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TAUMATA AROWAI: Statement of Intent 2022 – 2026



Mihi o Taumata Arowai

Mihi o Taumata Arowai

Ko te wai ahau

Ko ahau te wai

He whakaaturanga tātou nō te wai

Ko te ora te wai ko te ora o te tangata

He taonga te wai me tiaki

Ko wai tātou

Ko wai tātou

I am water, water is me

We are reflections of our water

The health of water is the health of the people

Water is a treasure that must be protected

We are water

Water is us

Presented to the House of Representatives pursuant to section 139 of the Crown Entities Act 2004.

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Introduction

From the Board

Taumata Arowai is a young organisation.

The work to date has been focused on building a foundation of strong principles and relationships. Our work with Te Puna has been integral to this, allowing us to establish a clear vision as the regulator of water services in Aotearoa New Zealand, based on Te Mana o te Wai.

Te Mana o te Wai is a functional concept focused on restoring and preserving the balance between water (wai), the environment (taiao) and people (tāngata) now and in the future.

The first set of values most New Zealanders are relatively familiar with: good governance, stewardship and the care and respect for water.

It is critical for Taumata Arowai to weave these values into its regulatory approach.

This Statement of Intent (SOI) is a statutory document, required under section 139 of the Crown Entities Act 2004. It sets out our strategic intentions and performance expectations over the next four years.

Over this period, the focus will be on building on the foundations we have established, ensuring New Zealanders understand the regulatory role of Taumata Arowai and that Taumata Arowai has the tools it needs to deliver on its obligations.

The timeline for this SOI is intended to be through to 30 June 2026, with an updated version being developed in early 2025. With water services delivery reforms underway, we know the next four years will be a time of significant change and we may need to update the SOI earlier than required by the legislation.

Taumata Arowai will address each and every challenge to deliver on its vision of safe water every day for everyone.

From Te Puna

The principle of Te Mana o te Wai reflects the importance of the health and wellbeing of wai (water). It is about lifting the standard for how we care for water, recognising that the priority is ensuring the health of the water itself.

At Taumata Arowai, the Board is responsible for the governance of Taumata Arowai and Te Puna is integral to the success of that governance.

Te Puna and the Board have a formal agreement that sets out our shared expectations to work as partners to make sure all New Zealanders have safe drinking water. To ensure this, two dual members have been appointed to the Board and Te Puna to act as a bridge between the partners.

This approach to governance of Taumata Arowai has the added advantage of giving effect to the principles of Te Tiriti o Waitangi.

- Rangatiratanga – delivering and monitoring regulations in ways that enhance Māori self-determination and mana motuhake.
- Equity – ensuring equitable access to clean, healthy drinking water for Māori.
- Protection – using fair processes; consulting and, where appropriate, making decisions with people whose interests are to be protected.
- Partnership – on-going engagement with iwi, hapū, whānau and Māori communities to govern, design, deliver and monitor services that seek to improve access to clean, healthy drinking water.

Since Taumata Arowai was established on 1 March 2021, we have worked hard to ensure the principles of Te Mana o te Wai and Te Tiriti o Waitangi are embedded in the very fabric of Taumata Arowai. This work will continue – healthy water makes for healthy people.

Statement of responsibility

This Statement of Intent has been prepared in accordance with the requirements of sections 138 to 149A of the Crown Entities Act 2004. This Statement of Intent describes the four-year vision and strategic intent of Taumata Arowai.

We certify that the information contained in this Statement of Intent 2022 -2026 is a fair and reasonable reflection of the strategic and operating intentions of Taumata Arowai. Submitted to the House of Representatives pursuant to section 149(3) of the Crown Entities Act 2004. Signed on behalf of the Board.



Dame Karen Poutasi
Board Chair



Loretta Lovell
Board Member

Our operating context

Tō mātou tikanga mahi: Kaitiakitanga

Our ways of working: We will protect the health of water as it applies to our functions, powers or duties

Our identity

Our name Taumata Arowai was gifted to us by Hon Nanaia Mahuta, Minister of Local Government.

The name creates an identity for Taumata Arowai.

- **Taumata** is used to refer to a summit or gathering of people coming together around an important area of focus. Taumata for us also conveys a high point in the landscape, a peak or steppingstone to a higher place.
- **Arowai** speaks to the intention to be in the presence of water. It conveys our focus on wai (water) as a taonga (treasure) now and in the future and our focus to put wai mauri, wai mana and wai ora at the centre of everything we do.

Our role

Taumata Arowai is a Crown entity established under the [Taumata Arowai–the Water Services Regulator Act 2020](#) to regulate and report on drinking water, has oversight of wastewater and stormwater and report on the environmental performance of networks for drinking water, wastewater and stormwater. A key part of our role is to have people reflect on the importance, reciprocity and interconnectivity of the health of water and people.

We were established on 1 March 2021 and, from the commencement of the Water Services Act 2021 on 15 November 2021, the role of the drinking water regulator transferred from the Manatū Hauora/Ministry of Health to Taumata Arowai. We worked closely with the Ministry of Health, District Health Boards and Public Health Units to ensure a smooth transition.

The [Water Services Act 2021](#) provides the detailed powers Taumata Arowai uses in administering the water services regulatory system. The initial focus of Taumata Arowai is on regulating water services for the provision of safe and sufficient drinking water. This includes taking enforcement activities when a water supplier fails to meet its duties, particularly if the drinking water provided poses a serious risk to public health.

The establishment of Taumata Arowai as the new regulator for drinking water and new legislation in the form of the Water Services Act 2021 (replacing Part 2A of the Health Act 1956) are integral parts of the Government's [Three Waters Reform programme](#).

As a Crown agent – a form of Crown entity – we also are subject to the provisions of the [Crown Entities Act 2004](#).

From October 2023, we will also have oversight of stormwater and wastewater with the purpose of improving the services that have traditionally been delivered by local councils. Taumata Arowai may introduce:

- measures, targets and reporting on the environmental performance of stormwater networks and network operators
- measures, targets, standards and reporting on the environmental performance of wastewater networks and network operators.

Treaty of Waitangi

As a Crown agent, Taumata Arowai is committed to working alongside whānau, hapū and iwi/Māori as a Te Tiriti o Waitangi partner. Leadership starts at the top. The Board must:

- ensure Taumata Arowai has the capability and capacity to uphold Te Tiriti o Waitangi and its principles and to engage with and understand the perspectives of Māori
- conduct itself in accordance with Te Tiriti o Waitangi and its principles.

In addition to the general expectation that all Crown entities will embody a good-faith and collaborative approach to Māori Crown relationships, the Taumata Arowai–the Water Services Regulator Act 2020 specifically requires us to:

- partner and engage early and meaningfully with Māori, including to inform Taumata Arowai on how it can give effect to Te Mana o te Wai and understand, support and enable the exercise of mātauranga Māori, tikanga Māori and kaitiakitanga¹
- build and maintain credibility and integrity, so that Taumata Arowai is trusted by Māori²
- engage with Māori and understand their perspectives.³

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 (water) 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)⁴ 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.

¹ [Taumata Arowai–the Water Services Regulator Act 2020, section 18\(2\)\(e\)](#).

² [Taumata Arowai–the Water Services Regulator Act 2020, section 18\(2\)\(a\)](#).

³ [Taumata Arowai–the Water Services Regulator Act 2020, section 19](#).

⁴ Ministry for the Environment (2020). [National policy statement for freshwater management | Ministry for the Environment](#).

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. **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.
2. **Kaitiakitanga:** the obligation of tangata whenua to preserve, restore, enhance, and sustainably use freshwater for the benefit of present and future generations.
3. **Manaakitanga:** the process by which tangata whenua show respect, generosity, and care for freshwater and for others.
4. **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.
5. **Stewardship:** the obligation of all New Zealanders to manage freshwater in a way that ensures it sustains present and future generations.
6. **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 2021 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.

Our focus over the next four years

The next four years will largely be focused on continuing to build Taumata Arowai as a new Crown entity, including:

- our regulatory approach, implementing the systems, policies and processes that we need to operate as the regulator
- how we will approach the responsibilities for oversight of wastewater and stormwater

- the skills and capabilities of our team, especially in engaging with mātauranga Māori to ensure it is applied appropriately to our work
- our relationships with others working in and with the water sector – who we will collaborate with, how this will occur, the topics for collaboration and the expected outcomes
- our business systems, the data and knowledge that we need to underpin our intelligence-led risk-focused approach.

At the time of writing this first ever SOI we are still building our understanding of the number and type of unregistered water supplies there are in Aotearoa – we currently estimate that there are approximately 75,000 unregistered supplies, although the actual number may be higher.

In addition, we will be taking an oversight role for wastewater and stormwater (regional councils remain the regulators), through monitoring and reporting on the environmental performance of these networks and network operators.

