

Thursday 13 July 2023

OIA IRO-440

Name: [REDACTED]

Email: [REDACTED]@stuff.co.nz

Kia ora [REDACTED]

Official information request regarding Houghton Bay landfill complaints.

Thank you for your official information request dated Sunday 18 June 2023.

The Local Government Official Information and Meetings Act 1987 (the Act) requires that we advise you of our decision on your request no later than 20 working days after the day we received it. Unfortunately, we cannot meet the timeframe and must therefore extend the time to make our decision, to Friday 28 July 2023.

We are extending your request in accordance with [Section 14\(1\)\(b\)](#) of the Act.

This extension is necessary as we are awaiting Wellington City Council to provide us with logged complaints and require more time to review held email correspondence and to package those for response.

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]

[REDACTED]

Governance Coordinator

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Friday 28 July 2023

OIAIRO-440

Name: [REDACTED]

Email: [REDACTED]@stuff.co.nz

Kia ora [REDACTED]

Official information request regarding Houghton Bay landfill complaints.

Thank you for your official information request dated Sunday 18 June 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and determined that we are able to grant your request in part.

Our LGOIMA Coordinator advised you this week that the size of the information required to fully respond to your request is substantial. Over 600 individual items exist within the search parameters agreed with you, and it is not possible to review each of those items within the time available to us under the Act.

Our proposed solution, as communicated to you on Wednesday 26 July, was to provide the data, from a review of information of the first six months of this year and to then begin a review of the remaining period – 30 June 2022 to 31 December 2022.

I accept that this is, firstly, frustrating for you, and secondly that we have not met our obligations under the Act. I apologise on both counts.

I have asked that this work is prioritised.

Two complaints, logged between 1 January 2023 and 30 June 2023, are enclosed in our email to you. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information has been redacted as it is personal about private individuals.

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]

Acting Group Manager, Customer Operations Group

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Fwd: Houghton bay - orange stormwater #SR-129475

NOT REQUESTED

by [REDACTED] (@gmail.com) on Mon, 22 Mar, 2021 3:01 PM via Email

Requested for : [REDACTED] (@gmail.com)

TICKET PROPERTIES

Urgency Low	Impact Low	Priority High	Status Closed
Source Email	Type Service Request	Group Wellington Water	Agent --
Site Location --	Telephone Number --	Common Issues --	Other Line number --
Time call was made/received --	Device Used --	Type of Call --	Category External Customer Service
	Sub-Category --	External reference received --	External reference ID --
Skip notifications --	Incident address Houghton Bay and Elsdon Point, Houghton Bay	Incident location -41.34452785706049,174.78121658708469	Created By
		Due by Mon, 22 Mar, 2021 9:01 PM	

DESCRIPTION

Hi there,

I sent this email to WCC nearly a month ago, and I don't seem to have had a response yet.

Could this please be followed up with th relevant team?

Cheers,

[REDACTED]

----- Forwarded message -----

From: [REDACTED] (@gmail.com (mailto:[REDACTED]@gmail.com))>

Date: Thu, 25 Feb 2021, 17:33

Subject: Houghton bay - orange stormwater

To: <complaints@wcc.govt.nz (mailto:complaints@wcc.govt.nz)>

Kai ora koutou,

I would like to make a complaint about the constant orange toxic and foul smelling stormwater that leaches into Houghton bay every time it rains.

I understand this is leachate from an old landfill, and that Wellington water is supposed to maintain the drains so that it doesn't leach out

But it does leach out, almost every time it rains. There were dolphins in the Taputeranga marine reserve this morning, and an Orca earlier this week. And people swim and snorkel in the water all the time. This is a horrendous way to treat the land and sea, and it make me sick thinking hundred of litre of thi tuff come out every year

Here is a video I took today of it.

Can you confirm what chemicals are actually coming out in this leachate, what the safe limits for these chemicals are supposed to be in an area such as a marine reserve. I would also like to know what Wellington council and Wellington water are doing to stop this occurring in the future.

