

Water Supply

Raglan

# DRINKING WATER SAFETY PLAN



<b>Community Code</b>	<b>RAG001</b>
<b>Source Code</b>	<b>G00464</b>
<b>Treatment Plant Code</b>	<b>TP00128</b>
<b>Zone Code</b>	<b>RAG001RA</b>

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**Table 1: Document Control Record**

<b>Version No.</b>	<b>Description</b>	<b>Author</b>	<b>Reviewer</b>	<b>Date</b>	<b>Authorised</b>
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2.0	Drinking Water Safety Plan 2023 update	Bliss Pappachan, Marieka van der Lee - Water Quality Scientist	Tatiana Derevianko- Water Quality Compliance and Science Manager	November 2023	

**Table 2: Document Distribution List**

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## EXECUTIVE SUMMARY

Drinking Water Safety Plans (DWSPs) have been developed to describe the management of public health risk associated with the Raglan water supply, to ensure the safe and reliable supply of drinking water to our customers. Raglan water supply is owned by Waikato District Council (WDC) and operated by Watercare Services Limited (Watercare). These plans also satisfy the legislative requirements of the Water Services Act 2021.

WDC and Watercare operating models demonstrates a high level of commitment to drinking-water quality management. The provision of safe and secure drinking-water and a commitment to Drinking water safety planning is visible through the organisational strategy, plans and budget.

WDC and Watercare adhere to the six principles of drinking-water safety, and these principles are embedded into all systems, processes and behaviours. The six principles are:

- 1) Embrace a high standard of care
- 2) Protect source water
- 3) Maintain multiple barriers against contamination
- 4) Change precedes contamination
- 5) Suppliers must own the safety of drinking-water
- 6) Apply a preventive risk management approach.

This DWSP assesses risks from source to supply point and ranks risks according to their likelihood and consequence. Necessary improvements are identified and prioritised as part of a larger process which has considered the risks across all the WDC water supplies and prioritised the greatest risks for prioritised improvement. The supply specific improvements have been included in this plan.

Each element of the water supply system has been reviewed using the New Zealand Drinking Water Safety Plan Framework (referred to as “the framework”). The following components of the framework are included in the DWSP:

- Commitment to drinking water quality
- Assessment of the drinking-water supply for hazards, hazardous events, and risks
- Existing preventive measure
- Operational procedures
- Verification monitoring and inspection programme
- Improvement plan
- Management of incidents and emergencies
- Documentation and reporting
- Investigation
- Oversight, review and continual improvement

DWSPs have been developed to include Critical Control Points (CCPs). The CCPs are the process controls for the water supply system, have defined limits and are monitored continuously to ensure that any failures are detected in time for action to be taken.

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## DOCUMENT CONTROL

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## AMENDMENTS

Requests for amendments or revisions of the manual are made to the Document Controller, who has the responsibility of reviewing requests and implementing amendments or revisions to the document.

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## GLOSSARY

<b>Acronym</b>	<b>Expanded</b>
AMP	Asset Management Plan
APHA	American Public Health Association
AWWA	American Water Works Association
CCP	Critical Control Point
CEO	Chief Executive Officer
DMP	Drought Management Plan
DWSNZ	Drinking Water Standards for New Zealand 2022
DWAV	Drinking Water Aesthetic Values
DWSP	Drinking Water Safety Plan
DWQAR	Drinking Water Quality Assurance Rules 2022
E. coli	Escherichia coli
EIR	Event Investigation Report
FAC	Free Available Chlorine
FACe	Free Available Chlorine equivalent (found by calculation)
FD	Functional Description
GIS	Geographic Information System – satellite-based mapping
GV	Guideline Value
IANZ	International Accreditation New Zealand
IEC	International Electrotechnical Commission
ISO	International Organisation for Standardization
NTU	A measure of turbidity
PLC	Programmable Logic Controller
pH	A measure of acidity / alkalinity (pH 7 = neutral)
SCADA	Supervisory Control and Data Acquisition
SOP	Standard Operating Procedure
UVT	Ultraviolet Transmittance
WDC	Waikato District Council
WTP	Water Treatment Plant

## 1. Commitment to drinking-water quality management

WDC and Watercare are committed to the provision of safe and secure drinking-water for its consumers and to the future improvements that have been identified in this DWSP. The organisational commitment to drinking-water quality management is signed by WDC and Watercare and listed in Appendix 1: Key Documents Register.

The Waikato District is located in the Northern Waikato region and has a resident population of 79,900 (2018 census) which is relatively evenly mixed between urban and rural. The main urban populations are centred in the towns of Huntly, Ngaruawahia, Raglan, Te Kauwhata, Pokeno and Tuakau.

WDC and Watercare are responsible for the management and operation of the public water supply systems across the Waikato District Council. Council also has an agreement with Hamilton City Council to take up to 12,000 cubic metres per day, Watercare to take up to 5000 cubic meters per day and Te Kauwhata Water Association to take up to 4000 cubic metres per day for parts of the district. The supplies are managed by Watercare Services staff as per the operations and maintenance contract WDC has had in place from 1 October 2019. All residential properties have been metered since 2017. In addition, all commercial and industrial properties are metered. WDC operates a 24-hour call centre for customer complaints about faults and Watercare operates a 24-hour operation on-call service to address issues as necessary.

The long-term Operations and Maintenance Contract with Watercare started on the 1<sup>st</sup> of October 2019 WDC. The contract encompasses all aspects of water and wastewater operations, maintenance, planning and customer activities. All WDC Staff involved with Water and Wastewater servicing were transferred to Watercare.

### Relationship of DWSP to organisational policy and strategy

The provision of safe and secure drinking-water is visible in both WDC and Watercare’s organisational policies and strategies. WDC has established a comprehensive strategic and organisational framework in all other organisational policies and strategic planning documents that refer to drinking-water management.

