

9.2 ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

Information Only - No Decision Required

Report To:	Environment and Planning Committee
Meeting Date:	27 August 2015
Report Author:	Jim Trembath, Compliance & Investigations Officer
Report Number:	REP15-08-05

1 Summary

- 1.1 This report presents a summary of the water metering programme for the 2014-2015 water year. The report covers the performance of the programme with respect to monitoring and enforcement, activities covered under the umbrella of the programme such as zone use, rationing and the implementation of the Reporting of Water Takes Regulation 2010.
- 1.2 Key findings from this season were:
- Prevailing dry weather patterns occurring in the summer prompted the Dry Weather Taskforce to convene on eight occasions to impose restrictions under Section 329 of the Resource Management Act 1991. (Ref Item 5)
 - The number of consents administered under the water metering project in the 2014-2015 season increased from 1,125 to 1,458.
 - There are now 87% of water meter readings being received electronically. Of those filing electronically, 79% are now filing via the web page service provided by Council, 16% are filing via email, and 5% are filing via telemetry. Council has introduced the ability to provide meter readings through the use of a mobile phone, although still in its infancy, it is expected that this option will be embraced by permit holders.
 - Council is currently in the process of constructing a purpose built water metering data base to address limits to the current database together with a projected increase in monitoring and compliance demands as a result of the Regulations and Waimea Dam development.
 - A total of 642 meters received an audit during the season.
- 1.3 Overall compliance this water year was very good but required significant contact between Council staff and consent holders. There were six Infringement Notices issued for overtakes deemed less than minor. There were thirteen invoices issued for staff time required to physically read water meters; these audits were required due to ongoing failure

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

after repeated requests to supply the required water meter readings. One Abatement Notice was issued for excess water use by a Motueka Company.

- 1.4 Implementation of the Reporting of Water Takes Regulation 2010 continues. There are 368 consented takes 10 l/s or greater that were required to install a complying water meter by November 2014 and verified as accurate by June 2015. When implementation commenced for this group, 402 water takes in this district were subject to the Regulation, however a number have surrendered or varied the allocation limits.
- 1.5 It is envisaged that monitoring demands will increase considerably with the development of the Waimea Dam project and with the implementation of stricter water rationing triggers throughout the Waimea water use zones. Further investment in an additional monitoring officer position will be required to meet that need.
- 1.6 The Administration requirements of the water metering programme continues to increase due to the ongoing implementation of the National Regulations and projects like the Waimea Dam project. As the staged implementation of the regulations progress the number of effected consent holders grows. Greater numbers are required to submit weekly meter readings and in turn further administration processes are required. There has been a high level of demand for historical information and many enquiries are received by affected parties and special interest groups as a result of progress with the Waimea Dam project.
- 1.7 Last year a part time position was established using an existing staff member to cope with the extra demands cause by the compliance monitoring programme. Changes in staff structures have meant this additional resource has been unfilled. To assist workflow management annual charges will be sent out early this year.

2 Draft Resolution

That the Environment and Planning Committee

1. receives the Annual District-Wide Water Monitoring Report REP15-08-05.

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

3 Purpose of the Report

3.1 This report presents a summary of the water metering programme for the 2014-2015 water year. The report covers the performance of the programme with respect to monitoring and enforcement, activities covered under the umbrella of the programme such as zone use, rationing and the implementation of the Reporting of Water Takes Regulation 2010.

4 The Measurement & Reporting of Water Takes Regulations 2010

- 4.1 The current stage of implementation for the regulations is >10 litres/second but <20 litres/second (second of the staged implementation) and applied to 390 water takes. These water takes were to have had a water meter installed by 10 November 2014 with the water meters verified as accurate by June 2015.
- 4.2 Of those 390, 368 remain on Council database as water takes. Of these, 235 are fully compliant. At the time of writing this report 15 water users had failed to respond to Council direction and have received a final warning to confirm a water meter is installed by 1 August 2015 or enforcement action may result.
- 4.3 There are now 117 confirmed to be on waiting lists for suitably qualified accredited service providers to verify meter accuracy. Five have received notification their meter was tested but failed to achieve the required accuracy and are now required to replace the failed water meter. Final warnings have been received by 18 for failing to comply with the verification deadline or provide confirmation they are waiting on a suitably qualified accredited service provider to be available to undertake testing.

