

North Shore City Council Water Services
Customer Charter



Revisions August 2003
includes stormwater

TANGATA WHENUA ACKNOWLEDGEMENT

Ko nga tikanga whai hua o tatou Maoritanga, ko nga mea no konei no tenei whenua kura, he taonga tuku iho ki a tatou tamariki.

The worthwhile elements of our culture, the things that belong to this beautiful land, are our children's heritage.

The word heritage in Maori can be translated as *taonga tuku iho* and refers to treasures that have been handed down since the beginning of time and preserved by successive generations.

In the beginning... *he wai katoa* ... all was water.

All was water ... the most ancient and Tapu state of existence.

North Shore City Council acknowledges the importance of working with Tangata Whenua to preserve our natural heritage.

Nga Taonga Tuku Iho

The gift from our ancestors



SUSTAINABLE DEVELOPMENT

“North Shore City’s beaches, native bush and open space areas create an attractive environment in which to live, work and play. Many residents live and businesses establish in the city because of the lifestyles and environment it offers.”^[1] We are committed to enhancing the performance of our wastewater, stormwater and water supply systems, and improving our beach and stream water quality.

- We will seek to implement innovative, cost effective and environmentally-friendly practices in our planning, design, construction, operation and maintenance activities, that protect public health and safety, and enhance our natural environment.
- We will involve the community and other stakeholders in our decision-making process and foster open and effective communication with all interested parties.
- We will comply with legal requirements; where no regulations exist we will endeavour to set our own standards in consultation with the community.
- We will focus on continual improvement of our practices through staff training, by increasing our efficiency and encouraging the appropriate use and reuse of natural resources, wherever possible.
- We will encourage our contractors and suppliers to work in safe and environmentally-responsible ways that contribute to a sustainable community.
- We will partner with government, business and community organisations to progress toward a more sustainable environment.

“We need to lead by example and work with our community to protect and enhance the important qualities that make our city one of the most attractive places to live in New Zealand.”^[1] This is important for the future of our children, the environment of our city and the Auckland region as a whole.

^[1] North Shore City Council, Strategic Plan 2001

THE WATER CYCLE

People living close together in cities like North Shore City can have a harmful effect on the environment. Pollution of our streams and beaches, flooding of property and erosion of the stream banks, land and coastline are just some of the side effects. The water cycle shows how water supply, wastewater and stormwater affect our environment.



Meaning of terms

Actionline: North Shore City Council's 24-hour, 7-day call centre for handling customer inquiries, requests for information and complaints.

Annual Plan: An outline of council's priorities and performance targets for each financial year.

Annual Report: This outlines how the city performed against the objectives set out in the annual plan and the financial cost of achieving those objectives.

Backflow: When the pressure in the public main water supply system drops below the pressure of the private plumbing, contaminated water can flow back into the public system.

For example. a commercial washing machine pumping water to waste after a wash cycle may backflow into the water supply system if the pressure drops unexpectedly.

Catch pits: A chamber used to separate gross solids from stormwater before discharge into the stormwater system. Catch pits commonly are set into the channel of a road and covered with a grate.

Community Board: North Shore City has six community boards of elected representatives; Devonport, Takapuna, Birkenhead/Northcote, Glenfield, East Coast Bays and Albany.

Contaminant: Anything that may cause harm to the environment, health or the water supply system (for example, chemicals and detergents).

Council: The North Shore City Council.

Culvert: A short length of pipe allowing an open drain to be crossed.

Customer Advisory Group: The Customer Advisory Group is drawn together to represent a cross-section of the community and comprises ten member representing domestic

customers, commercial customers, social services, environmental groups and consumer groups.

Customer drain: A drain which serves a single lot even if there is more than one dwelling on the lot – for example, a cross lease – to the point where it meets or joins to a Water Services/ public drain, or to the point where it enters the legal road. It is also known as a “private drain”.

Customer pipe: A pipe which serves a single lot even if there is more than one dwelling on the lot – for example, a cross lease – to the point where it meets or joins to a Water Services/ public pipe, or to the point where it enters the legal road.

Disputes Tribunal: A forum where disputes are heard by an independent referee who will determine the outcome of the dispute. It differs from the courts in that there are no lawyers or judges. The decision of the tribunal is binding and enforceable.

Flood plain: Area covered by flood waters resulting from a one-in-ten-year or one-in-hundred-year storm.

Gully trap: An entry to your private wastewater drain.

Harmful substances: Substances that pose a risk to health or adversely impact on the environment. This includes sewage, animal faeces, motor oil, paint, solvents and heavy metals.

Impervious surfaces: Hard surfaces such as roofs, concrete and asphalt that prevent stormwater soaking into the ground and increase stormwater runoff. Can often be replaced by porous surfaces (such as paving or grass) that aid drainage.

Local Government Act: Legislation that defines some of the council's legal powers and obligations.

Ministry of Health Drinking Water Standards New Zealand: Drinking

water quality guidelines set by the Ministry of Health, the government's public health agency.

Natural watercourse: Watercourse formed by the natural contour of the land. May not always have water flow.

One-in-ten year-or one-in-hundred year-storm: Storm that produces rainfall that has a statistical probability of occurring, on average, once every 10 or 100 years.

Performance measurements: The performance measurements that North Shore City Council expects to achieve, as detailed in its Annual Plan.

Privacy Act: Legislation that places limitations on the use of private and personal information.

Resource consent: Approval required from our council or the Auckland Regional Council for using a protected resource or for discharging into the environment (to air, land or water), as defined in the Resource Management Act 1991.

Stormwater: Rainfall and contaminants from the land, roofs and roads that flows into our streams or the stormwater system and onto the beaches and the sea.

Swales: Grassed or planted channels, often adjacent to the road, that collect, convey and filter stormwater to improve water quality discharged to the sea.

Stormwater system: The stormwater system includes pipes, drains, culverts, filter and treatment devices, storage tanks, swales, stormwater wet ponds and dry ponds, and natural streams and watercourses that are designed to drain stormwater into the sea.

Stream: Natural open watercourse that may include marine and aquatic animals and fish.

Trade waste: Any liquid waste that is discharged from commercial or industrial premises into the public wastewater system. This does not include condensing water, surface water or domestic sewage.

Unaccounted-for water: The difference between the amount of water measured entering the water supply system and the amount accounted for by customer use. Causes include leaks, inaccurate metering and illegal use.

Wastewater (sewage/sewerage): Waterborne household waste from kitchen, bathroom, laundry, toilets, and some approved trade waste, and the collection and treatment systems.

Water Services watermain: A water supply pipe that serves more than one lot or water supply pipe when it enters the legal road reserve from the boundary.

Water supply: Water suitable for drinking and ordinary domestic and commercial use.

Water Services drain: A wastewater or stormwater drain which serves more than one lot, or, a wastewater drain when it enters the legal road reserve from the boundary. A wastewater or stormwater drain declared by the council to be a Water Services drain, also known as a "public drain".

Water supply shutdown or interruption: Temporary interruption in water supply due to emergency or routine water supply maintenance work.

Dear Customer

At North Shore City Council we aim to provide high quality water supply, wastewater and stormwater services to you at a reasonable cost. In this customer charter, we describe in a clear and convenient way the service standards you can expect from us. We also highlight your responsibilities.

This charter does not change any of your existing legal rights.

This charter was first developed in 1998 and revised in 2000 and 2002 after consultation with the Customer Advisory Group, a diverse group of customers representing your interests. We hope you find this customer charter easy to read and informative.

Please keep it in a handy place for future reference.

If you have any questions or suggestions please call Actionline on 486 8600 and ask for the Water Services Operations Group Manager, fax us on 486 8565 or email actionline@nthshore.govt.nz.

We are here to serve you.



Geoff Mason

***General Manager Water Services
North Shore City Council***

CUSTOMER SERVICES DIRECTORY

For all Water Services customer and account inquiries, fault reporting or emergencies please

phone Actionline on 486 8600

fax 486 8585,

email actionline@nthshore.govt.nz

or **write** to

Water Services
North Shore City Council
Private Bag 93500
Takapuna
North Shore City.

For general information

You can visit our website at **www.nsc.govt.nz** or call into Environmental Services or one of our six area office listed below:

Office hours: 8.00 am to 5.00 pm, Monday to Friday.

Environmental Services

521 Lake Rd, Takapuna (next to WINZ)

Albany

227 State Highway 17, Albany

Birkenhead

Cnr Hinemoa and Rawene Streets, Birkenhead

Devonport

3 Victoria Road, Devonport

East Coast Bays

Cnr Bute and Glen Roads, Browns Bay

Glenfield

90 Bentley Avenue, Glenfield

Takapuna

1 The Strand, Takapuna

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What is the Customer Charter?

The Water Services Customer Charter outlines the obligations, rights and responsibilities of North Shore City Council Water Services and our customers in one document. These rights and responsibilities arise from statutes, in particular the Local Government Act 1974 and the Local Government Act 2002, the Local Government (Rating) Act 2002, the Resource Management Act 1991, the Privacy Act 1991, the Building Act 1991, the Council's bylaws and subsequent amendments. The purpose of this charter is to bring them together in one document so that the positions of both customers and North Shore City can be easily understood in a convenient manner.

Although the charter is intended to be consistent with the Acts and bylaws, if there is any conflict, the relevant Act or bylaw will prevail. In this charter the words “we”, “our” and “us” refer to North Shore City Water Services and any of its officers, employees and agents. “You” and “your” refers to the customer.

