

**Plan to 30 June 2022**  
**Te Mahere ki te 30 o Pipiri 2022**



## 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

## Whakataukī

Ka hoki kōmuri ngā whakaaro, kia anga whakamua te titiro

Turn your minds to the past to determine our way forward

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## Vision

Te Tirohanga Whakamua

**Safe water every day  
for everyone.**

Tiakina te wai, hei oranga  
te katoa.

## Purpose

Te Kaupapa

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

## Our role | Tā Mātou Mahi

### Our legislation | Tā mātou ture

Taumata Arowai is a Crown entity established under the [Taumata Arowai—the Water Services Regulator Act 2020](#) to regulate drinking water.

The [Water Services Act 2021](#) provides the detailed powers Taumata Arowai uses in administering the regulatory system. Taumata Arowai will initially focus on regulating drinking water services for the provision of safe and sufficient 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 an independent 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](#).

From the commencement of the *Water Services Act 2021*, the role of the drinking water regulator will transfer from the Ministry of Health to Taumata Arowai. Taumata Arowai has been working closely with the Ministry of Health, District Health Boards and Public Health Units so that there is a smooth transition.

From 2023, Taumata Arowai must monitor and report on the environmental performance of wastewater and stormwater networks.

### The responsible Minister and the monitoring agency | Te Minita haepapa me te tari aroturuki

The responsible Minister for Taumata Arowai is the Minister for Local Government, Hon Nanaia Mahuta. 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 Plan is informed by the Minister's Letter of Expectations to the Board, including the specific expectations for our first year of operations, which underpin our key focus areas up to 30 June 2022.

### The Board | Te Poari

Taumata Arowai is governed by a Board, appointed by the Minister of Local Government and chaired by Dame Karen Poutasi.

The Board of Taumata Arowai 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 is working closely with the Māori Advisory Group, so that effective governance and direction is provided to Taumata Arowai. The Board is required to have regard for the advice of the Māori Advisory Group and must demonstrate in the Taumata Arowai Annual Report how the Board responded to this advice.

## The Māori Advisory Group | Te Rōpū Māori

The Māori Advisory Group is integral to the successful governance and operations of Taumata Arowai. This group is chaired by Tipa Mahuta who, along with other members of the Group, was appointed by the Acting Minister of Local Government.

It 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 how to enable mātauranga Māori and tikanga Māori, and how kaitiakitanga is to be exercised
- any other matters as agreed by the Māori Advisory Group and the Board.

Advice provided by the Māori Advisory Group will be critical to Taumata Arowai. It will inform 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 (outlined further below).

## Treaty of Waitangi | Te Tiriti o Waitangi

As a representative of the Crown, 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 and ensure they are taken into account in its decision-making.

The operating principles of Taumata Arowai include:

- partnering and engaging 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 kaitiakitanga<sup>1</sup>
- building and maintaining credibility and integrity, so that Taumata Arowai is trusted by Māori.<sup>2</sup>

## Te Mana o te Wai

A key objective of Taumata Arowai is to give effect to Te Mana o te Wai in the performance of its functions. When exercising or performing a function, power or duty of the Water Services Act 2021, Taumata Arowai must give effect to Te Mana o te Wai, to the extent that Te Mana o te Wai applies to the function, power, or duty. This obligation applies equally to other parties operating under the Water Services Act 2021.

Te Mana o te Wai is defined in the National Policy Statement for Freshwater Management.<sup>3</sup> Te Mana o te Wai is a fundamentally water-centric concept focused on restoring and preserving the balance between water (wai), the wider environment (taiao), and people (tangata), now and in the future. Te Mana o te Wai connects different regulatory regimes through a common vision and set of principles.

Te Mana o Te Wai provides a pathway for Crown agencies and other people with statutory functions, powers, and duties to recognise and respect the kaitiakitanga obligations of mana whenua, in a manner that aligns with mātauranga-a-iwi. Its application will vary from place to place and community to community, in accordance with local responses to the principles it embodies. While Te Mana o te Wai is defined in a document created under the Resource Management Act 1991, Taumata Arowai must consider and apply its meaning and operation for the purposes of the Taumata Arowai—the Water Services Regulator Act 2020 and the Water Services Act 2021.