Ngā mihi,



REQUESTED ITEMS (1)

Water and drainage

DESCRIPTION

Use this form to report all issues with the water network or work taking place on the network

Stage	Service	Which water type is this regarding?	Is this related to a weather event?
Requested	Information request	Stormwater or rainwater	--
Description	Skip notifications?	Incident address	Location
I would like to make a complaint about the constant orange toxic and foul smelling stormwater that leaches into Houghton bay every time it rains.	false	.	.

I understand this is leachate from an old landfill, and that Wellington water is supposed to maintain the drains so that it doesn't leach out.

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Can you confirm what
chemical are actually coming
out in thi leachate, what the
afe limit for the e chemical
are uppo ed to be in an area
uch a a marine re erve I
would al o like to know what
Wellington council and
Wellington water are doing to
top thi occurring in the
future

APPROVAL LOGS

COMMENTS

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 22 Mar, 2021 8:36 PM** as **Private note**

Address:

Houghton Bay and Elsdon Point, Houghton Bay

Open in Google Maps:

<https://www.google.com/maps/search/?api=1&query=-41.34452785706049,174.78121658708469>

(<https://www.google.com/maps/search/?api=1&query=-41.34452785706049,174.78121658708469>).

From [REDACTED]@wcc.govt.nz) on **Mon, 22 Mar, 2021 8:40 PM** as **Outbound email**

Kia ora [REDACTED]

Thanks for your email.

I have passed this through to Wellington Water as they are best placed to respond. The reference number is 129475.

Nga mihi

[REDACTED]

Customer Service Rep

Wellington City Council

!-- Initial customer request --!

Hi there,

I sent this email to WCC nearly a month ago, and I don't seem to have had a response yet.

Could this please be followed up with th relevant team?

Cheers,

██████████

----- Forwarded message -----

From: ██████████@gmail.com (mailto:██████████@gmail.com)>

Date: Thu, 25 Feb 2021, 17:33

Subject: Houghton bay - orange stormwater

To: <complaints@wcc.govt.nz (mailto:complaints@wcc.govt.nz)>

Kai ora koutou,

Description

I would like to make a complaint about the constant orange toxic and foul smelling stormwater that leaches into Houghton bay every time it rains.

I understand this is leachate from an old landfill, and that Wellington water is supposed to maintain the drains so that it doesn't leach out.

But it does leach out, almost every time it rains. There were dolphins in the Taputeranga marine reserve this morning, and an Orca earlier this week. And people swim and snorkel in the water all the time. This is a horrendous way to treat the land and sea, and it makes me sick thinking hundreds of litres of this stuff comes out every year.

Here is a video I took today of it.

Can you confirm what chemicals are actually coming out in this leachate, what the safe limits for these chemicals are supposed to be in an area such as a marine reserve. I would also like to know what Wellington council and Wellington water are doing to stop this occurring in the future.

Ngā mihi,

██████████

Ticket attachments : 1. [VID20210225132735.mp4](#)

(<https://help.wellington.govt.nz/helpdesk/attachments/75007550795>).

Item Name : Water and drainage

Category : External Customer Services

Service : Information request

Which water type : Stormwater or rainwater
is this regarding?

Description : I would like to make a complaint about the constant orange toxic and foul smelling stormwater that leaches into Houghton bay every time it rains.

I understand this is leachate from an old landfill, and that Wellington water is supposed to maintain the drains so that it doesn't leach out.

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Can you confirm what chemicals are actually coming out in this leachate, what the safe limits for these chemicals are supposed to be in an area such as a marine reserve. I would also like to know what Wellington council and Wellington water are doing to stop this occurring in the future.

Incident address : .

Location : .

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 22 Mar, 2021 8:46 PM** as **Private note**

Important!

A valid ticket location is required before integration can dispatch ticket.

Issue: Invalid location data.

