

Tuesday, 12 July 2022.

OIA IRO-237

Email: [REDACTED]@nzme.co.nz

Kia ora [REDACTED]

Official information request regarding fluoride.

I write regarding your official information request dated Monday 4th April 2022. You ask us for the following things:

1. The **communications plan** behind the press release that was issued on March 16 saying "Wellington Water is working quickly to repair equipment that fluoridates the regional drinking water supply, which a recent review found has not been delivering fluoridated water to specification".
2. All **correspondence between Wellington Water staff and the Wellington Water board** about the fluoride situation for the time period between when the review was completed and when the independent inquiry was launched.
3. All **correspondence the chief executive received and made** regarding the fluoride issue for the time period between when the review was completed and the independent inquiry was launched.

Our response to the above questions can be found in the **Appendix** of this letter, with reference made to the supporting correspondence.

For further reference, the independent inquiry into the cessation of fluoride is available on our website, and you can find that report here:

<https://www.wellingtonwater.co.nz/your-water/drinking-water/fluoride-inquiry>

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]
Group Manager, Network Management Group
Wellington Water Ltd

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.

Appendix

Question 1: The communications plan behind the press release that was issued on March 16 saying "Wellington Water is working quickly to repair equipment that fluoridates the regional drinking water supply, which a recent review found has not been delivering fluoridated water to specification".

Answer...

Please see attached in our email response to you the [Communications Plan](#) which informed and outlines the communications approach Wellington Water took to inform councils, stakeholders, and the public of fluoridation being stopped at the Te Mārua and Gear Island Water Treatment Plants.

To do this we made a joint public announcement between Wellington Water and the Greater Regional Wellington Council on 16 March 2022 via a media release. The attached communications plan, its approach and high-level messaging was proposed, discussed and approved by the CE and Senior Leadership Team (SLT) on 10 March 2022. This is noted on the minutes from the meeting, which are also attached.

A more detailed timeline of communications activities and key messages was also supplied to the CE and SLT by the Communications and Community Engagement Manager on 14 March 2022 via email, which is attached.

In the lead up to the issuing of the media release on 16 March, the final version of the media release was approved in writing by the Director Regulatory Services, who was the SLT lead for the work and the Wellington Water spokesperson for the announcement, and the CE of the Greater Wellington Regional Council as the media release was a joint release between the two organisations.

The final media release was sent to the CE and SLT on 15 March 2022. The relevant correspondence for these events is also attached as 'Communications Plan Correspondence'.

Question 2: All correspondence between Wellington Water staff and the Wellington Water board about the fluoride situation for the time period between when the review was completed and when the independent inquiry was launched.

Answer...

Please see attached in our email response to you the [Communications made between the Staff and the Board](#).

Question 3: All correspondence the chief executive received and made regarding the fluoride issue for the time period between when the review was completed and the independent inquiry was launched.

Answer...

Please see attached in our email response to you the correspondence received and made by the Chief Executive ([CE Inbox](#) and [CE Sent](#)).

SLT Meeting 10 March 2022

DRAFT Minutes

1. Opening Karakia

2. Health & Safety Moment

Omāroro Fatality

Discussed the people side of things. Agreed to follow through with HEB/Rees whānau to decide on how we honour the legacy of the individual concerned.

Then discussed the process. Agreed:

- 1) To converse with Worksafe over the process we are following and seek if possible confirmation
- 2) To layout the investigation process across all 5 PCBU's involved. The key is to complete a professional review, determine the lesson's learned and make the improvements. Peer review of this will ensure we are confident.
- 3) We now need a Board paper to give the Board assurance that the process we are following is robust and professional once submitted.. Once received can be passed to councils and Water Committee.

Omicron

Thank you [REDACTED] for the table which updates us on the Omicron risk to the business going forward. We agreed to send this to CCRs/ CE's; Board/Water Committee.

The Omicron team meet 2x per week to review the situation which is likely to deteriorate based on general NZ exposure. Were assured key Opex GM's that we are over the issues and there is no current risk to business.

We suggested a series of scenarios be undertaken to stress test our response to worst case scenarios.

3. Review of our approaches to Councils

We reflected on the discussion we had 2 weeks ago about our councils and the approach we wanted to take with them. Our final product includes:

- a) Be more documented, less informal;
- b) Be better planned especially around assumed risk
- c) Be satisfied to hold the line on what is reasonable, don't over please or placate

- d) Maintain the regional model – as much as we can
- e) We're funded to do core business. Water reform is determined by our owners
- f) Play the structure not the people, and
- g) Practice over communication!

Let's take these principles out to GLT, stress test there, and then bring them back to SLT to close out.

4. Water Reform

Three aspects:

a) Governance Review

██████████ to prepare summary for internal Comms

b) Working Group

- Keep communicating activities
- Layout programmed going forward
- Seek to understand why they need the data
- HR done. ICT and Data next
- Record hours to seek reimbursement of cost.

c) NTU

- Note job adverts, GM's to open dialogue with any interested party so we have some sense of scale and possibility of partnership across all aspects.
- Keep engaging
- We will develop a risk register to document key interface threats/ opportunities share with councils.
 - Water supply
 - Over programming capex

5. WWTP

5.1 Review and implementation plan

Draft implementation plan on the 23rd of March. Final to Steering group by end of March then circulation.

Note, a single page summary is needed for circulation to Stakeholders.

5.2 Contract Management

██████████ confirmed in role. Key to get feel for the Health of the Contract and be clear about RMA issues, renewals and key risks. UV plants and driers.

5.3 Resourcing

Let's see the final resourcing plans.

6. **Opex**

6.1 21/22 Forecasts and next 2 years

Complete same deck pack as for WCC but fit for purpose for all councils.

Due end of March.

6.2 Operating Model

Key Outputs

Full documented Opex approach to 22/23 completed before year starts. Address all risks with councils prior to 30 June 2022

Then develop a monthly/quarterly reporting tool which facilitates conversations with councils needed to keep with budgets.

Let's see final scope back in 3 weeks.

Welcome ██████████

7. **Year 2 and 3 Capex**

Good stuff. Plenty of good comms material in here.

Noted the 150% over allocation.

Agreed to pick up a further allocation with the NTU as an opportunity.

Agreed to receive an update on the investment plan at the next SLT meeting. Need to get everything aligned so we have a clear run for the next 2 years.

8. **People**

Agreed to free ██████████ up from the day to day as a priority. GM's to help fill the gaps as necessary.

We then need to see active management of the leadership and engagement activities in readiness for Water Reform.

Revised paper for the offsite please.

9. Comms

People OK with progress on the 4 key issues. Agreed to use the SLT Connect for engagement with the team.

Keep focused on Omicron, WWTP review and Regulation with Opex and Fiscal Stimulus in our minds eye.

10. Fluoride

Agreed on the plan. To be proceeded with full engagement with the GWRC before rollout

PS. Extra slot provided by GWRC for 15th.

11. Business Planning

Agreed to focus on a full day of work on this on the 6th of April. SLT offsite, business planning and the 22/23 Company budget.

12. Accommodation

Agreed with the NDD occupation of Level 5. Need new plans for how to expand our Level 6/ Level 4.

Paper Please

13. Fiscal Stimulus

Agreed with the direction of the plan. Please ensure all risks are covered into the Opex operating model.

Close out VHCA carefully.

14. General Business

██████ to lay out memo regarding expanding size of his role.

15. Remuneration

Agreed across the board uplift below T2 and excluding front line staff who are eligible for the \$s uplift over 2 years. Ensure all adjustments go together.

16. Key Messages

Omāroro

SLT talked about the tragic incident at our Omāroro site last week. They discussed the importance of supporting the people who have been affected by the event – the family of the man who passed away, workers on the site, and HEB. The Omāroro site has been blessed and HEB has support in place on-site for those impacted. SLT also discussed our upcoming investigation into the incident.

Omicron

SLT and the H&S team talked about our response to Omicron and how our workforce is faring now that there is a high number of COVID-19 cases in the community. We're starting to see a number of cases within our whānau and we are monitoring how that will impact our work. We have a good supply of RATs which we are using to help manage COVID-19 on the front line and in our Head Office. We have also offered RATs to our contractor whānau.

OPEX

In our quarterly review, SLT identified five areas that they would focus on in each meeting until they are no longer relevant. OPEX is one of these five areas. SLT discussed our OPEX budget, the challenges we are facing and how we communicate our position to councils. We are in the process of talking to councils about our OPEX budget and what it will mean for them in terms of the work we deliver. Over the next few weeks, we will be working to put together an informative, consistent way for councils to receive regular updates on how we are tracking so that they have a good understanding of our OPEX costs. This works into the business planning and budgeting project that is currently underway.

Other items of interest that will need to be communicated at a later date:

- WWTP Implementation
- Fluoride
- Stimulus funding

17. **Closing Karakia** – [REDACTED], thanks.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: As discussed - communications and customer service materials
Date: Tuesday, 15 March 2022 5:05:34 pm
Attachments: [image001.png](#)
[Fluoride supply customer service materials \(Toolkit\).pdf](#)
[Fluoride supply communications materials \(Toolkit\).pdf](#)

Kia ora,

Apologises for how late these are!

Attached are two documents, one for you and one for your customer services teams. Please do not distribute the communications material outside of your team until tomorrow.

Please also note that the media release in the communications pack is not final and continues to be embargoed until tomorrow. We'll send you the final and let you know once it has been sent.

Please let us know if you need anything else.

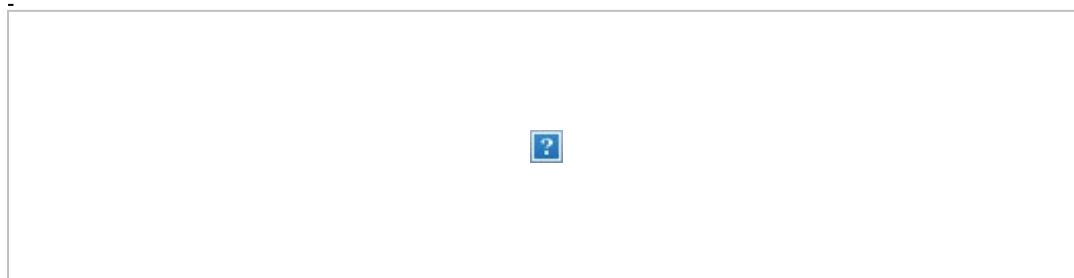
We'll be in touch tomorrow

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



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www.wellingtonwater.co.nz



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoride comms
Date: Monday, 14 March 2022 9:45:00 pm
Attachments: [image001.png](#)
[Fluoride key messages.docx](#)

Kia ora koutou

This is just a quick update on where we are at for fluoride comms.

[REDACTED] and I met with GWRC's comms manager today and we have agreed to issue a joint statement on Wednesday morning to announce our decision to stop fluoride dosing at Te Marua and Gear Island.

As discussed at SLT last week, we have started the process of working through the steps to notify our councils ahead of Wednesday's announcement.

Tomorrow will be a key day for us, and [REDACTED] has already set up a time for you all and the CCRs at noon tomorrow to let them know about this issue. [REDACTED] is also presenting to GWRC (officers and councillors) tomorrow morning to let them know and to outline our comms approach.

We will ensure that all our council comms teams and their customer hubs have a copy of the comms pack including Q&As to help the answer any questions they may get from the public. We will work with GWRC to lead any media enquiries. [REDACTED] will be our spokesperson.

Below is the roll out schedule for in the lead up for Wednesday. Attached are our high level key messages that we will use to base our media release and external comms on.

Any questions, let me or [REDACTED] know.

Roll out schedule				
Date	Time	Activity	Responsibility	Status
Mon 14 Mar	N/A	Council CEOs heads up Water Committee Chair heads up	[REDACTED]	Completed
Mon 14 Mar	1.30pm	Agree comms approach with GWRC comms	[REDACTED]	Completed
Tues 15 Mar	9.00am	Heads up to WCC, PCC, HCC, UHCC comms	[REDACTED]	
Tues 15 Mar	9.30am	Briefing to GWRC	[REDACTED]	
Tues 15 Mar	12.00pm	Briefing to WCC, PCC, HCC, UHCC CCRs	[REDACTED]	
Tues 15 Mar	12.00pm	Email to council CEs and Water Committee Chair	[REDACTED]	
Tues 15 Mar	1.00pm	Send comms pack to all council comms teams and their	[REDACTED]	

		customer hubs		
Tues 15 Mar	1.00pm	Update to RPH on status of WTPs and the project	██████	
Tues 15 Mar	2.00pm	Notify New Zealand Dental Association and provide them with comms pack	██████	
Wed 15 Mar	8.30am	Internal email to let our people know	██████	
Wed 15 Mar	9.00am	Issue joint media release	██████	
Wed 15 Mar	10.00am	Update website	██████	
Wed 15 Mar	N/A	Work with ██████ and GWRC to respond to media enquiries as needed	██████	

Cheers,

█

██████████

Communications and Community Engagement Manager



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Fluoride supply communications plan

Monday 21 February

Background

Wellington Water operates four fluoridation facilities, located at the four water treatment plants that supply the Wellington regional water supply network. Fluoride dosing is mandated by the Wellington's city councils, with the exception of Petone, Korokoro and South Wairarapa.

The fluoridation facilities are over 30 years old and have experienced ongoing issues that have reduced the safety and reliability of fluoridation and the consistency of the treated water fluoride concentration. Due to these issues, the percentage of time that the fluoride dosing facilities have been operational is poor.

Operational statistics for January 2019 to May 2020:

Water Treatment Plant	Fraction of time fluoridation was operational
Te Marua	10-20%
Waterloo	30-40%
Wainuiomata	10-20%
Gear Island*	55%

*Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness. However, the Gear Island fluoride facility doses continuously into the Wellington water supply (to accommodate the non-fluoridated Petone supply zone).

The poor reliability illustrated above is exacerbated by the fact that because fluoridation is not considered a critical water safety requirement, issues are most easily dealt with by shutting down fluoridation systems, with rectification and reinstatement of fluoride dosing taking a lower priority than other more critical tasks.

As of February 2020, both Te Marua and Gear Island Water Treatment Plants have stopped dosing fluoride, due to ongoing health and safety issues with the treatment plants.

This information has not been communicated to our client councils.

To rectify this, Wellington Water has started a two-phase project to improve the current poor performance and safety of the current fluoride dosing systems to meet the requirements of the Health (Fluoridation of Drinking Water) Amendment Bill and upgrade, medium to long-term, the fluoride dosing systems at each plant to comply with the Water New Zealand code of practice.

In addition, the Health (Fluoridation of Drinking Water) Amendment Bill passed through the Health Committee in Parliament in November 2021.

Water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating will be required to continue to do so unless directed by the Director-General of Health to stop.

This is likely to place more emphasis on reliability of fluoride dosing.

Objectives

- Rebuild the trust and confidence of our client councils and stakeholders in Wellington Water's drinking water systems and procedures.
- To inform our key stakeholders of the current condition of the fluoride dosing at the Water Treatment Plants and the work Wellington Water is doing to mitigate these issues.
- To inform the public of the current condition of the fluoride dosing at the Water Treatment Plants and the work Wellington Water is doing to mitigate these issues.
- Partners (iwi, councils, GWRC) have the information they need to answer questions from their audiences.
- Key stakeholders, partners and the community are well-informed about the work Wellington Water is doing to improve drinking water operations.

Strategic approach

The communications approach for this project is dependent on which phase the project is in.

1. The aim of the first phase of the project is to improve the current poor reliability and performance of the current fluoride dosing systems to meet the requirements of the Health (Fluoridation of Drinking Water) Amendment Bill.

The communications team have developed a detailed stakeholder engagement and communications plan to inform key stakeholders of poor reliability issues at the same time as advising them of the short-term work Wellington Water is doing to mitigate these issues.

The communications approach for this stage of the project will be primarily stakeholder focussed. It is important that we inform them of poor reliability issues, and the dosing facilities shut down, at the same time as advising them of the short-term work Wellington Water is doing to mitigate these issues.

Externally there will be a project webpage, a media release, and we will be actively promoting the issues and work we're doing on social media.

2. The aim of the second phase of the project is to upgrade the fluoride dosing systems at each plant to comply with the Water New Zealand code of practice.

This includes an option assessment of the dosing systems for medium-term and long-term solutions to increase the reliability of the fluoride dosing to the network. Including estimated costs for each option – for each plant.

The communications team will keep key stakeholders engaged of the work and implement some 'light touch' external communications.

3. The aim of phase three and four is to:
 - a. carry out a detailed design for the preferred option for each plant,
 - b. provide upgraded cost assessment,

- c. construct and commission the designed dosing systems in accordance with the gateway process

This communications plan outlines our communication approach and activities for the first two phases of the Fluoride Supply Project. Further communications will be required for phases three and four, including a detailed stakeholder management and risk mitigation plan.

If Petone and SWDC are included in phases three and four, future communications activities and risk registers will need to reflect this.

Key messaging

The below key messages can be used on their own or in conjunction with the overarching story, depending on the audience or channel we're using.

Overarching key messages:

- We add fluoride to our drinking water at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.
- The machinery we use to fluoridate water is over 30 years old and not operating as it should.
- This has resulted in an inconsistent and low level of fluoridation in our water.
- In February, we commissioned Stantec to undertake a review of our fluoridation facilities at our Wellington's metropolitan drinking water treatment plants, which confirmed that our equipment was not working correctly.
- Fluoridation of water needs to be provided at certain levels to be effective. As the equipment used to gauge the levels of fluoride dosing has been providing lower than required doses, we made the difficult decision last month to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while we work on a solution.
- This means that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.
- It is important that we supply safe and healthy drinking water to our communities and these issues mean we are unable to continue to fluoridate the drinking water in a way that provides the expected health benefit.
- As part of the review, Stantec provided us with some short-term recommendations to return fluoride to the water supply as soon as possible.
- We will start work on these recommendations as soon as practicable with an additional project to increase the reliability of our fluoride dosing systems in the medium to long-term running at the same time.
- Greater Wellington Regional Council has funded us to carry out this work as a priority.

The project/s:

- We are installing more fluoride monitors to evaluate our dosing levels.
- We have commissioned Stantec to review the fluoride facilities and they have provided recommendations to make the plants more reliable.
- We will start work on these recommendations as soon as practicable.

- Alongside our work on the current fluoride dosing systems, Wellington Water is working on a wider project to increase the reliability of our fluoride dosing systems in the medium to long-term.

Background:

- The Te Marua Water Treatment Plant supplies Upper Hutt, Porirua and the northern and western Wellington suburbs, and the Waterloo, Gear Island and Wainuiomata Water Treatment Plants supply Wainuiomata, Lower Hutt, and Wellington.
- We add fluoride to our drinking water at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

The amendment bill:

- In November 2021, the Health (Fluoridation of Drinking Water) Amendment Bill passed through the Health Committee in Parliament.
- This means that water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating the water supply will be required to continue.
- This has placed more emphasis on the consistent operation of the fluoride dosing facilities.
- It is expected that implementation will be phased over time, from mid-2022.

Spokespeople

- [REDACTED] – Wellington Water

Audiences

Audience	What do we want them to know / do / understand	Channels to reach them
Our client council relationship (CCR) managers	<ul style="list-style-type: none"> • Be familiar with the fluoride dosing issues at the Water Treatment Plants. • Understand our approach to mitigation (when it is available). • Use our key approved messaging. • Support our communications approach including working with the communications team to tailor consistent communication to our key 	<ul style="list-style-type: none"> • Regular updates from the project manager to CCRs via email or in meetings • Have the project team directly engage with CCRs prior to their regular meetings with their councils to ensure that they are across the latest progress. • Or invite the project manager to the CCR/council meetings so councils can ask questions of the lead directly.

	stakeholders and partners within Council.	
SLT	<ul style="list-style-type: none"> • Be familiar with the fluoride dosing issues at the Water Treatment Plants. • Understand our approach to mitigation (when it is available). • Use our key approved messaging. • Support us to maintain confidence with the Board, the Water Committee, Mayors and Councillors by being advocates • Staying consistent with messaging during their interactions with these key stakeholders. 	<ul style="list-style-type: none"> • Respective SLT meetings, project manager could attend SLT meetings periodically to provide an update on progress. • Clear guidance from the project manager on what's needed from SLT to support the project
Wellington Water Board	<ul style="list-style-type: none"> • Be familiar with the fluoride dosing issues at the Water Treatment Plants. • Understand our approach to mitigation (when it is available). • Board Chair to directly engage with Water Committee Chair on our progress. • Support us to maintain confidence with the Water Committee, Mayors and Councillors by being advocates • Staying consistent with messaging during their interactions with these key stakeholders. 	<ul style="list-style-type: none"> • Update to Board on approach and progress via monthly Board meetings. • Provide the Board with key messages on progress so they can be consistent. • [REDACTED] is the board conduit for the Fluoride issues.
The Customer Service Team	<ul style="list-style-type: none"> • Use our key messaging while communicating with external stakeholders. 	<ul style="list-style-type: none"> • Regular meeting with comms

	<ul style="list-style-type: none"> • Support our communications approach and help us to reach the right audiences with our messaging. 	
Wellington Water staff, contractors, and suppliers	<ul style="list-style-type: none"> • Be aware of the project. • Be ready to engage and support if needed. 	<ul style="list-style-type: none"> • SLT connect • On Tap • Our website
<i>External</i>		
Our client councils (GWRC, HCC, UPCC, PCC and WCC) – SLT, officers and elected members.	<ul style="list-style-type: none"> • That we are working on a short-term project to make our fluoride dosing systems more reliable. • That the fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation. • That Wellington Water is working on a wider project to increase the reliability of our fluoride dosing systems in the medium to long term. • We will provide regular updates on our progress. 	<ul style="list-style-type: none"> • CCR meetings • Email • Toolkit • Updates from Wellington Water CE
Our client council comms and customer service teams	<ul style="list-style-type: none"> • Use our key messaging while communicating with external stakeholders. • Support our communications approach and help us to reach the right audiences with our messaging. 	<ul style="list-style-type: none"> • We will keep our client council comms teams in the loop (as per our usual process) on any messaging and media queries. • We will supply a toolkit of key messaging and FAQs to our CC customer services teams.
MOH	<ul style="list-style-type: none"> • Use our key messaging while communicating with external stakeholders. • Support our communications approach and help us to reach the 	<ul style="list-style-type: none"> • Regular updates to [REDACTED] (leads the MOH relationship with Comms guidance)

	right audiences with our messaging.	
Water Committee	<ul style="list-style-type: none"> • That the fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation. • That we are working on a short-term project to make our fluoride dosing systems more reliable. • That Wellington Water is working on a wider project to increase the reliability of our fluoride dosing systems in the medium to long term. 	<ul style="list-style-type: none"> • Water Committee meetings • Updates from WW CE
Media	<ul style="list-style-type: none"> • That the fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation. • That Wellington Water is working on a project to increase the reliability of our fluoride dosing systems. 	<ul style="list-style-type: none"> • Media release
Our customers / residents / Wellington public	<ul style="list-style-type: none"> • That the fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation. • That Wellington Water is working on a project to increase the reliability of our fluoride dosing systems. 	<ul style="list-style-type: none"> • Website/Social Media
Dental association	<ul style="list-style-type: none"> • That the fluoridation facilities have all experienced ongoing 	<ul style="list-style-type: none"> • Email the Dental Association with information about the

	<p>issues that have reduced the availability and reliability of fluoridation.</p> <ul style="list-style-type: none"> • That Wellington Water is working on a project to increase the reliability of our fluoride dosing systems. 	<p>issues with the plants and a request to pass onto their patients.</p>
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Risks and mitigation

Risks	Mitigation
Reputational damage	Have a clear and concise communications rollout with tight messaging and timelines.
Key internal stakeholders (Client councils) have not been made aware of the inconsistent fluoride dosing at the WTPs.	<p>Have clear communications plan and FAQs available prior to releasing any information about fluoride.</p> <p>Have clear information released to our key stakeholders, affected parties and the public as appropriate.</p>
Wellington Water needs to be prepared that information, regarding the inconsistent fluoride dosing at the WTPs, will be shared to media.	<p>Have proactive information on the project available to reference on the website.</p> <p>Inform the public proactively about the issues with the dosing systems and about the likely impacts of un-fluoridated water.</p> <p>Have clear and authentic information released to our key stakeholders, affected parties and the public.</p>
The public have not been receiving consistently fluoridated water.	<p>Have fluoride FAQs on the website.</p> <p>Engage with the media early (if required) and have clear and authentic information released to our key stakeholders, affected parties and the public.</p>
Director General of Health has mandated fluoride dosing; however, WW is not currently meeting this requirement.	Have a clear plan for the redesign and replacement of the fluoride dosing systems with proposed timeframes to inform the messaging.
Internal staff, primarily those not in the project but have worked on fluoride dosing in the past, are at conflict with the priority and funding this project now has.	All internal issues are referred to the Project Manager.

<p>Anti-fluoride advocates use the project as a 'springboard' for their agenda.</p>	<p>Have clear communications plan and FAQs available prior to releasing any information about fluoride.</p> <p>Have clear information released to our key stakeholders, affected parties and the public as appropriate.</p>
<p>Director General of Health has mandated fluoride dosing including introducing fluoride into the Petone water supply.</p>	<p>The estimated timeframe for any decision on mandated fluoride dosing is mid-2022.</p> <p>If the Director General of Health does request the introduction of Fluoride into the Petone water supply, WW will respond with a separate communications and engagement plan focused on communicating the process, implications, and reasons for it to the public.</p> <p>This will be a significant undertaking.</p>
<p>Director General of Health has mandated fluoride dosing including introducing fluoride into the SWDC water supply.</p>	<p>The estimated timeframe for any decision on mandated fluoride dosing is mid-2022.</p> <p>If the Director General of Health does request the introduction of Fluoride into the SWDC water supply, WW will respond with a separate communications and engagement plan focused on communicating the process, implications, and reasons for it to the public.</p> <p>This will be a significant undertaking.</p>

Measurement

We will measure the effectiveness of our communications through:

- Traffic to our webpage
- Feedback from our client council communications teams

If needed, we will adapt our approach according to what our data is telling us.

Tactics and timing

Timing	Activity	Priority	Responsible	Status
Week of 21/02	Regulatory Services briefing to Board	N/A		Complete
04/03/2022	Messaging and situation report provided to Board.	N/A		Complete
02/02/2022	MILESTONE: Communications approach drafted and sent to PM			Complete
02/03/2022	<ul style="list-style-type: none"> Messaging drafted 	N/A		Complete
02/03/2022	<ul style="list-style-type: none"> FAQs drafted 	N/A		Complete
02/03/2022	<ul style="list-style-type: none"> Website copy drafted 	N/A		Complete
02/03/2022	Summary and announcement emails drafted <ul style="list-style-type: none"> Our client councils (GWRC, HCC, UPCC, PCC and WCC) – SLT, officers and elected members. Wellington Water Board MOH Water Committee 	N/A		Complete
07/03/2022	MILESTONE: Communications approach approved			Complete
By 09/03/2022	Toolkit drafted <ul style="list-style-type: none"> Customer Service Team Client Council Comms Teams 	N/A		Complete
By 09/03/2022	Story and messaging finalised	N/A		Complete
By 09/03/2022	FAQs finalised	N/A		Complete
By 09/03/2022	Webpage copy finalised	N/A		Complete

By 09/03/2022	<p>Summary and announcement emails finalised</p> <ul style="list-style-type: none"> • Our client councils (GWRC, HCC, UPCC, PCC and WCC) – SLT, officers and elected members. • Wellington Water Board • MOH • Water Committee 	N/A	██████████	Complete
Week of 07/03	MILESTONE: Internal communications rollout begins			
Week of 07/03	<p>Provide an overview of the fluoride issues to the board via email.</p> <ul style="list-style-type: none"> • These range from reputation, status and future timelines (when we will advise councils etc.) 	N/A	██████████	Complete
10/03/2022	<p>Brief SLT members of plan during an SLT meeting</p> <ul style="list-style-type: none"> • SLT item of significance including project overview and comms plan. • Toolkit provided including key messaging, draft emails, FAQs and reactive lines 	N/A	Project Team	Complete
10/03/22	██████████ to talk to ██████████ (GWRC) about the issue	N/A	██████████	Complete
10/03/22	██████████ to speak to ██████████ (Board) and ██████████ (Committee)	N/A	██████████	Complete
14/03/22	Brief the GWRC comms team	HIGH	██████████	Complete
14/03/22	<p>Brief the Wellington Water Customer Services team</p> <ul style="list-style-type: none"> • Toolkit provided including key messaging, draft emails, FAQs and reactive lines 	MEDIUM	██████████	
15/03/22	MILESTONE: Content goes live			
15/03/22	<p>Our client council comms teams</p> <ul style="list-style-type: none"> • Meeting and information pack (@1pm) • To inform the client council customer service teams 	HIGH 9am	██████████	Complete

15/03/22	Workshop with GWRC led by [REDACTED] and [REDACTED]	HIGH 9.30am	[REDACTED]	Complete
15/03/22	Our client councils (GWRC, HCC, UPCC, PCC and WCC) – SLT <ul style="list-style-type: none"> Send email 	HIGH Midday	[REDACTED]	Complete
15/03/22	Brief our external client council relationship (CCR) managers <ul style="list-style-type: none"> Meeting at midday 	HIGH Midday	[REDACTED]	Complete
15/03/22	Water Committee (entirety?) <ul style="list-style-type: none"> Send email 	HIGH Midday	[REDACTED]	
15/03/22	RPH <ul style="list-style-type: none"> Email update to Regional Public Health regarding the status of the WTPs and the project. 	MEDIUM 1pm	[REDACTED]	Complete
15/03/22	The New Zealand Dental Association <ul style="list-style-type: none"> Send email including toolkit - key messaging, FAQs, and reactive lines (info@nzda.org.nz) Ask about where people can find information on Fluoride additives outside of the water supply. 	MEDIUM 1pm	[REDACTED]	Complete
16/03/22	Our customers / residents / Wellington public <ul style="list-style-type: none"> Website published Social media posts 	HIGH Morning	[REDACTED]	
16/03/22	Media <ul style="list-style-type: none"> Joint GWRC release in appendix 	HIGH Morning	[REDACTED]	
18/03	MILESTONE: Water Committee Meeting		[REDACTED]	

Ongoing			
As required	Regular updates from the project manager to CCRs via email or in meetings		
As per meeting frequency	CCR TO COUNCIL MEETINGS Have the project team directly engage with CCRs prior to their regular meetings with their councils to ensure that they are across the latest progress <i>or</i> invite the project manager to the CCR/council meetings so councils can ask questions of the lead directly.	Various/ [REDACTED]	
As per meeting frequency	SLT MEETINGS <ul style="list-style-type: none"> Respective SLT meetings, project manager could attend SLT meetings periodically to provide an update on progress. Clear guidance from the project manager on what's needed from SLT to support the project 	Project team	
As per meeting frequency	BOARD MEETINGS <ul style="list-style-type: none"> Update to Board on approach and progress via monthly Board meetings. Provide the Board with key messages on progress so they can be consistent. 	[REDACTED]/Project Manager	
As per meeting frequency	WATER COMMITTEE MEETINGS <ul style="list-style-type: none"> Update to committee on approach and progress via meeting. 	[REDACTED]/Project Manager	

Appendix

1. Reactive lines

Upper Hutt, Porirua and the northern and western Wellington suburbs have not been receiving Fluoride, why?

We are working on a project to increase the safety and reliability of fluoride dosing.

The machinery we use to do this, at Te Marua and Gear Island, has been experiencing ongoing issues that has reduced the safety and reliability of fluoridation in the treated water.

Because of this, we have needed to stop the fluoride dosing facilities at these plants. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

We add fluoride to our drinking water at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

2. Board messaging

See [Fluoride update to Chair of Board.pdf](#)

3. Media release

**Wellington's drinking water fluoridation facilities are aging and in need of repair
Embargoed until 9.30am, Wednesday 16 March 2021**

Wellington Water is working quickly to repair equipment that fluoridates the regional drinking water supply, which a recent Wellington Water review found is not working consistently.

"Our fluoridation machinery is over 30 years old and not operating as it should, which has resulted in an inconsistent and low level of fluoridation in our water," says Greater Wellington Regional Council Chief Executive [REDACTED]

"The review also identified operational health and safety risks at the Te Marua and Gear Island Water Treatment plants. Because of this, Wellington Water made the difficult decision last month to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while they work on a solution."

"This means that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water."

Wellington Water's other fluoride facilities, based at Waterloo and Wainuiomata, remain operating.

Wellington Water Director of Regulatory Services [REDACTED] emphasised the duty of care water suppliers have to their customers.

"It is important that we supply safe and healthy drinking water to our communities.

"Greater Wellington Regional Council has tasked us, on behalf of Metropolitan Wellington councils, to operate and maintain our Water Treatment Plants.

“This includes adding fluoride to the water supply as recommended by many national and international health bodies, including the World Health Organisation.

“We are working on ways to return fluoride to the water supply at our Te Marua and Gear Island Water Treatment Plants. We are also working on ensuring that we are able to consistently fluoridate the drinking water at all our water treatment plants in a way that provides the expected health benefit.

“Our review has provided a number of recommendations, which we are working to implement, and Greater Wellington Regional Council has funded us to carry out this work as a priority,” says

██████.

ENDS

NOTES

Fluoride already exists in water naturally. Wellington Water top it up to between 0.7 ppm and 1.0 ppm, with 1.0 ppm being the maximum amount. This range provides the ideal amount of fluoride for giving protection against tooth decay as outlined in the national standard and recognised by international health bodies, including the World Health Organisation.

1. Website copy

Work in your area – Map marker on WTPs

We are working on a project to increase the reliability and availability of fluoride dosing at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

From: March 2022

To: July 2022

Preview:

We are working on a project to increase the reliability and availability of fluoride dosing at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

Content:

The machinery we use to add fluoride to the water supply has been experiencing ongoing issues that has reduced the availability and reliability of fluoridation in the treated water.

As of February 2022, continued health and safety issues at Gear Island and Te Marua Water Treatment Plants have meant that we have needed to stop the fluoride dosing facilities. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

So, we have reviewed the fluoride facilities and received recommendations to achieve a higher reliability target.

We will start work on these recommendations as soon as practicable.

Updates will be available here as the project progresses.

2. Internal emails

a) **Email to Internal CCRs**

Date: Week of Monday 7 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Kia ora koutou,

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to progress immediate repairs and are committed to a longer-term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstate fluoride dosing to the affected areas in the short term (5-9 months),
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level throughout the network.

Our next step is to inform the public, as part of this, we are:

- Briefing the CCRs,
- Meeting the council communications teams,
- Providing an information pack, through council communications team, for council customer services teams as they will likely be the initial points of contact for customer enquiries.

- Advising Regional Public Health and the Dental Association,
- And issuing a joint GWRC and WWL media release.

Tomorrow we will share this information publicly. For this reason, I ask you to please keep this email and information confidential.

If you have any questions, or would like to discuss, please contact [REDACTED], our Director of Regulatory Services at [REDACTED]

Ngā mihi,
[REDACTED]
Director of Regulatory Services
Wellington Water

3. External emails

b) Email to Water Committee

Date: Week of Monday 14 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Kia ora koutou,

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to progress immediate repairs and are committed to a longer-term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstate fluoride dosing to the affected areas in the short term (5-9 months),
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level throughout the network.

Tomorrow we will share this information publicly. For this reason, I ask you to please keep this email and information confidential.

If you have any questions, or would like to discuss, please contact [REDACTED], our Director of Regulatory Services at [REDACTED].

Ngā mihi,

[REDACTED]
Director of Regulatory Services
Wellington Water

c) **Email to council SLT**

Date: Week of Monday 14 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Kia ora koutou,

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to

progress immediate repairs and are committed to a longer-term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstate fluoride dosing to the affected areas in the short term (5-9 months),
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level throughout the network.

Our next step is to inform the public, as part of this, we are:

- Briefing your CCR,
- Meeting your communications teams,
- Providing an information pack, through your communications team, for your customer services teams as they will likely be the initial points of contact for customer enquiries.
- Advising Regional Public Health and the Dental Association,
- And issuing a joint GWRC and WWL media release.

If your team has any questions please contact [REDACTED], our Director of Regulatory Services at [REDACTED].

Ngā mihi nui,

[REDACTED]

d) **Email to Regional Public Health**

Date: Week of Monday 14 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Tēnā koe,

The letter is to advise you that due to a recently identified health and safety issue at Gear Island Water Treatment Plant, and a plant defect at Te Marua Water Treatment Plant, fluoridation of the water from those Water Treatment Plants has now been stopped.

This impacts the delivery of fluoridated water to the Wellington region. The only areas that are currently receiving fluoridation within the recommended health guidelines (with some interruptions) are Wainuiomata, Lower Hutt, and Eastbourne. All other areas in metropolitan Wellington are receiving no fluoride, or not enough to have a health benefit.

As customers rely on the presence of fluoride in the water, we have advised the impacted communities to make them aware of the absence of fluoride so they can adjust their oral health regime.

Should Regional Public Health be collecting data related to the effects of fluoride in the population of metropolitan Wellington then you should treat this data with caution. The level of fluoride has often not been at the level to have a positive health benefit - more exact data can be provided should this be required.

It is expected that fluoride dosing will be restarted to Upper Hutt, Porirua, and most of Wellington City midyear and Wellington Water will confirm to the Ministry when this occurs.

Should any further information be required please feel free to contact me.
Nāku noa, nā



Director of Regulatory Services
Wellington Water

e) **Email to Dental Association**

Date: Week of Monday 14 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Tēnā koe,

The letter is to advise you that due to a recently identified health and safety issue at Gear Island Water Treatment Plant, and a plant defect at Te Marua Water Treatment Plant, fluoridation of the water from those Water Treatment Plants has now been stopped.

This impacts the delivery of fluoridated water to the Wellington region. The only areas that are currently receiving fluoridation within the recommended health guidelines (with some interruptions) are Wainuiomata, Lower Hutt, and Eastbourne. All other areas in metropolitan Wellington are receiving no fluoride, or not enough to have a health benefit.

As customers rely on the presence of fluoride in the water, we will be advising the impacted communities tomorrow morning of the absence of fluoride so they can adjust their oral health regime.

We're asking the New Zealand Dental Association to be the spokesperson for advice on the public's oral health regime.

It is expected that fluoride dosing will be restarted to Upper Hutt, Porirua, and most of Wellington City in the next 6-9 months and Wellington Water will confirm when this occurs.

Should any further information be required please feel free to contact me.

Nāku noa, nā



4. FAQs

Why have the fluoride dosing systems at Te Marua and Gear Island Water Treatment plants been stopped?

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability, Wellington Water commissioned a review, received in February 2022, that confirmed the fluoride facilities are not operating as they should.

The review also identified operational health and safety risks at the Te Marua and Gear Island Water Treatment plants. Because of this, we made the difficult decision last month to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while we work on a solution.

This means that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Wellington Water's other fluoride facilities, based at Waterloo and Wainuiomata, remain operating, which means Wainuiomata, Lower Hutt and Eastbourne are still receiving some levels of fluoride in their water.

Is this a new issue, and if not, how long has Wellington Water known?

The fluoride dosing facilities at the water treatment plants have been operating inconsistently for around four years.

Due to the health risks posed by high levels of fluoride dosing our operators have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

Why didn't you deal with it sooner?

We have been monitoring and nursing the fluoride facilities at our treatment plant for a number of years now but more recently, the issues with the facilities have become too onerous.

We understand that this situation is not ideal, which is why in February 2022 we commissioned a review to confirm that the fluoride facilities have not been operating as they should and to provide us with recommendation on the best way to consistently fluoridate the drinking water at all our water treatment plants in a way that provides the expected health benefit.

We are working on implementing these recommendations now and Greater Wellington Regional Council has funded us to carry out this work as a priority.

What are other issues are you facing with fluoride facilities at your other water treatment plants?

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

When were you last fluoridating the drinking water at the right levels?

We are still working on collating the long-term data but we do know that our fluoride facilities have been operating inconsistently for around four years.

Why have you decided to only turn off fluoride for certain suburbs/areas?

Each water treatment plant services different areas of metropolitan Wellington.

This means that the supply of fluoride depends on which plant you receive your water from.

As we have decommissioned the fluoride facilities at the Te Marua and Gear Island water treatment plants, Upper Hutt, Porirua and Wellington City are not receiving fluoridated water.

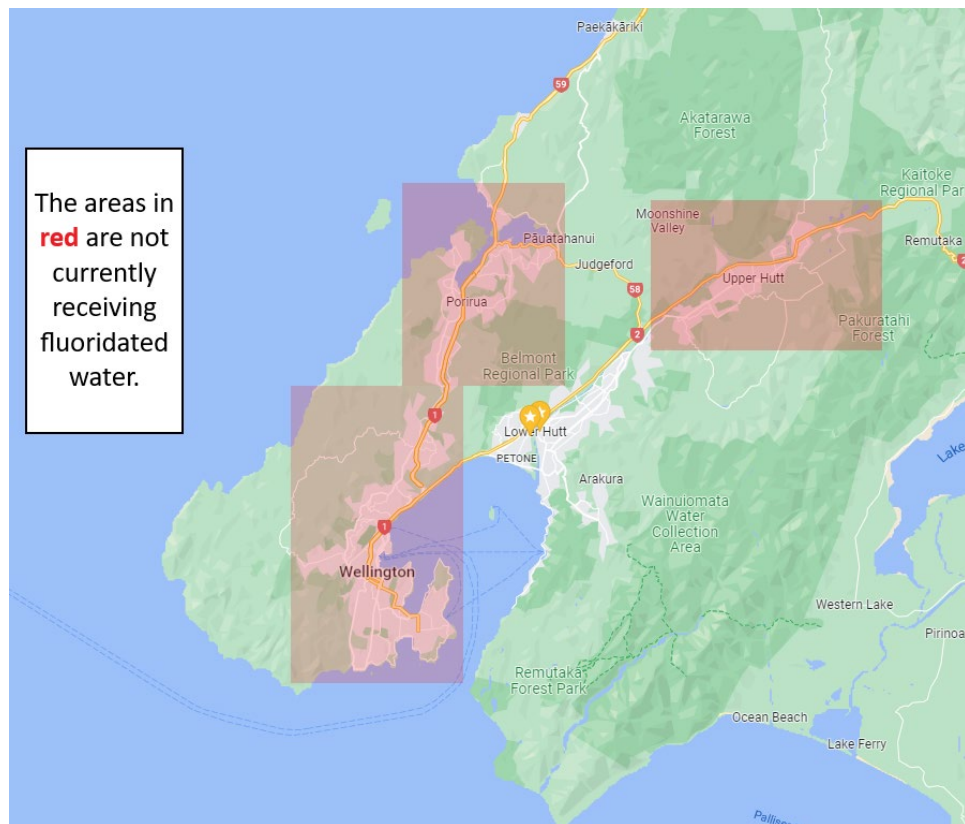
As of early March, both Waterloo and Wainuiomata are fluoride dosing, meaning that Lower Hutt (except for Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

Are the other suburbs that are still getting fluoride getting the right levels?

Our last report for the last month shows that the Waterloo Water Treatment Plant was supplying 0.8mg/l of fluoride. The Wainuiomata Water Treatment Plant was supplying 0.79mg/l of fluoride.

This means that Lower Hutt (except for Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

Is my suburb getting fluoride in their water currently?



*** Please note, the Petone and KoroKoro areas also do not receive fluoridated water, due to a separate council agreement.**

What areas are you dosing correctly?

As of early March, both Waterloo and Wainuiomata are fluoride dosing, meaning that Lower Hutt (except for Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

Why have you not been dosing correctly?

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the health risks posed by high levels of fluoride dosing our operators have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

What advice are you giving to parents whose children have not been getting the right levels of fluoride in their water?

It's not appropriate for Wellington Water to be providing health advice but we do recommend that anyone who is concerned to either contact their dentist or Regional Public Health [to be confirmed by RPH]

Has the removal of fluoride had any dental health ramifications?

It's not appropriate for Wellington Water to be providing health advice but we do recommend that anyone who is concerned to either contact their dentist or Regional Public Health [to be confirmed by RPH]

How much will it cost to repair the plants?

Due to the early stage of the project, supply challenges and Covid-19, we are still working on confirming a cost for this work.

Why does Greater Wellington have to pay for the upgrade?

Greater Wellington Regional Council own the Wellington metropolitan water treatment plants and task us on behalf of other councils, to operate and maintain these facilities.

How long will it take to repair the plants?

We are estimating that it will take 6-9 months to repair the equipment at the Te Marua Water Treatment Plant. This will return fluoride to Upper Hutt, Porirua and Wellington City.

We are still evaluating what is required at Gear Island Water Treatment Plant.

Why are you fluoridating the drinking water?

In November 2021, the Health (Fluoridation of Drinking Water) Amendment Bill passed through the Health Committee in Parliament.

This means that water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating the water supply will be required to continue.

Our metropolitan Wellington Water Treatment Plants already have fluoridation facilities, but they are aging and are not very reliable.

The introduction of the Health (Fluoridation of Drinking Water) Amendment Bill has placed more emphasis on the consistent operation of these fluoride dosing facilities.

