



Upper Hutt City Council

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Mr Wilson
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Via email: 6947-8df735d1@requests.fy.org.nz

File: 311/04-001

Ref: AJH:KCP

SHED: OIA;FYIWebsite Mr Wilson (11-2,237:)

20 December 2017

Dear Mr Wilson

RE: LOCAL GOVERNMENT OFFICIAL INFORMATION REQUEST

This letter is in response to your request for information from the Upper Hutt City Council (the "Council") received on Wednesday 6 December 2017 under the Local Government Official Information and Meetings Act 1987 (the "Act") about garden watering restrictions information on the Council website.

I note that you requested information in relation to the frequently asked questions section:

1. *What are the specific works regarding "...urgent work to our treatment plants to ensure our water remains safe and healthy which means we can't supply as much water as normal."*

The specific works referred to relate to installing UV treatment for the aquifer water at Waterloo in Lower Hutt. This work limited the amount of water available from this treatment plant.

2. *What are the specific factors and or measures that determine that the appropriate average annual water consumption per dwelling is 215m3 pa? Reference: 4.13 water conservation policy*

Residential usage/consumption is based on Wellington Water Limited (WWL) estimates and reporting. People in NZ use about 210-220 litres of water per day and in summer, on average, residential water use increases by up to 30%.

3. *What has been planned (in writing) to increase the amount of water available for provision to Upper Hutt households (that does not involve reduction of consumption)?*

3.1 If planned, what are the planned (rough) or scheduled (specific) dates for works regarding item 3. above?

Other than reducing consumption there are no plans in place at present to increase the amount of water available for provision to Upper Hutt households. Any planning to increase bulk water storage would be done at a regional level, as Council does not hold this information it is withheld under Section 17(g) the Act.

4. *What has been planned (in writing) to address future occurrences of very dry weather and river levels dropping quickly (that does not involve reduction of consumption)?*

4.1 If planned, what are the planned (rough) or scheduled (specific) dates for works regarding item 4. above?

Demand management ('reduction of consumption') is the principal tool available to address reduced water supply caused by dry weather and falling river levels. This is done through watering restrictions and community engagement.

In extreme drought conditions total outdoor water use bans can be put in place. These conditions are covered in the Councils Water Supply By –Law 2008 under 9.6.4 Emergency Restrictions (as attached) and can be found on the council website at:

https://upperhuttcity.com/wp-content/uploads/2014/12/Water_supply_bylaw_2008.pdf

Council Manual of Policies Section 4.15 Water Conservation – garden watering restrictions (as attached) covers the measures to be used to manage water supply. This information can be found on the council website at:

<https://upperhuttcity.com/wp-content/uploads/2015/06/Manual-of-Policies-2016-2017.pdf>

5. Are there any plans (in writing) or have there been written communications in the last 12 months, regarding an increase in restrictions of water consumption for Upper Hutt households?

5.1 If the answer to item 5. above is yes, please supply these.

Watering restrictions are in place year round in Upper Hutt. The garden watering restrictions have recently been amended and passed at the full council meeting held on 9 August 2017. These changes relate to odd and even numbered homes watering on odd or even dates of the month. Previously even numbered homes could water their gardens on Wednesday, Friday and Sunday and odd numbered homes on Tuesday, Thursday and Saturday.

There have been a range of communications that have gone out in:

- Dom Post
- Upper Hutt Leader
- The Breeze, More FM, Radio NZ
- Upper Hutt Rates
- Social Media (Facebook, Neighbourly etc)
- Website
- Billboards

Information about the sprinkler ban:

- Newspaper ad about sprinkler ban
- Radio ad about sprinkler ban

Our 'Love Every Drop' summer campaign

- Digital Billboard that is on Aotea Quay and Jervois Quay
- Social media posts

Please find attached the following advertising for garden water restrictions:

- Water restrictions flyer which was printed and distributed into homes with rates
- Printed Magnets (to be distributed in new year)
- Radio ad about watering restrictions

I believe that this satisfies your request for information, however if you have any further queries please contact me.

