

Hutt City Council aims to provide a stormwater system to manage rain water run-off from residential, commercial and industrial properties, roads, parks, reserves and other land efficiently and in a way that meets the needs of the community, while protecting our environment, and minimising property damage, disruption and danger to the community from flooding.

While the stormwater system is designed to a defined standard, which compares favourably with those in urban areas elsewhere in New Zealand, it is not capable of discharging rainwater run-off from all storm events. It would not be economically sound for ratepayers to try and provide a stormwater system that will manage all storm events therefore there will be occasions when flooding will occur.

All stormwater drains discharge to waterways. It is therefore imperative to ensure that no foreign matter is discharged into stormwater drains. If you are unsure as how to dispose of certain materials eg paint, oil etc please contact the Council who will assist in this matter.

## **Stormwater Point of Service – Who owns what?**

Our point of service for stormwater services is the junction connection on the Council main (pipeline). Where a property is serviced by a pipeline draining to the road kerb, the point of service is the road kerb. We are responsible for maintaining the stormwater system up to and including the point of service.

You own and are responsible for all drains, pipework and plumbing which service your property and which are upstream of the point of service.

## **Stormwater Service Standards**

We aim to achieve the following standards in the provision of stormwater services:

### **Service Availability**

- The stormwater service to your property is available at least 99.9% of the time.
- Interruptions to the stormwater service to individual properties do not exceed 24 hours at any one time.

### **Environmental**

- 100% compliance with Resource Management Act Consent conditions.

### **Courtesy**

- Property owners or occupiers affected by planned maintenance or upgrading will be notified at least 24 hours before the work commences.
- Reasonable efforts will be made to notify the property owner or occupier before urgent work is carried out on private property and written notification of work will be provided.
- Employees and contractors of Hutt City Council will carry identification which they must show you if they need to enter your property.
- We will reinstate any private property disturbed by us or our contractors to a

standard as close as practical to that existing before the work was carried out.

- We will assist you to determine the location of any public stormwater pipelines within your property.

### Target Response Time

- Respond to urgent work requirements (serious flooding, significant health and/or safety risk and environmental risk) within one hour.
- Respond to non-urgent work requirements (nuisance or partial disruption to stormwater service) within 24 hours.
- Respond to routine work requirements within five working days.

### You can help protect your stormwater system and our environment by doing the following:

- Taking all reasonable care to avoid damaging public stormwater pipes, which pass through your property, and ensuring that our ability to obtain prompt access to these pipes is not unduly restricted.
- Not planting trees or shrubs on your property within a 1.5 metre radius of buried stormwater pipelines.
- Separating your stormwater (rainwater) from your wastewater. The entry of stormwater into the wastewater system can cause the wastewater system to quickly become overloaded, and lead to overflows of sewage.
- Maintaining your stormwater drainage system in good condition and in compliance with the requirements of the New Zealand Building Code, thereby minimising the likelihood of flooding to occupants of your property.
- Not discharging motor oil, fuels, solvents, toxic substances, or any other contaminants into the stormwater system.

By taking these precautions you can help to minimise future costs to ratepayers.

### Let Us Know

If you are aware of any problem with our stormwater system, or if you have an inquiry please let us know. For information or to report a problem, contact the Customer Call Centre on 04-570 6666 or see the contact details on this sheet.