



Three Waters

Quarterly Report

April to June 2026

ccc.govt.nz/water-and-drainage

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L'Aube Hill reservoir - Akaroa

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.

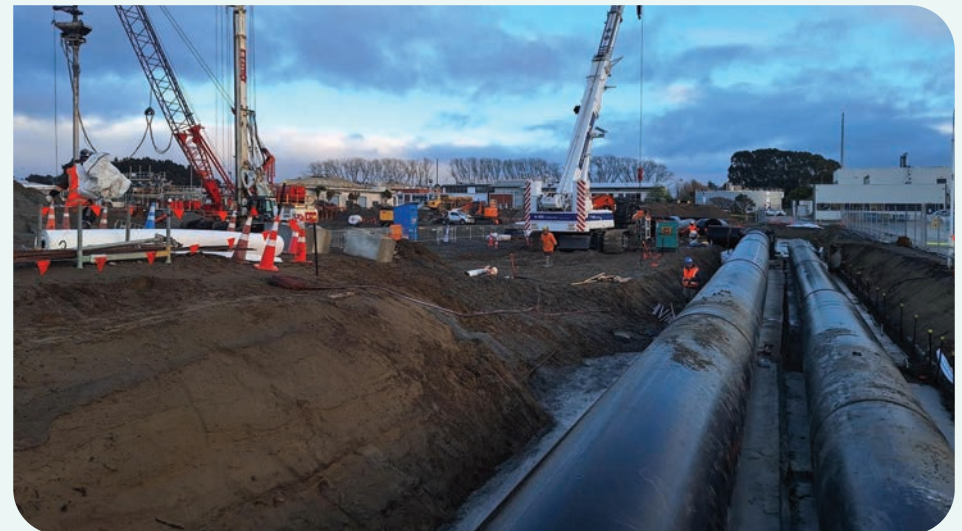
It was a busy quarter at the Christchurch Wastewater Treatment Plant following the Council decision to increase aeration on the oxidation ponds. Across the quarter our project team was working hard to get all the pieces of the puzzle in place to get the aerators running and by the end of June we had eight new aerators in operation with positive impacts seen in the pond system.

During the quarter, we remained focused on preparing our first Water Services Strategy as part of the Long Term Plan 2027–37 process. The Water Services Strategy is a long-term strategic document that sets out the vision, priorities, and investment approach for delivering safe, reliable, sustainable, and affordable water services to our communities. We need the strategy to guide decision-making in response to growing regulatory requirements, ageing infrastructure, population growth, climate change, and changing community expectations. We are going to present the Water Service Strategy to Council for their consideration in October, along with the Long term Plan.

Following the Levels of Service workshop with the elected Council, held as part of the LTP Activity Plan process, the Three Waters Unit is proposing a more focused and efficient reporting framework. The proposed approach reduces duplication while retaining mandatory and customer-focused measures, and key indicators that support Council decision-making. We are proposing that operational and technical information that is already reported through Taumata Arowai, Environment Canterbury consent processes, or other statutory channels will no longer be duplicated in the monthly LoS report; instead, relevant updates will be incorporated into this Three Waters quarterly report to the Council, with additional tailored reporting provided where the Council seeks more detailed information on specific issues.



The Christchurch Wastewater Treatment Plant site was busy this quarter



Construction of the activated sludge reactor continues

A snapshot of our network

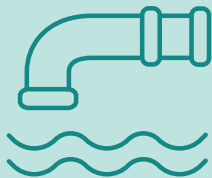
We're responsible for more than you might think...

Our three waters network

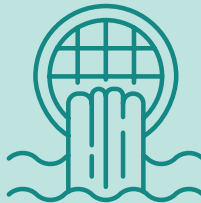
Christchurch City Council owns and operates the city's water supply, wastewater and stormwater network.



Water supply



Wastewater

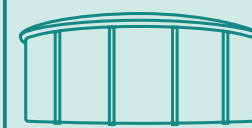


Stormwater

Strengthening our networks



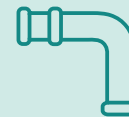
Pump stations



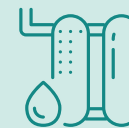
Reservoirs



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

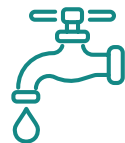
Christchurch City Council owns and operates a network of wells, intakes, treatment plants, reservoirs and pipes that deliver water to our residents. We do regular testing and maintenance to make sure our water is safe, and we’re also carrying out upgrades to comply with the Government’s drinking water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

What we did, in numbers – April to June 2026



99% (397 out of 401)

of water supply resource consent conditions are compliant.



