

Rec No	Recd Date	Type of request	Department	District	Division	How received	
2403696	3/12/24	Drinking Water Continuity of Supply	3Waters - Water	Twizel	Operations	Email	Email attached Customer comment: Subject: Water - Tussock bend Enquiry: Good morning, Im sure you have had many complaints about the water in Twizel this week, However I wish to also add that the lack of water and pressure of water is abominable. Since Sunday we have had little or No water in Peak drive, Tussock Bend. Two days in a row, I have not been able to shower due to the low pressure. Its so low that the califont will not even fire up and provide hot water. As rate payers, we expect a much better level of water supply. Please advise what your proposed solution is to this problem and ensure us that this is not going to continue in the coming summer months. If this does, we would expect some compensation on the water rates. Also i suggest if you need to gauge the level of the problem that you look at the facebook page 'Twizel community', where you will see many complaints about the water. Regards
2403586	25/11/24	Pressure or Flow Drinking Water	3Waters - Water	Twizel	Operations	Email	TAS Order 46875 Low Pressure, just a trickle. 1.3pm restricted supply. Called and explained to customer. Called After Hours water, they gave details of supply - passed this to caller.
2403597	25/11/24	Pressure or Flow Drinking Water	3Waters - Water	Twizel	Operations	Phone	Please check flow on restrictor. The customer believes they are not having enough flow of water into the tank. They are very conscious of their water consumption as they are on restricted supply. Please call Robert to discuss any issues. Thanks.
2403686	3/12/24	Pressure or Flow Drinking Water	3Waters - Water	Twizel	Operations	Email	TAS Order 47094 Water issue. Low pressure. She advised she spoke to someone during business hours and she said it was going to be sorted but it is still an issue. 17:36 - Phone Whitestone a/h no answer. 17:53 - Phone Whitestone A/H and they will check it out. Called Whitestone 18:10 Called Jillie 18:13
2403698	3/12/24	Pressure or Flow Drinking Water	3Waters - Water	Twizel	Operations	Phone	Very low water pressure.
2403747	6/12/24	Pressure or Flow Drinking Water	3Waters - Water	Twizel	Operations	Phone	Very low water pressure @ Tussock Bend, Twizel. Customer is very unhappy and wants feedback as to why this is happening so frequently and what is being done to rectify it. Complained that the contractor 'claimed' that there had only been 4 reports last time it happened. Very concerned as to what will happen when the holidaymakers arrive. Feels Council aren't taking the issue seriously.
2403481	11/11/24	Taste	3Waters - Water	Twizel	Operations	Verbal	Low pressure and quality issues.
2402080	5/07/24	No Water	3Waters - Water	Twizel	Operations	Phone	On turning on the Water toby, no water at the below property, customer has a client going into the property this evening please call Tracey with an update (Mobile no) Thanks
2402136	11/07/24	No Water	3Waters - Water	Twizel	Operations	Verbal	Rob came in as he is camping and advised the fresh water tap to fill up for water at the Twizel dumping station is frozen and wanted to know if there is an alternative in the area or when this will be resolved to be able to get water. Please call to advise - xxx
2402195	16/07/24	No Water	3Waters - Water	Twizel	Operations	Email	TAS Order 43893 Caller has no water xx Tekapo Drive. Caller hung after saying that he was going to pass the phone to his wife. Wife called back to give the rest of the details. Call Geoff Horler - 17:58 NA. While leaving a message I released the job is in Twizel not Tekapo. Called Twizel on call - 17:59 He will be attending the job.
2402449	9/08/24	No Water	3Waters - Water	Twizel	Operations	Phone	Lake Ruataniwha South Rowing Club. xx Kate Cameron Drive Twizel. Has currently no water. Client checked all connections and all is turned on. Client has no power either. But client is receiving water from mains so no power needed to get water to property.
2402809	10/09/24	No Water	3Waters - Water	Twizel	Operations	Phone	Client has bought a section in Twizel a couple of years ago. LJ Hooker advised that there is no tobi or water connection to the property. Client would like to have the water connected. I am sending this to Arnel as Beth has already been talking to Arnel about this.
2402981	25/09/24	No Water	3Waters - Water	Twizel	Operations	Phone	Client called to inform that no water at the property.
2403008	27/09/24	No Water	3Waters - Water	Twizel	Operations	Phone	Client just arrived with her batch and struggling to turn on the toby. Disappointed also to find out that water meter has been installed without communication. Could someone visit the property to turn on the water. Thank you
2403589	25/11/24	No Water	3Waters - Water	Twizel	Operations	Email	TAS Order 46807 No water coming into property. Last 10 mins. xx North West Arch. 15:10 Call to Twizel On Call xxx - xx. Major water leak and having to shut down for 1hr. Roughly restored in 30 - 45 mins. 15:13 Call to Barry to Inform.

2403665	2/12/24	No Water	3Waters - Water	Twizel	Operation s	Phone	Client has litle or no water in Twziel
2403666	2/12/24	No Water	3Waters - Water	Twizel	Operation s	Phone	Sometime overnight the water supply has stopped. He is aware other neighbors also have no water
2403667	2/12/24	No Water	3Waters - Water	Twizel	Operation s	Email	Email attached. Customer message: Report Number: 5491025 Incident Type: Water General When: Monday, December 2nd 2024, 6:14:40 am NZDT
2403672	2/12/24	No Water	3Waters - Water	Twizel	Operation s	Email	Location: N W Arch, Twizel, New Zealand Notes: No water pressure. Same issue as last year. Please make contact ASAP TAS Orders 47068 (xxx North West Arch) TAS Order 47086 (xxx Fraser Crescent); TAS Order 47087 (xxx Woodley Avenue); TAS Order 47088 (xxx Homestead Avenue); TAS Order 47089 (xxx The Drive).
2403688	3/12/24	No Water	3Waters - Water	Twizel	Operation s	Phone	Still no water at the Meridian Energy Building (Moonbase) on State Highway 8.
2403692	3/12/24	No Water	3Waters - Water	Twizel	Operation s	Phone	xxx from Programmed advises they still have no water at the substation on Old Iron Bridge Road, Twizel
2403746	6/12/24	No Water	3Waters - Water	Twizel	Operation s	Phone	Low water pressure preventing showering and running washing machine.
2501110	24/03/2	No Water	3Waters - Water	Twizel	Operation s	Email	TAS Order 50312 Moving into house today - no water. 12:36 Rung to say still no water. 11:12 Called on call - NZ; 11:18 Called on call NZ; 11:34 On call called back - water has already been restored - rung call to advise; 12:38 called on call water will phone her to discuss.
2501143	25/03/2	No Water	3Waters - Water	Twizel	Operation s	Phone	Client called to report that they don't any water supply going into the water tank for the past 3 days.
2501181	31/03/2	No Water	3Waters - Water	Twizel	Operation s	Email	TAS Order 50516 Last week employee installed device on water tank and now not getting any water. No water since Tuesday. Tank is empty. Passed to Mike 10:36 Etext details to Mike 10:36.
2501475	29/04/2	No Water	3Waters - Water	Twizel	Operation s	Email	No water