Greater Wellington
Te Pane Matua Taiao

28 February 2025

File Ref: OIAPR-1274023063-35415

[redacted]
By email: [redacted]

Tēnā koe [redacted]

Request for information 2025-016

I refer to your request for information dated 3 February 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 3 February 2025. You have requested the following:

"I refer to the attached letter from GWRC to WWL and dated 10 January 2017. You will note that GWRC asks WWL for a response before 30 March 2017, and informs WWL of its expectation about timeframes for consenting unauthorised discharges. As far as I know, the discharges to which reference is made are still not consented.

Please provide me with the following information:

- *A copy of any correspondence WWL provided to GWRC in response to GWRCs letter.*
- *A copy of the wastewater master plan and the consenting strategy which are both referred to in the GWRC letter."*

Greater Wellington's response follows:

At the time of issuing the Formal Warning, Wellington Water Limited (WWL) was concurrently consulting with Greater Wellington with regards to an application for a global stormwater discharge consent (WGN180027), including occasional overflows of contaminated stormwater (i.e., wastewater) from the stormwater network across the region, including in Porirua.

As part of the consenting process for resource consent WGN180027, Greater Wellington received the consenting strategy (***attachment 1***) and the management procedure for wastewater overflows (***attachment 2***), which appear to directly address the requests for a wastewater master plan and consenting strategy as referenced in the letter you refer to which was sent on 10 January 2017.

An internal search for any correspondence from WWL provided to GW in response to GW's letter dated 10 January 2017 returned 596 items, no correspondence specifically referencing the letter you refer to was found. We are refusing this part of your request under section 17(g)(i) of the Local Government Official Information and Meetings Act 1987 as the information requested is not held by the local authority and the person dealing with the request has no grounds for believing that the information is either, held by another local authority or a department or a Minister of the Crown or organisation.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā

Sal Smutek
Kaiwhakahaere Matua Rōpū Taiao| Group Manager Environment Group

PORIRUA WASTEWATER CONSENTING PROGRAMME

Integrated Wastewater Management Strategy

VISION

A healthy and protected harbour, catchment and coastal environment supported by infrastructure that sustains healthy communities minimises adverse effects and facilitates growth.

PROBLEMS

1. The wastewater network and treatment plant have capacity and condition problems which contribute to poor water quality in the catchment.
2. The discharge consents from the Porirua wastewater treatment plant expire in 2020 and need to be re-consented.
3. The overflows from the wastewater network are currently not consented and new consents must be applied for.

OBJECTIVES

a) The public health protection and other benefits of the wastewater scheme are recognised and associated risks reduced.

b) Wastewater management solutions that:
   - (i) Are sustainable, enduring and resilient.
   - (ii) Minimise adverse effects on water quality.
   - (iii) Are affordable and value for money.
   - (iv) Take an integrated approach to supporting a healthy catchment, waterways, the harbour and wider coastal environment.
   - (v) Progressively adress wastewater network overflows.

c) Decision making processes are evidence based.

d) Wastewater management solutions are developed in partnership with Ngati Toa Rangatira.

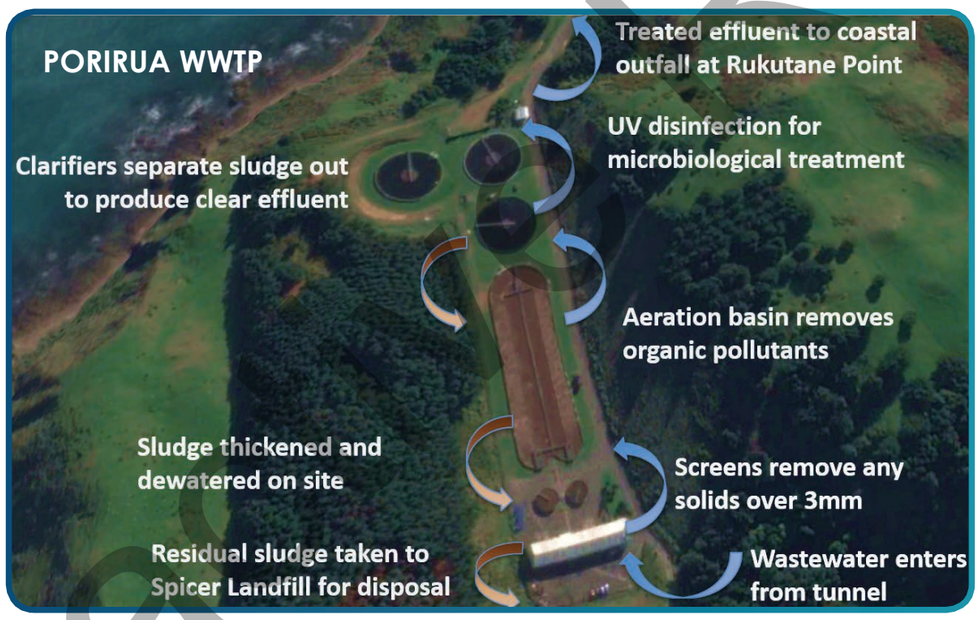
e) The community and key stakeholders are actively involved in developing wastewater management solutions.

f) Wastewater management solutions support long term growth and investment and the economic development of the city and sub-region.

g) A best practicable option (RMA definition) approach for the management of the wastewater scheme is adopted.

ISSUES

- Poor existing **water quality** in the Porirua Catchment
- Frequent wet weather wastewater **network overflows** into freshwater and coastal water and WWTP overflows into coastal water
- **Inflow and infiltration** of stormwater into the wastewater network
- **Aging network** prone to failures and under capacity to accommodate future growth
- Treatment plant **capacity and performance**
- The **interconnected** nature of the wastewater network and treatment plant
- The **regulatory framework** at a local, regional and national level is undergoing significant change, including through the Porirua Whaitua
- Consenting an **integrated solution** under the emerging regulatory framework will be challenging
- Obtaining support from **stakeholders** and the community for a preferred solution
- The complex and detailed nature of **information** to support resource consent applications
- **Limited funding** to bring forward network and treatment plant improvements



