



Rangitikei
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RANGITIKEI DISTRICT COUNCIL

WATER SUPPLY OPERATIONAL GUIDELINES 2013

INCORPORATED BY REFERENCE IN THE WATER RELATED SERVICES BYLAW 2013

1. Commencement

These operational guidelines came into force on xx of 13 May 2013, in conjunction with the Water Related Services Bylaw 2013.¹

2. Amendment

These operational guidelines shall only be amended by resolution of the Rangitikei District Council.

3. Relevant Codes and Standards

- (i) Drinking Water Standards for New Zealand 2005
- (ii) BS EN 14154-3:2005 Water Meters. Test methods and equipment.
- (iii) SNZ PAS 4509:2003 New Zealand Fire Service fire fighting water supplies code of practice
- (iv) NZWWA Backflow Code of Practice 2006
- (v) NZWWA Water Meter Code of Practice 2003

4. Interpretation

When interpreting these operational guidelines, use the definitions set out in the Water Related Services Bylaw 2013.

5. Conditions of supply

5.1. Application for supply

Initial application

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

On receipt of an application the WSA shall, either:

- a) Approve the application and inform the applicant of the type of supply, the level of service, the size of the connection and any particular conditions applicable; or

¹ Part 1, clause 3.

- b) Refuse the application and notify the applicant of the decision giving the reasons for refusal.

For the agreed level of service to the applicant, the WSA should determine the sizes of all pipes, fittings and any other equipment, up to the point of supply. The WSA shall supply and install the service pipe up to the point of supply at the applicant's cost or may allow the supply and installation of the service pipe to be carried out by approved contractors.

The applicant may be granted the authority to act on behalf of the owner of the premises for which the supply is sought, and shall produce written evidence of this if required by the WSA.

An approved application for supply which has not been actioned within six months of the date of application will lapse unless a time extension has been approved. Any refunds of fees and charges shall be at the discretion of the WSA.

Change of use

Where a customer seeks a change in the level of service or end use of water supplied to premises, and/or the supply changes from an ordinary to an extraordinary type or vice versa, a new application for supply shall be submitted by the customer.

Prescribed changes

Charges applicable at the time of connection may include:

- a) Payment to the WSA for the cost of the physical works required to provide the connection;
- b) A development contribution charge determined in accordance with the Local Government Act 2002;
- c) A financial contribution charge determined in accordance with the Resource Management Act 1991.

5.2. Point of Supply

Responsibility for maintenance

The WSA shall own and maintain the service pipe and fittings up to the point of supply. The customer shall own and maintain the supply pipe beyond the point of supply.

Single ownership

For individual customers the point of supply shall be located in figure 1 or as close as possible where fences, walls or other permanent structures make it difficult to locate the required position. Other positions shall require specific approval.

For each individual customer there shall be only one point of supply, unless otherwise approved.

The typical layout at a point of supply is shown in figure 2 (domestic unmetered supply) and figure 3 (domestic metered supply).

The WSA gives no guarantee of the serviceability of the valve located on the service pipe. Where there is no customer stopcock, or where maintenance is required between the service valve and the customer stopcock, the customer may use the service valve to isolate the supply. However the WSA reserves the right to charge for maintenance of this valve if damaged by such customer use.

Multiple ownership

The point of supply for the different forms of multiple ownership of premises and /or land shall be:

- a) For Company Share/Block Scheme (Body Corporate) – as for single ownership;
- b) For Leasehold/Tenancy in Common Scheme (Cross Lease), Strata Title, Unit Title (Body Corporate) and any other form of multiple ownership – each customer shall have an individual supply with the point of supply determined by agreement with the WSA. In specific cases other arrangements may be acceptable, subject to individual approval.

For a multiple ownership which was in existence prior to the coming into effect of this Bylaw, the point of supply shall be the arrangement existing at that time, or as determined by agreement with the WSA for any individual case.

