



*It is exciting to bring you more news from the Hawke's Bay Regional Council team. The staff in my group are well connected into the irrigation scene through our regulatory work, science activities and programmes to get irrigation data to and from users. We are continuing our drive to better communicate our work and to make the information we have relevant and available to you. I hope you enjoy this month's edition.*

*This month the team will update you on our recent certification under ISO 9001:2008. This is an acknowledgement of our investment in systems and methods to make our work robust and increase our efficiency. You can also read about our new online consents portal, this is designed to make information easy to get on water use in your area. There is also a useful reminder about the need for well managed irrigation in the article on public perception. Finally you can get a taste of what is happening in our collaborative policy development process, TANK. Enjoy the read.*

*Iain Maxwell, Group Manager – Resource Management Group,  
Hawke's Bay Regional Council*

## TANK group gets to the heavy lifting

Six-weekly stakeholder meetings are helping to develop a Plan Change for the Tūtaekurī, Ahuriri, Ngaruroro and Karamū catchments, known as TANK.

The TANK group consists of 30-plus members from tāngata whenua (representing ngā hapū and marae), primary sector, council and environmental interests. A feature of this collaborative group is its large membership base, as well as the open debate of issues that have traditionally created tension and provoked disagreement.

Meeting number 21 in late June got down to details on the impact of nitrogen, ammonia, algae and water-based plants in the Ngaruroro River and its tributaries. There were many questions around the room on how information is collected and collated, with comments and challenges that reflected the different tāngata whenua, environmental group and council views and standpoints.

Scott Lawson represents HB Vegetable Growers and has an active role in the TANK Group.

“Many of us attended HBRC's ground-water session in June, for an update on the groundwater model in the TANK catchment. The session was informative and shows real progress being made with the science, which is so relevant to what we see on the ground,” said Mr Lawson.

TANK Group meetings also receive reports back from other working groups, all feeding



Map outlines the Tūtaekurī, Ahuriri, Ngaruroro and Karamū catchments, known as TANK.

into a highly-planned timeline scheduled to the end of 2017. Progress is also under way with working groups focusing on stormwater, tān whenua, the assessment of economic needs, and lake/wetland considerations.

A Water Conservation Order application for the Ngaruroro and Clive Rivers is being progressed to a Special Tribunal. HBRC

believes that a WCO could sit well alongside the package of measures being looked in the TANK process, although the science looking at the interactions between surface and ground water is still being finalised.

*TANK information is available at [www.hbrc.govt.nz](http://www.hbrc.govt.nz), search: #tank*



An example showing the consents map, the red dot is the consent selected and the red oval to the right depicts where the document can be downloaded and viewed.

# Resource consents: providing online services

Hawke's Bay Regional Council's Resource Consents team have been busy making consent information available online on our website [www.hbrc.govt.nz](http://www.hbrc.govt.nz). Consents holders and the public can now view current resource consents and download copies. Soon we will give people an online consent application service too.

"This information is publicly available at our office and by making it available online, it will make it easier for people to get information without having to contact us or to submit formal requests using the Local Government Official Information and Meetings Act," says HBRC's Resource Consents Manager, Malcolm Miller.

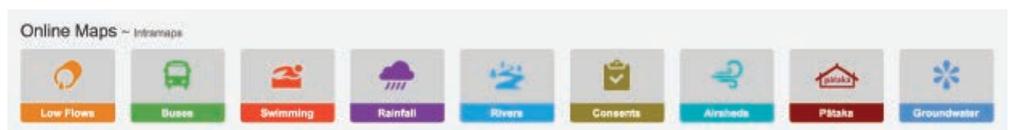
HBRC gets regular requests for resource consent information, and often the same details are requested by three or four real estate agents or lawyers for a property transaction. This web-based map makes this information easy to access.

At the foot of [www.hbrc.govt.nz](http://www.hbrc.govt.nz) pages is a panel headed: Online Maps, and a button linking to the Consents map. The resource consent information is one of a number of layers of information that can be viewed on HBRC's IntraMaps system. IntraMaps allows a viewer to select a range of layers and fields so they can tailor information to their needs. The display shows bore and water take consents, discharge consents, and even consents for navigation buoys.

