

INVERCARGILL CITY COUNCIL

WATER SUPPLY BYLAW 2017

The following Bylaw was duly made by the Invercargill City Council by:

- Resolution to consult on the Draft Bylaw using the special consultative procedure on Tuesday 3 September 2024.
- Resolution to adopt the Bylaw on Tuesday 26 November 2024 and that it come into force on Sunday 8 December 2024.
- Public Notice in The Southland Times on Saturday 7 December 2024.

THE COMMON SEAL of the INVERCARGILL)
CITY COUNCIL was hereto affixed to the following)
Bylaw (Water Supply Bylaw 2017))
at the offices of and pursuant to the resolution)
of the Invercargill City Council in the presence of:)



Mayor:

Chief Executive:

Invercargill City Council

Water Supply Bylaw

2017

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Contents

1.	Title	5
2.	Commencement	5
3.	Purpose and Application of Bylaw.....	5
4.	Scope	5
5.	Interpretations	6
6.	Definitions	6
7.	Protection of Water Supply	8
7.1.	Water Supply System	8
8.	Conditions of Supply	9
8.1.	Application for Supply	9
8.2.	Point of Supply	10
8.3.	Access	11
8.4.	Types of Supply	11
8.5.	Metering	12
8.6.	Levels of Service	13
8.7.	Continuity of Supply	13
8.8.	Liability	14
8.9.	Fire Protection Connection	14
8.10.	Backflow Prevention	15
8.11.	WSA Equipment and Inspection.....	16
8.12.	Meters and Flow Restrictors.....	17
8.13.	Plumbing System	18
8.14.	Prevention of Waste.....	19
8.15.	Payment	19
8.16.	Transfer of Rights and Responsibilities	19
8.17.	Change of Ownership	19
8.18.	Disconnection at the Customer's Request	19
9.	Breaches and Offences	20
9.1.	Breaches of Conditions of Supply	20
9.2.	Interference with Equipment	21
10.	Offences and Penalties	21
11.	Appendix.....	21
	Referenced Documents	21
	New Zealand Standards	21
	International Publications	21
	Other Publications	21
	Related Document	21

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1. Title

A Bylaw of the Invercargill City Council by way of Special Order pursuant to the provisions of the Local Government Act 2002 and all other Acts, powers and authorities enabling it in that behalf to make a Bylaw to be known as the Invercargill City Council Bylaw 2017/4 – Water Supply.

2. Commencement

This Bylaw shall be known as the Invercargill City Council – Water Supply Bylaw 2017 and shall come into force on 8 December 2024, (includes amendments on 8 December 2024).

This Bylaw replaces any other Water Supply Bylaws created by Invercargill City Council.

3. Purpose and Application of Bylaw

The purpose of this bylaw is to:

- a. enable Council to manage and provide public water supply services;
- b. protect the public water supply system from contamination, misuse, and interference;
- c. protect the health and safety of the public, customer(s) and person(s) using the public water supply; and
- d. provide direction and guidance on water restrictions.

This Bylaw shall apply to the Invercargill City Council.

4. Scope

This Bylaw is made under the authority of the Local Government Act 2002 for the supply of water to its customers by the Water Supply Authority (WSA). The supply and sale of water by the WSA is subject to:

- e. Statutory Acts and Regulations
 - i. Building Act 2004.
 - ii. Fire and Emergency Act 2017.
 - iii. Water Services Act 2021.
 - iv. Local Government Act 2002.
 - v. Local Government (Rating) Act 2002.
 - vi. Resource Management Act 1991.
- f. Relevant Codes and Standards
 - i. Water Services (Drinking Water Standards for New Zealand) Regulations 2022.
 - ii. BS EN 14154-3:2005 Water meters. Test methods and equipment.
 - iii. SNZ PAS 4509:2008 New Zealand Fire Service firefighting water supplies code of practice.

