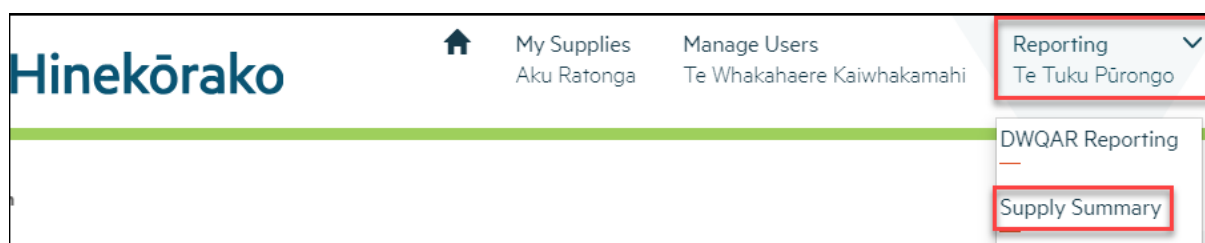Water Services Authority
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Monitoring Water Quality - Supply Summary Table

To support suppliers to meet their drinking water quality obligations, key rule compliance information, is available in the supply summary table.

A banner may show at the top of the homepage, advising that there is a supply summary available.

You have a supply summary to review. Please click here to see your supply summary.

To access the supply summary, either click the link in the banner or click the drop-down arrow next to Reporting and select Supply Summary.

Supply Summary Overview

The Overall Summary table will show the following for each supply:

- Status of the Drinking Water Safety Plan (DWSP).
- Presence or absence of protozoa and bacterial barriers.
- Whether residual disinfection is used.
- Confirmation of any submitted rules reports.

Overall Summary

Supply ID	Supply Name	Acceptable Solution	Has DWSP	Protozoa Barrier	Bacterial Barrier	Residual Disinfection	Rules reports received	Last Processed	Download Reporting
		Yes	Reviewed and Non Compliance Identified	✓	NA	NA	Rule reports submitted, issues identified	12 Mar	
		No	Reviewed	NA	NA	NA	Rule reports submitted	6 Feb	
		NA	Not applicable	NA	NA	NA	NA	6 Feb	⤓
		NA	Not lodged	✗	✗	✗	No rule reports submitted	6 Feb	⤓
		No	Not lodged	✓	✓	✓	No rule reports submitted	12 Jan	⤓
		NA	Reviewed	No Valid Source Plant Relationships	No Active Plants	Missing Plant and/or Zone	Rule reports submitted	6 Feb	

There are also three tables which show the status of the rules reporting. These include:

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- Source Rules Summary
- Treatment Rules Summary
- Distribution Rules Summary

The information in the supply summary may be used to report on your supply in the annual Drinking Water Regulation Report. Please ensure all your information in Hinekōrako is correct and up to date.

Information in Overall Summary by column

Below is a description of what each column in the Overall supply summary table means. Further information is also displayed by hovering over a tick or cross in the table.

Note:

1. a ✓ generally indicates that a requirement applies and is satisfied
2. a ✕ generally indicates that a requirement applies and is not satisfied
3. a "NA" (not applicable) generally indicates whether a requirement applies, or whether a requirement is satisfied, can't be determined using current information registered about the supply.

Acceptable Solution

This column shows whether a supply is registered as having adopted an Acceptable Solution. This is displayed as Yes, No or NA (Not Applicable – General Exemption applies).

Drinking Water Safety Plans (DWSP)

This column shows the status of your DWSP and is displayed as one of the following.

Lodged

The supply has an active DWSP.

Not Lodged

No active DWSP could be found for the supply. **This will show as a × in the table.**

Not Applicable

A DWSP does not appear to be required as the supply has an Acceptable Solution or a General Exemption in place.

Protozoa Barrier

This column indicates whether your supply is registered as having or lacking a protozoa barrier and is displayed as one of the following.

Has Protozoa Barrier

All sources that appear to require protozoal treatment have source-plant relationship/s with treatment plant/s which have at least one form of treatment which may be suitable for removal of protozoa. **This will show as a ✓ in the table.**

This status does not reflect determination of compliance nor the effectiveness of the treatment plant to achieve the required protozoal removal.