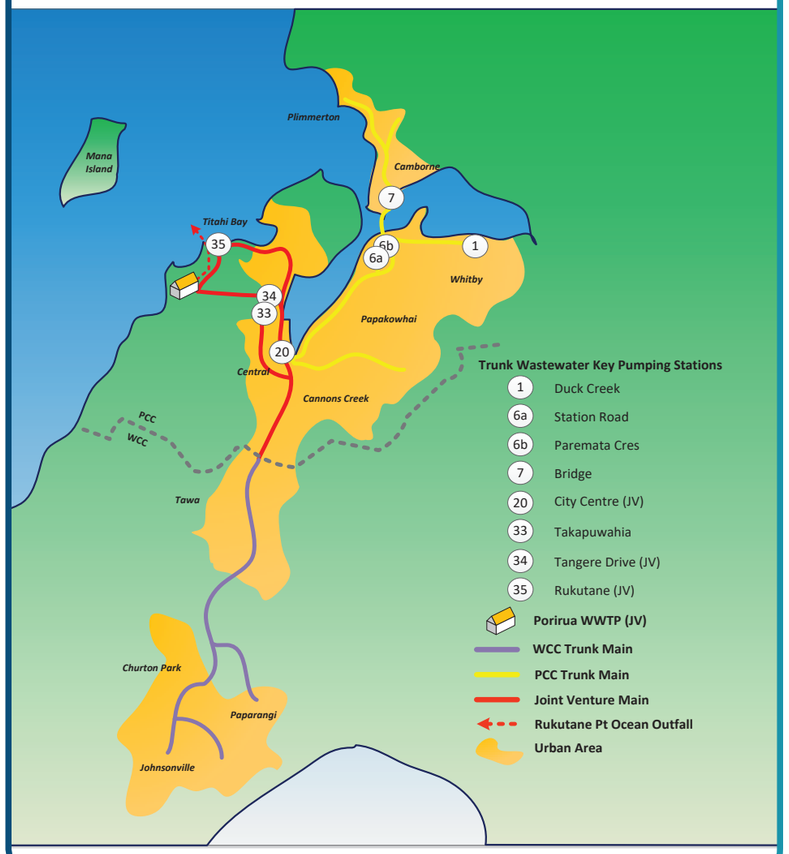
INFORMATION GAPS

- Monitoring information relating to wastewater network overflows including volume and contaminant loading
- Targeted wet weather network overflow monitoring in relation to freshwater and coastal water ecology
- Confirmation of future wastewater flows and loads that will need to be treated by the WWTP
- Dispersion modelling for the existing and alternative WWTP discharge locations for marine discharge options
- Micro/emerging contaminants and pathogens
- Survey of benthic ecology for the open coast

CONSENT STRATEGY KEY COMPONENTS

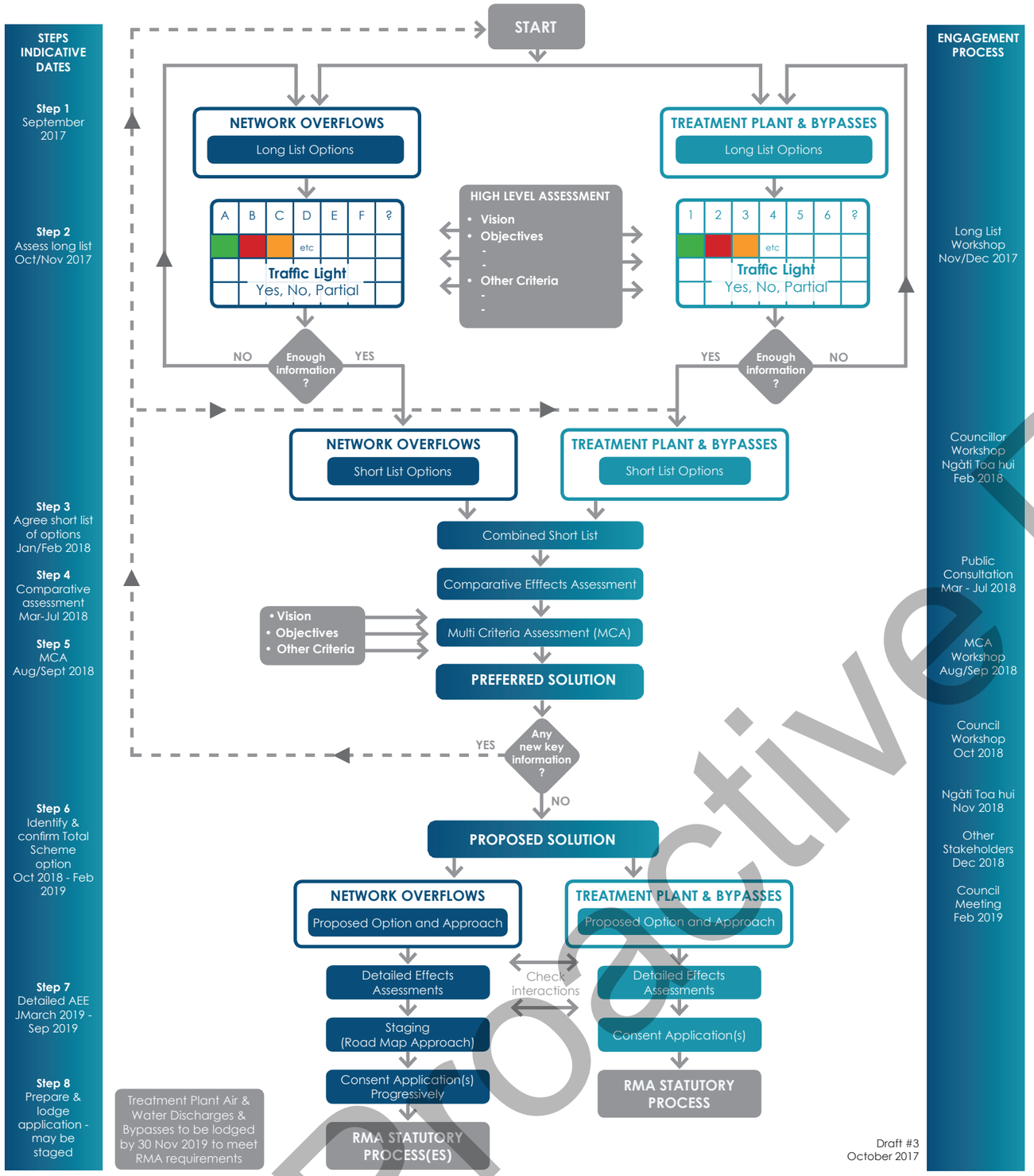
- A single comprehensive wastewater network story
- A single integrated option assessment and engagement process
- Multiple separate resource consent processes
- A collaborative approach to consenting with Greater Wellington and Ngati Toa
- A road map approach for long term reduction in network overflows
- Maximum duration consent for WWTP discharges
- Optimised network and treatment solution
- Comprehensive assessment of wastewater management alternatives