- iv. Water New Zealand Good Practice Guide: Water metering of Customers on Reticulated Supplies
- v. Water New Zealand Boundary Backflow Prevention for Drinking Water Supplies 2019
- vi. Invercargill City Council Code of Practice for Land Development
- vii. Invercargill Water Safety Plan 2022
- viii. Taumata Arowai Drinking Water Quality Assurance Rules 2022

5. Interpretations

When interpreting this Bylaw use the definitions set out in Section 6 unless the context requires otherwise. If you see a reference to a repealed enactment read that as a reference to its replacement.

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.

6. Definitions

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

Air gap: This is a permanent separation, measured vertically, between the lowest point of the water supply outlet and the flood level of the equipment, tank or fixture into which the outlet discharges. The gap is required to be the greater of 25mm or twice the supply pipe diameter.

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

Backflow means the unplanned reversal of flow of water or mixtures of water and contaminants into the water supply system.

Backflow prevention device means a valve installed on a water supply to prevent backflow from occurring and safeguard the water supply system.

Connection Box or "Meter Box" means the service valve, meter (when fitted) and associated fittings installed and maintained by Council on the service pipe.

Council means the Invercargill City Council or any officer authorised to exercise the authority of the Council and Council is the WSA.

Customer means a person who uses, or has obtained the right to use or direct the manner of use of, water supplied by the WSA.

Detector check valve means 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.

Drinking water is as per the definition provided in Section 6 of the Water Services Act 2021.

Essential Works means work required to be done under urgency and which is necessary for the continued and/or safe operation and protection of the public water supply.

Extraordinary supply means 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.

Fees and charges means 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.

Level of service means the measurable performance standards on which the WSA undertakes to supply water to its customers.

On demand supply means a supply which is available on demand directly from the point of supply subject to the agreed level of service.

Ordinary supply means a category of on demand supply used solely for domestic purposes.

Person means a natural person, corporation sole or a body of persons whether corporate or otherwise.

Point of supply means the point where the responsibility for ownership and maintenance of the service pipe passes from Council to customer. Where the connection box is on public land, the point of supply is where the service pipe crosses the property boundary. When the connection box is on private land:

- For connections off the Branholme and Bluff supply mains, the point of supply is at the meter, or if none is fitted, the service valve.
- For connections off the urban distribution system, the point of supply is where the service pipe crosses the street property boundary.

Potable means water that is safe to drink and that complies with the Water Services (Drinking Water Standards for New Zealand) Regulations 2022.

Premises means to include the following:

- a. A property or allotment which is held under a separate certificate of title or for which a separate certificate of title may be issued and in respect to which a building consent has been or may be issued; or
- b. A building or part of a building that has been defined as an individual unit by a cross-lease, unit title or company lease and for which a certificate of title is available; or
- c. Land held in public ownership (e.g. reserve) for a particular purpose.

Public notice means as defined in the Local Government Act 2002.

Restricted flow supply means a type of water supply connection where a small flow is supplied through a flow control device, and storage is provided by the customer to cater for the customer's demand fluctuations.

Restrictor means a flow control device fitted to the service pipe to limit the flow rate of water to a customer's premises.

Roading authority means a territorial authority or Transit New Zealand.

Service pipe means the section of water pipe between a water main and the point of supply.

Service valve (Toby) means the valve at the customer end of the service pipe.

Storage tank means any tank having a free water surface.

Supply pipe means the section of pipe between the point of supply and the customer's premises through which water is conveyed to the premises.

Water Supply Authority (WSA) means the operational unit of the Council responsible for the supply of water.

Water supply system means all those components of the network between the point of abstraction from the natural environment and the point of supply. This includes but is not limited to: wells, infiltration galleries, intake structures, open raw water storage ponds/lakes, falling mains, treatment plants, treated water reservoirs, trunk mains, service mains, rider mains, pump stations and pumps, valves, hydrants, scour lines, service pipes, boundary assemblies, meters, backflow prevention devices and tobies.

