



Three Waters

Quarterly Report

July to September 2025

ccc.govt.nz/water-and-drainage

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Banks Peninsula.

Executive summary

Our latest Three Waters Quarterly Report provides an update on our ongoing efforts to deliver safe and reliable water services to Christchurch and Banks Peninsula residents.

On 30 September, we submitted the FY25 Network Environmental Performance Measures to the Water Services Authority – Taumata Arowai. This is a mandatory requirement under the Water Services Act 2021 to monitor and report on the environmental performance of our drinking water, wastewater and stormwater networks, covering a range of topics, including resource consents, rates of water-take from source water and discharges from water treatment plants, water losses and water restrictions, asset condition, reliability and recovery of services including water security and emergency preparedness.

International recognition for Te Kuru wetland

Christchurch's Te Kuru wetland has received international recognition for its innovative approach to stormwater management.



Te Kuru wetland.

10th IWA-ASPIRE Conference and Water New Zealand Conference and Expo

Some staff members attended and presented at the International Water Association and WaterNZ Conference held in Te Pae between 29 September and 3 October. The programme was packed with insight, innovation, and opportunities to connect. We held insightful meetings with international delegations, including the Water Envoy for the Kingdom of the Netherlands and Maynilad Water Services Inc. from the Philippines.

Christchurch City Council presentations drew the attention of several national and international attendees, who provided fantastic feedback about the work our teams do.

Congratulations to the presenters:

- **Emerging AI technologies for wastewater treatment:** using Feedforward Neural Networks for future Chemical Oxygen Demand prediction – Ramsay Huang, John Miles and Adam Twose.
- **Reducing cognitive overload in SCADA alarms system:** insights from Christchurch – Sristy Malla and Gijs Hovens.



Gijs Hovens, Sristy Malla and Ramsay Huang at the 10th IWA-ASPIRE Conference and Water New Zealand Conference and Expo.

Local Water Done Well

Under the Local Water Done Well framework, we submitted our Water Services Delivery Plan to the Department of Internal Affairs before the deadline of 3 September 2025, including our proposed water services delivery model. Our teams worked tirelessly to prepare this plan, which outlines how Christchurch will sustainably deliver and fund its water services, while meeting the Government's strengthened regulatory and performance requirements.

Executive summary (continued)

Land acquisition to support waterway and environmental outcomes

The Council has acquired several key land parcels to support targeted water quality and ecological improvement projects. These include land adjacent to Nottingham Stream (46 Nicholls Road and 67 Wales Street), a high-priority tributary of the Huritini-Halswell River, where elevated copper and zinc levels have been detected. This acquisition enables a dedicated stormwater treatment initiative funded specifically to improve water quality. Additional land at 246 Sparks Road will support ecological enhancement of Hendersons Drain and facilitate construction of a walkway/cycleway. The Council has also secured 102 and 116 Winters Road to enhance Tysons Drain, improve fish passage connectivity, and potentially support stormwater treatment and flood storage for the Grassmere development. Preliminary design is underway for all sites.

These acquisitions reflect our commitment to delivering on ratepayer expectations and achieving meaningful environmental outcomes.

Water Service Authority – Taumata Arowai reports

Two annual reports were released in this quarter:

2024 Drinking Water Regulation Report

Provides an overview of the country's drinking water supplier performance. View the report [here](#).

FY24 Network Environmental Performance Report

Summarises information provided by network operators on the environmental performance of their public water networks. View the report [here](#).

Christchurch was one of the three metropolitan councils that used detailed and sophisticated methods to assess asset condition and water loss, resulting in more reliable data than many other councils. Our approach was endorsed by an external review. The Council demonstrated proactive planning, with high rates of pipe condition grading and a strategic approach to infrastructure investment. These efforts position Christchurch well to meet future challenges such as climate change, consent renewals, and water conservation. Additionally, Te Kuru was presented as an example of a holistic approach to stormwater management.



E. coli notification diagram.

More detailed Three Waters project and financial information is available in reports from the Health and Safety Committee, PMO and finance.

A snapshot of our network

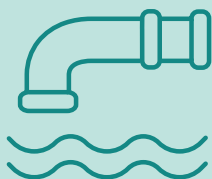
We're responsible for more than you might think...

Our three waters network

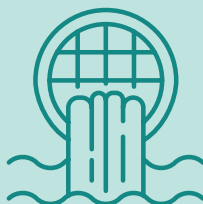
Christchurch City Council owns and operates the city's water supply, wastewater and stormwater network.



