

**12 August 2016**

Havelock North residents are being urged to boil water as a vomiting and diarrhoea outbreak affects a number of people in the area.

Hawke's Bay District Health Board's Medical Officer of Health Nick Jones said while the source of the outbreak hadn't been confirmed there was a possibility that the cause of the illness was from the water.

"We want to prevent any further illness, which is why we are taking such significant precautionary measures and encouraging everyone in the Havelock North area to boil water over the weekend or until the cause of the outbreak was determined.

"Boiling the water was the only certain way to kill all the bugs that might be causing the illness," Dr Jones said.

Hastings District Council had also chlorinated the water this afternoon as another precautionary measure. However until the type of infection had been determined it was recommended to take the extra step and boil water, for a minute, before drinking it.

The institute of Environmental Science and Research (ESR) would be working over the weekend to identify where the contamination had come from and what the illness was caused by. Potentially the significant rain event from last weekend may have contaminated the supply and further testing was underway.

Dr Jones said as the illness was widespread in the Havelock North area it was unlikely to have come from a food source and water borne illness was more likely, however testing would determine the exact cause.

Symptoms of the illness being reported were diarrhoea and influenza like symptoms; headaches, muscle pain, fever and feeling generally unwell. Symptoms could last up to 10 days but would usually get better without antibiotics.

Children and older people were most at risk of dehydration and fluids while the diarrhoea lasted was very important. More information is available from <http://www.ourhealthhb.nz/assets/News-and-Event-files/HE1211-Campylobacter-WEB.pdf> or people could also call Healthline on 0800 611 116 for advice 24/7 from a trained registered nurse.

For information on the water supply contact Hastings District Council call 06 871 5000

For further information please contact:

Anna Kirk

Anna.kirk@hbdhb.govt.nz

Communication Manager

Hawke's Bay District Health Board

Telephone: (06) 873 2150 or (027) 234 3667

# campylobacter

Prevent this food and water-borne disease.



Campylobacter (pronounced cam-pile-oh-bacter) infection is caused by bacteria which are found in the gut of birds especially poultry, and animals such as cattle, sheep, cats and dogs.

It is passed on in the faeces (poo, tūtae) of infected birds, animals and humans.

## How does a person become infected?

People become infected when they swallow the bacteria. This may be from contaminated water and food, or from contact with infected animals or humans.

## The signs and symptoms of the illness

The illness:

- usually begins with diarrhoea which may be blood stained, and stomach pain and cramps which may be severe
- may begin with influenza-like symptoms ie, headache, muscle pains, fever, fatigue
- may develop one to ten days (usually two to five days) after contact with the bacteria
- may rarely have more severe symptoms such as arthritis or acute paralysis
- may last for about 10 days. However, a person can be infectious from the start of the illness for 2–7 weeks and relapses can occur.



## Treatment of campylobacter infection

- For advice, testing and treatment you will need to visit your doctor.
- The doctor may request a faecal specimen and give you a specimen jar, as a laboratory test may be needed.
- Campylobacter infection will usually get better without antibiotics. However, your doctor may give you a course of antibiotics if your illness is severe or you have other health problems.
- Drink plenty of fluids while the diarrhoea lasts to prevent dehydration. Go back to your doctor if your child is not drinking. (See note on drinking water.)
- If you have campylobacter infection the doctor is required to report this to the Medical Officer of Health of the Public Health Service (PHS). The PHS may contact you to find out how you picked up the bacteria. This helps to prevent more outbreaks of the illness.

## **Taking time off work or school**

Usually people can go back to work and children can return to early childhood centres and school if they have been free of symptoms for 48 hours.

However, as campylobacter infection is a notifiable disease you will need to check with your doctor or Public Health Service first.

If you are employed in a hospital, rest home, school, early childhood centre, or working with food you may be required to stay away from work until you have been free of symptoms for 48 hours.

## **How to avoid getting campylobacter and passing it on to others**

Wash your hands thoroughly by using plenty of soap, cleaning under fingernails, rinsing hands well and drying on a clean towel:

- before and after preparing food
- after going to the toilet or changing a baby's nappy
- after caring for people with campylobacter
- after playing or working with animals.

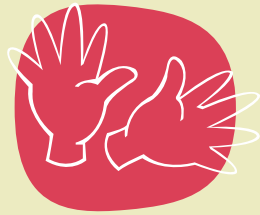
## Food

- Meat should be thawed in the fridge and not at room temperature.
- Keep raw meat covered and separate from other foods and store at the bottom of the fridge.
- Use separate chopping boards when preparing raw foods (especially meat and poultry) and cooked foods, or wash the board between preparing raw and cooked foods.
- To wash your chopping boards, scrub them clean in hot soapy water.
- Cook poultry thoroughly until the juices are clear.
- When barbecuing be sure to cook all meat thoroughly and avoid contaminating prepared foods with raw meat or juices.
- Make sure any milk you drink is pasteurised.
- Avoid eating shellfish which has been gathered from contaminated waters.

## Water in rural areas

- Drinking water taken from the roof, rivers or lakes should be boiled for one minute or use an approved filter that complies with the bacterial requirements of Standard AS/NZS4348:1995.
- When using roof water, spouting should be cleaned regularly and roofs kept clear of bird and animal droppings.
- Trim trees that are close to the house, to prevent animals from getting onto the roof and leaves filling the gutters.
- Note: if your water supply is chlorinated, campylobacter will be inactivated.

Further information on drinking water is available in the Ministry of Health's publications *Water Collection Tanks and Safe Household Water* (code HE10148) and the booklet *Household Water Supplies* (code HE4602).



