



PALMERSTON NORTH CITY

PALMERSTON NORTH WATER SUPPLY BYLAW

20232024

ADMINISTRATION MANUAL

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PART ONE – INTRODUCTION

1. PURPOSE OF ADMINISTRATION MANUAL

1.1 The purpose of this Administration Manual is to support the administration of the Water Supply Bylaw ~~2023~~2024 (the “Bylaw”) by bringing together those aspects which may otherwise be included in the Bylaw, but which are of a technical or administrative nature, or operational matters that are more likely to be amended before the Bylaw is reviewed.

1.2 The Administration Manual is made under the Bylaw, and it will govern the implementation and operation of the Bylaw. The Administration Manual is a public document and will be made available on the Council’s website alongside the Bylaw.

1.3 The Administration Manual will be updated from time to time, as necessary, to ensure that it is kept up to date and reflects current practice.

2. APPLICATION

2.1 This Administration Manual applies to all Palmerston North City Council water supplies.

3. INTERPRETATION

3.1 Terminology used in the Administration Manual takes its meaning from the definitions at section 6 of the Water Supply Bylaw ~~2023~~2024.

PART TWO – PROTECTION OF WATER SUPPLY

4. STANDARD CONDITIONS FOR PERMIT TO USE WATER FILLING STATION

- 4.1 The permit will outline the location and time periods within.
- 4.2 The permit holder is responsible for providing all the equipment necessary to connect to the water filling station and for meeting obligations of using the filling station.
- 4.3 The permit holder is required to inform the Council of any possible defect or damage to the water filling station that comes to the attention of the permit holder.
- 4.4 The permit holder will be held responsible for the cost of any repairs of damage caused by the incorrect operation of the tanker water filling station. The permit holder will also be held responsible for any third-party damage that occurs whilst they are using the water filling station.
- 4.5 The permit holder may not draw water from the filling station unless all applicable fees are paid.
- 4.6 A false declaration or other action, which results in a significant expense or inconvenience to Council, will result in immediate cancellation of the Permit and may result in prosecution.

5. STANDARD CONDITIONS FOR TURITEA CONTROLLED CATCHMENT AREA ENTRY PERMIT

- 5.1 Permit holders must carry their entry permit at all times while in the Turitea controlled catchment Area. Every person in the Turitea controlled catchment area must, upon request, produce an entry permit for inspection by the Council or its authorised agents.
- 5.2 Permits are issued for a maximum 12-month period and must be renewed by the expiry date printed on the back of the permit.
- 5.3 The entry permit gives right of access along Water Catchment Access Road from the end of South Range Road. No access is permitted from Turitea or Greens Roads to areas surrounding the water treatment plant and water supply dams.
- 5.4 No person, other than the Forrester or officer or agent of the Council, may commit or cause or permit to be committed, any act which may interfere with or be likely to interfere with the exercise of any rights vested in any other person in the Turitea controlled catchment Area.
- 5.5 Every person must immediately leave the controlled catchment area upon the request of the Forester or officer or agent of the Council. That person remains liable to be prosecuted for

the breach of any of the provisions of this Part of the Administration Manual, and the failure to leave constitutes a further offence.

- 5.6 No person shall obstruct or hinder the Forrester, or officer or agent of Council, in the exercise of any powers vested in that officer under the provisions of this Bylaw and Administration Manual.
- 5.7 No person shall damage assets in the Turitea controlled catchment areas belonging to the Council or any third parties.
- 5.8 Any work carried out in the Turitea controlled catchment area, whether it is permitted or not, must not cause any adverse effects on water quality or spillage of any hazardous materials to the stream or the lakes.
- 5.9 Entry permits to the Turitea Controlled Catchment Area may forbid, regulate or control the following activities:
- a. hunting, trapping, shooting or fishing;
 - b. lighting or maintaining any fire;
 - c. taking any dog or other animal;
 - d. damaging or destroying any trees, shrubs, or other existing cover, or interference with any property;
 - e. carrying of any firearm or weapon of any kind, any trap or any fishing gear which may be used for the hunting or catching of birds, fish or animals; or use of any herbicide, pesticide or toxic substance for any purpose whatsoever.

PART THREE – STANDARD CONDITIONS OF WATER SUPPLY

6. APPLICATION FOR SUPPLY

- 6.1 The Council will determine the sizes of all pipes, fittings, water meters, valves, backflow prevention devices and any other equipment deemed necessary by the Council, up to the Point of Supply. The Council will supply and install the service pipe up to the point of supply at the customer's cost; or may allow the supply and installation of the service pipe to be carried out by approved contractors at the applicant's cost.
- 6.2 Any new water connection, must be located and installed in accordance with the Council's Engineering Standards for Land Development.
- 6.3 The applicant must have the authority to act on behalf of the owner of the premises for which the supply is sought and must produce written evidence of this if required.
- 6.4 A new application for supply shall be required if a customer wishes to change their type of supply.
- 6.5 Council may review the serviceability of any extraordinary supply connection and take reasonable action as required to preserve the safety and integrity of the network.

7. POINT OF SUPPLY – INDIVIDUAL OWNERSHIP

- 7.1. For individual customers the point of supply must be located at the street address frontage of the property as shown in Figures 1 to 6 of the Administration Manual, or as close as possible where circumstances make it difficult to locate at the required position. Positions other than those in the Administration Manual will require specific approval from Council.
- 7.2. The typical layout at the point of supply is shown in Figures 7a to 7g of the Administration Manual
- 7.3. A customer who has altered, or seeks to alter, the ground levels in the vicinity of the connection is responsible for the alteration of the existing pipe and cover to ensure the connection complies with the Council's Engineering Standards for Land Development. Such work shall be carried out at the owner's expense.

8. POINT OF SUPPLY – MULTIPLE OWNERSHIP

- 8.1. The Point of Supply for the different forms of multiple ownership of premises or land shall be as follows:
- a. For Company Share/Block Scheme (Body Corporate) – as for individual ownership
 - b. For Leasehold/Tenancy in Common Scheme (Cross Lease), Strata Title and Unit Title (Body Corporate) – each owner shall have an individual supply with the point of supply at the street address frontage of the property. In specific cases other arrangements may be acceptable subject to individual approval.