Title	To access listed document
Waikato District Council Three Waters AMP 2021-31	<a href="http://www.waikatodistrict.govt.nz">www.waikatodistrict.govt.nz</a>
Long Term Plan (LTP 21-31)	<a href="https://www.waikatodistrict.govt.nz/your-council/plans-policies-and-bylaws/plans/long-term-plan">https://www.waikatodistrict.govt.nz/your-council/plans-policies-and-bylaws/plans/long-term-plan</a>
30 Year Infrastructure Strategy (2021 – 2051)	<a href="http://www.waikatodistrict.govt.nz/docs/default-source/your-council/plans-policies-and-bylaws/">www.waikatodistrict.govt.nz/docs/default-source/your-council/plans-policies-and-bylaws/</a>
Watercare Statement of Intent (SOI)	<a href="https://www.watercare.co.nz/About-us/Reports-and-publications">https://www.watercare.co.nz/About-us/Reports-and-publications</a>

## Engaging Stakeholders

The WDC stakeholder/ Communications team maintains relationships with councillors and local board members and responds to queries they receive from their constituents about water quality, providing up to date results and confirmation that compliance is maintained. These elected officials, along with the public, are given the opportunity to visit treatment plants at various times throughout the year. The long-term stakeholder engagement strategy is listed in Appendix 1: Key Documents Register.

The delivery of Drinking Water to the reticulated Waikato communities is a joint commitment between WDC and Watercare and the Drinking Water Safety plan has been developed collaboratively. WDC has retained responsibility Stakeholder liaison and provide customer facing activities. See figure 1: Watercare Waikato organisational chart that sets Watercare's operational structure.

Staff employed in each water supply area receive training specific to their operational area to ensure that they understand the scope of their role, can undertake required tasks safely and are competent in the delivery of their 'business as usual' responsibilities. Staff work under the supervision of experienced staff until such time as they undertake a competency assessment from their respective supervisor.

In addition to the task specific training, Watercare also focuses on the professional development of staff, for example:

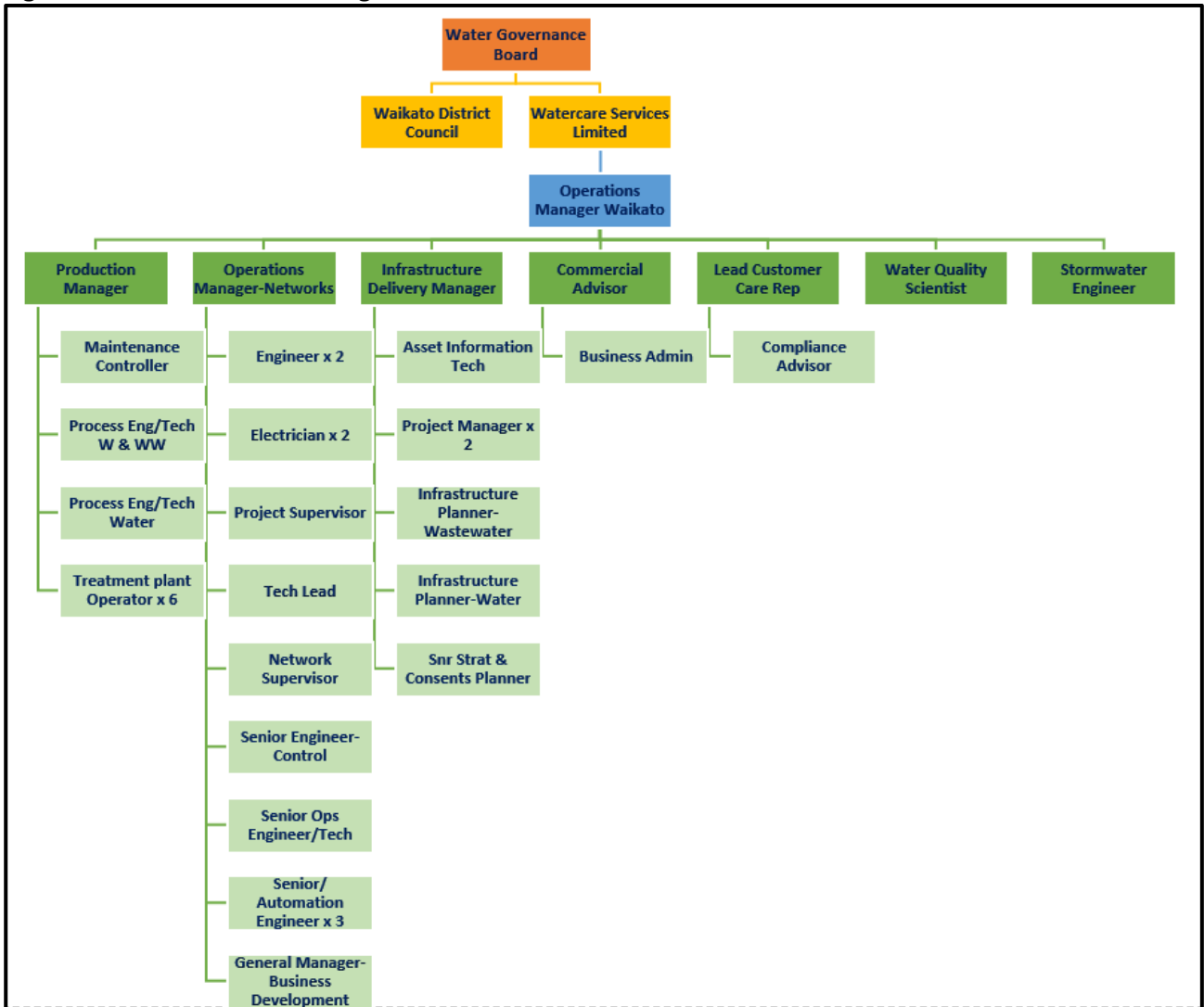
- Following initial water treatment plant-based training, operators, process technicians and process engineers are enrolled to complete either their National Certificate in Drinking-water Treatment or the National Diploma in Drinking-water Treatment. The training undertaken is dependent on prior qualifications obtained and resource availability.
- Health and Safety training, specific to role requirements.

Watercare has developed significant in-house water supply system technical and engineering capabilities. This capability development has been in recognition of the need for greater technical capability dedicated to the management of water supply risks.

Long-term employee engagement plan on awareness and involvement in safe and secure drinking-water is included in the training matrix programme with associated records of completion and is listed in Appendix 1: Key Documents Register.



**Figure 1: Watercare Waikato organisational chart**



The core team that lead the DWSP development includes senior management, technical specialists, operational team leaders, process engineers, and water quality scientists. The senior staff within this core team hold the authority to make decisions and enact changes. They also have extensive knowledge of the legislative requirements around DWSP development. These team members have a wide range of expertise and years of experience in drinking-water production, distribution, and risk management.