The timeline for this SOI is intended to be through to 30 June 2026, with an updated version being developed in early 2025. However, it is likely that the environment in which we operate will alter significantly over this time due to changes in water service delivery, public health and/or resource management legislative landscapes. If that occurs, we will review this SOI to ensure it remains fit for purpose and update it at an earlier date if required.

Our strategic framework

The following diagram shows how our strategic framework works as a whole.



Monitoring and governance

The responsible Minister and the monitoring agency

The responsible Minister for Taumata Arowai is the Minister of Local Government. Te Tari Taiwhenua/the Department of Internal Affairs (DIA) is the Government's monitoring agency for Taumata Arowai.

The role of the Minister is to oversee and manage the Crown's interest in, and relationship with, Taumata Arowai and to exercise any statutory responsibilities. Taumata Arowai is also accountable to the House of Representatives for its actions.

This SOI is informed by the Minister's Letter of Expectations, provided to the Board of Taumata Arowai in November 2021.

E rua ngā awa, engari kia whakakotahi rāua, kia kaha ake ai

Two rivers, when joined, are stronger

The Board

Taumata Arowai is governed by a Board, appointed by the Minister of Local Government and chaired by Dame Karen Poutasi. [Profiles of the Board members are available on our website.](#)

The Board is responsible for the stewardship and future wellbeing of the organisation. The Board leads Taumata Arowai, ensuring that it acts in a manner consistent with its objectives and functions under the Taumata Arowai–the Water Services Regulator Act 2020. The Board is also required to meet its responsibilities under the Crown Entities Act 2004. In discharging their responsibilities, the Board and its members have collective and individual duties which are owed to the Minister and Taumata Arowai.

The Board has two subcommittees.

- The Finance, Risk and Assurance Committee (FRAC) has oversight of budgeting, the annual audit processes and risk management. FRAC has an independent chair.
- The Chief Executive's Performance and Remuneration Committee has oversight of the Chief Executive's performance criteria, assessment and remuneration.

The Board and Te Puna – the Taumata Arowai Māori Advisory Group – have agreed, through their [Memorandum of Understanding, \(He Pukapuka Oratau i Waenga i Te Poari me Te Puna\)](#) to act as partners.

Together, they provide strategic and thought leadership to ensure improvements to and the protection of drinking water, wastewater and stormwater within our communities, helping to give effect to Te Mana o te Wai for the betterment of current and future generations.

The Board is required to have regard for the advice of Te Puna and must demonstrate in the Taumata Arowai Annual Report how the Board has responded to this advice.

Te Puna

Together with the Board, Te Puna has a significant role to play to ensure that Taumata Arowai delivers better outcomes for all New Zealanders, including its obligations to iwi/Māori. Te Puna is chaired by Tipa Mahuta who, along with other members, was appointed by the Acting Minister of Local Government, Hon Kelvin Davis. [Profiles of Te Puna members are available on the Taumata Arowai website.](#)

Te Puna is established under the Taumata Arowai—the Water Services Regulator Act 2020 and advises on Māori interests and knowledge as they relate to the objectives, functions and operating principles of Taumata Arowai and the collective duties of the Board. This includes:

- developing and maintaining a framework that provides advice and guidance for Taumata Arowai on how to interpret and give effect to Te Mana o te Wai
- providing advice on supporting and enabling the exercise of mātauranga Māori, tikanga Māori and kaitiakitanga
- any other matters as agreed by the Board and Te Puna.

Direction setting, feedback and advice provided by Te Puna is critical to Taumata Arowai. It informs the approach taken to upholding Te Tiriti o Waitangi and its principles and to giving effect to Te Mana o te Wai, when performing our functions and duties within our unique legislative context.

The [Terms of Reference](#) for Te Puna can be found on our website.

Why is a dedicated regulator needed?

Ka hoki kōmuri ngā whakaaro kia anga whakamua te titiro

Turn our minds to the past to determine our way forward

Everyone in Aotearoa should have access to safe drinking water every day no matter where they live. This is not the case currently.

Local government has been asking successive governments for reform of the water services sector for some time.⁵ There has been ongoing concern about the past compliance-based approach to regulation, fragmented regional responses and a lack of enforcement actions.

Taumata Arowai was established following the inquiry into a 2016 outbreak of waterborne disease in Havelock North's drinking water supply and as part of the decisions made through the Government's Three Waters Reform programme. This reform programme examined issues relating to the entire three waters system and regulatory framework. Consumption of contaminated drinking water in Havelock North resulted in up to 8,320 campylobacteriosis illnesses. Of these, 953 cases were physician-reported, 42 people were hospitalised, three developed Guillain-Barré syndrome and four

⁵ [Three Waters | Ko Tātou LGNZ](#)

died.⁶ The inquiry into the Havelock North emergency specifically recommended that an independent regulator be established.⁷

In August 2018, the Government established a group to broaden the conversation with Māori on freshwater – the [Kahui Wai Māori](#). In April 2019, the group refined the concept of Te Mana o te Wai and provided a set of recommendations to the Minister for the Environment. Subsequently, some of those recommendations were formalised through the NPS-FM in 2020 and embedded in the Taumata Arowai legislation.

The Havelock North outbreak was not an isolated incident. In 2010, the Law and Economics Consulting Group (LECG, now Sapere), while conducting a cost benefit analysis of raising the quality of Aotearoa New Zealand's reticulated drinking water, estimated there were 35,000 cases of acute gastrointestinal illness contracted from reticulated drinking water per year. LECG acknowledged that this was a conservative estimate and that American analyses of the number of gastrointestinal illnesses attributed to drinking water would put the estimate in excess of 100,000 cases per year amongst those on reticulated supplies. The Havelock North Inquiry heard evidence that a figure of 100,000 cases plus per year was more likely to be accurate, particularly when small private supplies are included.⁸

The number of notified cases understate the real rates of illness for a variety of reasons, including whether people seek medical advice. In addition, many potential waterborne illnesses are not notifiable.⁹

Sufficient and safe water to drink, straight from the tap, every day is not a reality for some people in Aotearoa. Some communities have boil water notices in place because the water is not safe to drink – some notices are temporary, others more permanent. In 2020/21, there were close to 60,000 people impacted by 26 permanent and 56 temporary boil water notices.¹⁰ In 2019/20, the numbers peaked at over 490,000 people impacted because of a temporary boil water notice in Christchurch.¹¹

Such notices place a burden on consumers and are not a substitute for providing safe drinking water. They are also likely to become less effective over time. Some suppliers may not know that the water they are supplying is not safe or may have failed to communicate the associated risks to their consumers.

At this stage, there is a lack of reliable data of the impact of unsafe water on Māori and rural communities. Small communities in areas with only limited infrastructure and that are at risk of

⁶ Gilpin, Brent et al. (2020). [A Large Scale Waterborne Campylobacteriosis Outbreak, Havelock North, New Zealand](#). Journal of Infection. 81. 10.1016/j.jinf.2020.06.065.

⁷ [Report of the Havelock North Drinking Water Inquiry - Stage 2 - dia.govt.nz](#) Part 10

⁸ Department of Internal Affairs (2017) [Report of the Havelock North Drinking Water Inquiry: Stage 2 - PDF version](#), paragraphs 113, See B230 at[1.1] Calculation based on Reynolds (2008) estimate for the contribution of community drinking water supplies to all cases of Acute Gastrointestinal in the USA.

⁹ Department of Internal Affairs (2017) [Report of the Havelock North Drinking Water Inquiry: Stage 2 - PDF version](#), paragraphs 113-115.

¹⁰ Ministry of Health (2022). [Annual Report on Drinking-water Quality 2020–2021 | Ministry of Health NZ](#). This report covers supplies that are registered and supply populations of greater than 100.

¹¹ Ministry of Health (2021). [Annual Report on Drinking-water Quality 2019-2020 | Ministry of Health NZ](#). This report covers supplies that are registered and supply populations of greater than 100.

drought (eg Far North and East Cape) are also at risk of not having sufficient drinking water at all times and face potentially significant cartage costs.

The 2020 Government investment of \$30 million to assist small, rural supplies not run by district councils to upgrade their infrastructure is designed to help address this need.¹²

Over the timeframe of this SOI, Taumata Arowai will identify and engage with communities experiencing unsafe or insufficient drinking water supply, to understand their needs and potential improvement pathways.

We have started discussions with registered Māori water supplies, iwi organisations and representative groups, such as Federated Farmers and Rural Women, who can assist us to reach out to rural and community suppliers.

Principles of drinking water safety

Whānqaiā te iwi

Sustain the people

The report of the Havelock North Drinking Water Inquiry identified six principles of drinking water safety that are instilled in good drinking water management practice worldwide and should underpin every aspect of our approach to drinking water.¹³

These principles are embedded in the ethos of the Water Services Act 2021 and inform our regulatory approach.

