

From: [REDACTED]

Sent on: Monday, December 9, 2024 10:00:07 AM

To: [REDACTED]

Subject: RE: Rukutane Pt Pump Station

Good morning [REDACTED]

Thank you for your email. We will be responding

From: [REDACTED]

Sent: Tuesday, December 3, 2024 9:57 AM

Subject: Fwd: Rukutane Pt Pump Station

You don't often get email from [REDACTED] [Learn why this is important](#)

Caution: This is an external email. Please take care when clicking links or opening attachments.

Complaint - Incorrect Information Provided to member of the Wellington Water Committee

Hello [REDACTED]

Please treat this email as a formal complaint and investigate accordingly.

The key facts are:

- In email correspondence with a PCC councillor and several GWRC councillors (email attached below) [REDACTED] has referred to a phone conversation she had with an unidentified WWL staff member.
- In her email, and based on the information she received from the WWL staff member, [REDACTED] has made several comments about the condition and status of the Rukutane Point pumpstation (PS35).
- The comments in [REDACTED] email are (in most cases) factually incorrect.
- In my email to [REDACTED] yesterday (copy attached) I've summarised each of the points she made and, where applicable, explained why those points are incorrect.
- [REDACTED] email appears to be solely based on the advice she got from WWL staff.
- It is unacceptable that WWL staff is providing incorrect information to persons holding a key position such as a member of the Wellington Water Committee.

As you can see I have copied [REDACTED] and [REDACTED] being the CEO's of the two councils with WWL shareholding interests in this particular network asset.

Please confirm that you will investigate this matter without delay and will let me know the outcome. If you need any further information from me just let me know.

[REDACTED]

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

From: [REDACTED]

Date: Mon, Dec 2, 2024 at 6:42 PM

Subject: Rukutane Pt Pump Station

To: [REDACTED]

Cc: [REDACTED]

I've been copied into the preceding correspondence

I'm feel obliged to email you because your comments relating to the first bullet point (which deals with the Rukutane Pt pumpstation at Titahi Bay – PS35) are patently incorrect.

Presumably you have recorded your phone conversation with WWL staff correctly. If this is the case, then WWL staff has provided you with misinformation. Sadly, this is the experience many members of the public have of their interactions with WWL when they try to get access to up to date, accurate and not misleading information.

I hope the fact you have been provided with misinformation is the result of you speaking to WWL staff who are simply ill-formed or confused, rather than staff focused on bureaucratic obstruction and obfuscation because serious questions could be asked if the latter was the case. My comments (tabulated for your convenience, and for clarity) are:

Your Comment	Right or Wrong	The Truth
The Rukutane Pump station is not broken or functioning incorrectly.	Very Wrong	The PS35 is currently configured to have three pumps. As a result of resident and ratepayer action, WWL has in the preceding 6 months discovered that two of the pumps have not been functioning correctly. One pump has subsequently been replaced and another is identified for replacement or refurbishment.
It has a designed overflow.	Right	PS35 is configured and constructed (1989) with an engineered overflow one of many such pumpstations / manholes
This means that in instances of high rainfall it will overflow as a mechanism to cope with extreme weather	Partially wrong	<p>PS35 will overflow for a variety of reasons. One reason PS35 overflows is because the pumps are not operating at their design capacity (see above). Other reasons are:</p> <ul style="list-style-type: none"> - development in the catchment since 1989 has resulted in greater direct inflows to PS35 (note: PCC is currently frequently approving new residential developments even though the existing wastewater public network does not meet the relevant parameters specified in the Regional Water Services Standard - wet weather results in stormwater entering the wastewater network (inflow) placing greater demand on the pumps capacity - cross connections and infiltration
The alternative being that people's toilets wouldn't flush or you would get backflow up the network.	Wrong – that's the alarmist alternative	The best alternative is to design, operate and maintain (and upgrade if and when necessary) a system that has the capacity to deal with the wastewater flow. WWL has recently discovered that two pumps at PS35 have reached the end of their life but

