



Kaikōura Hurunui
Water Services

BOARD AGENDA 2026

Ordinary Meeting:

10am

19 October 2026



Sudima Hotel
550 Memorial Ave
Christchurch

AGENDA

KHWS OCTOBER BOARD MEETING

Name:	Kaikōura Hurunui Water Services Limited
Date:	Monday, 19 October 2026
Time:	10:00 am to 2:45 pm (NZDT)
Location:	Sudima Hotel , 550 Memorial Avenue, Christchurch, Canterbury 8053

Board Members:	Karl Smith (Chair), Diane Brandish, Lee Babe, Mr. Murray Strong, Ross Pickworth
Attendees:	Ben Day, Graham Sutherland, Michelle Stanley, Thomas Palmer
Guests/Notes:	Alex Makogon, Yash Gupta, Dan Langman

1. Opening Meeting

1.1 Confirm Minutes 10:00 am (5 min)

For Decision

Ordinary and Public Excluded Minutes from the 27 July 2026 Board meeting for confirmation.

Supporting Documents:

1.1.a	Minutes : KHWS Board Meeting - 24 Aug 2026	7
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1.2 Interest Register 10:05 am (5 min)

Michelle Stanley

For Noting

Supporting Documents:

1.2.a	Interests Register - October.docx	14
1.2.b	Interests Register	16

2. Decision Items

3. Discussion Items

3.1 Financial Report 10:10 am (10 min)

Thomas Palmer

For Noting

An update to the Board on the draft FY26 position, Q1 reporting limitations, audit readiness and finance resourcing risks.

Supporting Documents:

3.1.a	2026-10-14 KHWS_CFO Board Paper .docx	18
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3.2 Operations Report

10:20 am (40 min)

For Discussion

Hurunui and Kaikoura operational reports.

Supporting Documents:

3.2.a	KHWS Kaikoura Operations Monthly Report - Aug and Sept 2026.docx	19
3.2.b	KHWS Hurunui Operations Monthly Report September 2026.docx	26

4. Public Excluded Section

4.1 Selwyn Water Strategic Managed Services Partnership

11:00 am (15 min)

Ben Day

For Decision

The matters to be considered while the public is excluded, the reason for passing this resolution & the specific grounds under section 48 (1) of the local Government Official Information and Meetings Act 1987 for the passing of this resolution are is to to undertake commercially sensitive planning under section 7(2)(h).

Supporting Documents:

32-48

4.2 Transfer Agreement and Funding Pathway

11:15 am (15 min)

Ben Day

For Discussion

The matters to be considered while the public is excluded, the reason for passing this resolution & the specific grounds under section 48 (1) of the local Government Official Information and Meetings Act 1987 for the passing of this resolution are to enable the local authority holding the information to conduct negotiations under section 7(2)(i).

Supporting Documents:

49-118

4.3 Historic Liabilities Work

11:30 am (15 min)

Ben Day

For Information

The matters to be considered while the public is excluded, the reason for passing this resolution & the specific grounds under section 48 (1) of the local Government Official Information and

Meetings Act 1987 for the passing of this resolution are to enable the local authority holding the information to conduct negotiations under section 7(2)(i).

Supporting Documents:

4.3.a	Kaikōura Hurunui Water Services Historic Liabilities Work Report PX.docx	126
4.3.b	20260911_Historic_Liabilities_Register_Board_Pack_Oct26_PX.pdf	132

4.4 Strategic Issues Register

11:45 am (15 min)

Ben Day

For Information

The matters to be considered while the public is excluded, the reason for passing this resolution & the specific grounds under section 48 (1) of the local Government Official Information and Meetings Act 1987 for the passing of this resolution are to enable the local authority holding the information to undertake commercially sensitive planning under section 7(2)(h).

Supporting Documents:

140-150

4.5 CE Update

12:00 pm (20 min)

Ben Day

For Discussion

The matters to be considered while the public is excluded, the reason for passing this resolution & the specific grounds under section 48 (1) of the local Government Official Information and Meetings Act 1987 for the passing of this resolution are to enable the local authority holding the information to undertake commercially sensitive planning under section 7(2)(h).

Supporting Documents:

151

4.6 Restricted Circulation - KHWS Establishment and Independence Programme

12:20 pm (15 min)

Ben Day

For Discussion

The matters to be considered while the public is excluded, the reason for passing this resolution & the specific grounds under section 48 (1) of the local Government Official Information and Meetings Act 1987 for the passing of this resolution are to enable the local authority holding the information to undertake commercially sensitive planning under section 7(2)(h).

Supporting Documents:

160

5. Other Business

5.1 General Business

6. Close Meeting

6.1 Close the meeting

Next meeting: KHWS Board Meeting - 23 Nov 2026, 10:00 am

MINUTES (in Review)

KHWS BOARD MEETING

Name:	Kaikōura Hurunui Water Services Limited
Date:	Monday, 24 August 2026
Time:	10:00 am to 12:47 pm (NZST)
Location:	Council Chambers, 66 Carters Road, Amberley
Board Members:	Ross Pickworth, Karl Smith (Chair), Lee Babe, Diane Brandish, Mr. Murray Strong
Attendees:	Michelle Stanley, Ben Day, Jason Beck
Guests/Notes:	Alex Makogon, Yash Gupta

1. Opening Meeting

1.1 Confirm Minutes

KHWS Board Meeting 27 Jul 2026, the minutes were confirmed with the following changes:
Minor spelling changes were noted and changed before confirming the minutes.



Confirmation of 27 July 2026 KHWS Minutes

That the open and public excluded minutes of the Board meeting of the 27 July 2026 are confirmed as a true and accurate record of the meeting subject to minor spelling amendments.

Decision Date: 24 Aug 2026
Mover: Lee Babe
Second: Diane Brandish
Outcome: Approved

1.2 Interest Register

The board noted two versions of the interest register: one maintained in BoardPro and one formal report published on the website for public transparency with the appropriate legislative brief recorded within the report.

Ross Pickworth requested the removal of "Chair of Waiotahi Contractors Ltd." from his register, as that role had concluded.

A governance matter was raised regarding the current practice of having the register reviewed by an HDC staff member. It was agreed this should be reviewed by Ben Day, CEO, consistent with the company's status as a separate legal entity. This is to be resolved as part of the shared services arrangement.

2. Decision Items

2.1 Health and Safety at Work Amendment Act 2026 - Implementation Update

Alex Makogon presented a report on the Health and Safety Work Amendment Act 2026, which received Royal Assent on 9 July 2026 and comes into effect on 1 April 2027.