<sup>1</sup> [Taumata Arowai—the Water Services Regulator Act 2020, section 18\(2\)\(e\).](#)

<sup>2</sup> [Taumata Arowai—the Water Services Regulator Act 2020, section 18\(2\)\(a\).](#)

<sup>3</sup> Ministry for the Environment (2020). [National policy statement for freshwater management | Ministry for the Environment.](#)

## ▲ Why is an independent regulator needed? | He aha e hiahiatia ana tētahi kai-arotake motuhake?

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

Taumata Arowai was established following the Inquiry into a 2016 outbreak of waterborne disease in Havelock North's drinking water supply and the Government's subsequent Three Waters reform programme. Consumption of contaminated drinking water in Havelock North resulted in up to 8,320 campylobacteriosis illnesses. Of these, 953 cases were physician-reported, 42 were hospitalised, three people developed Guillain-Barré syndrome and four people died.<sup>4</sup>

The Havelock North outbreak was not an isolated incident. In 2010, the Law and Economics Consulting Group, 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. The Law and Economics Consulting Group acknowledged that this was a conservative estimate and that American estimates of the attribution of gastrointestinal illness 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.<sup>5</sup>

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.<sup>6</sup>

Some communities have permanent boil water notices in place because the water is not safe to drink. Between 2019-2020 there were over 490,000 people impacted by 26 permanent and 51 temporary boil water notices.<sup>7</sup> The risk to people's health is even greater if water suppliers fail to put boil water notices in place when they should be.

## ▲ Our approach and how we work | Ko tā mātau huarahi whai me ā mātau momo mahi

### Our people and locations | Ko ā mātau tāngata me ā mātau wāhi mahi

Our leadership team is known as Kaihautū o Puni Arowai (KOPA) and consists of the Chief Executive, the Head of Regulatory, the Head of Corporate Services, and the Head of Strategy and Insights. The meaning of KOPA denotes that our leadership team is 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 – Hamilton/Kirikiri; Palmerston North/Papaioea; Christchurch/Ōtautahi; and Dunedin/Ōtepoti.

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

### Our approach to regulation | Ko tā mātau whai i ngā mahi waeture

Taumata Arowai is taking a balanced regulatory approach.<sup>8</sup> 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.

4 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.

5 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

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

7 Ministry of Health (2021). [Annual Report on Drinking-water Quality 2019-2020 | Ministry of Health NZ](#)

8 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.

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.

We will also take a strong and clear regulatory response if water suppliers engage in unacceptable conduct or do not take their duties and responsibilities seriously.

Interventions to protect public health and improve performance in the water services sector include the following.

- **Promoting supplier responsibility:** We will 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 will be proportionate to the risk to consumers and the extent to which the supplier has failed to meet their duties.
- **Responding to emergencies to ensure public safety:** We will 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 will 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 structure and capability:** We will contribute to the water services sector's growth and development.
- **Informing and protecting consumers and communities:** We will 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.

## ▲ Key messages for drinking water services and the public | Ko ngā kōrero matua mā ngā ratonga wai me te iwi whānui

### To all drinking water suppliers

- We recognise the important contributions you have made to your communities and want to use your expertise to help facilitate a smooth transition to the new legislation.
- We will hear your concerns and work with you to understand your challenges.

### Transition to new standards and rules | Te whakawhiti ki ngā paerewa me ngā ture hou

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 will be a culture shift for water services – moving from a compliance-based approach to the active risk management of the supply of safe drinking water.

In this first operational period to 30 June 2022, drinking water suppliers and water carriers who were registered immediately before the commencement of the Water Services Act 2021 need to continue to meet existing Ministry of Health [Drinking-water Standards for New Zealand 2005 \(Revised 2018\)](#). We will monitor and enforce these standards in an even-handed way.

There are approximately 1,200 registered supplies that are not currently owned or operated by local government. Many of these suppliers are small, private and/or rural, and some are marae and papakāinga. From 15 November 2021, Taumata Arowai will begin 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 and what they are required to do.

In early 2022, we will consult on draft new standards and rules, aesthetic values for drinking water and acceptable solutions. Taumata Arowai will also provide guidance for registered water suppliers on the new drinking water safety plans and risk management planning. These new instruments are expected to become effective after 1 July 2022.

During this consultation period in early 2022, we will also use this opportunity to begin our engagement with **unregistered drinking water suppliers and water carriers**.

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.

From February 2022, Taumata Arowai will have a programme of work in place to explain what the new legislation means for unregistered drinking water suppliers and water carriers, so they can consider their options and plan ahead.