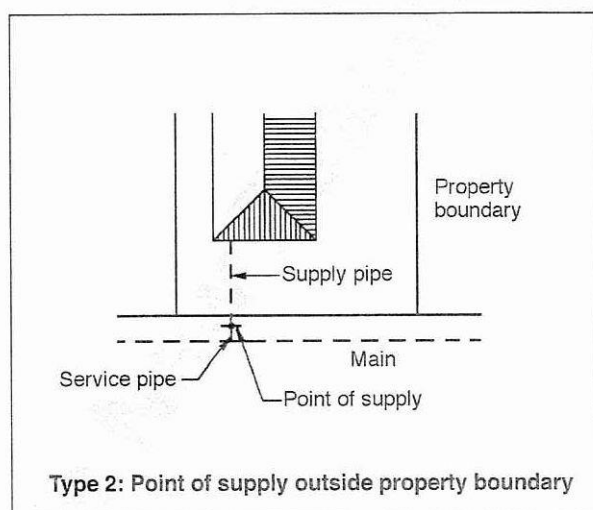


Figure 1 – Typical Point of Supply for individual customers. Variations may apply for customers on right of ways or for commercial or industrial customers.

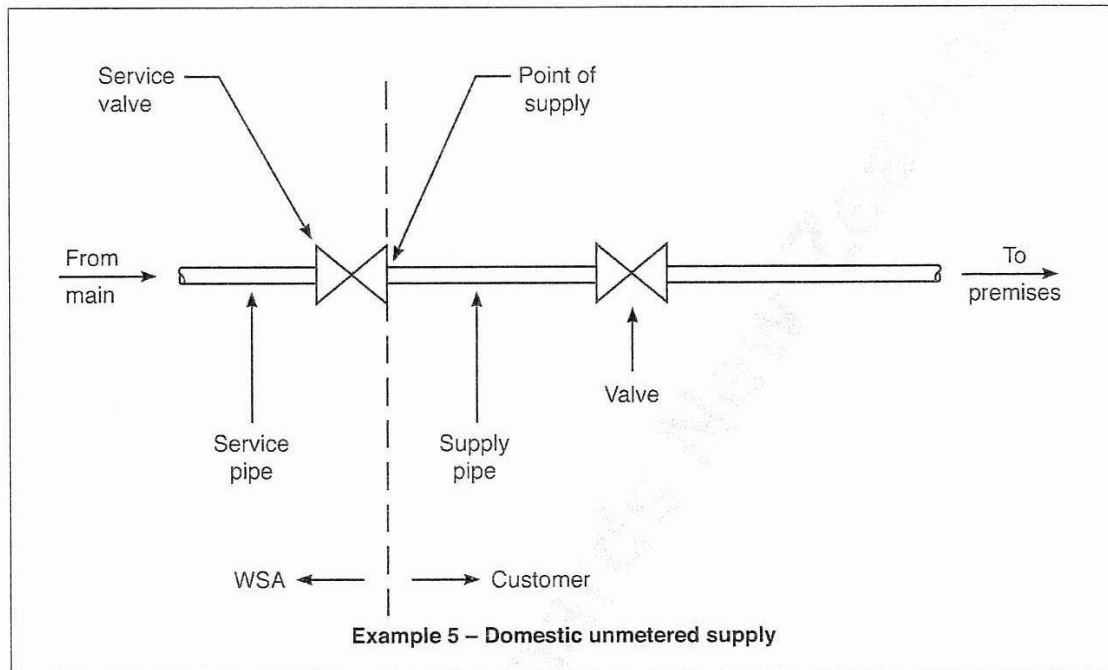


Figure 2 – Typical layout at point of supply, for a domestic, unmetered supply.