5 Water Rationing

- 5.1 Due to the prevailing dry weather patterns occurring in the district over the summer the Dry Weather Taskforce was required to convene on eight occasions to consider and impose restrictions under Section 329 of the Resource Management Act 1991.
- 5.2 The following is a timeline of the meetings and rationing stages as they were imposed over this period.

DWTF Meeting: 25-11-2014	
Date Implemented	1/12/2014
Rationing Stage	Step 1
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer
DWTF Meeting: 02-12-2014	
DWTF Update Implemented	8/12/2014

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

Rationing Level	Step 1 continued
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer,
DWTF Meeting: None Held	
DWTF Update Implemented	15/02/2014
Rationing Level	Step 1 continued
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer,
DWTF Meeting: 16-12-2014	
DWTF Update Implemented	22/12/2014
Rationing Stage	Step 1 continued
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer,
DWTF Meeting: None Held	
DWTF Implemented	18/12/2014
Rationing Stage	Removed All
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer,
DWTF Meeting: 27-01-2015	
Date Implemented	2/02/2015
Rationing Stage	Step 1
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer, Lower Confined Aquifer, Motupiko
Rationing Stage	Cease Take
Zone	Moutere Surface
DWTF Meeting: 03-02-2015	
DWTF Implemented	9/02/2015
Rationing Stage	Step 1
Zone	Moutere Western
DWTF Update Implemented	9/02/2015
Rationing Stage	Step 1 continued
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer, Lower Confined Aquifer, Motupiko
Rationing Stage	Cease Take Continues
Zone	Moutere Surface

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

DWTF Meeting: 10-02-2015	
Date Implemented	16/02/2015
Rationing Stage	Step 2
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer,
Rationing Stage	Step 1
Zone	Hope Aquifer
DWTF Update Implemented	16/02/2015
Rationing Stage	Step 1 continued
Zone	Lower Confined, Motupiko, Moutere Western
Rationing Stage	Cease Take Continues
Zone	Moutere Surface
DWTF Meeting: 17-02-2015	
DWTF Update Implemented	23/02/2015
Rationing Stage	Step 1 continued
Zone	Lower Confined, Motupiko, Moutere Western, Hope Aquifer
Rationing Stage	Step 2 continued
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer,
Rationing Stage	Cease Take Continues
Zone	Moutere Surface
DWTF Meeting: 24-02-2015	
DWTF Update Implemented	2/03/2015
Rationing Stage	Step 1 continued
Zone	Lower Confined, Motupiko, Moutere Western, Hope Aquifer
Rationing Stage	Step 2 continued
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer,
Rationing Stage	Cease Take Continues
Zone	Moutere Surface
DWTF Meeting: None Held	
Date Implemented	2/03/2015
Rationing Stage	Step 1
Zone	Wai-iti, Wai-iti Service Dam Zone
DWTF Meeting: None Held	
DWTF Update Implemented	9/03/2015

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

Rationing Stage	Step 1 continued
Zone	Lower Confined, Motupiko, Moutere Western, Hope Aquifer, Wai-iti, Wai-iti Service Dam Zone
Rationing Stage	Step 2 continued
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer,
Rationing Stage	Cease Take Continues
Zone	Moutere Surface
DWTF Meeting: None Held	
DWTF Update Implemented	9/03/2015
Rationing Stage	Removed All
Zone	Upper Catchments, Reservoir, Waimea West, Golden Hills, Delta, Unconfined Aquifer, Upper Confined Aquifer, Lower Confined, Motupiko, Moutere Western, Hope Aquifer, Wai-iti, Wai-iti Service Dam Zone, Moutere Surface

6 Strategy and Risks

6.1 The total number of meters on the database at the end of the 2014-2015 water year is 1,458, an increase from 1,125 last water year. This number of meters comprises the following:

- 1,351 Consented meter takes
- 107 Moutere domestic (permitted activity) metered takes