12,098,923m³

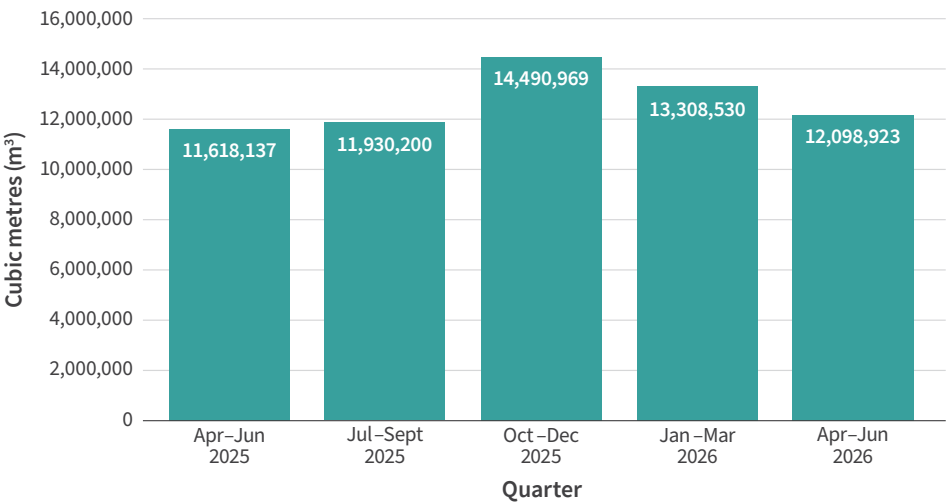
Water supplied across the district

The total water supplied across the district showed an increase of 4% compared with the same period last year. Given that the leakage rates are decreasing, we assume that the main reason is consumption increase due to warmer and dryer environmental conditions 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 (m ³)	
		Christchurch	Banks Peninsula
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
April to June	2026	11,982,421	116,502

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		April–June 2026
Water supply	Capacity reviews for new development	177
	Subdivisions consented	4
	Engineering reviews and acceptance for new subdivisions	9
	Cost share development agreements concluded	1