What is water fluoridation?

Fluoride already exists in water. Water fluoridation is when the natural level of fluoride in the water supply is topped up to between 0.7 ppm and 1.0 ppm. This is the ideal amount for giving protection against tooth decay. This is recommended by many national and international health bodies, including the World Health Organisation.

The Ministry of Health recommends water fluoridation as a safe and effective way to prevent and reduce tooth decay for everyone. The levels of fluoride in water are carefully monitored.

Is fluoride in water safe?

The role of fluoride in water has been examined around the world – including in New Zealand – over the last 60 years. There is strong evidence that there are no adverse effects of any significance from fluoridation at the levels used in New Zealand, and that it is beneficial to New Zealanders of all ages. This is especially true for our most vulnerable communities.

Is it effective?

Fluoride in water neutralises the effect of acids that cause decay on teeth and helps to repair damage before it becomes permanent.

The most recent New Zealand Oral Health Survey (2009) shows that children and adolescents have 40 percent less tooth decay over their lifetime if they live in areas with fluoridated water.

The government estimates that introducing community water fluoridation to all public drinking water supplies would result in net savings of more than \$600 million over 20 years - mostly to consumers, and some to government?

Why isn't fluoride added to the Petone/Korokoro water supply?

There was a consultation in Petone in 1999 which resulted in 70% of those polled (30% of households) saying they did not want fluoridation.

What is the Health (Fluoridation of Drinking Water) Amendment Bill?

The new legislation allows the Director-General of Health to make decisions about fluoridating public water supplies.

It requires the Director-General of Health to consider the scientific evidence of the effectiveness of fluoridation in reducing dental decay, and whether the benefits outweigh the financial costs. They must consider the oral health status (or likely oral health status) of the local community, the size of the water supply and how much it's likely to cost to introduce fluoridation.

The new legislation does not require local authorities to consult with their communities on decisions around fluoridating their water supplies.

Local authorities that are currently fluoridating drinking water supplies must continue to do so.

It is expected that implementation will be phased over time, from mid-2022.

In instances of non-compliance, the Director-General of Health may take action to hold local authorities to account.

From: [REDACTED]
To: [* All Staff](#)
Subject: Heads up of public announcement tomorrow
Date: Tuesday, 15 March 2022 8:28:00 pm
Attachments: [image001.png](#)

Kia ora koutou,

This is a heads up to let you know that tomorrow from 9.30am, we'll be publicly announcing the findings from a recent review into our fluoride dosing facilities. We'll be publishing a joint media release with our client council, Greater Wellington Regional Council, who own the water treatment facilities in the Wellington metropolitan area.

We recently commissioned a review of our fluoride facilities as they are over 30 years old and have become increasingly inconsistent in their ability to dose correctly. This has resulted in an inconsistent and low level of fluoridation in our water.

We got the results back from the review last month, and the report confirmed the fluoride equipment at our plants are not operating as they should. The review also identified some operational health and safety issues at the Gear Island Water and Te Marua Water Treatment Plants.

As a result, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have been stopped. This means that Upper Hutt, Porirua and parts of Wellington City are no longer receiving fluorinated water.

[REDACTED], our Director for Regulatory Services is our spokesperson for this work and will be talking about this at tomorrow's SLT Connect. Feel free to join us for tomorrow's session and [REDACTED] can answer any questions you may have.

If you receive any questions from media or the wider public, please direct them to my team by emailing us on media@wellingtonwater.co.nz

Ngā mihi

[REDACTED]

[REDACTED]
Communications and Community Engagement Manager



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

www.wellingtonwater.co.nz

-

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride comms
Date: Tuesday, 15 March 2022 7:55:00 pm
Attachments: [image001.png](#)

Kia ora koutou

Here's the final media release which has been approved by Charles and Nigel Corry. We will be issuing this at 9.30am tomorrow.

Charles has asked me to send a note out to all staff to give people a heads up that we'll be making the below announcement and to encourage people to attend the SLT connect tomorrow if they have any questions. I'll do this now.

Cheers,

V

MEDIA RELEASE

Wellington's drinking water fluoridation facilities are aging and in need of repair Embargoed until 9.30am, Wednesday 16 March 2021

Wellington Water is working quickly to repair equipment that fluoridates the regional drinking water supply, which a recent review found has not been delivering fluoridated water to specification.

The Greater Wellington Regional Council Fluoride Facilities Review was commissioned by Wellington Water and received in February 2022 confirming Wellington Water's analysis of the failing performance of the decades-old fluoridation system. Wellington Water operates the water treatment plants on behalf of Greater Wellington and delivers the bulk drinking water supply to Lower Hutt, Upper Hutt, Porirua and Wellington cities.

"Our fluoridation machinery is over 30 years old and no longer meets acceptable performance standards," says Greater Wellington Regional Council Chief Executive Nigel Corry. "The outcome of which is a low and inconsistent level of fluoridation in our water but it's also an opportunity to invest in an upgraded system.

"The review also identified some operational health and safety risks at the Te Marua and Gear Island Water Treatment plants. Because of this, Wellington Water made the decision last month to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while they work on reinstating service.

"This means that Upper Hutt, Porirua and Wellington City have not been receiving fluoridated water since last month, but we'll resume it as soon as we can." Wellington Water's other fluoride facilities, based at the Waterloo and Wainuiomata water treatment plants, remain operating.

Wellington Water Director of Regulatory Services Charles Barker emphasised the duty of care water suppliers have to their customers.

"It is important that we supply safe and healthy drinking water to our communities.

"Greater Wellington Regional Council has tasked us, on behalf of the metropolitan

Wellington councils, to operate and maintain our Water Treatment Plants.

“This includes adding fluoride to the water supply as recommended by many national and international health bodies, including the World Health Organisation.

“We are working on ways to return fluoride to the water supply at our Te Marua and Gear Island Water Treatment Plants. We are also working on ensuring that we are able to consistently fluoridate the drinking water at all our water treatment plants in a way that provides the expected health benefit.

“Our review has provided a number of recommendations, which we are working to implement, and Greater Wellington Regional Council has funded us to carry out this work as a priority,” says Barker.

It is expected that it will take 6-9 months to repair the equipment at the Te Marua Water Treatment Plant. This will return fluoride to Upper Hutt, Porirua and Wellington City.

Wellington Water is still evaluating what is required at Gear Island Water Treatment Plant.

ENDS

Communications and Community Engagement Manager



Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [Redacted]
Sent: Monday, 14 March 2022 9:46 pm
To: [Redacted]@wellingtonwater.co.nz; [Redacted]
[Redacted]@wellingtonwater.co.nz; [Redacted] <[Redacted]@wellingtonwater.co.nz>;
[Redacted]@wellingtonwater.co.nz; [Redacted]
[Redacted]@wellingtonwater.co.nz; [Redacted]@wellingtonwater.co.nz;

[REDACTED]@wellingtonwater.co.nz>; [REDACTED]
 [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
 [REDACTED]@wellingtonwater.co.nz>
Subject: Fluoride comms

Kia ora koutou

This is just a quick update on where we are at for fluoride comms.

Grace and I met with GWRC's comms manager today and we have agreed to issue a joint statement on Wednesday morning to announce our decision to stop fluoride dosing at Te Marua and Gear Island.

As discussed at SLT last week, we have started the process of working through the steps to notify our councils ahead of Wednesday's announcement.

Tomorrow will be a key day for us, and Mark has already set up a time for you all and the CCRs at noon tomorrow to let them know about this issue. Charles is also presenting to GWRC (officers and councillors) tomorrow morning to let them know and to outline our comms approach.

We will ensure that all our council comms teams and their customer hubs have a copy of the comms pack including Q&As to help the answer any questions they may get from the public. We will work with GWRC to lead any media enquiries. Charles will be our spokesperson.

Below is the roll out schedule for in the lead up for Wednesday. Attached are our high level key messages that we will use to base our media release and external comms on.

Any questions, let me or Charles know.

Roll out schedule				
Date	Time	Activity	Responsibility	Status
Mon 14 Mar	N/A	Council CEOs heads up Water Committee Chair heads up	[REDACTED]	Completed
Mon 14 Mar	1.30pm	Agree comms approach with GWRC comms	[REDACTED]	Completed
Tues 15 Mar	9.00am	Heads up to WCC, PCC, HCC, UHCC comms	[REDACTED]	
Tues 15 Mar	9.30am	Briefing to GWRC	[REDACTED]	
Tues 15 Mar	12.00pm	Briefing to WCC, PCC, HCC, UHCC CCRs	[REDACTED]	
Tues 15 Mar	12.00pm	Email to council CEs and Water Committee Chair	[REDACTED]	
Tues 15 Mar	1.00pm	Send comms pack to all council comms teams and their customer hubs	[REDACTED]	

Tues 15 Mar	1.00pm	Update to RPH on status of WTPs and the project	██████	
Tues 15 Mar	2.00pm	Notify New Zealand Dental Association and provide them with comms pack	██████	
Wed 15 Mar	8.30am	Internal email to let our people know	██████	
Wed 15 Mar	9.00am	Issue joint media release	██████	
Wed 15 Mar	10.00am	Update website	██████	
Wed 15 Mar	N/A	Work with Charles and GWRC to respond to media enquiries as needed	██████	

Cheers,

█

████████████████████

Communications and Community Engagement Manager



█ ██████████ █ ██████████

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]
To: [REDACTED]
Subject: RE: Updated release
Date: Tuesday, 15 March 2022 4:57:14 pm
Attachments: [image001.png](#)
[image005.png](#)
[image007.png](#)
[Updated fluoride Media Release re NC comment1503.docx](#)

Bingo. [REDACTED] loves the release. Thanks for your patience! Your version may differ slightly.

Cheers

[REDACTED]

makaurangi



[REDACTED]
Kaiwhakatauirā whakanikoniko | Senior Media Advisor – Customer Engagement

Greater Wellington Te Pane Matua Taiao

[REDACTED]

100 Cuba St, Te Aro, Wellington 6011

Follow us online: [Facebook](#) | [Twitter](#) | [gw.govt.nz](#)

From: [REDACTED]
Sent: Tuesday, 15 March 2022 4:35 PM
To: [REDACTED]
Subject: RE: Updated release

Hiya, here are my changes. Some detail not quite right and I'm wondering if we'll get ourselves unstuck if we focus on the minor detail too much.

Be good to get your thoughts.

Cheers,

[REDACTED]

[REDACTED]
Communications and Community Engagement Manager



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

www.wellingtonwater.co.nz



From: [REDACTED]

Sent: Tuesday, 15 March 2022 4:22 pm

To: [REDACTED]

Subject: Updated release

What do you think – last chance before I send it off to him. Have we got it?

Cheers

[REDACTED]



[REDACTED]

Kaiwhakatauirā whakanikoniko | Senior Media Advisor – Customer Engagement
Greater Wellington Te Pane Matua Taiao

[REDACTED]

100 Cuba St, Te Aro, Wellington 6011

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Fluoride supply communications plan

Monday 21 February

Background

Wellington Water operates four fluoridation facilities, located at the four water treatment plants that supply the Wellington regional water supply network. Fluoride dosing is mandated by the Wellington's city councils, with the exception of Petone, Korokoro and South Wairarapa.

The fluoridation facilities are over 30 years old and have experienced ongoing issues that have reduced the safety and reliability of fluoridation and the consistency of the treated water fluoride concentration. Due to these issues, the percentage of time that the fluoride dosing facilities have been operational is poor.

Operational statistics for January 2019 to May 2020:

Water Treatment Plant	Fraction of time fluoridation was operational
Te Marua	10-20%
Waterloo	30-40%
Wainuiomata	10-20%
Gear Island*	55%

*Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness. However, the Gear Island fluoride facility doses continuously into the Wellington water supply (to accommodate the non-fluoridated Petone supply zone).

The poor reliability illustrated above is exacerbated by the fact that because fluoridation is not considered a critical water safety requirement, issues are most easily dealt with by shutting down fluoridation systems, with rectification and reinstatement of fluoride dosing taking a lower priority than other more critical tasks.

As of February 2020, both Te Marua and Gear Island Water Treatment Plants have stopped dosing fluoride, due to ongoing health and safety issues with the treatment plants.

This information has not been communicated to our client councils.

To rectify this, Wellington Water has started a two-phase project to improve the current poor performance and safety of the current fluoride dosing systems to meet the requirements of the Health (Fluoridation of Drinking Water) Amendment Bill and upgrade, medium to long-term, the fluoride dosing systems at each plant to comply with the Water New Zealand code of practice.

In addition, the Health (Fluoridation of Drinking Water) Amendment Bill passed through the Health Committee in Parliament in November 2021.

Water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating will be required to continue to do so unless directed by the Director-General of Health to stop.

This is likely to place more emphasis on reliability of fluoride dosing.

Objectives

- Rebuild the trust and confidence of our client councils and stakeholders in Wellington Water's drinking water systems and procedures.
- To inform our key stakeholders of the current condition of the fluoride dosing at the Water Treatment Plants and the work Wellington Water is doing to mitigate these issues.
- To inform the public of the current condition of the fluoride dosing at the Water Treatment Plants and the work Wellington Water is doing to mitigate these issues.
- Partners (iwi, councils, GWRC) have the information they need to answer questions from their audiences.
- Key stakeholders, partners and the community are well-informed about the work Wellington Water is doing to improve drinking water operations.

Strategic approach

The communications approach for this project is dependent on which phase the project is in.

1. The aim of the first phase of the project is to improve the current poor reliability and performance of the current fluoride dosing systems to meet the requirements of the Health (Fluoridation of Drinking Water) Amendment Bill.

The communications team have developed a detailed stakeholder engagement and communications plan to inform key stakeholders of poor reliability issues at the same time as advising them of the short-term work Wellington Water is doing to mitigate these issues.

The communications approach for this stage of the project will be primarily stakeholder focussed. It is important that we inform them of poor reliability issues, and the dosing facilities shut down, at the same time as advising them of the short-term work Wellington Water is doing to mitigate these issues.

Externally there will be a project webpage, a media release, and we will be actively promoting the issues and work we're doing on social media.

2. The aim of the second phase of the project is to upgrade the fluoride dosing systems at each plant to comply with the Water New Zealand code of practice.

This includes an option assessment of the dosing systems for medium-term and long-term solutions to increase the reliability of the fluoride dosing to the network. Including estimated costs for each option – for each plant.

The communications team will keep key stakeholders engaged of the work and implement some 'light touch' external communications.

3. The aim of phase three and four is to:
 - a. carry out a detailed design for the preferred option for each plant,
 - b. provide upgraded cost assessment,

- c. construct and commission the designed dosing systems in accordance with the gateway process

This communications plan outlines our communication approach and activities for the first two phases of the Fluoride Supply Project. Further communications will be required for phases three and four, including a detailed stakeholder management and risk mitigation plan.

If Petone and SWDC are included in phases three and four, future communications activities and risk registers will need to reflect this.

Key messaging

The below key messages can be used on their own or in conjunction with the overarching story, depending on the audience or channel we're using.

Overarching key messages:

- We add fluoride to our drinking water at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.
- The machinery we use to fluoridate water is over 30 years old and not operating as it should.
- This has resulted in an inconsistent and low level of fluoridation in our water.
- In February, we commissioned Stantec to undertake a review of our fluoridation facilities at our Wellington's metropolitan drinking water treatment plants, which confirmed that our equipment was not working correctly.
- Fluoridation of water needs to be provided at certain levels to be effective. As the equipment used to gauge the levels of fluoride dosing has been providing lower than required doses, we made the difficult decision last month to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while we work on a solution.
- This means that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.
- It is important that we supply safe and healthy drinking water to our communities and these issues mean we are unable to continue to fluoridate the drinking water in a way that provides the expected health benefit.
- As part of the review, Stantec provided us with some short-term recommendations to return fluoride to the water supply as soon as possible.
- We will start work on these recommendations as soon as practicable with an additional project to increase the reliability of our fluoride dosing systems in the medium to long-term running at the same time.
- Greater Wellington Regional Council has funded us to carry out this work as a priority.

The project/s:

- We are installing more fluoride monitors to evaluate our dosing levels.
- We have commissioned Stantec to review the fluoride facilities and they have provided recommendations to make the plants more reliable.
- We will start work on these recommendations as soon as practicable.

- Alongside our work on the current fluoride dosing systems, Wellington Water is working on a wider project to increase the reliability of our fluoride dosing systems in the medium to long-term.

Background:

- The Te Marua Water Treatment Plant supplies Upper Hutt, Porirua and the northern and western Wellington suburbs, and the Waterloo, Gear Island and Wainuiomata Water Treatment Plants supply Wainuiomata, Lower Hutt, and Wellington.
- We add fluoride to our drinking water at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

The amendment bill:

- In November 2021, the Health (Fluoridation of Drinking Water) Amendment Bill passed through the Health Committee in Parliament.
- This means that water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating the water supply will be required to continue.
- This has placed more emphasis on the consistent operation of the fluoride dosing facilities.
- It is expected that implementation will be phased over time, from mid-2022.

Spokespeople

- [REDACTED] – Wellington Water

Audiences

Audience	What do we want them to know / do / understand	Channels to reach them
Our client council relationship (CCR) managers	<ul style="list-style-type: none"> • Be familiar with the fluoride dosing issues at the Water Treatment Plants. • Understand our approach to mitigation (when it is available). • Use our key approved messaging. • Support our communications approach including working with the communications team to tailor consistent communication to our key 	<ul style="list-style-type: none"> • Regular updates from the project manager to CCRs via email or in meetings • Have the project team directly engage with CCRs prior to their regular meetings with their councils to ensure that they are across the latest progress. • Or invite the project manager to the CCR/council meetings so councils can ask questions of the lead directly.

	stakeholders and partners within Council.	
SLT	<ul style="list-style-type: none"> • Be familiar with the fluoride dosing issues at the Water Treatment Plants. • Understand our approach to mitigation (when it is available). • Use our key approved messaging. • Support us to maintain confidence with the Board, the Water Committee, Mayors and Councillors by being advocates • Staying consistent with messaging during their interactions with these key stakeholders. 	<ul style="list-style-type: none"> • Respective SLT meetings, project manager could attend SLT meetings periodically to provide an update on progress. • Clear guidance from the project manager on what's needed from SLT to support the project
Wellington Water Board	<ul style="list-style-type: none"> • Be familiar with the fluoride dosing issues at the Water Treatment Plants. • Understand our approach to mitigation (when it is available). • Board Chair to directly engage with Water Committee Chair on our progress. • Support us to maintain confidence with the Water Committee, Mayors and Councillors by being advocates • Staying consistent with messaging during their interactions with these key stakeholders. 	<ul style="list-style-type: none"> • Update to Board on approach and progress via monthly Board meetings. • Provide the Board with key messages on progress so they can be consistent. • [REDACTED] is the board conduit for the Fluoride issues.
The Customer Service Team	<ul style="list-style-type: none"> • Use our key messaging while communicating with external stakeholders. 	<ul style="list-style-type: none"> • Regular meeting with comms

	<ul style="list-style-type: none"> • Support our communications approach and help us to reach the right audiences with our messaging. 	
Wellington Water staff, contractors, and suppliers	<ul style="list-style-type: none"> • Be aware of the project. • Be ready to engage and support if needed. 	<ul style="list-style-type: none"> • SLT connect • On Tap • Our website
<i>External</i>		
Our client councils (GWRC, HCC, UPCC, PCC and WCC) – SLT, officers and elected members.	<ul style="list-style-type: none"> • That we are working on a short-term project to make our fluoride dosing systems more reliable. • That the fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation. • That Wellington Water is working on a wider project to increase the reliability of our fluoride dosing systems in the medium to long term. • We will provide regular updates on our progress. 	<ul style="list-style-type: none"> • CCR meetings • Email • Toolkit • Updates from Wellington Water CE
Our client council comms and customer service teams	<ul style="list-style-type: none"> • Use our key messaging while communicating with external stakeholders. • Support our communications approach and help us to reach the right audiences with our messaging. 	<ul style="list-style-type: none"> • We will keep our client council comms teams in the loop (as per our usual process) on any messaging and media queries. • We will supply a toolkit of key messaging and FAQs to our CC customer services teams.
MOH	<ul style="list-style-type: none"> • Use our key messaging while communicating with external stakeholders. • Support our communications approach and help us to reach the 	<ul style="list-style-type: none"> • Regular updates to [REDACTED] (leads the MOH relationship with Comms guidance)

	right audiences with our messaging.	
Water Committee	<ul style="list-style-type: none"> • That the fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation. • That we are working on a short-term project to make our fluoride dosing systems more reliable. • That Wellington Water is working on a wider project to increase the reliability of our fluoride dosing systems in the medium to long term. 	<ul style="list-style-type: none"> • Water Committee meetings • Updates from WW CE
Media	<ul style="list-style-type: none"> • That the fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation. • That Wellington Water is working on a project to increase the reliability of our fluoride dosing systems. 	<ul style="list-style-type: none"> • Media release
Our customers / residents / Wellington public	<ul style="list-style-type: none"> • That the fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation. • That Wellington Water is working on a project to increase the reliability of our fluoride dosing systems. 	<ul style="list-style-type: none"> • Website/Social Media
Dental association	<ul style="list-style-type: none"> • That the fluoridation facilities have all experienced ongoing 	<ul style="list-style-type: none"> • Email the Dental Association with information about the

	<p>issues that have reduced the availability and reliability of fluoridation.</p> <ul style="list-style-type: none"> • That Wellington Water is working on a project to increase the reliability of our fluoride dosing systems. 	<p>issues with the plants and a request to pass onto their patients.</p>
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Risks and mitigation

Risks	Mitigation
Reputational damage	Have a clear and concise communications rollout with tight messaging and timelines.
Key internal stakeholders (Client councils) have not been made aware of the inconsistent fluoride dosing at the WTPs.	<p>Have clear communications plan and FAQs available prior to releasing any information about fluoride.</p> <p>Have clear information released to our key stakeholders, affected parties and the public as appropriate.</p>
Wellington Water needs to be prepared that information, regarding the inconsistent fluoride dosing at the WTPs, will be shared to media.	<p>Have proactive information on the project available to reference on the website.</p> <p>Inform the public proactively about the issues with the dosing systems and about the likely impacts of un-fluoridated water.</p> <p>Have clear and authentic information released to our key stakeholders, affected parties and the public.</p>
The public have not been receiving consistently fluoridated water.	<p>Have fluoride FAQs on the website.</p> <p>Engage with the media early (if required) and have clear and authentic information released to our key stakeholders, affected parties and the public.</p>
Director General of Health has mandated fluoride dosing; however, WW is not currently meeting this requirement.	Have a clear plan for the redesign and replacement of the fluoride dosing systems with proposed timeframes to inform the messaging.
Internal staff, primarily those not in the project but have worked on fluoride dosing in the past, are at conflict with the priority and funding this project now has.	All internal issues are referred to the Project Manager.

<p>Anti-fluoride advocates use the project as a 'springboard' for their agenda.</p>	<p>Have clear communications plan and FAQs available prior to releasing any information about fluoride.</p> <p>Have clear information released to our key stakeholders, affected parties and the public as appropriate.</p>
<p>Director General of Health has mandated fluoride dosing including introducing fluoride into the Petone water supply.</p>	<p>The estimated timeframe for any decision on mandated fluoride dosing is mid-2022.</p> <p>If the Director General of Health does request the introduction of Fluoride into the Petone water supply, WW will respond with a separate communications and engagement plan focused on communicating the process, implications, and reasons for it to the public.</p> <p>This will be a significant undertaking.</p>
<p>Director General of Health has mandated fluoride dosing including introducing fluoride into the SWDC water supply.</p>	<p>The estimated timeframe for any decision on mandated fluoride dosing is mid-2022.</p> <p>If the Director General of Health does request the introduction of Fluoride into the SWDC water supply, WW will respond with a separate communications and engagement plan focused on communicating the process, implications, and reasons for it to the public.</p> <p>This will be a significant undertaking.</p>

Measurement

We will measure the effectiveness of our communications through:

- Traffic to our webpage
- Feedback from our client council communications teams

If needed, we will adapt our approach according to what our data is telling us.

Tactics and timing

Timing	Activity	Priority	Responsible	Status
Week of 21/02	Regulatory Services briefing to Board	N/A		Complete
04/03/2022	Messaging and situation report provided to Board.	N/A		Complete
02/02/2022	MILESTONE: Communications approach drafted and sent to PM			Complete
02/03/2022	<ul style="list-style-type: none"> Messaging drafted 	N/A		Complete
02/03/2022	<ul style="list-style-type: none"> FAQs drafted 	N/A		Complete
02/03/2022	<ul style="list-style-type: none"> Website copy drafted 	N/A		Complete
02/03/2022	Summary and announcement emails drafted <ul style="list-style-type: none"> Our client councils (GWRC, HCC, UPCC, PCC and WCC) – SLT, officers and elected members. Wellington Water Board MOH Water Committee 	N/A		Complete
07/03/2022	MILESTONE: Communications approach approved			Complete
By 09/03/2022	Toolkit drafted <ul style="list-style-type: none"> Customer Service Team Client Council Comms Teams 	N/A		Complete
By 09/03/2022	Story and messaging finalised	N/A		Complete
By 09/03/2022	FAQs finalised	N/A		Complete
By 09/03/2022	Webpage copy finalised	N/A		Complete

By 09/03/2022	<p>Summary and announcement emails finalised</p> <ul style="list-style-type: none"> • Our client councils (GWRC, HCC, UPCC, PCC and WCC) – SLT, officers and elected members. • Wellington Water Board • MOH • Water Committee 	N/A	██████████	Complete
Week of 07/03	MILESTONE: Internal communications rollout begins			
Week of 07/03	<p>Provide an overview of the fluoride issues to the board via email.</p> <ul style="list-style-type: none"> • These range from reputation, status and future timelines (when we will advise councils etc.) 	N/A	██████████	Complete
10/03/2022	<p>Brief SLT members of plan during an SLT meeting</p> <ul style="list-style-type: none"> • SLT item of significance including project overview and comms plan. • Toolkit provided including key messaging, draft emails, FAQs and reactive lines 	N/A	Project Team	Complete
10/03/22	██████████ to talk to ██████████ (GWRC) about the issue	N/A	██████████	Complete
10/03/22	██████████ to speak to ██████████ (Board) and ██████████ (Committee)	N/A	██████████	Complete
14/03/22	Brief the GWRC comms team	HIGH	██████████	Complete
14/03/22	<p>Brief the Wellington Water Customer Services team</p> <ul style="list-style-type: none"> • Toolkit provided including key messaging, draft emails, FAQs and reactive lines 	MEDIUM	██████████	
15/03/22	MILESTONE: Content goes live			
15/03/22	<p>Our client council comms teams</p> <ul style="list-style-type: none"> • Meeting and information pack (@1pm) • To inform the client council customer service teams 	HIGH 9am	██████████	Complete

15/03/22	Workshop with GWRC led by [REDACTED] and [REDACTED]	HIGH 9.30am	[REDACTED]	Complete
15/03/22	Our client councils (GWRC, HCC, UPCC, PCC and WCC) – SLT <ul style="list-style-type: none"> Send email 	HIGH Midday	[REDACTED]	Complete
15/03/22	Brief our external client council relationship (CCR) managers <ul style="list-style-type: none"> Meeting at midday 	HIGH Midday	[REDACTED]	Complete
15/03/22	Water Committee (entirety?) <ul style="list-style-type: none"> Send email 	HIGH Midday	[REDACTED]	
15/03/22	RPH <ul style="list-style-type: none"> Email update to Regional Public Health regarding the status of the WTPs and the project. 	MEDIUM 1pm	[REDACTED]	Complete
15/03/22	The New Zealand Dental Association <ul style="list-style-type: none"> Send email including toolkit - key messaging, FAQs, and reactive lines (info@nzda.org.nz) Ask about where people can find information on Fluoride additives outside of the water supply. 	MEDIUM 1pm	[REDACTED]	Complete
16/03/22	Our customers / residents / Wellington public <ul style="list-style-type: none"> Website published Social media posts 	HIGH Morning	[REDACTED]	
16/03/22	Media <ul style="list-style-type: none"> Joint GWRC release in appendix 	HIGH Morning	[REDACTED]	
18/03	MILESTONE: Water Committee Meeting		[REDACTED]	

Ongoing			
As required	Regular updates from the project manager to CCRs via email or in meetings		
As per meeting frequency	CCR TO COUNCIL MEETINGS Have the project team directly engage with CCRs prior to their regular meetings with their councils to ensure that they are across the latest progress <i>or</i> invite the project manager to the CCR/council meetings so councils can ask questions of the lead directly.	Various/ [REDACTED]	
As per meeting frequency	SLT MEETINGS <ul style="list-style-type: none"> Respective SLT meetings, project manager could attend SLT meetings periodically to provide an update on progress. Clear guidance from the project manager on what's needed from SLT to support the project 	Project team	
As per meeting frequency	BOARD MEETINGS <ul style="list-style-type: none"> Update to Board on approach and progress via monthly Board meetings. Provide the Board with key messages on progress so they can be consistent. 	[REDACTED]/Project Manager	
As per meeting frequency	WATER COMMITTEE MEETINGS <ul style="list-style-type: none"> Update to committee on approach and progress via meeting. 	[REDACTED]/Project Manager	

Appendix

1. Reactive lines

Upper Hutt, Porirua and the northern and western Wellington suburbs have not been receiving Fluoride, why?

We are working on a project to increase the safety and reliability of fluoride dosing.

The machinery we use to do this, at Te Marua and Gear Island, has been experiencing ongoing issues that has reduced the safety and reliability of fluoridation in the treated water.

Because of this, we have needed to stop the fluoride dosing facilities at these plants. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

We add fluoride to our drinking water at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

2. Board messaging

See [Fluoride update to Chair of Board.pdf](#)

3. Media release

**Wellington's drinking water fluoridation facilities are aging and in need of repair
Embargoed until 9.30am, Wednesday 16 March 2021**

Wellington Water is working quickly to repair equipment that fluoridates the regional drinking water supply, which a recent Wellington Water review found is not working consistently.

"Our fluoridation machinery is over 30 years old and not operating as it should, which has resulted in an inconsistent and low level of fluoridation in our water," says Greater Wellington Regional Council Chief Executive [REDACTED]

"The review also identified operational health and safety risks at the Te Marua and Gear Island Water Treatment plants. Because of this, Wellington Water made the difficult decision last month to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while they work on a solution."

"This means that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water."

Wellington Water's other fluoride facilities, based at Waterloo and Wainuiomata, remain operating.

Wellington Water Director of Regulatory Services [REDACTED] emphasised the duty of care water suppliers have to their customers.

"It is important that we supply safe and healthy drinking water to our communities.

"Greater Wellington Regional Council has tasked us, on behalf of Metropolitan Wellington councils, to operate and maintain our Water Treatment Plants.

“This includes adding fluoride to the water supply as recommended by many national and international health bodies, including the World Health Organisation.

“We are working on ways to return fluoride to the water supply at our Te Marua and Gear Island Water Treatment Plants. We are also working on ensuring that we are able to consistently fluoridate the drinking water at all our water treatment plants in a way that provides the expected health benefit.

“Our review has provided a number of recommendations, which we are working to implement, and Greater Wellington Regional Council has funded us to carry out this work as a priority,” says

██████.

ENDS

NOTES

Fluoride already exists in water naturally. Wellington Water top it up to between 0.7 ppm and 1.0 ppm, with 1.0 ppm being the maximum amount. This range provides the ideal amount of fluoride for giving protection against tooth decay as outlined in the national standard and recognised by international health bodies, including the World Health Organisation.

1. Website copy

Work in your area – Map marker on WTPs

We are working on a project to increase the reliability and availability of fluoride dosing at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

From: March 2022

To: July 2022

Preview:

We are working on a project to increase the reliability and availability of fluoride dosing at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

Content:

The machinery we use to add fluoride to the water supply has been experiencing ongoing issues that has reduced the availability and reliability of fluoridation in the treated water.

As of February 2022, continued health and safety issues at Gear Island and Te Marua Water Treatment Plants have meant that we have needed to stop the fluoride dosing facilities. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

So, we have reviewed the fluoride facilities and received recommendations to achieve a higher reliability target.

We will start work on these recommendations as soon as practicable.

Updates will be available here as the project progresses.

2. Internal emails

a) **Email to Internal CCRs**

Date: Week of Monday 7 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Kia ora koutou,

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to progress immediate repairs and are committed to a longer-term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstate fluoride dosing to the affected areas in the short term (5-9 months),
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level throughout the network.

Our next step is to inform the public, as part of this, we are:

- Briefing the CCRs,
- Meeting the council communications teams,
- Providing an information pack, through council communications team, for council customer services teams as they will likely be the initial points of contact for customer enquiries.

- Advising Regional Public Health and the Dental Association,
- And issuing a joint GWRC and WWL media release.

Tomorrow we will share this information publicly. For this reason, I ask you to please keep this email and information confidential.

If you have any questions, or would like to discuss, please contact [REDACTED], our Director of Regulatory Services at [REDACTED]

Ngā mihi,
[REDACTED]
Director of Regulatory Services
Wellington Water

3. External emails

b) Email to Water Committee

Date: Week of Monday 14 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Kia ora koutou,

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to progress immediate repairs and are committed to a longer-term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstate fluoride dosing to the affected areas in the short term (5-9 months),
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level throughout the network.

Tomorrow we will share this information publicly. For this reason, I ask you to please keep this email and information confidential.

If you have any questions, or would like to discuss, please contact [REDACTED], our Director of Regulatory Services at [REDACTED].

Ngā mihi,

[REDACTED]
Director of Regulatory Services
Wellington Water

c) **Email to council SLT**

Date: Week of Monday 14 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Kia ora koutou,

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to

progress immediate repairs and are committed to a longer-term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstate fluoride dosing to the affected areas in the short term (5-9 months),
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level throughout the network.

Our next step is to inform the public, as part of this, we are:

- Briefing your CCR,
- Meeting your communications teams,
- Providing an information pack, through your communications team, for your customer services teams as they will likely be the initial points of contact for customer enquiries.
- Advising Regional Public Health and the Dental Association,
- And issuing a joint GWRC and WWL media release.

If your team has any questions please contact [REDACTED], our Director of Regulatory Services at [REDACTED].

Ngā mihi nui,

[REDACTED]

d) **Email to Regional Public Health**

Date: Week of Monday 14 March

Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Tēnā koe,

The letter is to advise you that due to a recently identified health and safety issue at Gear Island Water Treatment Plant, and a plant defect at Te Marua Water Treatment Plant, fluoridation of the water from those Water Treatment Plants has now been stopped.

This impacts the delivery of fluoridated water to the Wellington region. The only areas that are currently receiving fluoridation within the recommended health guidelines (with some interruptions) are Wainuiomata, Lower Hutt, and Eastbourne. All other areas in metropolitan Wellington are receiving no fluoride, or not enough to have a health benefit.

As customers rely on the presence of fluoride in the water, we have advised the impacted communities to make them aware of the absence of fluoride so they can adjust their oral health regime.

Should Regional Public Health be collecting data related to the effects of fluoride in the population of metropolitan Wellington then you should treat this data with caution. The level of fluoride has often not been at the level to have a positive health benefit - more exact data can be provided should this be required.

It is expected that fluoride dosing will be restarted to Upper Hutt, Porirua, and most of Wellington City midyear and Wellington Water will confirm to the Ministry when this occurs.

Should any further information be required please feel free to contact me.
Nāku noa, nā



Director of Regulatory Services
Wellington Water

- e) **Email to Dental Association**
Date: Week of Monday 14 March
Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Tēnā koe,

The letter is to advise you that due to a recently identified health and safety issue at Gear Island Water Treatment Plant, and a plant defect at Te Marua Water Treatment Plant, fluoridation of the water from those Water Treatment Plants has now been stopped.

This impacts the delivery of fluoridated water to the Wellington region. The only areas that are currently receiving fluoridation within the recommended health guidelines (with some interruptions) are Wainuiomata, Lower Hutt, and Eastbourne. All other areas in metropolitan Wellington are receiving no fluoride, or not enough to have a health benefit.

As customers rely on the presence of fluoride in the water, we will be advising the impacted communities tomorrow morning of the absence of fluoride so they can adjust their oral health regime.

We're asking the New Zealand Dental Association to be the spokesperson for advice on the public's oral health regime.

It is expected that fluoride dosing will be restarted to Upper Hutt, Porirua, and most of Wellington City in the next 6-9 months and Wellington Water will confirm when this occurs.

Should any further information be required please feel free to contact me.

Nāku noa, nā



4. FAQs

Why have the fluoride dosing systems at Te Marua and Gear Island Water Treatment plants been stopped?

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability, Wellington Water commissioned a review, received in February 2022, that confirmed the fluoride facilities are not operating as they should.

The review also identified operational health and safety risks at the Te Marua and Gear Island Water Treatment plants. Because of this, we made the difficult decision last month to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while we work on a solution.

This means that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Wellington Water's other fluoride facilities, based at Waterloo and Wainuiomata, remain operating, which means Wainuiomata, Lower Hutt and Eastbourne are still receiving some levels of fluoride in their water.

Is this a new issue, and if not, how long has Wellington Water known?

The fluoride dosing facilities at the water treatment plants have been operating inconsistently for around four years.

Due to the health risks posed by high levels of fluoride dosing our operators have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

Why didn't you deal with it sooner?

We have been monitoring and nursing the fluoride facilities at our treatment plant for a number of years now but more recently, the issues with the facilities have become too onerous.

We understand that this situation is not ideal, which is why in February 2022 we commissioned a review to confirm that the fluoride facilities have not been operating as they should and to provide us with recommendation on the best way to consistently fluoridate the drinking water at all our water treatment plants in a way that provides the expected health benefit.

We are working on implementing these recommendations now and Greater Wellington Regional Council has funded us to carry out this work as a priority.

What are other issues are you facing with fluoride facilities at your other water treatment plants?

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

When were you last fluoridating the drinking water at the right levels?

We are still working on collating the long-term data but we do know that our fluoride facilities have been operating inconsistently for around four years.

Why have you decided to only turn off fluoride for certain suburbs/areas?

Each water treatment plant services different areas of metropolitan Wellington.

This means that the supply of fluoride depends on which plant you receive your water from.

As we have decommissioned the fluoride facilities at the Te Marua and Gear Island water treatment plants, Upper Hutt, Porirua and Wellington City are not receiving fluoridated water.

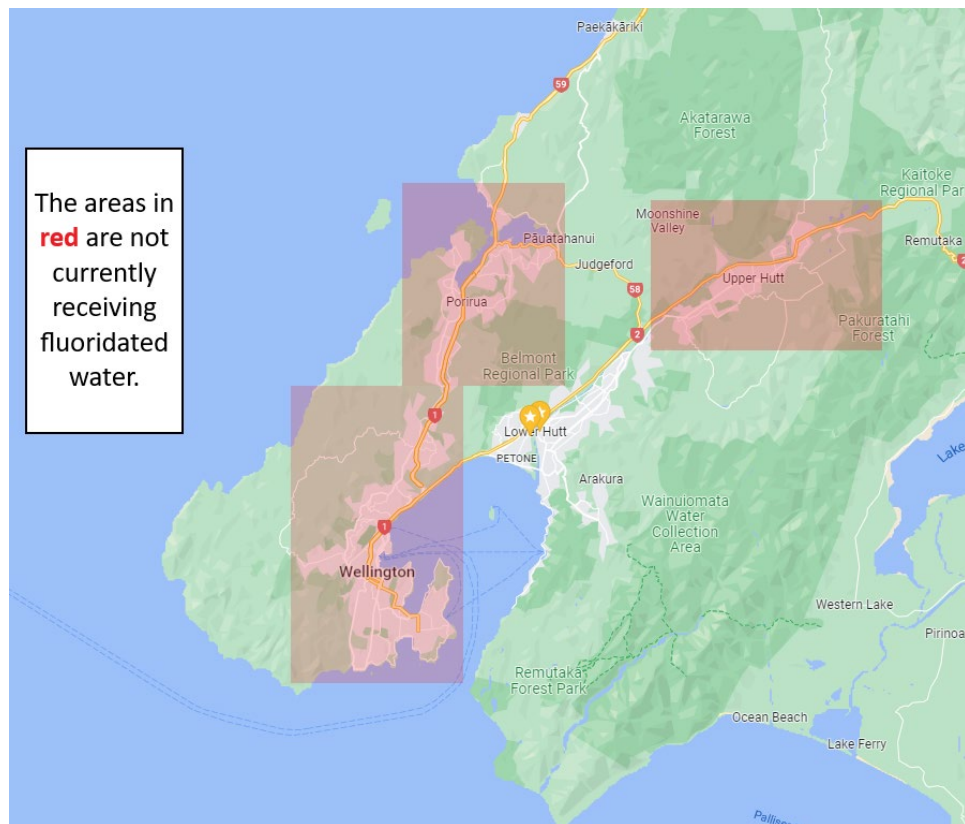
As of early March, both Waterloo and Wainuiomata are fluoride dosing, meaning that Lower Hutt (except for Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

Are the other suburbs that are still getting fluoride getting the right levels?

Our last report for the last month shows that the Waterloo Water Treatment Plant was supplying 0.8mg/l of fluoride. The Wainuiomata Water Treatment Plant was supplying 0.79mg/l of fluoride.

This means that Lower Hutt (except for Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

Is my suburb getting fluoride in their water currently?



*** Please note, the Petone and KoroKoro areas also do not receive fluoridated water, due to a separate council agreement.**

What areas are you dosing correctly?

As of early March, both Waterloo and Wainuiomata are fluoride dosing, meaning that Lower Hutt (except for Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

Why have you not been dosing correctly?

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the health risks posed by high levels of fluoride dosing our operators have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

What advice are you giving to parents whose children have not been getting the right levels of fluoride in their water?

It's not appropriate for Wellington Water to be providing health advice but we do recommend that anyone who is concerned to either contact their dentist or Regional Public Health [to be confirmed by RPH]

Has the removal of fluoride had any dental health ramifications?

It's not appropriate for Wellington Water to be providing health advice but we do recommend that anyone who is concerned to either contact their dentist or Regional Public Health [to be confirmed by RPH]

How much will it cost to repair the plants?

Due to the early stage of the project, supply challenges and Covid-19, we are still working on confirming a cost for this work.

Why does Greater Wellington have to pay for the upgrade?

Greater Wellington Regional Council own the Wellington metropolitan water treatment plants and task us on behalf of other councils, to operate and maintain these facilities.

How long will it take to repair the plants?

We are estimating that it will take 6-9 months to repair the equipment at the Te Marua Water Treatment Plant. This will return fluoride to Upper Hutt, Porirua and Wellington City.

We are still evaluating what is required at Gear Island Water Treatment Plant.

Why are you fluoridating the drinking water?

In November 2021, the Health (Fluoridation of Drinking Water) Amendment Bill passed through the Health Committee in Parliament.

This means that water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating the water supply will be required to continue.

Our metropolitan Wellington Water Treatment Plants already have fluoridation facilities, but they are aging and are not very reliable.

The introduction of the Health (Fluoridation of Drinking Water) Amendment Bill has placed more emphasis on the consistent operation of these fluoride dosing facilities.

What is water fluoridation?

Fluoride already exists in water. Water fluoridation is when the natural level of fluoride in the water supply is topped up to between 0.7 ppm and 1.0 ppm. This is the ideal amount for giving protection against tooth decay. This is recommended by many national and international health bodies, including the World Health Organisation.

The Ministry of Health recommends water fluoridation as a safe and effective way to prevent and reduce tooth decay for everyone. The levels of fluoride in water are carefully monitored.

Is fluoride in water safe?

The role of fluoride in water has been examined around the world – including in New Zealand – over the last 60 years. There is strong evidence that there are no adverse effects of any significance from fluoridation at the levels used in New Zealand, and that it is beneficial to New Zealanders of all ages. This is especially true for our most vulnerable communities.

Is it effective?

Fluoride in water neutralises the effect of acids that cause decay on teeth and helps to repair damage before it becomes permanent.

The most recent New Zealand Oral Health Survey (2009) shows that children and adolescents have 40 percent less tooth decay over their lifetime if they live in areas with fluoridated water.

The government estimates that introducing community water fluoridation to all public drinking water supplies would result in net savings of more than \$600 million over 20 years - mostly to consumers, and some to government?

Why isn't fluoride added to the Petone/Korokoro water supply?

There was a consultation in Petone in 1999 which resulted in 70% of those polled (30% of households) saying they did not want fluoridation.

What is the Health (Fluoridation of Drinking Water) Amendment Bill?

The new legislation allows the Director-General of Health to make decisions about fluoridating public water supplies.

It requires the Director-General of Health to consider the scientific evidence of the effectiveness of fluoridation in reducing dental decay, and whether the benefits outweigh the financial costs. They must consider the oral health status (or likely oral health status) of the local community, the size of the water supply and how much it's likely to cost to introduce fluoridation.

The new legislation does not require local authorities to consult with their communities on decisions around fluoridating their water supplies.

Local authorities that are currently fluoridating drinking water supplies must continue to do so.