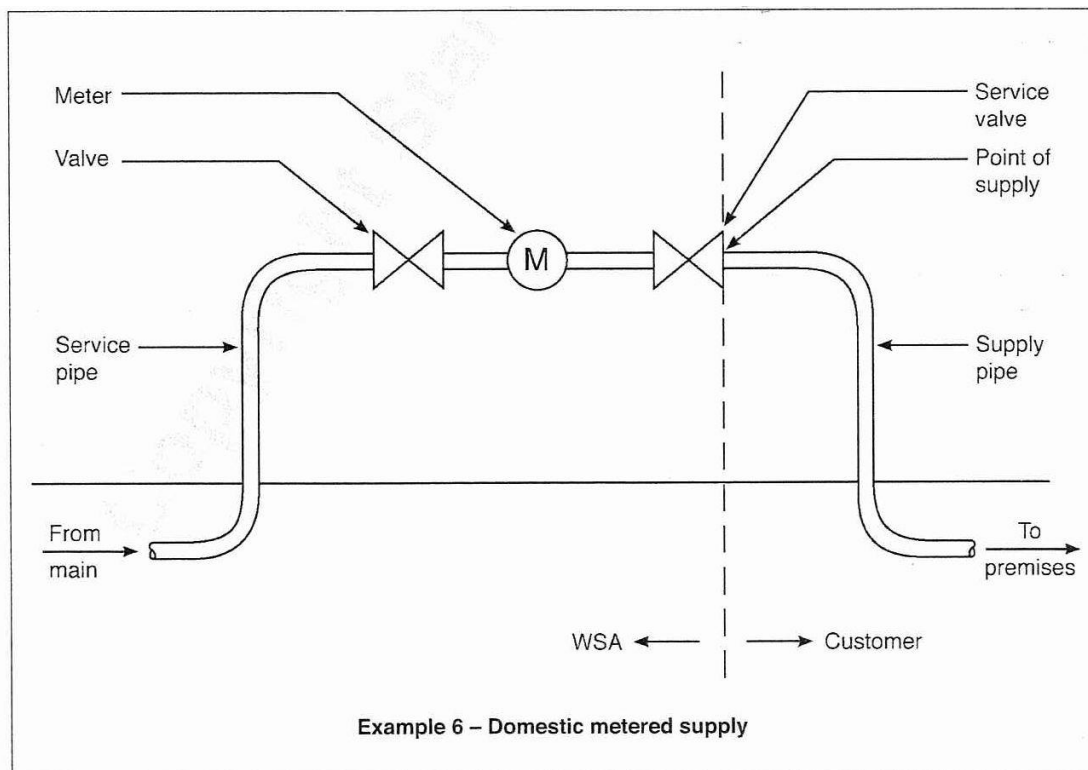


Figure 3 – Typical layout at point of supply, for a domestic metered supply. Variations may apply for commercial or industrial customers.

5.3. Access to, and about point of supply

Right of access

Where the point of supply is on private property the customer shall allow the WSA access to, and about the point of supply between 7.30 am and 6pm on any day for:

- a) Meter reading without notice; or
- b) Checking, testing and maintenance work with notice being given whenever possible.

Outside these hours (such as for night time leak detention) the WSA shall give notice to the customer.

Where access is not made available for any of the above times and a return visit is required by the WSA, a rate may be charged as for 'Meter reading by appointment'

Under emergency conditions the customer shall allow the WSA free access to, and about the point of supply at any hour.

Maintenance of access

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

5.4. Types of Supply

General

Supplies shall be classified as either 'on demand' or 'restricted flow' and the use of water from the supply shall be either 'ordinary' or 'extraordinary'.

On demand supply

Every premises shall be entitled to an ordinary supply of water subject to the following conditions:

- (a) The premises lying within an urban water supply area if such an area has been constituted by the WSA;
- (b) The exclusion of its use for garden watering under any restrictions made by the WSA under 9.7.3;
- (c) Payment of the appropriate charges in respect of that property;
- (d) Any other charges or costs associated with subdivision or development; and
- (e) Any other relevant conditions in section 9 of this Bylaw.

The WSA shall be under no obligation to provide an extraordinary supply of water (see also the provisions of 9.7 and 9.9.2).

Restricted flow supply

Restricted flow supply shall be available to premises within a designated area only, or under special conditions set by the WSA.

The water supply shall be restricted so as to deliver the agreed number of water units at a steady flow rate.