PORIRUA WASTEWATER NETWORK OVERVIEW



Wellington Water

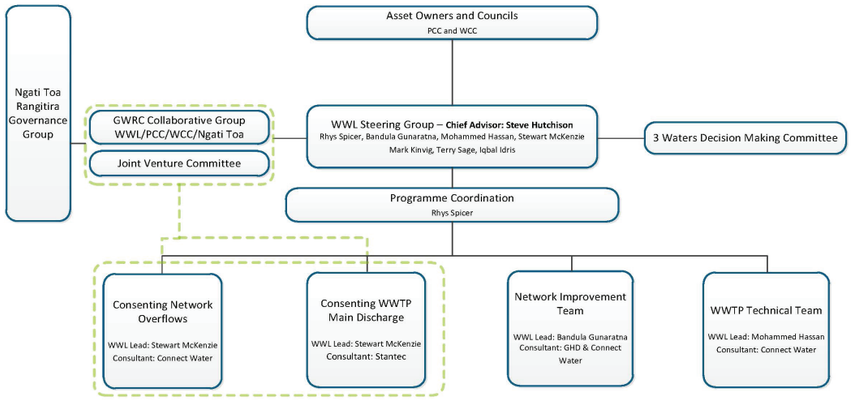
IDENTIFYING A PREFERRED WASTEWATER SOLUTION



ENGAGEMENT PRINCIPLES

Reputation Management	WWL's engagement and communication actions meet a high standard and seek to enhance partner, stakeholder, customer and community trust and confidence in WWL's management and delivery of 3 W services, relationship management and stakeholder and community engagement processes.
Effective Partnerships	WWL works alongside its partners, in the true spirit of partnership, and develops engagement and communication actions that: • support WWL's MoP with Port Nicholson Trust and Te Rūnanga o Toa Rangātira Inc, and • are coordinated with the communication and engagement activities of its client councils.
Proactive Engagement	WWL is proactive with its engagement, communication and information sharing with partners, key stakeholders, customers and its communities, supporting informed, active and constructive engagement in and feedback on its programmes and projects.
Understanding and Awareness	WWL's engagement and communication processes enhance partner, stakeholder, customer and community awareness and understanding of the region's 3W services, and key management and delivery issues, challenges and opportunities facing the planning and delivery of water services. WWL's engagement and communication actions recognise and provide for the differing needs and requirements of its partners, stakeholders, customers and communities of interest.
Accessibility	WWL ensures that information relating to its water services, including its engagement and communication activities, is easily accessible and readily available to its partners, stakeholders, customers and communities of interest, supporting active engagement with WWL in its planning, delivery and management of 3W services.
Clarity	WWL's engagement and communications activities and supporting materials are clear, engaging and are appropriately tailored to meet the needs and requirements of its partners, stakeholders, customers and local communities.

PROGRAMME GOVERNANCE & MANAGEMENT STRUCTURE



Director of Ngati Toa Rangitira Inc., Sir Matiu Rei, and Chief Executive of Wellington Water, Colin Crampton, signing the Memorandum of Partnership between the two organisations at Takapuwahia Marae

Management Procedure for Wastewater Overflows

Background

Overflows refer to discharges from the wastewater reticulation network that impact a stream or coastal marine environment. The discharge exits the wastewater system through a constructed overflow arrangement (weir or pipe) positioned in a manhole (an access node), pump facility, treatment plant, or customer controlled piping system (gully trap etc.) Wastewater overflows from pumping stations (emergency overflows) and purpose built overflow structures[1] are channelled into waterways (streams and/or coastal marine areas).

Overflows of wastewater can pollute the environment and contaminate waterways (streams and/or coastal marine areas) which may pose a risk and/or adverse effect on public health. As such, prompt responses and the effective management of wastewater overflows are important. This will ensure that liquid waste is managed in an environmentally, economically, socially and culturally sustainable manner.

Purpose

The purpose of this procedure is to outline procedures providing management of wastewater overflows from the wastewater reticulation network in Hutt City, Wellington City, Upper Hutt City and Porirua City.

Objective

The primary objective of the procedure is to manage the risks and effects that are associated with the wastewater spills/surcharges/overflows and protect public health and the environment therefore complying with the Resource Management Act 1991[2] and the Proposed Natural Resource Plan 2015. The overflow management procedure is designed to provide a greater understanding of how the different parties involved should respond during an overflow event. This will lead to an improved overflow management response and improved planning to mitigate the risks and effects on the environment.

This approach could contribute to the wider Wellington Water strategy to reduce overflow frequencies and thereby reduce storm water contamination resulting in safe and healthy water.

[1] Overflow structures are purpose built and used to provide the controlled release of wastewater flows into the stormwater network in events when the wastewater network meets its maximum Wellington Water (Occurs usually in wet weather events).

[2] Section 12, 13, 15 and 16 of the Resource Management Act 1991 outlines the duties and restrictions related to freshwater and coastal marine areas.

Process

This procedure supports the Wastewater Management Process[3] which sets out how wastewater is to be managed.

The scope of this document covers the response and reporting procedures for wastewater overflows which discharge into waterways (streams and/or coastal marine sites) throughout the Hutt City, Wellington City, Upper Hutt City and Porirua City areas.

Disclosure: This procedure is only applicable for overflows of wastewater from the sewer reticulation network that is likely to result in a significant impact[4] on the environment and public health. Contamination due to chemical spills, algal blooms and other waterborne pathogens are not covered.

This procedure is not applicable for:

- Hutt Valley Wastewater Treatment Plant
- Trunk Wastewater Overflows[5]
- Malone Road and Hinemoa Street 'consented' overflow sites[6]
- Moa Point Treatment Plant[7]

These sites have exclusive procedures in place.

Overflows that are likely to pose a risk and/or immediate adverse effect on the environment or to Public Health shall be reported to all relevant parties within 18 hours of an event happening or as soon as practical after the overflow has been confirmed.

The recreational water quality for marine bathing sites procedure for each individual city is listed below in Table 1: ISO Procedures. These procedures shall be applied if the wastewater overflow affects a bathing beach[8]:-

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[3] The Wastewater Management Process is a Wellington Water ISO Procedure - 30-ISO-13-00-001.001

[4] The significance of an event is determined as per the Significance Checklist (Appendix 1). Please refer to the incident escalation procedure as a guide on the parties to inform when a significant event occurs.

[5] Several overflow contingency plans are in plase for the Hutt Valley Trunk Wastewater Overflows. Please refer to the Wastewater Contracts Manager for copies.

