

**From:** [Linda Lim](#)  
**Sent on:** Friday, November 29, 2024 12:17:04 PM  
**To:** [Charlotte Parish](#)  
**CC:** [Vanessa MacFarlane](#)  
**Subject:** FW: Odour blasters

Hi Charlotte

Messaging about the trial for the odour neutralisers is being included in the community newsletter. It includes link to a survey to gather feedback on the trial.

This is under internal review now and will be with you as well as Bruce and Ted for review and sign off early this afternoon.

Our plan is to have this ready to out late Monday afternoon, allowing time for you to sort a post from Campbell in advance of that.

Be in touch again soon.

Linda

---

**From:** Charlotte Parish <[Charlotte.Parish@huttcity.govt.nz](mailto:Charlotte.Parish@huttcity.govt.nz)>  
**Sent:** Friday, November 29, 2024 11:22 AM  
**To:** Vanessa MacFarlane <[Vanessa.MacFarlane@wellingtonwater.co.nz](mailto:Vanessa.MacFarlane@wellingtonwater.co.nz)>  
**Subject:** Odour blasters

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

Hey V,

Just checking in on the odour blasters comms today – I've started a post but don't have much info to go on:

*At Monday evening's community meeting in Seaview, residents shared that the odour blasters at the Seaview Wastewater Treatment Plant are making the smell worse and even causing some people to feel unwell. In response, Wellington Water is trialling a two-week shutdown of the blasters starting on Wednesday. This trial comes directly from resident feedback, and we're keen to see if this makes a difference to the community. Wellington Water will monitor the impact, but resident input is crucial. Please let us know if you notice any changes - positive or negative - during this trial [survey link]. Thank you to those who made this suggestion, Wellington Water will keep working with you to minimise the impacts on the community.*

Will you let me know if I've got anything wrong and also the details about the survey? Would also be fab to have a picture of the plant (I've only got ones with Campbell in them).

Give me a call if you want to chat.

C

**Charlotte Parish** She/Her  
[Head Of Mayor's Office](#)

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010  
**P:** **M:** 027 4510 211 **W:** [www.huttcity.govt.nz](http://www.huttcity.govt.nz)



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**From:** [Leni Aston](#)  
**Sent on:** Friday, November 29, 2024 10:40:10 AM  
**To:** [Jeremy McKibbin](#); [Linda Lim](#)  
**Subject:** Hetherington: Follow up from OIA-785 - Odour blasters  
**Attachments:** OIA IRO-785 Response Letter.pdf (336.5 KB)

Good morning

Mr Hetherington responded to his attached response with the following:

*That does not tell me if the odour blasters make any difference to the smell. Has this been tested? This only tells me about the odour blasters. Where are the test results to show the odour blasters actually make a difference?*

Prior to the attached been sent out, Joemar advised the following:

*We don't really have a study that quantify the effectiveness of the deodoriser in Seaview. We have followed what has been recommended in the publicly available [odour investigation report](#). The use of odour deodoriser ( neutralising agent) is part of the odour management strategy set out by the Ministry of Environment "Good Practice Guide for Assessing and Managing Odour" . The publication recommends that their use should be the last option. <https://environment.govt.nz/assets/Publications/good-practice-guide-odour.pdf>*

I drafted the following that could be responded to Mr Hetherington. Your advice and input is appreciated:

Thank you for your feedback regarding the response you received about the deodorisers at Seaview WWTP.

*Your request was for:.. Please provide all information that's proves the odour blasters at the Seaview wastewater treatment plant actually make a difference to the community and minimize the smell.*

The information you received is all that there is available on this topic, which is also publicly available.

You have now asked: *Where are the test results to show the odour blasters actually make a difference?*

As I understand it, there is not a determinative study that quantifies the effectiveness of the deodoriser at Seaview WWTP. Administratively this request, if made under the LGOIMA, would be refused under 17(e ) *that the document alleged to contain the information requested does not exist.*

Additionally, for your information, the use of odour deodoriser ( neutralising agent) is part of the odour management strategy set out by the Ministry of Environment "Good Practice Guide for Assessing and Managing Odour" .

Many thanks in advance

regards

**Leni Aston Senior LGOIMA Advisor**



Mob 021 494 215

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

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

From: John Donnachie <John.Donnachie@wellingtonwater.co.nz>  
Sent on: Wednesday, November 27, 2024 1:12:26 PM  
To:  
Subject: meeting website summary 2611 (002).docx  
Attachments: meeting website summary 2611 (002).docx (16.05 KB)

## Seaview Wastewater Treatment Plant community liaison meeting

Monday 25 November

### Summary

A well-attended community meeting on the Seaview Wastewater Treatment Plant on Monday 25 November heard from the Mayor of Hutt City Council who outlined that the Seaview Wastewater Treatment Plant is a top priority for Hutt City Council and that the level of odour is completely unacceptable. This has been made clear to Wellington Water and through them Veolia.