The principles and their impacts on our work programmes can be summarised as follows.

1. A high standard of care must be embraced.
2. Protection of source water is of paramount importance.
3. Maintain multiple barriers against contamination.
4. Change precedes contamination.
5. Suppliers must own the safety of drinking water.
6. Apply a preventative risk management approach.

Te Mana o te Wai underpins safe drinking water. Te Mana o te Wai is a universal concept that places the health of the water as the primary focus. For Taumata Arowai, this includes ensuring water supplied for human consumption is safe and fit for purpose.

¹² [Government announces allocation of three waters funds for councils | Beehive.govt.nz](#)

¹³ Report of the Havelock North Drinking Water Inquiry - Stage 2 - dia.govt.nz

In accordance with the Water Services Act 2021, Taumata Arowai is moving from a solely compliance-focused model to one that requires suppliers embrace the above principles, including taking responsibility for the safety of the water they supply.

Suppliers are required to give effect to Te Mana o te Wai, including by identifying, understanding and actively planning to manage the risks associated with their supplies. Drinking water safety planning includes reviewing and identifying the unique hazards associated with supplies to manage, control or eliminate them.

Organisations in the water services system

There are a significant number of organisations that have roles to play in the water services system. Taumata Arowai, as the drinking water regulator with oversight of wastewater and stormwater, is focused on regulating and improving the performance of those who provide water services.

The following diagram shows the key organisations in the water services system and their primary roles.

At the centre of the system, are drinking water consumers and communities with wastewater and stormwater services. These are the people who benefit from and are impacted by the quality of water services.

The organisations delivering water services are registered and unregistered drinking water suppliers and council-based wastewater and stormwater network operators. Subject to the proposed establishment of the four water entities, through the Three Waters Reform, the providers of water services will likely change over the period of this SOI.

Laboratories are a key part of the water services system, testing drinking water for the providers. At the time of preparing this SOI (end May 2022), there were 42 laboratories accredited for testing drinking water.

International Accreditation New Zealand (IANZ) regulates and accredits laboratories and authorised people and organisations established under the Water Services Act 2021.

Other key stakeholders include central and local government, iwi/Māori, industry, training and research organisations.

Everyone with duties, functions and powers in the drinking water system needs to work together to improve the system – no one organisation or group can achieve this alone.

The health system is also changing substantially over the timeframe of this SOI. One agency – Health New Zealand, in partnership with the Māori Health Authority – will replace multiple District Health Boards. We will continue to work with the health system, public health agencies and the Ministry of Health as lead agency on public health policy.

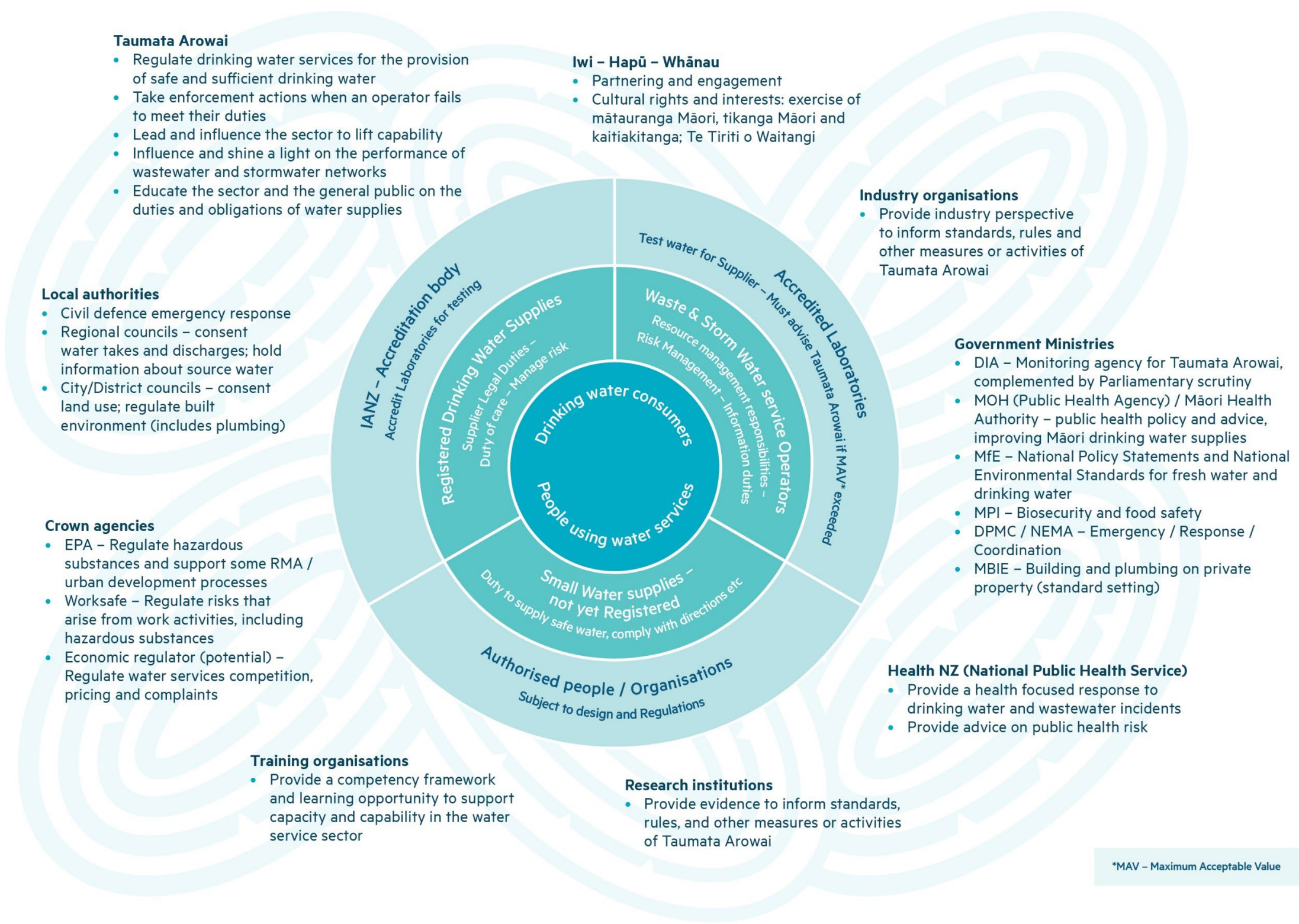
DIA has set up a National Transition Unit (NTU) to progress the Three Waters Reform programme, including establishing the four new water entities proposed under the [Water Services Entities Bill](#). When enacted, this legislation will shift the responsibility for the delivery of the majority of water services from local councils to the four water service entities.

In addition, the Government is considering the appointment of an economic regulator for water – an agency tasked with ensuring that access to drinking water is equitable and affordable.

Iwi/Māori have significant interests in all of these developments. They will be key partners in the governance of the four water services entities, through the Māori Health Authority, as well as involvement in proposed structural changes to the resource management system and as drinking water suppliers.

Over the next four years, Taumata Arowai will collaborate across the entire system on a variety of initiatives to strengthen system performance and improve outcomes for the benefit of people and the environment.

Landscape of key organisations in the water services system



Who supplies drinking water?

There are a variety of ways drinking water is supplied in Aotearoa. All water suppliers – regardless of their size, or if they are registered or not – have a duty of care to provide safe drinking water to the people they serve.

We have developed Hinekōrako¹⁴, our online regulatory and intelligence system, combining a self-service portal, the public register of drinking water supplies, registration management, and ongoing reporting from suppliers.