**Engaging Community**

The WDC consumer engagement strategy is led by the Communications and Customer Teams. WDC consumer engagement programmes are listed on the WDC public website and explain how the customers and community are involved in drinking-water initiatives including water conservation measure. When there is a change to a community’s water supply, WDC uses these channels to inform people in advance and during the change.

## 2. Assessment of the drinking-water supply system

### Supply details

Supply Details	
Supply Name	Raglan
Hinekōrako Community Code	RAG001
Supply Owner	Waikato District Council
Population Served by Supply	4,500 (2022 estimate based on connection data and Stats NZ Statistical area population count)
Source Details	
Source Name	Spring, Raglan
Source Hinekōrako Code	G00464
Type of Source	Spring
Depth of Bore	NA
Consent Expires	15-Jan-34
Maximum Consented water take:	3,100 cubic metres in any 24-hour period
Grid Reference of Source (NZTM)	
<b>Easting</b> : 1763620	<b>Northing</b> : 5811839
Treatment	
Location	Raglan
Treatment Processes	Cartridge Filtration; UV; Chlorination
Average Daily Volume	1639 m <sup>3</sup> /day (2022-2023)
Peak Daily Volume	2923 m <sup>3</sup> /day (2022-2023)
Distribution – Zone 1	
Distribution Zone Name	Raglan
Distribution Zone Hinekōrako Code	RAG001RA
Distribution Zone Population	4,500 (2022 estimate based on connection data and Stats NZ Statistical area population count)

### Water supply system description

#### Overview of Raglan Spring, WTP, Reservoirs, pump station and Network

The Raglan Spring intake is located by Te Hutewai Road which is .25 km from the Raglan WTP. WS Pump Station is located by Hills Road Reservoir (1250 m<sup>3</sup>) which is 5.76 km (overland) from the Raglan WTP and 2.78km from Bow Street Reservoir (1000 m<sup>3</sup>). See figure 1 below.

The Te Hutewai Road Spring Reservoir (1136 m<sup>3</sup>) level controls the overall production requirements of the Raglan WTP with the reservoir also functioning as a chlorine contact tank.

The Bows Street and Hills Road Reservoir are connected to the distribution system through a gravity outlet from the Springs Reservoir. Treated water from the Raglan WTP is pumped to the Raglan distribution DWSP.

The Raglan WTP and associated pump stations have been designed as an automated facility that operates with routine staff visits. Under normal operating conditions, the treatment process is stable and operates reliably with little operator intervention. Under abnormal conditions, increased operator input and on-site presence may be required. Abnormal conditions include process instability or equipment failure.

The site is visited at least once a week to allow staff to perform routine process monitoring procedures and, undertake schedule maintenance. Staff also respond on site to unplanned events on-site. Outside of working hours Scada trends are reviewed and monitored by the on-call operator twice a day. Alarms are sent via text message to the on-call operator via the eye-know text alert system. The operator then needs to log on to SCADA and review the alarm and either acknowledge the alarm or undertake other responses as appropriate.

The Raglan WTP supplies drinking-water to the community of Raglan with registered population of 4,500 people. The Health Act 1956 defines Raglan water supply as a minor networked supply.

#### Process description - Overview of Raglan Spring, WTP and Network

Raglan Spring intake and Pump Station are located by Te Hutewai Road which is .25 km from the Raglan WTP and 5.76 km (overland) from the Raglan WTP and 2.78km from Bow Street Reservoir. Raw water is pumped from the Raglan Spring and treated at the WTP prior to the entry into Bow Street and Hill Roads Reservoir. The duty/standby raw water pumps start and stop based on the level in the Onsite treated water Reservoir and operate at a controlled flowrate via variable speed drive to maintain optimum flow while sustaining spring weir level setpoints. Raglan Spring is a non-secure ground water source that is assumed to have a level of source risk consistent with a surface water source and is required to demonstrate a protozoal removal.

All water passes through 3M High Flow 1 micron cartridge filtration prior to entering UV. Cartridge filtration certificates are listed in Appendix 1: Key Documents Register. All water passes through a fixed dose UV disinfection unit providing a calculated 40mj/cm<sup>2</sup> dose UVDGM validated using the MS-2 coliphage organism. Which provides which provides bacterial disinfection and 4 log protozoa removal/inactivation. The Wedeco Spektron 250e UV validation certificates are listed in Appendix 1: Key Documents Register.

Water is dosed with chlorine before going to the onsite reservoir for contact time to achieve the required CT value the compliance monitoring period of one day. The automatic dosing control is based on the values set by the operator on the instruments, the PLC provides input to the automatic controller to regulate the amount of chlorine dosed. Chlorine dosing provides disinfection residual for the distribution network and an additional bacterial contamination barrier.

Following treatment, the water is stored in the onsite treated water reservoir (High Pressure) and the flows by gravity to the distribution system approximately two thirds of the water flows to Bow Street Reservoir (Low Pressure) and Hills Road Reservoirs (Boosted Pressure).

The water is supplied to consumers within the Raglan township by a mix of gravity supply and pumped supply. There are two storage reservoirs, Bow Street and Hills Road. Bow Street reservoir supplies the CBD via gravity and Hills Road is fed via gravity which is used to boost the elevated parts of the network for high demand

period use. A description of reservoirs is included the Reservoir Register listed Appendix 1: Key Documents Register.

Water flow and level are monitored to ensure coordinated supply/demand management. Scada alarms are responded to by the productions and operations team via Eye-know monitoring system. A flow diagram of the Raglan WTP is shown in Figure 2.

An assessment of the WTPs performance is based on the data collected from on-line instruments and physical sampling which includes:

- Flow
- Turbidity
- FAC and pH
- C.t and T<sup>10</sup>
- UV flow, intensity and UVT
- Sample results for *E. coli*, total coliforms, pH, FAC and turbidity as well as other parameters as per sampling programme