Both HCC and UHCC have committed to \$230M over ten years of investment in the plant. With this funding and workplans the odour levels will be mitigated although not completely eliminated due to the nature of the plant's operation

Wellington Water Chief Executive Pat Dougherty and senior leaders of Wellington Water, along with plant operators Veolia apologised for the unacceptable odour from the plant. The most recent increase in odour was caused by two small fires and equipment failure in the sludge dryer in September.

Veolia said this was a challenging and an unacceptable situation. They acknowledged and recognised their accountability to deliver the right outcomes in the community. They also said the community could expect better and was determined to deliver better. They noted this won't be easy as there are similar ageing infrastructure challenges across New Zealand every day.

The meeting also heard about Wellington Water and Veolia's plans to replace the sludge dryer and make other improvements (further details on the [website here](#))

Pat Dougherty said the sludge dryer is due to be replaced in three to four years. He said that even when the old equipment has been replaced, there may be some odour. He said Wellington Water is doing everything it can to get the plant running properly, reducing the likelihood of odour reaching people's homes, but it is not possible to guarantee the odour will stop indefinitely.

There was discussion about a number of issues including the odour neutraliser spray in use, funding, planning for the future and the impact on health and wellbeing, property values and businesses.

Wellington Water agreed that, in response to the community's wishes, it would trial turning off the odour neutralisers in use at the plant. More details will be provided once plans are confirmed.

Wellington Water agreed to investigate improving communications drawing on the experience in relation to the Bromley Wastewater Treatment Plant in Christchurch.

Actions from the meeting:

Odour monitoring at the plant – looks at ways to communicate regularly on status on the WWL website. Consider network connected hydrogen sulphide and other monitoring such as wind direction.

Communications – more regular updates including looking at ways to reach people (letterbox drop). Consider interactive map with condition and work plan for each pond (traffic light system)

Trial not using odour blasters with advance notice to the community on days this would be happening. This information would be published on the WWL website.

Community concern about having to continually raise the odour issue by lodging complaints will be better managed through more regular communications.

**From:** [noreply@wellingtonwater.co.nz](mailto:noreply@wellingtonwater.co.nz)  
**Sent on:** Friday, November 29, 2024 9:12:09 PM  
**To:** [Official Information](#)  
**Subject:** OIA submission

**Follow up:** Follow up  
**Start date:** Monday, December 2, 2024 1:00:00 PM  
**Due date:** Monday, December 2, 2024 1:00:00 PM

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

**Your full name**

Christopher Hetherington

**Name of organisation (if appropriate)**

**Your email address**

christhebuild3r@gmail.com

**Daytime contact number**

0210685792

**Your postal address**

9 bell road

**Your preferred method of contact**

**Email**

Yes

**Phone**

No

**Post**

No

**Your official information request**

All Correspondence regarding the Seaview wastewater treatment plant odour blasters from the 25 Nov 2024

**From:** [Charlotte Parish](#)  
**Sent on:** Friday, November 29, 2024 1:54:19 PM  
**To:** [Linda Lim](#)  
**CC:** [Vanessa MacFarlane](#)  
**Subject:** RE: [EXTERNAL] FW: Odour blasters

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Great, that makes sense thank you Linda!

**Charlotte Parish** She/Her  
[Head Of Mayor's Office](#)

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

**P:** **M:** 027 4510 211 **W:** [www.huttcity.govt.nz](http://www.huttcity.govt.nz)



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**From:** Linda Lim <[Linda.Lim@wellingtonwater.co.nz](mailto:Linda.Lim@wellingtonwater.co.nz)>  
**Sent:** Friday, 29 November 2024 1:49 pm  
**To:** Charlotte Parish <[Charlotte.Parish@huttcity.govt.nz](mailto:Charlotte.Parish@huttcity.govt.nz)>  
**Cc:** Vanessa MacFarlane <[Vanessa.MacFarlane@wellingtonwater.co.nz](mailto:Vanessa.MacFarlane@wellingtonwater.co.nz)>  
**Subject:** RE: [EXTERNAL] FW: Odour blasters

Hi Charlotte

Yes, correct. We will share messaging for odour neutraliser shutdown and content for newsletter this afternoon but the newsletter itself will not go out until Monday afternoon, or after the post/comms from Campbell as per your discussions with Vanessa.

