

ANSWERS TO QUESTIONS RAISED AT THE RUNANGA, RAPAHOE, DUNOLLIE & COAL CREEK COMMUNITY MEETING ON 10 MAY 2012

Questions	Answers
Why are the costs so high?	Estimated costs reflect the extent of work required and the current market rates for doing the work, including the supply and installation of materials and equipment. All work will be tendered in accordance with Council's Tender Administration Procedures in order to get the best market rates at the time.
When the loan is paid off after 30 years, why will the rates not drop?	The capital cost of the scheme will be loan funded over 30 years with a large part of the targeted rate repaying the loan (part of the targeted rate will be funding operational costs and maintenance). After 30 years when the loan is paid back, the Council and community will need to choose whether to consider to start funding for the replacement of the system. This will be a choice for the future community.
What's happened to the rates from the last 25 years?	General rates are for services consumed at the time and pay essentially for the maintenance and operation of the present systems and do not allow for significant renewal or new works.
Since amalgamation, what is happening with the rates money?	As above.
The pipes failed six years ago and the rates were put up by \$70 a year for a set amount of time.	This is referring to the water supply line from Sids Road to Runanga. Yes - this was replaced at the time.
Why hasn't the scheme been upgraded over the years?	Water – the scheme has been maintained and renewed within available funds. For example, the most recent large investment was the complete renewal of the Trunkmain from Sids Road to Runanga in 2007. The difference for the water is that new drinking water standards required through legislation means Council must provide a higher level of protection of the source water at the water supply intake. That is, this is new works beyond just maintaining and renewing the existing water supply. Sewer – this scheme has also been maintained and renewed within available funds. The most recent example of major renewal works was in Hall Jones Street in 2007. However for the sewage schemes the pipe lines are deteriorating at a faster rate than they should. Pipelines laid in mud are deteriorating faster than if they had been laid in a good sand and gravel bedding material. The pipelines have also sagged in these areas, which is also causing poor performance such as reduced flow and blockages.
Where is the intake for the Runanga Water Supply?	Both intake bores are located in the Sids Road area.
What depth are the wells?	Both bores are approximately 17 m deep.

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When the new pipework was put in for the Runanga supply, was this connected to the Greymouth Supply?	No. A Tee junction pipe was installed in the Greymouth supply line and in an emergency the two water supplies could be connected, however at present they remain unconnected.
Is the E.coli caused from the dairy farming?	E.Coli generally is found within Animal Feces. At present it is difficult to pin point a single source of contamination. It is more likely that there are multiple sources. At this stage E.Coli appears to be in most cases linked to high turbidity. This is high turbidity in the source water which is coming from the Grey River.
When you test, what are you testing for?	Council test for Total Coliforms and E.Coli. In addition to this, Council also continuously samples and monitor pH, Turbidity and Chlorine levels.
Is it higher water tables causing the problem?	Higher water tables have not currently been linked to causing this issue to date. Council has no information that confirms if water tables have increased in the area.
What standard is Council following?	Council is following the Drinking Water Standard of New Zealand 2005 (revised 2008) along with the Health Act.
On the website, it states that chlorine doesn't kill E.Coli so why are we having the wool pulled over our eyes?	Chlorine does act as a suitable disinfection agent and does counteract bacteria such as E.Coli. However chlorination alone does not prevent other nasty bacteria getting into water supplies. That is the scheme is not protozoa compliant - risk of harmful bugs to humans such as Giardia and Cryptosporidium. This is way the new drinking water standards require higher protection systems for the source intake water for all public water supplies. Currently the best water supply protection systems include protection systems at the intake such as filtration and ultra violet light to stop the bugs getting into the system at the intake, followed by a very small dosage rate of chlorine (1.5 units per 1,000,000 units of water) to prevent any cross contamination in the pipe networks within the townships. This is called secondary protection.
When we get the new filtration plant, will we not need the chlorine?	Chlorine does provide a secondary protection to the community through its residual within the pipe network, that is maintaining a dosage rate of 1.5 units of chlorine per 1,000,000 units of water. This residual protects against any potential contamination occurring within the pipe network after the drinking water leaves the treatment plant. There is a risk to the community if there is no residual protection. For example contamination could still occur within the pipework requiring a boiled water notice. This has occurred in the Runanga –Rapahoe supply in the past.
If the supply was up to standard in 2009 why is it not up to standard now?	The supply has not met the full Drinking Water Standard in the past. The proposed upgrade will enable the supply to fully comply. Essentially the standards have changed and a higher standard is now required.