## Key messages to 30 June 2022 | Ko ngā kōrero matua ki te 30 o Pipiri 2022

1. All water suppliers and water carriers have a duty to always provide safe drinking water.
2. If you are currently registered as a water supplier or water carrier under the Health Act 1956, your registration will transfer to Taumata Arowai. We will be in touch to confirm your registration details and will provide you with the information you will need to meet your obligations.
3. Communities and consumers can check the publicly accessible drinking water supply register (on the Taumata Arowai website) for information about their supply, if it is registered.
4. If you are not currently registered as a water supplier or water carrier under the Health Act 1956, you don't need to register with Taumata Arowai yet and will be advised when to do so.
  - Unregistered water carriers will have one year to register.
  - Unregistered water suppliers will have up to four years to register.
5. If you are holding a planned event (such as a festival or camp) and will be providing a temporary drinking water supply, you need to register with Taumata Arowai or alternatively use another registered drinking water supply or provide bottled water.
6. Registration of drinking water supply with Taumata Arowai is free.
7. Please contact Taumata Arowai if any person, drinking water supplier or community has any doubts or questions about:
  - the status or safety of the drinking water you supply or receive, or
  - the ability to supply safe drinking water.



## ▲ What we are not doing now | He aha ngā mahi kāore i te mahia i tēnei wā

We will not be engaging with stormwater and wastewater operators at this stage. Taumata Arowai responsibilities for monitoring and reporting on the environmental performance of stormwater and wastewater services is scheduled to come into effect two years from the Water Services Act 2021 commencement date.

## ▲ Our key focus areas to 30 June 2022 | Ko tā mātau tino arotahi ki te 30 o Pipiri 2022

Taumata Arowai will implement new regulatory requirements in a staged way. Our key focus areas for the first operational period to 30 June 2022 are listed in the tables below.

Our engagement with unregistered water suppliers up to 30 June 2022 will be limited to explaining when they will be required to become registered and what will be involved.

**Starting well as the new water services regulator, we will be focused initially on drinking water | Kia pai ai tā mātau tīmatanga hei kaiwhakarite ratonga wai hou, ka mātua arotahi mātau ki te wai inu**

What we will do	What needs to be delivered	Success factors/dates
1. A successful transition of drinking water regulation from the Ministry of Health (MoH) to Taumata Arowai.	<ul style="list-style-type: none"> <li>Interim Agreement in place with MoH.</li> <li>Successful migration of MoH drinking water data.</li> <li>Successful redirection of enquiries and information from MoH to Taumata Arowai website.</li> </ul>	<ul style="list-style-type: none"> <li>By 15 November 2021.</li> <li>By 15 November 2021.</li> <li>By 15 November 2021.</li> </ul>
2. Critical business functions, including registration and notification of drinking water problems, are established for the new regulator as required under the Act.	<ul style="list-style-type: none"> <li>Online registration of laboratories and water suppliers is available.</li> <li>There is a system for Taumata Arowai to receive notifications of issues with water supplies.</li> </ul>	<ul style="list-style-type: none"> <li>The new registration system includes information that can be checked.</li> <li>Notifications are received and actioned appropriately.</li> </ul>
3. The capability (range of skills) and capacity (number of resources) to operate as the regulator is in place.	<ul style="list-style-type: none"> <li>Planned positions filled with appropriately experienced and skilled staff.</li> </ul>	<ul style="list-style-type: none"> <li>Taumata Arowai is able to operate as the regulator from 15 November 2021.</li> </ul>
4. A framework for gathering performance data from drinking water suppliers for future drinking water regulation reports is designed.	<ul style="list-style-type: none"> <li>Scope of drinking water regulation reports is identified and agreed so that data can be collected.</li> </ul>	<ul style="list-style-type: none"> <li>By 30 June 2022.</li> </ul>

