
From: Rory Milne
Sent: Thursday, October 24, 2024 7:24 AM
To: Linda Lim
Cc: John Donnachie; Vanessa MacFarlane
Subject: RE: Possible OIA request from 7(2)(a) re: Seaview

Hey Linda – no problem, onto this 😊

From: Linda Lim <Linda.Lim@wellingtonwater.co.nz>
Sent: Wednesday, October 23, 2024 5:35 PM
To: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Cc: John Donnachie <John.Donnachie@wellingtonwater.co.nz>; Vanessa MacFarlane <Vanessa.MacFarlane@wellingtonwater.co.nz>
Subject: Possible OIA request from 7(2)(a) re: Seaview

Hi Rory – looping you in. Please can you mention to Leni and ask that we be alerted as soon as anything related to Seaview and from 7(2)(a) come in.

L

Ngā mihi

Linda Lim
Senior Advisor, Communications and Engagement



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

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From: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Sent: Wednesday, October 23, 2024 2:30 PM
To: Jeremy McKibbin <Jeremy.McKibbin@wellingtonwater.co.nz>
Cc: Vanessa MacFarlane <Vanessa.MacFarlane@wellingtonwater.co.nz>; Linda Lim <Linda.Lim@wellingtonwater.co.nz>; John Donnachie <John.Donnachie@wellingtonwater.co.nz>
Subject: FW: Media and Social Media Log - 22 October

Hi Jeremy,

Just letting you know that I have been contacted by [REDACTED] who appears in the article attached. He is looking to engage with WWL and has sent a couple of OIA requests to us and the two councils.

I didn't make any comment other than to say that we would follow the OIA process as per normal once the request came through. It's a broad question(s) about funding requests versus funding provision by the councils and so may go or have gone to NSP.

BJ

Blair Johnson Head of Wastewater Contracts



Mob 021 240 7130

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

From: Media <Media@wellingtonwater.co.nz>

Sent: Tuesday, October 22, 2024 8:20 AM

To: Media <Media@wellingtonwater.co.nz>; Media <Media@wellingtonwater.co.nz>; Adam Mattsen <Adam.Mattsen@wellingtonwater.co.nz>; Alex Rowe <Alex.Rowe@wellingtonwater.co.nz>; Angela Penfold <Angela.Penfold@wellingtonwater.co.nz>; Brian Gosper <Brian.Gosper@wellingtonwater.co.nz>; Carey Anderson <Carey.Anderson@wellingtonwater.co.nz>; Charles Barker <Charles.Barker@wellingtonwater.co.nz>; Customer Support Team <customer@wellingtonwater.co.nz>; Emily Greenberg <Emily.Greenberg@wellingtonwater.co.nz>; Fraser Clark <Fraser.Clark@wellingtonwater.co.nz>; Helen Rayner <Helen.Rayner@wellingtonwater.co.nz>; Jacqui Binnie <Jacqui.Binnie@wellingtonwater.co.nz>; Jane Nichols <Jane.Nichols@wellingtonwater.co.nz>; Jeff Rose <Jeff.Rose@wellingtonwater.co.nz>; Jeremy McKibbin <Jeremy.McKibbin@wellingtonwater.co.nz>; John Baines <John.Baines@wellingtonwater.co.nz>; Julie Alexander <Julie.Alexander@wellingtonwater.co.nz>; Katherine Bell <Katherine.Bell@wellingtonwater.co.nz>; Krystal Barraud <Krystal.Barraud@wellingtonwater.co.nz>; Laurence Edwards <Laurence.Edwards@wellingtonwater.co.nz>; zzz Leanne Southey <leanne@sosa.co.nz>; Lee Yeoh <Lee.Yeoh@wellingtonwater.co.nz>; zzz Mahina Puketapu <mahinapuketapu@gmail.com>; Mark Ford <Mark.Ford@wellingtonwater.co.nz>; Natalie Crane <Natalie.Crane@wellingtonwater.co.nz>; zzz Nick Leggett <Nick@nickleggett.nz>; Olivia Fogg <Olivia.Fogg@wellingtonwater.co.nz>; Paul Clarke <Paul.Clarke@wellingtonwater.co.nz>; Robert Mackie <Robert.Mackie@wellingtonwater.co.nz>; Rowena Eriguel <Rowena.Eriguel@wellingtonwater.co.nz>; Sam Lister <Sam.Lister@wellingtonwater.co.nz>; Sonja Saumolia <Sonja.Saumolia@wellingtonwater.co.nz>; Sophie Jones <Sophie.Jones@wellingtonwater.co.nz>; Steve Hutchison <Steve.Hutchison@wellingtonwater.co.nz>; Susannah Cullen <Susannah.Cullen@wellingtonwater.co.nz>; Uki Dele <Uki.Dele@wellingtonwater.co.nz>; zzz Bill Bayfield <william.bayfield@gmail.com>; Stephanie Watkins <Stephanie.Watkins@wellingtonwater.co.nz>; Todd Livingstone <Todd.Livingstone@wellingtonwater.co.nz>; Pat Dougherty <Pat.Dougherty@wellingtonwater.co.nz>; Alina Siegfried <Alina.Siegfried@wellingtonwater.co.nz>; Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>; Israel Atakulu <Israel.Atakulu@wellingtonwater.co.nz>; Ian McSherry <Ian.McSherry@wellingtonwater.co.nz>; <wellingtonwater.co.nz>; Bob Wilson <Bob.Wilson@wellingtonwater.co.nz>; Lynda Edney <Lynda.Edney@wellingtonwater.co.nz>; Bryce Winiata <Bryce.Winiata@wellingtonwater.co.nz>; Michael Connolly <Michael.Connolly@wellingtonwater.co.nz>
Cc: HUB Team <HUBteam@wellingtonwater.co.nz>; GRP: Communications <GRPCommunications@wellingtonwater.co.nz>

Subject: Media and Social Media Log - 22 October

Media & Social Media Log – 22/10/2024

Kia ora koutou,


Out of Scope

A large black rectangular box redacting the content of the email body below the 'Out of Scope' header.