To whom does this charter apply?

This charter applies to our customers. Our customers are the owners and occupiers of properties provided with water supply, wastewater and stormwater services by the Water Services Division of North Shore City Council.

Our customers are:

The owner/occupier: A person who owns and/or occupies property or who has an interest in property provided with water supply, wastewater or stormwater services.

The buyer: Any person who is responsible for paying for the services we provide.

The user: Any person who uses the services we provide.

As a customer you may be classified in one or more of these categories.

How long does this charter apply?

This edition of the charter is effective from September 2002. It will be revised as necessary in consultation with the Customer Advisory Group when our practices or laws change. The Customer Advisory

Group represents a broad range of community interests and acts in your interests (see *Meaning of Terms* on inside cover flap).

The charter will automatically renew each year unless it is modified following consultation with the Customer Advisory Group, or, as a result of legislative change.

What is Water Services?

Water Services is a division of North Shore City Council and is responsible for providing water supply, wastewater and stormwater services.

What does Water Services do?

Water supply

We purchase bulk water for North Shore City from Watercare Services Limited, the publicly-owned bulk water supplier for the Auckland region, which has the primary responsibility for water treatment and quality. We then reticulate this water to every property connected to the North Shore City main water supply system. Provision is also made for firefighting.

Wastewater

Water Services collects wastewater from your private drains – that is, toilets, bathrooms, laundries and kitchens – and pipes it to our wastewater treatment plant at Rosedale. At Rosedale it is fully treated before being discharged to the environment as effluent and biosolids. Commercial and industrial water-borne waste is also collected and treated.

Stormwater

Stormwater services are provided in many parts of North Shore City to manage natural stormwater flows. Water Services aims, in partnership with you, to manage stormwater so as to reduce flooding and erosion, and improve beach and stream water quality. This means collecting, treating and disposing of stormwater runoff from private properties and from public places such as roads, car parks and driveways. We also provide policy guidelines and set standards for private stormwater systems.

1. OUR OBJECTIVES

- To be a leader in the field of water supply, wastewater and stormwater services by meeting or exceeding our customers' service, health and safety and environmental expectations.
- To meet our Customer Charter service standards, together with our Annual Plan objectives and performance measurements.

2. INTRODUCTION

2.1 Mutual obligations

In addition to all applicable Acts, regulations and bylaws, this charter records the basis of the relationship between you as the customer and North Shore City Council.

2.2 You can contact us any time

You can contact us at any time 24 hours a day, seven days a week by calling Actionline on 486 8600, emailing us on actionline@nthshore.govt.nz or visiting our offices during office hours. Please refer to the Customer Services directory on the back cover and on page 2.

2.3 Customer surveys

Your information and feedback helps us to plan better to meet your future water supply, wastewater and stormwater needs and indicates how we may improve our services to you. We may from time to time ask you to participate in a customer survey. We will take care when receiving your information and only use it for our own specific purposes.

2.4 Consultation

We may need to vary the terms and conditions of this charter. To do this we will bring together the Customer Advisory Group to ensure we take a wide range of views into account. We will notify your local community board and place revision information on community notice boards and libraries. We welcome your feedback.

The Customer Advisory Group's vision statement is:

To ensure the needs, concerns and views of customers and other affected parties in North Shore City are considered and incorporated in the Water Services Customer Charter.

The Customer Advisory Group consists of ten members representing the following groups:

- Domestic customers
- Commercial customers
- Social services
- Environmental groups
- Consumer groups

2.5 Complaints and dispute resolution procedures

If you are unhappy with the service, have a complaint or wish to notify a fault please call North Shore City's 24-hour Actionline on 486 8600.

If you write to us we will endeavour to respond within 10 days. If the matter requires further investigation we will advise when you may expect an outcome.

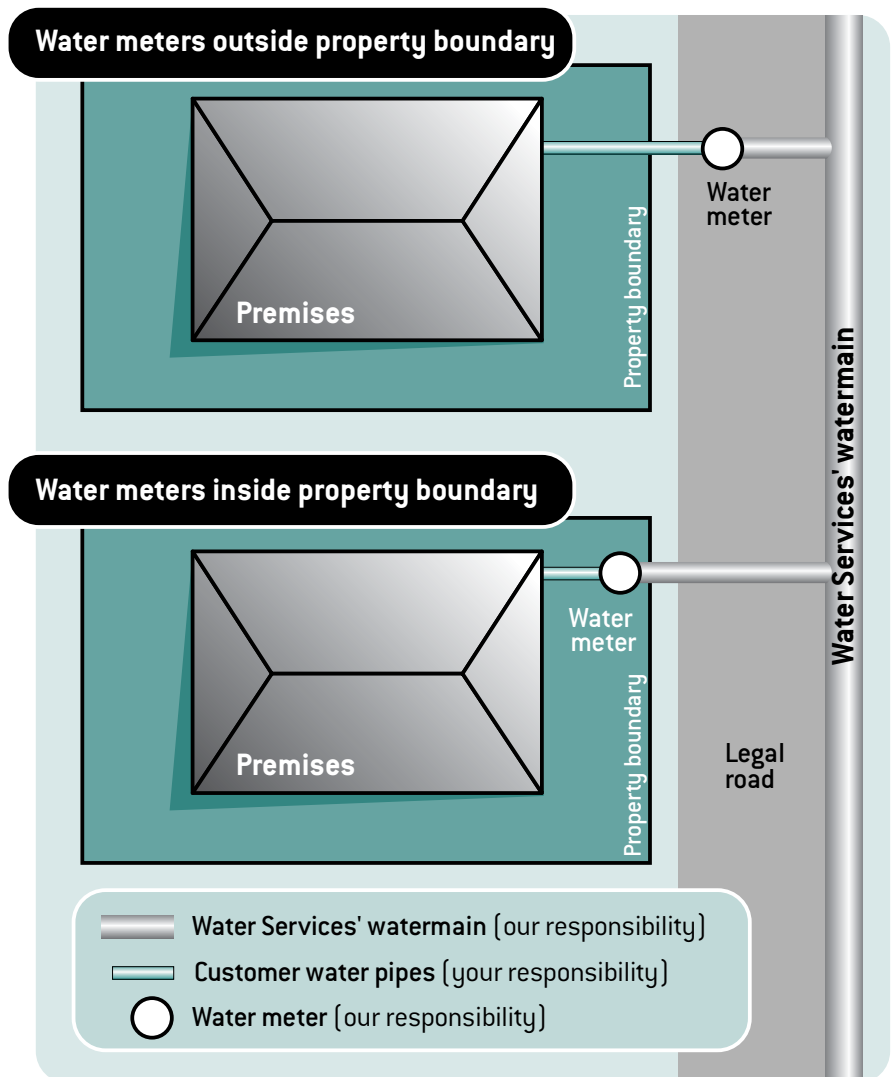
If you are not satisfied with our findings and suggestions please let us know and we will do our best to meet your expectations. If this still does not resolve your complaint, you have your normal legal right to pursue the matter further if you wish.



