



Three Waters

Quarterly Report

October to December 2025

ccc.govt.nz/water-and-drainage

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Hydro Governors Bay.

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.

The water supply teams worked tirelessly to prepare for summer, when our systems are under pressure due to increased demand.

It was also a busy period for the wastewater teams at the Christchurch Wastewater Treatment Plant as the projects to rebuild it start to take shape, demanding a high level of coordination to ensure the plant continues operating while the construction works are underway.

The stormwater team supported the Community Waterways Partnership (CWP) to finalise their Action Plan and launch their website. The team also released our Wai map - Ngā wai o Ōtautahi me Te Pātaka o Rākaihautū which was designed to help the community, especially key waterways-focused groups such as our partners in the CWP, understand our water quality measurements Wai map - Ngā wai o Ōtautahi-waterways of Christchurch.



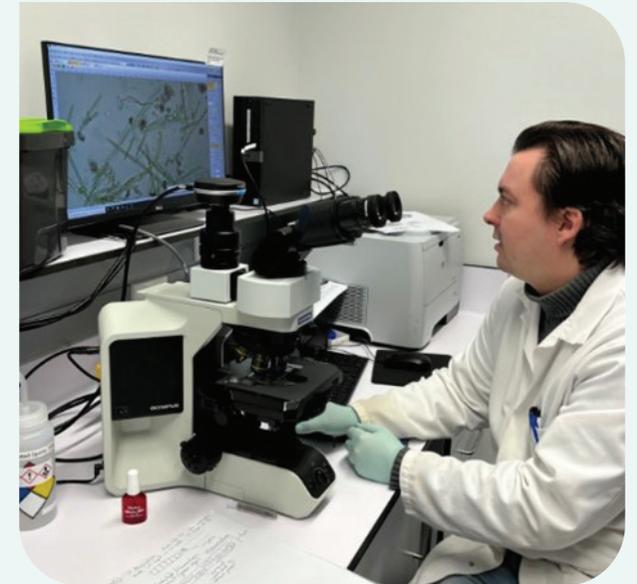
Te Kuru wetland.

IANZ accreditation for our laboratory

Congratulations to the Laboratory Team for successfully retaining the IANZ accreditation after the comprehensive audit in October. The IANZ audit team commented on how good our processes are and how well they are being followed. The Council can now offer Halo Acetic Acid and Trihalomethane analysis of drinking water, which means we now cover the main Drinking Water Standards testing requirements. The plan for next year is to embed these methods more into our day-to-day work and prepare for a full chemistry technical audit next year.

Local Water Done Well

The Three Waters Team started work on the regulatory reporting to fulfil the requirements under the Local Government Water Services Act 2025 and the future Commerce Commission Information Disclosure requirements to be released in late February 2026. These regulations set the conditions and information to be disclosed in the three waters strategies, plans and financial forecasts. The Three Waters Unit's activities to be financially ring fenced will be the water supply, wastewater and stormwater services, while flood protection will not be ring fenced.



Our laboratory.

A snapshot of our network

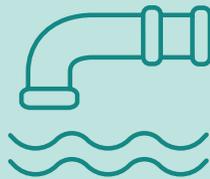
We're responsible for more than you might think...

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 – October to December 2025



99% (395 out of 401)

of water supply resource consent conditions are compliant.



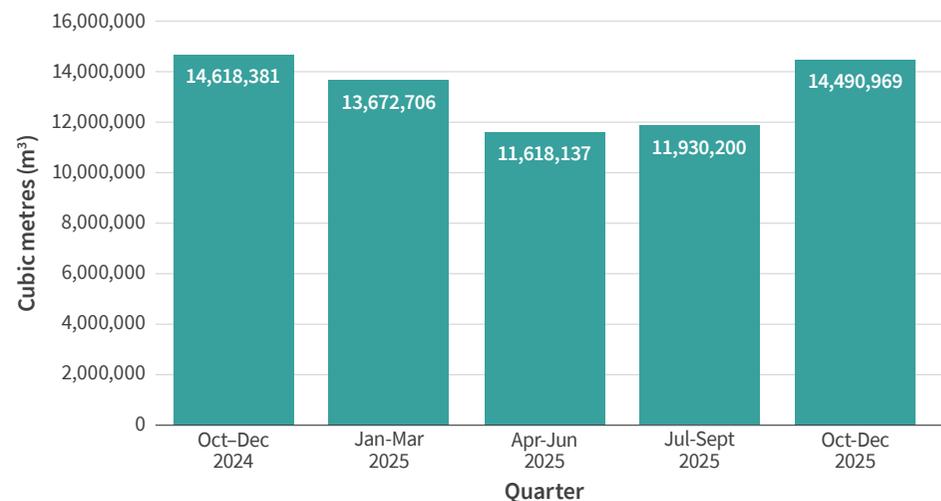
14,490,969m³

Water supplied across the district

The total water supplied across the district showed a slight decrease of 0.9% 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
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
October–December	2025	14,367,021	123,948

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		Oct-Dec 2025
Water supply	Capacity reviews for new development	179
	Subdivisions consented	8
	Engineering reviews and acceptance for new subdivisions	12
	Cost share development agreements concluded	0



10 incidents

reported to the Water Services Authority – Taumata Arowai (more about this on page 13).

