



Create and submit a supply notification

(for all users except Read Only)

This quick reference guide takes you through the steps to submit a notification to the Authority relating to one of your drinking water supplies.

Supply notifications have two categories:

- Risk to drinking water safety or quantity
- Stop, Limit or Reduce supply or Change Ownership

Choose the notification category

Step	What to do
1	Go to the list of notifications for the supply you need to submit a notification for. For guidance on how to do this, see the <i>Find and view a notification (for all users)</i> quick reference guide on the Authority's website . Click on the <i>Create</i> button above the list of <i>Draft</i> notifications.

Notifications

Supply Notifications

Supply Details

Supply ID

ERE001

Supply Name *

Erewhon

Draft Notifications

Create

ID	Notification Category	Supply Component Name	Date Last Modified	Raised By	Status Reason
NOT-00001208	Stop, Limit, Reduce Supply or Change Ownership		25/11/2021 06:40	John Doe	Draft

Submitted Notifications

Notification ID	Notification Category	Supply Component Name	Submitted Date	Submitted By	Status Reason
NOT-00001207	Risk to Drinking Water Safety or Quantity	Erewhon bore station	25/11/2021 06:40	John Doe	Submitted
NOT-00001206	Laboratory Notification		25/11/2021 05:41	Isaac Newton	Submitted

Step	What to do
2	<p>You will be taken to a screen where you can choose which of the following two supply notification categories your notification is for:</p> <ul style="list-style-type: none"> • Risk to drinking water safety or quantity: A notification of one or more of the following: <ul style="list-style-type: none"> ○ <i>Drinking water doesn't comply with Standards, including MAV exceedance as found by a laboratory test</i> ○ <i>Drinking water is, or may be unsafe</i> ○ <i>Ability to maintain sufficient water is at imminent risk</i> ○ <i>Planned restriction or supply interruption longer than 8 hours</i> ○ <i>Unplanned restriction or supply interruption longer than 8 hours</i>



Step	What to do
	<p>In future, once the Authority's list of <i>Notifiable Risks and Hazards</i> is confirmed, this notification category will include notification of one or more of those risks or hazards.</p> <ul style="list-style-type: none"> • Stop, Limit or Reduce supply or Change Ownership: A notification of one or more of the following: <ul style="list-style-type: none"> ○ The intention to <i>stop supplying drinking water</i> ○ The intention to <i>limit connections to a supply</i> ○ The intention to <i>reduce or limit volume supplied</i> ○ The intention to <i>change ownership of a supply</i> <p>To proceed:</p> <ol style="list-style-type: none"> 1. Select the appropriate category for your notification. 2. Add your own reference for the notification if you wish. 3. Click <i>Next</i>. <p>If you have chosen the notification category <i>Risk to drinking water safety or quantity</i>, go to Step 3. If you have chosen the notification category <i>Stop, Limit or Reduce supply or Change Ownership</i>, go to Step 10.</p>

Create a Supply Notification

Notifier
John Doe

Notifier Reference

Notification Category *

Risk to Drinking Water Safety or Quantity

Next

Complete the details for a risk to drinking water safety or quantity notification

Step	What to do
3	<p>You will be taken to a screen where you can complete the details for a <i>Risk to Drinking Water Safety or Quantity</i> notification.</p> <p>At the top of the page is a list of check boxes:</p> <ul style="list-style-type: none"> • <i>Water is Non-Compliant</i> • <i>Drinking Water is or may be Unsafe</i> • <i>Ability to Maintain Sufficient Water at Imminent Risk</i> • <i>Unplanned Restriction or Interruption Longer than 8 Hours</i> • <i>Planned Restriction or Interruption Longer than 8 Hours</i> <p>The core of the notification will be sections containing:</p> <ul style="list-style-type: none"> • Your explanation of the event that has given rise to the need for the notification. • Your explanation of the response you have planned for that event. <p>But depending on which of the above boxes you check, other sections may be added:</p> <ul style="list-style-type: none"> • If you check <i>Water is Non-Compliant</i>, the Water Non-Compliant Details section appears so that you can provide details of the non-compliance.