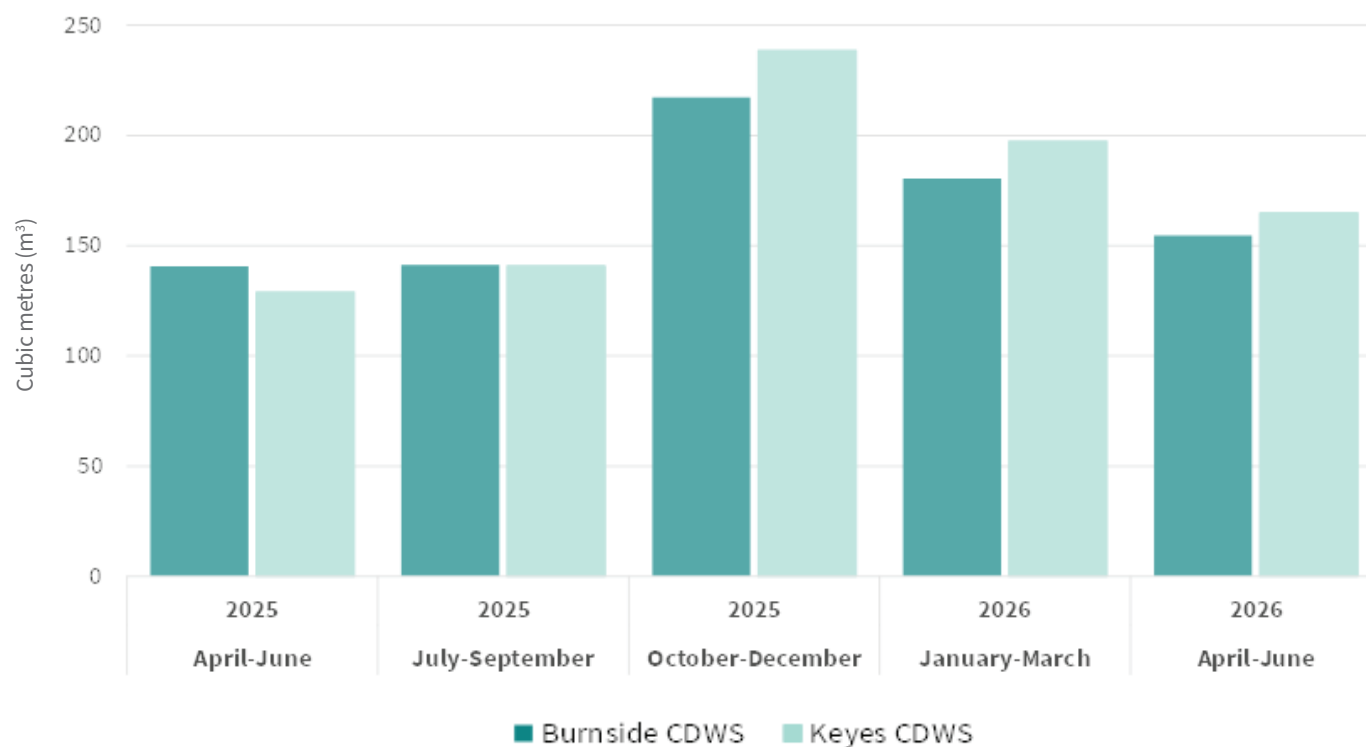
1 incident

reported to the Water Services Authority – Taumata Arowai (more about this on page 9).

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).

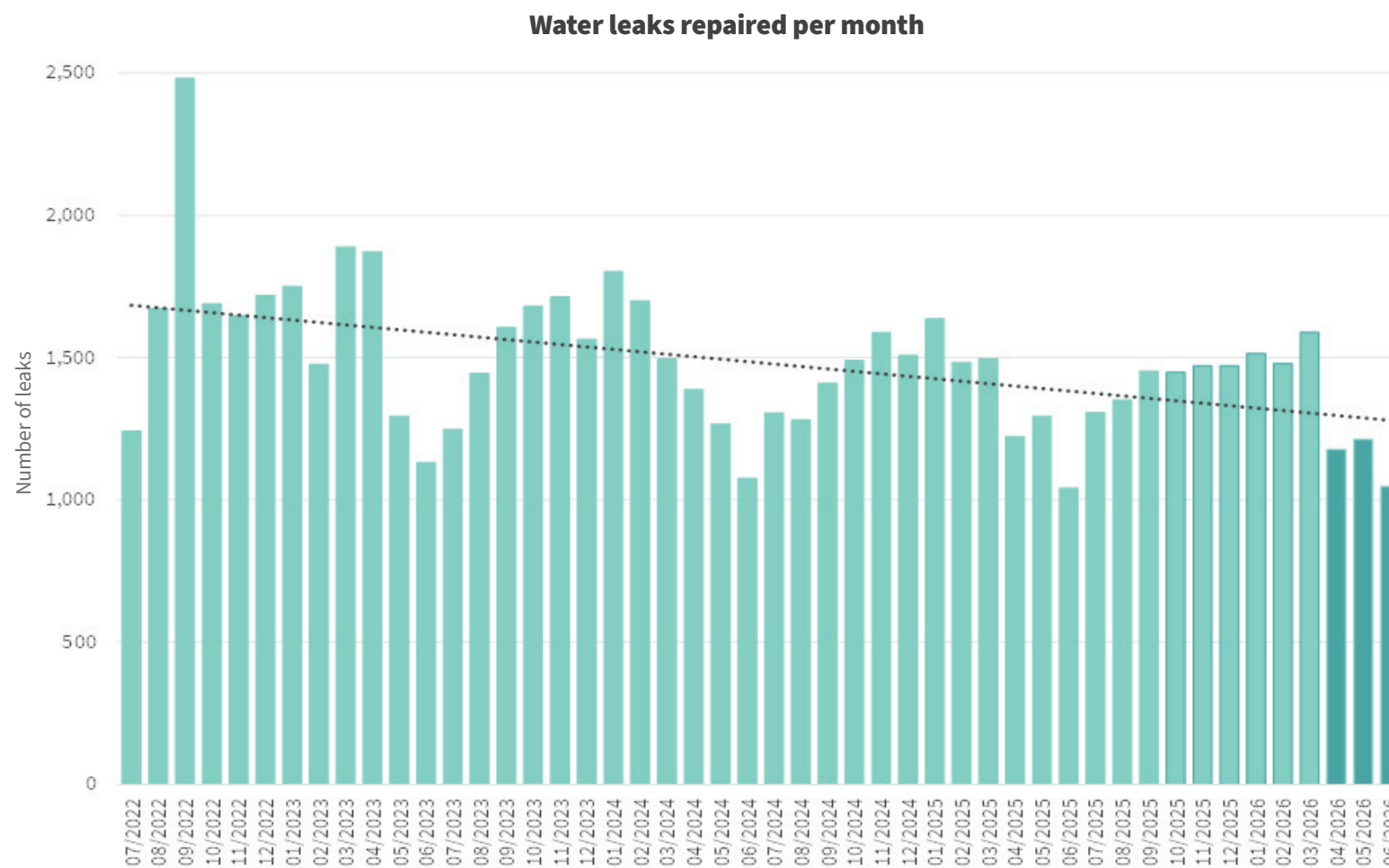
Water supplied at the Community Drinking Water Stations per quarter



