

FAQs for water suppliers

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1. Registration details

Why do we need to update our water supply details with Taumata Arowai when we already test our water and record the results in Argest?

Taumata Arowai as the water regulator maintains a public register of water suppliers called Hinekōrako. All school water supplies previously registered under the Ministry of Health, are now required to update their registration details as well as provide additional information about their water supply.

This is separate from the testing of water and recording of results in Argest which is a Ministry of Education requirement to confirm water in schools is safe to drink.

How do I go about updating the details for our water supply for the first time in Hinekōrako?

To begin, you will need to be sent a temporary login from Taumata Arowai. You then need to ensure you set up a RealMe login. This can be a generic login for your school, or a personal login created for use with Taumata Arowai's Hinekōrako. Using the temporary login from Taumata Arowai, set up a permanent login and password. You should then follow the guide provided by MoE for confirming, updating, and answering all the questions in each of the four sections. For help with this, go to; [\[Page 7 'Updating Water Supply Details'\]](#)

Do schools that collect their own rainwater for drinking need to update their water supply details?

All schools that self-supply drinking water and were previously registered with the Ministry of Health are required to update and maintain basic registration information on their water supply, regardless of the water source they use. If your water supply was not registered previously there is no requirement to become registered at this time.

Why do I need to update our details when our supply is already registered?

It is a legal obligation to ensure your water supply registration is accurate and up-to-date. If your water supply was previously registered with the Ministry of Health, you will need to check and update your supply and contact details. This is because the information brought across from the

Ministry of Health may be out-of-date or incomplete. Also, Taumata Arowai have additional information requirements in Hinekōrako which will need to be completed. Once you have completed the update, you will receive an annual reminder from Taumata Arowai to review and update any information that has changed.

What happens if my school doesn't update our registration as required?

Ensuring that your water supply details are accurate and up-to-date, along with completing the maintenance and monitoring requirements set by MoE, gives users of your water supply confidence that you are effectively managing your water supply to deliver safe drinking water. It demonstrates that you understand your water supply and that you're taking your responsibilities seriously. Failing to update your registration, may lead your school community and the regulator Taumata Arowai to conclude that you are not managing water safety risks appropriately. Taumata Arowai may choose to highlight and escalate their concerns using remedies provided in the legislation.

2. Recording test results in Argest

Why do we need to enter water test results into Argest?

Recording of water test results in Argest is used by MoE to monitor your school's compliance with the monthly bacterial testing requirements. If test results are not entered your school is considered non-compliant. Argest is the key source of information for initiating an incident when E. coli and/or total coliforms are detected in your treated drinking water. Re-test results following an E. coli incident also need to be entered into Argest. The laboratory will usually send test results within a few days of receiving a sample. It is critical that you enter these test results into Argest as soon as you receive them.

Can we record historic test results into Argest? I have found the system won't let me enter them retrospectively.

Historic test results (including the results of re-tests after an E. coli incident) can be entered into Argest. Results from a previous month can be entered in the current month by selecting a new record and entering the original sample date. Comments should be entered to explain the reason for the delay in entering the data. Refer to this guide [\[Page 11 of this PDF\]](#) about entering test results in Argest.

3. General Compliance

Who is responsible for ensuring compliance with the Water Services Act?

Both the school's Board of Trustees (as the operator of the school water supply) and the Ministry (as the owner of the water supply assets) have compliance responsibilities under the Act and the regulations managed by Taumata Arowai. The Ministry is working closely with Taumata Arowai to agree the priority for meeting the various compliance requirements and ensure that the burden on schools is minimised as far as possible. The initial priorities are to ensure the school water supply registration details are up to date, effective maintenance and servicing is being undertaken, source and treated water testing is being undertaken, and Water Safety Plans are in place by the end of 2023. The Ministry will be engaging with schools as we work through these requirements.

Why do we need to update registration details in the water services regulator Taumata Arowai's web-portal Hinekōrako?

As an entity that supplies water to members of the public, the school and Ministry is required to ensure basic information about the school water supply is accurate in the water services regulator (Taumata Arowai) web-portal, Hinekōrako. MoE has worked with Taumata Arowai to provide updated information for contact details and water supply categories which has been used to update registration information. The school as the legal operator of the water supply is required and best placed to confirm information about the specific details of the water supply source, treatment, and specific school contacts.

