Mā tō tātou takiwā
For our District

Drinking Water Services Assessment 2026

Western Bay of Plenty District Council

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Document History

Version	Date	Notes
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Drinking Water Services Assessment 2026 Endorsement

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Date: 16 June 2026

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1. Executive Summary

1.1 General

This assessment confirms that Council supplied drinking water is currently adequate to meet community needs. It also indicates that Council's water services can be upgraded, where required, to respond to forecast future demand arising from population growth, changes in water use, climate change impacts, and new or amended legislative requirements. Summaries of the assessment findings are provided below.

1.2 Drinking Water Adequacy Assessment

1.2.1 Public Drinking Water Supply

Council's public drinking water supplies all have sufficient capability to provide potable water, i.e. drinking water meets the requirements of the Water Services (Drinking Water Standards for New Zealand) Regulations 2022.

The production capacities from the groundwater sources have sufficient capacity to meet current peak levels of demand.

The Water Supply Asset Management Plan (AMP) contains detailed plans to develop new water sources and storage facilities across the district to meet growing demand. Growth is based on 'Smart Growth' predicated population and household increases and Government Census information.

The AMP also includes provisions to renew or/and augment all activity assets following a planned and affordable schedule, which is monitored to ensure Council can deliver the required water levels of service. It also includes strategic initiatives to manage demand and maintain the activity assets through contracted resources.

1.2.2 Community Drinking Water Supply

Council has limited visibility regarding the adequacy of community supplies. Registered supplies are required to provide information to Taumata Arowai and develop an appropriate Water Safety Plan dependent on the community population criteria. This would include information on water quality security, treatment, monitoring and risk mitigation. Council are not privy to the specifics or completeness of these details.

It is likely that where a Community supply exists, and its water take is more than the levels of "permitted activity" (15 m^3/day for surface supplies, and 35m^3 for groundwater

sources) they will have a resource consent for a specific water take, with conditions, granted by Regional Council. The consent will include a purpose or intended use, conditions of take, daily or annual quantity limits, monitoring of flow rates, and reporting etc. However, the consent will not address matters pertaining to the protection or quality of water being used after abstraction, from the point of supply to the last flowing taps. This is where the 'gap' exists, and the risks may not be recognised or mitigated.

1.2.3 Private Drinking Water Supply

The Western Bay of Plenty District has vast areas of rural land, which includes horticultural, agricultural, and lifestyle properties. However, a large portion of this area does not have Council water infrastructure available for properties to connect to.

It is unlikely that there is adequate protection or treatment in place in a high portion of private supplies. Endpoint treatment is the most favoured approach to protection, but to what level or standard is unknown.

Rural or "neighbouring" sharing of water is common, and these systems have been expanded over the years and rely on the 'good faith' amongst these close-knit communities. However, the drivers have been to make water available, not necessarily focused on quality or risk mitigation.

Early UV units do not meet the current standards for effective treatment but are still in use. Council are also aware that backflow or cross-connections exist, these pose additional risk amongst the users.

Therefore, it is likely that private water supplies are generally inadequate.

1.3 Publication and Notification

This Drinking Water Services Assessment will be made publicly available in accordance with section 70 of the Local Government (Water Services) Act 2025, and a copy will be provided to Taumata Arowai in electronic form.

2. Introduction

Major legislative change around water services occurred over the past couple of years. In 2025, the Local Government (Water Services) Act 2025 was enacted.

Section 69 of the Act requires the following:

Assessment of water services throughout district

69 Assessment of communities' access to drinking water

(1) A territorial authority must 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 this section.

(2) An assessment of drinking water services must—
- (a) identify each community that receives a drinking water service; and
- (b) describe the nature of existing drinking water services to the community; and
- (c) describe the characteristics of the community; and
- (d) assess the extent to which the community is currently receiving, and will continue to receive, a sufficient quantity of drinking water, including a consideration of—
  - (i) the community's existing access to drinking water services; and
  - (ii) any reasonably foreseeable risks to the community's access to drinking water services in the future; and
  - (iii) the current and estimated future demands for drinking water services within the community; and
- (e) describe the safety and quality of drinking water currently being supplied to the community, using information collected and made available by the Water Services Authority and any other organisations that the territorial authority considers relevant; and
- (f) identify and assess any other public health risks relating to the drinking water services supplied to the community; and
- (g) based on the assessment under paragraphs (b) to (f),—
  - (i) assess the consequences if the community loses access to drinking water services in the future, or is provided with drinking water services that are deficient in any way, including the implications for that community's public health; and
  - (ii) outline a plan to provide for the community's ongoing access to drinking water services.

(3) A territorial authority must—
- (a) conduct its first assessment by 1 July 2026; and

(b) conduct later assessments—

(i) at least once every 3 years after the completion of the first assessment; or

(ii) at an earlier date, if the authority is made aware of concerns about a community's access to drinking water services.

(4) A territorial authority must provide opportunities for any person to alert the territorial authority at any time to concerns about a community's access to drinking water services.

(5) For the purposes of this section,—

(a) the scope of each assessment must include—

(i) communities that receive drinking water services from the territorial authority or another water service provider; and

(ii) communities that do not receive drinking water services from the territorial authority or another water service provider; and

(iii) all types of water supply arrangements, including communities (and households within those communities) that do not receive water supply services supplied by network reticulation; and

(b) territorial authorities need not assess drinking water services that are owned or operated by a department within the meaning of section 5 of the Water Services Act 2021; and

(c) an assessment may be carried out—

(i) by the territorial authority; or

3. on the authority's behalf by another appropriate organisation in the authority's district, including another water service provider or an iwi, hapū, or other Māori organisation.

70 Obligations in relation to completed drinking water assessment

(1) On completing an assessment of a community's drinking water service, a territorial authority must—

(a) make the assessment publicly available; and

(b) provide the Water Services Authority with a copy of the assessment in electronic form.

(2) A territorial authority must also notify the Water Services Authority about—

(a) any drinking water suppliers that are, or appear to be, failing to meet the supplier's obligations under the Water Services Act 2021 or are at risk of doing so; and

(b) any other matters of concern arising from the assessment, including potential risks to communities affected by the assessment that relate to—

(i) any absence of, or deficiency in, a drinking water service; or

(ii) a drinking water supplier that is at risk of ceasing to provide a service.

(3) A territorial authority must also consider the findings and implications of the assessment in relation to—

(a) the territorial authority's water services strategy under section 230; and

(b) if the territorial authority is a shareholder in a water organisation that is a water service provider, the authority's statement of expectations under section 224; and

(c) the territorial authority's district plan prepared under the Resource Management Act 1991; and

(d) the territorial authority's broader duty to improve, promote, and protect public health within its district in accordance with section 23 of the Health Act 1956.

3. Climate Change

A Bay of Plenty Climate Change Risk Assessment (BOPCCRA) was undertaken by Tokin & Taylor Ltd in 2023 to identify and understand the climate change risks within the Bay of Plenty on behalf of Toi Moana Bay of Plenty Regional Council. The following extracts are taken from the resulting report[1].

Climate change is predicted to have significant and wide-ranging impacts on communities within the Bay of Plenty region. Increases in the frequency, intensity, and duration of extreme weather events (e.g., heatwaves, droughts, floods, and storms) have the potential to impact many aspects of the natural and built environment as well as cultural well-being and the economy within the region. Impacts to health and community are also identified, along with specific risks to Iwi/Māori.

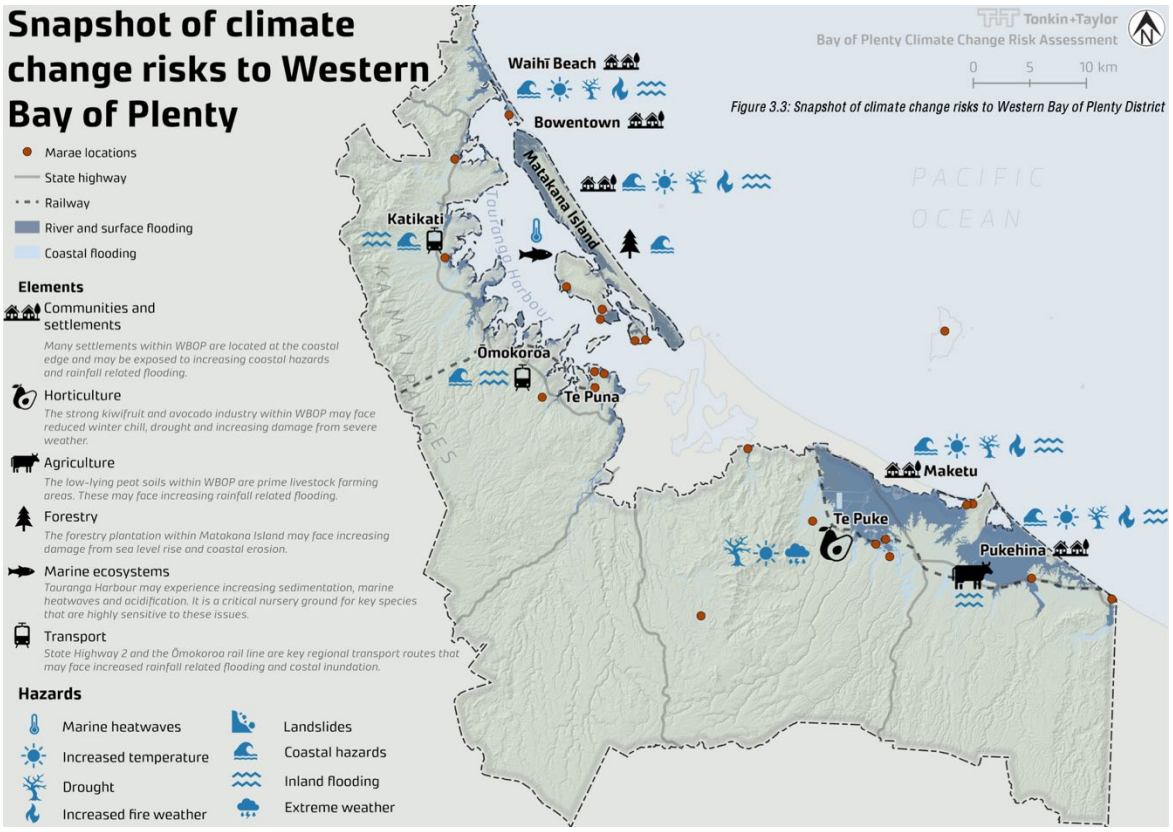

Figure 1: Snapshot of Climate Change Risks in the Western Bay of Plenty[2]