6.2 Of the consented metered takes the following applies:

- 766 were deemed active and required to file weekly returns. These were the consent holders irrigating that season.
- 111 were deemed non-active and not required to file weekly returns. These were consent holders not irrigating that season
- 474 are on future implementation

6.3 Of the permitted activity takes the following applies:

- 90 are deemed active and filing six monthly returns.
- 17 are not being used

Return Method

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

- 6.4 There are 87% of all meter reading returns being received electronically including domestic takes. The remainder are those that still provide their information through weekly card returns.
- 6.5 Of the electronic methods this season, webpage returns make up 79% of all returns coming in. Email returns are relatively consistent at 16%. Telemetry data now makes up 5% of returns.
- 6.6 Council has just introduced a cell phone capability to submit water meter readings which is still in the early stages of testing and development.
- 6.7 The remaining 13% of weekly returns are still manual, being received via fax or pre-paid card.

Telemetry (Presented by Council Environmental Monitoring Officer Brenda Clapp)

- 6.8 We now have 30 telemetered water meters provided by five different telemetry hosts, with seven of these new in the last year. There have been minimal issues with the data transfer from the telemetry host to us, but still a few instances of problems at the water meter end. The problems have caused missing or erroneous data, and have been due to misbehaving cows chewing wires, battery failure, and communication issues. When these sites have not been working, an effort has been made to get the service providers or consent holder to provide manual readings until the problem is fixed.
- 6.9 The robustness of the telemetered data has been questionable in the past, due to the lack of manual checks made on the meters. The telemetry has been sold by third party service providers to the consent holders as a tool that negates them from manually reading their water meter as the telemetry sends in the readings automatically. Unfortunately this is misleading, as there needs to be semi-regular checks on the accuracy. Last season we introduced preseason manual readings for telemetered consent holders. The majority of telemetered users provided a preseason reading, with a few indignantly claiming that they didn't need to. Next season we plan to enforce the reading. Where possible, mid-season audits were completed by staff.
- 6.10 Over the past year the process of bringing the telemetered water meter data into line with other hydrological data collected by the Environmental Monitoring section began. With preseason checks and meter audits now available, the data is being archived and quality coded to the National Environmental Monitoring Standards (NEMS), and comments are logged when issues have occurred.
- 6.11 A process for auditing telemetry systems was developed last year. The audit involves checking the installed equipment against the Irrigation New Zealand guidelines and NEMS, and the amount of water through the water meter against the telemetry data. Six sites have been audited so far, with all passing. The rest of the sites will be completed over the next few years.

Other Administrative Requirements

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

6.12 In addition to the ongoing collection, monitoring and reporting of water use data during the water year, other administrative tasks include:

- Pre-summer season set up. Staff time is dedicated to preparation for the upcoming summer. This is associated with reviewing and including new consents, database and data integrity audits and mail outs regarding commencing weekly water meter returns for those who abstract water over summer months, and contacting those not using water for confirmation that the water use situation remains.
- End of water year reporting. This is an important feedback mechanism to water users and forms an integral part of the overall reporting process. While this occupies a considerable amount of staff time and had one complaint, it is considered to be well worth the effort. The reporting consists of a summary letter, graph of the individual and wider zone usage, commentary on consent condition performance together with any identified deficiencies. This water year the graphs were altered to enhance clarity.
- Electronic records. There are 30 consents now supplying readings via telemetry. The supply of electronic data in this format is likely to increase as a result of the Regulations. Council processes to manage this form of data continue to develop to meet this change. (Refer to telemetry comments for further comment). It is important to note there is still a requirement for active staff involvement with telemetered sites to maintain the integrity of information received.
- NCS database changes. The rapid changes occurring in the management and reporting of water use has meant the demand for increased database functionality. The implementation of the Regulations and their reporting requirements has certainly compounded this. Council is currently in the process of constructing a new water monitoring database. Efficiency with reporting and mail out merging for multiple consent information to single holders is a priority to reduce staff time on certain aspects of the water metering programme.

6.13 The TRMP also requires Moutere domestic (permitted activity) takes to install meters and provide water use returns April and November. There are 107 users that are currently bound by this requirement and are administered through this compliance programme.