Chlorine free water station on Keyes Road, New Brighton.

Leak repairs

3437 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 also work 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 when the upgrades to assets are completed and longer-term testing confirms 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:

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, two 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 six treatment plants require protozoa treatment. Protozoal barriers are installed at all treatment plants. However, in this quarter Wainui was protozoa non-compliant due to the UV dose being too low on one occasion. Akaroa was non-compliant due to a lack of required monitoring on the recycling process. Duvauchelle was also non-compliant. This will be remediated when the membrane filtration plant is delivered (currently in the tender process).

During this quarter, of our 52 treatment plants, 47 were protozoa compliant

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

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.



11/14 distribution zones were compliant during the quarter.

The quarter ahead July to September 2026

We're working hard to prepare the Network Environmental Performance Measures to submit to the Water Services Authority – Taumata Arowai.

The Network Environmental Performance Measures are national measures used by Taumata Arowai to understand how public drinking water and wastewater networks are performing, including areas such as water losses, discharges, asset condition, service reliability, resilience, and emergency preparedness. Collecting this information consistently across the country is important because it allows networks to be compared, risks and gaps to be identified, good practice to be shared, and future investment decisions to be better informed

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.

This is the controllable non-compliance recorded during the last quarter:

Supply details	Drinking water safety, compliance or sufficiency category	Notification ID	Date	Details
CHR009 Christchurch	Drinking water is or maybe unsafe	NOT-00011437	12/06/2026	Unregistered water carrier was used to supply drinking water to two premises during capital renewal works on Cashmere Road

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 – April to June 2026



96%

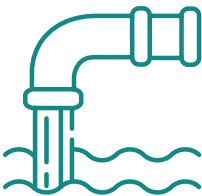
(717 out of 747)

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.

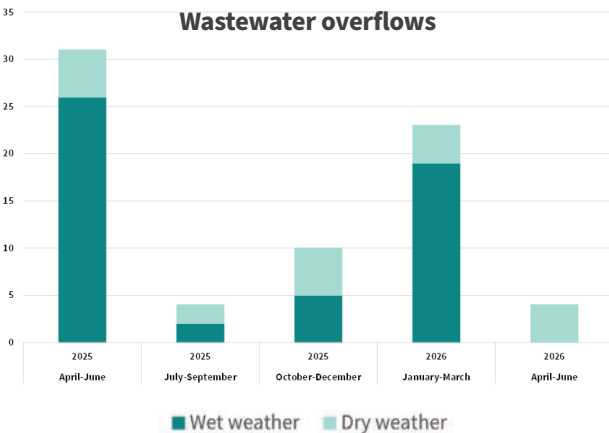
Asset planning advice		April–June 2026
Wastewater	Capacity reviews for new development	260
	Subdivisions consented	4
	Engineering reviews and acceptance for new subdivisions	5
	Cost share development agreements concluded	0



This quarter we had **4 wastewater overflows**

For comparison, in the last quarter we had a total of 24 overflows.
20 wet weather / 4 dry weather

Wastewater overflows		
Weather conditions	Number of overflows	Cause
Wet weather	0	High rainfall
Dry weather	4	4 blockages (2x roots, 1x debris, 1x fat)



Non-compliance figures – April to June 2026

We didn't receive any significant non-compliance during this quarter.