[1] Bay of Plenty Regional Climate Change Risk Assessment – Volume 1 dated 27/01/23

[2] Bay of Plenty Regional Climate Change Risk Assessment – Volume 2: District summaries dated 27/01/23

4. Western Bay of Plenty District

The Western Bay of Plenty stretches from Waihī Beach to Otamarakau, covering 212,000 hectares of coastal, rural, and urban areas. It is a growth area of New Zealand, with a population of about 51,321 people. The main urban/village centers are Waihī Beach, Katikati, Ōmokoroa, Te Puna, Te Puke and Maketu.

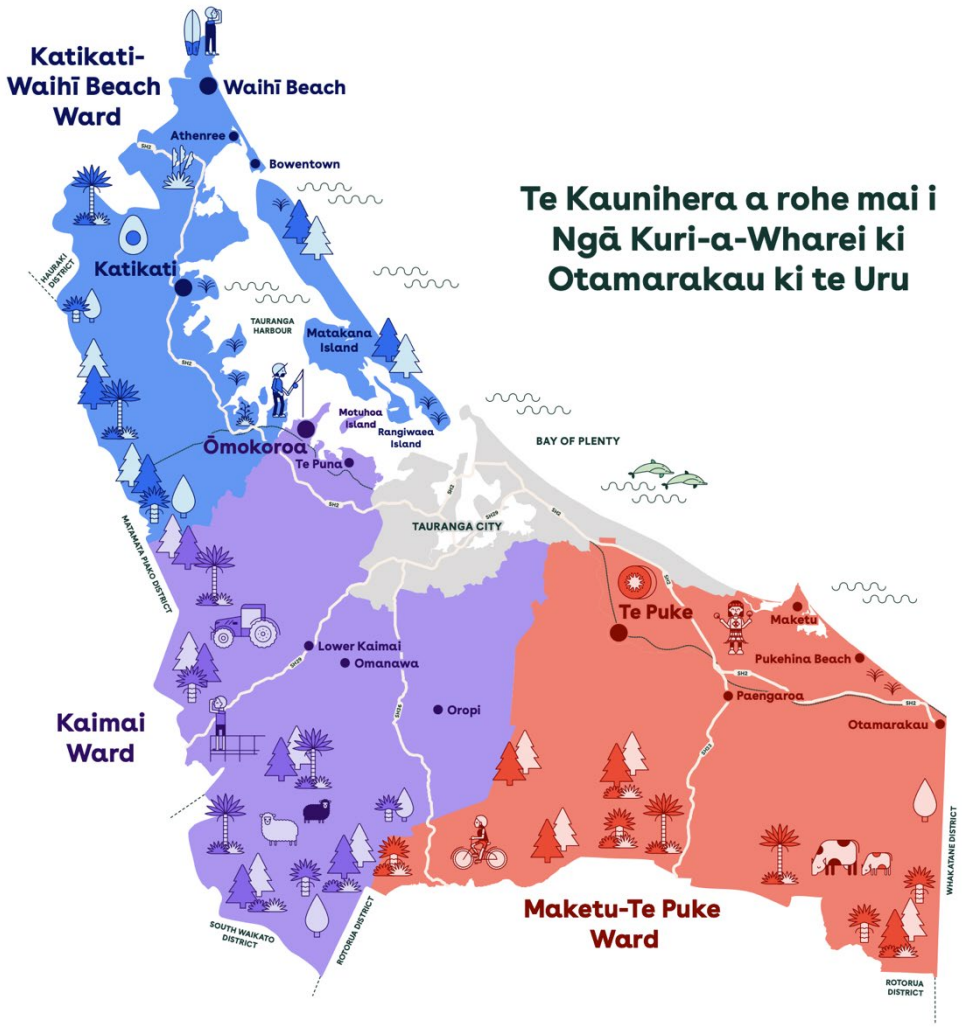

Figure 2: Western Bay of Plenty District

Rural settlements to the east are Paengaroa, Pongakawa and Pukehina and the small harbourside settlements in the west are Kauri Point, Tanners Point, Ongare, Tuapiro and Athenree.

The western area of the district (Tauranga Moana) has been occupied for centuries by the iwi of Ngati Ranginui from the Takitimu waka and Ngai Te Rangi and Ngati Pukenga of Mataatua waka. Iwi, with whakapapa connections to Te Arawa waka, inhabit much of the eastern area of the District and south to Rotorua as they have done since the Te

Arawa waka landed in Maketu in the 1300's.

Traders and missionaries were among the first European settlers who developed communities at Maketu and Tauranga. George Vesey Stewart founded Ulster settlements at both Katikati in 1875 and Te Puke in 1880.

Tauranga, Te Puke and Katikati formed the nucleus for subsequent expansion of European pastoral farms. Te Puke and Katikati have grown steadily over the years.

Roads linking settlements and farming areas were developed by local highway boards initially and later by the Tauranga County Council. Pockets of urban development have grown around the shores of Tauranga Harbour, usually where there is boat access to the Harbour.

4.1 Population

Population growth brings a number of benefits to the District but also creates challenges for the delivery of services and funding of infrastructure. Benefits include increased prosperity, attracting investment, and greater community vibrancy and diversity. Growth increases the number of rateable properties in the District and the expected demand for services and infrastructure.

Population projections help us plan the infrastructure required for growth. The projections tell us how many people are expected to move here, the number of dwellings they are expected to require and where they are likely to go. In 2025, the estimated population of the Western Bay of Plenty District was 60,898. This is projected to grow to 73,086 in 2051, bringing another 13,236 people to our District.

The majority of this growth will be experienced in Ōmokoroa where the population will more than double over the next 30 years, increasing from 5,427 in 2024 to 12,433 people in 2054 (census 2023). The planned population capacity for this urban growth area is around 12,000 and this is expected to be reached by 2045. That's almost the combined population of Katikati and Te Puke today. The majority of this growth will occur prior to 2031, and then we will experience a slowing down of growth which reflects a shift from natural increase to natural decline. The District appeals to a broad range of people, with families, retirees, and new migrants moving here.

4.2 Existing Urban Growth Areas

Western Bay of Plenty District has four existing urban growth areas identified in the SmartGrowth Settlement Pattern at Waihī Beach, Katikati, Ōmokoroa and Te Puke. These

towns have been growing since the 1980's and still have capacity for additional residential dwellings and commercial/industrial development.

Minimal growth is expected outside of these main urban centres in the next 10 years. In Ōmokoroa, strong development is underway on the land between State Highway 2 and the railway which will eventually increase the total capacity to 5,300 dwellings on the peninsula. The Wairakei South Development has been identified as a Fast-track approvals project and, if progressed, may contribute additional residential, commercial and industrial growth capacity in the wider Bay of Plenty sub-region. The existing urban growth areas are where Council's planning and infrastructure investment has been focused to date.

4.3 Future Urban Growth Areas

The Urban Form and Transport Initiative (UFTI), a collaboration of Western Bay, Tauranga City Council, Waka Kotahi (NZTA) and other Crown bodies, has been working to identify how the sub-region may grow in the future. The adopted final report suggests the development of a new settlement in the east of the District and development of Te Puna and Plummers Point may occur beyond the next 30 years.