6.14 The Administration requirements of the water metering programme continues to increase due to the ongoing implementation of the National Regulations. As the staged implementation of the regulations progress greater numbers of effected water users are required to have meters installed, verified as accurate and supply Council with weekly water meter readings.

6.15 There has been a high level of interest and subsequent demand for historical information. From both Council staff, potentially affected members of the public and special interest groups as a result of progress with the Waimea Dam project.

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

7 Policy / Legal Requirements / Plan

7.1 At present 37 water management zones in this district have either a full or partial metering requirement on abstractive takes imposed through the TRMP. For the actively metered zones consent holders are required to furnish weekly usage readings over the water metering period (now 1 July to 30 June). This forms the basis of the compliance monitoring programme and has three primary objectives:

- Ensuring compliance with the obligations imposed in consent conditions and responding to non-compliance accordingly. This is a statutory requirement and underpins all monitoring programmes.
- Ensuring comprehensive usage data is available for the purpose of sound water resource management and policy setting.
- Ensuring ability to provide accurate usage data to central government agencies in meeting national reporting objectives.

7.2 With the introduction of the Reporting of Water Takes Regulations 2010 the duties imposed through this have also been built into the programme as a dedicated project interlocking with the current framework. As the monitoring, enforcement and ability to report are integral to the success of implementation in this district and it has equal status to the normal consent monitoring.

7.3 The 2014-2015 water year performance is reported as follows:

Missing Readings

7.4 Overall performance in respect to returns for active meters was high. Where circumstances warranted, staff continued to contact consent holders directly without site visits (no direct recovery) which generally improved those individuals future compliance. Unfortunately thirteen invoices were issued following persistent failure to submit readings despite Council effort. There has been ongoing failure by Council’s engineering department over this time to provide weekly water meter readings.

7.5 The table below indicates consent holders are still adjusting to supply weekly water meter readings for the full year as required. Council staff are active in following up missing readings over the winter months when it is discovered water is used or the consent holder does not advise that water will not be used over this period. Council staff engage with consent holders with a view to educate and assist them to achieve compliance in the first instance. Council staff also continue to offer to complete weekly nil returns on behalf of consent holders who advise water use has ceased for the winter months.

Missing Readings Contact Made					
01-07-2014 through 30-06-2015					
Date Report Run	Number of consents missing readings	Number of consent holders contacted	Contact type	Invoice	Infringement
21/07/2014	50	32	ph/email		

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

28/07/2014	22	15	ph/email			
5/08/2014	22	15	ph/email			
19/08/2014	9	8	ph/email/site			
27/08/2014	11	8	ph/email/site			
11/09/2014	5	5	ph/email			
18/09/2014	7	7	ph/email			
26/09/2014	19	15	ph/email			
6/10/2014	19	14	ph/email/site			
14/10/2014	37	19	ph/email			
22/10/2014	12	5	ph/email			
12-11-2014 (first summer)	38	34	ph/email			
25/11/2014	23	15	ph/email			
2/12/2014	13	7	ph/email			
12/12/2014	24	23	ph/email			
8/01/2015	62	51	ph/email			
12/01/2015	37	26	ph/email/site	425		
26/01/2015	14	9	ph/email/site	430		
10/02/2015	12	10	ph/email/site	430		
19/02/2015	5	5	ph/email			
25/02/2015	11	10	ph/email			
2/03/2015	11	8	ph/email/site			
13/03/2015	19	10	ph/email/site	215		
20/03/2015	11	6	ph/email			
2/04/2015	14	8	ph/email			
15/04/2015	28	16	ph/email			
23/04/2015	32	14	ph/email			
27/04/2015	68	38	ph/email			
7/05/2015	53	18	ph/email			
14/05/2015	38	5	ph/email			
19/05/2014	32	8	ph/email/site	215		
26/05/2015	24	12	ph/email/site			
4/06/2015	34	8	ph/email/site			
12/06/2015	46	46	ph/email/site			
17/06/2015	16	13	site	645		
29/06/2015	47	22	ph/email	430	500	
17-07-15 final 14-15 water year	9	5	ph/email			
			Income:	\$2,790	\$500	\$3,290

Excessive Water Use

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

- 7.6 All excessive water use situations were investigated and responded to in accordance with Council's enforcement policies. For the very minor overtakes warnings were used as a means of addressing non-compliance and gaining future compliance. Past warnings will be considered in determining enforcement options for any future non-compliance.
- 7.7 Telemetered water use data accounts for a number of over takes. Most were due to system errors or failures. Compliance issues were also largely with third party providers.
- 7.8 There were six Infringement Notices issued for overtakes deemed less than minor.