## Setting up the new requirements for the drinking water sector | Ko te whakarite kawenga hou mō te rāngai wai inu

What we will do	What needs to be delivered	Success factors/dates
<p>5. Registered and unregistered drinking water suppliers, water carriers and laboratories, know about:</p> <ul style="list-style-type: none"> <li>• their duties</li> <li>• how and when the new regulatory regime applies to them</li> <li>• our approach to compliance, monitoring and enforcement</li> <li>• and perform their duties as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Clear information from Taumata Arowai on how we intend to operate until 30 June 2022 (and beyond).</li> <li>• Initial plan, roadmaps and drafts of standards, rules and acceptable solutions released.</li> <li>• Our regulatory approach in the first year is outlined in this Plan and will be communicated to the water services sector through various channels.</li> </ul>	<ul style="list-style-type: none"> <li>• Initial communications explaining duties, roadmaps and draft standards, rules and Acceptable Solutions for groups of water services by 15 November 2021.</li> </ul>
<p>6. Incidents of unsafe or non-compliant drinking water supply receive an effective response to protect public health.</p>	<ul style="list-style-type: none"> <li>• Triaging of drinking water incidents occurs via the notification system.</li> <li>• Emergency management system is tested and in place.</li> </ul>	<ul style="list-style-type: none"> <li>• By 15 November 2021.</li> </ul>
<p>7. New drinking water standards, compliance rules, acceptable solutions and aesthetic values are developed, publicly consulted on and recommended for adoption.</p>	<ul style="list-style-type: none"> <li>• Draft for consultation in early 2022.</li> <li>• Consultation process.</li> <li>• Final recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>• Drafts completed by 31 January 2022.</li> <li>• Documents finalised by 30 June 2022.</li> </ul>
<p>8. Initial guidance is provided on how drinking water suppliers, water carriers and laboratories can:</p> <ul style="list-style-type: none"> <li>• effectively manage risk</li> <li>• give effect to Te Mana o te Wai.</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance communications are provided.</li> </ul>	<ul style="list-style-type: none"> <li>• By 31 March 2022.</li> </ul>

## Building public understanding about drinking water | Ko te whakapiki i te mōhiotanga o te iwi whānui ki ngā take wai inu

What we will do	What needs to be delivered	Success factors/dates
9. Public information is available on registered drinking water suppliers.	<ul style="list-style-type: none"> <li>The Registration and Intelligence system (Hinekōrako) provides registration information via the Taumata Arowai website.</li> </ul>	<ul style="list-style-type: none"> <li>Functionality is ready by 15 November 2021.</li> </ul>
10. People from all communities (including urban, rural and Māori) know how to raise a concern or make a complaint about their drinking water supplier or supply.	<ul style="list-style-type: none"> <li>Taumata Arowai website includes information on complaints and concerns.</li> </ul>	<ul style="list-style-type: none"> <li>The website tool operates.</li> <li>Research shows an initial understanding of the role of Taumata Arowai and satisfaction with the channels provided.</li> </ul>
11. People from all communities (including urban, rural and Māori) know about Taumata Arowai, what our role is and why we exist.	<ul style="list-style-type: none"> <li>Taumata Arowai Plan to 30 June 2022.</li> <li>Results from a stakeholder engagement survey and Kaupapa Māori engagement.</li> </ul>	<ul style="list-style-type: none"> <li>Pre and post 15 November 2021 engagement and planning is undertaken.</li> <li>Research shows an initial understanding of the role of Taumata Arowai.</li> <li>Statement of Intent and Statement of Performance Expectations are delivered to Parliament before 30 June 2022.</li> </ul>

## Respecting Māori interests | Ko te whai whakaaro ki ngā tika a Ngāi Māori

What we will do	What needs to be delivered	Success factors/dates
12. Iwi/Māori aspirations regarding drinking water supplies are listened to, understood and relationships established.	<ul style="list-style-type: none"> <li>With the Māori Advisory Group, a pathway for effective engagement is identified and put in place to understand the aspirations of iwi/Māori.</li> <li>Establish relationships with Te Arawhiti and Te Puni Kōkiri (TPK).</li> </ul>	<ul style="list-style-type: none"> <li>Plan for engaging with whānau, hapū and iwi regarding their registered and unregistered drinking water supply will be communicated by February 2022.</li> <li>Advice from the Māori Advisory Group and how this was responded to is included in the Taumata Arowai Annual Report.</li> </ul>
13. Our engagement and consultation approach is coordinated with other government agencies to maximise benefit for iwi/Māori to participate and minimise disruption.	<ul style="list-style-type: none"> <li>Internal capability in giving effect to Te Mana o te Wai.</li> <li>Liaison with DIA, TPK and Te Arawhiti on consultation timeframes to coordinate activities.</li> </ul>	<ul style="list-style-type: none"> <li>Taumata Arowai has an internal capability programme in the application of Te Mana o te Wai.</li> <li>Opportunities for maximising benefits to whānau, hapū and iwi are identified and actioned.</li> <li>Taumata Arowai provides sufficient advice and timely responses.</li> </ul>
14. Iwi/Māori are informed about when the new drinking water requirements will apply to drinking water provided through marae and papakāinga.	<ul style="list-style-type: none"> <li>Specific, targeted communications to iwi/Māori about requirements – for both registered and unregistered suppliers.</li> <li>Examples or case studies of successful delivery of safe drinking water by Iwi/Māori communities are available.</li> </ul>	<ul style="list-style-type: none"> <li>Iwi/Māori know what is required for water supplies they control and when.</li> <li>Insights from kaupapa Māori engagement and research findings are shared.</li> <li>Iwi/Māori can find examples of success to work from.</li> </ul>

