Water Services Authority
Taumata Arowai

Supply data
(All supplies except Water Carrier Services and Planned Event Temporary Supplies)

Overview

This guide explains the data recorded in Hinekōrako about permanent, fixed, drinking water supplies. More information about Hinekōrako is provided on our website.

There are separate guides available in our Guides and Resources on data recorded for planned event temporary supplies and water carrier services.

The following tables explain the information required for each field. *Dependent field* means that the field is dependent on your response to another field. The field it is linked to will be included in the explanation.

Mandatory field means you must provide data in that field. *Mandatory* fields in Hinekōrako are indicated by a red asterisk:

Name *

Supply details

The Supply Details section of the registration form records the following data:

Field	Explanation
Supply Id	System-generated unique identifier for the supply. *This information will be visible on the public register if no suppression has been applied*
Supply Name *Mandatory field*	Your name for the supply. *This information will be visible on the public register if no suppression has been applied*
Supply Type *Mandatory field*	Select which type of supply you have. If you're unsure what type applies to your supply, there is guidance on the Authority website. *This information will be visible on the public register if no suppression has been applied*
Ownership Type *Mandatory field*	Choose the type of ownership. When *Other* is selected, you must describe the type of ownership.

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Field	Explanation
Population Supplied *Mandatory field*	Enter your estimate of the population you supply. Guidance on how to estimate population is available on the Authority website.
Community Name *Mandatory field*	Record the name/s of the community or communities which are supplied by your drinking water supply. This is one of the fields that may be used to search for a supply on the Public Register. Please include all the names, separated by commas, which consumers might use when looking for your supply or supplies in your area. *This information will be visible on the public register if no suppression has been applied*
Hapori Type *Mandatory field*	Select the hāpori that is related to the supply. More than one hāpori can be selected, and if *Other* is chosen, there is an additional field provided for further detail. If hāpori is not relevant to the supply, N/A should be selected.
Community Type *Mandatory field*	Select the community type that best describes the community you serve. If you serve multiple types of communities, select the community that is the primary purpose of your supply. When *Other* is selected, you must describe the type of community.
Region *Mandatory field*	Select the region that your supply primarily serves. The Authority will also use this information to determine the Regional Council for the community your supply serves. *This information will be visible on the public register if no suppression has been applied*
Territorial Authority *Mandatory field* *Dependent field*	Select the Territorial Authority whose boundary your supply is in. If there is more than one, select the Territorial Authority whose boundary your supply is primarily in. The list of Territorial Authorities is filtered to those that operate within the Region you have selected. Guidance on determining your local authority is available on the Taumata Arowai website. *This information will be visible on the public register if no suppression has been applied*
Regional Public Health Service *Mandatory field* *Dependent field*	Select the Regional Public Health Service that looks after the communities your supply serves. If there is more than one, select the Regional Public Health Service that looks after the largest part of your population served. Guidance on determining your Regional Public Health Service is available on the Taumata Arowai website. *This information will be visible on the public register if no suppression has been applied*
Supply Area	Enter a link to a geospatial Web Feature Service showing the area serviced for this supply.
Supply Network	Enter a link to a geospatial Web Feature Service showing the pipe network of this supply.

Secondary Supply Relationships

This section will only be visible if the supply is a linked supply.

Field	Explanation
Supply Id	The unique identifier of the supply being used as a source by the supply.

Field	Explanation
	This information will be visible on the public register if no suppression has been applied
Lookup Supply *Mandatory field*	The supply that you source your water from. If you can't find the supply, tick *I cannot find the supply* and enter the name of the supply. *The supply that you source your water from will be visible on the public register if no suppression has been applied*
I cannot find the supply	Tick box if a supply cannot be found in the Lookup Supply.
Please enter the name of the supply *Dependent field* *Mandatory field*	Only visible if *I cannot find the supply* is ticked. Enter the name of the supply you source your water from if you are not able to find it from the lookup.

Supply components

Supply components are the Sources (abstraction points), Treatment Plants and Distribution Zones of the supply.