**Washing hands in hot soapy water and drying them with a clean towel will help prevent the spread of campylobacter infection.**



This resource is available from [www.healthed.govt.nz](http://www.healthed.govt.nz) or the Authorised Provider at your local DHB.



New Zealand Government



New Zealand. Revised December 2012. 06/2014. Code **HE1211**

## Media Release

### Update on Havelock North water supply issues

Prompt action has been taken to ensure the Havelock North water supply is safe for residents.

An outbreak of a gastro bug emerged in Havelock North late last week. Test results received today (Saturday, 12 August 2016) linked to the outbreak to the Havelock North water supply.

"Swift action was taken to address water safety as soon as there was suspicion that the water supply might be the source of the outbreak," says Mayor Lawrence Yule. "Chlorination was initiated late on Friday afternoon to kill bugs that might be in the water supply, such as Campylobacter."

"Work was then done with the District Health Board on what the cause might be," says Mayor Yule. "While the identity of the bug is not yet known, it was decided to issue a boil water notice as an additional precaution."

Health authorities advise that the water in Havelock North is safe to shower in, and that the combination of chlorination and boiling water makes it safe to drink. Tests that will show the identity of the bug are not expected to be available until Monday or Tuesday.

"We are also keen to reassure people in Hastings and Flaxmere that their water is safe," says Mayor Yule. "Valves on the pipes connecting Hastings and Havelock remain closed, and the Hastings supply has consistently tested clear. The Hastings and Havelock North water supply systems are operated separately."

A contamination problem appears to have occurred at the Brookvale bore field in the number one and two bores. This is the first time these bores had been affected. The number three bore, which has shown signs of contamination in the past, has been closed for investigation and remediation since October 2015.

Routine tests conducted (Tuesday 9 August) after last weekend's storm event showed the Brookvale supply to be clear. Additional test results received this morning showed indicators of contamination.

Council continues to work with the District Health Board on this issue, and the organisations will provide further information to the public as it comes to hand. Council environmental health officers have been in contact with food supply premises, and Council contractors are visiting properties with water tanks connected to the Havelock supply to help ensure water in those tanks is treated.

For further information please contact Jane Mackay 0274443206



**13 August 2016**

Water testing has confirmed the source of the gastro outbreak in Havelock North was water borne, but the type of bug is not yet known. Hastings District Council chlorinated the water on Friday (August 12) afternoon. Chlorination is effective at killing most bugs, however Havelock North residents should boil water for one minute before drinking it until the type of bug is confirmed.

Hawke's Bay District Health Board's Medical Officer of Health Nick Jones said while the type of bug was not yet known information on prevention and treatment remained the same.

"As a significant precautionary measure we encourage everyone in the Havelock North area to boil water over the weekend or until the cause of the outbreak is determined. Results are expected early in the week, Dr Jones said."

Symptoms of the illness being reported were diarrhoea and influenza like symptoms; headaches, muscle pain, fever and feeling generally unwell. Symptoms could last up to 10 days but would usually get better without antibiotics.

Children and older people were most at risk of dehydration and fluids, while the diarrhoea lasted, was very important. More information is available from <http://www.ourhealthhb.nz/assets/News-and-Event-files/HE1211-Campylobacter-WEB.pdf> or people can call the Healthline on 0800 611 116 for advice 24/7 from a trained registered nurse.

For information on the water supply contact Hastings District Council call 06 871 5000.

**15 August 2016**

Monday 15th August

Presentations to accident and medical centres continue to increase. Yesterday 183 people presented to a GP and Hawke's Bay Hospital had 11 people present overnight, two were admitted.

Hawke's Bay Hospital now has 19 patients that have been admitted into hospital for further care and two people who remain in a critical condition in Intensive Care.

All of the results back from people who have the bug and who have been tested are positive for campylobacter however the boil notice will remain in place until we are confident there is no other bug resistant to chlorination in the water, which is expected to take several days.

Hastings District Council would like to assure the community that water throughout the Flaxmere and Hastings areas is clear of any contaminants and these areas are isolated from the Havelock North water supply.

The chlorination of the Havelock North supply continue to eliminate the campylobacter bug.

Campylobacter can't be spread through the air but it can be spread if you swallow the bacteria. This may be from contaminated water and food, or from contact with infected people, so hand washing is extremely important.

Hands need to be washed thoroughly by using plenty of soap, cleaning under fingernails, rinsing hands well and drying on a clean towel:

before and after preparing food  
after going to the toilet or changing a baby's nappy  
after caring for people with campylobacter  
after playing or working with animals

Medical Officer of Health Nick Jones said gastroenteritis bugs like campylobacter affected older and younger people much more severely and older people needed to seek medical help early on if they weren't getting better or couldn't keep fluids down. The same applied to young children. Healthline is available 24/7 for advice 0800 611 116, from a registered nurse.

