

Our expectations for central government and commercial drinking water suppliers 2025-28



Water Services Authority
Taumata Arowai

For all central government-owned, privately-owned and commercial suppliers. Commercial suppliers may or may not sell drinking water, but they all provide water for people to drink.

Drinking water suppliers do critical work providing people with safe, reliable drinking water.

As the drinking water regulator, our focus is on protecting public health. To do this, we set out requirements suppliers need to meet to deliver on their responsibility to provide safe drinking water.

Providing this clear view means that suppliers can do their day-to-day work with confidence – because they're certain what 'getting it right' looks like when it comes to managing their supplies.

Expectations of all suppliers

- Our first priority is ensuring all supplies have essential treatment in place to prevent bacteria, viruses and protozoa from making people sick.

- Suppliers monitor for contaminants (e.g. bacteria, chemicals) and issues that could put people's health at risk and address these quickly.
- Suppliers should have plans in place to reduce the frequency and impact of unexpected events.
- Suppliers tell the people they serve, and us, about drinking water safety or sufficiency risks.

Expectations for central government and commercial suppliers

Outcome by 2028

Central government and commercial suppliers use reliable treatment and monitoring practices and continue to build their ability to manage risks to drinking water safety.



What this looks like in practice

2025-26

- Carry out physical works to ensure basic treatment barriers are in place.
- Identify and plan for any physical works needed to fix treatment barriers that are not operating effectively.

2026-27

- Put the right processes in place to make sure that treatment barriers are operating effectively.
- Demonstrate that monitoring, reporting and risk management practices are improving.

2027-28

- Show clear progress lifting performance across all parts of your drinking water supply and related management activities.
- Meet all reporting requirements under Drinking Water Quality Assurance Rules (the Rules) or an Acceptable Solution.
- Register all supplies by the legislated deadline.

How you will know you're on the right track

- ✓ Reduced frequency of *E. coli* and chemical notifications.
- ✓ Increased compliance with the Rules, including more timely and accurate reporting.
- ✓ No long-term consumer advisories are in place.
- ✓ Increased quality of drinking water safety plans.