Water unit means the basis of measurement for a restricted flow supply and equal to a volume of 365 m³ delivered at the rate of 1 m³ per day

7. Protection of Water Supply

7.1. Water Supply System

7.1.1. Access to System

No person other than the WSA and its authorised agents shall have access to any part of the water supply system, except to connect to the point of supply, subject to 8.1, and to operate the service valve.

7.1.2. No Person to Connect To, or Interfere with a Water Supply System

Except as set out in 7.1.1, 7.1.3 and 7.1.4, no person shall make any connection to, or otherwise interfere with, any part of the water supply system.

7.1.3. Fire Hydrants

Only the attending Fire Service/s shall gain access to, and draw water from fire hydrants for the purpose of fighting fires, training, and testing.

7.1.4. Other Uses

The right to gain access to, and draw water from the water supply for uses other than fire fighting (for example, flow testing or pipe flushing) shall be restricted to:

- a. The WSA or its agents;
- b. Permit holders, being those persons who after having submitted an application to the WSA are subsequently approved to draw water from fire hydrants or tanker filling points. Such permits shall be valid only so long as the permit holder complies with the conditions endorsed on the permit. Without prejudice to other remedies available, the WSA may remove and hold any equipment used by an offender to gain access to, or draw water from a fire hydrant, and assess and recover the value of water drawn without authorisation and any other associated costs.

7.1.5. Working Around Buried Services

The WSA shall keep accurate permanent records ('as-builts') of the location of its buried services. This information shall be available for inspection at no cost to users. Charges may be levied to cover the costs of providing copies of this information.

Any damage which occurs to a WSA service shall be reported to the WSA immediately. The person causing the damage shall reimburse the WSA with all costs associated with repairing the damaged service, and any other costs the WSA incurs as a result of the incident.

8. Conditions of Supply

8.1. Application for Supply

8.1.1. Initial Application

Every application for a supply of water shall be made in writing on the standard WSA form accompanied by the prescribed charges. The applicant shall provide all the details required by the WSA.

On receipt of an application the WSA shall, after consideration of the matters in 8.4 and 8.5, either:

- a. Approve the application and inform the applicant of the type of supply, the level of service, the size of the connection and any particular conditions applicable; or
- b. Refuse the application and notify the applicant of the decision giving the reasons for refusal.

For the agreed level of service to the applicant, the WSA should determine the sizes of all pipes, fittings and any other equipment, up to the point of supply. The WSA shall supply and install the service pipe up to the point of supply at the applicant's cost or may allow the supply and installation of the service pipe to be carried out by approved contractors.

The applicant shall have the authority to act on behalf of the owner of the premises for which the supply is sought, and shall produce written evidence of this if required.

An approved application for supply which has not been actioned within six months of the date of application will lapse unless a time extension has been approved. Any refund of fees and charges shall be at the discretion of the WSA.

8.1.2. Change of Use

Where a customer seeks a change in the level of service or end use of water supplied to premises, and/or the supply changes from an ordinary to an extraordinary type (see 8.4) or vice versa, a new application for supply shall be submitted by the customer.

8.1.3. Prescribed Charges

Charges applicable at the time of connection may include:

- a. Payment to the WSA for the cost of the physical works required to provide the connection;
- b. A development contribution charge determined in accordance with the Local Government Act 2002;
- c. A financial contribution charge determined in accordance with the Resource Management Act 1991.

8.2. Point of Supply

8.2.1. Responsibility for Maintenance

The WSA shall own and maintain the service pipe and fittings up to the point of supply. The customer shall own and maintain the supply pipe beyond the point of supply.

8.2.2. Single Ownership

For individual customers the point of supply, unless otherwise specified, shall be where the service pipe enters the premises at its street frontage or defined right of way to street frontage. Other positions shall require specific approval.

For each individual customer there shall be only one point of supply, unless otherwise approved.