[6] The overflow contingency plan for Malone Rd and Hinemoa Street 'consented' overflow sites is stored at G:\Hutt City\Consents\Wastewater\Malone Road and Hinemoa Street Overflow Contingency Plan version 28 November 2013.pdf

[7] The overflow contingency plan for the Moa Point Treatment Plant is stored at G:\03-Management Operations\WWT-Wastewater Treatment Plant Operations\MOA POINT\03-WWT-MOA POINT - 12 Overflow discharges\MTP overflow contingency plan 2013 (v3).pdf

Council	Procedure
WCC	30-ISO-14-02-PR-002.001
HCC	30-ISO-14-02-PR-00[illegible]
PCC	30[illegible]-02-PR-003.001

Table 1: ISO Procedures

Procedures for Management of Overflow Incidents

Several procedures are in place for the management of overflows. The following is a summary of activities undertaken by different parties to monitor, respond to, notify and investigate overflows:

- **Monitoring overflows** – A number of overflow points are monitored by Wellington Water via telemetry systems and are reported to external parties[9].
- **Response to discharges** – The maintenance contractor responds (Usually a request for service (RFS)) within an hour of notification. Maintenance contractor to confirm the overflow, contain, investigate, clean up and report.
- **Assessment of the discharge and escalation** – The first response is from the maintenance contractor. Once it is verified and confirmed, the event is then escalated to Wellington Water. An appropriate response is then initiated by the Operations Engineer in Wellington Water depending on whether the discharge is likely to pose a significant environmental effect or risk to public health.
    - Escalation can also call for additional signage to be placed in a suitable location to warn the public of the potential risk to their health. The use of additional signs is intended to ensure that there is a reduced chance that a person may be exposed to micro-biological contaminants unwittingly. These signs are placed in addition to the permanent warning signs that are located at stormwater discharge points.
    - In addition to the permanent warning signs, information pertaining to significant or persistent discharges will be advised to Wellington Water, Infrastructure Managers

[8] Bathing beaches are designated by Greater Wellington Regional Council (GWRC). Refer to the individual recreational marine water quality procedures for each city for a complete list of the designated bathing beaches.

[9] External parties include but are not limited to Greater Wellington Regional Council, Wellington City Council, Porirua City Council, Hutt City Council and Regional Public Health

and the appropriate council's External Communications staff. This is to allow for informed comments to be made to the media if required and for additional messages to be conveyed to the public.

- Water quality sampling to be undertaken until water quality returns to acceptable levels.

Refer to Appendix 1: Response Procedures (Individual Councils) for a flow chart that outlines the actions that should be undertaken in the event of dry weather wastewater overflows.

Notification of overflow incidents by Wellington Water Network Customer and Operations Engineer

If there is likely to be a significant adverse environmental impact or public health risk a "Standard Overflow Notification" (Appendix 2) form will be distributed to Greater Wellington Regional Council (GWRC), Regional Public Health (RPH) and the respective council's environmental health officers.

During weekdays, any overflow discharges that may potentially reach a waterway (stream and/or coastal marine) and have an impact on water quality will be notified as soon as practicable or within 18 hours of the discharge occurring. During weekends, insignificant overflows are informed on the next working day. Significant overflows will be notified as soon as practicable.

Investigation aftermath of an overflow incident by Wellington Water Investigations Engineer

Investigation involves review of the incident information and any historical information for the site/area. If necessary, further inspections are carried out on the pipes and structures through various investigation methods including but not limited to CCTV, dye testing and smoke testing. The closest rain gauges and flow meters are used to categorise the event as a wet or dry weather event. Dry weather events are primarily caused by blockages or equipment failures. Further investigations are undertaken aiming to mitigate such failures.

Reporting

Overflow events are reported to:

- Regional Public Health (RPH)
- Greater Wellington Regional Council (GWRC)
- Councils
  - Porirua City Council (Environmental Health and Communications)
  - Hutt City Council (Environmental Health and Communications)

- Upper Hutt City Council (Environmental Health and Communications)
- Wellington City Council (Environmental Health and Communications)

- Interested parties
  - Members of the public who are registered to receive overflow notifications

Note: If the event is significant[10] the Wellington Water Senior Leadership Team, Council Communications Team and Council Infrastructure Managers are notified.

Record Keeping

- All overflow notifications are recorded in the Overflow Register by the Operations Team in Woogle>Wastewater>Complaints and Investigations>Activity Documents. Overflow information is provided to the Business Services team and Network Strategy and Planning Team for the quarterly SLA reporting and the annual compliance report respectively.

Responsibilities

The various parties involved in the response and reporting of overflows are outlined below in Table 2: Roles & Responsibilities.

Council	Title	Responsibility
Hutt City Council, Wellington City Council, Porirua City Council and Upper Hutt City Council	Wellington Water Network Customer and Operations Engineer	• Checks the volume and maximum discharge rate of the wastewater overflow, confirms the time when discharge occurs, determines what follow-up actions are required, determines the receiving waters location and arranges sampling, conducts sanitary surveys if required and completes the "Standard Overflow Notification" form (Appendix 2) for non-constructed overflows and dry weather constructed overflows.
		• Manages the erection of warning signs protocol in consultation with Regional Public Health (RPH) and Greater Wellington Regional Council (GWRC), Council Environmental Health Officers and Wellington Water Investigations Engineer for dry weather overflows at non-constructed overflow sites and constructed overflows sites.
		• Manages the maintenance contractors – City Care and other contractors.

[10] The significance of an event is determined as per the Significance Checklist (Appendix 1). Please refer to the incident escalation procedure as a guide on the parties to inform when a significant event occurs.

		• Liaises with the Maintenance Contractor – City Care regarding sanitary surveys and signage.
		• Informs Regional Public Health (RPH) and Greater Wellington Regional Council (GWRC) of dry weather overflows at non-constructed overflow sites and constructed overflow sites.
		• Sends the "Standard Overflow Notification" form (Appendix 2) to Regional Public Health (RPH), Greater Wellington Regional Council (GWRC) and Council Health Officers when dry weather overflows occur at non-constructed overflow sites and constructed overflow sites.
	Wellington Water Team Leader, Utilities	• Checks the volume and maximum discharge rate of the wastewater overflow, confirms the time when discharge occurs, determines what follow-up actions are required, determines the receiving waters location and arranges sampling, conducts sanitary surveys if required and completes the "Standard Overflow Notification" form (Appendix 2) for pump station overflows
		• Informs Regional Public Health (RPH) and Greater Wellington Regional Council (GWRC) of pump station overflows.
		• Sends the "Standard Overflow Notification" form (Appendix 2) to Regional Public Health (RPH), Greater Wellington Regional Council (GWRC) and Council Health Officers when overflows occur at pump stations.
	Wellington Water Investigations Engineer	• Assists Operations Engineer where there are events involving significant overflow events. Actions undertaken may include additional sampling, sanitary surveys and other investigations including but not limited to CCTV, dye testing and smoke testing.
		• Checks the volume and maximum discharge rate of the wastewater overflow, confirms the time when discharge occurs, determines what follow-up actions are required, determines the receiving waters location and arranges sampling, conducts sanitary surveys if required and completes the "Standard Overflow Notification" form (Appendix 2) for wet weather overflows at constructed overflow sites.
		• Informs Regional Public Health (RPH) and Greater Wellington Regional Council (GWRC) of wet weather overflows at constructed overflow sites.

