

17 April 2025

Clutha District Council  
1 Rosebank Terrace,  
Balclutha 9230

Via email: [Steve.Hill@cluthadc.govt.nz](mailto:Steve.Hill@cluthadc.govt.nz)  
[Daniel.Pickup@cluthadc.govt.nz](mailto:Daniel.Pickup@cluthadc.govt.nz)

**Subject: Compliance Order COM-00001001 (our reference)**

Tēnā koe

On 24 November 2023, the Water Services Authority – Taumata Arowai (the Authority) issued Clutha District Council (Clutha DC) a compliance order (the order) for the Milton (MIL001) drinking water supply under section 120 of the Water Services Act (the Act). The order was amended on 05 April 2024. The order contains five requirements and two directions.

### **Compliance summary**

On 31 January 2024, Clutha DC wrote to the Authority advising that requirement 2a and 3a of the order had been satisfied. On 2 February 2024, the Authority sought additional evidence from Clutha DC which was provided on 12 February 2024. Based on the information received, the Authority is satisfied that requirements 2a and 3a of the order have been met.

On 28 March 2024, Clutha DC sought an extension to comply with requirements 1 and direction A(i) of the order, until 31 May 2024 and 28 June 2024, respectively. In the same correspondence, Clutha DC advised that requirements 3b and 4 of the order had been met. The amended order was then issued on 5 April 2024.

On 30 May 2024, the Authority conducted a monitoring inspection to verify the progress made to comply with the order. Evidence sighted at the inspection and subsequently provided by Clutha DC on 27 June 2024 satisfied the Authority that requirements 1, 3b, 4 and direction A(i) have been met.

On 30 January 2025 Clutha DC advised the Authority that requirements 2b, 3c, 5 and direction A(ii) have been met. The evidence submitted is considered sufficient to demonstrate compliance, and as such, requirements 2b, 3c, 5 and direction A(ii) have been met.

The Authority acknowledges and commends the efforts undertaken by Clutha DC to meet the requirements of the order.



## Ongoing obligations

Requirements 4 and 5 of the order required Clutha DC to develop and implement systems to keep and maintain accurate records in accordance with the Act and to ensure staff are trained and competent in the operation of Milton supply.

For the purpose of compliance with the order, we consider these requirements have been complied with at this time. I note that the said requirements reflect ongoing supplier obligations under the Act, in particular:

- section 21 - duty to supply safe drinking water
- sections 30 and 31 - duties relating to drinking water safety plans
- section 37 - duty to keep records.

Officers, employees, and agents also have a duty to exercise due diligence under section 29 of the Act.

Compliance with these provisions must be maintained as part of Clutha DC's continuing duty under section 21 of the Act to provide safe drinking water, supported by proactive risk management by implementing the drinking water safety plan.

The Authority expects Clutha DC will continue to operate the Milton supply in compliance with the Act and the Drinking Water Quality Assurance Rules. We encourage your staff to regularly review your risk management processes and ensure that both operational practices and record keeping procedures remain fit for purpose. This will support your ability to proactively respond to any changes in supply risks and system performance, in line with your statutory duties.

A formal notice revoking the order is attached as Appendix I.

We appreciate your commitment to deliver safe, reliable drinking water to your communities.

Ngā mihi

Steve Taylor

Head of Operations

Water Services Authority – Taumata Arowai



# Revocation of compliance order under section 123 of the Water Services Act 2021

To

**Clutha District Council**  
**1 Rosebank Terrace, Balclutha 9230**

**By email: [Steve.Hill@cluthadc.govt.nz](mailto:Steve.Hill@cluthadc.govt.nz)**  
**[Daniel.Pickup@cluthadc.govt.nz](mailto:Daniel.Pickup@cluthadc.govt.nz)**

This document notifies you that–

Taumata Arowai–the Water Services Regulator hereby revokes the following compliance order and amendment under section 123 of Water Services Act 2021 (the Act):

- Compliance order issued to Clutha District Council under section 120 of the Act on 24 November 2023; and
- Amendment to that compliance order issued under section 123 of the Act on 5 April 2024.

## Contact information

The name of the person issuing this revocation is:

Name: Steve Taylor

Email address: [Steve.Taylor@taumataarowai.govt.nz](mailto:Steve.Taylor@taumataarowai.govt.nz)

Taumata Arowai: Chief Executive, Allan Prangnell  
PO Box 628, Wellington 6140  
[info@taumataarowai.govt.nz](mailto:info@taumataarowai.govt.nz)

**Dated at Wellington this 17th day of April 2025**



Water Services Authority  
Taumata Arowai

**Steve Taylor**  
Head of Operations