

Compliance, Monitoring and Enforcement Strategy 2022-2025



Mā te rongō, ka mohio;

From listening comes knowledge;

Mā te mohio, ka mārama;

From knowledge comes understanding;

Mā te mārama, ka mātau;

From understanding comes wisdom;

Mā te mātau, ka ora

From wisdom comes well-being.

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Chief Executive's foreword

Taumata Arowai was established as a new Crown entity on 1 March 2021. Our formation was the result of the Government's reform of the three waters sector following the Havelock North drinking water contamination in 2016.

Being a new organisation, we are still learning what is required to effectively regulate drinking water under the Water Services Act 2021 and bring registered and eventually unregistered suppliers into the regulatory fold.

The team and I are looking forward to working with you over the next years as we:

- Get to know the sector – ask what the sector needs from us.
- Work with the sector and whānau, hapū and iwi Māori to ensure the concept of Te Mana o te Wai is understood and is being incorporated to deliver safe drinking water in a way that meets the needs of communities throughout Aotearoa.
- Share more information to increase everyone's awareness of both the quality and the value of our water and water services.
- Build our regulatory system and toolkit in a way that enables us to become a balanced regulator that delivers on our vision of ensuring that everyone has access to safe water every day.

I believe we have a unique opportunity to do things differently and better. I trust this Strategy is a first step in demonstrating that difference as we transition to a more accountable regime. After all, should we all not be able to see the performance of our water suppliers?

A key objective and a requirement of the Water Services Act 2021 is for Taumata Arowai to give effect to Te Mana o te Wai, to the extent it applies to our functions and duties. This obligation also applies to all drinking water suppliers who operate under the Act. This Strategy has focused on Te Mana o te Wai and is the beginning of an evolution that will see Te Mana o te Wai at the heart how we manage drinking water.

Drinking water suppliers can embed Te Mana o te Wai into their protocols. This can be done through Drinking Water Safety Plans and Source Water Risk Management Plans, and in policies, processes and procedures.

Te Mana o te Wai connects different regulatory regimes through a common vision and set of principles. Its application will vary from place to place and community to community, in accordance with local responses to the principles it embodies. Embedding Te Mana o te Wai will require a close relationship between Taumata Arowai, mana whenua and kaitiaki who are best placed to advise on the tikanga and mātauranga which underpin Te Mana o te Wai interests.

I am proud of the work done to date, and excited for what we can achieve working together with the wider water sector over the coming years.

Purpose

Taumata Arowai is the new water services regulator for Aotearoa. We are committed to ensuring all communities have access to safe drinking water every day.

Our Compliance, Monitoring and Enforcement (CME) Strategy 2022-2025 sets out clearly what water service suppliers and communities can expect from us over the next three years. It outlines our priorities and regulatory approaches.

Scope

The Water Services Act 2021 (The Act) requires Taumata Arowai to provide transparency about our intended approach to achieving compliance with drinking water regulatory requirements over a three-year period, and the outcomes sought from that approach. The CME Strategy details our approach to achieving compliance across the sector, taking into consideration how we will:

- support drinking water suppliers of different types, sizes, and abilities to build and maintain capability to comply with their regulatory responsibilities
- target our activities and prioritise resources to focus on the suppliers, supplies, or practices that pose the greatest risk to drinking water safety
- perform our regulatory functions and apply our regulatory powers, and
- issue exemptions

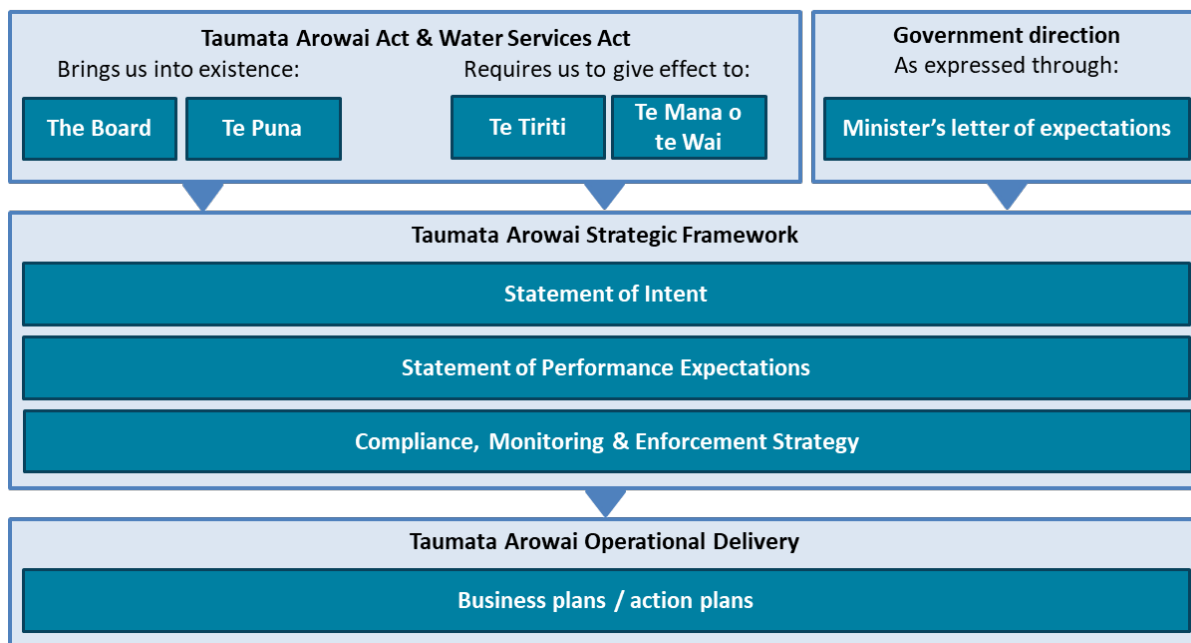
A CME Strategy is only required for drinking water. Our statutory roles for storm and wastewater are different than our role for drinking water. We are the regulator for drinking water but provide oversight for both stormwater and wastewater where the regional councils are the regulator. Our priorities around stormwater and wastewater are outlined in our Statement of Intent.

This CME Strategy has been created under tight timeframes and is based on the best information we have at this time. We know that we will need to continually review our plan as we learn more over the coming years. This Strategy will evolve and change as required.

Authorising environment and key purpose of the Act

Taumata Arowai operates under new legislation which challenges us to combine the worlds of mātauranga Māori and Western science into a new regulatory model. This will be a fundamentally different approach for the drinking water sector. The Water Service Act 2021 exists because the provisions under the previous regulatory scheme were not fit for purpose.

Our authorising environment principally comprises the Taumata Arowai–the Water Services Act 2020, the Crown Entities Act 2004 and the Water Services Act 2021. Amongst other imperatives, these require us to give effect to Te Mana o te Wai to the extent it applies to our functions and duties, to uphold Te Tiriti o Waitangi and its principles when carrying out our functions and to respond to Government direction (including Ministerial letters of expectation).



As a new organisation, developing a new regulatory approach, we will need to balance building our capability and the regulatory framework while also regulating the sector. This Strategy is the first iteration of our new regulatory approach and we anticipate that it will evolve as we learn about this new way of operating. The regulatory framework will require significant capability building across the sector and within Taumata Arowai which means we are required to be agile to learn and adapt in our operating environment.

What is our regulatory approach?

Taumata Arowai will use a balanced regulatory approach. We will adopt a mix of responsive and proactive regulatory activities. Our focus will be to use a mix of regulatory interventions to promote excellence and good practice in the drinking water sector and to disincentivise behaviours that do not support effective risk management or increase the likelihood of harm to consumers or source water.