Step	What to do
	<ul style="list-style-type: none"> If you check <i>Unplanned Restriction or Interruption Longer than 8 Hours</i>, a field appears where you can advise the duration of that restriction. If you check <i>Planned Restriction or Interruption Longer than 8 Hours</i>, a field appears where you can advise the duration of that restriction. <p>Check the relevant boxes to advise which apply to this notification.</p>

Create a Supply Notification

Issues

Notification ID *
NOT-00001207

Supply
Erewhon

Supply Type
On-demand supply

☒ Water is Non-Compliant
 ☒ Unplanned Restriction or Interruption Longer than 8 Hours

☐ Drinking Water is or may be Unsafe
 ☐ Planned Restriction or Interruption Longer than 8 Hours

☐ Ability to Maintain Sufficient Water at Imminent Risk

Event Details

Event Description *

Event Date and Time *

Supply Component Impacted *
☐ Source ☐ Treatment Plant ☐ Distribution Zone

Unplanned Length of Restriction (Hours) *

Step	What to do
4	<p>Scroll down the screen and complete:</p> <ul style="list-style-type: none"> The <i>Event Description</i>, providing enough information for us to understand what happened and how it caused the issues you are notifying us of. The <i>Event Date and Time</i>, specifying exactly when the event occurred. <p>To specify the date and time:</p> <ol style="list-style-type: none"> Click on the <i>calendar icon</i> to the right of the field. Select the <i>month and date</i> from the calendar that opens up. Click on the <i>clock icon</i> at the bottom of the calendar. Select the time and hit <i><enter></i>.



The screenshot shows the 'Event Date and Time' form. Callout 1 points to a magnifying glass icon in the top right. Callout 2 points to the calendar grid for November 2021. Callout 3 points to a clock icon at the bottom of the calendar. Callout 4 points to the time selection interface showing '06:30'.

Step	What to do
5	<p>Scroll further down to advise which of the components of the supply was the location of the event:</p> <ol style="list-style-type: none"> 1. Choose <i>Source, Treatment Plant or Distribution Zone</i>. 2. A field where you can look up the Source, Treatment Plant or Distribution Zone will appear. Click on the <i>magnifying glass</i> and then select the relevant component from the list in the pop up window. 3. If there are many components of that type in your supply, you can filter the list by entering the <i>component ID</i> or the start of its name in search text and clicking the <i>magnifying glass</i>. <p>If the event occurred in more than one component, indicate the component that was the primary location and provide details of the other components in the <i>Event Description</i>.</p>

The screenshot shows the 'Supply Component Impacted' form with a 'Lookup records' pop-up window. Callout 1 points to the 'Supply Component Impacted' section. Callout 2 points to the list of components in the pop-up window. Callout 3 points to the search bar in the pop-up window.

ID	Name
<input checked="" type="checkbox"/> TP001015	Erewhon bore station
<input type="checkbox"/> TP001016	Rossville
<input type="checkbox"/> TP001118	Allen station



Step	What to do
6	<p>Scroll down further to complete other details relating to the event based on checkboxes you checked, i.e. populate the duration of the unplanned restriction if you checked that box and complete the <i>Water Non-Compliant Details</i> section if you checked that box.</p> <p>The <i>Water Non-Compliant Details</i> section caters for three scenarios.</p> <ul style="list-style-type: none"> The default scenario is that a laboratory has already notified us that their test results have shown that the event has caused a sample of water from your supply to contain levels of determinands that exceed the Maximum Acceptable Value (MAV). Another scenario is you have received test results from the laboratory, but the laboratory has not notified the Authority. The third scenario is that you know that your water is non-compliant but there are no laboratory results to support this. <p>If the first scenario above is the case:</p> <ol style="list-style-type: none"> Look up the Testing Laboratory by clicking on the <i>magnifying glass</i> and then selecting the lab from the list displayed. You can filter the list by typing the start of the laboratories name in the search field and clicking on the magnifying glass. Keep the <i>Laboratory has Notified the Authority</i> box checked. Look up the laboratory notification submitted by the lab for this event by clicking on the <i>magnifying glass</i> and then selecting the notification from the list submitted by the laboratory you selected for this supply. Add any comments relating to the non-compliance of your water. You can expand the <i>Comments</i> field by clicking and dragging the grey triangle at the bottom right of the field.