The quarter ahead July to September 2026

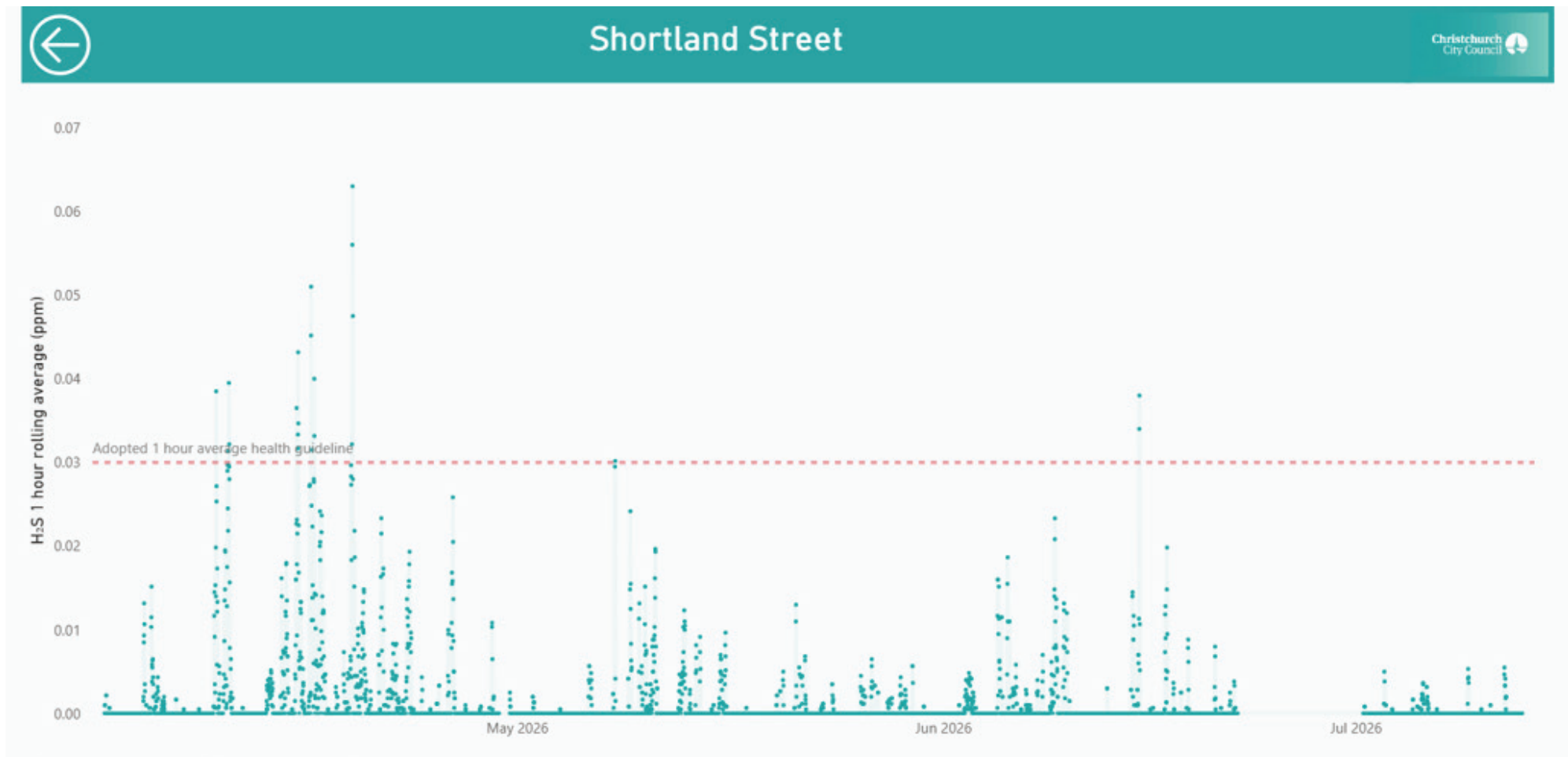
The project team is planning to install the remaining aerators from late August. The aerators are expected to transition from generator power to permanent electrical power in early September, with the full automated system scheduled to be operational by mid-September.