		• Sends the "Standard Overflow Notification" form (Appendix 2) to Regional Public Health (RPH), Greater Wellington Regional Council (GWRC) and Council Health Officers when wet weather overflows occur at constructed overflow sites.
		• Maintains records/database of overflow incidents : HCC - https://woogle.wellingtonwater.co.nz/site/cpin/_layouts/15/WopiFrame.aspx?sourcedoc=/site/cpin/activity/HCC%20Overflow%20Register%202017-2018.xlsx&action=default UHCC - https://woogle.wellingtonwater.co.nz/site/cpin/_layouts/15/WopiFrame.aspx?sourcedoc=/site/cpin/activity/UHCC%20Overflow%20Register%202017-2018.xlsx&action=default WCC - https://woogle.wellingtonwater.co.nz/site/cpin/_layouts/15/WopiFrame.aspx?sourcedoc=/site/cpin/activity/WCC%20Overflow%20Register%202017-18.xlsx&action=default PCC - https://woogle.wellingtonwater.co.nz/site/cpin/_layouts/15/WopiFrame.aspx?sourcedoc=/site/cpin/activity/PCC%20Overflow%20Register%202017-2018.xlsx&action=default
	Wellington Water Communications Manager	• Liaises with Council Infrastructure Planning Managers and External Communications Staff when action/red mode reached.
	Greater Wellington Regional Council (GWRC)	• Responsible for environmental monitoring and protection while meeting the economic, social and cultural needs of the region. • Receives overflow notifications from Wellington Water and conducts follow-up.
	Maintenance Contractor – City Care	• Contracted to carry out the maintenance and operational works of the drainage networks in Hutt City, Wellington City and Upper Hutt City
		• Verify reticulation overflows and escalates to Wellington Water.
		• Wellington Water engages the maintenance contractor for follow-up investigations and on-site sanitary surveys.

	Eurofins, Environmental Laboratory Services (ELS)	• Undertakes collection and analysis of routine samples as per the contract with ELS. The laboratory is accredited under International Accreditation New Zealand (IANZ) and Regional Pubic Health (RPH). Contract for the work is renewed on a tender basis.
		• Notifies Wellington Water of non-compliant sample results.
	Regional Public Health (RPH)	• Regional Public Health is responsible for promoting healthy environments within the Wellington Region.
		• Receives overflow notifications from Wellington Water
		• Undertakes decision on erecting Health Warning Signs in consultation with Greater Wellington Regional Council.

Related Documents

Water Quality Management Plan documents:

Council	Document	File Reference
Hutt City Council	Recreational Water Quality Monitoring for Marine Bathing Sites	
	Coastal Monitoring Routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Non-routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Water Quality Management Plan	G:\Asset_Development_Team\HCC Pollution Investigations\Management Plan\HCC WQ Management Plan Final.pdf
Upper Hutt City Council	Freshwater Routine Sampling results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents

	Non-routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Water Quality Management Plan	G:\03-Management Operations\ENV-Environmental Cross Group\08 - Water Quality Monitoring\UHCC\02 Administration\UHCC WQ Management Plan Final .pdf
Council	**Document**	**File Reference**
Wellington City Council	Recreational Water Quality Monitoring for Marine Bathing Sites (WCC)	30-ISO-14-02-PR-002.001
	Coastal Monitoring Routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Culverts Routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Coastal Monitoring Non-routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Culverts Non-routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Water Quality Management Plan	
Porirua City Council	Recreational Water Quality Monitoring for Marine Bathing Sites	
	Coastal Monitoring Routine Sampling results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Coastal Monitoring Non-Routine Sampling results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents

	Stormwater Routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Stormwater Non-routine Sampling Results	Woogle>Stormwater>Water Quality Monitoring>Activity Documents
	Water Quality Management Plan	G:\03-Management Operations\ENV- Environmental Cross Group\08 - Water Quality Monitoring\PCC\PCC Micro WQ Management Plan 082016.docx

Contingency plans for consented overflows

Council	Document	File Reference
Hutt City Council	Malone, Hinemoa Wastewater Overflow Work Instruction	G:\Hutt City\Consents\Wastewater\Reporting\New Resource Consent\2016-17\Malone Rd and Hinemoa St Overflow Contingency Plan version 7 10.7.17.docx
Wellington City Council	Moa Point Long Outfall Consent Overflow Contingency Plan, July 2005	G:\03-Management Operations\WWT-Wastewater Treatment Plant Operations\MOA POINT\03-WWT-MOA POINT - 12 Overflow discharges\MTP overflow contingency plan 2013 (FINAL).doc
	Overflow Contingency Plan for Western Wastewater Treatment Plan	G:\03-Management Operations\WWT-Wastewater Treatment Plant Operations\WESTERN\03-WWT-WES- 10 RC\03-WWT-WES-10 - 04 Overflow\WTP overflow contingency plan 2014 (draft).doc
	Mitigation Plan for Managed or Unplanned Discharges at Lavender Bay	
	Contingency plan for the interceptor overflow points at Murphy St. and Drummond St	

Related Forms

- Overflow Notification Form

Key Contacts

Organisation	Name	Contact No	Email	Address
Wellington Water	Network & Customer Operations	Gary O'Meara, Group Manager,	027 434 8850	Gary.O'Meara@wellingtongtonwater.co.nz
		Sam Lister, Manager, Contract and Customer Management	021 998 553	Sam.Lister@wellingtonwater.co.nz
		Jeremy McKibbin, Manager, Treatment Plants		Jeremy.McKibbin@wellingtonwater.co.nz
		Anna Hector, Manager, Wastewater Contracts	027 285 6040	Anna.Hector@wellingtonwater.co.nz
		John Baines, Team Leader UHCC and HCC	027 249 9003	John.Baines@wellingtonwater.co.nz
		Desmond Scrimgeour, Senior Engineer	027 537 3306	Desmond.Scrimgeour@wellingtonwater.co.nz
		Brian Smith, Engineer	027 487 3319	Brian.Smith@wellingtonwater.co.nz
		Paul Davison, Engineer	027 306 451	Paul.Davison@wellingtonwater.co.nz
		Adam Mattsen, Graduate Engineer	027 226 0277	Adam.Mattsen@wellingtonwater.co.nz
		Malcolm Giles, Contracts Officer	027 249 9957	Malcolm.Giles@wellingtonwater.co.nz
		Dirk Naish, Contracts Officer	027 487 3318	Dirk.Naish@wellingtonwater.co.nz
	Development &	Jetesh Bhula, Group Manager	027 210 5303	Jetesh.Bhula@wellingtonwater.co.nz