Water supply



Wastewater



Stormwater

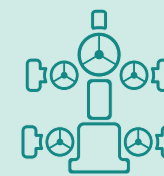
Strengthening our networks



Pump stations



Reservoirs



Well heads



Pipes



Treatment plants



Drainage

Helping our communities



Education



Community engagement



Flood control



Customer service



Growth planning



Incident response

Looking after our environment



Waterways



Stormwater basins



Wetlands lake openings

Our water supply network

Christchurch City Council owns and operates a network of wells, intakes, treatment plants, reservoirs and pipes that deliver water to our residents. We do regular testing and maintenance to make sure our water is safe, and we’re also carrying out upgrades to comply with the Government’s drinking water rules.

What we did, in numbers – July to September 2025



98% (392 out of 401)
of water supply resource consent conditions are compliant.

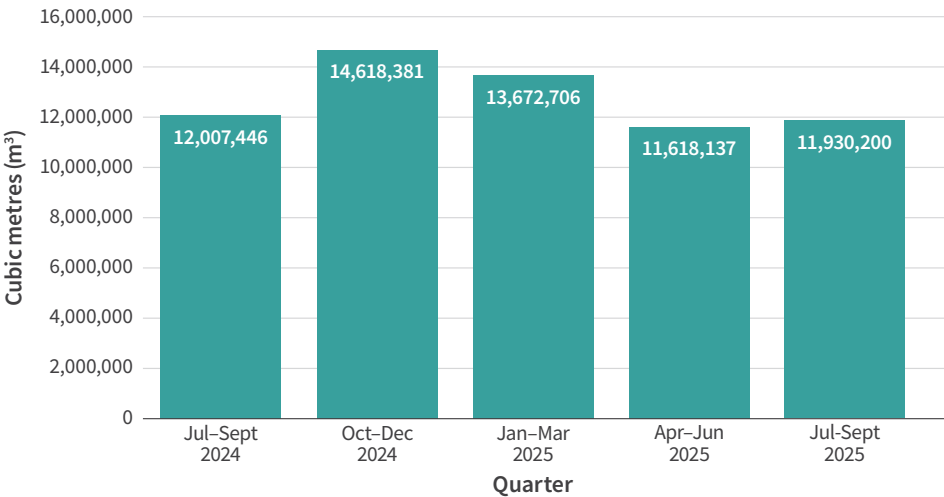


11,930,200m³
Water supplied across the district

The total water supplied across the district showed a slight decrease of 0.6% compared with the same time period last year. An added benefit of reducing our water use is reducing the electricity (and associated greenhouse gas emissions) needed to pump it throughout the network.

Quarter	Year	Water supplied (m³)	
		Christchurch	Banks Peninsula
July–September	2024	11,911,761	95,686
October–December	2024	14,492,641	125,740
January–March	2025	13,556,104	116,602
April–June	2025	11,518,720	99,417
July–September	2025	11,825,875	104,325

Water supplied in Christchurch and Banks Peninsula per quarter



Asset planning advice

Our asset planning teams are continuously working to provide expert advice and approvals for new developments and subdivisions across Christchurch and Banks Peninsula.

Asset planning advice		July–Sept 2025
Water supply	Capacity reviews for new development	200
	Subdivisions consented	8
	Engineering reviews and acceptance for new subdivisions	11
	Cost share development agreements concluded	0