Our regulatory interventions will be proportionate and directed to address the risk and nature of the behaviours of regulated parties. When we decide to intervene, it will be based on the need to:

- protect source water and water supplies from harm due to inappropriate practices in how they are being utilised
- protect people and communities from serious risk to their health due to the quality or quantity of drinking water being supplied
- support the water services sector to improve its performance and environmental outcomes
- work with iwi/Māori voices to identify and develop roles in meaningful ways which give effect to their tikanga and values.

Our regulatory approach is built upon four key concepts which are explored further in this section:

- the *Duty of Care* legal obligation imposed on suppliers to make drinking water safe and to take immediate action to protect public health if it is not
- *Te Mana o te Wai* which draws on a Te Ao Māori perspective to recognise the whole-of-system approach to wai, of maunga to moana, or ki uta ki tai
- our *Risk-based approach* to regulation which details how we identify, prioritise and treat risks
- *Taumata Arowai tikanga and whakapapa* define our way of working and what people can expect from us in terms of our behaviour and approach.

Duty of care

The primary duty of care is providing safe drinking water. Suppliers must manage their risks which could foreseeably harm others, notably their consumers of water. Compliance with the Drinking Water Standards and Rules is the minimum requirement to achieving this, not the maximum. Suppliers should endeavour to mitigate risks beyond the Standards and Rules and take responsibility for the quality of the water they provide.

Using our tools, we will encourage the sector to ensure their Drinking Water Safety Plans appropriately manage supplier-specific risks. Over time, suppliers and communities can expect our tools to focus on shifting attitudes towards being outcome-focused, moving beyond the minimum compliance requirements. To do this, we will be looking to the sector for input into describing what good looks like. We will work with the sector to increase their understanding about their risks but will not actively manage their risks for them.

Te Mana o te Wai

New Zealanders have a special relationship with water, particularly valuing the fresh water that flows in our rivers, lakes and aquifers. Wai in all its forms is also a taonga of particular significance to tangata whenua. As they do with all natural resources, Māori have a direct whakapapa relationship with wai, including awa (rivers), roto (lakes) and repo (wetlands).

Te Mana o te Wai has deep roots in Te Ao Māori and is not a new concept. More recently it has been recognised in mainstream planning documents including the National Policy Statement for Freshwater Management (NPS-FM)¹ established under the Resource Management Act 1991 (RMA), and subsequently the Taumata Arowai – Water Services Regulator Act 2020 and the Water Services Act 2021 [Taumata Arowai legislation]. Te Mana o te Wai will continue to be a fundamental concept across all parts of the natural resource management system (including the planned new regional water services entities) and Aotearoa as a whole.

Te Mana o te Wai requires us to provide for and protect the health and mauri of water as the first priority, followed secondly by providing for the human health needs of people (such as drinking water) and thirdly providing for other uses so long as these do not degrade the mauri of the wai.

For Taumata Arowai, giving effect to Te Mana o te Wai will ensure water suppliers are providing safe drinking water, consistent with our vision of safe drinking water every day for everyone.

Te Mana o te Wai is underpinned by six key principles:

¹ Ministry for the Environment (2020). [National policy statement for freshwater management | Ministry for the Environment.](#)

- a) Mana whakahaere: the power, authority, and obligations of tangata whenua to make decisions that maintain, protect, and sustain the health and well-being of, and their relationship with, freshwater
- b) Kaitiakitanga: the obligation of tangata whenua to preserve, restore, enhance, and sustainably use freshwater for the benefit of present and future generations
- c) Manaakitanga: the process by which tangata whenua show respect, generosity, and care for freshwater and for others
- d) Governance: the responsibility of those with authority for making decisions about freshwater to do so in a way that prioritises the health and well-being of freshwater now and into the future
- e) Stewardship: the obligation of all New Zealanders to manage freshwater in a way that ensures it sustains present and future generations
- f) Care and respect: the responsibility of all New Zealanders to care for freshwater in providing for the health of the nation.

A key objective for all persons exercising functions, powers, or duties under the Water Services Act 2021, including both Taumata Arowai and water suppliers, is to give effect to Te Mana o te Wai in the performance of those functions, powers and duties. Taumata Arowai will provide guidance and support for suppliers and the sector as we implement the new regulatory regime.

The requirement to give effect to Te Mana o te Wai in the Water Services Act will also apply to the four regional Water Services Entities proposed under the Water Services Entities Bill 2022.

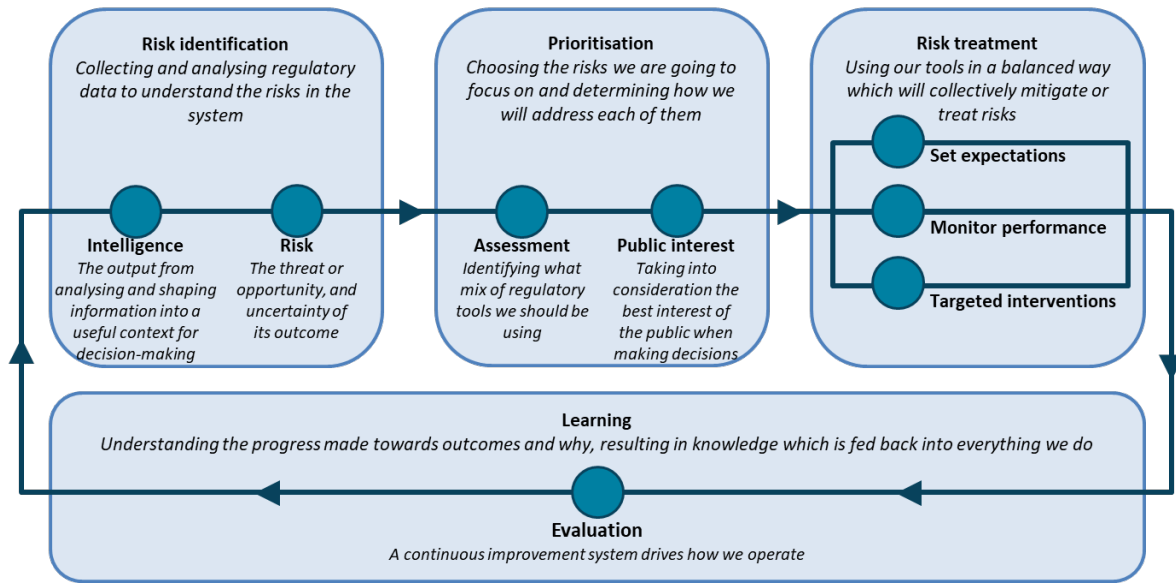
Embedding Te Mana o te Wai will require Taumata Arowai to build effective, positive and enduring relationships with mana whenua and kaitiaki who will determine tikanga and mātauranga which underpin Te Mana o te Wai within their rohe. Taumata Arowai will also listen to local communities to understand their needs with respect to water. Those relationships and connectivity are critical to the success of embedding Te Mana o te Wai as we expect them to shape the way suppliers engage with mana whenua, iwi, hapū, papakāinga and local communities. We are developing a baseline knowledge and understanding about water, to weaving together what is important to our communities and the science underpinning regulation.

Risk-based approach

Our risk-based approach has four key components based on risk management practices. We will use intelligence and risk analysis to identify and understand risks, which we will then assess and prioritise where to focus our limited resources. Where a risk requires treatment, we will use our tools in a balanced way to ensure we achieve the desired outcome from our intervention and that we are working towards our desired outcomes in the long term. Finally, we will always learn and evaluate from our activities to understand what we can improve next time, making us more effective over time.

This approach is outlined in the following diagram:

Tiakina te wai, hei oranga te katoa
Safe water every day, for everyone



Taumata Arowai whakapapa



We have developed our whakatauki as a way of expressing our values. Our whakatauki are built into our way of working, meaning that each will influence our decisions in their own unique way.