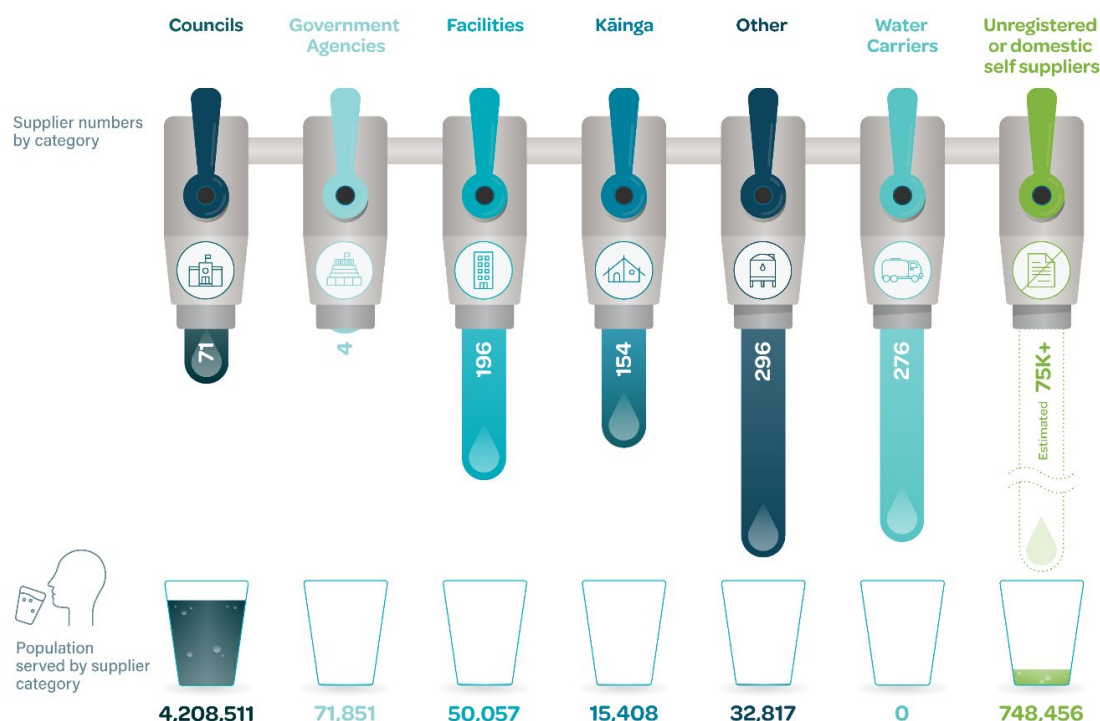
This section focuses on the drinking water suppliers: organisations or individuals who own drinking water supplies and laboratories.

By the numbers – registered water supplies

The Act requires drinking water supplies and suppliers who own, manage and operate them to be registered. There are 997 registered drinking water suppliers who own, manage and operate 1,975 supplies which serve 85.4% of New Zealanders (4,378,644 people). Drinking water supplies include the water sources, treatment plants and distribution zones. These statistics were taken from Hinekōrako on 15 June 2022 during the preparation of this report, reflecting the current understanding of registered suppliers and suppliers.

Figure 1 – Numbers of suppliers and populations served

Who's filling your cup?



¹⁴ Personification of the lunar rainbow – this name was gifted to Taumata Arowai for our regulatory and intelligence system by Te Atiawa.

- **Council:** Local and Regional Councils or Council-Controlled Organisations (COOs) such as Watercare and Wellington Water.
- **Government agencies:** This includes schools (Te Tāhuhu o te Mātauranga/Ministry of Education), campsites and huts (Te Papa Atawhai/Department of Conservation), prisons (Ara Poutama Aotearoa/Department of Corrections) and Defence facilities (Te Ope Kātua o Aotearoa/New Zealand Defence Force).
- **Facilities:** Such as universities, private schools, hospitals, airports, and ski fields.
- **Kāinga:** This group includes iwi entities, kura kaupapa Māori, kōhanga reo, marae, papakāinga, and Māori communities.
- **Other:** This category includes mixed-use rural supplies, residential and other private or communities supplies not owned by councils.
- **Water carriers:** Operators who transport drinking water to homes and events without reticulation. Water carriers do not record the population served by water carriers.
- **Unregistered or domestic self supply:** New Zealanders who do not drink water from a registered supply either drink water from an unregistered drinking water supply or their own stand-alone domestic dwelling supply like a roof water supply (known as “domestic self-supplies”).

Our initial analysis indicates there could be more than 75,000 unregistered supplies. Water suppliers not currently registered have until 15 November 2025 to register and 15 November 2028 to fully comply with the Act. Stand-alone domestic dwellings with their own water supply, which do not supply water to anyone else, are not considered as water suppliers.

Most New Zealanders drink water from large council supplies (our 10 largest supplies serve 2.8 million New Zealanders). However, most supplies that councils own, manage and operate are actually much smaller. There are only a handful of large supplies not owned by council or government (Only 16 of the 956 supplies not owned by council or government serve more than 500 people). There are many supplies which serve small communities (Half of all supplies combine to serve just one percent of New Zealanders). These numbers highlight the need for a proportionate regulatory system that reflects the scale, complexity and risk of these different supplies.

We do not currently have a full understanding of the geographic areas of council drinking water supplies but are working with councils to collect this data.

Who supplies wastewater and stormwater networks?

Councils and council-controlled organisations and the government departments supplying drinking water generally also have wastewater and urban stormwater networks. In smaller councils, wastewater may not necessarily be reticulated as far afield as drinking water – some areas may have piped drinking water but depend on septic tanks for wastewater management.

Reticulated stormwater networks are generally limited to urban areas, including the central parts of small towns.

There is currently no official count of the number of wastewater and stormwater networks.

Vision, purpose and enduring performance framework

Vision and purpose

The vision statement for Taumata Arowai is “Tiakina te wai, hei oranga te katoa – Safe water every day for everyone”.

The purpose statement is “Transforming the performance of water services to improve the health of water and people”.

Our role is a Crown entity that independently regulates drinking water and monitors the environmental performance of wastewater and stormwater network performance.

The following diagram illustrates our Vision, Role and Purpose statements and our long-term and medium-term strategies.

- Strategic Goals have a 15+ year horizon.
- Strategic Objectives have a 5 to 14-year horizon.

Strategic Goals and Objectives are changes in society or behaviour that we intend to contribute to and influence.

- Deliverables outline our key activities and have a 1 to 4-year horizon.
- Inputs are what we, as an organisation, bring to the work.

Our aro

Taumata Arowai has identified three aro or focus areas that describe how we will approach our long-term, medium-term and short-term planning.

The performance framework can also be viewed through our three aro.

Aro	Whakapapa definition	Use in Performance framework/SOI
Tiakitanga / Protect	Actively nurturing and growing meaningful partnerships and relationships to support broad guardianship of water; lifting sector capability, capacity, leadership and equitable opportunities for Aotearoa to reach intergenerational aspirations for our water, people and environment.	Is about our ability to affect the long-term health and well-being of water and people – and the environment. We are one of a number of organisations, so success will occur through our collective contribution.

Aro	Whakapapa definition	Use in Performance framework/SOI
Whakaawetanga / Influence	Promoting and advising on the national standards; shining a light on the performance of wastewater and stormwater; building relationships, trust and confidence within communities and those we work alongside.	Speaks to our ability to persuade others to follow our path – while the quality and frequency of our persuasion is within our control, its effects are not. Influence is a mixture of attribution and contribution.
Hautūtanga / Lead	Providing leadership on the three waters, drinking water, wastewater and stormwater; holding ourselves and water service suppliers to account; setting, promoting, advising on, enforcing and monitoring the national standards for drinking water.	Is closest to daily operations and therefore most within our direct control. We can attribute success in these areas to our actions.

What we do

Activities to protect public health and improve performance in the water services sector include the following. These are not a comprehensive list of our statutory functions.

- **Promoting supplier responsibility:** We provide national guidelines and good practice guidance on Te Mana o te Wai, regulatory obligations and suppliers' duties.
- **Taking a balanced approach to regulation:** We use a range of tools and approaches to ensure suppliers have effective risk management practices, strengthen the water services sector's performance and improve environmental outcomes.
- **Undertaking enforcement action:** Our enforcement activities are proportionate to the risk to consumers and the extent to which the supplier has failed to meet their duties and reflect the undertakings in our Compliance, Monitoring and Enforcement (CME) Strategy (appended to this document).
- **Responding to emergencies to ensure public safety:** We engage effectively with response agencies and ensure our emergency powers are available to support emergency responses when it is appropriate to do so.
- **Providing information and insights to advise the sector and prioritise our activities:** We analyse the data and information we obtain from suppliers to prioritise our work based on risk and share insights to support the continuous improvement of performance across the drinking water sector.
- **Enhancing sector capability:** We contribute to the water services sector's growth and development.
- **Informing and protecting consumers and communities:** We ensure consumers and communities understand critical information about their drinking water supply and can engage their supplier. The public know how to raise a concern or a complaint about water services.
- **Developing meaningful and trusted relationships, including with iwi/Māori:** To be effective as a regulator, we need to work closely with and through others. In particular, we are required by our founding legislation to partner with iwi/Māori.

In all of these activities, we need to give effect to Te Mana o te Wai.

Measuring performance

How we will measure our performance against the enduring performance framework, including targets as appropriate, is described in our Statement of Performance Expectations (SPE).¹⁵

¹⁵ Note that in the following diagram, “water services” includes drinking water, wastewater and stormwater.

VISION: Tiakina te wai, hei ora ngā te katoa.
Safe water every day for everyone.

PURPOSE: Transforming the performance of water services to improve the health of water (wai) and people (tangata).