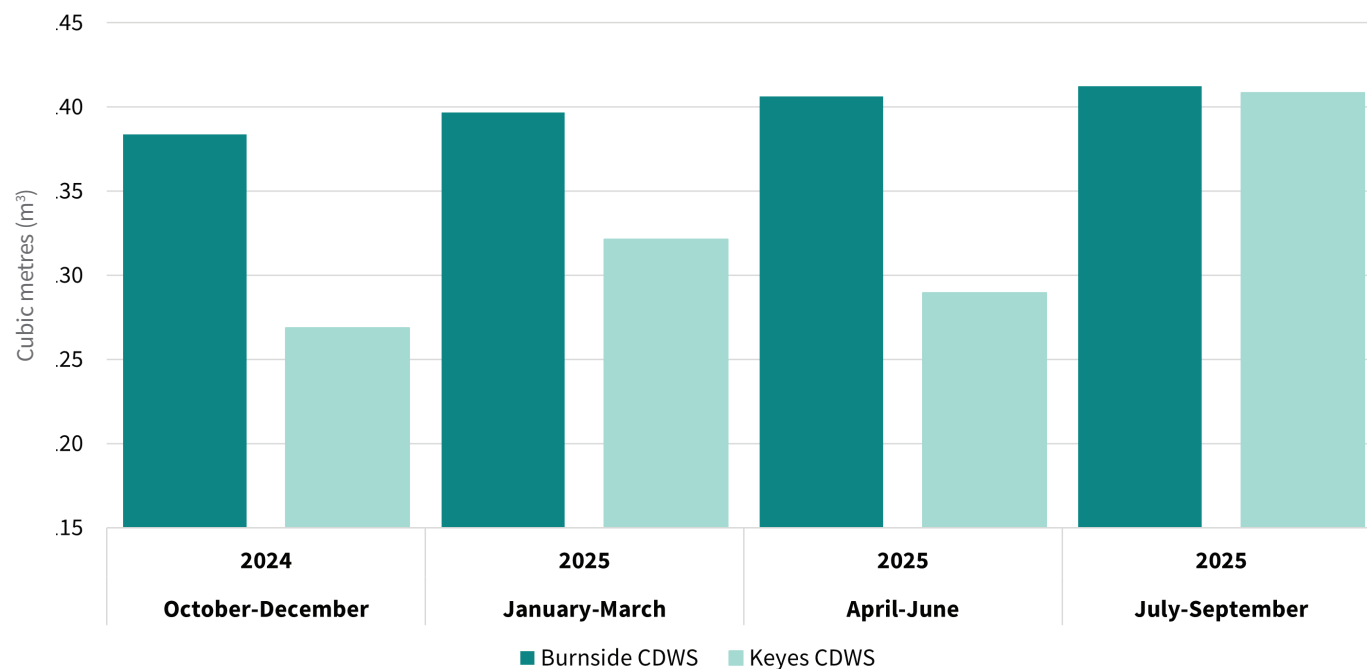


12 incidents
reported to the Water Services Authority – Taumata Arowai (more about this on page 10).

Community Drinking Water Stations

Since August 2024, we have been monitoring the two Community Drinking Water Stations (CDWS) that provide chlorine-free water at Burnside and Keyes water treatment plants (Burnside Park and New Brighton Olympic Athletic Club respectively). Our community is making great use of them, with an average of more than 70 users per day at Burnside CDWS and more than 50 at Keyes CDWS.

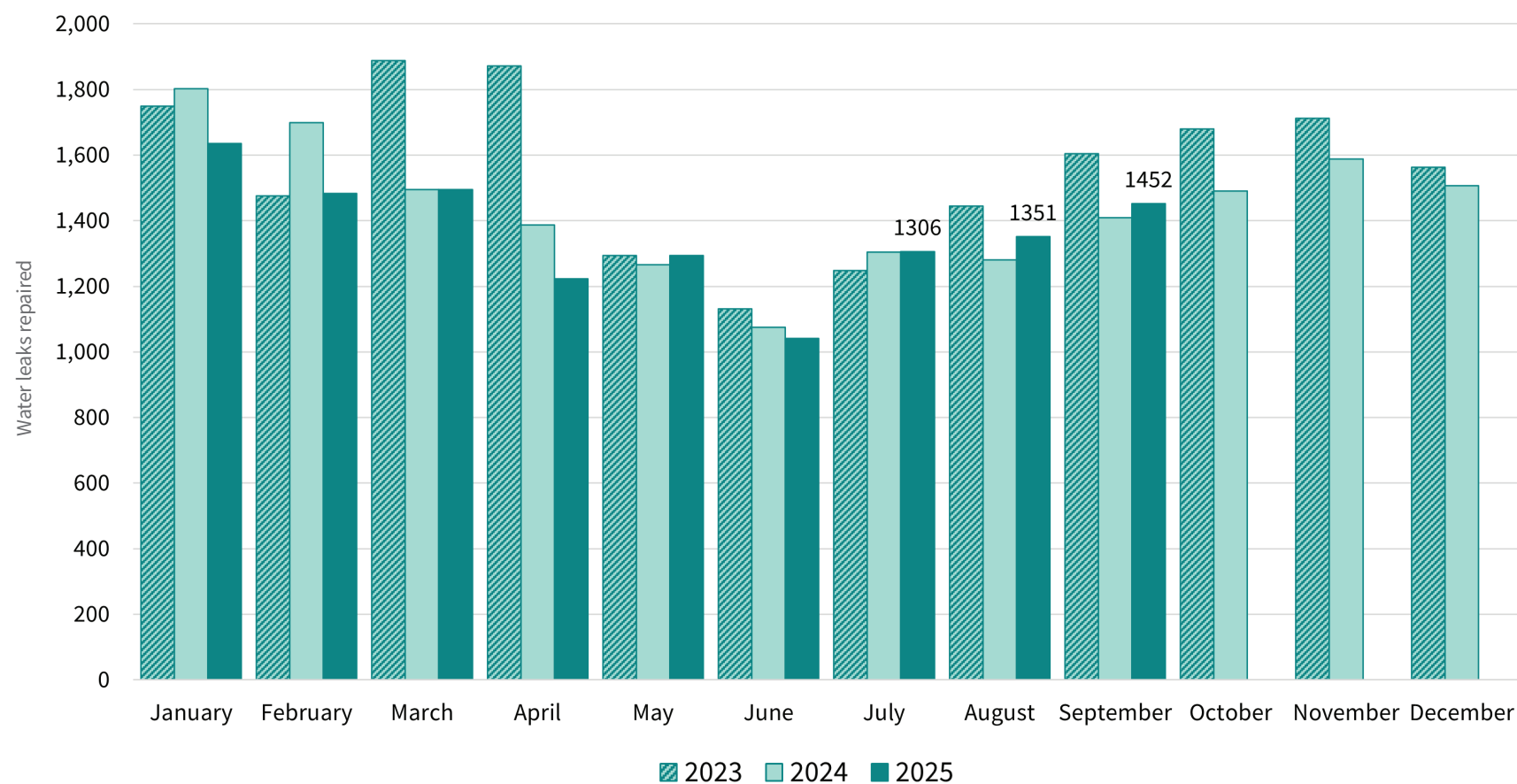
Water supplied at the Community Drinking Water Stations per quarter