Karangahia ngā ope - be the voice of welcome

Collective voice, aspiration and leadership will shape, direct and uphold the integrity of our work – protecting and upholding the mauri (spirit), mana (integrity) and ora (health) of water. Taumata Arowai cannot do it all alone. This will influence our decisions by choosing interventions that will:

- enable suppliers to give effect to Te Mana o te Wai
- form connections and partnerships to lift overall performance of the water sector collaboratively.

Whāngaia te iwi – sustain the people

The strength of water in Aotearoa is in the strength of our people. Integral to sustaining the people is building the capability of the people of Taumata Arowai and the wider sector so that safe water can be delivered to all of Aotearoa. This will influence our decisions by choosing interventions which will:

- embrace mātauranga Māori and support iwi/Māori to exercise their kaitiakitanga
- put water at the heart of our actions and its impact on people and communities
- build sector capability by educating, upskilling, communicating clearly and being transparent.

Ka hoki kōmuri ngā whakaaro kia anga whakamua te titiro – turn our minds to the past to determine our way forward

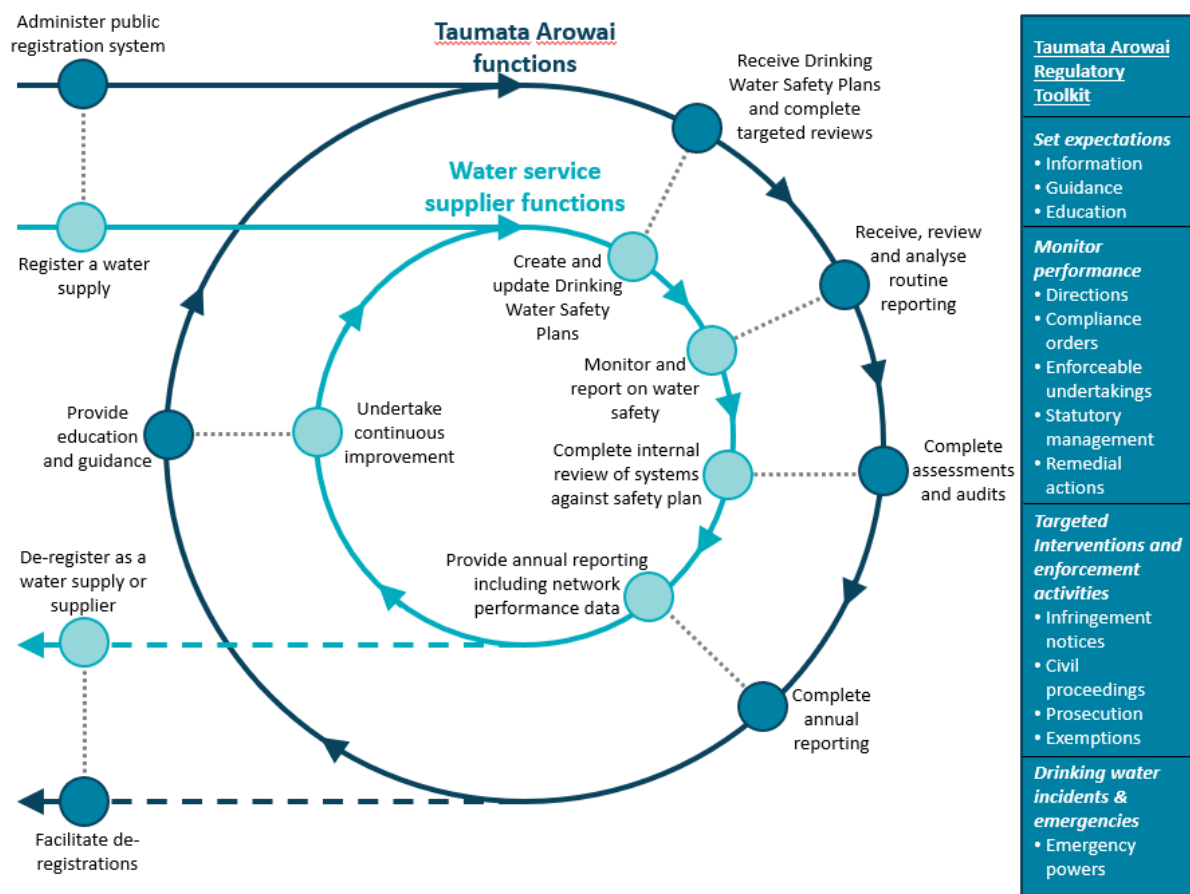
We acknowledge the history of water, the people of Aotearoa and the land, from our past to our present state. We will be focused on understanding and appreciating context, history and the whakapapa of water to inform how we work with others in designing improvements for future generations. We will evolve as our remit and the needs of the people change. This will influence our decisions by choosing interventions that will:

- uphold the principles of Te Tiriti o Waitangi
- listen to, engage with and respect our partners and stakeholders
- be driven by our values, data, insights and evidence.

The regulatory life-cycle for drinking water suppliers

An integrated model

We think about the water sector using a life-cycle approach. Taumata Arowai and water service suppliers will need to work in an integrated way. Each key function we undertake has a corresponding supplier function.



At the core of our regulatory framework are the requirements water services suppliers must meet. An important aspect of the system is the transition of responsibility for a supply. While a specific supplier may exit the system, generally the supply remains part of the system under the stewardship of a new supplier.

Taumata Arowai functions wrap around our supplies, acting as a protective barrier ensuring the system is meeting the needs of New Zealanders.

Our integrated way-of-working with the sector will be underpinned by our all-of-system approach, consisting of the fundamentals of tikanga Māori, mātauranga Māori and kaitiakitanga to be exercised, which is a uniquely Aotearoa approach.

Exemptions

Taumata Arowai will carefully use the power to exempt drinking water suppliers from requirements that Parliament has otherwise imposed. We take the approach that exemptions will be used sparingly and to solve exceptional problems or respond to exceptional circumstances, where other options have been discounted, rather than as a business-as-usual tool.

When determining each application, we will be guided by the following principles:

- consumption of safe drinking water by consumers is paramount
- the scale, complexity and degree of risk associated with a drinking water supply will affect the assessment of whether an exemption would be consistent with the main purpose of the Act, to ensure that drinking water suppliers provide safe drinking water to consumers.

A general exemption can be consistent with the main purpose of the Act without the drinking water supplier providing safe drinking water to consumers. However, consistency with the main purpose requires that measures, which may include the provision of information, are in place so consumers only consume safe drinking water (so they are unlikely to suffer death, injury or illness from drinking it). Whether the proposed measures are sufficient to be consistent with the main purpose of the Act will be assessed on a case-by-case basis.

For residual disinfection exemptions for individual drinking water suppliers, we must also be satisfied that that all other legislative requirements and the Drinking Water Safety Plan will be complied with on an ongoing basis.

In making decisions whether to grant an exemption, we will:

- Consider how their decision gives effect to Te Mana o te Wai.
- Ensure the decision is proportionate to the circumstances of the supply, including:
 - the scale, complexity and risk profile of each drinking water supply
 - the remoteness and accessibility of a drinking water supply and the availability of utility services
 - the practicability or cost of options to comply with the Act's requirements.
- Ensure we are sufficiently informed to decide, including:
 - ensuring there is adequate relevant information to support the decision
 - ensuring that information provided, that is not considered relevant, is identified and the reasons for that view recorded
 - clarifying any questions or issues identified with the application prior to deciding.
- Be impartial. An application for a general exemption may be made in relation to any kind of drinking water supply. Each application will be considered on its own merits, without favour for one drinking water supplier (or class of drinking water supplier) over another. While the Act establishes the default position that residual disinfection must be provided for reticulated drinking water supplies, it also contemplates that there might be occasions where exemptions may be granted. The decision maker approaches applications for exemption from the requirement for residual disinfection with an open mind.
- Be transparent and accountable, so that drinking water suppliers know what to expect from the process and how exemption decisions will be made. Decisions and the reasons for them will be clearly expressed and shared with the applicant. Taumata Arowai will keep applicants up to date about the progress of their applications.