ROLE: A Crown entity that independently regulates drinking water and monitors the environmental performance of wastewater and stormwater networks

WHAKAWEWETANGA (INFLUENCE)

STRATEGIC GOALS

Wai mauri. People from all communities (urban, rural and Māori) give effect to Te Mana o te Wai.
Wai mana. The delivery of drinking water, wastewater and stormwater is strengthened. Wai
Wai ora. People's health and wellbeing is protected.

STRATEGIC OBJECTIVES

Taumatā Arowai gives effect to Te Mana o te Wai through our information provision, engagement programmes and the way we work with others.
All drinking water suppliers and other duty holders comply with legislative requirements.
The capability and resilience of the water services sector grows over time.
People and communities have equitable access to safe and sufficient drinking water, and resilient water networks.
The performance of drinking water supplies, and wastewater and stormwater networks improves.
Taumatā Arowai is seen as a trusted and effective regulator.

DELIVERABLES

Publish, monitor and enforce standards, rules and processes and report on compliance.
Provide drinking water suppliers with the guidance they need to meet our expectations and give effect to Te Mana o te Wai.
Inform consumers so their drinking water supplier is so feedback can be provided.
Collaborate with others to care for and build the water services regulatory system.
Provide effective, efficient, easy to use registration and notifications systems.
Have oversight of and can participate in responses to drinking water incidents.
Participate in programmes that build the capability of the water services sector.
Identify the mix of resources we need to operate effectively.
Provide timely responses to statutory requests for information, reporting and notifications.

INPUTS

Staff skills and knowledge	Membership of regulatory networks
Te Ao Māori expertise	Partnerships with hapū and iwi/Māori organisations
Business systems	Relationships with industry, local/central government
Regulatory interventions	Risk-based, intelligence-led decision-making
External/third party suppliers	Communication channels and engagement
Strategic influence	Leadership from a Board and Te Puna
Platforms for managing and analysing registration and performance data	

TIAKITANGA (PROTECT)

HAUTŪTANGA (LEAD)

Our approach and how we work

Tō mātou tikanga mahi: Manaakitanga

Our ways of working: We will act in and support mana-enhancing ways to achieve intergenerational sustainability

Our people and locations

Our leadership team is known as Kaihautū o Puni Arowai (KOPA) and consists of the Chief Executive and the Heads of Regulatory, Corporate and Strategy and Insights. The name KOPA places our leadership team at the front, connecting with our people, the people we serve and those we work with.

Our people are our greatest resource for leading the changes needed in the water services sector.

We have regulatory advisers based in the following regional locations – Kirikiriroa/Hamilton; Papaioea/Palmerston North; Ōtautahi/Christchurch and Ōtepoti/Dunedin.

Our head office in Whanganui-a-Tara/Wellington supports our Strategy and Insights, Corporate and Regulatory functions.

Building and managing our organisational health

Our staff are the greatest asset and so maintaining and improving our organisational health is critical to our performance.

We are a small organisation with the majority of our staff based in five offices across the motu, while other individuals work in a distributed manner outside these locations. We foster a collaborative culture that values input from all team members. Each team holds regular team briefs as well as one-to-one meetings between managers and team members to ensure our people are performing at their best.

Fortnightly organisation-wide forums are held to ensure that all of our staff feel connected to our whakapapa and mahi and create opportunities where achievements can be shared and celebrated. We enable our people to attend these forums in person or virtually to accommodate the needs of distributed staff and staff making use of our approach to flexible work.

Our approach to flexible work has ensured that we have retained the organisational resilience to operate effectively through the impacts of COVID-19, while also being competitive in the recruitment market across Aotearoa.

We have recently initiated our staff engagement survey to make sure that all of our people have a voice and can express their thoughts and feelings as to how Taumata Arowai performs as an employer. This programme of work enables us to progress towards our responsibility of being a good employer and allows us to respond to the needs of our people across all of our internal policies and processes.

Other initiatives supporting organisational health include:

- active consideration of our gender and ethnic pay gap with each appointment made in our recruitment process
- enhanced employment provisions for expecting parents, including paid special leave for expecting mothers in the run up to their due date and paid special leave for the partners of expecting mothers in the run up to, or after, the due date
- enhanced employment provisions for staff who contract COVID-19 so that they can focus on their health and wellbeing while recovering without worrying about their leave balances
- providing all staff with equipment to work from home on a regular or ad hoc basis enabling a flexible by default approach
- the ability to purchase up to two weeks additional annual leave each year
- active health management including flu vaccinations, access to a gymnasium, EAP and workplace assessments for the home working environment to ensure our people are working safely at all times
- employee led networks on a range of topics including Te Reo Māori, Health and Safety, Matariki and social events
- female employees across the organisation have access to free period products as part of a social responsibility initiative
- dedicated budget each year to progress learning and development initiatives across technical, non-technical, cultural and leadership capabilities, including a professional development fund to enable our people to grow their capability to advance their careers over time
- targeted controls to manage our Health and Safety critical risks, including driver training, situational awareness and de-escalation training
- a comprehensive range of staff-related policies and procedures, designed to support a positive culture.

Acquisition of shares and joint ventures

Taumata Arowai does not intend to acquire any shares in other organisations or enter into any joint ventures. We will collaborate with other agencies in partnerships, but these will be non-commercial.

Our approach to regulation

Taumata Arowai is taking a balanced regulatory approach.¹⁶ This means we will adopt a mix of responsive and proactive regulatory activities to:

- incentivise desirable behaviour change in the drinking water sector
- disincentivise behaviours that do not support effective risk management or increase the likelihood of harm to consumers from unsafe drinking water
- disincentivise behaviours that do not provide sufficient drinking water.

Our regulatory interventions will be proportionate and directed to address the risk and nature of the behaviours of regulated parties. Our decision to intervene will be based on the need to:

- protect people and communities from a 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.

¹⁶ Deloitte (2020). [‘If at first you don't find a balanced regulatory model - try, try, again’](#). Blog by Mike Turley, Vice Chairman and Global Public Sector Leader, 5 February 2020.

Where deemed necessary, however, we will take a strong and clear regulatory response if water suppliers engage in unacceptable conduct or do not take their duties and responsibilities suitably seriously.

Further information about our approach can be found in our CME Strategy appended to this document (Appendix 1).

New responsibilities for drinking water suppliers

To all drinking water suppliers

- We recognise the important contributions you have made to your communities and we wish to work with you to facilitate a smooth transition to the new legislation, which will be completed in full by 15 November 2028.
- We will hear your concerns and work with you to understand your challenges.
- We will work with iwi/Māori, as kaitiaki, consumers and water suppliers, to understand and respond to their needs and aspirations.

The Water Services Act 2021 brings new responsibilities for all drinking water suppliers through a staged set of changes, starting with currently registered water suppliers.

The key change is a culture shift for water services – moving from a compliance model to one that requires suppliers to embrace the six drinking principles of drinking water safety, including owning the safety of the supply. Suppliers must identify, understand and actively plan and manage the risks associated with their water supplies.

Drinking water suppliers and water carriers who were registered immediately before the commencement of the Water Services Act 2021 in November 2021, will be required to meet new Drinking Water Standards, Drinking Water Quality Assurance Rules and Drinking Water Aesthetic Values. These new regulatory instruments will be published in mid-2022 and are expected to come into effect in mid-November 2022.

At the time of writing this SOI, local councils comprise many of the currently registered suppliers and, together with other major water suppliers, provide drinking water to approximately 85% of the population.¹⁷

Taumata Arowai continues to engage directly with all registered suppliers to understand their situation. All registered drinking water suppliers will be contacted by Taumata Arowai to discuss their registration, what they are required to do and the timeframes required.

Taumata Arowai is also engaging with unregistered drinking water suppliers and carriers. The Water Services Act 2021 provides an ample transition period for water suppliers, who are not currently registered and supply drinking water to more than one standalone domestic dwelling, to be registered.

- **Unregistered water carriers** have **until 15 November 2022** to register and to provide a Drinking Water Safety Plan that complies with the Water Services Act 2021.

¹⁷ See section in this document on Who supplies drinking water.

- **Unregistered water suppliers** will have up to **15 November 2025** to register their drinking water supplies with Taumata Arowai and **until 15 November 2028** to provide a Drinking Water Safety Plan or comply with an Acceptable Solution or verification method.

New responsibilities for drinking water, wastewater and stormwater network operators

The Water Services Act 2021 introduces new requirements to monitor and report on the environmental performance of certain drinking water, wastewater and stormwater networks and their operators.

The new requirements apply only to networks and network operators. These two terms have specific definitions under the Act which means that generally only drinking water, wastewater and stormwater networks owned by, or operated on behalf of councils or government departments, are captured.

These requirements are designed to provide greater transparency about the performance of networks, the impacts they have on the environment and public health and to contribute to the continuous and progressive improvement of the quality of water services. Our responsibilities do not affect the current responsibilities of the network owners, or of the consenting and enforcement authorities, which are primarily regional councils for the water take and discharge to water and city or district councils for discharge to land.