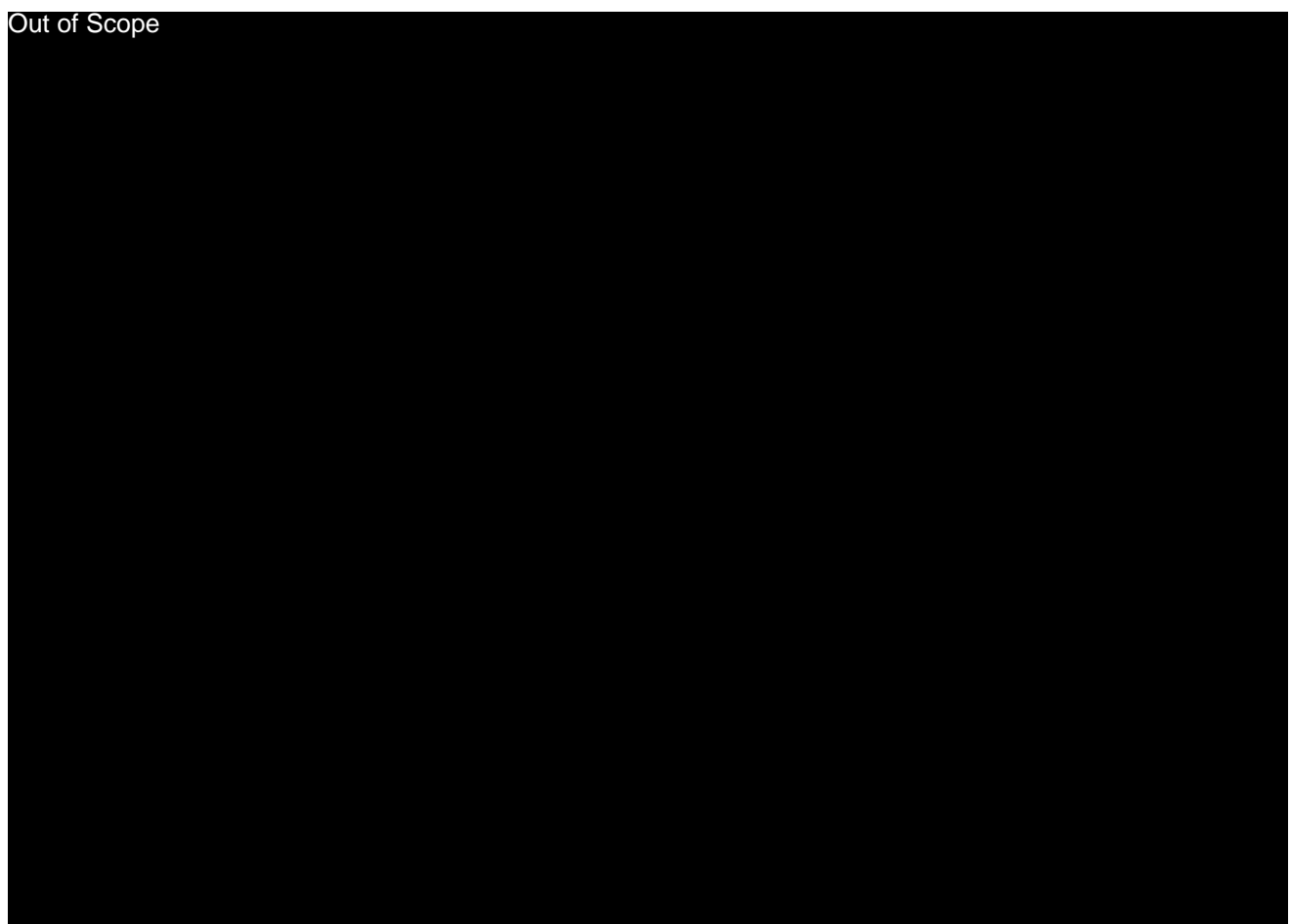
In the media, there was further coverage on the odour from the Seaview Wastewater Treatment Plant (attached).

Linda Lim (021 302 259) is on call this week for out-of-hours media queries.

Out of Scope



Out of Scope



Out of Scope

Legal action considered over stinky Seaview wastewater plant

 The Post • Nicholas Boyack • Internet • 22 Oct 2024, 5:19 am

Nicholas Boyack Chris Hetherington is contemplating legal action over a stink from the Seaview Wastewater Treatment Plant that has locals gagging. Hetherington lives 1km from the Seaview plant, where mayor...

[Continue reading](#)

Keywords: Wellington Water (4)

Out of Scope

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Keywords: Porirua (2), Water (2), Council (1), Drinking (1), Infrastructure (1), Service (1)

From: Rory Milne
Sent: Thursday, October 24, 2024 7:25 AM
To: Bryce Winiata; Julia Batten
Subject: FW: Possible OIA request from 7(2)(a) re: Seaview
Attachments: Legal action considered over wastewater plant - The Post.pdf

FYI team – can you please keep me updated re any new LGOIMAs coming in relating to Seaview Wastewater Treatment Plant?

From: Linda Lim <Linda.Lim@wellingtonwater.co.nz>
Sent: Wednesday, October 23, 2024 5:35 PM
To: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Cc: John Donnachie <John.Donnachie@wellingtonwater.co.nz>; Vanessa MacFarlane <Vanessa.MacFarlane@wellingtonwater.co.nz>
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L

