



Three Waters

Quarterly Report

January to March 2026

ccc.govt.nz/water-and-drainage

Contents

Executive summary.....	3
A snapshot of our network... ..	4
Our water supply network	5
Community Drinking Water Stations	6
Water leaks repaired	7
Making our communities safer.....	8
Drinking water compliance	9
Quarterly water supply controllable non-compliances	10
Our wastewater network	11
New monitoring dashboard is now live	12
Christchurch Wastewater Treatment Plant	13
Banks Peninsula wastewater treatment plants.....	14
Our stormwater network	15
The Community Waterways Partnership (CWP)	16
What people are telling us / Reaching our communities.....	18



Community Waterways Partnership at the Estuary Fest.

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.

During the quarter, we remained focused on providing reliable three waters services during periods of peak demand, while responding to several complex operational challenges that directly affected our communities.

During January–February, persistent odour issues at the Christchurch Wastewater Treatment Plant generated a high volume of customer complaints and resulted in an abatement notice from Environment Canterbury. Our teams worked to manage impacts on nearby residents while progressing corrective actions.

In mid-February, the detection of total coliforms in the water supply – following a positive E. coli result from a nearby private supply – prompted the precautionary implementation of a boil water notice for customers in the Rawhiti Zone.



Jet boat in action on oxidation ponds

Also in mid-February we received a significant noncompliance from Wainui Wastewater Treatment Plant due to exceedances in the nitrogen loading applications to land.

The same period saw an extreme weather event that caused significant flooding across Banks Peninsula and the declaration of a State of Emergency. To maintain continuity of supply, we tankered water to Duvauchelle, Wainui, and Little River. Source water quality issues at Duvauchelle and Little River, along with flood damage to a critical bridge crossing pipe at Wainui, required boil water notices to be put in place for Little River and Wainui while repairs and remedial actions were undertaken.

In late March, a further abatement notice was received from Environment Canterbury in relation to unconsented discharges of untreated wastewater in Banks Peninsula. Throughout all events, our priority remained protecting public health, restoring services safely, and keeping affected customers informed.



Little River - Police Creek water supply intake during February 2026 storm event.



Little River - post flooding.

A snapshot of our network

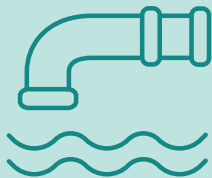
We're responsible for more than you might think...

Our three waters network

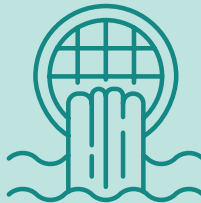
Christchurch City Council owns and operates the city's water supply, wastewater and stormwater network.



Water supply



Wastewater

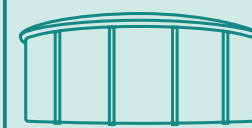


Stormwater

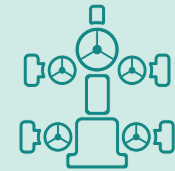
Strengthening our networks



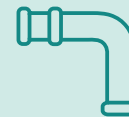
Pump stations



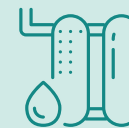
Reservoirs



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

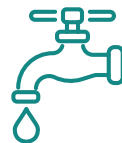
Our water supply network

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 – January to March 2026



99% (395 out of 401)
of water supply resource consent conditions are compliant.