It also includes which Distribution Zones are supplied from which Treatment Plants, and which Treatment Plants treat water from which Sources.

Supply components do not apply if the supply is a linked supply. Refer to Secondary Source Relationships above.

Sources

Field	Explanation
Source ID *Read only field*	System-generated unique identifier for the point at which you abstract water from the source *This information will be visible on the public register if no suppression has been applied*
Abstraction Point Name *Mandatory field*	Your name for the point (intake, bore, well, roof) at which you abstract the water from the source.
Source name	The name of the source from which drinking water is abstracted, e.g. name of the river, lake etc. This field may be left blank if the water is abstracted from an un-named source.
Source Type *Mandatory field*	The type of source water that is being abstracted from. Note that the type *Artificial lake / Reservoir / Off-river Storage* doesn't include covered raw water reservoirs. Some suppliers had asked for this classification specifically, and the supplier is best placed to determine whether they register abstraction from these artificial/man-made sources.

Field	Explanation
	This information will be visible on the public register if no suppression has been applied
Bore depth (meters) *Mandatory field* *Dependent field*	This is a mandatory field if you selected *Bore* as the Source Type. This measurement is the length of the casing to the top of the uppermost screen. Further guidance is available on the [Taumata Arowai website](#).
Sanitary Bore Head *Mandatory Field*	Records the presence of a sanitary bore head
Abstraction only used for Emergency Supply *Mandatory field*	If the abstraction is for unplanned, emergency use only, select *Yes*. An emergency supply is not a back-up source. If you are not sure if the source is for emergency supply or back-up, please contact us at opssupport@taumataarowai.govt.nz
Surrounding Catchment *Mandatory field*	The field describes the catchment area surrounding the source. If 'Other' is chosen, there is an additional field provided for further detail.
Description of Surrounding Catchment *Mandatory field* *Dependent field*	Enter a description of the surrounding catchment area Only visible if 'Other' is selected in the Surrounding Catchment options
Protozoa Log Requirement *Mandatory field*	• For supplies which follow the level 3 source/treatment rules, record the protozoa requirements of your source water as follows: • Select *0* for Class 1 or Interim Class 1 sources and abstraction points • Select *3* for Class 2 and Class 4 sources • Select *4* for Class 3 sources For all other supplies, select *N/A*.
Cyanobacteria Risk Assessment *Mandatory field*	Identify the level of risk of cyanobacteria at the abstraction point.
Regional Council Source ID	Your system ID for the source, e.g. Consent ID or Well ID
Has Source Water Risk Management Plan *Mandatory field*	Select *yes* if you have a source water risk management plan which includes risk management of the source being abstracted from. Select *no* if: • The supply population is 25 or less • you have a general exemption or have adopted an acceptable solution for your supply and are not required to have a source water risk management plan, or • you have yet to develop a source water risk management plan which includes risk management of the source being abstracted from.
Last Source Water Risk Assessment Date *Mandatory field* *Dependent field*	Visible when 'Has Source Water Risk Management Plan' is *Yes*. This is the date of the most recent Source Water Risk Management Plan.

Field	Explanation
Geocode location – coordinates type	The location of the abstraction point. Coose the format from: Latitude/Longitude Map NZTM
Map Latitude *Dependent field*	Visible when *Map* is selected as the coordinates type Auto-completes when a location is selected on the map. (See Appendix A for instructions on how to use the map)
Map Longitude *Dependent field*	Visible when *Map* is selected as the coordinates type Auto-completes when a location is selected on the map. (See Appendix A for instructions on how to use the map)
Latitude *Dependent field*	Visible when *Latitude/Longitude* is selected as the coordinates type Enter the Latitude (between -34.0 and -51.0)
Longitude *Dependent field*	Visible when *Latitude/Longitude* is selected as the coordinates type Enter the Longitude (between -177.0 and 179.0)
Easting *Dependent field*	Visible when *NZTM* is selected as the coordinates type Enter the NZTM Easting (between 1087000 and 2974000)
Northing *Dependent field*	Visible when *NZTM* is selected as the coordinates type Enter the NZTM Northing (between 4737000 and 6214000)
Location description	If geocode location coordinates are not provided for the location of the abstraction point, you may provide a detailed description of the location instead.