Lacks Protozoa Barrier

At least one source that appears to require protozoal treatment has been identified as having a source-plant relationship to a treatment plant which does not appear to have a treatment process suitable for removal of protozoa. **This will show as a × in the table.**

No Valid Source Plant Relationships

There are no active source-plant relationships recorded against the supply or the supply does not have a source-plant relationship with components owned by other supplies.

Not Applicable

The supply relies on either an Acceptable Solution or a General Exemption, is a water carrier or linked supply, or all source/s of this supply do not appear to require protozoal treatment, e.g., source/s registered as Class 1 or Interim Class 1 according to the Drinking Water Quality Assurance Rules (the Rules). Alternatively, we cannot determine whether a protozoa barrier is required from the registered information for the supply. **This will show as 'NA' in the table.**

Bacterial Barrier

This column indicates whether your supply is registered as having or lacking a bacterial barrier and is displayed as one of the following.

Has Bacterial Barrier

All treatment plants associated with the supply appear to have chlorination, UV or ozone treatment. **This will show as a ✓ in the table.**

This status does not reflect determination of compliance nor the effectiveness of the treatment plant to achieve the required bacterial removal.

Lacks Bacterial Barrier

At least one treatment plant does not have chlorination, UV or ozone treatment. **This will show as a × in the table.**

No Active Plants

An active treatment plant could not be found to evaluate.

Not Applicable

The supply has either an Acceptable Solution or General Exemption, or is a water carrier or linked supply. The supply may or may not require treatment of bacteria, but this cannot be determined from the registered information for the supply and the summary records this requirement as not applicable. **This will show as 'NA' in the table.**

Residual Disinfection

This column indicates whether your supply is registered as having or lacking residual disinfection and is displayed as one of the following.

Has Residual Disinfection

All treatment plants associated with the supply have chlorination and all distribution zones have implemented residual disinfection. **This will show as a ✓ in the table.**

This status does not reflect determination of compliance nor the effectiveness of the residual disinfection which has been implemented.

Lacks Residual Disinfection

At least one treatment plant does not have chlorination or a distribution zone has not implemented residual disinfection. **This will show as a × in the table.**

Some supplies may have a residual disinfection exemption. This status does not reflect whether a residual disinfection exemption has been granted.

Missing Plant and/or Zone

An active treatment plant or distribution zone could not be found to evaluate.

Not Applicable

The supply has either an Acceptable Solution or a General Exemption, or is a water carrier, linked supply, community drinking water station or a self-supplied building. The supply may or may not require residual disinfection, but this cannot be determined from the registered information for the supply and the summary records this requirement as not applicable. **This will show as 'NA' in the table.**

Rules reports received

Refer to 'Drinking Water Quality Assurance Rules (Rules) reports received' below for a description of this column.

Last Processed

The date the row was last updated in the table.

Downloading a copy of your DWQAR Report record

If you are required to comply with level 1, level 2, and level 3 DWQAR modules you must report on whether you comply with the rules in those modules. For more detail on reporting requirements see Monitoring water quality.

You will be able to download a .csv copy of your most recent rule reports for a given supply, supply component, rule ID, and reporting period. This will contain the columns described below. Those in underlined are information submitted directly by suppliers.

- **Supply ID** – The Hinekōrako code of the supply you reported on.
- **Supply Name** – Name of the registered supply.
- **Supply Component ID** – The Hinekōrako code of the supply component, i.e., source abstraction point, treatment plant, or distribution zone.
- **Supply Component Name** – Name of the registered source abstraction point, treatment plant, or distribution zone.

