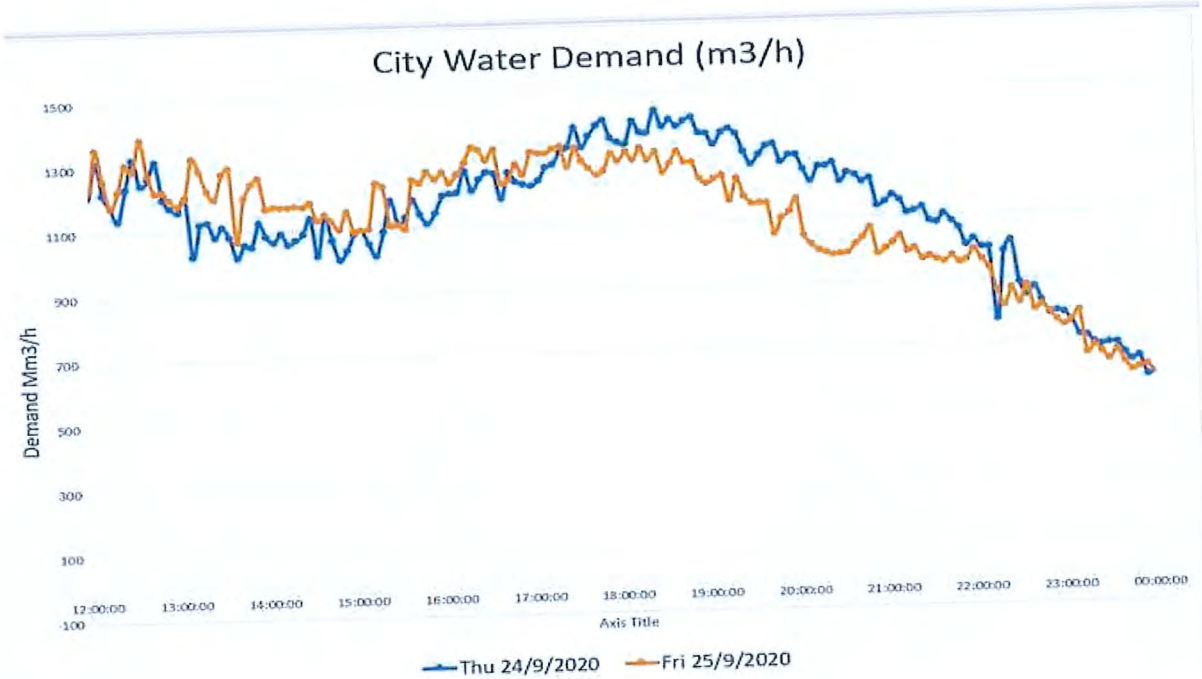
WATER USE GRAPH



This graph shows Palmy's water use the day before the incident (in blue), and the day of the incident (orange).

At 5pm you can see the water use start to drop, and that drop continues during the evening compared to the previous night.

While the difference may not seem huge to someone who doesn't know water use- these are differences of up to 200 thousand cubic metres of water each hour.

We also would have saved up to 20% more water than what this graph shows. That's because we had to increase the production of water from our bores in our city. Moving bore water around requires more pressure, and subsequently more water.

Trend wise you can tell the impact this effort had, with an obvious drop in use from 5pm, and continuing to fall over the busiest time at night. It's also evident by the graph showing our city using fewer litres of water at 7pm on a Friday night, than at midday when everyone is at work and school.

We got initial readings of water use about 7pm on the night of the incident and our water engineers were shocked. They'd never seen a decrease like this before – even when in water restrictions.

MEDIA ADVISORY

25 September 2020

All Palmerston North residents are being asked to conserve water, after the city's main water pipe that supplies water from the Treatment Plant to the city burst.
Two thirds of the city's water comes from the Turitea Dam and is treated at our Water Treatment Plant before being distributed around the city.
The remaining drinking water supply comes from bores and is also treated before being distributed.
As a result of the damaged pipe, all water will need to come from the bores.
As they cannot supply the same amount of water as the Dam, we're asking all residents to be conscious of their water use.
Urgent repairs are underway and we're hopeful that repairs can be made today, or tomorrow.
Residents along Turitea Road are without water, but we are urgently suppling drinking water to them.
We'll be investigating what caused the unexpected burst to reduce the chance of it happening again.
A major construction project is currently underway to build a second main water pipe, to prevent similar issues from happening again.

For enquiries please contact:
Olivia Wix
Communications Advisor
Palmerston North City Council

PALMERSTON NORTH
CITY COUNCIL

MEDIA ADVISORY

4:15pm, 25 September 2020

All Palmerston North residents and businesses are being asked to urgently conserve water for the next 24 hours.

Urgent repairs are underway to our main water pipe which burst this morning. As a consequence the Council can't get water from our dam out to our homes and businesses, and is relying solely on reservoirs and bores to provide the water supply.