8.2.3. Multiple Ownership

For the different forms of multiple ownership of premises and/or land as described below:

- a. For Company Share/Block Scheme (Body Corporate) – as for single ownership;
- b. For Leasehold/Tenancy in Common Scheme (Cross Lease), Strata Title, Unit Title (Body Corporate) and any other form of multiple ownership – as for single ownership. They shall be treated collectively as one customer with one point of supply, unless otherwise proved.

8.3. Access

8.3.1. Rights of Access

Where a meter is on private property the customer shall allow the WSA access between 7.30 am and 6.00 pm on any day.

Outside these hours (such as for night time leak detection) the WSA shall give notice to the customer.

Where access is not made available for any of the above times and a return visit is required by the WSA, a rate may be charged as for 'Meter reading by appointment'.

Under emergency conditions the customer shall allow the WSA free access to, and about the meter at any hour.

8.3.2. Maintenance of Access

The customer shall maintain the area in and around the point of supply meter keeping it free of soil, growth, or other matter or obstruction which prevents, or is likely to prevent convenient access.

8.4. Types of Supply

8.4.1. General

Connections to WSA water supply system shall be granted according to "Connecting to Water Supply Statement of City Policy" adopted 17 September 1990.

Supplies shall be classified as either 'on demand' or 'restricted flow' and the use of water from the supply shall be either 'ordinary' or 'extraordinary'.

8.4.2. On Demand Supply

Every premises shall be entitled to an ordinary supply of water subject to the following conditions:

- a. The exclusion of its use for garden watering under any restrictions made by the WSA under 8.7.3;
- b. Payment of the appropriate charges in respect of that property;
- c. Any other charges or costs associated with sub divisional development; and
- d. Any other relevant conditions in section 8 of this Bylaw.

The WSA shall be under no obligation to provide an extraordinary supply of water (see also the provisions of 8.7 and 8.9.2).

8.4.3. Restricted Flow Supply

Restricted flow supply shall be available to premises within a designated area only, or under special conditions set by the WSA.

The water supply shall be restricted so as to deliver the agreed number of water units at a steady flow rate.

The WSA shall charge for the restricted flow supply by either:

- a. The volume passing through a meter; or
- b. The agreed number of water units.

8.4.4. Ordinary Use

Ordinary use is for domestic purposes (which may include use in a firesprinkler system to NZS 4517) and shall include:

- a. Washing down a car, boat, or similar;
- b. Garden watering by hand;
- c. Garden watering by a portable sprinkler (subject to the provisions of 8.7.3);

8.4.5. Extraordinary Use

Extraordinary use includes:

- a. Domestic – spa or swimming pool, fixed garden irrigation systems,
- b. Commercial and business;
- c. Industrial;
- d. Agricultural;
- e. Horticultural;
- f. Viticultural;
- g. Lifestyle blocks (peri-urban or small rural residential);
- h. Fire protection systems other than sprinkler systems installed to comply with NZS 4517;
- i. Out of district (supply to, or within another local authority);
- j. Temporary supply.

8.5. Metering

Currently the Invercargill City Council does not universally meter all water supplies and so:

An ordinary use of water shall not normally be metered (subject to the WSA reserving the right to fit a meter and charge where it considers water use is excessive, or for a meter to be fitted at the customer's request), and the cost of such use shall be as prescribed in the Local Government (Rating) Act 2002, sections 9, 15 to 19, and sections 101 to 103.

An extraordinary use shall normally be metered and charged for in accordance with 8.15. Where the extraordinary use is for fire protection only, this supply shall not normally be metered.

If Invercargill City Council does adopt a policy to universally meter all supplies then:

Both ordinary and extraordinary use of water shall normally be metered and levied as rates, as prescribed in the Local Government (Rating) Act 2002, sections 9, 15 to 19, and sections 101 to 103.

8.6. Levels of Service

The WSA shall provide water in accordance with the level of service contained in the Long Term Council Community Plan. For those periods where the level of service allows noncompliance with the specified value(s), the WSA should make every reasonable attempt to achieve the specified value(s).