The WSA shall charge for the restricted flow supply by either:

- (a) The volume passing through a meter; or
- (b) The agreed number of water units.

Ordinary Use

Ordinary use is for domestic purposes (which may include use in a fire sprinkler system to NZS4517) and shall include:

- (a) Washing down a car, boat, or similar;
- (b) Garden watering by hand;
- (c) Garden watering by a portable sprinkler (subject to the provisions of 9.7.3);

NOTE – For use from a fire protection system to NZS 4517 to be classified as an ordinary use, the customer should comply with the conditions set under 9.9.1

Extraordinary use

Extraordinary use includes:

- (a) Domestic – spa or swimming pool in excess of 10 m³ capacity, fixed garden irrigation systems, and/or
- (b) Commercial and business;
- (c) Industrial;
- (d) Agriculture;
- (e) Horticulture;
- (f) Viticulture;
- (g) Fire protection systems other than sprinkler systems installed to comply with NZS 4517;
- (h) Out of district (supply to, or within another local authority);
- (i) Temporary supply;

5.5. Maintenance and repair

Wherever practical the WSA shall 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 notification is not practical, the WSA may shut down the supply without notice.

5.6. Liability

The WSA shall endeavour to meet the level of service requirements of 9.6, but 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.

The WSA may, under certain circumstances and at its sole 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 to cater for reasonable variations in the flow, pressure, and quality of the water supply.

5.7. Fire protection connection

Connection application

Any proposed connection for fire protection shall be the subject of a specific application (on the standard WSA form) made to the WSA for approval. Any such connections shall be subject to the conditions specified by the WSA.

Design

It shall be the customer's responsibility to ascertain in discussion with the WSA and monitor whether the supply available is adequate for the intended purpose.

Fire protection connection metering

Where the supply of water to any premises is metered the WSA may allow the supply of water for the purposes of firefighting to be made in a manner which bypasses the meter, provided that:

- (a) The drawing of water is possible only in connection with the sounding of an automatic fire alarm or the automatic notification of the fire brigade; or
- (b) A WSA approved detector check valve has been fitted on the meter bypass.

Any unmetered connection provided to supply water to a fire protection system shall not be used for any purpose other than firefighting and testing the fire protection system unless the fire protection system is installed in accordance with NZS 4517.

Fire hose reels

Where the supply of water to any premises is metered, fire hose reels shall be connected only to the metered supply, not to the fire protection system. The water supply to fire hose reels shall comply with the requirements of NZS 4503.

Charges

Water used for the purpose of extinguishing fires shall be supplied free of charge. Where the fire protection connection is metered and water has been used for firefighting purposes, the WSA shall estimate the quantity of water so used, and credit to the customer's account an amount based on such an estimate.

Ongoing testing and monitoring

Customers intending to test fire protection systems in a manner that requires a draw-off of water shall obtain the approval of the WSA beforehand. Water used for routine flushing and flow testing does not constitute waste but the quantity of water used may be assessed and charged for by the WSA.

5.8. Backflow prevention

Customer responsibility

It is the customer's responsibility (under the Health Act 1956, and the Building Act 2004) to take all necessary measures on the customer's side of the point of supply to

prevent water which has been drawn from the WSA's water supply from returning to that supply.

These include:

- (a) Backflow prevention either by providing an adequate air gap, or by the use of an appropriate backflow prevention device;
- (b) The prohibition of any cross-connection between the WSA water supply 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, gasses, or other non-potable substances.

NOTE – Fire protection systems that include appropriate backflow prevention measures would generally not require additional backflow prevention, except in cases where the system is supplied by a non-potable source or a storage tank or fire pump that operates at a pressure in excess of the WSA's normal minimum operating pressure.

Unmanaged risk

The WSA may fit a backflow prevention device on the WSA side of the point of supply where the customer cannot demonstrate that the risk of backflow is adequately managed.

5.9. WSA equipment and inspection

Care of water supply system

The customer shall take due care not to damage any part of the water supply system, including but not limited to pipework, vales, meters, restrictors, chambers, and backflow prevention devices.

