

# Our expectations for council drinking water suppliers 2025-28



Water Services Authority  
Taumata Arowai

## For all councils, related council-controlled organisations and entities established as part of Local Water Done Well.

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

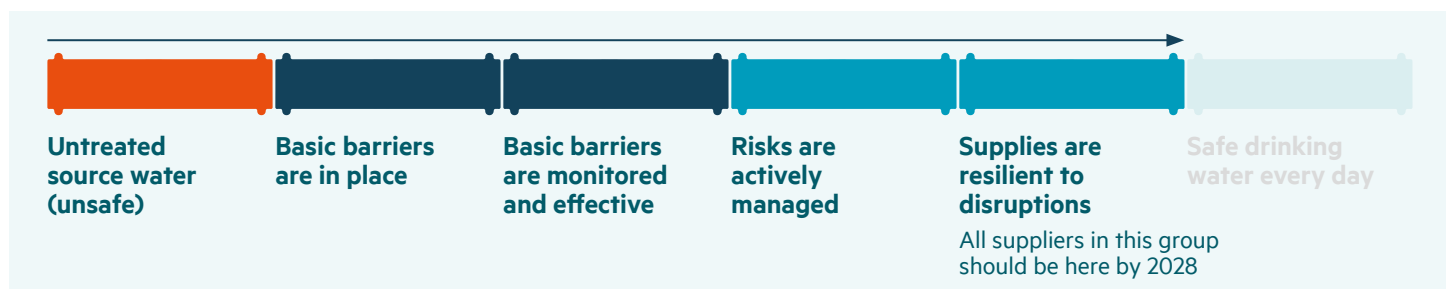
- Our first priority is ensuring all supplies have essential treatment in place to prevent bacteria, viruses and protozoa from making people sick.

- 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 council suppliers

#### Outcome by 2028

Council suppliers lead the way in effectively managing risks, demonstrating full compliance, and building a strong culture of drinking water safety. We expect the larger, better resourced councils and entities to model excellence and support overall system improvement.



### What this looks like in practice

#### 2025-26

- Basic treatment barriers are installed and operational.
- Treatment barriers are working effectively.
- Suppliers address the root cause of drinking water safety issues.
- We will have low tolerance for repeat *E. coli* notifications or evidence of ineffectively operated treatment barriers.
- We expect all council supplies are already registered.

#### 2026-27

- Achieve full compliance with the Drinking Water Quality Assurance Rules (the Rules) or an Acceptable Solution.
- Submit accurate, complete reporting to provide assurance that treatment barriers are operating effectively.

#### 2027-28

- Drinking water safety plans (DWSPs) show robust processes are in place to identify and manage safety risks and show progress over time to mitigate key risks.
- Contamination events resulting in the need for consumer advisories are rare.

### How you will know you're on the right track

- ✓ *E. coli* notifications are rare and promptly addressed.
- ✓ No long-term consumer advisories are in place.
- ✓ Comparing DWSPs over time shows you are taking action to manage key drinking water safety risks.
- ✓ You fully comply with the Rules and provide timely accurate reporting.