Treatment plants

A supply must have at least one water treatment plant (unless it is a linked supply).

Field	Explanation
Treatment Plant ID *Read only field*	System-generated unique identifier for the water treatment plant. *This information will be visible on the public register if no suppression has been applied*
Name *Mandatory field*	Your name for the water treatment plant. *This information will be visible on the public register if no suppression has been applied*
Physical Address *Optional field*	You can either start typing an address and then select it from the NZ Post lookup list or, if the address is not found, you can enter each of the address lines.
Geocode location *Mandatory field*	We need map coordinates for the Treatment Plant. Coose the format from: Latitude/Longitude Map NZTM
Map Latitude	Visible when *Map* is selected as the coordinates type

Field	Explanation
Mandatory field *Dependent field*	Auto-completes when a location is selected on the map. (See Appendix A for instructions on how to use the map)
Map Longitude *Mandatory field* *Dependent field*	Visible when *Map* is selected as the coordinates type Auto-completes when a location is selected on the map. (See Appendix A for instructions on how to use the map)
Latitude *Mandatory field* *Dependent field*	Visible when *Latitude/Longitude* is selected as the coordinates type Enter the Latitude (between -34.0 and -51.0)
Longitude *Dependent field*	Visible when *Latitude/Longitude* is selected as the coordinates type Enter the Longitude (between -177.0 and 179.0)
Easting *Mandatory field* *Dependent field*	Visible when *NZTM* is selected as the coordinates type Enter the NZTM Easting (between 1087000 and 2974000)
Northing *Mandatory field* *Dependent field*	Visible when *NZTM* is selected as the coordinates type Enter the NZTM Northing (between 4737000 and 6214000)
Treatment Processes	You can indicate which treatment processes are used in the plant to treat drinking water including one or more *Filtration, Disinfection or Other Methods* or indicate that *No Treatment* processes are used. At least one treatment process, or No Treatment, must be chosen.
Plant used for Emergency Supply only *Mandatory field*	If the treatment plant is for unplanned, emergency use only, select *Yes*. *An emergency supply is not a back-up plant. If you are not sure if the plant is for emergency supply or back-up, please contact us at opssupport@taumataarowai.govt.nz*
Origin *Read only field*	This is read only field which indicates how the treatment plant record was added. • *Migrated* - the Treatment Plant was transferred from the Ministry of Health's Register of Drinking Water Suppliers. • *Portal* - the Treatment Plant was added by someone with access to your supply via the Hinekōrako supplier portal. • *Back Office* - the Treatment Plant was added by the Authority. This will only happen in exceptional circumstances.

Distribution zones

Supplies of the type Self-Supplied Building do not have *Distribution Zones* recorded. For all other supply types, when you add or update a *Distribution Zone*, you are able to record the following data:

Field	Explanation
Zone ID *Read only field*	Unique identifier for the distribution zone, comprising of the zone ID suffix and the supply ID. *This information will be visible on the public register if no suppression has been applied*
Zone ID suffix *Mandatory field*	Enter any two characters as a short code for the Zone. The short code must be unique to Zones within this supply. It will be added as a suffix to the Supply ID to create the Zone ID. You cannot change the suffix once you have created the Zone.
Name *Mandatory field*	The name you wish to call the distribution zone. *This information will be visible on the public register if no suppression has been applied*
Population *Mandatory field*	This is the population for the distribution zone. For guidance on how to estimate population see the guidance on the [Taumata Arowai website](#). *This information will be visible on the public register if no suppression has been applied*
Location – Urban / Rural *Mandatory field*	Classify the distribution zone as urban or rural. There is also an option to identify where a rural zone is mixed-use rural. *There is no international definition for urban or rural areas. Urban usually refers to a human settlement with high population density and infrastructure of built environment and we take 'rural' to refer to spaces that have human presence/settlement, but at comparatively low density. (Stats NZ website)* *We leave it to the supplier to determine the best choice for each of their distribution zones.*
Location - description *Optional field*	We do not capture geocode data for distribution zones, but you may record a description of the location here and upload geocode data files for the Zone before you submit the form, if you wish.
Distribution zone barriers – Backflow Programme Implemented *Mandatory field*	This field confirms if there is a backflow programme implemented.
Distribution zone barriers – New and Repaired Watermains Hygiene Procedures Implemented *Mandatory field*	This field confirms if there are new and repaired watermains hygiene procedures implemented. If Level 3 distribution rules do not apply to your supply, enter "No".

