

Create and submit a supply notification

(for all users except Read Only)

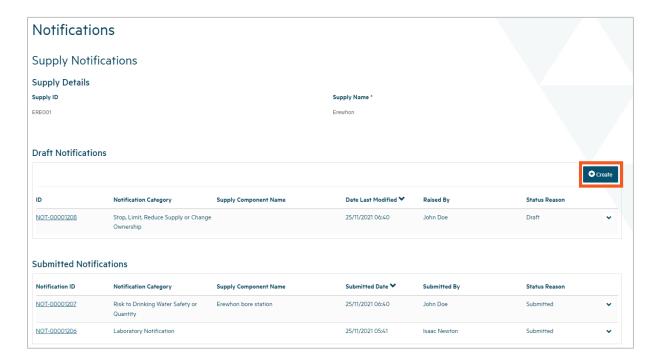
This quick reference guide takes you through the steps to submit a notification to the Authority relating to one of your drinking water supplies.

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 <u>Authority's website</u> .
	Click on the Create button above the list of Draft notifications.



Step	What to do
2	You will be taken to a screen where you can choose which of the following two supply notification categories your notification is for:
	Risk to drinking water safety or quantity: A notification of one or more of the following:
	 Drinking water doesn't comply with Standards, including MAV exceedance as found by a laboratory test
	 Drinking water is, or may be unsafe
	Ability to maintain sufficient water is at imminent risk
	 Planned restriction or supply interruption longer than 8 hours
	 Unplanned restriction or supply interruption longer than 8 hours



Step	What to do
	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.
	 Stop, Limit or Reduce supply or Change Ownership: A notification of one or more of the following:
	 The intention to stop supplying drinking water
	 The intention to limit connections to a supply
	 The intention to reduce or limit volume supplied
	 The intention to change ownership of a supply
	To proceed:
	 Select the appropriate category for your notification.
	2. Add your own reference for the notification if you wish.
	3. Click Next.
	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</i> , <i>Limit or Reduce supply or Change Ownership</i> , go to Step 10 .

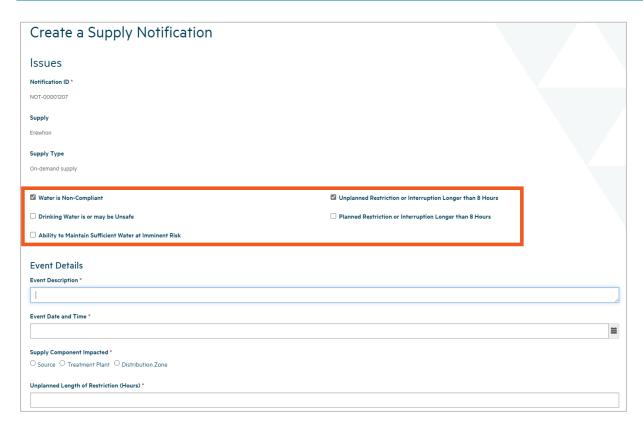


Complete the details for a risk to drinking water safety or quantity notification

Step	What to do
3	You will be taken to a screen where you can complete the details for a <i>Risk to Drinking Water Safety or Quantity notification</i> .
	At the top of the page is a list of check boxes:
	Water is Non-Compliant
	Drinking Water is or may be Unsafe
	Ability to Maintain Sufficient Water at Imminent Risk
	Unplanned Restriction or Interruption Longer than 8 Hours
	Planned Restriction or Interruption Longer than 8 Hours
	The core of the notification will be sections containing:
	Your explanation of the event that has given rise to the need for the notification.
	You explanation of the response you have planned for that event.
	But depending on which of the above boxes you check, other sections may be added:
	If you check Water is Non-Compliant, the Water Non-Compliant Details section appears so that you can provide details of the non-compliance.



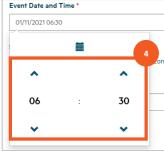
Step	What to do
	 If you check Unplanned Restriction or Interruption Longer than 8 Hours, a field appears where you can advise the duration of that restriction.
	• If you check <i>Planned Restriction or Interruption Longer than 8 Hours</i> , a field appears where you can advise the duration of that restriction.
	Check the relevant boxes to advise which apply to this notification.



