

31 October 2025

LGOIMA 25-206



Tēnā koe 

Request for information

Wellington Water acknowledges the importance of providing timely responses to information requests and apologises for the delay in responding. The initial request was received through our Customer Support channel and was logged as an enquiry rather than an official information request. Once this was identified, the request was referred to the appropriate team for response. We have reviewed our triage processes to help ensure future requests of this nature are identified and managed promptly.

Thank you for your request of 3 September 2025, made under the Local Government Official Information and Meetings Act 1987 (LGOIMA – the Act) for the following:

*I have a couple of questions about fluoride in Wellington’s water—specifically in **Miramar**, where my family and I live. I’m trying to determine whether fluoride levels are adequate to support my children’s dental health, or whether I should consider alternative sources of fluoride.*

- 1. Which plant(s) supply water to Miramar?*
- 2. Do those plant(s) provide sufficient fluoride—between **0.7–1.0 ppm**?*
- 3. When did the plant(s) return to recommended fluoride levels following the issues in 2022?*
- 4. Your website includes a table showing recent fluoride levels at all four plants. The levels appear adequate, but I’m confused by the “Comments” column. Do these comments explain why fluoride levels haven’t consistently met the target? Or do they indicate that **no fluoride has been added since May**?*

Your request is responded to in accordance with the Act.

- 1. Which plant(s) supply water to Miramar?*

Although the Miramar area receives water predominantly from a blend of the Wainuiomata and Waterloo Treatment Plants, Gear Island Water Treatment Plant can be used but rarely runs and is used as a standby plant. However, all WWL water treatment plants dose fluoride as part of the standard water treatment.

- 2. Do those plant(s) provide sufficient fluoride—between **0.7–1.0 ppm**?*

This aspect of your request has been refused under section 17(d) of the LGOIMA. This section allows a local authority to refuse a request where the information requested is or will soon be publicly available.

The information you have requested is publicly available and can be accessed via the Wellington Water website at: <https://www.wellingtonwater.co.nz/your-water-2/topic/drinking-water/whats-in-your-water/monitoring-fluoride-levels-at-water-treatment-plants>. In it you will see that since January 2023, the Waterloo Plant's average monthly dose (parts per million (ppm)) has only been under the World Health Organisation requirements of 0.7 – 1.0 ppm on three occasions (October 2023, February 2024 and January 2025). On each occasion there is a short comment summarising the reason for being outside the requirements.

The Wainuiomata Plant's average monthly dose since January 2023, has always been between 0.7 and 1.0 ppm.

3. *When did the plant(s) return to recommended fluoride levels following the issues in 2022?*

The fluoride dose has been reasonably consistent from mid January 2023. However, like all pieces of equipment and machinery, we do experience shutdowns due to unplanned breakdowns and planned maintenance activities. We endeavor to keep these outages to a minimum, and we keep the community informed when we do have these outages.

4. *Your website includes a table showing recent fluoride levels at all four plants. The levels appear adequate, but I'm confused by the "Comments" column. Do these comments explain why fluoride levels haven't consistently met the target? Or do they indicate that **no fluoride has been added since May?***

The comments provide contextual information about specific events that have affected doses.

Please note that it is our policy to publicly release our responses to official information requests where possible. Our response to your request may be published at <https://www.wellingtonwater.co.nz/about-us/official-requests/official-information-act-responses/> with any personal information removed.

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.

If you wish to discuss this decision with us, please feel free to email us at official.information@wellingtonwater.co.nz

Nāku noa, nā




Group Manager
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