She mentioned you guys had discussed this would all happen today but we agreed it was important for us to take a bit of time to ensure everyone was across the plan, approach so taking the time to go through all necessary reviews. We will also have the survey ready to go as well so you'll have a chance to review the questions in there when we send the draft newsletter out this arvo.

Be in touch again soon.

Linda

Ngā mihi



Linda Lim

Senior Advisor, Communications and Engagement



Mob 021 243 7975

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

**Water is precious, all year round**

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**Subject:** RE: [EXTERNAL] FW: Odour blasters

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Thanks!

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**From:** [Linda Lim](#)

**Sent on:** Friday, November 29, 2024 1:48:57 PM

**To:** [Charlotte Parish](#)

**CC:** [Vanessa MacFarlane](#)

**Subject:** RE: [EXTERNAL] FW: Odour blasters

Hi Charlotte

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Linda

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



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Private Bag 39804, Wellington Mail Centre 5045

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**Sent:** Friday, November 29, 2024 1:19 PM

**To:** Linda Lim <Linda.Lim@wellingtonwater.co.nz>

**Cc:** Vanessa MacFarlane <Vanessa.MacFarlane@wellingtonwater.co.nz>

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**Sent:** Friday, 29 November 2024 12:17 pm  
**To:** Charlotte Parish <[Charlotte.Parish@huttcity.govt.nz](mailto:Charlotte.Parish@huttcity.govt.nz)>  
**Cc:** Vanessa MacFarlane <[Vanessa.MacFarlane@wellingtonwater.co.nz](mailto:Vanessa.MacFarlane@wellingtonwater.co.nz)>  
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**Sent:** Friday, November 29, 2024 11:22 AM  
**To:** Vanessa MacFarlane <[Vanessa.MacFarlane@wellingtonwater.co.nz](mailto:Vanessa.MacFarlane@wellingtonwater.co.nz)>  
**Subject:** Odour blasters

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Hey V,

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Will you let me know if I've got anything wrong and also the details about the survey? Would also be fab to have a picture of the plant (I've only got ones with Campbell in them).

Give me a call if you want to chat.

C

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**From:** [Melody McCabe](mailto:Melody.McCabe@wellingtonwater.co.nz)  
**Sent on:** Friday, November 29, 2024 12:49:21 PM  
**To:** [Sheil Priest](mailto:Sheil.Priest@wellingtonwater.co.nz); [Vanessa MacFarlane](mailto:Vanessa.MacFarlane@wellingtonwater.co.nz); [Linda Lim](mailto:Linda.Lim@wellingtonwater.co.nz)  
**CC:** [Molly Callanan-Bartlett](mailto:Molly.Callanan-Bartlett@wellingtonwater.co.nz); [Rory Milne](mailto:Rory.Milne@wellingtonwater.co.nz)  
**Subject:** RE: Odour blasters

Hi Sheil,

This is Charlotte Parish's email, when she receives the newsletter today, with the messaging, she will have this clarification. Noting that they are odour neutralisers.

---

**From:** Sheil Priest <[Sheil.Priest@wellingtonwater.co.nz](mailto:Sheil.Priest@wellingtonwater.co.nz)>  
**Sent:** Friday, November 29, 2024 12:41 PM  
**To:** Vanessa MacFarlane <[Vanessa.MacFarlane@wellingtonwater.co.nz](mailto:Vanessa.MacFarlane@wellingtonwater.co.nz)>; Linda Lim <[Linda.Lim@wellingtonwater.co.nz](mailto:Linda.Lim@wellingtonwater.co.nz)>  
**Cc:** Molly Callanan-Bartlett <[Molly.CallananBartlett@wellingtonwater.co.nz](mailto:Molly.CallananBartlett@wellingtonwater.co.nz)>; Rory Milne <[Rory.Milne@wellingtonwater.co.nz](mailto:Rory.Milne@wellingtonwater.co.nz)>; Melody McCabe <[Melody.McCabe@wellingtonwater.co.nz](mailto:Melody.McCabe@wellingtonwater.co.nz)>  
**Subject:** RE: Odour blasters

Could we settle on terminology please. Blasters is news to me. What are we to use?