This work builds on the eight new aerators already operating in the ponds and marks an important step towards improving the resilience of our pond system.

New monitoring dashboard is now live

In March we launched a 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.

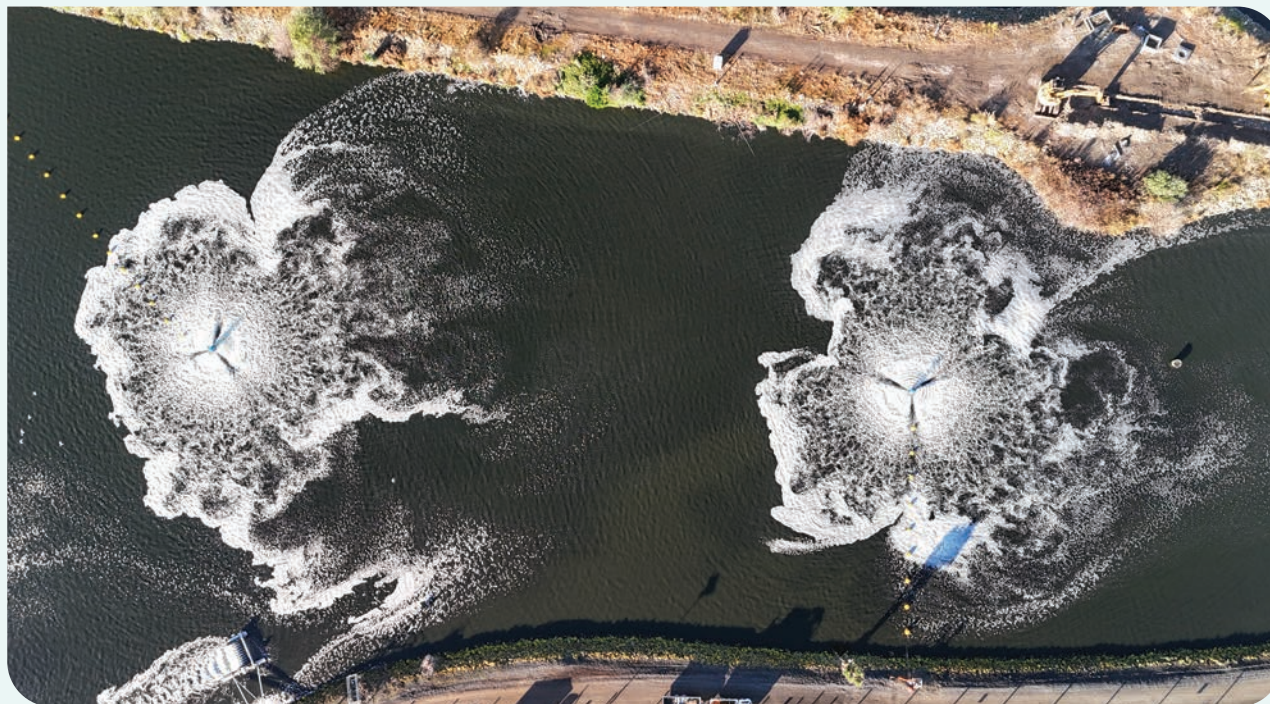
The dashboard was briefly offline at the end of June for planned maintenance which was essential to ensure that the meters perform accurately.



Christchurch Wastewater Treatment Plant

Following the decision to increase aeration at the Christchurch Wastewater Treatment Plant's oxidation ponds to help reduce odour, our teams have been busy procuring and installing them. Our new aerators have now been churning away for few weeks and we're really starting to see the benefits in the oxidation ponds. Along with the new aerators we've also put a flow split structure in place, which took some tweaks to get right but is now operating as we would expect.

The flow split structure allows us to make the most of the aerators, and once we have the rest of the aerators on the ponds the whole system will become even more resilient.