- Be consistent. Exemption applications will be considered on a case-by-case basis. For the purposes of consistency in regulation and to help ensure that similar decisions are made (and similar conditions are imposed) in similar circumstances, exemption applications will be made against a common set of principles and consider previous decisions.

Applicants will have the opportunity to consider and comment on draft exemption decisions before they are finalised. If there has been an application for a class of supplier exemption, the public will be consulted on the application for an exemption before a decision is made. When an exemption is granted, the decision and the reasons for it will be published in accordance with legislative requirements, along with any conditions and the reasons for the decision to grant the exemption. This will involve a combination of Gazette notices and publication on the Taumata Arowai website. General exemptions, and residual disinfection exemptions for classes of drinking water supplier, must also be presented to the House of Representatives and are subject to Parliamentary disallowance processes set out in the Legislation Act 2019. When an application is declined, the decision and the reasons for it will be published on the Taumata Arowai website.

To support Taumata Arowai in deciding residual disinfection exemption applications, independent technical advice is sought from a panel of international experts. The role of the external advisory panel in assessing residual disinfectant applications will be proportionate to the scale, complexity and risk of the supply to which the application relates. Additional advice may also be sought from Taumata Arowai staff, or from other sources, as is necessary to support the decision-making process. The scope of advice may include whether the application should be approved and if any conditions should be imposed.

Our focus areas for the next three years

What are our focus areas?

Our focus areas over this three-year CME Strategy cycle are:

Component	Focus Area	Year 1 (July 22 – June 23)	Year 2 (July 23 – June 24)	Year 3 (July 24 – June 25)
<p>Build the regulatory system and set expectations</p>	<p>Give effect to Te Mana o te Wai Te Mana o te Wai is a new obligation for drinking water suppliers under the Water Services Act 2021. Taumata Arowai will provide guidance to assist suppliers to understand expectations and to build their understanding and capability in how to give effect to Te Mana o te Wai as part their continuous improvement practices. Initially the focus for implementing Te Mana o te Wai will be reflected in expectations for source water risk management, drinking water network environmental performance measures and alignment to the National Policy Statement for Fresh Water Management (NPS-FM)² and the National Environmental Standards for sources of human drinking water (NES-DW).³</p>	<ul style="list-style-type: none"> • Produce source water risk management guidance. • Engage with Ministry for the Environment to ensure alignment of Water Services Act requirements to the NES-DW. • Develop understanding of Te Mana o te Wai through internal and external engagements. • Develop and implement drinking water network environmental performance measures. 	<ul style="list-style-type: none"> • Review and update source water risk management guidance to reflect deeper understanding and expectations of Te Mana o te Wai. • Produce and publish best practice guidance for giving effect to Te Mana o te Wai. 	<ul style="list-style-type: none"> • Review and update source water risk management guidance to reflect deeper understanding and expectations of Te Mana o te Wai. • Build Te Mana o te Wai into compliance monitoring activities for Taumata Arowai, including developing audit criteria for drinking water suppliers.

² [National Policy Statement for Freshwater Management 2020 | Ministry for the Environment](#)

³ [National environmental standards for sources of human drinking water | Ministry for the Environment](#)

Component	Focus Area	Year 1 (July 22 – June 23)	Year 2 (July 23 – June 24)	Year 3 (July 24 – June 25)
	<p>Drinking water supplier guidance and information</p> <p>Taumata Arowai will publish guidance material and information to provide support to drinking water suppliers on how they can meet their statutory obligations. A key theme for this guidance will be the need for suppliers to take a continuous improvement approach in managing the risks associated with their supplies. Guidance will provide clarity around the shift required from hazard management to an approach that requires a holistic and long-term approach to managing risk in a way that both protects public health and gives effect to Te Mana o te Wai.</p> <p>Taumata Arowai will take a graduated approach to the development of guidance and setting expectations for drinking water suppliers. In our first year we expect to set base level compliance expectations through rules and other statutory instruments. As we build our kete mātauranga we will use this newly acquired knowledge to identify opportunities to progressively lift performance and practice across the drinking water sector, reflecting variation in supply scale, complexity, and risk through the refinement of our regulatory settings.</p>	<ul style="list-style-type: none"> • Drinking Water Safety plan (DWSP) and Source Water Risk Management plan (SWRMP) guidance; templates for less complex/low risk supplies. • Risk management guidance and risk maturity model. • Supporting material and user guides to assist suppliers using Hinekōrako. • Explanatory information on supplier duties and obligations. • Guidance for suppliers seeking exemptions. • Information for registered supplies transitioning from the Ministry of Health into Hinekōrako. • Information for how to apply to register supplies for planned temporary events. • Requirements for registered suppliers to operate under current Drinking-water Standards for New Zealand 2005 (revised 2018). • Good practice expectations guidance. 	<ul style="list-style-type: none"> • Review and update of guidance – ongoing. • Information sharing for suppliers and local government entities. • Guidance for drinking water suppliers to meet their obligations under the Water Quality Assurance Rules and how to apply the revised new Drinking Water Standards. • Continuing to develop guidance based on knowledge of the sector from engagement activities, e.g., Acceptable Solution options; monitoring and testing requirements; renewal of registration details. • Good practice expectations review. 	<ul style="list-style-type: none"> • Review and update of guidance – ongoing. • Issuing discussion documents on proposed authorisation framework for drinking water suppliers – particular focus on Local Authority and Council Controlled Organisations to be authorised drinking water suppliers. • Good practice expectations review.
	<p>Marae/Papakāinga engagement</p> <p>Taumata Arowai recognises the obligations to mana whenua and will adopt a direct engagement approach to understand the specific circumstances and needs for marae and kāinga to provide for their communities.</p> <p>Engaging directly with registered marae and kāinga suppliers will enable Taumata Arowai to prepare guidance that is fit for purpose and recognises the importance of mātauranga Māori, tikanga Māori and kaitiakitanga in providing safe drinking water for Māori owned and operated supplies.</p>	<ul style="list-style-type: none"> • Engagement to understand issues and needs to inform design of fit for purpose regulatory approaches/ application of regulatory tools for marae/kāinga supplies. • Register any marae and papakāinga supplies who wish to register early. 	<ul style="list-style-type: none"> • Continue to register marae/kāinga supplies in Hinekōrako. • Publish fit for purpose marae/kāinga specific guidance for supply of safe drinking water. 	<ul style="list-style-type: none"> • Review of guidance based on previous year’s experiences and improving performance/capability. • Developing solutions for supply supplies that reflect tikanga of mana whenua (whānau/hapū/iwi)