It is expected that implementation will be phased over time, from mid-2022.

In instances of non-compliance, the Director-General of Health may take action to hold local authorities to account.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Final Terms of Reference for the Independent Inquiry
Date: Friday, 1 April 2022 10:21:32 am
Attachments: [ToR Wellington Water Independent Inquiry Final.docx](#)

Ata marie

Please find attached the Final Terms of Reference for the Independent Inquiry which has taken into account feedback from our shareholding Councils.

We look forward to having an opportunity to talk with you [REDACTED], in the course of your Inquiry.

Ngā mihi nui

[REDACTED]
Chair, Wellington Water

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Fluoride facilities dashboard
Date: Friday, 18 March 2022 5:04:49 pm
Attachments: [Wellington Region path back to fluoridation.pdf](#)
[image001.png](#)
[image002.jpg](#)

[REDACTED]
Communications and Community Engagement Manager



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
To: [REDACTED]
Subject: Fluoride Narrative
Date: Tuesday, 22 February 2022 11:12:15 am
Attachments: [image001.jpg](#)

Fluoride – Narrative

GWRC requires WWL to fluoridate all of Greater Wellington Region's drinking water with the exception of part of Lower Hutt (Petone area due to historical preferences of that community).

This requires three fluoridation plants at the Te Marua, Waterloo and Wainuiomata Treatment Plants and an additional fourth fluoridation plant at Gear Island Treatment Plant to fluoridate the un-fluoridated drinking water provided to Petone before it travels onwards to Wellington City.

The health benefits come from a dose that gives 0.6-1.0 ppm of fluoride. As fluoride is toxic in large doses an 'abundance of caution approach' is used to ensure that at no point does WWL release water into the system that exceeds the maximum dose.

The age of the fluoride dosing plant in all four treatment points is approaching 30 years and is becoming increasingly inconsistent in its ability to dose correctly. This has impacted on the confidence the operators have in operating the plant. In the event of a dose variation the plant is shut down to prevent any chance of an overdose entering the water and then is cautiously returned to operation in a staged manner. This is time consuming and as fluoride is not a requirement to make safe drinking water the return to service of fluoride plants occurs after work is completed that provides assurance around critical systems to public health (Chlorine, UV light etc).

The combined result of the plant unreliability and WWL's safety centric approach to returning fluoride plant to operation is sub-optimal levels of fluoridation. It is estimated that plants are only able to achieve the following rates of operation:

Te Marua 10-20%
Waterloo 30-40%
Wainuiomata 10-20%
Gear Island 55%

A report was commissioned in 2021 and peer reviewed in Feb 2022 – it confirmed the poor state of the plant and the limited feasibility of keeping the plant running into the medium term. It also identified that fluoride dosing at Te Marua WTP and Gear Island WTP is not sufficiently safe or reliable to put back into service in the immediate term – this report was reassuring as it supported the highly cautious approach the operators were using in operating that plant.

Way Ahead

The result is WWL has commenced a two phased programme:

- firstly to improve the current systems in the Wellington network by 30 June 2022 to improve rates of operation,
- secondly to upgrade all the fluoridation systems in the region over the medium term to long term.

Wider Context

The Ministry of Health has indicated an intent to mandate fluoridation of drinking water in 2022. Their intent is that currently fluoridated supplies must maintain fluoridation and all other supplies will be required to show a plan towards fluoridation.

This creates decision point on if replacing the plant in Gear Island is a sound investment as it will be made redundant when all drinking water is required to be fluoridated.

Cost

It is estimated that long term plan for replacing/installing a fluoride plant would be in the vicinity of \$1M per plant – that estimate will be clarified as the project progresses.

Reputation

Fluoride has been historically a contentious issue for some communities. The move by the Ministry of Health to mandate will cause debate and WWL is aiming through immediate improvements to our plants to have a good rate of operation when this debate may occur.



Director of Regulatory Services



Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoride Regulation - overview and measure.
Date: Monday, 28 March 2022 4:10:37 pm
Attachments: [image001.jpg](#)

Current

There is no legislation in New Zealand that requires the addition of fluoride to a water supply. Fluoridation is undertaken by drinking-water suppliers at their discretion (or in our case direction of client councils through GWDC).

In the [Drinking Water Standards for New Zealand 2005 \(revised 2008\)](#) the Ministry of Health recommends that the fluoride content in New Zealand drinking water should be in the range of 0.7 to 1.0 mg/L for oral health reasons but does not include dosing to achieve that in the standard. For water suppliers that do fluoridate the Ministry of Health has separately endorsed *Code of Practice for Fluoridation of Drinking-Water Supplies in New Zealand* as good practice for the design and operation of water fluoridation plants to ensure fluoride is added safely and effectively to water supplies.

Future

The [Health \(Fluoridation of Drinking Water\) Amendment Bill](#) will require water suppliers to fluoridate a water supply if directed to do so by the Director-General of Health. The Director-General of Health has indicated he will mandate fluoridation progressively from July 2022 and those already fluoridating will be required to continue to do so.

Taumata Arowai took over responsibility for *Drinking Water Standards for New Zealand* from the Ministry of Health in Nov 2021. The standards remain in force till July 22 when the Taumata Arowai Drinking Water Standards will supersede them. The new standards are silent on fluoridation of water supplies which will remain with the Ministry of Health under the Health Amendment Bill.

Measure for fluoridation

At this point the Ministry of Health has not released a specific measure for fluoridation but it seems reasonable given their endorsement of *Code of Practice for Fluoridation of Drinking-Water Supplies in New Zealand* that the measure will align with that code. In the interim, it is reasonable for WWL to use the following measure drawn from the 'Code of Practice for Fluoridation of Drinking-Water Supplies in New Zealand' (noting the intention of 3WDMC to formally adopt the code) being:

The percentage of time, the fluoride concentration in the treated water leaving the treatment plants is between 0.7 and 1.0 mg/L, when the water treatment plants are producing water. The target is 95%, operating in accordance with the Code of Practice for Fluoridation of Drinking-Water Supplies in New Zealand.

[REDACTED]
Director of Regulatory Services



Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Bcc: [REDACTED]
Subject: Fluoride
Date: Thursday, 31 March 2022 10:28:00 am

Greetings everyone.

Thanks for the chat yesterday.

To confirm there will be two streams of work going forward, as follows:

1. An independent Inquiry into the performance of wellington water with respect to fluoride; and
2. The company fronting up on the the current of the dosing of fluoride in last, now and into the future.

On point 2 we are preparing for public announcements toward the end of next week. This will be preceded by a board meeting and a water committee workshop next week on the 5th and 7th prior to the release.

Following both these meetings we will release material to the public which we need to circulate to you and your elected members. It would be good to advise us on how best to provide all the material to each of our six owners in a way which gets to the right people before we make any public announcements. Your individual thoughts would be appreciated.

Some councillors have asked detailed questions as part of this issue. We will answer these questions once the public announcement is made. This particularly applies to [REDACTED].

On the day you made the following points.

1. Front up to the public.
2. Get the fluoride back on; and
3. Ensure us that the GWRC are connected in and will back the investment needed.

I also mentioned that we will be endeavouring to work with the ministry of health and regional public health on working collectively with us to provide public health messages.

Thanks.

Happy to receive any other advice.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoride
Date: Thursday, 31 March 2022 10:28:01 am

Greetings everyone.

Thanks for the chat yesterday.

To confirm there will be two streams of work going forward, as follows:

1. An independent Inquiry into the performance of wellington water with respect to fluoride; and
2. The company fronting up on the the current of the dosing of fluoride in last, now and into the future.

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Some councillors have asked detailed questions as part of this issue. We will answer these questions once the public announcement is made. This particularly applies to [REDACTED].

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I also mentioned that we will be endeavouring to work with the ministry of health and regional public health on working collectively with us to provide public health messages.

Thanks.

Happy to receive any other advice.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fluoride facilities dashboard
Date: Friday, 18 March 2022 5:04:49 pm
Attachments: [Wellington Region path back to fluoridation.pdf](#)
[image001.png](#)
[image002.jpg](#)

[REDACTED]
Communications and Community Engagement Manager



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Agendas
Date: Thursday, 24 March 2022 7:28:02 am

Team, just so we are all on the same page.

Week 4 to 8 April

One board meeting followed by one water committee meeting. Dates to be agreed.

Fluoride update

Wwtp implementation plan

Then every 4 weeks after that we will need a water committee meeting to provide updates on fluoride.

21 April

Normal board agenda.

Add media and stakeholders(separately briefed)

Did we have a normal fluoride update in there?

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Before wellington water
Date: Monday, 28 March 2022 7:38:01 am

Hi [REDACTED], I think it would be useful to see if there was any reporting on fluoride when the GWRC were managing things. Pre 2014.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Community assistance
Date: Thursday, 24 March 2022 6:15:13 am

Kia Ora [REDACTED], on yesterday's council call you raised the issue of support for community assistance programmes that include fluoride projects. We would like to understand how we could help. I have asked [REDACTED] to make contact and explore options.

Regards

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Connection over chlorine
Date: Wednesday, 23 March 2022 8:53:14 pm

Hi [REDACTED] has suggested you be the contact for fluoride or be able to name a better candidate. He also asked to staff close to your comms

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Documentation of fluoridation performance over the last 4-8 years.
Date: Wednesday, 16 March 2022 10:58:31 pm

Hi [REDACTED], please refer to my phone call earlier in the day.

We have been asked for a full disclosure of the fluoride dosing performance of the plants over the last 4 to 8 years or as far back as you think the data is reliable enough to report. There are 4 plants Te Marua, Waterloo, Gear Island and Wainuiomata. As I see the brief, we are looking for a report that:

1. Clearly outlines the performance requirements for dosing fluoride;
2. Outlines the performance of the plants against the criteria;
3. Acknowledges any significant issues that occurred in terms of fluoridating or not;
4. Assesses the overall performance of providing fluoride;
5. Makes an assessment of the public health issues of the fluoridation performance found.

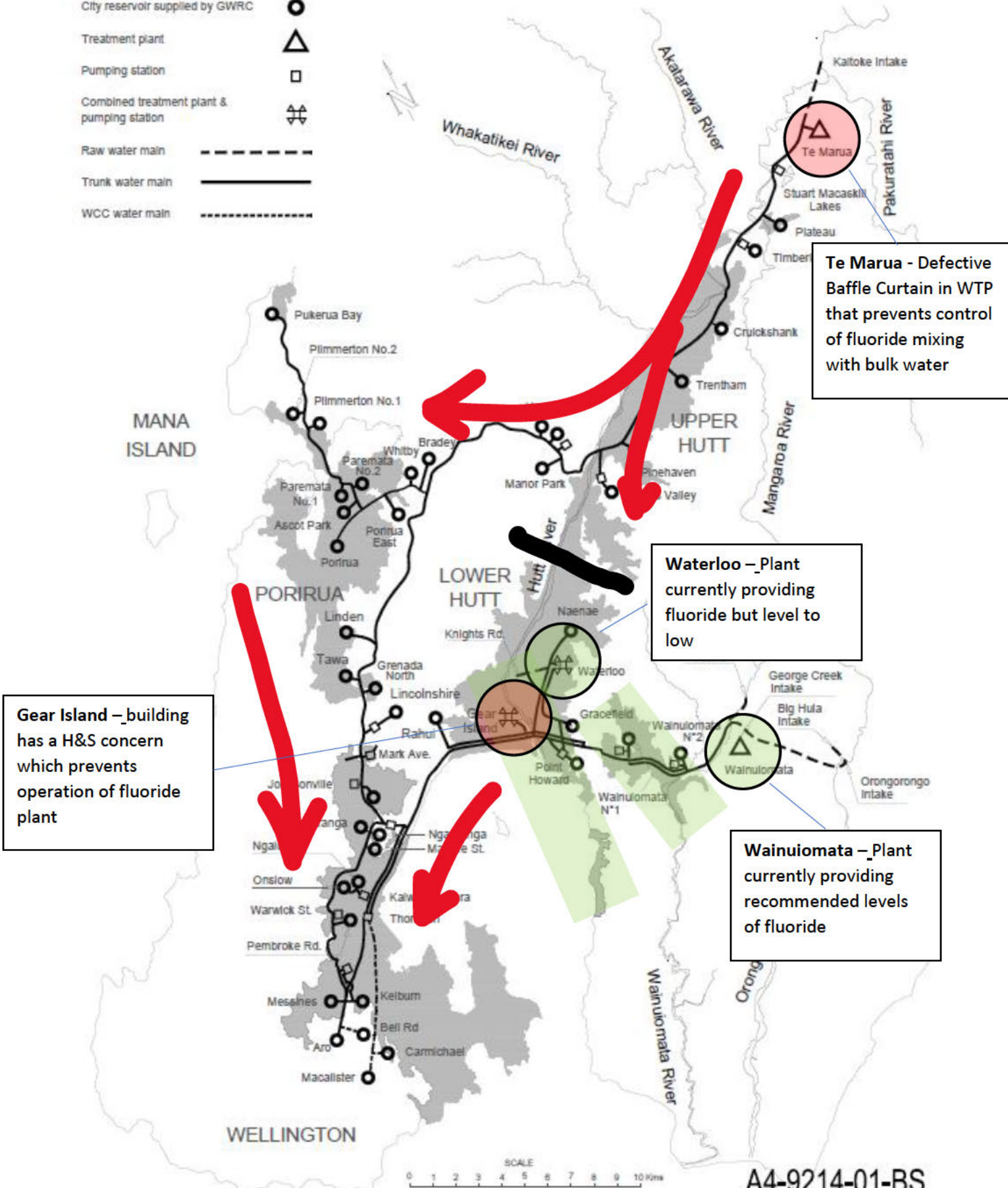
Is that enough to get started.

[REDACTED]

Sent from my iPad

Key:

- Reservoir owned by GWRC ○
- City reservoir supplied by GWRC ○
- Treatment plant △
- Pumping station □
- Combined treatment plant & pumping station ⚙
- Raw water main - - - - -
- Trunk water main —————
- WCC water main - · - · - · -



Te Marua - Defective Baffle Curtain in WTP that prevents control of fluoride mixing with bulk water

Waterloo - Plant currently providing fluoride but level to low

Gear Island - building has a H&S concern which prevents operation of fluoride plant

Wainuiomata - Plant currently providing recommended levels of fluoride

A4-9214-01-BS

Greater Wellington wholesale water supply network

From: [REDACTED]
To: [REDACTED]
Subject: RE: Thanks for your work this week!
Date: Wednesday, 16 March 2022 8:30:12 am

Wow that is awesome well done to you both!

From: [REDACTED]
Sent: Wednesday, 16 March 2022 6:37 am
To: [REDACTED]
Subject: Fwd: Thanks for your work this week!

Some nice feedback from [REDACTED] on the support we've been giving him on the fluoride stuff

Get [Outlook for iOS](#)

From: [REDACTED]
Sent: Tuesday, March 15, 2022 10:21:29 PM
To: [REDACTED]
Subject: Thanks for your work this week!

I just wanted to say how great the work that you guys did last and this week!

[REDACTED] you were a star and got a handle on me quick and had me sorted and on message within a day!

I know comms people enjoy this 'what's going to be thrown at us next' stuff but you guys just dealt with it all with such aplomb and kept focusing and polishing the messaging

I am also so stoked being new to WWL that there was such a clear line that this is the right thing to do and we should do it. It has given me real confidence that I have come to a workplace that has people who share my values.

All bad things have a silver lining and for me that's been getting to work with you both on this.

Cheers.

[REDACTED]
Director of Regulatory Services

[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] RE: Correspondence to WWC on general business item
Date: Wednesday, 16 March 2022 12:08:50 pm
Attachments: [image003.png](#)

Hi [REDACTED],

The email to the Water Committee did not go out yesterday afternoon. I will pause on any revision unless you would like an updated message to go out from the Mayor's/Water Committee Chair's office?

Let me know ASAP.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 16 March 2022 9:44 am
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: [EXTERNAL] RE: Correspondence to WWC on general business item

Hi [REDACTED]

Can you please send through the updated email and I will send through to the Mayor's office advising them we will distribute to WWC members today on behalf of Wellington Water.

Thanks, [REDACTED]

[REDACTED]
Democracy Advisor

Hutt City Council, 30 Laings Road, Lower Hutt Private Bag 31912

[REDACTED] M: W: www.huttcity.govt.nz



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have received this e-mail message in error, please notify the sender immediately. Thank you

From: [REDACTED]
Sent: Wednesday, 16 March 2022 8:20 AM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: [EXTERNAL] RE: Correspondence to WWC on general business item

Kia ora ano,

I didn't hear back from you on this yesterday. If you are to send this out today on behalf of [REDACTED] we will need to send you an updated email.

Let me know,
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 15 March 2022 2:58 pm
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Correspondence to WWC on general business item

Kia ora [REDACTED],

As discussed below is the email we were proposing go to the committee this afternoon re: the general business item 'Fluoridation of drinking water' (item 15. on the agenda). Our initial thought was it come from the committee secretariat. Let me know what you and [REDACTED] think.

[REDACTED]

Kia ora Committee members,

A verbal item relating to fluoridation has been included under General Business for Friday's Water Committee meeting.

Wellington Water is required by its metropolitan Wellington councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Mārua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Mārua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Mārua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to progress immediate repairs and are committed to a longer-term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstate fluoride dosing to the affected areas in the short term (5-9 months),
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level throughout the network.

Today each of the metropolitan council Chief Executives and their communications teams have been briefed on the issue, with an information pack provided for their customer service teams who are likely to be the first point of contact with customer enquiries.

Tomorrow Wellington Water will share this information publicly. For this reason, could this email and information be kept confidential.

If your teams have any questions please contact [REDACTED], Director of Regulatory Services at Wellington Water at [REDACTED] who will also attend the Water Committee meeting to speak to the topic and answer any questions.



Private Bag 39804, Wellington Mail Centre 5045
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www.wellingtonwater.co.nz



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From: [REDACTED]
To: [REDACTED]
Subject: RE: Updated comms for fluoride for packs to council comms teams
Date: Tuesday, 15 March 2022 12:37:34 pm
Attachments: [image001.png](#)

Thanks [REDACTED].

No worries, leave the internal email with me.

Re NZDA, I'm pretty confident they'll be keen to issue a statement. I'll organise this today, they seem very keen to be proactive with this.

From: [REDACTED]
Sent: Tuesday, 15 March 2022 12:27 pm
To: [REDACTED]
Subject: Updated comms for fluoride for packs to council comms teams

Hi both,

Here's the updated media release and back pocket Q&As.

The release is now with GW for sign out.

The Q&As need the map and an answer on who to direct people to who need health advice – dentist and MoH? [REDACTED] is talking to RPH to clarify.

[REDACTED] did the NZDA say they're keen to issue a statement re health advice following our announcement? Would be great if they did this – can we tee up?

In my mind we need two comms pack –

1. For our councils comms team which is the media release and the full back pocket Q&As [REDACTED], we need to stop referring to them as FAQs as we want to stress these are for back pocket use only)
2. For our contact centres, which is the media release and a much more paired back version of our back pocket Q&As – top 5 questions that we think the public will ask our call centers

We also need to do some internal comms tomorrow before we issue the release. [REDACTED] – can you please have a go at drafting up an email from [REDACTED] to all staff to let them know of the issue and that we will be publicly announcing it as a joint announcement with GW.

Thanks guys.

[REDACTED]
Communications and Community Engagement Manager



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

www.wellingtonwater.co.nz



From: [REDACTED]
To: [REDACTED]
Subject: RE: Outline of fluoridation issue
Date: Tuesday, 15 March 2022 5:17:10 pm
Attachments: [image001.png](#)
[image005.png](#)
[image007.png](#)

Thanks very much [REDACTED]

I spoke with [REDACTED] before, we'll likely provide a statement tomorrow or the next day on health advice. So I will keep you posted on that.

Ngā mihi

[REDACTED]

[REDACTED] | Kaitohutohu Whakawhiti Kōrero Mātāmua | Senior Communications
Advisor

[REDACTED] | www.rph.org.nz

Regional Public Health
HAUORA Ā IWI KI TE ŪPOKO O TE IKA A MĀUI
Better health for the greater Wellington region

From: [REDACTED]
Sent: Tuesday, 15 March 2022 5:09 PM
To: [REDACTED]
Subject: RE: Outline of fluoridation issue

External email - take care with links and attachments

Kia ora [REDACTED]

Attached is a draft 'toolkit of information' for you. Please do not distribute this material, in its entirety, outside of your immediate team.

Please also note that the media release in the communications pack is not final and continues to be embargoed until tomorrow. We'll send you the final and let you know once it has been sent.

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday

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From: [REDACTED]
Sent: Tuesday, 15 March 2022 3:31 pm
To: [REDACTED]
Subject: Outline of fluoridation issue

Hi [REDACTED]

So we can brief Ministry of Health are you able to provide us with an short written outline of the issue? I'm currently working on a short statement for you.

Ngā mihi

[REDACTED]

[REDACTED] | Kaitohutohu Whakawhiti Kōrero Mātāmua | Senior Communications Advisor

[REDACTED] | www.rph.org.nz

Regional Public Health
HAUORA Ā IWIKI TE ŪPOKO • O TE IKA A MĀUI
Better health for the greater Wellington region

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Email for CE's re: Fluoride
Date: Tuesday, 15 March 2022 9:04:33 am
Attachments: [image001.png](#)
[image001.png](#)

Please send to SWDC.

Sent from my iPad

On 15/03/2022, at 8:28 AM, [REDACTED]
[REDACTED] > wrote:

Morena [REDACTED] and [REDACTED]

Big day ahead, as per V's email last night this is scheduled to go out at midday.

Lisa, will you be able to send it to all Chief Executives **except** SWDC?

Thank you

[REDACTED]

Kia ora koutou,

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and parts of Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to progress immediate repairs, and are committed to a longer term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstating fluoride dosing to the affected areas in the short term (5-9 months),
- increasing the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- installing new fluoride monitors to evaluate our dosing level throughout the network.

Our next step is to inform the public, as part of this, we are:

- Briefing your CCR,
- Meeting your communications teams,
- Providing an information pack, through your communications team, for your customer services teams as they will likely be the initial points of contact for customer enquiries.
- Advising Regional Public Health and the Dental Association,
- And issuing a joint GWRC and WWL media release.

If your team has any questions please contact [REDACTED], our Director of Regulatory Services at [REDACTED].

Ngā mihi nui,

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED]

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-



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From: [REDACTED]
To: [REDACTED]
Subject: FAQs - highlighted ones have been added/updated
Date: Tuesday, 15 March 2022 11:26:00 am
Attachments: [image001.png](#)

1. FAQs

a. **Why are you doing this work?**

In November 2021, the Health (Fluoridation of Drinking Water) Amendment Bill passed through the Health Committee in Parliament.

This means that water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating the water supply will be required to continue.

Our metropolitan Wellington Water Treatment Plants already have fluoridation facilities, but they are aging and are not very reliable.

The introduction of the Health (Fluoridation of Drinking Water) Amendment Bill has placed more emphasis on the consistent operation of these fluoride dosing facilities.

b. **What is water fluoridation?**

Fluoride already exists in water. Water fluoridation is when the natural level of fluoride in the water supply is topped up to between 0.7 ppm and 1.0 ppm. This is the ideal amount for giving protection against tooth decay. This is recommended by many national and international health bodies, including the World Health Organization.

The Ministry of Health recommends water fluoridation as a safe and effective way to prevent and reduce tooth decay for everyone. The levels of fluoride in water are carefully monitored.

c. **Is fluoride in water safe?**

The role of fluoride in water has been examined around the world – including in New Zealand – over the last 60 years. There is strong evidence that there are no adverse effects of any significance from fluoridation at the levels used in New Zealand, and that it is beneficial to New Zealanders of all ages. This is especially true for our most vulnerable communities.

d. **Is it effective?**

Fluoride in water neutralises the effect of acids that cause decay on teeth and helps to repair damage before it becomes permanent.

The most recent New Zealand Oral Health Survey (2009) shows that children and

adolescents have 40 percent less tooth decay over their lifetime if they live in areas with fluoridated water.

The government estimates that introducing community water fluoridation to all public drinking water supplies would result in net savings of more than \$600 million over 20 years - mostly to consumers, and some to government?

e. **Why isn't fluoride added to the Petone/Korokoro water supply?**

Fluoridation started in 1957. There was a consultation in Petone in 1999 which resulted in 70% of those polled (30% of households) saying they did not want fluoridation.

f. **What is the Health (Fluoridation of Drinking Water) Amendment Bill?**

The new legislation allows the Director-General of Health to make decisions about fluoridating public water supplies.

It requires the Director-General of Health to consider the scientific evidence of the effectiveness of fluoridation in reducing dental decay, and whether the benefits outweigh the financial costs. They must consider the oral health status (or likely oral health status) of the local community, the size of the water supply and how much it's likely to cost to introduce fluoridation.

The new legislation does not require local authorities to consult with their communities on decisions around fluoridating their water supplies.

Local authorities that are currently fluoridating drinking water supplies must continue to do so.

It is expected that implementation will be phased over time, from mid-2022.

In instances of non-compliance, the Director-General of Health may take action to hold local authorities to account.

g. **Why have the dosing systems been stopped?**

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability, Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plants running into the medium term.

Importantly the report identified that:

- a. the fluoride dosing facilities at Gear Island Water Treatment Plant had health and safety issues which prevents the safe operation of that plant.
 - b. that a defect within the Te Marua Water Treatment Plant, that is outside of the immediate fluoride plant, must be fixed before it is safe to continue dosing fluoride at that plant.
-

Due to the identified health and safety issue at Gear Island and the plant defect at Te Marua, fluoridation of the water from those Water Treatment Plants has now been stopped.

This impacts the delivery of fluoridated water to large parts of Wellington. The only areas that are currently receiving fluoridation within the recommended health guidelines (with some interruptions) are Wainuiomata, Lower Hutt, and Eastbourne. All other areas in metropolitan Wellington are receiving no fluoride or not enough to have a health benefit.

Back pocket

Other issues at these plants include:

- Poor powder quality,
- Safety issues associated with manual powder bag handling,
- Small mixing tanks,
- Incorrect fluoride dosing pump type,
- No standby fluoride dosing pump.

This has resulted in an inconsistent and low level of fluoridation in our water.

h. Is this a new issue, and if not, how long has Wellington Water known?

The fluoride dosing facilities at the water treatment plants have been operating inconsistently for four years.

Due to the health risks posed by high levels of fluoride dosing our operators have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

Following the review last month, we then decided to stop fluoridation of the drinking water at our Gear Island and Te Marua water treatment plants to allow us the ability to properly resolve the issues.

i. How long have we been experiencing issues for?

The fluoride dosing facilities at the water treatment plants have been operating inconsistently for four years.

j. Why didn't we deal with it sooner?

We have been nursing the fluoride facilities along for four years, but for the reasons outlined above, two of the plants (Te Marua and Gear Island) have become too unsafe and onerous to operate.

On receiving the report in February, Wellington Water made the challenging decision to stop fluoridation of the drinking water at the Gear Island and Te Marua water treatment plants to allow us the ability to properly resolve the issues.

k. **Are the other suburbs that are still getting fluoride getting the right levels?**

Due to the health risks posed by high levels of fluoride dosing our operators have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

Both Te Marua and Gear Island Water Treatment Plants are not supplying Fluoride. The implication of this is that Upper Hutt, Porirua and Wellington City are not receiving fluoridated water.

Our last report indicated that the Waterloo Water Treatment Plant was supplying 0.8mg/l of fluoride. The Wainuiomata Water Treatment Plant was supplying 0.79mg/l of fluoride.

This means that Lower Hutt (with the exception of Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

l. **Why have you decided to only turn off fluoride for certain suburbs/areas?**

Each water treatment plant services different areas of metropolitan Wellington.

This means that the supply of fluoride depends on which plant you receive your water from.

As we have decommissioned the Te Marua and Gear Island water treatment plants, Upper Hutt, Porirua and Wellington City are not receiving fluoridated water.

As of early March, both Waterloo and Wainuiomata are fluoride dosing, meaning that Lower Hutt (with the exception of Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

m. **What areas are you dosing correctly?**

As of early March, both Waterloo and Wainuiomata are fluoride dosing, meaning that Lower Hutt (with the exception of Petone and Korokoro) Eastbourne and Wainuiomata are currently receiving the recommended amount for protection against tooth decay.

n. **Why have you not been dosing correctly?**

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the health risks posed by high levels of fluoride dosing our operators have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

o. **How much will it cost to repair the plants?**

Due to the early stage of the project, supply challenges and Covid-19, we cannot provide a definitive estimate for the cost of the repair.

At this stage we have \$92,000 allocated this financial year – this may change.

p. **How long will it take to repair the plants?**

We are estimating that it will take 6-9 months to repair the equipment at the Te Marua Water Treatment Plant. This will return fluoride to Upper Hutt, Porirua and Wellington City.

We are still evaluating what is required at Gear Island Water Treatment Plant.

[REDACTED] [\(she/her\)](#)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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www.wellingtonwater.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants
Date: Monday, 14 March 2022 5:09:11 pm
Attachments: [image001.png](#)
[image004.png](#)

[REDACTED]
Director of Regulatory Services



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED] >
Sent: Monday, 14 March 2022 5:00 pm
To: [REDACTED]
Subject: RE: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

REVIEW THIS VERSION INSTEAD:

MEDIA RELEASE

Wellington's drinking water fluoridation facilities are aging and in need of repair

Embargoed till Wednesday 16 March, 2021

A recent Wellington Water review of the fluoridation facilities at Wellington's metropolitan drinking water treatment plants shows the equipment used to fluoridate water is not working correctly.

"The machinery that we use to fluoridate water is over 30 years old and not operating as it should, which has resulted in an inconsistent but low level of fluoridation in our water," says Greater Wellington Regional Council Chief Executive [REDACTED].

"Fluoridation of water needs to be provided at certain levels to be effective. As the equipment used to gauge the levels of fluoride dosing has **been providing lower than required doses**, Wellington Water has made the difficult decision last month to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while they work on a solution.

"This means that Upper Hutt, Porirua and parts of Wellington City are no longer receiving fluorinated water."

Wellington Water Director of Regulatory Services [REDACTED] emphasised the duty of care water suppliers have to their customers.

“It is important that we supply safe and healthy drinking water to our communities and these issues mean we are unable to currently fluoridate the drinking water in a way that provides the expected health benefit,” says Barker.

“Greater Wellington Regional Council has tasked us, on behalf of Metropolitan Wellington councils, to operate and maintain our Water Treatment Plants.

“This includes adding fluoride to the water supply as recommended by many national and international health bodies, including the World Health Organisation.

“We are working on ways to return fluoride to the water supply and have commissioned Stantec to review the fluoride facilities and provide short-term recommendations,” says [REDACTED].

“We will start work on these recommendations as soon as possible, while improving the reliability of our fluoride dosing systems.”

ENDS

NOTES

Fluoride already exists in water naturally. Wellington Water top it up to between 0.7 ppm and 1.0 ppm, with 1.0 ppm being the maximum amount. This range provides the ideal amount of fluoride for giving protection against tooth decay as outlined in the national standard and recognised by international health bodies, including the World Health Organisation.

[REDACTED]
Communications and Community Engagement Manager



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Monday, 14 March 2022 4:38 pm
To: [REDACTED]
[REDACTED]

Subject: RE: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Hey [REDACTED],

Can you have a quick look at the revised joint media release [REDACTED] and I have developed before we send to GWRC comms? Be good to get this to them today.

Cheers,

[REDACTED]

MEDIA RELEASE

Wellington's drinking water fluoridation facilities are aging and in need of repair

Embargoed till Wednesday 16 March, 2021

A recent Wellington Water review of the fluoridation facilities at Wellington's metropolitan drinking water treatment plants shows the equipment used to fluoridate water has been experiencing issues, resulting in reduced reliability of fluoride in our drinking water.

"We have been notified by Wellington Water this week that due to the age of the fluoride dosing facilities we have been experiencing issues. This means we're seeing a reduced availability and reliability of fluoridation in our drinking water," says Greater Wellington Regional Council Chief Executive [REDACTED].

"The machinery that we use to fluoridate water is over 30 years old and not operating as it should, which has resulted in an inconsistent level of fluoridation in our water.

"Fluoridation of water needs to be provided at certain levels to ensure public safety. As the equipment used to gauge the levels of fluoride dosing has been unreliable, Wellington Water has made the difficult decision to turn off the fluoride facilities at Te Marua and Gear Island Water Treatment plants while they work on a solution.

"This means that Upper Hutt, Porirua and parts of Wellington City are no longer receiving fluorinated water."

Wellington Water Director of Regulatory Services [REDACTED] emphasised the duty of care water suppliers have to their customers.

"It is important that Wellington Water supplies safe and healthy drinking water to our communities and these issues mean we are unable to continue to fluoridate the drinking water in a way that is safe for our communities."

"Greater Wellington Regional Council has tasked us, on behalf of Metropolitan Wellington councils, to operate and maintain our Water Treatment Plants.

"This includes adding fluoride to the water supply as recommended by many national and international health bodies, including the World Health Organisation.

"We are working on ways to return fluoride to the water supply and have commissioned Stantec to review the fluoride facilities and provide short-term recommendations with the aim to have them running again before the end of the year," says [REDACTED]

“We will start work on these recommendations as soon as practicable with an additional project to increase the reliability of our fluoride dosing systems in the medium to long-term running at the same time.”

ENDS

NOTES

Fluoride already exists in water naturally. Wellington Water top it up to between 0.7 ppm and 1.0 ppm, with 1.0 ppm being the maximum amount. This range provides the ideal amount of fluoride for giving protection against tooth decay as outlined in the national standard and recognised by international health bodies, including the World Health Organisation.

[REDACTED]
Communications and Community Engagement Manager



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Monday, 14 March 2022 4:16 pm
To: [REDACTED]
Subject: RE: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Yep

[REDACTED]
Director of Regulatory Services



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]

Sent: Monday, 14 March 2022 4:10 pm

To: [REDACTED]

Subject: RE: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Happy for me to send it in the morning?

[REDACTED] [\(she/her\)](#)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED]

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From: [REDACTED]

Sent: Monday, 14 March 2022 4:08 pm

To: [REDACTED]

Subject: RE: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

This looks good team – I'm happy with the tweaked version. [REDACTED] is away so please send to [REDACTED] and [REDACTED] instead. Once [REDACTED] is happy, we can ask [REDACTED] to send from his email at noon tomorrow.

[REDACTED]
Communications and Community Engagement Manager



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Monday, 14 March 2022 3:40 pm
To: [REDACTED]
Subject: RE: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Heheheh it's been a LONNNNNNGGGGGG day!

Awesome, I'll send it through to [REDACTED] and [REDACTED] in the morning

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
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From: [REDACTED]

Sent: Monday, 14 March 2022 3:36 pm

To: [REDACTED]
[REDACTED]

Subject: RE: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

By 'wander' you mean I am

Happy – over to you to send to [REDACTED] with the note we will get his EA to release on time etc

Thanks,

[REDACTED]

Director of Regulatory Services



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]

Sent: Monday, 14 March 2022 3:29 pm

To: [REDACTED]
[REDACTED]

Subject: RE: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Hi [REDACTED]

I wonder if we're at risk of over-communicating again...

Essentially we want them to know these things:

1. That the fluoride dosing facilities are not operating as they should, and that this has reduced the availability and reliability of fluoridation in the treated water,
2. Te Marua and Gear Island have been decommissioned due to health and safety issues,
3. That Upper Hutt, Porirua and Wellington are no longer receiving fluoridated water,
4. That we're working to repair the issues.

Based on that, can we try this?

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30

years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and parts of Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to progress immediate repairs, and are committed to a longer term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstating fluoride dosing to the affected areas in the short term (5-9 months),
- increasing the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- installing new fluoride monitors to evaluate our dosing level throughout the network.

Our next step is to inform the public, as part of this, we are:

- Briefing your CCR,
- Meeting your communications teams,
- Providing an information pack, through your communications team, for your customer services teams as they will likely be the initial points of contact for customer enquiries.
- Advising Regional Public Health and the Dental Association,
- And issuing a joint GWRC and WWL media release.

If your team has any questions please contact [REDACTED], our Director of Regulatory Services at [REDACTED]

From: [REDACTED]
Sent: Monday, 14 March 2022 2:44 pm
To: [REDACTED]
Subject: Fluoride dosing at the Metropolitan Wellington Water Treatment Plants

Here is my draft for the email that [REDACTED] will send to the CEs – can you look and when happy send it to him for approval and permission to release as required by his PA post the GWRC meeting. It is more this is the issue up front but I feel that is the right tone between CEs vs we have a plan to improve and by the way its broken!

Tēnā koe,

This email is to advise you a report commissioned by Wellington Water has identified a health and safety issue at Gear Island Water Treatment Plant (not related to fluoride handling), and a plant defect at Te Marua Water Treatment Plant (a baffle curtain within the wider treatment plant that requires repair). As a result of these issues fluoridation of the water from those Water Treatment Plants has now been stopped. This impacts the delivery of fluoridated water to large parts of Wellington. The only areas that are currently receiving fluoridation are Wainuiomata, Lower Hutt, and Eastbourne as their water comes from the Waterloo and Wainuiomata Water Treatment Plants. Of these only Wainuiomata is consistently meeting the recommended health guidelines (with some interruptions).

Wellington Water commissioned the report as part of a wider investigation of the reliability of the regions fluoride plants. I can assure you that at all times the operators of these plants have prioritised the safety of our customers. When fluoride plants have shown reliability issues the operators have correctly adopted a highly cautious approach which has been reflected in the periods where the respective plant is taken offline and slowly returned to operation in a controlled manner. What generated the report was the increasing periods that the plants were having to be taken offline.

The expected timeline to return the region to full fluoridation is 5-9 months – more details will be provided once the repair schedules are known.

Earlier today GWRC was briefed as the owner of the metropolitan water treatment plants. GWRC have provided assurance of funding to progress immediate repairs to return the plants to fluoridating as soon as possible, and committed to a longer term plan to upgrade the regions plants to improve reliability.

Today:

- Your CCR is receiving a full brief from my Director of Regulatory System [REDACTED]
- Your Comms teams are meeting with our team to ensure that they are fully briefed of the situation and prepared.
- A full pack will be provided through your Comms team for your customer services teams, as they will likely be the initial points of contact for customer enquiries.
- Appropriate authorities are also being advised (Regional Public Health and Dental Association).
- Once the above is completed a joint GWRC and WWL media release will occur

A Fluoride project team has been set up within WWL which will work to:

- reinstate fluoride dosing to the affected areas in the short term,
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level throughout the network.

If your team has any questions or are not feeling supported over the next few weeks please ask them to contact [REDACTED], our Director of Regulatory Services at



Ngā mihi,

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: SLT Joining time
Date: Thursday, 10 March 2022 1:16:00 pm
Attachments: [Fluoride supply communications materials \(Toolkit\).pdf](#)

Hi [REDACTED],

Below is the email and attached is the toolkit you'll send to our CCRs after the meeting. The toolkit is just the information in the comms plan repurposed in an easy to read format.

[REDACTED]

Tēnā koutou,

As we've just discussed, we are working on a project to increase the safety and reliability of fluoride dosing at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

The reason we're doing this is because the machinery we use to add fluoride to the water supply is over 30 years old and has been experiencing ongoing issues that has reduced the reliability of fluoridation in the treated water.

Due to the health risks posed by high levels of fluoride dosing we have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

As of February 2022, continued health and safety issues at Gear Island and Te Marua Water Treatment Plants have meant that we have needed to stop the fluoride dosing facilities. The implication of this is that Upper Hutt, Porirua and parts of Wellington City are no longer receiving fluorinated water.

To solve these issues we are working on a project that will:

- reinstate fluoride dosing to the affected areas in the short term,
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- install new fluoride monitors to evaluate our dosing level.

Our next step is to communicate these issues, and the project to remedy them, to our internal stakeholders. Which is where you come in.

Attached to this email is a variety of different communication tools, including:

- A draft email to be sent, next week, to our client council CCRs and SLT from myself,
- A selection of key messages you can use to help guide you in any conversations you have,
- Some FAQs to answer any questions they may have,
- And the contact details of the project team if you need to refer anything on.

The email should 'open the door' to this issue and it's up to you to decide whether you'd also like

to meet and discuss this in person (or via teams). I am able to attend these meetings as required.

As this information has not been released publicly, or with our client councils yet, I ask you to please keep this email and information within it confidential.

We will keep you informed as this work progresses.

Ngā mihi,

[Redacted]

[Redacted]

Director of Regulatory Services



[Redacted]

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] shared "Fluoride supply project communications plan v2" with you.
Date: Wednesday, 9 March 2022 8:33:00 am
Attachments: [image009.png](#)
[image011.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)
[image016.png](#)
[image017.png](#)
[image018.png](#)

Hi [REDACTED]

[REDACTED] will be leading – introducing SLT to the issues and introducing the project. We'll have Mark there for any technical questions. I'm there to talk about the comms rollout.

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED] [REDACTED]

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From: [REDACTED]
Sent: Tuesday, 8 March 2022 4:58 pm
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] shared "Fluoride supply project communications plan v2" with you.

Hi [REDACTED],

The comms plan is looking good. I've made a few tweaks to the key messages and I've removed



 This link only works for the direct recipients of this message.

Open



[Privacy Statement](#)



From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoride - info required for Chair
Date: Wednesday, 9 March 2022 5:53:01 pm
Attachments: [image002.png](#)

Hi,

My 10cents below (in blue), ignore if not helpful.

Kind Regards | Ngā Mihi Nui

[REDACTED]
(he/him) [Why share pronouns?](#)

Principal Project Manager

[REDACTED]
Stantec New Zealand,
Level 15, 10 Brandon Street,
Wellington Central, Wellington 6011
New Zealand



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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, March 9, 2022 10:57 AM
To: [REDACTED]
Subject: Fluoride - info required for Chair

Morning – I need to give some assurance around the below to the Chair of the Board in preparation for the Committee. Most I am ok with but could you provide a few words on a couple

1, people take the fluoridation issue very seriously:

Wellington Water understands that fluoridated water is a serious topic and provides a significant benefit to the oral health of our communities. Customers rightly depend on us to fluoridate their water but also provide them safe drinking water.

2. We know it is hard but think the public would like a bit more precision on when the temporary and permanent solution will be implemented.

Our short term priority is to get the plants safely dosing fluoride at a level that has health

benefit.

This primarily is driven by a fault in the Te Marua plant (a baffle curtain in a tank that has a rip) being rectified – this will allow dosing to most of the metropolitan area to resume ~~midyear~~. (I'm sensitive about timelines at this stage)

Once operational the plant requires significant oversight from operators until we improve the ability of the plant to consistently dose.

As the provision of safe drinking water takes priority over fluoride then when issues arise we would expect to see fluoridation rates drop as operators capacity is needed elsewhere.

The short term project will focus on reducing operator input by improving the reliability of the existing plant.

3. We think it was going to cost several hundred K to fix/replace these units. Where do the funds come from? And how do we manage the timeliness of getting the funds

Adrian - Funding comes from....

The shorter solution funding will come from operational budgets, and the longer term solution from the long term plan. (Adrian please sensitivity check this for me)

4. Are these units “ off the shelf” and how do we get prompt delivery in these supply chain challenged times.

The short term plan is to improve the existing plant in order to give the project scope to establish an enduring solution.

Considerations such as standardising plant across the region is a factor in this longer term phase as this has many obvious benefits such as reducing operator training etc.

There are many ‘standardised’ plant offerings in the sector but all have unique advantages and disadvantages – this requires careful optimisation by the project to ensure the long term project provides an enduring solution to the region.

5. We agree that our comms strategy will be critical and could incur strong push back from customers and the media

Agree.

6. We should be ready for questions relating to our regular maintenance schedule for the Fluoridation plants and what feedback was being generated from previous maintenance activities particularly as the plants are 30 years old, ie why did we not act sooner.

Charles to write - Our plant operators raised issues with the fluoride plant and at all times prioritised their duty of care – some significant variations in dosing have eroded confidence in the plant and increasingly overtime this loss of confidence is reflected in increasing caution and a corresponding reduction of dosing. A blind spot in our compliance reporting was that only.....

7. how long has Wellington been without an adequate fluoridation supply.

Gathering data from Network Performance Team – its not going to be good.... Will share when I have it.

7. We should also be informing customers how best to or where to go for oral health advice while fluoridation is not available

██████ to confirm how this is provided in comms

████████████████████

Director of Regulatory Services



██████ ██████████

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Communications Plan - Fluoride dosing
Date: Wednesday, 9 March 2022 8:31:00 am
Attachments: [image001.png](#)
[image003.png](#)
[image006.png](#)

Thanks [REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
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From: [REDACTED]
Sent: Tuesday, 8 March 2022 9:40 pm
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Communications Plan - Fluoride dosing

Hi [REDACTED]

I am happy to defer. Ignore the below email as I sent it while drafting my thoughts.

Thanks.