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Linda Lim
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To: Media <Media@wellingtonwater.co.nz>; Media <Media@wellingtonwater.co.nz>; Adam Mattsen <Adam.Mattsen@wellingtonwater.co.nz>; Alex Rowe <Alex.Rowe@wellingtonwater.co.nz>; Angela Penfold <Angela.Penfold@wellingtonwater.co.nz>; Brian Gosper <Brian.Gosper@wellingtonwater.co.nz>; Carey Anderson <Carey.Anderson@wellingtonwater.co.nz>; Charles Barker <Charles.Barker@wellingtonwater.co.nz>; Customer Support Team <customer@wellingtonwater.co.nz>; Emily Greenberg <Emily.Greenberg@wellingtonwater.co.nz>; Fraser Clark <Fraser.Clark@wellingtonwater.co.nz>; Helen Rayner <Helen.Rayner@wellingtonwater.co.nz>; Jacqui Binnie <Jacqui.Binnie@wellingtonwater.co.nz>; Jane Nichols <Jane.Nichols@wellingtonwater.co.nz>; Jeff Rose <Jeff.Rose@wellingtonwater.co.nz>; Jeremy McKibbin <Jeremy.McKibbin@wellingtonwater.co.nz>; John Baines <John.Baines@wellingtonwater.co.nz>; Julie Alexander <Julie.Alexander@wellingtonwater.co.nz>; Katherine Bell <Katherine.Bell@wellingtonwater.co.nz>; Krystal Barraud <Krystal.Barraud@wellingtonwater.co.nz>; Laurence Edwards <Laurence.Edwards@wellingtonwater.co.nz>; zzz Leanne Southey <leanne@sosa.co.nz>; Lee Yeoh <Lee.Yeoh@wellingtonwater.co.nz>; zzz Mahina Puketapu <mahinapuketapu@gmail.com>; Mark Ford <Mark.Ford@wellingtonwater.co.nz>; Natalie Crane <Natalie.Crane@wellingtonwater.co.nz>; zzz Nick Leggett <Nick@nickleggett.nz>; Olivia Fogg <Olivia.Fogg@wellingtonwater.co.nz>; Paul Clarke <Paul.Clarke@wellingtonwater.co.nz>; Robert Mackie <Robert.Mackie@wellingtonwater.co.nz>; Rowena Eriguel <Rowena.Eriguel@wellingtonwater.co.nz>; Sam Lister <Sam.Lister@wellingtonwater.co.nz>; Sonja Saumolia <Sonja.Saumolia@wellingtonwater.co.nz>; Sophie Jones <Sophie.Jones@wellingtonwater.co.nz>; Steve Hutchison <Steve.Hutchison@wellingtonwater.co.nz>; Susannah Cullen <Susannah.Cullen@wellingtonwater.co.nz>; Uki Dele <Uki.Dele@wellingtonwater.co.nz>; zzz Bill Bayfield <william.bayfield@gmail.com>; Stephanie Watkins <Stephanie.Watkins@wellingtonwater.co.nz>; Todd Livingstone <Todd.Livingstone@wellingtonwater.co.nz>; Pat Dougherty <Pat.Dougherty@wellingtonwater.co.nz>; Alina Siegfried <Alina.Siegfried@wellingtonwater.co.nz>; Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>; Israel Atakulu <Israel.Atakulu@wellingtonwater.co.nz>; Ian McSherry <Ian.McSherry@wellingtonwater.co.nz>; <wellingtonwater.co.nz>; Bob Wilson <Bob.Wilson@wellingtonwater.co.nz>; Lynda Edney <Lynda.Edney@wellingtonwater.co.nz>; Bryce Winiata <Bryce.Winiata@wellingtonwater.co.nz>; Michael Connolly <Michael.Connolly@wellingtonwater.co.nz>
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Subject: Media and Social Media Log - 22 October

