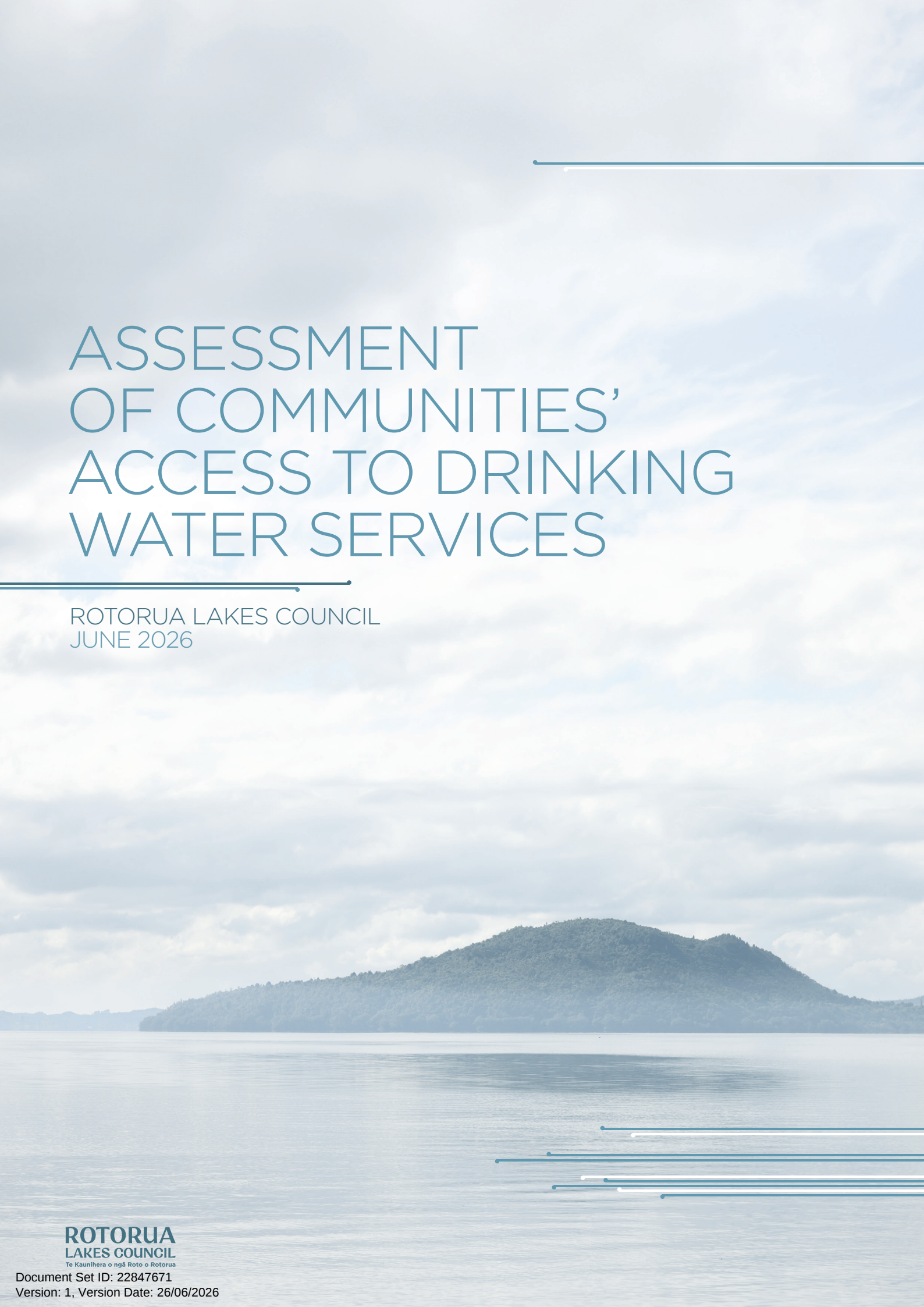




ASSESSMENT OF COMMUNITIES' ACCESS TO DRINKING WATER SERVICES

ROTORUA LAKES COUNCIL
JUNE 2026

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IMPORTANT NOTE

This assessment provides a high-level, aggregated overview of drinking water services across the district. It does not represent a detailed audit or compliance assessment of individual private supplies, and references to supply types or risks are general in nature.

1 INTRODUCTION

1.1 LEGISLATIVE CONTEXT

Section 69 of the Local Government (Water Services) Act 2025 (LGWSA) requires every territorial authority to inform itself about the access that each community in its district has to drinking water services by conducting an assessment of drinking water services in accordance with that section.

Once the assessment is completed, section 70 of the LGWSA requires a territorial authority to make the assessment publicly available and provide an electronic copy to the Water Services Authority (Taumata Arowai). It must also notify Taumata Arowai of any supplier non-compliance or service-related risks identified and have regard to the assessment in its Water Services Strategy, District Plan, and public health responsibilities under section 23 of the Health Act 1956.

1.2 MATTERS NOT INCLUDED IN THIS ASSESSMENT

This document draws partly upon information gathered in the production of several versions of Assessments of Water and Sanitary Services which were a requirement of the Local Government Act 2002. This assessment focuses on drinking water services only. The other water services (wastewater and stormwater) will be the subject of separate assessments which are due to be developed by 30 June 2029 under section 71 of the LGWSA.

This assessment has a specific focus on public health matters, but it needs to be read in conjunction with council's high level strategies for Water Supply Services, and other documents that form part of the Long Term Plan, such as the water supply Asset Management Plan and the Water Services Strategy, which will be adopted by 1st July 2027. These documents have specific purposes, and they are the appropriate place to set out the detailed description and analysis of the services provided or intended to be provided by council. This assessment only provides a broad overview rather than a detailed description of all drinking water services, both privately and publicly provided.

Council is responsible as the territorial authority for carrying out this assessment and has duties to protect and promote public health under section 23 of the Health Act 1956. However, it does not have operational responsibility for every drinking water service described in this document. In particular, council is not responsible for the provision or performance of private drinking water supplies, and future delivery of council-managed drinking water services may also occur through another entity. This assessment therefore does not seek to provide a detailed operational review of every supply. Instead, it identifies issues relevant to council's statutory functions, including planning, regulatory, public health, and future service planning responsibilities, and notes matters that may require action, coordination, or further consideration by the relevant supplier, service provider, or council function.

1.3 RAISING CONCERNS ABOUT ACCESS TO DRINKING WATER SERVICES

Council maintains a clear process, via contact with the customer services team, for any member of the public to raise concerns at any time about a community's access to drinking water services. Concerns may relate to the sufficiency, reliability, continuity, safety, or adequacy of access to drinking water services. Concerns received will be recorded, considered by the appropriate council staff, and used to inform council's monitoring, public health responsibilities, and future planning and review of this assessment where relevant.

2 EXECUTIVE SUMMARY

2.1 INTRODUCTION

The Local Government (Water Services) Act 2025 (LGWSA) requires every territorial authority to inform themselves about the access that each community in its district has to drinking water services by conducting an assessment of drinking water services.

This assessment must include all types of water supply arrangements, including communities that receive drinking water services from the territorial authority or another water services provider, and communities (and households within those communities) that do not receive water supply services supplied by networked reticulation.

The assessments must describe the nature of each community and the drinking water services to each, and assess and describe the sufficiency of quality, foreseeable risks to continued access, future demands, safety and quality, public health risks, consequences of loss of access to the supply, and a plan to provide for the community's ongoing access to drinking water services.

The first assessment must be conducted by 1 July 2026 and then repeated at intervals of at least once every 3 years after its adoption.

The Territorial Authority must also consider the findings and implications of the assessment in relation to relevant other documents including:

- A water services strategy under Section 230 of LGWSA
- The Territorial Authority's district plan.
- The Territorial Authority's broader duty to improve, promote, and protect public health in accordance with Section 23 of the Health Act 1956.

2.2 DEFINITION OF "COMMUNITIES"

In establishing the communities to be assessed it has been decided that communities for the purposes of this assessment should not necessarily be geographical in nature but will be based on areas or groups of people of a common need.

Section 4.2 describes the rationale for the selection of four communities to be individually assessed, which are listed below. Together, these cover the whole district, its residents and visitors.