8.7. Continuity of Supply

8.7.1. Supply

Due to practical and physical limitations the WSA cannot guarantee an uninterrupted or constant supply of water in all circumstances, or the continuous maintenance of any particular pressure, but shall do its best to meet the continuity of supply levels of 8.6, subject to the exemptions contained in 8.7.3 and 8.7.4.

Where works of a permanent or temporary nature are planned which will affect an existing supply, the WSA shall consult with, or inform or give notice to all known customers likely to be substantially affected.

8.7.2. 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.

8.7.3. Demand Management

The customer shall comply with any restrictions (including garden watering) which may be approved by the WSA to manage high seasonal or other demands. Such restrictions shall be advised by public notice.

Even when such restrictions apply the WSA shall take all practicable steps to ensure that an adequate supply for domestic purposes is provided to each point of supply.

8.7.4. Emergency Restrictions

During an emergency 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 advised by public notice. 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 manager of the WSA subject to subsequent Council ratification.

8.7.5. *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 not practical, the WSA may shut down the supply without notice.

8.8. Liability

The WSA shall endeavour to meet the level of service requirements of 8.6, but 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. The WSA may, under certain circumstances and at its sole discretion, make payments for damage caused to equipment, appliances, processes, and materials as a direct result of a variation in the water supply, provided that any such equipment or appliances have been designed to cater for reasonable variations in the flow, pressure, and quality of the water supply.

8.9. Fire Protection Connection

8.9.1. *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.

8.9.2. *Design*

It shall be the customer's responsibility to ascertain in discussion with the WSA and monitor whether the supply available is adequate for the intended purpose.

8.9.3. *Fire Protection Connection Metering*

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:

- a. 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
- b. A WSA approved detector check valve has been fitted on the meter bypass.

Any unmetered connection provided to supply water to a fire protection system shall not be used for any purpose other than firefighting and testing the fire protection system unless the fire protection system is installed in accordance with NZS 4517.

Where a fire connection has been installed or located so that it is likely or possible that water may be drawn from it by any person for purposes other than firefighting, the WSA may require the supply to be metered.

8.9.4. Fire Hose Reel

Where the supply of water to any premises is metered, fire hose reels shall be connected only to the metered supply, not to the fire protection system. The water supply to fire hose reels shall comply with the requirements of NZS 4503.

8.9.5. Charges

Water used for the purpose of extinguishing fires shall be supplied free of charge. Where the fire protection connection is metered and water has been used for firefighting purposes, the WSA shall estimate the quantity of water so used, and credit to the customer's account an amount based on such an estimate.

8.9.6. Ongoing Testing and Monitoring

Customers intending to test fire protection systems in a manner that requires a draw-off of water, shall obtain the approval of the WSA beforehand. Water used for routine flushing and flow testing does not constitute waste but the quantity of water used may be assessed and charged for by the WSA.

8.10. Backflow Prevention

8.10.1. Responsibilities and Obligations

The WSA's must oversee and ensure measures are in place to protect water supply arrangements against the risk of backflow under section 27 of the Water Service Act 2021. This involves either:

- a. The WSA installs a backflow prevention device and requires the Customer to reimburse the WSA for the cost of installation, maintenance, and ongoing testing of the device; or
- b. The WSA requires the Customer to install, maintain, and test a backflow prevention device that incorporates a verifiable monitoring system in accordance with any requirements imposed by the WSA.

The Customer must take all practicable measure under the WSA's Backflow Prevention Policy on the customer's side of the point of supply to prevent water which has been drawn from the WSA's water supply from returning to that supply. This includes but is not limited to:

- a. Backflow prevention either by providing an adequate air gap, or by the use of an appropriate backflow prevention device;
- b. The prohibition of any cross-connection between the WSA water supply and
 - i. Any other water supply (potable or non-potable)
 - ii. Any other water source
 - iii. Any storage tank
 - iv. Any other pipe, fixture or equipment containing chemicals, liquids, gases, or other non-potable substances.