Field	Explanation
Distribution zone barriers – Water Storage Rules Implemented *Mandatory field*	This field confirms if there are Water Storage Rules Implemented. If Level 3 distribution rules do not apply to your supply, enter "No".
Distribution zone barriers – Residual Disinfection Implemented *Mandatory field*	This field confirms if there is Residual Disinfection Implemented.
Distribution zone barriers – Microbiological and Metal Monitoring Implemented *Mandatory field*	This field confirms if there is Microbiological and Metal Monitoring Implemented.

Plant/Source relationships

Where a supply has one source and one treatment plant, the relationship between source and plant will be automatically created and hidden by default. Supply's with more than one plant or source will need to have the relationship between each source and treatment plant identified manually by adding one or more Plant/Source relationships to link each component.

Field	Explanation
Source Lookup *Mandatory field*	Select one of the supply's sources/abstraction points.
Treatment Plant Lookup *Mandatory field*	Select the treatment plant that treats the water from the source/abstraction point selected in the previous field.

Plant/Zone Relationships

Where a supply has one treatment plant and one distribution zone, the relationship between plant and zone will be automatically created and hidden by default. Supply's with more than one plant or zone will need to have the relationship between each treatment plant and zone identified manually by adding one or more Plant/Zone relationships to link each component.

Field	Explanation
Treatment Plant Lookup *Mandatory field*	Select a Treatment Plant.
Distribution Zone Lookup *Mandatory field*	Select a Distribution Zone served by the Treatment Plant.

Supply relationships

In this section you will provide details of the individuals and organisation/s that have a relationship with the supply.

It is a requirement under S 55 (2)(a) of the Water Services Act 2021 that you include all supply owners and operators, an overall supply contact and a registration contact.

You may include other organisations and individuals, e.g. Agents, or Trustees, and assign multiple roles to an individual, if it better reflects the management of the supply.

Further information on supply relationships is available in the Guidance for Registering a Drinking Water Supply on our website, including the meaning of 'owner' and examples of supplies.

We also use the supply relationships to

- make sure we send communications to the correct person. For example, the supply owner, or registration contact.
- provide access to supply information for portal users. For more information, refer to the Understand Supply Groups and User Roles (for Supply Group Administrators and Supply Administrators) reference guide on our website.

The following relationship details will be visible on the public register if no suppression has been applied:

Owner and Operator – Name, trading name (if it is an organisation), relationship type (Owner, operator, and overall supply contact only) contact email address

Overall Supply contact – Name, trading name (if it is an organisation), relationship type (Owner, operator, and/or overall supply contact only), contact email address, contact phone number

Field	Explanation
Organisation or Individual	Select either Organisation or Individual

Field	Explanation
Mandatory field	
Relationship Type *Mandatory field* *Dependent field*	The options will differ depending on whether you selected Organisation or Individual in the previous field. All types are available for individual relationships, and four types available for organisation and individual relationships: - Supply Owner (available for organisation and individual relationships) - Supply Operator (available for organisation and individual relationships) - Agent (available for organisation and individual relationships) - Overall supply contact - Registration contact - Employee - Trustee - Shareholder - Director - Other (available for organisation and individual relationship*s)* Refer to the guidance on our website on ownership, registration contacts and supply contacts for more information.
Organisation *Mandatory field* *Dependent field*	Only available if the relationship type is organisation. Find and select the Organisation by: - starting to type the organisation's name into this field (or type in two spaces) - clicking the down arrow at the end of this field and - choosing from the list that appears. Once you have chosen the organisation, the details of the organisation will be displayed. If you are editing an existing Organisation relationship or have selected an existing Organisation, you can choose to edit the Organisation Details. If a record of the Organisation does not exist, you can create one by clicking on the Create Organisation button. See the section below on the data you can capture for an Organisation.
Owner Key Contact *Mandatory field* *Dependent field*	Only available if the relationship type is organisation. This field is only visible if the selected organisation relationship types include Supply Owner. This is the person at the organisation who will be our key contact when liaising with the organisation about the supply. If a record of the Individual has already been created for your supplies, you can find and select that person by: - starting to type the person's name into this field (or type in two spaces), - clicking the down arrow at the end of this field, then - choosing from the list that appears If a record of the Individual does not exist, you can create one by clicking on the *Create Contact* button.