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If we have a filtration plant then why do you need to chlorinate the water?	Refer also to the responses above. Chlorine provides a secondary protection to the community through its residual within the pipe network. This residual protects against any potential contamination occurring within the pipe network after the drinking water leaves the treatment plant. There is a risk to the community if there is no residual protection. For example contamination could still occur requiring a boiled water notice.
Have you tested the Greymouth water supply before it is treated? So you don't know if the supply is as bad as Runanga.	Has been done and results are outlined below. These results show there is currently no evidence of contamination at either the Greymouth water supply or Runanga water supply over the last two weeks. However the time scale is too short for conclusive results. As per the information presented at the meetings, between late March and early May 2012 even though the Runanga water was disinfected, it was still under attack by E.Coli on 3 separate occasions. If the chlorination system had not been continued with, for each of these occasions the community would have had to go back to boiling water.
Are there things being done to ensure that dairy farmers are sticking to the Resource Consents for discharge?	Monitoring of resource consents for discharges to the environment is a Regional Council function. Council has not been notified of any issues with respect to any consents held in the area.
If this is where the contamination is coming from, why is Runanga paying for this and not the dairy farmers?	There is no definitive evidence that the contamination is coming from any specific source. Data will need to be collected over many months.
Why haven't you traced the contamination source?	A lot of work has been done by staff in attempting to identify the source or sources of contamination and this work is continuing.
Does every dairy farm in the Grey District have a proper effluent system?	This is a WCRC function. With respect this question and others relating to Regional Council functions, this Council also intends to follow up with them.
Are they looking at making regulations for farmers stricter where they are closer to water supplies?	WCRC function.
Does the dairy farm near the pump station have effluent ponds?	There are no effluent ponds above the Pump Station.
Who is the government department that is driving the DWS?	The Ministry of Health
Why is there fresh water like this (ie from the farmers property across the road from pump station) only 50 to 70 yards away and you are putting chlorine in our water?	On two previous occasions the Farm bore has been tested and both times results have shown contamination levels of both Total Coliforms and E.Coli. This intake has been retested and the results have been similar.
Is the capacity (Greymouth Supply) sufficient to cope with the extended area to include Dobson, Taylorville, Stillwater and Runanga?	Yes. The site was originally designed to cater for the greater Greymouth, lower Grey Valley and Runanga/Rapahoe areas.
How does Council propose to connect Taylorville & Dobson water supply up to Greymouth Supply?	Direct connection via pipeline from the Greymouth water treatment plant (Coal Creek) to Taylorville.

