

## 9.4 ANNUAL DISTRICT WIDE WATER MONITORING REPORT

Information Only - No Decision Required

<b>Report To:</b>	Environment and Planning Committee
<b>Meeting Date:</b>	25 July 2019
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<b>Report Number:</b>	REP19-07-4

### 1 Summary

- 1.1 Tasman District Council runs a dedicated programme designed to record and report on the consumption of ground and surface water across the regions water zones, measure compliance with consent conditions, aid in the implementation of water restrictions and oversee the implementation and compliance of requirements set by the Tasman Resource Management Plan (TRMP) and the Reporting of Water Takes Regulations 2010.
- 1.2 The following covers the activities recorded over the 2018-2019 season.
- 1.3 Key findings from this season were:
  - The Tasman District witnessed a record breaking drought which evolved in the January and February months to a critical level involving multi agency response to its effects. For the Compliance Section monitoring and regulating the use of ground and surface water, this required a significant amount of additional resourcing and new strategies to respond to issues as they arose. This came in the form of increased on-site audits and enforcement responses through to adapting Councils water monitoring database to cope with the water management strategies that were implemented.
  - The Dry Weather Taskforce convened on 10 occasions to impose or continue restrictions under Section 329 of the Resource Management Act 1991. Stage 1 rationing for the Waimea's commenced Monday 14 January 2019. Rationing was elevated to stage 4 and remained until 11 March 2019 where it was reduced to stage 3, then to stage 1 on a weekly basis. Cease takes were also implemented for certain catchments over this period. On 28 March 2019 all rationing was removed due to wet weather, other than for Dovedale where rationing was removed 02 April 2019.
  - In an attempt to aid water users significantly affected by the drought while minimising environmental effects on depleted water resources, Council adopted strategies such as temporary water allocation sharing arrangements where these could be applied. The Compliance Section took on the responsibility for administering these agreements once processed and approved.
  - 21 informal water allocation-sharing arrangements were granted accounting for 75 individual water accounts.

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- Increased auditing was undertaken due to the drought and 1508 meter audits were carried out over the period with emphasis on the drought affected zones.
  - Resource Consents and Permitted Activity takes administered under the water metering project in the 2018-2019 season increased to 1,530 from the previous 1,464. Of these, 1397 were resource consent authorisations and 133 domestic use in the Moutere Surface Water zone.
  - There were 979 active water takes this season. Of those 5.5% still supply weekly water meter readings via New Zealand Post, 67% are now supplying weekly water meter readings via the web page service provided by Council, 9.5% are supplying weekly water meter readings via email, and 7.5% are filing weekly water meter returns via telemetry. 10.5% supply weekly water meter readings via mobile phone.
- 1.4 Overall, compliance behaviour was good but still requires significant contact between Council staff and consent holders. Although the drought strategies and associated water restrictions were well communicated, there were still approximately 301 instances where water abstracted exceeded allocation limits. This resulted in the issue of warnings, Infringement fines and Abatement Notices in accordance with the Council's enforcement policies. This season had the highest instance of noncompliance on record due to the drought effects. 40 Infringement fines and 17 Abatement Notices were issued for various offences associated with taking of water.
- 1.5 The Tasman Resource Management Plan requirement to install a complying water meter recording a rate of under 5 l/s continues. Installation was required by November 2018 and verification as accurate by June 2019. This applies to 354 water takes. It has been five years since the Measurement and Reporting of Water Takes Regulations 2010 required all water meters recording water takes over 10 litres per second to be verified as accurate. This legislation imposes the requirement to verify water meter accuracy every five years and therefore all water meters recording water takes over 10 litres per second must now be re-verified with proof of accuracy to be supplied to Council compliance staff.
- 1.6 The demands on compliance staff will increase as Council phases in the new monitoring framework as part of the transition to the Waimea Community Dam. The affiliation status, methods of return and stricter water rationing triggers in affected zones will create an extra workload on staff tasked with administration, monitoring and enforcement. A greater part of this workload in the next year is expected to be assisting consent holders to understand and adopt necessary changes.
- 1.7 End of water year summaries are in the process of being sent to all consent holders together with graphical representation of their individual water use record and the relevant water management zone. This reporting method used for the majority of consent holders has previously been well received.
- 1.8 Construction of version 2 of the water metering database has been carried out this season. It will undergo testing prior to being deployed for the 2019-2020 summer irrigation period.