Chlorine free water station on Keyes Road, New Brighton.

Leak repairs

4109 Water leaks repaired



Drinking water compliance

We manage a high-quality and safe water supply network, which we monitor closely so we can quickly respond to any issues. Christchurch and Banks Peninsula water supplies are chlorinated to meet New Zealand drinking water laws. We're also working on additional upgrades to our water supply network to ensure we meet all Government rules and regulations.

While we upgrade our water supply network there are areas where our water supply isn't compliant. However, the requirement to treat our water with chlorine means our water has an extra level of protection against contamination. Many of the non-compliances will be resolved once we have completed upgrades to assets or completed longer term testing to confirm the quality of our water.

While we acknowledge that our water supply has non-compliances, we're focused on doing the work needed to achieve compliance while continuing to provide safe drinking water.

The Drinking Water Quality Assurance Rules include a range of rules, the most significant of which relate to the source (S rules), distribution (D rules) and treatment of water (T rules), which are key to making our supply compliant.

There are other non-compliances that aren't related to the S, D and T rules. These will also be resolved over time.

Here's how we're tracking:

S Source rules relate to the quality of water at its source.

All but one Christchurch and Brooklands/Kainga water treatment plants have now demonstrated Class 1 status for their source, which means that additional treatment barriers for protozoa aren't required.

45/46 treatment plants

across the Christchurch and Brooklands-Kainga supplies are now classified as Class 1 and are therefore protozoa compliant.

For water sources that don't meet the Class 1 status criteria we have work under way to make the supplies compliant. This includes:

The Christchurch Supply (including Brooklands/Kainga) has two water treatment plants (Main Pumps and Tanner) that require UV treatment to comply with the protozoa rules.

- Main Pumps has UV in place and is therefore protozoa compliant.
- We're currently working on installing a protozoa barrier at Tanner, which will be compliant by the end of the year.
- On Banks Peninsula water is mostly sourced from streams and requires protozoa treatment. The exceptions are Birdlings Flat and Wainui, where water is sourced from aquifers.
- Birdlings Flat already has UV system in place, and because the Wainui Treatment Plant bore is shallower than 30m it also requires a protozoa barrier. A project is underway to install a UV barrier at the Wainui Treatment Plant. Once complete all Banks Peninsula supplies will have compliant protozoa barriers in place.

D Distribution rules relate to water in the distribution network.

They require a low level of chlorine to be present in water distributed across our network from treatment plant to tap.



16/17 distribution zones were compliant during the quarter.

T Treatment rules relate to protection against bacteria and protozoa.

We're non-compliant with these rules while we upgrade our water supply, but have other protections in place to keep our water safe.



To achieve compliance, we need to install continuous water quality monitoring as well as complete some treatment plant upgrades in Banks Peninsula and Christchurch.