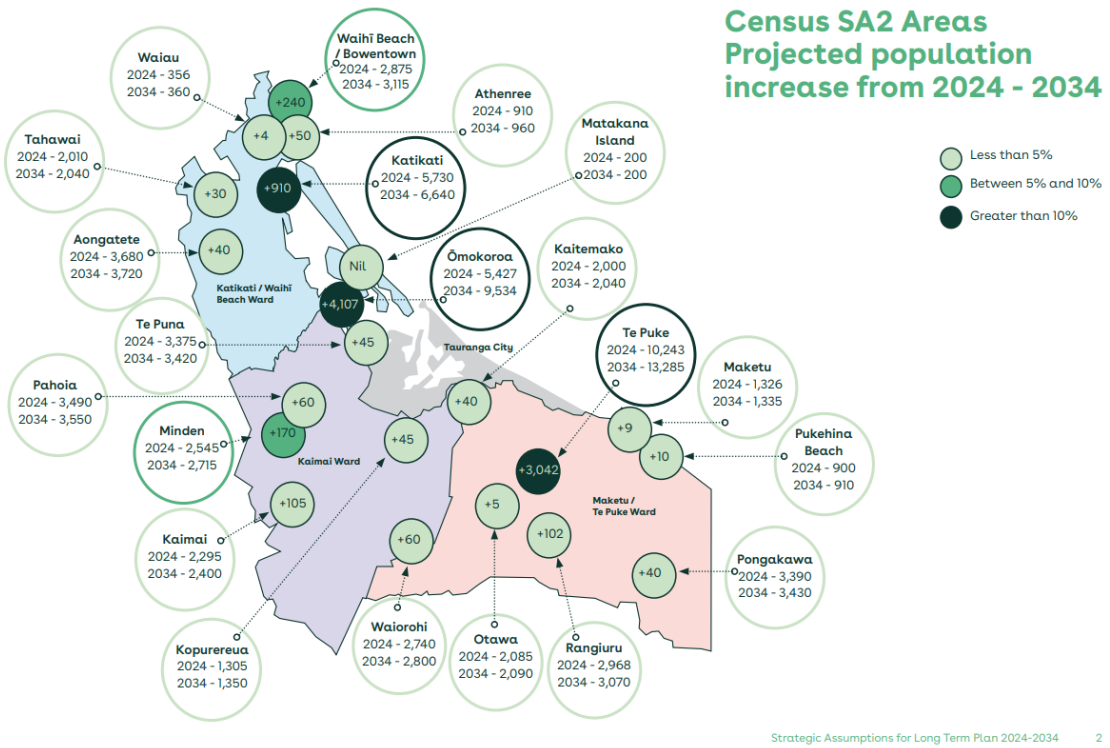

Figure 3: Projected population increase by District

Growth has resumed to pre-GFC levels, particularly in Omokoroa, where the average growth rate is predicted at greater than 10% per year for the next 10 years.

5. Public Drinking Water Supply

The District is divided into three Water Supply Zones, Western, Central and Eastern. The Western Supply Zone is made up of four raw water supplies supporting the urban areas of Waihi Beach, Island View, Bowentown, Athenree and Katikati, and the rural areas of Aongatete and Tahawai. The Eastern Supply Zone is made up of two raw water supplies supporting the urban areas of Te Puke, Maketu, Paengaroa and Pukehina plus the rural areas surrounding all of these centres. The Central Supply Zone is made up of two raw water supplies supporting the urban area of Omokoroa and the rural areas of Te Puna, Minden and inland Omokoroa.

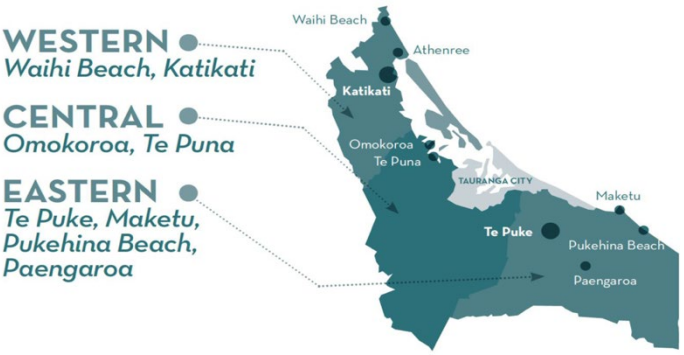

Figure 4: District Drinking Water Supply Zones

5.1 Public Water Supply Schemes

5.1.1 Western Supply Zone

Katikati Water Supply System: The Katikati Water Supply System, which supplies water to the community of Katikati and rural areas, is located 35km north-west of Tauranga. The supply evolved from a number of small schemes constructed over the years. The first scheme supplied Katikati township in 1953 and was extended intermittently over the next 20 years as far east as Apata to Tanners Point. In 1970 the present treatment plant and reservoir were built on Wharawhara Road. The original surface water source was replaced by three deep bores at Wharawhara Road in May 2005.

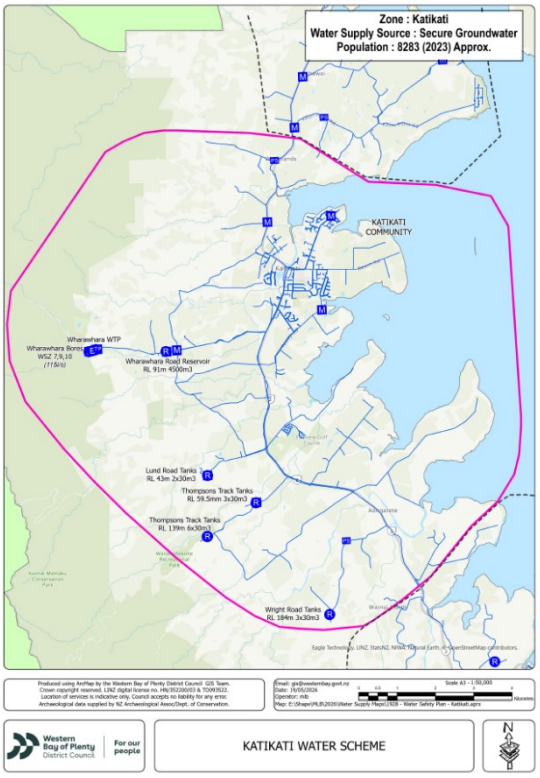

Figure 5: Katikati Water Supply System

Athenree, Tahawai and Waihi Beach Water Supply System: The Athenree, Tahawai and Waihi Beach Water Supply System is located at the western end of the Western Bay of Plenty district. Three water sources supply a common network and therefore are considered one supply system.

Athenree water is drawn from two bores approximately 260m deep at the Westwood Road/ State Highway 2 intersection. Raw water is pumped to the Athenree Water Treatment Plant via a dedicated rising main.

The Tahawai water is drawn from a single bore approximately 205m deep located on a paper road approximately 600m to the west of State Highway 2. Raw water is pumped to the Tahawai Water Treatment Plant via a dedicated rising main.

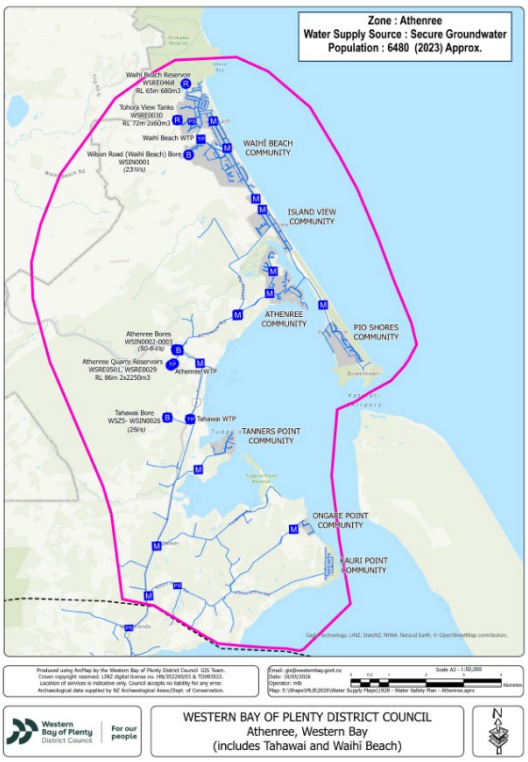

Figure 6: Athenree, Tahawai and Waihi Beach Water Supply System

Waihi Beach water is drawn from a single bore approximately 110m deep located near Wilson Road on Ocean Breeze Drive. Raw water is pumped to the Waihi Beach Water Treatment Plant via a dedicated rising main.

5.1.2 Central Supply Zone

Omokoroa-Minden Water Supply System: The Omokoroa-Minden Water Supply System supplies water to the community of Omokoroa, Minden and rural areas is located 14km west of Tauranga. The supply zone's raw water is drawn from a confined aquifer via five bores of varying depths. Four of the bores bores are located on Youngson Road, and water from these bores is pumped directly to the Youngson Road Water Treatment Plant. The fifth bore is located at Ohourere, where raw water is pumped to the Ohourere Water Treatment Plant via a dedicated rising main.

Figure 7: Omokoroa-Minden Water Supply System

5.1.3 Eastern Supply Zone

Pongakawa Water Supply System: The Pongakawa Water Supply System supplies water to the communities and rural areas of Paengaroa, Maketu and Pukehina, located east of Te Puke. Pongakawa's raw water is drawn from a confined aquifer via a 90m deep bore located on the western side of Maniatutu Road. Raw water is pumped directly to the water treatment plant.

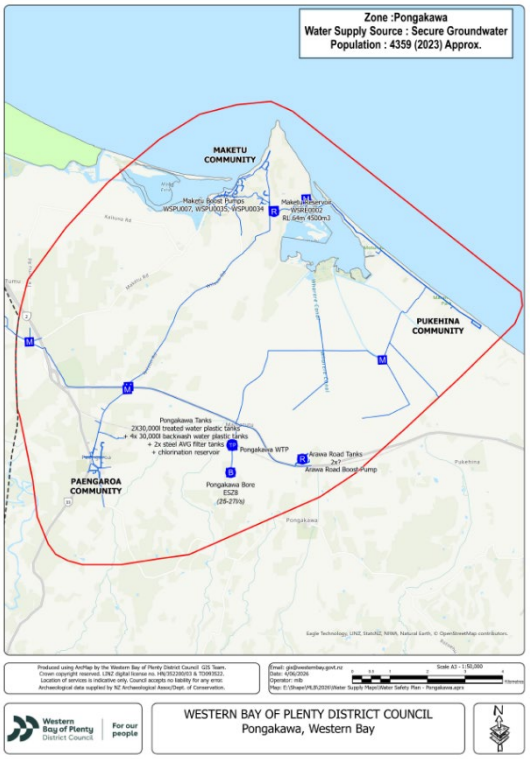

Figure 8: Pongakawa Water Supply System

Te Puke Water Supply System:

The Te Puke Water Supply System supplies water to the Te Puke community. Te Puke's water is drawn from four bores of varying depths located along No. 1 Road. Raw water is pumped to the Muttons Water Treatment Plant via a dedicated rising main and a smaller rising main from an additional fifth bore (ESZ2) located at the treatment plant site.