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<b>2 Draft Resolution</b>
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**That the Environment and Planning Committee receives the Annual District Wide Water Monitoring Report REP19-07-4**

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**ANNUAL DISTRICT WIDE WATER MONITORING REPORT****3 Purpose of the Report**

- 3.1 Tasman District Council runs a dedicated programme designed to monitor and report on ground and surface water consumption across the regions identified water management zones.
- 3.2 The programme collates water use data from those taking water under resource consents or who are subject to specific TRMP requirements to provide information on usage. The data received is not only a key plank to measuring compliance with consent conditions, but also providing information to assist in water resource management and aid in the consideration of water restrictions in drought situations.
- 3.3 Council also has an obligation to administer and enforce the provisions of the Resource Management (Measurement and Reporting of Water Takes) Regulations 2010 and achieves that through this programme.
- 3.4 At the conclusion of each water metering season the Compliance Department who oversees the programme, presents a summary of the season and response to the seasonal trends in the shape of monitoring and enforcement.
- 3.5 The purpose of this report is to present a summary for the 2018-2019 water year.

**4 Water Monitoring Programme for 2018-2019 Season****Current administrative programme**

- 4.1 61 water management zones in this district have a metering requirement on abstractive ground and surface takes imposed through either a resource consent or specific rule in the TRMP.
- 4.2 For the users in these zones there is an obligation to furnish weekly usage readings over the water metering period (now 1 July to 30 June) or for the users in the Moutere domestic zone, six monthly readings.
- 4.3 This incoming data forms the basis of the compliance monitoring programme and has three primary objectives:
  - Monitoring users compliance with the restrictions imposed in consent conditions and assisting in determining council's enforcement response to individual and regional issues as and when detected.
  - Ensuring comprehensive usage data is available for the purpose of sound decision making on water resource management during a season and any future policy setting.
  - Ensuring accurate data is collected to meet local and national reporting objectives.
- 4.4 Since the introduction of the Reporting of Water Takes Regulations 2010 some years ago, the duties imposed on Council to administer these regulations have also been incorporated into the programme.

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4.5 Resource consented and Permitted Activity water users administered under the programme in the 2018-2019 season increased to 1,530 up from last year's figure of 1,464.

This number of meters comprises the following:

- 1,397 resource consent authorised ground or surface water takes
- 133 Moutere domestic (permitted activity) bore takes.

4.6 Of the consented metered takes the following applies:

- 979 were deemed active and required to file weekly water meter readings. These were the consent holders using water over this season and included 22 non-consumptive takes.
- 143 were deemed non-active and not required to file weekly returns. These were consent holders not irrigating.
- 275 are on future implementation. These are authorised through consent but have not yet been exercised.

4.7 Of the Moutere domestic takes the following applies:

- 119 bores are active and users filing six monthly returns.
- 14 are not being used.

**Water users preferred data return methods**

4.8 Of the 979 active users who were required to provide water use returns the following methods were used to provide that data to Council.

- 5.5% still preferred to supply weekly water meter readings using prepaid cards via ordinary post
- 67% supplied weekly water meter readings electronically via the web page service provided by Council
- 9.5% supplied weekly water meter readings via email
- 7.5% provide water meter use via telemetry
- 10.5% supplied water meter readings via mobile phone.

4.9 Of the electronic methods available this season, webpage returns make up 70% of all returns coming in. Email returns have dropped to 10%, telemetry data has increased to 10% and Council's mobile app makes up 10% of returns.

**Telemetry**

4.10 In the last year, the number of telemetered water meters has increased by over 30%, bringing the number of telemetered water meters to 73. These meters cover 62 accounts, i.e., several accounts have more than one meter. Four of the telemetered sites also provide additional data for consent requirements, i.e. water level, conductivity. The increase in numbers is mainly from businesses with multiple meters and the TRMP requirement for takes under 5 l/s to have a meter installed and provide readings.