8.2. For multiple ownership which was in existence prior to the coming into effect of the Bylaw, the point of supply shall be the arrangement existing at that time, or as determined by agreement with the Council for an individual case.

Figure 1. Point of Supply Location for Single Residential Dwellings

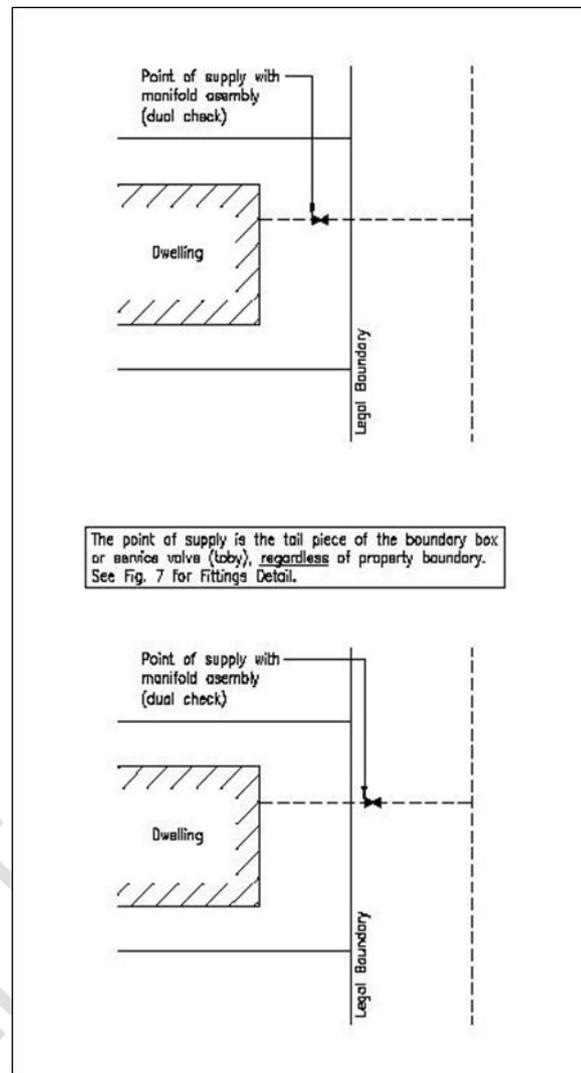


Figure 2. Point of Supply Location for Multiple Residential Dwellings

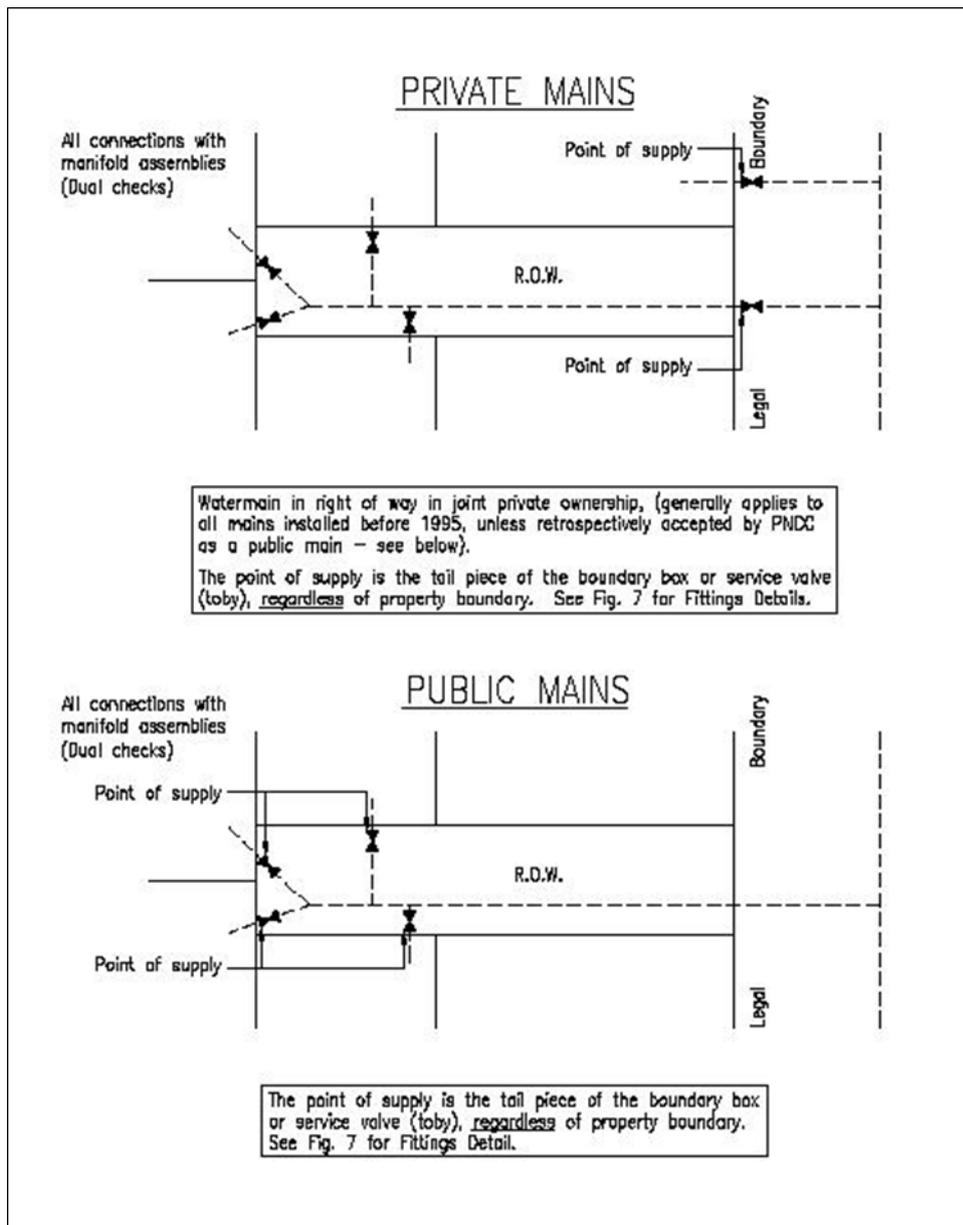


Figure 3. Point of Supply Location for Cross Leases

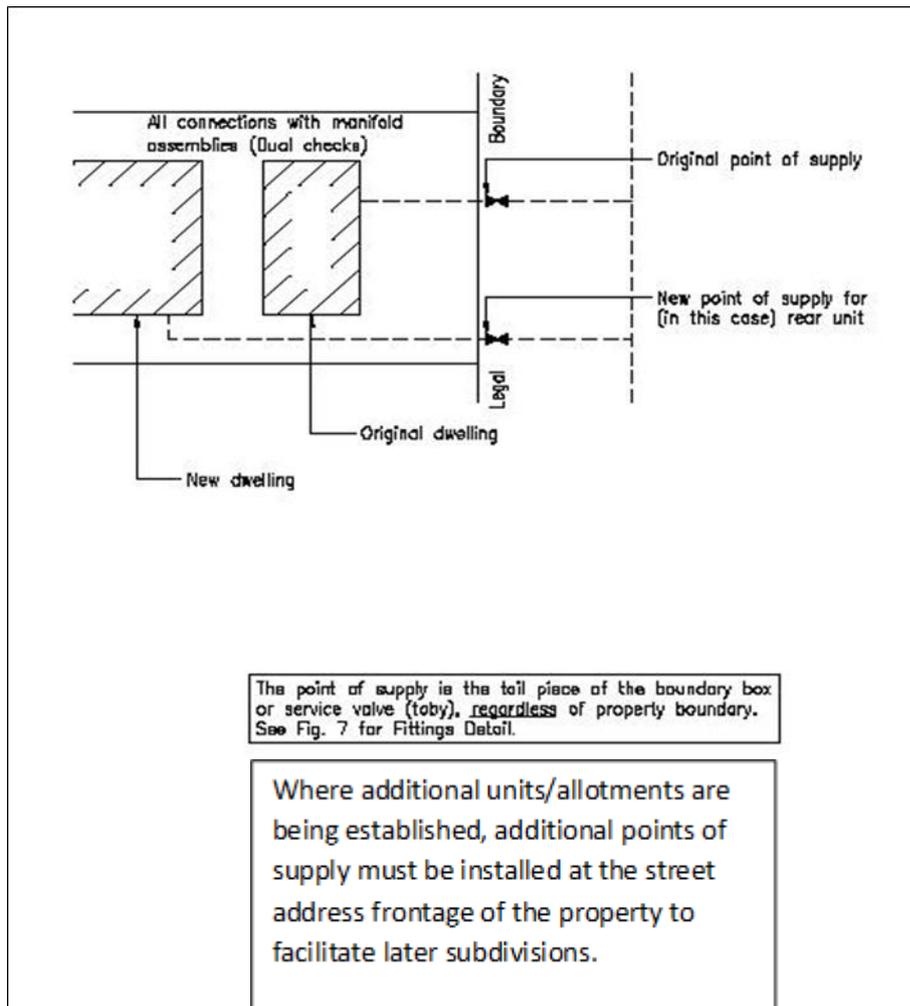


Figure 4. Point of Supply Location for Commercial Connections – Multiple Occupation/Ownership