		Tim Strang, Chief Advisor Stormwater	027 686 3031	Tim.Strang@wellingtonwater.co.nz
		Steve Hutchison, Chief Advisor Wastewater	021 306 534	Steve.Hutchison@wellingtonwater.co.nz
		Iqbal Idris, Team Leader	027 210 5292	Iqbal.Idris@wellingtonwater.co.nz
		Michelle Chew, Investigations Engineer	021 947 481	Michelle.Chew@wellingtonwater.co.nz
	Business Services	Alexander Van Paassen, Manager Community Engagement	027 232 1677	Alexander.VanPaassen@wellingtonwater.co.nz
Eurofins, Environmental Laboratory Services (ELS)	Environmental/Microbiological	Rob Deacon, General Manager	DDI 04 568 1203 MOB 027 248 9604 FAX 04 576 5017	rdeacon@els.co.nz
		Sunita Raju	027 248 9603	sraju@els.co.nz
Hutt City Council		Bruce Sherlock, Infrastructure Manager	04 570 6833	Bruce.Sherlock@huttcity.govt.nz
		Raaj Govinda, Manager, Environmental Inspections	DDI 04 570 6796 MOB 027 231 1874	Raaj.Govinda@huttcity.govt.nz
		Vanessa Coull, Senior Environmental Health Officer, Food Safety & Registration	04 570 6666	Vanessa.Coull@huttcity.govt.nz

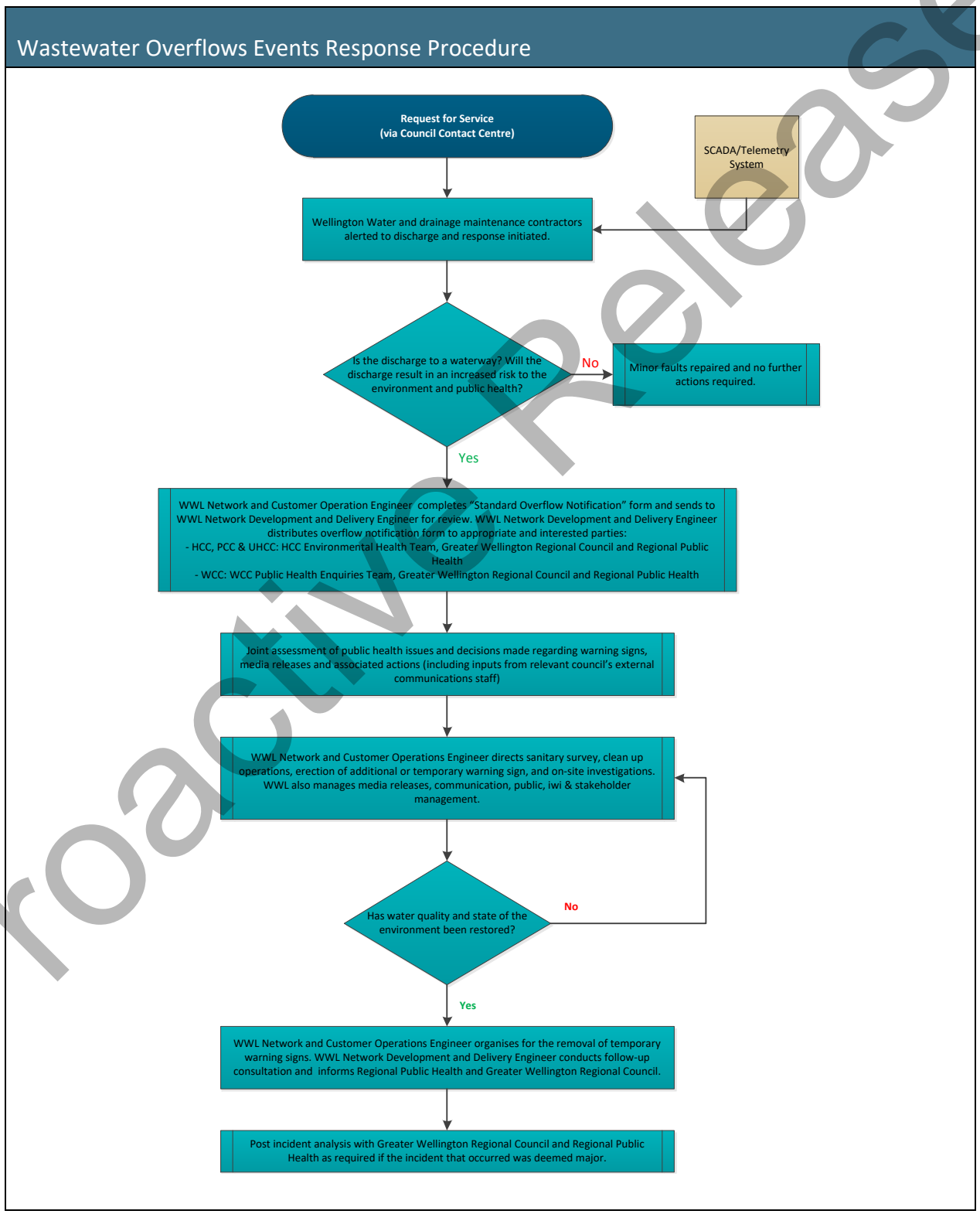
Wellington City Council	David Chick, Infrastructure Manager		
	Richard McLean, External Communications Team		
	Public Health Enquiries	Publichealthenquiries@wcc.govt.nz	
Upper Hutt City Council	Lachlan Wallach, Infrastructure Manager	027 442 8912	Lachlan.Wallach@uhcc.govt.nz
Porirua City Council	Tamsin Evans, Infrastructure Manager		PBAILEY@PCC.GOVT.NZ
	Moana Wyatt, External Communications Team	027 469 8532	MKOUSAL@PCC.GOVT.NZ
	Keith Calder, Porirua Harbour Strategy Co-ordinator	04 237 3598	KCALDER@PCC.GOVT.NZ
	Nicholas McDonald, Health Protection	04 237 3594	NMACDONALD@PCC.GOVT.NZ
Hutt Valley District Health Board Stormwater & Wastewater	Jonathan Lambert, Health Protection Officer, Healthy Environments and Disease Control Team	04 570 9718	Jonathan.Lambert@huttvalleydhb.org.nz
	Mike Fisher, Health Protection Officer, Healthy Environments	DDI 04 570 9322 MOB 027 807 1398	Mike.Fisher@huttvalleydhb.org.nz

