

Questions and Answers

Why do I need to boil my water?

E. coli has been detected in this area of the water supply. E.coli can make us sick but boiling water will kill this bug.

Way isn't FNDC providing drinking water?

The issue in Waipapa at the moment is bacteriological and as long as you boil the water for one minute the water can be used for drinking or brushing teeth etc.

Recently in Otago they issued a similar notice and provided drinking water by truck. Why isn't FNDC providing drinking water?

The issue in Otago is related to lead. Lead cannot be removed by boiling the water. The issue in Waipapa is related to bacteria and can be managed by boiling.

How many days do I need to boil the water for?

Until you hear official notification from FNDC that the boil water notice is lifted. This will not be until Monday afternoon at the earliest.

Why will it take so long to fix?

Fixing the issue will probably happen relatively quickly. However, there is a process to go through before a boil water notice can be lifted. This requires a minimum of three clear tests over three days. This will not be until Monday afternoon at the earliest.

How did this happen?

The investigation continues as to how this contamination event occurred. We know that there is an issue in the network between the Waipapa Reservoir and Waipapa township. The remainder of the Kerikeri Water Supply is unaffected and safe to drink.

How will I know it's over?

Through another letter drop and by monitoring the Council website for updates.

Can I shower in it?

You can use the reticulated water for showering. Please supervise children when bathing to ensure they do not ingest the unboiled water.

I've been drinking water. What should I do?

Monitor for gastroenteritis symptoms and call Healthline on 0800 611 116 or your GP if you have concerns.

I have bought drinking water. Will FNDC reimburse me for this cost?

You do not need to buy water. Boiling the water for one-minute will ensure the water is safe for drinking. FNDC will not compensate customers for the purchase of drinking water.