

Planned Shutdown of Water Supply

#the BIG.
Water Story

Affected Areas include: 1 – 17 James Street, Waipukurau.

Dear Customer,

As part of our work in your area there will be a planned shutdown of the water mains in your street/road between the following hours on the date specified.

Shutdown: 9am – 4pm, Thursday 13 October 2022

This shutdown is required to make repairs on a fire hydrant on the reticulated network down James Street. The continued work around the district is part of the ongoing investment into creating durable infrastructure and future – proofing Central Hawke's Bay.

Every effort will be made to minimise disruption and restore the service as soon as possible. There is a small chance that you will maintain supply, however there will be low pressure.

To keep up to date with progress on this water shutdown and for further information in case of any potential delays, please scan the QR code below or visit our website
www.chbdc.govt.nz/water-shutdowns

If you have any questions about the work or experience any issues, please contact Council on 06 857 8060 (24-hour service).

Kind regards,

Adam Turnbull
Central Hawke's Bay District Council



Common water supply issues and simple remedies

What do I do after the water shutdown has been completed?

Following the works, water mains flushing will be completed; however, it is possible that small deposits from this process may enter the water supply. Prior to using your washing machine or other internally plumbed appliances, please run your inside tap to check the water quality. We recommend not using your washing machine for 24 hours after the works if possible, to avoid deposits entering your cycle.

My water is a dirty brown or black colour

The experience of "dirty water" is due to the presence of very minute amounts of soluble compounds of iron and manganese that gradually builds up as a coating on the pipe wall. When the normal flow of water is disrupted for any reason – such as during a maintenance shutdown, a sudden break in the pipeline or use of the street fire hydrant - the iron and manganese is re-suspended in the water, causing a brown discolouration.

The water is still completely safe even though its appearance might suggest otherwise.

Usually the discolouration will gradually clear of its own accord, but in severe instances we may need to assist residents by flushing the mains in the street to restore clear water.

Please let us know if you are experiencing discolouration issues so we can assist you.

My water is a cloudy whitish colour

During re-filling of the water main after repairs or maintenance some air may be trapped. This is dissolved in the water under pressure and when released forms fine bubbles of air. This is the white colour that is seen. Leave some water standing in a clear glass and the white colour should disappear after a short time.

The water from my tap comes out in sudden spurts or is noisy

This may be due to air trapped in the pipe under pressure, which expands suddenly when the tap is turned on. The solution is to leave several cold water taps just turned on slightly, allowing the trapped air to be safely bled from the line.

If the problem persists, please contact us.

My water tastes terrible or has an odour

First check your household appliances. Something as simple as a washer on the kettle that has deteriorated can cause an unpleasant taste. We may need to flush the water mains or check for a valve inadvertently left turned off. Sometimes you may need to seek help from your plumber if normal checks and remedies do not clear the issue. If you are new to the district, the water may be a different taste to what you are used to.

Please feel free to contact us if you have any questions - 06 857 80 60 (24-hour service).