This means water supplies are limited throughout the city.

"We are asking all residents, including Ashhurst, Longburn, Linton and Bunnythorpe to avoid unnecessary use of water," Says Chief Executive, Heather Shotter. This means water should only be used for drinking, cooking and hygiene. Residents are asked to avoid showers and baths, running washing machines and dishwashers, outdoor hosing and sprinklers.

Urgent repairs are underway and we're hopeful they can be completed overnight or early tomorrow.

We'll be investigating what caused the unexpected burst to reduce the chance of it happening again.

A major construction project is already underway for a second main water pipe, to build the resilience of our network.

We thank our residents for their patience during this time and will keep residents informed.

PALMERSTON NORTH
CITY COUNCIL

MEDIA ADVISORY

6am, 26 September, 2020.

Palmerston North residents can now return to using water as normal, after significant repairs to the city's main water pipe were completed early this morning.

The pipe, which supplies two thirds of the city's water from the Turitea Dam, burst early yesterday morning.

That means all of Palmerston North's water was being supplied from the bores and reservoirs around the city.

Residents were asked to start conserving water yesterday morning, and late yesterday were asked to only use water for drinking, hygiene and cooking.

Chief Executive Heather Shotter says residents should be extremely proud of their efforts.

"Our data shows that our residents and businesses understood the seriousness of this situation, and immediately reduced their consumption. During our peak time, our residents were using 100,000 litres fewer per hour than on any other day. This is astounding and we are very grateful for their efforts."

Ms Shotter says council's water operations team has worked around the clock to get the repairs completed, and the next step will be determining what caused the pipe to burst.

"We've worked hard to build a resilient network to ensure our city's water comes from a wide variety of sources at different locations. This means that when unexpected issues occur, or a significant natural disaster were to happen, our residents and businesses have a far higher chance of having a drinking water supply. The value of this approach has been proven here and is why we were able to continue to supply drinking water despite the seriousness of this incident."

Ms Shotter says a major construction project is already underway for a second main water pipe, to reduce the chance of an incident like this occurring again.

CALL CENTRE MESSAGE:

THANK YOU FOR CALLING PALMERSTON NORTH CITY COUNCIL.

CURRENTLY WE'RE ASKING ALL RESIDENTS TO URGENTLY CONSERVE WATER

WATER should ONLY BE USED FOR DRINKING, COOKING AND HYGIENE.

PLEASE DELAY BATHS, SHOWERS, DISHWASHING, WATERING GARDENS, AND LAUNDRY UNTIL URGENT REPAIRS ARE MADE TO THE CITY'S MAIN WATER PIPE.

WE'RE HOPING TO HAVE REPAIRS COMPLETED OVERNIGHT.

FOR UPDATES AND MORE INFORMATION SEE PNCC.GOVT.NZ

RADIO SCRIPT:

THIS IS A CRITICAL SERVICE UPDATE

WATER CAN ONLY BE USED FOR ESSENTIAL REASONS IN PALMERSTON NORTH.

WATER CAN ONLY BE USED FOR DRINKING, COOKING AND HYGIENE.

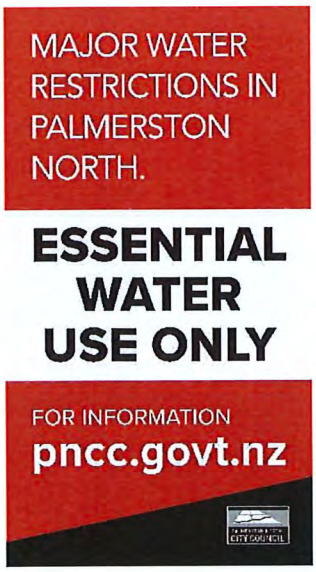
WATER SHOULD NOT BE USED FOR BATHS, SHOWERS, DISHWASHING, WATERING GARDENS, AND LAUNDRY.

THESE MUST BE DELAYED WHILE URGENT REPAIRS ARE MADE TO THE CITY'S MAIN WATER PIPE.

WE'RE HOPING TO HAVE REPAIRS DONE OVERNIGHT. WATER REMAINS SAFE TO DRINK.

FOR UPDATES AND MORE INFORMATION SEE PNCC.GOVT.NZ

Digital Billboard



SOCIAL MEDIA POSTS FROM INCIDENT.

Please note we updated each post to ensure the widest spread of information possible.

Post Details

Reported stats may be delayed from what appears on posts

Palmerston North City Council
September 25, 2020 ·

UPDATE: 6AM, Saturday 26 September.