If you are dissatisfied with my response, you are entitled to request that the Ombudsmen review it under Section 27 of the Local Government Official Information and Meetings Act 1987.

Yours faithfully



Karen Patterson
Registered Legal Executive

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Encl

9.6.2 Uninterrupted Service

If a Customer has a particular requirement for an uninterrupted Level of Service (flow, pressure, or quality), it shall be the responsibility of that Customer to provide any storage, back-up facilities, or equipment necessary to provide that Level of Service.

9.6.3 Demand Management

The Customer shall comply with any restrictions which shall be Publicly Notified by the WSA to manage demand, high seasonal or other demands.

9.6.4 Emergency Restrictions

9.6.4.1 During Emergency Conditions the WSA may restrict or prohibit the use of water for any specified purpose, for any specified period, and for any or all of its Customers. Such restrictions shall be Publicly Notified. The WSA may enact penalties over and above those contained in these conditions to enforce these restrictions. The decision to make and lift restrictions, and to enact additional penalties, shall be made by the Council, or where immediate action is required, by the Chief Executive Officer of the WSA.

9.6.4.2 The Chief Executive Officer will advise Council of all decisions made under Clause 9.6.4.1 as soon as practicable following the making of the decision.

9.6.5 Maintenance and Repair

Wherever practical the WSA shall make every reasonable attempt to notify the Customer of a scheduled maintenance shutdown of the supply before the work commences. Where immediate action is required and notification is impractical, the WSA may shut down the supply without notice.

9.7 Liability

The WSA shall not be liable for any loss, damage or inconvenience which the Customer (or any Person using the supply) may sustain as a result of deficiencies in, or interruptions to, the water supply.

9.8 Fire Protection Connection

9.8.1 Connection Application

Any proposed connection for fire protection shall be the subject of a specific application (on the standard WSA form) made to the WSA for approval. Any such connection shall be subject to the conditions specified by the WSA.

9.8.2 Design

It shall be the Customer's responsibility to ensure any fire protection system is designed to operate using the available supply.

9.8.3 Fire Protection Connection Metering

9.8.3.1 Where the supply of water to any Premises is metered the WSA may allow the supply of water for the purposes of firefighting to be made in a manner which bypasses the meter provided that:

- ▶ The drawing of water is possible only in connection with the sounding of an automatic fire alarm or the automatic notification of the fire brigade; or
- ▶ A WSA approved Detector Check Valve has been fitted on the meter bypass.

For the purpose of this Bylaw, the word 'shall' refers to practices that are mandatory for compliance with this Bylaw, while the word 'should' refers to practices that are advised or recommended.

7. Definitions

For the purpose of this Bylaw, unless inconsistent with the context, the following definitions apply:

Authorised Officer

Means any Person appointed or authorised by the Council to act on its behalf or its authority.

Approved

Means approved in writing by the WSA, either by resolution of the Council or by any Authorised Officer of the WSA.

Backflow

The unplanned reversal of flow of water or mixtures of water and contaminants into the Water Supply System.

Council

The Upper Hutt City Council or any officer authorised to exercise the authority of the Council.

Customer

A Person who uses, or has obtained the right to use or direct the manner of use of, water supplied by the WSA and or the owner of the premises.

Customer Stopcock

A valve installed by the customer to isolate supply to any part of the customer's premises.

Detector Check Valve

A check (non-return) valve which has a positive closing pressure and a metered bypass to measure flows typically associated with leakage or unauthorised use on a dedicated fire supply.

Emergency Conditions

Emergency Conditions are hazards natural or otherwise (such as floods, droughts or earthquakes but not limited to these), accidents, acts of sabotage, terrorism and or war that result in or necessitate disruptions to the supply of water, including pipeline failures or failure of any component of the water supply infrastructure. Under such circumstances, the WSA may shut down the supply and such events shall be exempted from the level of service requirements of clauses 9.5 and 9.6.