Community Drinking Water Stations

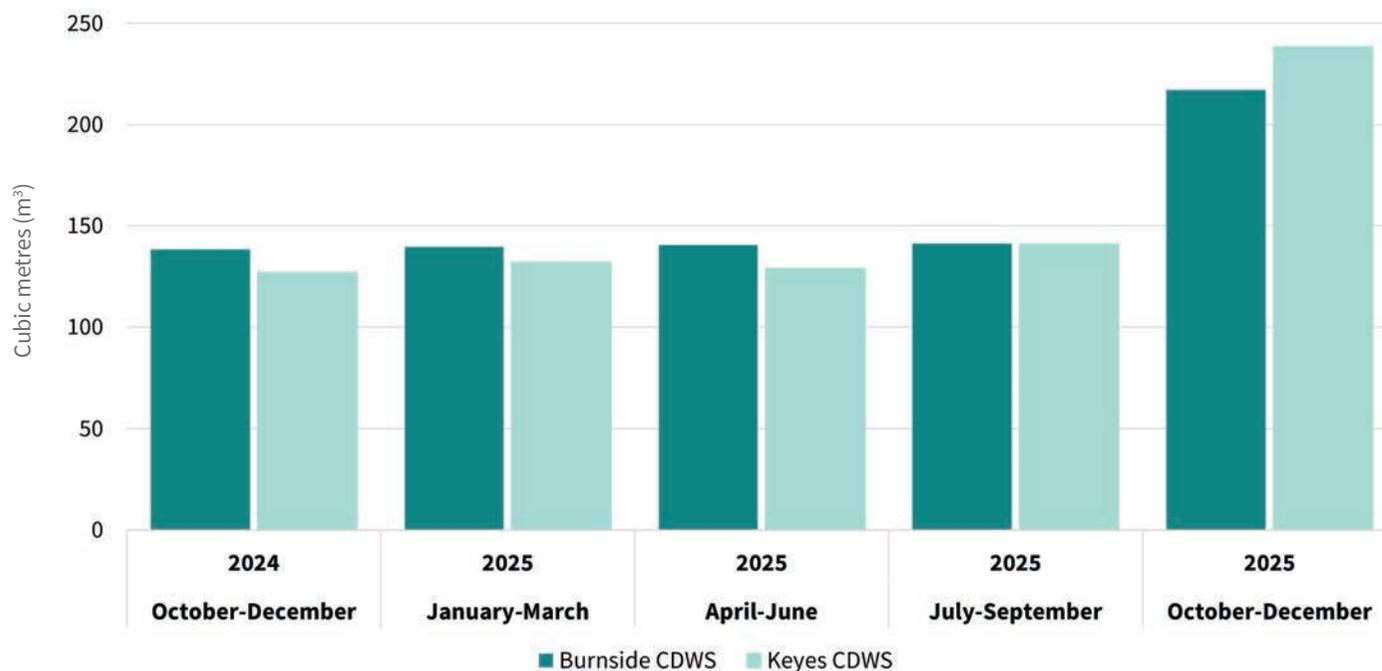
Since August 2024, we have monitored the two Community Drinking Water Stations (CDWS) that provide chlorine-free water at Burnside and Keyes water treatment plants (Burnside Park and New Brighton Olympic Athletic Club respectively). Our community is making great use of them, with an average of more than 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 April 2026.



Chlorine free water station on Keyes Road, New Brighton.