Field	Explanation
	See the section below on the data you can capture for an Individual.
Individual *Mandatory field* **Dependent field**	Only available if the relationship type is Individual. Find and select the Individual by: - starting to type the Individual's name into this field (or type in two spaces), - clicking the down arrow at the end of this field, then - choosing from the list that appears. Once you have chosen the Individual, the details will be displayed. If a record of the Individual does not exist, you can create one by selecting Create New Contact in the dropdown options.

Create or Edit an Organisation

Field	Explanation
Organisation Name *Mandatory field*	Start typing the organisation name. Hinekōrako will display a list of organisations on the NZBN register that match the text you have entered. Select the organisation from the list.
	If the organisation isn't NZBN registered, the organisation name can be manually entered.
	(The name cannot be edited once it has been created. Please contact us at opssupport@Taumataarowai.govt.nz if you need to update this field)
Trading Name *Optional field*	Automatically populated if you select an organisation from the NZBN look up.
	Can also be manually entered.
	(The name cannot be edited once it has been created. Please contact us at opssupport@Taumataarowai.govt.nz if you need to update this field)
NZBN *Read only field*	Automatically populated if you select an organisation from the NZBN look up.
Email *Optional field*	The general email address of the organisation.
Phone number *Mandatory field*	Must start with + and then the country code, e.g. 64 for New Zealand.
Physical Address Search *Mandatory field*	Start typing the address. Hinekōrako will display a list of addresses on the NZ postal address register that match the text you have entered. Select the address from the list.
	If the address doesn't show on the list, it can be manually entered in the address fields below.
Physical Address fields *Mandatory field (Some)*	Street, City and Country are mandatory. Automatically populated if you select an address from the *Physical Address* Search look up results.
Postal address is different *Optional field*	Tick this box if the postal address is different from the physical address.
Postal Address Search *Mandatory field* *Dependent field*	Visible if you tick it the *Postal Address* is different box.
	Start typing the address. Hinekōrako will display a list of addresses on the NZ postal address register that match the text you have entered. Select the address from the list.
	If the address doesn't show on the list, it can be manually entered in the address fields below.
Postal Address fields *Mandatory field (sometimes)*	Visible if you tick it the *Postal Address* is different box.
	Street, City and Country are mandatory.. Automatically populated if you select an address from the *Postal Address* Search look up results.

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Create or Edit an Individual

Field	Explanation
First Name *Mandatory field*	The first name of the person. (The first name cannot be edited once it has been created. Please contact us at opssupport@Taumataarowai.govt.nz if you need to update this field)
Last Name *Mandatory field*	The last name of the person. (The last name cannot be edited once it has been created. Please contact us at opssupport@Taumataarowai.govt.nz if you need to update this field)
Organisation Name *Optional field*	If the person is part of an organisation and that organisation has a relationship with the supply, you can find and select that organisation by: • starting to type the organisation's name into this field (or type in two spaces) and • clicking the down arrow at the end of this field and • choosing from the list that appears.
Organisation role *Optional field*	The role the contact has within the organisation.
Email *Mandatory field*	Email address for the individual
Business Phone *Mandatory field*	It's mandatory to provide either this business phone number or the mobile number in the field below. Must start with + and then the country code, e.g. 64 for New Zealand.
Mobile Phone *Mandatory field*	It's mandatory to provide either this mobile phone number or the business phone number in the field above. Must start with + and then the country code, e.g. 64 for New Zealand.
Physical Address Search	Start typing the address. Hinekōrako will display a list of addresses on the NZ postal address register that match the text you have entered. Select the address from the list. If the address doesn't show on the list, it can be manually entered in the following address fields.
Physical Address fields *Mandatory field (some)*	Street, City and Country are mandatory. Automatically populated if you select an address from the Physical Address Search look up results. If the address wasn't found in the address search, these fields can be completed manually.
Postal address is different *Optional field*	Tick this box if the postal address is different from the physical address.
Postal Address Search *Mandatory field* *Dependent field*	Visible if you tick it the *Postal Address* is different box. Start typing the address. Hinekōrako will display a list of addresses on the NZ postal address register that match the text you have entered. Select the address from the list. If the address doesn't show on the list, it can be manually entered in the following address fields.

