

## Laura Bowman

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**From:** Official Information  
**Sent:** Monday, 14 November 2022 12:00 pm  
**To:** [REDACTED]  
**Cc:** Official Information  
**Subject:** Final Response: LGOIMA 281614 [REDACTED] Urban Water Pricing  
**Attachments:** New Zealand urban water pricing.docx; Attachment A\_Evidence of Enforcement Letter for Water leak breaches.PDF; Attachment B\_Example of Education Material For Water Restrictions.PDF; Attachment C\_example of water meter bill for commercial customers.PDF

Kia Ora,

We refer to your information request **281614/2022**, submitted on 12/09/2022, about Information request about New Zealand urban water pricing specifically concerning water supply, water demand, metering, water charges and pricing and general institutional conditions.

Please see the responses below and attached.

<b>Water Supply</b>	<p><b>Water source:</b> The primary water source is the Waikato River which is extracted and treated via the Waiora Water Treatment Plant Intake. Once treated, the water supply is distributed through the Hamilton drinking water reticulation network. An additional low fluoride water supply is also available to residents which is located at the Taitua Arboretum. This is a bore water source.</p> <p><b>Number of households serviced from each source</b> There are 62,849 households that are serviced through the Drinking Water Reticulation Network. The Taitua Arboretum low fluoride supply is an additional water service residents can choose to access. There is no data available which outlines the number of households this additional supply services.</p> <p><b>Population serviced from each source:</b> 176,500</p> <p><b>Volume of water available/produced at each source</b> The maximum volume of water authorised to be taken from the Waikato River is 125,315 cubic metres per day as specified in Resource Consent 113941 - Surface Waters Take and Use. The total volume of water supplied into the water reticulation network in 2020/2021 was 21,523,902 cubic metres.</p> <p><b>The fixed costs of water supplied per meter cubed or per litre</b> Volumetric water by meter charges incorporates fixed costs such as overheads, however the proportion of the volumetric charge which relates to fixed costs are not delineated. Volumetric Charges are calculated based on the anticipated / budget cost and forecasted demand.</p> <p><b>The variable and/or marginal costs of water supplied per meter cubed or per litre and any details on how these are calculated</b> Variable and or marginal costs, such as electricity and chemicals are used to calculate volumetric water by meter charges, however the proportion of the volumetric charge is not delineated. Volumetric Charges are calculated based on the anticipated / budget cost and forecasted demand.</p>
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	<p><b>Storage capacity where storage is used:</b></p> <p>At the Waiora Water Treatment Plant, water is stored in two clear water tanks with a total storage capacity of 22.4 million litres. There are 9 operational water reservoirs located within the Hamilton water reticulation network. The storage capacity of each reservoir is:</p> <ol style="list-style-type: none"> <li>1. Pukete: 20.8 million litres;</li> <li>2. Dinsdale: 4.5 million litres;</li> <li>3. Newcastle: 17.2 million litres;</li> <li>4. Maeroa: 3.9 million litres;</li> <li>5. Ruakiwi: 2.9 million litres;</li> <li>6. Rototuna: 18.3 million litres;</li> <li>7. Fairfield: 3.9 million litres;</li> <li>8. Hamilton South: 17.5 million litres.</li> <li>9. Ruakura: 12 million litres</li> </ol> <p><b>The proportion of leakage if any (loss in transit from suppliers to water consumers):</b></p> <p>The percentage of real water loss from the water reticulation network in 2021/2022 was 15.1%. This is the percentage of water that is lost in transit from the Waiora Water Treatment Plant to consumers.</p>																																																												
Water Demand	<p><b>Volume of water consumption from each source for household, industry, and commercial use:</b></p> <p>In 2021/2022, the estimated, due to residential water supply being unmetered, water consumption for households was 13,822,935 cubic metres. Industry and commercial water consumption was 4,341,255 cubic metres</p> <p><b>Number of households using water tanks and retention tanks:</b></p> <p>The information has not been provided as this data does not exist.</p> <p><b>Information on the dates and restrictions imposed on households during any recent periods of low supply or drought (especially how much water restrictions could reduce the consumption):</b></p> <p>Records of the dates and level of water restrictions (Alert Levels) which have been applied have been kept since 2018. The following table outlines the dates and levels of restriction imposed in recent periods.</p> <p>For context, alert level 1 and 2 are implemented as a preventative measure to ensure sustainable use of water and are not used in times of low supply or drought conditions.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d9e1f2;"> <th rowspan="2">Summer</th> <th colspan="5">Initiation</th> <th colspan="4">Downgrade</th> </tr> <tr style="background-color: #d9e1f2;"> <th>AL1</th> <th>AL2</th> <th>AL3</th> <th>AL4</th> <th>AL3</th> <th>AL2</th> <th>AL1</th> <th>Removal</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>01.12.18</td> <td>29.01.19</td> <td>-</td> <td>-</td> <td></td> <td>-</td> <td>-</td> <td>06.04.19</td> </tr> <tr> <td>2019/20</td> <td>11.12.19</td> <td>14.01.20</td> <td>06.02.20</td> <td></td> <td></td> <td>06.03.20</td> <td>-</td> <td>01.05.20</td> </tr> <tr> <td>2020/21</td> <td>17.12.20</td> <td>04.02.21</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>19.03.21</td> </tr> <tr> <td>2021/22</td> <td>N/A</td> <td>15.12.21</td> <td>03.02.22</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>The following table describes restrictions at each Alert Level:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d9e1f2;"> <th style="width: 15%;">Alert Level</th> <th style="width: 85%;">Description of Restrictions</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Sprinklers 6-8am and 6-8pm. Hand-held hosing any time.</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Sprinklers on alternate days, 6-8am and 6-8pm. Hand-held hosing any time.</td> </tr> </tbody> </table>	Summer	Initiation					Downgrade				AL1	AL2	AL3	AL4	AL3	AL2	AL1	Removal	2018/19	01.12.18	29.01.19	-	-		-	-	06.04.19	2019/20	11.12.19	14.01.20	06.02.20			06.03.20	-	01.05.20	2020/21	17.12.20	04.02.21	-	-	-	-	-	19.03.21	2021/22	N/A	15.12.21	03.02.22						Alert Level	Description of Restrictions	1	Sprinklers 6-8am and 6-8pm. Hand-held hosing any time.	2	Sprinklers on alternate days, 6-8am and 6-8pm. Hand-held hosing any time.
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3	No sprinklers. Hand-held hosing any time.
4	No use of outside water systems.