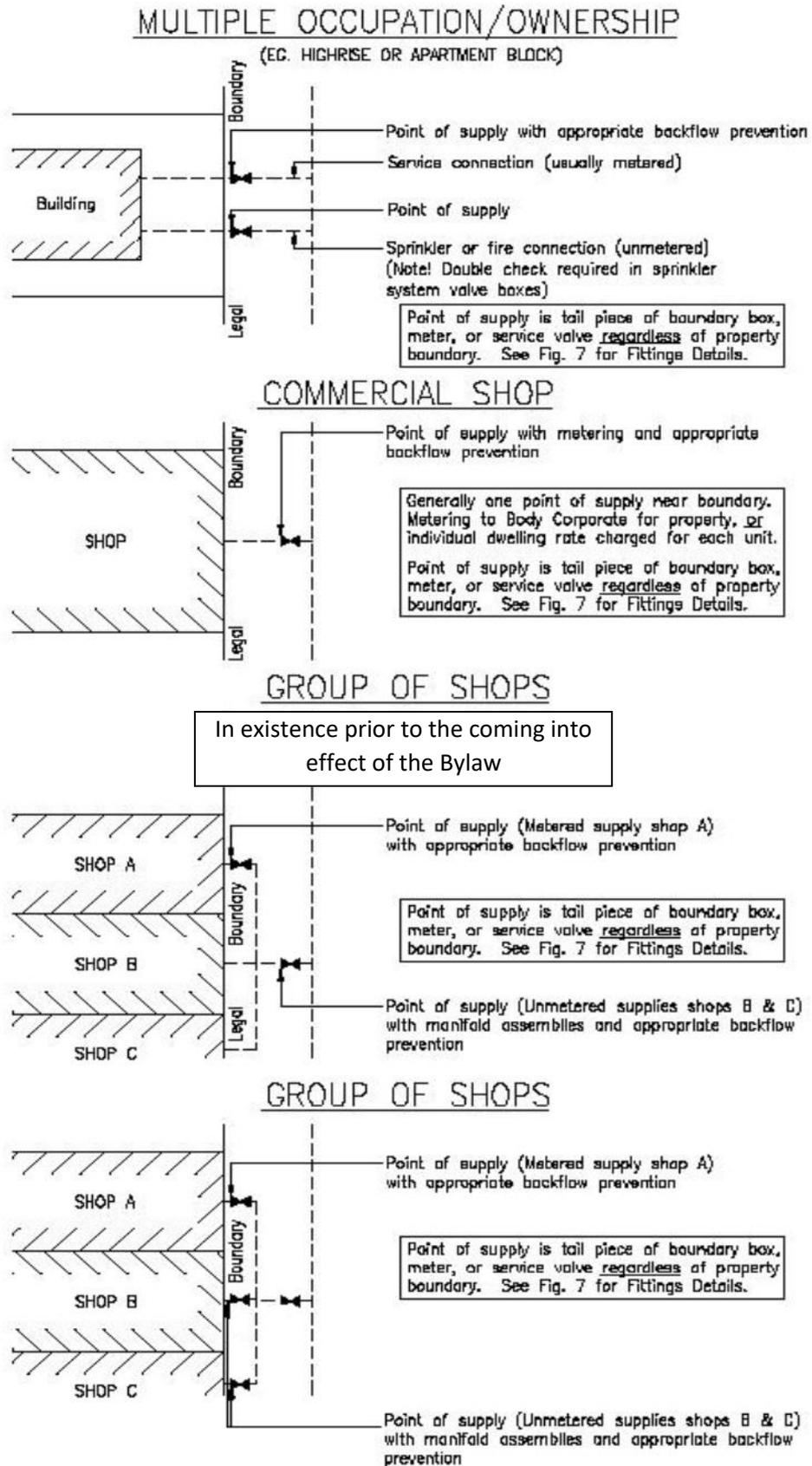


Figure 5. Point of Supply Location for Industrial/Commercial Connection – (includes Schools etc.)

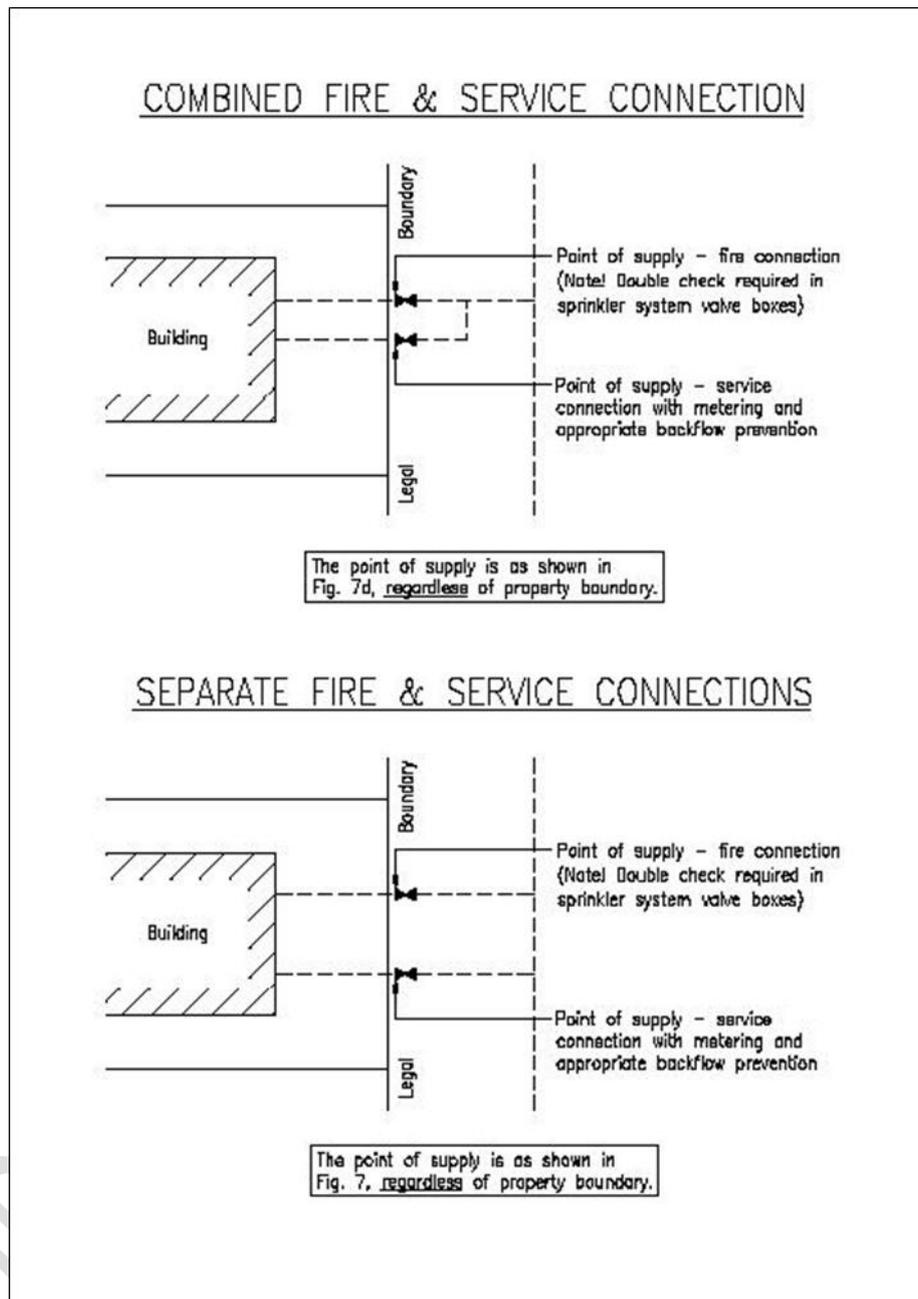


Figure 6. Point of Supply Location for Industrial/Commercial Connection – (includes Schools)