Water Meter Audit

- 7.9 A total of 642 meters were audited during the season. This was undertaken with summer student assistance over the period of employment. Meter audits continue to include a reading of the meter dial, ensure integrity of the seal and obtain an updated (digital) photographic record of the meter. Where a reading discrepancy is found these are reported for follow up.

Fictitious Meter Readings

- 7.10 Some reading discrepancies were identified and all were followed up.

Moutere Domestic Metering

- 7.11 As at 30 June 2015 a total of 107 domestic bores have been identified and registered on the database. While that is the total registered not all have installed the required meters and 17 bore owners remain unmetered, due to non-use.
- 7.12 In respect to these domestic meters, where the water use data readings are required April and November each year, as at 30 June 2015 all readings had been received or taken under audit for those with meters.
- 7.13 Data on consumption is not managed or reported through this programme but the information gathered on usage from these meters is forwarded to the Resource Scientist - Water.

Regulation Implementation

- 7.14 Refer to regulatory frame work points 4.2 and 4.3.
- 7.15 One of the main objectives of the water metering programme is to provide Council, resource users and the community data on the consumptive use of water in the individual management zones. This data provides information on the volumes, pattern of use, return rates and the stages and effects of rationing in the individual zone. Graphical representation of each water management zone is also provided on the Council's website www.tasman.govt.nz for public viewing.
- 7.16 End of water year summaries were sent to all consent holders together with graphical representation of their individual water use record and the relevant water management zone. This reporting method was used for the majority of consent holders and is well received despite the time and cost involved.

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

7.17 The water management zone data for the 2014-2015 water year is attached in Attachment 1.

8 Consideration of Financial or Budgetary Implications

- 8.1 A summary of the Compliance Monitoring Water income/costs for the 12 month period ending 30 June 2015 is follows.
- 8.2 Budgeted expenditure for the 2014/15 year was \$241,356. Total actual expenditure for the period was \$256,164 with total income for the period of \$263,793. This gave a reported net gain of \$7,629. The change was largely due to the loss of administrative support in the latter half of the year affecting wage allocations.
- 8.3 The programme was 75% water user funded this year. The target for this activity is 100% user funded. Council is progressing toward this target as more of the water management zones become fully metered the level of income increases. Staff have maintain the water meter charge static as the consent number keeps increasing rather than chop and change the charge year to year. Any shortfall is covered from Annual Charges.
- 8.4 It is envisaged that compliance demands will increase considerably with the development of the Waimea Dam project together with the implementation of stricter water rationing triggers. Further resourcing will be required to meet this need.

9 Matters of Interest: Flett Stream

- 9.14 It was noted anecdotally that due to dry weather conditions flow ceased in a number of smaller tributaries around the district for the first time in memory.
- 9.15 This year Council was contacted by a property owner on Flett Road Harakeke voicing concerns that the Flett Stream had dried and flow had ceased. To the knowledge of the informant this was the first time in the last 15 years this had happened. It was acknowledged that this was during a time of water rationing due to dry summer conditions.
- 9.16 Although the climate was dry and rationing was in place in different water use zones within the district an investigation by Council staff was undertaken to try to determine any other cause or factors responsible for the flow of the Flett stream to cease. The following comments relate to that investigation.
- 9.17 A certain amount of recent deforestation within the catchment has taken place at the riverside property. Dry stock is farmed in the valley and there is demand for stock drinking water as a permitted activity. There is a vineyard operating in the valley with consent to abstract ground water for irrigation. Lifestyle development has taken place in the valley which includes construction of four small dams authorised as permitted activities together with two larger historic consented dams situated below them. Council has also consented

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

that water be drawn from a deep bore located beside Flett Stream to fill domestic water tanks at the development on Harley Ridge. This water take has not yet been exercised.