For further information around water restrictions and how they are applied in the Hamilton area, please visit <https://www.smartwater.org.nz/alert-levels/>

**Information on how much water demand varies between drought years and wet years:**

The information relating to how much water demand varies between drought years and wet years in Hamilton has not been provided as HCC does not hold this information.

Metering	<p><b>Have water meters been installed for all water users?</b> No</p> <p><b>Are water meters in use for all water users?</b> No</p> <p><b>Have smart meters been installed for any water users, how many, and are there any plans for installing smart meters in the near-future?</b> There are approximately 3,400 meters installed on commercial and industrial (non-residential) premises across the city. Not all non-residential water users are metered, nor are residential properties metered. Trials are currently underway at a limited number of non-residential properties to assess the viability of smart meters for non-residential properties with existing meters. The future use of smart meters will be determined following the outcome of the trials.</p>
Water charges and pricing	<p><b>How are water charges structured?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> No charge</li> <li><input type="radio"/> Flat rate or charge</li> <li><input type="radio"/> Volumetric pricing (price per unit)</li> <li><input type="radio"/> Dynamic or scarcity pricing (price per unit changes based on available supply)</li> <li><input type="radio"/> A combination of the above (for example, volumetric charging only for use in excess of a specified amount)</li> </ul> <p>Volumetric charging is applied to selected customer groups. The current charging structures- and differential pricing can be found on the Hamilton City Council Website. <a href="https://hamilton.govt.nz/your-council/fees-and-charges/water-supply/">https://hamilton.govt.nz/your-council/fees-and-charges/water-supply/</a>.</p> <p><b>Details on fixed and variable charges for water users, and whether these differ for household and commercial water use:</b> Residential customers are not currently metered in Hamilton. Residential customers are charged for water via property rates, based on the value of the property.</p> <p><b>Details on whether a separate charge is used for water coming in and water going out:</b> Overall, no separate charges are applied for water coming in and water going out. However, a portion of HCC conditional commercial wastewater customers (trade waste) use water meter data to estimate wastewater volumes for charging and compliance purposes.</p> <p><b>When was water pricing introduced?</b> HCC does not have records in relation to this request</p> <p><b>Information on the rationale for introducing pricing (or the rationale for not using pricing) the goals of water service provision, and the goal of water pricing:</b> Information is unavailable for when or what rationale supported introducing industrial and commercial water pricing, however Council regularly reviews the financial strategy as part of</p>

Long-Term Planning processes. The current Financial Strategy can be found in the Long-Term Plan. <https://hamilton.govt.nz/strategies-plans-and-projects/long-term-plan/>.