Media & Social Media Log – 22/10/2024

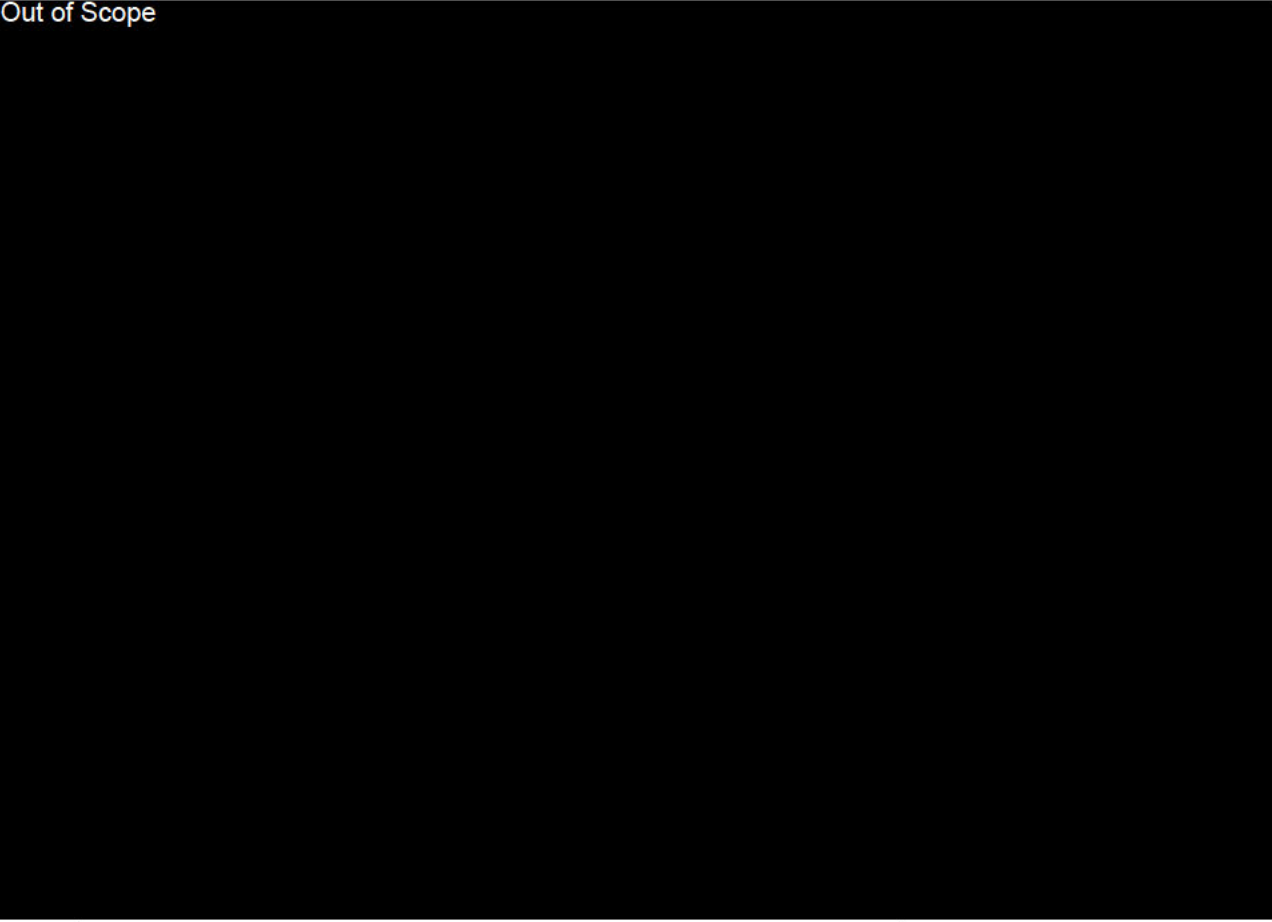
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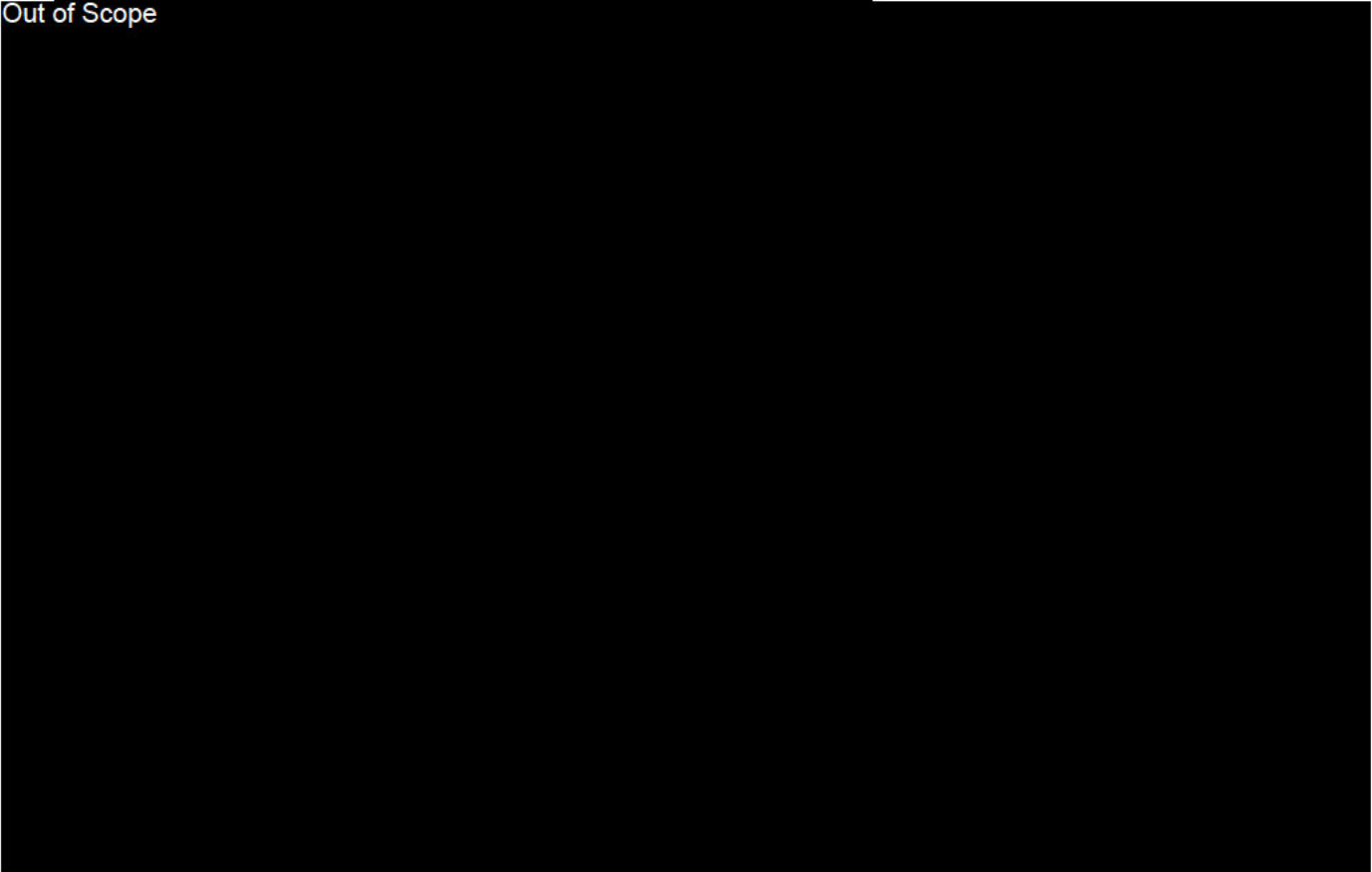
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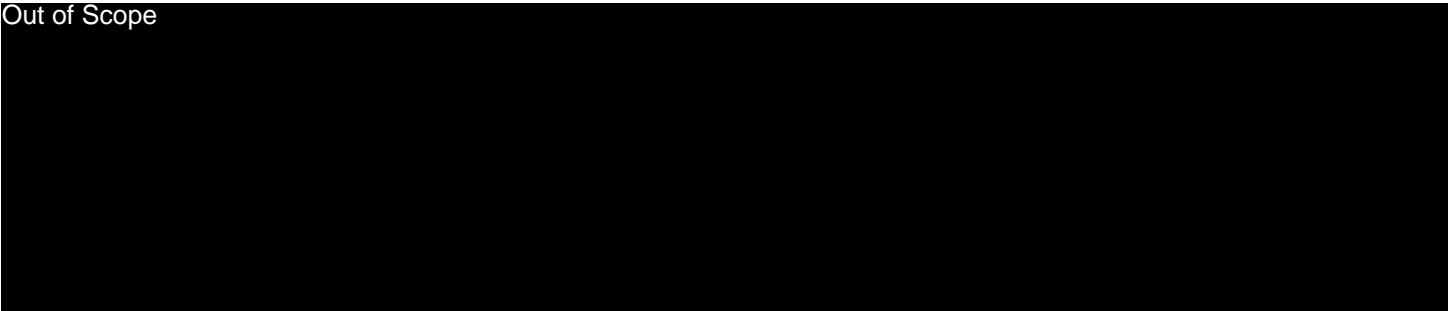
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Out of Scope