		haven't been replaced / refurbished because WWL's renewal programme is ineffective or non-existent.
It has a consent for a certain number of overflows per year and according to WWL it has been meeting its consent conditions.	Wrong	There is no consent for the discharge of wastewater directly into the Coastal Marine Area. Discharges (and they are regular and frequent) from PS35 into the CMA at Rukutane Pt are not consented, and PCC, WCC and WWL are all in breach of section 15 of the RMA each and every time an overflow event occurs. Because there is no consent for the discharge of untreated wastewater to the CMA at Rukutane Pt there are no consent conditions that PCC, WCC and WWL are required to meet. That doesn't mean that the discharge is lawful. The prohibition in section 15 of the RMA applies. Shamefully, GWRC monitoring staff has turned a blind eye to such unconsented overflows, and continues to do so. As a GWRC councillor you (and your colleagues) should be concerned about this inaction by the regulatory agency mandated to protect the environment, and should be doing something about it.
There are designed overflows all over the network including one by my house in Silverstream.	Probably correct	The difference with a pump-station / manhole overflow at Silverstream is that the excess flow probably ends up in the nearest waterway (not the CMA). If so that discharge is the subject of an existing consent (refer WGN180027 [34920]). It is the overflows that discharge directly into the CMA (as does PS35) that are the unconsented and unlawful ones.

Because your email forms part of the official public record but yet is so comprehensively incorrect, I want you to issue an erratum which accurately deals with the main points and makes all the necessary corrections.

By the way, who was the informant at GWRC you "had a chat with."

Please let me know when I can expect that.



From: [REDACTED]
Sent: Wednesday, June 5, 2024 6:54:27 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: [EXTERNAL] Rukutane Pump Station

Kia ora,

I have rung Wellington Water and had a chat about the situation and here are some things they have told me for your consideration:

- The Rukutane Pump station is not broken or functioning incorrectly. It has a designed overflow. This means that in instances of high rainfall it will overflow as a mechanism to cope with extreme weather - the alternative being that people's toilets wouldn't flush or you would get backflow up the network. It has a consent for a certain number of overflows per year and according to WWL it has been meeting its consent conditions. There are designed overflows all over the network including one by my house in Silverstream.
- The wastewater treatment plant has been noncompliant. And the community have raised issues to do with the odour. PCC has told WWL that the WWTP is their top priority so the LTP budget reflects that. The WWTP is also a JV, as you are aware, so changes to the programme presumably need agreement from both partners?

As I said on the phone I cannot say how the GW compliance team will respond to any particular compliance breach, as Councillors are not involved in these decisions.

Good luck for your deliberations tomorrow.

Ngā mihi, [REDACTED]
0277335076

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From: [REDACTED]

Sent on: Monday, December 9, 2024 10:07:24 AM

To: [REDACTED]

CC: [REDACTED]

Subject: RE: Rukutane Pt Pump Station

Good morning,

Acknowledging we have received your email and are currently investigating your concerns. [REDACTED] will respond as soon as possible.

Ngā mihi
[REDACTED]

Kaiwhakahaere Taituarā | Executive Assistant to the Chief Executive



Tel 04 912 4400 Mob 021 227 3158

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.

Water is precious, all year round
Find easy ways to save at
wellingtonwater.co.nz



From: [REDACTED]

Sent: Tuesday, December 3, 2024 9:57 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: Fwd: Rukutane Pt Pump Station

From: [REDACTED]

Sent on: Friday, December 13, 2024 2:15:37 PM

To: [REDACTED]

CC: [REDACTED]

BCC: [REDACTED]

Subject: RE: Rukutane Pt Pump Station

Kia ora [REDACTED]

I have now had an opportunity to investigate your concerns.

Firstly, there has been an informal exchange of information between a Wellington Water staff member and a Water Committee member, outside of formal advice to the Water Committee. There is no written record of the discussion, but I suspect that [REDACTED] was not given the right advice. I have apologised to her for this.

While the information is substantially correct, the comment about consenting is not correct and I wish to clarify that. While most of the wet weather wastewater overflows for our client councils are currently consented, Porirua is an exception with only partial system coverage under a global stormwater consent. The Rukutane Pt pump station, which discharges directly to the Coastal Marine Area is not covered by that consent.

As I believe you have been advised, an application to consent the Porirua overflows was lodged with GWRC last year but is at early stages of processing, with delays primarily due to the proposed Plan Change 1 for the Natural Resources Plan, so our intention is to have it consented but that is not yet the case.