**Who sets the water pricing? Is long run marginal cost (LRMC) pricing being used?**

Water fees and charges are set by Council as part of Long-Term Planning processes and LRMC methodologies are not applied to water charging.

**The number of water users in each pricing scheme (if there are more than one):** Please refer to figure A below.

**Volume of water consumption under each pricing scheme:** Please refer to figure A below.

**Do household, commercial, and industry water users pay different prices per unit of water? If so, what are these prices?**

The current charging structures and differential pricing can be found on the Hamilton City Council Website: <https://hamilton.govt.nz/your-council/fees-and-charges/water-supply>

**Figure A**

Customer Type	Number of connections (or customers?)	Volume consumed (2021/2022 year) kilolitres
Rateable city	2,510	1,920,473
Non rateable city	504	535,500
Outside city	28	46,319
Rural restricted supply	249	55,974
Waikato District	7	888,210
High User	84	1,742,289
Fire Mains	No data	No data
Water Take Permit Holders	86 permit holders	73,583

**Definitions**

**Rateable City**

Meters that are within the HCC boundary for which land rates are charged

**Non-Rateable City**

Meters that are on properties that are exempted from land rates

e.g. Government properties (schools, hospitals), local government properties (council facilities), churches, community groups, sporting/cultural, not-for-profits (registered charities)

**Rural Restricted Supply**

Meters that have a flow control device installed to reduce the amount of water supplied to property e.g. residential/rural (trickle feed)

**Outside City**

Meters that are outside of the HCC boundary e.g. that pay their rates to Waipa District Council.

**High User**

Water supplied to customers that require a supply in excess of 15m<sup>3</sup> per day

**Waikato District Council**

Water supplied in bulk to Waikato District Council

**General institutional conditions**

**Information on any incentives in place for households to collect rainwater**

Households are encouraged to install rainwater tanks through Policy 25.13.2.2a in the [Hamilton Operative District Plan](#). The policy seeks for “Water-sensitive techniques are incorporated into new subdivision and development to reduce demand on water supplies, wastewater disposal and to manage stormwater.”

*Water sensitive techniques includes:* “For water supply: Rainwater reuse systems comprising rainwater tanks and appropriate connections that use rainwater instead of potable water for toilet flushing and landscape irrigation.” amongst other options.

**Information on any financial assistance for low-income households:**

Residential ratepayers on low incomes may be eligible for a rates rebate of up to \$700 a year under the Government’s Rate Rebate Scheme, plus \$644 a year under the Council [Rates Remission Policy](#). This rebate is generic and not specifically related to Water rates. Further information on rating rebates can be found here: <https://hamilton.govt.nz/do-it-online/apply-for-it/rebates>

**Information on any co-governance considerations, such as whether there is engagement and input from local iwi in the decision-making process of water pricing:**

There is no specific co-governance arrangement related to the decision-making process of water pricing. Water pricing is set by Council through long term and annual planning processes.

**Evidence of monitoring and enforcement in cases where metering is not present:**

**Water Supply Bylaw**

The Hamilton [Water Supply Bylaw 2013](#) promotes the efficient use of water and protecting against waste or misuse of water from the water supply system. The Bylaw allows council to require implementation of a Water Conservation and Demand Management Plan based on the Customer’s water demand requirements.

It also allows council to apply water restrictions, restrict and or meter the supply to reduce unnecessary and unauthorised water use and loss, and fix leaks where the owner does not do so.

Owners must not allow water to run to waste from any pipe, tap, or other fitting or allow leaks to continue unchecked or unrepaired, and allow the unattended operation of hoses. Owners are also required to maintain devices that have been installed for the purposes of water demand management.