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- **Rule ID** – The Reporting Rule ID (e.g. T1.8-ecol) for which compliance has been reported.
- **Rule performance category** – linked to the Rule ID, indicates what report rows were used in the calculation of performance for a category.
- **Date submitted** – The submission date you entered on your report.
- **Reporting Period** – the length of reporting period for the rule ID, i.e., 1 month, 3 months, 6 months, or 1 year. If blank, the rule was not required to be reported on.
- **Reporting Period start** – The reporting period start date.
- **Reporting Period end** – The reporting period end date.
- **Complies with Rule** – Your reported compliance for the Rule ID, i.e., true (rule was met) or false (rule was not met) for the reporting period.
- **Non Compliant Periods** – The number of non-compliant periods within a reporting period. If compliant (Complies with Rule reported as TRUE), this field should be zero. If non-compliant (Complies with Rule reported as FALSE), this field should be greater than zero and equal to or less than the Compliance Period Units in the column to the right.
- **Compliance Period Units** – The number of compliance periods in the reporting period (varies according to each rule).
- **Compliance Period** – The time period in which compliance is assessed by the supplier.
- **Data Quality description** – If issues are detected, a description of the issue is displayed. More information on these descriptions are given below.
  - o "Invalid Rule ID" – The rule ID provided does not match the list of rules in the Rule Summary List.
  - o "Invalid supply component" – The rule ID provided does not apply to the type of supply component (e.g. a source rule is reported against a treatment plant) or the supply component provided does not match the supplies components in Hinekōrako (e.g. an "O" has been substituted for a zero, 0).
  - o "Rule compliance conflicts with non-compliant periods" – Either the rule is declared to be compliant (TRUE) but non-compliant periods are greater than zero; or the rule is declared non-compliant (FALSE) and non-compliant periods are zero.
  - o "Non-compliant periods greater than compliance period units" – The stated non-compliant periods are greater than the maximum non-compliant periods given by the compliance period of the rule and reporting period.
  - o "Duplicated rule in report" – Multiple records for a given rule ID and supply component were reported in an individual report. An individual rule report should only have one record per combination of rule id and supply component.
  - o "Compliance period conflicts with reporting period" – The reporting period for a given rule is less than the compliance period for the rule, e.g. reporting against a rule with an annual compliance period for a single month.
- **Submitter** – Contact person for the report
- **Source System** – the system that was the source of the report (Excel or API)
- **External Report ID** – The ID of the report in the supplier's systems

Drinking Water Quality Assurance Rules (Rules) reports received

This column indicates whether you have submitted a report on the Rules or not.

Read the Rules to understand more about your requirements to report here: Drinking Water Quality Assurance Rules. Additional guidance for reporting on the Rules may be found here: Monitoring water quality.

Rule Reports Submitted

Rule reports have been submitted for the previous year.

This status does not reflect a determination of compliance with the requirements of the Rules.

Rule Reports Attempted but Not Submitted

Our Record of Submissions indicate you have attempted to submit Rule reports, but a Rule report has not been successfully submitted. See Data quality description under 'Downloading a copy of your DWQAR Report record'.

No Rule Reports Submitted

No Rule reports have been submitted in the previous year and no attempts are shown in our Record of Submissions. Note: Some supplies must follow the Rules, but do not have any reporting requirements.

Not Applicable

The supply has either an Acceptable Solution or a General Exemption. **This will show as 'NA' in the table.**

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Rules Reporting Summary Tables (Council and Government Supplies only)

Suppliers provide information to us on whether their supplies comply with individual rules and requirements, and we group these into categories.

For each category, we calculate performance based on the reporting you have submitted. A value from 0-100% is applied in the following way:

- **All met**: 100% of category requirements reported to us were met.

- **Almost met**: 95-99% of category requirements reported to us were met.

- **Partially met**: 1-94% of category requirements reported to us were met.

- **None met**: No category requirements reported to us were met.

- **No reports found**: We did not receive any reports which made it through our validation process for the category being analysed.

- **Not assessed:** applicable rules have not been correctly reported for each supply component. Details on how many reports were invalid will be included.

- **Not applicable:** The rules for this category do not apply to the supply, for example some rules only apply to supplies that supply more than 500 people.

Performance is assessed as long as every applicable rule in a performance category is reported on correctly for each supply component, even if the reporting is not complete. More information on performance categories and methodology of our analysis is located in Appendix 3 of the Drinking Water Regulation Report 2023.