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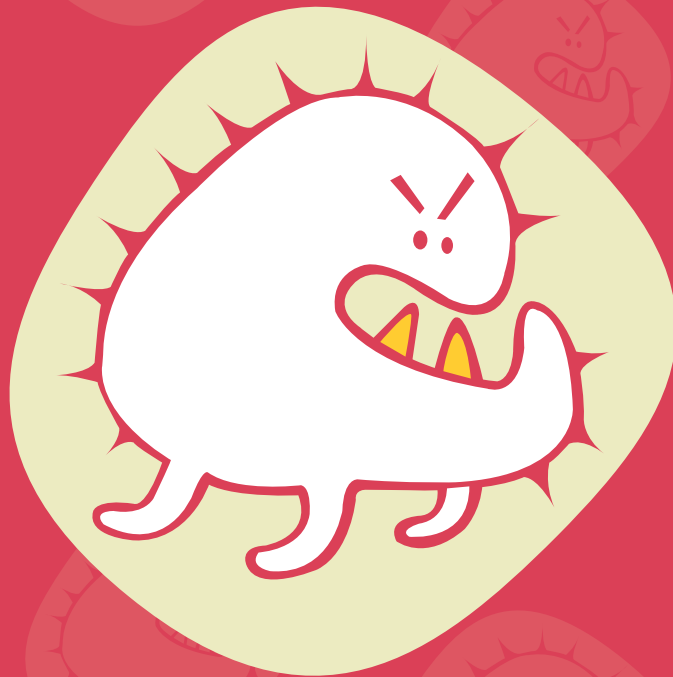
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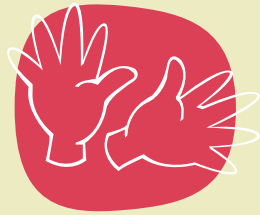
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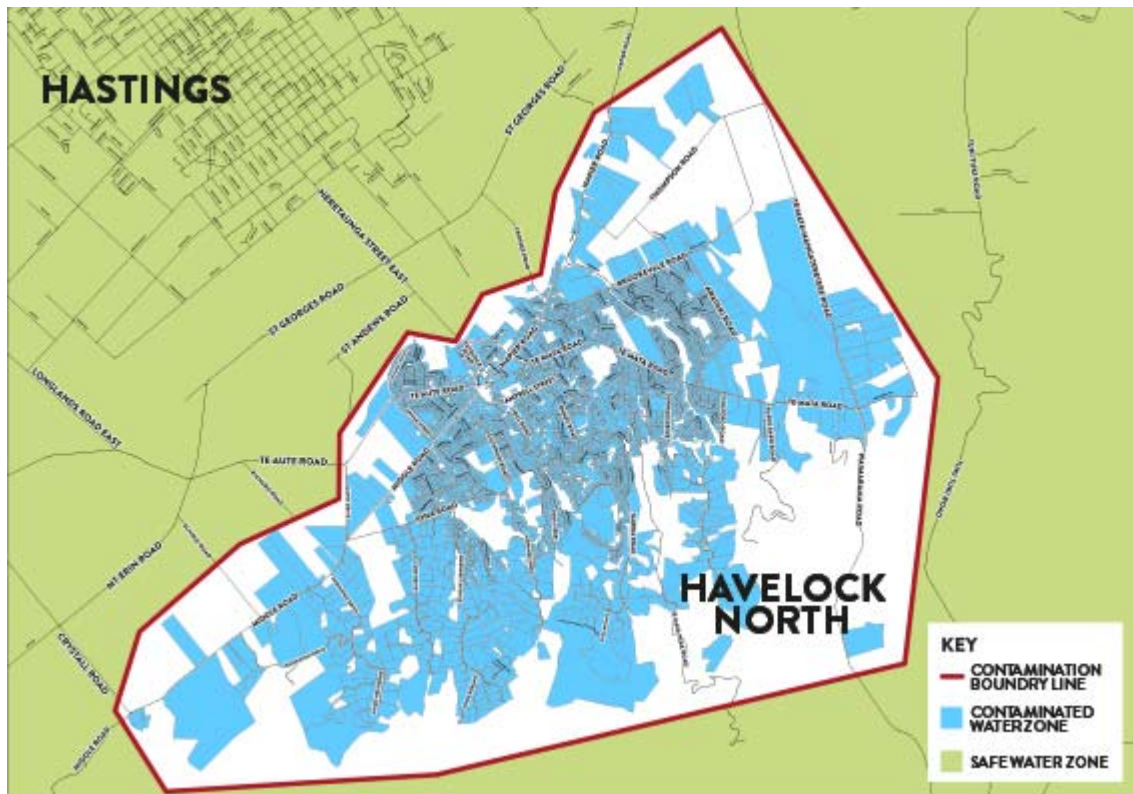
15 August 2016

Legend for map.

Red Line: Boundary of Hastings District Council's water supply to Havelock North

Blue: Havelock North properties connected to Council's water supply

Click on the map for a larger version. To see street names click on the plus button at the right lower corner of the larger map until the names become readable.



The illness and disruption that has been inflicted on many Havelock North residents by the contamination of the Havelock North water supply has been very serious. The Council is charged with supplying you safe, reliable water. The Council has failed to do this on this occasion. As Mayor and Chief Executive, we offer our sincere apology for this.

Councillors and staff are devastated that hundreds of families in our community have been struck by this debilitating illness. While the cause remains unknown, there is clear evidence that the Havelock drinking water bores have been contaminated resulting in widespread sickness. Council is working as quickly as possible to identify the source of the contamination, however at this stage in our investigations there is no evidence of human or technical failure.

Based on health advice and water industry standards, we know that the combination of the recent chlorination together with boiling drinking water makes the water safe to drink.

We feel it is important to provide you with a summary of the issues:

## The Contaminant Making People Sick

We have been advised that *Campylobacter* is most likely the bug that is causing the illness. The Hawke's Bay District Health Board have issued information on this bug and how to deal with the related illness. This information can be found [here](#).

### Water Testing

Hastings District Council tests all water supplies in the Hastings District in accordance with the New Zealand Drinking Water Standards. This involves testing both the bores and the reticulation pipework routinely. For supplies that are considered secure (e.g. drawing from deep groundwater) such as Havelock, testing generally occurs at least twice a week. Testing is done via an accredited laboratory.