Rotorua Lakes Council supplied – regulated, monitored and generally low public health risk

Rural Lifestyle/Farming – mostly private supplies, with variable treatment and monitoring

Rural residential – a mix of individual and private networked supplies, with higher localised risk where clustered private systems fail

Rural Work/Accommodation/Education/Marae – public-facing or shared sites where treatment, testing and contingency planning are important

2.3 KEY FINDINGS

This assessment finds that, across the Rotorua district, access to drinking water services is generally sufficient in terms of quantity for all identified communities, but there is a clear distinction between the level of service, reliability, and public health risk associated with council-managed supplies compared to privately managed or individual supplies.

Council-supplied communities benefit from highly managed, regulated, and resilient systems that consistently achieve compliance with national drinking water and quality assurance standards and provide a reliable level of service. In contrast, communities that rely on private, small-scale, or individual water supplies experience greater variability in water quality, treatment, monitoring, and resilience, and therefore may face elevated public health risks.

Across all non-council supplied communities, the most significant issues identified are:

- Limited visibility of water quality and compliance due to fragmented ownership and lack of monitoring data
- Dependence on source types that are inherently variable or vulnerable (e.g. rainwater, surface water, and shallow groundwater)
- Inconsistent application of treatment, storage, and maintenance practices
- Increased exposure to contamination risks from land use, wastewater systems, and natural hazards
- Limited system resilience and contingency planning for interruption events.

Despite these risks, the likelihood of widespread or simultaneous service failure across rural and dispersed communities is low due to the decentralised nature of supply. However, where failures do occur, particularly in clustered or networked private systems, the consequences can be significant for affected users, including disruption to households, businesses, and community facilities.

2.4 PRIORITY FOCUS AREAS

Council's priority focus is to maintain and enhance the resilience, capacity, and compliance of its own drinking water supplies while supporting risk reduction in non-council communities through education, monitoring emerging environmental and demand-related risks, and identifying areas where reticulated supply may be justified based on public health need or community demand.

2.5 ROLE OF COUNCIL

Under the LGWSA, the territorial authority is responsible for carrying out this assessment. In practice, the findings of the assessment may have implications for different council functions, including water service delivery, public health, regulatory, planning, and governance responsibilities. Where council manages drinking water services, those findings may inform infrastructure, asset management, and service planning decisions. Where drinking water services are privately provided, or are provided in future by another entity such as a multi-council controlled organisation or successor arrangement, council's role remains to have regard to the assessment in exercising its statutory functions, including public health, planning, and regulatory responsibilities, while operational delivery responsibilities sit with the relevant supplier or service provider. Council also maintains a process for members of the public to raise concerns about a community's access to drinking water services, as described in section 1.3.

2.6 INTEGRATION WITH FUTURE PLANNING

The assessment provides an evidence base to inform the Water Services Strategy, Long-Term Plan, and related planning documents, supporting decisions on growth, infrastructure investment, service levels, risk management, and long-term sustainability of drinking water services.

2.7 CONCLUSION

Overall, the district has a high level of access to sufficient drinking water, with very low public health risk in council-serviced areas, but ongoing variability in non-reticulated communities represents a key challenge that will require continued strategic attention within practical and economic constraints.

3 RELATIONSHIP TO OTHER DOCUMENTS

Other Council plans and reports with linkages to this assessment are:

- **Long-Term Plan (LTP)**

The Long-term Plan sets out the Council's strategic direction, priorities, and intended activities over a 10-year period. The LTP provides the primary basis for aligning asset management planning with financial planning and ensures transparency and accountability to the community.

- **District Plan**

The District Plan provides the statutory framework for land use and development within the district. The District Plan influences infrastructure demand, growth patterns, and the location and scale of future development, and is a key input into planning for network capacity, asset provision, and long-term infrastructure investment.

- **Future Development Strategy (FDS) and Housing and Business Development Capacity Assessment (HBA)**

Key council planning documents that set out when and where there is capacity for development growth, how much growth, and of what type is expected over the next 30 years.

- **Water Supply Master Plan**

Uses information from the FDS and HBA to revise water demand forecasts and outlines the planning work to be undertaken for council's water supply infrastructure. It also establishes the infrastructure requirement to accommodate growth in the Rotorua district for providing water supply services into the future.

- **Water Supply Asset Management Plan**

Outlines council's long-term plans for its water supply networks and covers all activities associated with the provision of water supply services. This includes the extraction, treatment, storing and distribution of clean and safe potable water to the community.

- **Three Waters Strategy**

The Three Waters Strategy provides a 50-year blueprint for our district, guiding our decision making and ensuring the best outcomes for our current and future communities. This strategy informs the 30 Year Infrastructure Strategy (Water Services Strategy from 1st July 2027) and technical asset management plans, both of which are used to implement strategic actions.

- **Drinking Water Safety Plans**

These plans map out how safety is maintained from the point of abstraction (raw water) all the way to the consumer's tap. There is a plan for each water supply area council manages.

- **Source Water Risk Management Plan**

Every supplier must prepare and implement a SWRMP that identifies potential hazards, assesses risks, and details methods to eliminate, manage, or monitor those risks. This must align with the National Policy Statement for Freshwater Management. The SWRMP functions as an integrated part of the broader DWSP. There is a plan for every water source council uses for providing drinking water.

4 IDENTIFICATION OF “COMMUNITIES”

4.1 DEFINITION OF “COMMUNITY”

Section 69(2)(a) of LGWSA requires that this assessment must identify each community that receives a drinking water service. In order to identify specific communities, a definition of “community” that is appropriate to the context of this assessment is first required.

Neither the LGWSA nor the Water Services Act 2021 (WSA) contain a definition of “community”. Section 5 of the Local Government Act 2002 (LGA) defines community as “subject to subsection (2) a community constituted under Schedule 6 (which are the communities for which community boards are established). Subsection 5 (2) provides that this meaning does not apply in relation to several other specific parts of the Act, and also to provisions of the Act “in respect of which the context otherwise requires.”

As part of the process of RLC developing the 2005 and 2019 Assessments of Water and Sanitary Services previously required by the LGA, the question of the definition of community was addressed. It was considered that the geographical, topographical, demographical, and economical diversity of the Rotorua district required that “communities” be considered in specific context according to the nature, complexity and effectiveness of the service available to them.

At that time, Local Government New Zealand (LGNZ) had previously published a “Know How” guide to making assessments, and in it had concluded that a “community” meant either a community constituted under Schedule 6 of the Act (LGA) or as otherwise required in this context, “a community that is usefully identified for the purpose of making a satisfactory assessment of water and sanitary services.”

Accordingly, this was the guidance used to determine communities for that purpose, and it is still considered appropriate for the purpose of this specific assessment relating to drinking water, that is, “a community that is usefully identified for the purpose of making a satisfactory assessment of water and sanitary services.”

4.2 IDENTIFICATION OF COMMUNITIES

Given the different characteristics of the natural water sources and the spread of different activities and land uses throughout the district, communities that are to be separately defined for the purposes of drinking water services need not necessarily be defined by geographical boundaries.

Following this reasoning, RLC has defined separate communities based on the different attributes of, assets available to and requirements of various groups of drinking water consumers throughout the district.

For the drinking water services, one obvious different attribute is the provision or not of Council-managed systems as provided in the urban, rural residential, some farming, and some lakeside residential areas. The remainder of the district may have differing requirements whether primarily farming (low density population), or small communities with higher density. The needs of non-permanent residents are also met by suppliers at various facilities such as work sites, schools, or tourist attractions.

Resulting from the above analysis, the following four “communities” have been identified for the purpose of carrying out an assessment of their access to drinking water:

Rotorua Lakes Council supplied – regulated, monitored and generally low public health risk

Rural Lifestyle/Farming – mostly private supplies, with variable treatment and monitoring

Rural residential – a mix of individual and private networked supplies, with higher localised risk where clustered private systems fail

Rural Work/Accommodation/Education/Marae – public-facing or shared sites where treatment, testing and contingency planning are important

In contrast, Taumata Arowai community types are primarily structured around regulatory and public health risk considerations, with a stronger emphasis on population served and drinking water supply classification. Communities differentiated here by network complexity or remoteness may fall within the same Taumata Arowai category. These differences reflect the distinct purposes of each framework.

5 ROTORUA LAKES COUNCIL SUPPLIED COMMUNITY

5.1 CHARACTERISTICS OF THE COMMUNITY

This community comprises the main urban areas of the district: Central, Eastern, and Ngongotahā. It also includes residential communities in rural areas of Mamaku and Reporoa; lakeside communities of East Rotoiti, Rotoma, Ōkāreka, and Hamurana; farming areas of Reporoa,

Kaharoa, and Ngongotahā. The spatial view of the serviced areas is shown in Figure 1. Most of the Rotorua population (89%) is provided with drinking water services, and only 13% of rated properties are not serviced with a council water supply. There are approximately 69,000 people within a water supply area, with 92% within one of the main urban areas. Water is supplied to approximately 23,500 residential properties and 4,000 commercial/industrial/farming premises within this community.

