

NOTICE TO

Conserve Water

#theBIG.
WaterStory

AFFECTED AREA:

Otane

Dear Customer,

As part of scheduled work in your area we will be isolating the main water feed to the Otane reservoirs. Water supply will remain, however, during this time the township will have a limited supply of water in the reservoir. For these reasons we ask you to conservatively use water throughout these stated times. Water conservation should be in effect for 8 hours on the 9th and 6 hours on the 11th.

First Date: 10.00pm – 6.00am Wednesday 9th October 2019

Second Date: 9.30am - 3.30pm Friday 11th October 2019

We apologize for any inconvenience this may cause. Every effort will be made to minimize disruption and restore the service as soon as possible.

Following the works water main flushing may be completed; however, it is possible that small deposits from this process may enter the water supply. We recommend that prior to using your washing machine or other internally plumbed appliances you run your inside tap to check water quality. We would also suggest not using your washing machine for 24 hours after the works if possible as these deposits can stain your washing.

If you experience any problems or have any questions about the work being undertaken, please do not hesitate to contact the Central Hawkes Bay District Council (24 Hours) on 06 857 8060

Regards

Kawhena Abraham

THREE WATERS SUPERVISOR



Common water supply problems and simple remedies

My water is a dirty brown or black colour

The experience of “dirty water” is due to the presence of very minute amounts of soluble compounds of iron and manganese that gradually builds up as a coating on the pipe wall. When the normal flow of water is disrupted for any reason – such as during a maintenance shutdown, a sudden break in the pipeline or use of the street fire hydrant - the iron and manganese is re-suspended in the water, causing a brown discoloration.

The water is still completely safe even though its appearance might suggest otherwise.

Usually the discoloration will gradually clear of its own accord, but in severe instances we may need to assist residents by flushing the mains in the street to restore clear water.

Please let us know if you are having such problems – we will be pleased to assist.

My water is a cloudy whitish colour

During re-filling of the water main after repairs or maintenance some air may be trapped. This is dissolved in the water under pressure and when released forms fine bubbles of air. This is the white colour that is seen. Leave some water standing in a clear glass and the white colour should disappear after a short time.

The water from my tap comes out in sudden spurts or is noisy

This may be due to air trapped in the pipe under pressure, which expands suddenly when the tap is turned on. The solution is to leave several cold water taps just cracked on slightly, allowing the trapped air to be safely bled from the line. If the problem persists, please give us a call.

My water tastes terrible or has an odour

First check your household appliances. Something as simple as a washer on the kettle that has deteriorated can cause an unpleasant taste. We may need to flush the street mains on some quieter streets or check for a valve inadvertently left turned off. Sometimes you may need to seek help from your plumber if normal checks and remedies do not clear the problem. If you are new to the district, you may just need to take time to get accustomed to the different taste.

Please contact us if you are still having difficulty – we will be pleased to help.