Water supplied at the Community Drinking Water Stations per quarter



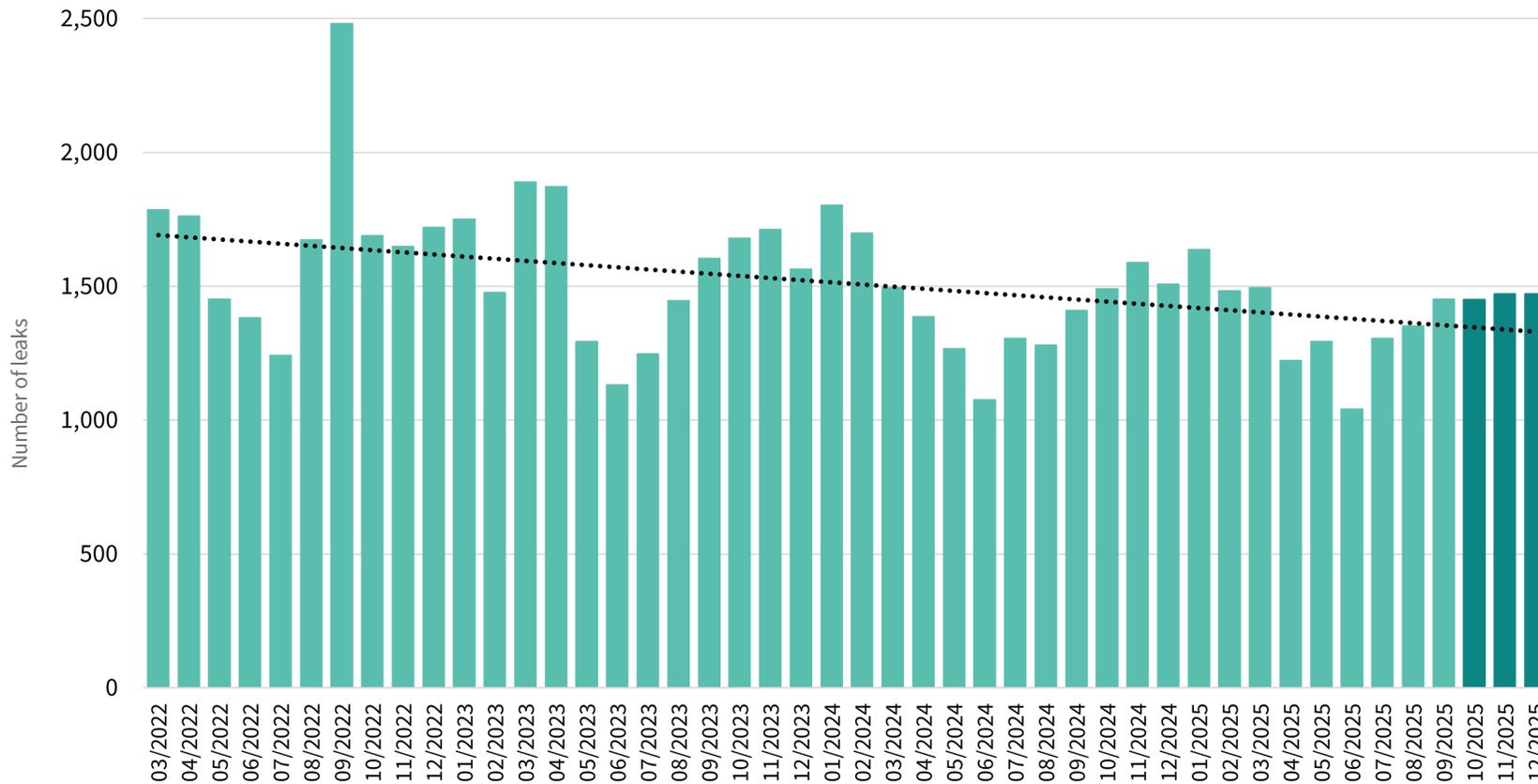
Leak repairs

4393

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



Water losses

There are three ways we identify network and private leaks:

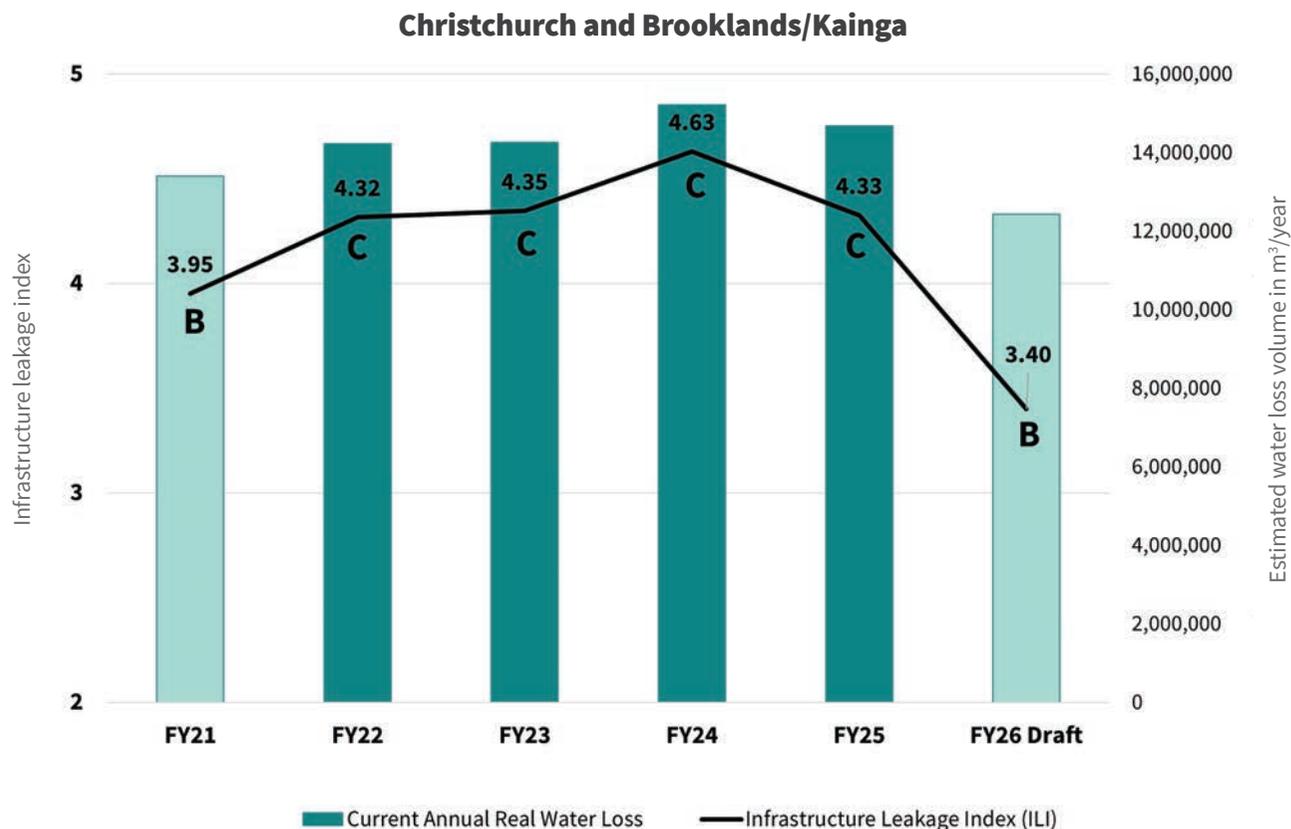
1. When the public reports them through Snap Send Solve or calls our call centre
2. By monitoring our smart water network (pressure loggers and smart water meters)
3. Proactive leak detection through our Leak Detection Contract

The Leak Detection Contract focuses on monitoring 25% of the water supply network each year, and we use those results to focus our efforts on repairing leaks in the lower performing zones. As the contract has a proactive approach, the leaks identified are generally underground and not visible to the public, while leaks reported by the public are visible leaks and trigger a reactive repair or renewal.