The status of the pumps and equipment with the Rukutane pump station is more complex. I understand that the pump station has the capacity to pump up to 140 L/s with three pumps operating. The design basis for the site was 127 L/s with two pumps operating and one in standby.

One pump faulted and a replacement (larger pump) was ordered and installed earlier this year. The other two pumps are no longer delivering to their design capacity, so the pump station capacity was temporarily reduced to about 91 L/s for several months while we awaited delivery of the new pump. A second (larger) pump has been ordered and is expected to be installed shortly. Investigation work is underway to implement an upgrade to the overall pump station capacity, in accordance with a late Long Term Plan request from Porirua City Council.

The comment that wastewater would back up and overflow in the network and people may not flush toilets in the absence of a constructed overflow is substantially correct. I have been advised that the probability of not being able to flush toilets is relatively low in this case, however surcharging from manholes and historically from a public toilet block near South Beach access has been recorded. A backflow preventor was installed at the public toilet block. In some other parts of networks that we manage there are occasions where toilet flushing is compromised, but the gully trap is generally a relief point before toilet flushing.

I will ensure that [REDACTED] is given an update on the correct position.

I trust this clarifies any misunderstanding. This concludes my investigation of this matter.

Nga mihi
[REDACTED]

From: [REDACTED]

Sent: Tuesday, December 3, 2024 9:57 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: Fwd: Rukutane Pt Pump Station

From: [REDACTED]
To: [Official Information](#)
Subject: FW: Rukutane Pt Pump Station
Date: Wednesday, February 26, 2025 11:35:24 AM
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)

For [REDACTED]

From: [REDACTED]
Sent: Tuesday, 10 December 2024 11:16 am
To: [REDACTED]
Subject: RE: Rukutane Pt Pump Station

That looks correct and fine with me.

From: [REDACTED]
Sent: Tuesday, December 10, 2024 9:58 AM
To: [REDACTED]
Subject: FW: Rukutane Pt Pump Station

Hi [REDACTED] can you please take a look and advise? Thanks

From: [REDACTED]
Sent: Monday, December 9, 2024 4:53 PM
To: [REDACTED]
Subject: FW: Rukutane Pt Pump Station

[REDACTED] – can you check my changes with [REDACTED] please?

To: [REDACTED] copy [REDACTED]

I have investigated your concerns and respond below accordingly.

Firstly, there has been an informal exchange of information between a Wellington Water staff member and a Water Committee member, outside of formal advice to the Water Committee. **There is no written record of the discussion, so I cannot be sure that Cr Connelly was given the right advice.**

While the information is substantially correct, the comment about consenting is not correct and I wish to clarify that. While most of the wet weather wastewater overflows for our client councils are currently consented Porirua is an exception, with only partial system coverage under a global stormwater consent. The Rukutane Pt pump station, which discharges directly to the Coastal Marine Area is not covered by that consent.

As I believe you have been advised, an application to consent the Porirua overflows was lodged with GWRC last year but is at early stages of processing, with delays primarily due to the proposed Plan Change 1 for the Natural Resources Plan, so our intention is to have it consented but that is not yet the case.

The status of the pumps and equipment with the Rukutane pump station is **more complex**. I understand that the pump station **has the capacity** to pump up to 140 L/s with three pumps operating. The design basis for the site was 127 L/s with two pumps operating and one in standby.

One pump faulted and a replacement (larger pump) was ordered and installed earlier this year. The other two **pumps are no longer delivering to** their design capacity, so the pump station capacity was temporarily reduced to about 91 L/s for several months while we awaited delivery of the new pump. A second (larger) pump has been ordered and is expected to be installed shortly. Investigation work is underway to implement an upgrade to the overall pump station capacity, in accordance with a late Long Term Plan request from Porirua City Council.

The comment that wastewater would back up and overflow in the network and people may not flush toilets in the absence of a constructed overflow is substantially correct. I have been advised that the probability of not being able to flush toilets is relatively low in this case, however surcharging from manholes and historically from a public toilet block near South Beach access has been recorded. A backflow preventor was installed at the public toilet block. In some other parts of networks that we manage there are occasions where toilet flushing is compromised, but the gully trap is generally a relief point before toilet flushing.

