



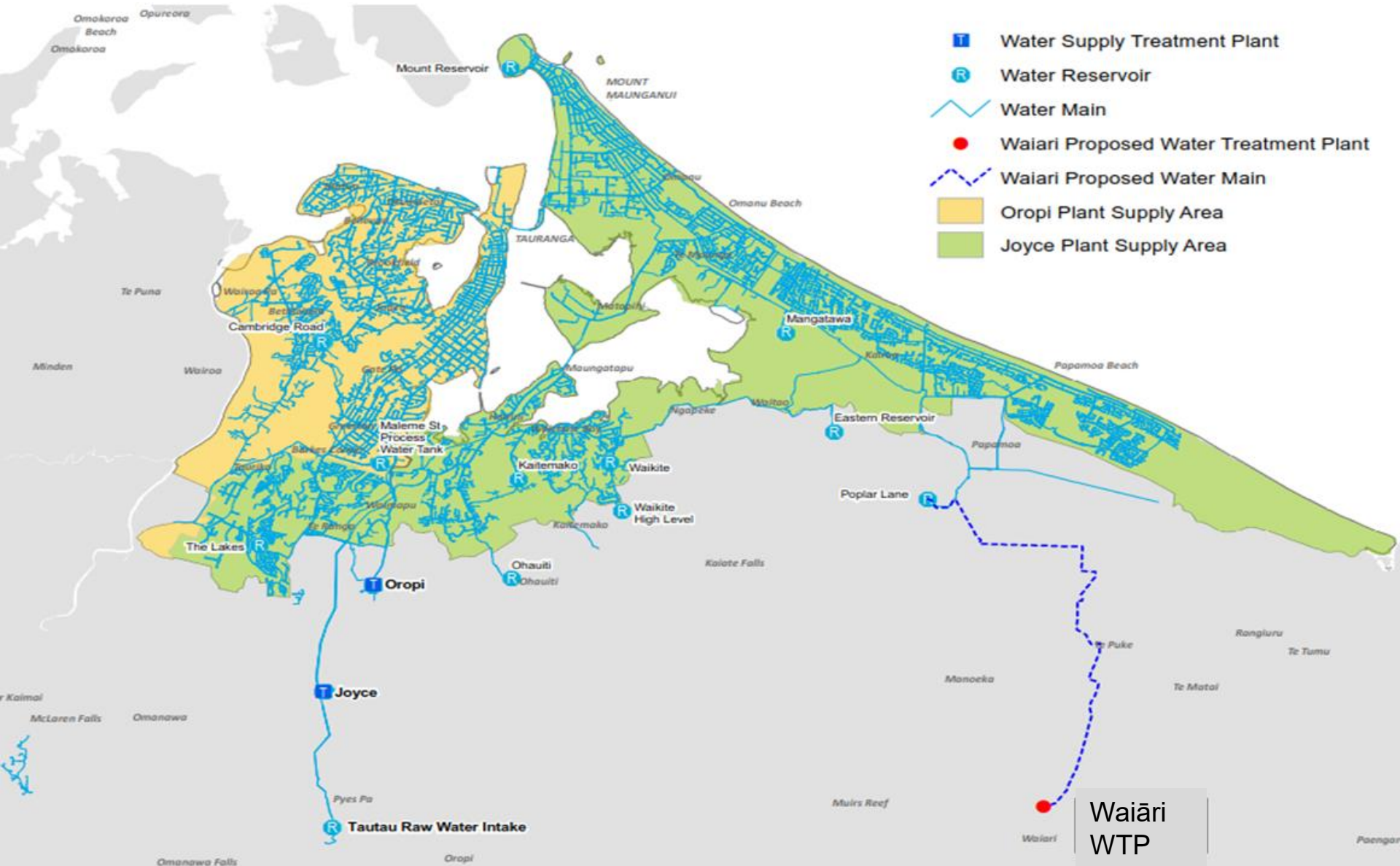
# Backflow Protection Compliance Challenges / Implementation

Water NZ Drinking Water Protection Conference: 1 August 2023



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# TCC Water Supply



# What's the Big Deal About Backflow

- Swiss Cheese Effect
- What is the real risk??
- Likelihood vs. Consequence
- It's all about providing Safe Drinking Water

# Water Supply & Backflow



Backflow Prevention has always been part of the Water Supply Practice



Legislative direction – Building Act, Health Act & Water Services Act



Risk Assessment – G12



Compliance DWQAR



Part of Bylaw & TCC WSP



Water NZ Backflow CoP for Drinking Water Suppliers

# Challenges of Compliance

- Interpreting Legislation, Rules & Regulation
- Translating & Implementing Changes
- Evaluating & Mitigating Risk
- Getting Buy In from all Stakeholders /
- Cost of compliance

# Challenges of Compliance

- Complexity of Distribution Systems
- Diverse User Activities
- Aging Infrastructure
- Lack of Awareness / Insufficient Resources
- Emergency Preparedness
- Collaborating with Users

**Overall, addressing backflow prevention requires a multifaceted approach**

# DWQAR

D3.1 Prepare & Implement BFP programme

D3.2 Survey on 5 year cycle

D3.3 where inadequate BFP notify & rectify

D3.4 All testable devices tested annually

D3.5 Maintain a register of all BFP to capture data

D3.6 Hydrant use not permitted except for emergencies and water operations.

# The Tauranga Approach

## Existing Backflow Prevention status

- All connections some BF protection
- All testable devices on a register, tested annually & maintained as needed.
- Initiated proactive maintenance programme
- Licensed contractor regime



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# The Tauranga Approach

- Assign risk by Planning Zone
- Industrial / Commercial = HIGH
- Residential (single family unit) = LOW

Common exceptions;

- Swimming pools/spas, Bidets, OSET systems & private WW pump stations, Dentists, Hairdressing Salons, Cultural morgues...



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# The Tauranga Approach

- Recommended 5 year cycle surveys
- TCC install – user reimbursement process

## Challenge with process:

- Activities change within a premise without council knowledge
- Customer acceptance
- Appropriately trained “Backflow Surveyors”



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# Ongoing Focus

- Ensure statutory requirements met
- Internal Education – one council approach
- Ongoing Customer education
- Continuity of “Backflow Surveyors”
- Comm’s & Engagement

## Backflow Prevention

Protecting your health



# Key Considerations for BFP

- Take nothing for granted
- Water suppliers are in the health business
- Focus on core business
- Difficult to recover customer confidence
- Proof of action taken
- Repeat customer complaints process

# Not Just About Compliance

- While compliance important – its all about safe water supply.
- Other considerations
  - Ongoing Risk Review & Thinking
  - Enhance WSP
  - Incident Management Plan
  - Communication plans (boil water etc.)
  - Implementation triggers & decisions

# Questions