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- 4.11 The aligning of the telemetered water meter data with other hydrological data collected by the Environmental Monitoring section continues. With preseason and postseason checks provided by the consent holder, and mid-season meter audits, the data is being archived and quality coded to the National Environmental Monitoring Standards (NEMS), and comments are logged when issues have occurred.
- 4.12 As we have seen in previous years, there have been several issues with bad telemetered data. This has ranged from actual water meter malfunctions sending erroneous data, to power issues causing data to be lost. Occasionally the telemetered data appears okay, but the audits can highlight missing or erratic data. With a large increase in mid-season audits, any issues were picked up quickly, minimising the amount of poor or missing data.
- 4.13 With the closure of telemetry provider Indigo last June, four telemetry service providers remained operating in our region. 16 water users were affected by the closure. However, by Christmas, they were up and running again with new equipment and under a new telemetry service provider. Two new companies also joined our list of telemetry service providers. Both these providers operate for other Councils as well.
- 4.14 The implementation of the 'Waimea Community Dam' and the non-affiliated permit holder conditions will see the amount of telemetered water meters increase. The issue of poor data quality that has arisen from poor service will be illuminated by only accepting the telemetry service providers that are accredited with Irrigation New Zealand. Currently this gives two operators the right to install their equipment for non-affiliated users.

**Monitoring and Enforcement for 2018-2019 Season**

- 4.15 The severe nature of the dry weather this season resulted in early restrictions coming into effect mid-January, which did not ease until mid-March with the arrival of sufficient rainfall to scale back the drought response. During that dry period the Waimea zones spent a number of weeks in increasing rationing stages moving to stage 4 rationing (65% cut from full weekly allowance) from 18 February till 11 March. Stage 5 (80% cut) was considered by the Dry Weather Task Force as the next step until rainfall resulted in restrictions being scaled down and totally removed 28 March. Water restrictions were significant to the extent Council was approached by a number of water users looking to secure more water and seeking short term informal (unconsented) short term agreements for allocation sharing. This scheme was implemented and was generally a success.

**Missing Readings**

- 4.16 Overall performance in respect to returns for active meters was relatively good
- 4.17 The increase in staged rationing meant higher levels of auditing by Council staff checking compliance with meter returns. This extra monitoring saw a general increase in timely meter returns as well as detecting more cases of noncompliance or illegal water takes. Currently staff are still reviewing missing reading audits and invoicing where the audit was due to a failure to supply weekly water meter readings. This approach acts as a form of punitive response. Also formal letters of warning have been issued in preparation for the use of Infringement fines and Abatement Notices as appropriate next season.
- 4.18 Missing readings continue to be an issue which take staff time. Part of this problem is the staged inclusion of newly metered users who are slow coming to grips with the new obligations. Another aspect is the perceived importance (or lack thereof) of weekly water

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meter reading supply once rain starts and there are no water restrictions or there is intermittent use due to weather. However missing readings also create problems as once readings are supplied they are entered against a single week and result in the total abstracted volume being registered as overtake for that week. These may therefore not be genuine overtakes if averaged over the missing period or they may actually be genuine overtakes.

### Excessive Water Use

- 4.19 155 instances were recorded where the weekly water limit was breached by about 61 different water users. A further 44 excess water takes were within the 5% meter margin of error range of their authorised limit. Enforcement staff have made contact with each of those water users and investigated the reason for the non-compliance.
- 4.20 All excessive water use situations were investigated and responded to in accordance with Council's enforcement policies. For minor overtakes or if appropriate for the first instance of non-compliance; warnings were used as a means of addressing the non-compliance and gaining future compliance. Past warnings (should they exist) are considered in determining enforcement options for non-compliance.
- 4.21 40 Infringement fines and 17 Abatement Notices were issued for noncompliance.

### Water Meter Auditing

- 4.22 The 'anytime, anywhere' water meter audit continued throughout this water year. Council performed 1508 audits across 856 water accounts over the 2018-2019 irrigation season. 89% of all active meters were audited. These included targeted audits, particular emphasis was placed on the Waimea and Moutere Surface water zones which were under stage 4 and cease take restrictions respectively. Some meters were audited 3 or 4 times to ensure water use data was accurate. 50% of those accounts only audited once are in the Wai-iti dam service zone, which could not be further accessed due to the Pigeon Valley Fire.

The following table shows the number of times audits were carried out in areas.

Area Covered	Accounts Audited	Number of Times Audited	Total Audits	Percentage of Total
District Wide	389	1	389	26%
District Wide	308	2	616	41%
Moutere, Waimea, Motueka	135	3	405	26%
Moutere, Waimea, Motueka	22	4	88	6%
Moutere	2	5	10	1%
<b>Total Audits</b>	<b>856</b>		<b>1508</b>	

- 4.23 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.