At the WSA's request, the customer must provide any information about any use or activity at the customer's side of point of supply in relation to a backflow risk category, and/ or take any action(s) requested by the WSA in accordance with the WSA's Backflow Prevention Policy to ensure backflow prevention is achieved to the WSA's satisfaction.

Where there is a change of use or activity carried out at the Customer's side of the point of supply that may alter the risk hazard category¹, the customer must:

- a. notify the WSA in writing of any change of use or activity; and
- b. demonstrate how backflow prevention will be achieved in relation to the change, to the WSA's satisfaction; and
- c. install a backflow prevention device if one is required, or comply with any requirement made by the WSA under section 27 of the Water Services Act 2021.

A customer must not bypass any Backflow Prevention Device unless the bypass line is also fitted with a Backflow Prevention Device deemed the equivalent of the device being bypassed and / or appropriate for the same hazard risk category and has been approved by the WSA.

The WSA may charge the customer for, but is not limited, to site audits, applications for changes in hazard category classification, and any remedial work and / or essential work. The WSA may recover costs for installing, testing and maintaining backflow prevention devices from the customer(s) where appropriate and / or if the WSA undertook installation, testing and maintenance of backflow prevention devices on the customer(s)'s behalf.

8.10.2. *Unmanaged Risk*

Notwithstanding 8.10.1 the WSA may fit a backflow prevention device on the WSA side of the point of supply where the customer cannot demonstrate that the risk of backflow is adequately managed. This will be enabled in accordance with the guidance provided under the WSA's Backflow Prevention Policy.

8.11. WSA Equipment and Inspection

8.11.1. *Care of Water Supply System*

The customer shall take due care not to damage any part of the water supply system, including but not limited to pipework, valves, meters, restrictors, chambers, and backflow prevention devices.

8.11.2. *Inspection*

Subject to the provisions of the Local Government Act 2002, the customer shall allow the WSA with or without equipment, access to any area of the premises for the purposes of determining compliance with these conditions.

¹ Appendix 1 of the WSA's Backflow Prevention Policy

8.12. Meters and Flow Restrictors

8.12.1. Installation

Meters for on demand supplies, and restrictors for restricted flow supplies, shall be supplied, installed and maintained by the WSA, and shall remain the property of the WSA. Where on demand supplies are not universally metered, the WSA where it considers water use is unusually high, reserves the right to fit a meter at the customer's cost, and charge accordingly.

8.12.2. Location

Meters and restrictors shall be located in a position where they are readily accessible for reading and maintenance, and if practicable immediately on the WSA side of the point of supply.

8.12.3. Accuracy

Meters shall be tested as and when required by the WSA or as prescribed in ISO 4064. The maximum permissible error for the upper flow rate zone ($Q_2 < Q < Q_4$) is $\pm 2\%$, for temperatures from 0.3°C to 30°C and the maximum permissible error for the lower flow rate zone ($Q_1 < Q < Q_2$) is $\pm 5\%$. This accuracy shall be applied to all water meters with $Q_3 < 100$ m³/h and maybe applied to water meters with values of $Q_3 > 100$ m³/h. The flow restrictors shall be accurate to within $\pm 10\%$ of their rated capacity.

NOTE – Where Q is the flow rate:

Q1 is the minimum flow rate; Q2 is the transitional flow rate;

Q3 is the permanent flow rate; and

Q4 is the overload flow rate as defined in ISO 4064-1.

Any customer who disputes the accuracy of a meter or restrictor may apply to the WSA for it to be tested provided that it is not within three months of the last test. If the test shows non-compliance with the accuracy above, the customer shall not be charged for the test. If the test shows compliance, the customer shall pay a fee in accordance with the WSA current fees and charges.

Meters shall be tested as prescribed in ISO 4064-2 and the test report shall be made available as prescribed in ISO 4064-3.