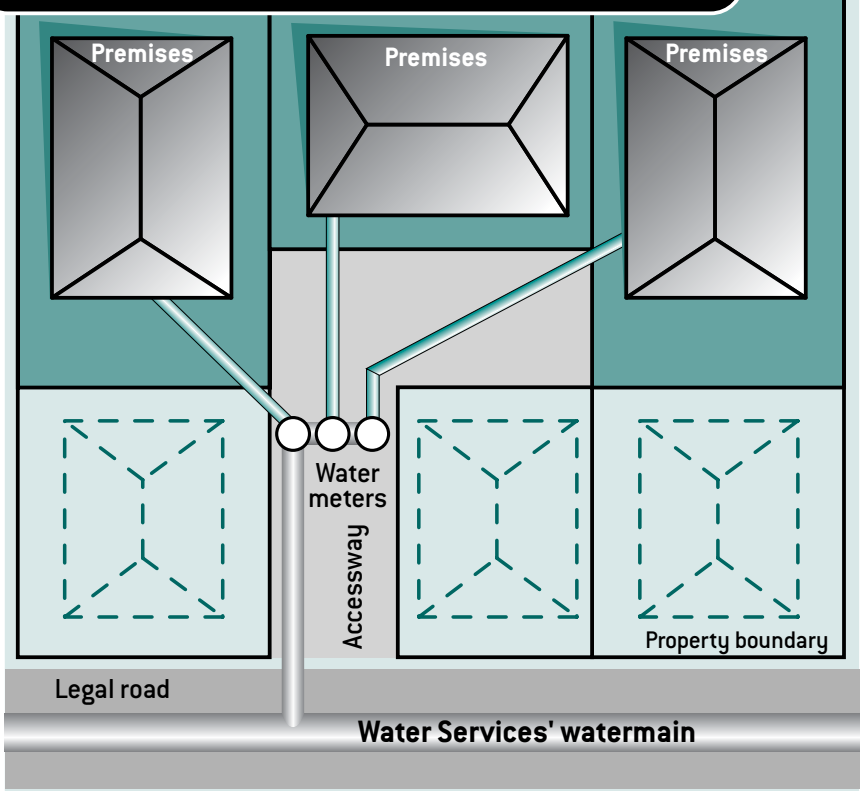
3. RIGHTS AND RESPONSIBILITIES

3.1 Who owns what? Water Supply

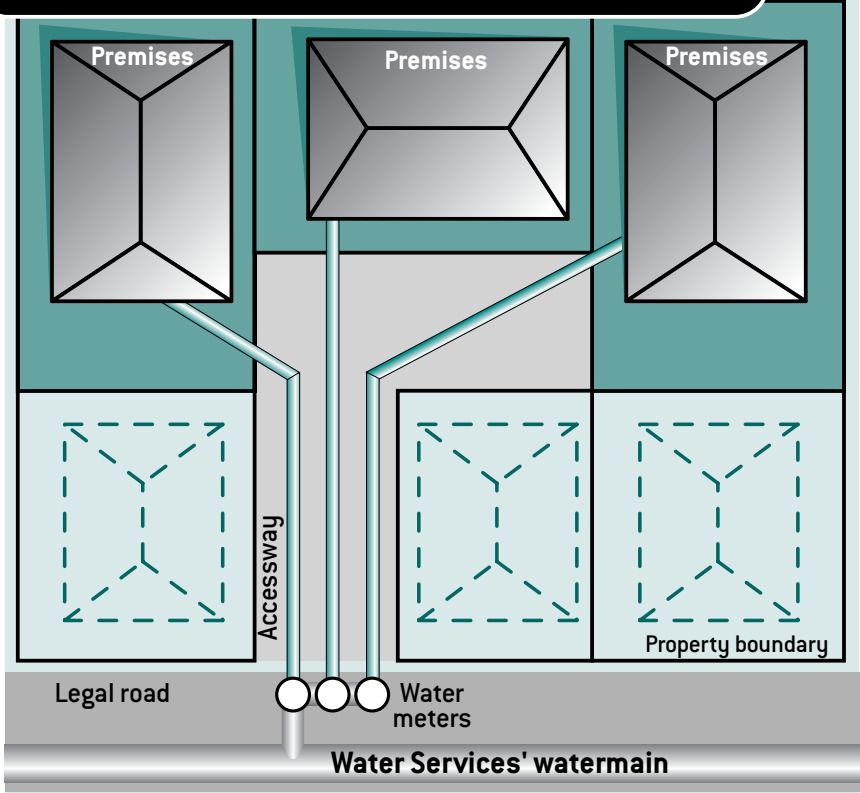
OUR OWNERSHIP AND RESPONSIBILITIES	YOUR OWNERSHIP AND RESPONSIBILITIES
<p>Water Services watermain We own and are responsible for the water meter and all water mains and pipes to the meter.</p>	<p>Customer's water pipes Water supply pipes and associated fittings from the water meter outlet to your premises belong to the property owner and are entirely the owner's responsibility.</p>






Water meters inside property boundary up a right of way



Water meters outside property boundary up a right of way



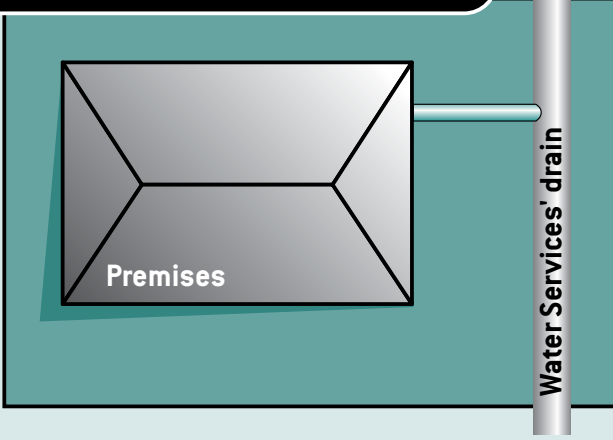
-  Water Services' watermain (our responsibility)
-  Customer water pipes (your responsibility)
-  Water meter (our responsibility)

Who owns what? Wastewater

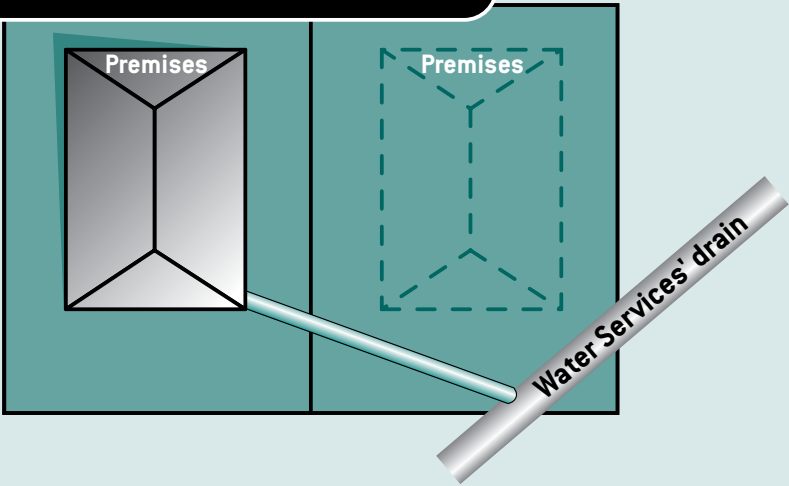
OUR OWNERSHIP AND RESPONSIBILITIES	YOUR OWNERSHIP AND RESPONSIBILITIES
<p><i>Water Service’s wastewater drains</i></p> <p>We own and are responsible for the wastewater system downstream from your connection to the public sewer.</p> <p>What is considered a Water Services’ drain depends upon a number of factors: a Water Services’ drain is normally a wastewater drain that serves more than one lot, or, a wastewater drain when it enters the legal road reserve from the boundary, or, a wastewater drain declared by the council to be a Water Services’ drain. These are sometimes referred to as “public sewers” or “public drains.”</p>	<p><i>Customer’s wastewater drains</i></p> <p>The wastewater pipe and drain from the customer’s property to the point of connection with the Water Services’ drain, or through to the boundary with the legal road (whichever is nearer), is entirely the owner’s responsibility. These are sometimes referred to as “private sewers” or “private drains.”</p> <p>The property owner’s drains may cross neighbouring private or public land. The property owner is responsible for obtaining any applicable consents or approvals and for any related risk or damage caused by these drains.</p>



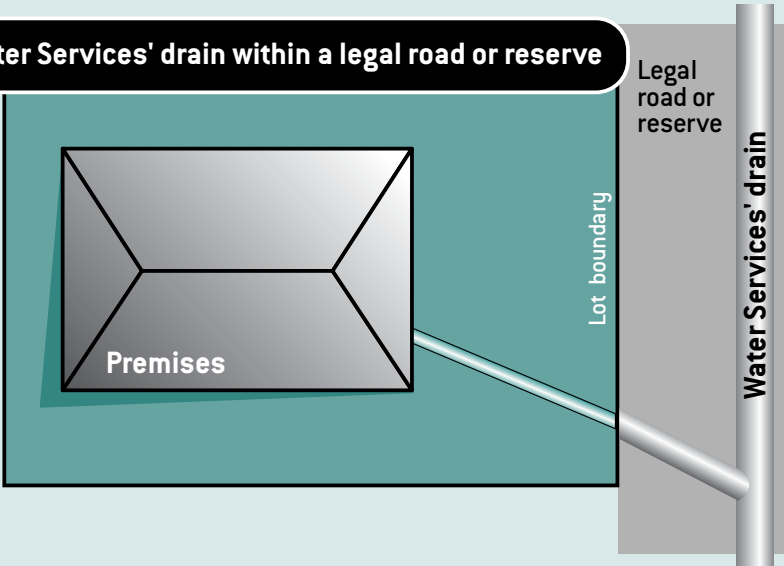
Water Services' drain within a property






Water Services' drain outside a property

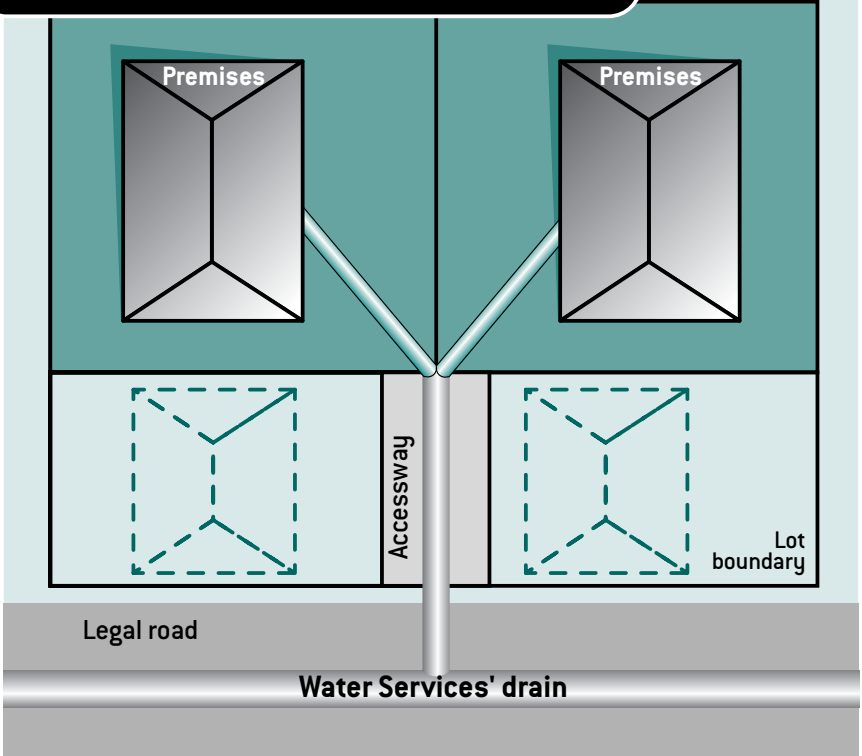


Water Services' drain within a legal road or reserve

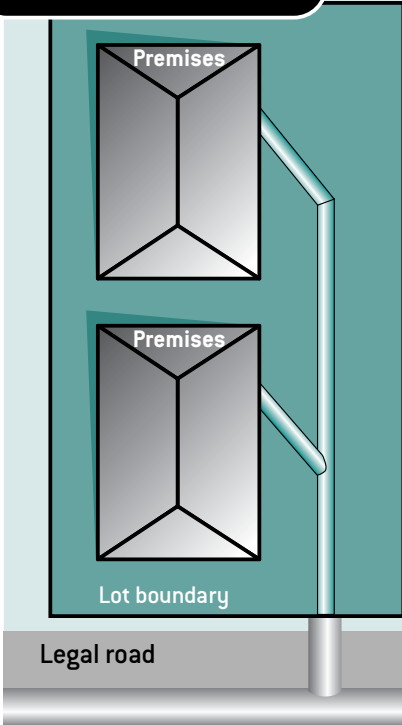


-  Water Services' drains (our responsibility)
-  Customer drains (your responsibility)
-  Lot Boundary