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 23 Mar, 2021 8:28 AM** as **Private note**

Address:

Houghton Bay and Elsdon Point, Houghton Bay

Open in Google Maps:

<https://www.google.com/maps/search/?api=1&query=-41.34452785706049,174.78121658708469>
(<https://www.google.com/maps/search/?api=1&query=-41.34452785706049,174.78121658708469>)

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 23 Mar, 2021 8:33 AM** as **Private note**

WW Status updated to: "New" (Modified: 23/03/2021@08:31 AM)

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 23 Mar, 2021 8:33 AM** as **Private note**

Priority changed to P2

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 23 Mar, 2021 8:33 AM** as **Private note**

Wellington Water Alliance Maximo WO Created #46786 (Added: 23/03/2021 08:31 AM)

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 23 Mar, 2021 8:55 AM** as **Private note**

Passed to service improvement team. Passed to service improvement team (Added: 23/03/2021 08:54 AM)

From [REDACTED]@wcc.govt.nz) on **Tue, 23 Mar, 2021 8:56 AM** as **Private note**

WWL [REDACTED] please note that this is a 'follow up' to a complaint WWL were in receipt of approximately 1 month ago - this is not a fresh complaint. Regards

From [REDACTED]@gmail.com) on **Mon, 19 Apr, 2021 9:15 AM** as **Incoming email**

Hi there,

Can someone please provide an update on this? The original message went to WCC on the 25 of Feb, and took a month to be transferred, now it's nearly a month since it was transferred to Wellington Water.

Since I have received no acknowledgement from Wellington water on this issue, I am providing this email as a reminder. under the LGOIMA, requests for information need to be responded to within 20 working days. Since this request was referred on 22 March, this would be 21 April.

Look forward to hearing from you.

Ngā mihi nui,

[REDACTED]

From [REDACTED]@wcc.govt.nz) on **Mon, 19 Apr, 2021 9:19 AM** as **Private note**

Escalated to Customer Experience Manager at WWL and Comms team.

Regards

[REDACTED]

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 19 Apr, 2021 12:12 PM** as **Private note**

Escalation. Escalated to Robyn who is case managing the job. (Added: 19/04/2021 12:11 PM)

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 21 Apr, 2021 11:18 AM** as **Private note**

WW Status updated to: "Completed" (Modified: 21/04/2021@11:16 AM)

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 21 Apr, 2021 11:18 AM** as **Private note**

WWL Status: Work Completed, QA Complete (COMP); Failure Class: ; Problem: ; Cause: ; Remedy: ; Comment: (Added: 21/04/2021 11:16 AM)

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 21 Apr, 2021 11:18 AM** as **Private note**

closing details. Formal response to [REDACTED] from [REDACTED] is attached. (Added: 21/04/2021 11:16 AM)

From: [REDACTED]
Sent: Tuesday, 20 April 2021 4:13 pm
To: [REDACTED]@gmail.com
Cc: Assurance@wcc.govt.nz; [REDACTED]
Subject: Houghton bay - orange stormwater

Kia ora [REDACTED]

Thank you for your email about the smelly orange stormwater discharge that can flow into Houghton Bay after rain events.

Houghton Bay has a long history of discharges of storm water mixed with some leachate mix through the storm water network that lies within the landfill footprint. As you note, the leachate originates from the former Houghton Valley landfill and infiltrates (via some pipe joint displacement) the storm water pipe located deep within the landfill.

The closed landfill extends up the original valley floor from Cave Road to Houghton Valley School and on up to Sinclair Park. It was opened in 1951 and was filled in two stages. Stage 1 was completed in 1963 and stage 2 in 1971. The land is currently used as playing fields.

Water percolating from rain onto the landfill and subsurface water picks up dissolved and suspended components from the biodegrading activity of anaerobic bacteria in the landfill (the iron makes it orange in colour).

The storm water pipe is now aged and has experienced some joint displacement that has allowed some of the leachate to enter the stormwater network that lies beneath the landfill. These conditions are exacerbated by field drains in place that capture groundwater from the landfill, and are connected to the stormwater system.