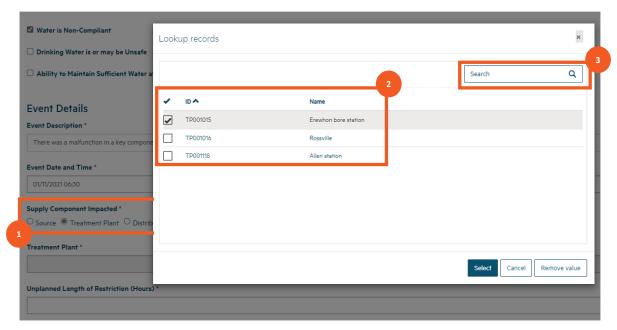
Step	What to do
4	Scroll down the screen and complete:
	 The Event Description, providing enough information for us to understand what happened and how it caused the issues you are notifying us of.
	The Event Date and Time, specifying exactly when the event occurred.
	To specify the date and time:
	1. Click on the <i>calendar icon</i> to the right of the field.
	2. Select the <i>month and date</i> from the calendar that opens up.
	3. Click on the <i>clock icon</i> at the bottom of the calendar.
	4. Select the time and hit <enter>.</enter>





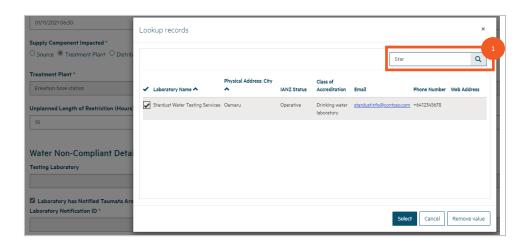


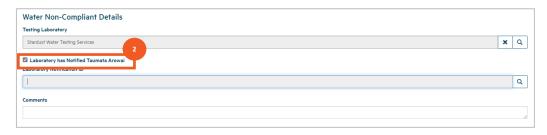
Step What to do Scroll further down to advise which of the components of the supply was the location of the event: Choose Source, Treatment Plant or Distribution Zone. A field where you can look up the Source, Treatment Plant or Distribution Zone will appear. Click on the magnifying glass and then select the relevant component from the list in the pop up window. If there are many components of that type in your supply, you can filter the list by entering the component ID or the start of its name in search text and clicking the magnifying glass. 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 Event Description.