Viewers can search either using a resource consent I.D. number or by zooming into an area and clicking on a point to view information on the resource consent. A copy of the resource consent document can be viewed and downloaded from here.

"It's been quite an effort for HBRC staff to transfer all the consents information over to the digital IntraMaps display but now it's there, it's a great public reference tool and will be easy to keep up to date," says Mr Miller.

HBRC is also working toward having an online consent application process. Currently application forms can be downloaded, completed and either posted or emailed to HBRC. The new form system will allow consent holders to complete the form online and submit it straight into our electronic document management system. This will streamline the application completion process for applicants, reduce administration at Council, and lead to cost savings in consents processing.



# ISO certification milestone for HBRC team

A quality management certification is a major milestone for Hawke's Bay Regional Council's Resource Management Group.

The Resource Management Group (RMG) has achieved a long term goal of creating a Quality Management System for the group and getting it certified to ISO 9001:2008. This certification ensures consistency in all products and services provided to customers and the public by the RMG – including HBRC's science programme, resource consents and compliance, water information services and the Heatsmart programme.

"This certification gives an assurance to customers, Councillors and our own staff that they are getting consistent quality products and services from the Resource Management Group," says Iain Maxwell, Resource Management Group Manager.

The ISO 9001 standard sets out the requirements of a quality management system, including a strong customer focus, the motivation of top management, the process approach, and continual improvement.

HBRC's Environmental Science section was first to have its quality management system certified to ISO 9001:2008 in December 2012. HBRC management saw the benefit of having

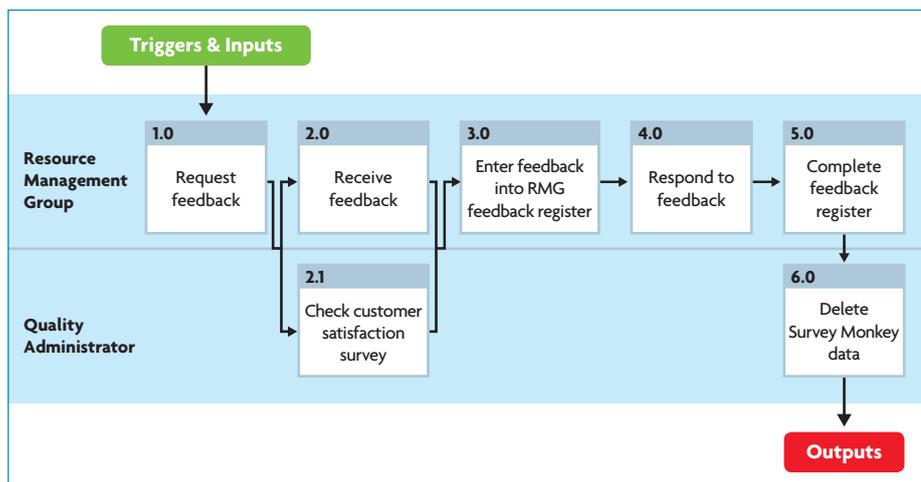


The Resource Management Group of the Hawke's Bay Regional Council is ISO 9001:2008 certified.

the whole RMG team – including Resource Consents, Resource Use and Client Services – working under the same system.

"Gaining ISO 9001:2008 certification for the whole Group has provided us all with a great platform to keep progressing with our continuous improvement journey, ensuring that we are working towards providing the best service for all our customers," said Kelly Burkett, Business Analyst-Quality for the RMG team.

An audit for recertification is now required every three years.



Every process is mapped for consistency so that anyone can take up a task and complete it to the same standard. This includes processing the Customer Feedback Surveys that we receive. If you want to give customer feedback, you can find a link to the survey in our staff email signatures or on our website.

