



Boil water notice - Frequently asked questions:

How do I use water when a boil water notice has been issued?

Please boil all drinking/cooking water for at least 1 minute before you use it. This includes water for: drinking (including baby/infant formula and making up juices), cooking, making ice, brushing teeth, washing dishes.

Electric jugs with a cut-off switch can be used as long as they are full, but you must boil the water twice. Each time allow the water to come to boil and wait for it to switch off — do not hold the switch down to increase the boiling time.

Water can also be placed in a clean metal pan and brought to a rolling boil for one minute. Boiled water should be covered and allowed to cool in the same container. The taste will improve if allowed to stand for a few hours before use.

If you are unable to boil your water you can treat tap water by adding 1 teaspoon of household bleach per 10 litres of water and leave for 30 minutes. Water purification tablets may also be used to disinfect tap water (make sure you follow manufacturer's instructions.)

Please continue to boil water until you are advised that the boil water notice has been lifted.

Cooking food. Non-boiled water can only be used in foods that will be thoroughly cooked.

Use cooled boiled water for any foods that will not be cooked (such as for washing fruits and vegetables).

Ice use cooled boiled water.

Distilled water or water distillers most can be used safely, always check with the manufacturer.

Water filters/coolers Most filters/coolers will not remove the contamination and should not be used.

Washing dishes in the dishwasher -dishes can be washed in the dishwasher on the hottest wash and air-dried. Do not stack dishes wet, wait until completely dry.

Washing dishes by hand - wash the dishes using a decent amount of dishwashing liquid. Rinse using boiled water and allow to air-dry completely.

Washing Hands Make sure hands are washed thoroughly. Dry using single-use towels or by air-drying.

How do I make sure the water has been boiled enough?

Bring tap water to a rolling boil, boil for one minute, and cool before using. Electric jugs with a cut-off switch can be used as long as they are full.

What should I do about feeding my baby? I

f breastfeeding, continue as usual. If you are using baby formula, prepare using bottled or cooled, boiled water. Wash and sterilise bottles and teats by boiling or microwaving.



I have already drunk the water. Will I get sick?

Babies, young children, the elderly and people who have compromised immune systems are more at risk of illness.

If you become unwell with diarrhoea, vomiting and/or a fever please call the health centre on 03-319 3500 or Healthline on 0800 611 116.

Remember there are many things that can cause these symptoms. Anyone who is unwell should call the health centre before visiting to get their advice and reduce the risk of unwell people passing illnesses on to others.

Can my pet(s) drink the water?

Pets and livestock can usually drink untreated water. If your pet is unwell, has vomiting and diarrhoea, contact your veterinarian.

Will council be providing potable water?

Council will support schools, childcare and health centres as needed. Community members do not need to buy water as long as they are able to boil or treat water.

Who makes the decision about what schools have to do?

Children should be encouraged to take boiled water to school. Schools should be able to operate relatively normally. The schools board of trustees can make the call to close a school if necessary.

What do food-handling/preparation hospitality businesses need to do?

All food businesses should have plans in place for situations like this.

If any businesses are unsure about what the notice means for them they should contact Leia Manewell, Environmental Health Officer and Food Safety Consultant, Food and Health Standards (2006) Ltd. Email: l.manewell@foodandhealth.co.nz | Phone: 03 365 1667 | Mob: 027 224 6571

What area(s) are affected?

For maps of areas currently affected by boil water notices, please visit <https://www.kaikoura.govt.nz/latest-news/boilwater/>

What sort of testing does Council carry out on its' water supplies?

Sampling and testing creates a picture of the water quality in the network. Council carries out both field tests and sampling tests.

Water sampling covers points throughout the supply network including: source, post treatment, post water storage reservoirs and at strategic points in the reticulation (pipe network).

Field tests are done at the same time that each water sample is taken. They give an indication of water quality at the time.

What do we test for?



Field tests check for residual chlorine (FAC) levels, combined available chlorine (CAC) and turbidity (suspended matter). The results are available instantly. Innovative Waste and Council are notified when field test results that are abnormal.

Water samples are couriered to to an accredited laboratory in Christchurch in chilled condition and tested for E Coli and Total Coliforms. It takes at least 24 hours to get a result

Testing is compliant with the NZ Drinking Water Standards and has been approved by Councils Drinking Water Assessor.

How do we manage drinking water schemes?

Council must have a Water Safety Plans (WSPs) for each water scheme. Council works with Food and Health NZ to look after our water schemes, including work on our WSPs.

WSPs help ensure that drinking water meets NZ legal requirements and health guidelines. WSP's assess a drinking water scheme and the risks and demands associated with it. They include plans for treatment, distribution and monitoring to help manage water quality and reducing the risk of contamination. If needed, the plan also includes recommendations about what work is needed to make sure the scheme complies with NZ's drinking water standards. This includes operations & maintenance, monitoring and testing and treatment upgrades.

How can boil water notices be lifted?

Any works that the Drinking Water Assessor has deemed necessary must be completed then three consecutive clear tests must be received by Council before it can consider removing the Boil Water Notice.

Once work is complete and clear tests are received, Council then works with the Medical Officer of Health and the Health Boards Drinking Water Assessor to lift the notice.

Where can I find more information?

Updates are posted to the Council website and Facebook and emailed to Drinking water update subscribers and scheme users.

Sign up to receive our regular email updates. Email kdc@kaikoura.govt.nz with 'Drinking water sign up' in the subject line

For the latest updates about all schemes affected by Boil Water notices, please visit <https://www.kaikoura.govt.nz/latest-news/boilwater/>

For general information about our water schemes, including location, treatment, water quality status, background and maps, please visit <https://www.kaikoura.govt.nz/our-services/environmental-health-food-and-water/drinking-water/>