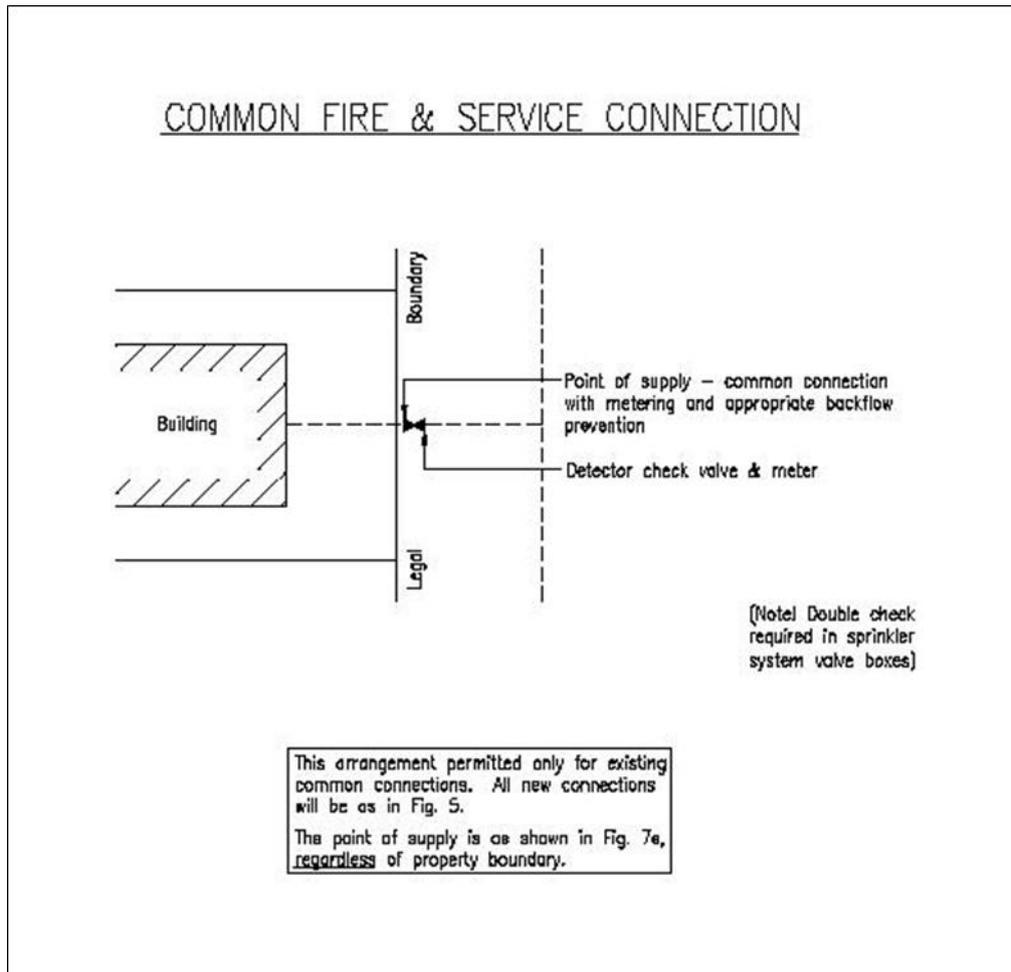


Figure 7. Examples of Fitting Details showing Point of Supply

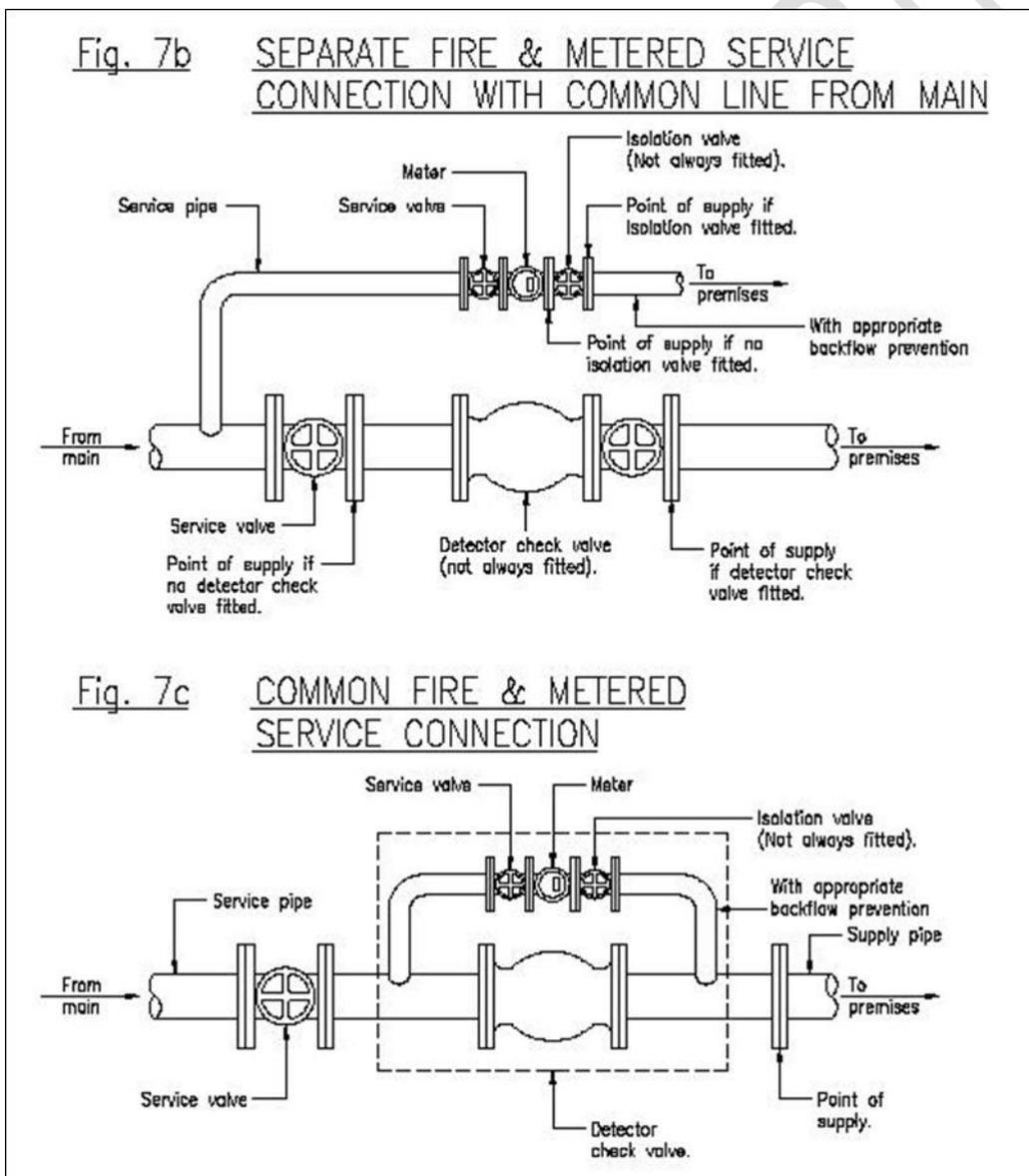
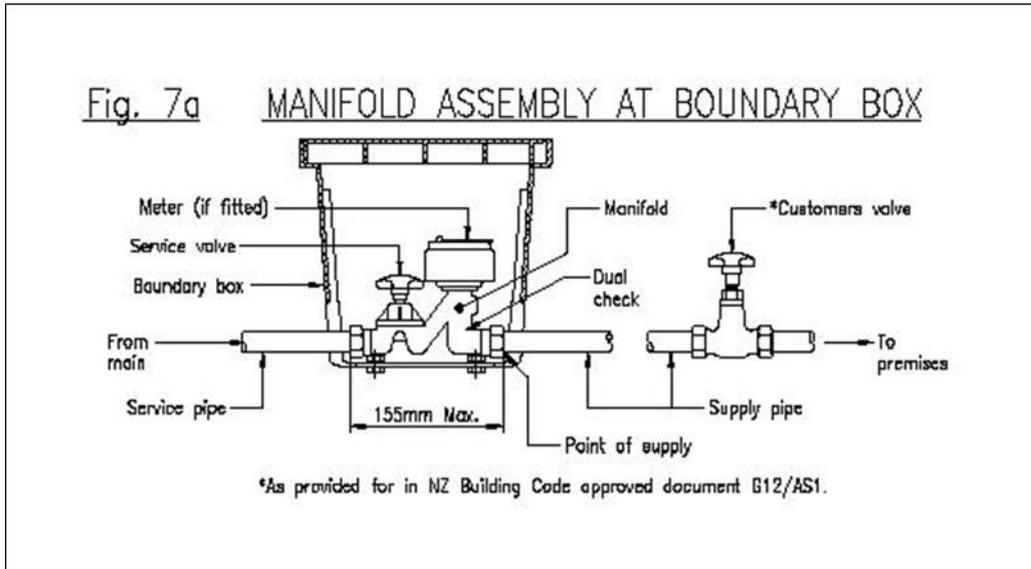