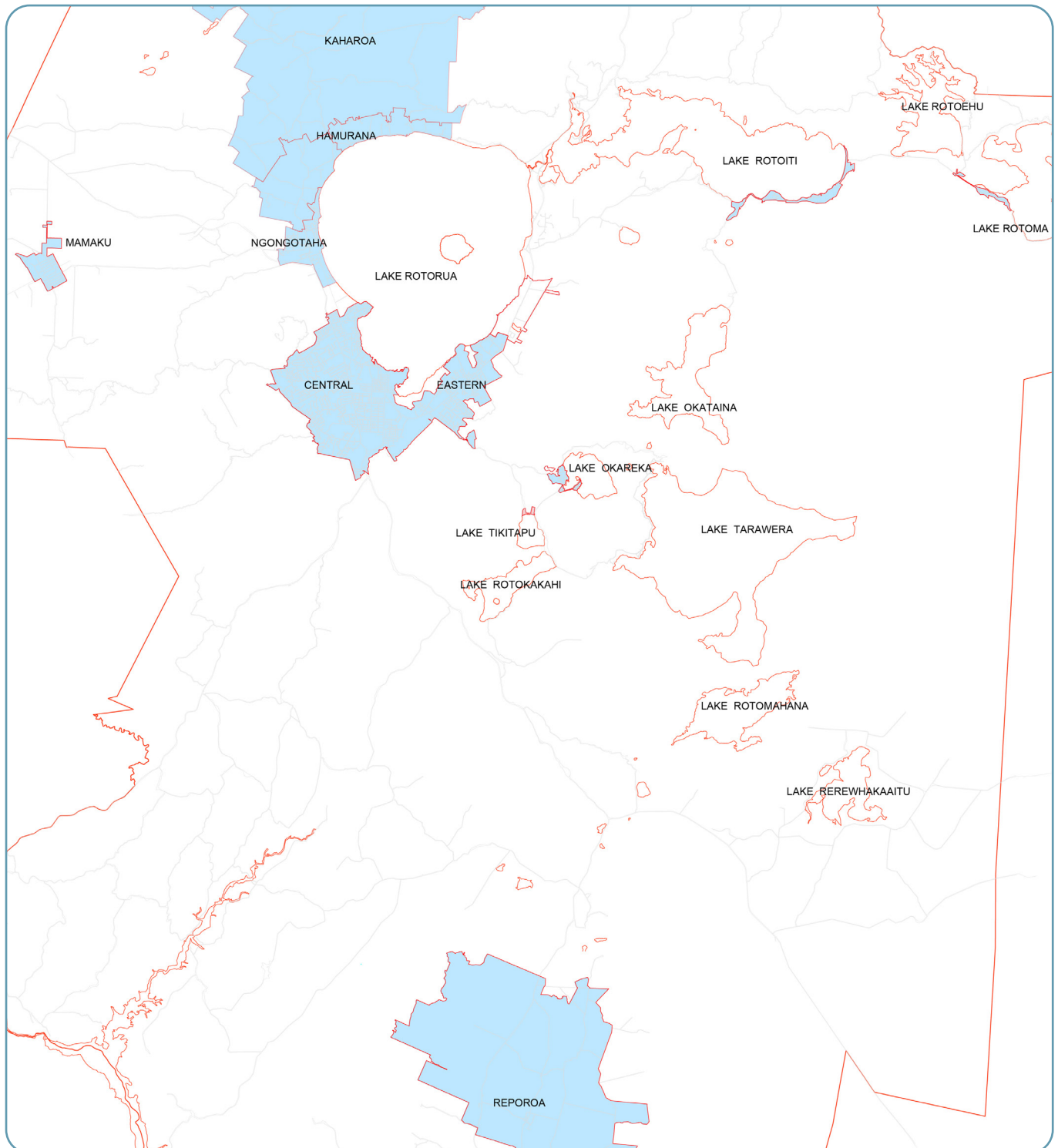


Figure 1: Spatial view of Rotorua Lakes Council supplied drinking water areas. All of the Rotorua Urban Area is supplied with drinking water. The drinking water supply areas are enclosed in light blue. Rural areas outside the blue areas shown do not have drinking water supplied by RLC.

5.2 NATURE OF EXISTING DRINKING WATER SERVICES

The Rotorua Lakes Council administers and manages ten defined water supply areas, eleven water sources, and nine treatment plants. Ground water is used for all but one of the water sources; eight springs, two bores, one lake source.

All the extracted water is UV treated and chlorinated. In July 2022 Rotorua Lakes Council received a directive from the Director-General of Health to fluoridate its two largest supplies, Central and Eastern. Fluoride has been added to these two water supplies from March 2025 to achieve recommended levels. Non-fluoridated water can be accessed from two public supply points, one in Ngongotahā and one in Rotorua Central; the water is otherwise fully treated for drinking water quality assurance.

There are 51 reservoirs for storing drinking water across nine of the supply areas; the two Reporoa sources supply directly to the network without storage.

In the main urban areas, residential properties are supplied water without metering and charged a targeted rate; except for commercial premises which are metered and charged by volume. All connections in the rural water supply areas are metered and charged accordingly, and the Kaharoa, Reporoa, and rural Ngongotahā areas are also supplied water on an allocated basis, meaning each property has a daily maximum water entitlement based on land area, controlled by a flow restrictor at the connection.

Detailed level of service information is in the Water Supply Asset Management Plan.

5.3 REGISTERED SUPPLIES IN THIS COMMUNITY

There are eight supplies registered with Taumata Arowai in this community. This number is different from water supply areas mentioned in section 5.2 as Eastern and Ōkāreka, and Hamurana and Kaharoa considered together in the register. The drinking water supply parameters are summarised in Table 1. In addition to the council managed supplies there are two registered water carriers based in Rotorua, although one has lapsed, these water carriers are most likely to take water from the Central supply area.

5.4 CURRENT SUFFICIENCY OF QUANTITY AND ACCESS

Water supply demand forecasts completed in December 2025 show that with current water demands, all supply areas have sufficient water take and storage capacity for average daily demand. On average there is at least 24 hours of reservoir storage capacity for this community at any one time. Reporoa has no storage, but it is an allocated supply area. As shown in Table 1, there have been no water restrictions put in place within the last three years. A water connection is available to every property within a water supply area.

In water supply areas that are allocated, each property is required to have a minimum of 12 hours of storage.

No concerns relating to access of sufficient quantity of drinking water have been identified for this community.

Table 1: Drinking water supply parameters of Rotorua Lakes Council managed water supplies.

Supply area	Water source	Population Served StatsNZ (FY23/24)	Number of Connections Rating database (FY23/24)	Chlorinated [Yes/no]	UV Treated [Yes/no]	Chemical Compliance [Yes/no]	Boil Water Notices in Place [# of notices in last 3 years]	Fluoridation [Yes/no/NA]	Average Consumption of Drinking Water l/person/day	Water Restrictions in Place (last 3 years)	Fire-fighting Sufficient ¹ [Yes/no/NA]
Central	Karamu-Takina Springs	45,084	17,797	Yes	Yes	Yes	Zero	Yes	354	No	Yes
Eastern	Waipa Springs	13,096	4,642	Yes	Yes	Yes	Zero	Yes	261	No	Yes
Ōkareka		520	276								NA
Ngongotahā & Ngongotahā - Rural	Taniwha springs	5,370	2,250	Yes	Yes	Yes	Zero	No/NA	328	No	Yes
											NA
Hamurana	Rewarewa Springs	1,090	412	Yes	Yes	Yes	Zero	No/NA	293	No	NA
Kaharoa		1,100	391								
Mamaku	Mamaku Bores No. 4	890	327	Yes	Yes	Yes	Zero	No/NA	180	No	NA
	Mamaku Bores No. 6										
Rotoiti	Wai-iti Spring	420	349	Yes	Yes	Yes	Zero	No/NA	292	No	NA
Rotomā	Lake Rotomā	240	134	Yes	Yes	Yes	Zero	No/NA	259	No	NA
Reporoa	Wharepapa Stream	1,320	391	Yes	Yes	Yes	Zero	No/NA	160	No	NA
	Deep Creek Spring at Torepatutahi Stream			Yes	Yes	Yes	Zero	No/NA			

¹Firefighting zones are the urban areas in: Central, Eastern, Ngongotahā, and are firefighting sufficient. The other areas are rural and not firefighting zones.