01/11/2021 06:30

Supply Component Impacted *

☐ Source ☒ Treatment Plant ☐ Distribution

Treatment Plant *

Erewhon bore station

Unplanned Length of Restriction (Hours)

10

Water Non-Compliant Details

Testing Laboratory

Stardust Water Testing Services

☒ Laboratory has Notified Taumata Arowai

Laboratory Notification ID *

Lookup records

ID	Test Result Identifier	Sample Date
<input checked="" type="checkbox"/> NOT-00001206	ABC-12345	01/11/2021

Select Cancel Remove value

Water Non-Compliant Details

Testing Laboratory

Stardust Water Testing Services

☒ Laboratory has Notified Taumata Arowai

Laboratory Notification ID *

Comments

Step	What to do
7	<p>If the lab has not notified us, but you have the test results:</p> <ol style="list-style-type: none"> Look up the <i>Testing Laboratory</i> by clicking on the <i>magnifying glass</i> and then selecting the lab from the list displayed. Uncheck the <i>Laboratory has Notified the Authority</i> box checked but keep the <i>I have Laboratory Test Results</i> box checked. Add the lab's <i>Test Result Identifier</i> and the <i>Sample Date</i>. <p>For each Test Result you want to include:</p> <ol style="list-style-type: none"> Click on the <i>Add Result</i> button. Look up the <i>Determinand</i> by clicking on the <i>magnifying glass</i> at the right of that field, then selecting the determinand from the list and clicking <i>Select</i>. You can filter the list by typing the start of the determinand name in the search box and clicking that magnifying glass. Start your search text with a '*' to search for text in the middle of the determinand name. Entering the test result <i>Value</i> for the determinand. Click <i>Submit</i>. If there is any problem with the data you have submitted, one or more messages will be displayed at the top of the screen, for example missing mandatory data. If this happens, correct the errors, and click <i>Submit</i> again. <p>In particular Hinekōrako checks the test result value to determine:</p> <ul style="list-style-type: none"> Whether the value is below the Maximum Acceptable Value for the determinand. If it is, the following message will be displayed: "<i>The Determinand MAV was not exceeded and notification is not required in this case</i>". The Authority do not need to be notified of this result, although Hinekōrako will not prevent the result being included in your notification.



Step	What to do
	<ul style="list-style-type: none"> • Whether the value is above the threshold for the notification to be considered Critical. If it is the following message will be displayed: <i>"This lab result is assessed as Critical and urgent response will be actioned"</i>. This is a chance for you to check that the Value entered is correct, because if the test result is submitted, Authority staff will be alerted, and a <i>Critical</i> priority response will be triggered. • Whether the value is above the MAV and below the Critical threshold. If it is the following message will be displayed: <i>"This lab result is above the Determinand MAV and is notified"</i>. <p>Note: The heading which states that <i>'The form could not be submitted ...'</i> is a standard heading. In the case of the above three checks, they are warnings or confirmations only, if you click on the <i>Submit</i> button again the test result will be saved.</p> <p>8. Add any comments relating to the non-compliance of your water. You can expand the Comments field by clicking and dragging the grey triangle at the bottom right of the field.</p>

Water Non-Compliant Details

Testing Laboratory
Stardust Water Testing Services

☐ Laboratory has Notified Taumata Arowai
☒ I have Laboratory Test Results

Test Result Identifier *

Sample Date *

Test Results

Add Result

Determinand	UOM (Determinand)	Value
There are no records to display.		

Create

Determinand *

Value *

Submit

Lookup records

antim

antimony mg/l

Unplanned Length of Restriction (Hours)
10

Water Non-Compliant Details

Testing Laboratory
Stardust Water Testing Services

☐ Laboratory has Notified Taumata Arowai
☒ I have Laboratory Test Results

Test Result Identifier *
ABC-1234

Sample Date *
03/11/2021

Test Results

Determinand *

antimony

UOM *
mg/l

Value *
.3

Submit

The form could not be submitted for the following reasons:
[This lab result is assessed as Critical and urgent response will be actioned.](#)



Test Results

Add Result

Determinand	UOM (Determinand)	Value
antimony	mg/l	0.03000

Comments

8

Step	What to do
8	<p>If the lab has not notified us and you do not have laboratory test results:</p> <ul style="list-style-type: none"> Look up the <i>Testing Laboratory</i> if you have sent a sample to them or leave it blank if you have not. Uncheck the <i>Laboratory has Notified the Authority</i> and <i>I have Laboratory Test Results</i> boxes. Provide the details of the non-compliance in the <i>Comments</i> field. You can expand the field by clicking and dragging the triangle at the bottom right of the field.