The Pongakawa distribution zone lies adjacent to the Te Puke zone but the two are currently isolated by an actuated valve on the 300mm supply main linking the zones

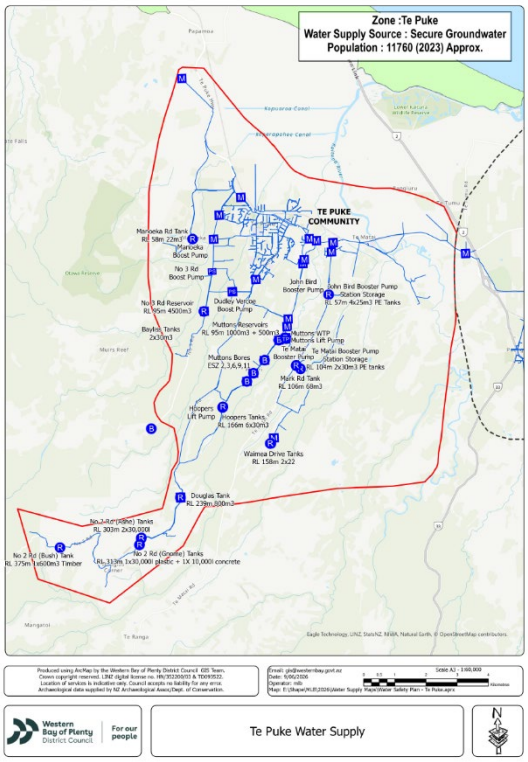

Figure 9: Te Puke Water Supply System

5.2 Population Receiving Council Water Supply

Approximately 67% of properties in the Western Bay of Plenty district are connected to Council's water reticulation. WBOPDC is responsible for the management of the water supply infrastructure for approximately 41,700 customers from a total population of approximately 60,898 (as at 2025).

5.3 Community Outcomes

Levels of Service statements articulate the performance of Council's water activity and assets which are instrumental in achieving 'Council Outcomes' and are agreed by the community through a consultation process and stated in the Long-Term Plan.

Table 1 details how Council will achieve the water-related community outcomes.

Table 1: How Council will achieve Community Outcomes

Goals	Our approach
Provide potable water of an appropriate standard and quality to meet the needs of consumers within the three supply zones. **Sustainably manage our water resource, water supply infrastructure and consumer use of water across the three supply zones.**	• Maintain water treatment plants in compliance with the New Zealand Drinding Water Standards 2022. • Maintain adequate storage and supply to meet the needs of normal domestic, commercial, and industrial water use for the Western, Central and Eastern supply zones in the event of a one – in - 50-year drought, with reasonable restrictions in place. • Maintain water systems to ensure a minimum of 24 hours daily demand storage in all systems. • The reticulated network is only extended when consistent with our policy on network extensions and water connections. • When considering applications for new connections give priority to households, livestock (including dairy farms) rather than for general agricultural irrigation. • Water meters are used to charge according to volume for all customers. • Appropriate funding mechanisms are used to encourage equitable and sustainable use of water. • Enable cross-boundary supply with Tauranga City subject to suitable agreements being in place.

5.4 Service Levels

The Local Government Act 2002 Amendment Act 2010 addressed the need for standard performance measures for local authorities. In line with legislation, the Secretary for Local Government has developed performance measures for identified activities, which include drinking water. These mandatory measures have been incorporated in the 2024-2034 Long Term Plan (Table 2).

WBOPDC and Tauranga City Council have agreed to form a Water Organisaion and will go live on 1 July 2027. In preparation for that, a Water Services Strategy will be developed which will review service levels and incorporate this in the Strategic Asset Management Plan, Asset Management Plan, and Infrastructure Delivery Plan.

5.4.1 Measuring Performance

Table 2: Drinking Water Levels of Service (Long Term Plan 2024-2034)

What we do	How we track progress		Result	Target													
			2023	2025			2026			2027			2028-30			2031-34		
Provide potable water of an appropriate standard and quality to meet the needs of consumers within the three supply zones. Sustainably manage our water resource, water supply infrastructure and consumer use of water across the three supply zones. We will provide good quality potable water to service growth within the three supply zones.	Ability of reservoirs to provide a minimum of 24-hour daily demand.		100%	100%			100%			100%			100%			100%		
	Percentage of year where reservoirs are maintained at a minimum of 50% full for 80% of the time, in accordance with Ministry of Health requirements.		99%	100%			100%			100%			100%			100%		
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	Compliance with the Drinking Water Quality Assurance Rules: Bacterial compliance (B), Protozoal compliance (P) and Microbiological monitoring (M). (*Compliant Y=Yes and N=No)	**Distrubtion Zones (Yes or No)**	**New measure**	**B**	**P**	**M**	**B**	**P**	**M**	**B**	**P**	**M**	**B**	**P**	**M**	**B**	**P**	**M**
		Athenree		N	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Katikati		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Ōmokoroa Minden		N	N	Y	N	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y
		Pongakawa		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Te Puke		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	The percentage of real water loss from Council's networked reticulation system. To be monitored through the water metering system.		21.6%	<22%			<22%			<20%			<20%			<20%		
	The average consumption of drinking water per day per resident within Council's district.		206 litres	<220 litres			<200 litres			<200 litres			<190 litres			<180 litres		

What we do	How we track progress		Result	Target				
			2023	2025	2026	2027	2028-30	2031-34
We will respond to customers issues with the water supply.	Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: Attendance for callouts: from the time Council receives notification to the time service personnel reach the site:	Urgent callouts	57 mins	<60 mins	<60 mins	<60 mins	<60 mins	<60 mins
		Non-urgent callouts	24 hours 18 mins	<24 hours	<24 hours	<24 hours	<24 hours	<24 hours
	Resolution of callouts from the time Council receives notification to the time service personnel confirm resolution of the fault or interruption.	Urgent callouts	3 hours 17 mins	<5 hours	<5 hours	<5 hours	<5 hours	<5 hours
		Non-urgent callouts	32 hours 13 mins	<28 hours	<28 hours	<28 hours	<28 hours	<28 hours
	Total number of complaints received by Council about any of the following: • 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. Expressed per 1,000 connections to Council's networked reticulation system.	8.1	<30	<30	<30	<30	<30	<30

5.4.2 Performance Progress

The WBOPDC Annual Report 2025 outlined how Council monitored progress towards its goals. The results are presented in Table 3.

Table 3. Water Supply Results Annual Report 2025

What we do	How we track progress	30 June 2025 Target	30 June 2025 Result	2024 Result	Narrative
Provide potable water of an appropriate standard and quality to meet the needs of consumers within the three supply zones. Sustainably manage our water resource, water supply infrastructure and consumer use of water across the three supply zones. We will provide good quality potable water to service growth within the three supply zones.	Ability of reservoirs to provide a minimum of 24-hour daily demand.	100%	100%	100%	
	Percentage of year where reservoirs are maintained at a minimum of 50% full for 80% of the time, in accordance with Ministry of Health requirements.	100%	100%	99%	
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	Compliance with the Drinking Water Quality Assurance Rules: T3 Bacterial compliance (B), T3 Protozoal compliance (P), and D3 Microbiological monitoring (M). Compliant Y = Yes, N = No	N = No Y = Yes	AM = All met PM = Partially met NM = None met		The Department of Internal Affairs updated this mandatory performance measure after Council had published our Long-term Plan, which sets our statement of service. The updated measure still covers the bacterial and protozoal compliance of water supplies but now is directly referenced to the relevant rules in the Drinking Water Quality Assurance Rules 2022. Our reporting is, therefore, against those rules. The DWQAR aggregate compliance rate methodology has been used to calculate whether the performance measures for bacteriological compliance and protozoal compliance were "All met", "Almost met", "Partially met", or "None met". The performance rating thresholds are as follows:

Distribution zones (yes or no)	B	P	M	B	P	M	New measure
Athenree	N	N	Y	PM	NM	AM	
Katikati	N	N	Y	AM	NM	AM	
Ōmokoroa Minden	N	N	Y	PM	NM	AM	
Pongakawa	N	N	Y	PM	NM	AM	
Te Puke	Y	Y	Y	PM	PM	AM	

Refer to the results for FY24 in the table below:

Zones	Treatment Compliance (Bacteria/Protozoa)	Distribution Compliance
Athenree	N	Y
Katikati	N	Y
Ōmokoroa Minden	N	Y
Pongakawa	N	Y
Te Puke	N	Y

Compliance rate	Performance rating
100%	All met
95% to 99.99%	Almost met
0.01% to 94.99%	Partially met
0%	None met

What we do	How we track progress	30 June 2025 Target	30 June 2025 Result	2024 Result	Narrative
					Reasons compliance is less than "All met" **Bacterial Compliance** • Athenree Zone: Athenree Water Treatment Plant (WTP) achieved 98% compliance rate, 2% non-compliance is attributable to data gaps. • Waihī Beach and Tahawai WTPs did not achieve chlorine contact time due to reservoir size. • Katikati Zone: Wharawhara WTP achieved 99.7% compliance rate. 0.3% non-compliance is attributable to data gaps. • Ōmokoroa-Minden Zone: Youngson and Ohourere WTPs did not achieve chlorine contact time due to reservoir size. • Pongakawa Zone: Pongakawa WTP did not achieve chlorine contact time due to reservoir size. • Te Puke Zone: Muttons WTP did not achieve chlorine contact time due to reservoir size. **Protozoal Compliance** Muttons WTP achieved 25% compliance with UV treatment in place for a small time period. No other WTP had UV treatment installed, therefore achieved no compliance.
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	The percentage of real water loss from Council's networked reticulation system. To be monitored through the water metering system.	<22%	35.9%	36.8%	Council is currently working through a number of improvements in our water loss and water demand management strategy. At this stage, the key sources of variance in reported water losses have not yet been fully identified. These are expected to be clarified and addressed over the next 12 months. However, it may take 24 months or longer before data trends stabilise and provide a consistent and reliable basis for confident reporting.
	The average consumption of drinking water per day per resident within Council's district.	<220 litres	235 litres	212 litres	Seasonal changes causing fluctuations in the annual consumption of drinking water.