We have received the 2025 Leak Detection Contract report and the results are promising.

There was a reduction in the estimated real water losses since 2024 in Christchurch and Banks Peninsula. Here is a snapshot of the interim results for Christchurch and Brooklands/Kainga as an example.

Financial year	Christchurch and Brooklands/Kainga
FY24	15,219,840 m ³ /year
FY25	14,680,131 m ³ /year
FY26 (draft)	12,432,893 m ³ /year



Water losses (continued)

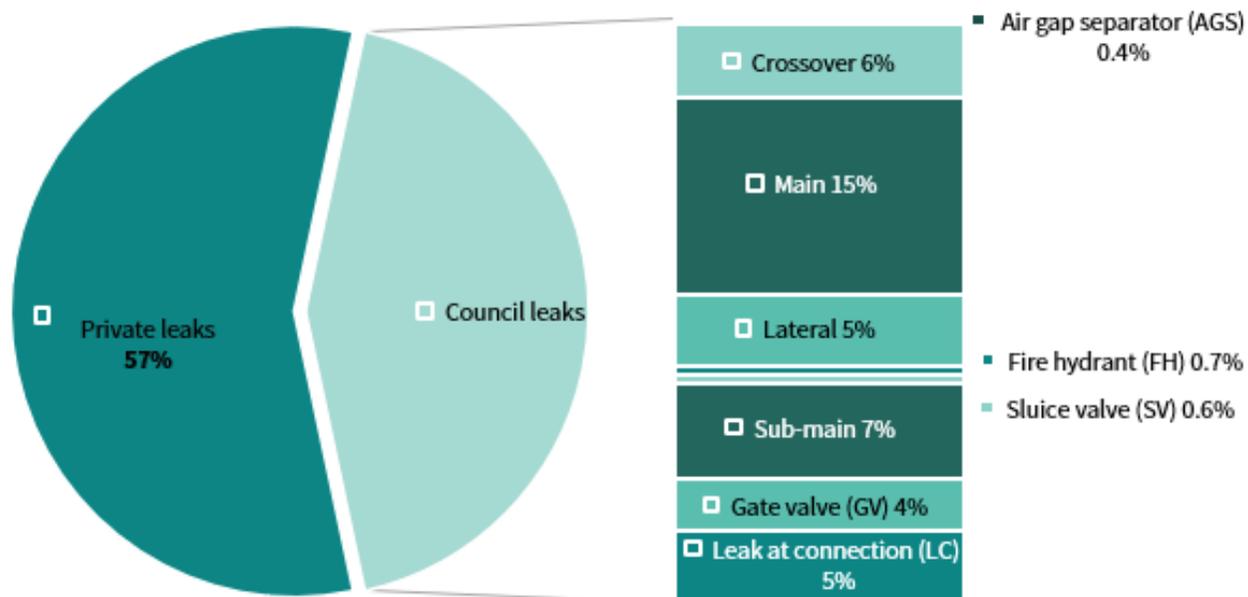
To monitor and score our infrastructure performance, we follow WaterNZ guidelines, which are based on international recognised water loss performance management. The Water Service Authority-Taumata Arowai also requires that we report the infrastructure leakage index (ILI) of our networks each year. The ILI is used to classify the performance of water distribution networks regarding physical losses based on different bands:

ILI range	Band	Brief description
Less than 2	A	Further loss reduction may be uneconomic.
2 to <4	B	Requires minor improvements in active leakage control.
4 to <8	C	Needs intensification of non-revenue water (NRW) reduction efforts.
8 or more	D	Immediate action is required to fix severe inefficiencies.

The water loss management efforts have led to a reduced water loss volume and a lower infrastructure leakage index (ILI) at an overall Category B in Christchurch and Banks Peninsula. We now want to focus on improving the ILI to achieve Category A.

It's important to note, that the volume of water losses includes private leaks. This is due to the inability to undertake a water balance across the city, which will be addressed once the smart water meter roll-out project covers the entire network. Under the Leak Detection Contract, we estimate that private leaks represent about half of the volume of water we report as water losses, and this figure has been consistent since the water excess use charges were introduced. Before that, the private leaks represented a higher percentage of the overall volume of water lost.