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	<p>Unregistered suppliers (marae/papakāinga; rural; small population supplies)</p> <p>For many of these suppliers this will be the first time that they will have experienced regulation of their drinking water supplies. Because of this, little is known about these supplies and the risks they must manage. This group represents the largest number of supplies within the drinking water sector, with most of these supplies providing drinking water to less than 100 people. The Water Services Act requires that these unregistered supplies be registered by November 2025.</p> <p>Taumata Arowai will use the intervening time to engage with these unregistered supplies to better understand the level of regulatory intervention needed based on the scale, complexity and risk profile for this portion of the drinking water sector.</p>	<ul style="list-style-type: none"> Engage with suppliers and sector reference groups to understand needs to inform design of fit for purpose regulatory approaches / application of regulatory tools. Engage third party expertise to support small suppliers and to test potential Acceptable Solutions and regulatory interventions, templates, and guidance. 	<ul style="list-style-type: none"> Design, develop and test proposed regulatory requirements. Publish good practice guidance for small supplier community. 	<ul style="list-style-type: none"> Publish regulations and guidance for registration of unregistered supplies.
	<p>Develop regulatory instruments (regulations; rules; standards; notices)</p> <p>The Water Services Act 2021 came into effect on 15 November 2021, but the rules, regulations and other regulatory instruments are still to be developed. Taumata Arowai will develop these instruments, in collaboration with the Department of Internal Affairs (our policy agency) in a staged approach, to ensure the regulatory system operates as intended.</p> <p>Over the next three years, Taumata Arowai will adopt an iterative approach to engaging and developing instruments in response to identified areas of risk in the regulatory system and activating important provisions within the Act.</p>	<ul style="list-style-type: none"> Drinking Water Quality Assurance Rules. Drinking Water Standards. Review Maximum Acceptable Value for lead in Drinking Water Standards. Notifiable hazards and risks. Acceptable Solutions: (Rural & Agriculture; Roof Water; Bores & Springs). Drinking Water Network Environmental Performance Measures. Source Water Risk Management Plan guidance. Drinking Water Aesthetic Values. 	<ul style="list-style-type: none"> Complaints regulations. Infringement regulations. Acceptable Solutions as required based on engagement with sector groups. Update of Drinking Water Network Environmental Performance Measures. 	<ul style="list-style-type: none"> Review regulatory system needs in anticipation of entities. Developing regulations to support authorisation of Council-Controlled Organisations and Local Authority drinking water supplies. Update of Drinking Water Network Environmental Performance Measures. Information, format, and content, sharing rules.
	<p>Transition registered drinking water supplies</p> <p>All drinking water supplies that were registered on the previous public register of drinking water supplies have transferred onto the register administered by Taumata Arowai under the Water Services Act 2021. As part of the transition process, Taumata Arowai will verify which supplies are active, update and validate supply information and publish this information on a new centralised Public Register of Drinking Water Supplies.</p> <p>To support this Taumata Arowai has developed an online self-service portal (Hinekōrako) to enable drinking water suppliers to register their supplies and share all required monitoring information with the regulator.</p>	<ul style="list-style-type: none"> Transfer and confirm all council controlled and large registered supplies. Verify and commence process for transferring registered supplies serving populations of fewer than 500 people. 	<ul style="list-style-type: none"> Continue the process of transferring registered supplies serving populations of fewer than 500 people. Renewal of Council-Controlled Organisations and large registered supplies. 	<ul style="list-style-type: none"> Renewal of all registered supplies.

Component	Focus Area	Year 1 (July 22 – June 23)	Year 2 (July 23 – June 24)	Year 3 (July 24 – June 25)
<p>Monitoring performance</p>	<p>1. Review and audit of Drinking Water Safety Plans (DWSP) and supplier performance</p> <p>Taumata Arowai will prioritise the review of the DWSPs based on scale, complexity and risk. Because this is our first year of operation, we will prioritise review of plans based on population served. This means that not all plans received will be reviewed.</p> <p>Plans submitted by suppliers will be linked to their supplier record and be available to compliance officers when engaging with the supplier. Although proactive review of plans will be prioritised on population size, this does not preclude review of DWSP by Taumata Arowai if we become aware of drinking water safety concerns.</p> <p>Taumata Arowai will not be approving plans but will notify suppliers of any required changes following the review process. Suppliers will need to ensure the current DWSP is provided to Taumata Arowai. Drinking water suppliers must ensure that the DWSP is implemented for their supply regardless of whether their plan has been reviewed.</p> <p>In our first years the review of plans will focus of the following areas within the DWSP:</p> <ul style="list-style-type: none"> • compliance with the Drinking Water Quality Assurance Rules (<i>multi-barrier approach; monitoring; reporting</i>) • emergency response • governance and review processes • source water risk management. <p>Taumata Arowai will audit drinking water suppliers to determine:</p> <ul style="list-style-type: none"> • the extent to which the DWSP has been implemented • whether the operations of the supplier are consistent with the plan • whether the DWSP is appropriate for the supply. <p>Audits will be prioritised and scheduled on an annual programme. Audits will be both conducted by Taumata Arowai Compliance Officers and third-party auditors as appropriate. Taumata Arowai may exercise its regulatory tools during or following an audit where it is appropriate to ensure the safety of consumers.</p> <ul style="list-style-type: none"> • Where a drinking water supplier is operating under an exemption, compliance with the exemption conditions will be included in that audit. 	<ul style="list-style-type: none"> • Design the methodology for reviewing DWSPs and SWRMPs. • Determine priority order for review. • Develop Regulatory risk framework and assessment tool. • Develop drinking water supply audit methodology and programme. 	<ul style="list-style-type: none"> • Carry-out review of DWSP in accordance with the review methodology. • Review of plans as required in response to safety concerns. • Implement audit programme and carry out audit activity in accordance with the programme. 	<ul style="list-style-type: none"> • Carry-out review of DWSP in accordance with the review methodology. • Review of plans as required in response to safety concerns. • Implement audit programme and carry out audit activity in accordance with the programme.

Component	Focus Area	Year 1 (July 22 – June 23)	Year 2 (July 23 – June 24)	Year 3 (July 24 – June 25)
	<p>2. Receive and monitor notifications of non-compliance</p> <p>Laboratories and drinking water suppliers must notify Taumata Arowai when a test of a drinking water sample shows that a Maximum Acceptable Value in the Drinking Water Standards has been exceeded.</p> <p>Taumata Arowai has developed an online portal, Hinekōrako, to receive these notifications. All notifications are tagged to the supplier record, triaged and assigned a priority. Taumata Arowai Compliance Officers may, in appropriate cases, follow up with any action based on the priority assigned to the notification. <u>Taumata Arowai has been receiving notifications since 15 November 2021.</u></p> <p>Taumata Arowai acknowledges that water sampling and finding exceedances is a normal part of drinking water supplies’ operations. We expect every water supplier to take the necessary actions to protect the health of their consumers, identify and remedy the issue without direct intervention from the regulator.</p> <p>By centralising the notifications process Taumata Arowai will, in time, be more able to identify recurring themes and safety concerns from individual drinking water suppliers, sector groups and/or geographical locations. This will help Taumata Arowai to identify risk to drinking water safety and respond quickly to identified issues.</p> <p>Taumata Arowai will take appropriate regulatory or enforcement action in cases where a supplier fails to notify or does not act sufficiently to identify and remedy the cause of the exceedance or to protect consumers from harm.</p>	<ul style="list-style-type: none"> Design, develop and implement online system to receive notifications. Receive and respond to notifications. 	<ul style="list-style-type: none"> Receive and respond to notifications. Review of notification system. 	<ul style="list-style-type: none"> Receive and respond to notifications. Review of notification system.
	<p>Supplier water quality monitoring data reporting</p> <p>Drinking water suppliers have a responsibility to provide Taumata Arowai with periodic monitoring information. Reporting requirements will be set in the various compliance rules that will come into effect over the next three years. In the first full year of operation, Taumata Arowai will set reporting requirements under the Drinking Water Quality Assurance Rules and the Drinking Water Network Environmental Performance Measures.</p> <p>The reporting of monitoring information provides Taumata Arowai with valuable insights as to how the drinking water sector is performing, from individual suppliers, supply types and sector grouping level. Provision of this data demonstrates that drinking water suppliers are monitoring their own systems and capturing the required information to operate and maintain their supplies responsibly.</p> <p>Providing this information allows Taumata Arowai to analyse the data to report on sector performance from year to year. Collation of this information enables the identification of risks to the safety of drinking water across the sector as well as providing of a rich data set for further research activities.</p> <p>Suppliers operating under an exemption will also be required to provide reporting to confirm compliance with the exemption conditions.</p>	<ul style="list-style-type: none"> Develop and consult on Drinking Water Quality Assurance Rules and Drinking Water Network Environmental Performance Measures. 	<ul style="list-style-type: none"> Registered suppliers start monitoring and reporting results as specified in the Water Quality Assurance Rules and Drinking Water Network Environmental Performances Measures. Reporting as required by exemption condition. 	<ul style="list-style-type: none"> Registered suppliers report monitoring results as specified in the Water Quality Assurance Rules and Drinking Water Network Environmental Performances Measures. Reporting as required by exemption condition.