Key points discussed were:

- KHWS is treated as a large PCBU under the Act, given its water services function.
- The primary change in approach is a shift in risk prioritisation: critical risks (those with potential for life-altering injury or death) must now be treated as higher priority than general risks. The previous likelihood-versus-severity equation is being replaced with a severity-focused model.
- WorkSafe will publish Approved Codes of Practice (ACOPs) to guide management of specific critical risks. These are expected to be released around December or January.
- Twelve critical risks have been identified in the report appendix, along with initial critical control expectations.
- Directors expressed a clear preference for not waiting on ACOPs before acting. The view was that KHWS should conduct its own hazard assessments and review critical controls now, using existing WorkSafe guidance as a baseline. ACOPs may augment this work but should not delay it.
- A specific example was discussed regarding reservoir access: current practice uses tied-off ladders with three points of contact and staff training. Future ACOPs may require fixed ladders, structural assessments, harness training, and maintenance records.
- It was noted that some critical controls are not yet in place and are not currently budgeted in the annual plan. The board agreed that documenting known gaps and active work programmes is important, particularly in the event of a WorkSafe investigation.
- A point was raised regarding the requirement to submit modified ACOPs to WorkSafe for approval if KHWS chooses a different compliance pathway. This was noted as a significant new obligation, though it was agreed this should be verified.
- The board noted that KHWS has requested to be released from the shared services arrangement for health and safety and regulatory functions, as the current resource level is considered insufficient.
- Directors agreed that board-level health and safety site visits and walkarounds should be scheduled.

2.2 Privacy Policy and LGOIMA Charging

The Governance Team Leader spoke to the report. The following was noted:

- KHWS has access to a privacy officer and LGOIMA officer through the Hurunui District Council governance team, with backup cover available.
- Once a website is established, a privacy statement will be published in accordance with legislative requirements.
- The Local Government Official Information and Meetings Act (LGOIMA) charging policy has been modelled on the existing Hurunui District Council approach. The charge rate is \$135 per hour, with the first hour provided at no charge. The Ombudsman's suggested minimum is \$38 per hour; no complaints have been received regarding the \$135 rate in approximately five years of use.

- The charging policy is used in practice as a tool to encourage requesters to refine broad or unreasonable requests rather than as a primary revenue mechanism.
- A director raised the broader suggestion that KHWS consider a proactive transparency approach, publishing information that might otherwise be requested under LGOIMA directly on its website, reducing the need for formal requests altogether. This was noted as a matter for the upcoming strategy session.
- It was also suggested that a suite of policies be lifted and adapted from existing council policies (with find-and-replace edits) to ensure KHWS has appropriate delegations and operational policies in place, including for the CEO and budget holders.



Policy Adoption

That the Board adopts the Privacy Policy and LGOIMA Charging Policy.

Decision Date: 24 Aug 2026
Mover: Mr. Murray Strong
Second: Lee Babe
Outcome: Approved

3. Discussion Items

3.1 Financial Report

The CFO presented a summary financial update in lieu of a full financial report, noting that time constraints had prevented a complete report being prepared.

Financial report

- August activity included two payroll runs, two PAYE payments, directors' fees, and a creditor run of just over \$400,000 covering approximately 100 invoices from 49 suppliers.
- Debtors at 30 June 2026 were approximately \$74.8 million, around \$4 million below forecast, largely due to uncompleted capital projects. Directors will need to identify carry-forward projects to add to the current capital programme.
- Rates for water, sewer, and stormwater have been struck from Hurunui District Council for July. A process is being developed to transfer these across to KHWS. Waimakariri District Council also collects rates for the Ashley water supply on a quarterly basis and acts as an agent, receiving a 2% commission.
- GST recognition issues related to the transfer of rights to the company are being resolved, with a GST return due imminently.
- Camera equipment was purchased from Australia through the council's payment system due to uncertainty about the company's international payment capability at the time.

Audit

- Audit New Zealand has issued engagement documentation for the audit of the period ending 30 June 2026. The company was incorporated on 23 March 2026, creating an audit obligation under the Companies Act despite operations commencing 1 July 2026. The quoted fee was \$38,000. It was agreed that the audit engagement should be formally considered at the next board meeting, and that the board (not HDC's CFO) should be the primary point of contact with the auditors.
- Both councils have exempted KHWS under the Local Government Act for this year; however, the annual report must be completed by end of November to comply with the Companies Act.

Other

- The incoming CFO is due to commence on 24 September 2026.

- LGFA has been in contact regarding the transfer of debt. It was noted that there may be appetite for a staged debt drawdown, providing more flexibility than previously indicated.

3.2 Operations Report

Hurunui operations report

Alex presented the Hurunui operations report. Two of the three waters were rated red. Key points discussed:

Balmoral (drinking water):

- Rated red due to the absence of a protozoal barrier. Legal advice received confirms that primary legislation overrides secondary regulations and acceptable solutions, meaning KHWS retains responsibility for end-user health regardless of any point-of-entry (POE) device arrangement with property owners. This effectively rules out a POE device solution as the primary approach. Three sub-options for centralised treatment have been costed and will be presented in a future board paper. Next steps include engaging with the Taumata Arowai regarding the legislative pathway and presenting a business case to the board before consulting with the Balmoral community. The local rating history and cost allocation implications were noted as significant considerations.

Cheviot wastewater treatment plant:

- Rated red due to high BOD5 and total suspended solids (TSS) across six regulatory samples. Steps taken include installation of floating garden beds, a new pipeline in the buffer pond, and a bacterial introduction system. The plan is to seek additional time from Environment Canterbury (ECan) to assess whether the bacterial system is effective before considering desludging. Quotes for desludging are being sought. Unbudgeted expenditure may be required if ECan does not accept the current approach.