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Keywords: Wellington Water (1)

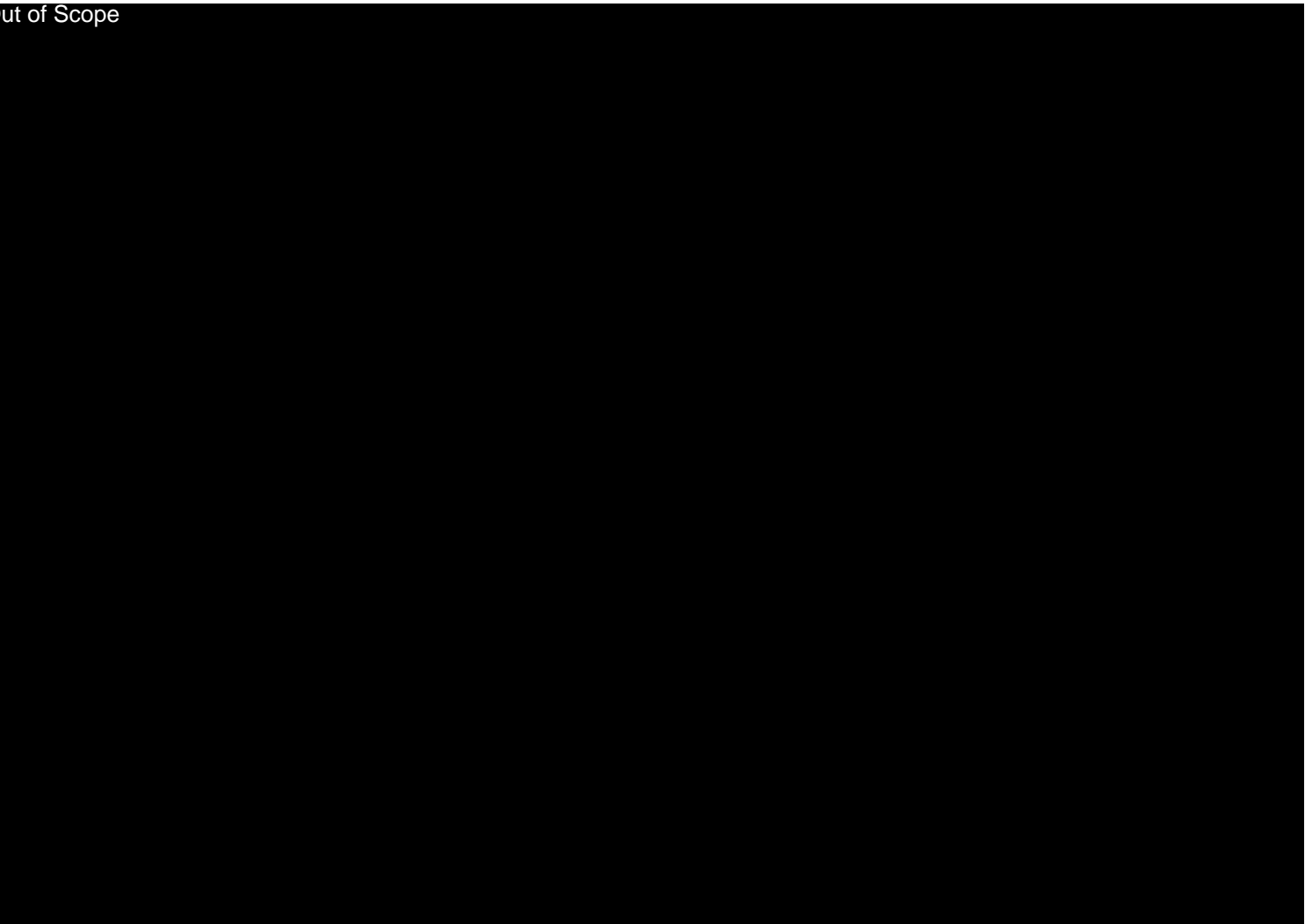
Legal action considered over stinky Seaview wastewater plant

 **The Post** • [Nicholas Boyack](#) • Internet • 22 Oct 2024, 5:19 am

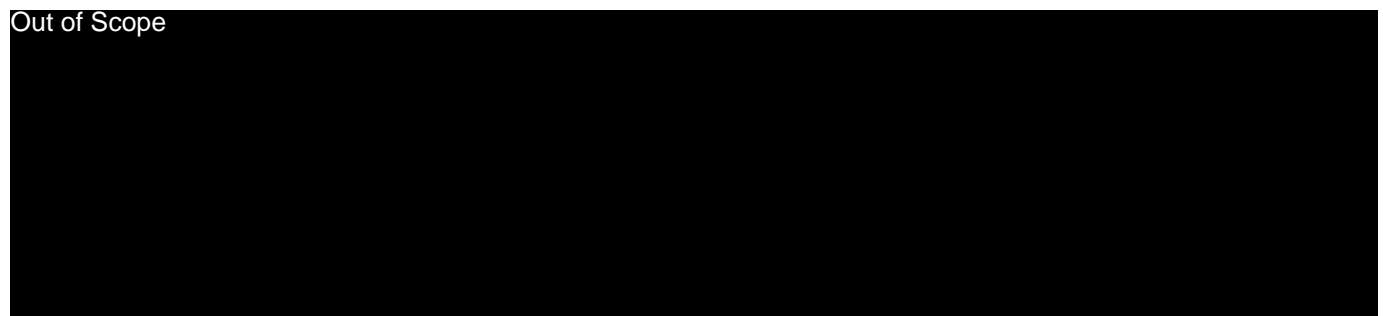
Nicholas Boyack Chris Hetherington is contemplating legal action over a stink from the Seaview Wastewater Treatment Plant that has locals gagging. Hetherington lives 1km from the Seaview plant, where mayor...