5.5 REASONABLY FORESEEABLE RISKS TO ACCESS

Most Council supplies are sourced from groundwater, including springs and bores, which generally provide a consistent yield and are not expected to be affected by short-term drought in the same way as surface water or rainwater sources. However, where spring takes are subject to resource consent conditions requiring minimum downstream flows, the volume available for water supply may reduce during low-flow periods.

As with all infrastructure systems, risks include:

- The amount of water available under current resource consents could be reduced, or more onerous conditions may be required when consents are renewed. This may coincide with population and business growth increasing demand for drinking water.
- Geological natural hazards are a feature of the Rotorua landscape and have the potential to cause disruptions to the supply of drinking water through ground instability.
- Climate change is expected to alter weather patterns over the long term. More intense storm events could affect the stability and operation of water supply distribution assets, while hotter and drier periods may increase demand and place greater pressure on consented source availability, particularly where minimum downstream flow requirements apply.
- Water supply assets present an acute risk to the continuity of supply if they fail, with the oldest assets at highest risk of failure.

5.6 CURRENT AND ESTIMATED FUTURE DEMAND

Rotorua Lakes Council's Future Development Strategy (FDS) and Housing and Business Development Capacity Assessments (HBA) set out how much growth is expected in the Rotorua district, and where there is capacity to accommodate that growth. The district's population is set to grow to approximately 92,000 people by 2055 from 78,000 in 2025. Housing demand in the urban areas over the long term is approximately 7,700 additional housing unit equivalents (HUE).

Water supply master planning considers a 30-year planning period and summarises the main growth and resilience issues and presents the options and recommendations for future servicing.

Water supply demand forecasts for the main Rotorua Lakes Council water supply areas have been updated as a precursor for the current water supply master plan work to inform the 2027 Long Term Plan (LTP) and Water Services Strategy. These forecasts use the expected increase in HUE with a competitiveness margin to get to 9,100 HUE required over the next 30 years.

The demand forecasts show that for the main urban water supplies there is sufficient water take and storage for the next 10 years without needing demand management measures. Proactive demand management measures

are recommended to be from 2038 – 2044 for the urban supply areas to avoid needing to secure another water source within the 35-year forecast.

The capital upgrade projects identified by the water supply master plan to meet level of service requirements with this community following growth are put forward into the Water Services Strategy, which informs the budgets for the LTP.

In the rural areas with allocated water supply, no increase in water demand is considered as the schemes are fully allocated.

5.7 CURRENT SAFETY AND QUALITY, AND PUBLIC HEALTH RISKS

The management of council's water supplies is carried out by the Water Services team within the Infrastructure and Assets Group. An experienced and qualified team of managers, engineers, scientific professionals, planners, asset managers, treatment specialists and tradespeople supported as necessary by consultants and contractors ensures that these supplies are managed in accordance with statutory requirements and levels of service as agreed with the community.

This work is subject to oversight by regulatory bodies including the water regulator (Taumata Arowai), Regional Councils (Waikato and Bay of Plenty), and Audit New Zealand.

For each of the water supplies RLC has also developed and had reviewed as required, a Drinking Water Safety Plan and a Source Water Risk Management Plan. These plans are followed as part of the supply management processes. Table 1 shows the treatment protections in place for each drinking water source. Additionally, each source, except Rotoma because it is a lake, is covered and protected from surface water ingress, and reservoirs are kept secure.

Backflow prevention devices are installed on a risk basis. The highest risk commercial/industrial activities connected to the water supply all have the highest level of backflow prevention (RPZ) on their connection. Water connections for most other commercial activities have medium backflow prevention (double-testable), with a current programme to finish installing backflow prevention on the remaining properties within the Rotorua CBD in the next financial year. Residential properties are in the lowest risk category; when residential connections are renewed/replaced a manifold is installed that has a basic level of backflow prevention.

Council measures its service delivery performance annually against Key Performance Indicators in its Long-Term Plan. These indicators and the measured performance for the last complete financial year are shown in Table 2. The Information is indicative and subject to ongoing operational and regulatory updates.

Table 2: Rotorua Lakes Council managed water supply service level summary

PERFORMANCE MEASURES AND KEY PERFORMANCE INDICATORS

Level of service	How will it be measured? (Measures)	Baseline Results 2023/24	2024/25 target	2024/25 Year end result
Safety of drinking water	Full compliance with Drinking Water Quality Assurance Rules (2022) for:	Achieved for all supplies	Achieved for all supplies	Achieved for all Supplies
	• bacteria compliance	100% Compliance	100% Compliance	100% Compliance
	• protozoa compliance	100% Compliance	100% Compliance	100% Compliance
Water resources are used efficiently and sustainably	The percentage of real water loss from the local authority's networked reticulation system.	32%	≤ 30%	Achieved 26.2%
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the median response times measured: attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site.	29 minutes	≤ 60 minutes	Achieved 31 mins
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	96 minutes	≤ 210 minutes	Achieved 82 mins
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site.	14 hours 20 minutes	≤ 2 days	Achieved 20 hours 3 minutes
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	26 hours 46 minutes	≤ 4 days	Achieved 48 hours 6 minutes
Customer satisfaction	The total number of complaints received about (per 1,000 connections): – drinking water clarity – drinking water taste – drinking water odour – drinking water pressure or flow – continuity of supply and Council's response to any of these issues	3,27/1,000 connections	≤ 10 / 1,000 connections	Achieved 3.5/1,000 connections
Demand management	The average consumption of drinking water per day per resident within Rotorua district	217 litres per person per day	≤ 320 litres per person per day	Achieved 262 litres per person per day
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's water supply service. Annual Residents' Experience Monitor	New measure	Greater than or equal to 65%	Achieved 94%

This work and oversight has enabled RLC over recent years to demonstrate that it has met all of the required duties of a drinking water supplier as specified in the Water Services Act 2021 including:

- The duty to supply safe drinking water
- The duty to comply with the Drinking Water Standards (and Drinking Water Quality Assurance Rules)
- The duty to provide sufficient quantity of drinking water
- The duty to take all reasonable steps to supply aesthetically acceptable drinking water
- The duty to protect against risk of backflow
- The duty of officers, employees and agents to exercise due diligence

Given the management and compliance measures described in this section, the public health risk associated with drinking water from these supplies is considered very low for this community.

5.8 CONSEQUENCES IF ACCESS IS LOST OR SERVICES ARE DEFICIENT

The loss of access by all or some parts of this community to drinking water services would result in very serious public health implications. Depending on which specific water supplies are affected, many hundreds or thousands of dwellings would likely become uninhabitable. Urgent emergency water deliveries on a very large scale would be required to avoid a mass evacuation of occupants.

