

Water Hardness – Information Sheet

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What is water hardness?

Water hardness is an aesthetic quality of water, and is caused mostly by minerals calcium and magnesium, but is classified or measured based on the level of concentration of calcium carbonate. Water Services (Drinking Water Standards for New Zealand) Regulations 2022 indicate a max Guideline Value of 200 mg/L and advises “High hardness causes scale deposition, scum formation. Low hardness (<100) may be more corrosive.” How hardness is measured is based on the following scale:

Water Hardness Scale	
Classification	Total Hardness (Ca & Mg as CaCO ₃) Milligrams Per Litre (mg/L) Grams Per Cubic Meter (g/m ³) Parts Per Million (ppm)
Soft	0-17
Slightly Hard	17-60
Moderately Hard	60-120
Hard	120-180
Very Hard	Above 180

Water hardness of Rotorua District Council’s water supplies:

Last tested in 2024.

Supply Area	Total Hardness (Ca & Mg as CaCO ₃) Milligrams Per Litre (mg/L) Grams Per Cubic Meter (g/m ³) Parts Per Million (ppm)
Central Rotorua	12.33
Eastern	13.64
Ngongotaha	20.12
Hamurana/Kaharoa	18.21
Mamaku	Bore 4 - 19.56, bore 6 - 14.83
Rotoiti	28.18
Rotoma	13.24
Reporoa – Deep Creek	16.98
Reporoa – Wharepapa	10.53