Kaikōura operations report

Yash presented the Kaikōura operations report. Key points discussed were:

- Tender evaluation for the wastewater treatment plant inlet screen is complete. Two tenders are being progressed, with a third option to procure the screen and manage design and commissioning in-house. Tender pricing is approximately three times the LTP/annual plan estimate. A decision is expected by 19 September 2026.
- A private pump station at Totara Lane (serving four to five houses) has been renewed.
- Churchill Street Pump Station is now fully operational following renewal of the switchboard, pump, and controls, after being problematic for approximately 24 months.
- A key operational risk is the lack of documentation, including P&IDs, as-built drawings, and system functional diagrams. A recent incident at the Kaikōura urban water treatment plant identified that the off-take for continuous raw water monitoring had been incorrectly configured, meaning monitoring was occurring after UV treatment rather than from the bore. Manual sampling has continued, which provides some compliance assurance. This will be reported transparently in the annual compliance report to Taumata Arowai. The board discussed whether to proactively contact Taumata Arowai ahead of the annual report.
- Acceptance of stock effluent into the Kaikōura treatment plant is to cease, with a target date of approximately October 2026. The stock effluent facility on the state highway is not being transferred to KHWS. A liability of approximately \$750,000 was identified, with approximately \$30,000 per year in revenue that effectively only covers transport costs. This is a live example of the complexities within the transfer agreement negotiations.
- In response to a question, it was clarified that stormwater is not being transferred to KHWS but continues to be reported due to its impact on the wastewater network through infiltration.

- **Operational budget:** The Kaikōura operational budget is approximately \$1 million for the year. Committed expenditure has already reached approximately \$660,000 with only approximately \$350,000 remaining. An OpEx overspend is anticipated. Contributing factors include the July storm event, the structure of the IWK contract (day works versus lump sum), and inherited budget assumptions.
- El Niño conditions are expected. The board discussed the need for a communications plan, water restriction frameworks, and longer-term supply strategy. It was noted that bylaws across the two districts are not currently aligned. The board agreed this requires a broader regional conversation and should be incorporated into the Water Services Strategy.

Capital programme for the Hurunui portfolio

Dan Langman presented the revised and consolidated capital programme for the Hurunui portfolio. Key points discussed:

- The programme has been reduced from just over \$10 million (as per the LTP) to approximately \$7.57 million, a reduction of approximately \$2.45 million, through workshop-based prioritisation.
- 55 projects are included. A three-tier project classification system has been introduced:
 - Just Do It (below \$20,000, low risk, routine): 15 projects, approximately \$370,000.
 - Paint by Numbers (\$20,000 to \$150,000, moderate complexity): 45 projects, approximately \$6 million.
 - Movie Projects (complex, multi-stage): 2 projects, approximately \$1.2 million.
- Six non-drainage council projects are also planned with a budget of \$5.5 million.
- Project mandates are being prepared for all Paint by Numbers and Movie projects, documenting scope, cost-benefit, CapEx and OpEx implications, and alignment with the Water Services Strategy.
- Key projects highlighted:
 - **Hanmer Springs treatment plant upgrade** (\$600,000): Network modelling indicates the system is approaching capacity. Approximately 850 additional connections are known to be coming. Operational issues include pressure in higher zones, water restrictions, and limited backup power.
 - **Amberley wastewater treatment plant optimisation** (\$600,000): Completing recently constructed infrastructure, installing a second inlet screen, additional K-line irrigation, and pre-tender design for future resource consent requirements.
 - **Seadown Reservoir connection:** Carry-forward work to finalise connections and demolish old tanks.
 - **Hawarden wastewater pond desludging:** Land purchase and resource consent have been completed. Tender came in above available budget; funds have been consolidated from the Greta Valley desludging project to prioritise Hawarden.
 - **New bore at Kōwai for Amberley water supply:** Bore drilled and resource consent obtained; headworks and connection to the trunk main to be completed.
 - **Hanmer Springs additional reservoir storage:** A 2 million litre tank is proposed at the treatment plant site.
 - **Cones Road Water Pump Shed:** Equipment has been purchased; this year's budget covers installation and network integration.
- Development contributions (DCs) were discussed. Growth cost allocations have been applied to project mandates as a first step. The board noted the need to review the DC policy and ensure asset data is sufficiently accurate to underpin future DC calculations.

The board agreed that the Water Services Strategy process will involve robust debate on project mandates before numbers are committed to budgets.

4. Public Excluded Section



To move into PE

The matters to be considered while the public is excluded, the reason for passing this resolution & the specific grounds under section 48 (1) of the local Government Official Information and Meetings Act 1987 for the passing of this resolution are to enable the local authority holding the information to undertake commercially sensitive planning under section 7(2)(h).

Decision Date: 24 Aug 2026
Mover: Lee Babe
Seconder: Mr. Murray Strong
Outcome: Approved

5. Other Business

5.1 General Business

6. Close Meeting

6.1 Close the meeting

Next meeting: KHWS October Board Meeting - 19 Oct 2026, 10:00 am

Signature: _____

Date: _____

Interests Register - October

Author	Michelle Stanley, Governance Team Leader (will be in attendance)
Reviewed by	Ben Day, Chief Executive Officer
Significance	Medium

Purpose

The purpose of this report is for the Board to review its interest register at the beginning of every board meeting. This report has been written as a requirement of the Boards Constitution.

Officer recommendation

That the Board reviews and notes its interests register.

Background

Requirements

1. The Companies Act requires all directors to be entered into an interests register, and disclose to the Board of the company, their interests.
2. Clause 10 of the Kaikōura Hurunui Water Services Limited (KHWS) Boards constitution stipulates what interests must be disclosed. Clause 10.2 requires the Board to review this at the beginning of every meeting.
3. The Governance Advisor will keep a full copy of the Boards interests but will provide a summary for publishing.

Interests Summary

Director	Interests	
Lee Babe	• Director, Parallaxx Ltd. • Director, AgFirst NZ Ltd. • Director/Shareholder, AgFirst Consultants Nelson Ltd. • Director/Shareholder, Loftag Ltd.	• Director, Network Tasman Ltd. • Trustee, Babe Family Trust • Deputy Chair, Invercargill City Council Water Committee
Ross Pickworth	• Director, Westroads Ltd. • Director/Shareholder, West Oak trading Ltd. • Director, Ashburton Contracting Ltd. • Chair, Pipeline and Civil Ltd. • Chair, Pipeline Group Ltd.	• Chair, PLC Plant Ltd. • Director, Industrial Controls South Canterbury Ltd. • Director, Network Tasman Ltd. • Director, ElectraServe Ltd. • Director, The Power Company Ltd.
Karl Smith	• Director, Atlantic Marriner Ltd. • Director & Chair, A.G. Foley Ltd. • Member, Contego Systems Ltd.	• Director, EA Networks • Trustee, The Voyager Trust

Diane Brandish	Treasurer, Classic Motoring Society of NZ Inc.	Treasurer, Canterbury Justices of the Peace Ass. Inc.
Murray Strong	- Chairman, Dunedin Hospital, Digital Transformation Board - Chairman, Centre of Digital Excellence NZ Ltd. - Chairman, Digital Interactive Health - Director, Marlborough Waters Ltd	- Chairman, Selwyn Water Ltd. - Trustee, J MacDonald Family Trust - Industry Lead, Executive MBA, University of Canterbury, Digital Change & Transformation

Legal and policy implications

Companies Act 1993

- Section 189 of the Companies Act 1993 requires the company to keep an interest register. Section 140 requires all directors to be entered in the interests register, and disclose to the Board of the company, their interests.

