

5.8 Water Supply Group

Te Ratonga Wai

What we do

We provide a reliable, safe and compliant drinking water supply for residents and businesses across the district.

Why we do it

Clean, safe and compliant drinking water contributes to the health and wellbeing of our residents, making our district a great place to live and do business.

Sustainable management of water supply recognises that water resources are not unlimited, and need to be protected and managed in a sustainable way for the community now and into the future.

Contribution to Community Outcomes

The Water Supply Group contributes to the following community outcomes:

A prosperous resilient economy, a place to belong and grow, infrastructure fit for future and value for money and excellence in local government

- Water supply and quality help to ensure the Manawatū District remains open for business, whilst maintaining public health, and providing capacity and cost certainty into the future.

A future planned together, a prosperous resilient economy and infrastructure fit for future

- Council enables residential, commercial and industrial growth across our district through well planned water supply infrastructure investment.

An environment to be proud of and infrastructure fit for future

- The community are connected to our rivers and other water bodies, with demands on waterways from our water supply systems minimised wherever possible through prioritisation of groundwater sources.

How we do it

We provide water supply to meet residential and industrial/commercial needs via five urban drinking water schemes: Feilding, Hīmatangi Beach, Sanson, Rongotea and Ōhakea.

We provide rural water schemes in Stanway/Halcombe and Waituna West to meet residential and agricultural needs.

We monitor compliance and perform treatment upgrades where necessary to ensure water supplies meet the New Zealand Drinking Water Standards.

We administer two rural water supply schemes that are community operated (Kiwitea and Ōroua No. 1).

We undertake an asset management programme to maintain Council-owned water treatment plants, water storage facilities, and reticulation networks.

	Water Standards. (bacteria compliance criteria)	Sanson	100%	100%	100%	100%	100%	100%
		Stanway Halcombe	100%	97%	100%	100%	100%	100%
		Waituna West	100%	100%	100%	100%	100%	100%
		Ohakea	2022/23 100%	100%	100%	100%	100%	100%
*Subject to an agreed enforced undertaking with Taumata Arowai.								
		Scheme	Baseline 2019/20	Actual 2022/23	Target 2023/24	Target 2024/25	Target 2025/26	Target 2026-34
Measure 2	The extent (% compliance) to which Council's drinking water supply complies with Part 5 of the NZ Drinking Water Standards. (protozoal compliance criteria).*	Feilding Almadale	100%	100%	100%	100%	100%	100%
		Feilding – Awa Street	0%	0%	0%	0%	0%	0% to 2028/29. 100% from 2029/30 onwards
		Himatangi Beach*	100%	100%	100%	100%	100%	100%
		Rongotea*	100%	100%	100%	100%	100%	100%
		Sanson*	100%	100%	100%	100%	100%	100%
		Stanway Halcombe*	0%	0%	0%	0%	100%	100%
		Waituna West*	100%	100%	100%	100%	100%	100%
		Ohakea	2022/23 100%	100%	100%	100%	100%	100%
		* Schemes Automatically comply with Protozoa compliance due to secure bore status ** Stanway Halcombe scheme upgrades are planned for year 1 (2024/25) and we expect this scheme to be compliant in 2025/26.						

Level of Service 2		You can expect the water reticulation network to be well maintained (Mandatory)						
		Scheme	Baseline	Actual 2022/23	Target 2023/24	Target 2024/25	Target 2025/26	Target 2026-34
Measure 1	The estimated percentage of real water loss from Council's networked reticulation system using minimum night flow (MNF) analysis, measured per water supply scheme	Feilding	<35%*	12.1%	<35%	<35%	<35%	<35%
		Himatangi Beach	<35%	38.5%	<35%	<35%	<35%	<35%
		Rongotea	<35%	18%	<35%	<35%	<35%	<35%
		Sanson	<35%	-	<35%	<35%	<35%	<35%
		Stanway Halcombe	<35%	24%	<35%	<35%	<35%	<35%
		Waituna West	<35%	-	<35%	<35%	<35%	<35%
		<ul style="list-style-type: none"> Water loss calculations for Hīmatangi Beach, Rongotea, Sanson, Stanway Halcombe and Waituna West are based on minimum night flows in winter with a 2.5l/connection allowance as they are classified as small schemes as the total population is less than 2500. As these schemes don't have residential metering the zone night flow measurements have been used. This is in accordance with the Water New Zealand Water Loss Guidelines (2010). Sanson and Waituna West schemes are on a trickle feed and therefore minimum night flow measurements overestimate the true water loss. A new methodology is being adopted in 2024/25 to allow for this. 						