What we do	How we track progress	30 June 2025 Target	30 June 2025 Result	2024 Result	Narrative
We will respond to customers issues with the water supply.	Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: Attendance for callouts from the time Council receives notification to the time service personnel reach the site: • Urgent callouts • Non-urgent callouts	<60 mins <24 hours	45 mins 22 hrs 14 mins	54 mins 21 hrs 11 mins	
	Resolution of callouts from the time Council receives notification to the time service personnel confirm resolution of the fault or interruption: • Urgent callout • Non-urgent callout	<5 hours <28 hours	3 hrs 42 mins 29 hrs 25 mins	4 hrs 11 mins 27 hrs 11 mins	Missed resolution targets for non-urgent water jobs have mainly resulted from increased weekend workloads. To prevent workforce fatigue and ensure safety, non-urgent tasks were deferred to regular hours - a decision that has affected target achievement this year. This agreement with the contractor will be reviewed and monitored to better support future performance goals.
	Total number of complaints received by Council about any of the following: • Drinking water clarity • Drinking water taste • Drinking water odour • Drinking water pressure or flow • Continuity of supply • Council's response to any of these issues Expressed per 1,000 connections to Council's networked reticulation system.	<30	18.5	10.4	Council received a higher number of water pressure complaints in FY25. While difficult to attribute to any single incident, a number of these were linked to network upgrade works. In these cases, Council had already provided written notification to affected customers advising of expected changes to the network prior to the works being carried out.

Most supplies are now compliant with the Drinking Water Quality Assurance Rules for Bacterial, Protozoal, and Microbiological compliance.

Athenree supply, which includes the Waihi Beach, Tahawai and Athenree treatment plants, had a target for compliance in 2027, is now fully compliant. Omokoroa-Minden supply, which includes the Youngson and Ohourere treatment plants, which had a compliance target of 2028, is now fully compliant. Conversely, Pongakawa, which had a compliance target of 2026, is not yet compliant with the rules. Compliance at the Pongakawa Water Treatment Plant has been delayed due to site-related constraints affecting the delivery of planned upgrades.

5.5 Water Take Resource Consents

Table 4: Water Take Resource Consents

Consent No	Consent	Purpose	Legal Description	Consent Status	Expiry Date	Associated Consents
61169	Place and use a Structure on the bed of the Whataroa Stream, Dam and take water from the Whataroa Stream for Municipal Water Supply, discharge water over spillway to the Whataroa Stream (Raymond Dam).	For the purpose of damming the Whataroa Stream by placing and using a concrete arch dam structure on the bed of the stream and taking water from the dam impoundment for the municipal water supply of Te Puke, and discharge excess water from dam impoundment	Legal description: Lot 1, DPS 11224, Block V, Maketu SD	Current	31-Jan-37	
61431	Take water from a Bore Field for Municipal Water Supply (Youngson Road)	For the purpose of taking water from a bore field at Youngson Road, Omokoroa, for Municipal Water Supply.	The cumulative daily quantity of water taken from the bore field shall not exceed 14,256 cubic metres and the cumulative rate of taking shall not exceed 165 litres per second.	Current	30-Nov-36	
61527	Take Water from a Bore Field for Municipal Water Supply (Ohourere)	For the purpose of taking water from a bore field at Crawford	The cumulative daily quantity of water taken from the bore field shall not exceed 12,960 cubic metres and the	Current	31-Mar-37	

Consent No	Consent	Purpose	Legal Description	Consent Status	Expiry Date	Associated Consents
		Road, Ohourere, for municipal water supply.	cumulative rate of taking shall not exceed 150 litres per second.			
62045	Take Water from a Bore to Supplement Municipal Water Supply to the Waihi beach Community (Waihi Beach)	For the Purpose of providing supplementary water to the Waihi Beach Community water supply during the summer months, and upon occasion throughout the year.	The daily quantity of water taken shall not exceed 2000 cubic metres and the rate of taking shall not exceed 28 litres per second. Legal Description: Pt Lot 2 DPS 31407, Block III Waihi SD (Western Bay of Plenty District).	Current	31-Dec-38	
62428	Take water from a bore field for Municipal Water Supply (Tahawai)	For the purpose of taking water from a bore field located at Tahawai, adjacent to State Highway 2, Katikati, for a municipal water supply.	The cumulative daily quantity of water taken shall not exceed 4147 cubic metres per day, and the rate shall not exceed 48 litres per second. Legal Description: Production Well 1 and 2 Paper Road adjacent SH2 Block I, Katikati SD.	Current	31-Jan-39	
62621	Take Water from a Bore Field for Municipal Water Supply (Wharawhara)	For the purpose of taking water from a bore field located at	The cumulative daily quantity of water taken from the existing three bores within the bore field, shall not exceed	Current	31-Mar-40	

Consent No	Consent	Purpose	Legal Description	Consent Status	Expiry Date	Associated Consents
		Wharawhara Road, Katikati, for Municipal water supply.	9504 cubic metres and the cumulative rate of taking shall not exceed 140 litres per second. Legal Description: Lot 3, DPS 63506, Block VII, Katikati SD.			
65637	Take and use of water from the Waiari Stream for municipal supply	For the purpose of authorising the take and use of water from the Waiari Stream for municipal supply.	The quantity of water taken from the Waiari Stream for municipal water supply shall not exceed 60,000 cubic metres daily. The instantaneous abstraction rate shall not exceed 694L/s (0.694 cubic metres per second). The velocity of water through the water intake structure screen shall not exceed 0.3 metres per second.	Current	31-Jul-44	Combined consent with Tauranga City Council
66439	Take water from two bores (Athenree)	For the purpose of providing municipal supply of water to the Athenree, Waihi Beach and Tanners Point areas	The daily quantity of water taken from the bores shall not exceed 5180 cubic metres and a rate of 60 litres per second.	Current	30-Sept-45	

Consent No	Consent	Purpose	Legal Description	Consent Status	Expiry Date	Associated Consents
		from bores, located at Westwood Road, off State Highway 2, Athenree.				
RM21-0054	Take and use groundwater (Te Puke)	The purpose of this resource consent is to authorise and set conditions for the take and use of groundwater	The maximum daily cumulative volume abstracted from BN-3706, BN21-0023, BN21-0024, BN21-0025 and BN21-0026 shall not exceed 6,048 cubic metres per day. The maximum cumulative rate of abstraction from BN-3706, BN21-0023, BN21-0024, BN21-0025, and BN21-0026 shall not exceed 70 litres per second. Until 30 June 2030, the total annual quantity of water taken from bores BN-3706, BN-3702, BN-1000088, BN-1000089, BN-10921, BN-1000103, BN21-0023, BN21-0024, BN21-0025, and BN21- 0026 under this consent shall not exceed 5,034,000 cubic metres. After and including 30 June 2030, the	Current	30-Jun-37	

Consent No	Consent	Purpose	Legal Description	Consent Status	Expiry Date	Associated Consents
			total annual quantity of water taken from bores BN-3706, BN-3702, BN-1000088, BN-1000089, BN-10921, BN-1000103, BN21-0023, BN21-0024, BN21-0025, and BN21-0026 under this consent shall not exceed 5,361,120 cubic metres.			
RM24-0653	Take water from a bore for municipal water supply (Pongakawa)	To authorise and set conditions for the take and use of groundwater for municipal supply at Maniatutu Road, Pongakawa.	The maximum rate of take shall not exceed 50 litres per second, and the total quantity of water taken shall not exceed 4,320 cubic metres per day. At Maniatutu Road, Pongakawa or map reference NZTM 1903980, 5807938	Current	31-Jan-60	

5.6 Raw Water Supply Agreement

Council have no raw water supply agreements in place, however raw water is supplied to contractors on a permit basis for dust control purposes from a bore and storage tanks located at 336 Omokoroa Road.

5.7 Public Water Supply Quality Standards Compliance

5.7.1 Water Services Act 2021

The main purpose of the Water Service Act 2021 is to ensure water suppliers provide safe drinking water to consumers by:

(a) Providing a drinking water regulatory framework that is consistent with internationally accepted best practice, including a duty on drinking water suppliers to:
   (i) have a drinking water safety plan; and
   (ii) comply with legislative requirements (such as drinking water standards) on a consistent basis; and
(b) Providing a source water risk management framework that, together with the Resource Management Act 1991, regulations made under that Act, and the National Policy Statement for Freshwater Management, enables risks to source water to be properly identified, managed, and monitored; and
(c) Providing mechanisms that enable the regulation of drinking water to be proportionate to the scale, complexity, and risk profile of each drinking water supply.