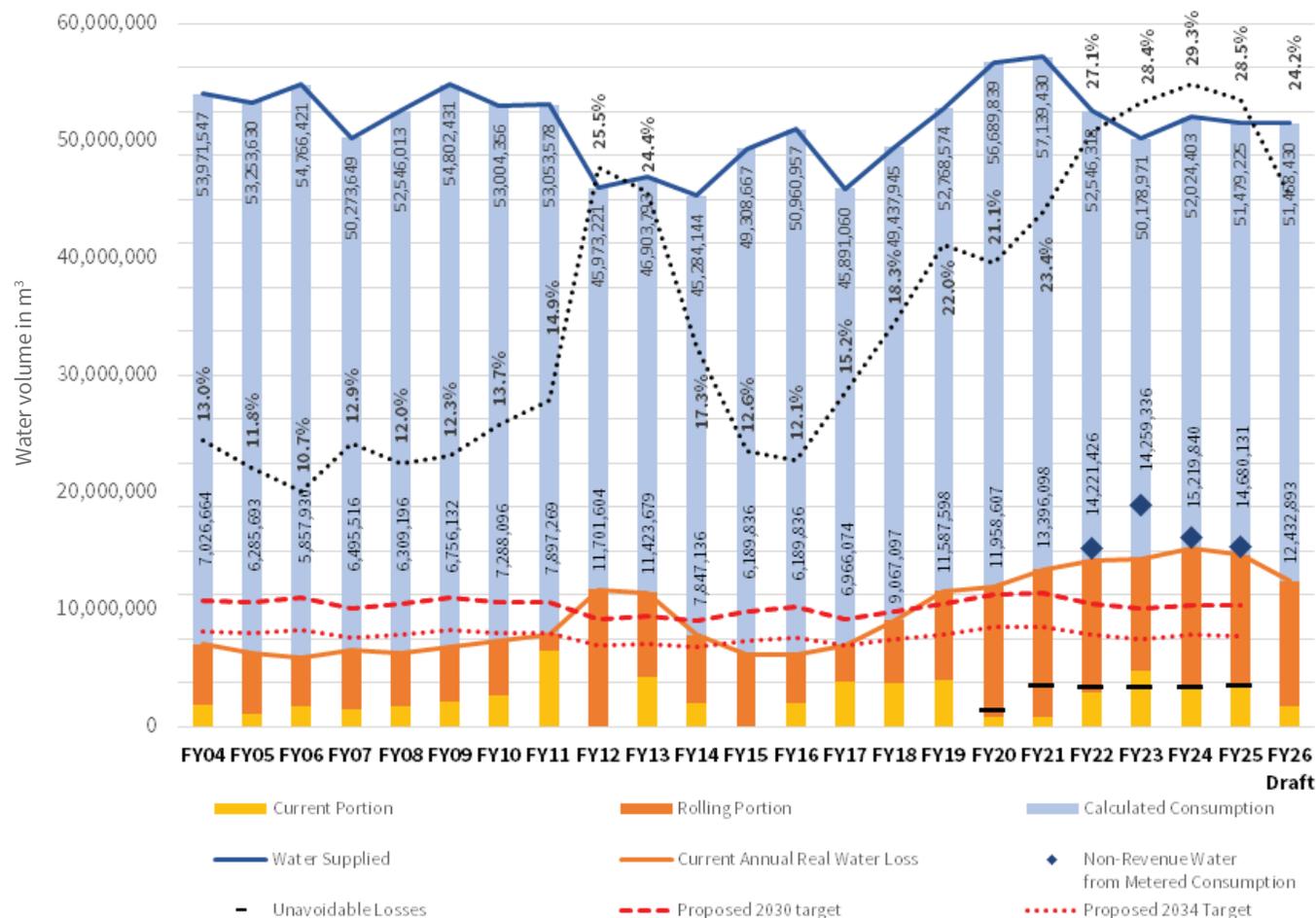
Water loss contract findings – Relative flow rates of private/public leaks by type 2025



Water losses (continued)

- Current portion: the annual real losses for the portion of the city we worked on during that year
- Rolling portion: the annual real losses for the rest of the city that we didn't test
- Calculated consumption: water supplied to the system minus calculated water real losses
- Non-revenue water from metered consumption: water supplied minus metered consumption (residential and commercial)
- Proposed targets: for current annual real water losses (2030: 20% of water supplied, 2034: 15% of water supplied).