Primary testing is done for *E. coli* as this is an excellent indicator for the presence of harmful bugs. The bugs themselves (such as *Campylobacter*) are difficult to detect and test for. Each test is done in two parts: an initial indication is given within 24 hours as to whether there is a presence indicated, with more detailed testing done if a presence is detected. An initial indication will often turn out as a clear result.

Last week, the Havelock supply was tested on Tuesday 9 August and was found to be clear. A further test was taken on Thursday 11 August (results received on Friday 12 August) which indicated a presence. This result was received at the same time as discussions were beginning with the District Health Board over the patterns of illness that were starting to emerge. The positive presence was confirmed by the more detailed analysis received on Saturday morning. Chlorination had already been initiated late Friday afternoon.

### Physics of the Water Supply

Our water comes from aquifers under the ground. The Havelock supply comes from the Te Mata aquifer (which is separate from the Heretaunga Plains aquifer system). The most recent carbon testing shows it to be around 50 years old and free from surface contaminants. The water is pumped from these bores and is untreated except for the addition of fluoride. The Hastings and Havelock North supplies have been separated but do have three connections which can be used in emergency situations. These connections have remained closed prior to and during this week.

Havelock North has three bores at Brookvale. Over the past three years we have had three positive tests for the Brookvale Three bore. The level of contamination was very low, the supply was immediately chlorinated and there appeared to be no health effects. After the last such event this bore was shut down for investigation. This bore remains shut and is not related to this instance of contamination.

### Havelock North Water Supply Testing and Treatment

Following the initial positive test result on Friday a joint decision was made by the Council and District Health Board to chlorinate the water supply. Because the contaminant was unknown, a further decision was made at 5.30pm advising that people boil their water as a further precaution.

## **How can we stop this happening again?**

We at Council are doing everything we can to keep you and your families safe. Chlorination of the water supply will continue indefinitely, and we are undertaking a major investigation of the cause of the contamination to help us ensure this cannot happen again. We will communicate with you further about this investigation and will advise the outcomes as soon as these are known.

For those of you that are affected by this illness, please look after yourselves, your families and your neighbours. Keeping you safe from any further outbreak of this type is our utmost priority.

Lawrence Yule, Mayor of Hastings

Ross McLeod, Chief Executive, Hastings District Council

August 16

Tests results received today confirmed that it was “highly likely” that the bug in the water that caused widespread illness in the town campylobacter, says Hastings District Council.

Since chlorination of the drinking water supply started on Friday, all tests of the water supply have been clear. Those tests have been carried out daily.

Chlorine is very effective at killing campylobacter and was put into the water supply at 5.30pm on Friday night. Staff then worked through the night, drawing water through the pipe system so that chlorinated water would be right through the residential area by the following morning.

On Saturday morning, rural residential properties with tanks filled from the town supply were chlorinated and schools’ pipes were flushed to ensure all water systems, such as drinking fountains, had treated water through them.

Boil water notices, issued on Friday, remain in force. That means that water needs to be boiled for one minute and then cooled before drinking.

In response to concerns that a similar issue could be present in other Hastings water supplies, a full suite of tests on the Hastings central and Flaxmere supplies were carried out yesterday. Those tests have come back clear, says Mr Yule. “To provide reassurance, daily tests will be carried out on all supplies, both the bores and the reticulation systems.”

“The water supplies are completely separate, but we wanted to put people’s minds at rest. We can report that absolutely all tests from 19 points the bores and across the systems in Hastings and Flaxmere are clear,” said Mr Yule.

It is important that everyone has confidence in the process to find out the cause of the Havelock North water problem, he said.

August 16

An ultra violet light filter that will treat the Havelock North water is being loaned to Hastings District Council while decisions on future treatment of the supply are made.

The offer of a portable plant has been made by Watercare, which manages Auckland's water supply, in the wake of the gastric illness in Havelock North this week, caused by the water supply.

Council water services manager Brett Chapman says ultra violet treatment is proven to remove the contaminants that can make people ill, and provides an additional level of treatment on top of chlorination.

Until now, the water supply servicing Havelock North had been deemed 'secure', and so no treatment was required.

After this week's incident, that classification would no longer apply and permanent treatment of some kind would be required.

Council would consider all options, said Mr Chapman. "But in the meantime it is really appreciated that Auckland can lend us this filter".

The boil water notice remains in force in Havelock North, requiring that water is rapidly boiled for at least one minute before being cooled for drinking.

Free drinking water is available from tankers stationed at five points across Havelock North: at Te Mata Primary School, Lucknow Primary School, Havelock North High School, Havelock North Primary School and the New World Havelock North car park.

## August 17

### Older students return to school tomorrow

Based on the advice of Public Health officials, the boards and principals of the Havelock North schools have today made the following decisions regarding opening:

Havelock North Primary, Te Mata Primary, Lucknow Primary, Havelock North Intermediate and Hereworth School will remain closed until Monday, August 22. The decision has taken into account that younger students might have more difficulty adhering to hygiene rules than older ones.

Havelock North High School, Woodford and Iona will reopen Thursday, August 18.

The schools are emphasising that students must be free from symptoms for 48 hours before returning to school, to minimise further risk to students and their families.

The schools have reminded their communities that all drinking water still needs to be boiled and that children will need to take purchased or boiled water to school with them. The water tankers that are at the schools will still be on site, so children can refill their water bottles.

The schools advise that children who show symptoms will be immediately sent home.

Hawke's Bay Emergency Management have advised that Red Cross volunteers will be at the schools to provide support to ill students as necessary.