Our school is registered on Hinekōrako and has been advised by Taumata Arowai that we need to provide data on our compliance with the water quality rules and regulations every six months using a spreadsheet template. Do we really need to do this if all our testing has been recorded in Argest?

One of the compliance requirements for registered water supplies is to report on compliance either every 3 months or 6 months depending on the number of users served by the supply. MoE has advised Taumata Arowai that we do not have either the information required nor the reporting system to enable the Ministry or schools to meet this reporting requirements. The Ministry will continue to work with Taumata Arowai to agree interim reporting arrangements based on data extracted from Argest. Schools do not need to complete reports at this time.

Why do we need to notify Taumata Arowai when we have a water quality or water availability problem.

It is a requirement for water supplies to provide adequate quantities of safe drinking water. Whenever you detect contaminants (e.g. E. coli) in your treated water at levels above the drinking water standards, Taumata Arowai requires the testing laboratory as well as the water supplies to notify them. You do this by completing the notification form on the Taumata Arowai website or by completing the notification within your Hinekōrako registration page.

Taumata Arowai also want you to notify them if there is a serious or extended disruption to your water supply. In both cases you will need to indicate how you are proposing to address the issue and by when.

What else do self-supplying schools need to do to comply with the legislation?

It is a requirement for self-supplying schools to monitor their source water and treated water quality. The Ministry has set requirements of monthly bacterial testing of treated water at all schools to satisfy this. Water suppliers are also expected to undertake regular maintenance of water supply components, and to manage any incidents which impact quality or availability of the drinking water supply in a timely and appropriate way.

The rules and regulations also set out specific requirements for the physical water supply infrastructure. The Ministry is working with Taumata Arowai to agree a staged approach to upgrading water supplies at self-supplying schools starting with the highest priority schools. Achieving full compliance will take some time as the Ministry secures additional funding for the upgrades and on-going maintenance.

What do I need to do about a Drinking Water Safety Plan (DWSP) for my school?

One of the compliance requirements is preparation of a Drinking Water Safety Plan (DWSP). It is not necessary for a school to complete a DWSP at this time.

Taumata Arowai has agreed with the Ministry's proposed approach to help schools meet this requirement by developing standardised DWSPs that are robust, consistent, and easy to understand. The Ministry has engaged a team of consultants to create templates for the different school water sources and risks. These templates will be standardised and pre-populated with basic information for each school. All schools will be provided with a draft DWSP and asked to add school specific information by the end of 2023, before uploading the DWSP to Hinekōrako.

What happens if we're not compliant with all the requirements within the required timeframes?

All registered self-supplied school water suppliers were supposed to comply with the new requirements from 14 November 2022. Nearly all school water supplies will not be compliant with the water regulations for years. In the meantime, the Ministry has agreed a staged and prioritised approach to achieving compliance with Taumata Arowai, based on the following mitigation actions being implemented:

- water supplies are maintained and serviced regularly
- source water and treated water quality monitoring is implemented including monthly bacterial testing
- water suppliers respond and resolve any water quality non-compliances promptly.

4. Testing

Our school receives water from a community or rural water scheme, so why do we need to test?

The need for monitoring and testing depends on the quality of water provided by the school's water supplier. While most schools receive water from Councils or water supply schemes that meet the New Zealand Drinking Water Standards, some schools rely on providers that don't meet these standards.

Many smaller community, rural water and irrigation schemes provide water which does not meet the drinking water standards. To ensure water is safe to drink, the Ministry requires the school to further treat their drinking water. To confirm any treatment system at the school is effective we require the school to sample and test the treated water for *E. coli* and Total coliforms every month. All maintenance and monitoring costs can be recovered from the Ministry through the school's Heat, Light and Water Budget. If you are unsure if your supply meets the drinking water standards, first check with the scheme management and then feel free to seek advice from the Water Services team at MoE.

Why is my laboratory asking us to measure and record the water temperature when we are taking a sample for testing?

