

Friday 26 May 2023

OIA IRO-413 and 414

Name: [REDACTED]

Email: [REDACTED].co.nz

Kia ora [REDACTED]

Official information request for the Water Quality Test Report for the Region.

Thank you for your official information request dated 25 April 2023 for the current water quality report for the water and a copy of the most recent water report that details the contents of the water supplied and the level of fluoride that may be present in the water.

You have requested this information from Upper Hutt City Council and Greater Wellington Regional Council, and both organisations have referred your queries to Wellington Water. Our response below applies to both your requests.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and are declining in accordance with [Section 17\(d\)](#) of the Act on the basis that the information requested is publicly available.

You can find our latest Water Quality Report online here:

<https://www.wellingtonwater.co.nz/resources/topic/drinking-water/whats-in-your-water/>

You can find the latest fluoride results from our treatment plants here:

<https://www.wellingtonwater.co.nz/resources/topic/drinking-water/whats-in-your-water/monitoring-fluoride-levels-at-water-treatment-plants/>

Please note that we have not received direction from Southern Wairarapa District Council to fluoridate their water.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

Team Lead, Communications and Engagement

For the latest news and updates, follow us on our social channels:

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington_water

From: [Official Information](#)
To: [REDACTED]@co.nz
Cc: [Official Information](#)
Subject: Response to OIA IRO-413 and 414
Date: Monday, June 12, 2023 2:33:00 PM
Attachments: [OIA IRO-413 and 414 Water Quality Report for the Region, \[REDACTED\].letter.pdf](#)
[Re Follow up on acknowledgement and clarification of request - OIA IRO-414.msg](#)
[Taumata-Arowai-Aesthetic-Values-for-Drinking-Water-2022.pdf](#)
Importance: High

Kia o [REDACTED]

Hope this email finds you well.

Greater Wellington Regional Council informed me of a follow up email you made on Monday 5 June regarding your request.

As per our below email to you, we responded to your request on 26 May 2023 (both the one you sent to us and the one transferred to us by GWRC). The additional questions you posed on 5 June 2023 are answered by our response.

Please note that the turbidity is measured online and meets the drinking water standard of less or no greater than five NTU. We have attached the standards, and you can find this information on page 3 of 3.

Ngā mihi nui,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Friday, May 26, 2023 10:11 AM
To: [REDACTED]@co.nz
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: Response to OIA IRO-413 and 414

Kia ora [REDACTED]

Official information request for water quality report.

Please see attached Wellington Water's response to both your requests (OIA IRO-414 email thread attached for reference).

Nāku noa, nā

[REDACTED] (he/him)

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From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Thursday, May 18, 2023 12:15 PM

To: [REDACTED]@o.nz

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: Acknowledgement of Receipt - OIA IRO-413

Kia ora [REDACTED]

Official information request for water quality report.

Thank you for your official information request dated 20 April 2023, which was transferred to us on Thursday 18 May 2023 by Upper Hutt City Council (UHCC). You requested information about the current water quality report for the water and a copy of the most recent water report that details the contents of the water supplied and the level of fluoride that may be present in the water.

As you will be aware, this request has been transferred to us by GWRC also – and we acknowledged that request with you, under OIA IRO-414, on Monday 8 May 2023. On Wednesday 10 May 2023, you clarified your request as wanting the information for the entire region.

Work is underway to respond to that request and as it is for the same information, we will endeavour to close both this request and OIA IRO-414 together no later than Friday 2 June 2023.

If any additional factors come to light which are relevant to your request, please do not hesitate to

contact us so these can be taken into account.

Ngā mihi,

██████████ (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob ██████████

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Aesthetic Values for Drinking Water Notice 2022

This notice issued pursuant to section 48(1) of the Water Services Act 2021 (**Act**) by the Chief Executive of Taumata Arowai—the Water Services Regulator (**Taumata Arowai**), acting under delegated authority, sets out aesthetic values that relate to drinking water.

1. Title

This notice is the Aesthetic Values for Drinking Water Notice 2022.

2. Interpretation

Within this notice:

determinand means a substance or characteristic that is determined or estimated in drinking water.