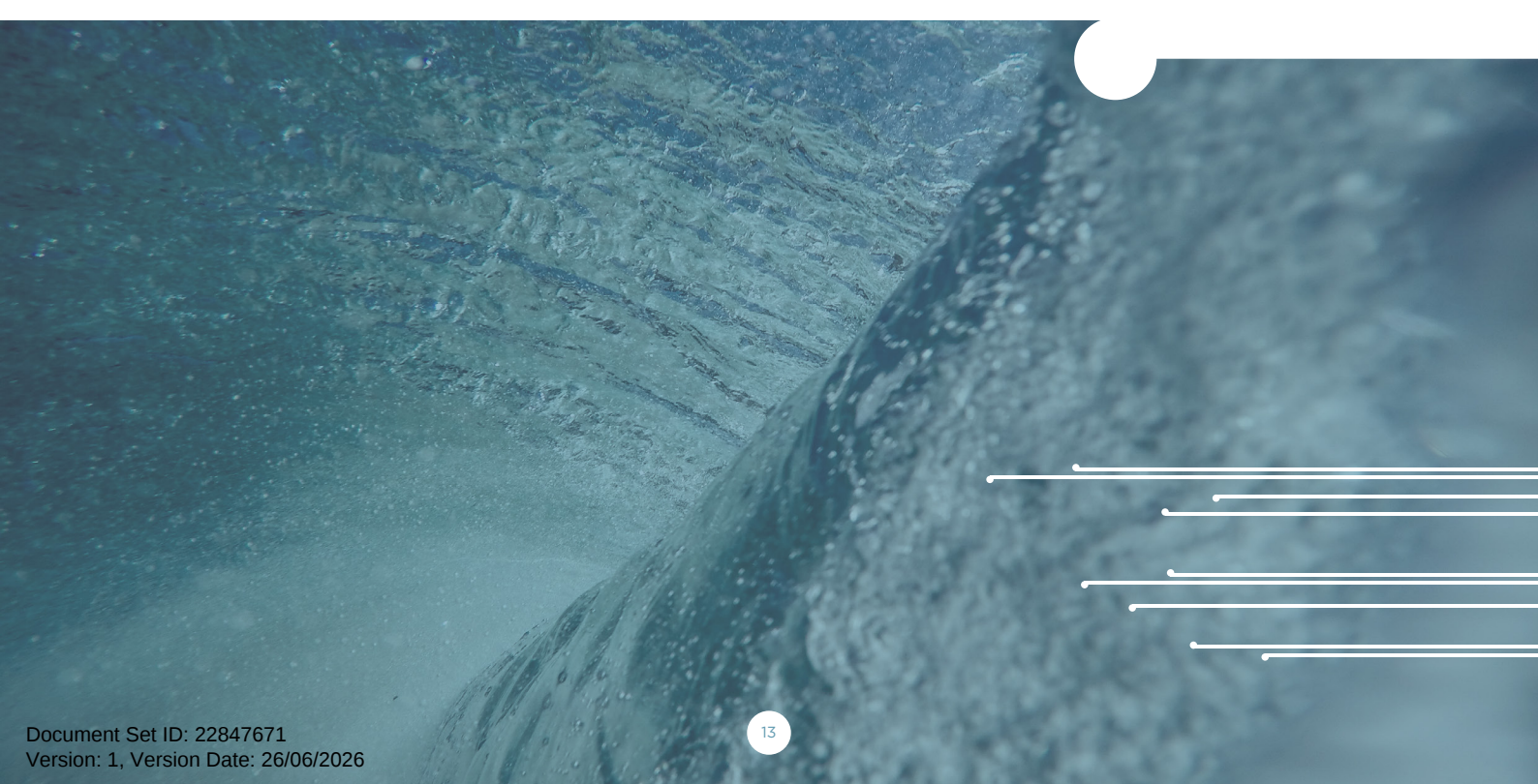
Fortunately, the likelihood of this occurring is very low, due to the natural reliability of our spring water sources, the resilience and redundancy built into the pumping, treatment and distribution systems, and the strategic and contingency planning processes in place.

5.9 PLAN FOR ONGOING ACCESS

Rotorua Lakes Council's 30-year Infrastructure Strategy (Water Services Strategy from 1 July 2027) describes the services proposed to be delivered over the next 30 years and the required management strategies and budgets to enable them. This includes all current RLC water supply services. There are no plans to discontinue any of these. The information in the Infrastructure Strategy is supported and informed by the Water Supply Master Plan mentioned in section 5.6 and the asset management plan for water supply.

All new and replacement assets are being installed with the appropriate available expected lives, and asset management activities are based on achieving the long-term sustainability of the services for the community.

Members of the public may raise concerns at any time about access to drinking water services through Council's process described in section 1.3.



6 RURAL LIFESTYLE/FARMING COMMUNITY

6.1 CHARACTERISTICS OF THE COMMUNITY

For the purposes of this assessment the “Rural Lifestyle/Farming” community encompasses any areas of the district not serviced by a Rotorua Lakes Council reticulated supply and not grouped in close residential-type clusters such as those that may surround a lakeshore. It also does not include individual properties or premises that may supply water for large amounts of people on an intermittent basis, such as rural work premises, schools or accommodation providers.

People in this community will typically reside in dwellings located on lifestyle blocks or farms with land areas from approximately 0.5Ha to hundreds of hectares. Properties will typically have 1-3 dwellings. Many farms will likely have employees working daily, with larger farms having employees and their family resident there.

This “community” encompasses several separate geographical areas across the district; refer to the spatial map Figure 1. It is estimated that as of 2024, from StatsNZ mesh-block data, there are approximately 5,500 people across approximately 2,700 properties in this community.

6.2 NATURE OF EXISTING DRINKING WATER SERVICES

There are no complete records available to describe the water sources, treatment processes and potability for every household or farm in these areas, nor will it be cost-effective to gather and collate this information.

However, for the purposes of making the original 2005 Assessment of Water and Sanitary Services, Council carried out a survey of all habitable properties in the district outside of the Urban area, requesting information on the drinking water and wastewater services available to these properties. The survey forms were sent to the owners of 5,180 properties, and 2,556 (49%) were returned. Although this information is 21 years old, it is considered that it still provides the broad overview required of this assessment. In reaching this conclusion, additional discussions have been held with, and data sourced from:

- RLC Regulatory and Compliance Officers, and their records
- RLC Planning, Building Control, Land Development teams
- Bay of Plenty/Waikato Regional Councils
- Taumata Arowai Public Register of Drinking Water Supplies and Section 69 LGWSA data release
- Operators of registered water supplies

Individual Properties

The survey asked owners to identify the source of their drinking water, whether it was treated and what type. Of the 2,556 returns, 1,488 were not supplied by RLC schemes. The following briefly summarises the data from these properties:

The most common four source types were Bores (544), Rainwater (410), Spring (293) and Lake (110) followed by Stream (46) and Other – not specified (32). 178 of these were treated, 1008 were not and 159 respondents did not know.

6.3 REGISTERED SUPPLIES IN THIS COMMUNITY

There is one registered supply in this community, East Road Broadlands, described in Table 3, whom council has directly contacted for the purposes of this assessment.

Table 3: Details of East Road Water Supply Scheme

Scheme/Supply Name	Water source	Population Served (est.)	Number of Dwellings
East Road Broadlands	Spring at Torepatutahi Stream	30	19

Council is aware of a small number of private community supplies within this area. These supplies vary in scale, treatment, and management arrangements, and are subject to drinking water regulatory requirements where applicable. This assessment does not evaluate individual supplies.

6.4 CURRENT SUFFICIENCY OF QUANTITY AND ACCESS

For individual properties, it is noted that sufficiency of quantity was not identified by consumers as a significant driver of dissatisfaction.

Under Section 14(3)(b) of the Resource Management Act (RMA), people are allowed to take surface water or groundwater without consent for their own reasonable domestic needs; that is, drinking water; provided it does not cause adverse effects on the environment. Rotorua's geology generally provides reliable groundwater, so bores and springs would not generally be expected to raise serious concerns regarding sufficiency of quantity.

Collection of rainwater for the purposes of drinking water is also a common method of providing for drinking water in this community. Generally, the Rotorua district receives sufficient rainfall throughout the year, and sufficiency of quantity is dependent on the amount of storage each property owner installs.

6.5 REASONABLY FORESEEABLE RISKS TO ACCESS

In this assessment it is understood that of the various source types used, several do have some inherent risks related to reliability as follows:

- Rainwater systems are directly dependent on the amount and regularity of rainfall, and the ability / capacity for storage.
- Streams also can be closely affected by rainfall patterns affecting availability for abstraction, and at low flows quality can deteriorate.
- Lakes are generally stable and reliable in terms of availability, but extended droughts can cause lowering of levels, which can affect pumping performance.

6.6 CURRENT AND ESTIMATED FUTURE DEMAND

As this community is dispersed throughout the rural parts of the Rotorua district, it would not be economically feasible to provide reticulated drinking water managed by council to this community. Given the assessment of sufficiency of quantity and access in section 6.4 no current evidence has been identified of widespread demand for a reticulated supply provided by council. The areas in this community are outside the main growth areas. Council's planning and building rules require that any new dwellings show they have an acceptable solution for providing potable water.

6.7 CURRENT SAFETY AND QUALITY, AND PUBLIC HEALTH RISKS

Not enough data is available to properly assess the quality and safety of water supplies for each individual property in the rural area, nor is it cost-effective to gather such data. From the data that has been gathered, it is unlikely that all supplies will be in complete compliance with the Drinking Water Quality Assurance Rules (DWQAR).