Water Non-Compliant Details

Testing Laboratory

Stardust Water Testing Services

☐ Laboratory has Notified Taumata Arowai

☐ I have Laboratory Test Results

Comments

The exceedance for antimony has been detected by our own internal testing. A sample has been sent to Stardust Testing Services for testing but the results of that test have not been received by the laboratory.

Step	What to do
9	<p>Scroll down further to complete the details of your planned response to the event, including:</p> <ol style="list-style-type: none"> Providing an explanation of your response, referencing your Drinking Water Safety Plan, in the <i>Planned Response Description</i> field. You can expand the field by clicking and dragging on the triangle at the bottom left of the field. Check the <i>Planned Response Includes an Unplanned Supply</i> if you intend providing drinking water to consumers via an otherwise unplanned supply. If you checked the <i>Planned Restriction or Interruption Longer Than 8 Hours</i> box at the top of the screen, add the planned duration of that restriction. Click <i>Next</i>. <p>Hinekōrako will check for any errors, e.g. missing mandatory data, and display relevant messages at the top of the screen.</p> <p>Correct the data and click <i>Next</i> again.</p>

Planned Response to this Event

Planned Response Description *

☐ Planned Response Includes an Unplanned Supply

Planned Length of Restriction (Hours) *

Previous Next

1

2

3



Complete the details for a Stop, Limit or Reduce Supply or Change Ownership notification

Step	What to do
10	<p>If you chose the <i>Stop, Limit or Reduce Supply or Change Ownership</i> notification category you will be taken to a screen where you can complete the relevant details.</p> <p>At the top of the page is a list of check boxes:</p> <ul style="list-style-type: none"> • <i>Intention to Cease Water Supply to Customers</i> • <i>Intention to Cease Being Owner of Supply</i> • <i>Intention to Limit Connections to Supply</i> • <i>Intention to Reduce or Limit Volume Supplied</i> <p>Check the relevant boxes to advise which apply to this notification.</p>

Notification ID *

NOT-00001208

Supply

Erewhon

☐ *Intention to Cease Water Supply to Customers*
☒ *Intention to Cease Being Owner of Supply*
☐ *Intention to Limit Connections to Supply*
☐ *Intention to Reduce or Limit Volume Supplied*

Step	What to do
11	<p>Scroll down to complete the details of the change, including:</p> <ul style="list-style-type: none"> • Your explanation of the intended changes in the <i>Change Description</i> field. • The date the intended change will occur in the <i>Change Date</i> field. • If you checked the <i>Intention to Cease Being Owner of Supply</i> box, the <i>Ownership Being Transferred</i> box is displayed. If the ownership of the supply is being transferred to someone else, check this box. • If you checked the <i>Ownership Being Transferred</i> box, the <i>New Supply Owner Details</i> box appears. Provide all the details you have of the intended new owner, including any contact details you have. <p>Click <i>Next</i>. Hinekōrako will check for any errors, e.g. missing mandatory data, and display relevant messages at the top of the screen. Correct the data and click <i>Next</i> again.</p>



Change Description *

Change Date *

☒ **Ownership Being Transferred ***

New Supply Owner Details *

Previous

Next



Upload any relevant documents

Step	What to do
12	<p>When you have completed the details of either category of notification you will be taken to the final screen where you can upload one or more relevant documents.</p> <p>There are certain file types we will not allow you to load for our security and you cannot load files larger than 30Mb.</p> <p>To upload a document:</p> <ol style="list-style-type: none"> 1. Click on the <i>Upload Document</i> button in the <i>Supporting Documents</i> section. 2. Select the 'document type' as either <i>Supplementary Notification Documents</i> or <i>Laboratory Notification Drinking Water Test Results</i> 3. Optionally provide a description of the document if you think it will help us understand its contents better. 4. Click <i>choose file</i> and then browse your files to find and upload the one you want to add. 5. Click <i>submit</i>.