Risk Assessment

- The risks associated with this report are considered low to medium. The maintenance and regular review of the Interests Register is a key governance control that supports compliance with the Companies Act 1993 and the Board Constitution. Failure to maintain an accurate register or disclose relevant interests could result in governance, compliance, and reputational risks. These risks are mitigated through regular Board review and ongoing updates by directors and the Governance Team Leader.

Significance and engagement assessment

Requirement	Explanation
Level of significance and rationale	The significance of this matter is recommended to be medium. The report supports statutory compliance, transparency, and effective governance. No external engagement is required as the report relates to an internal governance process and fulfils a legislative and constitutional requirement.

KHWS ESTABLISHMENT AND INDEPENDENCE PROGRAMME

Finance, reporting, resourcing and audit issues

REPORT PURPOSE	For information and direction - to update the Board on the draft FY26 position, Q1 reporting limitations, audit readiness and finance resourcing risks.
PREPARED BY	Chief Financial Officer
REPORT DATE	October 2026
SUBJECT	Finance, reporting, resourcing and audit issues

DRAFT FY26 FINANCIAL POSITION

The draft FY26 statements report a net deficit of \$107k. The result comprises establishment costs incurred before KHWS inherited responsibility for water services operations and does not represent the underlying performance of the operating water services business. Expenditure principally relates to people costs, insurance and other costs required to establish KHWS as a stand-alone entity.

PROFIT AND LOSS	\$000		BALANCE SHEET	\$000
People costs	(70)		Bank	5
Insurance	(30)		Prepayments & GST	271
Other costs	(6)		Total assets	276
Net deficit	(107)		HDC liability	359
			Other creditors	25
			Total liabilities	383
			Net liabilities / equity	(107)

Q1 REPORTING LIMITATIONS

Management does not yet have sufficient information to provide a reliable assessment of Q1 trading performance and is therefore not recommending detailed financial reporting or variance commentary at this stage. Current results may materially understate both revenue and expenditure and could change significantly once outstanding transactions are processed and reconciled.

- Kaikoura water rates collected on behalf of KHWS have not been remitted. There is also an inconsistent approach in revenue collection methodology between the two councils, with KDC opting to only remit cash received, whereas HDC has opted to remit whatever has been charged to the customer.
- Shared-service recharges from both councils have not been processed.
- Council-incurred costs have not been recharged.
- Supporting information required to reconcile balances remains outstanding.

FINANCE RESOURCING

There is currently no dedicated finance resource support from either shareholder council. Management have estimated that approximately 30 hours of HDC finance assistance is required weekly to support the ongoing finance operations to free up the CFO to focus on the audit and other strategic tasks. This assistance has been requested from HDC, but no response had been received at the time of writing. The absence of transitional finance support creates a material delivery risk for statutory compliance and reliable monthly reporting.

EXTERNAL AUDIT AND FY27 REQUIREMENTS

Audit fieldwork is scheduled to start on 29 October 2026, with the FY26 financial statements due to be approved and signed by 30 November 2026. Before fieldwork begins, management must prepare the full financial statements and disclosures, complete supporting reconciliations and working papers, and respond to auditor information requests.

- FY26 reporting is limited to financial information; Service Performance Measures (SSPs) are not required this year.
- The principal audit focus will be correct establishment of KHWS, regulatory reporting obligations and going concern. A formal letter of financial support from HDC may be required.
- For FY27, the signing deadline moves to 30 September. KHWS must also respond to the Statement of Expectations, prepare and report against its Statement of Intent, and capture, report and audit SSPs.

BOARD RECOMMENDATIONS

- Note the draft FY26 deficit and that it comprises pre-operational establishment costs rather than water services trading results.
- Acknowledge that Q1 results remain incomplete, are not yet suitable for performance assessment and may be subject to material adjustment.
- Note the lack of finance support from both shareholder councils and the associated statutory reporting, audit and control risks.
- Note the audit timetable and support management in obtaining the finance resources needed to meet it.

KHWS Kaikoura Operations Monthly Report

October 2026 | Water supply, wastewater and stormwater

REPORT PURPOSE Kaikoura Operations Report	PREPARED BY Yash Gupta	REPORTING PERIOD August & September	OVERALL STATUS RED
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Officer Recommendation

That the Board receives this report; notes the operational, financial and compliance risks associated with aging infrastructure, reactive workload and deferred renewals; endorses the proposed controls; and confirms the preferred additional FY2026/27 funding envelope subject to governance and procurement requirements.

Executive view

Key achievements - IWK intervened before excavation in two high-potential water-main near misses; no injury or asset damage occurred. - South Bay pump operation restored following water ingress and electrical failure. - Insurance claim in review and permanent replacement in progress. - Electrical renewal scope developed across critical sites. - Revised CAPEX programmes prepared for Board and KDC discussion. - Additional development-engineering support arranged. - Hydraulic modelling under way with WDC - Employment of a contract consent/development engineer	Risks - Repeated third-party excavation and construction over or near water mains. - Incomplete GIS, drawings, easement checks and asset registers. - Aging switchboards, VSDs, controls and wiring. - Reactive workload displacing planned work. - Deferred renewals becoming urgent replacements. - Funding and cost-confidence gaps. - Historic water, wastewater and stormwater connection applications - IWK costs are well out of budget despite rigorous variation controls - Difficulty approving new subdivision connection applications with no capacity modelling
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Service status

WATER SUPPLY RED	WASTEWATER RED	ASSET DELIVERY AMBER
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Operational and reactive work at a glance

2 High-potential near misses near water mains	1 South Bay Sewer Pump Station failure due to water ingress	17 Sites identified that requires electrical switchboard replacement	2.5 Approximately kms of pipe replacement at Fernleigh post weather event
No harm No injury or main damage in either near miss	Multiple Sites in electrical renewal programme	Reactive Leaks, alarms, pumps and flood recovery	Incomplete GIS, drawings and operating information