[REDACTED]
[Director of Regulatory Services](#)

[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Tuesday, 8 March 2022, 21:33
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Communications Plan - Fluoride dosing

I understand but stopping the fluoride is the big

[REDACTED]
[Director of Regulatory Services](#)

[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]

Sent: Tuesday, March 8, 2022 4:49:18 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Communications Plan - Fluoride dosing

This is looking good as a narrative guys.

Can you please dial me in when we talk about this at SLT on Thursday?

Cheers,

█

[REDACTED]
Communications and Community Engagement Manager



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

www.wellingtonwater.co.nz



From: [REDACTED]

Sent: Tuesday, 8 March 2022 4:43 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Communications Plan - Fluoride dosing

Thanks [REDACTED], while I can see why you've made the changes you have, it's shifted the emphasis of the email from 'what we're doing to fix it' to 'this is what the problem is'.

Let's not start with the bad news!

How about:

We are emailing you today to discuss a project we are working on to increase the safety and reliability of fluoride dosing at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants.

The reason we're doing this is because the machinery we use to add fluoride to the water supply is over 30 years old and has been experiencing ongoing issues that has reduced the reliability of fluoridation in the treated water.

Due to the health risks posed by high levels of fluoride dosing we have been conservative with dosage. This ensures that the upper level is not exceeded but has generated periods where dosage has fallen below the effective range.

As of February 2022, continued health and safety issues at Gear Island and Te Marua Water Treatment Plants have meant that we have needed to stop the fluoride dosing facilities. The implication of this is that Upper Hutt, Porirua and parts of Wellington City are no longer receiving fluorinated water.

To solve these issues we are working on a project that will:

- reinstate fluoride dosing to the affected areas in the short term,
- increase the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and

- install new fluoride monitors to evaluate our dosing level.

We will keep you informed as this work progresses.

If you have any questions, or would like to discuss, please contact [REDACTED], our Director of Regulatory Services at [REDACTED]

Ngā mihi,
[REDACTED]
Director of Regulatory Services
Wellington Water

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED]
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From: [REDACTED]
Sent: Tuesday, 8 March 2022 3:48 pm
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Communications Plan - Fluoride dosing

Made some suggestions – only changed the email to the committee. If you like it then you can flow it on to the others.

[REDACTED]
Director of Regulatory Services



[REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Tuesday, 8 March 2022 2:20 pm
To: [REDACTED]
Cc: [REDACTED]
Subject: Communications Plan - Fluoride dosing

Hi team,

I've updated the plan with the information we discussed.

[Fluoride supply project communications plan v2.docx](#)

There's no need to read the whole plan, it's 21 pages! The most important things I need feedback on are the key messages (p.3-4), the tactics and timings (p. 10-13) and the drafts (p.14 onwards)

██████████

██████████ (she/her)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



██████████ ██████████ ██████████

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From: [REDACTED]
To: [REDACTED]
Subject: RE: Communications Plan - Fluoride dosing
Date: Thursday, 10 March 2022 8:34:47 am
Attachments: [image003.png](#)
[image005.png](#)
[image007.png](#)

Sorry yes, a bit late but free if you are

Kind Regards | Ngā Mihi Nui

[REDACTED]
(he/him) [Why share pronouns?](#)

Principal Project Manager

[REDACTED]

Stantec New Zealand,
Level 15, 10 Brandon Street,
Wellington Central, Wellington 6011
New Zealand



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From: [REDACTED]
Sent: Thursday, March 10, 2022 8:10 AM
To: [REDACTED]
Subject: RE: Communications Plan - Fluoride dosing

Hi [REDACTED],

Is 8.30am okay?

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
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From: [REDACTED]
Sent: Wednesday, 9 March 2022 8:48 pm
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Communications Plan - Fluoride dosing

[REDACTED]

Page 3 & 4 I have no comment to make.

Page 10 to 13, can you and I get a quick catchup in the morning?

Page 18, before the end of the year I'm comfortable with, but it may raise some eyes brows, as, by June 2022 was mandated (not least by the project brief).

A great C&E plan!

Kind Regards | Ngā Mihi Nui

[REDACTED]

(he/him) [Why share pronouns?](#)

Principal Project Manager

[REDACTED]

Stantec New Zealand,
Level 15, 10 Brandon Street,
Wellington Central, Wellington 6011
New Zealand



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 Please consider the environment before printing this email.

From: [REDACTED]

Sent: Tuesday, March 8, 2022 2:20 PM

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: Communications Plan - Fluoride dosing

Hi team,

I've updated the plan with the information we discussed.

 [Fluoride supply project communications plan v2.docx](#)

There's no need to read the whole plan, it's 21 pages! The most important things I need feedback on are the key messages (p.3-4), the tactics and timings (p. 10-13) and the drafts (p.14 onwards)

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED] [REDACTED] [REDACTED]
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From: [REDACTED]
To: [REDACTED]
Subject: RE: Letter to the Ministry of Health Fluoride.docx
Date: Tuesday, 8 March 2022 3:51:00 pm
Attachments: [image001.png](#)

The 'Bad News Brigade' strikes again

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]
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Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



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From: [REDACTED]
Sent: Tuesday, 8 March 2022 3:47 pm
To: [REDACTED]
Subject: RE: Letter to the Ministry of Health Fluoride.docx

I have told so much bad news to senior military that I have it down pat!!

[REDACTED]
Director of Regulatory Services



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Tuesday, 8 March 2022 3:35 pm

To: [REDACTED]

Subject: RE: Letter to the Ministry of Health Fluoride.docx

Perfect, you sure you weren't a comms person in a previous life?

[REDACTED] (she/her)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: [REDACTED]

Sent: Tuesday, 8 March 2022 3:23 pm

To: [REDACTED]

Subject: Letter to the Ministry of Health Fluoride.docx

Here is my draft

From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoride - CCR briefing and SLT
Date: Tuesday, 8 March 2022 10:01:00 am
Attachments: [image002.png](#)

It's in there

I'm working on a kit of resources to send them

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
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From: [REDACTED]
Sent: Tuesday, 8 March 2022 9:38 am
To: [REDACTED]
Subject: RE: Fluoride - CCR briefing and SLT

Great point [REDACTED]!

[REDACTED] – can we cover that off

[REDACTED]
Director of Regulatory Services



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045

From: [REDACTED]

Sent: Tuesday, 8 March 2022 9:13 am

To: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: Fluoride - CCR briefing and SLT

Kia ora [REDACTED] – good work. It would be good to have a chat with [REDACTED] about this when he is back tomorrow. Our Customer Services Team are not resourced or set up to respond to a broader issue like this. Essentially, the first port of call for our customers is through the Council's contact centres. We need to make sure they feature in the comms plan to address inquires first off.

Ngā mihi

[REDACTED]

From: [REDACTED]

Sent: Monday, 7 March 2022 10:47 pm

To: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Fluoride - CCR briefing and SLT

Afternoon everyone,

Last week [REDACTED] (A/CE) approved the attached to go to the Board Chair ([REDACTED] direction). I have attached it as it provides a good summary of the fluoride issue as it stands.

The intent is at this week's SLT to provide the CCRs/SLT with an overview of the Comms Plan and timeline for informing our councils (a basic version of this is in the attached).

The main constraint acting on is to have this completed prior to the next Water Committee.

It is however crucial that we have the customer support team briefed and ready to receive queries from the public prior to releasing the information to councils and your CCR counterparts; so please use the attached to read into the issue for now and it will prepare you for the brief at

the SLT.

I appreciate that maintaining good accord with your CCR counterpart is crucial and that these relations are under some tensions already - I am therefore happy to attend your CCR meetings and brief your counterpart with you if that will be helpful.

Many thanks,



Director of Regulatory Services



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From: [SharePoint Online](#)
To: [REDACTED]
Subject: [REDACTED] successfully used the link to "Fluoride supply project communications plan v2"
Date: Monday, 7 March 2022 9:19:27 pm
Attachments: [31640b63-72fb-4a19-8955-a16695e4aca6](#)
[2fbf7a8a-7b6d-494c-886a-04dd524217af](#)
[de2555f6-ee80-4d9c-ac19-bdec26c3e9fc](#)

[REDACTED] has opened the link you sent to "Fluoride supply project communications plan v2"!

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Fluoride supply project communications plan v2

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[Notification Settings](#)

From: [REDACTED]
To: [REDACTED]
Subject: RE: Possible time with SLT and [REDACTED] this Thursday?
Date: Monday, 7 March 2022 11:28:00 am
Attachments: [image001.png](#)

I'm working from home, is it possible that they call via teams?

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
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From: [REDACTED]
Sent: Monday, 7 March 2022 11:08 am
To: [REDACTED]
Subject: RE: Possible time with SLT and [REDACTED] this Thursday?

Sure, I am unsure what time you will be required sorry, but I am sure someone will grab you when it's your turn.

From: [REDACTED]
Sent: Monday, 7 March 2022 9:07 am
To: [REDACTED]
Subject: Possible time with SLT and [REDACTED] this Thursday?

Hi [REDACTED]

Any chance you could squeeze [REDACTED] and myself into SLT this Thursday to quickly brief CCRs on the fluoride dosing project and comms?



[\(she/her\)](#)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoride update to Chair of Board.pdf
Date: Monday, 7 March 2022 9:26:58 am
Attachments: [image002.png](#)
[image004.png](#)

[REDACTED],

The SLT is on Thursday – I can get it added as a discussion with Ian attending.

Prior to the SLT we can provide the CCR/SLT an info pack. The only snag I see for us is [REDACTED] is in a very tense relationship point WCC so would need assurance regarding delivery of notification to WCC – that will be covered by us but I say more for our situational awareness that could take a bit of tailoring.

Talk soon

[REDACTED]

Director of Regulatory Services



[REDACTED]

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Level 4, 25 Victoria Street, Petone, Lower Hutt
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From: [REDACTED]
Sent: Monday, 7 March 2022 9:04 am
To: [REDACTED]
[REDACTED]
Subject: RE: Fluoride update to Chair of Board.pdf

Missed you [REDACTED]!

I'm free tomorrow morning from 8.30-9.30, 11-12, then all afternoon?

Looks like [REDACTED] is available all day except 1.30-3pm.

Shall we book 11.30-12?

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



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From: [REDACTED]
Sent: Monday, 7 March 2022 9:01 am
To: [REDACTED]
Subject: RE: Fluoride update to Chair of Board.pdf

Hi Both,

Apologies was off – grid last week.

Seams to have been a busy time on the Fluoride Comms front.

Flexible to support a meeting with the CCR's this week if required, my diary is filling up fast, so it maybe easier for you and I [REDACTED] to have Teams call to find a diary slot?

Kind Regards | Ngā Mihi Nui

[REDACTED]
(he/him) [Why share pronouns?](#)

Principal Project Manager

[REDACTED]

Stantec New Zealand,
Level 15, 10 Brandon Street,
Wellington Central, Wellington 6011
New Zealand



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From: [REDACTED]
Sent: Monday, March 7, 2022 8:38 AM
To: [REDACTED]
[REDACTED]
Subject: RE: Fluoride update to Chair of Board.pdf

Awesome, thanks [REDACTED]!

It's good to tick something off the plan

Our next step is to have a meeting with our CCRs to discuss. It's a short turnaround so I'm unsure whether we will be able to meet with all of them, but I have an email and resources to send them if we can't.

Do you ([REDACTED] and [REDACTED]) have a preference on when to have this meeting? I'm happy to set it up?

Another option is to do it at the same time as the SLT meeting - Wednesday, seeing as all of our CCRs are SLT anyway (except [REDACTED], who could be invited) we could ask [REDACTED] to squeeze us in?

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED] [REDACTED]
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From: [REDACTED]

Sent: Sunday, 6 March 2022 9:28 pm

To: [REDACTED]

Subject: FW: Fluoride update to Chair of Board.pdf

[REDACTED] – here is what I ended up providing to the Chair.

I kept to what we agreed – the chair has already shared it with the other board members so I think that is the first tick on the comms plan!!!

The only question the Chair had regarding it was the timeline to the Water Committee meeting – I said I would be available at the Water Committee and by that stage the separate councils would have been informed through CCR etc.

I said that I only touch on Fluoride (not this issue but generally) during my brief to the Water Committee but I will be able to answer questions should the committee want to go into the issue or if it comes up elsewhere in the meeting.

[REDACTED]

Director of Regulatory Services



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements.
Date: Thursday, 3 March 2022 5:13:17 pm
Attachments: [image003.png](#)
[image001.png](#)

Kia ora [REDACTED],

Off the back of our meeting this morning I have updated the plan – it's still not 100% complete and some of the draft messaging needs work.

 [It's available here](#) and includes some draft messaging for the Board.

There are still some elements I'd like to firm up before we send it, if you have time I'd like to go through it with you tomorrow morning?

Let me know and I'll pop a request in your diary.

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED] [REDACTED]
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From: [REDACTED]
Sent: Thursday, 3 March 2022 4:35 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: Fluoride - Update requirements.

Hi [REDACTED]
To answer some of your questions:

Plant	Status of fluoride plant	Current production level (MLD)	Current fluoride dose residual mg/l	Average over last 7 days mg/l (approx.)	Region it feeds - Well dosed Poorly dosed Not dosed	Reason for not running	Prospect of project team resolving short term issue by June 22 (note – this is my personal view, untested by the project team).
Te Marua	Not running	68	0	0	Upper Hutt, Some regions of Lower Hutt, Porirua, North Wellington	Unreliable process and issue with mixing system in Treated Water Reservoir, resulting in unacceptable risk of over dosing.	Likely! A repair to the curtain in the TWR will improve our confidence of running the plant without fear of overdosing.
Waterloo	Running	82	0.81	1	Hutt City CBD, Eastbourne, Petone, Wellington South&East		N/A
Wainuiomata	Running	27	0.79	0.7	Wainuiomata, Wellington South & East		N/A
Gear Island	Not available	0	0	0	Wellington South & East	HFA storage tanks not HSNO compliant and ceiling above plant unsafe to work under, resulting in unacceptable HSE risk.	Unlikely – we suspect there is too much to do in the time available.

Any questions, please let me know.

Regards,

 **Manager, Maintenance & Automation**



[Redacted]

Private Bag 39804, Wellington Mail Centre 5045
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My standard working hours are 8:00am-5:00pm

From: [Redacted]

Sent: Thursday, 3 March 2022 10:27 am

To: [Redacted]

[Redacted]

[Redacted]

[Redacted]

Subject: RE: Fluoride - Update requirements.

Morena,

Just checking in to ensure the info below will be available by the end of today.

Thanks,

[Redacted]

Director of Regulatory Services



[Redacted]

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

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From: [Redacted]

Sent: Tuesday, 1 March 2022 2:15 pm

To: [Redacted]

[Redacted]

Cc: [Redacted]

[Redacted]

Subject: Fluoride - Update requirements.

Afternoon [Redacted] and [Redacted]

As the SLT Lead for the Fluoride issue I need to provide the Board Chair a one-pager of the issues and our way ahead. These range from reputation, current status and future timelines (when we will advise councils etc.).

I appreciate this issue is spread across a number of groups and sub-groups and therefore so is the information I require. As [Redacted] is away can I ask that you also coordinate with his team to provide the following information.

I am comfortable with the history of how we got here the information I need is the current status. Also I don't want to get confused between dosing and effective dosing – I need to know if we are dosing at an effective level sufficient to have a health benefit.

Accordingly I need the following:

For each plant:

Status of if plant is currently dosing fluoride

If dosing the ppm it is averaging

If not dosing why not E.g. H&S issue prevents plant being operated.

If dosage is below lower limit of health measure or plant is not dosing is it feasible to return plant to operation and achieve required dosage by 31 Jun (i.e. is the short-term objective of the Fluoride Implementation Programme feasible)

Wider information:

What areas are currently not being provided Fluoridated water within the Health dosage range. Ideally I would have this in a map image.

Status of the Implementation Programme's Medium/Long Term solution

Could I have this by the end of Thursday please – if not please let me know.

Thanks,

[Redacted]

Director of Regulatory Services



[Redacted]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoridation Summary
Date: Thursday, 3 March 2022 8:53:40 pm
Attachments: [image002.png](#)

Hi [REDACTED]

This is my summary of the wider issue – I am happy to have it packaged up.

I have worked it through with [REDACTED] and have used the Data [REDACTED] team has provided to ensure it is accurate.

Essentially we are drawing a line by saying we have shut two plants down we need to let our customers know.

Will send a team's meeting request to chat it over in the morning to talk about timings etc.

Thanks,

[REDACTED]

Background

WWL is required by its owners (apart from SWDC) to fluoridate all of Wellington's drinking water with the exception of part of Lower Hutt (Petone and Korokoro - due to historical preferences of that community).

This requires fluoridation to be dosed at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants (WTP) to achieve a level of fluoride between 0.6-1.0 g/m³.

The age of the fluoride dosing plants in all four of the Water Treatment Plants are all approaching 30 years. The fluoride plants have becoming increasingly inconsistent in their ability to dose correctly.

In the event of a dose variation the plant is shut down to prevent any chance of an overdose entering the water, and is then cautiously returned to operation in a staged manner.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report which was received in Feb 2022 – it confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified that the fluoride plant at Gear Island Water Treatment Plant had Health and Safety issues which prevents the safe operation of that plant. The report also found that a defect within the Te Marua Water Treatment Plant, that was outside of the fluoride plant, must be rectified before it is safe to continue dosing fluoride at that plant.

Current State of Fluoridation

Due to the identified Health & Safety issue at Gear Island and the plant defect at Te Marua,

fluoridation of the water from those Water Treatment Plants has now been stopped.

This impacts the provision of fluoridated water to large parts of Wellington. The only areas that are currently receiving fluoridation within the recommended health guidelines (with some interruptions) are:

- Wainuiomata,
- Hutt City, and
- Eastbourne.

All other areas (Wellington City, Porirua etc.) are receiving no fluoride or insufficient to have a health benefit.

Impact on Customers

As customers rely on the presence of fluoride in the water for health benefits it is important that they are made aware of a lengthy absence of fluoride to make adjustments in their oral health regime.

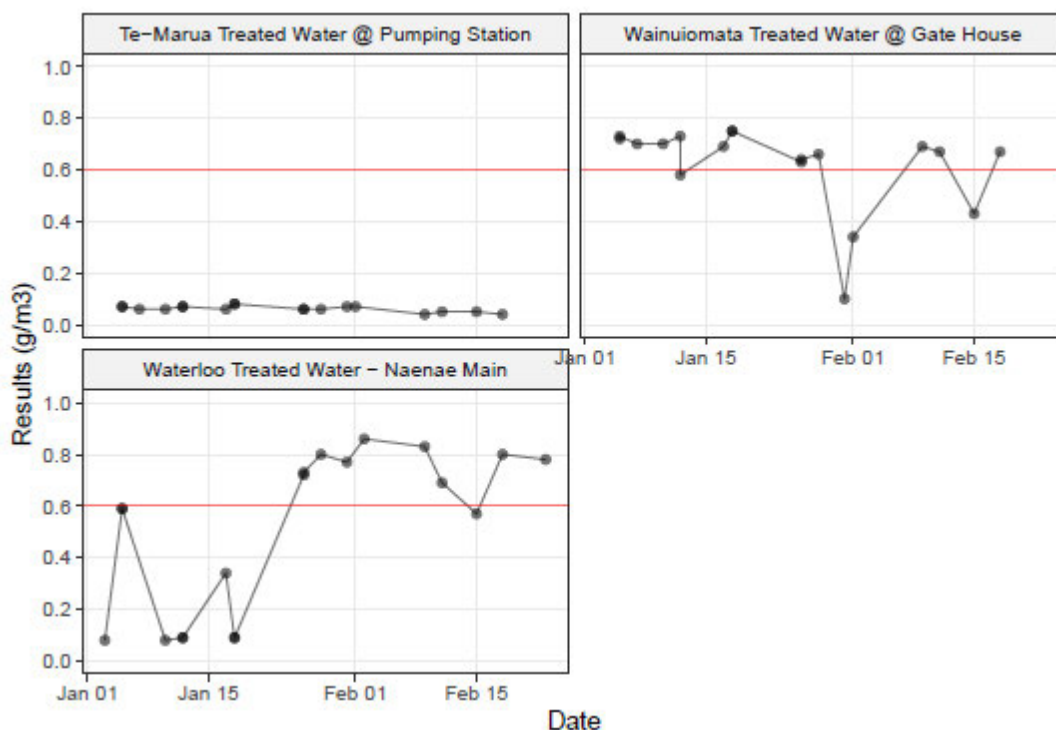
Wellington Water will release a communication plan to ensure communities and relevant organisations (Dental Association etc.) are informed.

Return to full fluoridation

WWL has commenced a two phased programme:

- firstly to improve the current fluoridation plant to improve reliability of operation,
- secondly to upgrade all the fluoridation systems in the region over the medium term to long term.

The project team’s assessment is that by 30 Jun 22 the defect in at the Te Marua Water Treatment Plant defect will be fixed allowing fluoride dosing to be recommenced to large parts Upper Hutt, Porirua and most of Wellington City.



[Redacted]

Director of Regulatory Services



[Redacted]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoride interim comms plan
Date: Thursday, 17 February 2022 11:19:42 am
Attachments: [Fluoride Communications Plan.docx](#)
[image001.png](#)

Hi [REDACTED]

Here's the interim comms plan that [REDACTED] has developed on the fluoride dosing work for our meeting this afternoon. As mentioned, this plan is to tie us over in the meantime while the project is getting up and running – we will have to create a project specific comms plan later on.

Cheers,

[REDACTED]

[REDACTED]
Communications and Community Engagement Manager



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

www.wellingtonwater.co.nz



Senior Leadership Team Meeting

Meeting: [REDACTED] to complete
Agenda no: [REDACTED] to complete
Prepared: [REDACTED], Manager PMO
Approved: [REDACTED], GM ND&D

Regional Fluoride Implementation Programme Update

Purpose

1. To provide an update on the programme to implement safe fluoride dosing systems in the Water Treatment Plants.

Summary

2. The Ministry of Health has issued a letter to Chief Executives of Councils and Water Entities on 15 December 2021 stating that the MoH will “start issuing direction to fluoridate from June 2022 onwards...”
3. Wellington Water provides drinking water to the Greater Wellington Region through the bulk water network owned and funded by Greater Wellington Regional Council. The network is fluoridated, although the equipment is old and unreliable. There are small public water supplies at Kaitoke, Petone and Korokoro that are also subject to the direction.
4. South Wairarapa’s water supply for Greytown, Featherston and Martinborough is not fluoridated.
5. There are two workstreams:
 - The completion of the information requested by the MoH and compliance information. That part is led by [REDACTED] and is not in scope for this paper.

- The programme to implement the plan to reach compliance across the region.
6. The implementation programme has been divided into two phases:
 - the first to improve the current systems in the Wellington network to be compliant by 30 June 2022,
 - the second is to upgrade all the fluoridation systems in the region over the medium term to long term.
 7. A key part of the programme is stakeholder engagement and communications. A plan will be developed to keep both internal and external stakeholders engaged and informed of the short and long-term works.

Recommendation

8. It is recommended SLT note this report.

Background

9. The programme will be delivered through our standard capital delivery process through the Wellington Water Programme Office. We anticipate having to add a resource to focus on this project in the short term.
10. We are the stage of creating a project brief. A Project Manager and team from the Panel has been selected. In this case we asked for submissions for allocation and placed the project based on experience and the personnel.
11. It is planned to deliver the programme in two phases:
 - **Phase 1:** Short Term Objectives (Before 30 June 2022).

Short term objective - To ensure reliable dosing to the region by improving existing dosing systems, targeting 30 June 2022. This needs to be achieved while also minimising the risk of fluoride over-dosing. Currently fluoride dosing at Te Marua WTP and Gear Island WTP is not sufficiently safe or reliable to put back into service.

- **Phase 2:** Assessment and implementation of Medium and Long-Term Solutions

Medium to Long Term objective - Implement upgrades to the fluoride dosing systems at each plant to comply with the Water New Zealand code of practice and Drinking Water Standards NZ.

Current Status

12. An initial investigation report of current situation was completed by Stantec last year and reviewed by Lutra. The review comments have now been closed out and the report finalised.
13. A draft brief is being prepared.
14. A Project Team has been engaged to deliver the programme, their current focus is:
 - to help finalise the brief and
 - begin programme delivery planning based on info in brief and initial investigation report
 - Project administration including budgets and funding.
15. The team are expecting the delivery cost of the programme to be in the order of \$8M - \$12M.
16. The panel team is Stantec and the Project Manager is [REDACTED].
17. The project communications lead will be [REDACTED] from the WWL Comms team reporting to the Project Manager. We have gone with this option because of the weighting towards the requirement for WWL to Council type communications and regional messaging. There will also be media

enquiries that we would prefer to be Wellington WATER led.etc. in this instance as oppose to our usual communications profile of mostly the biggest issue being construction activities disrupting residents and commuters

18. A 'pre-kick off meeting' has been held with representation from NET, NMG, [REDACTED], PMO and the Stantec Project Team to discuss status and requirements to help the project team to start their planning

Next Steps

19. Complete the brief and sign-off from the Wellington Water stakeholders
20. Confirm funding
21. Develop the delivery plan including procurement and the Communications and Stakeholder plan development

Treatment Plant Projects

22. We have learnt some things about delivering treatment plant projects. Here are some of the key lessons and mitigation proposals:
 - Scope creep - Clear outcome set out in the Project Brief to be a reference point for scope. "Hold" points in the project delivery timeline will provide opportunity to ensure work is still on the right path
 - Clear roles and responsibilities – full scope to be managed by the project manager
 - Treatment Plants are a speciality- consultant panels were asked to provide CVs for the key team members (PM, Design, HAZOP and relationship with Operations). Likewise, specialists will be used from other panel members for peer review. We are still working through the resource we will use in the PMO to ensure they are best fit for this and other regional treatment plant upgrades.

- Stakeholder and Community Communications – this is going to be a hot topic when it becomes more apparent that mandated fluoride is coming. We will use our internal communications team [REDACTED] rather than our construction project team we use elsewhere in the PMO.
- Business Ownership sits with the Network Management Group (NMG) - there needs to be a balance of the right level of input and feedback, there is a risk of overload and overreliance or not enough connection to ensure expertise and experience of the NMG team is captured. We are working with NMG to get a relationship lead and agree the right level of engagement.
- Standardisation where possible – we need to be better at thinking about the long-term costs and complexity in managing assets. Each time we put in a bespoke solution; we make it harder on our future operators. Where possible, the solution will be standard, and permission will be needed to move away from that. Access for maintenance and inspection will be part of scope and the Safety in Design Process

Attachments

23. There are no attachments.

From: [REDACTED]
To: [REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx
Date: Thursday, 24 February 2022 5:22:47 pm
Attachments: [image002.png](#),
[image003.png](#),
[SLT - Fluoride Project Update Feb 22.docx](#)

Fyi (in case it hasn't come across to you already)

Kind Regards | Ngā Mihi Nui

[REDACTED]
(he/him) [Why share pronouns?](#)

Principal Project Manager

[REDACTED]
Stantec New Zealand,
Level 15, 10 Brandon Street,
Wellington Central, Wellington 6011
New Zealand



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From: [REDACTED]
Sent: Thursday, February 24, 2022 4:48 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx

FYI, SLT paper attached

From: [REDACTED]
Sent: Thursday, 24 February 2022 4:14 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx

Kia ora,

SLT endorsed the fast track approach to the project and supported the appointment of a programme lead within Wellington Water to be across the three workstreams – regulation, delivery (short and long term) and the comms....

█

[REDACTED] (she/her)
Group Manager Network Development & Delivery



[REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Tuesday, 22 February 2022 3:14 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: * All Group Leaders - Network Development & Delivery
<[AllGroupLeadersNetworkDevelopmentAndDelivery@wellingtonwater.co](mailto:AllGroupLeadersNetworkDevelopmentAndDelivery@wellingtonwater.co.nz)> [REDACTED]
[REDACTED]
Subject: SLT - Fluoride Project Update Feb 22.docx

Kia ora,

Here is a paper that was requested for the SLT meeting on Thursday that sets out where the Fluoride Treatment Implementation project is at.

[REDACTED] has had a preview, and will send around a note about the regulatory side of the work.

[REDACTED] – apologies – with all the other things going on, this has not made into the system....

Nga mihi

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Fluoride narrative and Brief to Council on Regulation
Date: Wednesday, 2 March 2022 9:28:59 am
Attachments: [4.1 DRAFT Regulation Brief to Council.pptx](#)
[image002.png](#)

The narrative that [REDACTED] has given Councils verbally.

[REDACTED]
Communications and Community Engagement Manager



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Tuesday, 22 February 2022 3:44 pm
To: [REDACTED]
Subject: Fluoride narrative and Brief to Council on Regulation

Fluoride – Narrative

GWRC requires WWL to fluoridate all of Greater Wellington Region's drinking water with the exception of part of Lower Hutt (Petone area due to historical preferences of that community).

This requires three fluoridation plants at the Te Marua, Waterloo and Wainuiomata Treatment Plants and an additional fourth fluoridation plant at Gear Island Treatment Plant to fluoridate the un-fluoridated drinking water provided to Petone before it travels onwards to Wellington City.

The health benefits come from a dose that gives 0.6-1.0 ppm of fluoride. As fluoride is toxic in large doses an 'abundance of caution approach' is used to ensure that at no point does WWL release water into the system that exceeds the maximum dose.

The age of the fluoride dosing plant in all four treatment points is approaching 30 years and is becoming increasingly inconsistent in its ability to dose correctly. This has impacted on the confidence the operators have in operating the plant. In the event of a dose variation the plant is shut down to prevent any chance of an overdose entering the water and then is cautiously

returned to operation in a staged manner. This is time consuming and as fluoride is not a requirement to make safe drinking water the return to service of fluoride plants occurs after work is completed that provides assurance around critical systems to public health (Chlorine, UV light etc).

The combined result of the plant unreliability and WWL's safety centric approach to returning fluoride plant to operation is sub-optimal levels of fluoridation. It is estimated that plants are only able to achieve the following rates of operation:

Te Marua 10-20%

Waterloo 30-40%

Wainuiomata 10-20%

Gear Island 55%

A report was commissioned in 2021 and peer reviewed in Feb 2022 – it confirmed the poor state of the plant and the limited feasibility of keeping the plant running into the medium term. It also identified that fluoride dosing at Te Marua WTP and Gear Island WTP is not sufficiently safe or reliable to put back into service in the immediate term – this report was reassuring as it supported the highly cautious approach the operators were using in operating that plant.

Way Ahead

The result is WWL has commenced a two phased programme:

- firstly to improve the current systems in the Wellington network by 30 June 2022 to improve rates of operation,
- secondly to upgrade all the fluoridation systems in the region over the medium term to long term.

Wider Context

The Ministry of Health has indicated an intent to mandate fluoridation of drinking water in 2022. Their intent is that currently fluoridated supplies must maintain fluoridation and all other supplies will be required to show a plan towards fluoridation.

This creates decision point on if replacing the plant in Gear Island is a sound investment as it will be made redundant when all drinking water is required to be fluoridated.

Cost

It is estimated that long term plan for replacing/installing a fluoride plant would be in the vicinity of \$1M per plant – that estimate will be clarified as the project progresses.

Reputation

Fluoride has been historically a contentious issue for some communities. The move by the Ministry of Health to mandate will cause debate and WWL is aiming through immediate improvements to our plants to have a good rate of operation when this debate may occur.



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Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoride - Way ahead
Date: Wednesday, 2 March 2022 10:05:00 am
Attachments: [image001.png](#)
[image003.png](#)

Thanks [REDACTED]

[REDACTED] ([she/her](#))

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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

www.wellingtonwater.co.nz



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

From: [REDACTED]
Sent: Wednesday, 2 March 2022 10:05 am
To: [REDACTED]
Subject: Re: Fluoride - Way ahead

This is brilliant [REDACTED]. I am confident we will be all on the same page after chatting tomorrow.

[REDACTED]
Director of Regulatory Services

[REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Wednesday, March 2, 2022 9:45:00 AM

To: [REDACTED]

Subject: RE: Fluoride - Way ahead

Kia ora [REDACTED],

I've attached the draft comms plan to this email to discuss.

I'll find a time in our diaries.

[REDACTED]

[REDACTED] ([she/her](#))

Senior Communications Advisor

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Working from home: Tuesday and Thursday



[REDACTED] [REDACTED]

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From: [REDACTED]

Sent: Wednesday, 2 March 2022 9:26 am

To: [REDACTED]

Subject: RE: Fluoride - Way ahead

Hi [REDACTED]

[REDACTED] is the comms lead for Fluoride in my team. Can we please catch up on the below?

There are a few factors we need to discuss. [REDACTED] will find us some to meet.

Cheers,

[REDACTED]

[REDACTED]

Communications and Community Engagement Manager



From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:24 am
To: * All Group Managers <AllGroupManagers@wellingtonwater.co.nz>
Cc: [REDACTED]
Subject: Fluoride - Way ahead

Morning,

My intent regarding communication of Fluoride is:

1. By the end of the week have the information gathered to provide the Board Chair a full update on way ahead and the feasibility of the short term solutions and the medium/long term project.
2. From there provide a document to the relationship managers that fully covers the narrative to how we got here and what is now being done. I will also be happy to talk through this with the managers and they can offer for me to talk with their council counterparts if that is preferred (whatever helps the relationship). This communication will include frank outline of our estimate of where will not receive Fluoridated water and for how long so we can draw a line under the issue.

This will mean by the end of next week we aim to have our customers up to speed and fully aware of the status of Fluoride in their communities.

I have also asked Network Performance to start reporting the levels of Fluoride in the water (including zero) to me weekly to ensure that we have a watch on the levels. Ideally we will be able to create an image that shows fluoride coverage.

It is important (and this will be key in the messaging to the councils) is that the operators continue a cautious approach to dosing based on their confidence in the plant. There is no pressure on them to take unnecessary risk in operation of the Fluoride plants – customer safety continues to be the priority.

Thanks,

[Redacted]

Director of Regulatory Services



[Redacted]

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:17:00 am
Attachments: [image001.png](#)
[Fluoride supply project communications plan v2.docx](#)

Hi [REDACTED],

[REDACTED] and I have a meeting with [REDACTED] tomorrow to discuss the emails below.

It looks like there have been some conversations happening that I have not been party to – but it doesn't look like it will change what we have discussed.

So you're in the loop, I've attached the draft comms plan (which I am still working on). The timeline is up for discussion, my preference is that we pace the messaging to make sure we get it right. This may mean that we expedite the messaging to the board with an overview of planned communications rollout.

Happy to have a chat, I'm free this afternoon.

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:21:00 am
Attachments: [image001.png](#)

Ahh I see, I didn't realise we had briefed the board.

Happy to discuss tomorrow, with the potential that we expedite messaging to the board with an overview of planned communications rollout – so they know we have it in hand.

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:14:14 am
Attachments: [image004.png](#)

Hi,

I can articulate the pressures on timeline tomorrow [REDACTED] – Essentially now we have briefed the Board the Chair feels exposed. So we lose a bit of control over the time of exposure as she pressured [REDACTED] to resolve the reputation risk etc. From The Chairs perspective the longer we take the greater the liability the Chair feels exposed to.

Cheers

[REDACTED]
Director of Regulatory Services



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:57 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])

Hi [REDACTED], I was told [REDACTED] had spoken to GWRC himself already, not sure the depth of the content provided to them though.

Hi [REDACTED], can you confirm that the time pressure with this information is related to the timing of the next Water Committee meeting and the desire to inform the other Councils of the status (and perhaps provide a more formal update to GWRC).

Regards,

[REDACTED] **CPEng**
Water Treatment

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:50 am

To: [REDACTED]

[REDACTED]

Subject: RE: Fluoride - Update requirements.

I have a draft plan and comms nearly ready. But I'm hesitant to begin rollout with [REDACTED] on leave...

When is the next board meeting and committee meeting? Also, what do GWRC know? I've asked [REDACTED] and [REDACTED] and they've both said that no conversation has happened yet...

[REDACTED] [\(she/her\)](#)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED]

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From: [REDACTED]

Sent: Wednesday, 2 March 2022 8:46 am

To: [REDACTED]

[REDACTED]

Subject: RE: Fluoride - Update requirements.

Hi [REDACTED], the pressure is both internal and external, apparently GWRC know, but the other councils don't know and [REDACTED] needs to be in a position to tell them/ Water Committee as soon as possible (and the deadline might be that the next meeting is coming up).

Regards,

[REDACTED] **CPEng**
Water Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in

From: [REDACTED]
Sent: Tuesday, 1 March 2022 6:59 pm
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Re: Fluoride - Update requirements.

Hi [REDACTED],

I'll have a draft plan to you and [REDACTED] for sign off tomorrow. I'll include the board messaging request draft in the appendix.

I'm happy to have something to [REDACTED] by Thursday, but I also need to ask what's driving this deadline? Internal or external pressure?

Happy to discuss,

[REDACTED]

Sent from my iPhone

On 1/03/2022, at 5:14 PM, [REDACTED] wrote:

Hey [REDACTED] and [REDACTED],
The appetite (and urgency) for info on fluoride is growing – see below.

Can I get an update? Are you able to get something out by Thursday?

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 1 March 2022 3:55 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Fluoride - Update requirements.

Hi all

I have sent an email to the NPT identifying key information sources.

I have highlighted below [REDACTED] data requirements that the NPT can provide. The other information may likely need to come from the treatment team

Thanks

From: [REDACTED]

Sent: Tuesday, 1 March 2022 2:15 pm

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: Fluoride - Update requirements.

Afternoon [REDACTED] and [REDACTED],

As the SLT Lead for the Fluoride issue I need to provide the Board Chair a one-pager of the issues and our way ahead. These range from reputation, current status and future timelines (when we will advise councils etc.).

I appreciate this issue is spread across a number of groups and sub-groups and therefore so is the information I require. As [REDACTED] is away can I ask that you also coordinate with his team to provide the following information.

I am comfortable with the history of how we got here the information I need is the current status. Also I don't want to get confused between dosing and effective dosing – I need to know if we are dosing at an effective level sufficient to have a health benefit.

Accordingly I need the following:

For each plant:

Status of if plant is currently dosing fluoride **WTP Team**

If dosing the ppm it is averaging **This should come from WTP fluoride analysers into Data Historian. [REDACTED] was already tasked with looking at creating reports using this data. [REDACTED] will also look at the lab data from the required compliance monitoring, as well as the networks sites where the lab also monitors fluoride. The lab data should be relatively easy by Thur as we have a lot of this data already from the frequent LGOIMA requests we get. The online data may have to be a WIP in the short term**

If not dosing why not E.g. H&S issue prevents plant being operated. **WTP Team**

If dosage is below lower limit of health measure or plant is not dosing is it feasible to return plant to operation and achieve required dosage by 31 Jun (i.e. is the short-term objective of the Fluoride Implementation Programme feasible) **WTP Team and PMO**

Wider information:

What areas are currently not being provided Fluoridated water within the Health dosage range. Ideally I would have this in a map image.

Status of the Implementation Programme's Medium/Long Term solution

Could I have this by the end of Thursday please – if not please let me know.

Thanks,

[Redacted]

Director of Regulatory Services



[Redacted]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing
Date: Friday, 25 February 2022 1:04:00 pm
Attachments: [image003.png](#)
[image006.png](#)

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
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From: [REDACTED]
Sent: Friday, 25 February 2022 12:26 pm
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing

Believe it or not, I do know when to shut up :)

[REDACTED]

[REDACTED] ([she/her](#))
Group Manager Network Development & Delivery



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Friday, 25 February 2022 12:19 pm
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing

Thank you

[REDACTED] (she/her)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED]

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From: [REDACTED]

Sent: Friday, 25 February 2022 12:18 pm

To: [REDACTED]

Subject: RE: GWRC + Fluoride dosing

nope

[REDACTED] (she/her)

Group Manager Network Development & Delivery



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]

Sent: Friday, 25 February 2022 12:17 pm

To: [REDACTED]

Subject: RE: GWRC + Fluoride dosing

Nothing about the issues we've been having with our current dosing systems?

[REDACTED] (she/her)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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From: [REDACTED]

Sent: Friday, 25 February 2022 12:16 pm

To: [REDACTED]

Subject: RE: GWRC + Fluoride dosing

Hi – if that is what you need, we don't need a meeting as I have said bugger all other than it is coming. [REDACTED] has seen the letter from the Minister.

[REDACTED]

[REDACTED] (she/her)
Group Manager Network Development & Delivery



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



-----Original Appointment-----

From: [REDACTED]

Sent: Friday, 25 February 2022 11:46 am

To: [REDACTED]

Subject: GWRC + Fluoride dosing

When: Tuesday, 1 March 2022 2:00 pm-2:30 pm (UTC+12:00) Auckland, Wellington.

Where: Microsoft Teams Meeting

Kia ora [REDACTED] and [REDACTED]

Can we catch up quickly so I can get an understanding of what we've communicated so far, with GWRC, about our fluoride dosing?

I'm writing a communications plan and need to know where I'm starting from



Microsoft Teams meeting

Join on your computer or mobile app

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[Learn More](#) | [Meeting options](#)

From: [REDACTED]
To: [REDACTED]
Subject: Fluoride dosing
Date: Monday, 10 January 2022 11:37:00 am
Attachments: [Fluoride Communications Plan.docx](#)
[Item of significance - reliability of Fluoride dosing systems.msg](#)
[image002.png](#)

Morena team,

Just following up from the meeting at the end of last year.

My understanding is that we are creating an action plan, as a priority, this year? (Apologies, I was unable to attend).

Happy to catch up next week to discuss how comms fits in?

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]

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Wellington's Water Treatment Plants - Fluoride dosing systems

1. Purpose of Item of Significance

To provide the SLT with information to be considered regarding the fluoride dosing systems at Te Marua, Waterloo, Wainuiomata and Gear Island.

2. Recommendations

That the Wellington Water Chief Advisor Drinking Water recommends that SLT:

- (1) receives and notes the item of significance;
- (2) notes that staff are still investigating the feasibility and cost of improving the current poor reliability and performance of fluoride dosing.
- (3) notes that the required work to set a target reliability of 90% were not included in the GWRC Long Term Plan, and additional revenue would be required to fund ongoing costs if no alternative revenue is identified;
- (4) notes that the facilities have become onerous and unsafe to operate. Turning off the facilities is less of a risk than continued operation;
- (5) agrees to EITHER:
 - (a) continue to run the fluoride dosing systems at the Water Treatment plants acknowledging the continued risk and unreliability of the service until further remediation is possible;
 - (b) stop the fluoride dosing systems at the Water Treatment plants until further remediation is possible, acknowledging the terms of the Health (Fluoridation of Drinking Water) Amendment Bill and implications on long term public oral health; or
 - (c) stop fluoride dosing at Te Marua and Gear Island and continue to run the fluoride dosing systems at the other Water Treatment plants acknowledging the continued risk and unreliability of the service until further remediation; and
- (6) agrees that, if option a), b) or c) is chosen, further communication activity will be required and further work on the Fluoride Dosing Systems will need to be included in the GWRC Annual or Long Term Plans.

3. Introduction

Wellington Water operates four fluoridation facilities, located at the four water treatment plants that supply the Wellington regional water supply network.

These fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation and the consistency of the treated water fluoride concentration. Due to these issues, the percentage of time that the fluoride dosing facilities have been operational is poor.

With the Health (Fluoridation of Drinking Water) Amendment Bill being passed through the Health Committee in November, water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating will be required to continue to do so unless directed by the Director-General of Health to stop.

This is likely to place more emphasis on reliability of fluoride dosing and raises these issues to an operational risk.

4. Background

Operational statistics for January 2019 to May 2020:

Water Treatment Plant	Fraction of time fluoridation was operational
Te Marua	10-20%
Waterloo	30-40%
Wainuiomata	10-20%
Gear Island*	55%

*Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness.

The poor reliability illustrated above is exacerbated by the fact that because fluoridation is not considered a critical water safety requirement, issues are most easily dealt with by shutting down fluoridation systems, with rectification and reinstatement of fluoride dosing taking a lower priority than other more critical tasks.

Issues at the Water Treatment Plants include:

Te Marua

The fluoride dosing system at the Te Marua Water Treatment Plant has been non-operational since May 2021. This means that Upper Hutt, Porirua and the northern and western Wellington suburbs have not been receiving fluoride in their drinking water.

It has been offline because it is unreliable and has problems, such as:

- Short-circuiting in the treated water reservoir due to damage to the baffle curtain.
- Poor powder quality,
- Manual powder bag handling,
- Small mixing tanks,
- Incorrect fluoride dosing pump type,
- No standby fluoride dosing pump.

To fix these problems, the fluoride dosing system needs to be upgraded. Sizing and cost estimates have indicated that repairing/replacing the fluoride dosing system at Te Marua will cost between \$435,000 – \$696,000.

Waterloo

Between January 2019 and May 2020, the fluoride dosing system at the Waterloo Water Treatment Plant was operational 30-40% of the time. This is because of:

- Dosing pumps double as day tank recirculation pumps
- Complex system with batch makeup and pumped transfer to day tank.
- High manual operator input.
- Poor powder quality,
- Manual powder bag handling,
- Small mixing tanks,
- Incorrect fluoride dosing pump type,
- No standby fluoride dosing pump.