Fig. 7d METERED SUPPLY WITH REDUCED PRESSURE BACKFLOW PREVENTER

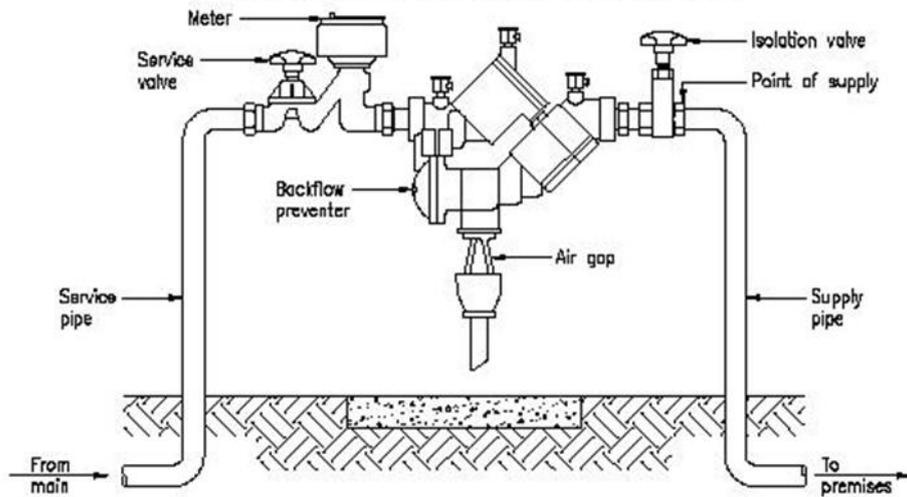
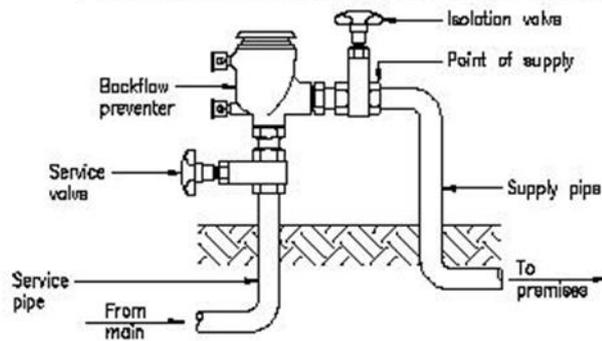


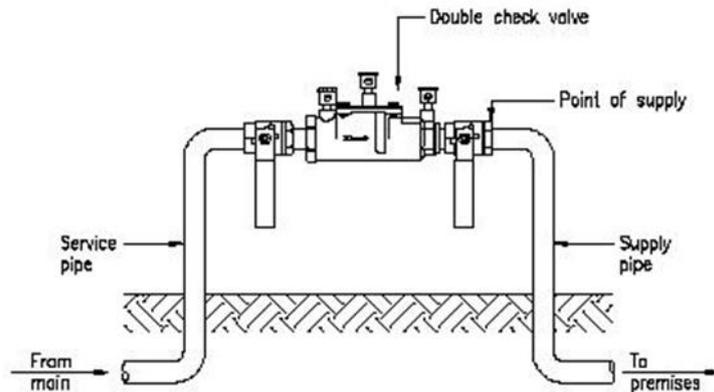
Fig. 7e UNMETERED SUPPLY WITH VACUUM BREAKER BACKFLOW PREVENTER



*The building code may require the customer to install additional backflow preventers within the site, which will remain the responsibility of the customer.

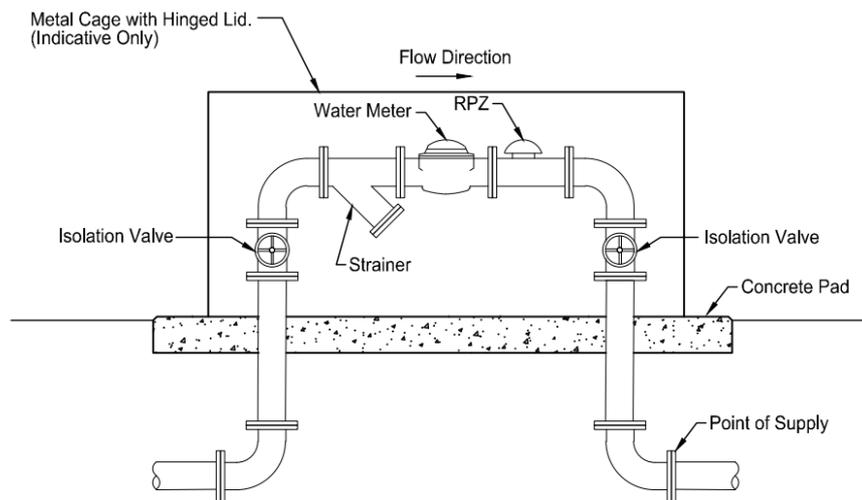
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Fig. 7f DOUBLE CHECK VALVE



All the above ground facilities exposed in the public domain must be securely caged, locked and approved by the Council.