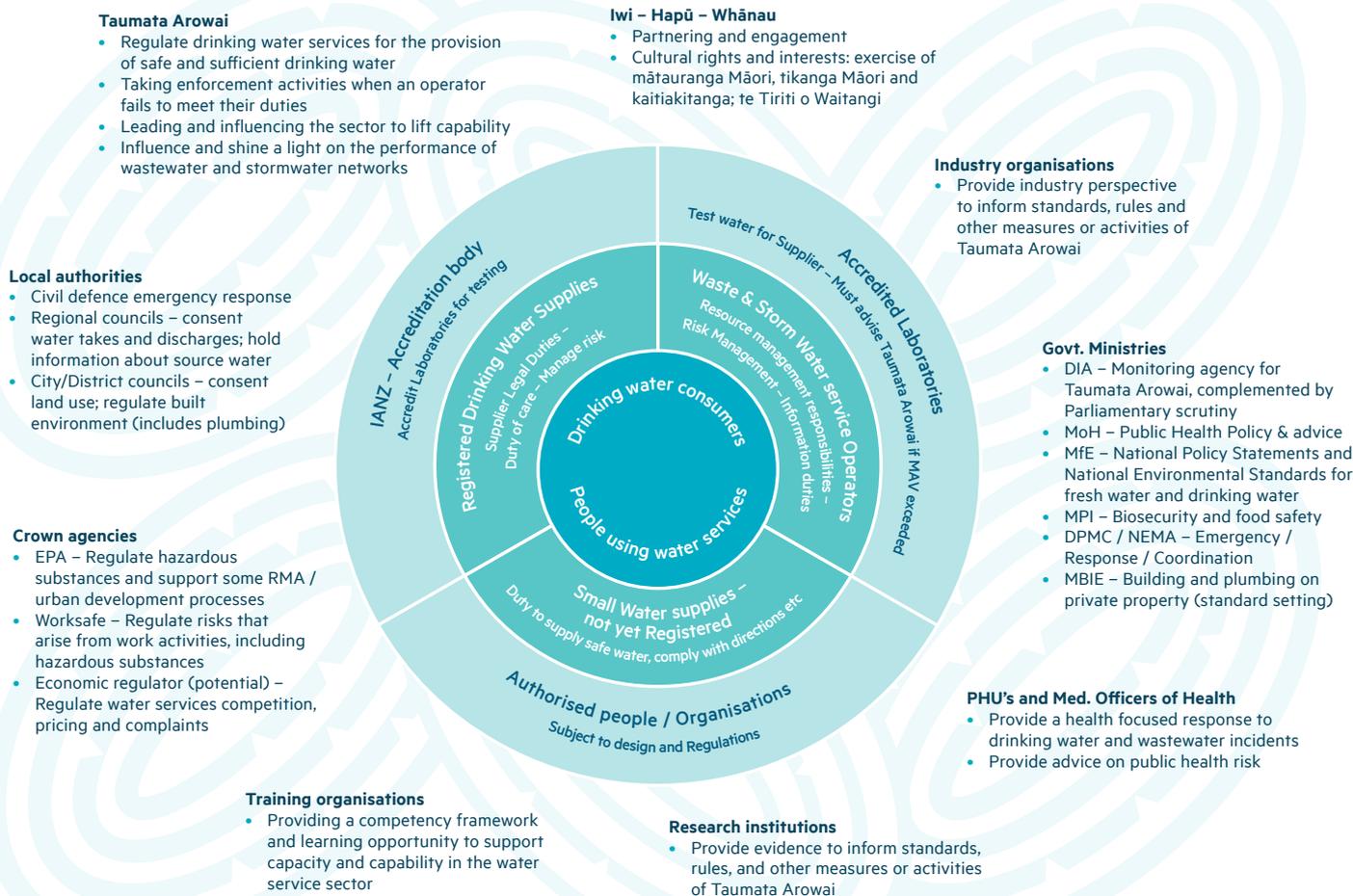
## A joined-up waters sector | He rāngai wai e honohono ana