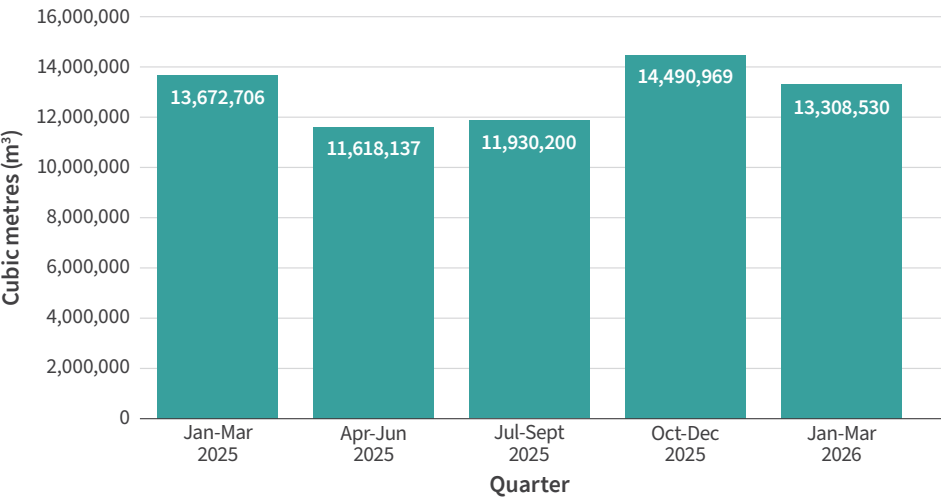


13,308,530m³
Water supplied across the district

The total water supplied across the district showed a decrease of 3% compared with the same 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
January–March	2025	13,556,104	116,602
April–June	2025	11,518,720	99,417
July–September	2025	11,825,875	104,325
October–December	2025	14,367,021	123,948
January–March	2026	13,180,725	127,805

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		Jan-Mar 2026
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



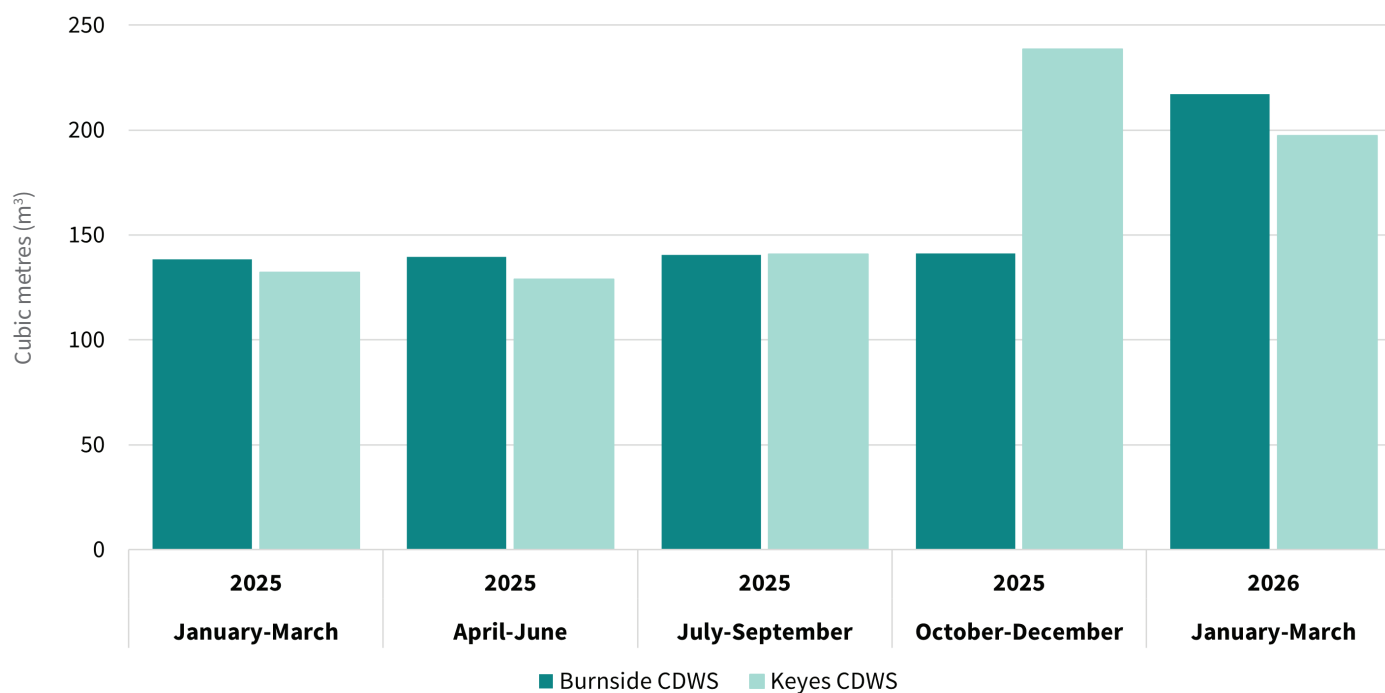
8 incidents
reported to the Water Services Authority – Taumata Arowai (more about this on page 10).

Community Drinking Water Stations

Since August 2024, we have monitored 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.

Last year, Council approved (CAPL/2025/00074) an increase to the Three Waters capital and operational budgets to support the installation and ongoing operation and maintenance of CDWS. We are waiting for the release of the updated Drinking Water Quality Assurance Rules for Level 3 supplies, which will provide guidance on the new requirements to install this type of station. It's expected that the Water Service Authority-Taumata Arowai will release the updated rules in May 2026.