To fix these problems, the fluoride dosing system needs to be upgraded. Sizing and cost estimates have indicated that repairing/replacing the fluoride dosing system at Waterloo will cost between \$435,000 – \$696,000.

Wainuiomata

Between January 2019 and May 2020, the fluoride dosing system at the Wainuiomata Water Treatment Plant was operational 10-20% of the time. This is because of:

- Powder feeder screw is not fit for purpose and does not provide turndown or peak capacity
- No access to bottom of day hopper feed screw conveyor to allow maintenance
- Poor powder quality,
- Manual powder bag handling,
- Small mixing tanks,
- Incorrect fluoride dosing pump type,
- No standby fluoride dosing pump.

To fix these problems, the fluoride dosing system needs to be upgraded. Sizing and cost estimates have indicated that repairing/replacing the fluoride dosing system at Wainuiomata will cost between \$384,000 – \$614,000.

Gear Island

Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness. However, the Gear Island fluoride facility dosed continuously into the Wellington water supply (to accommodate the non-fluoridated Petone supply zone) until December 2021.

Issues include:

- The Gear Island Water Treatment Plant has old dosing equipment, entire system needs replacing.

- Future use of fluoride from this plant depends on fluoridation policy for Petone.

Sizing and cost estimates have indicated that replacing the fluoride dosing system at Gear Island will cost between \$384,000 – \$614,000.

5. Risk

The current fluoride facilities are not operating at a standard our client councils and the public would expect, e.g. Te Marua has been off since May 2021 and fluoridation of the Wellington artesian supply has ceased until further notice (as of December 2021). Drinking water supplied currently is likely without fluoride and our client councils/the public are unaware of this.

The facilities have become too onerous to operate (high number of callouts resulting in operator fatigue) and unsafe to operate. Turning off the facilities is less of a risk than continued operation.

There is no funding allocated to the repair/replacement of these facilities.

The Health (Fluoridation of Drinking Water) Amendment Bill states that water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. **Those already fluoridating will be required to continue to do so unless directed by the Director-General of Health to stop.**

6. Mitigation

The aim is to improve the current poor reliability and performance of fluoride dosing and set a target reliability of 90%. We commissioned Stantec to review the fluoride facilities and provide recommendations to achieve this target.

Stantec have provided a report stating: *“Given the difficulty of retrofitting new mixing tanks and dosing equipment into the existing fluoride plants, and the number of other issues that require addressing, it is recommended that Wellington Water replaces all the facilities with new ones designed to meet the NZ Code of Practice.”*

Preliminary sizing and cost estimates have indicated that repairing/replacing the facilities will cost between \$1,638,000 - \$2,620,000.

Replacing the existing dosing systems will take up to two years, factoring in budget approvals, design, and procurement etc. Physical site constraints, especially in the earthquake prone Waterloo Water Treatment Plant, will affect the detailed pipework and equipment layout design of each facility.

At this stage, we do not have funding, we do not have a design and we need to follow full project management implementation due to high risk of operating this chemical dosing system to both operators and public.

From: [REDACTED]
To: [* All Senior Leaders](#)
Cc: [REDACTED]
Subject: Item of significance - reliability of Fluoride dosing systems
Date: Friday, 17 December 2021 12:02:52 pm

Morena koutou

Our fluoridation facilities for the metropolitan area have and continue to experience ongoing issues that have reduced the availability and reliability of fluoridation and the consistency of the treated water fluoride concentration. Due to these issues, the percentage of time that the fluoride dosing facilities have been operational is poor due to a variety of reliability issues associated with the plant and the quality of the products dosed into supply.

The issue is of significance as it poses a potential reputational issue, and will take investment and time to resolve.

Your guidance is requested on how and who to communicate the issue to within our client councils - so that we adopt our usual no surprises approach.

Background

Fluoride plan operational statistics for January 2019 to May 2020 show the following:

Water Treatment Plant	Fraction of time fluoridation was operational
Te Marua	10-20%
Waterloo	30-40%
Wainuiomata	10-20%
Gear Island*	55%

*Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness.

SWDC currently has no fluoride dosing systems. With the Health (Fluoridation of Drinking Water) Amendment Bill recently being passed through the Health Committee, we may be required to fluoridate all supplies if directed to do so by the Director-General of Health. Those supplies already fluoridating are required to continue to do so unless directed by the Director-General of Health to stop. As a result, the issue may gain more attention in the near future.

What are the regulatory requirements?

Dosing of Fluoride is only a regulated issue in the event of exceeding maximum acceptable values stated in the drinking water standards. There is no regulated minimum reliability performance standard at present.

Historically, GWRC has self-imposed a 90% reliability target. The poor reliability experienced is exacerbated by the fact that because fluoridation is not a critical water safety requirement, issues are most easily dealt with by shutting down fluoridation systems - with rectification and reinstatement of fluoride dosing taking a lower priority than other more critical tasks.

What are the issues impacting reliability?

Issues contributing to the above at the Water Treatment Plants include:

- Short-circuiting in the treated water reservoirs.

- Poor powder quality,
- Manual powder bag handling,
 - Small mixing tanks,
 - Incorrect/unsuitable dosing pump types,
 - Lack of standby fluoride dosing pumps.
 - Dosing pumps doubling as day tank recirculation pumps
 - Complex systems with batch makeup and pumped transfer.
 - High manual operator input.
 - Powder feeder screws not fit for purpose, with lack of turndown or suitable peak capacity
 - No access to bottom of day hopper feed screw conveyors to allow maintenance
 - Old dosing equipment at the Gear Island Water Treatment Plant - the entire system needs replacing.

How much will it cost to fix, and how long will it take?

To fix these problems, the fluoride dosing systems need to be upgraded. Preliminary sizing and cost estimates indicated that repairing/replacing the fluoride dosing system at Te Marua will cost between \$435,000 – \$696,000, at Waterloo will cost between \$435,000 – \$696,000, at Wainuiomata will cost between \$384,000 – \$614,000, and at Gear Island will cost between \$384,000 – \$614,000.

Implementation is expected to take several years to complete. In the meantime we (and councils) will continue to carry the reputational risk.

Let me know if you have any further questions.

Ngā mihi



Chief Advisor – Drinking Water



From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.
Date: Friday, 17 December 2021 9:37:28 am
Attachments: [image001.png](#)
[image003.png](#)

Thanks both for your efforts on this topic.

Regards,

[REDACTED] **CPEng**
Water Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Thursday, 16 December 2021 2:54 pm
To: [REDACTED]
[REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

That's awesome [REDACTED]! You have done a great job. It's a little more formal than I would go for, but has the key issues set out really well

Thanks for your help – I'll get this sent off shortly

Cheers

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 December 2021 4:16 pm
To: [REDACTED]
[REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

H [REDACTED],

This is certainly not within my realm of expertise – but I've done my best!

I've incorporated your questions into the copy, hopefully I've covered everything. Please check that this is correct, I've made some sweeping assumptions and based most of the technical information off of the resources I have on hand – so it might be wrong.

Let me know if I've helped/hindered the process!

[REDACTED]

[REDACTED] [\(she/her\)](#)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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www.wellingtonwater.co.nz



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

From: [REDACTED]
Sent: Tuesday, 14 December 2021 9:24 am
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

If you have time that would be great

I'm thinking something along the lines of:

1. Why it's an item of significance, what is the risk
2. Background – what is the issue?
3. Why cant we simply fix it now?
4. How do we resolve it then?
5. Does it need funding, is/will it be included in the LTP via Service Planning?
6. Who do SLT think we should inform?

Regards

From: [REDACTED]
Sent: Tuesday, 14 December 2021 9:09 am
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

Can I gently suggest, that due to the risk associated with this, that we get it to SLT ASAP?

I'm happy to help you draft something if that would help? If you send me a template I'll work on it today.

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor



[REDACTED] [REDACTED] [REDACTED]
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Level 4, 25 Victoria Street, Petone, Lower Hutt

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

From: [REDACTED]

Sent: Monday, 13 December 2021 4:33 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Thanks. Yes still on the to-do list unfortunately

Regards

[REDACTED]

From: [REDACTED]

Sent: Monday, 13 December 2021 3:55 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

To add to the communications plan? SLT draft on this topic? (I think last email I saw this was still on your list).

Regards,

[REDACTED] CPEng
ter Treatment

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Monday, 13 December 2021 3:47 pm

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

Seriously. Please see my responses below.....

From: [REDACTED]

Sent: Monday, 13 December 2021 3:13 pm

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

You must of expected me to comment, given my passion for health outcomes and my Ministry of Health background

- When you say Wellington, is that Wellington Region, Wellington City, or parts of Wellington? e.g Northern and Western Wellington does not get water from Gear Is.... **The regions that normally receive Artesian supply and others when pumping up the gorge and Wainui off-course when back-pumping**
- Are we not dosing from Wainui? .. **that's not Artesian supply to Welly** Is the GI plant the only plant that doses fluoride into town (being the CPD, eastern and southern suburbs)....**again only for the Artesian (Waterloo/Gear Is) supply**
- The Health Amendment Act doesn't have too much of an impact at this stage. Our current focus should be on the fact that currently our owners fund us to provide fluoridated water (at the recommended WHO levels that will assist with the prevention of dental caries in infants) across the region, with the only exception being Petone, (the same as they also do for chlorinated water...so what is the difference?).... **having no disinfection can make**

adults & children sick or worse which is why Petone is now chlorinated Are we saying that we cannot meet that commitment and we don't know when we can? YES At this moment in time

Thanks [REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Monday, 13 December 2021 2:35 pm

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Good afternoon [REDACTED] and [REDACTED],

Back in 2016, owing to the Gear Island WTP HFA tanks being past their use-by date and a Health (Fluoridation of Drinking Water) Amendment Bill going before Parliament, a Worksafe Compliance Plan was applied for and granted to continue operating until November 30th 2021. As the Health (Fluoridation of Drinking Water) Amendment Bill had been put on hold but was again progressing I applied for a further Worksafe Compliance Plan which was granted as per attached. However an assessment of the tanks still being fit for purpose was left to be undertaken by myself in consultation with [REDACTED] the HSNO Compliance Certifier. I progressed this and was informed by Connect Water, who had performed the previous engineer's inspection, that they 'did not feel comfortable recommending an extension to their life inspection' unless specialist analysis of the tank material was undertaken. This was performed on an external tank material sample by Optimech who following their analysis report, as attached, felt an extension of the tanks operation was ill-advised owing to material degradation.

Another issue arose with the ceiling in the room where the tanks are installed has been deteriorating with portions exposing rebar resulting in the dosing being stopped in June 2021 until controls for working in that area were put in place until a repair can be undertaken. Once satisfied that suitable controls were in place I asked operations to restart the dosing in August to run the existing product down as much as possible with remainder to be removed by a suitable waste management company. The idea behind this was two-fold being to eliminate the hazard prior to the ceiling being repaired and allow an internal inspection of the tanks to be undertaken to confirm internal condition if felt necessary.

The present status is that we are not dosing with removal of remaining product being arranged by operations to allow a repair of the ceiling in a safe environment. I recommend a full decommissioning of this installation without further money being spent on an internal investigation especially as the Health (Fluoridation of Drinking Water) Amendment Bill became an Act in November and in all likelihood Petone will receive fluoridated water in the future meaning Wellington and Petone fluoride dosing would be at Waterloo.

The result is that Wellington will not be receiving fluoridated water for an extended period. If further clarification or information is required please contact me in the first instance

Ngā mihi,

 Senior Advisor Service Delivery



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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)
Date: Monday, 22 November 2021 2:28:00 pm
Attachments: [image007.png](#)
[image001.png](#)

No problem, hopefully the plan will help a bit

[REDACTED] ([she/her](#))
Senior Communications Advisor



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
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www.wellingtonwater.co.nz



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From: [REDACTED]
Sent: Monday, 22 November 2021 2:27 pm
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

No sorry, it's still sitting with me, on the to-do list

Regards
[REDACTED]

From: [REDACTED]
Sent: Monday, 22 November 2021 2:22 pm
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Kia ora team,

I'm not sure where we're at with this, but attached is a draft communications plan.

[REDACTED], did it go to SLT?

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
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From: [REDACTED]
Sent: Wednesday, 10 November 2021 4:01 pm
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Thanks. I haven't seen the Stantec report, can someone send a link please?

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 10 November 2021 4:00 pm
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Operationally we cannot provide a date when we can safely turn Te Marua WTP fluoride dosing back on, and we have not yet communicated this to SLT or the Councils.

The analysis from Stantec on the fluoride systems provides no quick wins to get around the issues at all of the treatment plants for fluoride dosing and that significant investment is required.

Operationally the only steps we can take right now are determining how to achieve the following two steps:

- Repair the treated water reservoir baffle curtains to prevent short circuiting (its ripped)
- Confirm that anti-siphon standpipe is functioning correctly and preventing siphoning.
Make adjustments to the standpipe if necessary

These steps won't make the dosing system at Te Marua more reliable though (there are a number of issues outlined in the Stantec report).

[REDACTED]
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 10 November 2021 3:33 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'm still not clear what the issue is to be honest.

[REDACTED] can you provide a bit more detail please?

Thanks

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 10 November 2021 2:07 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Can I confirm that you are going to take a first pass on this then I'll work on it after? As per the below conversation?

I don't feel I have the technical knowledge to write it.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 12:50 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'll send you one I did recently [REDACTED]

Cheers

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 12:31 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'm happy to help, would you be able to draft something [REDACTED] and I can shape it?

Also, could you send me an example of another?

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 11:59 am
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Yes I am looking for help on that.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 3 November 2021 11:55 am
To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Will you draft the item of significance [REDACTED], or are you looking for [REDACTED] to help with that?

Regards
[REDACTED]

From: [REDACTED]

Sent: Wednesday, 3 November 2021 11:54 am

To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hello, just following up on expected timelines for communications on this topic (so I can keep [REDACTED] up to date)?

Thanks!

[REDACTED]
[REDACTED] [ter Treatment](#)

[REDACTED] [REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Thursday, 28 October 2021 9:14 am

To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

I agree. No surprises.

I'm happy to review a draft IOS

Regards
[REDACTED]

From: [REDACTED]

Sent: Thursday, 28 October 2021 8:44 am

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

That depends on how we expect the councils to react. I am concerned that this is an expectation and one we have not been meeting at Te Marua since May 2021.

In my opinion, yes, I think it should be raised at SLT.

From: [REDACTED]
Sent: Thursday, 28 October 2021 7:48 am
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED]
FYI [REDACTED] has asked whether or not this is an item of significance for SLT. No one has confirmed yes or no yet.

[REDACTED] [Water Treatment](#)

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 3:48 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],
Thank you!

Timing to get back on this..... I guess once you have a read the material we can land on that, but the key is we are trying to be transparent as soon as possible because the Councils "expect" we are dosing it and Te Marua is currently off and has been since the end of May 2021.

Let's start here! <https://www.wellingtonwater.co.nz/your-water/drinking-water/how-is-it-treated/whats-in-your-water/fluoride/>

What is fluoride?

See FAQs

Why do we use it?

See FAQs

Is it mandated that it's included in the water we provide?

See FAQ's

How many treatment plants currently use fluoride?

Only the Wellington Regions ones, not the SWDC ones

Are we stopping fluoride dosing at all treatment plants?

No - Te Marua and Gear Island will be off, Waterloo and Wainui are functional but are not reliable and require upgrades

If Te Marua (TM) is not using fluoride, how many areas does this impact? (Who receives water from TM?)

Upper Hutt, Porirua and Wellington City

How can people substitute fluoride? Is there a particular toothpaste they can use?

Don't know the answer to this.

What (if any) impact will this have on people's health (short term)?

See FAQ's

ISSUE AT TE MARUA and GEAR ISLAND

OK this is where I need to build some operation detail, but these are my first responses.

What is the issue?

Dosing systems have been functional but have become more and more unreliable and require upgrades

Why we can't we resolve it now?

Dosing systems need to be redesigned to make them reliable and safe to operate

Why will it take so long to fix?

Do not have funding, do not have a design, need to follow full project management implementation due to high risk of operating this chemical dosing system to both operators and public.

What the risks of operating it as it is?

It is less risk to keep it off as an overdose will poison people. Over a long period of time having it off is related to the health of peoples teeth.

Is this a new issue, and if not how long have we known?

Years apparently (will get more data) before my time ! My interpretation is that we have been nursing them along, but now they have become too onerous to operate (high number of callouts resulting in operator fatigue) and unsafe to operate.

Is the issue common to other treatment plants?

It is common to chemical dosing systems using powder, it is common to systems that may not have been designed to meet an operational target (such as operators and maintainers should only have to intervene once a week).

Will this affect all areas/councils?

Yes, not right away, but if the other systems become too unreliable they may have to be turned off too.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 3:15 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

This is interesting!

First off I'm going to need some information so I can craft some key messaging and a plan (even if we decide it is stakeholder communication only).

Let's start with:

What is fluoride?
Why do we use it?
Is it mandated that it's included in the water we provide?
How many treatment plants currently use fluoride?
Are we stopping fluoride dosing at all treatment plants?
If Te Marua (TM) is not using fluoride, how many areas does this impact? (Who receives water from TM?)
How can people substitute fluoride? Is there a particular toothpaste they can use?
What (if any) impact will this have on people's health (short term)?

ISSUE AT TE MARUA

What is the issue?
Why we can't we resolve it now?
Why will it take so long to fix?
What the risks of operating it as it is?
Is this a new issue, and if not how long have we known?
Is the issue common to other treatment plants?
Will this affect all areas/councils?

When do you need it back by?

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 2:09 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Let me know how you would like to get started. Multiple people will have information, but I can start with what I can contribute.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Wednesday, 27 October 2021 1:55 pm

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

[REDACTED] has capacity to help.

Cheers,

[REDACTED]

[REDACTED] Communications and Community Engagement Manager



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

From: [REDACTED]

Sent: Wednesday, 27 October 2021 11:15 am

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],
Who best to support us with this please?

[REDACTED]
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:57 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

Do we need an SLT item of significance first?

I think we might need comms team support for any external comms on the subject, including some well-planned FAQs that might include:

- What is the issue?
- Why we can't we resolve it now?
- Why will it take so long to fix?
- What the risks of operating it as it is?
- Is this a new issue, and if not how long have we known?
- Is the issue common to other treatment plants?
- Will this affect all areas/councils?

Regards

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:50 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

Hello,
Attached is the communication internally in regards to Te Marua WTP status.

[REDACTED], I planned to out something in the Council Financial reporting dashboard

(due this Thursday) or should I wait to use that channel until the below statement is resolved?
What other channels should be used to communicate the status (should I add it to the risk register?)

Eg are we planning on leaving the Fluoride dosing plants off at our Treatment Plants with a view to commencing design next year?

[REDACTED] ter Treatment

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:11 am
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

From my perspective as soon as practicable, but that has to take into consideration practicalities and other work priorities/considerations, and not come at the expense of increased delivery/operability risks.

Regards

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:03 am
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants
Importance: High

Hi [REDACTED],

We have put forward a request for funding to Service Planning for Fluoride Dosing Plant upgrades. See attached email.

[REDACTED], is there an ability to bring forward funding for this to commence design this

year? If approved from a Service Planning perspective, NET can raise a PCR and brief the project. Please note that [REDACTED] needs to go back to Council regarding what the plan is regarding Fluoride dosing. Eg are we planning on leaving the Fluoride dosing plants off at our Treatment Plants with a view to commencing design next year?

[REDACTED], from a Chief Advisor perspective would you want this commenced sooner than next year?

[REDACTED], could you comment with regards to [REDACTED] email below?

Regards,

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 9:51 am
To: [REDACTED]
Subject: FW: fluoride dosing all plants

Hi [REDACTED]

Can you answer the first question? We haven't communicated this to Councils, and that is what is coming next.

So I will send an email and include you, but I will ask [REDACTED] to assist with the communications side of it.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Sunday, 10 October 2021 9:25 pm
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

Hi [REDACTED],

Has someone picked this up from [REDACTED]?

We need to inform our councils if the dosing is going to be off for an extended period, can you please follow up with [REDACTED] and see if we have informed them via the hub. I assume we won't know a reinstatement date until we have inspected with the drone? If we have not told them already we should communicate planned next steps.

I was surprised to see a preference for SSF over HFA for long term solution, as I thought HFA was the preferred option these days? Are we factoring in the difficulties we are have receiving reliable product?

Ngā mihi



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www.wellingtonwater.co.nz

From: [Redacted]

Sent: Friday, 8 October 2021 7:50 am

To: [Redacted]

Cc: [Redacted]

[Redacted]

Subject: RE: fluoride dosing all plants

Hi [Redacted],

Please see attached the current status of this workstream (which was assigned to NET).

You will see that the TWR short circuiting is an compounding issue at Te Marua, and we had planned a drone inspection that got moved because of Covid, and that is now scheduled for 12/10/2021.

[Redacted] ter Treatment

[Redacted]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [Redacted]

Sent: Thursday, 7 October 2021 7:21 pm

To: [Redacted]

Cc: [Redacted]

Subject: Re: fluoride dosing all plants

Hi [Redacted],

I can't tell councils fluoridation is off with no plan to reinstate. Can you please provide details.

[Redacted]

Subject: RE: fluoride dosing all plants

Hi [REDACTED], we currently don't have a timeframe as to when Te Marua dosing will be back on. [REDACTED]

From: [REDACTED]

Sent: Thursday, 7 October 2021 9:03 am

To: [REDACTED]

[REDACTED]

Cc: * All Bulk Water Plant Operations <AllPlantOperations@wellingtonwater.co.nz>

Subject: RE: fluoride dosing all plants

Thanks [REDACTED]

Just one suggested addition below in red

From: [REDACTED]

Sent: Thursday, 7 October 2021 8:34 am

To: * All Bulk Water Plant Operations

[REDACTED]

[Redacted]

Cc: * All Bulk Water Plant Operations <AllPlantOperations@wellingtonwater.co.nz>

Subject: fluoride dosing all plants

Hi All,

Update of fluoride dosing at all plants.

- Wainui WTP – dosing online.
- Waterloo WTP – dosing online.
- Gear Island WTP – dosing online.
- Te Marua WTP – dosing offline. (anticipated timeframe??)

Regards

[Redacted] **Senior Operations Technician**

[Redacted]

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoride interim comms plan
Date: Thursday, 17 February 2022 11:19:42 am
Attachments: [Fluoride Communications Plan.docx](#)
[image001.png](#)

Hi [REDACTED]

Here's the interim comms plan that [REDACTED] has developed on the fluoride dosing work for our meeting this afternoon. As mentioned, this plan is to tie us over in the meantime while the project is getting up and running – we will have to create a project specific comms plan later on.

Cheers,
[REDACTED]

[REDACTED]
Communications and Community Engagement Manager



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

www.wellingtonwater.co.nz



Senior Leadership Team Meeting

Meeting: [REDACTED] to complete
Agenda no: [REDACTED] to complete
Prepared: [REDACTED], Manager PMO
Approved: [REDACTED], GM ND&D

Regional Fluoride Implementation Programme Update

Purpose

1. To provide an update on the programme to implement safe fluoride dosing systems in the Water Treatment Plants.

Summary

2. The Ministry of Health has issued a letter to Chief Executives of Councils and Water Entities on 15 December 2021 stating that the MoH will “start issuing direction to fluoridate from June 2022 onwards...”
3. Wellington Water provides drinking water to the Greater Wellington Region through the bulk water network owned and funded by Greater Wellington Regional Council. The network is fluoridated, although the equipment is old and unreliable. There are small public water supplies at Kaitoke, Petone and Korokoro that are also subject to the direction.
4. South Wairarapa’s water supply for Greytown, Featherston and Martinborough is not fluoridated.
5. There are two workstreams:
 - The completion of the information requested by the MoH and compliance information. That part is led by [REDACTED] and is not in scope for this paper.

- The programme to implement the plan to reach compliance across the region.
6. The implementation programme has been divided into two phases:
- the first to improve the current systems in the Wellington network to be compliant by 30 June 2022,
 - the second is to upgrade all the fluoridation systems in the region over the medium term to long term.
7. A key part of the programme is stakeholder engagement and communications. A plan will be developed to keep both internal and external stakeholders engaged and informed of the short and long-term works.

Recommendation

8. It is recommended SLT note this report.

Background

9. The programme will be delivered through our standard capital delivery process through the Wellington Water Programme Office. We anticipate having to add a resource to focus on this project in the short term.
10. We are the stage of creating a project brief. A Project Manager and team from the Panel has been selected. In this case we asked for submissions for allocation and placed the project based on experience and the personnel.
11. It is planned to deliver the programme in two phases:
- **Phase 1:** Short Term Objectives (Before 30 June 2022).

Short term objective - To ensure reliable dosing to the region by improving existing dosing systems, targeting 30 June 2022. This needs to be achieved while also minimising the risk of fluoride over-dosing. Currently fluoride dosing at Te Marua WTP and Gear Island WTP is not sufficiently safe or reliable to put back into service.

- **Phase 2:** Assessment and implementation of Medium and Long-Term Solutions

Medium to Long Term objective - Implement upgrades to the fluoride dosing systems at each plant to comply with the Water New Zealand code of practice and Drinking Water Standards NZ.

Current Status

12. An initial investigation report of current situation was completed by Stantec last year and reviewed by Lutra. The review comments have now been closed out and the report finalised.
13. A draft brief is being prepared.
14. A Project Team has been engaged to deliver the programme, their current focus is:
 - to help finalise the brief and
 - begin programme delivery planning based on info in brief and initial investigation report
 - Project administration including budgets and funding.
15. The team are expecting the delivery cost of the programme to be in the order of \$8M - \$12M.
16. The panel team is Stantec and the Project Manager is [REDACTED].
17. The project communications lead will be [REDACTED] from the WWL Comms team reporting to the Project Manager. We have gone with this option because of the weighting towards the requirement for WWL to Council type communications and regional messaging. There will also be media

enquiries that we would prefer to be Wellington WATER led.etc. in this instance as oppose to our usual communications profile of mostly the biggest issue being construction activities disrupting residents and commuters

18. A 'pre-kick off meeting' has been held with representation from NET, NMG, [REDACTED], PMO and the Stantec Project Team to discuss status and requirements to help the project team to start their planning

Next Steps

19. Complete the brief and sign-off from the Wellington Water stakeholders
20. Confirm funding
21. Develop the delivery plan including procurement and the Communications and Stakeholder plan development

Treatment Plant Projects

22. We have learnt some things about delivering treatment plant projects. Here are some of the key lessons and mitigation proposals:
 - Scope creep - Clear outcome set out in the Project Brief to be a reference point for scope. "Hold" points in the project delivery timeline will provide opportunity to ensure work is still on the right path
 - Clear roles and responsibilities – full scope to be managed by the project manager
 - Treatment Plants are a speciality- consultant panels were asked to provide CVs for the key team members (PM, Design, HAZOP and relationship with Operations). Likewise, specialists will be used from other panel members for peer review. We are still working through the resource we will use in the PMO to ensure they are best fit for this and other regional treatment plant upgrades.

- Stakeholder and Community Communications – this is going to be a hot topic when it becomes more apparent that mandated fluoride is coming. We will use our internal communications team [REDACTED] rather than our construction project team we use elsewhere in the PMO.
- Business Ownership sits with the Network Management Group (NMG) - there needs to be a balance of the right level of input and feedback, there is a risk of overload and overreliance or not enough connection to ensure expertise and experience of the NMG team is captured. We are working with NMG to get a relationship lead and agree the right level of engagement.
- Standardisation where possible – we need to be better at thinking about the long-term costs and complexity in managing assets. Each time we put in a bespoke solution; we make it harder on our future operators. Where possible, the solution will be standard, and permission will be needed to move away from that. Access for maintenance and inspection will be part of scope and the Safety in Design Process

Attachments

23. There are no attachments.

From: [REDACTED]
To: [REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx
Date: Thursday, 24 February 2022 5:22:47 pm
Attachments: [image002.png](#),
[image003.png](#),
[SLT - Fluoride Project Update Feb 22.docx](#)

Fyi (in case it hasn't come across to you already)

Kind Regards | Ngā Mihi Nui

[REDACTED]
(he/him) [Why share pronouns?](#)

Principal Project Manager

[REDACTED]
Stantec New Zealand,
Level 15, 10 Brandon Street,
Wellington Central, Wellington 6011
New Zealand



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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Thursday, February 24, 2022 4:48 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx

FYI, SLT paper attached

From: [REDACTED]
Sent: Thursday, 24 February 2022 4:14 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx

Kia ora,

SLT endorsed the fast track approach to the project and supported the appointment of a programme lead within Wellington Water to be across the three workstreams – regulation, delivery (short and long term) and the comms....

█

[REDACTED] (she/her)
Group Manager Network Development & Delivery



[REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Tuesday, 22 February 2022 3:14 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: * All Group Leaders - Network Development & Delivery
<AllGroupLeadersNetworkDevelopmentAndDelivery@wellingtonwater.co.nz> [REDACTED]
[REDACTED]
Subject: SLT - Fluoride Project Update Feb 22.docx

Kia ora,

Here is a paper that was requested for the SLT meeting on Thursday that sets out where the Fluoride Treatment Implementation project is at.

[REDACTED] has had a preview, and will send around a note about the regulatory side of the work.

[REDACTED] – apologies – with all the other things going on, this has not made into the system....

Nga mihi
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Fluoride narrative and Brief to Council on Regulation
Date: Wednesday, 2 March 2022 9:28:59 am
Attachments: [4.1 DRAFT Regulation Brief to Council.pptx](#)
[image002.png](#)

The narrative that [REDACTED] has given Councils verbally.

[REDACTED]
Communications and Community Engagement Manager



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Tuesday, 22 February 2022 3:44 pm
To: [REDACTED]
Subject: Fluoride narrative and Brief to Council on Regulation

Fluoride – Narrative

GWRC requires WWL to fluoridate all of Greater Wellington Region's drinking water with the exception of part of Lower Hutt (Petone area due to historical preferences of that community).

This requires three fluoridation plants at the Te Marua, Waterloo and Wainuiomata Treatment Plants and an additional fourth fluoridation plant at Gear Island Treatment Plant to fluoridate the un-fluoridated drinking water provided to Petone before it travels onwards to Wellington City.

The health benefits come from a dose that gives 0.6-1.0 ppm of fluoride. As fluoride is toxic in large doses an 'abundance of caution approach' is used to ensure that at no point does WWL release water into the system that exceeds the maximum dose.

The age of the fluoride dosing plant in all four treatment points is approaching 30 years and is becoming increasingly inconsistent in its ability to dose correctly. This has impacted on the confidence the operators have in operating the plant. In the event of a dose variation the plant is shut down to prevent any chance of an overdose entering the water and then is cautiously

returned to operation in a staged manner. This is time consuming and as fluoride is not a requirement to make safe drinking water the return to service of fluoride plants occurs after work is completed that provides assurance around critical systems to public health (Chlorine, UV light etc).

The combined result of the plant unreliability and WWL's safety centric approach to returning fluoride plant to operation is sub-optimal levels of fluoridation. It is estimated that plants are only able to achieve the following rates of operation:

Te Marua 10-20%

Waterloo 30-40%

Wainuiomata 10-20%

Gear Island 55%

A report was commissioned in 2021 and peer reviewed in Feb 2022 – it confirmed the poor state of the plant and the limited feasibility of keeping the plant running into the medium term. It also identified that fluoride dosing at Te Marua WTP and Gear Island WTP is not sufficiently safe or reliable to put back into service in the immediate term – this report was reassuring as it supported the highly cautious approach the operators were using in operating that plant.

Way Ahead

The result is WWL has commenced a two phased programme:

- firstly to improve the current systems in the Wellington network by 30 June 2022 to improve rates of operation,
- secondly to upgrade all the fluoridation systems in the region over the medium term to long term.

Wider Context

The Ministry of Health has indicated an intent to mandate fluoridation of drinking water in 2022. Their intent is that currently fluoridated supplies must maintain fluoridation and all other supplies will be required to show a plan towards fluoridation.

This creates decision point on if replacing the plant in Gear Island is a sound investment as it will be made redundant when all drinking water is required to be fluoridated.

Cost

It is estimated that long term plan for replacing/installing a fluoride plant would be in the vicinity of \$1M per plant – that estimate will be clarified as the project progresses.

Reputation

Fluoride has been historically a contentious issue for some communities. The move by the Ministry of Health to mandate will cause debate and WWL is aiming through immediate improvements to our plants to have a good rate of operation when this debate may occur.


Director of Regulatory Services



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Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoride - Way ahead
Date: Wednesday, 2 March 2022 10:05:00 am
Attachments: [image001.png](#)
[image003.png](#)

Thanks [REDACTED]

[REDACTED] ([she/her](#))

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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

www.wellingtonwater.co.nz



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From: [REDACTED]
Sent: Wednesday, 2 March 2022 10:05 am
To: [REDACTED]
Subject: Re: Fluoride - Way ahead

This is brilliant [REDACTED]. I am confident we will be all on the same page after chatting tomorrow.

[REDACTED]
Director of Regulatory Services

[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Wednesday, March 2, 2022 9:45:00 AM

To: [REDACTED]

Subject: RE: Fluoride - Way ahead

Kia ora [REDACTED],

I've attached the draft comms plan to this email to discuss.

I'll find a time in our diaries.

[REDACTED]

[REDACTED] ([she/her](#))

Senior Communications Advisor

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[REDACTED] [REDACTED]

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From: [REDACTED]

Sent: Wednesday, 2 March 2022 9:26 am

To: [REDACTED]

Subject: RE: Fluoride - Way ahead

Hi [REDACTED]

[REDACTED] is the comms lead for Fluoride in my team. Can we please catch up on the below?

There are a few factors we need to discuss. [REDACTED] will find us some to meet.

Cheers,

[REDACTED]

[REDACTED]

Communications and Community Engagement Manager



From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:24 am
To: * All Group Managers <AllGroupManagers@wellingtonwater.co.nz>
Cc: [REDACTED]
Subject: Fluoride - Way ahead

Morning,

My intent regarding communication of Fluoride is:

1. By the end of the week have the information gathered to provide the Board Chair a full update on way ahead and the feasibility of the short term solutions and the medium/long term project.
2. From there provide a document to the relationship managers that fully covers the narrative to how we got here and what is now being done. I will also be happy to talk through this with the managers and they can offer for me to talk with their council counterparts if that is preferred (whatever helps the relationship). This communication will include frank outline of our estimate of where will not receive Fluoridated water and for how long so we can draw a line under the issue.

This will mean by the end of next week we aim to have our customers up to speed and fully aware of the status of Fluoride in their communities.

I have also asked Network Performance to start reporting the levels of Fluoride in the water (including zero) to me weekly to ensure that we have a watch on the levels. Ideally we will be able to create an image that shows fluoride coverage.

It is important (and this will be key in the messaging to the councils) is that the operators continue a cautious approach to dosing based on their confidence in the plant. There is no pressure on them to take unnecessary risk in operation of the Fluoride plants – customer safety continues to be the priority.

Thanks,



Director of Regulatory Services



Private Bag 39804, Wellington Mail Centre 5045
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www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:17:00 am
Attachments: [image001.png](#)
[Fluoride supply project communications plan v2.docx](#)

Hi [REDACTED],

[REDACTED] and I have a meeting with [REDACTED] tomorrow to discuss the emails below.

It looks like there have been some conversations happening that I have not been party to – but it doesn't look like it will change what we have discussed.

So you're in the loop, I've attached the draft comms plan (which I am still working on). The timeline is up for discussion, my preference is that we pace the messaging to make sure we get it right. This may mean that we expedite the messaging to the board with an overview of planned communications rollout.

Happy to have a chat, I'm free this afternoon.

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



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Private Bag 39804, Wellington Mail Centre 5045
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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:21:00 am
Attachments: [image001.png](#)

Ahh I see, I didn't realise we had briefed the board.

Happy to discuss tomorrow, with the potential that we expedite messaging to the board with an overview of planned communications rollout – so they know we have it in hand.

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:14:14 am
Attachments: [image004.png](#)

Hi,

I can articulate the pressures on timeline tomorrow [REDACTED] – Essentially now we have briefed the Board the Chair feels exposed. So we lose a bit of control over the time of exposure as she pressured [REDACTED] to resolve the reputation risk etc. From The Chairs perspective the longer we take the greater the liability the Chair feels exposed to.

Cheers

[REDACTED]
Director of Regulatory Services



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:57 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])

Hi [REDACTED], I was told [REDACTED] had spoken to GWRC himself already, not sure the depth of the content provided to them though.

Hi [REDACTED], can you confirm that the time pressure with this information is related to the timing of the next Water Committee meeting and the desire to inform the other Councils of the status (and perhaps provide a more formal update to GWRC).

Regards,

[REDACTED] **CPEng**
Water Treatment

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:50 am

To: [REDACTED]

[REDACTED]

Subject: RE: Fluoride - Update requirements.

I have a draft plan and comms nearly ready. But I'm hesitant to begin rollout with [REDACTED] on leave...

When is the next board meeting and committee meeting? Also, what do GWRC know? I've asked [REDACTED] and [REDACTED] and they've both said that no conversation has happened yet...

[REDACTED] [\(she/her\)](#)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED]

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From: [REDACTED]

Sent: Wednesday, 2 March 2022 8:46 am

To: [REDACTED]

[REDACTED]

Subject: RE: Fluoride - Update requirements.

Hi [REDACTED], the pressure is both internal and external, apparently GWRC know, but the other councils don't know and [REDACTED] needs to be in a position to tell them/ Water Committee as soon as possible (and the deadline might be that the next meeting is coming up).

Regards,

[REDACTED] **CPEng**
Water Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in

From: [REDACTED]
Sent: Tuesday, 1 March 2022 6:59 pm
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Re: Fluoride - Update requirements.

Hi [REDACTED],

I'll have a draft plan to you and [REDACTED] for sign off tomorrow. I'll include the board messaging request draft in the appendix.

I'm happy to have something to [REDACTED] by Thursday, but I also need to ask what's driving this deadline? Internal or external pressure?

Happy to discuss,

[REDACTED]

Sent from my iPhone

On 1/03/2022, at 5:14 PM, [REDACTED] wrote:

Hey [REDACTED] and [REDACTED],
The appetite (and urgency) for info on fluoride is growing – see below.

Can I get an update? Are you able to get something out by Thursday?

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 1 March 2022 3:55 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Fluoride - Update requirements.

Hi all

I have sent an email to the NPT identifying key information sources.

I have highlighted below [REDACTED] data requirements that the NPT can provide. The other information may likely need to come from the treatment team

Thanks

From: [REDACTED]

Sent: Tuesday, 1 March 2022 2:15 pm

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: Fluoride - Update requirements.

Afternoon [REDACTED] and [REDACTED],

As the SLT Lead for the Fluoride issue I need to provide the Board Chair a one-pager of the issues and our way ahead. These range from reputation, current status and future timelines (when we will advise councils etc.).

I appreciate this issue is spread across a number of groups and sub-groups and therefore so is the information I require. As [REDACTED] is away can I ask that you also coordinate with his team to provide the following information.

I am comfortable with the history of how we got here the information I need is the current status. Also I don't want to get confused between dosing and effective dosing – I need to know if we are dosing at an effective level sufficient to have a health benefit.

Accordingly I need the following:

For each plant:

Status of if plant is currently dosing fluoride **WTP Team**

If dosing the ppm it is averaging **This should come from WTP fluoride analysers into Data Historian. [REDACTED] was already tasked with looking at creating reports using this data. [REDACTED] will also look at the lab data from the required compliance monitoring, as well as the networks sites where the lab also monitors fluoride. The lab data should be relatively easy by Thur as we have a lot of this data already from the frequent LGOIMA requests we get. The online data may have to be a WIP in the short term**

If not dosing why not E.g. H&S issue prevents plant being operated. **WTP Team**

If dosage is below lower limit of health measure or plant is not dosing is it feasible to return plant to operation and achieve required dosage by 31 Jun (i.e. is the short-term objective of the Fluoride Implementation Programme feasible) **WTP Team and PMO**

Wider information:

What areas are currently not being provided Fluoridated water within the Health dosage range. Ideally I would have this in a map image.

Status of the Implementation Programme's Medium/Long Term solution

Could I have this by the end of Thursday please – if not please let me know.

Thanks,

[Redacted]

Director of Regulatory Services



[Redacted]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing
Date: Friday, 25 February 2022 1:04:00 pm
Attachments: [image003.png](#)
[image006.png](#)

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
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From: [REDACTED]
Sent: Friday, 25 February 2022 12:26 pm
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing

Believe it or not, I do know when to shut up :)

[REDACTED]

[REDACTED] ([she/her](#))
Group Manager Network Development & Delivery



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Friday, 25 February 2022 12:19 pm
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing

Thank you

[REDACTED] (she/her)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

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We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]

Sent: Friday, 25 February 2022 12:18 pm

To: [REDACTED]

Subject: RE: GWRC + Fluoride dosing

nope

[REDACTED] (she/her)

Group Manager Network Development & Delivery



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]

Sent: Friday, 25 February 2022 12:17 pm

To: [REDACTED]

Subject: RE: GWRC + Fluoride dosing

Nothing about the issues we've been having with our current dosing systems?

[REDACTED] (she/her)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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From: [REDACTED]
Sent: Friday, 25 February 2022 12:16 pm
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing

Hi – if that is what you need, we don’t need a meeting as I have said bugger all other than it is coming. [REDACTED] has seen the letter from the Minister.

[REDACTED]

[REDACTED] (she/her)
Group Manager Network Development & Delivery



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



-----Original Appointment-----

From: [REDACTED]
Sent: Friday, 25 February 2022 11:46 am
To: [REDACTED]
Subject: GWRC + Fluoride dosing
When: Tuesday, 1 March 2022 2:00 pm-2:30 pm (UTC+12:00) Auckland, Wellington.
Where: Microsoft Teams Meeting

Kia ora [REDACTED] and [REDACTED]

Can we catch up quickly so I can get an understanding of what we’ve communicated so far, with GWRC, about our fluoride dosing?

I’m writing a communications plan and need to know where I’m starting from



Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

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[+64 4-886 4873,629373995#](#) New Zealand, Wellington

Phone Conference ID: 629 373 995#

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From: [REDACTED]
To: [REDACTED]
Subject: Fluoride dosing
Date: Monday, 10 January 2022 11:37:00 am
Attachments: [Fluoride Communications Plan.docx](#)
[Item of significance - reliability of Fluoride dosing systems.msg](#)
[image002.png](#)

Morena team,

Just following up from the meeting at the end of last year.

My understanding is that we are creating an action plan, as a priority, this year? (Apologies, I was unable to attend).

Happy to catch up next week to discuss how comms fits in?

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
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From: [REDACTED]
To: [* All Senior Leaders](#)
Cc: [REDACTED]
Subject: Item of significance - reliability of Fluoride dosing systems
Date: Friday, 17 December 2021 12:02:52 pm

Morena koutou

Our fluoridation facilities for the metropolitan area have and continue to experience ongoing issues that have reduced the availability and reliability of fluoridation and the consistency of the treated water fluoride concentration. Due to these issues, the percentage of time that the fluoride dosing facilities have been operational is poor due to a variety of reliability issues associated with the plant and the quality of the products dosed into supply.

The issue is of significance as it poses a potential reputational issue, and will take investment and time to resolve.

Your guidance is requested on how and who to communicate the issue to within our client councils - so that we adopt our usual no surprises approach.

Background

Fluoride plan operational statistics for January 2019 to May 2020 show the following:

Water Treatment Plant	Fraction of time fluoridation was operational
Te Marua	10-20%
Waterloo	30-40%
Wainuiomata	10-20%
Gear Island*	55%

*Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness.

SWDC currently has no fluoride dosing systems. With the Health (Fluoridation of Drinking Water) Amendment Bill recently being passed through the Health Committee, we may be required to fluoridate all supplies if directed to do so by the Director-General of Health. Those supplies already fluoridating are required to continue to do so unless directed by the Director-General of Health to stop. As a result, the issue may gain more attention in the near future.

What are the regulatory requirements?

Dosing of Fluoride is only a regulated issue in the event of exceeding maximum acceptable values stated in the drinking water standards. There is no regulated minimum reliability performance standard at present.

Historically, GWRC has self-imposed a 90% reliability target. The poor reliability experienced is exacerbated by the fact that because fluoridation is not a critical water safety requirement, issues are most easily dealt with by shutting down fluoridation systems - with rectification and reinstatement of fluoride dosing taking a lower priority than other more critical tasks.

What are the issues impacting reliability?

Issues contributing to the above at the Water Treatment Plants include:

- Short-circuiting in the treated water reservoirs.