An assessment of quality can be estimated based on the feedback from users and monitoring records (of which little is done). The survey referenced in section 6.2 also asked whether they were happy with the quality and quantity of their drinking water supply. Overall satisfaction rates with their water supplies were 90%. Lake sources had the highest satisfaction rates (78%), followed by stream (85%) and rainwater (88%). Main reasons given for dissatisfaction were:

- concerns with contamination of roof-gathered rainwater (possums, birds, etc.)
- iron and other staining from bore water
- algae blooms in lake water
- bacteria in sources
- chlorine treatment

The known water-borne health problems and generic risks associated with different types of sources are discussed as follows:

Roof water supply essentially captures clean rainwater, but it has the potential for immediate contamination on contact with the collection system. Roofing materials, even where well maintained, attract contaminants such as pollen, soot from wood burners, dust from roads or fertiliser overspray. The roof materials themselves may contribute low levels of zinc, copper, or lead. Birds, possums, and other wildlife increase the risk of contamination by animal faeces. The collection of leaves or other decaying materials within gutters can create the conditions for rapid bacterial growth. Such conditions can result in a variety of health issues, the most common being gastro-intestinal complaints but long-term metals consumption can result in chronic health issues.

Current and historical land management practices present risks to public health through the potential for contamination of groundwaters and springs. Nitrates from fertilisers, as well as animal effluent, has the potential to enter groundwater resources through aquifer recharge or through flooding around bore-head structures.

Surface water supplies can also be susceptible to the ingress of contaminants from associated land use activities, particularly during periods of heavy rainfall and flooding where run-off finds its way into streams and lakes. In some parts of the district, geothermally influenced ground and surface waters can result in arsenic concentrations which exceed maximum allowable values in the DWQAR. Lake Tarawera and geothermal areas near Tikitere and Waikite Valley are noted for elevated Arsenic levels in groundwater.

Lake waters are subject to microbiological contamination from both human and animal sources, particularly waterfowl. Stormwater runoff from surrounding land can also carry contaminants into lakes, particularly after heavy rainfall. In areas relying on on-site septic tank systems, wastewater can seep through the ground and contribute contaminants to nearby lakes over time. The growth of algae can also result in build-up of toxins in the water that cannot be removed by boiling.

Regardless of the method of supply, storage has significant potential to result in risks to public health. Such concerns are elevated where communities rely on numerous, individual privately owned facilities, and where patterns of use are sporadic. The extent to which such systems are used, in connection with private dwellings and holiday accommodation, is unknown. The maintenance of any storage facility is critical but is often overlooked until a problem arises. Lengthy periods between maintenance can allow the build-up of material that creates the conditions for the growth of harmful organisms. It is unknown to what extent consideration has been given to backflow prevention for the suppliers in this community.

6.8 CONSEQUENCES IF ACCESS IS LOST OR SERVICES ARE DEFICIENT

Even given the hazards described in section 6.8, the likelihood of widespread public health consequences in this community are very low. This is due to the relatively small total population, the spread-out nature of the community, and the many individual properties or small groups that would have to have a problem at the same time.

The most likely situations where this could occur are drought causing widespread loss of roof supply and/or contamination of a lake or stream. The consequence of such occurrences would be manageable by the individuals responsible by either (or a combination of) purchasing containerised drinking water or by accredited water tanker delivery.

In specific circumstances where these options were not available or practicable, voluntary evacuation of a dwelling may be required.

6.9 PLAN FOR ONGOING ACCESS

Where individual properties are without water there are public taps within the council managed reticulation areas where people could access safe drinking water to fill their own containers.

Education and advice can be provided by council at high-risk times of year regarding water conservation strategies, advising of locations of publicly accessible taps in the managed reticulation network, and having a permanent backup emergency storage, for example, three litres per person per day for three days.

In the event of a widespread outage constituting an emergency, council's civil defence emergency management can make tankers or deliveries of water available from one or more of the ten managed water supply sources.

Members of the public may raise concerns at any time about access to drinking water services through Council's process described in section 1.3.



7 RURAL RESIDENTIAL COMMUNITY

7.1 CHARACTERISTICS OF THE COMMUNITY

For the purposes of this assessment, the “Rural Residential” community includes any areas of the district not served by a council reticulated supply but grouped in clusters which may or may not share common systems between two or more properties. A large majority of these “clusters” in this category will be in “lakeside” settlements.

The following localities have been identified as falling into the “Rural Residential” category:

- Rotomā East
- Kennedy Bay, Rotoehu
- Mourea/Ōkawa Bay
- Brunswick Park
- Parklands
- Ōtaramarae/Ōkere/Whangamarino
- Parkcliff
- Tarawera
- Kaingaroa

7.2 NATURE OF EXISTING DRINKING WATER SERVICES

As explained in section 6.2, the Water, Wastewater and Stormwater survey of 2004, together with council-held information and more recent regulatory records, provides a broad basis for understanding drinking water arrangements in the Rural Residential community. These arrangements include both individual household supplies and privately managed shared or networked supplies. In practice, water is commonly sourced from rainwater, bores, springs, and in some locations lake water, with treatment, storage, and management arrangements varying considerably between properties and supply systems.

Specific commentary on the known water supply arrangements for the above localities is as follows:

Rotomā East – there are approximately 100 dwellings along the Eastern shore of Rotomā and approximately 15 at “Doctors Point” to which the council operated Rotomā water supply is not available. It is known that many of these take water directly from Lake Rotomā, and presumably some also have roof-water systems. It is known from the Bay of Plenty Regional Council (BoPRC) that there some private cold-water bores, presumed to be used for drinking water. It is known from council’s monitoring of the Rotomā source that the chemical quality is good, but can have high total coliforms, which are an indicator that the source is at risk from microbiological contamination like *Escherichia coli*.

Kennedy Bay, Rotoehu – there are approximately 30 dwellings along the Eastern shore of Lake Rotoehu. Due

to known lake water quality issues, it is not expected that dwellings will take water directly from the lake. There is a known networked supply using a bore, and aerial pictures and BoPRC well map indicate that any not supplied by a bore, collect rainwater.

Mourea/Ōkawa Bay – there are approximately 83 dwellings at Mourea, many of which are known to obtain water from private bores. There are approximately 90 dwellings at Ōkawa Bay. Many of these have roof-water systems, but the properties that are lake shore adjacent may draw water directly from Lakes Rotorua or Rotoiti, or the Ohau channel which links them. Some also have a private bore.

Ōtaramarae/Ōkere/Whangamarino – there are approximately 190 dwellings at Ōkere, 120 at Ōtaramarae, and 50 at Whangamarino. Many in these areas take water directly from Lake Rotoiti. Rainwater systems and cold-water bores are also in use.

Parkcliff – there are approximately 40 dwellings in the Parkcliff and Banksia Road area. Rainwater systems are utilised as well as cold-water bores that provide water to a networked supply.

Brunswick – there are approximately 200 dwellings in the Brunswick development area mostly supplied by a private networked supply that utilises bores and gets some water from council’s Eastern water supply area as a top up. Council does not manage the drinking water service in this area.

Parklands – there are approximately 34 dwellings in the development using a bore for a networked water supply.

Tarawera – there are approximately 450 dwellings along the Western shore of Lake Tarawera. Whilst there are several small private networked water supplies in this area, many individual properties take water directly from Lake Tarawera or have a rainwater system. A few use a cold-water bore.

Kaingaroa Village – there are approximately 150 dwellings using a bore and spring to supply networked drinking water.

7.3 KNOWN DRINKING WATER SUPPLIES IN THIS COMMUNITY

Information from the Taumata Arowai registers and council-held records indicates that several privately managed networked supplies operate within this community, alongside a larger number of individual household supplies.

Due to variability in data completeness, changes over time, and the public nature of this document, the supplies are summarised in aggregate form rather than identifying individual schemes.

Table 4: Aggregated Summary of Drinking Water Supply Types in the Rural Residential Community

Supply Type	Typical Water source	Typical Scale	Treatment & Management Characteristics
Individual household supplies	Rainwater, bore, spring, lake	Single dwelling or small number of dwellings	Highly variable treatment and storage; generally managed by property owners with limited monitoring
Small private networked supplies	Bore, spring, or lake	Small clusters (e.g. tens to low hundreds of residents)	May include treatment and storage; levels of compliance, redundancy, and operational capability vary
Larger private/ community supplies	Bore or spring	Larger clusters or settlements	More likely to include formal treatment and management arrangements, though still variable compared to council systems

Table 4 provides a high-level overview of the types of supplies present in this community and the typical characteristics of those supplies. It provides an aggregated overview only and does not identify individual premises or imply a uniform level of risk, treatment, or compliance across all supplies in this community.