This change is about protecting the health of our people and environment. Communities are affected because the performance of networks directly impacts the environment and public health. Taking a holistic and integrated view of the management of water, as articulated through the concept of Te Mana o te Wai, is crucial.

We have defined environmental performance as relating to the effects of networks on the environment, including the operation of infrastructure and processes. In this context, environment has the meaning given to it by the Resource Management Act 1991, this includes:

- the impact of a network on any natural receiving environment
- the impact of a network on the social and cultural wellbeing of people and communities
- the performance of a network and its impact on ecosystems, people and communities
- any social, economic, or cultural factors that may impact on environmental performance.

In January 2022, Taumata Arowai released a discussion document containing a proposed approach for the monitoring the environmental performance of drinking water networks from mid-2022. Following public consultation, Taumata Arowai will use targeted engagement to finetune the measures and ensure they are phased appropriately.

Key work programmes

Karangahia ngā ope

Be the voice of welcome

Over the period covered by this SOI, we will implement a number of work programmes designed to support our performance and functions.

Engaging with the water services sector

We have a comprehensive engagement programme aimed at four primary groups:

- drinking water suppliers, both registered and unregistered, about their duty of care and the requirements of the Act, including timeframes for registration and the provision of drinking Water Safety Plan and with a specific campaign for unregistered suppliers to ensure that they are registered as required on or before November 2025
- iwi/Māori as kaitiaki, consumers and water suppliers, to better understand their needs and aspirations
- the general public on who we are, what we do, why and how to engage with their water supplier and us
- network operators, regional councils, iwi/Māori and the Ministry for the Environment about our impending new responsibilities for the environmental performance of drinking water, stormwater and wastewater networks and network operators.

We are also working with the 67 territorial local authorities and other major water suppliers such as Corrections, the New Zealand Defence Force and Department of Conservation to complete registration and verify their supplies. These main suppliers, together with other registered suppliers, provide drinking water to approximately 85% of New Zealanders.

The engagement programme will include consultation on any further new Rules, Standards, Acceptable Solutions and authorisation approaches that we develop and wish to put into place.

We will use the full range of engagement tools available – including public advertising, media releases, emails and letters, meetings (in person or virtual), phone conversations, webinars, social media, public surveys and partnerships with others in the water services sector.

Where we are specifically engaging with iwi/Māori, we will work with other agencies that are also engaging with the same audience to ensure that we maximise the opportunities for iwi/Māori to actively respond to our outreach.

We will work similarly with partners to identify and engage with unregistered small rural supplies.

Giving effect to Te Mana o te Wai

Giving effect to Te Mana o Te Wai means placing the health and mauri of wai (water) as the primary obligation. The second obligation is to provide for the human health needs of people (such as drinking water) and the third obligation is to provide for other consumptive uses so long as such use does not adversely affect the mauri of the wai. While it is a universal concept, Te Mana o te Wai can be defined at place by tangata whenua and local communities, having regard to the values and aspirations of those communities for their water bodies.

The Board and Te Puna have approved the development of a detailed work programme to build capability within Taumata Arowai to support giving effect to Te Mana o te Wai. This will be embedded in everything we do and will require a comprehensive plan to be developed over time with the support and advice of Te Puna and engagement with iwi/Māori and local communities .

We are also required to provide advice to water suppliers on how they can give effect to Te Mana o te Wai.

This will require effective, positive and enduring relationships with suppliers, iwi/hapū and local communities.

Te Mana o te Wai has also been adopted as a common concept across the water management system and we will need to work with all stakeholders to ensure all parties have a shared understanding of the requirements and aspirations of iwi/hapū and local communities for giving effect to Te Mana o Te Wai.

Participating in a joined-up water services system

Tō mātou tikanga mahi: Kāwanatanga

Our ways of working: We will model positive partnerships and behaviours in our relationships

Working with others in the sector

We are active regulatory stewards, committed to the improved performance of drinking water, wastewater and stormwater systems over time. In doing so, we take a whole of system view, realising in doing so that we cannot achieve everything alone. We must work with and through others to reach our goals.

We endeavour to work in a collaborative way with other agencies – central and local government and non-government organisations – working with the water services sector.¹⁸

- We are part of the Government's Three Waters Reform programme and play an active role in the Three Waters planning processes, including working with the National Transition Unit establishing the four new water services entities. We are also a member of a number of working groups that are part of progressing the Three Waters Service Delivery Reform.

¹⁸ See figure 1.

- Together with the Ministry of Health, DIA, Ministry for the Environment, Te Puni Kōkiri and Hīkina Whakatutuki/the Ministry of Business Employment and Innovation, we are collaborating on policy initiatives.
- We have an Interim Working Agreement in place with the Ministry of Health on how we will continue to work together on policy until the health sector reforms are in place. Health sector reform is expected to change who we work with – from multiple district health boards and Public Health Units to the new Health New Zealand and the Māori Health Agency.
- We are supporting Crown Infrastructure Partners Ltd in processes and distribution of the \$30 million fund for improving small, non-council water supplies.
- When appointed, we will partner with the agency that the Government appoints to be the economic regulator of the water services system.
- We are developing collaborative relationships with Water New Zealand, Fonterra, DairyNZ, Federated Farmers and iwi/Māori organisations, amongst others, to reach out to small, rural, unregistered water suppliers and provide advice about their responsibilities and how our role will affect them. We will build on this group and include other agencies and organisations that can give us access to unregistered suppliers, particularly small rural supplies.
- We are talking to regional councils and network operators for drinking water, wastewater and stormwater about how we will approach our responsibilities for reporting on the environmental performance of these networks and their operators.
- We are liaising with training and research organisations about how we can work together to build the capability of the water services sector.
- The proposed changes to the RMA will impact on our work. Replacement of the RMA is planned to alter the consenting environment for water allocation and discharges. It may also reframe the NPS-FM and other national direction instruments made under the RMA and may impact the consenting processes that our wastewater performance standards link to.

Emergency response

We have a range of emergency powers that we can use where we believe that there is a serious risk to public health, either from the quality of drinking water or an inability to supply a sufficient quantity of drinking water. We can intervene directly in the event if the seriousness of the situation requires it but will generally act in an advisory capacity.

When a drinking water incident or emergency occurs, or we are notified of a serious breach of the Drinking Water Standards and Rules, we work with the water supplier, local consenting authorities and with Civil Defence as and where required to rectify the problem, understand why it arose and make plans and arrangements to ensure that it does not occur again.

To develop capacity and capability in managing water-related emergencies, we will run further emergency management training exercises.

Developing robust data and insights

Our data and insights function works to support the continuous improvement of the water services system, including the role of Taumata Arowai as a regulator, by enabling informed, evidence-based decisions alongside mātauranga Māori considerations. This involves building our team and technology, working with vendors to provide a cloud-based data platform.

Through collaboration across our organisation, working with other government agencies, holders of key water-related data sets, the water services sector and engaging other stakeholders, including iwi/Māori, we identify and deliver data and insights products they require. We understand that we play an important role in a wider water data ecosystem, where we have an opportunity to set clear data standards and leverage modern technologies to improve the flow of data, reducing the burden of reporting.

We are working with technology providers to provide facilities that enable water suppliers to automatically report compliance data. We are also engaged with other government departments to align our reporting requirements to reduce duplication and to share critical information while complying with requirements around information security and privacy.

In the future, we envisage a water data ecosystem which will help to inform everyone in the water sector and provide trusted and accurate insights into the state of water in Aotearoa.

Delivering annual reports on Drinking Water Regulation and Network Environmental Performance

Under the Water Services Act 2021, Taumata Arowai is required to prepare the Drinking Water Regulation and Network Environmental Performance reports every year (sections 137 and 147 respectively). Section 147 is not yet in force but will come into effect during the timespan of this SOI. Taumata Arowai has established a permanent cross-functional work programme to lead the design, engagement, data collection and delivery for these reports.

The Drinking Water Regulation Report will report on the compliance of drinking water suppliers but will have a broader scope and a focus on driving improvements in our drinking water than previous reports from the Ministry of Health. In addition to covering compliance and the Drinking Water Standards, the safety of drinking water, management of source water risks and hazards (as delivered in the Ministry of Health's Report), it also will cover water services capability, our performance and the effectiveness of the Act in delivering the intended impact.

In the longer term, Network Environmental Performance Reports will provide information about the performance of all three waters. We expect to begin work on wastewater environmental performance measures and standards in late 2022. Work on stormwater environmental performance measures will begin in 2023.