#### SCADA Control

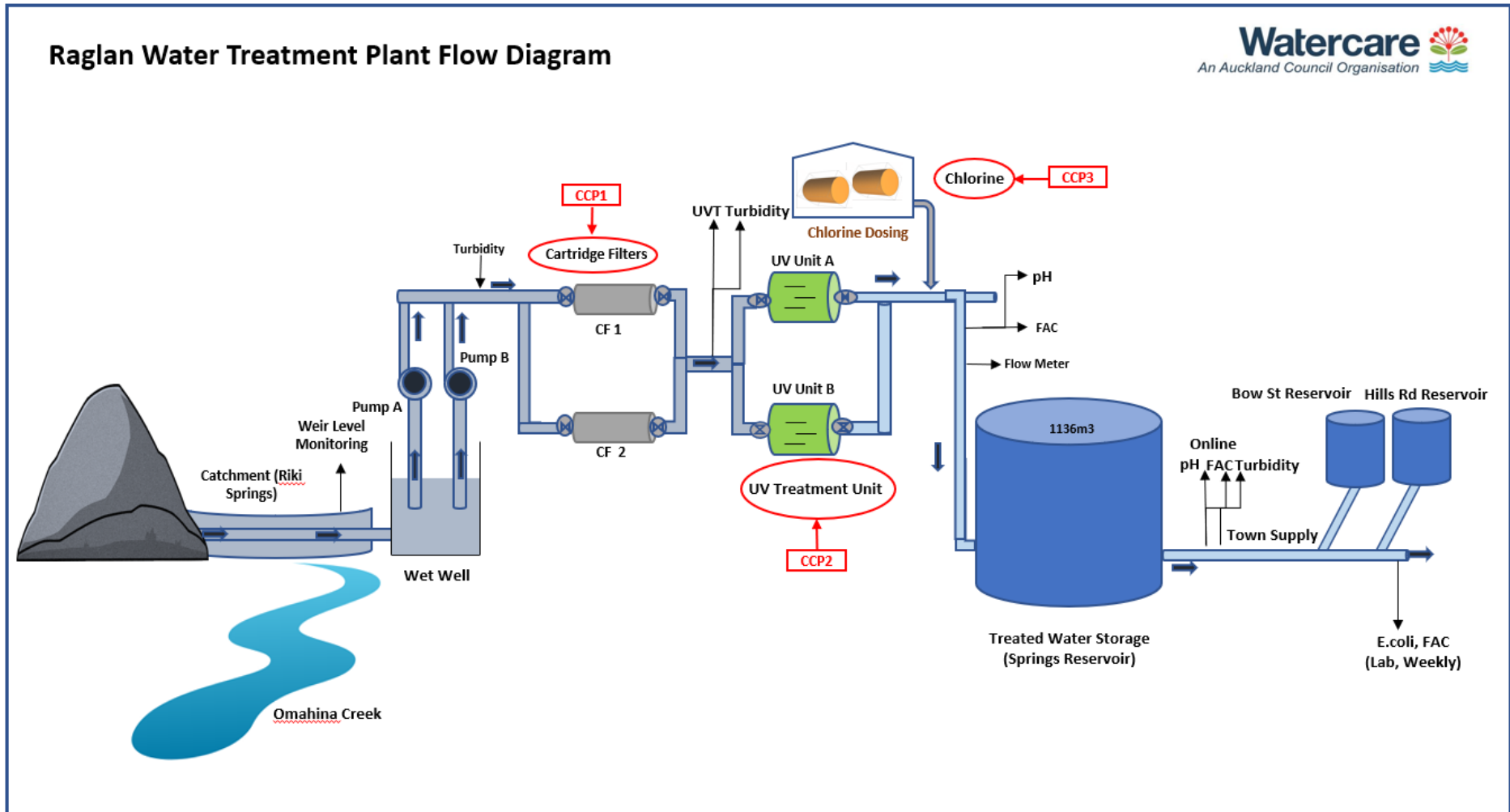
WTP and reservoir equipment are connected to both a Remote Telemetry Unit with data logging functions, and a Programmable Logic Controller (Plant PLC). Controls are shared between these systems and they communicate to execute required actions.

The telemetry system relays all continuously monitored data via radio signal, to the SCADA System which is accessible remotely. When key equipment faults or process variables fall outside of pre-set limits (as measured by on-line analysers) the control system will generate alarms. Alarms are received on operators' phones using the Eye-Know software. Critical alarms are selected based on the potential impact to treated water quality, this will initiate an automatic WTP shutdown.

Figure 2: Raglan Water Supply location



Figure 3: Raglan water supply Flow Diagram



## Assessment of water quality data and catchment characteristics

A large raw water data set has been accumulated which is used for investigations and evaluations of the source water. Supply treatment barriers and ongoing source water monitoring are based on the evaluation of the source water quality data. A summary of source water quality and catchment characteristics is included within the Catchment Risk Assessments for large supplies. Catchment Risk Assessments for the smaller supplies focus predominantly on microbial source-water risks. Catchment Risk Assessments are listed in Appendix 1: Key Documents Register. A Source Water Risk Management Plan as required by the Water Services Act is included as Appendix 2. See also Section 5 Monitoring Programmes, Laboratory Sampling and Testing below. Previous water quality incidents are investigated, and corrective actions implemented to reduce the likelihood of a recurrence.

## Hazard and hazardous event identification and risk assessment

### Risk Assessment Framework

The Raglan risk assessment methodology used is consistent with the MoH DWSP Framework.

Potential public health risks have been evaluated using the Likelihood and Consequence scales tabulated below to determine a risk level – low, medium, high or extreme. The assessed risk level allows prioritisation of the associated improvement measures. Hazards, hazardous event identification, risk assessment, preventive measures and corrective actions are documented in the Raglan Water Supply Risk Register included with this DWSP.

### Raglan WTP Site Risk Register Table

The full list of risks 20210623\_Raglan\_WTPs Site Risk Register Reticulation\_Rev3.0 and 20210623\_Raglan\_WTPs Site Risk Register Treatment\_Rev3.0 is included as Appendix 3.

The site risk register scores are assigned based on the Risk Register Guidelines document below:

Likelihood (MoH WSP Framework)	Descriptor	%	Description
5	Very High	>75%	>1/week
4	High	50-75%	>1/month
3	Medium	25-50%	>1/year
2	Low	5-25%	>1/five years
1	Very Low	<5%	> or equal five years

Consequences	Description
Very Low	Insignificant public health impact.
Low	Minor public health impact or inconvenience to supply users.
Medium	Moderate public health impact and/or short term loss of supply.
High	Major public health impact and/or loss of supply for a long period. Small number of water-borne illnesses.
Very High	Major public health impact. Significant water-borne illness.

Watercare reviews current and historical monitoring data to assess the level of confidence (uncertainty descriptor) that can be placed on the risks documented in the risk tables.