Failure to comply with the bylaw can result in an infringement notice or fine. Please see **attachment “A”** for an example of enforcement for breaching this aspect of the Water Supply Bylaw.

The Water Supply Bylaw 2013 also allows Hamilton City Council to manage water consumption through the implementation of water restrictions. From an operational perspective, this helps ensure that the Waiora Treatment Plant can operate safely and within Resource Consent parameters and that pressure can be more readily maintained in the network.

**Monitoring Water Consumption**

The Three Waters team carries out daily monitoring of daily water source abstraction, treated water consumption, reservoir levels, network pressures and flows.

The HCC Water Conservation and Demand Management Plan is the driver for decision making relating to water restrictions in Hamilton.

**Enforcement of Water Restrictions**

Enforcement of water restrictions or water alert level is enabled under the Water Supply Bylaw 2013. Education is the primary focus of enforcement action, particularly at Alert Levels 1 and 2. Refer to our [Smart Water](#) programme for further information.

Customer complaints are logged in our asset management system and properties are visited by Council officers and a leaflet is distributed identifying the property and time and date of an identified breach, as well as educational information regarding water alert levels (refer to attachment B).

*Summer Water Restriction service requests for sprinkler complaints from 2020-2022*

	Jan	Feb	Mar	Apr	Total
2020	45	257	48	3	353
2021	12	26	7	0	45
2022	39	50	41	1	131

A record of complaints and actions is kept where repeat offenders can be identified. Pro-active sprinkler monitoring by Council begins from Alert Level 2.

At Alert Levels 3 & 4 Council undertakes targeted monitoring in areas of high demand or where the trend shows an increase in complaints.

**Example document of a bill sent to households and commercial water users:**

Please refer to **attachment "C"**

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Kind Regards,

Tatiyana  
Official Information Team  
Governance & Assurance Unit | People and Organisational Performance  
Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



**Hamilton City Council | Private Bag 3010 | Hamilton 3240 | [Hamilton City Council](http://HamiltonCityCouncil)**

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**From:** 7(2)(a)  
**Sent:** Monday, 12 September 2022 10:16 am  
**To:** 7(2)(a)  
**Cc:** 7(2)(a)  
**Subject:** LGOIMA Request

Tēnā koe,

Official information request: New Zealand urban water pricing data

In collaboration with colleagues from Te Herenga Waka – Victoria University of Wellington and the Australian National University, a team at Motu Economic and Public Policy Research is currently undertaking research into urban water pricing in Aotearoa New Zealand.

Please supply the information requested within the attached document “New Zealand urban water pricing” under the Local Government Official Information and Meetings Act (LGOIMA).

This document outlines the rationale for our research project and details our specific requests for the data and information required to conduct this work.

If you need any more information from me please let me know as soon as possible. You can also contact my colleague, 7(2)(a) with any questions.

I understand that a decision on a request for information under the LGOIMA should be made within 20 working days of receiving that request.

If you do not normally deal with official information requests, or you need advice on dealing with this request, guidance is available from the Ombudsman at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

Ngā mihi nui,

7(2)(a)

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7(2)(a)

L1 97 Cuba Street, PO Box 24390, Wellington 6011, New Zealand  
[www.motu.nz](http://www.motu.nz)

This email contains information that is confidential and may be subject to legal privilege. If you are not the intended recipient, you must not peruse, use, disseminate, distribute or copy this email or attachments. If you have received this in error, please notify us immediately by return email, facsimile or telephone and delete this email. Thank you.

# Urban water pricing in Aotearoa New Zealand

**Contact:** 7(2)(a) (Primary project contact)

Motu Economic and Public Policy Research

7(2)(a)

7(2)(a)

Motu Economic and Public Policy Research

Te Herenga Waka – Victoria University of Wellington

7(2)(a)

## Project Summary

By 2030, many urban areas in Aotearoa New Zealand will be under increasing water stress from climate change, aging infrastructure, and population pressures. To improve efficiency in the use and allocation of water we need to better understand how different policy interventions affect water demand in urban areas.

Internationally, pricing has been a useful tool to change water user behaviour and raise revenue for infrastructure improvements, but the uptake of water metering and pricing has been variable in Aotearoa New Zealand. Further, in regions where metering and pricing have been implemented, pricing models do not always adhere to the most efficient approaches.