The new Water Quality Assurance Rules do stipulate the following sampling requirement:

*Drinking water suppliers to take reasonably practicable steps to ensure that samples for *E. coli*, total coliforms, or other microbiological contaminants are delivered to a laboratory within 24 hours of the sample being collected, and at a water temperature that is no higher than the water temperature at the time of sampling but above zero degrees Celsius.*

We have advised TA that meeting these requirements is not always practicable, given transport challenges and the need for the school to have a thermometer of suitable quality that is calibrated. We are aware that laboratories have been asking water suppliers to measure water temperature of the water sample, however we have indicated to them that if this isn't done the water should still be tested but that the report can include a qualification. If a suitable cool box container and cool packs

are used, then the sample should meet the above requirement and be representative. If you are happy to measure and record the temperature, then please feel free to do so however we have not made this a requirement for schools taking their own samples.

Does water used for non-drinking purposes like flushing toilets and filling the swimming pool need to be tested monthly?

No – the monthly testing requirement is only for drinking water at schools supplying their own water or receiving their drinking water from a supplier e.g. community or rural water supply which does not meet the drinking water standards specified by Taumata Arowai.

Why are we required to test our water monthly when the Taumata Arowai water quality assurance rules indicate that for small water supplies (<100 users) treated water testing requirements are only every three months?

The provision for three-monthly testing of treated water for small water supplies only applies where all other compliance requirements under the rules are met. Currently school water supplies fail to comply with many of the legislative requirements, including physical infrastructure as well as treatment and monitoring provisions.

The Ministry has therefore agreed with Taumata Arowai a staged programme for upgrading school water supplies as well as systems for monitoring and reporting to achieve compliance. In the interim, the Ministry has agreed to implement enhanced bacterial monitoring of treated water (monthly sampling and testing) at all self-supplying schools, to reduce the risk of supplying unsafe drinking water.

Why are we required to do monthly sampling and testing when we have never had a problem and getting a sample to a lab is very difficult?

The requirements for monthly testing have been chosen as a balance between cost and the risk of supplying contaminated water. Sampling and testing of treated water provides some assurance that the water supply system is operating and functioning effectively.

The Ministry understands the difficulties of undertaking monthly monitoring for remote schools where there is no easy or regular transport option. We want to collaborate with you to identify a practical solution to facilitate sampling and transport to a laboratory. Options may include:

- contracting with a laboratory provider that will undertake sampling as well as testing
- contracting with a third party to transport the samples to connect with a courier or rural delivery depot
- reimbursing a member of the school community to transport the samples.

We understand that the changes will result in additional cost. These costs should be funded from your Heat, Light and Water operational budget. If the additional costs are likely to result in you exceeding your budget, you should request reimbursement of the additional costs from the Ministry. There is more information on how the [MoE web page](#).

5. E. coli detection

What do I do if my regular monthly testing detects E. coli or coliforms?

There is information about what you need to do on the [MoE web page](#).

6. Schools on reticulated water supplies

What are the obligations for schools which receive their water from a supplier which complies with the drinking water regulations?

The duty of care obligation to supply safe drinking water applies to all schools.

For schools on network or Council supplies the obligations are more limited, but include:

- ensuring there is adequate backflow protection in place
- that backflow protection is tested annually
- repairing leaks and breaks to the network promptly
- ensuring repair methods include good practice hygiene and disinfection procedures to prevent contamination
- ensuring the school uses water as efficiently as possible.

7. Reimbursing Water Expenses

How can schools arrange reimbursement of the costs of self-supplying their own drinking water?

Information on reimbursement is available on the [MoE web page](#).

If water assets need to be upgraded or replaced to ensure compliance with the Water Services Act will this be funded through my 5YA?

The Ministry has established the Water Services Investment Programme to support schools in meeting their water services obligations, to address health and safety, and address level of service issues. The Ministry has allocated funding to upgrade an initial priority 20% of the water supplies at self-supplied schools. More funding is being sought to enable upgrading of all water supplies at self-supplied school. However, it will be some years before water infrastructure at all schools can be upgraded or replaced to enable compliance.

Any urgent work will need to be funded through the school's 5YA budget and/or through an application for unforeseen funding where there is an urgent health and safety issue. The Water Services team has been established to support schools to deliver safe drinking water.

If you plan to (or find you need to) upgrade your water supply, the water services team can help ensure work is cost-effective, future-proof, and meets regulatory obligations wherever possible.