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**Moutere Domestic Metering**

- 4.24 The TRMP also requires Moutere domestic (permitted activity) takes to install meters and provide a single reading in April and then in November.
- 4.25 As at 30 June 2019 a total of 133 Moutere domestic bores have been identified and registered on the database. While that is the total registered, 14 are not being used.
- 4.26 In respect to these domestic meters the water use data readings are required April and November each year.

<b>5 Water Rationing and the Dry Weather Task Force</b>
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- 5.1 The Dry Weather Taskforce was required to convene on 10 occasions to consider and impose restrictions under Section 329 of the Resource Management Act 1991 due to the critical water shortage that evolved over the January and February months.
- 5.2 During this record breaking dry period, it was very clear that this was going to stretch water users and significant business decisions would have to be made. Council worked with water users at the earliest opportunity, and general agreement was reached that the early implementation of rationing steps would help in making water available later into the irrigation season.
- 5.3 Council took the unprecedented step of introducing a further rationing step. Stage 4 rationing which was a 65% cut to the maximum allowable weekly volume, was put in place to allow water users mainly in the Waimea water management zones to continue irrigating. In addition and at the request of users, Council agreed to temporary water sharing allocation agreements in severely affected zones where appropriate criteria were met. This proved successful in allowing groups of water users to share and manage water where it was most needed. 21 informal water allocation sharing arrangements were granted accounting for 75 individual water accounts.
- 5.4 The situation was serious enough that stage 5 (80% cut) was considered by the Dry Weather Task Force as the next step however the district received sufficient rainfall around that time to allow for restrictions to be scaled down. Restrictions were fully removed 28 March for all zones except Dovedale, which had restrictions lifted 02 April.
- 5.5 The following is a timeline of the meetings and rationing stages as they were imposed over this period.

DWTF Meet Date	Effective Date	S329 type	Rationing step	Zones affected
8/01/2019	14/01/2019	329	Stage 1	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments
22/01/2019	28/01/2019	329	Stage 1	Hope Minor, Lower Confined, Motupiko, Moutere Western GW
			Cease Take	Moutere Surface



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			Stage 2	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments
29/01/2019	4/02/2019	329	Stage 3	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments
			Stage 2	Hope Minor, Lower Confined, Motupiko
			Stage 1	Moutere Western Groundwater, Wangapeka, Glenrae, Tapawera Plains, Wai-iti, Waiti-iti Dam Service Zone
			Cease Take	Moutere Surface
5/02/2019	11/02/2019	329	Stage 1	Wai-iti, Waiti-iti Dam Service Zone, Moutere Western Groundwater, Moutere Eastern Groundwater, Dovedale, Baton, Stanely Brook, Tadmor, Tapawera
			Stage 2	Wangapeka, Waimea Lower Confined Aquifer, Waimea Hope Minor Aquifers
			Stage 3	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments, Motupiko
			Cease Take	Moutere Surface, Rainy
12/02/2019	18/02/2019	329	Stage 1	Moutere Western Groundwater, Moutere Eastern Groundwater, Dovedale, Baton, Stanely Brook, Tadmor, Tapawera, Aorere West Coast, Takaka Aquifer, Takaka Surface, Takaka Marble Aquifer
			Stage 2	Wangapeka, Waimea Lower Confined Aquifer, Waimea Hope Minor Aquifers, Dovedale, Wai-iti, Wai-iti Dam Service Zone
			Stage 4	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments, Motupiko
			Cease Take	Moutere Surface, Rainy
19/02/2019	25/02/2019	329	Stage 1	Moutere Western Groundwater, Moutere Eastern Groundwater
			Stage 2	Baton, Stanely Brook, Tadmor, Tapawera, Aorere West Coast, Takaka Aquifer, Takaka Surface, Takaka Marble Aquifer, Wangapeka, Waimea Lower Confined Aquifer, Waimea Hope Minor Aquifers, Wai-iti, Wai-iti Dam Service Zone
			Stage 4	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments
			Cease Take	Moutere Surface, Rainy, Dovedale, Motupiko
	25/02/2019	Direction	Stage 4	Motupiko

