

Letter ONE

Date

«Name»
«Address»
«Address1»
«Address2»
«Town»
«PostalCode»



Customer Services
P. 03 353 9007 or 0800 324 636

PO Box 345
Christchurch 8140

P. 03 365 3828
F. 03 365 3194
E. ecinfo@ecan.govt.nz

www.ecan.govt.nz

Dear Sir/Madam

[CRC Number]

Have you installed a water measuring device(s) on [Well Number], and supplied Environment Canterbury with the appropriate information?

We are contacting you because you have a water take consent of 10l/s or more and we do not have a record of you having a water measuring device installed.

This is a requirement under the Resource Management Act, and the deadline for installing a water measuring device has passed. To ensure that we have the most up to date information and that all consent holders have installed a water measuring device we will be contacting consent holders over the next few weeks.

If our records are out of date and you have installed a device and provided the appropriate information to us, please get in touch so we can update them.

If you haven't installed a measuring device or provided the required certificates please contact your service provider to ensure this happens, and let us know what action is being taken.

Measuring and managing your water use can save you time and money and is part of implementing industry-agreed good management practice. The majority of consent holders in Canterbury have already taken action.

Please provide a written response to water.metering@ecan.govt.nz to let us know your situation and to provide the documentation or phone Customer Services on 0800 324 636 if you have any questions.

Please find attached a flyer with further information and a list of approved service providers is available at www.ecan.govt.nz/watermetering.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Marty Mortiaux".

Marty Mortiaux

Regional Manager Monitoring and Compliance

Your Reference:
Contact:

Customer Services

Letter TWO



Date

75 Church Street
PO Box 550
Timaru 7940
P. 03 687 7800
F. 03 687 7808
E. ecinfo@ecan.govt.nz
Customer Services
P. 0800 324 636
www.ecan.govt.nz

Address

Dear Sir/Madam

Record Number: CRC

We are writing to you because our records show you haven't installed a water measuring device for your water take on Bore/SWAP XXXXXX for CRC

Commented [A1]: Fill in

We recently contacted you to remind you that the national regulations require you to do this and that you are currently non-compliant with these requirements. Action needs to be taken immediately to avoid compliance costs.

The Resource Management (Measurement and Reporting of Water Takes) Regulations requires all consent holders with a take of 10 litres per second or more to have installed a water measuring device and data logger. The devices are also required to be verified to meet accuracy standards.

Measuring and managing your water use is an important part of good management practice and thousands of people around Canterbury have already taken action and are enjoying the benefits including saving time and money.

Please contact your service provider to arrange for a water meter and/or data logger to be installed to ensure you are compliant.

Once you have had a device installed and verified, a copy of the certificates must be submitted to Environment Canterbury.

To avoid any compliance follow-up costs, please provide a written response to Environment Canterbury via watermetering@ecan.govt.nz by XXXX advising that:

Commented [A2]: 10 working days of letter issue date

- a. A water meter and/or data logger has been installed on the relevant bore/SWAP. Please provide a copy of the installation and verification certificates.

OR

Our Ref:
Your Customer No:
Contact: Customer Services

- b. You have contacted a service provider and made arrangements for the devices to be installed and verified. Please include the service provider and the date booked for the installation.

If you do not take the above steps a site visit may be undertaken at the cost of the consent holder and/or enforcement action will be taken.

Please find attached a flyer with further information and a Water Measurements Systems booklet; a list of approved service providers is available on the Environment Canterbury website (<http://ecan.govt.nz/advice/your-water/water-metering/Pages/Default.aspx>). A copy of the installation and verification certificates that need to be submitted are additionally attached.

If you have any questions or require further information, please contact Customer Services on 0800 324 636.

Commented [A3]: Attach1 flyer
<http://ecan.govt.nz/services/resource-consents/Pages/forms-booklets.aspx>

Yours sincerely



Marty Mortiaux
Regional Manager Compliance and Monitoring

Letter THREE



Date

Address

75 Church Street
PO Box 550
Timaru 7940
P. 03 687 7800
F. 03 687 7808
E. ecinfo@ecan.govt.nz
Customer Services
P. 0800 324 636
www.ecan.govt.nz

Dear Sir/Madam

Record Number: CRC

We are writing to you because our records show you haven't provided us with an installation and / or verification certificate on the water measuring device for Bore/SWAP XXXXXX for Resource Consent/s CRCXXXX.

- Commented [A1]: Fill in
- Commented [A2]: Select
- Commented [A3]: Fill in

We recently contacted you to remind you that the national regulations require you to do this and that you are currently non-compliant with these regulations. Action needs to be taken immediately to avoid compliance costs.

The Resource Management (Measurement and Reporting of Water Takes) Regulations requires all consent holders of water use permits with a take of 10 litres per second to install a water measuring and recording device and provide installation and verification certificates to Environment Canterbury.