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Why is it cheaper for Taylorville & Dobson Supply to hook up to Greymouth Supply than Runanga Supply?	Less additional cost than Runanga, however this is partly because they are already paying a higher rate (i.e. if Dobson connects to Greymouth Water Supply their total water rate will be \$462.30, whilst the total Runanga rate will be \$407.10).
How do you put the chlorine into the Runanga Water Supply at the moment?	Injection of a liquid chlorine solution which occurs when the high lift pumps are in operation.
Since the new pipeline was put in from Sids Road to Runanga, the only way that the contamination could get into the pipework would be if the pipe was smashed which would be pretty rare?	No. Contamination can also occur through backflow from connected properties as well.
When the chlorine was first put into the Runanga Water, why was there not a flush done to the taps at every household because when you first put chlorine in a system that has not had chlorine in it there is organic matter and when the first lot of chlorine comes in it makes it very toxic?	Flushing was carried out at the extreme points of the reticulation and most dead end mains to get rid of the contamination quickly. It was considered to be impractical to superchlorinate the township pipe lines. If this had been done then consumers would have been advised to flush the lines. Only residual levels (1.5 units of chlorine per 1,000,000 units of water) was used in the pipelines. This level is within the recommended limits for drinkable water. Monitoring of the supply over the major contamination period of November of last year proved that this low dosage rate was effective in getting rid of the contamination from the pipelines within the townships.
Does the filtration UV protection allow you to turn the chlorine on and off?	Yes, the system can be turned off. The installation of a Filtration and UV plant will sufficiently protect the source water to comply with the DWSNZ 2005 (revised 2008) however this protection does not provide adequate residual protection within the pipework. Chlorine is the most recognised product to provide a residual protection within the pipe network.
Did we look at getting someone in from outside the area who is better qualified to find the contamination?	Yes. Council has used both external Consultants and been in close contact with Ministry of Health representative throughout the sporadic period of operation since 21 November 2011.
How long will the new sewer pipes last?	New uPVC and HDPE pipes have a life expectancy of 80 – 100 years. This is provided they are installed correctly.
Is this for the pipework to the houses or just the mains?	Council will be renewing the main and service lateral within the road and to the private property boundary, ie all pipes within the road reserve.
Why do we have to pay \$140 per year for maintenance?	This is consumed by such things as plant maintenance, electricity, monitoring etc...
Does the UV use a lot of electricity?	Yes, UV does consume more electricity than the current level of treatment.
When we have the new filtration will you continue to monitor the water from the source?	Yes, treated water will be monitored as required under the DWSNZ 2005 (revised 2008).
To keep the maintenance costs down wouldn't it be better to find out what's going on in the bore?	The upgrade to meet the DWSNZ 2005 (revised 2008) is required regardless of the outcome of the security of the bores.

Questions	Answers
I have a sewer main that runs through my property that services other properties and I'm not paying for their new connection or mine so where are you putting the new pipes?	Council is not renewing any existing private property laterals. Where the public sewers go through private property the existing private lateral will be reconnected. Where Council has public sewer mains running through private property the particular land owner should make contact with Council's Asset Management and Engineering Department.
Does it make sense to keep the Runanga Pump Station in a flood area? Why don't we shift it to higher ground?	Retaining the current Runanga Water Pump Station within the flood zone is a risk to the community. If the community wishes to retain this facility Council will undertake flood protection works around the facility. If the community wants the intake relocated, then a submission to the Long Term Plan should be made by Monday 28 May 2012. Relocating the intake will add additional capital costs to those already presented for Option 1.
Why can't you sample the water before chlorination at the Greymouth Supply?	Council can do this however it is not a requirement of DWSNZ 2005 (revised 2008). The requirement is to monitor the treated potable water which is distributed to the user. However Council has now done this to allow comparisons of the raw water to be produced and the results are presented below.
Are the DWS requirements for everyone in New Zealand?	Yes.
We were under the understanding that Runanga Supply was from a spring and not river water so why has it become contaminated when the river is in flood?	This sampling and monitoring of the intake for Runanga Water is at Sids Road. It location on a large gravel and sand bend in the Grey River indicates that the source is river water.
Why don't you go to the old Snowflake Factory and test the well there?	There is no guarantee that this location will provide any better water and at sufficient volumes to replace the current intake. To confirm this would take up to a year of investigation and sampling. These costs would also be a direct cost on the Runanga and Rapahoe Community. If the community wants this option investigated then a submission to the Long Term Plan should be made by Monday 28 May 2012. There would also be the additional cost of providing the water main to any new site.
If you chlorinated the water is this acceptable for the government standard?	Yes. Further information can be obtained through the Ministry of Health. If the community wants another meeting then a submission to the Long Term Plan should be made by Monday 28 May 2012.
What happens from here? Will we have another meeting?	Council will take a decision based on poll results and other submissions received. If there is any significantly different option considered then Council will consult with the community again.
If we use the infrastructure money how much will it cost for option 1?	For every \$100k used it will remove \$15 per year from the proposed rate rise.
If you put your own water tank in and disconnect from the supply are you exempt from these costs?	No. Current policy would see you pay a half water rate, however you will be disconnected from the main completely.