[Continue reading](#)

Keywords: Wellington Water (4)



Out of Scope





22 OCT, 2024

Legal action considered over wastewater plant

The Post, Wellington

Legal action considered over wastewater plant

Environment

Nicholas Boyack

Chris Hetherington is contemplating legal action over a stink from the Seaview Wastewater Treatment Plant that has locals gagging.

Hetherington lives 1km from the Seaview plant, where mayor Campbell Barry has warned the odour problem might be unfixable.

However, former Lower Hutt resident Don Gould, who acted as an advocate for Christchurch residents affected by a 2021 fire in the Bromley wastewater treatment plant, warned that legal action was not the answer.

Gould helped locals win a \$1 million compensation package as a result of the ongoing putrid odour caused by the fire. His advice was that Lower Hutt residents living with the pong needed to make more noise.

"I don't understand why they are not squealing more loudly."

While the Hutt City Council was planning to spend \$13m to reduce the odour and a further \$225m upgrading the plant over the next decade, it has acknowledged the plant was nearing the end of its life.

Hetherington said the true scale of the odour problem was unknown, as a lot of local businesses were reluctant to comment fearing bad publicity.

He is prominent on social media page Stop the Stench, and said that with authorities apparently reluctant to address the

issue, he planned to speak with neighbours and local Māori about taking legal action.

As well as the bad odour, the plant has an ongoing issue with discharges into the Waiwhetū Stream, which chief executive of Te Ātiawa Taranaki Whānui Puketapu-Dentice has said is offensive, as their urupa is next to stream and the treatment plant can be smelled when they have funerals.

Gould said he could not understand why Lower Hutt residents had been so passive.

His experience in Bromley taught him that councils would not take any action unless the community fought for it and locals had to be far more vocal.

Legal action would be highly risky, he warned, as the chance of winning was small.

Christchurch residents had been approached by lawyers, but he said it was a high risk strategy and could leave Hutt residents with a huge legal bill.

Lower Hutt-based councillor Simon Edwards said although "residents' outrage and disgust at the current stench issues from the Seaview plant are absolutely valid and understandable", there was no easy fix.

"There had to be a balance between what needs to be done, and what residents can afford."

The Hutt City council had put up rates by 16.9% this year to try and catch up on the decades of underinvestment in three waters infrastructure,



22 OCT, 2024

Legal action considered over wastewater plant

The Post, Wellington

Edwards said.

The council had also increased debt, yet Wellington Water had said it was still underinvesting by \$1 billion over the next decade.

“There’s no silver bullet. We’re all facing massive costs. On top of which, as *The Post* article notes, the Seaview plant is on land threatened by sea level rise. It is not a simple problem.”

Gould said there should be monitoring of the odour beyond the plant’s boundaries to better understand the level of the problem.

Wellington Water chair Nick Leggett has said he agreed with Barry that the plant’s long term future was questionable.

In the long run, the new entity Local Water Well Done replacing Wellington Water would have to look at the issue of building a replacement plant.

Wellington Water’s immediate focus was on finding a solution to reduce the impact on neighbours.

“This is impacting people’s daily life and work, and at home, in the short term we have to find a solution.”



Star Olsen who lives at the Kokiri marae in Seaview says the smell coming from the Seaview Wastewater Treatment Plant “hits you in the face” and he dreads a change of wind direction.

DAVID UNWIN/THE POST

From: Rory Milne
Sent: Tuesday, November 5, 2024 9:11 AM
To: Linda Lim; Melody McCabe
Cc: Vanessa MacFarlane; John Donnachie
Subject: RE: HCC request for info: ACT request re Seaview WWTP - WWL input

I would have thought providing all records of media reports will be sufficient for question two (rather than also providing our responses)....

From: Linda Lim <Linda.Lim@wellingtonwater.co.nz>
Sent: Tuesday, November 5, 2024 8:14 AM
To: Melody McCabe <Melody.McCabe@wellingtonwater.co.nz>; Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Cc: Vanessa MacFarlane <Vanessa.MacFarlane@wellingtonwater.co.nz>; John Donnachie <John.Donnachie@wellingtonwater.co.nz>
Subject: FW: HCC request for info: ACT request re Seaview WWTP - WWL input
Importance: High

Hi both

Re: the OIA request below – should we also provide a copy of our media log which tracks our responses to media inquiries received relating to Seaview?

Most but not all of these would necessarily lead to media coverage which I'm assuming was pulled from Isentia.

L

Ngā mihi

Linda Lim
Senior Advisor, Communications and Engagement



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Level 4, 25 Victoria Street, Petone, Lower Hutt

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wellingtonwater.co.nz



From: <wellingtonwater.co.nz>
Sent: Monday, November 4, 2024 10:00 AM
To: Steve Hutchison <Steve.Hutchison@wellingtonwater.co.nz>; Jane Boydon <Jane.Boydon@wellingtonwater.co.nz>; Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>; Linda Lim <Linda.Lim@wellingtonwater.co.nz>; Jeremy McKibbin <Jeremy.McKibbin@wellingtonwater.co.nz>

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

Subject: HCC request for info: ACT request re Seaview WWTP - WWL input


Importance: High

Good morning

I've collated information for a HCC LGOIMA request from ACT that came via Blair:

1. **How much funding over the past 10 years has gone into maintenance for this treatment plant**
 - a. Steve H has advised that finance at HCC can answer this question prior to 2020 – *HCC advised.*
 - b. Post 2020 – Veolia contract. Treatment plant project capital items - *WW to provide*
2. **How many times within the past 10 years have there been faults with the treatment system resulting in complaints to the council or media reports**
 - a. HVWS contract provides an annual summary of complaints (older years) - *provided*
 - b. WW media reports don't track/record media articles related to specific assets – *spreadsheet provided for 2023/24*

The following information has been collated to provide to HCC:

- 1b: Post 2020 Veolia contract: For the four financial years from 1 July 2020 through to June 2024, an amount of \$9.5m has been spent on capital renewals at the Seaview wastewater treatment plant. (from Jane Boydon)
- 2a: HVWS annual summary of complaints. The documents in the sharepoint folder have been found via woogle, as directed by Steve Hutchison:  [Q2a HVWS contracts](#) Not all years are there. These are what I found. These are the full documents. An excerpt of the information related to odour could be provided if you consider more appropriate.
- 2b: Mel (Communications team) provided a report on media coverage on Seaview WWTP for 2023-24 (attached) with the following description:
There are 180 media items in total, including online news, newspaper, AM and FM radio, TV and magazine. Please note that duplicates may be present as stories are sometimes republished across other platforms. WWL does not record the correlation between reported faults and how many of these r resulted in media coverage.
- Philip at HCC requires the information by COB 6 November. Can you please provide your views on the proposed collated information.