The quarter ahead October to December 2025

The Water Services Authority - Taumata Arowai, is currently reviewing the Drinking Water Quality Assurance Rules for Larger Supplies (level 3 rules) to be released for consultation in November 2025.

Quarterly water supply controllable non-compliances

We test the water regularly to ensure it is safe to drink. When we do have controllable non-compliances, we take immediate action to assure the water supply and notify Water Services Authority - Taumata Arowai.

Controllable non-compliances are those we can control and avoid by improving our processes and procedures. To reduce the amount of these, we analyse the cause and undertake an action plan so they don't happen again.

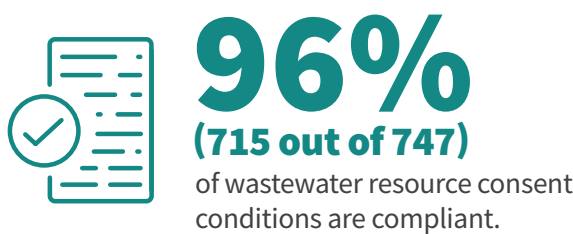
These are the controllable non-compliances recorded during the last quarter:

Supply details	Drinking water safety, compliance or sufficiency category	Notification ID	Date	Details
BIR001 Birdlings Flat	Water is non-compliant	NOT-00009935	18/8/2025	The pH of the treated water leaving the treatment plant was measured to be 8.1. This is non-compliant with rule T2.6(c) which requires the pH of treated water to be between 6.5 and 8.0.
BRO013 Brooklands Kainga	Water is non-compliant	NOT-00009994	03/09/2025	Chlorine dosing pump was inadvertently left in "pause" mode which meant that a small amount of unchlorinated water was supplied from the Treatment Plant.
CHR009 Christchurch	Unplanned restricted or interruption longer than eight hours	NOT-00009744	16/07/2025	Main repair at 85 Dyers Rd took nine hours due to sandy soil which caused the pipe trench to repeatedly collapse.
CHR009 Christchurch	Unplanned restricted or interruption longer than eight hours	NOT-00009870	10/08/2025	Complex repair due to depth of main requiring construction shielding.
CHR009 Christchurch	Unplanned restricted or interruption longer than eight hours	NOT-00010076	22/09/2025	Planned outage did not go according to plan when a broken valve was discovered, extending the outage beyond eight hours.
CHR009 Christchurch	Drinking water is or may be unsafe	NOT-00010031	12/09/2025	Spark 4G outage resulted in a loss of communications and visibility to Water Treatment Plants and pump stations in our network
CHR009 Christchurch	Drinking water is or may be unsafe	NOT-00010039	17/09/2025	Total coliforms detected in Doris Fagan Reservoir in Diamond Harbour.
LIT001 Little River	Water is non-compliant	NOT-00009956 NOT-00010001 NOT-00010010	22/08/2025 05/09/2025 08/09/2025	The FAC of water leaving the treatment plant was measured to be less than 0.5 mg/L on four occasions. This is non-compliant with rule T2.6(b).
PIG001 Pigeon Bay	Water is non-compliant	NOT-00009698	06/07/2025	FAC in a sample collected at Knox Church sample point in the Pigeon Bay Distribution was measured to be less than 0.10 mg/L which is non-compliant with rule D2.7(b).
WAI138 Wainui	Water is non-compliant	NOT-00009976	29/08/2025	The FAC of water leaving the treatment plant was measured to be less than 0.5 mg/L. This is non-compliant with rule T2.6(b).

Our wastewater network

Christchurch City Council maintains wastewater systems to provide the community with a safe and healthy environment through the appropriate treatment and discharge of wastewater.

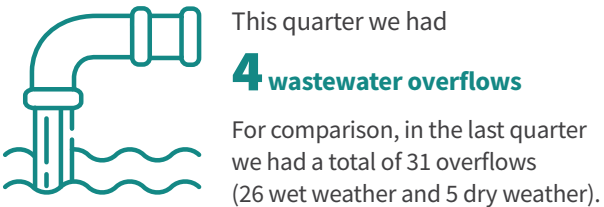
What we did, in numbers – July to September 2025