1. Service assurance

WATER SUPPLY RED	WASTEWATER RED	ASSET DELIVERY AMBER
What went well - IWK staff stopped work before excavation at 86 Scarborough Street and at the nearby FENZ pole site. - No injury, asset damage or service interruption occurred. - Services remained operational. - Kincaid Community engagement meeting. What we are watching - Repeated third-party works near inaccurately mapped or insufficiently verified mains. - Consent referrals, title/easement checks, service locating and contractor coordination require strengthening. - Services connection requests for big sub-divisions as well as single dwellings etc to ensure our network can cope with additional demand. - Private water leaks.	What went well - South Bay operation restored after drying, inspection and testing. - Replacement and insurance claim are progressing. What we are watching - Inlet screen, pond desludging, pump-station electrical assets and sewer condition work. - Sewer reticulation network condition (under SH1 bridge) - Insurance claim may not get fully accepted due to the existing condition of the switchboard.	What went well - CAPEX programmes and procurement scopes prepared. - Key asset-information needs identified. - Ongoing engagement with asset management system services provider to uplift asset data quality. - WDC network modelling commenced. What we are watching - Cost confidence and delivery capacity remain constrained. - Constraint budget limiting asset and services delivery. - Continuous asset failures causing unplanned capex expenditure potentially adding further costs due to reactive nature.

KPI Measures

Measure	Aug / Sept result	Target / reference	Status	Comment
WATER				
T3 compliance 1 supply	100%	100%	GREEN	T3 supply achieved 100% monthly protozoa and bacterial compliance.
T2 compliance 5 supplies	100%	100%	GREEN	All T2 supplies achieved 100% monthly protozoa and bacterial compliance.
Water Loss – Urban Network	Nil	>30%	RED	Not monitored yet.
Water Loss – Rural / restricted schemes	Nil	>30%	RED	Not monitored yet.
Urgent water-fault response	0	Target <= 2 h	GREEN	No urgent water service requests were received during Aug/Sept
Urgent water-fault resolution	0	Target <= 12 h	GREEN	No urgent water service requests were received during Aug/Sept
Non-urgent water response	0.58 h	Target <= 2 days	GREEN	Based on 22 SRs received in Aug/Sept
Non-urgent water resolution	3.15 h	Target <= 7 days	GREEN	Based on 22 SRs received in Aug/Sept
Drinking water clarity, taste, odour, pressure/flow and continuity complaints	3	Included as part of the total complaint measure	RED	Caused by a scheduled power outage affecting reticulation pump station but contractor failing to respond
Drinking-water complaints	Nil	No more than 13 customer complaints per 1,000 connections	RED	Not monitored yet.
WASTEWATER				
Wastewater dry weather overflows	4	0	RED	Caused by reticulation pipe blockage or rags blocking pumps
Wastewater Abatement, Infringement, Enforcement Notices or Convictions	0	0	GREEN	None
Urgent wastewater response	0.30 h	Target <= 1 h	GREEN	Based on 4 events.

Measure	Aug / Sept result	Target / reference	Status	Comment
Urgent wastewater resolution	1.41 h	Target <= 24 h	GREEN	Based on 4 events.
Sewerage odour, system-fault, blockage and poor-response complaints	0	Included as part of the total complaint measure	GREEN	None
Sewerage complaints	Nil	No more than 20 complaints per 1,000 connections	RED	Not monitored yet.
STORMWATER				
Flooding events entering a habitable floor	0	No flooding events	GREEN	None
Habitable floors flooded	0	No more than 3 habitable floors flooded	GREEN	No flooding to habitable floors occurred.
Abatement, Infringement, Enforcement Notices or Convictions	0	0	GREEN	None
Flood-event attendance	0	Respond in less than 1 hour	GREEN	No SR
Stormwater-performance complaints	0	No more than 3 complaints per 1,000 connections per annum	GREEN	None

*The KPI data is utilized from IWK spreadsheet which is manual and poses risks & errors. A proper system for managing KPIs and responding to CSR is currently underway.

Operations systems and technical support

2. Business process improvement and CCO transition		GREEN
Improvements in Progress • ADAPT asset management system revival and improvements for maturing asset data quality. • ADAPT and Datascape CRM integration to automate and digitalise CSR function. • Creation and digitalisation of field tasks and preventative maintenance tasks within ADAPT. • Planned CCTV programme for sewer reticulation network including GPS recording of reticulation network improving location mapping.	Planned Improvements • Establish automated reports on KPIs and PM tasks generated out of ADAPT. • Electrical Switchboard renewals for critical assets. • SCADA & Telemetry Upgrade.	
3. Financial		RED
Capital & Operational expenditure currently remain of concern due to the reactive nature of water and wastewater operations, ageing assets and inefficient maintenance contract. A review of operational budgets is currently underway to determine if the budgets set are appropriate with actual spent in previous years or requires detailed analysis for future financial years.		
4. Operational Health & Safety		RED
Two high-potential near misses require Board visibility - At 86 Scarborough Street, an IWK staff member stopped a contractor preparing to auger holes for a pole shed. Locating confirmed a 200 mm asbestos-cement water main within the proposed shed extension area. Work stopped before excavation, with no damage or injury. About two weeks later, FENZ contractors at the Freedom Camping site beside 86 Scarborough Street were preparing to excavate for a pole near, and potentially directly above, a KHWS water main. IWK again stopped work before excavation. No damage, service interruption or injury occurred. The repeated events expose weaknesses in GIS accuracy, title and easement review, consent referrals, service-location verification and contractor coordination. Required controls are verified service locating before any ground disturbance, formal KHWS approval for works near mains, consistent referral of planning and building applications, correction of GIS/as-builts, and tracked corrective-action close-out. An unverified legal dispute may be developing between the landowner and the designers, with the possibility that KDC/KHWS could become involved later. - Sewer connections for 1/1 Fyffe Avenue were approved without confirming the sewer main’s location or depth relative to the dwelling foundation. Resource and building consents were granted on the expectation that the connections would be straightforward. However, the applicant must now amend the design and incur additional costs. There is currently no direct impact on KHWS.		