Overview of water losses – Christchurch and Brooklands/Kaianga

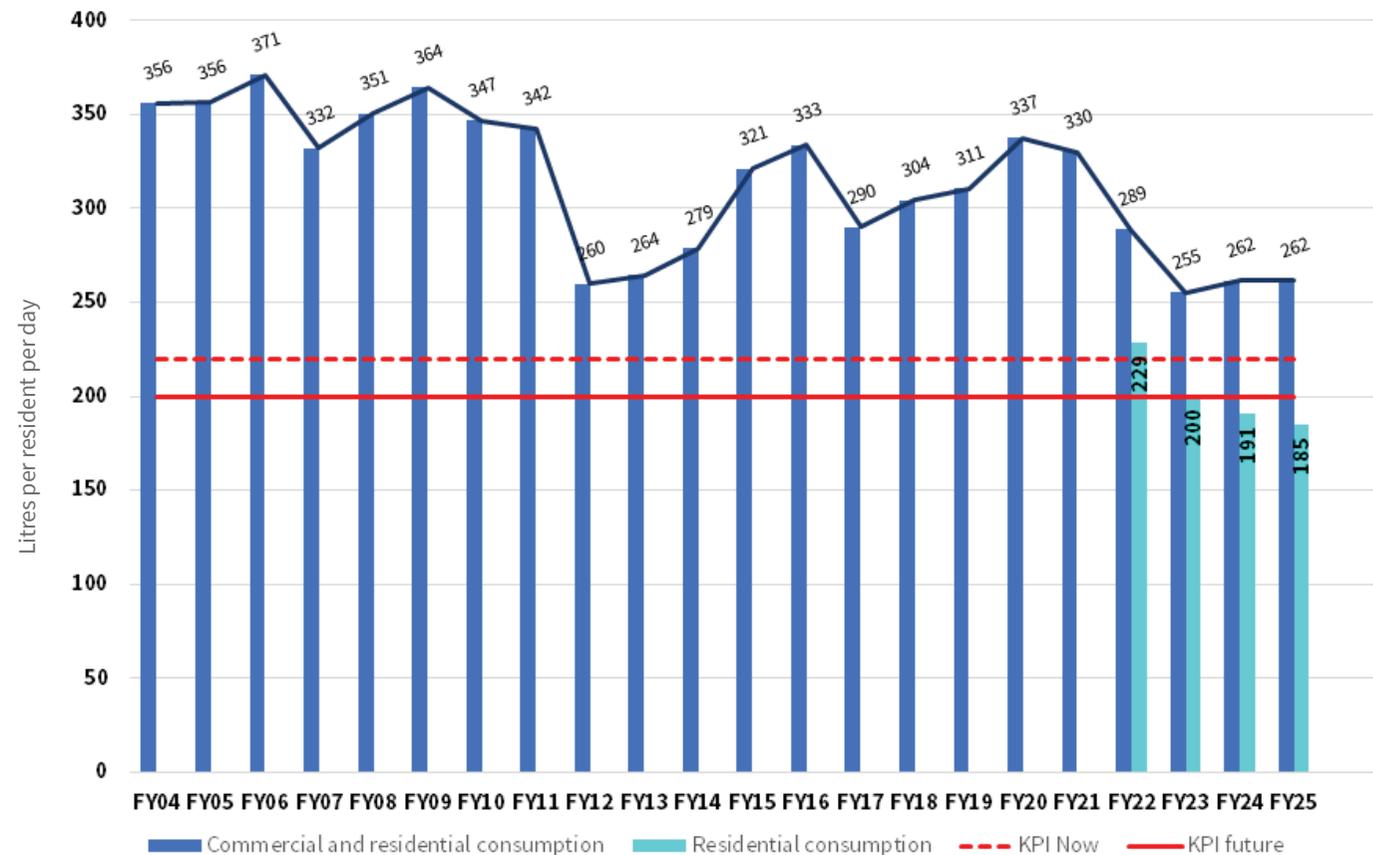


Water consumption

The Council encourages residents to use less water through excess water use charging and education. While these have an impact on customer behaviour there are also other factors, including rainfall and temperature, which have an impact. This graph shows average drinking water consumption rates (average litres per resident per day).

The Department of Internal Affairs has changed the methodology used to calculate drinking water consumption that we use to report on our levels of service. For this reason, we will request a change in the KPI target that reflects the new methodology.

Average residential consumption of drinking water in litres per resident per day



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 have completed the installation of a protozoa barrier at Tanner, meaning that we are now compliant.
- 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 filtration in place, and because the Wainui Treatment Plant bore is shallower than 30 metres it also requires a protozoa barrier. We finished installing a UV barrier at the Wainui Treatment Plant in December 2025 and now 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.



13/14 distribution zones were compliant during the quarter.

(Please note, in the last report there would have been 17 zones. Since this quarter, 3 zones (Lyttelton, Diamond Harbour and Governors Bay) have been merged into the Ferrymead zone for consistency and compliance purposes.)

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 January to March 2026

We submitted to the Water Services Authority-Taumata Arowai consultation on its review of the Drinking Water Quality Assurance rules for larger supplies (level 3 rules) in November 2025. The updated rules are expected to be released in April 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.

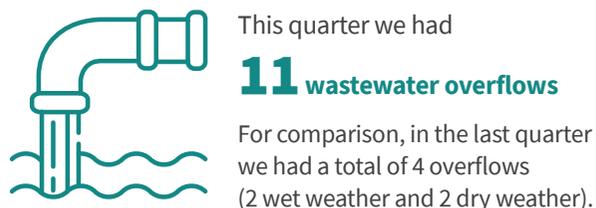
These are the controllable non-compliances recorded during the last quarter:

Supply details	Drinking water safety, compliance or sufficiency category	Notification ID	Date	Details
CHR009 Christchurch	Water is non-compliant	NOT-00010277	30/10/2025	Grassmere Treatment Plant pumped unchlorinated water for six hours (approximately 1300 m3) due to a failure to act on a PiP chlorine alarm.
CHR009 Christchurch	Unplanned restricted or interruption longer than eight hours	NOT-00010282	01/11/2025	Burst main repair at Olliviers Street in Linwood took longer than eight hours to complete as a location detection contractor was required to attend site before the repair to confirm the position of other pipes and services.
CHR009 Christchurch	Unplanned restricted or interruption longer than eight hours	NOT-00010376	19/11/2025	Complex leak repair at 9 Kaikomako Place in Cass Bay took longer than eight hours to complete.
CHR009 Christchurch	Unplanned restricted or interruption longer than eight hours	NOT-00010427	28/11/2025	Tanner Treatment Plant pumped unchlorinated water for three hours when a controller was left in the manual setting which inhibited the automatic chlorine controls.
CHR009 Christchurch	Water is non-compliant	NOT-00010514	13/12/2025	Carters Treatment Plant pumped unchlorinated water for four hours and 30 minutes. This was caused by the “gassing-off” of the sodium hypochlorite on site which resulted in the chlorine dosing pump being blocked by bubbles. Due to simultaneous changes in the PiP system, alarms indicating that the pump was being affected by bubbles were not being received.
CHR009 Christchurch	Water is non-compliant	NOT-00010534	16/12/2025	A momentary power “brown-out” event occurred which resulted in several Treatment Plants in Christchurch shutting down. When Avonhead Treatment Plant restarted after power was restored, the chlorine dosing pump went faulted and did not restart. As Avonhead Treatment Plant is at the highest elevation in the Northwest Zone the network controller chose to keep the plant running to maintain pressure in that part of the zone.
PIG001 Pigeon Bay	Unplanned restricted or interruption longer than eight hours	NOT-00010503	05/12/2025	A significant drop in flow from the Dick Stream spring source caused the treatment plant to shut down. Customer connections were shut off to conserve the remaining treated water in the supply.
WAI138 Wainui	Drinking water is or maybe unsafe	NOT-00010470	05/12/2025	Failure of a fitting in the Wainui Treatment Plant, and the inability to isolate the treatment plant from the wider network in a timely manner, caused the entire treated water capacity to empty out of the network through the treatment plant building.