### 3. Existing preventive measures for drinking water quality management

A multiple barrier approach is followed to identify and implement preventive measures. If one barrier fails, the remaining barriers can compensate for it. Assessment of existing preventive measures and multiple barriers from Risk Register Tables are summarised as:

Four types of barriers	Existing preventive measures include:
<b>Preventing hazards entering the raw water</b>	<ul style="list-style-type: none"> <li>• Isolated spring catchment, physical barriers around spring source.</li> </ul>
<b>Removing particles and hazardous chemicals from the water by physical treatment</b>	<ul style="list-style-type: none"> <li>• Cartridge filtration – Critical Control Point</li> </ul>
<b>Killing or inactivating pathogens in the water by disinfection</b>	<ul style="list-style-type: none"> <li>• UV disinfection – Critical Control Point</li> <li>• Chlorination with contact time– Critical Control Point</li> </ul>
<b>Maintaining the quality of the water in the distribution system</b>	<ul style="list-style-type: none"> <li>• Residual disinfection maintained.</li> <li>• Hygiene and construction codes of practice</li> <li>• Adequate network pressures maintained</li> <li>• Backflow prevention programme</li> <li>• Reservoirs protected from ingress</li> </ul>

### 4. Operational procedures

Operational procedures include a defined set of performance criteria to assess and confirm the performance of the components of the water supply.

Copies of these documents are stored electronically and are accessible by operations staff. Changes to the procedures must be approved by the person responsible for document control. Staff training records are included in the training matrix. Location of existing operational procedures are listed in Appendix 1: Key Documents Register.

Operational and maintenance procedures have been prepared for all components of the water supply. Operational and maintenance procedures at Watercare are grouped as following:

- Standard Operating Procedures (SOPs)
- Functional Descriptions (FDs)
- Process related drawings (P&IDs and PFDs)
- Operational Manuals
- Calibration Manuals
- Maintenance Schedules



Performance criteria are defined across Watercare’s water supply system based on the principal to allow enough time for actions to be taken to bring the system back under control before the compliance limits are breached.

Example SOPs, FDs and Operations Manuals:

Title	To access listed document
<b>Water Production</b>	
Isolations Procedure	O:\Ops\Watercare Waikato\Training
Chlorine Gas Drum Changeover	O:\Ops\Watercare Waikato\Training
Physical Entry into Treated water reservoirs/chamber	O:\Ops\Watercare Waikato\Training
UV module Cleaning	O:\Ops\Watercare Waikato\Training
Manage a Level 1 Minor Local (Contained) Chlorine Gas Leak	O:\Ops\Watercare Waikato\Training
Manage a Level 2 Moderate Local (Contained) Chlorine Gas Leak	O:\Ops\Watercare Waikato\Training
Manage a Level 3 Major Local (Uncontained) Chlorine Gas Leak	O:\Ops\Watercare Waikato\Training
UV Sensor Check - Raglan	O:\Ops\Watercare Waikato\Training
Transport and Install Raglan Generator	O:\Ops\Watercare Waikato\Training
Spill Free Chlorine Buffer (solution)	O:\Ops\Watercare Waikato\Training
Manage spill of Phosphoric acid (solution)	O:\Ops\Watercare Waikato\Training
Enter Data into the weekly verification tab	O:\Ops\Watercare Waikato\Training
Enter data into water outlook primary calibration	O:\Ops\Watercare Waikato\Training
Manage SCADA On-Call and Alarm system – Treatment Plants	O:\Ops\Watercare Waikato\Training
Respond to SCADA Alarms for Treatment Plants	O:\Ops\Watercare Waikato\Training
Create a Trends Page on Archestra	O:\Ops\Watercare Waikato\Training
Perform a Calibration for the real UV254 (realtech)	O:\Ops\Watercare Waikato\Training
Perform a Primary Calibration for the Chlorine Analyser (Deplox 3)	O:\Ops\Watercare Waikato\Training
Perform a Primary Calibration on the Hach Turbidimeter	O:\Ops\Watercare Waikato\Training
Perform a Primary Calibration on the pH Analyser (Crius)	O:\Ops\Watercare Waikato\Training
Perform a Primary calibration on the pH analyser (Depolox 3)	O:\Ops\Watercare Waikato\Training
Perform a Primary Calibration on Treated Water Chlorine Analyser	O:\Ops\Watercare Waikato\Training
Perform a Verification for the Chlorine Analyser (Crius)	O:\Ops\Watercare Waikato\Training
Perform a Verification for the Chlorine Analyser (Depolox 3)	O:\Ops\Watercare Waikato\Training
Perform a Verification for the Hach Turbidimeter	O:\Ops\Watercare Waikato\Training
Perform a Verification for the pH Analyser (Crius)	O:\Ops\Watercare Waikato\Training

Perform a Verification for the pH Analyser (Depolox 3)	O:\Ops\Watercare Waikato\Training
Undertake a Water Shutdown (Planned or unplanned)	O:\Ops\Watercare Waikato\Training
<b>Operations</b>	
Carry Out Reservoir Inspections	O:\Ops\Watercare Waikato\Training
Customer Water Quality Complaint	O:\Ops\Watercare Waikato\Training
Flush a water main (routine and Reactive)	O:\Ops\Watercare Waikato\Training
Install _ Replace a Faulty Water Meter	O:\Ops\Watercare Waikato\Training
Inspect and Test Hydrants	O:\Ops\Watercare Waikato\Training
Installing a New Hydrant or Valve	O:\Ops\Watercare Waikato\Training
Investigate a Water Pressure or Flow Complaint	O:\Ops\Watercare Waikato\Training
Manage SCADA On-Call System - Reticulation	O:\Ops\Watercare Waikato\Training
Perform a chorine test to check for potable water	O:\Ops\Watercare Waikato\Training
Remove _ Reinstall Flow Restrictors in Rural Metered Water Connections	O:\Ops\Watercare Waikato\Training
Repair a Major Water Break	O:\Ops\Watercare Waikato\Training
Repair a Minor Water Break	O:\Ops\Watercare Waikato\Training
Undertake a Water Shutdown (Planned or unplanned)	O:\Ops\Watercare Waikato\Training

## Operational monitoring and inspection

Operational monitoring and inspection cover regular measurements and observations to assess and confirm the performance of the preventive measures, including the Critical Control Points.