Inspection

Subject to the provisions of the Local Government Act 2002, the customer shall allow the WSA with or without equipment, access to any area of the premises for the purposes of determining compliance with these conditions.

5.10. Meters and flow restrictors

Installation

Meters for on demand supplies, and restrictors for restricted flow supplies, shall be supplied, installed and maintained by the WSA, and shall remain the property of the WSA.

Where on demand supplies are not universally metered, the WSA where it considers water use is unusually high, reserves the right to fit a meter at the customer's cost, and charge accordingly.

Location

Meters and restrictors shall be located in a position where they are readily accessible for reading and maintenance, and if practicable immediately on the WSA side of the point of supply, (see figure 2).

Accuracy

Meters shall be tested as and when required by the WSA or as prescribed in OIML R49. The maximum permissible error for the upper flow rate zone ($Q_2 < Q < Q_4$) is $\pm 2\%$ for temperatures from 0.3°C to 30°C and the maximum permissible error for the lower flow rate zone ($Q_1 < Q < Q_2$) is $\pm 5\%$. This accuracy shall be applied to all water meters with $Q_3 < 100 \text{ m}^3$ and may be applied to water meters with values of $Q_3 < 100 \text{ m}^3/\text{h}$. The flow restrictors shall be accurate to within $\pm 10\%$ of their rated capacity.

NOTE – Where Q is the flow rate:

Q1 is the minimum flow rate;

Q2 is the transitional flow rate;

Q3 is the permanent flow rate; and

Q4 is the overload flow rate as defined

Any customer who disputes the accuracy of a meter or restrictor may apply to the WSA for it to be tested provided that it is not within three months of the last test. If the test shows non-compliance with the accuracy above, the customer shall not be charged for the test. If the test shows compliance, the customer shall pay a fee in accordance with the WSA current fees and charges.

Meters shall be tested as prescribed in OIML R 49-2 and the test report shall be made available as prescribed in OIML R 29-3.

The variation in the error curve shall not exceed 3% for flow rates in the lower zone and 1.5% for flow rates in the upper zone. For the purpose of determining these requirements the mean values of the errors (of indication) at each flow rate, shall apply

The curves shall not exceed a maximum error of $\pm 2.5\%$ for flow rates in the upper zones.

Restrictors shall be tested by measuring the quantity that flows through the restrictor in a period of not less than 1 hour at the expected minimum operating pressure. A copy of independent certification of the test result shall be made available to the customer on request.

Adjustment

If any meter, after being tested, is found to register a greater or lesser consumption than the quantity of water actually passed through such a meter, the WSA shall make an adjustment in accordance with the results shown by such tests, backdated for a period at the discretion of the WSA but not exceeding 12 months, and the customer shall pay a greater or lesser amount according to the adjustment.

Where a meter is under-reading by more than 20% or has stopped, the WSA reserves the right to charge for the amount of water assessed as having been used over the past billing period, taking into account any seasonal variations in demand.

Where a meter is over-reading, the WSA shall make appropriate adjustments to the customer's invoice(s), based on a period of similar use and backdated to when it is agreed the over-reading is likely to have occurred.

Estimating consumption

Should any meter be out of repair or cease to register, or be removed, the WSA shall estimate the consumption for the period since the previous reading of such meter, (based on the average of the previous four billing periods charged to the customer) and the customer shall pay according to such an estimate. Provided that when by reason of a large variation of consumption due to seasonal or other causes, the average of the previous four billing periods would be an unreasonable estimate of the consumption, the WSA may take into consideration other evidence for the purpose of arriving at a reasonable estimate, and the customer shall pay according to such an estimate.

If metering shows a significant increase in consumption for a premises, and the increase is established as being caused by a previously unknown leak, the WSA may estimate consumption as above, providing that the customer repairs the leak with due diligence

Where the seal or dial of a meter is broken, the WSA may declare the reading void and estimate consumption as described above.