Water supplied at the Community Drinking Water Stations per quarter



Chlorine free water station on Keyes Road, New Brighton.

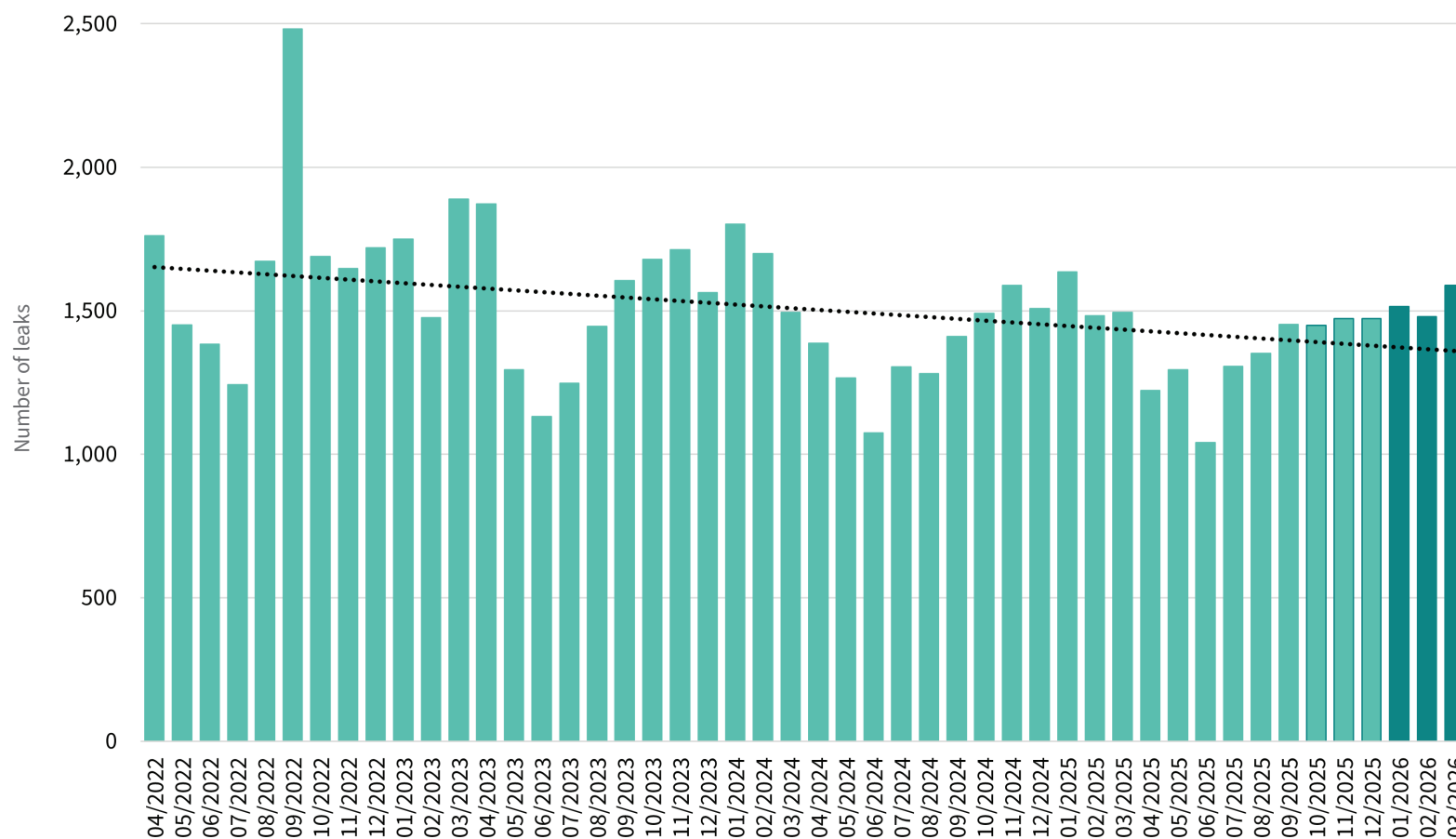
Leak repairs

4582

Water leaks repaired

The primary reason for a higher number of leaks (hence repairs) during summer is the higher demand (higher flows in the network trigger higher flows in existing leaks), as well as pump station driven pressure transients and pressure fluctuations that can induce pipe breaks. Leaks are also easier to visually observe during the summer when the ground is drier than in winter.