Level of Service 3		You can expect faults to be responded to and resolved in a timely manner (Mandatory)					
		Baseline 2019/20	Actual 2022/23	Target 2023/24	Target 2024/25	Target 2025/26	Target 2026-34

Measure 1	Urgent call-outs* to a fault or unplanned interruption to Council's networked reticulation system: A. Median attendance time from the time the Council receives notification to the time that service personnel reach the site. B. Median resolution time from the time the Council receives notification to the time that service personnel confirm that the water supply has been reinstated.	A. 0.38 hours B. 0.83 hrs	A. 0.75 hours B. 3.02 hrs	A. < 2 hrs B. < 9 hrs	A. < 2 hrs B. < 9 hrs	A. < 2 hrs B. < 9 hrs	A. < 2 hrs B. < 9 hrs
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Measure 2	Non-urgent call outs to a fault or unplanned interruption to Council's networked reticulation system: A. Median attendance time from the time the Council receives notification to the time that service personnel reach the site. B. Median resolution time from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption	A. 18.78 hrs B. 24 hrs	A. 24 hrs B. 24 hrs	A. <5 working days B. < a further 5 working days	A. <5 working days B. < a further 5 working days	A. <5 working days B. < a further 5 working days	A. <5 working days B. < a further 5 working days
*An urgent call-out is one in which there is a complete loss of water							

Level of Service 4		You can expect satisfaction with the quality of water service (Mandatory)					
		Baseline 2019/20	Actual 2022/23	Target 2023/24	Target 2024/25	Target 2025/26	Target 2026-2034
Measure 1	The total number of complaints received by	17.09	8.73	<20	<20	<20	<20

	<p>Council about any of the following:</p> <ul style="list-style-type: none"> • Drinking water clarity • Drinking water taste • Drinking water odour • Drinking water pressure or flow • Continuity of supply • The local authority's response to any of these issues <p>(Expressed per 1,000 connections to the Council's networked reticulation system)*</p>						
*excludes complaints that do not relate to the service council provides							

Level of Service 5		You can expect us to manage the demand for domestic water supply (Mandatory)						
		Scheme	Baseline 2019/20	Actual 2022/23	Target 2023/24	Target 2024/25	Target 2025/26	Target 2026-34
Measure 1	The average consumption of drinking water per day, per resident within Council's	Feilding	249	192	<300	<300	<300	<300
		Himatangi Beach	520	678	<1000	<1000	<1000	<1000
		Rongotea	114	108	<300	<300	<300	<300
		Sanson	258	202	<300	<300	<300	<300
		Stanway Halcombe	477	408	<1000	<1000	<1000	<1000

	authority area	Waituna West	707	1370	<1000	<1000	<1000	<1000
	(MEASURE: litres/person/day for domestic supply only).	Ohakea RWS	Baseline 2022/23 738	738	<1000	<1000	<1000	<1000
<ul style="list-style-type: none"> • Feilding target excludes metered water (industrial and commercial) • Waituna West and Stanway Halcombe are rural schemes and therefore the target is 1000l/per to reflect the stock water use • Due to holiday homes the water use at the Hīmatangi Beach scheme is significantly higher than the permanent population. • The Urban non holiday/rural schemes has been increased to 300 from 250 to reflect the targets set in the One Plan (Regional Council overarching plan). 								

Assets and Portfolio (if applicable)

Ten water treatment plants and water schemes:

- Feilding
- Ōhakea
- Sanson (currently inactive)
- Rongotea
- Kimbolton
- Hīmatangi
- Kiwitea
- Ōroua No. 1
- Stanway-Halcombe
- Waituna West

401km of water mains

Funding Split

Feilding and Village Water Supply

100% - Targeted rate (fixed) - connected, available, restricted; Water by Metre Rate (volumetric)

Rural Water Supply Schemes

100% - Uniform Targeted Rate scheme specific rate

Interesting facts and figures

The Ōhakea water scheme production bore is 623m deep.
Council has 401km of water mains

Capital Projects

- Feilding Water Resilience

- Stanway-Halcombe Rural Water Scheme Upgrade

