



Frequently Asked Questions

There have been changes to water related legislation made under the previous and current governments. These changes include amendments to the definition of a water supplier, the dates by which water suppliers must register, and comply with the legislation.

Why is New Plymouth District Council doing this survey?

NPDC is required, under the Local Government (Water Services) Act 2025, to check that each community has access to drinking water. This includes reviewing all drinking water supplies. The assessment must be completed by 30 June 2026 and then repeated at least every three years.

This means we need to assess what drinking water services are available across our district for each community. This includes private drinking water supplies, as well those owned or run by the community.

Why have I been asked to do this?

NPDC have attempted to identify all properties that may be a water supplier as defined in the Water Services Act 2021. You have been identified because you are not connected to one of NPDC's water supplies AND one or more of the following:

- You have a property identified as commercial or industrial in the District Plan
- You have multiple dwellings recorded against your property
- The property is identified as an early childhood education provider
- The property is identified as a hall or marae.
- The property was identified in the 2006 register of drinking water supplies and is now not a registered water supply.

Is this related to the Local Water Done Well (LWDW)?

This is not related to LWDW. There have been various obligations to assess how the community obtains drinking water in the Local Government Act 2002 since this legislation was enacted.

How will this information be used?

We'll use the information provided to determine whether you are a water supplier and if so, if you are likely to comply with the Water Services Act obligations for a water supply. We are required to provide the overall results of the drinking water assessments, but not individual responses, to Taumata Arowai. We also must publish the results of the overall assessment on the council website.

What is a Water Supplier?

A water supplier is any person who supplies water to another person except for domestic supply.

A single residential dwelling with its own water supply is a domestic self-supply. If you supply water to other domestic dwellings on your land, and you supply it to no more than 25 people, you are considered as providing shared domestic supply. Domestic self-supply and shared domestic supply **are not** considered water suppliers.

If you provide water to an employee, customers, or for any purpose other than your own household, and that water may be used as drinking water then **you are** a water supplier.

What do I need to do if I am a Water Supplier?

From 15 November 2022, water suppliers have been required to provide safe drinking water and meet the Drinking Water Standards. You needed to have taken reasonably practicable steps to make sure water looks, tastes and smells acceptable and provided enough water to meet demand.

If your water supply was registered with Ministry of Health prior to 15 November 2021, you should have heard from Taumata Arowai and your supply should have been registered automatically.

If you are a water supplier and your supply is not registered, you are required to register it by **15 November 2028** and fully comply with the Water Services Act 2021 by **November 2030**.

By November 2028 you need to have prepared a drinking water safety plan – see Taumata Arowai's website: [Taumata Arowai Drinking Water Supplier Information](#) for guidance and templates.