Water leaks repaired per month



GOOD NEWS!

Making our communities safer

Following engagement with Fire and Emergency New Zealand (FENZ), we worked collaboratively to strengthen firefighting water resilience across Banks Peninsula, with a particular focus on rural and remote communities. Based on feedback from local brigade chiefs, additional water storage tanks were installed at Birdlings Flat to support emergency response during vegetation fires.

This investment has already delivered tangible benefits for the community. FENZ has advised that during a significant fire at Birdlings Flat in early March, the newly installed tanks were fully utilised and played a critical role in supporting firefighting operations. The additional water supply significantly reduced response times and strengthened the overall effectiveness of the emergency response.

FENZ has highlighted this outcome as a strong example of the positive partnership between Christchurch City Council and Fire and Emergency New Zealand, delivering practical improvements that enhance community safety and resilience across the peninsula.



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.

T Treatment rules relate to protection against bacteria and protozoa.



Bacterial compliance

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

During this quarter, of our 52 treatment plants, 4 were bacterial compliant.

Protozoa compliance

Of our 46 treatment plants across the Christchurch and Brooklands-Kainga supplies:

- 42 are classified as Class 1 and are therefore protozoa compliant
- Two treatment plants (Carters and Picton) are classified as Interim Class 1 and therefore protozoa non-compliant. A sampling programme is underway to re-demonstrate that the sources feeding those Treatment Plants are Class 1.
- Two treatment plants (Main Pumps and Tanner) have UV treatment to comply with the protozoa rules.

On Banks Peninsula all our 6 treatment plants have protozoa treatment.

During this quarter, of our 52 treatment plants, 46 were protozoa compliant

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.



9/14 distribution zones were compliant during the quarter.

The quarter ahead April to June 2026

We made a submission to the Water Services Authority – Taumata Arowai in November 2025 as part of its consultation on the review of the Drinking Water Quality Assurance rules for larger supplies (level 3 rules). The updated rules are expected to be released in May 2026.

Quarterly water supply controllable non-compliances

We regularly test the water to ensure it is safe to drink. When we 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
CHR009 Christchurch	Water is non-compliant and drinking water is or maybe unsafe	NOT-00010853	13/02/2026	E. coli detected (14 MPN per 100 mL) in a sample collected from HEB Contractor Village Kitchen on grounds of Christchurch Wastewater Treatment Plant (CWTP). [This relates to a sample beyond the point of supply in the Rawhiti Zone and does not affect compliance for the overall Christchurch Supply].
CHR009 Christchurch	Drinking water is or maybe unsafe	NOT-00010861	14/02/2026	Total Coliforms detected (>2400 MPN per 100mL) in a sample collected from a sampling bollard at 26 Ottawa Rd.
CHR009 Christchurch	Drinking water is or maybe unsafe	NOT-00011042	17/03/2026	A surface Pump at Denton Treatment Plant suddenly stopped working (due to overheated bearings in pump). This led to a sudden drop in pressure in that part of the West Distribution Zone. When the treatment plant came back online, the chlorine pump went into fault and was unable to operate. Staff made the decision to keep the treatment plant operating in a non-chlorinated state to maintain stable pressures in the zone. Approximately 500m3 of unchlorinated water was pumped into the zone.
CHR009 Christchurch	Drinking water is or maybe unsafe	NOT-00011107	27/03/2026	Total Coliforms detected (>2400 MPN per 100mL) in a sample collected from Kennedy's Bush Reservoir.
LIT001 Little River	Water is non-compliant	NOT-00010683	22/01/2026	Two exceedances of the MAV for dichloroacetic acid (a disinfection by-product) from samples collected at the Western Valley Road sample point on 26 December 2025 and 5 January 2026.
LIT001 Little River	Water is non-compliant	NOT-00010797	30/01/2026	Exceedance of the MAV for dichloroacetic acid (a disinfection by-product) from a sample collected at the Western Valley Road sample point on 30th January 2026.
LIT001 Little River	Drinking water is or maybe unsafe	NOT-00010881	17/02/2026	Severe weather event caused significant flooding in Little River. A boil water notice was implemented as a precautionary measure.
WAI138 Wainui	Drinking water is or maybe unsafe	NOT-00010877	17/02/2026	Severe weather event caused flooding in Wainui which resulted in damage to sections of the Wainui distribution network and all water draining from the network. A boil water notice was implemented whilst repairs to the network were completed and service restored.

