

Our expectations for community drinking water suppliers 2025-28



Water Services Authority
Taumata Arowai

For all community halls, marae and some schools, as well as other community facilities that are not run for a commercial purpose.

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 community suppliers

Outcome by 2028

Community suppliers understand their responsibilities, take practical steps toward compliance and have basic drinking water safety measures in place.



What this looks like in practice

2025-26

- Select a compliance pathway and install basic treatment barriers.
- Test and monitor water quality in line with Drinking Water Quality Assurance Rules (the Rules) or Acceptable Solution requirements.

2026-27

- Begin reporting against basic water quality monitoring requirements to show that treatment barriers are operating effectively.

2027-28

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

How you will know you're on the right track

- ✓ You've registered your supplies with us and confirmed whether you will follow the Rules or an Acceptable Solution.
- ✓ You promptly notify us when you receive a lab result that shows that a contaminant exceeds a maximum acceptable value under New Zealand's Drinking Water Standards, and you act quickly to respond to drinking water safety issues.
- ✓ If you follow the Rules, you meet all reporting requirements and have submitted a drinking water safety plan to us.

For more information read the Compliance, Monitoring and Enforcement Strategy 2025-28