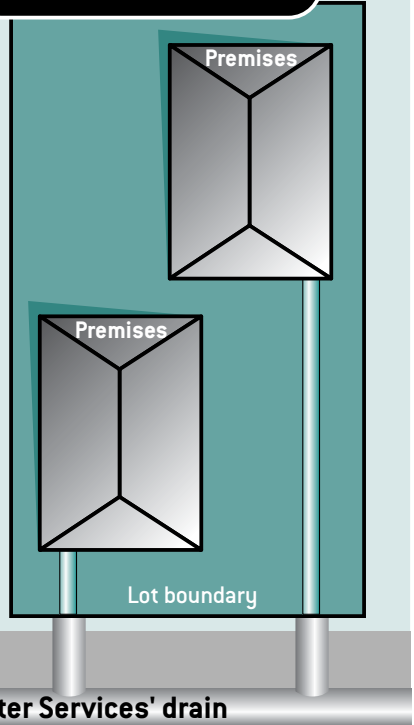
Extended Water Services' drain to 2 or more lots






Cross-lease or Unit title



Cross-lease or Unit title



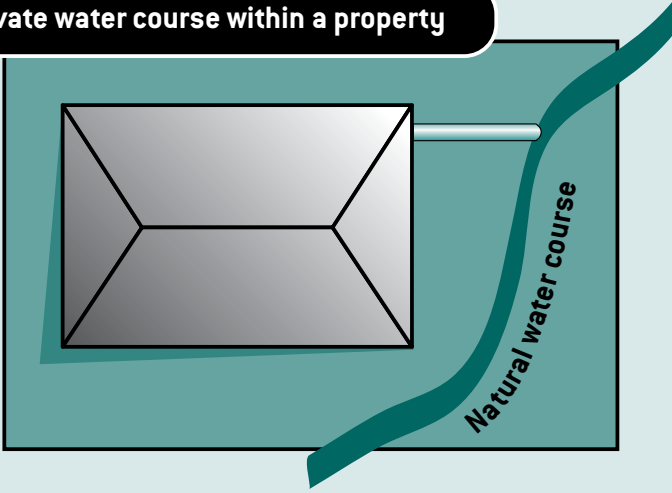
-  Water Services' drains (our responsibility)
-  Customer drains (your responsibility)
-  Lot Boundary

Who owns what? Stormwater

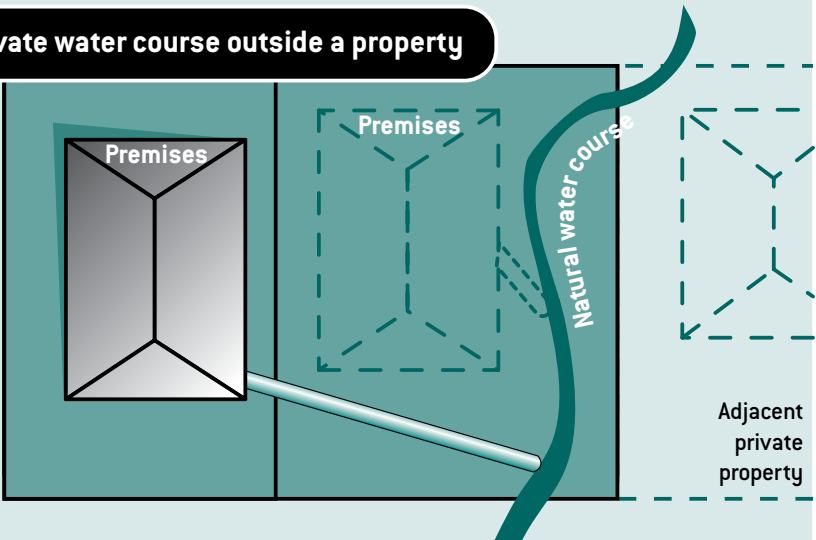
OUR OWNERSHIP AND RESPONSIBILITIES	YOUR OWNERSHIP AND RESPONSIBILITIES
<p>Water Services stormwater system</p> <p>The Water Services' stormwater system includes any pipe, drain, or treatment device, or, a watercourse that we have modified, such as bank lining.</p> <p>Our system includes facilities that serve more than one lot, are within the road reserve or other public place, or under the council's control for a period of not less than 20 years, or are declared to be a public drain. These are also referred to as "public stormwater drains".</p>	<p>Customer's stormwater drains</p> <p>Customer's stormwater drains include any stormwater pipe, drain or treatment device that serves one lot through to its connection with the public stormwater network, or through to the boundary of the road reserve, or other public place, whichever is encountered first. This applies even if there is more than one dwelling on that lot – such as cross lease or unit title properties. As a property owner you are responsible for the condition of your stormwater network. These are also referred to as "private stormwater drains".</p> <p>The customer stormwater drain may cross a neighbouring property. As with water and wastewater, you are responsible for obtaining consents and approvals to undertake construction, maintenance or other work.</p> <p>As a property owner you are also responsible for any related risk or damage caused by your private stormwater drain.</p> <p>Natural watercourses running through your property are also part of the private stormwater network, even though they may receive runoff from more than one lot. This includes the stream bank and the streambed.</p>





See next three pages for examples

Private water course within a property

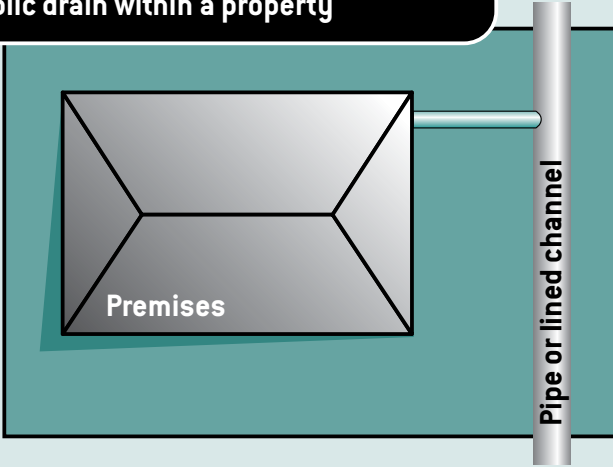


Private water course outside a property

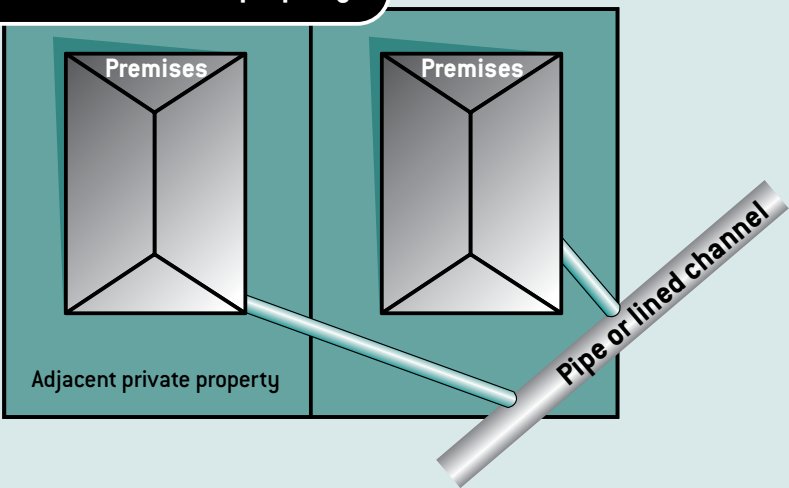


-  Water Services' drains (our responsibility)
-  Customer drains (your responsibility)
-  Lot Boundary
-  Natural water course (your responsibility)