Diane Joyce  
Communications Manager

Phone 06 871 5056

Email [dianej@hdc.govt.nz](mailto:dianej@hdc.govt.nz) Web [hastingsdc.govt.nz](http://hastingsdc.govt.nz)

Hastings District Council, Private Bag 9002, Hastings 4156, New Zealand

August 17

August 18

Hastings supply being chlorinated

An e-coli indicator has been found in one of the nine water tankers used to supply drinking water to Havelock North residents.

The suspect tanker was parked in the Te Mata Primary School – Havelock North Intermediate School car park. Residents who took water from this site and still have it in containers are asked to dump it.

The water from the other tankers has been tested and is clear, however the water in all the tankers is now being chlorinated.

It is believed that the cause is likely to be the tanker, however as a “super precautionary approach” the water supplies for Hastings and Flaxmere are now being chlorinated. The daily tests for those supplies have been clear.

While no boil water notice has been issued, as a precautionary approach, mayor Lawrence Yule says people may want to boil any drinking water or use bottled water while the chlorine works its way through the system.



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Hastings District Council, Private Bag 9002, Hastings 4156, New Zealand



# HAVELOCK NORTH WATER CONTAMINATION UPDATE

Dear resident,

A preliminary test result received at 9.15am today indicated the water in the tanker parked in the Havelock North High School car park may be contaminated. This tanker has been removed.

**Please dispose of any water you have from this tanker.**

The water from the other tankers in Havelock North has been tested and is clear, however the water in all the tankers has now been chlorinated as an extra precaution. Further test results will be received tomorrow.

We sincerely apologise for this situation.

If you have any questions, please call **Hastings District Council** on **871 5000**.

# WATER CONTAMINATION FAQ'S

19 AUGUST 2016



Understandably there are a lot of questions around the chlorination of water in Flaxmere, Hastings and Havelock North. We have put together a list of the most commonly asked questions, based on the phone calls, emails and social media requests we have received.

Please check here to see if the answer to your question is on the list. If not, please feel free to use the following to get in touch with us. Phone: **871 5000**; email [customerservice@hdc.govt.nz](mailto:customerservice@hdc.govt.nz), or message us on Facebook: **Hastings District Council**.

## **DO I NEED TO BOIL THE WATER TO DO DISHES?**

No, wash as usual and give them a good dry.

## **IS IT OKAY TO BATHE/SHOWER MYSELF AND MY CHILDREN IN THE WATER?**

Yes it is safe to do that. The water is chlorinated. The boil water notice in Havelock North means you should avoid drinking any water that has not been boiled.

## **WHEN CAN WE STOP BOILING DRINKING WATER?**

In Havelock North it is until further notice; in Hastings and Flaxmere there is no longer any need to boil drinking water.

## **TANKERS – IS THE WATER FROM A SAFE SOURCE?**

Yes. They are filled from the Hastings network. However, all the tankers have now been chlorinated as a precautionary measure.

## **I HAVE A PRIVATE BORE – SHOULD I HAVE IT TESTED?**

The management of private bores is up to the individual owners; for peace of mind, owners may choose to have their supply tested. A number of local companies can do this for you.

## **IS IT THE WATER SUPPLY SYSTEM THAT IS AFFECTED, OR THE WHOLE AQUIFER?**

Council is taking a super-cautious approach and does not believe the aquifer is the cause, however complex testing of all parts of the supply is being undertaken.

## **HOW MUCH CHLORINE IS IN THE SUPPLY?**

One part per million. The town reservoirs were shock dosed at 9.45am on Thursday 18th August at two parts per million. These amounts are within the recommended dosing rates for drinking water.

## **WHEN WILL THE CHLORINATION OF THE WATER STOP?**

The chlorination will continue at least until Council is absolutely confident the water supply is safe for drinking.

## **WATER TANKER LOCATION**

- Te Mata Primary School
- Lucknow Primary School
- Havelock North Primary

## **IS CHLORINATED WATER SAFE FOR MY CATS AND DOGS TO DRINK? FISH?**

Chlorine can kill fish. Fish are highly sensitive to chlorine and a vet or pet shop's advice on how long chlorinated water should be left to stand before adding to a tank or pond should be sought. Chlorinated water is safe for mammals. The vast bulk of New Zealand's water supplies are chlorinated and cats and dogs cope well with it. For any other animals check with your vet.

## **WHAT IS THE STATUS OF THE CLIVE, TE AWANGA, HAUMOANA, WHIRINAKI, ESK VALLEY, PAKIPAKI, OMAHU, AND WAIPATIKI WATER SUPPLIES?**

These are separate water supplies which are not chlorinated and have consistently tested clear.

## **WHEN WILL THE FLUORIDE-FREE TAPS IN HASTINGS AND FRIMLEY BE AVAILABLE AGAIN?**

The taps will remain shut until Council is confident the water supplies are safe.

## **DO WE NEED TO DO ANYTHING ABOUT OUR HOME WATER/HEADER/HOT WATER TANKS?**

If these tanks are used for drinking water, then they should be flushed through so that they are holding chlorinated water.

**Important:** In Havelock North water from these sources needs to be boiled before drinking until further notice.

## **WHAT ABOUT LARGE COLLECTION OR WATER STORAGE TANKS?**

Large tanks should be chlorinated. For chlorination advice email: [customerservice@hdc.govt.nz](mailto:customerservice@hdc.govt.nz)

## **IS THERE GOING TO BE COMPENSATION?**

Council has said there may be compensation, depending on the outcome of the confirmed investigations. At the moment the focus is on securing the water source so people can be confident it is safe.