Aerators churning on the ponds

Monitoring and ops



14.3million m³
total treated wastewater.



47 times
H₂S went over 0.03ppm.



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



9534
webpage views.



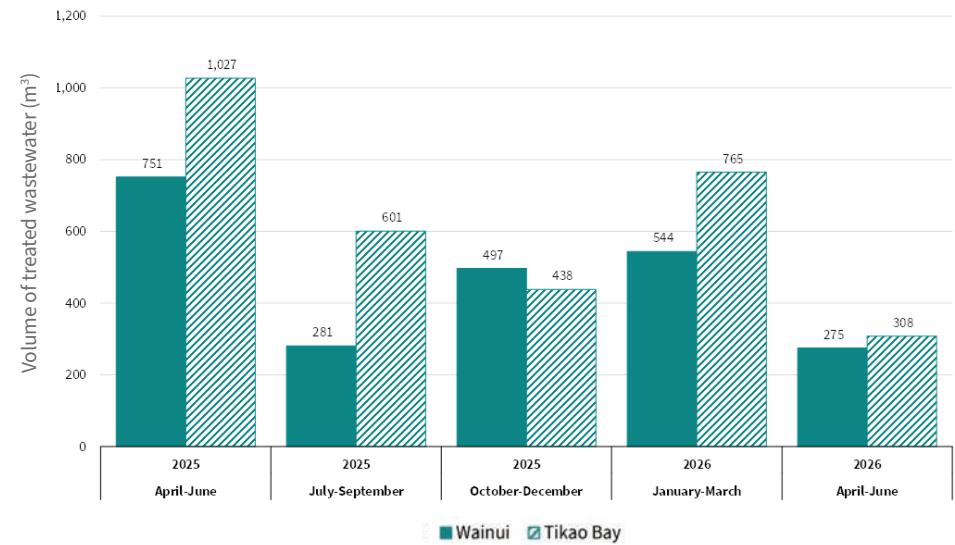
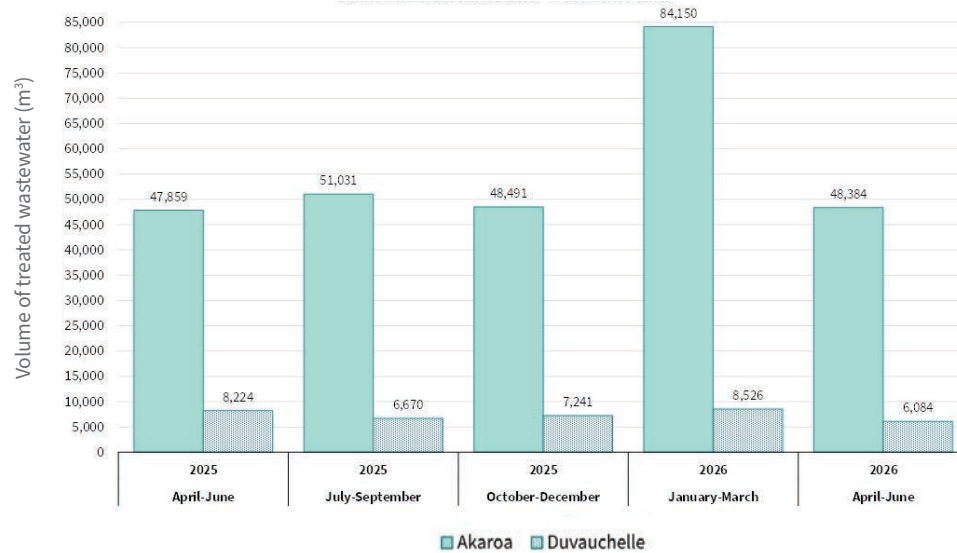
18
e-newsletters.



1 school visits. **14** 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 – April to June 2026



100%

(1060 out of 1060)

of stormwater resource consent conditions are compliant.

Our activities

We submitted our two-yearly Comprehensive Stormwater Network Discharge Consent report to Environment Canterbury. This a big piece of work that reflects the last two years of works and investment towards the comprehensive stormwater consent compliance. The report and its 20 appendices are available on the Council's website: ccc.govt.nz/comprehensive-stormwater-network-discharge-consent

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

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		Apr–June 2026
Stormwater	Floor levels reviews and advice	1481
	Discharge approvals	354
	Subdivision reports/conditions	5
	Cost share development agreements concluded	1



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

Progress Report

This quarter we completed our first Community Waterways Partnership Progress Report for 2025 outlining activities, achievements, and outcomes against the partnership's three-year Action Plan.