Thank you

Senior LGOIMA Advisor



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Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

From: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>

Sent: Wednesday, October 9, 2024 2:26 PM

To: <wellingtonwater.co.nz>; Steve Hutchison <Steve.Hutchison@wellingtonwater.co.nz>

Cc: Jeremy McKibbin <Jeremy.McKibbin@wellingtonwater.co.nz>

Subject: FW: [EXTERNAL] Re: LGOIMA request for information - LGOIMA2022-0220 -

Hi Leni,

Please see the attached request from the HCC for a LGOIMA request from ACT. Could you please register this request.

[@Steve Hutchison](#) – can you provide some advice as to how we might respond to this request?

Thanks

Blair

Blair Johnson [Head of Wastewater Contracts](#)



Mob 021 240 7130

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

From: Rory Milne
Sent: Monday, November 11, 2024 2:16 PM
To: Bryce Winiata
Cc: Linda Lim; Anna Weir
Subject: LGOIMAs relating to Seaview WWTP

Hi Bryce,

Anna has asked whether we can provide a summary of LGOIMAs responded to/in the process of responding to, relating to Seaview WWTP. Is this something you can pull together?

Julie Alexander has prepared a paper on the plant, and keen to get sight of these for awareness.

Ngā mihi

Rory Milne
Senior Communications and Engagement Advisor



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Wellington Water is 100% owned and funded 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.

A graphic with a light blue background. The text 'Cooking oil clogs pipes!' is in a large, bold, dark blue font. Below it, 'Protect our environment' is in a smaller, bold, green font. The bottom of the graphic is cut off.

Cooking oil clogs pipes!
Protect our environment

From: Rory Milne
Sent: Wednesday, November 13, 2024 3:25 PM
To: John Donnachie; Linda Lim
Subject: Can you please call James at UHCC Comms re Seaview WWTP when you get a moment?

Not sure of exact query, he just text me...

Ngā mihi

Rory Milne
Senior Communications and Engagement Advisor



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Cooking oil clogs pipes!
Protect our environment

From: Rory Milne
Sent: Thursday, November 14, 2024 5:14 PM
To: Blair Johnson; Customer Notifications
Cc: Linda Lim
Subject: Re: Community update

Excellent, no problem Blair.

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From: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Sent: Thursday, November 14, 2024 4:42:36 PM
To: Rory Milne <Rory.Milne@wellingtonwater.co.nz>; Customer Notifications <Customer.Notifications@wellingtonwater.co.nz>
Cc: Linda Lim <Linda.Lim@wellingtonwater.co.nz>
Subject: RE: Community update

Thanks Rory

I'd like to wait until tomorrow and to get a status report before we send this out. The plan was always a Friday update.

Thanks
Blair

Blair Johnson Head of Wastewater Contracts



Mob 021 240 7130

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

From: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Sent: Thursday, November 14, 2024 3:37 PM
To: Customer Notifications <Customer.Notifications@wellingtonwater.co.nz>
Cc: Linda Lim <Linda.Lim@wellingtonwater.co.nz>; Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Subject: Community update
Importance: High

FYI team – once Blair reviews/approves the below can we please get this sent out to the Seaview WWTP Interested Stakeholders today?

Thanks, Rory

From: Rory Milne
Sent: Thursday, November 14, 2024 3:17 PM
To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Cc: Linda Lim <Linda.Lim@wellingtonwater.co.nz>

From: Rory Milne
Sent: Friday, November 15, 2024 4:41 PM
To: Glenis Bruin; Ropeti Taito
Cc: Blair Johnson; GRP: Communications
Subject: Community update - for Seaview WWTP Interested Parties to send today

Kia ora Glenis, Ropeti

Can we please get this update out to the Seaview WWTP Interested Parties list today. I'll upload into the website page too.

This has been approved by Blair.

Thanks, Rory

15 November 2024

Plant operation update

Work continues to reduce the backlog of dewatered sludge, before bringing the sludge dryer back into service – scheduled for early next week, but earlier if possible.

We've increased the amount of sludge being transported to landfill, from around 8 tonnes, to 50 tonnes per day. This helps us reduce the sludge backlog quicker, support efficient plant operations and minimise odour as we head into summer. The sludge backlog was a result of the sludge dryer outages that happened in September and October.

The sludge transportation is likely to result in increased odour as we load the trucks. We have moved one of the odour neutralisers at the plant to where we are loading the trucks to reduce the odour as much as possible. We apologise for any increased odour that you may have experienced at the plant since this work started. We expect odour to improve early next week when we bring the sludge dryer back into service.

Our team are also investigating potential issues with one of the primary sedimentary tanks and one of the blowers at the plant. These issues could impact the overall performance of the plant. We are working as fast as we can to have these issues resolved as soon as possible.

Please be assured we are doing all that we can to reduce odour levels. We have brought in an external expert to provide additional support and focus on plant operations and to provide recommendations to accelerate the solids removal process.

We'll continue to closely monitor the situation and have another update to share early next week.

Ngā mihi

Rory Milne
Senior Communications and Engagement Advisor



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Cooking oil clogs pipes!
Protect our environment

Subject: Community update

Importance: High

Hi Blair,

Below is a draft of the community update for your review/approval.

This will go out to the interested parties list via email, and onto our website.

Regards, Rory

All Updates

14 November 2024 Plant operation update

Work continues to reduce the backlog of dewatered sludge, before bringing the sludge dryer back into service – scheduled for early next week.

We've increased the amount of sludge being transported to landfill, from around 8 to 50 tonnes per day. In addition to helping to accelerate reducing the backlog of sludge from the dryer outages in September, this is critical to support efficient plant operations and minimise odour through summer.