Step	What to do
13	<p>Once you've uploaded the first file you can repeat the process to add other documents, if need be, building up a list of documents.</p> <p>If you uploaded the wrong document, you can select <i>Remove Document</i> from the drop down list at the end of that document's row and then click the Upload Document button to add the correct one.</p> <p>If you want to update the document description you can choose <i>Edit Document Details</i>, which will open the <i>Upload Document</i> pop up screen again and allow you to make that change.</p>



Step	What to do
	When <i>Editing Document Details</i> , you will see the read only <i>Malware Scan</i> field showing the results of our virus check. If the virus check detected a problem a message to that effect will be displayed here and the document will have been removed. You cannot save the notification when there is a document record with no document, so you will need to remove the document record.

Supporting Documents

Upload Document

Title	Document Type	Document Attached	Document Modified On ▼
Blaritz test results 20210930.pdf	Laboratory Notification Drinking Water Test Results	Yes	07/10/2021 11:51

Previous Submit

Edit Document Details
 Remove Document

Title

Blaritz test results 20210930.pdf

Document Type

Laboratory Notification Drinking Water Test Results

Document Description

Malware Scan

Malware Scan Complete - No Issues

Note Text

[9.miquites.app](#)
Ziggy Stardust

[Blaritz test results 20210930.pdf \(181.44 KB\)](#)

Submit

Step	What to do
14	Once you have uploaded all the documents you wish to include, click <i>Submit</i> . You'll be returned to the <i>Notifications</i> screen with the notification included in the list of <i>Submitted Notifications</i> .

Submitted Notifications

Notification ID	Notification Category	Supply Component Name	Submitted Date ▼	Submitted By	Status Reason
NOT-00001209	Stop, Limit, Reduce Supply or Change Ownership		26/11/2021 04:40	John Doe	Submitted ▼
NOT-00001207	Risk to Drinking Water Safety or Quantity	Erewhon bore station	25/11/2021 06:40	John Doe	Submitted ▼
NOT-00001206	Laboratory Notification		25/11/2021 05:41	Isaac Newton	Submitted ▼



Log in again if you have timed out

Step	What to do
15	<p>For your security, Hinekōrako will time out after 30 minutes of inactivity.</p> <p>If you return to a Hinekōrako screen after it has timed out, as soon as you attempt to move to a different page Hinekōrako will send you to RealMe® to log in again. If you are in the middle of completing the notification form, if you attempt to keep working on that form you may receive error messages relating to permissions and other system related issues.</p> <p>If you experience these errors, click on any top menu option and then log in again via RealMe®. Unfortunately although the notification will be saved as a <i>draft</i> (see the next section), Hinekōrako will not have saved any changes you made on the page you were on. You should therefore be prepared to complete the notification without taking any breaks of 30 minutes or more. For example, have all the information you need ready and any documents you need to upload ready to be uploaded.</p>

Manage a draft notification

Step	What to do
16	<p>If at any point in the process of creating or editing a notification you leave the screen in the notification process you have been working on, or if you are timed out of Hinekōrako due to 30 minutes of inactivity, the notification will have been saved as a draft.</p> <p>These notifications will be displayed in the first list on the <i>Notifications</i> screen. You complete one of these notifications by clicking on the drop down menu at the end of the row for that notification and then choosing <i>Edit Notification</i>.</p>

Notifications

Supply Notifications

Supply Details

Supply ID	Supply Name *
ERE001	Erewhon

Draft Notifications

Create

ID	Notification Category	Supply Component Name	Date Last Modified ▼	Raised By	Status Reason
NOT-00001208	Stop, Limit, Reduce Supply or Change Ownership		25/11/2021 06:40	John Doe	Draft

Edit Notification

View Notification

Submitted Notifications

Notification ID	Notification Category	Supply Component Name	Submitted Date ▼	Submitted By	Status Reason
NOT-00001207	Risk to Drinking Water Safety or Quantity	Erewhon bore station	25/11/2021 06:40	John Doe	Submitted
NOT-00001206	Laboratory Notification		25/11/2021 05:41	Isaac Newton	Submitted

Step	What to do
17	<p>If you <i>Edit</i> a notification, the system takes you to the first screen of the series of screens in the process of completing a notification. You can proceed through the screens as you would creating a new notification, but the previously entered data will be present.</p> <p>Complete the data submit the notification as described in the <i>steps above</i>.</p> <p>The notification will now appear in the list of <i>Submitted Notifications</i>.</p>