The variation in the error curve shall not exceed 3% for flow rates in the lower zone and 1.5% for flow rates in the upper zone. For the purpose of determining these requirements the mean values of the errors (of indication) at each flow rate, shall apply.

The curves shall not exceed a maximum error of $\pm 6\%$ for flow rates in the lower zones and $\pm 2.5\%$ for flow rates in the upper zones.

Restrictors shall be tested by measuring the quantity that flows through the restrictor in a period of not less than one hour at the expected minimum operating pressure. A copy of independent certification of the test result shall be made available to the customer on request.

8.12.4. Adjustment

If any meter, after being tested, is found to register a greater or lesser consumption than the quantity of water actually passed through such a meter, the WSA shall make an adjustment in accordance with the results shown by such tests, backdated for a period at the discretion of the WSA but not exceeding 12 months, and the customer shall pay a greater or lesser amount according to the adjustment.

Where a meter is under-reading by more than 20% or has stopped, the WSA reserves the right to charge for the amount of water assessed as having been used over the past billing period, taking into account any seasonal variations in demand.

Where a meter is over-reading, the WSA shall make appropriate adjustments to the customer's invoice(s), based on a period of similar use and backdated to when it is agreed the over-reading is likely to have occurred.

8.12.5. Estimating Consumption

Should any meter be out of repair or cease to register, or be removed, the WSA shall estimate the consumption for the period since the previous reading of such meter, (based on the average of the previous four billing periods charged to the customer) and the customer shall pay according to such an estimate. Provided that when by reason of a large variation of consumption due to seasonal or other causes, the average of the previous four billing periods would be an unreasonable estimate of the consumption, the WSA may take into consideration other evidence for the purpose of arriving at a reasonable estimate, and the customer shall pay according to such an estimate.

The customer shall be liable for the cost of water which passes through the meter regardless of whether this is used or is the result of leakage.

Where the seal or dial of a meter is broken, the WSA may declare the reading void and estimate consumption as described above.

8.12.6. Incorrect Accounts

Where a situation occurs, other than as provided for in 8.12.5, where the recorded consumption does not accurately represent the actual consumption on a property, the account shall be adjusted using the best information available to the WSA. Such situations include, but are not limited to, misreading of the meter, errors in data processing, meters assigned to the wrong account, and unauthorised supplies.

Where an adjustment is required, in favour of the WSA or the customer, this shall not be backdated more than 12 months from the date the error was detected.

8.13. Plumbing System

Quick-closing valves, pumps, or any other equipment which may cause pressure surges or fluctuations to be transmitted within the water supply system, or compromise the ability of the WSA to maintain its stated levels of service shall not be used on any piping beyond the point of supply. In special circumstances such equipment may be approved by the WSA.

8.14. Prevention of Waste

The customer shall not intentionally allow water to run to waste from any pipe, tap, or other fitting, nor allow the condition of the plumbing within the property to deteriorate to the point where leakage or wastage occurs.

The WSA provides water for consumptive use not as an energy source. The customer shall not use water or water pressure directly from the supply for driving lifts, machinery, eductors, generators, or any other similar device, unless specifically approved. The customer shall not use water for a single pass cooling system or to dilute trade waste prior to disposal, unless specifically approved.

8.15. Payment

The customer shall be liable to pay for the supply of water and related services in accordance with the WSA fees and charges prevailing at the time.

The WSA may recover all unpaid water charges as prescribed in the Local Government (Rating) Act 2002, sections 57 to 82.

8.16. Transfer of Rights and Responsibilities

The customer shall not transfer to any other party the rights and responsibilities set out in this Bylaw.

A supply pipe shall serve only one customer, and shall not extend by hose or any other pipe beyond that customer's property.

In particular and not in limitation of the above any water which the customer draws from the WSA supply shall not be provided to any other party without approval of the WSA.

8.17. Change of Ownership

In the event of a premises changing ownership the WSA shall record the new owner as being the customer at that premises. Where a premises is metered, the outgoing customer shall give the WSA five working days' notice to arrange a final meter reading.