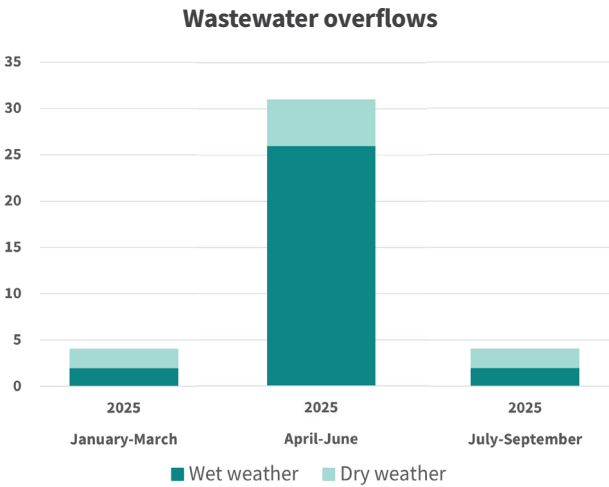
Asset planning advice

Our asset planning teams are continuously working to provide expert advice and approvals for new developments and subdivisions across Christchurch and Banks Peninsula.

Asset planning advice		July–Sept 2025
Wastewater	Capacity reviews for new development	471
	Subdivisions consented	8
	Engineering reviews and acceptance for new subdivisions	3
	Cost share development agreements concluded	0



Wastewater overflows		
Weather conditions	Number of overflows	Cause
Wet weather	2	High rainfall
Dry weather	2	Blocked sewer



Non-compliance figures – July to September 2025

We didn't have any new significant non-compliances recorded during the last quarter.

Christchurch Wastewater Treatment Plant

We work hard to keep the damaged Christchurch Wastewater Treatment Plant operating, while keeping odours to a minimum for residents.



We've been busy carrying out our annual maintenance on the dryers and boilers.



We're also working alongside a student from UC on a trial how to reduce odour from ponds.



Check out our latest Health and Safety improvements – a new hand-rail on a walkway at ponds and ...



... signage around the plant.

Monitoring and ops



16.7 million m³

total treated wastewater.



2147
webpage views.



1870 MWh

electricity generated from waste / \$\$ saved.



4
e-newsletters.



0 times

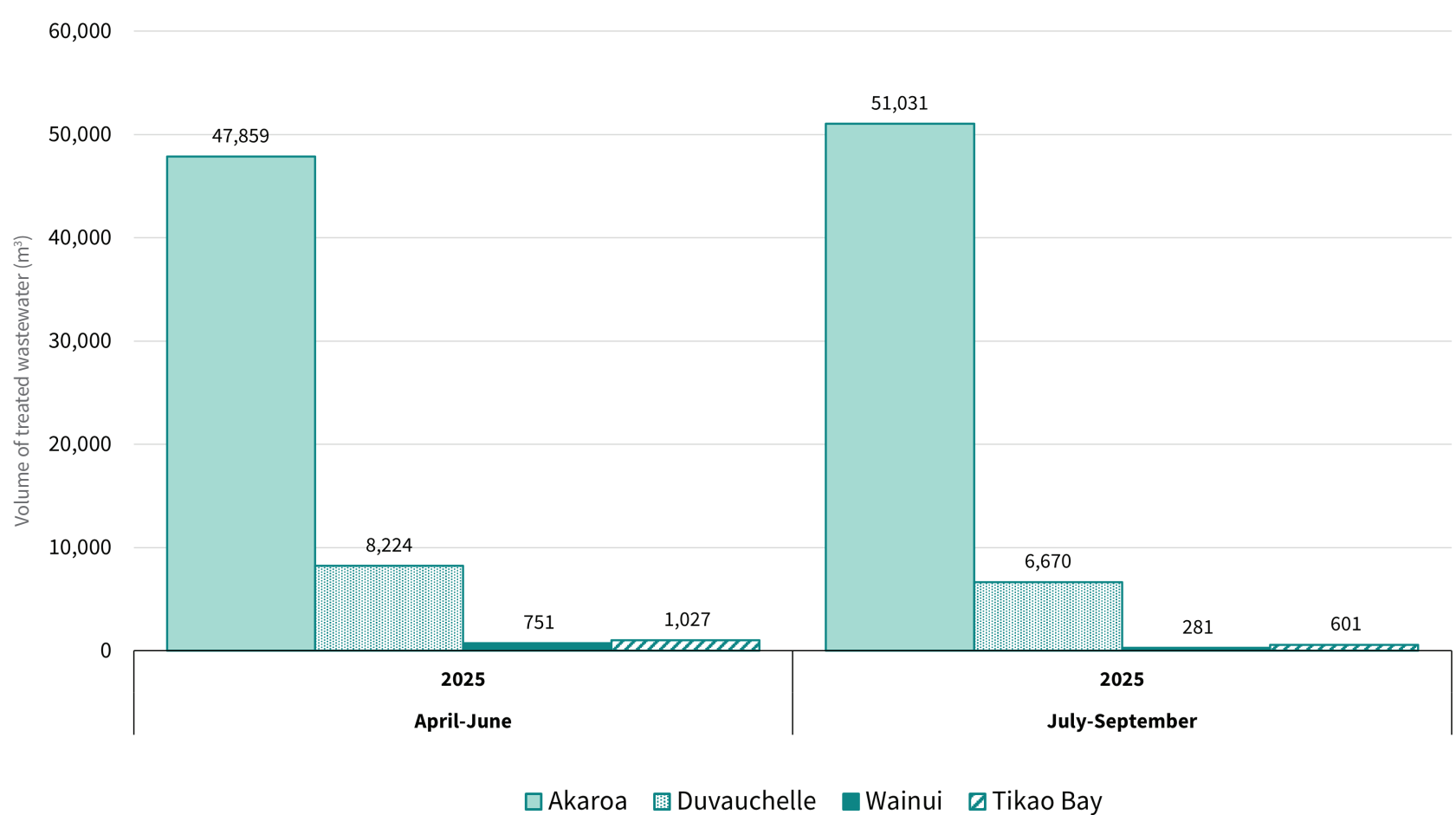
H₂S went over 0.03ppm.