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 – January to March 2026



97%

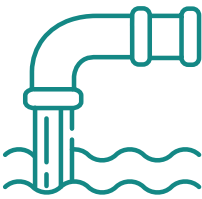
(721 out of 747)

of wastewater resource consent conditions are compliant.

Asset planning advice

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

Asset planning advice		Jan-Mar 2026
Wastewater	Capacity reviews for new development	471
	Subdivisions consented	8
	Engineering reviews and acceptance for new subdivisions	3
	Cost share development agreements concluded	0

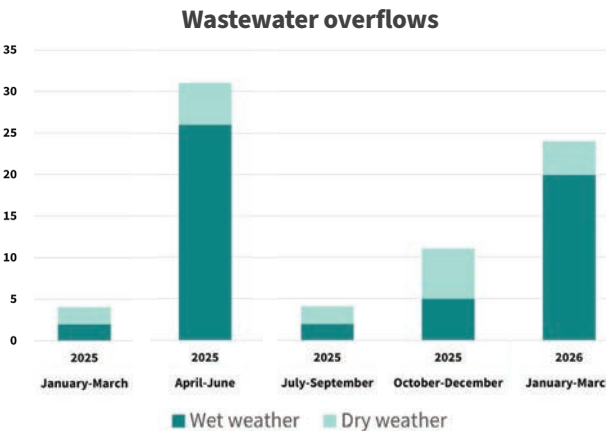


This quarter we had

24 wastewater overflows

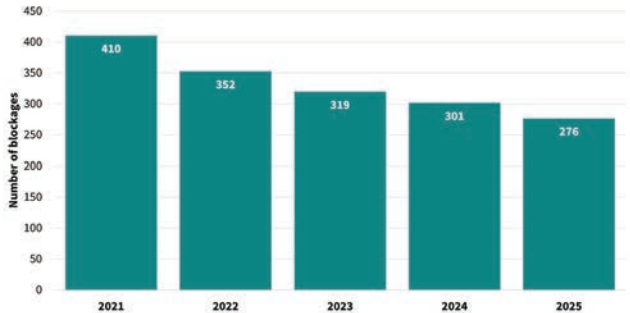
For comparison, in the last quarter we had a total of 11 overflows.
5 wet weather / 6 dry weather

Wastewater overflows		
Weather conditions	Number of overflows	Cause
Wet weather	20	High rainfall
Dry weather	4	3 blockages, one burst drinking water main



Wastewater blockages

We are seeing a reduction in the wastewater blockages in our network.