The Act has the following additional purposes:

(a) To establish a framework to provide transparency about the performance of drinking water, wastewater, and stormwater networks and network operators; and
(b) To provide mechanisms that build and maintain capability among drinking water suppliers and across the wider water services sector; and
(c) To establish a framework for the continuous and progressive improvement of the quality of water services in New Zealand.

Drinking Water Standards, Rules and Aesthetic Values

As the water services regulator for Aotearoa New Zealand, Taumata Arowai are responsible for developing regulatory instruments that assist the administration of the Water Services Act 2021 to ensure safe drinking water.

Drinking Water Standards

Drinking Water Standards 2022 set the Maximum Acceptable Values (MAVs) for a range of contaminants which can affect the safety and quality of drinking water. They are based on guideline values set by the World Health Organisation (WHO).

Drinking Water Quality Assurance Rules

The Drinking Water Quality Assurance Rules 2022 were prepared by Taumata Arowai in accordance with Section 49 of the Water Services Act 2021. These Rules primarily impose requirements relating to drinking water supplier duties to:

1. Supply safe drinking water[3],
2. Ensure that drinking water complies with the Water Services (Drinking Water Standards for New Zealand) Regulations 2022[4] .

Aspects of the rules also relate to drinking water supplier functions or duties, under other provisions in Part 2 of the Act.

Drinking Water Aesthetic Values

Drinking water not only needs to be safe, but it also needs to appear, taste, and smell acceptable. The Aesthetic Values for drinking water came into effect on 14 November 2022.

National Environmental Standards for Sources of Human Drinking Water Regulations 2007

Water suppliers must also be aware of the requirements of the National Environmental Standards for Sources of Human Drinking Water Regulations 2007 (NES). The NES gives additional protection to source water used for drinking purposes. The purpose of the regulations is to reduce the risk of contamination of drinking water sources by requiring regional councils to consider the effects of certain activities on drinking water sources.

[3] Water Services Act 2021, section 21.

[4] Water Service Act 2021, section 22.

5.7.2 Annual Reporting on Water Quality

Taumata Arowai prepared and published the 2024 Drinking Water Regulation Report in June 2025[5]. The report covers the 2024 calendar year and focuses on the 547 suppliers that own and operate 1,528 drinking water supplies that have registered with the Authority. Figure 10 shows the breakdown of supplier types and supplies.

Supplier types and supplies	Description
67 council suppliers (operating 525 registered supplies)	Territorial authorities, regional councils and unitary authorities.
Four government suppliers (operating 470 registered supplies)	Ministry of Education – Te Tāhuhu o te Mātauranga (schools).
	Department of Conservation – Te Papa Atawhai – (campsites, huts and villages).
	Department of Corrections – Ara Poutama Aotearoa (prisons).
	New Zealand Defence Force – Te Ope Kātua o Aotearoa (facilities).
476 community and private suppliers (operating 533 registered supplies)	**Māori suppliers** – this group includes iwi entities, kura supplies, kōhanga reo, marae, papakāinga and Māori community supplies.
	Facilities and communities – such as universities, private schools, hospitals, airports and ski fields.
	Other – such as mixed-use rural supplies, residential and other private or community supplies not owned by councils.
	Water carriers – operators who transport drinking water without reticulation.
Unverified suppliers	Suppliers who are registered but have not confirmed their details and are not included on the public register of drinking water supplies.
Not a drinking water supplier under the Water Services Act 2021	
Domestic self-supplies	Stand-alone domestic dwelling supply, like a roof water supply for a single household unit.

Figure 10: Breakdown of supplier types and supplies in the 2024 report

[5] Taumata Arowai Drinking Water Regulation Report 2024 dated June 2025.

5.7.3 Performance Summary

WBOPDC's performance for the year ended 31 December 2025, as summarised by Taumata Arowai is shown in Figure 11.

Overall Summary

Supply ID	Supply Name	Acceptable Solution	Has DWSP	Protozoa Barrier	Bacterial Barrier	Residual Disinfection	Rules reports received
ATH003	Athenree	NA	Lodged	✓	✓	✓	Rule reports submitted
KAT003	Katikati	NA	Lodged	✓	✓	✓	Rule reports submitted
OMO003	Omokoroa Minden	NA	Lodged	✓	✓	✓	Rule reports submitted
PON003	Pongakawa	NA	Lodged	✓	✓	✓	Rule reports submitted
TEP002	Te Puke	NA	Lodged	✓	✓	✓	Rule reports submitted

Source Rules Summary

Year: 2025 Supply Name:

Supply ID	Supply Name	Year	Source Monitoring Performance	Cyanobacteria Risk Assessment Performance	Median E. coli Source Water Sample	E. coli Source Water Samples Received	Median Arsenic Source Water Sample	Arsenic Source Water Samples Received	Median Manganese Source Water Sample	Manganese Source Water Samples Received	Median Nitrate Source Water Sample	Nitrate Source Water Samples Received	Median Lead Source Water Sample	Lead Source Water Samples Received
ATH003	Athenree	2025	Almost met (95.2%)	All met (100.0%)	0	92	0.002	4	0	46	0.19	46	0	4
KAT003	Katikati	2025	All met (100.0%)	All met (100.0%)	0	72	0	3	0	36	0.081	36	0	3
OMO003	Omokoroa Minden	2025	All met (100.0%)	All met (100.0%)	0	97	0.003	4	0	48	0.129	48	0	4
PON003	Pongakawa	2025	All met (100.0%)	All met (100.0%)	0	32	0.006	1	0.52	12	0.004	12	0.001	1
TEP002	Te Puke	2025	Partially met (85.7%)	All met (100.0%)	0	121	0.001	4	0	56	0.365	56	0	4

Treatment Rules Summary

Year: 2025 Supply Name:

Supply ID	Supply Name	Year	Bacterial Treatment Performance	Protozoa Log Credits Achieved	Chemical Monitoring - Treatment Performance	Treatment Performance
ATH003	Athenree	2025	Partially met (74.6%)	All met (100.0%)	Almost met (99.6%)	Not Applicable
KAT003	Katikati	2025	Partially met (79.7%)	All met (100.0%)	Almost met (99.8%)	Not Applicable
OMO003	Omokoroa Minden	2025	Partially met (78.5%)	All met (100.0%)	Almost met (98.9%)	Not Applicable
PON003	Pongakawa	2025	Partially met (15.7%)	None met	Almost met (99.7%)	Not Applicable
TEP002	Te Puke	2025	Partially met (87.6%)	All met (100.0%)	All met (100.0%)	Not Applicable

Distribution Rules Summary

Year: 2025 Supply Name:

Supply ID	Supply Name	Year	Chemical Monitoring - Distribution Performance	Distribution Monitoring - Bacterial Performance	Residual Disinfection Performance	Backflow Protection Performance	Distribution Storage Practices Performance	Hygiene Performance
ATH003	Athenree	2025	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)
KAT003	Katikati	2025	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)
OMO003	Omokoroa Minden	2025	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)
PON003	Pongakawa	2025	All met (100.0%)	All met (100.0%)	All met (100.0%)	Partially met (83.3%)	All met (100.0%)	All met (100.0%)
TEP002	Te Puke	2025	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)	All met (100.0%)

Figure 11: Taumata Arowai's summary of WBOPDC's performance

5.8 Drinking Water Safety Plans

All drinking water suppliers providing drinking water to over 500 people must develop and implement a Drinking Water Safety Plan (DWSP). The purpose of the DWSP is to identify health risks to the WBOPDC water supply, develop ways of reducing these risks and ensure contingency plans are in place to protect the public, should an event occur.

The DWSP identifies events that may lead to the contamination or shortage of drinking water supply, preventative measures currently undertaken, ways of monitoring the event and corrective action should an event occur.

5.8.1 Western Bay of Plenty Drinking Water Safety Plan

The WBOPDC Water Safety Plan is currently under review. The DWSP is structured into a main body and six appendices as shown in Table 5.

Table 5: Drinking Water Safety Plan Structure

Section	Content
Main Body	Information common across all WBOPDC Water Supply Systems
Appendix 1	Katikati Water Supply System specific information
Appendix 2	Athenree Supply System specific information
Appendix 3	Ōmokoroa Minden Water Supply System specific information
Appendix 4	Pongakawa Water Supply System specific information
Appendix 5	Te Puke Water Supply System specific information
Appendix 6	Combined Water Supply System Risk Tables

5.8.2 Other Drinking Water Safety Plans

Drinking Water Safety Plans have been completed for the following Tauranga City Council (TCC) owned facilities that are located within the Western Bay of Plenty District.

Table 6: Other Drinking Water Safety Plans for non-WBOPDC Facilities

Location	Date Prepared	DWSP Owner
Pyes Pa Memorial Gardens	July 2023	TCC
McLarens Falls Park	September 2023	TCC
TECT Park (jointly owned with WBOPDC)	March 2025	WBOPDC

5.9 Current Risks and Issues

Supply Security

- Council is reliant on groundwater bores for all of its raw water sources. It currently has 17 bores, most of which are 20 – 25 years old. Council is currently developing a number of new bores across the district to cater for increased demands in growth areas. The water quality of deep

groundwater bores can change, reduce or become contaminated. In each of these situations, the problem may not be able to be resolved immediately. Therefore Council must continue to increase levels of resilience through increased spare production capacity and alternate sources.