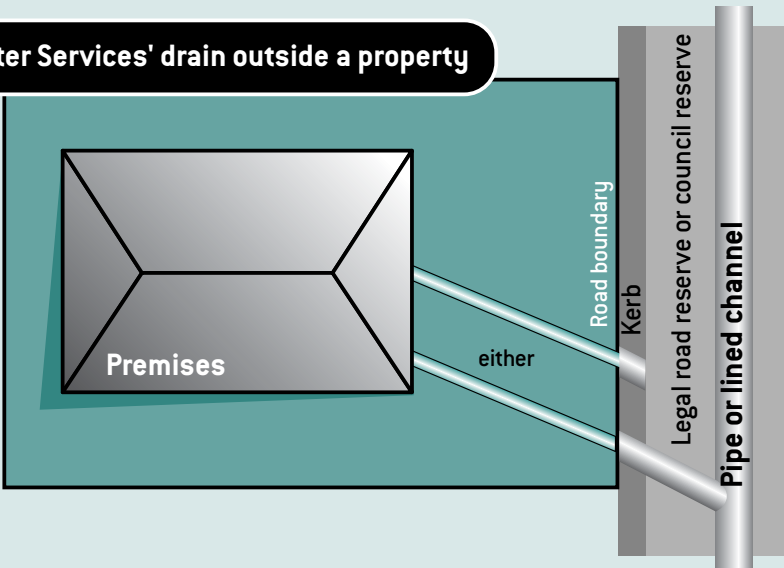
Public drain within a property






Public drain outside a property

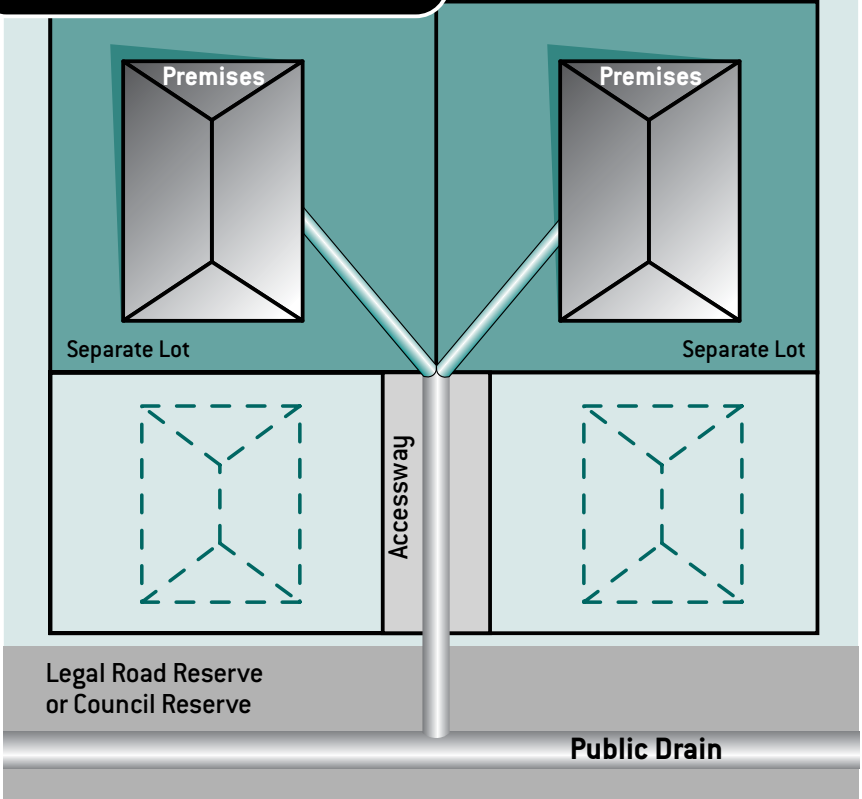


Water Services' drain outside a property

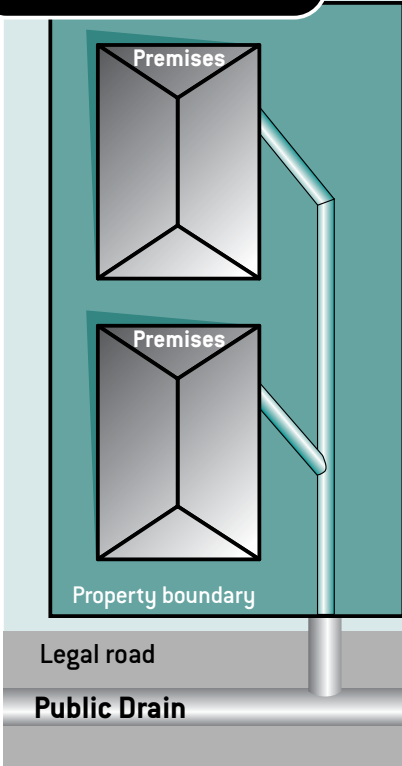


-  Water Services' drains (our responsibility)
-  Customer drains (your responsibility)
-  Lot Boundary

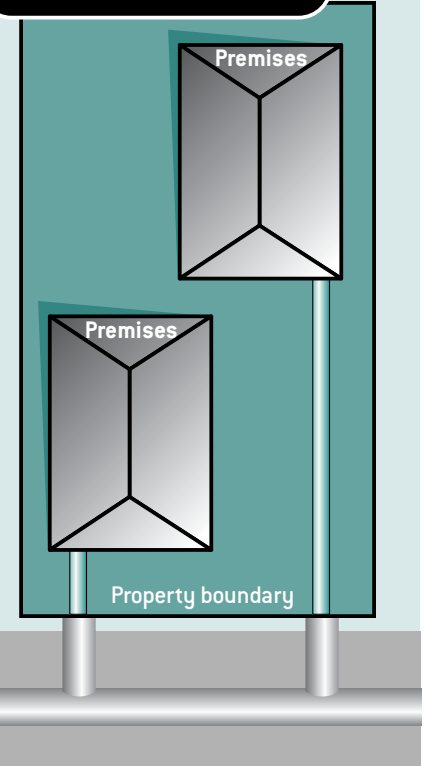
Extended Water Services' drain






Cross-lease or Unit title



Cross-lease or Unit title



-  Water Services' drains (our responsibility)
-  Private drains (your responsibility)
-  Lot Boundary

3.2 Service delivery Water Supply

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>Standards</p> <p>We will provide a safe and reliable water supply service and high quality drinking water that meets the latest Ministry of Health drinking water standards, currently Drinking Water Standards New Zealand 2000.</p> <p>We will not be liable for damage to any of your sensitive equipment or processes.</p>	<p>You are entitled to receive water meeting the Ministry of Health Drinking water Standards New Zealand. If you require water quality exceeding these standards for individual use or sensitive equipment, or processes it is your responsibility to provide on-site quality control.</p>
<p>Water Quality Testing</p> <p>We regularly monitor the standard of the drinking water.</p> <p>If the water quality complies with the high standards that we have set, you will be charged for any subsequent tests that you request.</p>	<p>If you have concerns about water quality or believe it is affecting your health we will carry out additional tests on your water supply at our cost.</p>
<p>Firefighting</p> <p>We supply water for firefighting free of charge.</p>	<p>Taking water from fire mains for purposes other than firefighting without our approval is theft.</p> <p>It is illegal to take water from a fire main or sprinkler system without obtaining the necessary permits.</p>
<p>Special needs</p> <p>If you have special needs, in an emergency water supply shutdown we will give you priority in the restoration of water supply. Special needs customers, such as schools, hospitals, industry, dialysis patients, hairdressers and commercial properties will be consulted at least five days before a scheduled water supply interruption to agree on a suitable time.</p>	<p>If you need water for a life support system, please register with us for priority service. Other special needs will be considered.</p>

Service delivery Water Supply [continued]

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>Water delivery</p> <p>The size and complexity of the water supply network means that we cannot guarantee your water supply will be uninterrupted or your existing pressure will be maintained at all times.</p> <p>We will only turn off your water supply for planned maintenance shutdowns or for events beyond our control. This may include third party damage, bad weather, power failure, drought or emergency work, or, if we are entitled to because you have breached your responsibilities.</p> <p>We are committed to providing a minimum of one day’s notice to customers for scheduled water supply interruptions. We will not be liable for damage to any of your sensitive equipment or processes or for any loss, damage or inconvenience that you or any person using the supply, may sustain as a result of a water supply shutdown.</p>	<p>If you require an uninterrupted supply, it is your responsibility to provide your own water storage facilities or an alternative supply. You must also protect any equipment or functions sensitive to interruption, pressure or quality fluctuations.</p>
<p>Water wastage</p> <p>We are committed to reducing water lost within the network through our leak detection programme, usage monitoring and metering.</p>	<p>Wilfully wasting water is an offence under the Local Government Act and offenders may be prosecuted.</p> <p>To help reduce the high demand on this natural resource and our supply network, you agree to conserve water where possible.</p> <p>Regular checks and tests can detect leaks early, prevent wasting water and save money.</p>

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>Backflow</p> <p>We will operate a citywide backflow prevention programme to reduce the risk of contamination of our main water supply.</p> <p>Backflow may occur during maintenance or plumbing when the water pressure in the public water supply system drops below that of the private plumbing and water from your private network can flow back into the public system and contaminate the main water supply. For example, a commercial washing machine pumping water to waste after a wash cycle may backflow into the water supply system, if the pressure drops unexpectedly.</p>	<p>We will identify high-risk sites and require you to comply with the relevant legislation.</p> <p>You will install backflow prevention devices to protect the public water supply, if there is a risk of backflow from your water supply.</p>
<p>Drought</p> <p>In times of drought and extreme circumstance, we may need to suspend some of the terms of this charter and review the water supply fees and charges schedule. As outlined under charges and billing we will comply with our obligation to give the 30 days notice of any price change.</p>	<p>For the benefit of the community you agree to comply with water restrictions imposed in times of drought. You will be notified of any variation to the normal water supply through public notices in local newspapers, radio or other communications.</p>

Service delivery wastewater – see next page.