Ngā mihi nui,  
Sheil

**Sheil Priest (she/her) Principal Advisor Relationships and Engagement**  
(WFH most Thu & Fri)

Tel 04 912 4400 Mob 021 475 984

**Wet wipes clog pipes!**  
**Protect our environment**  
**and always put wet wipes in the bin.**



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**From:** Vanessa MacFarlane <[Vanessa.MacFarlane@wellingtonwater.co.nz](mailto:Vanessa.MacFarlane@wellingtonwater.co.nz)>  
**Sent:** Friday, November 29, 2024 11:45 AM  
**To:** Linda Lim <[Linda.Lim@wellingtonwater.co.nz](mailto:Linda.Lim@wellingtonwater.co.nz)>  
**Cc:** Sheil Priest <[Sheil.Priest@wellingtonwater.co.nz](mailto:Sheil.Priest@wellingtonwater.co.nz)>; Molly Callanan-Bartlett <[Molly.CallananBartlett@wellingtonwater.co.nz](mailto:Molly.CallananBartlett@wellingtonwater.co.nz)>; Rory Milne <[Rory.Milne@wellingtonwater.co.nz](mailto:Rory.Milne@wellingtonwater.co.nz)>; Melody McCabe <[Melody.McCabe@wellingtonwater.co.nz](mailto:Melody.McCabe@wellingtonwater.co.nz)>  
**Subject:** FW: Odour blasters

Hi Linda, I need to rush out to an appointment – can you please respond to Charlotte to let her know timing etc?  
Thanks!

**Vanessa Macfarlane Head of Communications and Engagement**  
Mob 027 308 4648

---

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**From:** [Sheil Priest](#)  
**Sent on:** Friday, November 29, 2024 12:40:53 PM  
**To:** [Vanessa MacFarlane](#); [Linda Lim](#)  
**CC:** [Molly Callanan-Bartlett](#); [Rory Milne](#); [Melody McCabe](#)  
**Subject:** RE: Odour blasters

Could we settle on terminology please. Blasters is news to me. What are we to use?

Ngā mihi nui,  
Sheil

**Sheil Priest (she/her) Principal Advisor Relationships and Engagement**  
(WFH most Thu & Fri)

Tel 04 912 4400 Mob 021 475 984

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**Sent:** Friday, November 29, 2024 11:45 AM  
**To:** Linda Lim <Linda.Lim@wellingtonwater.co.nz>  
**Cc:** Sheil Priest <Sheil.Priest@wellingtonwater.co.nz>; Molly Callanan-Bartlett <Molly.CallananBartlett@wellingtonwater.co.nz>; Rory Milne <Rory.Milne@wellingtonwater.co.nz>; Melody McCabe <Melody.McCabe@wellingtonwater.co.nz>  
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**Vanessa Macfarlane Head of Communications and Engagement**

Mob 027 308 4648

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**Charlotte Parish** She/Her  
Head Of Mayor's Office

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**From:** [Talia Rei](#)

**Sent on:** Tuesday, November 26, 2024 2:03:32 PM

**To:** [Peterson, Richard](#)

**CC:** [Joemar Cacnio](#)

**Subject:** RE: Seaview WWTP - deodoriser sprays

Hi again,

I'm assuming comms will be going out about it? If not it would be good to just provide that as an update to iwi.

Nāku noa, nā

**Talia Rei**

Programme Delivery Team and Programme Practice Team Administrator / Mana Whenua Iwi Engagement



Mob 021 240 7148

Private Bag 39804, Wellington Mail Centre 5045

Level 5, 25 Victoria Street, Petone, Lower Hutt

[www.wellingtonwater.co.nz](http://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.

Out of Scope

**From:** [Peterson, Richard](#)

**Sent on:** Tuesday, November 26, 2024 1:36:34 PM

**To:** [Talia Rei](#)

**Subject:** RE: Seaview WWTP - deodoriser sprays

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Thanks

---

**From:** Talia Rei <[Talia.Rei@wellingtonwater.co.nz](mailto:Talia.Rei@wellingtonwater.co.nz)>

**Sent:** Tuesday, 26 November 2024 1:29 p.m.

**To:** Peterson, Richard <[Richard.Peterson@stantec.com](mailto:Richard.Peterson@stantec.com)>

**Cc:** Joemar Cacnio <[Joemar.Cacnio@wellingtonwater.co.nz](mailto:Joemar.Cacnio@wellingtonwater.co.nz)>

**Subject:** RE: Seaview WWTP - deodoriser sprays

Kia ora Richard,

Unfortunately our meeting was cancelled but I followed up via email requesting any feedback etc.

I know the odour overall is a hot topic for everyone, including mana whenua iwi so I would hope we get a prompt response from them. I'll be in touch.

Nāku noa, nā

**Talia Rei**

Programme Delivery Team and Programme Practice Team Administrator / Mana Whenua Iwi Engagement



Mob 021 240 7148

Private Bag 39804, Wellington Mail Centre 5045

Level 5, 25 Victoria Street, Petone, Lower Hutt

[www.wellingtonwater.co.nz](http://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.

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