7.4 CURRENT SUFFICIENCY OF QUANTITY AND ACCESS

As stated in 6.4, for individual properties it is noted that sufficiency of quantity was not identified by consumers as a significant driver of dissatisfaction in the previous residents' survey. However, we do know that of the various source types used, several do have some inherent risks related to reliability as follows:

- Rainwater systems are directly dependent on the amount and regularity of rainfall, and the ability /capacity for storage.
- Streams also can be closely affected by rainfall patterns affecting availability for abstraction, and at low flows quality can deteriorate.
- Lakes are generally stable and reliable in terms of availability, but extended droughts can cause lowering of levels, which can affect pumping performance.

Rotorua's geology generally provides reliable groundwater, so bores and springs would not generally be expected to raise serious concerns regarding sufficiency of quantity.

7.5 REASONABLY FORESEEABLE RISKS TO ACCESS

Risks to continued access in this community are primarily related to the reliance on small-scale and self-managed systems. These risks include:

- Variability in source reliability (e.g. rainwater dependence or surface water quality changes)
- Equipment or treatment system failure
- Limited redundancy and backup supply arrangements
- Increasing pressure on systems where demand grows or usage patterns change

Council is aware of isolated situations where private supplies have experienced challenges or where communities have explored connection to council-managed services; however, these are considered on a case-by-case basis and do not indicate a district-wide issue. While Council is not generally aware of widespread systemic issues, there is potential for localised supply interruptions affecting individual properties or clusters of dwellings.

With some exceptions, RLC has not been notified of or approached to assist with large scale issues related to the availability of water to dwellings from individual or private water supplies.

These exceptions are:

Parklands – this gated community on the western outskirts of the city currently has a bore and a storage tank for the approximately 34 homes there. The source is historically of very good quality. However, these properties are relatively high consumers of water in peak times, and the operators have made approaches to council to discuss connecting to the council Central Urban network. The viability of this may depend on other planned developments nearby.

Mourea – historically (>15 years) a small number of residents were advocating for council to construct a water supply here. The main driver at that time was quality concern due to potential wastewater contamination of shallow aquifers. Since the networked wastewater system was installed, these concerns have receded but do still exist.

East Rotomā – historically (>20 years), one submission advocated for council to extend the Rotoma water supply to include this area. It was not clear what the drivers for this were. There was little support from within the community for this.

Kaingaroa – this is an ex-NZ Forest Service village that was transferred to a trust that now manages the village, including its water supply system. Over the years, the village has struggled with funding and management expertise. Within the last ten years, the source and storage reservoir was upgraded with funding from Te Puni Kokiri. Since then, there have been at least two occasions where

equipment has failed, causing loss of supply. On these occasions, council has stepped in to fund water tanker deliveries for 1 – 2 days until their system was repaired.

Brunswick – there have been several approaches over recent years from the operators of these supplies, requesting consideration of council taking over the supply. This has mainly been driven by operators concern over onerous requirements on them due to recent drinking water legislative changes.

7.6 CURRENT AND ESTIMATED FUTURE DEMAND

The commentary in sections 7.4 and 7.5 broadly covers current and estimated future demand.

The areas in this community are outside the main growth areas. Council's planning and building rules require that any new dwellings show they have an acceptable solution for providing potable water.

7.7 CURRENT SAFETY AND QUALITY, PUBLIC HEALTH RISKS

As previously mentioned in section 6.7, not enough data is available to properly assess the quality and safety of water supplies for each individual property in the rural residential area, nor is it cost-effective to gather such data. From the data that has been gathered, not all supplies are in complete compliance with the Drinking Water Quality Assurance Rules (DWQAR). Where Rotorua Lakes Council's Environmental Testing Laboratory has tested the water sample and found non-compliances it has notified the drinking water regulator, Taumata Arowai. One of the most significant risks to the safety of drinking water and hence to public health for rural communities is the potential contamination of water sources by domestic wastewater. Historically, concerns have been raised from within several communities about the potential contamination of lakes and shallow groundwater aquifers from which drinking water is abstracted.

Since 2010, RLC has progressively commissioned wastewater collection, treatment and disposal systems to serve the lakeside localities of Hinemoa Point, Awahou, Hamurana, Rotokawa, Te Ngae, Brunswick Park, Mourea, Ōkawa Bay, Whangamarino, Ōkere, Ōtaramarae, Rotomā, and East Rotoiti. A network to serve Tarawera is in the final stages of commissioning as of June 2026. Despite these advances, drinking water related risks to public health do still exist. Some are generic risks that will be applicable to all localities in all Communities, and there are also those specific to certain localities.

The generic risks and the known water-borne health problems associated with different types of sources are discussed in section 6.7.

It is unknown to what extent consideration has been given to backflow prevention for the suppliers in this community.

7.8 CONSEQUENCES IF ACCESS IS LOST OR SERVICES ARE DEFICIENT

In section 6.8, it is stated that as individual properties or very small groups obtain their drinking water services from their own sources and via their own systems, there is extremely low likelihood of a widespread loss of services across this community.

This likelihood does increase somewhat as the amount of larger supply networks within a community increases. A problem with one part of a networked supply has the possibility of affecting a significant number of people. Likewise, the consequence of such occurrences has the potential to be greater, as it becomes more difficult to provide a timely and effective emergency or back-up supply of water to all consumers.

It is a requirement under section 21 of the Water Services Act 2021 (WSA) that the supplier of drinking water has a duty to ensure that the drinking water supplied is safe. It is expected but not required for supplies with no more than 25 consumers, that a drinking water supplier will have contingency plans for all foreseeable situations. Where this is not the case or such plans are not effective, the management of such situations would be similar to the Rural Lifestyle/Farming Community in section 6.8 where individuals or responsible persons will need to arrange either (or a combination of) the purchase of containerised drinking water or delivery by accredited water tanker.

In specific circumstances where these options were not available or practicable, voluntary evacuation of multiple dwellings may be required.

7.9 PLAN FOR ONGOING ACCESS

As described in section 6.9, where individual properties are without water, there are public taps within the council managed reticulation areas where people can access safe drinking water to fill their own containers.

Education and advice can be provided by council at high-risk times of year regarding water conservation strategies, advising of locations of publicly accessible taps in the managed reticulation network, and having a permanent backup emergency storage, for example, three litres per person per day for three days. In the event of a widespread outage constituting an emergency, council's civil defence emergency management can make tankers or deliveries of water available from one or more of the ten managed water supply sources.

The Water Supply Master Plan mentioned in section 5.6 considers extending council managed water supply to the clustered areas in this community and council reviews supplying the areas in this community during each Long-Term Plan cycle with the Infrastructure Strategy (historically), and the Water Services Strategy (from 1st July 2027).

Members of the public may raise concerns at any time about access to drinking water services through Council's process described in section 1.3.

8 RURAL WORKING/ ACCOMMODATION/EDUCATION/ MARAE COMMUNITY

8.1 CHARACTERISTICS OF THE COMMUNITY

This community includes rural schools, marae, tourist attractions, workplaces, food premises, camps, and accommodation providers that supply drinking water to staff, visitors, customers, students, or guests on a regular or intermittent basis. While this community does not generally represent a large permanent resident population, it includes premises where drinking water is important to the safe and lawful operation of activities involving the public or groups of users.

8.2 NATURE OF EXISTING DRINKING WATER SERVICES

Based on available information, drinking water services in this community are typically provided through privately managed systems associated with individual premises. These systems commonly rely on bores, springs, rainwater collection, stored water, or other local sources, and may include a range of treatment and storage arrangements. Complete and current records are not available for every premises in this community, and the level of management, treatment, monitoring, and contingency planning is likely to vary.

8.3 KNOWN DRINKING WATER SUPPLIES IN THIS COMMUNITY

Council is aware that a number of premises in this community provide their own drinking water services to support education, accommodation, food service, tourism, marae, and workplace activities. Available information indicates that these supplies are diverse in source type, scale, and management arrangements. Some are registered or otherwise visible through regulatory or council-held information, while others may not be fully represented in available records. As the information is incomplete and may change over time, this assessment presents the community at an aggregated level rather than identifying individual premises.

Table 5 provides a summary of the known drinking water types within this community. This information was informed by the Taumata Arowai public register and data release, together with information from council's regulatory services team. It provides an aggregated overview only and does not identify individual premises or imply a uniform level of risk, treatment, or compliance across all supplies in this community.