We do not make assumptions about data that is not reported by suppliers. This assessment is based solely on the information self-reported to us. Gaps in reporting are not currently weighted.

Examples:

- *Supply reported against and complied with five rules, but 10 rules were required to be reported in a category. This supply would be reported as the category being "all met (100%)".*

- *Supply complied with nine rules and did not comply with one rule. This supply would be reported as the category being "partially met (90%)".*

- *A category has three requirements. A supplier only reported on two requirements including that they complied with one but not the other and did not report on the third requirement. 50% of requirements reported were met so the supply would be reported as the category being "partially met (50%)".*

Note: Not all requirements in the Rules are used in our analysis. The following sections summarise the rules and requirements that are used in each performance category.

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What rules reporting applies

Category Name	Description	Applies to supplies operated under:		
		Level 1 rules	Level 2 rules	Level 3 rules
Source Summary				
Source Monitoring Performance	Average compliance reported across all source abstraction points of the supply for rule requirements related to bacteriological and chemical monitoring.	✓	✓	✓
Cyanobacterial Risk Assessment	Average compliance reported across all source abstraction points of the supply for rule requirements related to cyanobacteria risk assessment.		✓	✓
Number of samples*	The number of monitoring results reported for *E. coli*, manganese, nitrate, arsenic and lead from source water samples.	✓	✓	✓
Median sample results**	The median of monitoring results reported for *E. coli*, manganese, nitrate, arsenic and lead from source water samples.	✓	✓	✓
Treatment Summary				
Bacterial Treatment Performance	Average compliance reported across all treatment plants of the supply for rule requirements related to level 3 bacterial treatment.			✓
Protozoa Log Credits Achieved	Average compliance reported across all treatment plants of the supply for rule requirements related to level 3 protozoal treatment.			✓
Chemical Monitoring – Treatment Performance	Average compliance reported across all treatment plants of the supply for rule requirements related to monitoring of chemical determinands in drinking water. Note: this category does not assess compliance with maximum acceptable values.		✓	✓

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Treatment Performance	Average compliance reported across all treatment plants of the supply for level 1 and 2 rule requirements related to bacteriological and protozoal treatment. Note: Protozoal and bacterial treatment requirements are not distinguished separately in these small and medium supplies.	✓	✓	
Distribution Summary				
Chemical Monitoring – Distribution Performance	Average compliance reported across all distribution zones of the supply for rule requirements related to monitoring of chemical determinands in drinking water. Note: this category does not assess compliance with maximum acceptable values.	✓	✓	✓
Distribution Monitoring – Bacterial Performance	Average compliance reported across all distribution zones of the supply for rule requirements related to monitoring of *E. coli* and total coliforms in drinking water. Note: this category does not assess compliance with maximum acceptable values.	✓	✓	✓
Residual Disinfection Performance	Average compliance reported across all distribution zones of the supply for rule requirements related to monitoring of residual disinfectant, e.g. chlorine, in drinking water.		✓	✓
Backflow Protection Performance	Average compliance reported across all distribution zones of the supply for rule requirements related to protection from backflow.		✓	✓
Distribution Storage Practices Performance	Average compliance reported across all distribution zones of the supply for rule requirements related to distribution storage practices.			✓
Hygiene Performance	Average compliance reported across all distribution zones of the supply for rule requirements related to hygienic practices during operation and maintenance activities.			✓

*Additional information regarding number of samples

In some cases, the following may appear:

- **Not required to provide samples** – no reporting of samples was required for this supply.
- **No sample results received** – reporting of samples was required but no valid monitoring results were reported.

****Median sampling results**

In some cases, there may be no result showing if either no samples results were reported on or there was no requirement for the supply to report on sampling.

How to update this information

Updating supply information

Click on the Supply ID to navigate to the supply.

From there, select Edit from the menu on the left and update your supply details.

Information on editing a supply can be found in our Edit a Supply guide.

Submitting DWQAR reports

From the Hinekōrako portal dashboard, click on the Reporting tab at the top of the screen and select DWQAR Reporting.

Information is provided here on the Rules, and how to prepare and submit reports.

DWQAR Reporting Guidance