What we will do	What needs to be delivered	Success factors/dates
15. Connections are made across the waters sector, by listening to and understanding concerns and leading conversations on our responsibilities alongside key agencies that are also part of water services, including rural and urban communities.	<ul style="list-style-type: none"> <li>Active participation in the waters sector, listening and water services understand the role of Taumata Arowai in relation to the roles and responsibilities of the MoH, Ministry for the Environment, the DIA, and other key agencies (see Appendix two).</li> </ul>	<ul style="list-style-type: none"> <li>Research shows an initial understanding of the role of Taumata Arowai.</li> </ul>

# ▲ Appendix one: Stages of the drinking water regulatory approach (to 30 June 2022) | Āpiti hanga tahi: ko ngā takatūtanga o te huarahi waeture wai inu (ki te 30 o Pipiri 2022)

Key dates	Drinking water regulatory changes	What the drinking water sector need to do
1 July 2021 to 15 November 2021	<ul style="list-style-type: none"> <li>The Ministry of Health (MoH) is the drinking water regulator.</li> </ul>	
15 November 2021 to December 2021	<ul style="list-style-type: none"> <li>The Water Services Act 2021 commences and Taumata Arowai becomes the drinking water regulator.</li> <li>Taumata Arowai begins to contact all registered drinking water suppliers to check their registration details. This approach will be phased.</li> </ul>	<p><b>ALL drinking water suppliers and water carriers (registered and unregistered):</b></p> <ul style="list-style-type: none"> <li>Have a duty to ensure that the water they supply is safe to drink.</li> <li>Can review drafts of the new standards, rules, and Acceptable Solutions on the Taumata Arowai website.</li> </ul> <p><b>REGISTERED drinking water suppliers:</b></p> <ul style="list-style-type: none"> <li>Must notify Taumata Arowai if their supply does not meet the MoH Drinking-water Standards for New Zealand (2005) and/or they have water non-compliant test results.</li> </ul> <p>Registered suppliers must engage with Taumata Arowai to check their registration information.</p> <p><b>Organisers of temporary events:</b></p> <ul style="list-style-type: none"> <li>Organisers of planned events supplying temporary drinking water (e.g at festivals) must register with Taumata Arowai.</li> </ul> <p><b>Accredited laboratories:</b></p> <ul style="list-style-type: none"> <li>Existing Laboratory accreditation will continue.</li> <li>Laboratories notify Taumata Arowai of any maximum acceptable value (MAV) exceedance when testing drinking water samples.</li> </ul>
January 2022 to April 2022	<ul style="list-style-type: none"> <li>Taumata Arowai consults with the public and the drinking water sector on new drinking water standards, rules, and Acceptable Solutions.</li> <li>Taumata Arowai begins its engagement with iwi/Māori as Treaty partners, and as suppliers of drinking water and consumers.</li> </ul>	<p><b>ALL interested parties and the public:</b></p> <ul style="list-style-type: none"> <li>Will be invited to engage with the consultation on new drinking water standards, rules, and Acceptable Solutions.</li> <li>Will receive information on how the regulatory changes impact registered and unregistered drinking water suppliers.</li> <li>Will be able to view a list of registered water suppliers and their supplies on the Taumata Arowai website.</li> </ul> <p><b>Taumata Arowai will provide REGISTERED drinking water suppliers with guidance on:</b></p> <ul style="list-style-type: none"> <li>How to develop Drinking Water Safety Plans (DWSP) or use an Acceptable Solution.</li> <li>How to shift to an active risk management approach.</li> <li>What giving effect to Te Mana o te Wai means.</li> <li>Performance monitoring data that Taumata Arowai will need for the 2021/22 Annual Drinking Water Regulation Report.</li> </ul>
May 2022 to 30 June 2022	<ul style="list-style-type: none"> <li>Taumata Arowai seeks to finalise new drinking water standards, rules, and Acceptable Solutions.</li> </ul>	<p><b>REGISTERED drinking water suppliers:</b></p> <ul style="list-style-type: none"> <li>Need to prepare for the new Taumata Arowai rules, standards, and Acceptable Solutions coming into effect after 1 July 2022.</li> <li>Begin to work on new Drinking Water Safety Plan and risk management planning. These will need to be in place by November 2022, unless using an Acceptable Solution.</li> </ul>