Component	Focus Area	Year 1 (July 22 – June 23)	Year 2 (July 23 – June 24)	Year 3 (July 24 – June 25)
<p>Drinking water incidents & emergencies</p>	<p>Historic disasters and drinking water events have identified the need for all parts of the drinking water sector to have strong frameworks that reduce likelihood of incidents and emergencies and improve the outcomes for consumers when they do occur.</p> <p>The Four Rs of Civil Defence and Emergency Management</p> <p>Taumata Arowai will follow the four Rs of Civil Defence and Emergency Management: Resilience, Readiness, Response and Recovery. Taumata Arowai will work with the water sector to lift capability across the four Rs:</p> <ul style="list-style-type: none"> • Resilience: Taumata Arowai will lift sector capability and capacity to reduce the likelihood and impact of incidents and emergencies through a consistent risk-focussed national approach to regulation addressing the highest risks first. • Readiness: Taumata Arowai will build sector readiness by conducting emergency exercises, in conjunction with drinking water suppliers, to ensure readiness in case of an actual drinking water emergency. Taumata Arowai will also participate in regional and national emergency preparedness coordination activities to ensure effective regional and national oversight of drinking water activities in major disasters. • Response: Taumata Arowai will monitor, engage, assist, or direct supplier responses as required to ensure the best outcomes for communities, providing a layer of coordination and liaison on behalf of the sector in multi-agency responses. • Recovery: Taumata Arowai will work with other agencies and suppliers during their recovery to ensure systems and infrastructure recover post emergency in a manner that addresses causal factors and reduces further risk. <p>Declaring Emergencies</p> <p>Taumata Arowai may declare drinking water emergencies under the Water Services Act 2021 where there are reasonable grounds to believe there is a serious risk to public health. A drinking water emergency will be declared only where this test has been met, and where declaring a drinking water emergency will be effective in resolving the issues giving rise to the emergency.</p> <p>As a focus area, in a multi-agency emergency event, Taumata Arowai will work in cooperation with other response agencies in a coordinated way. Taumata Arowai will seek to use its emergency powers to complement those of other agencies and to assist in achieving the response objectives.</p>	<ul style="list-style-type: none"> • Internal training and capability building. • Establish relationships and engage with suppliers and response sector agencies. • Carry out annual drinking water emergency exercise and share lessons learnt. • Regional and national coordination activities. • Determine and articulate response triggers for incidents and emergencies. 	<ul style="list-style-type: none"> • Internal training and capability maintenance. • Carry out annual drinking water emergency exercise. • Regional and national coordination activities. • Debriefing supplier responses to emergencies to inform continuous improvement. • Assess DWSP response procedures. 	<ul style="list-style-type: none"> • Internal training and capability maintenance. • Carry out annual drinking water emergency exercise. • Regional and national coordination activities. • Debriefing supplier responses to emergencies to inform continuous improvement. • Assess DWSP response procedures.
<p>Targeted Interventions & Enforcement activities</p>	<p>Exemptions</p> <p>Taumata Arowai will use general exemptions in cases where it is appropriate. Each exemption will be considered on the particular facts of each case. Suppliers who are issued with an exemption will be bound by the conditions of that exemption.</p> <p>Exemptions will be used to allow a supply to make improvements without the need to continuously report non-compliance. Adherence to conditions will be monitored and strictly enforced.</p> <p>Compliance with exemptions will be closely monitored and strictly enforced.</p>	<ul style="list-style-type: none"> • Receive and process exemption applications. • Establish international expert panel for exemptions. 	<ul style="list-style-type: none"> • Receive and process exemption applications. • Enforce non-compliance with exemption conditions. 	<ul style="list-style-type: none"> • Receive and process exemption applications. • Enforce non-compliance with exemption conditions.

Component	Focus Area	Year 1 (July 22 – June 23)	Year 2 (July 23 – June 24)	Year 3 (July 24 – June 25)
	<p>Statutory direction/Remedial actions</p> <p>Taumata Arowai will use its powers to direct or require remedial actions to be implemented where a drinking water supplier is failing to take action to rectify any non-compliance.</p> <p>In most cases it is expected that drinking water suppliers will take steps to rectify non-compliance on their own volition and in accordance with their DWSP. However, where Taumata Arowai has grounds to believe that the action taken by a supplier is ineffective or not sufficient to address the non-compliance, the supplier will be directed to complete a specified action or rectify a situation to the required level. In doing so, Taumata Arowai will always act in the interests of consumer safety and environmental wellbeing and in accordance with giving effect to Te Mana o te Wai.</p>	<ul style="list-style-type: none"> Design and develop regulatory approach guidance for drinking water sector. Exercise statutory decision making and issue directions and require remedial actions as appropriate. 	<ul style="list-style-type: none"> Exercise statutory decision making and issue directions and require remedial actions as appropriate. Assurance review of statutory decisions. 	<ul style="list-style-type: none"> Exercise statutory decision making and issue directions and require remedial actions as appropriate. Assurance review of statutory decisions.
	<p>Enforceable undertakings</p> <p>Taumata Arowai expects that there will be a significant level of non-compliance because of the new Drinking Water Quality Assurance Rules and Standards coming into effect. Most suppliers will need to upgrade treatment plant equipment and/or implement barriers to meet their compliance obligations under the Water Services Act 2021. Such upgrades and modifications can be expensive and take time to complete.</p> <p>Enforceable undertakings provide suppliers with an avenue to manage this burden as they bring their supplies into compliance with the new requirements. In appropriate situations, where supplies are non-compliant, Taumata Arowai will encourage suppliers to consider utilising this enforcement option to achieve compliance in a staged approach.</p> <p>Taumata Arowai will expect suppliers who wish to engage in an enforceable undertaking to have a detailed plan on how they are going to meet their compliance obligations in a reasonable timeframe.</p>	<ul style="list-style-type: none"> Design and develop enforceable undertaking guidance for drinking water suppliers. 	<ul style="list-style-type: none"> Implement enforceable undertaking framework for drinking water suppliers. 	<ul style="list-style-type: none"> Accept enforceable undertakings as business-as-usual regulatory function.

Component	Focus Area	Year 1 (July 22 – June 23)	Year 2 (July 23 – June 24)	Year 3 (July 24 – June 25)
	<p>Higher level enforcement activity</p> <p><u>Infringements</u></p> <p>Subject to the creation of appropriate regulations, infringements are an effective means of enforcement for cases of non-compliance where prosecution is not appropriate.</p> <p><u>Prosecutions</u></p> <p>Prosecutions are reserved for the most serious cases of non-compliance. The potential for prosecution will be assessed in accordance with the Taumata Arowai Prosecution Policy.</p> <p><u>S 83 appointments</u></p> <p>Under s83 of the Water Services Act 2021, the Chief Executive of Taumata Arowai may appoint an operator to take over the operation of a drinking water supply. This statutory intervention can be activated in cases where the existing supplier has persistently failed to meet their compliance obligations or if there is a serious risk to public health relating to that supply.</p> <p>The s83 provision is a serious regulatory intervention and will only be exercised where a supplier has persistently failed to respond to direction and it is unlikely that the supplier will be able to meet their ongoing compliance obligations.</p> <p>A s83 appointment can be revoked if the Chief Executive of Taumata Arowai considers that the original supplier is now capable of performing its functions and duties as a drinking water supplier.</p>	<ul style="list-style-type: none"> • Work to develop an infringements’ regime. • Prosecutions and s83 appointments as required. 	<ul style="list-style-type: none"> • Implementation of an infringements’ regime. • Infringements, prosecutions and s83 appointments as required. 	<ul style="list-style-type: none"> • Prosecutions and s83 appointments as required.