Non-compliance figures – January to March 2026

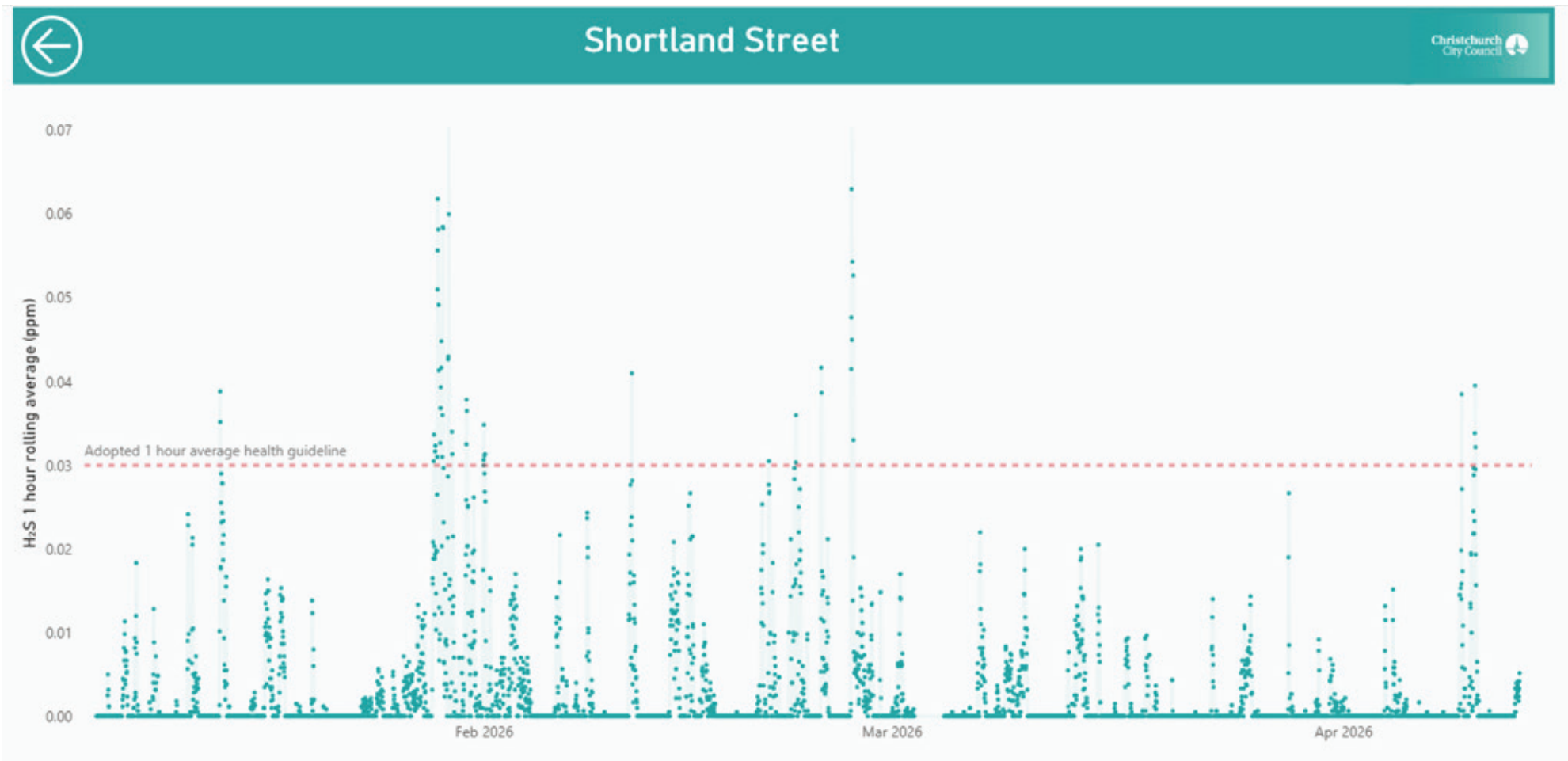
We received a significant non-compliance during this quarter for condition 19 of CRC091580, related to Wainui Wastewater treatment Plant nitrogen loading application exceedance. We have presented an action plan as required and started the implementation to satisfy Environment Canterbury requirements.

The quarter ahead April to June 2026

Following the decision to increase aeration at the Christchurch Wastewater Treatment Plant's oxidation ponds to help reduce odour, our teams will be busy working on the roll-out plan.

New monitoring dashboard is now live

Our new **hydrogen sulphide monitoring dashboard** shows the hourly averages of hydrogen sulphide measured at each of our five monitors near the Christchurch Wastewater Treatment Plant.



Christchurch Wastewater Treatment Plant

The Christchurch Wastewater Treatment Plant experienced a significant odour event in January, caused by ongoing pressure on the fire-damaged system combined with weather conditions that limited oxygen levels in the oxidation ponds. The event prompted an immediate operational response, including increased monitoring and on-site interventions to stabilise pond health and reduce odour impacts on surrounding communities.

Following the January event, three waters staff began actively assessing options to further reduce odour risk at the plant. The Council has agreed to progress increased aeration as the preferred mitigation approach, recognising it as the most effective way to reduce odour while longer-term recovery and treatment solutions continue to be developed.



Activated sludge reactor construction charges ahead.

Monitoring and ops



16.3 million m³
total treated wastewater.



31 times
H₂S went over 0.03ppm.



2.10 GWh
electricity generated from waste / \$\$ saved.



13,992
webpage views.