Ref	What to Measure or Observe	How Often	What to do with the results	Responsibility
<b>Catchment (Huntly, Nga, TK, Raglan, Port Waikato, Onewhero).</b>				
Manual checks (visual)	Visual inspection of all intakes.	Weekly	Investigate, escalate adverse findings	Duty Operators
	Intake dive surveys	Annually	Repair/replacement as required.	External Contractors
SCADA records	Online pH, NTU, stream weir ultrasonics, flow meters	Continuous with alarm set points	Verify and or calibrate as required.	Duty Operators Process Engineer
Maintenance/mechanical checks	Analysers, electrical sensors, Electrical systems,	Annually	Repair/replacement as required.	External Contractors
Performance Monitoring	Drinking water compliance and operational monitoring schedule	Various	Short and long-term evaluation of results. Follow Water Quality Incident Response Plan as required.	Water Quality Scientist Watercare lab
<b>Treatment Plant (Huntly, Nga, TK, Raglan, Port Waikato, Onewhero).</b>				
Manual checks (visual)	Raw water jar tests Equipment checks Chemical dosing checks Chemical storage levels UV lamps, run hours	Weekly	Adjust dose rates. Reorder chemicals.	Duty Operators Process Engineer
	PAC dosing system	Weekly when in use	Adjust dose rates. Reorder chemicals.	Duty Operators Process Engineer
SCADA records	Online pre-dosing pH, clarifier turbidity, filter turbidity, UV intensity, UV transmissivity, UV turbidity, filtered water chlorine, pH, treated water chlorine, pH and HFA. Flow, level meters, valve positions. Chemical dosing tanks.	Continuous with alarm set points	Linked to critical control points. Verify and or calibrate as required.	Duty Operators Process Engineer
Maintenance/mechanical checks	Cleaning clarifiers and filter walls	As required		Duty Operators

Ref	What to Measure or Observe	How Often	What to do with the results	Responsibility
	Flow meter calibrations	Annually	Repair/replacement as required.	External Contractors
	Analysers, electrical sensors, Electrical systems, PLCs, PSUs, dose pumps and other chemical delivery systems, UV units and lamps, plant security systems	Annually	Repair/replacement as required.	External Contractors
	Chlorine gas delivery systems	3-monthly	Repair/replacement as required.	External Contractors
	Backup PSU replacements	Every 2 years		External Contractors
<b>Performance Monitoring</b>	Drinking water compliance and operational monitoring schedule	Various	Short and long-term evaluation of results. Follow Water Quality Incident Response Plan as required.	Water Quality Scientist Watercare lab
<b>Network (All supplies).</b>				
Manual checks (visual)	Critical pipes (pipe bridges Air valve chambers (Hall Road area only)	Annually		Network Operations Team
	Reservoir contamination and security inspection	6 monthly	Cleaning, maintenance as required	Network Operations Team
SCADA records	Flow rates from main reservoirs Flow rates from pump stations Network pressure at pump stations Network pressure at main reservoirs	Continuous with alarm set points		Network Operations Team
Maintenance/mechanical checks	Full electrical inspection of pump stations and reservoir control and telemetry. Critical valve exercising Generator servicing and load testing	Annually	Repair/replacement as required.	External contractor/ Network Operations Team
	Generator checks	2-monthly	Repair/replacement as required.	External contractor/ Network Operations Team

Ref	What to Measure or Observe	How Often	What to do with the results	Responsibility
	Routine flushing at key points– Huntly	Monthly		Network Operations Team
	Reactive flushing	As required		Network Operations Team
	Reservoir detailed cleaning and inspection	As per reservoir register list	Cleaning, maintenance as required	
	Pipe and other network asset renewals programme.	As planned		Infrastructure Development Team
	Medium and high-risk backflow protection device testing	Annually	Repair/replacement as required.	External contractor/ Network Operations Team
Performance Monitoring	Drinking water compliance and operational monitoring schedule	Various	Short and long-term evaluation of results. Follow Water Quality Incident Response Plan as required.	Water Quality Scientist Watercare lab
	Network modelling Modelling in place for large urban areas.	Calibrated/updated every 5-10 and as required due to growth/ change of use.	Infrastructure planning	Infrastructure Development Team
	Water balance/loss calculation	Annually	Infrastructure planning	Customer care Team/ Water Quality Science

## **Critical Control Points**

The critical control points (CCPs) and their purpose, are included as Appendix 4: Critical Control Point Process Control Summaries. Supply flow diagrams describe the location of the CCPs.

The CCPs are the process barriers and monitoring points implemented to control/manage drinking water. They have defined limits and are monitored at a frequency to ensure that any failures are detected in time to take action to eliminate potential public health risks associated with the supply of drinking water, or to minimise these risks to an acceptable level.

The defined limits for the CCPs are described as follows:

- Target limit (operational parameters) is designed to allow checks on control and are monitored continuously.
- Action limit (performance limits) is designed to show when optimum control is lost, and corrective action needed. This is monitored continuously with alarm limits. Corrective actions are defined for when performance limits are not met.
- Critical limit is designed to shut down WTP if corrective actions fail to regain control and mitigate risks to public health.

## **Corrective Actions**

These are taken in response to routine monitoring and inspections that indicate a preventive measure is deviating from expected performance. They re-establish control of the system usually by system adjustments. Incident and emergency plans are activated when normal corrective actions cannot re-establish operational performance quickly enough to prevent drinking-water of an unacceptable quality from reaching consumers.

## **5. Verification monitoring programme**

### **Drinking water quality compliance monitoring plan**

Drinking water quality laboratory sampling and analysis programmes covering raw water, treated water and reticulated water have been developed from risk assessments, requirements of compliance rules and process monitoring requirements. The monitoring programme is reviewed on an annual basis or as required during the year due to changing operational requirements.

Watercare Waikato District compliance monitoring plan consist of the following components:

- Compliance Overview
- Laboratory monitoring schedule of monitoring for source, treatment plan and distribution
- Frequency and calendar schedules
- Sample point database and maps
- Reservoir Register and storage management plan
- Accredited laboratory and accredited sampling
- Water Quality Incident Response Plan

Components are listed in Appendix 1: Key Documents Register.

The Raglan WTP and distribution zone are required to demonstrate compliance against the DWQAR level 3 Rules and have a reporting period of 1 month and must report the required set of compliance data to Taumata Arowai each month. Compliance reporting for the determinands listed in the DWQAR are sent via API reports from Water Outlook to Taumata Arowai database Hinekōrako.