An opportunity exists to examine the impact water pricing has on user behaviour in Aotearoa New Zealand by comparing patterns of metering, pricing, and demand in different regions across the country. We expect the results to provide us with useful insights that can be used by local and central government policymakers to help improve urban water governance in Aotearoa New Zealand.

## Information request

The hypothesis is that pricing reduces water consumption, but data would be useful to help tell this story and to point to opportunities where pricing could be used to help deliver more efficient and effective outcomes for communities and the environment. Thus, for each water supply managed by your council, we are requesting data and information on:

Water Supply	<ul style="list-style-type: none"> <li>• Type and number of water sources used, for example storage dams, river extraction, groundwater aquifers etc.</li> <li>• Number of households serviced from each source</li> <li>• Population serviced from each source</li> <li>• Volume of water available/produced at each source</li> <li>• The fixed costs of water supplied per meter cubed or per litre</li> <li>• The variable and/or marginal costs of water supplied per meter cubed or per litre and any details on how these are calculated</li> <li>• Storage capacity where storage is used</li> <li>• The proportion of recycled water (if any)</li> <li>• The proportion of leakage if any (loss in transit from suppliers to water consumers)</li> </ul>
Water Demand	<ul style="list-style-type: none"> <li>• Volume of water consumption from each source for household, industry, and commercial use</li> <li>• Number of households using water tanks and retention tanks</li> <li>• Information on the dates and restrictions imposed on households during any recent periods of low supply or drought (especially how much water restrictions could reduce the consumption)</li> <li>• Information on how much water demand varies between drought years and wet years</li> </ul>
Metering	<ul style="list-style-type: none"> <li>• Have water meters been installed for all water users?</li> <li>• Are water meters in use for all water users?</li> <li>• Have smart meters been installed for any water users, how many, and are there any plans for installing smart meters in the near-future?</li> </ul>

Water charges and pricing	<ul style="list-style-type: none"><li>• How are water charges structured?<ul style="list-style-type: none"><li>○ No charge</li><li>○ Flat rate or charge</li><li>○ Volumetric pricing (price per unit)</li><li>○ Dynamic or scarcity pricing (price per unit changes based on available supply)</li><li>○ A combination of the above (for example, volumetric charging only for use in excess of a specified amount)</li></ul></li><li>• Details on fixed and variable charges for water users, and whether these differ for household and commercial water use</li><li>• Details on whether a separate charge is used for water coming in and water going out</li><li>• When was water pricing introduced?</li><li>• Information on the rationale for introducing pricing (or the rationale for not using pricing) the goals of water service provision, and the goal of water pricing</li><li>• Who sets the water pricing? Is long run marginal cost (LRMC) pricing being used?</li><li>• The number of water users in each pricing scheme (if there are more than one)</li><li>• Volume of water consumption under each pricing scheme</li><li>• Do household, commercial, and industry water users pay different prices per unit of water? If so, what are these prices?</li></ul>
General institutional conditions	<ul style="list-style-type: none"><li>• Information on any incentives in place for households to collect rainwater</li><li>• Information on any financial assistance for low-income households</li><li>• Information on any co-governance considerations, such as whether there is engagement and input from local iwi in the decision-making process of water pricing</li><li>• Evidence of monitoring and enforcement in cases where metering is not present</li><li>• Example document of a bill sent to households and commercial water users</li></ul>

Please only provide information that is relevant to you. For example, if you do not use volumetric water pricing then you do not need to provide information for water pricing or consumption specific requests.

We are seeking data as far back as records permit and ideally in monthly frequency, so that we can observe seasonal variation and trends over time. Household level data is preferred, if available.

Our preferred data format is an excel spreadsheet and we prefer all information to be provided electronically.