The deadlines in the Resource Management Regulations have already passed so action needs to be taken now to avoid compliance action and the associated costs.

Please contact your service provider immediately to arrange for installation and verification certificates to be submitted to Environment Canterbury by XXXX.

Commented [A4]: Put date 10 working days from letter date

If your water measuring device has not been verified, please contact your service provider to arrange for a verification to be carried out. Please provide a written response to Environment Canterbury via watmetering@ecan.govt.nz by XXX to confirm that you have contacted a service provider and provide the date booked for the verification to be undertaken. Please then arrange for installation and verification certificates to be submitted to Environment Canterbury.

Commented [A5]: Put date 10 working days from date of letter

These forms can either be emailed to watmetering@ecan.govt.nz or submitted online. Your service provider will be aware of both of these options. Please find attached a copy of the installation and verification forms for your use.

Commented [A6]: Attached copy of installation and verification forms found here. <http://ecan.govt.nz/services/resource-consents/Pages/forms-booklets.aspx>

Our Ref:
Your Customer No:
Contact: Customer Services

Failure to comply with the regulations may result in a site visit at the cost of the consent holder and enforcement action could be taken.

If you have any questions or require further information, please contact Customer Services on 0800 324 636.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'M. Mortiaux', is positioned below the text 'Yours sincerely'.

Marty Mortiaux
Regional Manager Compliance and Monitoring

Letter FOUR



75 Church Street
PO Box 550
Timaru 7940
P. 03 687 7800
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E. ecinfo@ecan.govt.nz
Customer Services
P. 0800 324 636
www.ecan.govt.nz

Date

Address

Dear Sir/Madam

Record Number: CRC

We are writing to you because you have told us you are no longer the owner/user of bore/s/SWAP/S XXXXX on Resource Consent CRC

OR

We are writing to you because you have told us you no longer use/intend to use the proposed bore/s/SWAP/S XXXXX on Resource Consent CRC for water abstraction.

OR

We are writing to you because you have told us that you do not require the full allocation of water consented for bore/s/SWAP/S XXXXX on Resource Consent CRC

Commented [A1]: Select

Commented [A2]: Use for surrenders or admin change and fill in

We recently contacted you to remind you that the national regulations require you to do this and that you are currently non-compliant with these regulations. Action needs to be taken immediately to avoid compliance costs.

The Resource Management (Measurement and Reporting of Water Takes) Regulations required all consent holders with a take of 10 litres per second or more to have installed a water measuring device and data logger. The devices are also required to be verified to meet accuracy standards.

The deadlines in the Resource Management Regulations have already passed so action needs to be taken now to avoid compliance action and the associated costs.

Choose one of the following

You now need to transfer this bore/consent to the current owner/user, or surrender it, if it is no longer required.

Commented [A3]: Select

This means you will no longer be legally responsible for the consent and any enforcement or compliance costs.

We have attached a surrender/transfer, please complete the form and submit to Environment Canterbury by XXXX.

Commented [A4]: Put date 10 working days from date of letter

Commented [A5]: Put date 10 working days from date of letter

Please provide a written response to Environment Canterbury via watmetering@ecan.govt.nz by XXX to confirm the action that you have taken.

Commented [A6]: Use for transfer and surrenders

Our Ref:

Your Customer No:

OR

You now need to remove this bore from the consent (there is no cost for this) by providing written confirmation of this to Environment Canterbury by XXXX.

This means you will no longer be legally responsible for the consent and any enforcement or compliance costs.

Please provide a written response to Environment Canterbury via watermetering@ecan.govt.nz by XXX to confirm the action that you have taken.

Commented [A7]: 10 working days from date of letter

Commented [A8]: Attach appropriate form (surrender, change of conditions, reduction of take) transfer from <http://ecan.govt.nz/services/resource-consents/Pages/forms-booklets.aspx>

Commented [A9]: Put date 10 working days from date of letter

Commented [A10]: Use for admin change

OR

You now need to apply for a reduction of rate of take to alter the conditions of your consent. This will be to reduce the rate of take to less than 5 litres per second.

Please provide a written response to Environment Canterbury via watermetering@ecan.govt.nz by XXX to confirm the action that you would like to take. Environment Canterbury will then contact you to discuss what is required to carry out this process.

Commented [A11]: Put date 10 working days from date of letter

Commented [A12]: Use for change of conditions or reduce rate of take change of conditions

Generic letter continues

If you do not take the appropriate action and advise Environment Canterbury of your progress enforcement action may be taken in accordance with the Resource Management (Measurement and Reporting of Water Takes) Regulations 2010.

If you have any questions or require further information, please contact Customer Services on 0800 324 636.

Yours sincerely



Marty Mortiaux
Regional Manager Compliance and Monitoring

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