

Standards framework

Our standards framework at a glance



The purpose of our standards framework

The standards framework makes sure that work meets our legal obligations and is in line with our strategies and policies.

Outcome-based codes and standards

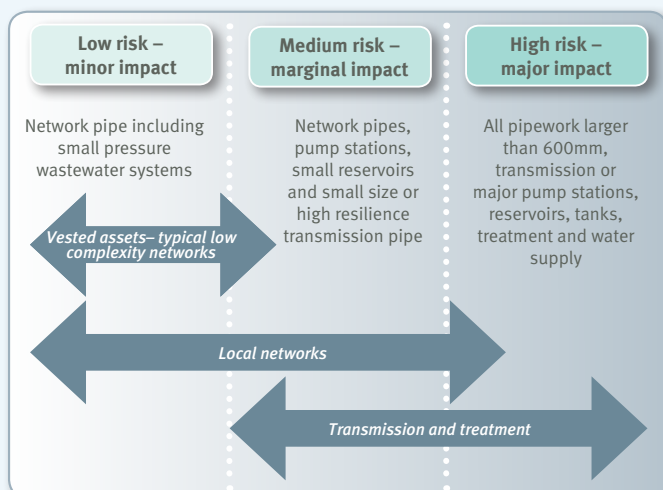
Our standards are written to achieve:

- Health and safety of our customers and people
- Legislative compliance
- Compliance with New Zealand standards
- International best practice
- Customer satisfaction
- Watercare strategic alignment
- Sound financial and asset management
- Reliability

Achieving outcomes that are the right fit

The document hierarchy in the standards framework is applied to the various parts of our infrastructure based on the asset's size and function. We also consider how complex the infrastructure is and the level of risk involved, when allowing innovation.

Scale of risk across infrastructure types



Legalities

Watercare status under legislation

- Treated as if a local authority
- Must give effect to the Council LTP

Our obligations under the Local Government Act 2009

- Manage operations efficiently, keeping overall cost at minimum with undertakings maintaining long-term asset integrity
- Not pay dividends or distribute surplus
- Regard for public safety in relation to our structures

Water and wastewater bylaw

- Any new assets vested or to be connected must comply with Watercare's relevant codes of practice and standards
- Watercare is not required to accept any vesting or connections that do not comply
- Protection of the water supply and wastewater networks as necessary to achieve obligations

Standards framework *continued*

Working with the standards framework



The bigger picture – planning for long-term strategy

New infrastructure development should consider current and future development and servicing impacts. The solutions should be the right size the first time to prevent unnecessary future cost.

Codes and standards' inter-relationships



Our standards and codes make reference to each other where the relevant documentation must be read in conjunction with each other – for example, the Auckland Code of Practice for Land Development includes our water and wastewater codes of practice for land development.

Quality products

Our material supply standard lists a number of products that comply with our specific requirements, as well as local and industry standards. Alternative products may be considered but will be evaluated against the same requirements.

Quality design and construction



Design and construction works should follow our principles and codes. By following these documents, we are able to measure the outcomes against our objectives. Any departures should be highlighted to make sure we can work with you to achieve our obligations.

Access to public and private infrastructure



The layout and position of infrastructure are important to establish where responsibility starts and ends. Apart from gravity drainage systems, we do not have ready access to infrastructure when it's located in private property, making it difficult and expensive to access and maintain. Our infrastructure should be positioned in the road reserve or public land.

Gravity systems preferred

Gravity systems are low-emission and must always be considered before solutions that require pumping.

Exceptions and departures

Sometimes, a standard solution may not be available, or there are site-specific constraints that are not addressed in our codes of practice or design principles.

We may consider alternative designs and design methods, provided that they meet requirements. Alternatives or departures may be rejected even if they involve lower construction costs.

Useful links:

www.watercare.co.nz/Water-and-wastewater/Building-and-developing/Engineering-standards-framework

www.aucklanddesignmanual.co.nz/regulations/codes-of-practice

<http://www.legislation.govt.nz/act/public/2002/0084/latest/DLM170873.html>

Legalities

Watercare's power under the Act

- Divert our services
- Require land owners to provide private drains
- Construct drains through adjoining premises
- Declare private drains to become public
- Further drainage provisions:
 - Free and uninterrupted use of private drains
 - Right to access for relaying and repairs
 - Right to contribution from owners or occupiers for compensation to repairs and upgrades
- Powers of access
- Appoint enforcement

Additional local laws

- Auckland Council water supply and wastewater network bylaw

Nuisances

- Our operations and infrastructure may not cause certain nuisances under the Health and Safety Act such as odour and noise

Offences and liability

- Watercare is liable and exposed to penalties on operational and construction deficiencies
- Liabilities and penalties on external parties for offences