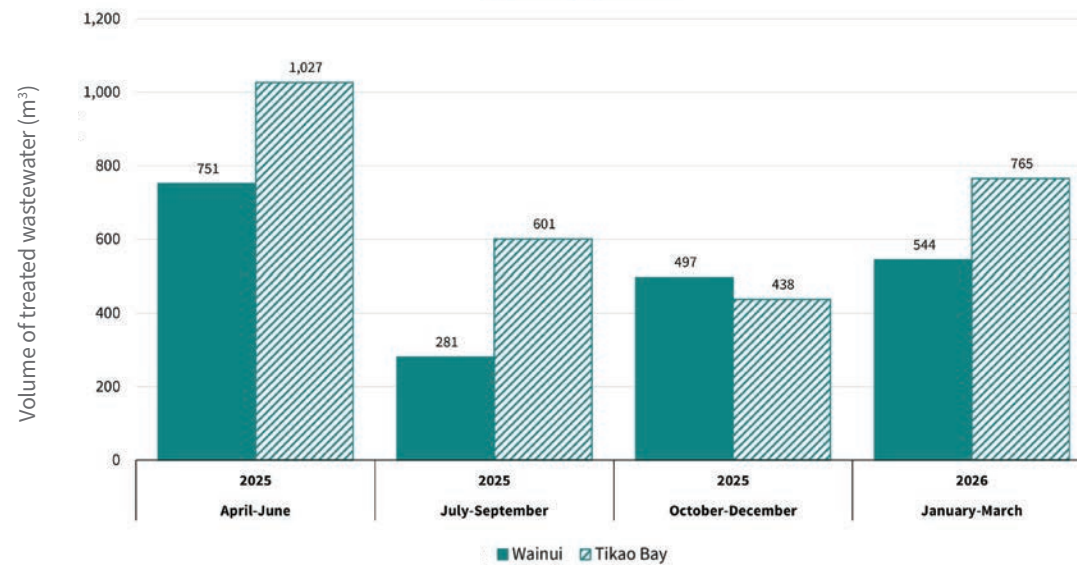
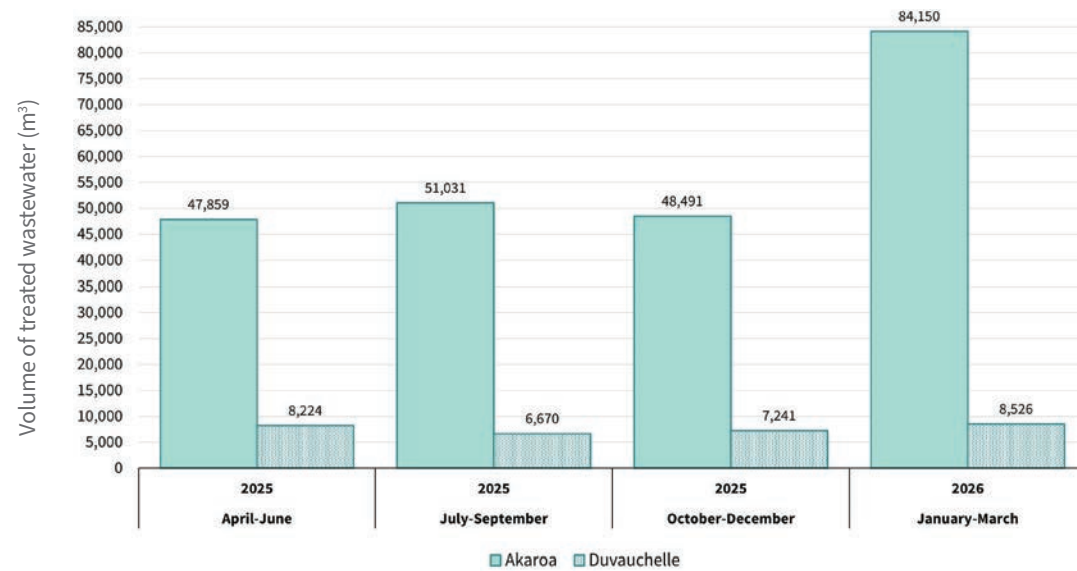
433
e-newsletters.



3 school visits. **26** 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 – January to March 2026



100%

(1060 out of 1060)

of stormwater resource consent conditions are compliant.

Our activities

We’ve installed 15 Storminators at Council sites on Banks Peninsula. These are designed by the University of Canterbury and filled with mussel shells to treat roof runoff. We’re sampling six of them over the course of the year to assess performance.

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		Jan-March 2026
Stormwater	Floor levels reviews and advice	1654
	Discharge approvals	152
	Subdivision reports/conditions	10
	Cost share development agreements concluded	0



Storminator installed in Akaroa Wastewater Treatment Plant.



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 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

Waterways Education Providers Hui

The CWP held a Waterways Education Providers Hui in February, bringing together CWP partners that provide education programmes and experiences for schools and the community. This hui provided an opportunity for educators and organisations to share updates on their programmes, discuss challenges and opportunities, and strengthen collaboration for a more coordinated delivery of waterways education across the city.