Good news Palmy! You can now use water like normal again.
We got the repairs on our water main pipe completed early this morning. ...
See More

Palmerston North City Council
Government Organization

Send Message

59,882 People Reached
7,135 Engagements
Boost Post

253
89 Comments 489 Shares

Like Comment Share

Performance for Your Post

59,882 People Reached

1,456 Reactions, Comments & Shares

537 Like	209 On Post	328 On Shares
14 Love	4 On Post	10 On Shares
8 Haha	0 On Post	8 On Shares
78 Wow	43 On Post	35 On Shares
9 Sad	3 On Post	6 On Shares
265 Comments	122 On Post	143 On Shares
545 Shares	489 On Post	56 On Shares

5,679 Post Clicks

343 Photo Views	24 Link Clicks	5,312 Other Clicks

NEGATIVE FEEDBACK

20 Hide Post
1 Hide All Posts
0 Report as Spam
0 Unlike Page

Reported stats may be delayed from what appears on posts

Post Details

Reported stats may be delayed from what appears on posts

Palmerston North City Council
September 25, 2020 ·

UPDATE: 4:34pm-

All Palmerston North residents and businesses are being asked to urgently conserve water for the next 24 hours.

This is absolutely critical.... See More

Palmerston North City Council
Government Organization

Send Message

53,520 People Reached
8,150 Engagements
Boost Post

222
101 Comments 379 Shares

Like Comment Share

Performance for Your Post

53,520 People Reached

1,256 Reactions, Comments & Shares

421 Like	193 On Post	228 On Shares
4 Love	1 On Post	3 On Shares
28 Haha	1 On Post	27 On Shares
68 Wow	28 On Post	40 On Shares
6 Sad	2 On Post	4 On Shares
316 Comments	162 On Post	154 On Shares
413 Shares	379 On Post	34 On Shares

6,894 Post Clicks

359 Photo Views	28 Link Clicks	6,507 Other Clicks

NEGATIVE FEEDBACK

13 Hide Post	1 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

Post Details

Reported stats may be delayed from what appears on posts

Palmerston North City Council
September 26, 2020 ·

UPDATE: 6AM, Saturday 26 September.

Good news Palmy! You can now use water normally again.

We got the repairs on our water main pipe completed early this morning. ...
See More

32,217 People Reached	2,932 Engagements	Boost Post

782 92 Comments 146 Shares

Like Comment Share

Performance for Your Post

32,217 People Reached

1,453 Reactions, Comments & Shares

1,027 Like	696 On Post	331 On Shares
116 Love	92 On Post	24 On Shares
4 Wow	2 On Post	2 On Shares
154 Comments	108 On Post	46 On Shares
152 Shares	146 On Post	6 On Shares

1,479 Post Clicks

192 Photo Views	0 Link Clicks	1,287 Other Clicks

NEGATIVE FEEDBACK

17 Hide Post	2 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

Post Details

Reported stats may be delayed from what appears on posts

Palmerston North City Council
September 28, 2020 ·

When it comes to what we do at council, instead of capes our heroes wear hi-vis.

Our team worked so hard all day Friday and overnight to get our water main repaired. They managed to take these two pictures to show you what the job looked like on site.

Sila, Steve, Kevin, Travis, Josh, Reece, Dave and Sean – thank you for your hard work. We know all of Palmy is super proud of you!

10,313 People Reached	2,364 Engagements	Boost Post

443 40 Comments 5 Shares

Like Comment Share

Performance for Your Post

10,313 People Reached

522 Reactions, Comments & Shares

412 Like	388 On Post	24 On Shares
58 Love	55 On Post	3 On Shares
4 Wow	3 On Post	1 On Shares
43 Comments	42 On Post	1 On Shares
5 Shares	5 On Post	0 On Shares

1,842 Post Clicks

1,103 Photo Views	0 Link Clicks	739 Other Clicks

NEGATIVE FEEDBACK

4 Hide Post	1 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

COMMENTS

Kodz Te Are Peachey Big ups to the Civil water maintenance boys who im sure are there working hard to get it sorted

Love · Reply · Message · 21w

4

Lolo Kakapo Thank you PNCC and contractors for fixing it so quickly and to my fellow citizens for saving so much water! Palmy really does rock!

Like · Reply · Message · 21w

1

Natasha Hickmott Massive thank you to the team that worked through the night, but also to the comms team too keeping everyone updated 👍🙏

Like · Reply · Message · 21w

22

1 Reply

Robyn Nicols Well done to the team who worked hard to fix this for us...greatly appreciated ! 🌹

Like · Reply · Message · 21w

3

Catherine Kelly Well done to PNCC Team for fixing so fast. Also great communication 😃

Like · Reply · Message · 21w

Brian Barnes Well done TEAM PNCC .
Well done fellas always top notch and on the job when its needed.
Proud of ya guys !!!!

Like · Reply · Message · 21w

Kelly Hancock Thanks team! Tino pai to mahi

Like · Reply · Message · 21w

Ruth Kennedy Thanks to everyone who helped get us water this morning.

Like · Reply · Message · 21w