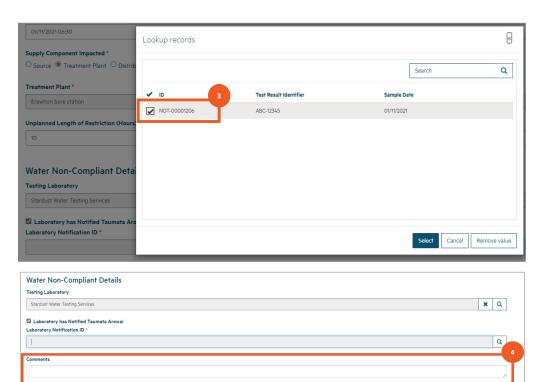


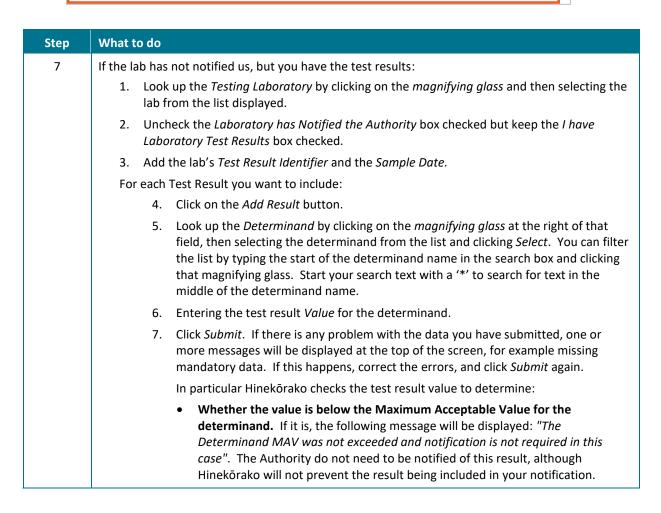
Step	What to do
6	Scroll down further to complete other details relating to the event based on checkboxes you checked, i.e. populate the duration of the unplanned restriction if you checked that box and complete the <i>Water Non-Compliant Details</i> section if you checked that box.
	The Water Non-Compliant Details section caters for three scenarios.
	 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.
	If the first scenario above is the case:
	 Look up the Testing Laboratory by clicking on the magnifying glass 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.
	2. Keep the Laboratory has Notified the Authority box checked.
	 Look up the laboratory notification submitted by the lab for this event by clicking on the magnifying glass and then selecting the notification from the list submitted by the laboratory you selected for this supply.
	4. 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.





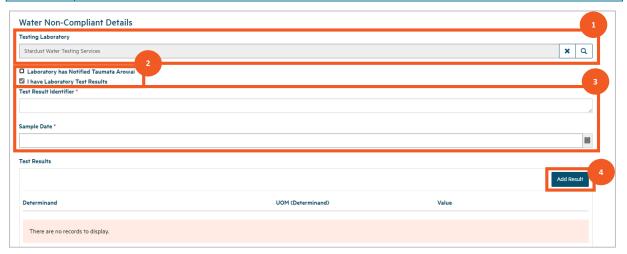


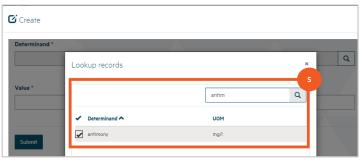


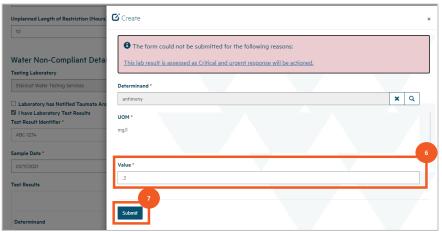




Step	What to do
	 Whether the value is above the threshold for the notification to be considered Critical. If it is the following message will be displayed: "This lab result is assessed as Critical and urgent response will be actioned". This is a chance for you to check that the Value entered is correct, because if the test result is submitted, Authority staff will be alerted, and a Critical 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: "This lab result is above the Determinand MAV and is notified".
	Note: The heading which states that 'The form could not be submitted' is a standard heading. In the case of the above three checks, they are warnings or confirmations only, if you click on the Submit button again the test result will be saved.
	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.



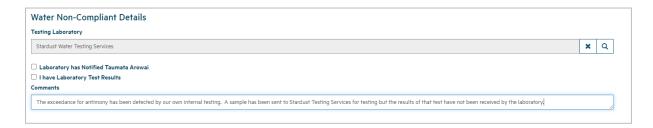








Step	What to do
8	If the lab has not notified us and you do not have laboratory test results:
	 Look up the Testing Laboratory if you have sent a sample to them or leave it blank if you have not.
	 Uncheck the Laboratory has Notified the Authority and I have Laboratory Test Results boxes.
	 Provide the details of the non-compliance in the Comments field. You can expand the field by clicking and dragging the triangle at the bottom right of the field.



Step	What to do
9	Scroll down further to complete the details of your planned response to the event, including:
	1. 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.
	2. 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.
	3. Click Next.
	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.





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

Step	What to do
10	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.
	At the top of the page is a list of check boxes:
	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
	Check the relevant boxes to advise which apply to this notification.



Step	What to do
11	Scroll down to complete the details of the change, including:
	Your explanation of the intended changes in the Change Description field.
	The date the intended change will occur in the Change Date field.
	 If you checked the Intention to Cease Being Owner of Supply box, the Ownership Being Transferred box is displayed. If the ownership of the supply is being transferred to someone else, check this box.
	 If you checked the Ownership Being Transferred box, the New Supply Owner Details box appears. Provide all the details you have of the intended new owner, including any contact details you have.
	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.