	Bulk Water	Matthew Molloy, Drinking Water Assessor		Matthew.Molloy@huttvalleydhb.org.nz
	Wastewater Treatment Plant	Campbell Gillam		Campbell.Gillam@huttvalleydhb.org.nz
	After hours – on call staff		04 570 9002 OR 04 570 9007 FAX 04 572 9211	
Greater Wellington Regional Council	Stormwater & Wastewater	Claire Conwell, Environmental Scientist, Environmental Science Department	04 830 4216	Claire.Conwell@gw.govt.nz
		Megan Oliver, Team Leader, Aquatic Ecosystems and Quality	04 830 4329	Megan.Oliver@gw.govt.nz
		Peggy Cunningham-Hales, Resource Advisor, Compliance Team	04 830 4435	Peggy.Cunningham-Hales@gw.govt.nz
		Al Cross		
		Nigel Corry		Nigel.Corry@gw.govt.nz
		Jeremy Rusbatch		Jeremy.Rusbatch@gw.govt.nz
		James Snowdon, Environmental Protection Officer	04 830 4146	James.Snowdon@gw.govt.nz
	Health & Safety	Laura Dalby		Laura.Dalby@gw.govt.nz
	Wastewater Treatment	Hugh Dixon-Paver		Hugh.Dixon-Paver@gw.govt.nz

		Claire Baldwin		Claire.Baldwin@gw.govt.nz
	Pollution Officer on duty, After hours		04 384 5708	
Department of Conservation			04 470 8413	psimpson@doc.govt.nz
City Care	Emergency Response	Paul Coles	027 236 9050	Paul.Coles@citycare.co.nz
		Graham Bennett	027 702 3347	Graham.Bennett@citycare.co.nz
	Ops Manager	Tame Henry	027 263 8741	Tame.Henry@citycare.co.nz
		Ken Buckley	027 229 8160	Ken.Buckley@citycare.co.nz
		Blair Dynan	027 263 8771	Blair.Dynan@citycare.co.nz
	Call out phone		027 263 8768	
Lifelines	Richard Mowll			

Appendix 1

Response to Wastewater Overflows Flow Charts (Individual Councils)



Appendix 2

Standard Overflow Notification Forms (Wet Weather & Dry Weather)

Wet Weather Form

WGN090219 - Standard Overflow Notification Form (Wet Weather)

Part A: Notification to:

Medical Officer of Health		***Regional Public Health***			
Phone Number		Business	5709002	Extn	
Email Address	*To...*				
Consents Management		**Greater Wellington Regional Council**			
Phone Number		Business	0800 496734	Extn	
Email Address	*To...*				
	Cc				
Health Officer		**Wellington City Council**			
Phone Number		Business	4994444	Extn	
Email Address	*To...*				
	CC...				
Engineer		**Wellington Water**			
Phone Number		Business	04 910 3800		
Email Address					
	To...				
Programme Manager Biodiversity		**Department of Conservation (only notify overflows in Marine Reserve)**			
Phone Number		Business	(04) 470 8413	Extn	
Email Address	*To...*				
	CC...				

Part B: Wellington Water Engineer Details:

Reported by:		***Phone***	
Date of Notification			

Part C: Discharge Details

1.	Location of discharge (including receiving water body).		
2.	Monitored site	Yes	~~No~~
3.	Cause of discharge (if known)		
4.	Date and time discharge began.		
5.	Estimated date and time of discharge end.		
6.	Flow rate and approximate volume of waste discharge?		
7.	What is the degree of dilution/mixing in the receiving waters?		
8.	Is there any direct contact between sewage and;	Yes	No
▪	Human food sources? E.g. puha, watercress, cattle grazing contaminated pastures		
▪	Human drinking water supply sources?		
▪	Surface or ground water systems?		
▪	Human recreation activates? (Consider both land and water.)		
9.	Is it possible that the discharge contains industrial waste?	**Yes / No**	
10.	Describe the weather at the time of discharge.		

11. What is the proximity of people to the discharge, including odour?		
12. Is there any substantial change to existing hazards as a result of this discharge?		
12. What action has been taken? (Included in description below).		

Action taken (Describe what action has been taken? E.g. Erection of additional warning signs, sampling, future monitoring, advice given to affected parties (including residents and interest groups), advice to public via media and/or external communications. Additional information may be provided in related email.

Dry Weather Form

WGN090219 - Standard Overflow Notification Form (Dry Weather)

Part A: Notification to:

Medical Officer of Health		***Regional Public Health***			
Phone Number		Business	5709002	Extn	
Email Address	*To…*				
Consents Management		**Greater Wellington – Wellington**			
Phone Number		Business	0800 496734	Extn	
Email Address	*To…*				
	Cc…				
Health Officer		**Wellington City Council**			
Phone Number		Business	4994444	Extn	
Email Address	*To…*				
	CC…				
Programme Manager Biodiversity		**Department of Conservation (only notify overflows in Marine Reserve)**			
Phone Number		Business	(04) 470 8413	Extn	
Email Address	*To…*				
	CC…				

Part B: Wellington Water Engineer Details:

Reported by:		***Phone***	
Date of Notification			

Part C: Discharge Details

13. Location of discharge (including receiving water body).			
14. Monitored site			
15. Cause of discharge (if known)			
16. Date and time discharge began.			
17. Estimated date and time of discharge end.			
18. Flow rate and approximate volume of waste discharge?			
19. What is the degree of dilution/mixing in the receiving waters?			
20. Is there any direct contact between sewage and;		Yes	No
▪ Human food sources? E.g. puha, watercress, cattle grazing contaminated pastures			
▪ Human drinking water supply sources?			
▪ Surface or ground water systems?			
▪ Human recreation activates? (Consider both land and water.)			
21. Is it possible that the discharge contains industrial waste?			
22. Describe the weather at the time of discharge.			
23. What is the proximity of people to the discharge, including odour?			
24. Is there any substantial change to existing hazards as a result of this discharge?			
12. What action has been taken? (Included in description below).			

Action taken (Describe what action has been taken? E.g. Erection of additional warning signs, sampling, future monitoring, advice given to affected parties (including residents and interest groups), advice to public via media and/or external communications. Additional information may be provided in related email.

Appendix 3

Sanitary Survey Inspection Form & Check List

Sanitary Survey Inspection Form and check list			
General details:			
Site name:		Suburb:	
Inspected by:		Company:	
Date:		Time:	
Weather conditions:		Wind direction / strength	
Tide level / state:		Seaweed coverage (%)	
Number of bathers:		Birds / Animals:	
Insert picture, photograph or diagram as appropriate			
Length of beach visually inspected:			
Overflow manholes checked:			
Pump stations checked:			
Sewer manholes lifted and checked (list):			
Streams visually inspected:			
Stormwater culverts visually inspected:			
Comment on any contracting works in area and describe:			
Comment on activities or events at site (swimming, boating, etc.):			
Other:			

Appendix 4

Operational Procedures for Maintenance Contractors

Operational Procedure - Overflow Containment & Clean Up for Maintenance Contractors

Note: All work must be carried out in accordance with the Health and Safety in Employment Act 1992 and other statutory regulations and relevant New Zealand Standards.

1. PURPOSE & SCOPE

This procedure details the reactive maintenance requirements for the emergency response required to contain and clean up a wastewater/sewer overflow originating from the public sewer reticulation network.