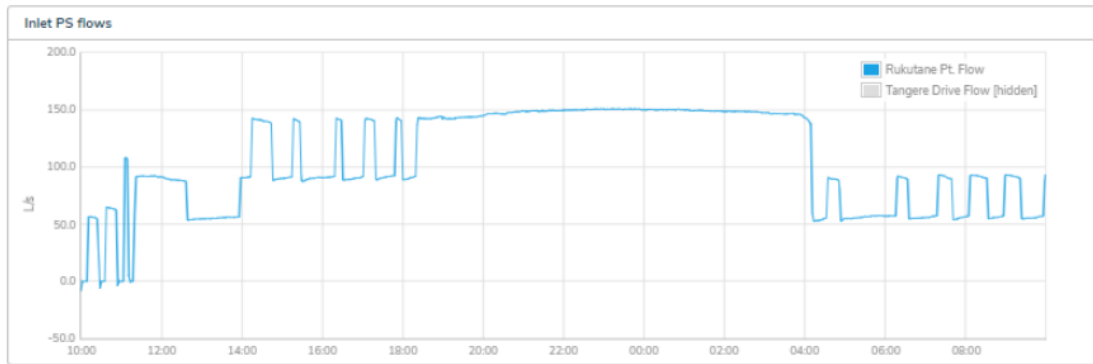
I trust this clarifies any misunderstanding. This concludes my investigation of this matter.

Regards,

etc

From: S [REDACTED]
Sent: Thursday, December 5, 2024 4:26 PM
To: [REDACTED]
Subject: RE: Rukutane Pt Pump Station

Upon reflection, we may also wish to acknowledge that the pump station capacity has been less than design capacity while one pump was unavailable due to unexpected mechanical failure. I have added some words in **red** below to my original draft. Detailed numbers from our Network Engineering Team investigation memo (tabled for the JV committee) are extracted below for reference.



The figure shows the following specific flow rates from the individual pumps and pump combinations.

Pump 1 running	108L/s
Pump 2 running	56L/s
Pump 3 running	64L/s
Pumps 2 & 3 running	91L/s
Pumps 1 & 2 & 3 running	140L/s

The results show:

- The performance of the replacement pump is greater than the original design (108L/s cf 80L/s). This reflects that a larger pump was installed (i.e. 85kw versus 75kw pump).
- The performance of the other two pumps (56L/s and 64L/s) has significantly reduced from their original installed capacities (80L/s).
- The combination of two pumps running (91L/s) is less than design capacity (127L/s) because of the performance of the older pumps.
- The combination of three existing pumps running provides a capacity of 140L/s which is greater than original design capacity.
- The inflows can exceed the pumpstation design capacity, (the pumps run continuously under these conditions) and the high-level alarm is triggered.

From: [REDACTED]
Sent: Thursday, December 5, 2024 1:45 PM
To: [REDACTED]
Subject: RE: Rukutane Pt Pump Station

Hi [REDACTED]

Draft response below as discussed this morning. Probably on the long side, over to you, happy to help further as required.

Regards,

[REDACTED]

[REDACTED] Chief Advisor – Wastewater



DDI 04 912 4579 Mob 021 306 534

Private Bag 39804, Wellington Mail Centre 5045
 Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

To: [REDACTED] copy [REDACTED], [REDACTED] and others

I have investigated your concerns and respond below accordingly.

Firstly, there has been an informal exchange of information between a Wellington Water staff member and a Water Committee member, outside of formal advice to the Water Committee.

While the information is substantially correct, the comment about consenting is not correct and I wish to clarify that. While most of the wet weather wastewater overflows for our client councils are currently consented Porirua is an exception, with only partial system coverage under a global stormwater consent. The Rukutane Pt pump station, which discharges directly to the Coastal Marine Area is not covered by that consent.

As I believe you have been advised, an application to consent the Porirua overflows was lodged with GWRC last year but is at early stages of processing, with delays primarily due to the proposed Plan Change 1 for the Natural Resources Plan, so our intention is to have it consented but that is not yet the case.