## **HEALTH QUESTIONS.**

**For urgent attention phone 111.**

If you have a medical problem related to water contamination that requires non-urgent attention please phone the **Healthline 0800 611 116** or contact your GP

If you have questions about health impacts of the water contamination, phone the health board on **06 878 8109**

**August 20**

**Press release per below**

Unexpectedly positive test results for the indicator organism e-coli have come back this afternoon from water samples taken from the Hastings supply.

The water supply remains safe to drink given that chlorination was introduced to the supply on Thursday, says Hastings City Council chief executive Ross McLeod.

The results are "totally unexpected and unusual in Hastings" so further samples have been sent for testing.

The result, which is not cause for alarm because of the low levels detected and the chlorination, is being released to achieve complete transparency, he said.

"We have consistently had clear results in Hastings for a very long time, so we are double checking," Mr McLeod said.

"We reiterate that the water is safe for drinking because of the chlorine. It does not need boiling before drinking."

Council expects to have those further test results back tomorrow afternoon.



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## Frequently asked water testing questions

**21 August 2016**

### **Who sets water testing rules?**

The rules on the testing of drinking water are set out in the NZ Drinking Water Standards, which are overseen by the Ministry of Health, and its Drinking Water Association.

### **Does Hastings District Council comply with those rules?**

Yes; the timing and results are all fed into a database system created by the Ministry of Health (Water Information NZ) which ensures the timing of tests and selection of sites remain within the drinking water rules.

### **Does Council do the testing?**

No, the collection of samples and testing are done by an independent and accredited laboratory. Samples are collected from approved test points, both at the bores and within the pipe system across the district.

### **Why does it take so long to get results back?**

The length of time depends on what you are testing for. Very simplistically, the lab has to 'grow' whatever bugs might be in the system, to a stage at which they can be identified. The organisms will only grow at their own speed; there is no way to 'hurry them up'.

### **What is the difference between e-coli and campylobacter?**

E-coli is commonly found in people and the environment and is found in 'poo'. The test for it is relatively fast (24 hours) and it is a good 'flag' for showing if there are other more serious bugs in the water, such as campylobacter.

Campylobacter is a bacteria that can cause a nasty illness. It can be spread in a number of ways, among them through food and water, as well as person to person through touch contact if good hand hygiene is not followed. Please make sure hands are thoroughly washed after toileting and before preparing or eating food. In this case, campylobacter was discovered in the Havelock North water supply.

Testing for campylobacter takes a lot longer than for e-coli, which is why the e-coli is used as the main indicator as this test can be completed in 24 hours.

August 21

Test results from the Hastings, Flaxmere and Bridge Pa water supplies have come back clear this afternoon.

The tests were taken from across the network including from the same areas of the water supply that returned suspect results yesterday.

Hastings District Council chief executive Ross McLeod said receiving the clear results was “expected, but also a huge relief”.

It is believed yesterday’s suspect results were an anomaly due to sampling irregularities in a small number of samples.

Today’s results are consistent with results for the 327 tests taken over the 12 months ending mid July, which have all been clear.

“What today’s results mean is that the Hastings supply, which also provides water to Flaxmere and Bridge Pa, can continue to be considered safe to drink.” He said Council will continue to chlorinate the supply in the short term as required by the drinking water standards.

In Havelock North, the water continues to be chlorinated and a boil water notice remains in place until the health authorities are confident the issue is limited to campylobacter, which is killed by chlorine.



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August 21

## Water tanker

Water tankers will be parked in Havelock North tomorrow, after all of them tested clear over the weekend.

The tankers have been re-sterilised, re-tested and re-filled.

The tankers from which the public can fill water containers will be in the car parks of the ANZ Havelock North, Havelock North High School, Te Mata Primary School, Havelock North Primary School and Lucknow Primary schools. Tankers are also going to the boarding schools in Havelock North: Hereworth School, Iona College, and Woodford House.

They will be progressively rolled out after 8.30am, tomorrow (Aug 22).

The chlorinated water is being provided to Havelock North residents as they are still under a boil water notice.

In Hastings the water is safe to drink without boiling because it has been chlorinated since Thursday as a precaution.



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August 23

To ensure all residents using town water supplies are completely safe, the chief executive of Hastings District Council has instructed that all Council-owned water supplies in the district be chlorinated for the foreseeable future.

The supply to Havelock North and the supply that feeds Hastings, Flaxmere and Bridge Pa are already being chlorinated.

From tomorrow, chlorination will be introduced to Council-owned supplies to Haumonana-Te Awanga and Parkhill. A process to introduce treatment for the other supplies will be put in place after that.

Some water supplies are already ultra-violet treatment and Waipatiki is already chlorinated.

The expanded chlorination follows a positive indicator test today (August 23) in the private bore servicing the Haumoana School. While this is not connected to the municipal supply, the bores are within the same catchment area.

Chief executive Ross McLeod said today that currently there is a heightened concern regarding water quality.

“We are taking a precautionary approach, chlorinating the water so people can be confident the water is safe to drink.

“We know that some people do not like the taste or smell, but at this time we believe that treating the water is the most responsible thing to do.”

The chlorination process will start tomorrow (August 24) and will be progressively noticeable in supplies over the next few days.

Council is also considering what help it can offer Haumoana School, to enable it to reopen.



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August 23

A decision has been made today to supply Havelock North's water from the Hastings' water system for the foreseeable future.

The opening of a connection between the two supplies will be managed over the next few days to ensure any contaminated water cannot get into the Hastings pipe system.