ENDS

Updating water supply details in Hinekōrako

Getting started

- Before updating your water supply details, we recommend you inspect your water source and treatment system (and even take photographs to help you remember). You will need to provide details in Hinekōrako about the supply's components.
- To begin updating your supply information, click the down arrow on the right-hand side of the row and select 'Continue registration'.
- Please check the contents of every field. Some information will have been pre-populated by the Ministry of Education.
- Click 'Allow' when 'Let Hinekōrako know your location' appears in the top left corner of your screen. This will allow coordinates to be auto-filled from the location of the computer you are working on. Please note that selecting 'Allow' will only automatically put in your school's coordinates if you are physically on the school grounds.
- **Four steps (four pages) outlined below are required for you to fully complete the updating process.**

Step 1 (first page)		
Tab name	Action	Comment
Supply ID	Should be pre-populated. If not, skip.	
Supply name	Use 'School Name'	
Supply type	Select 'Self Supplied Building'	If fewer than 10 buildings
	Select 'Networked Supply'	If more than 10 buildings OR you supply properties <u>outside</u> the school boundary
Ownership type	Select 'Government Agency'	
Population supplied	Enter peak roll numbers + 10%	
Community name	Use 'School Name'	Unless supply provides for a wider area when it might be more appropriate to use a community name.
Hāpori type	Select 'N/A' if not relevant	
Community type	Select 'Education Facility'	
Region	Use 'Regional Council Name'	
Territorial Authority	Use 'District or City Council Name'	
Regional Public Health Service	Use RPHS Name	
Supply area	Ignore this field	
Supply network	Ignore this field	

Step 2 (second page)		
<ul style="list-style-type: none"> If you have more than one source for your drinking water, make sure they are all listed. If they are not, create an additional supply source. 		
Tab name	Action	Comment
Sources		
Sources	Select 'Edit' on the right and drop down, or 'Create' if no source currently active.	
Abstraction point	Enter 'School Name' and the source type e.g., XXXX School Bore/Roof/Stream	
Source water type	Select relevant source type.	
<u>Specific to bores:</u>		
Bore depth	Enter known depth or, if unknown, '0' as directed	
Sanitary bore head	Select 'No'	Unless you can confirm your bore has been upgraded to meet the sanitary bore standard
Surrounding catchment	Select appropriate option	
Source water risk assessment date	Enter the date	
Protozoa log requirement – applicable to school water supplies serving more than 100 persons		
Bore source	<p>If groundwater is drawn from more than 10m below ground, select '3 log requirement'.</p> <p>If groundwater is drawn from less than 10m below ground, select '4 log requirement'.</p>	Two-stage cartridge and UV disinfection provides 6 log protection and meets all protozoa log credit requirements.
Rainwater sources	Select '3 log barrier requirement'	
Surface sources	Select '4 log barrier requirement'	
Cyanobacteria risk assessment	Select 'Low'	Unless your water source is a surface source.
Regional council source ID	Enter bore ID, if known (not compulsory)	
Geocode location	Should be pre-populated	
Location description	Provide as much detail as you can (e.g., bore located 100m west of school, 20m from stream).	
<ul style="list-style-type: none"> More than one source may mean that there is an additional treatment plant. Please identify and record as such. 		
Treatment plant		
Name	Enter 'School Name' followed by 'Treatment Plant'	
Physical address	Use 'School Address'	
Geocode location	Should be pre-populated	

Treatment processes	Select all treatment stages.	Typically cartridge filter and UV disinfection.
Distribution zone – only for network supplies		
Zone ID Suffix	As directed	
Name	Use 'School Name'	
Population	Peak user numbers	If you have one zone, then the number is the same as for the entire school. Otherwise, estimate a split for each zone.
Location	Brief description of the zone	
Backflow programme implemented	Select 'No'	Unless annual testing of backflow completed.
New and repaired water mains hygiene procedures implemented	Select 'Yes'	Provided you have engaged a contractor who follows best practice for repairs and maintenance.
Water storage rules implemented	Select 'No'	Unless a storage management plan is in operation and you have scheduled annual cleaning, inspection and disinfection.
Residual disinfection implemented	Select 'No'	Unless supply includes chlorination (typically hypochlorite solution addition) after treatment. Note this does not refer to manual addition of chlorine to the supply.
Microbiological and Metal Monitoring Implemented	Select 'Yes'	Provided school is collecting and testing monthly samples.
Treatment plant/zone relationships		
With one treatment plant there is no need to create a relationship between treatment plant and the zone. This is only required where you have several treatment plants and zones and need to link each zone to a treatment plant.		
Treatment plant/source relationships		
Source lookup Select a source and match to the treatment plant. Typically, you will have just one relationship to select. If you have two or more water sources , you will need to create a relationship with a treatment plant for each.		

