



OIA Ref: CAS-01778-T6K4R6

20 September 2023

Barry Murphy

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Tēnā koe Barry

### **Request for information on the governance and compliance of the Water Services Act 2021**

Thank you for your email dated 25 August 2023, to the Department of Internal Affairs (DIA) requesting information under the Official Information Act 1982 (OIA), which was transferred to Taumata Arowai on 5 September 2023.

Your request asked for the following information in relation to water services provided by Ruapehu District Council:

- 1. who governs the water act*
- 2. who takes action for the lack of services being provided (breaking the act)*
- 3. I wish to make a formal complaint and for this to be investigated*

### **Response**

#### ***Taumata Arowai is the water services regulator under the Water Services Act 2021***

1. Taumata Arowai operates as the water services regulator for Aotearoa New Zealand under the Taumata Arowai—the Water Services Regulator Act 2020. Taumata Arowai regulates the supply of drinking water and has a regulatory role in relation to wastewater and stormwater under the Water Services Act 2021 (WSA).
2. Taumata Arowai assumed its role as the water services regulator on 15 November 2021 when the responsibility for regulating drinking water supplies transferred to it from the Ministry of Health, upon the commencement of the Water Services Act 2021 (WSA). The WSA primarily requires drinking water suppliers to supply safe drinking water to consumers that complies with the [Drinking Water Standards 2022](#) (Standards). Taumata Arowai is responsible for regulating drinking water suppliers' compliance with the WSA. This compliance includes meeting the Standards and complying with the [Drinking Water Quality Assurance Rules](#).
3. Taumata Arowai has a range of regulatory tools available to address non-compliance with the WSA. Information about the regulatory approach Taumata Arowai use for drinking water can be found on the Taumata Arowai website in the [Compliance, Monitoring and Enforcement Strategy 2022-2025](#).

#### ***Complaint process***

4. In relation to part 3 of your request, we can arrange a member of our regulatory operations team who is responsible for the Ohakune area to contact you to discuss your complaint. To do so we need your contact number to get in touch with you. You can email [info@taumataarowai.govt.nz](mailto:info@taumataarowai.govt.nz), raise a concern through our online form on our website: [Are you concerned about your drinking](#)

[water? | Taumata Arowai](#), or use this form on our website: [Contact us | Taumata Arowai](#) to provide us with this information.

**Right to complain regarding this OIA response**

You have the right, by way of complaint to the Ombudsman under section 28(3) of the OIA, to seek an investigation and review of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Nāku, nā

A handwritten signature in black ink, appearing to read 'Aimee van Barneveld', with a horizontal line underneath.

Aimee van Barneveld  
Governance and Performance Manager