

Water Supply and Quality

The Timaru Water Supply draws its water from two sources, the Pareora River at the Upper Gorge and the Opihi River near Pleasant Point. The water is piped to the Claremont Reservoir where it is treated with ozone and chlorine.



- Ozone kills bacteria and protozoa (giardia and cryptosporidium).
- Chlorine is used to prevent recontamination within the reticulation.
- All chemical elements are within acceptable values.
- The water complies with the Drinking Water Standards for New Zealand (2000).

Type of Supply

The Timaru District Council Drainage and Water Unit is responsible for the Management and Operation of the water supply and use Contractors to carry out the maintenance work.

The Timaru Urban Water Supply is a direct on line system. This means that the Timaru District Council is responsible only to a toby at the property boundary, that is on the road frontage.

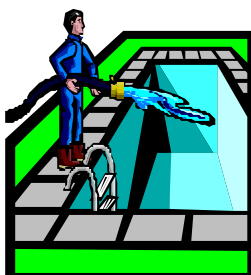
The consumer is responsible for all the reticulation from the road boundary.

When consumers utilise a shared right of way it is common that the water supply within the right of way is a combined water service for the consumers. This supply line is beyond the road boundary and is not the Timaru District Council's responsibility, the consumers who use that service are responsible for its maintenance.

Water Outages

Being direct on line means that when the Timaru District Council requires to shut down a main for maintenance consumers will have no water. These water outages are normally of limited duration and are notified by the maintenance contractor to the consumer in advance whenever possible. If for any reason a consumer or industry require a continuous water supply and cannot afford to have temporary water outages varying up to perhaps half a day then that consumer is responsible to provide adequate storage to meet their needs.

Backflow Prevention



Backflow is when the water flows in reverse to the normal direction. i.e. from the consumers property into the water mains.

This can occur as a result of low pressure in the water mains caused by very high demands (e.g. fire fighting) or burst mains and allows contaminated water into the watermains.

Backflow Prevention (Cont'd...)

The Timaru District Council is continually trying to ensure backflow is not able to occur.

Your assistance will help us. Possible risks on your property are:

A private well – the law requires backflow prevention

Hoses left lying in a fish pond, paddling pool, swimming pool or puddle

Home irrigation – the Building Act requires hose taps used for fixed domestic irrigation to have approved backflow prevention.

An incorrect air gap on a header tank

It is important that consumers are aware of the risk.

Water Restrictions

In periods of drought, extremely heavy demand, or other adverse conditions the Timaru District Council may impose restrictions. These are infrequent and are publicly notified.

Water Wastage

The Timaru District Council is continually trying to minimise water wastage. All consumers are required to maintain their water systems to ensure leakage does not occur. On occasions when water wastage is observed the Timaru District Council will notify the consumer to remedy the fault within 14 days.

Should water wastage at above acceptable levels continue then prosecution may be considered. Consumers who have a high water consumption with stock troughs are likely to be metered for their water supply.

Contacts

Timaru District Council - Telephone 687 7200 or free phone 0800 484 632 - 24 hrs/day, 7 days a week

Backflow Prevention

Frank Monk, extension 8092

Water Quality and Source

Judy Blakemore, extension 8066

All other queries, including Faults

Customer Services