The status of the pumps and equipment with the Rukutane pump station is more subtle. I understand that the pump station was configured to pump up to 140 L/s with three pumps operating. The design basis for the site was 127 L/s with two pumps operating and one in standby. One pump faulted and a replacement (larger pump) was ordered and installed earlier this year, and the other two pumps are not delivering their design capacity, **so the pump station capacity was temporarily reduced to about 91 L/s for several months earlier this year.** A second (larger) pump has been ordered and expected to be installed shortly. Investigation work is underway to implement an upgrade to the overall pump station capacity, in accordance with a late Long Term Plan request from Porirua City Council.

The comment that wastewater would back up and overflow in the network and people may not flush toilets in the absence of a constructed overflow is substantially correct. I have been advised that the probability of not being able to flush toilets is relatively low in this case, however surcharging from manholes and historically from a public toilet block near South Beach access has been recorded. A backflow preventor was installed at the public toilet block. In some other parts of networks that we manage there are occasions where toilet flushing is compromised, but the gully trap is generally a relief point before toilet flushing.

I trust this clarifies any misunderstanding. This concludes my investigation of this matter.

Regards,

etc

From: [REDACTED]
Sent: Tuesday, December 3, 2024 5:47 PM
To: [REDACTED]

Subject: RE: Rukutane Pt Pump Station

Hi [REDACTED]

I discussed this with [REDACTED]. [REDACTED] is in a better position to discuss this with [REDACTED].

Ngā mihi



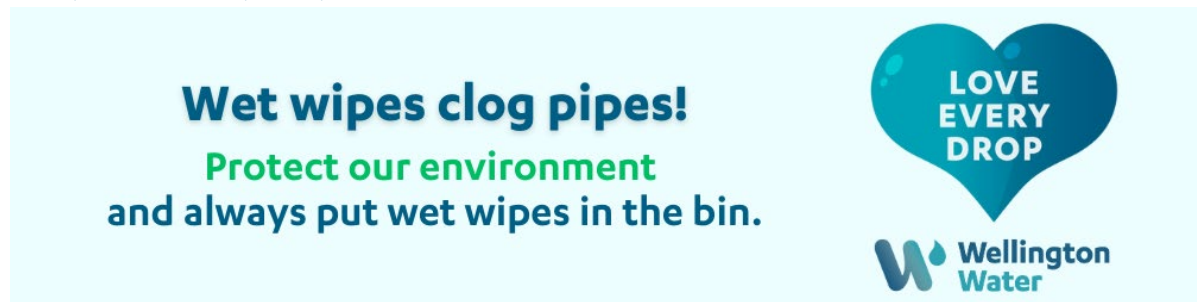
Group Manager, Network Management



Tel 04 912 4400 DDI 04 912 4400 Mob 021 435 631

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt



From: [REDACTED]

Sent: Tuesday, December 3, 2024 5:33 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Rukutane Pt Pump Station

Hi [REDACTED]

Can you arrange 30 min for Jeremy and me to discuss this email trail please.



From: [REDACTED]

Sent: Tuesday, December 3, 2024 9:57 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: Fwd: Rukutane Pt Pump Station

You don't often get email from [REDACTED] [Learn why this is important](#)

Caution: This is an external email. Please take care when clicking links or opening attachments.

Complaint - Incorrect Information Provided to member of the Wellington Water Committee

Hello [REDACTED]

Please treat this email as a formal complaint and investigate accordingly.

The key facts are:

- In email correspondence with a PCC councillor and several GWRC councillors (email attached below) Ros Connelly has referred to a phone conversation she had with an unidentified WWL staff member.
- In her email, and based on the information she received from the WWL staff member, Ros has made several comments about the condition and status of the Rukutane Point pumpstation (PS35).
- The comments in Ros' email are (in most cases) factually incorrect.
- In my email to Ros yesterday (copy attached) I've summarised each of the points she made and, where applicable, explained why those points are incorrect.
- Ros' email appears to be solely based on the advice she got from WWL staff.
- It is unacceptable that WWL staff is providing incorrect information to persons holding a key position such as a member of the Wellington Water Committee.

As you can see I have copied [REDACTED] and [REDACTED], being the CEO's of the two councils with WWL shareholding interests in this particular network asset.

Please confirm that you will investigate this matter without delay and will let me know the outcome. If you need any further information from me just let me know.