Service delivery Wastewater

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>Protecting the environment We will maintain, operate and improve the wastewater system to minimise adverse environmental effects such as wastewater discharges, overflows and odours.</p>	
<p>Wastewater collection We agree to collect your normal bathroom, kitchen, laundry and toilet wastewater and transport it to our wastewater treatment plant at Rosedale where it will be treated before being discharged to the environment.</p> <p>The wastewater network is a large and complex system. Although we will do our best to maintain the continuity of this service, we cannot guarantee that the service will be uninterrupted.</p>	<p>You agree to dispose of only your normal domestic wastewater and bathroom, toilet, kitchen and laundry into our wastewater system.</p> <p>You agree not to dispose of harmful substances such as oils, paints, solvents and pesticides into our wastewater system.</p>
<p>Location of drains; drainage plans At your request, we will provide drainage plans that show the location of wastewater and stormwater services on your property and help you locate the underground services on your property.</p>	<p>You agree to pay the charges applicable to this service</p>
<p>Access to property for wastewater</p>	<p>You agree to allow our staff and contractors access during working hours for routine inspection and maintenance of the public wastewater network.</p> <p>You agree to ensure manhole covers and other wastewater structures are kept visible and accessible at all times.</p>

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>Trade waste</p> <p>Trade waste is any liquid waste that is discharged from commercial or industrial premises. Waste other than your normal domestic wastewater can be harmful to our wastewater system. Harmful substances such as heavy metals, oils, paints, solvents, and pesticides must not be disposed of into our wastewater system. These substances pose a risk to health or adversely impact on the environment.</p> <p>We will inspect all trade waste consent holders at least annually.</p>	<p>You must apply for a separate trade waste consent and agreement to dispose of liquid waste from trade premises into the sewer.</p> <p>For advice on safe disposal of toxic materials please contact Actionline or a waste transfer facility.</p>

Note: All these rights and responsibilities will remain in effect even if for any reason they are not enforced at a particular time.

Service delivery Stormwater

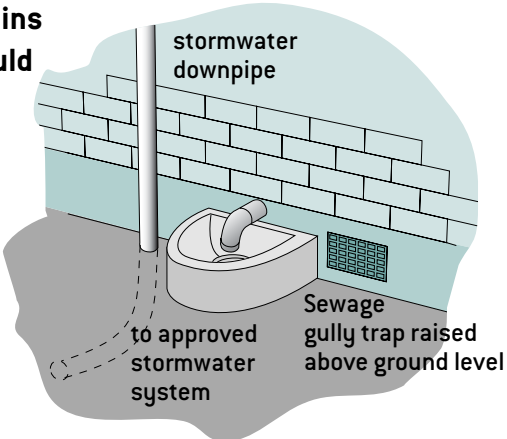
The stormwater system

Stormwater is rain that runs off hard surfaces such as roofs, driveways and roads. It ends up in our streams and natural watercourses within the city and flows onto our beaches and into our harbours. It can cause pollution, flooding and erosion, which are harmful to the ecology of our water environments.

We aim to dispose of stormwater in a safe and environmentally-friendly manner by encouraging source control or by providing a primary system of pipes and channels and a secondary system of overland flow paths in many parts of the city.

We aim to design the primary system to have the capacity to provide for a one-in-ten-year storm. We cannot always achieve this in older parts of the city.

The secondary system will provide for a one-in-hundred-year storm and will be used when the primary system is not working because of blockages or overcapacity.

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>Protecting the environment</p> <p>We will build, maintain and operate an effective stormwater system with a focus on protecting life and property and minimising harm to the environment.</p> <p>We aim to increase public awareness of stormwater problems and environmentally-friendly ways to address these, by working closely with other relevant parties, preparing public information and by offering advice.</p>	<p>You agree not to litter or discharge harmful chemicals or contaminants into stormwater drains or treatment systems. This will reduce the harmful effects of stormwater pollution and improve beach water quality. Bottles and fast food wrappers block our drains and end up on our beaches and in the sea. Substances such as paint, fat, engine oil, pesticides, detergent, grass clippings, rubbish and litter harm the environment.</p> <p>For information on environmentally-friendly ways to manage stormwater please contact Actionline on 486 8600.</p>
<p>Stormwater entry prevention</p> <p>What goes down the stormwater drain will eventually end up in our streams and on our beaches.</p> <p>We will operate a city-wide inspection programme to identify illegal stormwater connections into the wastewater system and enforce compliance with the relevant legislation.</p> <p>Your sewage drains (gully trap) should look like this</p>	<p>It is illegal to drain stormwater into the wastewater network.</p> <p>You must ensure that your private wastewater drains are well maintained and that stormwater does not enter through the gully trap.</p> 

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p><i>Maintenance of stormwater system</i></p> <p>The stormwater bylaw at clause 22.7 sets out guidelines for stormwater management to help reduce the harmful effects of pollution, flooding and erosion. We will build, maintain and operate the public stormwater system to minimise these harmful effects. The size and complexity of the stormwater system means that the system may not always cope with stormwater flows.</p> <p>We will offer advice on maintaining and clearing natural watercourses, riparian planting and preventing erosion and sedimentation.</p> <p>Swales are an environmentally-friendly option for managing stormwater runoff from roofs, driveways and roads. We will offer advice on the correct maintenance and planting of swales and other stormwater-friendly practices.</p>	<p>You will maintain the pipes, gutters, stormwater drains, catch pits, soakage system and detention tanks or any other components of your private stormwater system in good operating condition.</p> <p>You will not leave garden waste, building materials or other rubbish where it may be washed into a stormwater drain or cause a blockage.</p> <p>You will maintain natural watercourses running through your property. You will prevent or clear obstructions without causing excess erosion or sedimentation to the streambed or banks.</p> <p>You will maintain swales on your property or verge and avoid spraying swales with weed-killer or parking vehicles over them.</p> <p>You will allow our staff and contractors access during working hours for routine inspection and maintenance of the public stormwater system. Manhole covers and other structures should be kept visible and accessible.</p>

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p><i>Flooding and development</i></p> <p>We will enforce the stormwater bylaw and continue to provide appropriate advice on policies to improve the management of stormwater.</p> <p>We may serve you notice in writing requiring you to remove any structures on your property that are in a designated flood plain.</p>	<p>You will comply with the stormwater bylaw and:</p> <ul style="list-style-type: none"> • obtain approval from council before building, altering or diverting your private stormwater system. • design culverts or bridges over natural watercourses (to allow for the flows from a one-in-a-hundred year storm) without flooding your neighbour's property. <p>You will landscape and pave your section to ensure that:</p> <ul style="list-style-type: none"> • Stormwater runoff is directed away from buildings and does not cause a nuisance to neighbours; • Gardens and grass areas are maximised to reduce stormwater runoff; and • The dwelling floor is at least 225 mm above unpaved land and 150 mm above paved land. • Stormwater does not drain into the wastewater (sewerage) network or overflow into wastewater gully traps. • No barrier, building structure or landscaping is constructed within a stormwater overland flow path or flood plain. • Stormwater is not concentrated or directed onto your neighbours' property. <p>Please call Actionline for a copy of our brochure outlining the stormwater bylaw.</p>

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>Rainwater tanks</p> <p>Rainwater tanks are an environmentally-friendly option for conserving water and reducing flooding. We encourage you to install a rainwater tank to collect rainwater from your roof for outdoor use, in the laundry and flushing toilets.</p> <p>We will provide advice and technical information about installing, operating and maintaining rainwater tanks.</p>	
<p>Health warning</p> <p>The city's main water supply should be used for drinking, food preparation and kitchen use. (Treated rainwater may be used where mains water is not supplied).</p>	<p>It is important to prevent backflow from the rainwater tank into the public main water supply. (See page 21)</p>

3.3 Improvement Works

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>When we undertake any works we will leave your street or property in a condition as good as or better than before work started. This reinstatement work will be completed within 15 days of the work being finished, subject to weather and access to the property.</p> <p>During work we will minimise disruption to traffic and pedestrians, protect public health and safety, and comply with environmental standards.</p>	<p>You agree to ensure manhole lids are kept visible and safely accessible to our staff and contractors at all times.</p>

3.4 Maintenance and access

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p>Faults</p> <p>We will efficiently operate and maintain the water supply, wastewater and stormwater network to either the customer’s point of connection or the boundary with the legal road (whichever is nearer to the customer’s property).</p> <p>We have the right to inspect and enforce proper maintenance and the repair of any defect in your private water, wastewater and stormwater network. Sometimes a fault in your domestic plumbing can cause problems in the public water supply network that may require extensive repairs. The community’s health and the environment may also be affected.</p>	<p>You will maintain your pipes, drains and other parts of your private water, wastewater and stormwater systems in a safe and good working condition to protect the networks, public health and the environment. This includes no leakage, no stormwater entering sewer drains, and effective operation of stormwater detention tanks and soakage systems.</p> <p>You will install backflow devices where necessary, to prevent contaminated water entering the main water supply system.</p> <p>In addition, you will repair any defect in your wastewater network that may have any adverse effect as soon as possible, or within 60 days of receiving a council notice.</p>
<p>Access to your property</p> <p>We are generally required by law to provide at least 24 hours notice before coming onto your property for planned maintenance or inspections. We aim to provide you with two days written notice.</p>	<p>To minimise interruptions to the supply of services, you agree to allow our staff and contractors access to your property for the purpose of maintaining the water supply network and the wastewater and stormwater systems, or to inspect the property owner’s pipes and drains if necessary.</p>