3. Commencement

This notice comes into force on **14 November 2022**.

4. Purpose

Aesthetic values specify or provide minimum or maximum values for substances and other characteristics that relate to the acceptability of drinking water to consumers (such as appearance, taste, or odour). A drinking water supplier must take all reasonably practicable steps to supply drinking water that complies with aesthetic values issued by Taumata Arowai under the Water Services Act 2021.

These Aesthetic Values replace the guideline values for aesthetic determinands specified in the *Drinking-water Standards for New Zealand 2005 (Revised 2018)*.

5. Aesthetic values

The determinands and corresponding values listed in the Schedule are the aesthetic values that relate to drinking water.

Dated at Wellington this 14th day of June 2022

 Chief executive (Acting)

Schedule

Aesthetic values for drinking water

Determinand	Value	Unit	Notes
Aluminium	≤ 0.1	mg/L	Above this value, complaints of depositions or discoloration may arise
Ammonia	≤ 1.5	mg/L	Odour threshold (alkaline conditions)
Calcium			See 'Hardness'
Chloride	≤ 250	mg/L	Taste threshold (counter ion dependent: sodium, calcium or potassium)
Chlorine (contingent on the supply being chlorinated)	0.3 – 1.0	mg/L as Cl ₂	Free available chlorine Taste and odour threshold (pH dependant) Disinfection must not be compromised in trying to avoid taste and odour complaints
2-Chlorophenol	≤ 0.0001	mg/L	Taste threshold
	≤ 0.01		Odour threshold
Colour	≤ 15	TCU	Appearance
Copper	≤ 1	mg/L	Staining of laundry and sanitary ware
1,2-Dichlorobenzene	≤ 0.001	mg/L	Taste threshold
	≤ 0.002		Odour threshold
1,4-Dichlorobenzene	≤ 0.0003	mg/L	Odour threshold
	≤ 0.006		Taste threshold
2,4-Dichlorophenol	≤ 0.0003	mg/L	Taste threshold
	≤ 0.04		Odour threshold
Ethylbenzene	≤ 0.002	mg/L	Odour threshold
	≤ 0.08		Taste threshold
Hardness (total) (Ca + Mg) as CaCO ₃	≤ 200	mg/L	Scale deposition, scum formation (pH and alkalinity dependent) Low hardness (<100) may be more corrosive
	100–300		Taste threshold (Ca; counter ion dependent)
Hydrogen sulphide	≤ 0.05	mg/L	Taste and odour threshold
Iron	≤ 0.3	mg/L	Staining of laundry and sanitary ware
Magnesium			See 'Hardness'
Manganese	≤ 0.04	mg/L	Staining of laundry
	≤ 0.10		Taste threshold
Monochlorobenzene	≤ 0.01	mg/L	Taste and odour threshold
pH	7.0–8.5		Ideally 7.4 – 8.0. Most water with a low pH has a high plumbosolvency. Water with a high pH has a soapy taste and feel. A pH less than 8 is preferable for effective disinfection with chlorine

Sodium	≤ 200	mg/L	Taste threshold (counter ion dependent)
Styrene	≤ 0.004	mg/L	Odour threshold
Sulphate	≤ 250	mg/L	Taste threshold
Taste and odour	Acceptable to most consumers		
Temperature	≤ 15°C		
Toluene	≤ 0.03	mg/L	Odour threshold
	≤ 0.04		Taste threshold
Total dissolved solids	≤ 1000	mg/L	Taste may become unacceptable from 600–1200 mg/L
Trichlorobenzenes (total)	See below		
1,2,3-Trichlorobenzene	≤ 0.01	mg/L	Odour threshold
1,2,4-Trichlorobenzene	≤ 0.005	mg/L	Odour threshold
1,3,5-Trichlorobenzene	≤ 0.05	mg/L	Odour threshold
2,4,6-Trichlorophenol	≤ 0.002	mg/L	Taste threshold
	≤ 0.3	mg/L	Odour threshold
Turbidity	≤ 5	NTU	Appearance
Xylene	≤ 0.02	mg/L	Odour threshold
Zinc	≤ 1.5	mg/L	Taste threshold