[REDACTED]

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From: [REDACTED]

Date: Mon, Dec 2, 2024 at 6:42 PM

Subject: Rukutane Pt Pump Station

To: <[REDACTED]>

Cc: [REDACTED]

I've been copied into the preceding correspondence

I'm feel obliged to email you because your comments relating to the first bullet point (which deals with the Rukutane Pt pumpstation at Titahi Bay – PS35) are patently incorrect.

Presumably you have recorded your phone conversation with WWL staff correctly. If this is the case, then WWL staff has provided you with misinformation. Sadly, this is the experience many members of the public have of their interactions with WWL when they try to get access to up to date, accurate and not misleading information.

I hope the fact you have been provided with misinformation is the result of you speaking to WWL staff who are simply ill-formed or confused, rather than staff focused on bureaucratic obstruction and obfuscation because serious questions could be asked if the latter was the case. My comments (tabulated for your convenience, and for clarity) are:

Your Comment	Right or Wrong	The Truth
The Rukutane Pump station is not broken or functioning incorrectly.	Very Wrong	The PS35 is currently configured to have three pumps. As a result of resident and ratepayer action, WWL has in the preceding 6 months discovered that two of the pumps have not been functioning correctly.

		One pump has subsequently been replaced and another is identified for replacement or refurbishment.
It has a designed overflow.	Right	PS35 is configured and constructed (1989) with an engineered overflow one of many such pumpstations / manholes
This means that in instances of high rainfall it will overflow as a mechanism to cope with extreme weather	Partially wrong	<p>PS35 will overflow for a variety of reasons. One reason PS35 overflows is because the pumps are not operating at their design capacity (see above). Other reasons are:</p> <ul style="list-style-type: none"> - development in the catchment since 1989 has resulted in greater direct inflows to PS35 (note: PCC is currently frequently approving new residential developments even though the existing wastewater public network does not meet the relevant parameters specified in the Regional Water Services Standard - wet weather results in stormwater entering the wastewater network (inflow) placing greater demand on the pumps capacity - cross connections and infiltration
The alternative being that people's toilets wouldn't flush or you would get backflow up the network.	Wrong – that's the alarmist alternative	The best alternative is to design, operate and maintain (and upgrade if and when necessary) a system that has the capacity to deal with the wastewater flow. WWL has recently discovered that two pumps at PS35 have reached the end of their life but haven't been replaced / refurbished because WWL's renewal programme is ineffective or non-existent.
It has a consent for a certain number of overflows per year and according to WWL it has been meeting its consent conditions.	Wrong	There is no consent for the discharge of wastewater directly into the Coastal Marine Area. Discharges (and they are regular and frequent) from PS35 into the CMA at Rukutane Pt are not consented, and PCC, WCC and WWL are all in breach of section 15 of the RMA each and every time an overflow event occurs. Because

		<p>there is no consent for the discharge of untreated wastewater to the CMA at Rukutane Pt there are no consent conditions that PCC, WCC and WWL are required to meet. That doesn't mean that the discharge is lawful. The prohibition in section 15 of the RMA applies. Shamefully, GWRC monitoring staff has turned a blind eye to such unconsented overflows, and continues to do so. As a GWRC councillor you (and your colleagues) should be concerned about this inaction by the regulatory agency mandated to protect the environment, and should be doing something about it.</p>
<p>There are designed overflows all over the network including one by my house in Silverstream.</p>	<p>Probably correct</p>	<p>The difference with a pump-station / manhole overflow at Silverstream is that the excess flow probably ends up in the nearest waterway (not the CMA). If so that discharge is the subject of an existing consent (refer WGN180027 [34920]). It is the overflows that <u>discharge directly into the CMA</u> (as does PS35) that are the unconsented and unlawful ones.</p>

Because your email forms part of the official public record but yet is so comprehensively incorrect, I want you to issue an erratum which accurately deals with the main points and makes all the necessary corrections.

By the way, who was the informant at GWRC you "had a chat with."

Please let me know when I can expect that.

[REDACTED]

From: [REDACTED]

Sent: Wednesday, June 5, 2024 6:54:27 PM

To: K [REDACTED]

Cc: [REDACTED]

Subject: [EXTERNAL] Rukutane Pump Station


Kia ora,

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Ngā mihi, 
0277335076

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