HINEKŌRAKO REFERENCE GUIDE

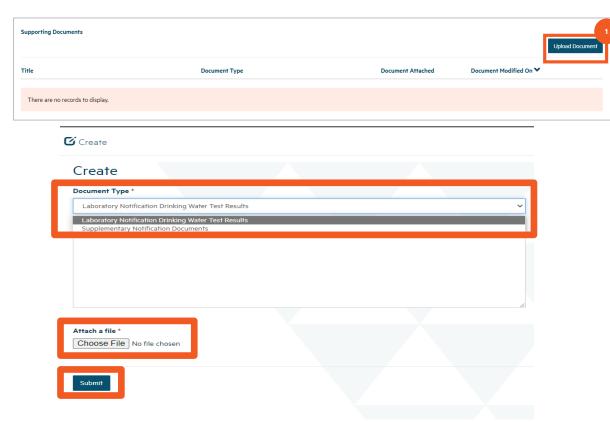


Change Description *	
Change Date *	
	=
Ownership Being Transferred *	
New Supply Owner Details *	
Previous Next	



Upload any relevant documents

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. There are certain file types we will not allow you to load for our security and you cannot load files larger than 30Mb. To upload a document: 1. Click on the Upload Document button in the Supporting Documents section. 2. Select the 'document type' as either Supplementary Notification Documents or Laboratory Notification Drinking Water Test Results 3. Optionally provide a description of the document if you think it will help us understand its contents better. 4. Click choose file and then browse your files to find and upload the one you want to add. 5. Click submit.



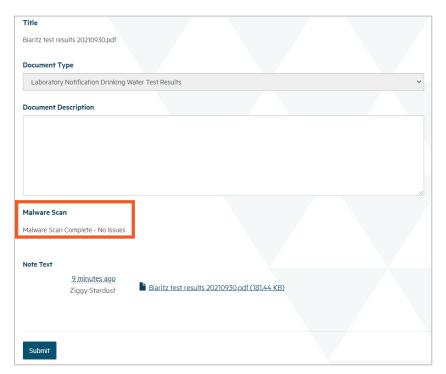
Step What to do Once you've uploaded the first file you can repeat the process to add other documents, if need be, building up a list of documents. If you uploaded the wrong document, you can select Remove Document from the drop down list at the end of that document's row and then click the Upload Document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



Step What to do

When *Editing Document Details*, you will see the read only *Malware Scan* 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.





Step What to do

Once you have uploaded all the documents you wish to include, click *Submit*. You'll be returned to the *Notifications* screen with the notification included in the list of *Submitted Notifications*.

Submitted Notifications						
Notification ID	Notification Category	Supply Component Name	Submitted Date 💙	Submitted By	Status Reason	
NOT-00001209	Stop, Limit, Reduce Supply or Chang Ownership	e	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	~

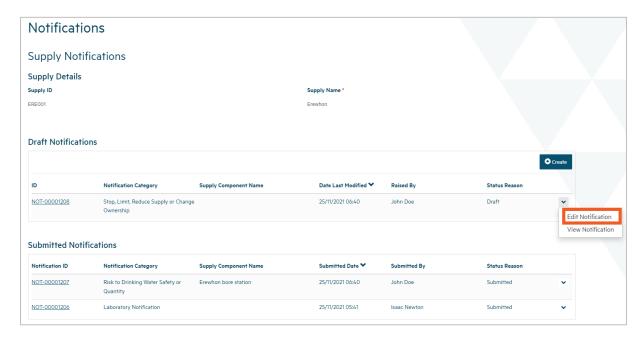


Log in again if you have timed out

Step	What to do
15	For your security, Hinekōrako will time out after 30 minutes of inactivity.
	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.
	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.

Manage a draft notification

Step	What to do
16	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.
	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> .



Step	What to do
17	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.
	Complete the data submit the notification as described in the steps above.
	The notification will now appear in the list of Submitted Notifications.