An extensive programme of flushing will be required across the Havelock North pipe system. The details of this work will be part of the water plan submitted to the Ministry of Health for approval.

The boil water notice in Havelock North will be lifted once the process is complete.

Putting Hastings water into the Havelock North system will allow the Brookvale bores to be turned off.

Chlorination of the Hastings supply will continue; required by the Ministry of Health under its NZ Drinking Standards because of the return of a 'positive indicator' result on Saturday. The requirement is to continue chlorinating for at least three months.

Chief executive Ross McLeod also said today (August 23) that in the medium term there would need to be a "whole of community conversation about the trade-off between the desire for natural untreated water and the risk of contamination and illness arising from not treating the water.

"In addition to groundwater contamination, broken water mains and other repairs can also create.

"As I have said, we need to do everything we can to make the water safe now; and then talk about what we do next."

Media Advisory:

Test results from the water supply servicing Hastings, Flaxmere and Bridge Pa water have again come back clear today.

Tests taken from the treated Havelock North supply also came back clear.

The results were received late this afternoon.

Those results mean the town supply in the Hastings, Flaxmere and Bridge Pa areas continues to be safe to drink.

In Havelock North a boil water notice remains in place until further notice.





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# Havelock North Gastroenteritis Outbreak

## What support is available and where can I get help?

Information about help (including financial assistance) you and your family may qualify for if you've been affected by the August 2016 Havelock North gastroenteritis outbreak.

### Support available from Work and Income

Work and Income may be able to help you with costs you don't have any other way of paying, even if you're not on a benefit.

You can find more information (including eligibility criteria) on our website at [www.workandincome.govt.nz](http://www.workandincome.govt.nz) under 'benefits and payments'.

Even if you don't think you'd qualify, please call us on **0800 559 009**. There may be other options available, and we can point you in the right direction based on your circumstances.

#### Help with living expenses

If you need something urgently, or get an unexpected bill, and can't afford to pay for it right now, we might be able to help you even if you're not on a benefit. It might be for things like medical costs, bedding, food, rent, power bills, repairs or replacing appliances.

You may have to pay the money back depending on your situation.

#### Loss of income

We may be able to help if you lose wages because of the gastroenteritis outbreak. For example if you:

- can't work because you're sick
- have to stay home and look after family members
- your workplace is closed.

#### Other help

Work and Income also provides other help such as benefits and housing assistance. Everyone's situation is different, so what you may qualify for depends on your situation.

#### Contacting Work and Income

If you:

- would like assistance
- aren't sure if you can get assistance
- are struggling to support yourself, or your family
- would like more information

visit our website [www.workandincome.govt.nz](http://www.workandincome.govt.nz) or call us on **0800 559 009**

We may be able to help you over the phone, without you coming into an office. If you do need to come in and see us, we'll make an appointment and tell you what to bring.

### Health assistance

Hawke's Bay District Health Board is keeping people up to date about the current outbreak via its website [www.ourhealthhb.nz](http://www.ourhealthhb.nz) and Facebook page [www.facebook.com/HawkesBayDHB](https://www.facebook.com/HawkesBayDHB)

#### Contact Healthline on 0800 611 116 for free advice

Healthline is staffed by experienced registered nurses 24 hours a day, seven days a week.

Contact Healthline if:

- You're feeling unwell but not sure whether you need to see a doctor
- You need some urgent advice about a family member or friend who's sick
- You want some help to cope with stress

It's completely normal to feel emotionally down when you or a family member is physically unwell. You are not alone and you don't have to cope alone either.

### How can I protect myself and others?

#### Hand washing is important

Wash your hands thoroughly by using plenty of soap, cleaning under fingernails, rinsing hands well and drying on a clean towel. Wash hands before and after preparing food, after going to the toilet or changing a baby's nappy, after caring for people with campylobacter.

#### Boil water before consuming it

Until otherwise advised, people in Havelock North should boil all water for drinking, making up infant formula, food preparation and cleaning teeth. Electric jugs with a cut-off switch can be used as long as they are full – allow the water to come to the 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.

### Keep informed

Hastings District Council has lots of information on its website about the Havelock North water contamination that resulted in a gastroenteritis outbreak. Visit [www.hastingsdc.govt.nz](http://www.hastingsdc.govt.nz) for the latest updates and frequently asked questions or call Hastings District Council 24/7 on **(06) 871 5000**. Information is also available at [www.facebook.com/hastingsdc](https://www.facebook.com/hastingsdc)

### Support available from Inland Revenue

If you are having difficulty meeting tax or payment obligations, contact Inland Revenue or talk to your tax agent/accountant about what options might be available. The Inland Revenue website also has information on managing financial difficulty and debt – go to [www.ird.govt.nz/how-to/debt/](http://www.ird.govt.nz/how-to/debt/) or call **0800 227 774** Monday to Friday 8am to 8pm, Saturday 9am to 1pm.

# WATER SYSTEM CHLORINATION FREQUENTLY ASKED QUESTIONS

## WHAT IS THE PRODUCT GOING IN? IS THERE AMMONIA IN IT?

The water system is being dosed with Sodium Hypochlorite. This does not contain ammonia.

## WHAT IS THE AMOUNT GOING IN AT THE INJECTION POINT?

The initial dose rate is one part per million. This will be adjusted as the residual levels are monitored.

## WHAT IS THE LEVEL COUNCIL IS AIMING FOR ACROSS THE SYSTEM?

We are targeting a residual chlorine level of 0.7 parts per million (ppm). This will vary in the system depending on distance and location in the network. The Drinking Water Standards allow a range residual chlorine in the reticulation from a minimum 0.2 parts per million up to 1.5 ppm.