Please provide the data and information to: [thomas.benison@motu.org.nz](mailto:thomas.benison@motu.org.nz)

#### **Data storage and use**

- The data will be used in the investigation of urban water pricing on user behaviour in New Zealand
- The data sources will be acknowledged in any papers published
- The data will initially only be accessed by researchers involved in the project from Motu Economic and Public Policy Research
- The intention is for the data to be cleaned and held in a database alongside data provided from other councils, which may be made publicly available in the future through the Motu website for use by other researchers, policymakers and the general public

2 November 2022

Name

44B Livingstone Avenue  
Nawton  
Hamilton 3200

### **NOTICE OF COUNCIL INTENT TO REPAIR WATER LEAK AT [XXXX ADDRESS]**

Dear Name

Further to our letters dated **XXXX** and **XXXX**, there is a water leak on your property that you are responsible for repairing. Under the Hamilton City Council Water Supply Bylaw 2013 it is the property owner's responsibility to maintain all plumbing from the point of supply (the property boundary). As property owner, you are breaching Section 10.17.1 (b) of the Bylaw by allowing water leaks to continue unchecked or unrepairs.

#### **Investigations to date**

On **DATE** we visited your property and identified a water leak from the point of supply. We sent you a letter on **XXX date** requesting you arrange for a licensed plumber to repair the leak.

On **DATE** we visited the property again and saw that the water leak had not been repaired. We sent you a letter on **XXX date** advising that the work was to be completed within 14 days, and that Council would have the leak repaired and charge you the repair costs (plus any applicable additional fees) if you did not have the leak repaired within the required time.

On **DATE** we once again visited the property and saw that the water leak still had not been repaired.

#### **Next steps**

We will now engage a plumber to repair the water leak at your property **ADDRESS** and charge you all related repair costs. We expect to complete the work in the next two weeks.

Please call if you have any questions or if you have already engaged a licensed plumber to complete the repair.

Ngā mihi

**NAME**

Regulatory Compliance Officer | City Waters

Council Building  
Garden Place, Hamilton  
Phone 07 9599003  
Email

## **HAMILTON CITY WATER SUPPLY BYLAW 2013**

### **10.17. Prevention of water loss and wastage**

10.17.1. Customers, Owners and Occupiers shall not:

- (a) Allow water to run to waste from any pipe, tap, or other fitting.
- (b) Allow leaks to continue unchecked or unrepaired, or allow the unattended operation of hoses.
- (c) Allow the condition of the plumbing and connections within any premises to deteriorate to the point where leakage or wastage occurs or contamination of water supply occurs or is likely to occur. 10.17.2. Customer, Owner and Occupier shall be jointly and severally liable for any costs associated with the repair of any Council asset resulting from an unrepaired water leak from a premise.

10.17.3. Where a Customer, Owner or Occupier ignores advice from the Council to repair an on-going leak, the Council may repair the leak and charge all associated costs to the Customer, Owner or Occupier.

10.17.4. The Council provides water for consumptive use, not as an energy source.

10.17.5. The Customer shall not use water or water pressure directly from the supply, for driving lifts, machinery, educators, generators, or any other similar device, unless specifically approved by the Council.

10.17.6. The Customer shall not use water for a single pass cooling system or to dilute trade waste prior to disposal, unless specifically approved.

## **11. BREACHES**

11.1.1. Every person breaches this Bylaw and commits an offence who:

- (a) Does, permits, or allows anything to be done, which is contrary to this Bylaw or any part of it; or
- (b) Fails to do or perform any act, or thing, that he or she is required to do by this Bylaw, within the time and in the manner required by this Bylaw or any part of it; or
- (c) Commits any other breaches of the terms and conditions of this Bylaw; or
- (d) Does anything which this Bylaw prohibits; or
- (e) Fails to comply with any notice given to him or her under this Bylaw or any part of it or any condition that is part of any notice granted by the Council; or

11.1.2. In the event of a breach of any provision of this bylaw, the Council shall serve notice on the Customer advising the nature of the breach, the steps to be taken, and required timeframe to remedy the breach to the satisfaction of the Council beyond timeframe indicated. If the Customer persists with the breach the Council reserves the right to:

- (a) Reduce the flow rate of water to the Customer without notice. Reinstatement of full supply shall be re-established only after the Customer completes payment of the appropriate fee and remedy of the breach to the satisfaction of the Council.

Private Bag 3010  
Hamilton 3240  
New Zealand

TEL 07 838 6699  
FAX 07 838 6599  
EMAIL [info@hcc.govt.nz](mailto:info@hcc.govt.nz)  
**hamilton.govt.nz**

(b) Install a water meter. The Customer will also be charged for the ongoing supply of water as per Council's fees and charges for water supply as determined by Council from time to time.