## **Consumer Satisfaction**

Monitoring consumer comments and complaints is a vital part of water supply operations. Complaints and information received from consumers is received by WDC and recorded in their Customer Relationship Management system (Tech One). Complaints and information is categorised and prioritised and transferred to Watercare through the works orders system Enterprise Asset Management (EAM). Watercare and their reticulation and maintenance contractors record actions taken in EAM.

## **Short-Term Evaluation of Results**

The following tools are utilised by Watercare for the ongoing review and evaluation of results:

- Daily monitoring of continuous monitoring via SCADA
- Working alongside the Customer team to monitor complaints
- Daily, weekly, monthly, and annual water quality reports by Water Quality Scientist.
- Feedback from the management team
- Review of the previous water quality incidents via the Incident Investigation Report process

A review of previous water quality incidents for causes and the effectiveness of responses is part of the internal event investigation process. Link to the Event Investigation Report template is listed in Appendix 1: Key Documents Register.

### Laboratory Service Provider

Sampling and water quality testing undertaken by Watercare Laboratory Services located at 52 Aintree Avenue, Mangere. Watercare Laboratory Services is IANZ accredited to NZS/ISO/IEC 17025 for the chemical and biological examination of waters, wastewater, environmental monitoring and sampling. All accredited test methods are confirmed by an IANZ audit. Laboratory staff undergo regular training to comply with the NZS/ISO/IEC 17025 standard. Sampling protocols are in accordance with Standard Methods for the Examination of Water and Wastewater, 20th Edition, published jointly by the APHA, AWWA, and WEF.

### Instrumentation

The WTPs incorporate a number of analysers for the provision of real time information on the system operation to staff. They are used for a number of purposes including:

- Identification of parameter trend changes
- Operational control
- Compliance with standards

The analyser indications are displayed on the HMI SCADA displays at the WTP. The analysers have been provided with alarm points which if reached will generate an alarm through SCADA to indicate a potential operational problem to staff.

The procedures for routine validation, calibration and verification of the performance of the equipment are set out in SOPs. The supply specific calibration and instrument maintenance schedules have been developed and are kept on site and in Water Outlook. Instrument calibrations are carried out by the treatment Plant operators and Chemfeed (a specialist contractor).

## **6. Improvement plan**

Watercare's risk management strategy is based on the understanding of source water quality and quantity which is determined through routine monitoring of the groundwater.

Preventive measures across the WTP drinking-water supply system are based on a multi-barrier approach and continuous improvement. Engineering controls are also in place at the WTP. Risks are continuously evaluated in line with the Water Supply Risk Tables. Improvements are generated based on reviews of supply performance, new or emerging risk, internal or external quality and compliance requirements (see section 10. Oversight, review and continual improvement) Improvements are listed in Appendix 5: Improvement Plan.

## **7. Management of incidents and emergencies**

Watercare has a hierarchy of response plans for the management of incidents and emergencies:

1. Operational corrective actions set out in Critical Control Points process control summaries. (section 4 above).
2. Watercare Water Quality Incident Response Plan covering drinking water standards/ compliance responses.
3. Watercare Incident Management Plan in conjunction with the Watercare and Waikato District Council Communication Plan(s).

Other incident response documents include Drought Management Plan and Cyanobacterial Operational and Contingency Plan. For a full list of documents related to management of incidents and emergencies see Appendix 1: Key Documents Register.

The Watercare Incident Management Plan provides a generic process for the management of threats to the water supply, irrespective of origin. This includes but is not limited to security breach events, water supply contamination events, cyber security and pandemic events. This plan has been developed using the principles of risk analysis, reduction, readiness, response and recovery. These five principles form a cyclic process which enables Watercare to learn from incidents that occur and put measures in place to prevent or lessen the effects of future incidents.

An Incident Controller and Incident Management Team appropriate to the response required and the situational complexity are formed once a fault has been escalated to an incident. The Incident Controller is appointed based on the operational functional area to which the incident is related. The Incident Controller is accountable for managing the incident through to resolution including directing all resources, organising all facilities and delegating tasks to Incident Management Team members as necessary to investigate the cause and manage the effects of the incident. The Incident Management Team reflects Watercare's organisational structure during business hours; after hours resources are mobilised using on-call rostered personnel.



Incident levels are assigned based on the nature, management complexity and scale of an event. Level 1 incidents are minor in nature with localised consumer or minor plant/process effects and are capable of being managed as a matter of routine operations and resolved within a reasonable timeframe. Level 2 incidents require an escalating level of senior Watercare management coordination due to their complexity, consequential effects and the involvement of communications and other specialist support. Level 3 incidents are coordinated by the Executive Management Team due to their consequential effects, incident management complexity, and multi-agency involvement and may be triggered by a regional or national civil defence emergency or a regional water services event of an extreme nature.

The standard processes for any event are:

<b>Isolate</b>	Dependent on the nature of the event, it may be possible to isolate the cause
<b>Minimise</b>	Reduce supply or affected area
<b>Investigate</b>	An investigation of the cause of the problem would be undertaken by Operations staff, with technical assistance as required
<b>Remedy</b>	Following diagnosis, the issue will be resolved and the process returned to normal
<b>Notify</b>	Taumata Arowai would be notified and a communication plan for the customers implemented

Watercare follows the Water Quality Incident Response Plan (WQIRP) for response to transgressions. The WQIRP is intended to provide guidelines for managing water quality incidents that occur as a result of Watercare's compliance and operational monitoring. It has been prepared in line with the requirements of compliance rules and shall be utilised in conjunction with the DWSPs and Watercare's Incident Management Plan.

This Plan has been prepared for water quality transgressions that are notified by exception reporting from the laboratory to the Water Quality Compliance and Science team. The DWSNZ Maximum Acceptable Values (MAV), Guideline Values (GV) and/or Watercare's operational performance criteria are outlined at the beginning of each section. And from 1<sup>st</sup> January 2023, the DWQAR and DWAV.

Triggers for response escalation to the Incident Management Plant are documented in the WQIRP.

Maintaining supply security during a drought is managed by the Drought Management Plan (DMP). The DMP has been developed for the Incident Management Team (IMT) which is responsible for the declaration and overall management of a drought. The DMP provides a framework for Watercare and WDC to make the necessary decisions for the management of water resources and demands during drought conditions. It is intended to be robust for dealing with a variety of scenarios whilst being sufficiently flexible so that different impending drought situations can be dealt with according to conditions at the time.