1 **24**
school visit. students.

Banks Peninsula wastewater treatment plants

Our Wastewater Treatment Plants in Banks Peninsula are managed by our staff.



Our stormwater network

Our stormwater system is being continually maintained and improved to make the city a safer and healthier place to live. The network includes open drains, pipes, pump stations, stopbanks, basins and more.

What we did – July to September 2025

Our activities

- Te Pātaka o Rākaihautū - Banks Peninsula Stormwater Management Plan was completed and submitted to Environment Canterbury.
- Treatment performance monitoring of No 1 Drain was completed and is ready for peer review.
- We hosted our annual hui with Mahaanui Kurataiao and submitted the six-monthly report.
- We started the development of the Banks Peninsula Storminator trial jointly with Smart Cities.

Asset planning advice

Our asset planning teams are continuously working to provide expert advice and approvals for new developments and subdivisions across Christchurch and Banks Peninsula.

Asset planning advice		July–Sept 2025
Stormwater	Floor levels reviews and advice	2426
	Discharge approvals	415
	Subdivision reports/conditions	14
	Cost share development agreements concluded	1

 **100%**
(1060 out of 1060)
of stormwater resource consent conditions are compliant.



Water pipe work.

The quarter ahead October to December 2025

Next quarter we are going to focus on:

- Our CSNDC Transition Plan will be approved by Environment Canterbury.
- We'll progress the Ōtākaro Avon, Pūharakekenui Styx, and Te Pātaka o Rākaihautū – Banks Peninsula stormwater management plans towards certification.
- New groundwater monitoring programme approved by Environment Canterbury.
- Complete Industrial Stormwater Discharge License audit quota for the calendar year.
- Hold Community Waterways Partnership annual hui
- Building our relationship with Whitiora around CSNDC.
- Community Waterways Partnerships new website will go live.
- Our contractor will complete an assessment of two hydraulic models (ICCM and CCLM).

We operate the stormwater network under a resource consent from Environment Canterbury. We didn't have new significant non-compliances recorded during the last quarter



The Community Waterways Partnership (CWP)

The Community Waterways Partnership supports the development of community-based initiatives to improve the ecological health, indigenous biodiversity, cultural, and amenity value of our urban waterways. The Partnership involves Christchurch City Council, Canterbury Regional Council, Department of Conservation, Ministry for the Environment, Canterbury District Health Board, universities, schools, industry representatives, river care and other community groups

What we did

- Summit Road Society formally signed up as a CWP partner.
- We had a planning meeting with Community Partnership Rangers to coordinate 2026 riparian planting activities with community groups and schools.
- Convened the CWP Stormwater Working Group to discuss Environment Canterbury's annual regional stormwater communication campaign.
- Met with Whaka Ora Healthy Harbour to align community-focused initiatives, including: The Marine Hotel project and waterways education opportunities.
- Presented community activity updates to Mahaanui Kurataiao Ltd (MKT).
- The CWP Contestable Fund went live in September to enable community-led waterway projects.
- Refined the approach for using the Stormwater Superhero Trailer to deliver Council and Environment Canterbury stormwater messages in a mobile, community-friendly way.
- Engaged with Ilam School to support waterway education and awareness and set up education session with a mana whenua specialist in mahinga kai for the students to learn about mātauranga māori o wai Māori.
- Styx Living Laboratory Trust volunteers using equipment funded by the Community Waterways Partnership.