## IN BRIEF

### CHANGING CONSENTS FROM 7 DAY VOLUME TO 28 DAY

For the past several years, most new consents issued by HBRC have maximum volumes set at 28 day periods, a move away from the traditional 7 day period. Many consent holders have now also applied to specifically make this change to their consents.

Having a 28 day volume gives consent holders greater freedom and flexibility around when to irrigate. There's no longer the worry of having the soil moisture deficit exceed the irrigation volumes available if they cannot irrigate one week. Many consent holders who breach 7 day volumes have generally low use either side of the irrigation event.

A change to a 28 day volume means they have a lower risk of breaching their consent limits.

You can discuss the option of changing your consent to a 28 day volume by contacting an HBRC consent advisor, 06 835 9200 or 0800 108 838.

### SECTION 36 CHARGES

The invoices for the Section 36 Annual Water Charges went out in late July and payment was due on 20 August 2016.

If have any questions about your invoice please contact Olivia Giraud-Burrell on 06 833 8064 or email

Olivia.Giraud-Burrell@hbrc.govt.nz

### METER REMINDERS AND VERIFICATIONS

Consent holders with rates of 5–9.99L/sec are due to have meters installed by 10 November 2016. Contact a Blue Tick Accredited Installer urgently to ensure a meter is ordered and installed for you by the deadline. Water meter accuracy verifications are well past due for consent holders with consented rates of 10L/sec or higher. HBRC staff have been following up with consent holders who are yet to have this completed, so if this is you get onto it ASAP to avoid Compliance Monitoring fees.



A driver wary of the impending car wash hits the brakes on the Napier-Hastings Expressway.

# Improving public perception – irrigating roads

Hawke's Bay Regional Council gets many calls on our Pollution Hotline each year with complaints about irrigators. Typically these run along the lines of complaints about a dry well, an unexpected car wash on the highway, perceived inefficient day time irrigation, or how urban gardeners have water restrictions while growers "take what they want".

It is an unfortunate reality that irrigation often gets a bad rap in the media. Educating the public about the positives that irrigation brings to Hawke's Bay is not helped when highly visible poor practice occurs on main routes.

HBRC takes a positive stance on behalf of our water users and explains the many rules and regulations you face (ie, low flow cut offs, metering, compliance inspections, Section 36 Charges, etc). We also aim to dispel the many urban myths about irrigation, and try to educate the public about your businesses, why you take water and why irrigation is good for us all (eg, food and fibre production, job creation etc).

The main complaint last summer was that irrigators were irrigating roads. This is not just a water use efficiency issue but also a genuine road safety concern, as some drivers suddenly hitting the brakes in a panic when a massive arc of water comes at them.

HBRC staff observed some of these incidents and can pinpoint a number of

reasons why roads were getting irrigated: pivot end guns turning on too early or off too late; the wind shifting direction and blowing travelling gun jets onto the road; or irrigation set up deliberately at the end of the row (alongside a road) to ensure that end receives enough water.

All of these have simple solutions when irrigation users pay a bit more attention and don't adopt a 'set and forget' mentality.

HBRC's Water Project Co-ordinator, Vicky Bloomer says "Water use and users are becoming increasingly scrutinised by our urban communities. They are demanding higher standards of both Council and growers to ensure that water is being used wisely and our aquifers and rivers are protected."

You can help protect the image of irrigation and your fellow water users by ensuring that you follow best practice, that you are not irrigating the neighbour's property and certainly not the road. And if you see irrigation that's not right, you can also let the water user or HBRC know.

*For advice on water management, we have Water Management Environment Topics on our webpage:*

[www.hbrc.govt.nz/Services/Environmental-Sciences/Environment%20Topics/Pages/water-management.aspx](http://www.hbrc.govt.nz/Services/Environmental-Sciences/Environment%20Topics/Pages/water-management.aspx)

*Or make use of Irrigation New Zealand's SMART irrigation page:*

[www.smartirrigation.co.nz](http://www.smartirrigation.co.nz)



This photo was provided by a member of the public who was frustrated at seeing these pods inefficiently running all day every day for several weeks over winter.