Developing partnerships and supporting workforce capability

Nāku te rourou nāu te rourou ka ora ai te iwi

With your basket and my basket, we will sustain everyone

The Taumata Arowai–Water Services Regulator Act 2020 recognises the role of Taumata Arowai to support the drinking water sector to build and maintain its capability. In addition, our oversight role of the environmental performance of wastewater and stormwater is designed to help network operators make good decisions, including on their workforce development priorities.

Over the coming three years, our partnerships and workforce capability function will focus on the following three areas.

- **Maximising the impact of our regulatory actions on the capability of the water services sector.** We will increase our understanding of how our regulatory activities and actions help the water services sector better understand what suppliers need to do to meet their duties of care and why these duties are important. This includes working with the sector and our regulatory partners to determine ‘what good looks like’ from mātauranga Māori and science perspectives and feeding this into training and workforce development pathways.
- **Contributing to workforce development initiatives.** Insights from our regulatory activities inform our engagements across the entities with interests in the development of the water services sector. Recruitment, training and retention outcomes within the sector will strongly influence the success of the water services system reform. We continue to participate in the emerging Workforce Development Strategy for the water services sector. This initiative, coordinated by Waihanga Ara Rau (the Construction and Infrastructure Workforce Development Council), will result in five- and ten-year plans to strengthen workforce and skills development.
- **Strengthening existing relationships and forming partnerships.** The sector supporting the water services workforce needs to continue to work collectively if we are to achieve a lift in capability within the finite resources available. We will look across the sector to build a picture of the emerging opportunities and challenges and be part of finding solutions. We can help to bring agencies, groups and iwi/Māori together to advance common goals and get the best use of available resources and workforce development pathways.

Building the regulatory regime

A key focus for the organisation is to continue building the regulatory regime as outlined in the Water Services Act 2021 and implementing the CME Strategy.

Over the coming year we expect to work towards developing:

- an authorisations framework
- an infringements’ regime
- an approach to bringing previously unregistered water supplies into the regime
- an approach to regulating wastewater and stormwater networks
- a consumer complaints process
- a full suite of operational policies, procedures and external guidance.

The development of the authorisations framework and infringements’ regime will be undertaken in partnership with DIA. We need to develop secondary legislation to support the main purpose of the Act to ensure that drinking water suppliers provide safe drinking water and to provide transparency around the performance of water services networks.

We will also observe the implementation of secondary legislation that has already been made and, in accordance with our assessment of its performance and considering feedback received, may explore options to refine it or to develop further instruments.

In addition, we need to continue developing operational policies and procedures to ensure our regulatory staff can be effective in their day-to-day operations. More external guidance is needed to help people in the water services sector to understand their statutory obligations and how to meet them.

Implementing our Compliance, Monitoring and Enforcement Strategy for drinking water

The Compliance, Monitoring and Enforcement (CME) Strategy (included as Appendix 1 to this SOI) sets out clearly what drinking water service suppliers can expect from us over the next three years. It outlines our priorities and intended regulatory approach.

The Water Services Act 2021 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 meet 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
- issue exemptions.

We are currently completing a significant build phase as we work with the sector to embed the new Drinking Water Standards and Rules. This CME Strategy outlines the best view we have at the current time as to what our workplan and priorities will be for the next three years.

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

Oversight of wastewater and stormwater

The Taumata Arowai legislation creates an oversight role for Taumata Arowai in relation to the environmental performance of drinking water, wastewater and stormwater networks. The provisions in the latter Act that relate to wastewater and stormwater were generally delayed by two years and therefore come into effect on 4 October 2023. It should be noted however that the Water Services Act 2021 allows these provisions to be staged over a long time period. Over the next year, the focus will be on developing our approach to wastewater provisions, including how we stage the introduction of those provisions.

In addition, we will be building our relationships with key partners and stakeholders, including iwi/Māori, regional councils, network operators, the new Public Health Agency (to be established in July 2022) and the Ministry for the Environment. We will also be working on developing a detailed understanding of the existing knowledge landscape so we develop standards, measures and targets that are consistent with existing regulatory requirements and, wherever possible, build on existing information.

During the following three years, we expect the first iteration of all the standards, measures and targets for wastewater will be in place. We also expect to have developed the measures and targets for stormwater. We will have published at least two Network Environmental Performance Annual Reports which will shine a light on the environmental performance of drinking water, wastewater and stormwater networks.

Building our internal capability

To act as the regulator and undertake the above workstreams, Taumata Arowai needs a wide range of skills and knowledge over and above the normal Crown entity operational and business support systems – in drinking water delivery, public health, emergency responses, investigations, wastewater and stormwater networks, audit and monitoring, legal interpretation, Te Ao Māori, data and business intelligence and regulatory policy.

Our core capability is built by recruiting those who are skilled, knowledgeable, adaptable team players, equipping them with the tools that they need and providing them with support and opportunities to develop.

Our training and development plan is particularly focused on building our regulatory capability and our ability to weave mātauranga Māori with Western science. The weaving of the two will create a regulatory system that is truly unique to Aotearoa and will serve as a model for the wider water services sector and other regulators on how this can be done.

Regulatory capability

While many of our team have substantial regulatory experience and knowledge, others require additional training. In addition to in-house training on Taumata Arowai-specific systems and processes we are taking advantage of the following current opportunities:

- the suite of New Zealand Certificates in Regulatory Knowledge, Compliance and Practice developed by the government regulatory practice initiative ([G-Reg](#))
- participation in the webinar and training programmes offered by Water New Zealand – we often present at these events, but all staff are given the opportunity to attend webinars
- webinars or presentations from overseas experts
- NZQA Limited Credit Programme in drinking water
- New Zealand Coordinated Incident Management System ([CIMS](#)) training.

Upholding Te Tiriti o Waitangi and weaving mātauranga Māori into our operations

A key requirement for Taumata Arowai is to develop its internal capability with a particular focus on enabling the implementation of mātauranga Māori alongside our regulatory capabilities. We need to do so with the view of contributing to Taumata Arowai giving effect to Te Mana o te Wai, upholding the tikanga of Taumata Arowai and realising the obligation of Taumata Arowai to be an honourable Te Tiriti o Waitangi partner.

With the guidance of our tikanga, we have integrated Te Mana o te Wai into the design of the operational blueprint of Taumata Arowai. Naming conventions are steeped in mātauranga Māori, including our organisational name and Hinekōrako as our self-service portal for our drinking water suppliers and laboratories. We are investing in staff learning and development with respect to the concepts and values of Te Ao Māori to ensure staff feel confident engaging with Te Ao Māori.

We will continue to build our capability and capacity to act as a responsible Te Tiriti o Waitangi partner. We will actively and meaningfully engage to ensure the interests of iwi/Māori are respected. We are working, together with partners, to identify and implement training to support our internal capability to give effect to Te Mana o te Wai and drawing mātauranga Māori into all we do in a sensitive and appropriate way.

Within the first year of this SOI, we will design a fit-for-purpose framework to support us being an effective Te Tiriti o Waitangi partner, acting on behalf of the Crown. The framework will include policies, procedures and guidance to build staff and organisational capability to partner with and support iwi/Māori.

Appendix one: Compliance, Monitoring and Enforcement Strategy 2022-2025



Mā te rongo, 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.

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

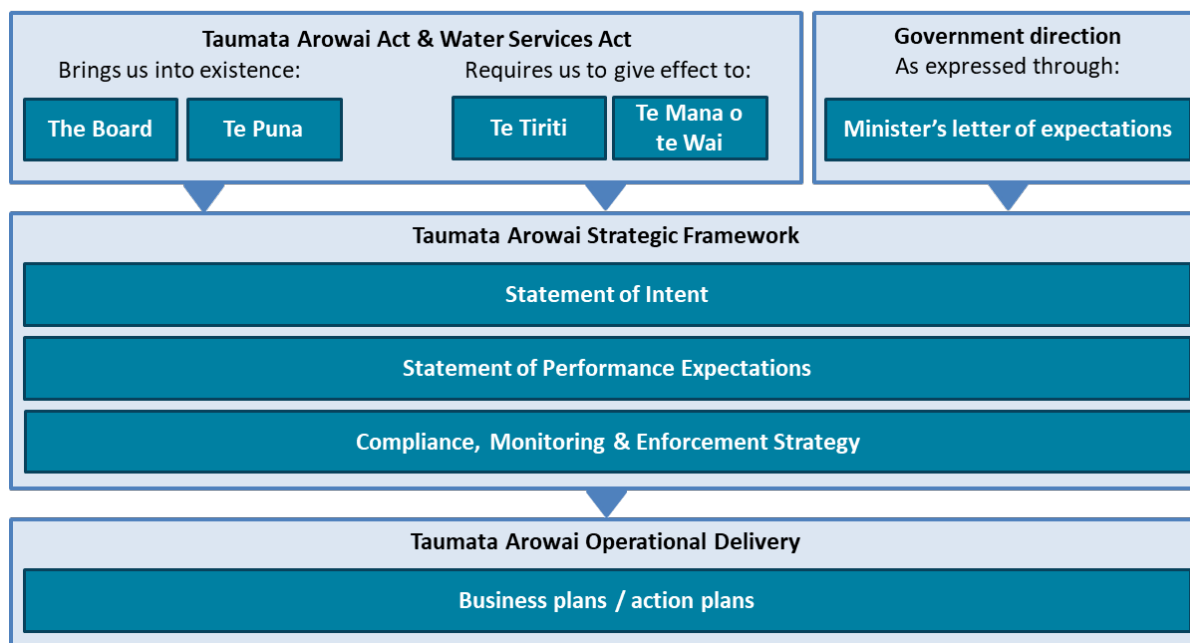
A CME Strategy is only required for drinking water. Our statutory roles for storm and wastewater are different than our role for drinking water. We are the regulator for drinking water but provide oversight for both stormwater and wastewater where the regional councils are the regulator. Our priorities 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)¹⁹ 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:

¹⁹ 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.