## 8. Documenting and reporting

### Management of documentation and records

The following document and records management systems are in place for the WDC supplies:

System	Purpose
Microsoft SharePoint	General records management
Enterprise Asset Manager	Asset management system used on all Council owned and operated three water's assets.
WaterOutlook	Compliance reporting, Routine operations and inspections records.
Tech One	WDC Customer Relationship Management software
ICare	Health and Safety Audit application
SCADA	Plant and network control system

Systems listed above have document control aspects built in through individual user accounts, traceability, document/record backup and recovery capability.

### Reporting

Reporting is undertaken to ensure compliance requirements are met and for continual improvement. The following internal reports are created to support the management and operations of the WDC water supplies:

Internal reporting type	Purpose
WaterOutlook compliance reports	Daily and monthly compliance reports
Business reporting	Monthly Operational reporting
Enterprise Management Reports	Complaints and work order summaries as required
Production, Networks and infrastructure Teams reports	Weekly and monthly reports
Compliance reports	Quarterly and /or annual reports on drinking water compliance and Drinking water safety planning
Event Investigation Reports	Debrief records as required
Drinking Water safety plan assessment	Annual summary report for oversight, review and continual improvement

The following external reports are created to support the management and operations of the WDC water supplies:

External reporting type	Purpose
WaterOutlook compliance reports	Submitted to the Regulator for compliance demonstration
Business reporting	Monthly operational reports from Watercare to WDC. Water Governance Board Reporting
Waikato District Council Local Government Reporting	Annual KPI reports
Regional Council	Resource Consent annual compliance reports

## 9. Investigations

Watercare takes any events related to the quality or quantity of water supplied to its customers and the associated investigations very seriously. During reactive investigations staff follow procedures and protocols to:

- Understand why potentially unsatisfactory performance has occurred and implement corrective measures as appropriate; and
- Ensure that issues are resolved effectively.

Investigation procedures and protocols identify situations that may result in the need for an investigation. The WQIRP provides a detailed step-by-step process to follow in response to each type of water quality situation. This includes the criteria to determine when an investigation is needed; who has responsibility for the investigation; steps to take while it proceeds; and actions to be taken at its completion. A report containing investigation findings is completed for every water quality parameter breach incident.

Reactive investigations also inform planning and continuous improvement processes, identifying the need for future proactive investigations. Such investigations are initiated via the company's business need identification and project planning framework and enable Watercare to stay ahead of emerging issues and provide valuable ideas for the future suitable designs and best practice. Where the performance of equipment, processes or practices is susceptible to variation (e.g. seasonal source water quality change or filter media replacement), process performance is reviewed to ensure that:

- Barriers are operating to achieve their design objectives
- Supporting process operation is optimised to minimise the risk to drinking-water quality

'Acceptance to Service' reports refer to the process for initial validation and, where required, routine re-validation of equipment, processes, and practices. Validation documents are referenced in Appendix 1: Key Documents Register for UV units and cartridge filtration units.

## 10. Oversight, review and continual improvement

### Long-term evaluation of results

Watercare and WDC are committed to the long-term evaluation of results and a systematic review of operational monitoring, verification monitoring and inspection results. This enables the company to assess its overall performance against regulatory requirements and guidelines; identify emerging issues and trends and determine priorities for improving drinking-water quality.

The following tools are utilised by Watercare / WDC for the systematic review and evaluation of results:

- SCADA and compliance platform data trending and operational set points and alarms
- Internal audits
- Annual reports of drinking water compliance

In addition, water supply operations undergo annual assessment, evaluation and audit by a number of regulatory bodies in the areas of health and safety, contracts management, finance and many others.

## **Internal audits**

The DWSP internal audit process is consistent with WDC organisation-wide internal audit format. The following documents define the internal audit process:

- DWSP Internal Audit Guideline
- DWSP Internal Audit Schedule
- DWSP Internal Auditor Log

Any non-conformances identified as a result of the internal audit are logged in the audit schedule and assigned to the person responsible to complete the task. The auditor maintains the schedule and will follow up on the completion of tasks.

WDC undertakes internal audits to ensure that the drinking-water quality management system is properly implemented and remains effective in ensuring drinking-water quality. Auditing is one of the key functions of the Water Contract Relationship team.

Audits are undertaken to ensure that the following system components are functioning as intended:

- Operational procedures
- Monitoring and inspection programmes, records and use of corrective actions
- Incident and emergency responses
- Staff training and competencies
- Delivery of the improvement plan

## **External audits**

External audits are undertaken at the direction of the Waikato Operations Manager, based on the outcome of the review by senior leadership. External audits of water supply operations have previously been undertaken by drinking water assessors. Currently Audit NZ audits compliance with non-financial performance measures rules. During the transition period to Taumata Arowai, Watercare is investigating how external audits may be undertaken.

## **Review by senior leadership**

A weekly meeting is held at Watercare's Hamilton office in which the overall system performance is reviewed and reported to the Waikato Operations Manager if required. Events, incidents and issues arising are all discussed, and actions are agreed upon.

Water quality performance is also reported via the Water Relationship Manager to the Water Governance Board at WDC. This reporting is focused on the measures documented in Watercare's operations and maintenance contract and includes District wide-level reporting of specific water quality and quantity related risks.

The Water Governance Board are also involved in the development and approval of funding cases to manage and maintain Watercare's commitment to the supply of safe drinking-water to Auckland's and

Waikato District communities. Here, decisions regarding operational and capital expenditure are made based on the risk to Watercare's Waikato water supply systems.

A brief report on the performance of drinking water safety and compliance will be prepared annually by the Water Quality Scientist Waikato District including the performance against any drinking water quality compliance rules, major changes to water supplies, a summary of significant events or near misses, and a summary of planned improvement progress and submitted to the Operations Manager Waikato District and any necessary changes made to the Drinking water safety plans. Plans will be re-lodged with Taumata Arowai as soon as practicable if there have been any significant changes to supplies, operations and treatment processes, or risks.

Watercare will be responsible for ensuring that any matters requiring attention will be appropriately included into the Business Plan, Annual Plan or the Asset Management Plan for Water Supplies. If significant capital funding is required, then Watercare will include the matter into the Council approval process via the Water Governance Board and the Council Long Term Plan.

**Appendix 1: Key Documents Register**

**Appendix 2: Source Water Risk Management Plan**

**Appendix 3: Water Supply Risk Tables**

**Appendix 4: Critical Control Point Process Control Summaries**

**Appendix 5: Improvement Plan**