- Poor powder quality,
- Manual powder bag handling,
 - Small mixing tanks,
 - Incorrect/unsuitable dosing pump types,
 - Lack of standby fluoride dosing pumps.
 - Dosing pumps doubling as day tank recirculation pumps
 - Complex systems with batch makeup and pumped transfer.
 - High manual operator input.
 - Powder feeder screws not fit for purpose, with lack of turndown or suitable peak capacity
 - No access to bottom of day hopper feed screw conveyors to allow maintenance
 - Old dosing equipment at the Gear Island Water Treatment Plant - the entire system needs replacing.

How much will it cost to fix, and how long will it take?

To fix these problems, the fluoride dosing systems need to be upgraded. Preliminary sizing and cost estimates indicated that repairing/replacing the fluoride dosing system at Te Marua will cost between \$435,000 – \$696,000, at Waterloo will cost between \$435,000 – \$696,000, at Wainuiomata will cost between \$384,000 – \$614,000, and at Gear Island will cost between \$384,000 – \$614,000.

Implementation is expected to take several years to complete. In the meantime we (and councils) will continue to carry the reputational risk.

Let me know if you have any further questions.

Ngā mihi



Chief Advisor – Drinking Water



From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.
Date: Friday, 17 December 2021 9:37:28 am
Attachments: [image001.png](#)
[image003.png](#)

Thanks both for your efforts on this topic.

Regards,

[REDACTED] **CPEng**
Water Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Thursday, 16 December 2021 2:54 pm
To: [REDACTED]
[REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

That's awesome [REDACTED]! You have done a great job. It's a little more formal than I would go for, but has the key issues set out really well

Thanks for your help – I'll get this sent off shortly

Cheers

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 December 2021 4:16 pm
To: [REDACTED]
[REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

H [REDACTED],

This is certainly not within my realm of expertise – but I've done my best!

I've incorporated your questions into the copy, hopefully I've covered everything. Please check that this is correct, I've made some sweeping assumptions and based most of the technical information off of the resources I have on hand – so it might be wrong.

Let me know if I've helped/hindered the process!

[REDACTED]

[REDACTED] [\(she/her\)](#)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



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Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



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

From: [REDACTED]
Sent: Tuesday, 14 December 2021 9:24 am
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

If you have time that would be great

I'm thinking something along the lines of:

1. Why it's an item of significance, what is the risk
2. Background – what is the issue?
3. Why cant we simply fix it now?
4. How do we resolve it then?
5. Does it need funding, is/will it be included in the LTP via Service Planning?
6. Who do SLT think we should inform?

Regards
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 December 2021 9:09 am
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

Can I gently suggest, that due to the risk associated with this, that we get it to SLT ASAP?

I'm happy to help you draft something if that would help? If you send me a template I'll work on it today.

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor



[REDACTED] [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
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www.wellingtonwater.co.nz



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From: [REDACTED]

Sent: Monday, 13 December 2021 4:33 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Thanks. Yes still on the to-do list unfortunately

Regards

[REDACTED]

From: [REDACTED]

Sent: Monday, 13 December 2021 3:55 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

To add to the communications plan? SLT draft on this topic? (I think last email I saw this was still on your list).

Regards,

[REDACTED] CPEng
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Monday, 13 December 2021 3:47 pm

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

Seriously. Please see my responses below.....

From: [REDACTED]

Sent: Monday, 13 December 2021 3:13 pm

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

You must of expected me to comment, given my passion for health outcomes and my Ministry of Health background

- When you say Wellington, is that Wellington Region, Wellington City, or parts of Wellington? e.g Northern and Western Wellington does not get water from Gear Is.... **The regions that normally receive Artesian supply and others when pumping up the gorge and Wainui off-course when back-pumping**
- Are we not dosing from Wainui? .. **that's not Artesian supply to Welly** Is the GI plant the only plant that doses fluoride into town (being the CPD, eastern and southern suburbs)....**again only for the Artesian (Waterloo/Gear Is) supply**
- The Health Amendment Act doesn't have too much of an impact at this stage. Our current focus should be on the fact that currently our owners fund us to provide fluoridated water (at the recommended WHO levels that will assist with the prevention of dental caries in infants) across the region, with the only exception being Petone, (the same as they also do for chlorinated water...so what is the difference?).... **having no disinfection can make**

adults & children sick or worse which is why Petone is now chlorinated Are we saying that we cannot meet that commitment and we don't know when we can? YES At this moment in time

Thanks [REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Monday, 13 December 2021 2:35 pm

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Good afternoon [REDACTED] and [REDACTED],

Back in 2016, owing to the Gear Island WTP HFA tanks being past their use-by date and a Health (Fluoridation of Drinking Water) Amendment Bill going before Parliament, a Worksafe Compliance Plan was applied for and granted to continue operating until November 30th 2021. As the Health (Fluoridation of Drinking Water) Amendment Bill had been put on hold but was again progressing I applied for a further Worksafe Compliance Plan which was granted as per attached. However an assessment of the tanks still being fit for purpose was left to be undertaken by myself in consultation with [REDACTED] the HSNO Compliance Certifier. I progressed this and was informed by Connect Water, who had performed the previous engineer's inspection, that they 'did not feel comfortable recommending an extension to their life inspection' unless specialist analysis of the tank material was undertaken. This was performed on an external tank material sample by Optimech who following their analysis report, as attached, felt an extension of the tanks operation was ill-advised owing to material degradation.

Another issue arose with the ceiling in the room where the tanks are installed has been deteriorating with portions exposing rebar resulting in the dosing being stopped in June 2021 until controls for working in that area were put in place until a repair can be undertaken. Once satisfied that suitable controls were in place I asked operations to restart the dosing in August to run the existing product down as much as possible with remainder to be removed by a suitable waste management company. The idea behind this was two-fold being to eliminate the hazard prior to the ceiling being repaired and allow an internal inspection of the tanks to be undertaken to confirm internal condition if felt necessary.

The present status is that we are not dosing with removal of remaining product being arranged by operations to allow a repair of the ceiling in a safe environment. I recommend a full decommissioning of this installation without further money being spent on an internal investigation especially as the Health (Fluoridation of Drinking Water) Amendment Bill became an Act in November and in all likelihood Petone will receive fluoridated water in the future meaning Wellington and Petone fluoride dosing would be at Waterloo.

The result is that Wellington will not be receiving fluoridated water for an extended period. If further clarification or information is required please contact me in the first instance

Ngā mihi,

 Senior Advisor Service Delivery



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www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)
Date: Monday, 22 November 2021 2:28:00 pm
Attachments: [image007.png](#)
[image001.png](#)

No problem, hopefully the plan will help a bit

[REDACTED] ([she/her](#))
Senior Communications Advisor



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



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

From: [REDACTED]
Sent: Monday, 22 November 2021 2:27 pm
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

No sorry, it's still sitting with me, on the to-do list

Regards
[REDACTED]

From: [REDACTED]
Sent: Monday, 22 November 2021 2:22 pm
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Kia ora team,

I'm not sure where we're at with this, but attached is a draft communications plan.

[REDACTED], did it go to SLT?

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
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Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]

Sent: Wednesday, 10 November 2021 4:01 pm

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Thanks. I haven't seen the Stantec report, can someone send a link please?

[REDACTED]

From: [REDACTED]

Sent: Wednesday, 10 November 2021 4:00 pm

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Operationally we cannot provide a date when we can safely turn Te Marua WTP fluoride dosing back on, and we have not yet communicated this to SLT or the Councils.

The analysis from Stantec on the fluoride systems provides no quick wins to get around the issues at all of the treatment plants for fluoride dosing and that significant investment is required.

Operationally the only steps we can take right now are determining how to achieve the following two steps:

- Repair the treated water reservoir baffle curtains to prevent short circuiting (its ripped)
- Confirm that anti-siphon standpipe is functioning correctly and preventing siphoning. Make adjustments to the standpipe if necessary

These steps won't make the dosing system at Te Marua more reliable though (there are a number of issues outlined in the Stantec report).

[REDACTED]
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 10 November 2021 3:33 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'm still not clear what the issue is to be honest.

[REDACTED] can you provide a bit more detail please?

Thanks

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 10 November 2021 2:07 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Can I confirm that you are going to take a first pass on this then I'll work on it after? As per the below conversation?

I don't feel I have the technical knowledge to write it.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 12:50 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'll send you one I did recently [REDACTED]

Cheers

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 12:31 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'm happy to help, would you be able to draft something [REDACTED] and I can shape it?

Also, could you send me an example of another?

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 11:59 am
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Yes I am looking for help on that.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 3 November 2021 11:55 am
To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Will you draft the item of significance [REDACTED], or are you looking for [REDACTED] to help with that?

Regards
[REDACTED]

From: [REDACTED]

Sent: Wednesday, 3 November 2021 11:54 am

To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hello, just following up on expected timelines for communications on this topic (so I can keep [REDACTED] up to date)?

Thanks!

[REDACTED]
[REDACTED] [ter Treatment](#)

[REDACTED] [REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Thursday, 28 October 2021 9:14 am

To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

I agree. No surprises.

I'm happy to review a draft IOS

Regards
[REDACTED]

From: [REDACTED]

Sent: Thursday, 28 October 2021 8:44 am

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

That depends on how we expect the councils to react. I am concerned that this is an expectation and one we have not been meeting at Te Marua since May 2021.

In my opinion, yes, I think it should be raised at SLT.

From: [REDACTED]
Sent: Thursday, 28 October 2021 7:48 am
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED]
FYI [REDACTED] has asked whether or not this is an item of significance for SLT. No one has confirmed yes or no yet.

[REDACTED] [Water Treatment](#)

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 3:48 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],
Thank you!

Timing to get back on this..... I guess once you have a read the material we can land on that, but the key is we are trying to be transparent as soon as possible because the Councils "expect" we are dosing it and Te Marua is currently off and has been since the end of May 2021.

Let's start here! <https://www.wellingtonwater.co.nz/your-water/drinking-water/how-is-it-treated/whats-in-your-water/fluoride/>

What is fluoride?

See FAQs

Why do we use it?

See FAQs

Is it mandated that it's included in the water we provide?

See FAQ's

How many treatment plants currently use fluoride?

Only the Wellington Regions ones, not the SWDC ones

Are we stopping fluoride dosing at all treatment plants?

No - Te Marua and Gear Island will be off, Waterloo and Wainui are functional but are not reliable and require upgrades

If Te Marua (TM) is not using fluoride, how many areas does this impact? (Who receives water from TM?)

Upper Hutt, Porirua and Wellington City

How can people substitute fluoride? Is there a particular toothpaste they can use?

Don't know the answer to this.

What (if any) impact will this have on people's health (short term)?

See FAQ's

ISSUE AT TE MARUA and GEAR ISLAND

OK this is where I need to build some operation detail, but these are my first responses.

What is the issue?

Dosing systems have been functional but have become more and more unreliable and require upgrades

Why we can't we resolve it now?

Dosing systems need to be redesigned to make them reliable and safe to operate

Why will it take so long to fix?

Do not have funding, do not have a design, need to follow full project management implementation due to high risk of operating this chemical dosing system to both operators and public.

What the risks of operating it as it is?

It is less risk to keep it off as an overdose will poison people. Over a long period of time having it off is related to the health of peoples teeth.

Is this a new issue, and if not how long have we known?

Years apparently (will get more data) before my time ! My interpretation is that we have been nursing them along, but now they have become too onerous to operate (high number of callouts resulting in operator fatigue) and unsafe to operate.

Is the issue common to other treatment plants?

It is common to chemical dosing systems using powder, it is common to systems that may not have been designed to meet an operational target (such as operators and maintainers should only have to intervene once a week).

Will this affect all areas/councils?

Yes, not right away, but if the other systems become too unreliable they may have to be turned off too.

████████████████████

ter Treatment

██ ██████████

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 3:15 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

This is interesting!

First off I'm going to need some information so I can craft some key messaging and a plan (even if we decide it is stakeholder communication only).

Let's start with:

What is fluoride?
Why do we use it?
Is it mandated that it's included in the water we provide?
How many treatment plants currently use fluoride?
Are we stopping fluoride dosing at all treatment plants?
If Te Marua (TM) is not using fluoride, how many areas does this impact? (Who receives water from TM?)
How can people substitute fluoride? Is there a particular toothpaste they can use?
What (if any) impact will this have on people's health (short term)?

ISSUE AT TE MARUA

What is the issue?
Why we can't we resolve it now?
Why will it take so long to fix?
What the risks of operating it as it is?
Is this a new issue, and if not how long have we known?
Is the issue common to other treatment plants?
Will this affect all areas/councils?

When do you need it back by?

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 2:09 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Let me know how you would like to get started. Multiple people will have information, but I can start with what I can contribute.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Wednesday, 27 October 2021 1:55 pm

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

[REDACTED] has capacity to help.

Cheers,

[REDACTED]

[REDACTED] Communications and Community Engagement Manager



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

From: [REDACTED]

Sent: Wednesday, 27 October 2021 11:15 am

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],
Who best to support us with this please?

[REDACTED]
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:57 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

Do we need an SLT item of significance first?

I think we might need comms team support for any external comms on the subject, including some well-planned FAQs that might include:

- What is the issue?
- Why we can't we resolve it now?
- Why will it take so long to fix?
- What the risks of operating it as it is?
- Is this a new issue, and if not how long have we known?
- Is the issue common to other treatment plants?
- Will this affect all areas/councils?

Regards

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:50 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

Hello,
Attached is the communication internally in regards to Te Marua WTP status.

[REDACTED], I planned to out something in the Council Financial reporting dashboard

(due this Thursday) or should I wait to use that channel until the below statement is resolved?
What other channels should be used to communicate the status (should I add it to the risk register?)

Eg are we planning on leaving the Fluoride dosing plants off at our Treatment Plants with a view to commencing design next year?

[REDACTED] ter Treatment

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:11 am
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

From my perspective as soon as practicable, but that has to take into consideration practicalities and other work priorities/considerations, and not come at the expense of increased delivery/operability risks.

Regards

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:03 am
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants
Importance: High

Hi [REDACTED],

We have put forward a request for funding to Service Planning for Fluoride Dosing Plant upgrades. See attached email.

[REDACTED], is there an ability to bring forward funding for this to commence design this

year? If approved from a Service Planning perspective, NET can raise a PCR and brief the project. Please note that [REDACTED] needs to go back to Council regarding what the plan is regarding Fluoride dosing. Eg are we planning on leaving the Fluoride dosing plants off at our Treatment Plants with a view to commencing design next year?

[REDACTED], from a Chief Advisor perspective would you want this commenced sooner than next year?

[REDACTED], could you comment with regards to [REDACTED] email below?

Regards,

[REDACTED]

From: [REDACTED]

Sent: Wednesday, 27 October 2021 9:51 am

To: [REDACTED]

Subject: FW: fluoride dosing all plants

Hi [REDACTED]

Can you answer the first question? We haven't communicated this to Councils, and that is what is coming next.

So I will send an email and include you, but I will ask [REDACTED] to assist with the communications side of it.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)

My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Sunday, 10 October 2021 9:25 pm

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: fluoride dosing all plants

Hi [REDACTED],

Has someone picked this up from [REDACTED]?

We need to inform our councils if the dosing is going to be off for an extended period, can you please follow up with [REDACTED] and see if we have informed them via the hub. I assume we won't know a reinstatement date until we have inspected with the drone? If we have not told them already we should communicate planned next steps.

I was surprised to see a preference for SSF over HFA for long term solution, as I thought HFA was the preferred option these days? Are we factoring in the difficulties we are have receiving reliable product?

Ngā mihi



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Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [Redacted]

Sent: Friday, 8 October 2021 7:50 am

To: [Redacted]

Cc: [Redacted]

Subject: RE: fluoride dosing all plants

Hi [Redacted],

Please see attached the current status of this workstream (which was assigned to NET).

You will see that the TWR short circuiting is an compounding issue at Te Marua, and we had planned a drone inspection that got moved because of Covid, and that is now scheduled for 12/10/2021.

[Redacted] ter Treatment

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [Redacted]

Sent: Thursday, 7 October 2021 7:21 pm

To: [Redacted]

Cc: [Redacted]

Subject: Re: fluoride dosing all plants

Hi [Redacted],

I can't tell councils fluoridation is off with no plan to reinstate. Can you please provide details.

[Redacted]

Subject: RE: fluoride dosing all plants

Hi [REDACTED], we currently don't have a timeframe as to when Te Marua dosing will be back on. [REDACTED]

From: [REDACTED]

Sent: Thursday, 7 October 2021 9:03 am

To: [REDACTED]

[REDACTED]

Cc: * All Bulk Water Plant Operations <AllPlantOperations@wellingtonwater.co.nz>

Subject: RE: fluoride dosing all plants

Thanks [REDACTED]

Just one suggested addition below in red

From: [REDACTED]

Sent: Thursday, 7 October 2021 8:34 am

To: * All Bulk Water Plant Operations

[REDACTED]

[Redacted]

Cc: * All Bulk Water Plant Operations <AllPlantOperations@wellingtonwater.co.nz>

Subject: fluoride dosing all plants

Hi All,

Update of fluoride dosing at all plants.

- Wainui WTP – dosing online.
- Waterloo WTP – dosing online.
- Gear Island WTP – dosing online.
- Te Marua WTP – dosing offline. (anticipated timeframe??)

Regards

[Redacted] **Senior Operations Technician**

[Redacted]

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoride interim comms plan
Date: Thursday, 17 February 2022 11:19:42 am
Attachments: [Fluoride Communications Plan.docx](#)
[image001.png](#)

Hi [REDACTED]

Here's the interim comms plan that [REDACTED] has developed on the fluoride dosing work for our meeting this afternoon. As mentioned, this plan is to tie us over in the meantime while the project is getting up and running – we will have to create a project specific comms plan later on.

Cheers,
[REDACTED]

[REDACTED]
Communications and Community Engagement Manager



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

www.wellingtonwater.co.nz



Senior Leadership Team Meeting

Meeting: [REDACTED] to complete
Agenda no: [REDACTED] to complete
Prepared: [REDACTED], Manager PMO
Approved: [REDACTED], GM ND&D

Regional Fluoride Implementation Programme Update

Purpose

1. To provide an update on the programme to implement safe fluoride dosing systems in the Water Treatment Plants.

Summary

2. The Ministry of Health has issued a letter to Chief Executives of Councils and Water Entities on 15 December 2021 stating that the MoH will “start issuing direction to fluoridate from June 2022 onwards...”
3. Wellington Water provides drinking water to the Greater Wellington Region through the bulk water network owned and funded by Greater Wellington Regional Council. The network is fluoridated, although the equipment is old and unreliable. There are small public water supplies at Kaitoke, Petone and Korokoro that are also subject to the direction.
4. South Wairarapa’s water supply for Greytown, Featherston and Martinborough is not fluoridated.
5. There are two workstreams:
 - The completion of the information requested by the MoH and compliance information. That part is led by [REDACTED] and is not in scope for this paper.

- The programme to implement the plan to reach compliance across the region.
6. The implementation programme has been divided into two phases:
- the first to improve the current systems in the Wellington network to be compliant by 30 June 2022,
 - the second is to upgrade all the fluoridation systems in the region over the medium term to long term.
7. A key part of the programme is stakeholder engagement and communications. A plan will be developed to keep both internal and external stakeholders engaged and informed of the short and long-term works.

Recommendation

8. It is recommended SLT note this report.

Background

9. The programme will be delivered through our standard capital delivery process through the Wellington Water Programme Office. We anticipate having to add a resource to focus on this project in the short term.
10. We are the stage of creating a project brief. A Project Manager and team from the Panel has been selected. In this case we asked for submissions for allocation and placed the project based on experience and the personnel.
11. It is planned to deliver the programme in two phases:
- **Phase 1:** Short Term Objectives (Before 30 June 2022).

Short term objective - To ensure reliable dosing to the region by improving existing dosing systems, targeting 30 June 2022. This needs to be achieved while also minimising the risk of fluoride over-dosing. Currently fluoride dosing at Te Marua WTP and Gear Island WTP is not sufficiently safe or reliable to put back into service.

- **Phase 2:** Assessment and implementation of Medium and Long-Term Solutions

Medium to Long Term objective - Implement upgrades to the fluoride dosing systems at each plant to comply with the Water New Zealand code of practice and Drinking Water Standards NZ.

Current Status

12. An initial investigation report of current situation was completed by Stantec last year and reviewed by Lutra. The review comments have now been closed out and the report finalised.
13. A draft brief is being prepared.
14. A Project Team has been engaged to deliver the programme, their current focus is:
 - to help finalise the brief and
 - begin programme delivery planning based on info in brief and initial investigation report
 - Project administration including budgets and funding.
15. The team are expecting the delivery cost of the programme to be in the order of \$8M - \$12M.
16. The panel team is Stantec and the Project Manager is [REDACTED].
17. The project communications lead will be [REDACTED] from the WWL Comms team reporting to the Project Manager. We have gone with this option because of the weighting towards the requirement for WWL to Council type communications and regional messaging. There will also be media

enquiries that we would prefer to be Wellington WATER led.etc. in this instance as oppose to our usual communications profile of mostly the biggest issue being construction activities disrupting residents and commuters

18. A 'pre-kick off meeting' has been held with representation from NET, NMG, [REDACTED], PMO and the Stantec Project Team to discuss status and requirements to help the project team to start their planning

Next Steps

19. Complete the brief and sign-off from the Wellington Water stakeholders
20. Confirm funding
21. Develop the delivery plan including procurement and the Communications and Stakeholder plan development

Treatment Plant Projects

22. We have learnt some things about delivering treatment plant projects. Here are some of the key lessons and mitigation proposals:
 - Scope creep - Clear outcome set out in the Project Brief to be a reference point for scope. "Hold" points in the project delivery timeline will provide opportunity to ensure work is still on the right path
 - Clear roles and responsibilities – full scope to be managed by the project manager
 - Treatment Plants are a speciality- consultant panels were asked to provide CVs for the key team members (PM, Design, HAZOP and relationship with Operations). Likewise, specialists will be used from other panel members for peer review. We are still working through the resource we will use in the PMO to ensure they are best fit for this and other regional treatment plant upgrades.

- Stakeholder and Community Communications – this is going to be a hot topic when it becomes more apparent that mandated fluoride is coming. We will use our internal communications team [REDACTED] rather than our construction project team we use elsewhere in the PMO.
- Business Ownership sits with the Network Management Group (NMG) - there needs to be a balance of the right level of input and feedback, there is a risk of overload and overreliance or not enough connection to ensure expertise and experience of the NMG team is captured. We are working with NMG to get a relationship lead and agree the right level of engagement.
- Standardisation where possible – we need to be better at thinking about the long-term costs and complexity in managing assets. Each time we put in a bespoke solution; we make it harder on our future operators. Where possible, the solution will be standard, and permission will be needed to move away from that. Access for maintenance and inspection will be part of scope and the Safety in Design Process

Attachments

23. There are no attachments.

From: [REDACTED]
To: [REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx
Date: Thursday, 24 February 2022 5:22:47 pm
Attachments: [image002.png](#),
[image003.png](#),
[SLT - Fluoride Project Update Feb 22.docx](#)

Fyi (in case it hasn't come across to you already)

Kind Regards | Ngā Mihi Nui

[REDACTED]
(he/him) [Why share pronouns?](#)

Principal Project Manager

[REDACTED]
Stantec New Zealand,
Level 15, 10 Brandon Street,
Wellington Central, Wellington 6011
New Zealand



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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Thursday, February 24, 2022 4:48 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx

FYI, SLT paper attached

From: [REDACTED]
Sent: Thursday, 24 February 2022 4:14 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: FW: SLT - Fluoride Project Update Feb 22.docx

Kia ora,

SLT endorsed the fast track approach to the project and supported the appointment of a programme lead within Wellington Water to be across the three workstreams – regulation, delivery (short and long term) and the comms....

█

[REDACTED] (she/her)
Group Manager Network Development & Delivery



[REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Tuesday, 22 February 2022 3:14 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: * All Group Leaders - Network Development & Delivery
<[AllGroupLeadersNetworkDevelopmentAndDelivery@wellingtonwater.co](mailto:AllGroupLeadersNetworkDevelopmentAndDelivery@wellingtonwater.co.nz)> [REDACTED]
[REDACTED]
Subject: SLT - Fluoride Project Update Feb 22.docx

Kia ora,

Here is a paper that was requested for the SLT meeting on Thursday that sets out where the Fluoride Treatment Implementation project is at.

[REDACTED] has had a preview, and will send around a note about the regulatory side of the work.

[REDACTED] – apologies – with all the other things going on, this has not made into the system....

Nga mihi
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Fluoride narrative and Brief to Council on Regulation
Date: Wednesday, 2 March 2022 9:28:59 am
Attachments: [4.1 DRAFT Regulation Brief to Council.pptx](#)
[image002.png](#)

The narrative that [REDACTED] has given Councils verbally.

[REDACTED]
Communications and Community Engagement Manager



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Tuesday, 22 February 2022 3:44 pm
To: [REDACTED]
Subject: Fluoride narrative and Brief to Council on Regulation

Fluoride – Narrative

GWRC requires WWL to fluoridate all of Greater Wellington Region's drinking water with the exception of part of Lower Hutt (Petone area due to historical preferences of that community).

This requires three fluoridation plants at the Te Marua, Waterloo and Wainuiomata Treatment Plants and an additional fourth fluoridation plant at Gear Island Treatment Plant to fluoridate the un-fluoridated drinking water provided to Petone before it travels onwards to Wellington City.

The health benefits come from a dose that gives 0.6-1.0 ppm of fluoride. As fluoride is toxic in large doses an 'abundance of caution approach' is used to ensure that at no point does WWL release water into the system that exceeds the maximum dose.

The age of the fluoride dosing plant in all four treatment points is approaching 30 years and is becoming increasingly inconsistent in its ability to dose correctly. This has impacted on the confidence the operators have in operating the plant. In the event of a dose variation the plant is shut down to prevent any chance of an overdose entering the water and then is cautiously

returned to operation in a staged manner. This is time consuming and as fluoride is not a requirement to make safe drinking water the return to service of fluoride plants occurs after work is completed that provides assurance around critical systems to public health (Chlorine, UV light etc).

The combined result of the plant unreliability and WWL's safety centric approach to returning fluoride plant to operation is sub-optimal levels of fluoridation. It is estimated that plants are only able to achieve the following rates of operation:

Te Marua 10-20%

Waterloo 30-40%

Wainuiomata 10-20%

Gear Island 55%

A report was commissioned in 2021 and peer reviewed in Feb 2022 – it confirmed the poor state of the plant and the limited feasibility of keeping the plant running into the medium term. It also identified that fluoride dosing at Te Marua WTP and Gear Island WTP is not sufficiently safe or reliable to put back into service in the immediate term – this report was reassuring as it supported the highly cautious approach the operators were using in operating that plant.

Way Ahead

The result is WWL has commenced a two phased programme:

- firstly to improve the current systems in the Wellington network by 30 June 2022 to improve rates of operation,
- secondly to upgrade all the fluoridation systems in the region over the medium term to long term.

Wider Context

The Ministry of Health has indicated an intent to mandate fluoridation of drinking water in 2022. Their intent is that currently fluoridated supplies must maintain fluoridation and all other supplies will be required to show a plan towards fluoridation.

This creates decision point on if replacing the plant in Gear Island is a sound investment as it will be made redundant when all drinking water is required to be fluoridated.

Cost

It is estimated that long term plan for replacing/installing a fluoride plant would be in the vicinity of \$1M per plant – that estimate will be clarified as the project progresses.

Reputation

Fluoride has been historically a contentious issue for some communities. The move by the Ministry of Health to mandate will cause debate and WWL is aiming through immediate improvements to our plants to have a good rate of operation when this debate may occur.



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From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoride - Way ahead
Date: Wednesday, 2 March 2022 10:05:00 am
Attachments: [image001.png](#)
[image003.png](#)

Thanks [REDACTED]

[REDACTED] ([she/her](#))

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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

www.wellingtonwater.co.nz



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From: [REDACTED]
Sent: Wednesday, 2 March 2022 10:05 am
To: [REDACTED]
Subject: Re: Fluoride - Way ahead

This is brilliant [REDACTED]. I am confident we will be all on the same page after chatting tomorrow.

[REDACTED]
Director of Regulatory Services

[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Wednesday, March 2, 2022 9:45:00 AM

To: [REDACTED]

Subject: RE: Fluoride - Way ahead

Kia ora [REDACTED],

I've attached the draft comms plan to this email to discuss.

I'll find a time in our diaries.

[REDACTED]

[REDACTED] ([she/her](#))

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED] [REDACTED]

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From: [REDACTED]

Sent: Wednesday, 2 March 2022 9:26 am

To: [REDACTED]

Subject: RE: Fluoride - Way ahead

Hi [REDACTED]

[REDACTED] is the comms lead for Fluoride in my team. Can we please catch up on the below?

There are a few factors we need to discuss. [REDACTED] will find us some to meet.

Cheers,

[REDACTED]

[REDACTED]

Communications and Community Engagement Manager



From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:24 am
To: * All Group Managers <AllGroupManagers@wellingtonwater.co.nz>
Cc: [REDACTED]
Subject: Fluoride - Way ahead

Morning,

My intent regarding communication of Fluoride is:

1. By the end of the week have the information gathered to provide the Board Chair a full update on way ahead and the feasibility of the short term solutions and the medium/long term project.
2. From there provide a document to the relationship managers that fully covers the narrative to how we got here and what is now being done. I will also be happy to talk through this with the managers and they can offer for me to talk with their council counterparts if that is preferred (whatever helps the relationship). This communication will include frank outline of our estimate of where will not receive Fluoridated water and for how long so we can draw a line under the issue.

This will mean by the end of next week we aim to have our customers up to speed and fully aware of the status of Fluoride in their communities.

I have also asked Network Performance to start reporting the levels of Fluoride in the water (including zero) to me weekly to ensure that we have a watch on the levels. Ideally we will be able to create an image that shows fluoride coverage.

It is important (and this will be key in the messaging to the councils) is that the operators continue a cautious approach to dosing based on their confidence in the plant. There is no pressure on them to take unnecessary risk in operation of the Fluoride plants – customer safety continues to be the priority.

Thanks,



Director of Regulatory Services



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

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:17:00 am
Attachments: [image001.png](#)
[Fluoride supply project communications plan v2.docx](#)

Hi [REDACTED],

[REDACTED] and I have a meeting with [REDACTED] tomorrow to discuss the emails below.

It looks like there have been some conversations happening that I have not been party to – but it doesn't look like it will change what we have discussed.

So you're in the loop, I've attached the draft comms plan (which I am still working on). The timeline is up for discussion, my preference is that we pace the messaging to make sure we get it right. This may mean that we expedite the messaging to the board with an overview of planned communications rollout.

Happy to have a chat, I'm free this afternoon.

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]
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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:21:00 am
Attachments: [image001.png](#)

Ahh I see, I didn't realise we had briefed the board.

Happy to discuss tomorrow, with the potential that we expedite messaging to the board with an overview of planned communications rollout – so they know we have it in hand.

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])
Date: Wednesday, 2 March 2022 10:14:14 am
Attachments: [image004.png](#)

Hi,

I can articulate the pressures on timeline tomorrow [REDACTED] – Essentially now we have briefed the Board the Chair feels exposed. So we lose a bit of control over the time of exposure as she pressured [REDACTED] to resolve the reputation risk etc. From The Chairs perspective the longer we take the greater the liability the Chair feels exposed to.

Cheers

[REDACTED]
Director of Regulatory Services



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:57 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Fluoride - Update requirements (question for [REDACTED])

Hi [REDACTED], I was told [REDACTED] had spoken to GWRC himself already, not sure the depth of the content provided to them though.

Hi [REDACTED], can you confirm that the time pressure with this information is related to the timing of the next Water Committee meeting and the desire to inform the other Councils of the status (and perhaps provide a more formal update to GWRC).

Regards,

[REDACTED] **CPEng**
Water Treatment

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 2 March 2022 8:50 am

To: [REDACTED]

[REDACTED]

Subject: RE: Fluoride - Update requirements.

I have a draft plan and comms nearly ready. But I'm hesitant to begin rollout with [REDACTED] on leave...

When is the next board meeting and committee meeting? Also, what do GWRC know? I've asked [REDACTED] and [REDACTED] and they've both said that no conversation has happened yet...

[REDACTED] [\(she/her\)](#)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED]

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From: [REDACTED]

Sent: Wednesday, 2 March 2022 8:46 am

To: [REDACTED]

[REDACTED]

Subject: RE: Fluoride - Update requirements.

Hi [REDACTED], the pressure is both internal and external, apparently GWRC know, but the other councils don't know and [REDACTED] needs to be in a position to tell them/ Water Committee as soon as possible (and the deadline might be that the next meeting is coming up).

Regards,

[REDACTED] **CPEng**
Water Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in

From: [REDACTED]
Sent: Tuesday, 1 March 2022 6:59 pm
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Re: Fluoride - Update requirements.

Hi [REDACTED],

I'll have a draft plan to you and [REDACTED] for sign off tomorrow. I'll include the board messaging request draft in the appendix.

I'm happy to have something to [REDACTED] by Thursday, but I also need to ask what's driving this deadline? Internal or external pressure?

Happy to discuss,

[REDACTED]

Sent from my iPhone

On 1/03/2022, at 5:14 PM, [REDACTED] wrote:

Hey [REDACTED] and [REDACTED],
The appetite (and urgency) for info on fluoride is growing – see below.

Can I get an update? Are you able to get something out by Thursday?

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 1 March 2022 3:55 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Fluoride - Update requirements.

Hi all

I have sent an email to the NPT identifying key information sources.

I have highlighted below [REDACTED] data requirements that the NPT can provide. The other information may likely need to come from the treatment team

Thanks

From: [REDACTED]

Sent: Tuesday, 1 March 2022 2:15 pm

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: Fluoride - Update requirements.

Afternoon [REDACTED] and [REDACTED],

As the SLT Lead for the Fluoride issue I need to provide the Board Chair a one-pager of the issues and our way ahead. These range from reputation, current status and future timelines (when we will advise councils etc.).

I appreciate this issue is spread across a number of groups and sub-groups and therefore so is the information I require. As [REDACTED] is away can I ask that you also coordinate with his team to provide the following information.

I am comfortable with the history of how we got here the information I need is the current status. Also I don't want to get confused between dosing and effective dosing – I need to know if we are dosing at an effective level sufficient to have a health benefit.

Accordingly I need the following:

For each plant:

Status of if plant is currently dosing fluoride **WTP Team**

If dosing the ppm it is averaging **This should come from WTP fluoride analysers into Data Historian. [REDACTED] was already tasked with looking at creating reports using this data. [REDACTED] will also look at the lab data from the required compliance monitoring, as well as the networks sites where the lab also monitors fluoride. The lab data should be relatively easy by Thur as we have a lot of this data already from the frequent LGOIMA requests we get. The online data may have to be a WIP in the short term**

If not dosing why not E.g. H&S issue prevents plant being operated. **WTP Team**

If dosage is below lower limit of health measure or plant is not dosing is it feasible to return plant to operation and achieve required dosage by 31 Jun (i.e. is the short-term objective of the Fluoride Implementation Programme feasible) **WTP Team and PMO**

Wider information:

What areas are currently not being provided Fluoridated water within the Health dosage range. Ideally I would have this in a map image.

Status of the Implementation Programme's Medium/Long Term solution

Could I have this by the end of Thursday please – if not please let me know.

Thanks,

[Redacted]

Director of Regulatory Services



[Redacted]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing
Date: Friday, 25 February 2022 1:04:00 pm
Attachments: [image003.png](#)
[image006.png](#)

[REDACTED] ([she/her](#))
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
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www.wellingtonwater.co.nz



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We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]
Sent: Friday, 25 February 2022 12:26 pm
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing

Believe it or not, I do know when to shut up :)

[REDACTED]

[REDACTED] ([she/her](#))
Group Manager Network Development & Delivery



[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Friday, 25 February 2022 12:19 pm
To: [REDACTED]
Subject: RE: GWRC + Fluoride dosing

Thank you

[REDACTED] (she/her)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



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We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]

Sent: Friday, 25 February 2022 12:18 pm

To: [REDACTED]

Subject: RE: GWRC + Fluoride dosing

nope

[REDACTED] (she/her)

Group Manager Network Development & Delivery



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]

Sent: Friday, 25 February 2022 12:17 pm

To: [REDACTED]

Subject: RE: GWRC + Fluoride dosing

Nothing about the issues we've been having with our current dosing systems?

[REDACTED] (she/her)

Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday



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From: [REDACTED]

Sent: Friday, 25 February 2022 12:16 pm

To: [REDACTED]

Subject: RE: GWRC + Fluoride dosing

Hi – if that is what you need, we don't need a meeting as I have said bugger all other than it is coming. [REDACTED] has seen the letter from the Minister.

[REDACTED]

[REDACTED] (she/her)
Group Manager Network Development & Delivery



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



-----Original Appointment-----

From: [REDACTED]

Sent: Friday, 25 February 2022 11:46 am

To: [REDACTED]

Subject: GWRC + Fluoride dosing

When: Tuesday, 1 March 2022 2:00 pm-2:30 pm (UTC+12:00) Auckland, Wellington.

Where: Microsoft Teams Meeting

Kia ora [REDACTED] and [REDACTED]

Can we catch up quickly so I can get an understanding of what we've communicated so far, with GWRC, about our fluoride dosing?

I'm writing a communications plan and need to know where I'm starting from



Microsoft Teams meeting

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From: [REDACTED]
To: [REDACTED]
Subject: Fluoride dosing
Date: Monday, 10 January 2022 11:37:00 am
Attachments: [Fluoride Communications Plan.docx](#)
[Item of significance - reliability of Fluoride dosing systems.msg](#)
[image002.png](#)

Morena team,

Just following up from the meeting at the end of last year.

My understanding is that we are creating an action plan, as a priority, this year? (Apologies, I was unable to attend).

Happy to catch up next week to discuss how comms fits in?

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor
In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
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Wellington's Water Treatment Plants - Fluoride dosing systems

1. Purpose of Item of Significance

To provide the SLT with information to be considered regarding the fluoride dosing systems at Te Marua, Waterloo, Wainuiomata and Gear Island.

2. Recommendations

That the Wellington Water Chief Advisor Drinking Water recommends that SLT:

- (1) receives and notes the item of significance;
- (2) notes that staff are still investigating the feasibility and cost of improving the current poor reliability and performance of fluoride dosing.
- (3) notes that the required work to set a target reliability of 90% were not included in the GWRC Long Term Plan, and additional revenue would be required to fund ongoing costs if no alternative revenue is identified;
- (4) notes that the facilities have become onerous and unsafe to operate. Turning off the facilities is less of a risk than continued operation;
- (5) agrees to EITHER:
 - (a) continue to run the fluoride dosing systems at the Water Treatment plants acknowledging the continued risk and unreliability of the service until further remediation is possible;
 - (b) stop the fluoride dosing systems at the Water Treatment plants until further remediation is possible, acknowledging the terms of the Health (Fluoridation of Drinking Water) Amendment Bill and implications on long term public oral health; or
 - (c) stop fluoride dosing at Te Marua and Gear Island and continue to run the fluoride dosing systems at the other Water Treatment plants acknowledging the continued risk and unreliability of the service until further remediation; and
- (6) agrees that, if option a), b) or c) is chosen, further communication activity will be required and further work on the Fluoride Dosing Systems will need to be included in the GWRC Annual or Long Term Plans.

3. Introduction

Wellington Water operates four fluoridation facilities, located at the four water treatment plants that supply the Wellington regional water supply network.

These fluoridation facilities have all experienced ongoing issues that have reduced the availability and reliability of fluoridation and the consistency of the treated water fluoride concentration. Due to these issues, the percentage of time that the fluoride dosing facilities have been operational is poor.

With the Health (Fluoridation of Drinking Water) Amendment Bill being passed through the Health Committee in November, water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. Those already fluoridating will be required to continue to do so unless directed by the Director-General of Health to stop.

This is likely to place more emphasis on reliability of fluoride dosing and raises these issues to an operational risk.

4. Background

Operational statistics for January 2019 to May 2020:

Water Treatment Plant	Fraction of time fluoridation was operational
Te Marua	10-20%
Waterloo	30-40%
Wainuiomata	10-20%
Gear Island*	55%

*Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness.

The poor reliability illustrated above is exacerbated by the fact that because fluoridation is not considered a critical water safety requirement, issues are most easily dealt with by shutting down fluoridation systems, with rectification and reinstatement of fluoride dosing taking a lower priority than other more critical tasks.

Issues at the Water Treatment Plants include:

Te Marua

The fluoride dosing system at the Te Marua Water Treatment Plant has been non-operational since May 2021. This means that Upper Hutt, Porirua and the northern and western Wellington suburbs have not been receiving fluoride in their drinking water.

It has been offline because it is unreliable and has problems, such as:

- Short-circuiting in the treated water reservoir due to damage to the baffle curtain.
- Poor powder quality,
- Manual powder bag handling,
- Small mixing tanks,
- Incorrect fluoride dosing pump type,
- No standby fluoride dosing pump.

To fix these problems, the fluoride dosing system needs to be upgraded. Sizing and cost estimates have indicated that repairing/replacing the fluoride dosing system at Te Marua will cost between \$435,000 – \$696,000.

Waterloo

Between January 2019 and May 2020, the fluoride dosing system at the Waterloo Water Treatment Plant was operational 30-40% of the time. This is because of:

- Dosing pumps double as day tank recirculation pumps
- Complex system with batch makeup and pumped transfer to day tank.
- High manual operator input.
- Poor powder quality,
- Manual powder bag handling,
- Small mixing tanks,
- Incorrect fluoride dosing pump type,
- No standby fluoride dosing pump.

To fix these problems, the fluoride dosing system needs to be upgraded. Sizing and cost estimates have indicated that repairing/replacing the fluoride dosing system at Waterloo will cost between \$435,000 – \$696,000.

Wainuiomata

Between January 2019 and May 2020, the fluoride dosing system at the Wainuiomata Water Treatment Plant was operational 10-20% of the time. This is because of:

- Powder feeder screw is not fit for purpose and does not provide turndown or peak capacity
- No access to bottom of day hopper feed screw conveyor to allow maintenance
- Poor powder quality,
- Manual powder bag handling,
- Small mixing tanks,
- Incorrect fluoride dosing pump type,
- No standby fluoride dosing pump.

To fix these problems, the fluoride dosing system needs to be upgraded. Sizing and cost estimates have indicated that repairing/replacing the fluoride dosing system at Wainuiomata will cost between \$384,000 – \$614,000.

Gear Island

Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness. However, the Gear Island fluoride facility dosed continuously into the Wellington water supply (to accommodate the non-fluoridated Petone supply zone) until December 2021.

Issues include:

- The Gear Island Water Treatment Plant has old dosing equipment, entire system needs replacing.

- Future use of fluoride from this plant depends on fluoridation policy for Petone.

Sizing and cost estimates have indicated that replacing the fluoride dosing system at Gear Island will cost between \$384,000 – \$614,000.

5. Risk

The current fluoride facilities are not operating at a standard our client councils and the public would expect, e.g. Te Marua has been off since May 2021 and fluoridation of the Wellington artesian supply has ceased until further notice (as of December 2021). Drinking water supplied currently is likely without fluoride and our client councils/the public are unaware of this.

The facilities have become too onerous to operate (high number of callouts resulting in operator fatigue) and unsafe to operate. Turning off the facilities is less of a risk than continued operation.

There is no funding allocated to the repair/replacement of these facilities.

The Health (Fluoridation of Drinking Water) Amendment Bill states that water suppliers are now required to fluoridate a water supply if directed to do so by the Director-General of Health. **Those already fluoridating will be required to continue to do so unless directed by the Director-General of Health to stop.**

6. Mitigation

The aim is to improve the current poor reliability and performance of fluoride dosing and set a target reliability of 90%. We commissioned Stantec to review the fluoride facilities and provide recommendations to achieve this target.

Stantec have provided a report stating: *“Given the difficulty of retrofitting new mixing tanks and dosing equipment into the existing fluoride plants, and the number of other issues that require addressing, it is recommended that Wellington Water replaces all the facilities with new ones designed to meet the NZ Code of Practice.”*

Preliminary sizing and cost estimates have indicated that repairing/replacing the facilities will cost between \$1,638,000 - \$2,620,000.

Replacing the existing dosing systems will take up to two years, factoring in budget approvals, design, and procurement etc. Physical site constraints, especially in the earthquake prone Waterloo Water Treatment Plant, will affect the detailed pipework and equipment layout design of each facility.

At this stage, we do not have funding, we do not have a design and we need to follow full project management implementation due to high risk of operating this chemical dosing system to both operators and public.

From: [REDACTED]
To: [* All Senior Leaders](#)
Cc: [REDACTED]
Subject: Item of significance - reliability of Fluoride dosing systems
Date: Friday, 17 December 2021 12:02:52 pm

Morena koutou

Our fluoridation facilities for the metropolitan area have and continue to experience ongoing issues that have reduced the availability and reliability of fluoridation and the consistency of the treated water fluoride concentration. Due to these issues, the percentage of time that the fluoride dosing facilities have been operational is poor due to a variety of reliability issues associated with the plant and the quality of the products dosed into supply.

The issue is of significance as it poses a potential reputational issue, and will take investment and time to resolve.