This is likely to result in increased odour and we have moved one of the odour neutralisers at the plant to where we are loading the trucks to reduce the smell as much as possible. We apologise for increased odour that you may have experienced at the plant since this work started. With the further issues with the dryer from the weekend, it's important that we minimise sludge levels at the plant and keep on top of the backlog. We expect odour to improve early next week when we bring the dryer back into service.

Our team are also investigating potential issues with two of the primary sedimentary tanks and one of the blowers at the plant. These issues could impact the overall performance of the plant which may lead to some increased odour too. We are working as fast as we can to have these issues resolved by the weekend.

Please be assured we are doing all that we can to reduce odour levels. Starting tomorrow, we are bringing in an external expert to provide additional guidance on operation of the plant and recommendations to accelerate the process to remove solids from the plant.

We'll continue to closely monitor the situation and have another update to share early next week.

Ngā mihi

Rory Milne

Senior Communications and Engagement Advisor



Tel 04 912 4400 Mob 021 793 364

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is 100% owned and funded 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.

Cooking oil clogs pipes!
Protect our environment

From: Rory Milne
Sent: Friday, November 15, 2024 4:53 PM
To: Ropeti Taito; Glenis Bruin
Subject: FW: Community update

FYI – community update uploaded to website too.

From: Rory Milne
Sent: Friday, November 15, 2024 4:51 PM
To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Cc: Sheil Priest <Sheil.Priest@wellingtonwater.co.nz>; John Donnachie <John.Donnachie@wellingtonwater.co.nz>; Linda Lim <Linda.Lim@wellingtonwater.co.nz>
Subject: RE: Community update

No probs Blair – website page updated: [Seaview Wastewater Treatment Plant Upgrades](#)

From: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Sent: Friday, November 15, 2024 4:45 PM
To: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Subject: RE: Community update

All good thanks Rory!

Blair Johnson Head of Wastewater Contracts



Mob 021 240 7130

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

From: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Sent: Friday, November 15, 2024 4:43 PM
To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Subject: RE: Community update

Thanks Blair – sent to Glenis & Ropeti to send out to interested stakeholders.

I just made a very minor grammar change in yellow, just to make it read a little easier.

Cheers, Rory

15 November 2024

Plant operation update

Work continues to reduce the backlog of dewatered sludge, before bringing the sludge dryer back into service – scheduled for early next week, but earlier if possible.

We've increased the amount of sludge being transported to landfill, from around 8 tonnes, to 50 tonnes per day. This helps us reduce the sludge backlog quicker, support efficient plant operations and minimise odour as we head into summer. The sludge backlog was a result of the sludge dryer outages that happened in September and October.

The sludge transportation is likely to result in increased odour as we load the trucks. We have moved one of the odour neutralisers at the plant to where we are loading the trucks to reduce the odour as much as possible. We apologise for any increased odour that you may have experienced at the plant since this work started. We expect odour to improve early next week when we bring the sludge dryer back into service.

Our team are also investigating potential issues with one of the primary sedimentary tanks and one of the blowers at the plant. These issues could impact the overall performance of the plant. We are working as fast as we can to have these issues resolved as soon as possible.

Please be assured we are doing all that we can to reduce odour levels. We have brought in an external expert to provide additional support and focus on plant operations and to provide recommendations to **accelerate the solids removal process.**

We'll continue to closely monitor the situation and have another update to share early next week.

From: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>

Sent: Friday, November 15, 2024 4:32 PM

To: Rory Milne <Rory.Milne@wellingtonwater.co.nz>

Subject: RE: Community update

Nearly there, minor changes needed but otherwise looking pretty good

Blair Johnson Head of Wastewater Contracts



Mob 021 240 7130

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

From: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Sent: Friday, November 15, 2024 4:04 PM
To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Subject: RE: Community update

How's this Blair?

See my marked up changes

From: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Sent: Friday, November 15, 2024 3:52 PM
To: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Subject: RE: Community update

Hi Rory,

I have made some changes and slightly update with the scant new news. You will need to wordsmith it a bit,. Put it in a doc so it was easy to track.

Cheers

Blair Johnson Head of Wastewater Contracts



Mob 021 240 7130

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

From: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Sent: Friday, November 15, 2024 1:03 PM
To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Subject: RE: Community update

Hi Blair,

Let me know once you've got the status report, and I can then work on sending out the comms below.

Regards,

Rory

From: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Sent: Thursday, November 14, 2024 5:14 PM
To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>; Customer Notifications <Customer.Notifications@wellingtonwater.co.nz>
Cc: Linda Lim <Linda.Lim@wellingtonwater.co.nz>
Subject: Re: Community update

Excellent, no problem Blair.

Get [Outlook for iOS](#)

From: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Sent: Thursday, November 14, 2024 4:42:36 PM
To: Rory Milne <Rory.Milne@wellingtonwater.co.nz>; Customer Notifications <Customer.Notifications@wellingtonwater.co.nz>
Cc: Linda Lim <Linda.Lim@wellingtonwater.co.nz>
Subject: RE: Community update

Thanks Rory

I'd like to wait until tomorrow and to get a status report before we send this out. The plan was always a Friday update.

Thanks
Blair

Blair Johnson Head of Wastewater Contracts



Mob 021 240 7130

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

From: Rory Milne <Rory.Milne@wellingtonwater.co.nz>
Sent: Thursday, November 14, 2024 3:37 PM
To: Customer Notifications <Customer.Notifications@wellingtonwater.co.nz>
Cc: Linda Lim <Linda.Lim@wellingtonwater.co.nz>; Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Subject: Community update
Importance: High

FYI team – once Blair reviews/approves the below can we please get this sent out to the Seaview WWTP Interested Stakeholders today?

Thanks, Rory

From: Rory Milne
Sent: Thursday, November 14, 2024 3:17 PM
To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>
Cc: Linda Lim <Linda.Lim@wellingtonwater.co.nz>
Subject: Community update
Importance: High

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Rory Milne
Senior Communications and Engagement Advisor



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