# Appendix two: Landscape of key stakeholders in the water services system | Āpiti hanga rua: Ko te horanuku o te hunga whai pānga matua ki te pūnaha ratonga wai



## ▲ Appendix three: Glossary of terms | Āpitihianga toru: He Kuputaka

### Te Reo Māori terms | Ko ngā kupu Māori

Te Reo Māori term	English meaning	Source
<b>Aotearoa</b>	Used as the Māori name for New Zealand.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Hinekōrako</b>	The personification of the lunar rainbow. This name was gifted to Taumata Arowai for our Regulatory and Intelligence system by Te Atiawa.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Hapori</b>	Community.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Hapū</b>	Section of a large kinship group and the primary political unit in traditional Māori society.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Iwi</b>	Extended kinship group, tribe.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Kaupapa</b>	Topic, policy, matter for discussion, plan, scheme, proposal, purpose, proposal, subject, programme, theme, issue, initiative.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Kaitiakitanga</b>	Guardianship, stewardship, trusteeship.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Kāwanatanga</b>	Governorship.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a> <a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Mana</b>	Prestige, authority, control, power, influence, status, spiritual power, charisma.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a> <a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Manaakitanga</b>	Support.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Mana whenua</b>	Territorial rights, power from the land.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Marae</b>	Community meeting place or surrounds.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Mātauranga</b>	Knowledge, wisdom, understanding.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Ngā Kaihautū o Puni Arowai (KOPA)</b>	Leaders/Leadership of (Taumata) Arowai. Kaihautū - leader. Puni – company of people.	<a href="http://www.taumataarowai.govt.nz">www.taumataarowai.govt.nz</a> <a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Papakāinga</b>	Home base, village, communal Māori land.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Tangata</b>	Person, human being.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Tāngata</b>	People, human beings.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Taiao</b>	Natural world, environment.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Taumata Arowai</b>	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.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Te Arawhiti</b>	Arawhiti – bridge. The Office for Māori Crown relations.	<a href="http://www.tearawhiti.govt.nz">www.tearawhiti.govt.nz</a>

Te Reo Māori term	English meaning	Source
<b>Te Mana o te Wai</b>	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.	<a href="https://environment.govt.nz/publications/">https://environment.govt.nz/publications/</a>
<b>Te Puni Kōkiri</b>	Ministry of Māori Development.	<a href="http://www.tpk.govt.nz">www.tpk.govt.nz</a>
<b>Tikanga</b>	The customary system of values and practices that have developed over time and are deeply embedded in the social context.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Te Tiriti o Waitangi</b>	The Te Reo version of The Treaty of Waitangi.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Wai</b>	Water.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>
<b>Whānau</b>	Extended family, family group, a familiar term of address to a number of people.	<a href="http://www.MaoriDictionary.co.nz">www.MaoriDictionary.co.nz</a>

## Technical terms | Ko ngā kupu Hangarau

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

Technical terms	Meaning	Source
Radiological determinands	In water quality analysis, radioactive substances, factors, or elements in the drinking-water that are determinable.	Drinking-water Standards for New Zealand 2005 (Revised 2018)
Registered water supplies	A drinking water supply registered in accordance with the requirements of <a href="#">subpart 7</a> 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 Drinking-water Standards for New Zealand 2005.	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.	Operational Compliance Rules
Unsafe drinking water	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 (i) the consumption or use of drinking water, or (ii) other causes together with the consumption or use of drinking water. The assessment of serious risk must take into account, among other factors, compliance with drinking water standards.	Water Services Act 2021, Section 7
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
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 NZ and DIA.
Water supplier/s	(a) A person who supplies drinking water through a drinking water supply; and (b) includes a person who ought reasonably to know that the water they are supplying is or will be used as drinking water; and (c) includes the owner and the operator of a drinking water supply; and (d) includes a person described in paragraph (a), (b), or (c) who supplies drinking water to another drinking water supplier; but (e) does not include a domestic self-supplier.	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