Incorrect accounts

Where a situation occurs, other than as provided for in 9.12.5, where the recorded consumption does not accurately represent the actual consumption on a property, the account shall be adjusted using the best information available to the WSA. Such situations include, but are not limited to, misreading of the meter, errors in data processing, meters assigned to the wrong account, and unauthorised supplies.

Where an adjustment is required, in favour of the WSA or the customer, this shall not be backdated more than 12 months from the date the error was detected.

5.11. Plumbing system

Quick-closing valves, pumps, or any other equipment which may cause pressure surges or fluctuations to be transmitted within the water supply system, or compromise the ability of the WSA to maintain its stated levels of service shall not be used on any piping beyond the point of supply. In special circumstances such equipment may be approved by the WSA.

In accordance with the Building Regulations 1992 the plumbing system shall be compatible with the water supply. Specific features of the WSA supply that need to be taken into account, such as the maximum pressure and the normal operation pressure

may vary between towns in the District – please contact the Council for the specifications relevant to your area.

5.12. Prevention of waste

The customer shall not intentionally allow water to run to waste from any pipe, tap, or other fitting, nor allow the condition of the plumbing within the property to deteriorate to the point where leakage or wastage occurs.

The WSA provides water for consumptive use not as an energy source. The customer shall not use water or water pressure directly from the supply for driving lifts, machinery, educators, generators, or any other similar device, unless specifically approved.

The customer shall not use water for a single pass cooling system or to dilute trade waste prior to disposal, unless specifically approved.

5.13. Payment

The customer shall be liable to pay for the supply of water and related services in accordance with the WSA fees and charges prevailing at the time.

The WSA may recover all unpaid water charges as prescribed in the Local Government (Rating) Act 2002, sections 57 and 82.

5.14. Transfer of rights and responsibilities

The customer shall not transfer to any other party the rights and responsibilities set out in this Bylaw.

A supply pipe shall serve only one customer, and shall not extend by hose or any other pipe beyond that customer's property.

In particular and not in limitation of the above any water which the customer draws from the WSA supply shall not be provided to any other party without approval of the WSA.

5.15 Working around buried services

The WSA shall keep for new and known infrastructure 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, in accordance with Council's annual schedule of fees and charges.

Any person proposing to carry out excavation work shall view the as-built information to establish whether or not WSA services are located in the vicinity. At least five working days notice in writing shall be given to the WSA of an intention to excavate in the vicinity of its services. Where appropriate the WSA 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. The WSA may charge for this service.

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 WSA specification.

Any damage which occurs to a WSA service shall be reported to the WSA immediately. The person causing the damage shall reimburse the WSA with all costs associated with repairing the damaged service, and any other costs the WSA incurs as a result of the incident.

NOTE – Excavation within roadways is also subject to the permit process of the appropriate roading authority

5.16 Protection of waterworks

Catchment classes

Surface water and groundwater catchment areas from which untreated water is drawn for the purposes of water supply may be designated as:

- (a) Controlled;
- (b) Restricted; or
- (c) Open.

Catchment areas that are not designated are deemed to be open catchment areas until otherwise designated.

Controlled catchments

The following conditions apply:

(a) *Entry*

Catchment areas which are designated as controlled, or any area held by the WSA as a water reserve, shall not be entered by any person except those specifically authorised or permitted in writing by the WSA. Within such areas unless provided for by the WSA no person shall:

- (i) Camp
- (ii) Take or allow to stray any livestock
- (iii) Bathe or wash anything
- (iv) Deposit any dirt, or foul material of any kind
- (v) Defecate

(b) *Permits*

Entry permits shall forbid, regulate or control the following activities:

- (i) Hunting, trapping, shooting or fishing
- (ii) Lighting or maintaining any fire
- (iii) Taking of any dog or other animal

- (iv) Damaging or destroying any trees, shrubs, or other existing cover, or interference with any property
- (v) Carrying of any firearm or weapon of any kind, any trap or any fishing gear which may be used for the hunting or catching of birds, fish or animals
- (vi) Use of any pesticide or toxic substance for any purpose whatsoever

A person may be required to present a medical clearance before an entry permit will be issued.