8.4 CURRENT SUFFICIENCY OF QUANTITY AND ACCESS

For this community, access to sufficient drinking water is generally a prerequisite for continued operation. Premises such as accommodation providers, food premises, workplaces, tourism operators, and marae typically require reliable access to drinking water for drinking, food preparation, sanitation, and general health and safety purposes. The Water Services Act 2021 requires schools to provide sufficient drinking water and ensure is safe through treatment, maintenance, and testing. While no evidence of widespread quantity shortfall across the community has been identified, some premises may remain vulnerable to source interruption, equipment failure, seasonal demand pressures, or limited storage.

8.5 REASONABLY FORESEEABLE RISKS TO ACCESS

For this community, reasonably foreseeable risks to continued access arise from the same source-related reliability issues identified in section 6.5, together with the operational dependence of many premises on small, self-managed systems. Risks may include source interruption, drought effects, equipment or treatment failure, contamination events, power outages, and limited redundancy or backup supply arrangements. As many premises in this community support public-facing or group activities, the operational consequences of loss of supply may arise more quickly than for individual dwellings.

8.6 CURRENT AND ESTIMATED FUTURE DEMAND

Demand within this community is driven primarily by the scale and nature of activities at individual premises, including school rolls, visitor numbers, staffing levels, accommodation capacity, event use, seasonal peaks, and food service operations. Demand can therefore vary considerably over time and between premises. This assessment does not identify a district-wide pattern of demand growth requiring a council-managed supply response in this community.

8.7 CURRENT SAFETY AND QUALITY, AND PUBLIC HEALTH RISKS

Premises within this community that provide drinking water for public or shared use can present higher public health consequences if water is unsafe, insufficient, or unavailable. The level of risk varies depending on source type, treatment, operational oversight, maintenance, monitoring, and contingency arrangements. As with other privately managed supplies, not enough verified and current information is available to assess every supply individually, and not all supplies can be assumed to have the same level of treatment or operational maturity. The generic water quality and source-related risks discussed in section 6.7 are also relevant to this community. Council's role remains primarily regulatory and public health focused, including functions under relevant food, health, and drinking water legislation where applicable.

Premises type	Typical drinking water arrangements	Key considerations
Schools/education facilities	Usually privately managed bore, spring, rainwater, or stored supply with varying treatment arrangements	Drinking water is essential for school operation and public health; continuity and treatment are important
Accommodation/camps/food premises	Usually privately managed local source with on-site treatment and storage, or trucked / stored supply in some cases	Safe water is required for food preparation, sanitation, guest use, and lawful operation
Tourism /visitor facilities	Usually privately managed local source with variable treatment and storage arrangements	Visitor numbers can create fluctuating demand and higher consequences if supply is interrupted
Marae/community facilities	Usually privately managed local source or rainwater-based supply, often with variable demand depending on gatherings and events	Peak demand during events can exceed normal operating conditions; continuity and contingency planning are important
Workplaces/industrial sites	Usually privately managed bore, spring, or other local supply with premises-specific treatment arrangements	Reliability and safe drinking water provision are necessary for worker welfare and operational continuity

Table 5: Aggregated summary of known drinking water supply types within the Rural Working / Accommodation / Education / Marae Community

8.8 CONSEQUENCES IF ACCESS IS LOST OR SERVICES ARE DEFICIENT

If access to drinking water is lost, or if supply is unsafe or insufficient, the effects on this community could be immediate and significant. Schools, accommodation providers, food premises, tourism operators, marae, and workplaces may be unable to operate safely or lawfully, particularly where drinking water is required for food preparation, sanitation, and public use. Depending on the duration and scale of the disruption, activities may need to be suspended, visitors and staff turned away, and alternative water sourced by tanker or container. In some circumstances, prolonged disruption or unsafe water could create public health risks and require temporary closure until an adequate and safe drinking water service is restored.

8.9 PLAN FOR ONGOING ACCESS

For this community, ongoing access to drinking water will continue to rely primarily on each premises maintaining its own supply, treatment, storage, and contingency arrangements. Premises that serve the public or support regulated activities, including schools, food premises, accommodation providers, and marae, are expected to manage their drinking water systems in accordance with legal obligations and operational requirements. Where an interruption occurs, short-term continuity is likely to depend on on-site storage, bottled water, or tanker delivery. Council's role is primarily regulatory and public health focused, including monitoring registered food premises, notifying the drinking water regulator of known non-compliance where required, and providing advice or emergency coordination where wider disruption creates a public health risk.

Members of the public may raise concerns at any time about access to drinking water services through Council's process described in section 1.3.

9 IMPLICATIONS OF THE ASSESSMENT

In addition to the specific implications outlined in the following subsections, Table 6 identifies several matters that should be carried forward into future planning and decision-making. These matters are not all immediate

actions for this assessment itself, but they provide an evidence base for future strategy, investment, asset management, land-use planning, and public health work.

Table 6: Future planning implications to be carried forward into various planning documents and processes

Key finding	What it means for future planning	Document or process to pick it up
Water loss within council-managed reticulation remains a significant issue, with real water loss above the current performance target.	Future planning should continue to prioritise leak reduction, network renewal, demand management, and performance monitoring to improve efficiency and resilience of council supplies.	Water Services Strategy, Water Supply Asset Management Plan, Long-Term Plan
Population and housing growth will increase demand in council-supplied areas over the long term, particularly in the main urban supply areas.	Future planning should continue to align growth forecasts, source capacity, storage, treatment, and trunk infrastructure planning so sufficient and resilient drinking water services are maintained as growth occurs.	Water Services Strategy, Water Supply Master Plan, Water Supply Asset Management Plan, Long-Term Plan, Future Development Strategy
Private and small-scale supplies present higher and more variable risks than council-managed supplies, particularly in relation to treatment, monitoring, source vulnerability, and system management.	Future planning should continue to identify where education, public health interventions, regulatory coordination, or possible servicing responses may be justified, especially for clustered or higher-risk areas.	Water Services Strategy, public health work programmes, District Plan reviews where servicing constraints are relevant
Some communities and premises rely heavily on small, self-managed supplies and may have limited resilience during outage or contamination events.	Future planning should strengthen emergency supply assumptions, backup arrangements, public information, and coordination for communities or premises that may be vulnerable during disruption events.	Civil Defence Emergency Management planning, Water Services Strategy, public health and emergency response procedures
Data gaps remain for rural, non-networked, and privately managed supplies, including the extent of treatment, condition, compliance, and contingency planning.	Future planning should improve the evidence base where practicable, including using available regulatory, monitoring, consenting, and community information to better understand risk and prioritise responses over time.	Water Services Strategy, future assessment updates, regulatory and public health monitoring processes

9.1 WATER SERVICES STRATEGY

Under section 70 of the LGWSA, the territorial authority, must have regard to this assessment when preparing its Water Services Strategy. The strategy should address the assessment's implications for council's statutory planning and decision-making, including demand, resilience, investment priorities, and any need to consider changes to service arrangements. This includes reviewing whether clustered or higher-risk areas, including parts of the Rural Residential community described in section 7, may warrant further assessment of future servicing responses. While operational delivery may sit with council, a private supplier, or a future delivery entity, the territorial authority remains responsible for reflecting this assessment in its strategic planning.

9.2 DISTRICT PLAN

No immediate District Plan change is recommended as a direct result of this assessment. However, the territorial authority must have regard to the assessment in district plan reviews and in exercising its land-use planning and consenting functions where development is proposed in unreticulated areas, particularly where drinking water access, source protection, wastewater interaction, natural hazards, or servicing constraints may affect public health outcomes. This role is distinct from operational responsibility for providing or managing a drinking water supply, which may sit with council as supplier, a private supplier, or another delivery entity depending on the circumstances.

9.3 PUBLIC HEALTH

This assessment supports council's duty under section 23 of the Health Act 1956 to improve, promote, and protect public health. In carrying out that role, council must consider the implications of this assessment for its public health, regulatory, and related statutory functions, regardless of whether a drinking water service is operated by council, a private supplier, or another entity.

Council-managed supplies currently present a very low public health risk due to compliance with drinking water standards. In contrast, privately supplied communities, and other non-council operated supplies, may face greater risks due to variability in source quality, treatment, and maintenance. Where operational responsibility for drinking water services sits with another supplier or service provider, the primary responsibility for managing those services remains with that operator, while council's role is to respond through its relevant statutory and public health functions.

Where testing identifies non-compliance, Council will continue to notify Taumata Arowai and support public health outcomes through monitoring, advice, and emergency response where required.

Council also maintains the process described in section 1.3 for members of the public to raise concerns about access to drinking water services.