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p><i>Access to your property (cont.)</i> Notice is not generally given for the reading or maintenance of water meters.</p> <p>In the case of an emergency we are permitted by the Local Government Act to enter your property at any time without notice.</p>	<p>You agree to keep your water meter free from obstruction to allow our meter readers easy access.</p> <p>You agree to allow our staff and contractors access to your property at all times for necessary emergency work.</p>
<p><i>Identification</i> We understand your security is extremely important. Staff and contractors of North Shore City Council will display an identification badge with their name, photograph and job title.</p>	<p>You may ask to see staff identification before approving access on to your property. If anyone claims to work for North Shore City Council but has no identification please contact and inform Actionline.</p>
<p><i>Privacy</i> We understand that your privacy is important and will comply with the Privacy Act 1991 at all times.</p> <p>We will keep accurate records relating to your property including all correspondence we have with you.</p> <p>If any information on your property file is incorrect we will update the file when you supply us with the correct information.</p>	<p>You agree to disclose all relevant information to us and our contractors, such as your current contact address and details. This information is being collected for the following reasons:</p> <ul style="list-style-type: none"> • For billing purposes • To keep you informed of changes to service and supply; • To undertake necessary maintenance; and • Other reasons related to the supply of water, wastewater and stormwater services. <p>You may access your information to check it is correct. Customers may only access their own personal information. Personal identification must be provided before information can be disclosed.</p>

3.4 Maintenance and access [continued]

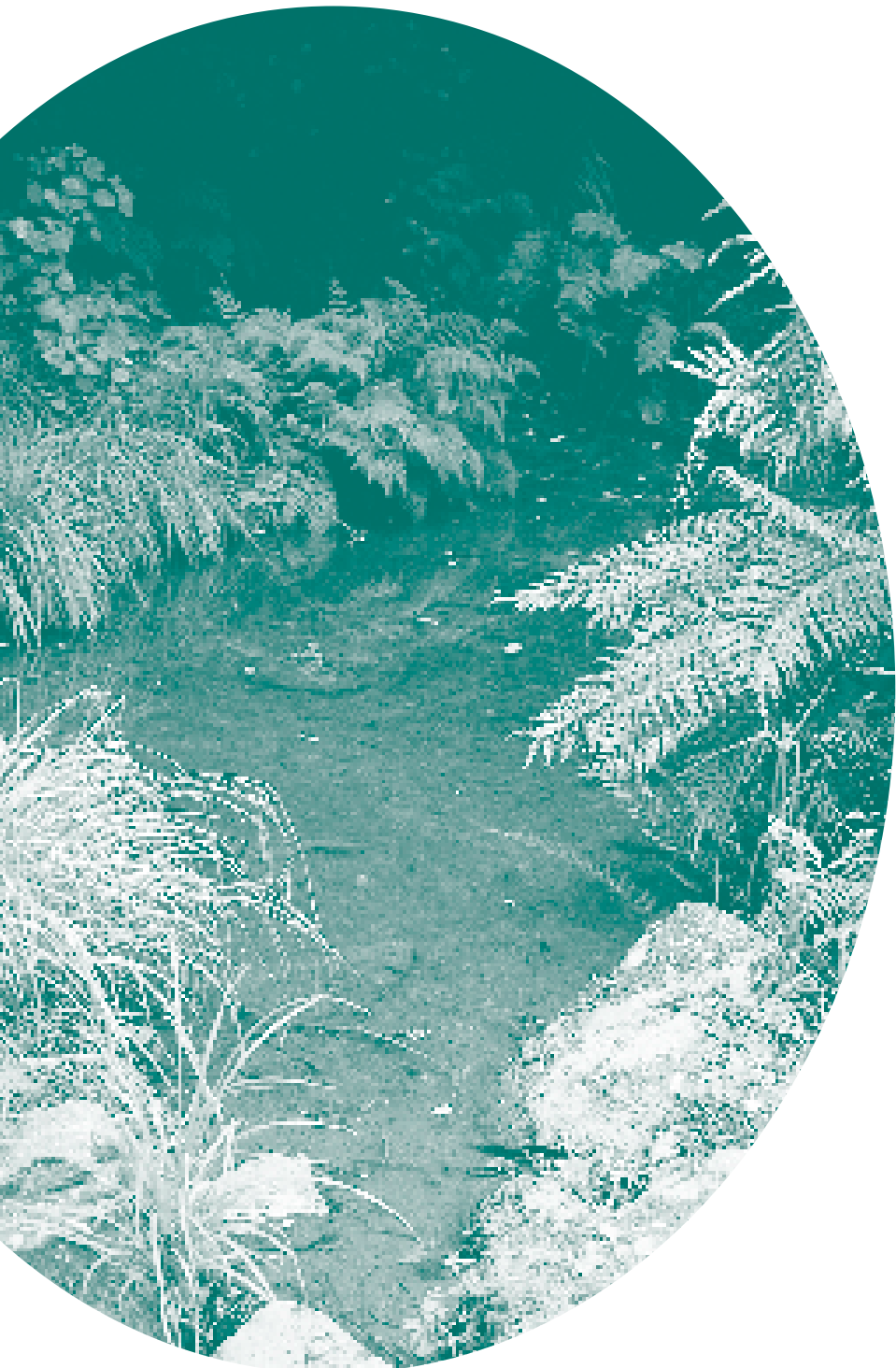
OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p><i>Liability and loss</i></p> <p>The water supply, wastewater and stormwater systems are essential public services so we must protect them from damage or theft.</p> <p>We will not hold you responsible for tampering that occurs before you occupy a property.</p>	<p>You are responsible for damage that you cause to the networks and for damage done by all other people (third parties) using our services on your property. This includes family, friends, visitors, contractors and tenants (if your property is rented).</p> <p>You agree not to misuse, tamper or interfere in any way with the water meter or Water Services' pipes, drains and equipment and not to allow any other person(s) to do so unless authorised by us.</p>
<p><i>Using a fire hydrant</i></p> <p>All water used except by the New Zealand Fire Service for firefighting purposes will be billed.</p> <p>A permit is required to take water from fire hydrants for approved activities such as filling swimming pools or water tenders.</p>	<p>You are to obtain a permit and pay in advance for water to be taken from a fire hydrant.</p> <p>Receiving any unmetered public water without a permit from the council is considered theft and is an offence for which you may be prosecuted.</p> <p>You will be liable for any damage resulting from misuse, tampering or interference.</p> <p>An estimate of your water consumption for the period of interference will be made and charged.</p>

3.5 Water meters

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p><i>Meter care and reading</i></p> <p>We will read each residential water meter twice a year without prior notice.</p> <p>Our water meter records show how much water you have used. You will only be charged for this amount and applicable fees. You can avoid additional fees by taking care that your water meter is not damaged by work on your property.</p> <p>We will also charge fees for services requested, such as special meter readings, new connections, upgrades, relocations or buried meter locations and other services outlined in the water supply fees and charges schedule.</p>	<p>You agree to allow our staff and contractors access during normal working hours to read the meter without prior notification.</p> <p>You agree to keep the water meter visible and safely accessible to our staff and contractors at all times and to keep your dog(s) and other pets under control.</p>
<p><i>Accuracy</i></p> <p>It is important that you pay only for the water you use, so we will test the accuracy of the meter on request. If the meter is faulty we will reimburse you for the cost of the test. Your water consumption will be estimated based on the previous four readings. If we have overcharged you, we will credit your account the appropriate amount. If we have undercharged you, we will bill you for the additional consumption. We can only estimate your account back to the start of the current financial year.</p> <p>If your water usage is unusually high, we will let you know by leaving a “high consumption notice” in the letterbox of the property.</p>	<p>If you dispute the accuracy of your water meter you may apply to us for it to be tested. You must pay the meter accuracy test fee, set out in the current schedule of fees and charges, before the test is carried out.</p> <p>If the meter is proved to be faulty – that is if the reading has a margin of error greater than 2 percent – we will refund you the fee.</p>

3.5 Water meters (continued)

OUR RIGHTS AND RESPONSIBILITIES	YOUR RIGHTS AND RESPONSIBILITIES
<p><i>Shared meters</i></p> <p>To separate a shared supply you need to fill out an application for water supply. We will install a new pipe and water meter to your point of connection at our cost. The position of the new meter is to be detailed in our “Application for Water Supply”.</p>	<p>If you ask us to provide separate water meters, it is your responsibility to pay for any work on the customer water pipes.</p>



4. PERFORMANCE CRITERIA

4.1 Service targets

The performance targets below have been developed and agreed with by the Customer Advisory Group. We are dedicated to meeting these targets and continuously improving our services.