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 – October to December 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		Oct-Dec 2026
Wastewater	Capacity reviews for new development	202
	Subdivisions consented	8
	Engineering reviews and acceptance for new subdivisions	10
	Cost share development agreements concluded	0

Wastewater overflows		
Weather conditions	Number of overflows	Cause
Wet weather	5	High rainfall
Dry weather	6	Blocked sewer



Non-compliance figures – October to December 2025

We had no new significant non-compliances recorded during the 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.

It was a busy quarter at the Christchurch Wastewater Treatment Plant with the appointment of main contractor HEB Construction. Site preparation was also completed with construction proper set to kick off in the new year. This major milestone will deliver a modern treatment system that addresses odour issues caused by the fire, increases capacity for growth, and supports long-term environmental performance. A community meeting took place in December and we had staff and contractors on-hand to provide updates and answer questions about everything happening at the plant.



An aerator in action at the Christchurch Wastewater Treatment Plant.

Monitoring and ops



15.6 million m³
total treated wastewater.



0 times
H₂S went over 0.03ppm.



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



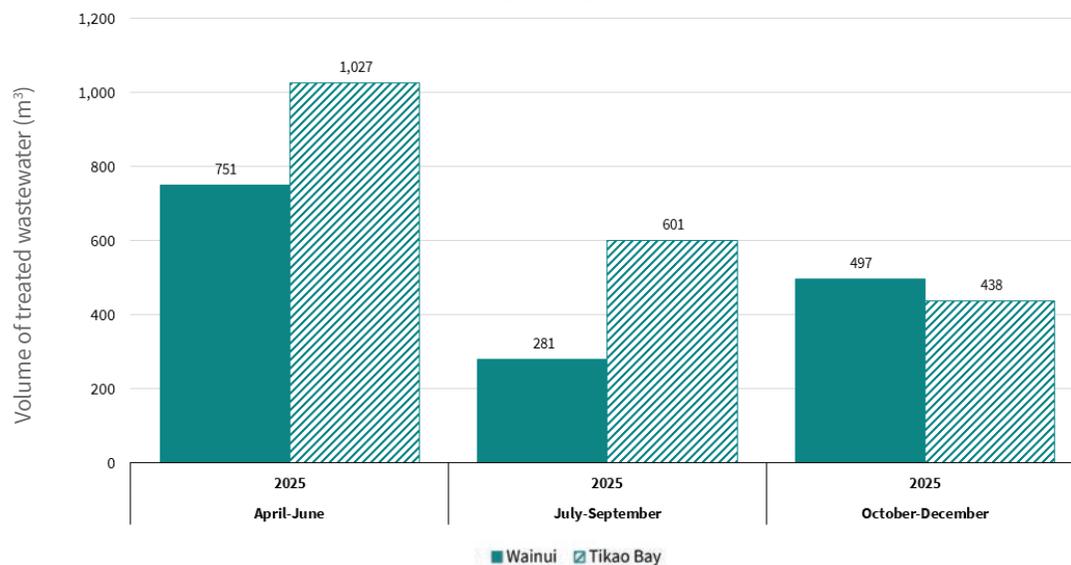
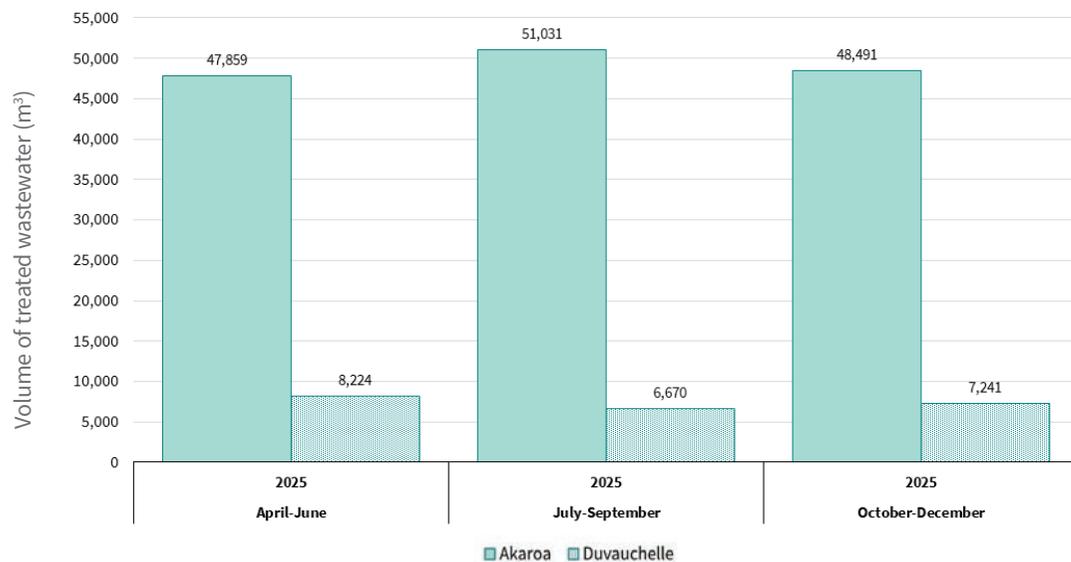
3007
webpage views.