- 9.18 No obvious offending or non-compliance was detected which could be directly linked as a cause for the Flett stream flow to cease. Local anecdotal evidence suggests water levels within the permitted dams were the lowest seen in four years and it was the first time water had completely ceased spilling to the dams below.
- 9.19 It is noted that the authorised deep bore abstraction is not yet active.
- 9.20 Indications are that water flow in the Flett Stream ceased as a result of climate and or permitted incremental changes through development within the catchment.
- 9.21 Further monitoring will take place over the 2015-2016 summer season however the situation, albeit it on a small scale catchment did highlight the potential for permitted independent development to have a combined adverse environmental affect on a catchment area.
- 9.22 Diligence is required at consent level and committee when determining environmental effects by ensuring applications are not considered in isolation but rather include a holistic assessment of a water catchment area which includes both the impact of permitted activities that utilise water (which are largely un-monitored and often unrelated), together with development that include a water use element.

10 Conclusion

- 10.1 Water user compliance requires a significant Council administrative effort. Much interaction between Consent holders and Council staff is required to achieve compliance.
- 10.2 Overall there is an understanding and acceptance by consent holders of Council requirements and a desire to comply. Council assistance is often required as consent holders become aware of their requirement to comply with the Reporting of Water Takes Regulation 2010 requirements.
- 10.3 Non-compliance as it has occurred has been discussed with consent holders and recorded. Council compliance staff assess each case of non-compliance on a case by case basis with an emphasis on education and encouragement to achieve compliance. All recorded non-compliance will be taken into account in determining a suitable Council enforcement response on the detection of further non-compliance.
- 10.4 There are a number of cases where consent holders consistently mix the numbers they read yet diligently supply weekly water meter readings as required. Council staff exercise discretion in these cases and work with the consent holder. In some cases the supply of electronic photographs of the water meter dial sent via mobile phone was a suitable solution

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT

rather than having the consent holder attempt to read the dial. This also provided a type of visual audit of the reading and meter.

- 10.5 There have been a number of requests from consent holders to have the ability to utilise their mobile phone to record and supply water meter readings. The development of a suitable mobile phone application is in the final stages of development and is now undergoing field tests by some water users.
- 10.6 Maintaining this momentum for future seasons as ongoing success relies on sufficient staff resources. The new Water Metering & Resources Environmental Monitoring Officer position is alleviating some technical data management pressures with the Regulations, however this position cannot realistically give much relief to the compliance administration and enforcement demands and we will have to navigate through this. Certainly as the roll out of the Reporting of Water Takes Regulation 2010 requirements gathers pace demand will inevitably increase the pressure on staff resources. It is for that reason that consideration to reviewing the targeted fees and levies or the existing levels of service provided to the consent holder will be required in the near future.
- 10.7 The expanding water programme and regulations is having a significant impact on Council database requirements. The current NCS add-on (WCM database) was originally designed to capture basic consumption monitoring and this functionality remains. Unfortunately the demand to capture meter verification data, year round monitoring, and greater reporting requirements means the NCS add-on has reached the end of its abilities to support the programme. Compliance staff have completed a review of the WCM and development of a specific water meter database is under construction.
- 10.8 There are a number of consent holders who for various reasons lack the ability to utilise electronic technology to achieve compliance with regulations. As a result the services of the postal service is still a requirement and presents certain hurdles in achieving compliance. However pressure will be applied to members of the public to move to electronic reporting when that option becomes available to them.
- 10.9 There is also a requirement to move forward with technology as a result of requests from consent holders (i.e receiving telemetered meter readings, a mobile phone application for water users, improved water monitoring database). Compliance and IT staff continue to work closely to find solutions to the increasing consumption of staff time to complete mail outs, especially for multiple consent holders. Outside of anything generic, at present the ability to send the majority of water metering information via email to consent holders is limited.

11 Attachments

1. Attachment 1: Water Management Zone Data

ANNUAL DISTRICT-WIDE WATER MONITORING REPORT