

## Regional Wastewater Services MEETING MINUTES

Date:	<b>16 April 2025</b>
Subject:	<b>Customer Liaison Group meeting – Moa Point Wastewater Treatment Plant</b>
Time:	<b>17:30 pm</b>
Location:	<b>Ākau Tangi Sports Centre -72 Kemp Street, Kilbirnie, Wellington</b>
Attendees:	<b>GWRC</b> – Qurat Mahmood, Christina Schierlitz <b>Veolia</b> - Nico Robins <b>WWL</b> - Blair Johnson, Jeremy McKibbin, Amy Smith, Craig Shuttleworth(mins) <b>Health Protection Officer</b> – Jess Cooper <b>Wellington Airport</b> – James Dobson <b>WCC</b> – Gerry O’Neill <b>Community members</b> – Karl Frost, Jeff Weir, Yvonne Weeber, Glen Kingston
Apologies:	Alex Phelan (Veolia)

### Welcome & Introductions by WWL

Blair welcomed everyone to the meeting and advised of the health and safety procedures in the event of an emergency. Round table introductions were performed by all attendees.

### Wellington Water WWTP Status – Presentation (PowerPoint)

Blair provided a brief background on the plant, with the help of an aerial view image of the plant along with another image highlighting the suburbs it caters to. The PowerPoint presentation will be provided with these minutes.

### Plant Performance July 2023-June 2024 & Current (July 2024 – March 2025)

The presentation continued with Blair providing an update on the plant’s performance to the resource consent for financial year 2023/24 and the current financial year so far.

Notable items covered in this part of the presentation were effluent quality, discharge events (via both the long and short outfall) and the odour complaints received. The prolonged non-compliance in relation to effluent quality and discharges was acknowledged.

### Consent Compliance Rating FY 2023/24

Qurat provided an update on compliance from Great Wellington’s perspective and advised that the plant had been scored as **Poor** for the 2023/24 period. Details were provided around the Infringements, Abatements and Formal Warnings throughout the period and reasons why.

### Capital Projects Update

Amy presented the Capital Projects section of the presentation. The following items were discussed:

- The Inlet Pump Station (IPS) Renewal – The replacement of the old risers and the four new submersible pumps was completed March 2025.
- The Clarifier Mechanical Bearing Replacement – The third and final bearing is being replaced and targeted for completion in July 2025.
- The UV System Renewal – A full upgrade of the UV system to begin late 2025 and target completion date of April 2026.
- SCADA, PLC and MCC Renewal – The contract is close to being awarded with works scheduled to begin early 2026.
- Various other projects in design phase and scheduled to take place in 2027/28 e.g, Aeration System Renewal, Odour and Ventilation Renewal and full Roof Replacement.
- Sludge Minimization Facility (SMF) – The project is being led by Wellington City Council and progressing well, completion likely mid-late 2026. More information is available on the WCC project page on the website.

### Community Questions/Concerns

There were several questions raised throughout the presentation segments, and these have been collated in this section. The following matters were discussed:

- The Short Outfall, Tarakena Bay – Concern over its use with no consent in place. The IPS renewal project has restored pumping capacity to the plant which now greatly reduces the chances of overflow in extreme wet weather events via the short outfall. The short outfall is an overflow design, it is not controlled by operators. The IPS overflow weir is considered part of network not the plant. If on the rare occasion an emergency overflow occurs, it is preferable that the overflow occurs at the short outfall rather than in the streets representing serious biohazardous health risk to the public.
- Do GWRC put the infringements, abatements etc on their website? – Not currently but it is being discussed. It will provide more clarity for the public and should be easily accessible.
- Can the plants performance be tracked? – Yes, the plant performance dashboard is updated monthly on the Wellington Water website. A link will be provided to this page.
- Can the Assessment of Environmental Effects (AEE) report for the upcoming UV system renewal be shared to the community? – WWL to source the document and share it with the attendees.
- The complaints procedure is complex, and it appears our complaints for the odour are not always getting through? - WWL acknowledges the numerous complaint avenues sometimes results in complaints getting missed. The preferred option is to call the Veolia number first as they are at the plant and will be best placed to investigate odour.
- The smell seems stronger in summer around Christmas time, why? – During the summer months the sewer networks have lower flows which can mean more foul gases to be treated via the chemical scrubber system at the plant.
- Is there scope to provide odour diaries to the local community to allow them to record events to help understand the impact more? – WWL to look into this.
- Are there any tests for Microplastics as more is noticed on the beach after a southerly wind? – No tests currently, microplastics are not visible to the naked eye, the plant removes larger objects. Increased plastic on the beach will be what is brought in on the ocean tides.
- Ammonia Nitrogen is monitored but is not in the current consent, how long does it take for a new compound to be added? – – The plant is designed to remove it; it's a useful tool for process analysis. Strong likelihood that it will be in the new effluent discharge consent in the future.
- What caused the increase in BOD/TSS between Feb and June 2024? – The non-compliance was mainly attributed to several asset failures and difficulty in undertaking biological process changes due to the condition of assets.
- What assurances does WWL/GWRC have that the discharges result in “negligible” increased risk for recreational water users when no long-term health data is available? – WWL follows the advice of LAWA/Regional Public Health and the International Guidelines.

- Are the minutes from the monthly meeting with GWRC publicly available? – There is no requirement for them to be made publicly available however they can likely be requested through the LGOIMA process.
- Can cameras be placed along the coast to record potential discoloration events to the CMA? – This would be at cost to the rate payer and may not be practical. There is no funding currently to undertake this activity.
- Why have Inflow and Infiltration investigations reduced from when they began 7 years ago? – The I&I investigations are carried out by the Network Operations Group within Wellington Water and activity is directly related to funding provided by WCC for this activity.
- Short outfall discharge notices should be sent out within 2 hours and no more – WWL endeavors to send notifications out as soon as possible but various factors affect timeliness such as time of day/night, day of the week and then it relies on the person on call. There is an after-hours process in place that supports timely notifications.

### Actions

During the discussion there were several action points noted, these were:

- WWL to investigate educating the local residents on the odour through more engagement, e.g, fridge magnets with complaint number to call.
- WWL to try and improve the website for community members to help people know more easily where to go to lodge a complaint.
- WWL to investigate the feasibility of publishing trends to be made available to the community.
- Potential for odour diaries to be handed to the community to record the impact to the community.
- GWRC to investigate if the infringements etc can be uploaded on their website.
- WWL to publish the link to the monthly performance dashboards.
- WWL to provide the Assessment of Environmental Effects (AEE) submitted for the upcoming UV system upgrade in 2026.
- Add Jeff (Weir) to the Interested Parties mailing list for updates on plant operations.

### Closing Remarks

Blair thanked the community for their attendance noting that the CLG is a good forum for robust conversation and WWL appreciate the opportunity to explain the challenges the plants experiences regularly.

Attachments:

Wellington Water Presentation

**MEETING CLOSED: 19:43pm**