



# Enforcement, charging and water restrictions

## PRACTICE NOTE WAT06

This Practice Note is part of a series of notes developed to assist with the use and implementation of the Central Hawke's Bay District Council's (Council) Water Supply Bylaw 2021 and the Sustainable Water Management Plan 2021-2024.

## Purpose

We have written this practice note to provide information on:

- How we enforce the Water Supply Bylaw
- When we will use water restrictions
- How we charge for our water supply services.

## Enforcement

The Water Supply Bylaw and the Local Government Act allows us to use enforcement measures so that we can manage, protect and ensure the efficiency of the public water supply. The Water Bylaw also aligns with our Sustainable Water Demand Management Plan. The ways that we can enforce the Water Bylaw is outlined over the page.



### Water Meters

We have the right to install water meters where we think it is necessary. We supply, install, maintain and own water meters. If the water supply you are connected to is not universally metered, we may install a meter, and charge you if your water use is unusually high. Meters need to be readily accessible so that we can read and maintain them. Meters should be located just on our side of the point of supply if possible. The point of supply is where the pipe changes from being publicly owned to privately owned (typically at the property boundary). Refer Practice Note WAT02: Metering.



### Backflow Prevention

You must take all reasonable steps to prevent water which we have provided from our water supply network from returning to that supply. This is to prevent any contaminants from your property contaminating the public water supply (refer Practice Note WAT04: Backflow Prevention).

We may fit a backflow prevention device on our side of the point of supply if we consider it is desirable or necessary to do so. We may charge you for the cost of installing, testing and maintaining the backflow prevention device.



### Leakage

It is your responsibility to detect and fix all leaks on your property (refer Practice Note WAT05: Leakage).

We will serve you a notice if you need to repair a leak on your property urgently. If you do not repair the leak, we may undertake the repair and charge you accordingly.



## Maintenance

You must keep the area around the point of supply easily accessible and free of soil, plants and debris. If you do not maintain the area around the point of supply, we may charge you for work required to access and maintain access to the point of supply.

## Breaches

Every person who breaches the bylaw, conditions of any approval or permit we have granted under the bylaw, or fails to comply with a notice we have served under this bylaw commits an offence and is liable upon conviction to a fine, under the Local Government Act 2002. If you breach the conditions to supply water, we will give you a notice. If you persist in the breach, we may reduce the flow rate of water to your property.

## Water restrictions

We have resource consents that limit the amount of water that we can take for each water supply scheme (refer to our Sustainable Water Management Plan for further information). There will be times when we will need to implement water restrictions and other demand management measures, for example during periods of low water availability.

We may restrict water use if:

- Our ability to maintain an adequate supply of drinking water is at risk due to drought, emergency or for any other reason.
- When river levels fall below the trigger levels in our consent for demand management measures to apply.

<b>LEVEL 1</b>	<b>CONSERVATION</b>
<b>LEVEL 2</b>	<b>SPRINKLERS AND HOSES ON ALTERNATE DAYS</b>
<b>LEVEL 3</b>	<b>HAND HELD HOSES ONLY ON ALTERNATE DAYS</b>
<b>LEVEL 4</b>	<b>TOTAL OUTDOOR WATER BAN</b>

There are four levels of restriction the Council uses depending on the urgency to restrict water as shown above.

We will advertise water restrictions through public notice. Once in place, no-one may use water contrary to the restriction requirements. We will take all practicable steps to ensure that an adequate supply for domestic purposes is provided when water restrictions are in place. We may seek to charge penalties to enforce these restrictions if you fail to comply with them.

The decision to make and lift restrictions, and to enact additional penalties, shall be made by Council or any officer authorised to exercise the authority of Council.

## Charging and Fees

You are required to pay for:

- The water that we supply to your property and related services in accordance with our fees and charges<sup>1</sup> or rating requirements at the time.
- Fees for approvals, inspections, meter readings and other matters provided for in the bylaw. This includes:
  - Connecting or disconnecting to our water supply, or changing how you use the water we provide to your property (e.g. from ordinary to extraordinary use)
  - Installing water meters
  - Returning to read your meter if it is inaccessible when we visit it
  - Maintaining the point of supply if you do not keep it accessible and free of soil, plants and other debris
  - Repairing the service valve (also known as the toby) if you have damaged it

- Repairing a leak on your property if you fail to fix it after we have notified you
- Installing, testing and maintaining a backflow prevention device if we think one is necessary or desirable
- Locating our pipes if you are planning on undertaking excavation, piling or blasting work nearby
- Taking water from a dedicated filling point
- Removing or altering any work that is in breach of the bylaw

If you are on a restricted supply, you may be charged based on the agreed number of water units or the volume passing through the meter for your property.

We will estimate the amount of water you have used if the water meter for your property is damaged, failing to register or missing.

<sup>1</sup><https://www.chbdc.govt.nz/our-council/fees-and-costs/current/>