Field	Explanation
Postal Address fields *Mandatory field (sometimes)*	Visible if you tick it the *Postal Address* is different box. Street, City and Country are mandatory. Automatically populated if you select an address from the *Postal Address* Search look up results. If the address wasn't found in the address search, these fields can be completed manually.

Drinking Water Safety Plans

In this section you can:

- Upload one or more documents related to your supply registration.
- Provide us with information about any *Acceptable Solutions* you have in place.
- Request suppression of details of your supply from the public register.

Field	Explanation
Key Changes Since Previous Lodgement *Mandatory field*	Describe the key changes to the plan since the previous lodgement. If you are adding the first DWSP, you should write 'First lodgement' or similar.
Confirmation of correct and accurate details. *Mandatory field*	Tick to confirm the following statement: *"I confirm that my drinking water supply registration details are accurate and up to date. I acknowledge that I am required to update content if there are material changes."*

Upload Document

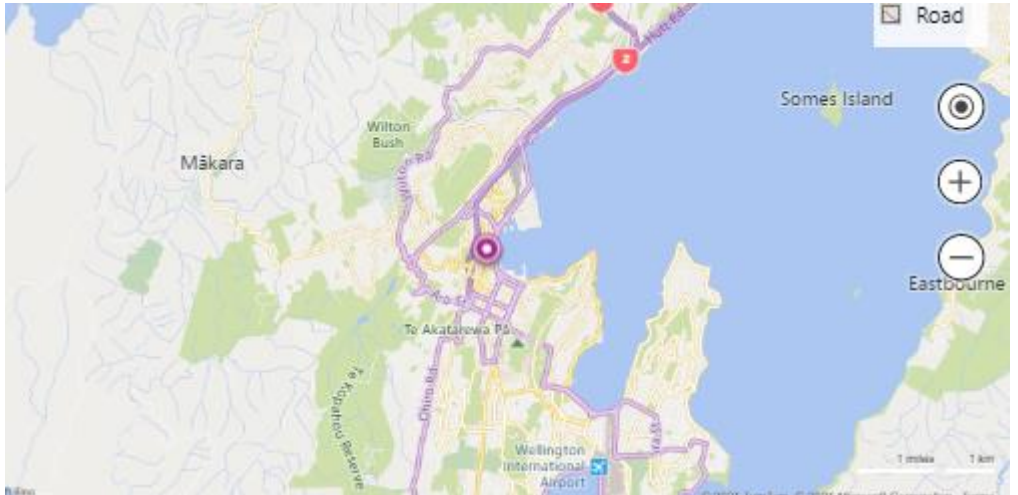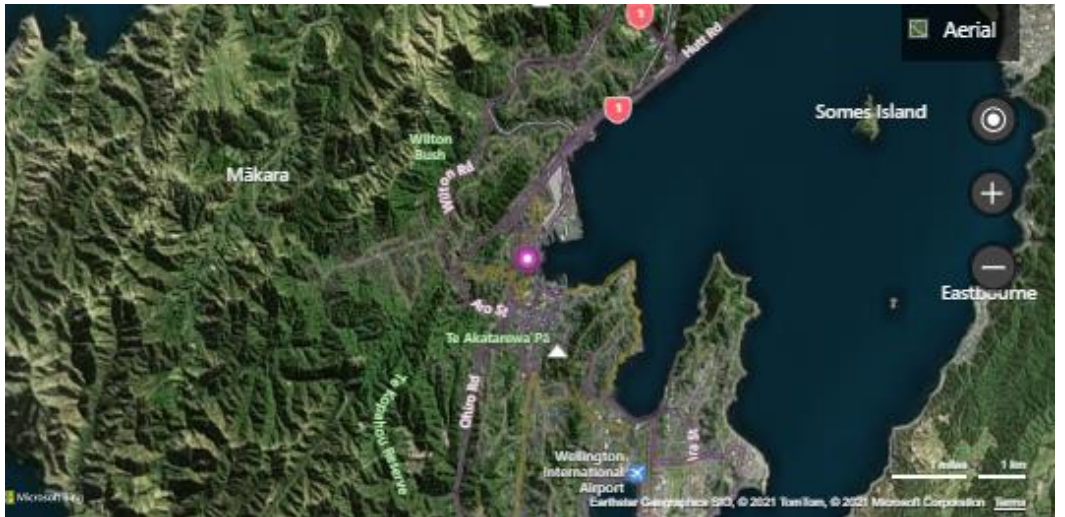| Field	Explanation
Document type *Mandatory field*	Select the type of supporting document that you will be uploading.
Document Description *Optional field*	You may provide a description of the file to help us understand what is in it and its relevance to your supply.
Choose File *Mandatory field*	Clicking on *Choose File* will allow you to browse your folders to find the file you wish to upload. Certain file types are not allowed as they pose a security risk to Taumata Arowai.