What does this mean for different types of supplier?

We will work with different groups of water suppliers and carriers to work towards our focus areas. These groups will be operating at different levels of capability, capacity, and maturity. Each group will require a different approach from Taumata Arowai based on their level of capability and the complexity of their risks.

All groups are expected to demonstrate tangible progress towards giving effect to Te Mana o re Wai. Taumata Arowai will share our knowledge with the sector on how to give effect to Te Mana o re Wai.

Registered drinking water suppliers

Our approach to previously registered drinking water suppliers will:

- be built on the expectation that they have the skillset to deliver on and meet regulatory requirements, and therefore are more likely to result in targeted interventions (relative to unregistered suppliers)
- take into consideration their decision-making abilities over time
- be based on the maturity of their risk profiles

We will use an approach which considers the different circumstances of suppliers based on their size, capability and capacity to operate. We will also consider the potential risk of harm they may cause to water and people should they be unable or fail to meet the Drinking Water Standards and Rules.

We acknowledge that there is a group of registered drinking water suppliers who will have had limited engagement with the previous regulatory framework. If they were not already registered under the Ministry of Health system, they would not be required to register at this time. For this group, we will be working with them to help them understand their new obligations and get to know their circumstances.

Drinking water suppliers who were registered under the Health Act 1956 immediately before 15 November 2021, have one year to prepare a Drinking Water Safety Plan (including a Source Water Risk Management Plan) that complies with the Water Services Act 2021. A copy of the plan must be submitted to Taumata Arowai by 15 November 2022.

Unregistered drinking water suppliers

Unregistered drinking water suppliers may not understand their obligations to water and people and will have varying levels of capability and capacity.

Although they are unregistered, this group still has a duty of care to provide safe drinking water. Our approach to them will:

- be built on the assumption that they may not have the capability or control over their supply to become compliant easily, and therefore softer tools will be more frequently used (relative to registered suppliers) to encourage suppliers to take the right course of action
 - in cases of reckless behaviour or ongoing compliance, we will escalate to using more formal tools.
- focus on education: providing guidance with respect to what it is to be a drinking water supplier, obligations and compliance

- be built on personal interactions, particularly with respect to small community suppliers because they are likely to know their consumers at a more personal level. This could be delivered through local partners (including for example iwi/Māori for Māori communities) who have the expertise to engage with suppliers on the ground
- include less frequent water testing and reporting expectations
- develop templates to help them write their Drinking Water Safety Plans.

All water suppliers providing drinking water to more than one standalone domestic dwelling must be registered by November 2025. The Water Services Act 2021 provides a generous transition period.

- Unregistered water carriers will have one year from the commencement of the Water Services Act 2021 to register and to provide a Drinking Water Safety Plan that complies with the new legislation.
- Unregistered water suppliers will have up to four years to register their drinking water supplies with Taumata Arowai and seven years to provide a Drinking Water Safety Plan or comply with an Acceptable Solution.

Kāinga

Some marae and papakāinga providing water supplies to their local communities face significant barriers to compliance with the Drinking Water Standards. Those barriers can include having been denied access to clean water and or reliance on inferior or non-compliant infrastructure. Those marae and papakāinga are starting from a lower level of capability and performance: we will engage with them early to provide support, education and guidance. We will ensure and enable marae and papakāinga understand the capability they need to build to become compliant.

We will where possible identify partners or agencies that may support marae and papakāinga capability and capacity building. We will be respectful in how we engage with these suppliers, our focus to build meaningful and trusted working relationships.

Note that when we mention marae and papakāinga, we reference small Māori drinking water suppliers who are a combination of mixed iwi entities, kura kaupapa Māori, kōhanga reo, marae, papakāinga, and densely populated Māori communities.

Currently there are 156 marae and papakāinga which are registered as drinking water suppliers. We do not yet have an accurate figure for those who are unregistered. This is why we need to build relationships with these communities over the coming years to better understand them and their needs.

What is next for the CME Strategy?

The next phase of Taumata Arowai will evolve as our regulatory framework and sector develops. We are currently completing a significant build phase as we work with the sector to embed the new Drinking Water Standards and Rules, with an emphasis on developing unregistered suppliers and getting them registered. This CME Strategy outlines the best view we have at the current time as to what our workplan and focus areas will be for the next three years. The next version will reflect what Taumata Arowai will expect from currently unregistered suppliers.

As we learn and grow with the sector, and as the environment changes, we will review the CME and will update it as required. It must be updated within three years but can be done sooner if required.

Appendix: Glossary of terms

Te Reo Māori terms

Te Reo Māori term	English meaning	Source
Aotearoa	Used as the Māori name for New Zealand.	Aotearoa - Te Aka Māori Dictionary (maoridictionary.co.nz)
Hinekōrako	The personification of the lunar rainbow.	hinekōrako - Te Aka Māori Dictionary (maoridictionary.co.nz) This name was gifted to Taumata Arowai for our Regulatory and Intelligence system by Te Atiawa
Hangarau	Technology.	hangarau - Te Aka Māori Dictionary (maoridictionary.co.nz)
Hapori	Community.	hapori - Te Aka Māori Dictionary (maoridictionary.co.nz)
Hapū	Section of a large kinship group and the primary political unit in traditional Māori society.	hapū - Te Aka Māori Dictionary (maoridictionary.co.nz)
Iwi	Extended kinship group, tribe.	iwi - Te Aka Māori Dictionary (maoridictionary.co.nz)
Kaupapa	Topic, policy, matter for discussion, plan, scheme, proposal, purpose, proposal, subject, programme, theme, issue, initiative.	kaupapa - Te Aka Māori Dictionary (maoridictionary.co.nz)
Kaitiakitanga	Guardianship, stewardship, trusteeship.	kaitiakitanga - Te Aka Māori Dictionary (maoridictionary.co.nz)
Kawa	Protocols.	kawa - Te Aka Māori Dictionary (maoridictionary.co.nz)
Kāwanatanga	Governorship.	kāwanatanga - Te Aka Māori Dictionary (maoridictionary.co.nz)
Kete	Basket.	kete - Te Aka Māori Dictionary (maoridictionary.co.nz)
Mana	Prestige, authority, control, power, influence, status, spiritual power, charisma.	mana - Te Aka Māori Dictionary (maoridictionary.co.nz)
Manaakitanga	Support.	manaakitanga - Te Aka Māori Dictionary (maoridictionary.co.nz)
Mana whenua	Territorial rights, power from the land.	mana whenua - Te Aka Māori Dictionary (maoridictionary.co.nz)