(c) *Permits to be presented*

Unless the WSA permits:

- (i) No person to whom any permit has been issued shall enter or leave any controlled catchment area or land held by the WSA as a water reserve without presenting such a permit for inspection by the WSA ranger and notifying the ranger of their intention of entering or leaving such an area as the case may be
- (ii) Every person on any controlled catchment area or land held by the local authority as a water reserve shall upon demand produce any such permit for inspection by the ranger
- (iii) No permit issued shall be capable of being transferred
- (iv) The WSA may at any time, by notice in writing delivered to the holder, revoke or suspend any such permit for such time as shall be stated in such a notice.

(d) *Interference and obstruction*

In any controlled catchment area or any land held by the WSA as a water reserve:

- (i) Every person shall upon the request of the ranger or other officer of the WSA immediately leave the controlled catchment area or land held by the WSA as a water reserve, but shall nevertheless be liable so as to be prosecuted for the breach of any of the provisions of this Bylaw, and the failure to so leave shall constitute a further offence.
- (ii) No person shall obstruct or hinder any duly appointed officer of the WSA in the exercise of any powers vested in that officer under the provisions of this Bylaw.

Restricted catchments

Catchment areas which are designated as restricted shall allow for certain activities, but shall be as for controlled catchments for other activities. Those activities may include unrestricted entry for:

- (a) Tramping;
- (b) Hunting
- (c) Trapping;
- (d) Shooting;
- (e) Fishing.

Open catchments

In open catchment areas whether designated or not, there will generally be no restriction on activities other than any provisions of the regional or district plan and the National Environmental Standard.

Spillages and adverse events

In the event of a spillage, or any event which may compromise the water supply, the person responsible for the event shall advise the WSA with due urgency. This requirement shall be in addition to those other notification procedures which are required for other authorities.

6 Breaches and Infringement Offences

6.1 Breaches of Conditions of supply

The following are deemed breaches of the condition to supply water:

- (a) An incorrect application for supply which fundamentally affects the conditions of supply (section 9);
- (b) Failure by the customer to meet and comply with the conditions of supply
- (c) Failure to meet any obligation placed on the customer under all current Acts and Regulations specified in section 5(a);
- (d) Frustration of the WSA's ability to adequately and effectively carry out its obligation;
- (e) An act or omission including but not limited to any of the following:
 - (i) Failure to pay the appropriate charges by the due date
 - (ii) Failure to repair a leak, or in any way wilfully allowing water to run to waste, or to be misused
 - (iii) The fitting of quick-closing valves, pumps, or any other equipment which may cause pressure surges or fluctuations to be transmitted within the water supply system, or compromise the ability of the WSA to maintain its stated level of service (subject to 9.13)
 - (iv) Failure to prevent backflow (see 9.10)
 - (v) Failure to comply with water use restrictions or prohibitions introduced by the WSA for any specified purpose.
 - (vi) Using water or water pressure directly for the supply for driving lifts, machinery, educators, generators or any similar device, unless specifically approved by the WSA
 - (vii) Using water for a single pass cooling or heating system, or to dilute trade waste prior to disposal, unless specifically approved.
 - (viii) Extending by hose or any other pipe a private water supply beyond that customer's property
 - (ix) Providing water drawn from the WSA supply to any other party without approval of the WSA

In the event of a breach, the WSA shall 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 WSA reserves the right to reduce the flow rate of the water to the customer without notice. In such an event the full service of the supply shall be re-established only after payment of the appropriate fee and remedy of the breach to the satisfaction of the WSA.

In addition, if the breach is such the WSA is required to disconnect the supply for health or safety considerations, such disconnection should be carried out forthwith.

6.2 Interference with equipment

Any tampering or interfering with WSA equipment, either directly or indirectly, shall constitute a breach. Without prejudice to its other rights and remedies, the WSA shall be entitled to estimate (in accordance with 9.12.5) and charge to the additional water consumption not recorded or allowed to pass where a meter or restrictor has been tampered with, and recover any costs incurred.