5
e-newsletters.

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 – October to December 2025



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

Our activities

- Completed Industrial Stormwater Discharge Licence audit quota for the calendar year.
- The Council and ECan had a joint stall at the CONZSTRUCT Expo in October, where there was plenty of interest from local trades people, project managers and suppliers about best practice ESC and where the stormwater from their site ends up. A lot of people wanted our Building on Small Sites guides, as well as a chocolate fish.



Christchurch City Council and Environment Canterbury stand at CONZSTRUCT.

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		Oct–Dec 2025
Stormwater	Floor levels reviews and advice	1429
	Discharge approvals	292
	Subdivision reports/conditions	11
	Cost share development agreements concluded	0

The quarter ahead January to March 2026

The Community Waterways Partnership will undertake research into community practices and systemic factors that contribute to stormwater contamination. This will provide insights to support an effective behaviour-change programme to prevent pollutants entering the network.

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

- The Community Waterways Partnership continues to grow, with New Zealand Landcare Trust joining the partnership this last quarter.
- During this financial year, we have funded nine community projects through the CWP contestable fund, supporting waterways education, community freshwater monitoring, plus riparian restoration and clean-up initiatives.
- The Community Waterways Partnership Annual Hui in November 2025 brought partners together to reflect on progress and strengthen collaboration. Keynote speakers shared Ngāi Tahu perspectives on freshwater issues and practical community actions to improve waterway health. Catchment workshops highlighted strong community-led restoration alongside ongoing challenges, and the day concluded with a guided walk along the Ōtākaro-Avon River. The hui had an excellent turnout, including councillors from Christchurch City Council and Environment Canterbury, and received very positive feedback.
- The CWP launched its [website](#), providing a central hub for information, connection, and support for people and groups working to improve the health of local waterways.
- The [Wai map](#) – a Waterways Assessment Index was launched by the Three Waters Unit, with input from the CWP, as a public-facing online tool to support the understanding of freshwater quality across the city. Partnership members will continue to provide feedback to support the ongoing development of this tool.



Workshopping in action.



The Community Waterways Partnership Annual Hui in November 2025.

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

9829
service requests
related to water and drainage.

The most common requests related to:



Water leaks
4784



Water supply
1270



Water meter boxes
1195



Blockage/water not draining
924



New residential water connections
327

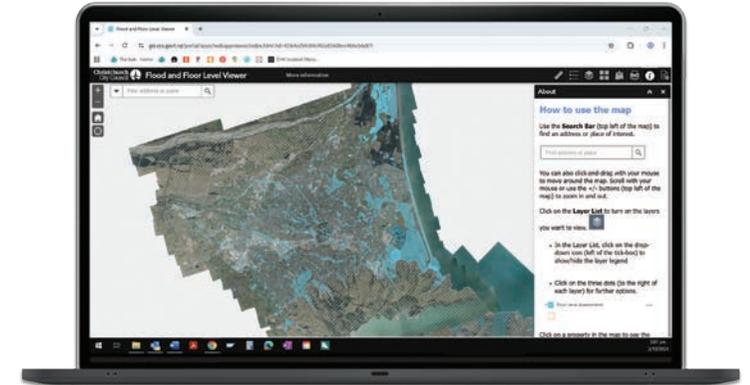
Reaching our communities

During the last quarter:

We published 15 Newsline stories related to Three Waters.

The stories covered:

- Extra water storage for Banks Peninsula fire fighting.
- A profile of our water laboratory.
- Midge season approaching.
- Wastewater upgrades on Buchanans Road.
- The approval of our Water Services Delivery Plan.
- Online flood map updates.
- Safety and water upgrades on Harewood Road.
- Marine Parade renewal project starting.
- Infrastructure projects winning at the Civil Contractors New Zealand (CCNZ) Canterbury Awards.
- Activated Sludge Reactor construction starting.
- Water quality tool - Wai map - launching.
- Water and roading infrastructure upgrades in the northwest.
- Marine hotels provide insights into Lyttelton Harbour health.
- 'Super week' of water supply pipe construction on Harewood Road.
- Water like you oughta this summer.



We had **122,635** views
across our water webpages.

This represented **4.12%** of total views across the website, and **49,371 more views** than the previous quarter.

The top five pages were:

1. Our floor level map for building and resource consents, flood risk and property information (**19,833**)
2. Water Reporter - used by residents to check their water use (**19,714**)
3. Three waters asset network map showing where three waters assets are located (**11,222**)
4. The water status map showing real-time water shut-off information (**7208**)
5. Water charges page with information about excess water charges (**4374**)