Te Reo Māori term	English meaning	Source
Marae	Community meeting place or surrounds.	marae - Te Aka Māori Dictionary (maoridictionary.co.nz)
Mātauranga	Knowledge, wisdom, understanding.	mātauranga - Te Aka Māori Dictionary (maoridictionary.co.nz)
Mauri	Life principle, life force, vital essence, special nature.	mauri - Te Aka Māori Dictionary (maoridictionary.co.nz)
Motu	Island, country, land, nation.	motu - Te Aka Māori Dictionary (maoridictionary.co.nz)
Ngā Kaihautū o Puni Arowai (KOPA)	Leaders/Leadership of Taumata Arowai. Kaihautū – leader. Puni – company of people.	Our Leadership team Taumata Arowai
Ora	Life, health, vitality	ora - Te Aka Māori Dictionary (maoridictionary.co.nz)
Papakāinga	Home base, village, communal Māori land.	papakāinga - Te Aka Māori Dictionary (maoridictionary.co.nz)
Rohe	Boundary, district, region, territory, area, border	rohe - Te Aka Māori Dictionary (maoridictionary.co.nz)
Tangata Tāngata	Person, human being. People, human beings.	tangata - Te Aka Māori Dictionary (maoridictionary.co.nz)
Tangata whenua	People of the land	whenua - Te Aka Māori Dictionary (maoridictionary.co.nz)
Taiao	Natural world, environment.	taiao - Te Aka Māori Dictionary (maoridictionary.co.nz)
Taonga	Treasure, anything prized.	taonga - Te Aka Māori Dictionary (maoridictionary.co.nz)
Taumata Arowai	Taumata is a term associated with a summit, symposium or congress. Aro means to give attention to, to focus on, or be in the presence of. Wai is water.	Who we are Taumata Arowai This name was gifted to us by Minister Nanaia Mahuta
Te Arawhiti	Arawhiti – bridge. The Office for Māori Crown Relations.	Te Arawhiti - Tēnā koutou katoa
Te Mana o te Wai	A concept that refers to the fundamental importance of water and recognises that protecting the health of freshwater protects the health and well-being of the wider environment.	National Policy Statement for Freshwater Management 2020 (environment.govt.nz)

Te Reo Māori term	English meaning	Source
Te Puni Kōkiri	Ministry of Māori Development.	Role and focus (tpk.govt.nz)
Tikanga	The customary system of values and practices that have developed over time and are deeply embedded in the social context.	tikanga - Te Aka Māori Dictionary (maoridictionary.co.nz)
Te Tiriti o Waitangi	The Te Reo Māori version of The Treaty of Waitangi.	Meaning of the Treaty Waitangi Tribunal
Wai	Water.	wai - Te Aka Māori Dictionary (maoridictionary.co.nz)
Whānau	Extended family, family group, a familiar term of address to a number of people.	whānau - Te Aka Māori Dictionary (maoridictionary.co.nz)

Technical terms

Note: where the technical terms arise from the Drinking-water Standards for New Zealand 2005 (revised 2018), these will be replaced by new Drinking Water Standards, Drinking Water Quality Assurance Rules, Acceptable Solutions and Drinking Water Aesthetic Values late in 2022.

Technical terms	Meaning	Source
Acceptable Solution	Prescribed requirements which a water supplier can adopt to meet some of the legislative requirements set out in the Water Services Act 2021.	Water Services Act 2021
Aesthetic Values	Aesthetic values may, without limitation, specify or provide for minimum or maximum values for substances and other characteristics that relate to the acceptability of drinking water to consumers (such as appearance, taste, or odour).	Water Services Act 2021
Compliance	A drinking water supply is in compliance when it has met all the compliance criteria requirements.	Drinking-water Standards for New Zealand 2005 (revised 2018)
Cyanotoxin determinands	A toxin secreted by certain cyanobacteria.	Drinking-water Standards for New Zealand 2005 (revised 2018)

Technical terms	Meaning	Source
Determinands	A constituent or property of a sample of water that is determined or estimated.	Drinking-water Standards for New Zealand 2005 (revised 2018)
Drinking water suppliers	A person who supplies drinking water through a drinking water supply to more than one standalone domestic dwelling (Refer to the Water Services Act 2021, s8 for a full definition).	Water Services Act 2021
Incident	An incident is a response to information contained in, or relevant to, a notification. An incident may be raised, for example, when a notification is given a high level of priority.	Taumata Arowai glossary
Inorganic determinands	Not being or consisting of living material.	Drinking-water Standards for New Zealand 2005 (revised 2018)
Laboratories	A scientific facility equipped to provided water quality tests.	Dictionary derived
Microbiological determinands	Studies or tests relating to living organisms that are too small to be visible with the naked eye, includes bacteria, viruses, protozoa and algae, collectively known as microbes.	Drinking-water Standards for New Zealand 2005 (revised 2018)
Monitoring	Sampling and analysis of a drinking-water supply to test for compliance with the Drinking-water Standards for New Zealand 2005 (revised 2018), or for process control, by detecting changes in the concentrations of its constituent determinands or deviations of these from target values.	Water Services Act 2021
Non-compliant	When a drinking water supply has not met all the compliance rules.	Dictionary derived
Organic determinands	Substances containing carbon that are covalently bonded to other elements, which are commonly from living plants and animals.	Drinking-water Standards for New Zealand 2005 (revised 2018)
Radiological determinands	In water quality analysis, radioactive substances, factors, or elements in the drinking water that are determinable.	Drinking-water Standards for New Zealand 2005 (revised 2018)
Registered water supplies	A drinking water supply registered in accordance with the requirements of subpart 7 of Part 2.	Water Services Act 2021, Subpart 2 - Interpretation

Technical terms	Meaning	Source
Rules	Requirements that drinking water suppliers must meet to demonstrate that they are not exceeding the Maximum Acceptable Values (MAVs) for microbiological determinands, organic determinands, inorganic determinands, cyanotoxin determinands and radiological determinands that are set out in the New Zealand Drinking-water Standards 2005 (revised 2018).	Drinking-water Standards for New Zealand 2005 (revised 2018)
Temporary drinking water supply (planned event)	Short term events where people gather and where a water supply is required for the duration of an event which continues for less than 30 days.	Water Services Act 2021, section 33
Unsafe drinking water	<p>Drinking water that is likely to cause a serious risk of death, injury, or illness, whether immediately or over time and whether or not the serious risk is caused by the:</p> <ul style="list-style-type: none"> i. consumption or use of drinking water, or ii. other causes together with the consumption or use of drinking water. <p>The assessment of serious risk must take into account, among other factors, compliance with the Drinking Water Standards.</p>	Water Services Act 2021, section 7(ii)
Unregistered water supplies	A drinking water supply not registered in accordance with the requirements of subpart 7 of Part 2 of the Water Services Act 2021. Supplies that were not required to be registered under the Health Act 1956, or any other legislation.	Health Act 1956 Water Services Act 2021
Verification method	Prescribed requirements which a water supplier can adopt to meet some of the legislative requirements set out in the Water Services Act 2021.	Water Services Act 2021
Water carriers	A drinking water supplier that transports drinking water (other than by reticulation) for the purpose of supplying it to consumers or another drinking water supplier.	Water Services Act 2021
Water services sector	The water services sector refers to any organisation or agents involved with the regulation, provision or management of water supply, trunk sewers, local reticulation, sewage treatment and stormwater assets.	Definition taken from various sources, including Water New Zealand and DIA

Technical terms	Meaning	Source
Water supplier/s	<p>(a) A person who supplies drinking water through a drinking water supply; and</p> <p>(b) includes a person who ought reasonably to know that the water they are supplying is or will be used as drinking water; and</p> <p>(c) includes the owner and the operator of a drinking water supply; and</p> <p>(d) includes a person described in paragraph (a), (b), or (c) who supplies drinking water to another drinking water supplier; but</p> <p>(e) does not include a domestic self-supplier.</p>	Water Services Act 2021, section 8
Water supply/supplies	The infrastructure and processes used to abstract, store, treat, transmit, or transport drinking water for supply to consumers or another drinking water supplier.	Water Services Act 2021, section 9