Your guidance is requested on how and who to communicate the issue to within our client councils - so that we adopt our usual no surprises approach.

Background

Fluoride plan operational statistics for January 2019 to May 2020 show the following:

Water Treatment Plant	Fraction of time fluoridation was operational
Te Marua	10-20%
Waterloo	30-40%
Wainuiomata	10-20%
Gear Island*	55%

*Since 1999 the Gear Island WTP has only been used as a standby facility and is typically only run on one or two days each month, to maintain operational readiness.

SWDC currently has no fluoride dosing systems. With the Health (Fluoridation of Drinking Water) Amendment Bill recently being passed through the Health Committee, we may be required to fluoridate all supplies if directed to do so by the Director-General of Health. Those supplies already fluoridating are required to continue to do so unless directed by the Director-General of Health to stop. As a result, the issue may gain more attention in the near future.

What are the regulatory requirements?

Dosing of Fluoride is only a regulated issue in the event of exceeding maximum acceptable values stated in the drinking water standards. There is no regulated minimum reliability performance standard at present.

Historically, GWRC has self-imposed a 90% reliability target. The poor reliability experienced is exacerbated by the fact that because fluoridation is not a critical water safety requirement, issues are most easily dealt with by shutting down fluoridation systems - with rectification and reinstatement of fluoride dosing taking a lower priority than other more critical tasks.

What are the issues impacting reliability?

Issues contributing to the above at the Water Treatment Plants include:

- Short-circuiting in the treated water reservoirs.

- Poor powder quality,
- Manual powder bag handling,
 - Small mixing tanks,
 - Incorrect/unsuitable dosing pump types,
 - Lack of standby fluoride dosing pumps.
 - Dosing pumps doubling as day tank recirculation pumps
 - Complex systems with batch makeup and pumped transfer.
 - High manual operator input.
 - Powder feeder screws not fit for purpose, with lack of turndown or suitable peak capacity
 - No access to bottom of day hopper feed screw conveyors to allow maintenance
 - Old dosing equipment at the Gear Island Water Treatment Plant - the entire system needs replacing.

How much will it cost to fix, and how long will it take?

To fix these problems, the fluoride dosing systems need to be upgraded. Preliminary sizing and cost estimates indicated that repairing/replacing the fluoride dosing system at Te Marua will cost between \$435,000 – \$696,000, at Waterloo will cost between \$435,000 – \$696,000, at Wainuiomata will cost between \$384,000 – \$614,000, and at Gear Island will cost between \$384,000 – \$614,000.

Implementation is expected to take several years to complete. In the meantime we (and councils) will continue to carry the reputational risk.

Let me know if you have any further questions.

Ngā mihi



Chief Advisor – Drinking Water



From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.
Date: Friday, 17 December 2021 9:37:28 am
Attachments: [image001.png](#)
[image003.png](#)

Thanks both for your efforts on this topic.

Regards,

[REDACTED] **CPEng**
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Thursday, 16 December 2021 2:54 pm
To: [REDACTED]
[REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

That's awesome [REDACTED]! You have done a great job. It's a little more formal than I would go for, but has the key issues set out really well

Thanks for your help – I'll get this sent off shortly

Cheers

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 December 2021 4:16 pm
To: [REDACTED]
[REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

H [REDACTED],

This is certainly not within my realm of expertise – but I've done my best!

I've incorporated your questions into the copy, hopefully I've covered everything. Please check that this is correct, I've made some sweeping assumptions and based most of the technical information off of the resources I have on hand – so it might be wrong.

Let me know if I've helped/hindered the process!

[REDACTED]

[REDACTED] [\(she/her\)](#)

Senior Communications Advisor

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Working from home: Tuesday and Thursday



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From: [REDACTED]
Sent: Tuesday, 14 December 2021 9:24 am
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

If you have time that would be great

I'm thinking something along the lines of:

1. Why it's an item of significance, what is the risk
2. Background – what is the issue?
3. Why cant we simply fix it now?
4. How do we resolve it then?
5. Does it need funding, is/will it be included in the LTP via Service Planning?
6. Who do SLT think we should inform?

Regards
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 December 2021 9:09 am
To: [REDACTED]
Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

Can I gently suggest, that due to the risk associated with this, that we get it to SLT ASAP?

I'm happy to help you draft something if that would help? If you send me a template I'll work on it today.

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor



[REDACTED] [REDACTED]

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

www.wellingtonwater.co.nz



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From: [REDACTED]

Sent: Monday, 13 December 2021 4:33 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Thanks. Yes still on the to-do list unfortunately

Regards

[REDACTED]

From: [REDACTED]

Sent: Monday, 13 December 2021 3:55 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

To add to the communications plan? SLT draft on this topic? (I think last email I saw this was still on your list).

Regards,

[REDACTED] CPEng
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Monday, 13 December 2021 3:47 pm

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

Seriously. Please see my responses below.....

From: [REDACTED]

Sent: Monday, 13 December 2021 3:13 pm

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Hi [REDACTED],

You must of expected me to comment, given my passion for health outcomes and my Ministry of Health background

- When you say Wellington, is that Wellington Region, Wellington City, or parts of Wellington? e.g Northern and Western Wellington does not get water from Gear Is.... **The regions that normally receive Artesian supply and others when pumping up the gorge and Wainui off-course when back-pumping**
- Are we not dosing from Wainui? .. **that's not Artesian supply to Welly** Is the GI plant the only plant that doses fluoride into town (being the CPD, eastern and southern suburbs)....**again only for the Artesian (Waterloo/Gear Is) supply**
- The Health Amendment Act doesn't have too much of an impact at this stage. Our current focus should be on the fact that currently our owners fund us to provide fluoridated water (at the recommended WHO levels that will assist with the prevention of dental caries in infants) across the region, with the only exception being Petone, (the same as they also do for chlorinated water...so what is the difference?).... **having no disinfection can make**

adults & children sick or worse which is why Petone is now chlorinated Are we saying that we cannot meet that commitment and we don't know when we can? YES At this moment in time

Thanks [REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Monday, 13 December 2021 2:35 pm

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Fluoridation of Wellington Artesian Supply has ceased until further notice.

Good afternoon [REDACTED] and [REDACTED],

Back in 2016, owing to the Gear Island WTP HFA tanks being past their use-by date and a Health (Fluoridation of Drinking Water) Amendment Bill going before Parliament, a Worksafe Compliance Plan was applied for and granted to continue operating until November 30th 2021. As the Health (Fluoridation of Drinking Water) Amendment Bill had been put on hold but was again progressing I applied for a further Worksafe Compliance Plan which was granted as per attached. However an assessment of the tanks still being fit for purpose was left to be undertaken by myself in consultation with [REDACTED] the HSNO Compliance Certifier. I progressed this and was informed by Connect Water, who had performed the previous engineer's inspection, that they 'did not feel comfortable recommending an extension to their life inspection' unless specialist analysis of the tank material was undertaken. This was performed on an external tank material sample by Optimech who following their analysis report, as attached, felt an extension of the tanks operation was ill-advised owing to material degradation.

Another issue arose with the ceiling in the room where the tanks are installed has been deteriorating with portions exposing rebar resulting in the dosing being stopped in June 2021 until controls for working in that area were put in place until a repair can be undertaken. Once satisfied that suitable controls were in place I asked operations to restart the dosing in August to run the existing product down as much as possible with remainder to be removed by a suitable waste management company. The idea behind this was two-fold being to eliminate the hazard prior to the ceiling being repaired and allow an internal inspection of the tanks to be undertaken to confirm internal condition if felt necessary.

The present status is that we are not dosing with removal of remaining product being arranged by operations to allow a repair of the ceiling in a safe environment. I recommend a full decommissioning of this installation without further money being spent on an internal investigation especially as the Health (Fluoridation of Drinking Water) Amendment Bill became an Act in November and in all likelihood Petone will receive fluoridated water in the future meaning Wellington and Petone fluoride dosing would be at Waterloo.

The result is that Wellington will not be receiving fluoridated water for an extended period. If further clarification or information is required please contact me in the first instance

Ngā mihi,

██████████ Senior Advisor Service Delivery



██████████ ██████████ ██████████

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)
Date: Monday, 22 November 2021 2:28:00 pm
Attachments: [image007.png](#)
[image001.png](#)

No problem, hopefully the plan will help a bit

[REDACTED] ([she/her](#))
Senior Communications Advisor



[REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



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From: [REDACTED]
Sent: Monday, 22 November 2021 2:27 pm
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

No sorry, it's still sitting with me, on the to-do list

Regards
[REDACTED]

From: [REDACTED]
Sent: Monday, 22 November 2021 2:22 pm
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Kia ora team,

I'm not sure where we're at with this, but attached is a draft communications plan.

[REDACTED], did it go to SLT?

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor



[REDACTED] [REDACTED]
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From: [REDACTED]

Sent: Wednesday, 10 November 2021 4:01 pm

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Thanks. I haven't seen the Stantec report, can someone send a link please?

[REDACTED]

From: [REDACTED]

Sent: Wednesday, 10 November 2021 4:00 pm

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Operationally we cannot provide a date when we can safely turn Te Marua WTP fluoride dosing back on, and we have not yet communicated this to SLT or the Councils.

The analysis from Stantec on the fluoride systems provides no quick wins to get around the issues at all of the treatment plants for fluoride dosing and that significant investment is required.

Operationally the only steps we can take right now are determining how to achieve the following two steps:

- Repair the treated water reservoir baffle curtains to prevent short circuiting (its ripped)
- Confirm that anti-siphon standpipe is functioning correctly and preventing siphoning. Make adjustments to the standpipe if necessary

These steps won't make the dosing system at Te Marua more reliable though (there are a number of issues outlined in the Stantec report).

[REDACTED]
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 10 November 2021 3:33 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'm still not clear what the issue is to be honest.

[REDACTED] can you provide a bit more detail please?

Thanks

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 10 November 2021 2:07 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Can I confirm that you are going to take a first pass on this then I'll work on it after? As per the below conversation?

I don't feel I have the technical knowledge to write it.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 12:50 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'll send you one I did recently [REDACTED]

Cheers

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 12:31 pm
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

I'm happy to help, would you be able to draft something [REDACTED] and I can shape it?

Also, could you send me an example of another?

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 November 2021 11:59 am
To: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Yes I am looking for help on that.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 3 November 2021 11:55 am
To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Will you draft the item of significance [REDACTED], or are you looking for [REDACTED] to help with that?

Regards
[REDACTED]

From: [REDACTED]

Sent: Wednesday, 3 November 2021 11:54 am

To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hello, just following up on expected timelines for communications on this topic (so I can keep [REDACTED] up to date)?

Thanks!

[REDACTED]
[REDACTED] [ter Treatment](#)

[REDACTED] [REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Thursday, 28 October 2021 9:14 am

To: [REDACTED]
[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

I agree. No surprises.

I'm happy to review a draft IOS

Regards
[REDACTED]

From: [REDACTED]

Sent: Thursday, 28 October 2021 8:44 am

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

That depends on how we expect the councils to react. I am concerned that this is an expectation and one we have not been meeting at Te Marua since May 2021.

In my opinion, yes, I think it should be raised at SLT.

From: [REDACTED]
Sent: Thursday, 28 October 2021 7:48 am
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED]
FYI [REDACTED] has asked whether or not this is an item of significance for SLT. No one has confirmed yes or no yet.

[REDACTED] [Water Treatment](#)

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 3:48 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],
Thank you!

Timing to get back on this..... I guess once you have a read the material we can land on that, but the key is we are trying to be transparent as soon as possible because the Councils "expect" we are dosing it and Te Marua is currently off and has been since the end of May 2021.

Let's start here! <https://www.wellingtonwater.co.nz/your-water/drinking-water/how-is-it-treated/whats-in-your-water/fluoride/>

What is fluoride?
See FAQs

Why do we use it?
See FAQs

Is it mandated that it's included in the water we provide?
See FAQ's

How many treatment plants currently use fluoride?
Only the Wellington Regions ones, not the SWDC ones

Are we stopping fluoride dosing at all treatment plants?
No - Te Marua and Gear Island will be off, Waterloo and Wainui are functional but are not reliable and require upgrades

If Te Marua (TM) is not using fluoride, how many areas does this impact? (Who receives water from TM?)

Upper Hutt, Porirua and Wellington City

How can people substitute fluoride? Is there a particular toothpaste they can use?

Don't know the answer to this.

What (if any) impact will this have on people's health (short term)?

See FAQ's

ISSUE AT TE MARUA and GEAR ISLAND

OK this is where I need to build some operation detail, but these are my first responses.

What is the issue?

Dosing systems have been functional but have become more and more unreliable and require upgrades

Why we can't we resolve it now?

Dosing systems need to be redesigned to make them reliable and safe to operate

Why will it take so long to fix?

Do not have funding, do not have a design, need to follow full project management implementation due to high risk of operating this chemical dosing system to both operators and public.

What the risks of operating it as it is?

It is less risk to keep it off as an overdose will poison people. Over a long period of time having it off is related to the health of peoples teeth.

Is this a new issue, and if not how long have we known?

Years apparently (will get more data) before my time ! My interpretation is that we have been nursing them along, but now they have become too onerous to operate (high number of callouts resulting in operator fatigue) and unsafe to operate.

Is the issue common to other treatment plants?

It is common to chemical dosing systems using powder, it is common to systems that may not have been designed to meet an operational target (such as operators and maintainers should only have to intervene once a week).

Will this affect all areas/councils?

Yes, not right away, but if the other systems become too unreliable they may have to be turned off too.

████████████████████

ter Treatment

██ ██████████

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 3:15 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

This is interesting!

First off I'm going to need some information so I can craft some key messaging and a plan (even if we decide it is stakeholder communication only).

Let's start with:

What is fluoride?
Why do we use it?
Is it mandated that it's included in the water we provide?
How many treatment plants currently use fluoride?
Are we stopping fluoride dosing at all treatment plants?
If Te Marua (TM) is not using fluoride, how many areas does this impact? (Who receives water from TM?)
How can people substitute fluoride? Is there a particular toothpaste they can use?
What (if any) impact will this have on people's health (short term)?

ISSUE AT TE MARUA

What is the issue?
Why we can't we resolve it now?
Why will it take so long to fix?
What the risks of operating it as it is?
Is this a new issue, and if not how long have we known?
Is the issue common to other treatment plants?
Will this affect all areas/councils?

When do you need it back by?

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 2:09 pm
To: [REDACTED]
Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

Let me know how you would like to get started. Multiple people will have information, but I can start with what I can contribute.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]

Sent: Wednesday, 27 October 2021 1:55 pm

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],

[REDACTED] has capacity to help.

Cheers,

[REDACTED]

[REDACTED] Communications and Community Engagement Manager



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

From: [REDACTED]

Sent: Wednesday, 27 October 2021 11:15 am

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: fluoride dosing all plants (communications assistance requested)

Hi [REDACTED],
Who best to support us with this please?

[REDACTED]
ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:57 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

Do we need an SLT item of significance first?

I think we might need comms team support for any external comms on the subject, including some well-planned FAQs that might include:

- What is the issue?
- Why we can't we resolve it now?
- Why will it take so long to fix?
- What the risks of operating it as it is?
- Is this a new issue, and if not how long have we known?
- Is the issue common to other treatment plants?
- Will this affect all areas/councils?

Regards

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:50 am
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

Hello,
Attached is the communication internally in regards to Te Marua WTP status.

[REDACTED], I planned to out something in the Council Financial reporting dashboard

(due this Thursday) or should I wait to use that channel until the below statement is resolved?
What other channels should be used to communicate the status (should I add it to the risk register?)

Eg are we planning on leaving the Fluoride dosing plants off at our Treatment Plants with a view to commencing design next year?

[REDACTED] ter Treatment

[REDACTED]
Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:11 am
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

From my perspective as soon as practicable, but that has to take into consideration practicalities and other work priorities/considerations, and not come at the expense of increased delivery/operability risks.

Regards

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 10:03 am
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants
Importance: High

Hi [REDACTED],

We have put forward a request for funding to Service Planning for Fluoride Dosing Plant upgrades. See attached email.

[REDACTED], is there an ability to bring forward funding for this to commence design this

year? If approved from a Service Planning perspective, NET can raise a PCR and brief the project. Please note that [REDACTED] needs to go back to Council regarding what the plan is regarding Fluoride dosing. Eg are we planning on leaving the Fluoride dosing plants off at our Treatment Plants with a view to commencing design next year?

[REDACTED], from a Chief Advisor perspective would you want this commenced sooner than next year?

[REDACTED], could you comment with regards to [REDACTED] email below?

Regards,

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 27 October 2021 9:51 am
To: [REDACTED]
Subject: FW: fluoride dosing all plants

Hi [REDACTED]

Can you answer the first question? We haven't communicated this to Councils, and that is what is coming next.

So I will send an email and include you, but I will ask [REDACTED] to assist with the communications side of it.

[REDACTED]

ter Treatment

[REDACTED]

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
Sent: Sunday, 10 October 2021 9:25 pm
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: fluoride dosing all plants

Hi [REDACTED],

Has someone picked this up from [REDACTED]?

We need to inform our councils if the dosing is going to be off for an extended period, can you please follow up with [REDACTED] and see if we have informed them via the hub. I assume we won't know a reinstatement date until we have inspected with the drone? If we have not told them already we should communicate planned next steps.

I was surprised to see a preference for SSF over HFA for long term solution, as I thought HFA was the preferred option these days? Are we factoring in the difficulties we are have receiving reliable product?

Ngā mihi



Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [Redacted]

Sent: Friday, 8 October 2021 7:50 am

To: [Redacted]

Cc: [Redacted]

Subject: RE: fluoride dosing all plants

Hi [Redacted],

Please see attached the current status of this workstream (which was assigned to NET).

You will see that the TWR short circuiting is an compounding issue at Te Marua, and we had planned a drone inspection that got moved because of Covid, and that is now scheduled for 12/10/2021.

[Redacted] ter Treatment

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [Redacted]

Sent: Thursday, 7 October 2021 7:21 pm

To: [Redacted]

Cc: [Redacted]

Subject: Re: fluoride dosing all plants

Hi [Redacted],

I can't tell councils fluoridation is off with no plan to reinstate. Can you please provide details.

[Redacted]

Subject: RE: fluoride dosing all plants

Hi [REDACTED], we currently don't have a timeframe as to when Te Marua dosing will be back on. [REDACTED]

From: [REDACTED]

Sent: Thursday, 7 October 2021 9:03 am

To: [REDACTED]

[REDACTED]

Cc: * All Bulk Water Plant Operations <AllPlantOperations@wellingtonwater.co.nz>

Subject: RE: fluoride dosing all plants

Thanks [REDACTED]

Just one suggested addition below in red

From: [REDACTED]

Sent: Thursday, 7 October 2021 8:34 am

To: * All Bulk Water Plant Operations

[REDACTED]

[Redacted]

Cc: * All Bulk Water Plant Operations <AllPlantOperations@wellingtonwater.co.nz>

Subject: fluoride dosing all plants

Hi All,

Update of fluoride dosing at all plants.

- Wainui WTP – dosing online.
- Waterloo WTP – dosing online.
- Gear Island WTP – dosing online.
- Te Marua WTP – dosing offline. (anticipated timeframe??)

Regards

[Redacted] **Senior Operations Technician**

[Redacted]

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoride responsibilities
Date: Friday, 1 April 2022 6:37:27 pm

Hi [REDACTED], thanks for the chat this afternoon.

To confirm.

1. Chair is responsible for arranging the independent inquiry, overseeing its completion and implementing its recommendations. All communications and reporting on the inquiry will be from yourself. [REDACTED] and [REDACTED] [REDACTED] will be there to help you with communications and media.
2. The CE is responsible for continuing with the operations of the company, this includes the restoration of fluoride to the drinking water system. All communications and on the restoration of fluoride will be undertaken by the CE on behalf of the company.

I have asked [REDACTED] to set up a meeting with you and [REDACTED] to address your requirements with respect to the independent inquiry.

Regards

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fluoride update.
Date: Thursday, 10 March 2022 7:35:11 pm

Hi all, we have a full disclosure meeting with the asset owner (GWRC) “in committee” early next week where we will brief the council on the fluoride issue. Following that meeting assuming agreement on process we will begin the process of advising stakeholders and then the public. I think we are comfortable that everything is well organised and appropriate for the potential issue this might become.

Regards

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fluoride update.
Date: Monday, 28 March 2022 1:49:37 pm

Greetings everyone. I would like to give you an update on the next couple of weeks.

1. We have organised ourselves into a structure which can respond to the size of this challenge as we currently conceive it. We will need to allow some redundancy in the system for things not got into to plan. We have approached 4 parties to provide strategic crisis support and all have submitted. We will make a decision tonight.
2. We are now turning the approach around from being defensive and sitting behind the independent inquiry to be proactive, up front and honest about everything that has happened. There are three steps to this.
 - announcing the terms of reference for the inquiry and letting the public and media know we will be releasing material about fluoride at the end of next week;
 - we need to brief you, Moh, Taumata Arowai and our stakeholders. At the moment the water committee are sitting directly behind your meeting next week so we can brief them all; and then
 - we get into our work, releasing material fronting up, being honest and addressing issues as they come at us.
3. We need the rest of the week to get all our information together and verify it before we go public. A lot of our information is in our system but is not that easy to retrieve and we have to make sure it is right. This exposes us to more media comment this week but at this stage we propose to stand behind releasing the terms of reference and saying we will be open next week once all the material has been collected.
4. We will provide you with a presentation pack for next weeks meeting which we can use with the water committee and the public. We are also communicating with our councils that we will change our approach next week. So far they are pleased about this as they think we need to be out explaining things. So all good there.
5. We have a bit of work to do with the Moh this week around the last 4 years data. It shows we have meet the standard, ie providing safe water. This means not dosing over 1.5ppm in water supplied (we are still following up in the single overdoses we have recorded), we have not meet consistently met the recommended dose of 0.7 - 1.0 ppm recommended by the Moh. We need them to digest the material so they can support our comms and address the public health message needed here.
6. I understand your concerns about the last media release we sent out but that was because we were in the old paradigm. We are clear what the new one is.

Please advise if there are any questions. I will jot you an update every couple of days as we go toward the next milestones so you are right up to date.

Regards

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fluoride
Date: Thursday, 24 March 2022 6:26:58 am

[REDACTED], we are going to have to put together a “war room” for fluoride. This is an additional work stream which will focus on comms. It will play out the order of releasing material to the public and how it will be communicated. It will initially comprise myself, yourself, [REDACTED] and I think [REDACTED] wants [REDACTED]

Our first meeting should be next week.

As I see it the starter for 10 releases would be:

What the regulations say
What are we required to report.
When did we stop fluoridation and why
How assured are we that fluoridation of the other two plants are ok
What is the compliance with fluoridation
When we overdosed what did we do.
What are our plans to fix and the timeframes
Etc, etc. we need to be able to plan this lifecycle to the end and then step through it.

You and [REDACTED] should be able to get started on that now.

We will have to link in both Moh and Taumata Arowai as we go because we want the minister to know what we are going to say ahead of time.

I can get quite fired up about this. Time to move into a forward gear.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fluoride
Date: Friday, 25 March 2022 10:34:15 am
Attachments: [Attachment-1.png](#)

Hi guys, great chat this morning.

Role clarity follows:

1. Board have instructed the independent inquiry. They will direct us on updates and interface with [REDACTED].
2. SLT is the governance of the fluoride issues and [REDACTED] is the owner of the overall work.
3. [REDACTED] is the programme manager who will ensure this next stage of the work is a success by managing all the respective work elements.
4. [REDACTED] will lead all external stakeholders management and communications. We have formed a separate entity to do this which will include an external consultant providing strategic support.

Can you please provide your agreement to this structure and role before I report to the board.

[REDACTED]



Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: [EXTERNAL] Fluoridation
Date: Thursday, 17 March 2022 8:53:45 pm

For your information.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 17 March 2022 at 5:53:09 PM NZDT
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: [EXTERNAL] Fluoridation

[REDACTED] done — also offer of support from their end to find temp fluoride options for water supply — worth exploring

Sent from my iPhone

On 17/03/2022, at 5:44 PM, [REDACTED] wrote:

Done [REDACTED], but [REDACTED] evading me. I sort of chatted to him about this morning after Moh said Taumata Arowai needed to be over the issues.

[REDACTED]

Sent from my iPad

On 17/03/2022, at 4:54 PM, [REDACTED] wrote:

Done [REDACTED], message left with [REDACTED] (DIA)

Sent from my iPad

On 17/03/2022, at 4:29 PM, [REDACTED] wrote:

Completed stakeholder calls done:

[REDACTED]

All the mayors, [REDACTED] and Water Committee members

[REDACTED] good for you to talk to assoc minister, I'll also give her a bell — will pass on cellphone if I can find it

Sent from my iPhone

On 17/03/2022, at 3:50 PM, [REDACTED]
[REDACTED] wrote:

Thanks [REDACTED].

Note the WW Committee meeting will be from 6-6.30pm, so media briefing will need to be at 6.30pm.

Flick through the draft media advisory when it's ready [REDACTED] - [REDACTED] and I can look over it.

Ngā mihi nui,

[REDACTED] (He/Him)

Pou Arataki Tari o Te Koromatua | Head of Mayor's Office

Te Kaunihera o Te Awa Kairangi | Hutt City Council, 30 Laings Road, Private Bag 31912, Lower Hutt 5040, New Zealand

[REDACTED]
www.huttcity.govt.nz<<http://www.huttcity.govt.nz>>

-----Original Message-----

From: [REDACTED]
[REDACTED]

Sent: Thursday, 17 March 2022 3:25 pm

To: [REDACTED]
[REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: [EXTERNAL] Fluoridation

Here's the notes.

Situation

Wellington Water has advised the metropolitan area of wellington that not all customers have been receiving fluoride. Wellington Water could have managed its stakeholders better during this process leading to those stakeholders being surprised and disappointed. Following the announcement Wellington Water has advised key dates in the announcement are not correct.

These elements combined question some capabilities of Wellington Water. The chairperson of the Wellington Water Board and the chair of the water committee have agreed to undertake an independent inquiry to look into all elements of the fluoride dosing system , the management overview, and the reporting and communications approach taken.

Announcements along these lines will be made tonight.

Contacts.

Minister. [REDACTED]

Associate minister. [REDACTED]

Moh. [REDACTED]

Moh officer. [REDACTED]

DIA. [REDACTED]

DHB. [REDACTED]

Taumata Arowai. [REDACTED]

Ngati Toa. [REDACTED]

Taranaki Whanui [REDACTED]

Rph. [REDACTED]

Mayors and water committee [REDACTED]

(Note, talk to [REDACTED] before [REDACTED])

[REDACTED]

[REDACTED]

Timeline

4.15pm. Board meeting

6pm water committee

6.15pm. Media.

Staff announcements for wellington water 4.15. Management team 4.30. Nmg team 4.45. All staff.

Regards

[REDACTED]

Sent from my iPad

Disclaimer

The content of this email is confidential, may be legally privileged and is intended only for the person named above. If this email is not addressed to you, you must not use, disclose or distribute any of the content. If you have

received this email by mistake, please notify the sender by return email and delete the email. Thank you.

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Community assistance
Date: Thursday, 24 March 2022 4:52:49 pm

Did you get this? Ok to leave it with you. You asked should we extend to other parts of the city. If it works - yes please.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: Councillor [REDACTED]
Date: 24 March 2022 at 10:50:18 AM NZDT
To: [REDACTED]
Subject: Re: Community assistance

Kia Ora [REDACTED]

this is greatly appreciated. In My ward we've had a number of organizations though the main one is [Resources | Bee Healthy](#) which educate kids and families about health teeth keeping practicies.

I've worked with them with the wellington district Māori health officer and changemakers refugee forum in the context of various vaccination drives in and around Strathmore park in the last year.

I've CC'd in [REDACTED] who is the Manager for Community Services here at WCC. [REDACTED] do you have a contact for Bee Healthy? so we could t up some extra support in particular for under 5s that may have been impacted by the fluoride issue ?

Ngā mihi,

[REDACTED]
Te Motukairangi Eastern Ward
Wellington City Council | W Wellington.govt.nz

From: [REDACTED]
Sent: Thursday, March 24, 2022 6:15 AM
To: Councillor [REDACTED]
Cc: [REDACTED]
Subject: Community assistance

Kia Ora [REDACTED] on yesterday's council call you raised the issue of support for community assistance programmes that include fluoride projects. We would like to understand how we could help. I have asked [REDACTED] to make contact and explore options.

Regards

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Documentation of fluoridation performance over the last 4-8 years.
Date: Monday, 21 March 2022 8:37:22 pm

Forgot to copy you in.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 21 March 2022 at 8:36:47 PM NZDT
To: [REDACTED]
Subject: Fwd: Documentation of fluoridation performance over the last 4-8 years.

Hi [REDACTED], I am sorry it has taken me this long to get back to my emails. [REDACTED] will have refined this a bit with [REDACTED] since I gave him the general idea. [REDACTED], could you please update [REDACTED].

Thank you.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
[REDACTED]
Date: 16 March 2022 at 10:58:31 PM NZDT
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Documentation of fluoridation performance over the last 4-8 years.

Hi [REDACTED], please refer to my phone call earlier in the day.

We have been asked for a full disclosure of the fluoride dosing performance of the plants over the last 4 to 8 years or as far back as you think the data is reliable enough to report. There are 4 plants Te Marua, Waterloo, Gear Island and Wainuiomata. As I see the brief, we are looking for a report that:

1. Clearly outlines the performance requirements for dosing fluoride;
2. Outlines the performance of the plants against the criteria;
3. Acknowledges any significant issues that occurred in terms of fluoridating or not;
4. Assesses the overall performance of providing fluoride;
5. Makes and assessment of the public health issues of the fluoridation performance found.

Is that enough to get started.



Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Fluoride comms
Date: Friday, 25 March 2022 9:48:28 am

Huh I forgot the main stakeholder.

All done.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 25 March 2022 at 9:47:58 AM NZDT
To: * All Senior Leaders <AllSeniorLeaders@wellingtonwater.co.nz>
Cc: [REDACTED]
[REDACTED]
[REDACTED]
Subject: Fluoride comms

Greetings everybody. We are getting ready for the next chapter on the fluoride communications. Right now we are not providing any communications to external parties due to the external inquiry. So if you are approached or are contemplating any communications about fluoride to externals please consult [REDACTED] first. please send this email to any other person who might have a possible flourish connection.

I assume [REDACTED] and [REDACTED], you will just remind our whanau of this requirement.

Thank you everyone.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Fluoride facilities dashboard
Date: Friday, 18 March 2022 5:11:39 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[Wellington Region path back to fluoridation.pdf](#)

Hi [REDACTED], here's the one pager I was talking about.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 18 March 2022 at 5:04:48 PM NZDT
To: [REDACTED]
Subject: Fluoride facilities dashboard

[REDACTED]
Communications and Community Engagement Manager

[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

-

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Fluoride Narrative
Date: Wednesday, 23 February 2022 1:51:42 pm
Attachments: [image001.jpg](#)

[REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: 22 February 2022 at 11:12:14 AM NZDT
To: [REDACTED]
Subject: Fluoride Narrative

Fluoride – Narrative

GWRC requires WWL to fluoridate all of Greater Wellington Region's drinking water with the exception of part of Lower Hutt (Petone area due to historical preferences of that community).

This requires three fluoridation plants at the Te Marua, Waterloo and Wainuiomata Treatment Plants and an additional fourth fluoridation plant at Gear Island Treatment Plant to fluoridate the un-fluoridated drinking water provided to Petone before it travels onwards to Wellington City.

The health benefits come from a dose that gives 0.6-1.0 ppm of fluoride. As fluoride is toxic in large doses an 'abundance of caution approach' is used to ensure that at no point does WWL release water into the system that exceeds the maximum dose.

The age of the fluoride dosing plant in all four treatment points is approaching 30 years and is becoming increasingly inconsistent in its ability to dose correctly. This has impacted on the confidence the operators have in operating the plant. In the event of a dose variation the plant is shut down to prevent any chance of an overdose entering the water and then is cautiously returned to operation in a staged manner. This is time consuming and as fluoride is not a requirement to make safe drinking water the return to service of fluoride plants occurs after work is completed that provides assurance around critical systems to public health (Chlorine, UV light etc).

The combined result of the plant unreliability and WWL's safety centric approach to returning fluoride plant to operation is sub-optimal levels of fluoridation. It is estimated that plants are only able to achieve the following rates of operation:

Te Marua 10-20%

Waterloo 30-40%

Wainuiomata 10-20%

Gear Island 55%

A report was commissioned in 2021 and peer reviewed in Feb 2022 – it confirmed the poor state of the plant and the limited feasibility of keeping the plant running into the medium term. It also identified that fluoride dosing at Te Marua WTP and Gear Island WTP is not sufficiently safe or reliable to put back into service in the immediate term – this report was reassuring as it supported the highly cautious approach the operators were using in operating that plant.

Way Ahead

The result is WWL has commenced a two phased programme:

- firstly to improve the current systems in the Wellington network by 30 June 2022 to improve rates of operation,
- secondly to upgrade all the fluoridation systems in the region over the medium term to long term.

Wider Context

The Ministry of Health has indicated an intent to mandate fluoridation of drinking water in 2022. Their intent is that currently fluoridated supplies must maintain fluoridation and all other supplies will be required to show a plan towards fluoridation.

This creates decision point on if replacing the plant in Gear Island is a sound investment as it will be made redundant when all drinking water is required to be fluoridated.

Cost

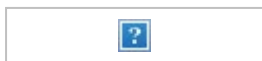
It is estimated that long term plan for replacing/installing a fluoride plant would be in the vicinity of \$1M per plant – that estimate will be clarified as the project progresses.

Reputation

Fluoride has been historically a contentious issue for some communities. The move by the Ministry of Health to mandate will cause debate and WWL is aiming through immediate improvements to our plants to have a good rate of operation when this debate may occur.

[Redacted]

Director of Regulatory Services



[Redacted]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Fluoride results HCC- WCC YTD 2019.xlsx
Date: Sunday, 27 March 2022 7:54:33 pm
Attachments: [image001.jpg](#)

[REDACTED] has been digging into things. Can you add this into your overall sweep.

[REDACTED]
Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 26 March 2022 at 8:22:59 AM NZDT
To: [REDACTED]
Subject: Fwd: Fluoride results HCC- WCC YTD 2019.xlsx

Morena [REDACTED]

This may be of interest. What prompted us to investigate the performance of the fluoride plants in more detail was ironically an anti-fluoride OIA request.

We completed the review and included funding in the LTP as per our normal processes (and we have the email trails to prove it).

So again in my opinion we haven't done anything wrong here. The criticism will no doubt come back to who should have been told what and when.

Enjoy your weekend, it's been another long week.

Cheers
[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 25 March 2022 at 2:06:13 PM NZDT
To: [REDACTED]
Subject: FW: Fluoride results HCC- WCC YTD 2019.xlsx

FYI – hopefully this will allay any concerns that we weren't onto the issue. This is what prompted the system review that we completed with the intention of upgrading the equipment as soon as possible.

Ngā mihi



Chief Advisor – Drinking Water



From: [Redacted]
[Redacted]
Sent: Tuesday, 8 October 2019 2:08 pm
To: [Redacted]
Cc: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
Subject: Re: Fluoride results HCC- WCC YTD 2019.xlsx

Ok, perhaps we could put the investigations in the tactical plan with an investment placeholder to implement for the following LTP period subject to prioritisation - any objections?

Sent from my iPad

On 8/10/2019, at 2:01 PM, [Redacted] wrote:

We hope to be trialling first unit at Te Marua in a few weeks.
For long term reliability and consistency It would be an idea to investigate replacing our powder feeder systems with liquid HFA. It is extremely rare to have a product quality issue with HFA.

From: [Redacted]
[Redacted]
Sent: Tuesday, 8 October 2019 1:14 PM
To: [Redacted]
[Redacted]
[Redacted]
Cc: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Subject: RE: Fluoride results HCC- WCC YTD 2019.xlsx

Okay thanks, so I read from this that it's all in hand and underway, is that right?
Any idea on timeframes?

Cheers

 Chief Advisor – Drinking Water

<image001.jpg>

From: 



Sent: Tuesday, 8 October 2019 1:03 PM

To: 





Cc: 














Subject: RE: Fluoride results HCC- WCC YTD 2019.xlsx

Hi , over the past year or so there has been ongoing issues with consistency of product with an earlier shipment requiring 'manual' breaking down owing to moisture absorption when hoppers replenished and reconstituting periodically in feeders. Owing to this an alternative product source was sought from Ixom which was finally received. This product was free flowing and appeared of good quality but when used it was found that the screw feeders were unable to push the product through consistently. Again we went back to Ixom and sought other suppliers but having no luck with an alternative it was decided to modify our equipment and fluidiser units are now on order under Capex to improve performance and enabling the ability to cope with a product which has shown to be of variable quality in terms of density.

Cheers,



From: [REDACTED]
[REDACTED]
Sent: Tuesday, 8 October 2019 11:45 AM
To: [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: FW: Fluoride results HCC- WCC YTD 2019.xlsx

Hi [REDACTED]

The fluoride testing results we receive consistently show a low dose in our reticulation networks, less than the target set by MoH for dental health.

Is there an equipment reliability problem (or something else) contributing to this? If so we should get improvements identified and into the investment planning process.

Thoughts welcome

Cheers

[REDACTED]

From: [REDACTED]
[REDACTED]
Sent: Monday, 7 October 2019 4:39 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Fluoride results HCC- WCC YTD 2019.xlsx

Hi [REDACTED] – yes a couple of questions I'd like to clear up internally first..

[REDACTED] – the attached file is to go to an anti-fluoride campaigner – can we discuss?

Thanks

[REDACTED]

[REDACTED]
[REDACTED]

From: [REDACTED]

Sent: Monday, 7 October 2019 11:58 AM

To: [REDACTED]

Subject: Fluoride results HCC- WCC YTD 2019.xlsx

Hi [REDACTED]

As previously discussed, any issues with me sending this to [REDACTED] response to her OIA request?

[REDACTED] **Manager – Network Performance**
Network Management Group

<image001.jpg>

[REDACTED] [REDACTED] [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt 5012
www.wellingtonwater.co.nz

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

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Fluoride Update — Meeting today
Date: Wednesday, 16 March 2022 8:48:21 am

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 16 March 2022 at 8:41:21 AM NZDT
To: [REDACTED]
Cc [REDACTED]
Subject: Fluoride Update — Meeting today

Kia ora All,

After speaking with [REDACTED], I thought it would be a good idea for us all to have a quick zoom meeting to get an update on the fluoride situation from Wellington Water.

There is going to be a public release later this week, and it would be good to all have a brief together, and the opportunity to ask any questions.

I'll get [REDACTED] from my end to arrange a 3:30pm zoom call for today — it shouldn't take long.

Nga mihi,

[REDACTED]
Mayor
Hutt City Council

Sent from my iPhone

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Fluoride
Date: Sunday, 27 March 2022 8:43:18 pm
Attachments: [Attachment-1.png](#)

Hi all, this email does the following things:

1. Confirms that from the board meeting on the 5th we will change tack and begin to proactively release material that addresses the fluoride issue. All matters to do with the independent inquiry will not be in scope.
2. We would share this approach with the water committee and then get into the work as soon as [REDACTED] has the plan and the information is verified from our teams as outlined to [REDACTED].
3. We need to update our council CE's about our plan prior to the water committee meeting. We also need to close out the GWRc councillor request for information.

Let's catch up on all this at the next catchup.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 25 March 2022 at 4:52:07 PM NZDT
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Re: Fluoride

Hi [REDACTED]

Thank you for clarifying this. Yes, this is the direction that the Board has asked of management so that is fine. I understand the timeframes and better that we stand this up in a robust fashion and are assured that the information we share is accurate, factual and not going to compromise the integrity of the Inquiry.

I am hoping the Terms of Reference will be finalised by the end of this month at which point we can share them. I agree that it would be good to share this revised approach at that time.

It would be helpful to let our shareholding councils know that this is the approach that the Board have taken this week.

Have a great weekend.

ka kite ano

On Fri, Mar 25, 2022 at 11:28 AM [REDACTED]

[REDACTED] wrote:

[REDACTED], this is an official board communication. Please ensure it is attached to the Board papers for the meeting of early April.

Greetings Board members. Thank you for your direction re fluoride. We have been working to organise ourselves to face into the work of the next 3 to 4 months. Here's an update for further discussion .

We are looking at 3 chapters of work in my mind.

Chapter 1. Notification of communities and stakeholders fluoride dosing has been paused. Now history.

Chapter 2. Completion of the independent inquiry, restoration of fluoride and ongoing liaison with MOH and Taumata Arowai and start up of the programme of works to manage all this.

Chapter 3. Will be the post inquiry and completing all the work so that fluoride dosing can be embedded back in operations.

Two questions of the Board.

- 1. Why would we not communicate on facts and information that is not caught up in the inquiry; and**
- 2. Why would we not seek external help with the communications and stakeholder management.**

How we will run.

1. Board have instructed the inquiry. Our comms team will provide updates on the progress of the review and check in on matters which can be released prior to the completion of the review or which must be retained as part of the review. The first stage will be to release the terms of reference. (Chair).

2. The senior leadership team will govern the programme to ensure all resources are deployed as appropriate. [REDACTED] will provide lead sponsorship of the programme.

3. [REDACTED] has been appointed as programme manager and will ensure a successful outcome for the two chapters still to be closed.

4 [REDACTED] will lead the stakeholder management and community and media communication. She will be supported by a full time comms person and we will engage a strategic crisis management consultant to work alongside us, provide advice and peer review the material we compile. I am personally ringing the three people we have shortlisted and we will engage then on Monday.

All of this will be documented in a Board paper on the 5th of April.

To the substantive issue.

1. Our approach has been to decline all information requests citing the independent inquiry. This has been challenged by the board.
2. We have reflected on this challenge and agree we can do two things:
 - there are things that should remain confidential until the inquiry is complete; and
 - there are other things that should be provided, that are not subject to the review, and are in the public interest.
3. So we agree we should adopt the Board's proposal.

So on the 5th of April we will seek approval to this approach and begin external communications as soon as we have briefed the water committee. The first communications will be provided by the end of the week of the 8th of April.

It is important to point out, acknowledging the thirst for information, that we must gather the facts carefully and verify the information as we are reporting operational material which inherently can be less documented than project work and we need to verify that the facts are correct and we can stand behind them. You know we run thin so getting all this done on top of bau is hard. That's not an excuse it's pointing out we need clear air to do it otherwise we will fault in others areas.

If you agree then I believe [REDACTED] will need to issue a press release alongside the terms of reference which will say that we are going to front up to media questions on what happened and why on the 7th or 8th of April via a stand up media session. We will not answer questions about the performance of the organisation as these are matters for the inquiry.

While we will decide this formally on the 5th I think it is important to agree the direction we are taking. If you so this today (or later) we can really concentrate on the material we need to collect and be ready for the first public announcement.

This might require a quick chat later today.



Sent from my iPad

--

[REDACTED]
Align Group Limited

[REDACTED]
W: www.aligngroup.co.nz



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Fwd: Fluoride
Date: Thursday, 31 March 2022 10:32:22 am

Hello, all I have discussed our approach with our owners and they agree with the approach. We have clear air to prepare for our first public appearance.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 31 March 2022 at 10:28:01 AM NZDT
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Fluoride

Greetings everyone.

Thanks for the chat yesterday.

To confirm there will be two streams of work going forward, as follows:

1. An independent Inquiry into the performance of wellington water with respect to fluoride; and
2. The company fronting up on the the current of the dosing of fluoride in last, now and into the future.

On point 2 we are preparing for public announcements toward the end of next week. This will be preceded by a board meeting and a water committee workshop next week on the 5th and 7th prior to the release.

Following both these meetings we will release material to the public which we need to circulate to you and your elected members. It would be good to advise us on how best to provide all the material to each of our six owners in a way which gets to the right people before we make any public announcements. Your individual thoughts would be appreciated.

Some councillors have asked detailed questions as part of this issue. We will answer these questions once the public announcement is made. This particularly applies to [REDACTED].

On the day you made the following points.

1. Front up to the public.
2. Get the fluoride back on; and
3. Ensure us that the GWRC are connected in and will back the investment needed.

I also mentioned that we will be endeavouring to work with the ministry of health and regional public health on working collectively with us to provide public health messages.

Thanks.

Happy to receive any other advice.



Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Fluoride
Date: Friday, 25 March 2022 11:35:19 am
Attachments: [Attachment-1.png](#)

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 25 March 2022 at 11:28:15 AM NZDT
To: [REDACTED]
Cc: * All Senior Leaders <AllSeniorLeaders@wellingtonwater.co.nz>, [REDACTED]
Subject: Fluoride

[REDACTED], this is an official board communication. Please ensure it is attached to the Board papers for the meeting of early April.

Greetings Board members. Thank you for your direction re fluoride. We have been working to organise ourselves to face into the work of the next 3 to 4 months. Here's an update for further discussion .