Step 3 (third page)	
<ul style="list-style-type: none"> 'Supply relationships' should have been pre-populated by the Ministry of Education, please double check. School should have a minimum of four supply relationships include two organisations and two individuals. 	
Tab name	Action / Comment
Organisation or Individual	Organisation – MOE as Supply Owner Organisation – School BoT as Supply Operator

	Individual - Principal/Office staff member as a registration contact Individual - Principal/office staff member as overall supply contact
Relationship type (required)	Overall supply contact (Principal/office staff member) Registration contact (Principal/office staff member) Supply operator (Board of Trustees) Supply owner (Ministry of Education)
Individual relationship details	Create 'New contact' if a new relationship is being created otherwise edit 'Existing contact'.

Step 4 (fourth page)	
Tab name	Action / Comment
Documents	It is helpful (but not essential) if you upload supporting information, e.g., any layout plans or drawings of the water supply system to support the updated information in the register. We do not recommend uploading the following: <ul style="list-style-type: none"> ○ Water Safety Plan (Water Services team will help you to develop a new Water Safety Plan in due course). ○ Personal information about any individuals or the school.
List of acceptable solution	Do not select anything here. These have not been finalised with Taumata Arowai and you are unlikely to currently meet all the requirements.
Request suppression of details from the public register	We ask that you not select this option. We recommend only include school and education email contacts and not personal contact details, e.g., principal@xxxxxxxxx.school.nz and school office phone.
END OF PROCESS	

Changes to Water Testing in the Argest Portal.

TE KAO SCHOOL ID: 1
6603D STATE HIGHWAY 1 TE KAO

Hello, you may have noticed the extra tabs on this screen, please feel free to look inside, as now you can download inspection forms, the BWOFF, the schools Compliance Schedule etc so have a look around and if any questions please email TeamMOE@Argest.com and we will get back to you.

Owner's Inspections Water Testing Results and Letters Your Compliance Documents Support

Please retain monthly or 3 monthly laboratory reports in the Water Testing Section of the School Building Systems and Features Manual
Water testing Labs are now reporting E Coli and Coliform results in a new format.
If the test results indicate the readings are less than '<' 1 then that test is a pass (< = pass)
If the test results indicate the readings are 1 or greater '>' then that test is a fail (> = fail)
Please ensure you correctly record the results.

New	Test Type	Sample Date	Coliform	Ecoli	Laboratory	Laboratory is Accredited	Sample By Title	Sample By Name	Entered By Name	Date Confirmed	Comments
June	Retest	08/06/2022	Pass	Pass	Far North Envirolab Ltd	Yes	Principal	Hemi Takawe	Hemi Takawe	29/06/2022	
June 2022	First Test	07/06/2022	Fail	Pass	Far North Envirolab Ltd	Yes	Principal				
June 2021		17/06/2021	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				
April 2021		08/04/2021	Fail	Pass	Far North Envirolab Ltd	Yes	Principal				
March 2021		12/03/2021	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				
February 2021		16/02/2021	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				
December 2020		07/12/2020	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				
October 2020		15/10/2020	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				
November 2020		12/11/2020	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				
September 2020		15/09/2020	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				
August 2020		14/08/2020	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				
July 2020		22/07/2020	Pass	Pass	Far North Envirolab Ltd	Yes	Principal				

Water Record - June 2022

Test Type: Retest
Coliform: Pass
Laboratory: Far North Envirolab Ltd
Sample By Title: Principal
Entered By Name: Hemi Takawe
Sample Date: 08/06/2022
Ecoli: Pass
Laboratory is Accredited: Yes
Sample By Name: Hemi Takawe

Comments

Update Cancel

- 1) Click the Water testing Tab
- 2) Click New
- 3) Enter Test type:-
 - a. **Monthly** is your first test of the month. A monthly test must be added every month, regardless of a passed retest.
 - b. **Retest** is for when your previous test was a fail, you need 3 pass tests in a row after a fail. If this leads into the next month the 3rd pass test must be entered as a retest. You then re-entre the same test results as a Monthly. This will save you doing a 4th test.
- 4) Fill in all fields. You can use the comments field to say where the test was taken if you have multiple test locations
- 5) Update