Stormwater Superheroes Trailer



Styx volunteers

Comprehensive Stormwater Network Discharge Consent (CSNDC) presentation

The Council's CSNDC presentation was very well received by attendees from the CWP as well as Three Water's staff.

Key updates were provided on:

- Catchment overviews and environmental monitoring (city-wide and catchment-specific)
- A new SmartView tool for visualising water quality data (will go live on the 27 November)
- Research, investigations, and stormwater management plans
- Capital works and CSNDC-related projects
- Wastewater overflow management
- Effectiveness of industrial stormwater audits
- Flood modelling updates, including progress on C-CLM, ICCM, and MEDUSA tools

The session concluded with a general discussion and strong engagement from participants.



CSNDC presentation at Tūranga.

Construction Expo

Our Quality & Compliance Team joined forces with Environment Canterbury at the CONZTRUCT construction expo explaining our work in this space and delivering key stormwater messages – the chocolate fish were well received!



Christchurch City Council and Environment Canterbury stand at CONZTRUCT.

What people are telling us

During this quarter water supply was the third most common service request category after wheelie bins and animals.

Our team received a total of

7513
service requests
related to water and drainage.

The most common requests related to:



water leaks
4139



water supply
1200



water meter boxes
1159



New residential water
connections
485



Excess water charge
remissions
314

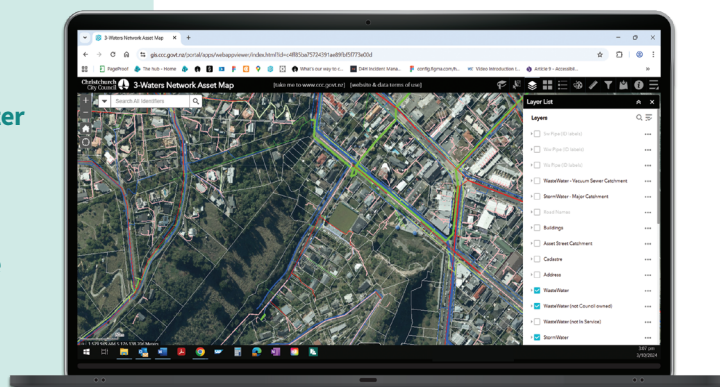
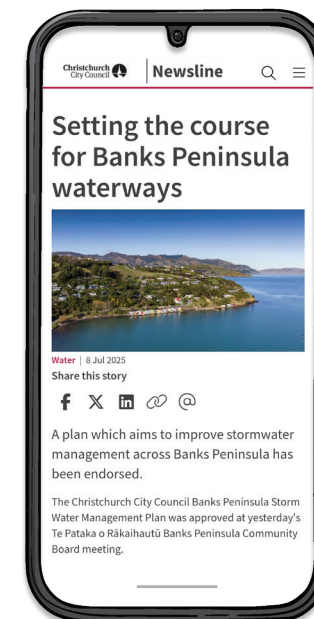
Reaching our communities

During the last quarter:

We published twelve Newsline stories related to Three Waters.

The stories covered:

- Endorsement of Te Pātaka o Rākaihautū – Banks Peninsula Stormwater Management Plan.
- Completion of Te Kaha Surrounding Streets package of work.
- A Community Waterways Partnership Fund grant which enabled the Styx Living Laboratory Trust to purchase the equipment, which is being used to monitor water quality.
- Main North Road water pipe renewal work starting.
- Ilam wastewater upgrade work.
- Adoption of the Water Services Delivery Plan.
- International recognition for Te Kuru wetland.
- Approval of the first tranche of work in the Surface Flooding Reduction Programme.
- Flockton Street wastewater and street renewals getting underway.
- Real-time water quality model launching for Banks Peninsula harbours.



We had **73,264** views across our water webpages.

This represented **3.01%** of total views across the website, and **4085 less views** than the previous quarter.

The top five pages were:

1. Three waters asset network map showing where three waters assets are located (**13,043**)
2. Water Reporter - used by residents to check their water use (**10,934**)
3. Our floor level map for building and resource consents, flood risk and property information (**10,724**)
4. The water status map showing real-time water shut-off information (**7546**)
5. Water charges page with useful information (**3069**)