Extraordinary Supply

A category of On Demand Supply including all purposes for which water is supplied other than Ordinary Supply and which may be subject to specific conditions and limitations.

NOTE – Meters are owned by the customer.

Fees and Charges

The list of items, terms, and prices for services associated with the supply of water as adopted by the Council in accordance with the LGA 2002 and the Local Government (Rating) Act 2002.

Fire Fighter

Means Fire Service trained and authorised Person assessing the Water Supply Systems for fire fighting capability and accessing the system for the purpose of fire fighting.

THAT the policy of advertising and enforcing the hosing restrictions and water supply bylaws be continued.

THAT the present practice of requiring all new subdivisional areas of significance to install bulk meters be continued.

That for any new residential subdivision of up to six [6] Lots a water meter is required on one [1] of those lots for monitoring purposes. For six [6] Lots or more one [1] water meter is required for the first six [6] Lots and then one [1] per ten [10] Lots thereafter.

That water meters more than 10 years old to be noted in the LIM/PIM.

4.14 Maintenance of Heretaunga drain

Council is responsible for the removal of obstacles, scrub and vegetation in the flow path of the Heretaunga drain that prevent the drain from fulfilling its function of carrying adequate flows, to maintain maximum flow capacity.

The individual property owners are responsible for the maintenance of that part of the Heretaunga drain that runs through their property, including but not limited to the following:

1. provision of support to the banks or structures on or near the banks of the drain
2. removal and maintenance of trees and other foliage on or near the banks of the drain
3. reinstatement of damage to the banks or structures on or near the banks of the drain which arises from erosion caused by the natural action of the flow of water in the drain
4. fencing of the drain

4.15 Water conservation – garden watering restrictions³

In the interests of conservation and responsible management Council will use measures to manage the water supply; measures will include the imposition of water restrictions in accordance with the Upper Hutt City Council Water Supply Bylaw 2008.

A single garden watering system or sprinkler or soaker hose or an unattended hose may be used at each premise in the morning between 6am and 8am, and in the evening between 7pm and 9pm. Premises with odd numbers can water their gardens on odd-numbered dates of the month, and premises with even-numbers can water on even-numbered dates of the month. Restrictions apply all year.

In accordance with the water restriction triggers agreed with Greater Wellington Regional Council, Council will also impose the water restrictions below, if not already imposed, in the following circumstances:

³ Note: Council resolved to amend this policy at a Council Meeting held 9 August 2017. The change relates to odd and even numbered homes watering on odd or even dates of the month. Previously even numbered homes could water gardens on Wednesday, Friday, and Sunday, and odd numbered homes on Tuesday, Thursday, and Saturdays.

1. the use of all garden sprinklers and irrigation systems be banned in the event of any one of the following events occurring:
 - a. the Wainuiomata water treatment plant being shut down due to lack of source water to treat
 - b. the rolling 24 hour mean level in the Hutt aquifer falling below 2.5 meters for more than 48 hours consecutively
 - c. useable storage in the Stuart Macaskill Lakes (Te Marua) falling below 50 percent of maximum capacity
 - d. increased demand that requires heavy supplementation from the lakes
 - e. equipment failure that reduces capacity.
2. all domestic outdoor water use be banned should any two of the following conditions occur concurrently:
 - a. the Wainuiomata water treatment plant being shut down due to lack of source water to treat
 - b. the rolling 24 hour mean level in the Hutt aquifer falling below 2.5 meters for more than 48 hours consecutively
 - c. useable storage in the Stuart Macaskill Lakes (Te Marua) falling below 50 percent of maximum capacity
 - d. increased demand that requires heavy supplementation from the lakes
 - e. equipment failure that reduces capacity.