Regards

**NAME**

Regulatory Compliance Officer | City Waters

Council Building  
Garden Place, Hamilton  
Phone 07 9599003  
Email [mario.gatt@hcc.govt.nz](mailto:mario.gatt@hcc.govt.nz)

Private Bag 3010  
Hamilton 3240  
New Zealand

TEL 07 838 6699  
FAX 07 838 6599  
EMAIL [info@hcc.govt.nz](mailto:info@hcc.govt.nz)  
**hamilton.govt.nz**

EXAMPLE

## WATER ALERT LEVEL 1

### Sprinklers

6 – 8AM & 6 – 8PM

Hand-held hosing  
any time

## WATER ALERT LEVEL 2

### Sprinklers

alternate days  
6 – 8AM & 6 – 8PM

Hand-held hosing  
any time

## WATER ALERT LEVEL 3

### NO sprinklers

Hand-held hosing  
any time

## WATER ALERT LEVEL 4

### NO use of outdoor water systems

 Hamilton City Council  
Te kaunihera o Kirikiriroa

 Waikato  
DISTRICT COUNCIL  
Te Kaunihera o Taiao o Waikato

 Waipa  
DISTRICT COUNCIL

[smartwater.org.nz](http://smartwater.org.nz)

 Smart Water  
starts with you!

# WATER ALERT REMINDER

TO THE OCCUPIER: \_\_\_\_\_

# \_\_\_\_\_

DATE: \_\_\_\_\_ / \_\_\_\_\_ / 202\_\_\_\_\_

THE CURRENT WATER ALERT LEVEL IS:



On \_\_\_\_\_ use of a garden sprinkler/irrigation system was observed on this property.  
This use unfortunately does not comply with current water alert level restrictions in accordance with the local Water Supply Bylaw.

COMMENTS: \_\_\_\_\_

[hamilton.govt.nz/bylaws](http://hamilton.govt.nz/bylaws)

[waikatodistrict.govt.nz/Documents/Bylaws.aspx](http://waikatodistrict.govt.nz/Documents/Bylaws.aspx)

[waipadc.govt.nz/our-council/Bylawsandpolicies/Bylaws](http://waipadc.govt.nz/our-council/Bylawsandpolicies/Bylaws)

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Please ensure you meet water alert level requirements. For more information visit [smartwater.org.nz](http://smartwater.org.nz)

# Metered Water

Tax Invoice / Statement  
GST Reg. No. 11-174-531



Hamilton City Council

Te kaunihera o Kirikiriroa

Private Bag 3010, Hamilton 3240, New Zealand

TEL 07 838 6699 EMAIL HCCwatermeters@hcc.govt.nz

FAX 07 838 6998 www.hamilton.govt.nz

Assessment No: 1 [REDACTED]

Issue Date: 21/10/2022

Period: 20/09/2022  
To: 20/10/2022



Property Location  
Legal Description

<-----METER READINGS----->				CHARGE DETAILS		
Meter No	Previous	Present	Cons	Days/KL	Rate	Charge
06H700862A	9278	9293	15 KLS	15	1.8500	\$27.75
10W711893	21131	21373	242 KLS	242	1.8500	\$447.70
11A603070	3187	3187	0 KLS	0	1.8500	\$0.00
11M524803	1469	1469	0 KLS	0	1.8500	\$0.00
12W701062	66081	66437	356 KLS	356	1.8500	\$658.60
17W714821	35289	35678	389 KLS	389	1.8500	\$719.65
60114635	33067	33084	17 KLS	17	1.8500	\$31.45
6674	603	603	0 KLS	0	1.8500	\$0.00
Total Consumption (KL)			1019	Charge	\$1885.15	

Balance Brought Forward \$1994.30

DUE DATE	CURRENT CHARGE	GST	TOTAL PAYABLE (INC. ARREARS)
20/11/2022	\$1639.26	\$245.89	\$3879.45

## HAMILTON CITY COUNCIL

### REMITTANCE ADVICE

If paying by mail, detach this portion and forward with your payment.

Assessment No:

Due Date: 15764  
20/11/2022

Name:

Current

\$1639.26 \$245.89 \$3879.45

Hamilton City Council Bank Details:  
02-0316-0030142-06



Hamilton City Council

Te kaunihera o Kirikiriroa