Fig. 7g Commercial/Industrial Connection



9. DEMAND MANAGEMENT

9.1 There are four water restriction levels that can be set. In general, the Council will start at the lowest level of restriction but may skip to a higher restriction if warranted by the situation.

9.2 Restrictions generally apply during the Summer and Autumn seasons, when daylight savings is in effect. The times shown for these restrictions are based on daylight savings time and may be adjusted when daylight savings time ends so that sprinkler use and hosing can be carried out during daylight hours.

Level 0: No restrictions apply.

The Council may encourage water conservation efforts (for example summer water use) through communication channels to avoid the need to impose restrictions.

Level 1: Sprinkler use evenings only, every two days.

Unattended hoses, sprinklers, and garden irrigation systems can only be used between 7.00pm and 9.00pm; for even numbered houses on even dates, and odd numbered houses on odd dates. Handheld hoses can be used at any time. Minimising the use of water is encouraged.

Level 2: Unattended irrigation prohibited. Handheld hoses only, every two days.

Unattended hoses, sprinklers, and garden irrigation systems cannot be used. Handheld hoses for gardens and outdoor household maintenance can only be used between 7.00 pm and 9.00 pm; for even numbered houses on even dates, and odd numbered houses on odd dates. Commercial activities requiring hose use are not restricted but are encouraged to minimise water use or reschedule the work until the restrictions are lifted.

Level 3: Hosing prohibited

Unattended hoses, sprinklers, garden irrigation systems and handheld hoses or watering cans cannot be used. Car washing, household maintenance and outdoor washing by handheld hose are also prohibited. Filling of swimming pools, spa pools and paddling pools is prohibited. Commercial activities requiring water use via hoses may only be carried out with the permission of Council.

10. EXCESSIVE AND WASTEFUL USE

10.1 Water use can be considered excessive if:

- a. there is evidence of repeated non-compliance with restrictions imposed in the Water Supply Bylaw.
- b. there is evidence of leakage, or water running to waste, without remedial action by the customer.
- c. there is evidence that water usage exceeds the amount defined as a reasonable per capita allocation under the Water Conservation Management Plan.

10.2 Where Council has reasonable grounds to believe that water use on the customer's premises is excessive, Council will serve the customer with a notice giving them 10 working days to reduce their use below an excessive level.

10.3 If, after the service of the notice and the specified time period, the Council continues to have reasonable grounds to believe the water use is excessive, Council may install a water meter for the purposes of charging the customer on recorded consumption.

10.4 If it is established that the water use at the customer's premises is excessive then the Council may charge the customer for the actual costs of supplying and fitting the [water](#) meter, including an additional administration fee of up to 10% of the costs.

11. ACCURACY OF [WATER](#) METERS

11.1 The accuracy of [water](#) meters shall be tested as and when required by the Council or as prescribed in the Water Meter Code of Practice (OIML R49), and in accordance with the following process:

- a. ~~Meters~~ [Water meters](#) shall be tested as prescribed in OIML R 49-2 and the test report shall be made available as prescribed in OIML R 49-3.
- b. The variation in the error curve shall not exceed 3% for flow rates in the lower zone and 1.5% for flow rates in the upper zone. For the purpose of determining these requirements the mean values of the errors (of indication) at each flow rate, shall apply.
- c. The curves shall not exceed a maximum error limit of $\pm 6\%$ for flow rates in the lower zones and $\pm 2.5\%$ for flow rates in the upper zones.
- d. Restrictors shall be tested by measuring the quantity that flows through the restrictor in a period not less than one hour at its expected minimum pressure. A copy of independent certification of the test result will be made available to the customer on request.
- e. The maximum permissible error for the upper flow rate zone ($Q_2 < Q < Q_4$) is $\pm 2\%$, for temperatures from $0.3\text{ }^{\circ}\text{C}$ to $30\text{ }^{\circ}\text{C}$ and the maximum permissible error for lower flow rates zone ($Q_1 < Q < Q_2$) is $\pm 5\%$. This accuracy shall be applied to all water meters with $Q_3 < 100\text{m}^3/\text{h}$ and may be applied to water meters with values of $Q_3 > 100\text{m}^3/\text{h}$. The accuracy of flow restrictors shall be within $\pm 10\%$ of their rated capacity.
- f. Where Q is the flowrate:
 - i. Q_1 is the minimum flowrate;
 - ii. Q_2 is the transitional flowrate;
 - iii. Q_3 is the permanent flowrate; and
 - iv. Q_4 is the overload flowrate as defined in OIML R49- 1 2003.

11.2 A customer who disputes the accuracy of a [water](#) meter or restrictor may apply to the Council for it to be tested provided that it is not within three months of the last test. If the test shows non-compliance with the accuracy requirement then the customer will not be charged for the test. If the test shows compliance then the customer shall pay a fee, as set out in Schedule 2 of the bylaw.

11.3 Where a [water](#) meter has been tested and found to register a greater or lesser consumption than the quantity of water that passed through the [water](#) meter, the Council shall make an adjustment to the water consumption charged. The adjustment will be backdated at the discretion of the Council but not exceeding 12 months. The customer will pay a greater or lesser amount according to the adjustment.

12. ESTIMATING CONSUMPTION

12.1 Where a [water](#) meter is out of repair, cease to register or is removed the Council will estimate the consumption for the period since the last reading of such [water](#) meter and

the customer will pay according to that estimate. In estimating consumption of the required period Council will take the following factors into account:

- a. The average of the previous four billing periods charged to the customer;
- b. Any variation in consumption due to seasonal or other causes that would make the previous four billing periods an unreasonable estimate of consumption; and
- c. Any other relevant evidence for the purpose of arriving at a reasonable estimate of consumption.