8.18. Disconnection at the Customer's Request

The customer shall give 20 working days' notice in writing to the WSA of the requirement for disconnection of the supply. Disconnection shall be at the customer's cost.

9. Breaches and Offences

9.1. Breaches of Conditions of Supply

The following are deemed breaches of the conditions to supply water:

- a. An incorrect application for supply which fundamentally affects the conditions of supply (section 8);
- b. Failure by the customer to meet and comply with the conditions of supply;
- c. Failure to meet any obligation placed on the customer under all current Acts and Regulations specified in section 4(a);
- d. Frustration of the WSA's ability to adequately and effectively carry out its obligations;
- e. An act or omission including but not limited to any of the following:
 - i. Failure to pay the appropriate charges by the due date
 - ii. Failure to repair a leak, or in any way wilfully allowing water to run to waste, or to be misused
 - iii. The fitting of quick-closing valves, pumps, or any other equipment which may cause pressure surges or fluctuations to be transmitted within the water supply system, or compromise the ability of the WSA to maintain its stated levels of service
 - iv. Failure to prevent backflow (see 8.10)
 - v. Failure to have a backflow prevention device fitted when required by the WSA.
 - vi. Tampering, modifying or circumventing any boundary backflow prevention device without written approval from the WSA.
 - vii. Failure to comply with water use restrictions or prohibitions introduced by the WSA for any specified purpose
 - viii. Using water or water pressure directly from the supply for driving lifts, machinery, eductors, generators, or any other similar device, unless specifically approved by the WSA
 - ix. Using water for a single pass cooling or heating system, or to dilute trade waste prior to disposal, unless specifically approved
 - x. Extending by hose or any other pipe a private water supply beyond that customer's property
 - xi. Providing water drawn from the WSA supply to any other party without approval of the WSA.

In the event of a breach, the WSA shall serve notice on the customer advising the nature of the breach and the steps to be taken to remedy it. If, after one week, the customer persists in the breach, the WSA reserves the right to reduce the flow rate of water to the customer without notice. In such an event the full service of the supply shall be re-established only after payment of the appropriate fee and remedy of the breach to the satisfaction of the WSA.

In addition, if the breach is such that the WSA is required to disconnect the supply for health or safety considerations, such disconnection should be carried out forthwith.

9.2. Interference with Equipment

Any tampering or interfering with WSA equipment, either directly or indirectly, shall constitute a breach. Without prejudice to its other rights and remedies, the WSA shall be entitled to estimate (in accordance with 8.12.5) and charge for the additional water consumption not recorded or allowed to pass where a meter or restrictor has been tampered with, and recover any costs incurred.

10. Offences and Penalties

Every person who breaches the Bylaw commits an offence and is liable on conviction to a fine, pursuant to Section 242(4) of the Local Government Act 2002.

11. Appendix

Referenced Documents

Reference is made in this document to the following:

New Zealand Standards

NZS 4503:2005	Hand operated fire-fighting equipment
NZS 4515:2009	Fire sprinkler systems for life safety in sleeping occupancies (up to 2000 square metres)
NZS 4517:2010	Fire sprinkler systems for houses
NZS 4541:2020	Automatic fire sprinkler systems
NZS 9201.1:2007	Model general bylaws - Introductory

International Publications

ISO 4064-1:2014	Water meters for cold potable water and hot water Part 1: Metrological and technical requirements.
ISO 4064-2:2014	Water meters for cold potable water and hot water Part 2: Test methods.
ISO 4064-3:2014	Water meters for cold potable water and hot water Part 3: Test report format.

Other Publications

Water New Zealand: Boundary Backflow Prevention for Drinking Water Supplies -Code of Practice 2019

Water New Zealand - Water metering of customers on reticulated supplies 2017

Related Document

AS/NZS 4020:2018	Testing of products for use in contact with drinking water
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