Pūharakekenui-Styx River Field Trip

A field trip to the Pūharakekenui-Styx River catchment was held in March for the Quality & Compliance team as well as the CWP. Led by our Parks Biodiversity Team Leader and the Styx Living Laboratory Trust, the visit showcased a range of riparian and ecological projects. The trip highlighted long-term waterways restoration outcomes, integration with stormwater infrastructure, protection of waipuna, and future restoration opportunities.



**Community
Waterways
Partnership**

SHMAK Stream Health Monitoring Training

A SHMAK (Stream Health Monitoring Assessment Kit) training day was delivered by EOS Ecology in partnership with Environment Canterbury and the Community Waterways Partnership. This field based session built participant capability to undertake community led stream monitoring with kits available through Environment Canterbury and the CWP to better understand freshwater health.



Estuary Fest

CWP partners, alongside the City Council and community members, organised and participated in the annual Estuary Fest, held this year at the South New Brighton Community Hall beside the estuary. The family friendly event attracted hundreds of local residents and focused on building understanding of the estuary and its connection to surrounding environments and waterways across Ōtautahi. The event promoted stewardship of waterways and highlighted the importance of integrated catchment and estuarine health.

What people are telling us

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

Our team received a total of

21,308
service requests
related to water and drainage.

The most common requests related to:



Water leaks

10,487



Water supply

2761



Water meter boxes

2347



Blockage/water not draining

2088



New residential water connections

832

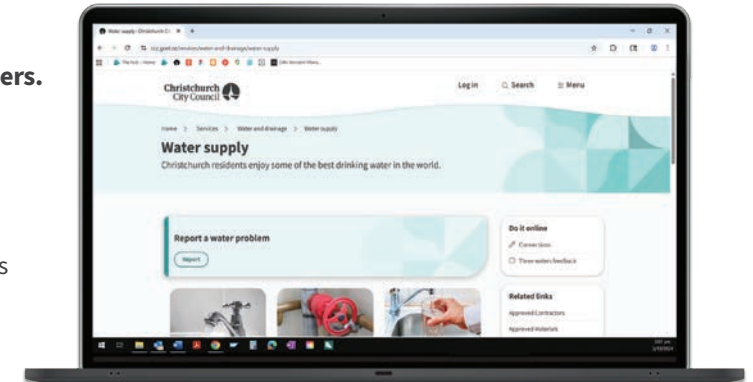
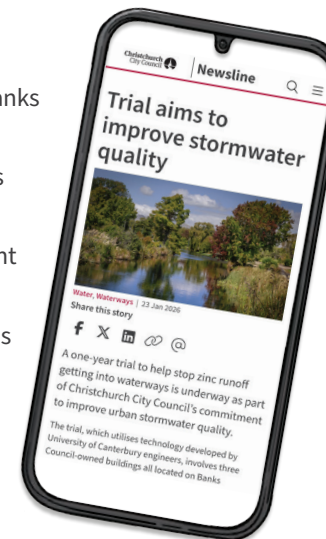
Reaching our communities

During the last quarter:

We published sixteen Newsline stories related to Three Waters.

The stories covered:

- Latest updates on the Wastewater Treatment Plant (live-blog)
- Smart meters project underway
- A one-year trial to help stop zinc runoff getting into waterways
- Burwood wastewater pipe replacement work.
- Transport and water upgrades planned for Lincoln Road.
- Wastewater pipe upgrades for Riccarton
- Prepare for heavy rain.
- Boil water notice for Rawhiti water supply zone (live-blog).
- Boil water notice for Rawhiti water supply zone lifted.
- Little River boil water notice.
- Wainui boil water notice.
- Wet weather hits Christchurch and Banks Peninsula (live-blog).
- Post quake development of our roads and infrastructure
- Council investigating wastewater plant mitigations
- Council to consider mitigation options for wastewater plant
- Corsair Bay stormwater pipe replacement.



We had **239,647** views
across our water webpages.

This represented **7.14%** of total views across the website, and **166,383 more views** than the previous quarter.

The top five pages were:

1. Water supply landing page (boil water notices were published here) **(42,947)**
2. Water Reporter - used by residents to check their water use **(20,259)**
3. Our floor level map for building and resource consents, flood risk and property information **(15,484)**
4. The water status map showing real-time water shut-off information **(14,235)**
5. Three waters asset network map showing where three waters assets are located **(13,638)**