Steering Group meeting

Held our quarterly Steering Group meeting, with invited guest Katarina Fitzell-Beynon, Whiria Treaty Relationships Team, providing guidance on mana whenua engagement. Discussions focused on strengthening relationships, improving engagement pathways for CWP community groups, and exploring an approach to working with mana whenua.

Riparian planting

Undertook riparian planting with Cobham Intermediate students, providing hands-on learning about the importance of vegetated river margins for improving water quality, reducing erosion, and supporting freshwater ecosystems.



Riparian planting with Cobham Intermediate School



Mother of All Clean Ups

The CWP delivered its annual waterway clean-up event, bringing together 638 volunteers from 49 community groups, businesses, schools, environmental organisations, residents' associations, and members of the public. Volunteers removed 2,313 kg of rubbish from areas near our waterways, including 286 bags of litter and 178 oversized items, helping to prevent waste from entering local waterways and the wider environment. One volunteer commented: "Thanks, team, for your amazing work – keep this great kaupapa going!"



Community members at the 'Mother of All Clean Ups'



Three Waters staff at the 'Mother of All Clean Ups'

What people are telling us

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

Our team received a total of

8391
service requests
related to water and drainage.

The most common requests being:



Water leaks
3777



Water supply
1031



Water meter boxes
1009



Blockage/water not
draining
734



New residential water
connections
515

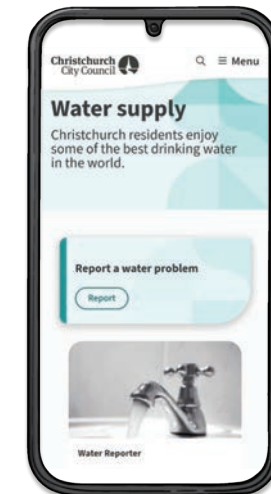
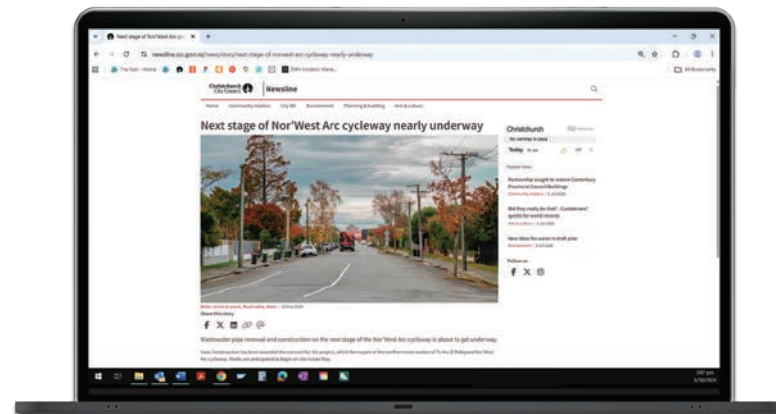
Reaching our communities

During the last quarter:

We published seven Newsline stories related to Three Waters.

The stories covered:

- Latest updates on the Wastewater Treatment Plant (live-blog with weekly additions)
- The northwest roading and water upgrade programme
- Wastewater pipe upgrades and the next stage of the Nor'West Arc construction
- The appointment of a contractor for Lincoln Road transport and water upgrades
- Information sessions ahead of the Lincoln Road works
- A study on Ōtakaro Avon River catchment flood risks
- The opening of two new reservoirs at the L'Aube Hill Water Treatment Plant.



We had **167,480** views across
our water webpages.

This represented **4.13%** of total views across the website,
and **72,167 less views** than the previous quarter.

The top five pages were:

1. Three waters asset network map showing where three waters assets are located (**12,666**)
2. Water Reporter - used by residents to check their water use (**10,706**)
3. Our floor level map for building and resource consents, flood risk and property information (**9963**)
4. The water status map showing real-time water shut-off information (**5223**)
5. The Christchurch Wastewater Treatment Plant landing page (**4201**)