This situation has been investigated a number of times since 1990, with various actions initiated. One of our investigation tasks was focused on determining the state of the environment in the receiving waters adjacent to the stormwater outfall on Houghton Bay beach. The investigation found the effects of the discharge in the receiving environment are minor. Mean concentrations of heavy metals from sediment samples and water quality samples show that these are below the possible negative effects for recreational purposes or health issues (Annual Compliance Report, August 2012).

The investigation also noted that leachate-contaminated stormwater discharges to the receiving waters only during extreme wet weather conditions. Since then, work has continued to prevent or minimise inputs of contaminants being discharged into the stormwater outfall:

- During dry weather the base flow of storm water is diverted into the wastewater network, via by a weir arrangement.
- Inspections of the weir arrangement have been increased to weekly in 2020/21. These include clearing the weir of any debris to ensure it is working as designed.
- Increased frequency of monitoring of the stormwater network and flushing the oxide encrustations which give the discharge its brown colour
- Planning for further CCTV inspection of the stormwater pipe
- Installation of an automated alarm system that triggers and sends 'text' alerts when the weir arrangement is overtopped and discharging to Houghton Bay beach. This provides us with the opportunity to respond and identify if there are any blockages in the weir giving rise to the discharge.

Wellington Water continues to collaborate closely with stakeholders interested in public and environmental health issues relating to Houghton Bay, including the Wellington City and Greater Wellington regional councils. At this stage there are no alternative storm water networks we could use for the catchment and need to continue to ensure that the management of the

weir continues to function as designed.

We appreciate that occasional discharges of mixed stormwater with leachate to Houghton Bay beach are not ideal, and continue to work towards minimising future incidents and impacts.

If you have any further concerns, I would be happy to discuss them with you on [REDACTED].

Nga mihi

[REDACTED]
Manager Customer Experience
[REDACTED]

From: [REDACTED]@gmail.com>

Sent: 25 February 2021 17:33

To: BUS: Assurance <Assurance@wcc.govt.nz>

Subject: Houghton bay - orange stormwater

Kai ora koutou,

I would like to make a complaint about the constant orange toxic and foul smelling stormwater that leaches into Houghton bay every time it rains.

I understand this is leachate from an old landfill, and that Wellington water is supposed to maintain the drains so that it doesn't leach out.

But it does leach out, almost every time it rains. There were dolphins in the Taputeranga marine reserve this morning, and an Orca earlier this week. And people swim and snorkel in the water all the time. This is a horrendous way to treat the land and sea, and it makes me sick thinking hundreds of litres of this stuff comes out every year.

Here is a video I took today of it.

Can you confirm what chemicals are actually coming out in this leachate, what the safe limits for these chemicals are supposed to be in an area such as a marine reserve. I would also like to know what Wellington council and Wellington water are doing to stop this occurring in the future.

Ngā mihi,

[REDACTED]

Information request request for [REDACTED]

#SR-41181

NOT REQUESTED

by [REDACTED]@xtra.co.nz) on **Sun, 11 Oct, 2020 5:58 PM** via **Phone**

Requested for : [REDACTED]@xtra.co.nz)

TICKET PROPERTIES

Urgency Low	Impact Low	Priority Low	Status Closed
Source Phone	Type Service Request	Group Wellington Water	Agent --
Site Location --	Telephone Number --	Common Issues --	Other Line number --
Time call was made/received --	Device Used --	Type of Call --	Category External Customer Service
	Sub-Category --	External reference received --	External reference ID --
Skip notifications --	Incident address Houghton Bay Beach	Incident location -41.342362974676405,174.78520626843974	Created By
Due by Tue, 3 Nov, 2020 8:25 AM			

DESCRIPTION**REQUESTED ITEMS (1)****Water and drainage****DESCRIPTION**

Use this form to report all issues with the water network or work taking place on the network.