The purpose of this procedure is to minimize the adverse effects and risks of a wastewater overflow to public health, customer premises and the environment by responding to the incident within the required response times.

This procedure also outlines the protocols for cleanup and disinfection of public areas or private open spaces that may have been contaminated in the event that an overflow could not be effectively contained.

2. METHODOLOGY

a. Maintenance contractor receives the job and responds - All sewer blockages or wastewater overflow calls are to be designated as Priority 1 responses.

b. If an overflow is still on-going at the time the maintenance contractor reaches the incident, stopping the discharge and containing the overflow shall be the first priority to prevent any further contamination. Appropriate methodology shall be used to clear the blockage or restore flows. Set up temporary containment system for the spill/overflow/surcharge using appropriate materials and approved methods, such as spill kits, absorbent booms/sox, silt traps, sand bags, hay bales, etc. Record details of time of commencement of containment and time of containment of spill.

c. Note: Where work is required within a private property and the resident is not home and a potential risk to public health is present, notify Wellington Water immediately. If entry to dwellings or commercial buildings is required to investigate and clean up an overflow/spillage, notify Wellington Water.

d. Locate the source of the spill/overflow/surcharge to enable assessment of the fault. On assessment consider if a suction truck is required and the number of units. If spill/overflow/surcharge is on-going then arrange suction trucks with urgency.

e. Commence rectification of the cause of spill/overflow/surcharge (e.g. clearing sewer blockage, repair pipe fault etc.) using appropriate and approved repair methods.

   Note: *DO NOT ENTER A CONFINED SPACE UNLESS YOU ARE TRAINED TO DO SO, WEARING THE REQUIRED SAFETY EQUIPMENT, YOU ARE MONITORED BY ANOTHER OPERATOR, AND IT IS SAFE TO DO SO.*

f. Clean up all spills and wastewater overflow using approved methods. Disinfect area as required. Where surcharge has damaged private property, advise Wellington Water of the details (include photographic records where possible).

g. Notify Wellington Water of any wastewater which has discharged into a waterway or marine environment.

h. Set up appropriate signage if instructed by Wellington Water.

i. Any blockages on Council main refer for CCTV inspection.

j. Blockage on private lateral refer to the respective council's Environmental Consents

3. RECORDS

Confirm Enquiry (Service Wastewater)

Hansen

City Care Event Manager, CEM system

4. REFERENCES

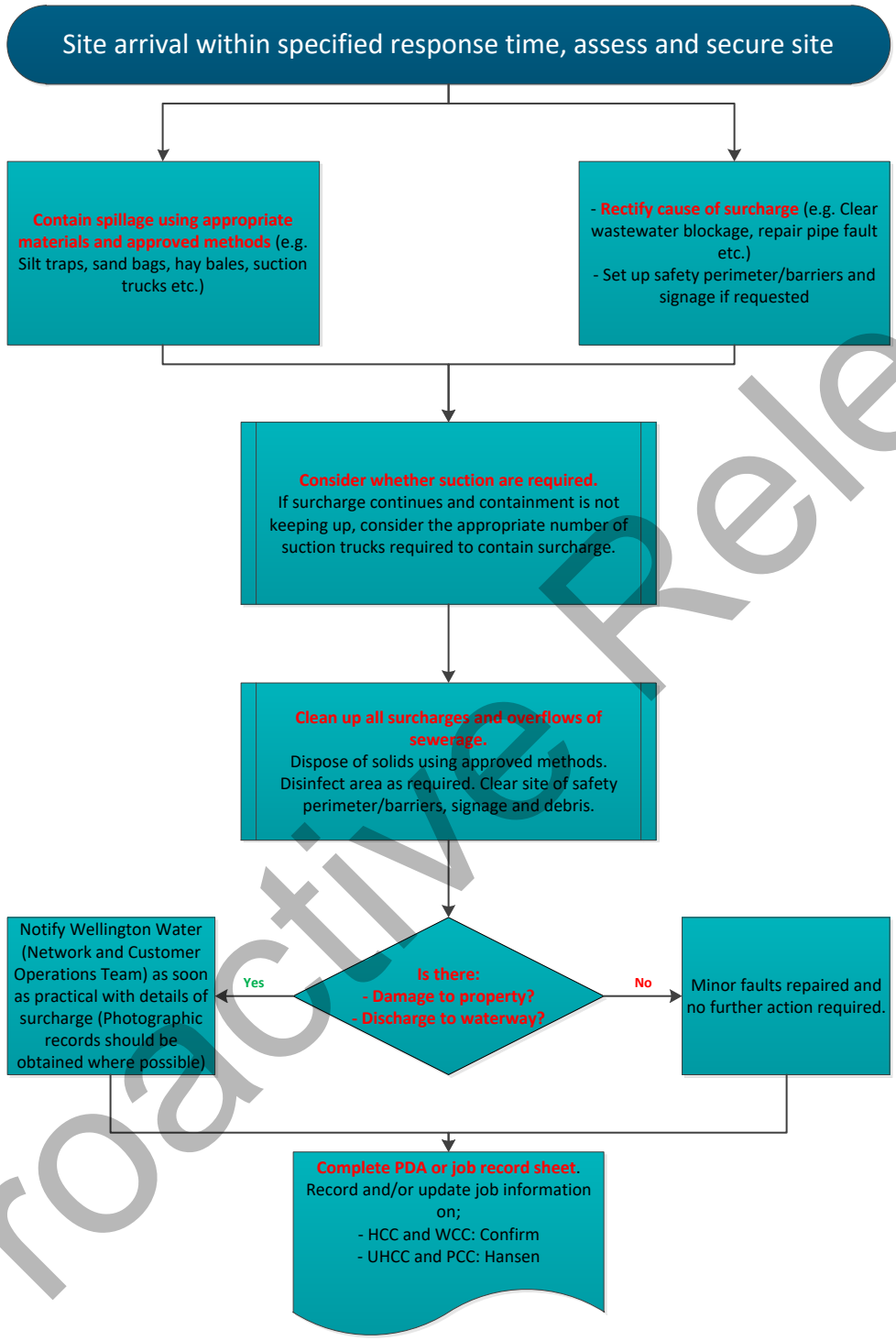
Management Procedure for Wastewater Overflows - 30-ISO-13-01-PR-001.001 • 3 August 2015

Overflow Notification Form - 30-ISO-13-01-FR-001.001 • 12 August 2009

5. ATTACHMENTS

Flow Chart

Operational Procedures for Wastewater Overflow Events (Maintenance Contractor)



Appendix 5

Photographs of Stormwater Outfall Discharge Warning Signs

The following signs are erected on a temporary basis and removed when the cause of the discharge has been located and remedied or once the overflow event has ended.