Field	Explanation
Confirmation that the Drinking Water Safety Plan is accurate, up to date and complete *Mandatory field*	Tick to confirm the following statement: *"I confirm that my Drinking Water Safety Plan details are accurate, up-to-date and complete"*

Other final details

Field	Explanation
Acceptable Solution *Mandatory field*	It is mandatory to select one option if you have indicated Yes for Acceptable Solution. The list of Acceptable Solutions displayed will depend on the source types you have indicated. • *Mixed Use Rural Supply* – always displayed • *Spring or Bore water supply (<500 people)* – only displayed if your supply has an active source with a source type of spring or river • *Roof water supply (<500 people)* – only displayed if your supply has an active source with a source type of roof
Request withholding of details from the Public Register *Optional field*	If you indicate the need to withholds details, we will not automatically add your new supply registration to the public register of supplies. We will place the application on hold until we receive, and make a decision on, a formal request from you for withholding supply details. ***Guidance for requests to withhold information on the public register*** is available on the Authority's website.

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Appendix: Selecting Geocode location using a map

Step	Explanation
Select the Map coordinate type	Using the map coordinate type relies on you having allowed Hinekōrako to know your current location. The map will be displayed with a round location icon centred on the map which is where Bing Maps has determined you are currently located.
Changing the view	There are two options for the type of map displayed. The default is *Road,* but you can change this to *Aerial.* This can be helpful to see the area that your treatment plant or source is located.
Zooming in and out	Use the *Plus and Minus* buttons to zoom closer or further out on the map. Using the *Minus* button to zoom further out is useful if the location of your treatment plant or source is not within the map displayed.

Step	Explanation
Moving the map	If the location for your treatment plant or source is not within the current view, you can move the map by using your *mouse and double-clicking* anywhere on the map and dragging the map. Alternatively, if your computer has a touch screen you can simply *drag the map with your finger*.
Pinpointing the location of your treatment plant or source	To pinpoint the location of your treatment plant or source, firstly *click and drag the location icon* to the general area required. You need to double click on the location icon but don't release the second click before dragging the icon to the required area. This action will usually change the zoom of the map. Once you have dragged the icon to the general area you can zoom further in or out on the map to more precisely place the location icon. When you move the location icon on the map, the latitude and longitude coordinates will be automatically updated and saved for your treatment plant or source location when you Submit the page.