Stage Requested	Service Information request	Which water type is this regarding? Stormwater or rainwater	Is this related to a weather event? --
Description [REDACTED] has a sample from Houghton Bay Rd she would like tested. Please contact her regarding this.	Skip notifications? false	Incident address Houghton Bay Beach	Location -41.342362974676405,174.78520

APPROVAL LOGS**COMMENTS**From **System User Agent** (system.user@wcc.govt.nz) on **Sun, 11 Oct, 2020 5:58 PM** as **Private note****Address:**

Houghton Bay Beach

Open in Google Maps:

<https://www.google.com/maps/search/?api=1&query=-41.342362974676405,174.78520626843974>
(<http://www.google.com/map/search/?api=1&query=-41.342362974676405,174.78520626843974>)

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 12 Oct, 2020 9:03 AM** as **Private note**
WW Status updated to: "New" (Modified: 12/10/2020@09:02 AM)

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 12 Oct, 2020 9:03 AM** as **Private note**
Priority changed to P3

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 12 Oct, 2020 9:03 AM** as **Private note**
Wellington Water Alliance Maximo WO Created #13663 (Added: 12/10/2020 09:02 AM)

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 20 Oct, 2020 3:13 PM** as **Private note**
No answer left to call back regarding enquiry email fra er (Added: 20/10/2020 03:12 PM)

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 20 Oct, 2020 3:14 PM** as **Private note**
Assigned to WELL TA4.007 (Added: 20/10/2020 03:12 PM)

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 20 Oct, 2020 5:05 PM** as **Private note**
Contacted customer. Called customer regarding this, said it was from rainfall a couple of weeks ago. Sounds like it was leachate from the old landfill but not sure if anyone went out when call made (Added: 20/10/2020 05:04 PM)

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 30 Oct, 2020 9:09 AM** as **Private note**
WW Status updated to: "Completed" (Modified: 30/10/2020@09:08 AM)

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 30 Oct, 2020 9:09 AM** as **Private note**
WWL Status: Closed; Failure Class: ; Problem: ; Cause: ; Remedy: ; Comment (Added: 30/10/2020 09:08 AM)

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 30 Oct, 2020 9:10 AM** as **Private note**
Spoke with customer over phone. Explained that this was most likely leachate from Houghton Bay Landfill, sample was too old to be trusted. Job Closed (Added: 30/10/2020 09:08 AM)

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
Houghton Bay Rd, Houghton Bay, Wellington, 6023	WCCSR-41181	No Asset Selected	Public Info Request Houghton Bay Beach	██████ has a sample from Houghton Bay Rd she would like tested. Please contact her regarding this.	Stormwater	3	CLOSE	10/12/2020 9:00:33 AM	10/30/2020 9:08:14 AM	10/12/2020 9:01:54 AM	Note from Council	Address: Houghton Bay Beach Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.342362974676405,174.78520626843974
										10/20/2020 3:12:02 PM	No answer left to call back regarding enquiry.	email ██████ RICH TEXT -->
										10/20/2020 5:03:51 PM	Contacted customer	Called customer regarding this, said it was from rainfall a couple of weeks ago. Sounds like it was leachate from the old landfill but not sure if anyone went out when call made<!-- RICH TEXT -->
										10/30/2020 9:08:14 AM	Spoke with customer over phone	Explained that this was most likely leachate from Houghton Bay Landfill, sample was too old to be trusted. Job Closed<!-- RICH TEXT -->
Houghton Bay and Elsdon Point	WCCSR-129475	No Asset Selected	Public Info Request Houghton Bay and Elsdon Point, Houghton Bay	<p>I would like to make a complaint about the constant orange toxic and foul smelling stormwater that leaches into Houghton bay every time it rains.</p> <p>I understand this is leachate from an old landfill, and that Wellington water is supposed to maintain the drains so that it doesn't leach out.</p> <p>But it does leach out, almost every time it rains. There were dolphins in the Taputeranga marine reserve this morning, and an Orca earlier this week. And people swim and snorkel in the water all the time. This is a horrendous way to treat the land and sea, and it makes me sick thinking hundreds of litres of this stuff comes out every year.</p> <p>Here is a video I took today of it.</p> <p>Can you confirm what chemicals are actually coming out in this leachate, what the safe limits for these chemicals are supposed to be in an area such as a marine reserve. I would also like to know what Wellington council and Wellington water are doing to stop this occurring in the future.</p>	Stormwater	2	CLOSE	3/23/2021 8:29:24 AM	4/21/2021 11:16:42 AM	3/23/2021 8:30:53 AM	Note from Council	Address: Houghton Bay and Elsdon Point, Houghton Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34452785706049,174.78121658708469
												Kia ora ██████ Thanks for your email. I have passed this through to Wellington Water as they are best placed to respond. The reference number is 129475. Nga mihi ██████ Customer Service Rep