- Finding new deep underground viable wells is a timely and costly exercise. There is limited geological information available to assist and there is no guarantee of finding the yield or quality required, or at the targeted depth.

- Bay of Plenty Regional Council's view is that the groundwater in WAI3 is over-allocated. This may restrict Council's ability in the longer term to increase its production capacity, which emphasises the responsibility to ensure water is used sustainably, losses are kept to a minimum and conservation strategies are implemented.

Addressing the supply security risk

- There have been no water restrictions put in place in recent years, and current water sources provide sufficient capacity over and above current demand and allow for future growth.

- A new bore has recently come into production for Youngson WTP feeding Omokoroa. This has increased capacity by 45% in the central zone and secures demand requirements until 2038.

- Exploration is currently taking place for further ground water sources in Te Puke to expand production capacity by 45-50%. An outcome of the exploration is expected by 2027. On top of the exploration work, Council has unused consented take for 100% of the existing capacity in Te Puke.

- In Katikati WBOPDC plans to increase the water take from an existing consented source in the mid 2030s. This will expand production 25-30%.

- The WBOPDC water supply zones are connected, which enables water to be transferred between neighbouring supplies and adds a layer of resilience.

Water Quality

- Water treatment and monitoring standards have changed considerably with recent legislation and rule changes. The new requirements have increased the frequency and types of monitoring, increasing workloads on operational staff and the complexity of treatment.

- Compliance at the Pongakawa Water Treatment Plant has been delayed

due to site-related constraints affecting the delivery of planned upgrades.

Addressing the water quality risk

- Council has made, and is continuing to make, substantial investments in new treatment and monitoring assets to meet these standards. 7 of the 8 water treatment plants are now compliant with the rules and standards.

Asset Renewals

- Council has committed to a strong renewals plan over previous decades and continues to do so. Rising construction costs and increases in rates could affect the affordability of the renewals programme and may be subject to re-prioritisation.

Raw Water Connections

- Council has no permitted customer connections to its raw water mains. All connections made to Council's water supply network come from treated water mains.

6. Community Water Supply Schemes

The Taumata Arowai Register of Drinking Water Supplies is the official public register for information about drinking water supplies in Aotearoa New Zealand. Some drinking water supplies may not yet appear on the public register as Taumata Arowai are still working to confirm details of some of the almost 2,000 supplies that were transferred from the Ministry of Health. Once a supplier verifies their supplies in Hinekōrako (the self-service portal for suppliers and laboratories) they will appear on the public register.

6.1 Registered Networked Community Water Suppliers

Table 7 details the registered community water supplies in the district.

Table 7: Register of Community Water Suppliers[6]

Supply ID	Supply Name	Supply Type	Community	Source	Pop Serviced
BEL001	Belk Rd Water Scheme	Networked	Belk Rd Water Scheme	Spring	23
MCL003	McLaren Falls Park	Networked	McLaren Falls Park	Bore	80
OTA023	Otamarakau School	Networked	Otamarakau	Bore	111

6.2 Registered Self-Supplied Buildings

Table 8 details the registered self-supplied buildings in the district.

Table 8: Register of Self Supplied Buildings[7]

Supply ID	Supply Name	Supply Type	Community	Source	Pop Serviced
KA1018	Kaimai School	Self-supplied building	Kaimai School	Bore	77
NGA015	Ngamuwahine Outdoor Trust	Self-supplied building	Ngamuwahine Trust	Spring	70
ORO004	Oropi School	Self-supplied building	Oropi School	Bore	190
PUK008	Pukehina School	Self-supplied building	Pukehina School	Bore	80

[6] https://hinekorako.taumataarowai.govt.nz/publicregister/supplies/ accessed 25 Mar 2026

[7] https://hinekorako.taumataarowai.govt.nz/publicregister/supplies/ accessed 25 Mar 2026

Supply ID	Supply Name	Supply Type	Community	Source	Pop Serviced
PYE001	Pyes Pa School	Self-supplied building	Pyes Pa School	Bore	251
PYE002	Pyes Pa Memorial Park	Self-supplied building	Pyes Pa Memorial Park	Bore	100
RAN009	Rangiuru School	Self-supplied building	Rangiuru School	Bore	100
RED005	Redwood valley farm spring	Self-supplied building	Paengaroa	Spring	5
MAT020	Te Kura o Te Moutere O Matakana	Self-supplied building	Te Kura o Te Moutere O Matakana	TBA	40
TER001	Te Ranga School	Self-supplied building	Te Ranga School	Bore	165
WHA077	Whakamarama Hall	Self-supplied building	Whakamarama Community Centre	Roof	205
WHA056	Whakamarama Kindergarten	Self-supplied building	Whakamarama Kindergarten	Roof	35
WHA023	Whakamarama School	Self-supplied building	Whakamarama School	Bore	76

6.3 Community Drinking Water Stations

Table 9 details the registered community drinking water stations in the district.

Table 9: Register of community drinking water stations[7]

Supply ID	Supply Name	Supply Type	Community	Source	Pop Serviced
TEP005	Te Puke Golf Course	Community drinking water station	Te Puke golf club	Bore	

6.4 Other Known Community Water Suppliers

Council is aware of the following additional community water suppliers within the district.

Table 10: Other Known Community Water Suppliers

Supply ID	Supply Name	Supply Type	Community	Source	Pop Serviced
NA	Ranui Water Scheme	Surface and Reticulated	Casarina Dr Residents	River	25
NA	Te Matai Water Scheme	Unknown and Reticulated	Te Matai Residents	Bore	Unknown
NA	Gibraltar Water Scheme	Bore and Reticulated	No: 3 Rd Residents	Bore	60
NA	Chamberlain Water Scheme	Bore and Reticulated	No: 3 Rd Residents	Bore	15
NA	TECT Park	Self-supplied buildings	TECT Park	Bore and roof	Unknown

In addtion, Taumata Arowai has advised Council of 6 other community water suppliers whose registration is currently pending. These suppliers provide water to approximately 180 people.

6.5 Key Risks and Issues

Water Quality

- Community-owned water supplies are subject to the same risk of contamination or infection as any other supply. The types of treatment and monitoring required to achieve compliance with drinking water standards may be onerous and expensive for smaller schemes to achieve. There is little information available as to what level of compliance has been achieved, or the systems are operating at.

Source Water Quality

- Source water quality is also a risk for community supplies, as these matters would be highlighted in a Source Water Risk Management Plan (SWRMP). Depending on the size of the community being supplied, and whether Drinking Water Safety Plans have been developed and implemented, the known risks, mitigation measures, and methods for ensuring safe water quality may not be clearly identified.

- Treatment and monitoring systems for community supplies must be

maintained and checked regularly to ensure water quality continues to meet required standards. However, the necessary expertise may not be available within the community, meaning these services would likely need to be contracted externally.

Backflow / Cross–connection

- Community networks serving multiple dwellings and properties through private mains and connections may be exposed to cross-connection risks where appropriate backflow protection has not been designed, installed, and maintained. Over time, changes within the community or network configuration may occur, meaning cross-connection controls would need to be reviewed and updated accordingly.

7. Private Drinking Water Supplies

The remaining communities, not supplied by either Council or community-owned drinking water supply schemes, are not serviced by reticulated drinking water supply systems. Most of these domestic dwellings use roof-collected rainwater systems stored in tanks, or private bores. Water supplies may be supplemented in summer by tanker-delivered water and/or abstraction from streams/springs.

Council has limited visibility of private supplies. The estimated population on private water supply is 17,000.

7.1 Quality

The quality of water used for private supplies will vary across the district. We know for example there are over 1,000 private bores in the Eastern Supply zone. A high percentage of these will be accessing the underground aquifers in the shallower zones. Hence these are not protected from surface water seepage.

Many of the private supplies in rural areas have been in use for generations and proved to be reliable for properties not serviced by Council's network. However, there are immediate risks from contamination, such as stock, wildlife, sprays and stormwater run-off. On the whole, there is likely to be very little monitoring or testing of changes in water quality, or source water risks in general.

7.2 Key Risks and Issues

Source Water Quality

- Contamination can arise where source water is not adequately protected from stock, wildlife, overland flow, sprays, and similar influences. These factors may alter water quality without users being aware of the change.

DWSPs and SWRMPs

- Without DWSPs or SWRMPs in place, users may be unaware of the risks to their water supplies or how those risks should be managed, leaving the supply in a vulnerable position.

Treatment and monitoring

- Without a sufficient understanding of drinking water treatment and

monitoring, private systems may operate without adequate safeguards to protect water quality. Where endpoint treatment has been installed, there is also a risk that these systems are not properly maintained, with users assuming they remain effective as long as water continues to flow from the tap. Without regular water testing, any issues may go unnoticed or be underestimated.

Adequate quantity

- Private supplies are often heavily reliant on sufficient rainfall to keep tanks full and streams flowing. Drought therefore poses a risk to the adequacy of these supplies. In such circumstances, water delivery operators within the district may deliver treated water sourced from the WBOPDC public supply.

Maintenance

- Water systems in rural areas are unlikely to have active maintenance plans in place to ensure that treatment, source protection, storage, pumping systems, and distribution pipework are all functioning effectively and that system losses are identified. For many users, a problem is only recognised once the system stops working altogether. However, systems that are not regularly maintained or monitored may create opportunities for contamination to enter the supply.

