale of trade waste can be sufficiently managed through a minimal number of conditions. Such conditions may include:

- That a grease trap is required for cafés / restaurants / hot food premises.
- That the trade waste is to be discharged at a particular time and / or rate. This is so that the cumulative trade waste being discharged to the wastewater network can be appropriately managed.
- The specification that regular monitoring is undertaken.

Conditional category:

This category is likely to capture industrial activities and processes. Council Officers will expect such applications to be prepared by a specialist. These applications will be assessed on a case-by-case basis and can be granted at the Council's discretion. Conditions which are deemed appropriate to the nature and scale of the quality and quantity of the trade waste being discharged will be applied.

Prohibited category:

This category contains a list of Prohibited Characteristics. Applications will not be considered if it is proposed to discharge a prohibited trade waste. This is due to the known detrimental effects of discharging such materials to the wastewater network and treatment system.

3W2.17 Commercial swimming pools and spa pools

Swimming pools and spa pools for commercial use will generally fall under the trade waste section of the Bylaw – this includes school pools. This is because a school pool, while not commercial, will generally be large in volume and so the Council will wish to control the time and rate of discharge.

Large domestic pools can also be considered under the trade waste section. Such discharges will require a trade waste approval however these are likely to be simple to process and require conditions to control the rate and flow of discharge.
