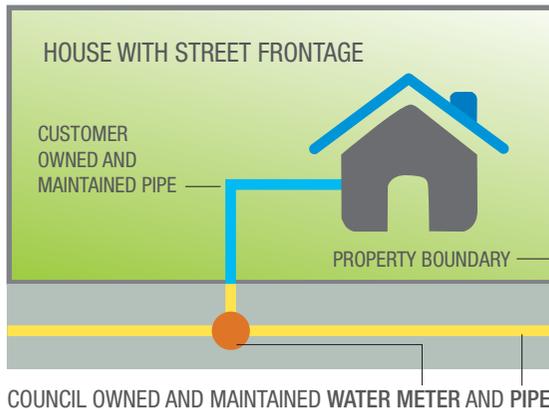


## What we own and what is your responsibility

As a general guideline, you are responsible for maintaining all pipes and plumbing fittings on your private property, up to the point where they connect to our water supply and wastewater networks.

We are responsible for the water meters, backflow devices, pipes and other network assets on our side of the point of supply.



The diagram shown is a general indication of where responsibilities lie for maintenance.

If you are unsure or would like further advice on who is responsible for water supply or drainage maintenance, please call us on (07) 577 7000 or refer to our website: [www.tauranga.govt.nz](http://www.tauranga.govt.nz) keyword 'water'.

## What if there is damage or flooding inside your property?

If damage occurs inside your property as a result of a problem with our water supply or drainage services network, please contact us and also your insurance company in the first instance.

MWM 50417

## Do you have special water needs?

Are you one of our **Special Water Needs** customers who rely on uninterrupted supply for medical or other reasons?

Please contact us on (07) 577 7000 to register on our **Special Water Needs** customer list. This will help us to ensure that when we plan work and respond to emergencies, we know about our customers with special requirements during those times.

## Contacting us

It is important that you give us feedback and let us know when there are issues so we can keep improving our level of service. Please do not hesitate to contact us.

Council provides a free Waterline advisory service to assist you with any water supply, stormwater or wastewater issues you may have at home. For more information phone us or visit our website. You can also watch the video **Unseen Heroes - From Source to Sea** on our website.

**For all Water Supply or Drainage Services urgent enquiries, or to place a work request please contact our customer service team on (07) 577 7000 at any time.**



*Tauranga City*

91 Willow Street, Private Bag 12022, Tauranga  
Ph: 577 7000 Web: [www.tauranga.govt.nz](http://www.tauranga.govt.nz)



*Tauranga City*

# Tauranga Water

*From Source to Sea*

## Customer Commitment

Tauranga City Council is responsible for providing **water, wastewater (sewage) and stormwater services** to you.

- 💧 **WATER**  
So you have an adequate and safe supply of water
- 💧 **WASTEWATER**  
So you can safely flush and forget about it
- 💧 **STORMWATER**  
So rain drains cleanly to the sea

Council and customers have a joint responsibility to look after our water resources to ensure future sustainability of supply and meet public health needs.



## What WE agree to do

Maintain all **PUBLIC water** pipes and meters; **wastewater** and **stormwater** pipes and manholes. This includes repair of leaks on public property.

If TCC water supply, wastewater or stormwater services are unexpectedly disrupted, we will ensure that 95% of the time contractors are on site **within one hour of notification**, and normal services will be restored within 8 hours.

Supply you with water that meets the Ministry of Health Aa water quality standards.

Ensure you get 48 hours notice in writing by TCC licensed contractors prior to a planned water supply shutdown.

Keep you informed of water restrictions on TCC's website and through the media during water shortages.

Ensure that customers with special needs are looked after during planned and unplanned water shutdowns.

Ensure that all stormwater and treated wastewater discharged into the ocean meets ongoing resource consent conditions.



## What YOU agree to do

Maintain all **PRIVATE water** pipes and plumbing; **wastewater** pipes and gully traps and **stormwater** pipes on **your** property. This includes prompt repair of leaks on your property.

Notify us immediately of any water quality problems at home or water leaks, wastewater (sewage) or stormwater issues and damage in a public area. This includes notifying us of pollution incidents.

Keep an eye on your water account as well as the condition of the water meter box and report any damage or suspected water meter accuracy issues immediately.

Pay your water account on time and contact us before the account due date if you have a query.

Give us 7 days notice if you are moving or require a special water reading, or wish to advise a change in ownership. If you sell your property and don't tell us, you could be liable for water invoices after the date of sale.

Not to put anything down the toilet or into the wastewater (sewerage) system that is non-sewerage related e.g. no nappies, corrosive chemicals, ear buds, clothing.

Not to put anything into the stormwater system or drains apart from rainwater e.g. no paint, chemicals, clothing, garden waste, rubbish, car washing suds.

## Emergencies, restrictions and shutdowns

There may be occasions when we are not able to supply your property with water and/or wastewater services. We will do our best to give reasonable notice, keep disruption to a minimum and restore services as soon as possible.

## Billing

Invoices are sent out regularly to all residential customers, and monthly for some large commercial / industrial customers.

Water meters are read quarterly at the boundary of your property, without notification.

Water used for the purpose of emergency firefighting may be supplied free of charge. When charged, a customer may estimate the quantity of water used to do so, and request in writing that this be credited to their account.

## Entry onto your property

We may need to access your property from time to time to investigate service issues. We will try to give you forward warning before entering your property, but may need to gain access in an emergency without notice.

We appreciate prior advice of any hazards on your property if you know we are visiting your property e.g. unrestrained guard dog.

All council and contractor field staff will make themselves known to you if you are at home at the time of their visit and carry Tauranga City Council identification. Please call Council to verify identification if you have any concerns.

We will do our best to leave your property or street in a similar condition to how it was before work started. This includes minimising damage to grassed areas and gardens on private property.