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26/02/2019	4/03/2019	329	Stage 1	Moutere Western Groundwater, Moutere Eastern Groundwater
			Stage 2	Baton, Stanely Brook, Tadmor, Tapawera, Aorere West Coast, Takaka Aquifer, Takaka Surface, Takaka Marble Aquifer, Wangapeka, Waimea Lower Confined Aquifer, Waimea Hope Minor Aquifers, Wai-iti, Wai-iti Dam Service Zone
			Stage 4	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments
			Cease Take	Moutere Surface, Rainy, Dovedale, Motupiko
5/03/2019	11/03/2019	329	Stage 1	Moutere Western Groundwater, Moutere Eastern Groundwater, Aorere West Coast, Takaka Aquifer, Takaka Surface, Takaka Marble Aquifer
			Stage 2	Waimea Lower Confined Aquifer, Waimea Hope Minor Aquifers, Wai-iti, Wai-iti Dam Service Zone, Baton, Stanely Brook, Tadmor, Tapawera, Glen Rae, Wangapeka
			Stage 3	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments, Motupiko
			Cease Take	Moutere Surface, Dovedale
			Removed	Rainy
13/03/2019	13/03/2019	329	Stage 1	Moutere Western Groundwater, Moutere Eastern Groundwater, Waimea Lower Confined Aquifer, Waimea Hope Minor Aquifers, Wai-iti, Wai-iti Dam Service Zone
			Stage 2	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments
			Cease Take	Dovedale, Moutere Surface
			Removed	Aorere West Coast, Takaka Aquifer, Takaka Surface, Takaka Marble Aquifer, Baton, Stanely Brook, Tadmor, Tapawera, Glen Rae, Wangapeka
	15/03/2019	Direction	Removed	Moutere Surface
19/03/2019	20/03/2019	329	Stage 1	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments, Moutere Western Groundwater, Moutere Eastern Groundwater, Wai-iti, Wai-iti Dam Service Zone
			Cease Take	Dovedale
			Removed	Waimea Lower Confined Aquifer, Waimea Hope Minor Aquifers

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	28/03/2019	Direction	Cease Take	Dovedale
			Removed	Waimea Delta, Waimea Golden Hills, Waimea Reservoir, Waimea Upper Confined Aquifer, Waimea West, Waimea Upper Catchments, Moutere Western Groundwater, Moutere Eastern Groundwater, Wai-iti, Wai-iti Dam Service Zone
	2/04/2019	Direction	Removed	Dovedale

**6 Other Administrative Requirements**

6.1 In addition to the routine collection, monitoring and reporting of water use data during the season, other critical water monitoring administrative tasks place significant demand on staff time in the lead up and after the main season. These include:

- Pre-summer season set up. Considerable staff time is dedicated to preparation for the upcoming summer. This is typically reviewing and uploading new consents and renewals, database and data integrity audits, alerts to water users of the pending start, and contacting those not using water for confirmation that the non-use situation remains.
- End of water year reporting. This is an important feedback mechanism to water users at the personal level and forms an integral part of the overall reporting process. While this takes a considerable amount of staff time generating this data it is considered to be well worth the effort and is typically well received by the majority who receive it. The reporting consists of a summary letter, graph of the individual and relevant zone usage, commentary on consent condition performance together with any identified deficiencies.
- Electronic records. There are now 73 telemetered water meters over 62 accounts i.e., several accounts have more than one meter. The supply of electronic data in this format is likely to increase as a result of the Waimea Dam project and requirements placed on water users. Council processes to adequately manage this data stream continues to develop. (Refer to telemetry comments for further comment). Despite the real time nature of this data there is still a requirement for active staff involvement with telemetered sites to ensure the integrity of information received and its correct storage.
- Main database changes. The rapid changes occurring in the management and reporting of water use has meant demand for increased database functionality. The community dam transition phase has certainly compounded this as has the need for better drought response. 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. Construction of version 2 of the water metering database has been carried out this season. It moves more towards being customer focused rather than numbers oriented. It will undergo testing prior to being deployed for the 2019-2020 summer irrigation period.
- Staffing. A second water Compliance Officer was appointed late 2018 in time for the summer season. The upcoming 2019-2020 will see a second summer student

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employed in an administrative capacity. This is to help alleviate the extra administration for the Compliance Officers and Compliance Administrator that will come with the Waimea Community Dam and associated consents. It is envisioned that one student will be field operative and the other office based, working to ensure an efficient district wide auditing programme is active in this transition period and allowing the officers to focus on delivering on monitoring and customer service.