We are looking at 3 chapters of work in my mind.

Chapter 1. Notification of communities and stakeholders fluoride dosing has been paused. Now history.

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review. The first stage will be to release the terms of reference. (Chair).

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While we will decide this formally on the 5th I think it is important to agree the direction we are taking. If you so this today (or later) we can really concentrate on the material we need to collect and be ready for the first public announcement.

This might require a quick chat later today.



Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Gear Island Fluoride overdose response June 2021
Date: Wednesday, 23 March 2022 2:51:00 pm
Attachments: [image001.jpg](#)

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 23 March 2022 at 8:54:42 AM NZDT
To: [REDACTED]
Subject: Gear Island Fluoride overdose response June 2021

Good morning [REDACTED]

Details as requested:

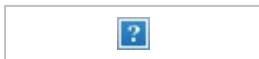
At the Gear Island WTP in June 2021 operators undertook a pump repair impacting the Fluoride system. Shortly after completing this work, a high dose alarm was detected. The operator quickly assessed the risk, turned off the Gear Island, Wainuiomata and Waterloo WTPs to prevent any flow of water towards Wellington City. Water was supplied from Te Marua into Wellington via Ngauranga Gorge as an alternative.

Scouring of the bulk main between Gear Island WTP and Ngauranga Gorge was completed together with blending of the water from Te Marua to ensure that there is no possibility of any Fluoride reaching customers.

At no point was the delivery of safe drinking water compromised and the multi-barrier interventions within our water supply network operated as they are designed to do.

Ngā mihi

[REDACTED] Chief Advisor – Drinking Water



From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Media advisory: Water fluoridation in Wellington
Date: Thursday, 17 March 2022 11:28:30 am
Attachments: [image001.png](#)
[image004.png](#)

Hi [REDACTED] here is the public health advice which hopefully you can send to councillors if they haven't already seen it.

[REDACTED]

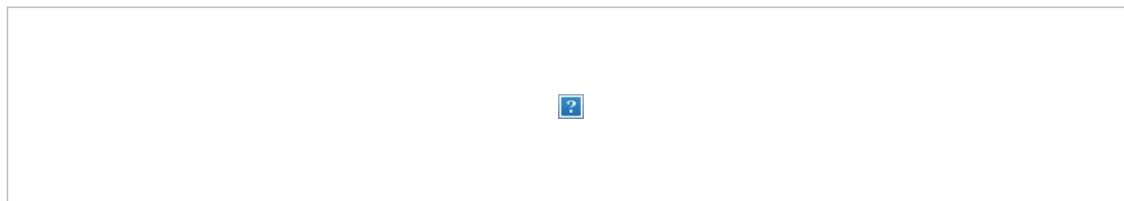
Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 17 March 2022 at 10:41:16 AM NZDT
To: [REDACTED]
Subject: Fwd: Media advisory: Water fluoridation in Wellington

Get [Outlook for iOS](#)

From: [REDACTED]
Sent: Thursday, March 17, 2022 9:47:33 AM
To: [REDACTED]
Subject: Media advisory: Water fluoridation in Wellington



Water fluoridation in Wellington

Following on from Wellington Water's media statement yesterday about Wellington fluoridation facilities in need of repair, we have the following statements to add.

Can be attributed to [REDACTED], Clinical Director – Bee Healthy Regional Dental Service, Capital & Coast and Hutt Valley DHBS:

With fluoride temporarily removed from water supplies in Porirua, Manor Park, Stokes Valley, Wellington City and Upper Hutt, we encourage our communities to be vigilant with oral health care at home. This includes brushing teeth twice a day with a fluoride toothpaste (spit don't rinse after brushing to get maximum benefit for teeth) and avoid drinking any sugary drinks. Tap water is still the best drink for thirst. If parents or caregivers are concerned about their children's teeth, they can contact their child's dental provider or Bee Healthy Regional Dental Service (Wellington region's child oral health service) on 0800 talk teeth (0800 825 583).

Bee Healthy apply fluoride varnish at least once a year to most children's teeth. If considered necessary, our service can supplement this on a case-by-case basis.

We encourage people to talk to their dentist or oral health professional for advice about other fluoride products they may wish to use while the drinking water supply is temporarily not fluoridated.

Can be attributed to [REDACTED], Medical Officer of Health, Regional Public Health:

Community water fluoridation is a very effective public health measure to reduce tooth decay. This is further supported by the Centres for Disease Control and Prevention which lauded community water fluoridation as one of the 10 greatest public health achievements of the 20th century. Fluoridating water delivers health equity outcomes for all regardless of age, ethnicity, education or employment status. This

cost effective public health measure helps to ensure that no community has to carry an excessive burden of being impacted by poor oral health. We support Wellington Water to repair the fluoridation facilities, so that fluoridated drinking water can once again be safely provided to our communities.

END.

2DHB media contact: [REDACTED]

Ngā mihi

[REDACTED]

[REDACTED] | Kaitohutohu Whakawhiti Kōrero Mātāmua | Senior Communications Advisor

[REDACTED] | www.rph.org.nz



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From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Wellington Water - Fluoride improvement update
Date: Wednesday, 23 March 2022 2:56:50 pm
Attachments: [image001.jpg](#)
[Copy of Fluoride restoration project - plant dashboard 220322 v2.0.xlsx](#)

Can you print this stuff out for [REDACTED] pls? Ta

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 23 March 2022 at 1:41:10 PM NZDT
To: [REDACTED]
Subject: Wellington Water - Fluoride improvement update

Good afternoon all,

Please find attached the latest update to the fluoride improvement project dashboard. I will be providing weekly updates or as key information becomes available.

Please note that these updates are also being provided to the Ministry of Health, as joint update reports from GWRC and Wellington Water.

In the dashboard, the text that is in blue highlights to you the information that has been changed as part of this update. Things are moving fast in the project to restore fluoride dosing.

MoH have requested clarification on two areas within the original dashboard:

1. **What do 'dosing' and 'reliability' mean?**

- Within the context of this dashboard, 'dosing' relates to the current status of the addition of fluoride to the treated water supply and any update on restoring this. 'Reliability' relates to the confidence in the dosing and monitoring/controls equipment.

2. **What is the 90% target?**

- This relates to percentage of time the fluoride concentration in the treated water leaving the treatment plants is between 0.7 and 1.0 mg/L, when the water treatment plants are producing water. This is a historic target and subject to review.

In addition to the dashboard it may be useful to note that:

- We have established a Fluoride improvement team, which I lead
- Our focus at the moment is to restore fluoride dosing as soon as practicable, including the consideration of any alternatives that will achieve this
- Terms of Reference for the independent review are currently being agreed between Wellington Water Board and the Independent reviewer
- An improved fluoride notification protocol is being established with Client Councils
- A review of historic fluoride performance data is already underway
- Funding for any long term replacement of equipment or systems is still to be confirmed or agreed with GWRC. We will continue to work closely on this as options emerge.

Best Regards

[Redacted]

Chief Advisor, Service Delivery

[Redacted]

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: GWRC briefing on fluoride
Date: Tuesday, 15 March 2022 10:21:24 am

Hi all, just to let you know [REDACTED] completed the briefing with the GWRC today. It all went well and they are addressing the issues in partnership with us. A joint press release will be issued tomorrow. All councils have been advised. It will interesting to see how the issues develop.

The key questions coming from the discussions:

1. What advice should we give to the community about oral hygiene while the system is off line;
2. Many questions about the time taken to discover this issue and to be clear our audit found additional issues which have prevented effective fluoridation, eg the baffle at Te Marua and health and safety issue at gear island. This is in addition to the ageing state of the assets themselves; and
3. Won't this raise a general issue of pro or con fluoridation? The key in here is to be clear about the policy position of regional public health from 1 July 2022 which is to continue with fluoridation.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Independent review
Date: Thursday, 17 March 2022 9:08:24 pm

Greetings Board members.

It's been a very tough week this week for the organisation. People can do anything if they feel supported no matter what the adversity. I would like to thank you all for your support and to let you know we are well supported by most CEO's and elected members.

I advised all staff today of the review. The SLT will be very focused on ensuring people do not get spooked by the review.

I have appointed [REDACTED] to coordinate the programme of work we will do to restore fluoride. He will get the definitive programme underway as soon as possible.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Independent review
Date: Thursday, 17 March 2022 9:08:24 pm

Greetings Board members.

It's been a very tough week this week for the organisation. People can do anything if they feel supported no matter what the adversity. I would like to thank you all for your support and to let you know we are well supported by most CEO's and elected members.

I advised all staff today of the review. The SLT will be very focused on ensuring people do not get spooked by the review.

I have appointed [REDACTED] to coordinate the programme of work we will do to restore fluoride. He will get the definitive programme underway as soon as possible.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Investigation into the notification of fluoride issues.
Date: Wednesday, 16 March 2022 11:00:52 pm

[REDACTED], we have some performance issues arisen as a consequence of the Florida isuses. We will need to carry out an investigation. Could you please advise who would do this for us.

Regards

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Investigation into the notification of fluoride issues.
Date: Wednesday, 16 March 2022 11:00:52 pm

[REDACTED], we have some performance issues arisen as a consequence of the Florida isuses. We will need to carry out an investigation. Could you please advise who would do this for us.

Regards

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: [EXTERNAL] RE: Holding statement
Date: Wednesday, 16 March 2022 10:39:49 pm

[REDACTED] I would like to extend the time period for the performance report from a week to 2 weeks please. We are uncovering information which suggests we need time to get this right.

[REDACTED]

[REDACTED]

> On 16/03/2022, at 9:59 PM, [REDACTED] wrote:

>

> All,

>

> Have made some small adjustments — If comfortable, I'll test with mayors/committee.

>

>

>

> Members of the Wellington Water Committee and Mayors from Wellington City, Porirua, Lower Hutt, Upper Hutt and GWRC met with Wellington Water last night to discuss the next steps in restoring fluoride into the drinking water for the metropolitan area.

>

> We were provided with assurance that Wellington Water are working to fix this issue as quickly as possible and that they would keep us up to date regularly on progress.

>

> We have requested Wellington Water to formally report to the next Wellington Water Committee.

>

> We expect this report to include a detailed plan on the steps necessary to resume fluoridation at the Gear Island and Te Marua water treatment plants. This plan will also include steps to progressively lift the levels of fluoride across all our treatment plants to ensure we consistently fluoridate to provide the expected health benefits.

>

> Wellington Water will also provide an independent report on the performance of all the fluoridation facilities over the past 4 years by the end of next week.

>

> The Committee and Mayors remain committed to keeping our communities and ratepayers up to date. We will ensure that there is full transparency, accountability, and accessibility of information on this issue.

>

>

> [REDACTED]

>

>

> Sent from my iPhone

>

>> On 16/03/2022, at 9:27 PM, [REDACTED] > wrote:

>>

>> The Wellington Water Committee and Mayors met with Wellington Water last night to discuss the next steps in restoring fluoride into the drinking water for the metropolitan area.

>>

>> We were provided with assurance that Wellington Water are working to fix this issue as quickly as possible and that they would keep us up to date regularly on progress.

>>

>> The next steps are for Wellington Water to present to the Wellington Water Committee, which consists of elected representatives from all the relevant councils, a detailed plan on the steps necessary to resume fluoridation at the Gear Island and Te Marua water treatment plants. This plan will also include steps to progressively lift the levels of fluoride across all our treatment plants to ensure we consistently fluoridate to

provide the expected health benefits.

>>

>> The Committee and Mayors remain committed to keeping our communities and ratepayers up to date. We will ensure that there is full transparency and accessibility of information on this issue.

>>

>> Wellington Water has advised us that they will provide a full report on the performance of all the fluoridation facilities by end of next week. We look forward to receiving this.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: 4pm to 6pm tonight
Date: Thursday, 31 March 2022 12:56:48 pm

Definitely, teams in.

[REDACTED]

Sent from my iPad

> On 31/03/2022, at 12:46 PM, [REDACTED] wrote:

>

> Hi [REDACTED] just checking that you need [REDACTED] to attend this? He is self-isolating at home so will need a Teams link if you do.

> Thanks,

> [REDACTED]

>

> [REDACTED]

> Executive Assistant

> Network Management Group (NMG)

>

> [REDACTED]

> 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.

>

>

> -----Original Message-----

> From: [REDACTED]

> Sent: Thursday, 31 March 2022 11:10 am

> To: [REDACTED]

[REDACTED]

> Subject: 4pm to 6pm tonight

>

> Hi all, we have our first meeting together tonight to get our heads around this very difficult issue. Thank you to converge to step into the breach here and help us out.

>

> I suggest a way through the meeting would be to:

>

> 1. Wellington Water Taki

>

> 2. Introductions from everyone and get to know each other a bit.

>

> 3. To clear about the situation. We have overseen managing the fluoride plants below expectations and without informing stakeholders and the public. Fluoridation plays a part in the providing public health protection for the community which they expected us to provide and which we have let them down on. We need to be clear we have faulted and need to accept this is not acceptable. This is why an independent inquiry has been set up.

>

> 4. Be clear about our overall approach. We have let people down, we haven't done our job properly. We now need to get back on top of the issues and resume fluoridation and be transparent about the current performance. We need to be clear that the current plants are unreliable and we will operate them as well as we can but we need to look toward full improvements into the future.

>

> 5. Then we need to think about how we organise ourselves going forward. We will set up a key team to oversee the work. Would be convergence, [REDACTED]. Then we need to ensure what are the other instruments we need to keep managing.

>

> 1. Strategic group

> 2. Comms plan

> 3. Technical presentation

> Other.

>

> Then next steps.

>

> Does that sound ok to everyone?

>

> [REDACTED]

>

>

>

> Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Confirmation of priorities for NMG resource diversion
Date: Friday, 25 March 2022 9:42:16 am
Attachments: [image001.jpg](#)
[image001.jpg](#)

Thank you [REDACTED] for raising this prioritisation decision. It is exactly the right thing to do.

We have a future communications requirement for fluoride that will challenge our records and what we have done. We have asked [REDACTED] to contribute to this requirement. It needs to be done inside the NMG.

We have suggested to [REDACTED] this is [REDACTED] but the decision should be a glt decision. I am happy for you to discuss it and decide on the best way forward.

Once you have decided then you should recommend, like you are doing, what needs to stop and I am happy to accept the risks on this. It should be an NMG decision accepting some compromise has to be made somewhere.

[REDACTED] From now on can we think about how we manage the interactions between the fluoride team and your team. All discussions we have at the fluoride meeting need to be directional and then sorted out in NMG. Once sorted you can tell us how you would like it to proceed. Can you and the NMG be clear how you would like this done so we can stay aligned on this point.

I appreciate there are going to be some tough times ahead but if we follow our roles we have and stay connected we'll be fine.

Can NMG please confirm they are happy with this approach.

Thank you.

[REDACTED]

Sent from my iPad

On 25/03/2022, at 8:58 AM, [REDACTED] wrote:

Good morning,

[REDACTED] informed me this morning of your meeting ([REDACTED] and [REDACTED] were not present) and the request for resources in treatment space to answer questions as needed related to treatment plant operations. Of course I fully expect this to be required.

[REDACTED] is one of the most knowledgeable persons in the WWL treatment space and it has been approved that he start working 3 days a week after April 1 on track to a well-deserved retirement in September. [REDACTED] is currently under a Higher Duties Allowance contract, functioning as the day to day operational leader, in order to

enable me to work on the NMG Resource Implementation Plan. I am working on the updated position description in order to proceed with recruitment for his position (with [REDACTED] assistance).

So my intended workplan and what I have already communicated to [REDACTED], was to task him to work (intentionally without distraction) on the operational work improvement streams that are sitting in the NMG Business Improvement Plan, and the tasks within these workstreams connect in priority order to the:

1. Water Safety Plan (operator competency process writing, standard operating procedures) and
2. Getting Ready for Regulation workstreams (requirements unknown).
3. Although primary responsibility will shift somewhere else once the resource is in place, his knowledge may be needed for the Te Marua DAF upgrade, I have not yet received the workplan.

The purpose of my email is to confirm that you wish me, at this time, to revise my intended workplan, to prioritize the current assignment *above* the tasks in items 1 – 3.

Regards,

[REDACTED] CPEng
atment



[REDACTED]

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 and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

Monday/Tuesday/Wednesday (working remotely which includes from home and possible travel to Treatment Plants in Wellington and Southern Wairarapa)
My standard working hours are 8:00am-5:00pm

From: [REDACTED]
To: [REDACTED]
Subject: Re: Draft all staff update - please review
Date: Monday, 28 March 2022 12:03:24 pm
Attachments: [image001.jpg](#)
[image001.jpg](#)

You just go [REDACTED].

[REDACTED]

Sent from my iPad

On 28/03/2022, at 12:02 PM, [REDACTED] wrote:

Hi,

Keen for thoughts today so I can get this out to staff...

Hi everyone,

Following on from [REDACTED] all-staff updates last week, I thought it'd be good to provide you with an update on progress and plans for the Fluoride Improvement Project.

As a reminder, the fluoridation equipment at the Te Marua and Gear Island plants is not currently operating. Waterloo and Wainuiomata fluoridation is operating.

OBJECTIVES

For the Fluoride Improvement Project itself, there are two broad objectives:

1. To minimise the impact on public dental health by rapidly restoring the dosing of fluoride to Wellington regional water supplies.
2. To improve the longer term confidence in the fluoridation of Wellington water supplies by enhancing the reliability of the fluoride dosing equipment, monitoring and systems.

PROJECT WORKSTREAMS

To deliver the above objectives, we have a few workstreams in progress:

- **Restoring fluoridation** – We have a team drawn from WTP operations and our consultancy panel developing a plan to restore fluoridation at the Te

Marua and Gear Island plants. So far, we have inspected the dosing equipment and the room it is in at Gear Island. There are concerns with both aspects and it is likely that we'll need to look at alternative options for dosing fluoride at this site, which will include a containerised solution. For Te Marua, similar inspections have been undertaken and divers have also inspected the baffle curtain last week. From these inspections we'll develop a plan this week, for the restoration of fluoride.

- **Independent Inquiry** – The Terms of Reference for the independent inquiry are currently being developed by the Board. Once these have been finalised, we'll look at how we can best support that process.
- **Longer term fluoridation solution** – the project team are working this up in parallel to the restoration work and we'll be staying close with GWRC on funding and internal teams as it progresses.
- **Regulation** – we've been liaising with Ministry of Health, Taumata Arowai and Regional Public Health as the work progresses. In addition, we're also looking at the future performance framework for fluoridation and will seek support for that from our Councils and other stakeholders.
- **Understanding the background** – To help us consider our current situation we're pulling together the background material we have. This will help us develop an enhanced system for the future and identify where we can build on our approach.
- **Equipment performance** – Raveen Jaduram has been reviewing the past performance of the fluoridation equipment so we can quantify and scope our challenge to restoring fluoride.
- **Communications** – Our comms team are currently developing a comms strategy to structure the sharing of information, both in the short-term and then into the future on fluoridation.

NEXT STEPS

- We're developing our plan for restoring fluoride by the end of this week
- We'll share that plan with our Board and Water Committee next week
- We'll share that plan with you all too!

As you're probably aware things are moving quite quickly on this project and it is generating a lot of Council and public interest. I wanted to let you know that we're progressing a lot of activities and we'll share our plans as they're agreed

If you have any questions about the project please get in touch or discuss them with your manager.

Best Regards



Chief Advisor, Service Delivery



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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: Re: Draft internal email to staff - post all staff meeting
Date: Thursday, 17 March 2022 9:10:36 pm

Cool

Sent from my iPad

On 17/03/2022, at 4:52 PM, [REDACTED] wrote:

Kia ora colleagues,

This evening the Board of Wellington Water, supported by the Wellington Water Committee will announce an independent inquiry into the events that resulted in two of Wellington's water treatment plants stopping fluoridation of drinking water.

They've chosen to do this because in our statement, released yesterday, we indicated that fluoridation had stopped in February 2022. However, SLT has since learned that fluoridation was stopped at the Te Marua Water Treatment Plant in May 2021 and at the Gear Island Water Treatment Plant in November 2021.

The independent inquiry will be looking into the operations of our fluoride facilities, what decisions were made when, an end-to-end understanding of any weaknesses in how these systems operate and what we need to change long term.

This will happen alongside internal work already underway to establish timelines, gather records and develop reporting on fluoridation levels at all facilities over the past four years. This work will inform the enquiry.

The terms of reference will be made public once appointments to the enquiry have been made by the Board. These appointments will be announced publicly.

I just want to reiterate, that the review is not about pointing blame, but to help us not to make the same mistake again. I ask you if you are approached by anyone to discuss this, that you work with them.

At the same time, work is underway to progressively lift the levels of fluoride across all treatment plants to achieve the expected health benefits of correctly fluoridated drinking water.

We are working to repair the equipment at the Te Marua Water Treatment Plant as soon as possible. This will return fluoride to Upper Hutt, Porirua, Stokes Valley, Manor Park and parts of Wellington City.

We are still evaluating what is required at Gear Island Water Treatment Plant.

Ngā mihi nui,



From: [REDACTED]
To: [REDACTED]
Subject: Re: Drawing for GWRC Dosing.pdf
Date: Monday, 14 March 2022 8:05:26 am
Attachments: [Drawing for GWRC Dosing.pdf](#)

Cool

Sent from my iPad

On 11/03/2022, at 3:36 PM, [REDACTED]
[REDACTED] > wrote:

Hi [REDACTED] – have drawn inspiration from you!

I am wary of leaving a slide pack behind re fluoride in the brief to GWRC but as many at the brief will not know how water is distributed I would be comfortable giving out the attached. This will give me something to quickly outline and refer to.

Happy?

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Email for CE's re: Fluoride
Date: Tuesday, 15 March 2022 9:04:32 am
Attachments: [image001.png](#)
[image002.jpg](#)
[image001.png](#)
[image002.jpg](#)

Please send to SWDC.

Sent from my iPad

On 15/03/2022, at 8:28 AM, Grace Christison
<[REDACTED]> wrote:

Morena [REDACTED] and [REDACTED],

Big day ahead, as per [REDACTED] email last night this is scheduled to go out at midday.

[REDACTED], will you be able to send it to all Chief Executives **except** SWDC?

Thank you

[REDACTED]

Kia ora koutou,

Wellington Water is required by its metropolitan Wellington Councils to add fluoride to drinking water, except for the Petone and Korokoro areas.

Fluoride is added at the Te Marua, Waterloo, Wainuiomata and Gear Island Water Treatment Plants to achieve a level of fluoride between 0.7-1.0 g/m³. This is the recommended national standard and recognised by international health bodies, including the World Health Organisation.

The age of the fluoride dosing plants in all four of the Water Treatment Plants is approaching 30 years and the dosing facilities have become increasingly inconsistent in their ability to dose correctly.

Due to the increasing plant unreliability Wellington Water commissioned a peer reviewed report, received in February 2022, that confirmed the poor state of the fluoride plants and the limited feasibility of keeping those plant running into the medium term.

The report also identified a health and safety issue at Gear Island Water Treatment

Plant and a plant defect at Te Marua Water Treatment Plant.

As a result of these issues, the fluoride dosing facilities at Gear Island and Te Marua Water Treatment Plants have stopped. The implication of this is that Upper Hutt, Porirua and parts of Wellington City are no longer receiving fluorinated water.

Earlier today Greater Wellington Regional Council was briefed as the owner of the metropolitan water treatment plants. They have provided assurance of funding to progress immediate repairs, and are committed to a longer term plan to upgrade the regions plants to improve reliability.

The project aims to:

- reinstating fluoride dosing to the affected areas in the short term (5-9 months),
- increasing the safety and reliability of fluoride dosing at all the water treatment plants in the medium to long-term, and
- installing new fluoride monitors to evaluate our dosing level throughout the network.

Our next step is to inform the public, as part of this, we are:

- Briefing your CCR,
- Meeting your communications teams,
- Providing an information pack, through your communications team, for your customer services teams as they will likely be the initial points of contact for customer enquiries.
- Advising Regional Public Health and the Dental Association,
- And issuing a joint GWRC and WWL media release.

If your team has any questions please contact [REDACTED], our Director of Regulatory Services at [REDACTED]

Ngā mihi nui,

[REDACTED]

[REDACTED] [\(she/her\)](#)
Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday
Working from home: Tuesday and Thursday



[REDACTED] [REDACTED]

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

www.wellingtonwater.co.nz

-



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

From: [REDACTED]
To: [REDACTED]
Subject: Re: Fluoride Programme update
Date: Monday, 28 March 2022 9:46:39 am
Attachments: [image001.jpg](#)
[image001.jpg](#)

Agreed.

[REDACTED]

Sent from my iPad

On 28/03/2022, at 9:17 AM, [REDACTED] wrote:

Need to add in the short-term restoration actions and longer term approach/investment etc.

Cheers

[REDACTED]

Chief Advisor, Service Delivery



[REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Sunday, 27 March 2022 8:25 pm
To: [REDACTED]
[REDACTED]
[REDACTED]
Subject: Re: Fluoride Programme update

Hi all, I've been thinking about the material we will need on the 5th of April.

1. The policy position around fluoride. ie regulations, reporting and new protocols for managing our reporting. [REDACTED], I have previously suggested we find out what was done in the pre-wellington water days as it looks like we have rolled over the previous regime.
2. As I understand it there are two three things going on in here. Our priority is to provide safe water, this means not overdosing ie above 1.5ppm. The second objective is to dose within limits for public health reasons. [REDACTED] will be able to

report on this. The third issue is health and safety of our workers.

3. So did we provide safe water every day in the past. This question means we identified over dosing and mitigated it. This is a key question [REDACTED].
4. What were our dosing results. If they are not what was required, why didn't we hit the envelope we were asked to do? I sense an element of the fact that the current plants can't do it reliably. Is this true?
5. The third issue is health and safety of our people. Was this a factor?
6. Then we need a paper which outlines why we shut down the te Marua and gear island plants. What was the actual reason?
7. What can we say about the asset management planning for the plants. All 4. Did we assess remaining life and plan replacements? Obviously in the case of gear island we allowed it to run to failure. If we did then why wouldn't we have developed a plant in parallel?

So [REDACTED], I see papers.

1. The policy paper which reviews our obligations for fluoride.
2. Our performance, did we provide safe water, did we dose to required limits, were our workers safe.
3. A paper about the pausing of fluoride at te Marua and gear island. Why did we shut them down. What was the reason? How did the Stantec report factor in, etc.
4. A paper on asset management planning for the assets that dose fluoride and and our plans to fix things.

While these papers might conflate somewhat by the time we report them it is important that the scope stays clear as it will be needed for the stakeholder and comms section.

[REDACTED]

Sent from my iPad

On 25/03/2022, at 4:55 PM, [REDACTED]
[REDACTED] wrote:

Hi all,

I thought I'd send you a quick update on the fluoride programme as things are moving quite quickly in the short-term. I'll also be getting

into the rhythm of SLT and all staff updates next week too.

There's a few of things attached:

- The update from earlier in the week as a reminder – we're working on getting the dashboard looking a bit more project focused for next week's key stakeholder update
- An indicative map of the areas dosed with fluoride from which plants from DPS (this needs refinement before going external)
- We've pulled together a wee powerpoint diagram that helps represent the structure of how things will run for the programme for clarity, including comms work
- I've drafted a RASCI, as discussed at the SLT meeting earlier in the week – I'm keen for comment on this if you have 5 mins?

In addition to that, some bulletpoints on progress/next steps in the wider programme:

- **Fluoride restoration** – The project and NMG teams have a meeting on Tuesday with the divers to discuss the options for the repair of the baffle curtain at Te Marua on Tuesday morning. The condition of the other dosing equipment is being done in parallel. Work continues to design the containerised fluoridation system for Gear Island. Other plants operating still.
- **Past Performance** – [REDACTED] is drawing his analysis on past performance to a close and will be reporting that to the programme early next week
- **Info gathering** – [REDACTED] has pulled together quite a bit of info and will continue on this next week. We'll look to share this with the inquiry but they may also seek to do their own gathering or validation, which we'll support. DPS aware of potential need.
- **Inquiry** – ToRs under development
- **Regulation** – Paper being drafted to go to 3WDMC on Thursday for discussion on adoption of fluoride codes. We have contacts in RPH and Taumata Arowai established now too, who we'll be updating as things progress.
- **Notification** – a protocol for notifying fluoride outages has been developed. A formal system for how that gets communicated to the public is being finalised.
- **Capital/Long term solution** – the project team are working this up in parallel to the restoration work and we'll be staying close with GWRC and internal teams on that as it progresses
- **Comms** – we're working up a strategy to the publishing of information and material as structured in the attached diagram

Key upcoming dates

We're on track to have a resolution plan drafted by Friday 1 April for discussion at the Board and Water Committee meetings in the following week (commencing 4th April, dates tbc)

- The Board has given clear direction that Having the plan and robust comms around it by the 8th April

Next week will be full-on as things move forward. I'll keep you and your staff informed as they do.

I hope you have enjoyable weekends!

Cheers

[Redacted]

Chief Advisor, Service Delivery

[Redacted]

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

www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: Re: Fluoride Update — Meeting today
Date: Wednesday, 16 March 2022 8:48:09 am

Thanks [REDACTED]. There are rumblings from wcc as well.

[REDACTED]

Sent from my iPad

> On 16/03/2022, at 8:41 AM, [REDACTED] wrote:
>
> Kia ora All,
>
> After speaking with [REDACTED], I thought it would be a good idea for us all to have a quick zoom meeting to get an update on the fluoride situation from Wellington Water.
>
> There is going to be a public release later this week, and it would be good to all have a brief together, and the opportunity to ask any questions.
>
> I'll get [REDACTED] from my end to arrange a 3:30pm zoom call for today — it shouldn't take long.
>
> Nga mihi,
>
> [REDACTED]
> Mayor
> Hutt City Council
>
>
>
> Sent from my iPhone

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Fluoride update.
Date: Friday, 11 March 2022 7:42:06 am

Good morning [REDACTED], we are connected up to both RPH and the dental association (?). They have helped us craft the messages for the various portions. This will be one of the most interesting releases we have done to date because there are so many angles. Regrettably it will open up one of our very good shareholders - GWRC - to council criticism.

[REDACTED]

Sent from my iPad

> On 11/03/2022, at 7:33 AM, [REDACTED] wrote:

>

> Good morning

> Thanks [REDACTED] - I assume you have Regional Public Health on your stakeholder list - to me this is one of the interested parties that will be taking a real interest in this matter and I assume asking the hard questions. I would also expect that they will get questions from the media on why they don't monitor this/know about it earlier

>

> cheers

>

> [REDACTED] BBS, FCA

> Director

> Southey Sayer Chartered Accountants

>

> 110 Dixon Street, Masterton | PO Box 125, Masterton 5840 | www.sosa.co.nz

> [REDACTED]

>

> This e-mail is confidential to the individual or entity to whom it is addressed and may be legally privileged. If you are not the intended recipient please phone us and destroy this message. You may not copy, disclose or use the contents of this message in any way.

>

>

> -----Original Message-----

> From: [REDACTED]

> Sent: 10 March 2022 7:35 pm

> To: [REDACTED]

> [REDACTED]

> [REDACTED]

> Cc: [REDACTED]

> Subject: Fluoride update.

>

> Hi all, we have a full disclosure meeting with the asset owner (GWRC) "in committee" early next week where we will brief the council on the fluoride issue. Following that meeting assuming agreement on process we will begin the process of advising stakeholders and then the public. I think we are comfortable that everything is well organised and appropriate for the potential issue this might become.

>

> Regards

>

> [REDACTED]

>

> Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: RE: Fluoride
Date: Friday 25 March 2022 4:34:02 pm
Attachments: [image001.jpg](#)
[image001.jpg](#)
[image001.jpg](#)
[image001.jpg](#)

Excellent. I talked to [REDACTED] and [REDACTED] after the video hook up this afternoon and they are really keen to stay close to the action. Role clarity will be important for them as well but they need to front on the ownership view which is asset owner, specifier of levels of service, investor and policy provider. The rest is obviously ours.

Something for you [REDACTED]

[REDACTED]

Sent from my iPad

On 25/03/2022, at 4 27 PM, [REDACTED] wrote

Yup all good. Have drawn it up and will be adding to SLT update to go out this afternoon.

Cheers

[REDACTED]
Chief Advisor, Service Delivery



[REDACTED] [REDACTED]
Private Bag 39804 Wellington Mail Centre 5045
Level 4 IBM House 25 Victoria Street Petone Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Friday 25 March 2022 10 34 am
To: [REDACTED]
Subject: Fluoride

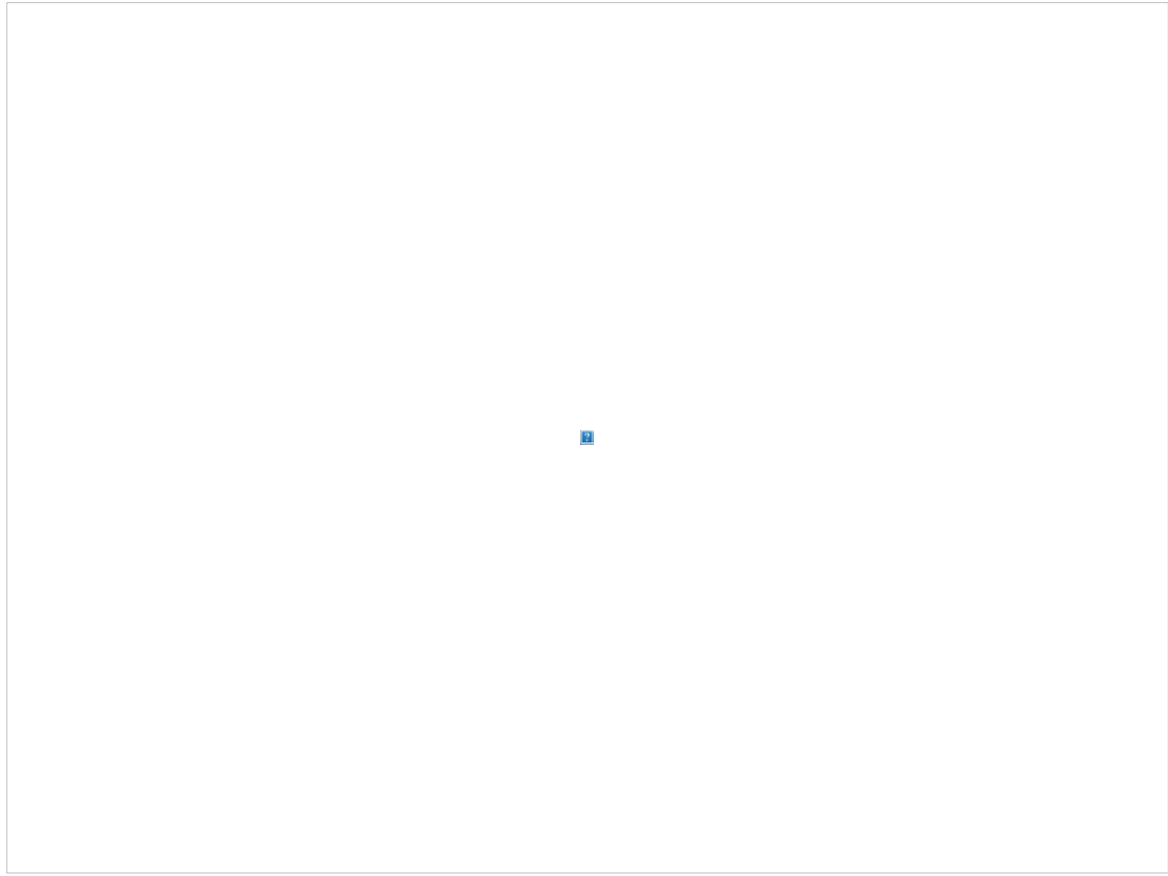
Hi guys great chat this morning.

Role clarity follows

1. Board have instructed the independent inquiry. They will direct us on updates and interface with [REDACTED]
2. SLT is the governance of the fluoride issues and [REDACTED] is the owner of the overall work.
3. [REDACTED] is the programme manager who will ensure this next stage of the work is a success by managing all the respective work elements.
4. [REDACTED] will lead all external stakeholders management and communications. We have formed a separate entity to do this which will include an external consultant providing strategic support.

Can you please provide your agreement to this structure and role before I report to the board.

[REDACTED]



Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Re: Investigation into the notification of fluoride issues.
Date: Friday, 18 March 2022 11:27:33 am

Agreed. Will supply when we get it.

[REDACTED]

Sent from my iPad

> On 18/03/2022, at 10:38 AM [REDACTED] wrote:

>

> For further clarification - If [REDACTED] are doing a review, then it would make sense to have one investigation that covers the technical and the performance issues that will be identified. (Rather than run two investigations in parallel)

>

> Has the Terms of Reference for the [REDACTED] review been developed yet? That would be the place to incorporate.

>

> Cheers

>

> [REDACTED]

>

>

> -----Original Message-----

> From: [REDACTED]

> Sent: Wednesday, 16 March 2022 11:01 pm

> To: [REDACTED]

> Subject: Investigation into the notification of fluoride issues.

>

> [REDACTED], we have some performance issues arisen as a consequence of the Florida issues. We will need to carry out an investigation. Could you please advise who would do this for us.

>

> Regards

>

> [REDACTED]

>

> Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Re: My correspondence re: fluoride
Date: Sunday, 27 March 2022 7:53:37 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image001.png](#)
[image002.jpg](#)
[Flouride Emails post 17.02-\[REDACTED\].pdf](#)
[Flouride Emails pre 17.02-\[REDACTED\].pdf](#)

Thanks for letting me know [REDACTED]

[REDACTED]

Sent from my iPad

On 26/03/2022, at 11:40 AM, [REDACTED]
wrote:

Hi [REDACTED]

Please find attached an email from [REDACTED] with two attachments - these contain information and emails relating to the fluoridation issues. I just wanted to give you a heads-up that I am passing these on to [REDACTED] to include in his review.

kind regards

[REDACTED]

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

From: [REDACTED]
Date: Fri, Mar 25, 2022 at 1:09 PM
Subject: My correspondence re: fluoride
To: [REDACTED]

Kia ora [REDACTED]

Today is my last day at Wellington Water.

Before I leave, I wanted to send you my correspondence regarding Fluoride – including an SLT item of significance I drafted that was re-drafted, sent and not followed up.

I've attached two documents:

- Emails from Wednesday 27 October to Wednesday 2 March.
- Emails from Wednesday 2 March until recently.

All the attachments are available via [REDACTED].

If I'm needed in the course of the inquiry, please let me know. I can be contacted on [REDACTED]

Ngā mihi nui,

[REDACTED]

[REDACTED] ([she/her](#))
Senior Communications Advisor

In the Petone Office: Monday, Wednesday and Friday

Working from home: Tuesday and Thursday

[REDACTED] [REDACTED] [REDACTED] [REDACTED]
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.

--

[REDACTED]
Align Group Limited

[REDACTED]
W: www.aligngroup.co.nz



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: RMA meeting
Date: Monday, 28 March 2022 7:38:31 am

Ok.

Can you please talk to mark about how this is going to be paid. I presume it can be split across council Opex costs.

[REDACTED] can you get [REDACTED] to follow this up around funding.

Regards

[REDACTED]

Sent from my iPad

> On 24/03/2022, at 8:35 AM, [REDACTED] wrote:
> Hi,
>
> With the PE letters and fluoride all happening at the same time, [REDACTED], who has been brought in from Stantec to help out [REDACTED] team, is taking a lead on getting them resolved and liaising with GWRC.
>
> It'll be something I can pick up again once things settle down, if needed, or it would be good to have a long term solution in the business - compliance liaison function. The talk was it sitting in either [REDACTED] or [REDACTED] teams and I think it was to be discussed at the offsite so could be picked up now?
>
> What was the focus of the chat with GW, below?
>
> Cheers
>
> [REDACTED]
> Chief Advisor, Service Delivery
>
> [REDACTED]
> Private Bag 39804, Wellington Mail Centre 5045
> Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
> www.wellingtonwater.co.nz

> -----Original Message-----

> From: [REDACTED]
> Sent: Thursday, 24 March 2022 7:21 am
> To: [REDACTED]

> Subject: RE: RMA meeting

> Thanks [REDACTED]

> I've included [REDACTED] (on leave currently) and also [REDACTED] who may be able to help set something up if [REDACTED] contacts her this week - aiming for 1-2 weeks' time I suggest.

> [REDACTED]

>

> -----Original Message-----

> From [REDACTED]

> Sent: Wednesday, 23 March 2022 7:08 pm

> To: [REDACTED]

> Cc: [REDACTED]

> Subject: RMA meeting

>

> Hi [REDACTED], thanks for the chat tonight. It would be good to meet with you and [REDACTED] and chat about the future of our WWTP's. I'll get [REDACTED] to liaise with your EA to set a time. [REDACTED] would come along with me.

>

> Regards

>

> [REDACTED]

>

> Sent from my iPad

> ATTENTION: This correspondence is confidential and intended for the named recipient(s) only. If you are not the named recipient and receive this correspondence in error, you must not copy, distribute or take any action in reliance on it and you should delete it from your system and notify the sender immediately. Unless otherwise stated, any views or opinions expressed are solely those of the author, and do not represent those of the organisation.

From: [REDACTED]
To: [REDACTED]
Subject: Re: Update from Wellington Water
Date: Saturday, 19 March 2022 7:51:40 am

Thank you [REDACTED]. You are so very kind.

Thank you.

[REDACTED]

Sent from my iPad

On 18/03/2022, at 10:34 PM, [REDACTED] wrote:

Thanks [REDACTED] A challenging time for you on top of Covid and everything else but I am confident you and your WW team will get through this and come out stronger. Great to see [REDACTED] on TV2 - a positive moment for you in an otherwise awful day!?

Get [Outlook for iOS](#)

From: [REDACTED]
Sent: Friday, March 18, 2022 5:53:46 PM
To: [REDACTED]
Subject: Update from Wellington Water

[View this email in your browser](#)

Greetings all -

We apologise to councillors for not making them aware earlier of the interruption to drinking water fluoridation. We are proceeding with a review of treatment facilities to ensure we can resume this safely and consistently, and will provide an update to you on the progress of this. Our Board will also be carrying out an inquiry of our internal processes to understand why the significance of this issue was not recognised earlier. This is being headed by [REDACTED] who recently chaired the working group on three waters reform.

Just a reminder that public health information relating to fluoride is available from the regional public health website [rph.org.nz](https://www.rph.org.nz) via a link on their front page -

<https://www.rph.org.nz/news-and-events/news-and-media-releases/2022-03-17-water->

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[Click here](#) to find the dashboard that we presented to the Water Committee.

Wastewater treatment plant review

The Implementation plan is being finalised prior to presentation to the Board for approval. The steering group for the plan has been broadened to include representatives of Wellington City Council and Upper Hutt, alongside Porirua, iwi mana whenua and leads from [REDACTED] and Wellington Water.

This week we've completed consultation on the revised organisational structure, and the decision document is being prepared. The implementation management plan has been reviewed and will be sent to the steering group next week. We've worked with resource management and asset management advisors to develop workflows that will support better compliance.

We're also working with Veolia to prepare a joint review of plant operations, and to connect our IT systems to theirs to improve data collection and reporting. And [REDACTED], our interim contract manager, is gathering information for a revised performance management framework.

Covid preparedness

This week has seen a marked decrease in the effects of Covid-19 at Wellington Water, with around 12% of our frontline workforce isolating, down from 30% at the end of last week – although a third of our Land Development team remain affected at the moment.

Sites previously closed due to Covid have now resumed work.

This change is due to the decrease to a seven-day isolation period, and fewer people appearing to catch Covid. Our Covid-19 plans and procedures are still in place as we navigate the next few weeks and we remain ready to respond to any challenges that Covid may present us with.

We have over 8000 rapid antigen tests in stock which will keep us going through the omicron wave. Our surveillance testing has caught a number of asymptomatic people and stopped them entering our worksites, and the majority of our staff, and all frontline critical workers continue to undergo regular rapid antigen testing. It is good to see the value of this as an added Covid-19 control alongside our usual measures of mask wearing, physical distancing, and personal hygiene.

Ngā mihi,

[REDACTED]



This email was sent to [REDACTED]
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Wellington Water · Nzi House · 25 Victoria Street, Wellington Central · Wellington, Wellington 6011 · New Zealand

From: [REDACTED]
To: [REDACTED]
Subject: Strategic comms support
Date: Thursday, 31 March 2022 8:41:09 am

Hello all, this email is to inform you that we have engaged Convergence Communications and Marketing for issue management, stakeholder planning and strategic communications support for the fluoride work.

The lead individual is [REDACTED].

We are fully integrating them into the team today and from early discussions they are comfortable that they can help us complete all the necessary documents before a public announcement next week (if that is the timing).

[REDACTED] will join us at the board meeting on Tuesday.

Yesterday I talked to the owner CE's about the plan to discuss the Fluoride issue past, present and future in parallel with the independent inquiry. They all agreed it was the right thing to do. The GWRC advised that they had followed exactly the same approach with the buses a couple of years back.

Regards

[REDACTED]

Sent from my iPad