

No person shall make any connection to or disconnection from, repair, tamper with or otherwise interfere with, any part of the public water supply network, including fittings at the point of supply, and the service line. This can affect quality and quantity of supply to others.

The customer must report all leaks on Council assets. For leaks on private assets, the customer is responsible and must not allow water to run to waste.

In the case of unrepaired private leaks, or deliberate damage and tampering, Council may recover the cost of repairs from the customer.

OTHER IMPORTANT INFORMATION

Customer responsibilities can be found in the Council's Public Water Supply Bylaw, found at tasman.govt.nz/consolidated-bylaw

If you think you may have an unauthorised connection either off the main supply line or between your restrictor and tank, let us know and we can help you make it right. If unsure, either go to tasman.govt.nz or call us.

If you are working in the vicinity of one of our water supplies you can request a pipe locate which is free for customers on the scheme.

If you are unsure about your restrictor, system or how the scheme works please call us on 03 543 8400.



Te Kaunihera o
te tai o Aorere

Richmond
189 Queen Street
Private Bag 4
Richmond 7050
New Zealand
Phone 03 543 8400

Murchison
92 Fairfax Street
Murchison 7007
New Zealand
Phone 03 523 1013

Motueka
7 Hickmott Place
PO Box 123
Motueka 7143
New Zealand
Phone 03 528 2022

Tākaka
78 Commercial Street
PO Box 7110
Tākaka 7142
New Zealand
Phone 03 525 0020

Tasman District Council
Email info@tasman.govt.nz
Website www.tasman.govt.nz
24 hour assistance

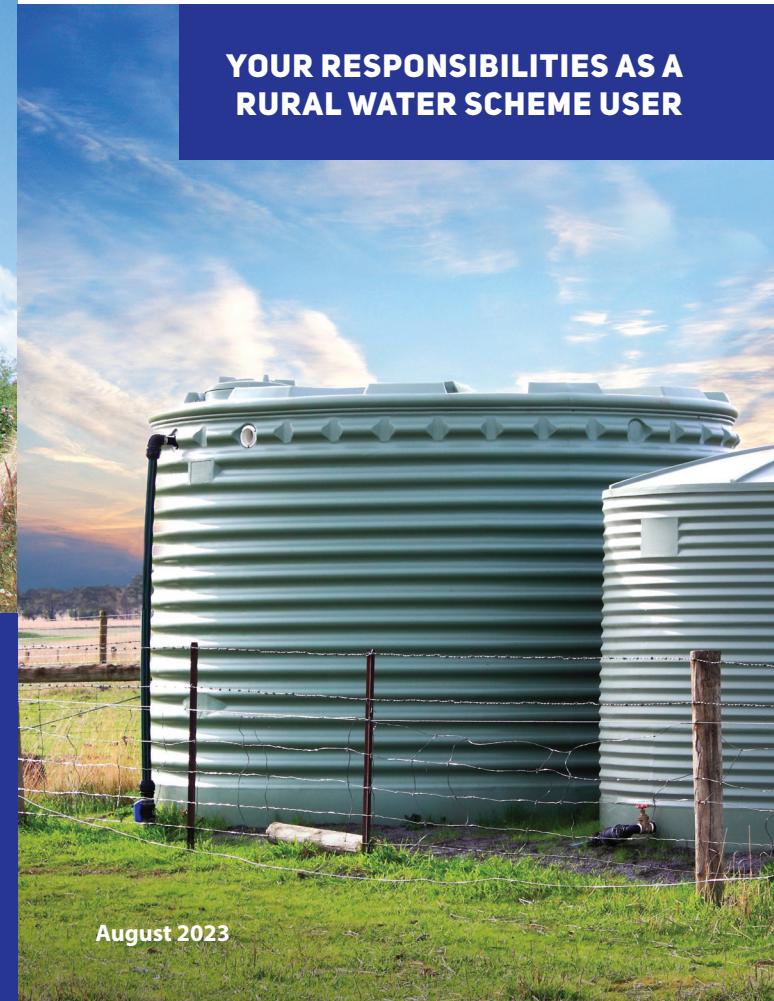
Printed 08/2023
23798 Hothouse Creative



Rural Water Supply

How does it work?

YOUR RESPONSIBILITIES AS A RURAL WATER SCHEME USER



August 2023

WHAT IS A RURAL RESTRICTED SUPPLY?

If your property is connected to a rural water supply (or an extension to an urban scheme) it will be via a restricted connection. The restrictor enables the water supply to be shared equitably by all those on each scheme.

This restricted connection consists of a restrictor unit, instead of a water meter, which houses an inline filter and a flow control insert which has a small hole in it (see picture below).

This allows your daily allocation of water to pass through the restrictor at a steady rate into your tank over 24 hours.



WHERE IS MY RESTRICTOR?

If you have an older connection, your restrictor may be near to or on the side of your storage tank. Newer connections are usually at the property boundary, often in a blue lidded box.

CUSTOMER RESPONSIBILITIES

The Council's responsibility ends at the restrictor.

You must not tamper with this restrictor in any way as you will limit the supply to others on the scheme.

It is your responsibility to have adequate storage to meet your needs.

Many of our rural supply pipes cross private land and forestry and so leaks are not always spotted quickly and repairs can take time. This means that there is a possibility that your supply could be interrupted for several days at a time. Having adequate storage means that you probably won't notice if the supply goes off for a day or two.

The bylaw stipulates mandatory storage requirements of at least 25m³. We strongly recommend those with an allocation >3 units have at least seven days storage.

What does this mean if you have a small tank? If you lose supply for any reason, you are at greater risk of running out of water after a few days. The Council is not responsible for refilling your tank for you.

Sometimes the filter in the restrictor unit can become blocked. This can cause the flow into your tank to reduce or stop altogether. It is your responsibility to check the level of your storage tank and it's important you do this regularly – an easy way is to install a level indicator. These are not too expensive and one example is a float with a brightly colored flag or ball attached, so it can be viewed from a distance (see picture on back page).

If you notice that the flow has dropped or stopped, call us on 03 543 8400 and a serviceman will attend your property to check the restrictor.

A restricted connection shall serve only one customer and shall not extend beyond the premises owned or occupied by the customer or supply any other person or property.

Any stock troughs, pools, taps, hoses or any other water pipes must be connected AFTER the storage tank and not before, even if their use is manually controlled and intermittent. This will minimise any risk of backflow.

Backflow is when water from the private side of the restrictor makes its way back into Council's supply. This water can be contaminated with chemicals or bacteria and can put other people connected to the water supply network at risk.

For rural restricted supplies, the backflow protection occurs in the form of an air gap. This is the gap between the top water level in your tank and the pipe coming into the tank from the restrictor. If the ballcock is functioning, then this gap always exists. It would then be unlikely that water can make its way back from your tanks into the Council's supply.