Operational compliance & risks

5. Operational and compliance risk register

Service affected	Risk and operational impact	Mitigation / current controls	Residual risk
Water supply	Third-party construction over or near mains may cause a strike, uncontrolled discharge, pressure loss, loss of water supply, emergency repair and injury.	Both events stopped before excavation. Require verified locating, title/easement checks, KHWS approval, GIS correction and contractor notification.	VERY HIGH
Water & Wastewater	Electrical failure may cause outage, overflow and emergency cost.	Accelerate risk-ranked renewals, security and critical spares.	VERY HIGH
All Services	Deferred renewals become emergency replacements.	Confirm staged funding and report deferral risk.	VERY HIGH
All Services	Reactive workload displaces planned work.	Protect preventive resources and report workload balance.	HIGH
All services	Incomplete GIS, drawings and registers increase approval, scope and cost uncertainty.	Huge reliance on operations staff. Standing up ADAPT & process of updating GIS via ADAPT underway.	HIGH
Wastewater	South Bay water ingress caused electrical failure.	Operation restored; replacement and claim progressing.	HIGH
All Services	Funding requests exceed adopted budgets, and cost confidence varies.	Stage gates, delegations and monthly forecasts.	HIGH

6. August operational priorities

Asset protection Standardise referrals, title/easement checks, locating, GIS correction, approvals and near-miss close-out.	South Bay and electrical Complete South Bay replacement	Wastewater Fund CCTV programme in operational expenditure.	Systems - Continuous momentum to setting up ADAPT - Implement CRM integration with ADAPT.
Board feedback requested: Please suggest improvements to the structure, risk ratings, monthly measures or level of detail that would make future reports quicker to understand.			

7. Other items

AMBER

Shearwater Development – Lot 24

A KDC/KHWS-owned water main runs along the edge of Lot 24 in the Shearwater Drive subdivision. The main is located within an existing easement approximately 1.84 metres wide and is understood to be approximately 1.2 metres below ground level.

Lot 24 is currently under developer ownership and is intended to transfer into private residential ownership. The current stage of development provides KDC and KHWS with a limited opportunity to secure improved long-term access arrangements before the property is sold.

The main is an ageing asset, and renewal of the section located within the Lot 24 boundary is required in the short term. This renewal requirement exists regardless of which long-term property or access option is selected.

The strategic significance of the main considerably increases the consequence of failure. The main is understood to supply approximately 50% of the township. Failure of the main, or delay in gaining access for emergency works, could therefore interrupt supply to a substantial proportion of the Kaikōura urban network.

Five options have been assessed:

- renew the main and retain the existing easement;
- widen the easement within Lot 24;
- relocate the water main to public land or road reserve;
- obtain additional easement or working-space rights over neighbouring land; or
- purchase Lot 24 or acquire a dedicated infrastructure parcel.

The preferred long-term option is to relocate the main to publicly controlled land, subject to route feasibility and cost.

Seaview Stage 3 Development

Seaview Stage 3 Development is currently underway, but the process is currently halted due to absence of water and wastewater network modelling to determine reticulation network capacity. Stantec has currently been appointed to provide some high-level capacity analysis of 2 pump stations that are directly impacted by the development. There are also some concerns around Developer Contributions as they were paid by the developer 10 years or so ago but no visibility around how they were calculated, what share of it were allocated towards 3 water infrastructure and where those DCs sit.

KHWS Hurunui Operations Monthly Report

September 2026 | Water supply, wastewater and stormwater

REPORT PURPOSE For noting and feedback	PREPARED BY Operations	REPORTING PERIOD September 2026	OVERALL STATUS RED
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Recommendation

That the Board receives and reads the September 2026 Operations Report, notes the material operational risks and October priorities, and suggests any improvements to the format or information presented in future monthly reports.
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Executive view

Key achievements • Routine and reactive maintenance programmes were substantially delivered across water, wastewater and stormwater services, maintaining service continuity and meeting all reported response and resolution targets. • Drinking-water monitoring and operational response programmes were maintained, with no E. coli transgressions across 188 samples. The Cheviot boil-water notice was successfully lifted following additional treatment, monitoring and network flushing. • Annual regulatory reporting obligations were delivered, including the Network Environmental Performance Measures, annual water loss assessment and all required resource consent annual reports. • Operational systems and capability continued to improve, including completion of the service-request correction tool, commissioning of the wastewater CCTV equipment and progression of automated operational reporting.	Key risk movements • Cheviot drinking water: New source-water resilience risk following September's elevated turbidity and precautionary boil-water notice. The notice has been lifted, with river realignment, additional filtration and alternative-source investigations underway. • Balmoral compliance: External legal advice has been received and discussed with Taumata Arowai. No agreed change to the compliance pathway or deadline has been secured. • Amberley wastewater upgrade: Increased delivery and regulatory risk following confirmation that the consented upgrade timeframe cannot be met. Treatment technology, capital costs, consent requirements and funding arrangements are being reassessed. • Kowai bore rehabilitation: Risk exposure has reduced following commencement of Bore 3 cleaning, riser replacement and rehabilitation works. Risk rating reduced to Green.
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Service status

WATER SUPPLY RED	WASTEWATER RED	STORMWATER GREEN
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September routine and reactive work at a glance

19 / 7 Stormwater inspections and maintenance activities completed	188 Water samples collected	74 / 64 Wastewater treatment routine and reactive maintenance activities completed	5 / 6 Stormwater consent samples collected	165 / 169 Electrical/telemetry reactive and routine tasks completed	58 Water network repairs completed
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61 / 67 Water pumpstation maintenance activities completed	108 / 94 Water Treatment Plant Inspections	96 / 84 Water Reticulation FAC/pH monitoring site inspections	22 / 18 Reservoir inspections completed	4,220 / 21 Total hours worked / sick leave hours	35,541 Total km driven
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1. Service assurance

A total of 127 service requests were received in September. Routine and reactive work continued across the three services; Cheviot drinking-water follow-up remains a focus.