## HOW MUCH IS IN A PUBLIC SWIMMING POOL?

A public swimming pool typically has in the order of even to 10 times more chlorine than the water supply reticulation.

## IS COUNCIL TESTING CHLORINE LEVELS AT DIFFERENT POINTS ACROSS THE SYSTEM?

Yes, Council is testing chlorine levels at points right across the water supply reticulation system that is being chlorinated; in Flaxmere, Hastings, Bridge Pa and Havelock North. The same testing regimes will apply as more Council-owned supplies are chlorinated.

## WHAT ARE THE LEVELS USED IN THE TANKERS SUPPLYING WATER IN HAVELOCK NORTH?

The residual chlorine levels in the water tankers range from 0.4 to 0.9 ppm.

## WHEN DID WE LAST HAVE TO CHLORINATE THE WATER, WHERE, AND FOR HOW LONG?

The Havelock North supply was chlorinated for two weeks in June after a mains pipe burst. Prior to that, the last chlorination of the system was 18 months ago in response to a positive e-coli indicator test.

## WHEN WILL THE FLUORIDE-FREE TAPS BE BACK ON?

The fluoride free taps will be back on once Council and the health authorities are certain that there is no risk of contamination.

## HOW LONG WILL THE BOIL WATER NOTICE BE ON IN HAVELOCK NORTH (ESTIMATED)?

The boiled water notice will remain in place until Council and the health authorities are certain that the risk of contamination has past.

## IS COUNCIL TESTING BOTH SUPPLIES DAILY FOR ANY CONTAMINATION? WHAT ABOUT OTHER COUNCIL-OWNED SUPPLIES?

Yes, water testing is being carried out on a daily basis in the Havelock North and Hastings water supply systems. Other Council-owned systems across the district are being tested as required by the drinking water standards

## HOW LONG WILL DAILY TESTING CONTINUE?

Daily testing will remain in place until Council and the health authorities are certain that there is no risk of contamination.

## MORE INFORMATION

For further information, please visit [www.hastingsdc.govt.nz](http://www.hastingsdc.govt.nz), or phone 06 871 5000.

## September 3

Press release; Hastings District Council

Water from the Havelock North town water supply no longer needs to be boiled before drinking.

The third clear water test in a row came back today, allowing the boil water notice to be lifted.

The results confirm that water from the Hastings source is fully through the Havelock North system after the Brookfield bores were closed off early last week, says Hastings District Council chief executive Ross McLeod.

Residents, building owners, business owners and their staff are being asked to take steps to ensure pipes are flushed through before drinking the water.

Those steps are:

Run internal taps for 2-3 minutes and until the water is clear

If there are water fountains on site (eg schools and child care centres) run them for 2-3 minutes and until the water is clear

Run outdoor taps run them for 2-3 minutes and until the water is clear if children or pets are likely to drink from them

Owners of large buildings (eg rest homes and office blocks) should take care to run the taps at the ends of their systems to draw the water right through the building's pipes

Then:

Empty stored water and ice trays and refill with fresh water

Run plumbed in ice makers on fridges for 2-3 minutes and the water is clear

Empty storage water tanks that are linked to the town supply and refill

Once those steps are taken, residents can be confident that the water is safe to drink.

People who need advice or help with emptying water storage tanks can call Council on 871 5000.

Mr McLeod says Council is pleased and relieved to be able to lift the boil water notice. "This has been a very difficult time for our residents and anything we can do to make their lives a bit easier is being done as fast as we can."

As set out in the Drinking Water Standards New Zealand the water supply will continue to be chlorinated for at least three months. Hastings District Council has committed to daily water tests for the foreseeable future.

### Background

The boil water was imposed on August 12 after the Hawke's Bay District Health Board and Hastings District Council considered that the water could be the cause of illness being suffered by an abnormally large number of Havelock North residents. The water was immediately chlorinated and a 'boil water' notice issued. The suspicion

that the water was the cause of the wave of illness was confirmed by water test results the following day (August 13).

A decision was made to close the Brookvale bores supplying water to Havelock North and Council commenced circulating the Hastings water through the system. Water tests taken daily have until three days ago indicated that residual amounts of the Brookvale water remained in the system. The Ministry of Health asked that three days of 'clear' results be recorded before the boil water notice was lifted. That third clear test was received today.

# HAVELOCK NORTH WATER SUPPLY

# **BOIL WATER NOTICE REMOVED**

## **Havelock North tap water is now safe to drink without boiling.**

This means there are no restrictions remaining on the normal uses of drinking water supplied to Havelock North. We have completed extensive pipe flushing and testing of the network and supply.

The Hastings water supplying Havelock North will remain chlorinated until further notice.

Please follow these actions to ensure the safety of your drinking water:

- Dispose of any stored water or ice.
- Home owners, residents, business owners and staff in Havelock North are advised that internal taps and any other water using facilities (such as ice making machines on your fridge, coffee machines etc.) should be run for 2-3 minutes to flush any old water from their plumbing systems.
- If you have on-property storage which is fed from the Havelock North water supply, eg water tanks, you should empty these tanks and dispose of the water to waste then refill.
- Schools, child care centres and other facilities with water fountains should run all drinking fountains for 2-3 minutes before using the water.
- Owners and managers of large buildings should ensure that their entire system is flushed and that storage tanks are drained and refilled.
- If you would like advice or assistance with emptying your storage tank and/or flushing your plumbing system, please contact Hastings District Council on **06 871 5000**.