Parks and reserves

4.16 Rentals for leases and licences to occupy Council land

The following Policies were adopted by the Council at its meeting on 24 May 1995 on the recommendation of the Policy and Planning Committee (MP 117, 17.5.95)

- 3.1 THAT** the annual rentals for leases and licences to occupy Council land be based on the overall true costs less a fixed subsidy
- 3.2 THAT** the proposed rentals shown on the table attached to the report be progressively introduced over a three year period commencing from the date of the Council resolution and/or applied at the next rent review
- 3.3 THAT** leases and licences to occupy be renewed as they fall due for a period of five years with rental calculated on the basis detailed in the report.

The report referred to is at pages 37-49 of the agenda for the Policy and Planning Committee meeting held in 17 May 1995.

4.17 Tree removal policy

...are you **EVEN?** Or...

TURN
OVER

REMEMBER

GARDEN WATERING RESTRICTIONS are in place all year in Upper Hutt. That means if you live in an **EVEN-numbered house** you can **ONLY**

use a single sprinkler or irrigation system on **EVEN-numbered dates** from **6am-8am** and **7pm-9pm**.

Restrictions are subject to change, please check upperhuttcity.com for updates or call **04 527 2169**.

TIP:
STICK ME TO
THE FRIDGE!

**Wellington
Water**
Our water, our future.



TURN OVER

...are you ODD? Or...

REMEMBER

GARDEN WATERING RESTRICTIONS are in place all year in Upper Hutt.

That means if you live in an **ODD-numbered house** you can **ONLY**

use a single sprinkler or irrigation system on **ODD-numbered dates** from **6am-8am** and **7pm-9pm**.

Restrictions are subject to change, please check upperhuttcity.com for updates or call **04 527 2169**.

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Garden watering restrictions

Garden watering systems have the potential to waste a lot of water if used too frequently, or turned on for lengthy periods of time.

To ensure water is not wasted needlessly, Upper Hutt City Council has restrictions relating to the use of water in gardens. These apply all year round and people who breach the restrictions may be prosecuted.

Restrictions allow:

- 1 **Only use a single watering system** (sprinkler, irrigation system, soaker hose or unattended hose) between 6-8am and 7-9pm.
- 2 **Allocated watering days:** Even-numbered houses on even dates of the month. Odd-numbered houses on odd dates of the month.

A great way to avoid wasting water in your garden is to check the soil before watering. If soil is moist 10cm below the surface, you don't need to water. Check every 4-7 days in dry weather.

For more information and tips visit upperhuttcity.com/water

 **Wellington Water**
Our water, our future.

 **UPPER HUTT CITY**
UPPER HUTT CITY COUNCIL



ONLY use a single sprinkler or irrigation system between

6-8am and 7-9pm

Even-numbered houses on **even** dates of the month

Odd-numbered houses on **odd** dates of the month



FACEBOOK POST EXAMPLE



Wellington Water

October 12 at 3:51pm · 🌐

...

It's shaping up to be a record hot summer. We need to make sure we don't use more than 160 million litres per day. Right now, we're using way more. Take care of our water, so we have some left this summer. Go to loveeverydrop.nz to find out how you can help.

CURRENT
170 MILLION LITRES PER DAY

TARGET
160 MILLION LITRES PER DAY

WATCH EVERY DROP

Wellington Water

Watch Every Drop

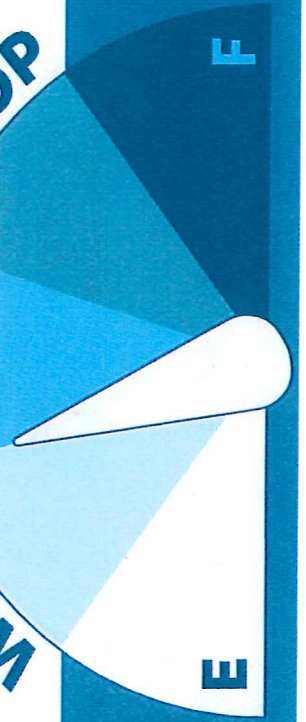
LOVEEVERYDROP.NZ

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WATCH EVERY DROP



 Wellington
Water