WATER SUPPLY RED	WASTEWATER RED	STORMWATER GREEN
What went well - All 14 T3 supplies recorded 100% for the two monthly rules; all 188 E. coli samples were clear of transgressions. - Cheviot BWN lifted on 18 September; TA subsequently confirmed the notified matter was resolved. - Completed 58 leak repairs. Four complete losses of supply: two on demand and two restricted. Pressure/flow requests: 11; clarity: 0; hardness: 0; taste: 1. - Reported inspections: plant 108 / 94, FAC/pH 96 / 84 and reservoirs 2 / 18. All four water response and resolution measures met target. What we are watching - Annual DIA water loss was 20.7% against a 20% target. Blythe recorded 61.6% water loss and an Infrastructure Leakage Index (ILI) of 5.8. - Cheviot turbidity compliance and source works, Balmoral's treatment pathway and two Water Safety Plan amendments remain concerns.	What went well - Completed 74 visits: 54 routine, six reactive and 14 reticulation-maintenance activities. - All 22 scheduled wastewater samples were collected. - Pump-station repairs, screen cleaning and irrigation maintenance progressed across the district. - CCTV survey length was 164.15 m; system handover was on 29 September. One wastewater blockage was reported; the request rate was 0.19 per 1,000 connections. What we are watching - Cheviot BOD and TSS exceedances remain unchanged, with no progress on desludging or funding. Repeated irrigation-valve closures at Motunau caused high sump levels.	What went well - Completed 19 routine inspections against seven in the September planner. - Five of six planned stormwater samples were collected. - Completed filter cleaning at Chamberlain Park and drain, culvert and swale maintenance at Leithfield Beach, Cheviot, Hawarden, Waipara and Waikari. - Thirteen requests were received; none were urgent. The rate was 3.25 per 1,000 connections (4,000 connections). No habitable-floor flooding or regulatory notices were reported. What we are watching - One planned sample could not be collected because the Amberley sampling point was dry.

Monthly service results

Measure	September result	Target / reference	Status	Comment
T3 compliance 14 supplies	100%	100%	GREEN	T3.86 and T3.17 only; UV-dose requirements remained met. Cheviot's September turbidity event will be reported annually as four non-compliant days under T3.18 and T3.88. These monthly results do not establish full compliance.
T2 compliance 4 supplies	Balmoral: T2.2 not met	100%	RED	Balmoral did not meet T2.2 (plant not upgraded); all other reported T2 requirements were met. Monthly reporting subset only.
Urgent water-fault response	1.25 h	Target <= 3 h	GREEN	Median urgent water response was within the three-hour target.
Urgent water-fault resolution	1.83 h	Target <= 4 h	GREEN	Median urgent water resolution was within the four-hour target.
Non-urgent water response	0.56 business days	Target <= 4 days	GREEN	Median response of 0.56 business days was within the four-business-day target.

Measure	September result	Target / reference	Status	Comment
Non-urgent water resolution	0.83 business days	Target <= 10 days	GREEN	Median resolution of 0.83 business days was within the ten-business-day target.
Urgent wastewater response	1 h	Target <= 2 h	GREEN	Median urgent wastewater response was within the two-hour target.
Urgent wastewater resolution	4 h	Target <= 8 h	GREEN	Median urgent wastewater resolution was within the eight-hour target.
Abatement/, Infringement, Enforcement notices received from regulators	0	0	GREEN	No abatement, infringement or enforcement notices were received in September.
Wastewater dry weather overflows	0	0	GREEN	No dry-weather wastewater overflows were recorded in September.
Customer complaint rate	W 7.02; WW 0.19; SW 3.25	September result	GREEN	Rates per 1,000 connections.
Habitable floors flooded	0	September result	GREEN	No flooding of habitable floors was recorded in September.

Operations systems and support

2. Business process improvement and CCO transition

GREEN

Delivered in September

- Annual NEPM, water loss and Council annual reports were completed across August and September, with the NEPM return submitted to Taumata Arowai. All required annual consent reports were submitted on time.
- The service-request date/time correction tool was developed and completed. Dashboard development progressed; further work is required.
- GetHomeSafe was purchased; software development and onboarding are underway.
- Cyanobacteria monitoring arrangements were revised ahead of October.

October reporting tranche

- Complete Datran migration from HDC physical servers to the cloud, with multiple backup pathways and server-resource performance monitoring with 24/7 alarming.
- Progress Power BI reporting and further development of the operational dashboard.
- Trial GetHomeSafe and begin the SOP review programme, prioritising off-road 4WD operation.

3. Financial

AMBER

The financial dashboard remains under development. The new Chief Financial Officer joined the organisation in late September. Budget, actual expenditure, forecast and variance reporting will be included once the financial reporting framework has been established and validated.

4. Operational Health & Safety

AMBER

Risk Assessments and Training

The operations team completed 462 site risk assessments, 87 Job Assessment Forms, four desktop reviews and 48 hours of staff training.

Site Safety Improvements

Access improvements were completed at Hanmer, Motunau Beach and Waiau Town intake. Exposed motor-cable conductors at Mt Highfield were isolated and made safe.

Incidents

Two incidents were reported, neither resulting in a lost-time injury:

- An employee hyperextended his right knee, reporting ongoing soreness but initially not requiring medical attention.
- On 25 September, a faulty electric winch controller caught fire at Kings Road wastewater pump station. No injuries occurred. The equipment was removed from service, and electrical testing procedures were revised to prevent omissions. Replacement and testing were targeted for 16 October.

Safety Systems

GetHomeSafe was purchased in September. Configuration, onboarding and development of a risk-management framework are underway, with an operational trial planned for October and full implementation targeted before the end of 2026.

Operational compliance, risks and October programme

5. Operational and compliance risk register

Service affected	Risk and operational impact	Mitigation / current controls	Residual risk
Water supply	Water-take consent and reporting compliance. ECan's five-year review identified reporting non-compliance and likely take-limit exceedances at Blythe, Parnassus, Kaiwara and Lower Waitohi.	The metering verification programme is underway and approximately 60% complete. ECan has been updated on progress across the network. The structured compliance programme and remaining scheme-specific actions continue.	LOW
Water supply	Balmoral drinking-water treatment compliance. The protozoa-barrier pathway remains unresolved against the 31 December 2026 commitment. KHWS remains concerned about legal responsibility for end-point devices on private property.	KHWS sent Anderson Lloyd's advice to TA and sought legislative safeguards on 1 September. An exemption pre-application meeting was discussed on 23 September. Post-period, 6 October: TA agreed with the legal summary but maintained that supplier duties are deliberate, referred to its reasonably-practicable-steps guidance and risk-based enforcement, and offered the meeting. No exemption or revised deadline has been confirmed. Interim controls remain in place.	HIGH
Water supply	Cheviot drinking-water source resilience. Heavy-rainfall events, particularly the February and June North Canterbury floods, shifted the Waiau River and strengthened hydraulic links to the bores. Intake turbidity reached its highest level in seven years; a precautionary September BWN followed plant turbidity above 5 NTU.	River realignment is being progressed with ECan and contractors. An additional seven-cartridge filter set is being installed, with 0.5-micron cartridges being manufactured overseas for the housings. Alternative sources are under investigation. The BWN was lifted on 18 September and TA subsequently closed the notification. See section 7.	MEDIUM