We aim:

SERVICE	TARGETS
<i>Drinking water quality</i>	<p>To provide a safe and reliable water supply service and high quality drinking water that meets the latest Ministry of Health drinking water standards, currently Drinking Water Standards New Zealand 2000, and to provide water which minimises health risks.</p> <p>This includes requesting Watercare Services Ltd to use best raw water first.</p>
<i>Water pressure and flow</i>	<p>To provide flow greater than 25 litres per minute and static pressure greater than 200 kilopascals to all new household connections. (This pressure will fill a 5-litre bucket in 12 seconds.)</p> <p>To provide fire hydrants with flows of at least 15 litres per second.</p>
<i>Water availability</i>	<p>To restrict water shutdowns to no more than two shutdowns in any 12-month period for each customer.</p> <p>To provide at least one day's notice of planned water supply shutdowns.</p> <p>To resume water supply within two hours of interruption for 80 percent of our customers.</p> <p>To provide continuous water supply 99.95 percent of the time.</p>
<i>Responsiveness</i>	<p>To respond to urgent water supply, wastewater and stormwater service requests within one hour. Urgent work includes burst water mains, no water, poor water quality, sewage overflows, blockages, stormwater washouts and system problems with the potential to damage property, structures and roads that are a safety hazard to the public.</p>

SERVICE	TARGETS
<p><i>Responsiveness (continued)</i></p>	<p>To respond to non-urgent water supply, wastewater and stormwater problems within three working days. Non-urgent water supply problems include poor pressure and flows, leaks and maintenance. Non-urgent wastewater faults include odour, partial blockages and minor manhole repairs. Non-urgent stormwater faults include broken stormwater drains, blockages and minor repairs that are unlikely to result in damage to property or roads, or be a safety hazard to the public.</p> <p>To reinstate the excavated surfaces within 10 working days of the completion of works.</p> <p>To install new standard water meter connections (18mm & 25mm) within 10 working days.</p> <p>To relocate water meters within 15 working days.</p> <p>To provide special water meter readings within five working days.</p> <p>To reduce water wastage by continuing leak detection and metering improvement programme.</p> <p>To respond to your written inquiries within 15 working days.</p>
<p><i>Environmental</i></p>	<p>To comply with Resource Management Act, other legislative requirements and specific consent conditions.</p> <p>We will provide information on the disposal of environmentally harmful substances.</p>

4.2 Performance reporting

We will measure our performance against the Annual Plan and this customer charter. A report on our performance will be included in the Annual Report available to the public and in Water Services performance reports. If you would like a copy of these reports please contact Actionline on 486 8600.

Our Annual Plan outlines the intended priorities and performance levels that North Shore City Council expects to achieve across all areas of its business. A draft is prepared and released for public consultation and feedback each year. Your views, ideas and comments are important to the council and we welcome your written submissions.

5. CHARGES AND BILLING

5.1 How we charge

Water supply Your water supply account is based on consumption through the water meter and may include a meter service charge as determined from time to time by council.

Wastewater This is included in your rates assessment notice and is currently charged separately as a “Uniform Annual Sewerage Charge”. Commercial and industrial premises presently pay a charge per toilet pan. Trade waste charges are additional.

Stormwater Stormwater activities are presently funded through your general rates.

5.2 Price schedule

Our charges for water and wastewater services are reviewed annually by the council to reflect the cost of providing the service. A current price schedule is available from Actionline or our area offices.

To help us minimise our costs and the price you pay for services, you agree to pay your water bill and rates by the due date and in accordance with the conditions specified on your water account and rates notice, and at the schedule of charges for the services received.

We will charge you for the services as described, and other services supplied to you, in accordance with the current price schedule. Thirty days notice will be given of any price change made in conjunction with our Annual Plan. The price charged reflects only the cost of providing the service.

5.3 Hardship assistance

North Shore City Council may assist with special or alternative payment arrangements if you experience genuine difficulty in paying your general rates or water account.

If you have special needs or are experiencing financial hardship, or cannot pay your account for any other reason, you may ask us for assistance. For further information please phone Actionline on 486 8600 and ask for our water rates department.

5.4 Accounts and correspondence

We will assume you have received our accounts and

correspondence three working days after mailing or delivery.

You may assume we have received your payments or written correspondence three working days after mailing or delivery. If we have not received your payment within 10 days we will send you a reminder notice (see 6.1. Penalties).

5.5 Closing your account/selling your house

To close your account we need to take a final meter reading. This will be done within 5 working days of receiving your request.

We will charge you for any special readings and disconnection as outlined in the water supply fees and charges schedule.

Unpaid bills become a charge on the property and should be paid prior to the sale of the property. Unpaid bills will be charged to the new owner.

If you have sold your house remember to let us know so that we can close your account. Please ask your solicitor to supply us with the settlement date and arrange for a final water meter reading.

The final account must be settled before the sale of your property.

If you are not selling your house but wish to cancel your account, you also need to request a final reading. You agree to pay for the special meter reading, disconnection and any other applicable fees charged to you as per the water supply fees and charges schedule. These fees will be included on your final account.

5.6 Disputes

You may dispute an account if you consider it is incorrect.

We will investigate your dispute and report back to you with our findings within 15 working days. If we need to investigate further we will advise when you may expect an outcome.

5.7 Assignment and delegation

We may assign our rights and responsibilities or delegate any of our powers in accordance with the relevant legislation. This may include delegation to officers, contractors or nominated agents.

You may delegate some of your rights and responsibilities to a close family member or other nominated party, for example, in the case of older people, people with a disability, landlords with tenants or lessees, or people travelling away from home. For more information please contact Actionline.

6. PENALTIES AND DISCONNECTION

Penalties

To be fair to all our customers it is important that you meet your responsibilities.

The following actions and penalties may result from non-payment of accounts:

SERVICE	TARGETS
<i>Non-payment of water account</i>	<p>If your account is 10 days overdue, we will send you a reminder requesting prompt payment within 14 days.</p> <p>If payment is still not received, we may engage our solicitors or a debt collection agency, which could adversely affect your credit rating.</p> <p>Penalties may also be imposed under the Local Government (Rating) Act 2002.</p>
<i>Non-payment of your wastewater account</i>	<p>As your wastewater account is currently invoiced as part of your total council rates (uniform annual sewerage charge), penalties are imposed in accordance with the Local Government (Rating) Act 2002 or the Local Government Act as per your rates invoice.</p>
<i>All overdue payments</i>	<p>Normal debt collection procedures will apply.</p> <p>If your account remains unpaid, we will try and contact you to collect the outstanding amount. If the debt is not collected or no arrangement for payment has been agreed with you, the debt will be referred to a debt collection agency.</p>
<i>Denying access for planned maintenance or emergency work</i>	<p>This is an offence for which you may be prosecuted. The council may obtain a court injunction to access your property.</p>

SERVICE	TARGETS
<i>Denied access to meter</i>	Preventing or denying access to, or having uncontrolled animals preventing the water meter reading. This is an offence for which you may be prosecuted. In the first instance your water consumption will be estimated. If access is unobtainable next reading, you will be charged for a special reading (see water supply fees and charges schedule).
<i>Failure to carry out repairs</i>	If you fail to carry out the requirements of a formal notice to repair your private water supply network or wastewater and stormwater drains, we may perform maintenance or repair work using our contractor and charge the cost to you. We may also take legal action against you under the Local Government Act and other relevant legislation or bylaws.
<i>Interference, tampering with or misuse</i>	Interference, tampering with, or misuse of the water meter and supply network is an offence for which you may be prosecuted.
<i>Failure to carry out work</i>	Failure to carry out the requirements of our notice requiring you to repair your premises' drains and water pipes for public health or environmental purposes is an offence for which you may be prosecuted.
<i>Wilful waste of water</i>	This is an offence for which we may prosecute for damages and disconnect supply.
<i>Breach of trade waste bylaws</i>	This is an offence for which you may be prosecuted.
<i>Illegally reconnecting after being disconnected</i>	This is an offence for which you may be prosecuted.

SERVICE	TARGETS
<i>Illegal connections</i>	An illegal connection is any connection to the water supply, wastewater and stormwater network that does not have the necessary consent or approval, or does not comply with council regulations. This includes unpermitted connections to the water supply network, stormwater piped into the wastewater network and low gully traps that allow stormwater to flow into the wastewater network.

7. COMPENSATION FOR DAMAGE

- We will provide our services with reasonable care and skill. If the council is responsible for damage we should first be given the opportunity to repair or replace the damaged property. If repair or replacement is not an option then compensation may be appropriate.
- We may, under certain circumstances following consideration of the events, make payments or provide services if we have failed to comply with our responsibilities set out in this charter.
- Compensation for damage in excess of \$1000 should be claimed through your own insurance company.
- Requests for compensation from us should be made in writing, addressed to the Operations Group Manager, Water Services, North Shore City Council. If you are not satisfied with the council's response, you have available to you, the normal legal options such as the Disputes Tribunal or other proceedings. The dispute resolution procedures are set out in more detail in Section 2.5 of this charter.

8. HOW TO CONNECT TO OUR WATER SUPPLY, WASTEWATER AND STORMWATER SERVICE

8.1 Wastewater and stormwater connections, renewals and diversions

All wastewater connections or system renewals and diversions are to be done by a North Shore City Council approved wastewater contractor. It is your responsibility to engage an approved wastewater contractor. A list of approved wastewater contractors is available from Actionline.

We charge a fee for inspecting connections to the public wastewater and stormwater systems.

8.2 Building over the wastewater or stormwater network

Buildings should be located a minimum of 600mm clear of the nearest sewer or stormwater pipe. We may require an existing sewer or stormwater drain to be diverted to provide the clear space. Building over the existing sewer or stormwater pipe will only be permitted in special circumstances.

8.3 Metered water connections

An application for a water meter connection may be made at the Council's Environmental Services division located at 521 Lake Rd, Takapuna or at any area office.

8.4 Unmetered water connections

All unmetered water connections are required to be done by a North Shore City Council approved water contractor. We charge an administration fee.