**7 Resource Management (Measurements & Reporting of Water Takes) Regulations 2010 and Tasman Resource Management Plan (TRMP) Reporting of water take requirements.**

- 7.1 Overall administration requirements of the water metering programme continue to increase due to the ongoing implementation of the National Regulations. As the staged implementation of the regulations progress greater numbers of affected water users are required to have meters installed, verified as accurate and supply Council with weekly water meter readings. Re-verification of meters recording water takes of 10 litres per second or greater is now required.
- 7.2 The current stage of implementation is required by the TRMP and is for < 5 litres/second and applies to 354 water takes. These water takes are to have a water meter installed by 10 November 2018 with the water meters verified as accurate by June 2019.

**8 Policy / Legal Requirements / Plan**

- 8.1 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 and the compliance behaviour of the users. This data provides information on the volumes, pattern of use, return rates and the stages and effects of rationing in the individual zone. Presentation of this information in an annual summary report is an essential part in Council meeting this requirement. Graphical representation of each water management zone and the report is also provided on the Council's website [www.tasman.govt.nz](http://www.tasman.govt.nz) for public viewing. The 2018-19 water year will be uploaded in July once the end of year wrap up is complete.
- 8.2 Council also has an obligation to report to the Ministry for the Environment (MFE) on the district's performance with respect to implementation of the Resource Management (Measurement & Reporting of Water Takes) Regulations 2010. This occurs annually as and when it receives the request. At present this is done through spreadsheets as there is no data share mechanism.

**9 Consideration of Financial or Budgetary Implications**

- 9.1 A summary of the Compliance Monitoring Water income/costs for the 12 month period ending 30 June 2019 is as follows.
- 9.2 Budgeted expenditure for the 2018/19 year was \$339,491. Total actual expenditure for the period was \$320,034 with total income for the period of \$329,558.

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- 9.3 The programme was 60% water user funded this year. The target remains for this activity to be 100% user funded.
- 9.4 We are now starting to phase in the new monitoring framework as part of the transition to the Waimea community Dam. It is anticipated that compliance demands will increase considerably in the next few years as we implement this new water monitoring programme particularly in the administration space. We are employing a second summer student to assist in the key admin processes in the first year of the transitional rules. This will allow more time to targeted auditing and customer assistance.

**10 Conclusion**

- 10.1 Water user compliance requires significant Council administrative and field effort. Significant interaction between consent holders and Council staff is required to achieve consistent compliance every season. This was highlighted this season more than any other previously with the drought and significant rationing steps.
- 10.2 Non-compliance with meter returns continues although behavior was altered this summer by the increased presence of staff in the field and water management being on the forefront of people's minds. This season a record number of targeted audits were undertaken and invoices for staff time or fines were issued for the poor performers. As always compliance staff assess each case of non-compliance and where possible place emphasis on education and encouragement to achieve compliance.
- 10.3 Numerous overtakes were encountered this season whilst rationing steps were in place. Staff took a firmer more formal response which include formal written warnings, Infringement Fines and Abatement Notices. The new database has improved record keeping and as a result greater water user accountability. Version 2 of the water database seeks to greatly improve on this again. Council staff exercise discretion in these cases and worked with the consent holder where able.
- 10.4 Use of the mobile phone application has grown, and the application appears to be working well. There are a number of consent holders who, for various reasons, lack the ability or will to utilise electronic technology to provide returns. As a result, the old paper system still remains, however every effort will be made to move users to electronic reporting when that option becomes available to them. This will save some cost to Council in time and resources, especially when providing reports or communications such as mail outs.
- 10.5 The Waimea Community Dam transition phase is prominent with its impacts on the water metering programme being assessed and planned for. The Compliance Section continues to work on its strategies for the future implementation of this project.
- 10.6 Telemetry is a growing method for monitoring water use. This will increase further as consent holders unaffiliated to the Waimea Dam project will be required to utilise telemetry to report water use.
- 10.7 The expanding water programme has had a significant impact on Council database requirements. The new database was implemented last season and functionality has been continually fine-tuned this season to reflect the fluid situation and adapt to the increase in data flow and management. Version 2 of the water database now being tested prior to

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deployment next summer season, seeks to improve on this again for better information management, such as analysing and reporting on that information and providing greater customer service.

- 10.8 The Tasman District Council appears to be positioned well against MfE recommendations. Council's monitoring programme and implementation of the Central Government Measurement and Reporting of Water Take Regulations are well developed in comparison to other councils.

<b>11 Next Steps / Timeline</b>
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- 11.1 Version 2 of the water database now being tested prior to going live.
- 11.2 November 2019 the new water season commences.
- 11.3 2019-20 Preseason letters to go out by end of September 2019

<b>12 Attachments</b>
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Nil