Service affected	Risk and operational impact	Mitigation / current controls	Residual risk
Water supply	Water Safety Plans. Waiau Town and Amberley amendments following treatment upgrades missed the 30 September target. All plans except Hurunui #1 also require the KHWS template update.	All 21 source-water risk management plans are current. The two upgrade amendments and remaining template updates are outstanding; revised completion dates remain to be confirmed.	MEDIUM
All services	Operational reporting capability. Service-request timestamp accuracy and unfinished automated reporting remain assurance risks. Dashboard development has progressed but is not yet complete.	The service-request date/time correction tool has been developed and completed. Mobile repair forms and reassignment remain in use. Further dashboard and Power BI reporting work is planned for October.	MEDIUM
Wastewater	Cheviot WWTP compliance. Six-sample medians remain above consent triggers for BOD5 and TSS. Accumulated sludge remains the principal outstanding issue. Repeated irrigation-valve closures have also caused high sump levels at Motunau.	Existing controls remain: increased hydraulic retention, floating planter beds, reduced buffer-pond short-circuiting and AMD dosing. No progress on desludging or funding; it remains outside the Annual Plan. Motunau maintenance and valve checks continue.	HIGH
Water supply	Racecourse Road bore performance. Both bores continue to show reduced yield; combined capacity remains approximately 50% of the consented allocation. KHWS considers several additional consent applications likely to further affect aquifer recharge and source reliability.	Supply is maintained through the existing network; there has been no redevelopment progress. KHWS has prepared a report opposing the additional ECan consent applications and requesting recognition as an affected party.	MEDIUM
Water supply	Kowai bore iron bacteria. Iron fouling increases maintenance requirements and can cause discoloured water. Bore rehabilitation and first-flush options remain the identified controls.	The Bore 3 pump has been removed. Bore cleaning, riser replacement and rehabilitation works are underway. The wider long-term remediation programme remains under development and was not included in the current Annual Plan.	LOW
Water supply	Deferred capital works. High-priority projects omitted from the opening capital programme may delay resilience and water-quality improvements.	No change: funding confirmation is required for the Leithfield Beach and Kowai softening plants and the Hanmer Springs 1 ML reservoir. Priorities remain under review.	MEDIUM
All services	Health and safety legislative change. The increased focus on critical risks and pending ACOPs may require asset and system improvements not provided for in current budgets.	KHWS is implementing GetHomeSafe and a new risk-management framework within the app. The October trial will support implementation before year-end. Critical-risk and asset implications remain under review.	MEDIUM
Wastewater	Amberley WWTP upgrade delivery and affordability. KHWS has advised ECan that the agreed upgrade timeframes will not be met. A change from MBR to SBR technology is proposed to address high capital and operating costs. Uncertainty over the revised treatment design, costs and suitability of existing consent and funding arrangements creates regulatory-compliance, affordability and delivery risks.	KHWS has met with ECan to discuss upgrade progress and the anticipated delays. A consultant is supporting a revised cost assessment and review of whether the existing consent and funding arrangements remain fit for purpose. KHWS is also working with NIFF to explore the upgrade's suitability for its Wastewater Investment Accelerator programme. The revised delivery programme, treatment approach and funding pathway remain subject to confirmation.	HIGH

6. October operational priorities

Regulatory reporting completed • Annual NEPM return submitted to Taumata Arowai; water loss and Council annual reports completed across August and September. • Annual reports for all consents requiring one were prepared and submitted on time.	1. GetHomeSafe trial • Progress development and onboarding to an operational trial during October. • Full implementation is planned before the end of 2026.	2. SOP review programme • Begin routine review, transfer and updating of standard operating procedures for KHWS. • Off-road 4WD operation is the first priority.	3. Power BI reporting • Progress Power BI reporting and further development of the operational dashboard.
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7. September Storm Response

AMBER

Heavy rainfall in early September, coupled with already high, sustained Waiau River flows, placed renewed pressure on the Cheviot source. The scheme serves 697 physical connections, as listed in the August 2026 Water Balance Report (Table 2.2). Earlier heavy-rainfall events, particularly the February and June floods in North Canterbury, had shifted the river channel and strengthened hydraulic links between the river and the supply bores. Intake turbidity reached its highest recorded level in seven years.

Treatment-plant turbidity rose above 5 NTU on Monday 7 September and remained above that threshold until Friday 11 September. A precautionary boil-water notice was implemented during this period. The threshold applies at the UV-unit inlet. KHWS kept Taumata Arowai informed of the event, treatment performance and the operational response throughout.

Separately, the turbidity meter had been left on hold over the preceding weekend. Actual turbidity readings were unavailable during the hold period, leaving insufficient data to assure turbidity compliance throughout that period. Turbidity non-compliance cannot be ruled out; UV-dose requirements remained met. The Water Safety team advises that the September turbidity event will be recorded in annual reporting as four days of non-compliance with rules T3.18 and T3.88, while rules T3.86 and T3.17 remained compliant.

At the time of reporting, the internal incident report has been completed. The preliminary findings supplied for this report point to a manufacturer-related equipment fault and incorrect procedures in the equipment manual, which led operators to develop a workaround that departed from the established procedure. The investigation concerns the loss of monitoring data and is distinct from the later rise in source-water turbidity.

Treatment and reticulation teams carried out additional filter work, targeted network flushing, FAC and turbidity checks, and bacteriological sampling. Additional E. coli and total-coliform testing during the response returned no detections. By 18 September, treatment and network water quality had stabilised, including following further rainfall. KHWS’s update to TA reported filter-outlet turbidity of 1.93 NTU, UV dose of approximately 171 mJ/cm², treated-water FAC of approximately 0.7 mg/L and reticulation FAC just above 0.6 mg/L. These were contemporaneous KHWS readings, rather than monthly averages.

Following clear results from plant and distribution samples collected on 17 September, KHWS lifted the boil-water notice at 3.15 pm on Friday 18 September. KHWS notified TA of the lifting on 18 September and provided written reconfirmation on 21 September. TA advised that it considered the notified matter resolved and would close the notification; no further investigation was required by TA. Source-resilience work continues separately.

At the time of reporting, several workstreams are underway to reduce the likelihood of recurrence. River realignment is being progressed with ECan and contractors. An additional seven-cartridge filter set is being installed at the treatment plant, and 0.5-micron cartridges are being manufactured overseas to suit the filter housings. An investigation into alternative water sources is progressing concurrently. Enhanced source, treatment-plant and reticulation monitoring continues.