12.2 The customer shall be liable for the cost of water which passes through the [water](#) meter regardless of whether this is used or is the result of leakage. If [water](#) metering indicates a significant increase in consumption to a premises, which is established as being caused by a previously unknown leak, the Council may estimate consumption as provided in section 12.1 of the Administration Manual, providing that the customer repairs the leak with due diligence.

12.3 Where the seal or dial of a [water](#) meter is broken, the Council may declare the reading void and estimate consumption as provided above in section 12.1 of the Administration Manual.

13. INCORRECT ACCOUNTS

13.1 Where a situation occurs, other than as provided for in section 12.2 of the Administration Manual, where the recorded consumption does not accurately represent the actual consumption on a property then the account shall be adjusted using the best information available to the Council. Such errors include, but are not limited to, misreading of the [water](#) meter, errors in data processing, [water](#) meters assigned to the wrong account and unauthorised supplies. Where an adjustment is required, in favour of the council or the customer, this shall not be backdated more than 12 months from the date the error was detected.

14. BACKFLOW PROTECTION

14.1. The customer will take all necessary measures on the customer's side of the point of supply to prevent water which has been drawn from the Council's water supply from returning to that supply. This includes:

- a) the use of a backflow prevention device;
- b) the prohibition of any direct cross-connection between the Council water supply and:
 - i) Any other water supply (potable or non-potable)
 - ii) Any other water source
 - iii) Any storage tank whether fixed or mobile
 - iv) Any other pipe, fixture or equipment containing chemicals, liquids, gases, or other non-potable substances.

14.2. Notwithstanding section 14.1 of the Administration Manual, the Council may fit a backflow prevention device on the Council's side of the point of supply where the customer cannot

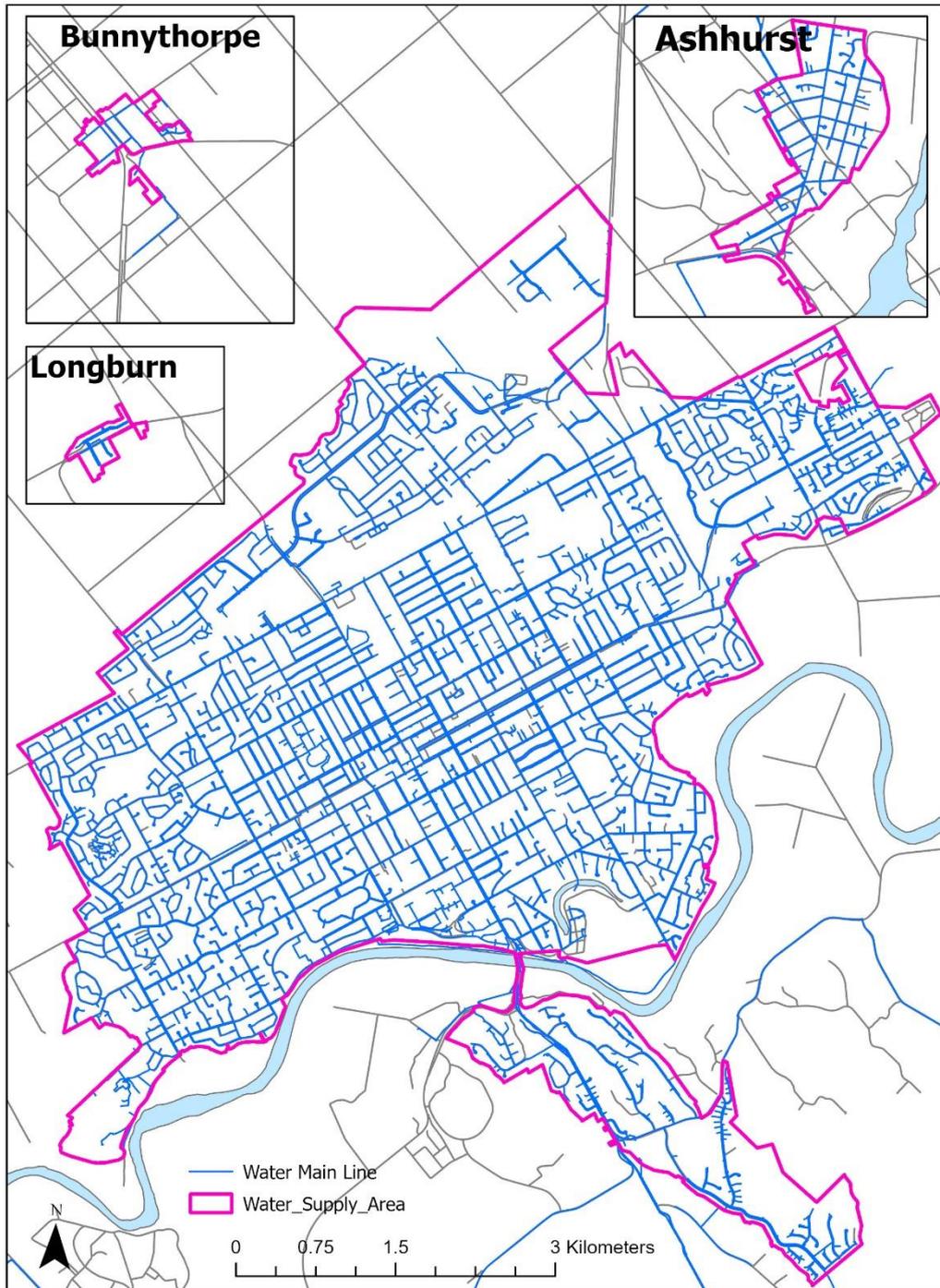
demonstrate that the risk of backflow has been managed or where the Council deems it necessary to protect the network. The Council may charge the customer for the supply and installation of a backflow prevention device and associated protective equipment such as cages.

- 14.3. Council will undertake periodic surveying of existing connections to determine any change of use requiring upgrading of backflow prevention devices.

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APPENDIX ONE – WATER SUPPLY AREAS

The following map shows the water supply areas designated by Council.



**Palmerston North
Water Supply Area**

December 2022
Scale: 1:50,000