Backflow / Cross–connection protection

- Backflow and cross-connection protection is one of the least understood and least addressed issues in private water supplies serving one or more points of supply. Backflow risk is generally classified as low, medium, or high, with the highest level posing potential risks to life. Many private schemes, particularly in rural areas, take water from a single source on one property and distribute it to neighbouring properties, often without sufficient awareness that high-risk uses can contaminate drinking water through backflow. This risk is heightened where networks are connected to high-risk sites, such as stock troughs, without appropriate backflow protection.

8. Adequacy Assessment

8.1 Public Drinking Water Supply

Council's public drinking water supplies all have sufficient capability to provide potable water. The drinking water meets the requirements of the Drinking Water Standards for New Zealand 2022.

The production capacities from the groundwater sources have sufficient capacity to meet current peak levels of demand.

The Water Supply Asset Management Plan (AMP) contains detailed plans to develop new water sources and storage facilities across the district to meet growing demand. Growth is based on 'Smart Growth' predicated population and household increases and Government Census information.

The AMP also includes provisions to renew or/and augment all activity assets following a planned and affordable schedule, which is monitored to ensure Council can deliver the required water levels of service. It also includes strategic initiatives to manage demand and maintain the activity assets through contracted resources.

Council has undertaken an infrastructure risk assessment to identify assets that may be at higher risk from natural hazards and that may require further work to improve resilience. The outputs of this assessment will be used to inform Asset Management Plans (AMPs) and Council's 30-year Infrastructure Strategy.

The assessment identified asset exposure to a number of hazards, including:

- **Earthquake** (e.g. ground shaking, liquefaction, slope instability, tsunami);
- **Coastal hazards** (e.g. coastal inundation, coastal erosion, sea-level rise);
- **Extreme rainfall** (e.g. river and surface flooding, river scour);
- **Extreme wind**;
- **Extreme temperature**; and
- **Groundwater**.

The next steps for this work is inclusion of the assessment findings within the AMPs and Infrastructure Strategy, this will enable asset managers to identify where resources are required for further investigations or options development, and to plan for additional capital expenditure to improve network resilience.

8.2 Community Drinking Water Supply

Council has limited visibility regarding the adequacy of community supplies. Registered supplies are required to provide information to Taumata Arowai and develop an appropriate Water Safety Plan dependent on the community population criteria. This would include information on water quality security, treatment, monitoring and risk mitigation. Council are not privy to the specifics or completeness of these details.

It is likely that where a community supply exists, and its water take is more than the levels of "permitted activity" (15m^3/day for surface supplies, and 35m^3 for groundwater sources) they will have a resource consent for a specific water take, with conditions, granted by Regional Council. The consent will include a purpose or intended use, conditions of take, daily or annual quantity limits, monitoring of flow rates, and reporting etc. However, the consent will not address matters pertaining to the protection or quality of water being used after abstraction, from the point of supply to the last flowing taps. This is where the gap exists, and the risks may not be recognised or mitigated.

8.3 Private Drinking Water Supply

The Western Bay of Plenty District has vast areas of rural land, which includes horticultural, agricultural, and lifestyle properties. However, a large portion of this area does not have Council water infrastructure available for properties to connect to.

Drought is a risk to private supplies, however water delivery operators within the district can deliver treated water sourced from the WBOPDC public supply.

Harvesting of roof water is susceptible to sprays, along with avian and rodent contamination, which is difficult to control and poses challenges to "endpoint treatment'. Similar challenges lie with stream and spring water takes, where direct collection happens at open-source points, without exclusion of animals, pests, bird life etc. Also, these sources are vulnerable to weather conditions and the effects of erosion.

It is unlikely that there is adequate protection or treatment in place in a high portion of private supplies. Endpoint treatment is the most favoured approach to protection in the industry, but to what level or standard is unknown. Rural or "neighbouring" sharing of water is common, and these systems have been expanded over the years and rely on the 'good faith' amongst these close-knit communities. However, the drivers have been to make water available, not necessarily focused on quality or risk mitigation. Also, the protection of supplies for individuals in a private scheme may be compromised if relationships amongst neighbours sharing the supply deteriorate.

Early UV units do not meet current standards for effective treatment but are still in use. Council are also aware that backflow or cross-connections exist, these pose additional risk amongst the users.

The 2024 Drinking Water Regulation Report by Taumata Arowai, echoed these challenges for community and small private suppliers:

> *"One of the defining challenges associated with community and private drinking water supplies is the wide variation in infrastructure, funding, management capability and understanding of regulatory responsibilities. Many community and smaller private supplies rely on untreated or minimally treated water sources, including rainwater (roof collected) shallow bores and surface water.*
>
> *While these systems often function adequately under normal conditions, they are particularly vulnerable to contamination during extreme weather events or periods of poor maintenance. Many community and smaller private suppliers also have significant operational capacity constraints as well as broad systemic barriers"*[8].

[8] Taumata Arowai, Drinking Water Regulation Report 2024, pg 63

9. Consequences if Access to Drinking Water Services is Lost or Deficient

The adequacy of drinking water services is fundamental to public health and community wellbeing. A loss of access to drinking water services, or the provision of drinking water that is deficient in quality, would have varying consequences depending on the nature of the supply and the characteristics of the community affected.

9.1 Public Drinking Water Supply

The consequences of a loss or significant degradation of service could include:

- Immediate public health risks arising from inadequate or unsafe water for drinking, food preparation, hygiene, and sanitation;
- Increased reliance on alternative water sources such as tanker supply or bottled water, creating logistical and financial pressures;
- The requirement to boil water before consuming;
- Disruption to critical services, including schools, healthcare facilities, and emergency response activities;
- Social and economic impacts on households, businesses, and primary industries reliant on secure water supply;
- Reputational and regulatory consequences for Council where service levels or statutory obligations cannot be met.

9.2 Community-owned drinking water supplies

For community-owned drinking water supplies, many of which serve small rural populations, the consequences of service loss or deficiency are likely to be more acute due to limited redundancy, funding capacity, and technical capability. Impacts may include:

- Prolonged exposure to untreated or inadequately treated water where alternative supplies are not readily available;
- Elevated public health risk during periods of extreme weather or infrastructure failure;
- Financial strain on communities required to fund urgent repairs, upgrades, or compliance measures;
- Reduced resilience where community governance or operational capability is constrained.

9.3 Private Drinking Water Supplies

For private drinking water supplies, which represent a significant proportion of rural households within the District, the consequences of water deficiency are often less visible. These may include:

- Ongoing consumption of contaminated water without detection due to minimal monitoring or testing;
- Increased vulnerability of residents, particularly older persons, children, and immune-compromised individuals;
- Lack of awareness of risks related to source protection, backflow, or treatment system performance;
- Escalation of health risks during droughts, flooding, or contamination events, when private supplies are least resilient.

Overall, communities that are rural, dispersed, reliant on shared private schemes, or subject to climate-related hazards are likely to experience disproportionate impacts from the loss or degradation of drinking water services.

10. Ongoing Access to Drinking Water Services

Based on the findings of this assessment, Council's approach to providing for communities' ongoing access to drinking water services recognises the differing roles, responsibilities, and levels of control associated with public, community, and private supplies.

10.1 Public Drinking Water Supplies

Council will continue to provide ongoing access to drinking water services through:

- Implementation of the Water Supply Asset Management Plan, including timely renewal, upgrade, and augmentation of assets;
- Ongoing development of additional water sources and storage to support growth and improve resilience;
- Progressive improvements to treatment and monitoring systems to ensure compliance with regulatory requirements;
- Demand management initiatives and water conservation measures to support sustainable use, particularly during dry periods;
- Integration of climate change considerations into planning and investment decisions.

10.2 Community Drinking Water Supplies

Council does not own or operate community drinking water supplies. However, to support communities' ongoing access, Council will:

- Use the findings of this assessment to identify and communicate potential risks to Taumata Arowai, where appropriate;
- Support awareness and understanding of regulatory obligations among community water supply operators;
- Encourage engagement between community suppliers and relevant agencies to improve compliance, risk management, and resilience;

10.3 Private Drinking Water Supplies

Council has no oversight of private drinking water supplies. To support ongoing water supply access and risk reduction, Council will:

- Continue to recognise private supplies within strategic planning and public health contexts;
- Provide information and guidance, where practicable, to raise awareness of drinking water quality risks and good management practices;

This assessment will inform Council's future water services planning, public health responsibilities, and engagement with water service regulators, while recognising that the primary responsibility for non-Council supplies lies with the respective owners and operators.

11. Opportunities for the Community to Raise Concerns

In accordance with section 69(4) of the Local Government (Water Services) Act 2025, Council provides opportunities for any person to alert the territorial authority at any time to concerns about a community's access to drinking water services.

Concerns may relate to:

- The absence of a drinking water service;
- Deficiencies in the quality, quantity, or reliability of drinking water;
- Risks to source water, treatment, or distribution systems;
- Community or private drinking water supplies that may be failing, or at risk of failing, to provide safe drinking water.

Concerns can be raised through Council's standard service request processes, which include:

- Registering a complaint online via the following link: https://www.westernbay.govt.nz/council/contact-us
- Phone WBOPDC on 07 571 8008 and register a complaint through one of WBOPDC's customer services representatives.
- Register a complaint via the Antenno App.
- Contact WBOPDC via Facebook to register a complaint.
- Write to WBOPDC with a formal letter to register a complaint.

Information received will be considered as part of Council's ongoing monitoring and in future drinking water services assessments.