

Castlecliff water update – checking in with affected households

Friday, 25 September 2026

Kia ora Castlecliff whānau 💙

We are reaching out to you because we are aware that some households are still having ongoing problems with sand, sediment, discoloured water or water pressure issues. We understand that this is frustrating, but we want to reassure you that we have made it our top priority to address the problem and ensure it does not continue.

We want to make sure that you have access to water, practical help and support where needed.

We can deliver water if you need it

If you need drinking water delivered, please call **06 349 0001**. This includes households where water is not clearing, people who cannot collect water themselves, or anyone who could use extra help.

Please reach out if you need help and support

We are also checking in with households who may need extra support, including older residents, people with health needs, families with young children, people without transport, or anyone finding this tough.

Water safety

Ongoing testing shows the water remains safe to drink. We know sand, sediment or discolouration is still not acceptable, and we are prioritising a fix for this.

If you notice sand or discolouration

If sand comes through your inside taps, turn them off immediately and run an outside/garden tap, preferably a front tap, for at least 10–15 minutes. If you are still getting sand after trying this, call **06 349 0001**.

If an appliance or hot water system has been affected, please contact us too.

Please call us directly

Please call **06 349 0001** rather than relying on contacting us via Facebook comments, so your issue can be logged and followed up. Please share this with whānau, neighbours and friends. You will find some helpful FAQs over the page – and stay up-to-date by visiting: whanganui.govt.nz/castlecliff-water

Emergency Management support trailer

Our Emergency Management Incident Control Point trailer will be in place on **Friday, 25 September**, from **10.00am to 4.00pm**, for anyone who needs to speak with us in person. You'll find us at St Luke's Church, 34 Manuka Street.

We are sorry this is still happening. We will keep working until it is sorted, and we are here to help.

Ngā mihi,

Doug Tate
Chief executive

Sorry we missed you today.

Please call **06 349 0001** if you need assistance or visit our Emergency Management Incident Control Point trailer at St Luke's Church, 34 Manuka Street between **10.00am and 4.00pm on Friday, 25 September**.

Our team can help with enquiries about water deliveries, other support or any questions.

Frequently asked questions

How can the council say the water is safe?

Water safety is based on testing, not appearance alone. We are carrying out regular water-quality testing, extra chlorine checks where flushing is occurring, and additional microbiological sampling. Results continue to show the water is safe to drink. We know visible sand or discolouration is still unacceptable. If our safety advice changes, we will tell residents immediately.

Why has the problem come back?

Flushing removed a significant amount of material and the number of affected properties reduced, but the issue has returned for some households. Sediment can remain in smaller pipes and other parts of the network and move again when water flows change. The fact that it has returned tells us the underlying issue needs further work. We are continuing targeted flushing and have brought in external technical support to review our response.

What caused the issue initially?

An older section of water main was brought back into service as part of upgrades to the Castlecliff network. Although the pipe was flushed and disinfected before it was commissioned, higher water flows appear to have disturbed sand and sediment that remained in the line.

What is the council doing about it?

We are continuing targeted flushing, water-quality testing and direct follow-up with affected households. We have also brought in independent external technical support to give us assurance that we have done all we reasonably can to address the issue and to identify any further solutions. We will act on that advice and keep residents updated.

Running my outside tap isn't fixing it. What should I do?

If sand appears inside, turn that tap off. Try running an outside/garden tap, preferably the front tap or the tap closest to your supply, for 10–15 minutes. If it does not clear, stop and call 06 349 0001. Do not keep flushing for long periods or repeatedly run hot water. We will log your address and arrange follow-up.

What if my hot-water cylinder or appliances are affected?

Call 06 349 0001 if you believe the issue has affected a hot-water system, filter, washing machine, dishwasher, tapware or other plumbing. We will record the issue and arrange the appropriate follow-up, including a plumber where needed. Please keep photographs and details of any damage, work undertaken or costs.

Why should this cost me money?

Please report any costs or suspected damage to us before arranging non-urgent work where possible. We are recording affected properties, plumbing work and related costs, and each situation will be considered on its circumstances. Keep photographs, invoices and receipts. If you need drinking water delivered or practical assistance because of this incident, call 06 349 0001.

Where do I get reliable updates and help?

Call 06 349 0001 so we can record your address, understand what is happening and follow it up. Updates will be shared through the council website, Facebook page and Antenna as further information is confirmed. The Emergency Management Incident Control Point trailer will be at St Luke's Church, 34 Manuka Street, **from 10.00am to 4.00pm on Friday, 25 September.**