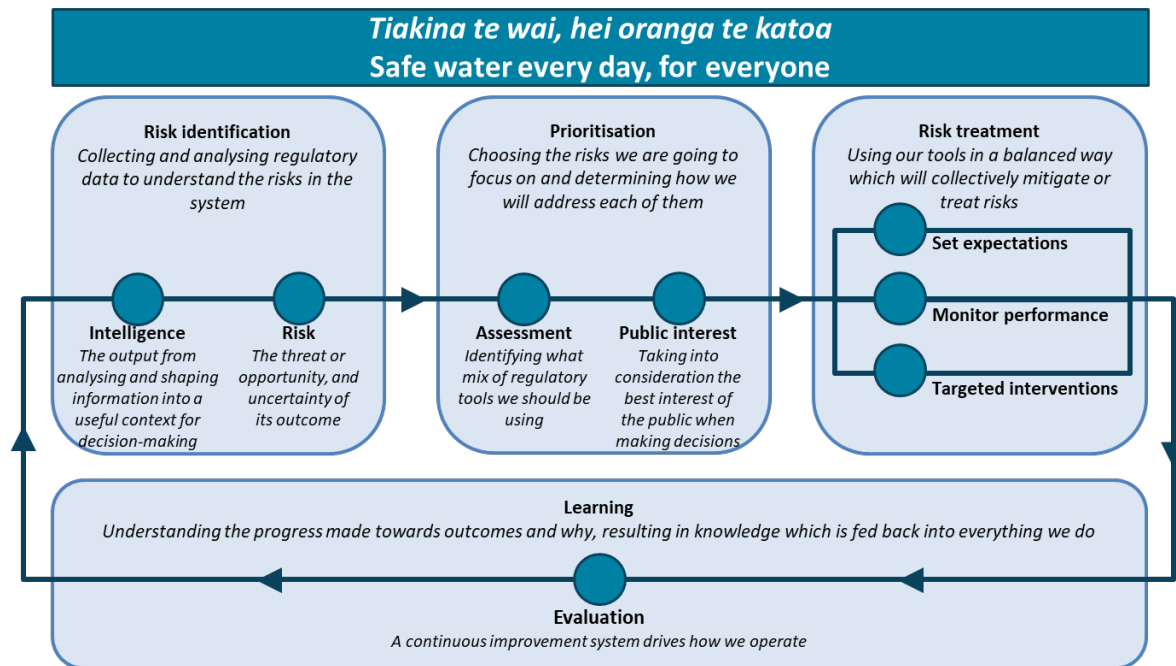
The requirement to give effect to Te Mana o te Wai in the Water Services Act will also apply to the four regional Water Services Entities proposed under the Water Services Entities Bill 2022.

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:



Taumata Arowai whakapapa



We have developed our whakataukī as a way of expressing our values. Our whakataukī 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

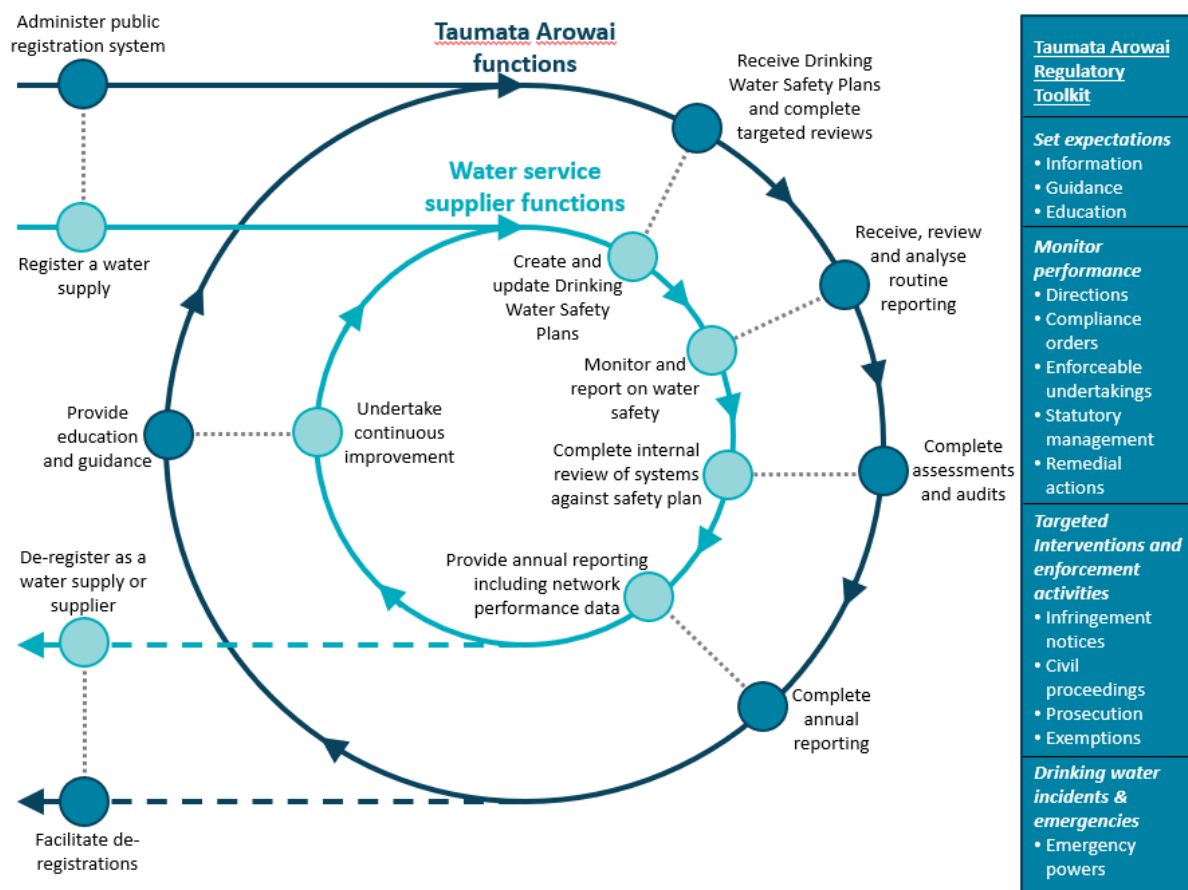
We acknowledge the history of water, the people of Aotearoa and the land, from our past to our present state. We will be focused on understanding and appreciating context, history and the whakapapa of water to inform how we work with others in designing improvements for future generations. We will evolve 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 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)
Build the regulatory system and set expectations	<p>Give effect to Te Mana o te Wai</p> <p>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)²⁰ and the National Environmental Standards for sources of human drinking water (NES-DW).²¹</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.

²⁰ [National Policy Statement for Freshwater Management 2020 | Ministry for the Environment](#)

²¹ [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)

Component	Focus Area	Year 1 (July 22 – June 23)	Year 2 (July 23 – June 24)	Year 3 (July 24 – June 25)
	<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)
Monitoring performance	<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)
Drinking water incidents & emergencies	<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"> • <u>Resilience</u>: 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. • <u>Readiness</u>: 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. • <u>Response</u>: 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. • <u>Recovery</u>: 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.
Targeted Interventions & Enforcement activities	<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 te 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 two: 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)

Te Reo Māori term	English meaning	Source
Mana whenua	Territorial rights, power from the land.	mana whenua - Te Aka Māori Dictionary (maoridictionary.co.nz)
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 Reo Māori term	English meaning	Source
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 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)

Technical terms	Meaning	Source
Cyanotoxin determinands	A toxin secreted by certain cyanobacteria.	Drinking-water Standards for New Zealand 2005 (revised 2018)
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)

Technical terms	Meaning	Source
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
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