Wellington City Council -- Initial customer request --! Description Hi there, I sent this email to WCC nearly a month ago, and I don't seem to have had a response yet.

Could this please be followed up with the relevant team?

Cheers,

[Redacted]

----- Forwarded message ----- From:

[Redacted] <[Redacted]@gmail.com> Date: Thu, 25 Feb 2021, 17:33 Subject: Houghton bay - orange stormwater To: <complaints@wcc.govt.nz>

Kai ora koutou,
I would like to make a complaint about the constant orange toxic and foul smelling stormwater that leaches into Houghton bay every time it rains.

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Ng? mihi,

██████████

Ticket attachments :
1. VID20210225132735.mp4

Item Name
:
Water and drainage

Category
:
External Customer Services

Service
:
Information request

Which water type is this regarding?
:
Stormwater or rainwater

Description
:
I would like to make a complaint about the constant orange toxic and foul smelling stormwater that leaches into Houghton bay every time it rains. I understand this is leachate from an old landfill, and that Wellington water is supposed to maintain the drains so that it doesn't leach out. But it does leach out, almost every time it rains. There were dolphins in the Taputeranga marine reserve this morning, and

												<p>an Orca earlier this week. And people swim and snorkel in the water all the time. This is a horrendous way to treat the land and sea, and it makes me sick thinking hundreds of litres of this stuff comes out every year. Here is a video I took today of it. Can you confirm what chemicals are actually coming out in this leachate, what the safe limits for these chemicals are supposed to be in an area such as a marine reserve. I would also like to know what Wellington council and Wellington water are doing to stop this occurring in the future.</p> <p>Incident address :</p> <p>.</p> <p>Location :</p> <p>.</p>
										3/23/2021 8:30:53 AM	Note from Council	<p>Address: Houghton Bay and Elsdon Point, Houghton Bay</p> <p>Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34452785706049,174.78121658708469</p>

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
Houghton Bay and Elsdon Point	WCCSR-148930	No Asset Selected	Fault Houghton Bay Beach 88 The Esplanade, Wellington, 6023	Ongoing issue (logged in confirm at least once; 2762965); caller advised they are at Houghton Bay beach and there is orange liquid that smells of diesel coming down onto the beach. She said it's from an old tip that existed in the area back in the 70s and that she and other residents have called about this many times before and are always advised that the leak isn't serious or that it's being filtered when that visibly isn't the case (plus at the time of the call she advised she could see dolphins in the harbour and she was concerned for them); she thinks it should be just being pumped into the sewage pipes instead. Please look into this and call her back with an update ASAP.	Stormwater	2	CLOSE	4/21/2021 8:45:21 AM	5/31/2021 11:15:36 AM	4/21/2021 8:46:22 AM	Note from Council	Address: Houghton Bay and Elsdon Point, Houghton Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3421337690391,174.78523553378793
										4/21/2021 9:56:41 AM	Spoke to caller	Spoke to caller who advised this happened this morning. Caller advised this has been on going for years. Customer was told this has been filtered but she believes this is not working. She advised this is disgusting and toxic, orange frothy and smells like diesel. This only happens when it rains. This is a surfer beach and dog walking beach so customer very concerned about their safety. Customer would also like to know whether we check if this is toxic or not<!-- RICH TEXT -->
										4/21/2021 11:11:22 AM	Drainage crew to inspect jumping weir structure and flush the line	Works for Drainage crew is being coordinated under works order 54087<!-- RICH TEXT -->
										6/3/2021 11:42:18 AM	Note from Council	Closed by WCC